

CEO Monthly Report

June 2022



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of April show 136 customer requests were registered with 41 requests remaining open and 132 being closed during the month.

Two complaints were received for June. The first Complaint is related to drainage in Dry Creek Road Bonnie Doon and is being addressed by our Capital Works team. The Second complaint is regarding Council's Planning Compliance and this matter is being dealt with by our Coordinator Governance and Risk.

The majority (41%) of total requests opened were for Road Maintenance (Field Services) Road Maintenance requests consisted of (in order of frequency):

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

Local Laws (22%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

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

At the time of the report there were 8 overdue service requests. Overall organisation performance is 95%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Asset Management	28	22	4	2	0	0
Capital Works	1	0	0	0	1	0
Engineering Services	13	3	2	0	8	0
Environmental Health	2	1	0	1	0	0
Infrastructure and Planning	1	0	0	1	0	0
Local Laws	38	29	6	0	2	1
Parks and Garden Services	5	4	1	0	0	0
Records and Customer Service	3	2	0	1	0	0
Road Maintenance	71	61	1	0	8	1
Tourism and Events	1	1	0	0	0	0
Unallocated	3	3	0	0	0	0
Waste	7	6	0	1	0	0
Total	173	132	14	6	19	2

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

June	
	Total
Requests	173
Complaints	2

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	Contract awarded. Construction starts late June.	On Budget	JAN 2023
Bridges & Culverts				
813000. Bridges - Renewal	408,071	<p>PARTIAL CARRY FORWARD</p> <p>Bridge Renewal work informed by the level 3 structural inspection results.</p> <ul style="list-style-type: none"> -Guardrails at Dry Creek Rd and Shaws Rd complete. -Upgrade of Malcom St culvert (west of Kidston Pde) due to start in Sep due to weather required for spray seal (carry forward). -Improvement works at Donaldson's bridge have been deferred due to other higher priority works. -Design RFQ for Gooleys Bridge barrier replacement closed April 13, contract to be awarded in June with construction works deferred until 2022/23 following completion of design. 	On Budget	SEP 2022
813013. Bridges - Structural Assessment	100,000	<p>CARRY FORWARD</p> <p>Level 3 structural inspections on a prioritised list of bridges. Priority list has been developed. Forecast cost reduced to \$60,000 as \$40,000 allocated to 2021-22 Resheeting Program. Contract awarded.</p>	On Budget	AUG 2022
Buildings				
831232. Family & Children's Centre	21,667	Install solar panels at Family and Children's Centre. Was on hold due to resources. Work completed in June.	On Budget	Complete
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	PARTIAL CARRY FORWARD - Flooring renewal at Mansfield Recreation Reserve toilet blocks. Complete. - Refurbishment of Perkins St Jamieson. Upgrade of existing toilet block. Completion scheduled end of Jul 2022.	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 investment.	On Budget	NA
851038. Heritage Visitor Facility (Station Precinct)	1,548,000	CARRY FORWARD The Mansfield Heritage Museum will provide locals and visitors to Mansfield a place to view, learn, and interact with articles of historical and cultural significance. Tender delayed due to consultant availability and heritage advice; will go to tender in August.	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	CARRY FORWARD Design phase for the improvements to the wetland. Design is complete. Was delayed due to local design consultants experiencing backlog and extended lead times.	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. Scope for RFT has been progressed in preparation for a prompt start. \$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 yearly cycle	120,000	DEFERRED Cyclic clearing of silt and vegetation from the Mullum wetlands. A priority project for new staff to concentrate in 2022/23 financial year.	On Budget	2022/23
881135. Water & Stormwater Management Program (Inspect & Jet)	50,000	CARRY FORWARD Routine cleaning and evaluation of stormwater assets. Works started 6 June. Delayed due to MOA from VicRoads. Completion expected in July.	On Budget	JUL 2022
Footpaths & Cycleways				
821012. Footpaths Asphalt - Renewal	50,000	DEFERRED Re-surfacing of asphalt pathways within the Shire. Deferred due to resourcing and no priority locations identified.	On Budget	2022/23
821013. Footpaths Gravel / Stone - Renewal	24,970	DEFERRED Re-surfacing of gravel pathways within the Shire. Approximately 1 km of rail trail widening and improvements not able to be completed due to resources in 2020/21. Stakeholder consultation is complete. Deferred for completion in 2022-23 financial year.	On Budget	AUG 2022
821100. Footpaths Concrete - Renewal	50,000	Rejuvenation of dilapidated concrete pathways within the Shire. Work is complete.	On Budget	Complete
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	PARTIAL CARRY FORWARD Planning phase for streetscape enhancements. As per Council approval, work has commenced on preparation of a Structure Plan, to be completed in consultation with the community.	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. Currently in procurement phase awaiting delivery of streetscape items.		
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 February 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	FEB 2023
811150. Reseal Preparation Program	164,159	PARTIAL CARRY FORWARD Reseal preparation has been divided into two stages. - Stage 1 Contract awarded. Work has commenced. Weather delays have pushed back practical completion to September. - Stage 2 Contract awarded. Commencement in September following on from Stage 1.	On Budget	OCT 2022
811152. Heavy Vehicle Alternative Route (Stage 1 HV5 Withers Dead Horse, Midland)	2,004,000	PARTIAL CARRY FORWARD Stage 1 design was delayed due to Withers Lane intersection & land acquisition. Construction of new pavement base progressed well, and sealing was scheduled for mid-May however weather did not permit. Maroondah Hwy intersection works were delayed by VicRoads MOA and wet weather and as it is now too wet to commence, the sealing and intersection works will be held over until end of winter.	On Budget	OCT 2022
811158. Heavy Vehicle Alternative Route (Stage 2 HV6 Greenvale, Mt Battery)	2,081,000	CARRY FORWARD Design is well progressed. Tender issue drawings were delayed due to Black Spot funding application. Tender closed 13 April 2022 and value	On Budget	2022/23

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		engineering process has been prolonged due to loss of design consultant staff, now replaced. Report to be provided to Council meeting in July for award of a contract.		
812075. Resheets	1,821,931	PARTIAL CARRY FORWARD Contract awarded to Alpine Civil. Work commenced December 2021 and is progressing well. Crews were diverted to Buttercup Rd to undertake additional work to address poor road condition due to heavy rain events after April long weekends. August completion expected.	On Budget	AUG 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 completed. Awaiting final confirmation of pricing.	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	Jul 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	Complete.	On Budget	Complete

3. New Initiatives

Non Recurrent New Initiatives 2021-22 For Period Ending June 2022

Operating	2021-22 Updated Budget	2021-22 YTD Updated Budgets	2021-22 YTD Actuals	YTD Variance Updated Budget	YTD Percentage Variance Updated Budget
Rates & Property service review	35,000	35,000	12,650	22,350	64%
Digital Transformation	130,000	130,000	32,900	97,100	75%
Website Upgrade	20,000	20,000	319	19,681	98%
Lakins Road easement	25,000	25,000	0	25,000	100%
Youth services - Service review	35,000	35,000	34,621	379	1%
Outlying Community Infrastructure Fund (Round 2)	50,000	50,000	50,000	0	0%
Total Operating Initiatives	295,000	295,000	130,491	164,509	56%

Capital	2021-22 Updated Budget	2021-22 YTD Updated Budgets	2021-22 YTD Actuals	YTD Variance Updated Budget	YTD Percentage Variance Updated Budget
Family & Childrens Centre	43,334	43,334	51,191	(7,857)	-18%
Living Libraries Project - Expense	15,000	15,000	54,571	(39,571)	-264%
Bonnie Doon Streetscape	50,000	50,000	0	50,000	100%
Goughs Bay Streetscape	50,000	50,000	1,165	48,835	98%
Heavy Vehicle Alternative Route	2,889,574	2,889,574	1,641,904	1,247,670	43%
Total Capital Initiatives	3,047,908	3,047,908	1,748,831	1,299,077	43%

* The YTD Actual data is draft as at 30 June 2022, as the June period has not yet been closed due to year end.

4. Statutory Planning

Planning Applications Lodged

Type of Application	#
Dwelling (with outbuilding 3)	5
Outbuilding/shed/agricultural shed/carport	6
Use of land for second dwelling	1
Development of land with 2 dwellings & subdivision into 2 lots	1
Subdivision of land into 2 lots	2
Subdivision of land into 3 lots	1
Development of installation of above ground fuel tank & fuel bowser	1
Use & development of 8 dwellings, subdivision of 8 lots, removal of carriageway easement	1
Buildings & works extension to existing dwelling, carport & outbuilding	1
Buildings & works associated with camping & caravan park	1
Multi lot subdivision, vegetation removal, Transport Zone 2	1
Development of replacement dwelling	1
Amendment to multi lot subdivision & vegetation removal	1
Amendment to staged multi lot subdivision	1
Total Planning Applications Lodged	24

Planning Applications Determined

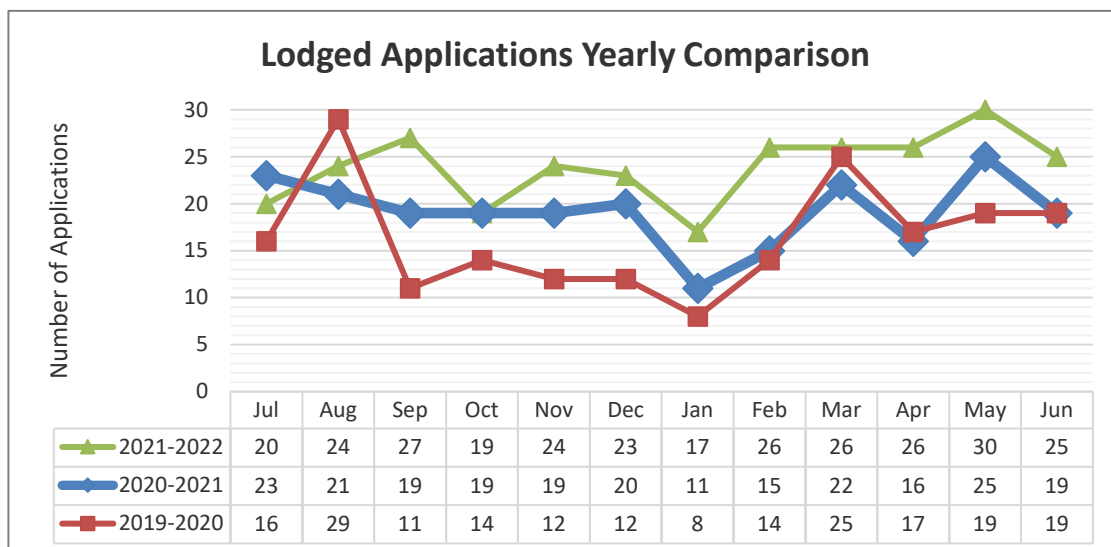
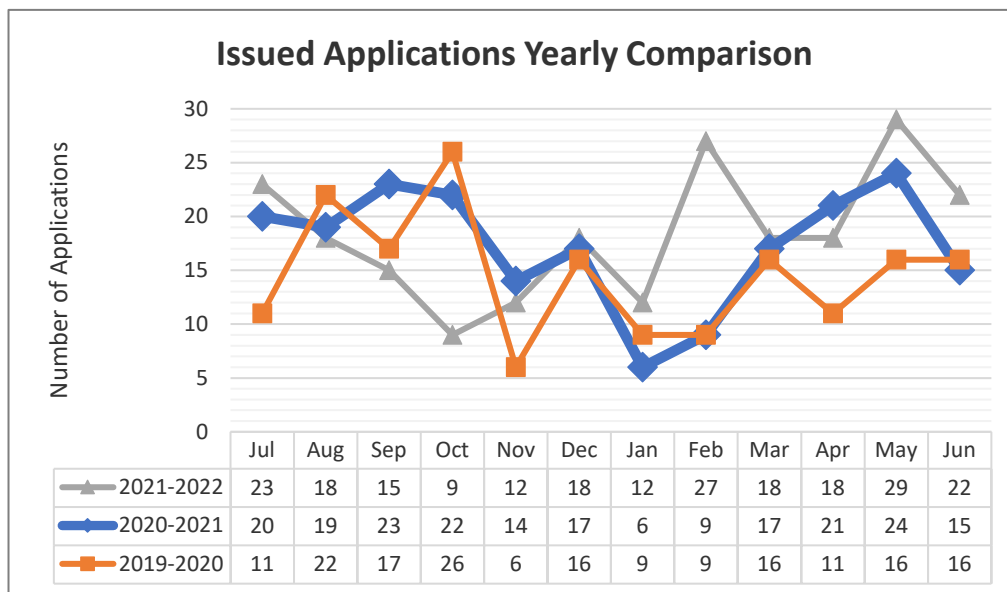
Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/Lapsed/ Permit not required
P024/22	Liquor licence extension to red line hours	86 High Street Mansfield	1	
P031/21	Development of a dwelling	9 Hills Road Goughs Bay	1	
P040/22	Use & development of replacement dwelling	160 McMillan Point Drive Mansfield	1	
P046/22	Alterations & additions to existing dwelling	801 Glen Creek Rd Bonnie Doon	1	
P051/22	Agricultural outbuilding	Glen Creek Road Bonnie Doon	1	
P073/22	Outbuilding ancillary to a dwelling	222 Blue Range Road Bridge Creek	1	
P075/22	Outbuilding ancillary to a dwelling	370 Rifle Butts Road Mansfield	1	
P076/22	Buildings & works associated with use of land for mining	6 Bridge Street Woods Point		1 lapsed

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Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/Lapsed/ Permit not required
P082/22	Development of a dwelling	18 Fossickers Trail Goughs Bay	1	
P083/22	Agricultural outbuilding	272 Old Tonga Road Mansfield	1	
P084/22	Use & development of dwelling & outbuilding	9 Drakes Hill Road Mansfield	1	
P0084D/12	Amendment to include solar panels	1098 Mansfield Whitfield Road Barwite	1	
P095/22	Use & development for dwelling & outbuilding	53 Range View Court Mansfield	1	
P096/22	Outbuilding ancillary to a dwelling	50 Old Eildon Road Jamieson	1	
P098/22	Use & development of two dwellings	13 Murphy Street Mansfield	1	
P099/22	Agricultural shed	201 Lakins Road Mansfield	1	
P100/22	Outbuilding ancillary to a dwelling	437 Maroondah Hwy Merton	1	
P100A/18	Use & development of land for industry & associated signage	75 Dead Horse Lane Mansfield	1	
P102/22	Development of two dwellings	4 Finlason Street Mansfield	1	
P107/22	Buildings & works associated with existing use o land for trade supplies	205 Mt Buller Road Mansfield	1	
P116/22	Use & development of 8 dwellings & 8 lot subdivision	23 Elvins Street Mansfield		1 withdrawn
P117/22	Agricultural shed	24 Glen Creek Road Bonnie Doon	1	
P118B/22	Amendment dwelling, signage, reduction in car parking	771 Dry Creek Road Ancona	1	
P135/21	Use and development of land for storage units; reduction in car parking requirements; alteration to access	2390 Maroondah Highway, Maindample	1	
Total applications determined/withdrawn/Refused/lapsed			22	2

Certification Applications Lodged for the Month of June

Application No	Date Lodged	Type	Location	Application Stage
S196134T/22	16/6/2022	Three lot subdivision	141 Lakins Road Mansfield	On referral
S196152P/22	15/6/2022	Two lot subdivision	20 Logan Street Mansfield	On referral
S196198/22	15/6/2022	Consolidation to one lot	47 Ailsa Street Mansfield	Under assessment
S196385M/22	15/6/2022	Two lot subdivision	14 Minerva Street Mansfield	On referral
S196689S/22	28/6/2022	Two lot subdivision	108 Highton Lane Mansfield	On referral
S196926T/22	28/6/2022	Variation of restriction - consolidation	65 Peppermint Lane Tolmie	Certification & Statement of Compliance issued

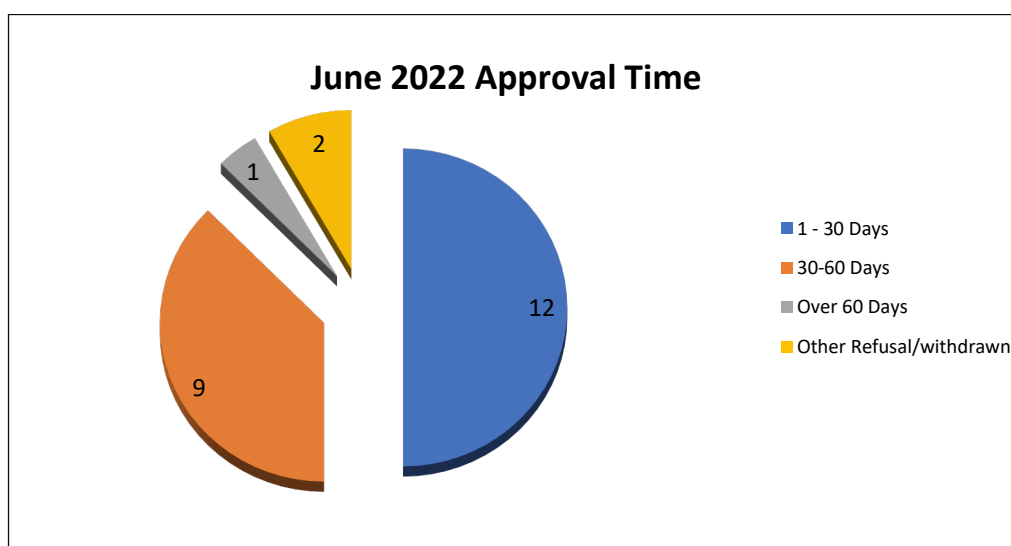


Other Planning Consents & Enquiries

Secondary Consent (amended plans)	3
Extension of time	2
Condition 1 Plans	4
Statement of Compliance	3

Days Taken to Determine Planning Applications

	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
1 - 30 days	0	8	11	4	13	12	48
31 - 60 days	1	14	6	12	15	9	57
Over 60 days	5	2	1	2	1	1	12
Withdrawn/Permit not req./Lapsed/Refused	1	2	3	2	1	2	11
Applications finalised	7	26	21	20	30	24	128



VCAT

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	Decision of Council affirmed. Permit granted.	

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	\$4,103,660	\$6,110,689	\$2,255,561
JUN	\$5,350,889	\$6,638,540	\$6,691,999
TOTAL	\$73,899,580	\$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	7	109	12	133	5	127
JUN	5	114	12	145	10	137
TOTAL	114		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* (1 Urban 4 Rural)	5	\$2,962,846
ALT & ADDITIONS	7	\$1,038,940
DOMESTIC SHEDS & CARPORTS	18	\$787,942
SWIMMING POOLS & FENCES	6	\$304,161
COMMERCIAL & PUBLIC AMENITIES	2	\$257,000
TOTAL COST OF BUILDING WORKS	38	\$5,350,889

6. Regulatory Services

Septic Applications Lodged, Approved and Issued for the Month

	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	6	2	8	7	4
JUN	6	0	6	1	0
TOTAL	61	6	67	68	58

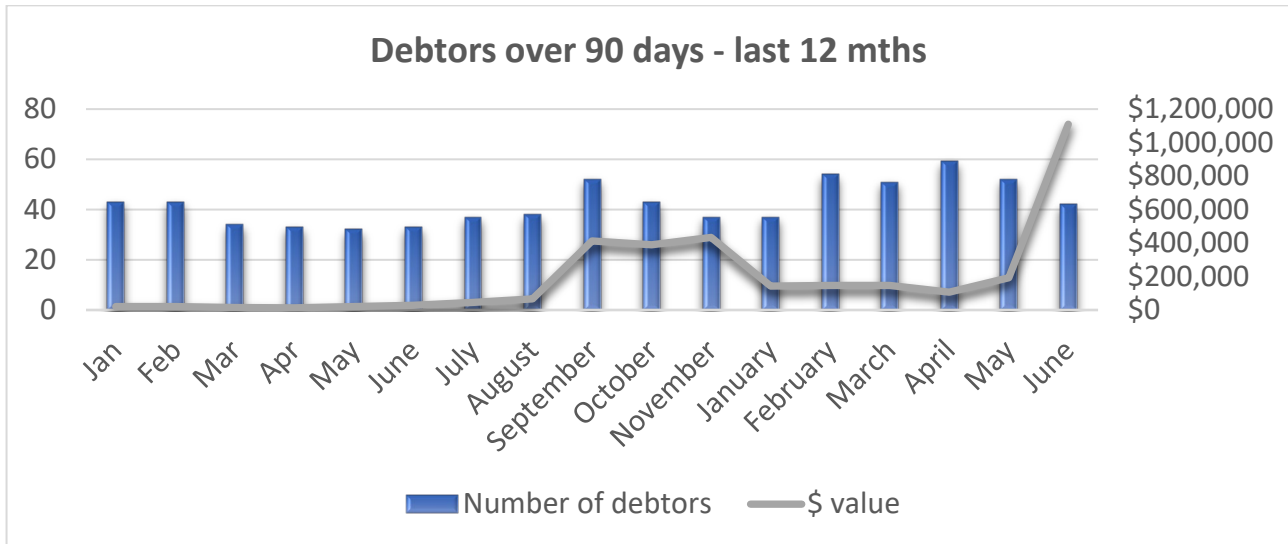
Septic Applications Lodged

	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	8	67	9	67	3	63
JUN	6	73	10	77	8	71
TOTAL	67		77		71	

7. Revenue Services

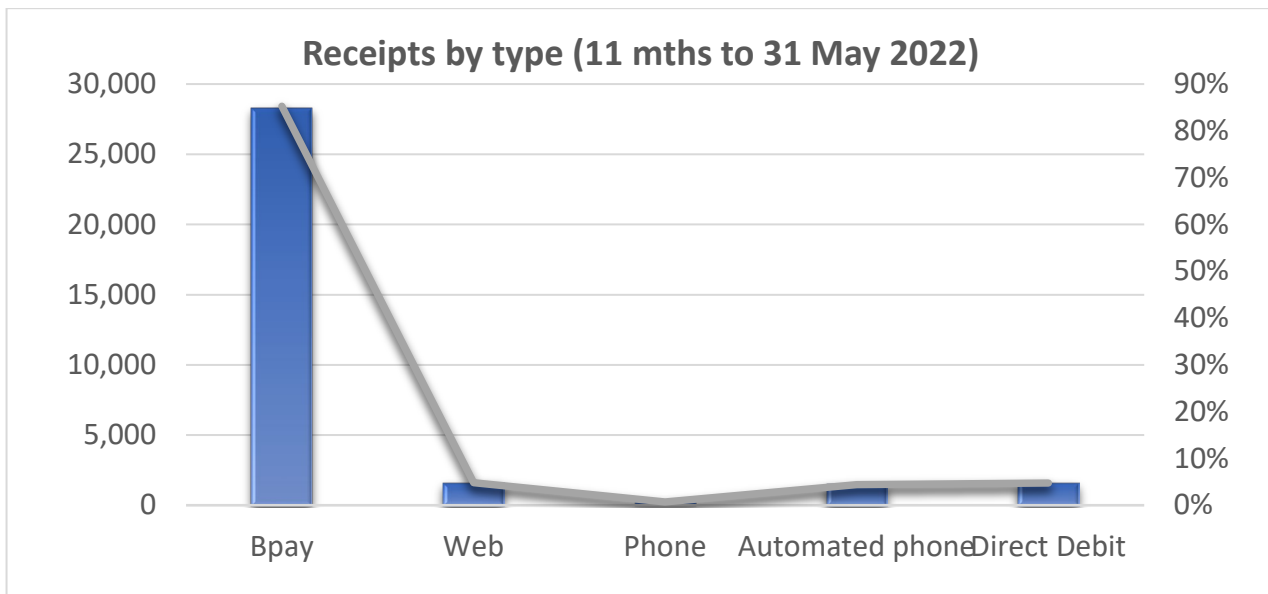
Debtors

The number of debts outstanding over 90 days remains at 42 with the amount at \$1.109m as of 30 June 2022. Note that there is one major debtor related to Dual Court stadium in the sum of \$1.020m.



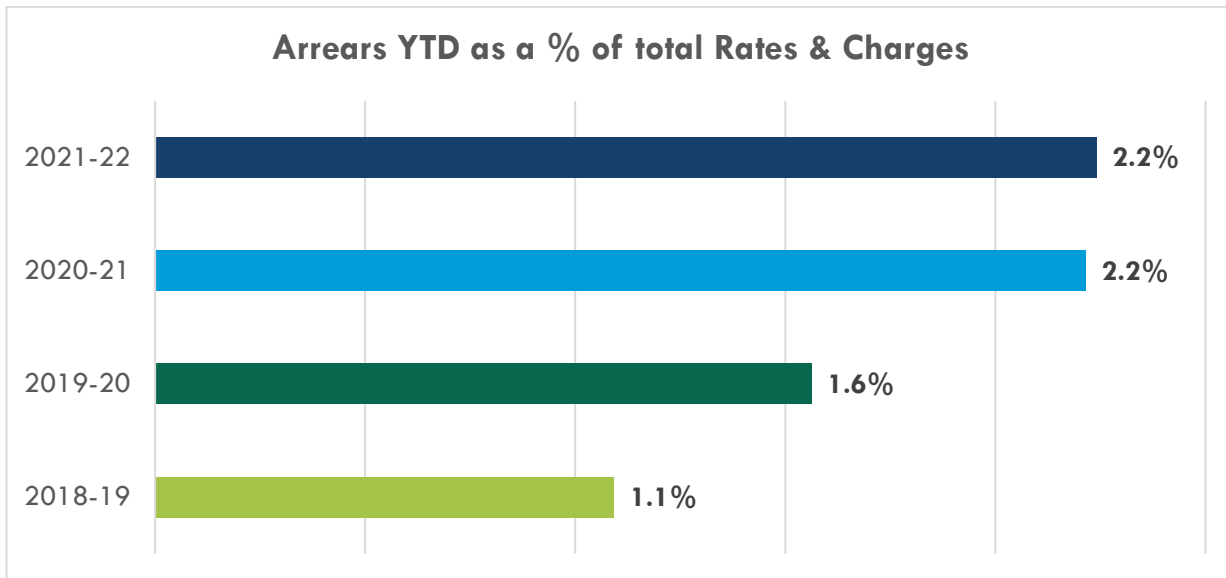
Payment of Rates

Statistics for payment methods utilised by ratepayers to pay their rates and charges during the 12 months to 30 June 2022 are shown below. BPAY continues to be overwhelmingly the most popular.



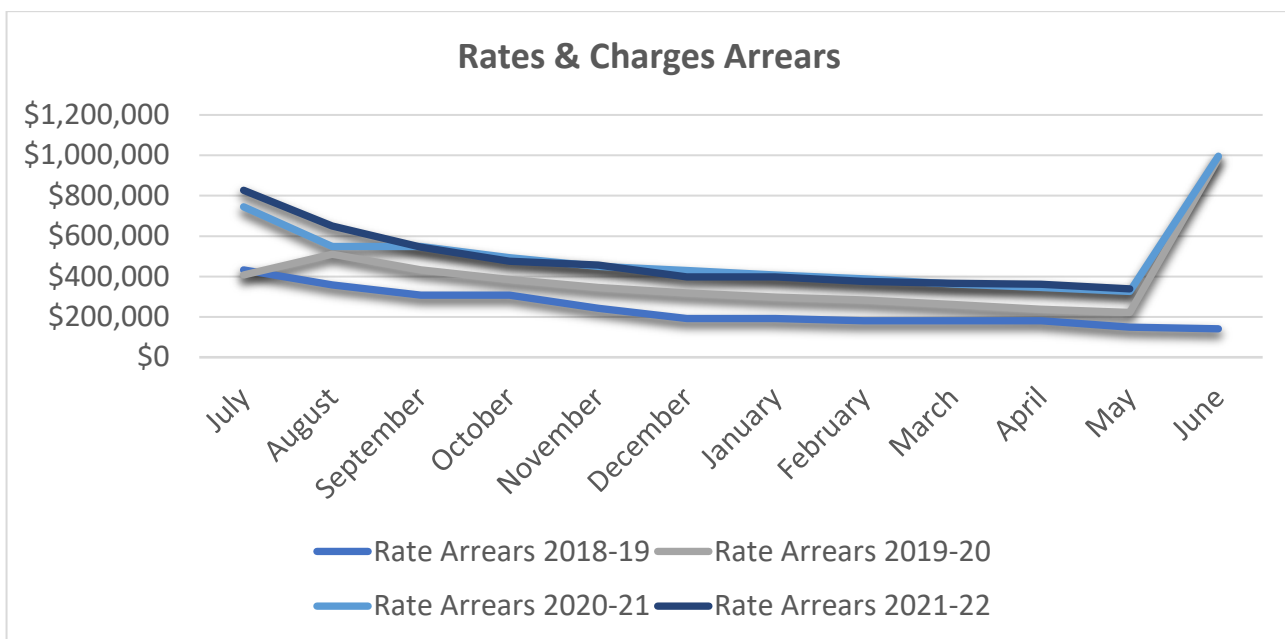
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Rates and charges in arrears are shown below. The level of arrears remains consistent for the same period in the prior year. As at, 30 June 2021 arrears of \$995k equated to 2.2% of rates and charges for the year 2020-21. Now at 30 June 2022, arrears of \$1,154k equate to 2.2% of rates and charges invoiced for 2021-22.

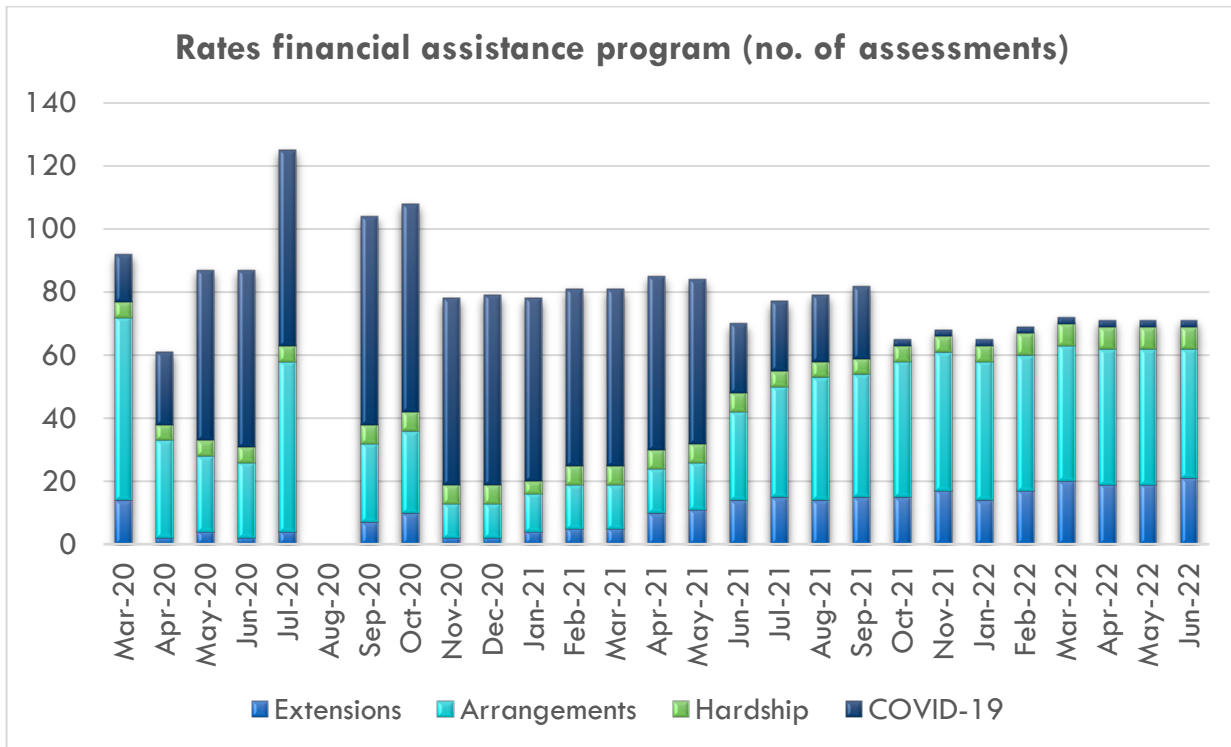


Council have reinstated debt recovery procedures and hope to reduce the level of arrears over the next quarter.

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



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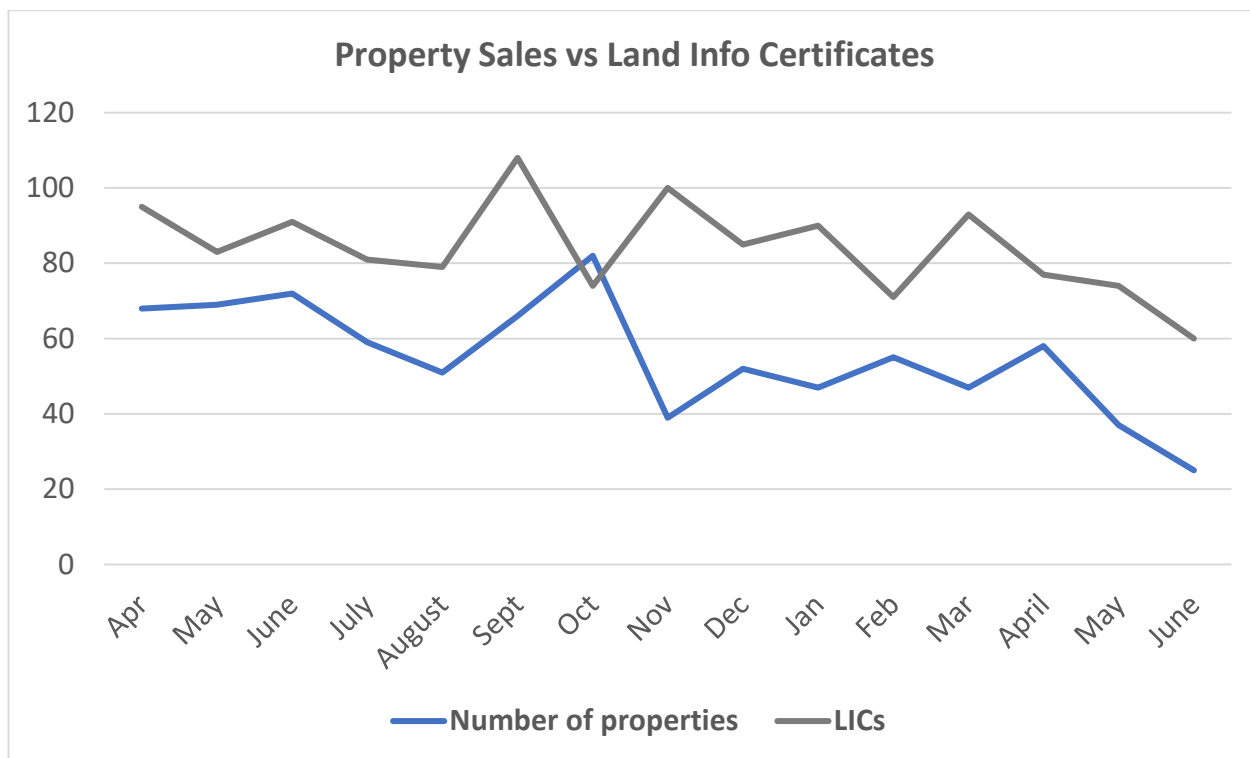
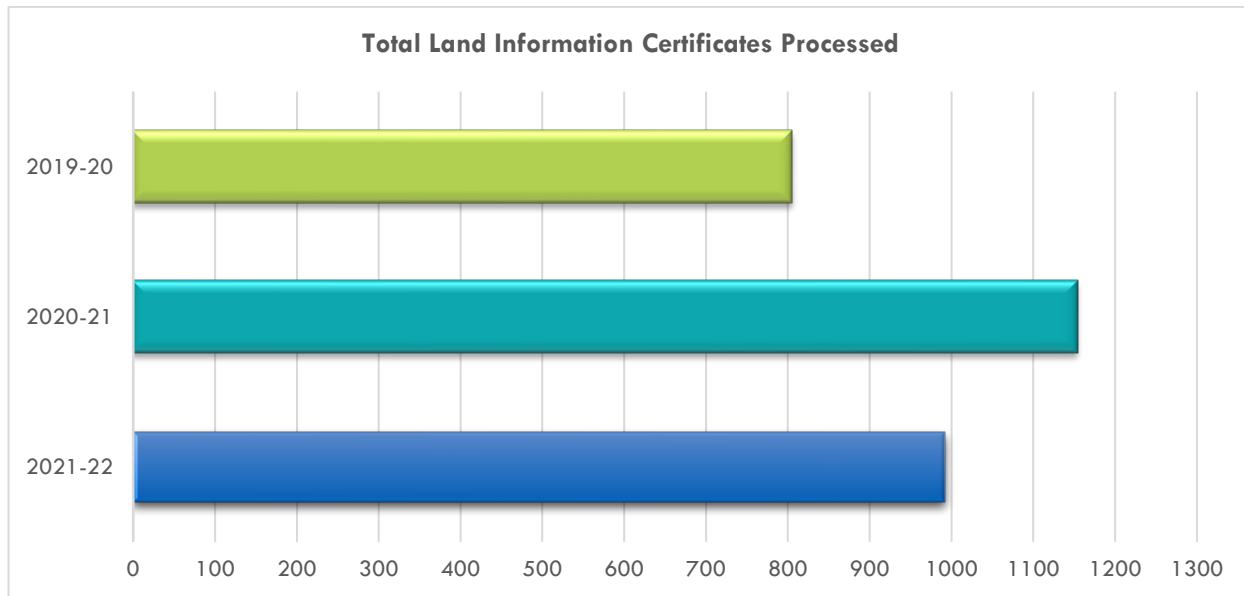


Property sales data

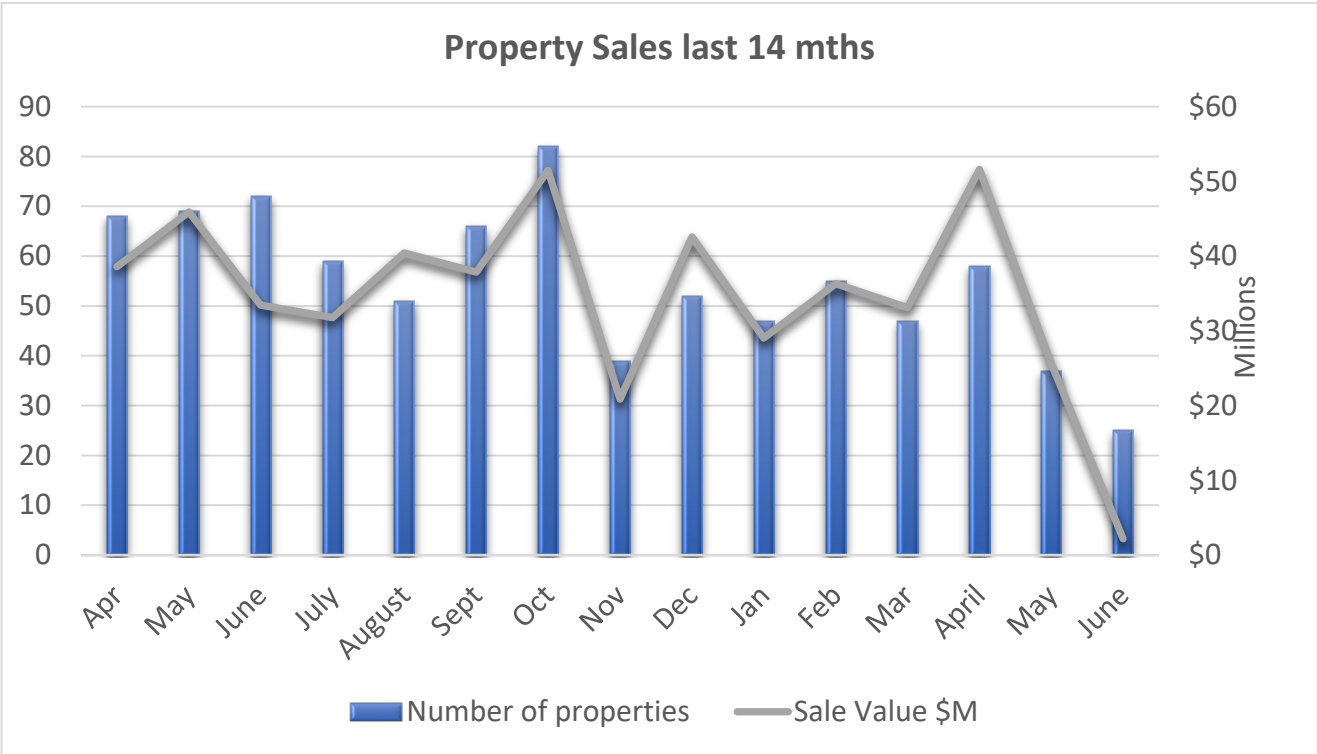
The number of Land Information Certificates (LICs) processed annually (and as at, 30 June for the current year) are shown below. LIC's are required to be provided by Council to property conveyancers to assist in calculating property settlement payments in relation to Council rates and charges outstanding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

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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. The 2021-22 market has slowed down in the later part of the year due to anticipated and actual increased interest rates.



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NOTE: June 2022 data is incomplete due to staff absences. Date will be updated in July report.

8. Governance

Confidential Reports at June Council Meeting 2022.

No. of Confidential Reports	Comments
3	<ul style="list-style-type: none"> Award Tenders for Reseal Preparation Stage 2 Service and Transportation of Skip Bins for the Mansfield Resource Recovery Lakins Road Industrial Precinct

Confidential Reports - Financial Year to Date

Month	No. of Confidential	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	9
May 2022	2	11
June 2022	3	14
TOTAL	14	14

Freedom of Information Requests (FOI) received in June 2022

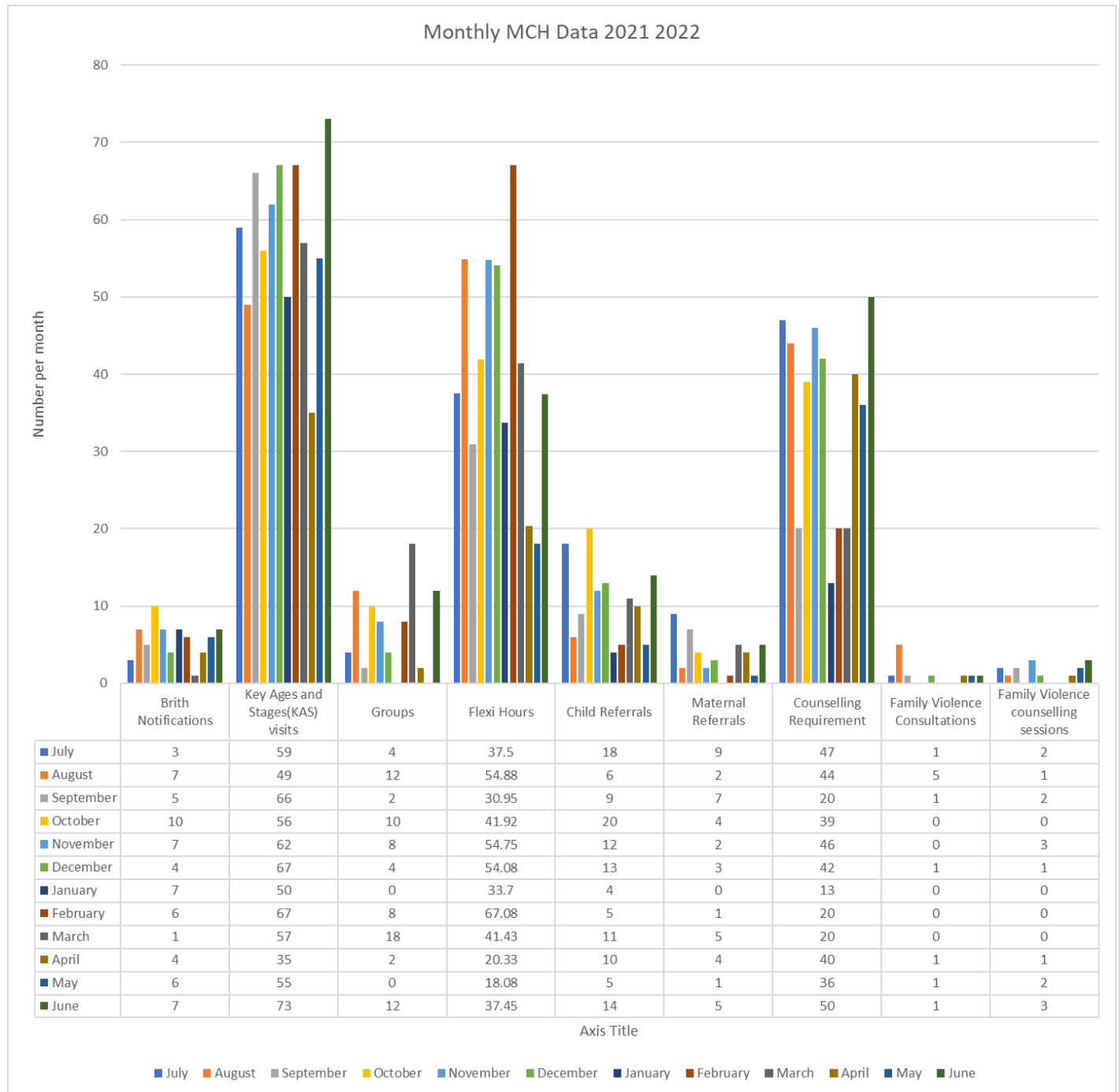
No. of FOI Requests	Comments
1	FOI Request for Building information from May requesting further documents. Relates to a personal injury legal claim.

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	1	7
June 2022	1	8
TOTAL	8	8

9. Community Health and Wellbeing

Maternal and child health



Mansfield Shire Council | **CEO Monthly Report**

Key Age and Stage Participation rates 2021 2022

Participation rates are higher in 2021-22 in nine out of the ten KAS visits compared to 2020-2021 and all targets have been met.

Maternal & Child Health Annual Report - Participation Rates 2021-2022

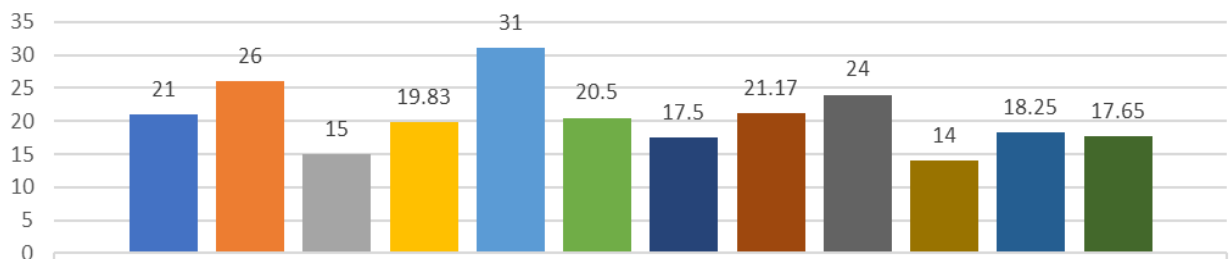
No of Cards in	Draw 1	Draw 2	Draw 3	Draw 4	Draw 5	Draw 6				
	68	83	73	85	77	93				
Consultations	H/V	2w	4w	8w	4m	8m	12m	18m	2y	3.5y
No of visits	70	71	69	70	75	74	74	69	64	60
Participation Rate	102.9412	104.4118	101.4706	102.9412	110.2941	98.01325	98.01325	88.46154	87.67123	74.07407

Line 10 - enter figures from 2E on annual report (total # of infant record cards)
 line 14 - enter data from 4/3 on annual report (total KAS Non ATSI and ATSI)

Targets	100%	98%	98%	96%	95%	90%	85%	75%	70%	65%
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Financial counselling

Financial counselling hours per month 2021 2022



	1
July	21
August	26
September	15
October	19.83
November	31
December	20.5
January	17.5
February	21.17
March	24
April	14
May	18.25
June	17.65

Emergency Relief ER update – Mansfield & District Welfare Group M&DWG

In June there were 13 requests for assistance, totalling \$2,136:

Food	\$1,470
Fuel	\$515
Accommodation	\$90
Bus	\$31
Phone recharge	\$30

These figures include assistance provided via Social Worker (Mansfield District Hospital), Integrated Family Services/Maternal and Child Health.

Youth services

Youth services assisted two young people to attend the North East Pride Rainbow Ball in Benalla on June 25, 2022 at the Benalla Town Hall. It was a fantastic event with music, dancing, and competitions. After a cancellation of the Ball due to Covid in 2020 and a small version in 2021 everyone appreciated being able to enjoy a night of fun friendship and inclusivity.

Youth service review was presented to Council and implementation of the recommendations is underway. We are currently recruiting for a Youth Program Coordinator.

Integrated family services

In June Mansfield Integrated Family Services saw the results of recent networking efforts with the referral of seven families into the service. While only recently the service was operating with vacancies we are now at capacity and are supporting 15 local families to achieve their goals in regard to providing the best support and care for their children.

Aged care

June 2022

Total Service Hours – June 22	Funding category	Percentage of hours delivered in each category	No. Clients	Total hours
Home Care	CHSP	74%	159	369
	Veterans	8%	9	36
	HACC-PYP	3%	6	17
	Brokerage	15%	22	74
Personal Care	CHSP	63%	27	154
	Veterans	4%	1	10
	HACC	3%	2	6
	Brokerage	30%	12	76
Respite Care	CHSP	50%	6	46
	HACC			0
	Brokerage	50%	5	46
Food Services	Total Delivered meals	539		
Property Maintenance	CHSP	92%	28	82
	Others	8%	2	6
Social Support group	CHSP – Core/high	74%	29	328
	HACC	1%	1	4
	Brokerage	25%	6	114

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Weekly meetings with the Mansfield District Hospital management and operational staff were held over the month to ensure a smooth transition of services delivery to clients in the new financial year. This involved securing consent to disclose client information and compiling relevant data to share.

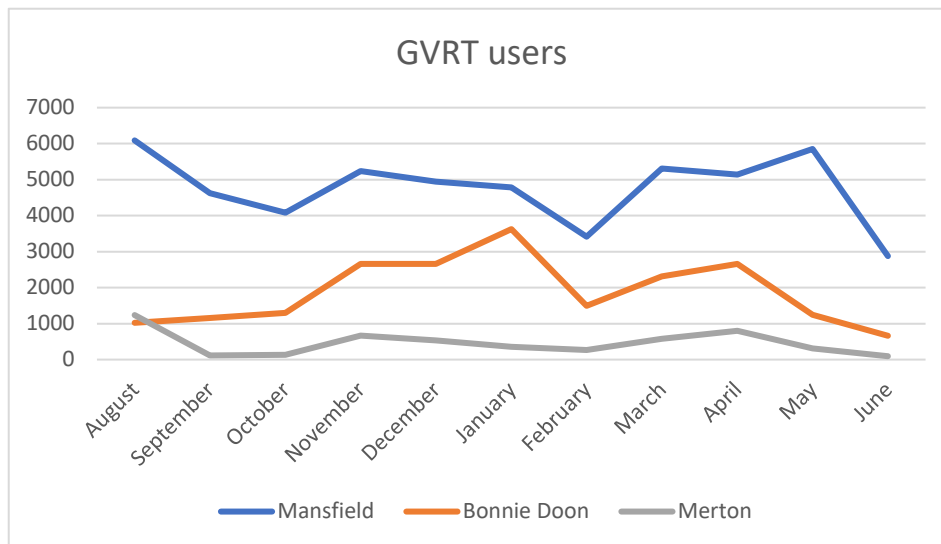
Transition of services progressed through the month of June and successfully completed on the 30 June. All services agreements with clients and brokerage organisations have been ended.

Acknowledgment and recognition of service was celebrated on the evening of Thursday 30 June with the Community and Home Care team.

10. Visitor Services

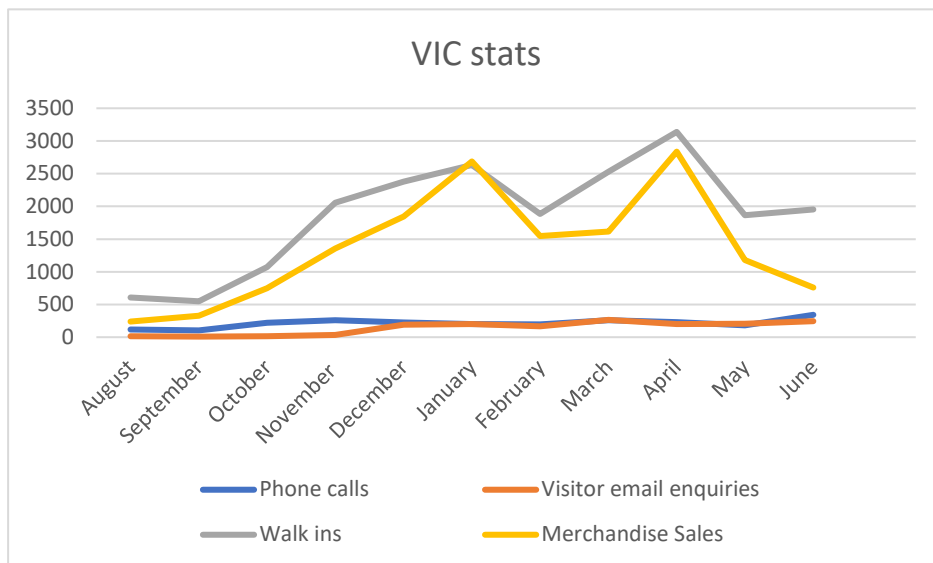
The Great Victorian Rail Trail (GVRT)

No surprises seeing a dip in the Rail Trail users with the cold, wet weather here for June. This is not unusual and nothing to be concerned about.



- The Great Artdoors project Panel has announced the chosen artists and locations along the Rail Trail. The Community Reference group have seen the artworks and are in support which is fantastic.
- We received our Bike Repair stand in June and in consultation with the station's precinct group and friends of the rail trail the site has been chosen and will be installed in July by local company Tectonic Civil.
- The signage project is also near completion across the trail with all new Codes of Conduct, directional signage and informative signage about to hit the print stage then install. This has been a project involving Murrindindi and Mitchell shires as well.

Visitors to the Mansfield Visitor Information Centre (VIC)



There was a small jump in May due to the start of the snow season however this was nowhere near the months of March and April. Definite weather impact for Mansfield based tourism and the increase with Buller visitors does not really flow into the Information Centre.

There has been some great work done on the interpretative pole display out the front with all new signage put in place, new gravel and a general tidy up. Also, installation of a new open flag out front has been completed to draw people in.

Visitor Survey

The Visitor Information Staff have recommenced gathering information from visitors to the centre. Looking at age ranges, origin of travel, reasons for travel and more.

67% of visitors were aged 40 -65

49% were adult couples

80% of visitors were here for a holiday over one day

57% of visitors to the VIC were visiting Mansfield for their first time

Most popular things were – **Rivers, lakes and water. Bushwalking & outdoors. Attractions. Mount Buller.**

The most popular reason for visiting the information centre was for Maps and directions followed by Operator Information.

Destination Victoria Event

Our economic Development Officer for Tourism & Events attended the two-day Destination Victoria conference in Melbourne.

This event was jam packed with lots of keynote speakers, presentations, and networking across the tourism sector.

Some key points discussed were in line with our focus for Mansfield tourism, which was great to see. This included:

- Using events to build confidence in your destination as a brand
- Selling the outcome
- Tourists' relentless pursuit of new
- Travel is now a need, not a want since the pandemic

It was also interesting to see that in the next three years, international travel is expected to have similar figures to the previous 30 years of growth worldwide. Whilst this may not impact Mansfield directly in huge numbers there will be a flow on of international tourists from places such as India and Singapore with China to follow in a few years.

Events

June is traditionally very quiet for events in Mansfield. Through the month of June council has supported the following event:

Mansfield Lantern Festival

17-19 June 2022 saw the Mansfield Lantern Festival return to regular programming. Council funded the event to the sum of \$5,000 plus in-kind support.

This event was organised by Walker Events. The event received very positive feedback and had around 1,200 in attendance. This was the first year where the majority of the planning was done by Walker Events and not council and it went very well. This relationship will continue, and the Lantern Festival will continue to receive sponsorship from council in its current setup and format.

Council Business Support

Business support newsletters, including business grants, health support programs and workshops and COVIDSafe information were emailed to 454 local businesses in June.

The reported figures below are the averages.

	Council's Business Newsletter	Industry Benchmark
Open rate	47.12%	24.1%
Click rate	10.8%	7.3%
Delivered	99.12%	-
Bounced	0.88%	-

June's Open and Click results are maintaining their higher than industry benchmark levels however these results are slightly lower than seen in May.

Business Contact and Support

Following the closure of the Business Concierge (DJPR) Program – Economic Development now provides ongoing support to local business through regular communications around funding, grant and support programs.

Local businesses also make requests of our team around sourcing information or contacts to assist with expansion or varying their business offerings including services and products. The Economic Development team has had 57 face to face, telephone and email contacts with businesses across most sectors during June.

Ongoing issues for businesses include:

- COVID-19 infection rates are still high enough to impact most businesses through direct infection, family or other close contacts.
- Staff shortages continue to lead in terms of issues for small business, largely due to COVID and Influenza. Customer facing businesses, such as Australia Post, have had to close at times due to staff shortages due to illness.
- Trading hours are being tailored to allow staff to obtain rest away from work. Many food and beverage rosters are so short staffed that rotation is not possible and are closing at any available interval to provide staff with a break. This leads to inconsistent business hours across many of our retail and hospitality businesses.
- Housing/Long Term Tenancy continues to be an issue for businesses trying to engage new staff from outside the Shire.
- Supply issues, including increased pricing for food and household products, fuel and construction supplies is another key issue. National reporting suggests these issues are likely to continue into the foreseeable future.

A discussion between the Economic Development Team, some local residents and business owners has been somewhat fruitful in finding a few rooms for boarders/ new staff who have been unsuccessful in securing long term rentals. This will of course be a short term/ stop gap measure but may also provide some incentive for a bit of networked support from other likeminded residents.

“Supply” and associated pricing issues with food and household goods/products, motor fuel and a variety of building/ construction items continues and reports from local to national reporting services suggest that these circumstances are likely to continue for some time into the future.

Business Support Services

Support for new staff for local businesses has been provided by the Economic Development team connecting opportunities for boarding where long-term rentals haven't been able to be sourced.

Council has facilitated virtual business advice sessions for local business with Business Victoria in partnership with Monarch Institute. Business owners and those wishing to start a business can receive one free 45-minute session with an expert who can advise on:

- marketing, website, digital marketing strategies

- employing and managing staff
- financial strategies to increase sales and profits
- the next steps with a completed business action plan.

Businesses have the flexibility to book the next available session or select an adviser based on specialised experience.

Better Approvals

There were four enquiries around the Better Approvals process during June.

- ▶ Seeking information about starting a tiny homes manufacturing business
- ▶ Assistance with funding for Electric Vehicle (EV) charging at premises
- ▶ Information on Civil Construction Sector to start a new business
- ▶ New owner of Kevington Hotel enquiring about potential changes to their business, including expanding their business model.
- ▶ The Tiny Homes and Civil Construction business enquiries are looking to find premises within Mansfield township.
- ▶ We received an enquiry from an EV Charging company to connect with available funding opportunities.

GOTAFE Mobile Campus

The Mobile Campus is confirmed to be located in the Car Parking Area in Highett Street (North) in front of the Coffee Merchant in Mansfield – 29 August to 3 September inclusive.

Business Victoria – Small Business Bus

The Business Victoria – “Small Business Bus” - will be in Mansfield for 17 November and will be located in the Car Parking Area in Highett Street (South) between the Mansfield Hotel and the Courthouse.

Library

Refurbishment Update – June

- Construction will take place in two stages. Stage 1 is likely to begin in late July. Access will be from the carpark at the south end of the Library through one of the meeting rooms. A risk assessment has indicated the need for a ramp to be installed at the temporary entrance, fencing to create a safe pathway to the back entry and signage along Collopy Street.
- Preparation for stage 2 - A floorplan is being developed for the limited library service which will operate from the Visitors Information Centre.

Mansfield Shire Council | CEO Monthly Report

- Library staff assisted Friends of the Library to apply for a grant through Bendigo Bank to purchase a self-serve kiosk. The outcome will be known in early July.

Baby Book Bags have been purchased for the next 100 babies born to parents in the Mansfield Shire. The library, together with Maternal and Child Health, is continuing our commitment to provide early literacy materials and support to new parents. Both Friends of Mansfield Library (\$500) and CWA (\$1,000) have contributed to the purchase of the bags (\$3,000). Mansfield Shire Council is the only Victorian Council to purchase these bags from Raising Literacy Australia and distribute them to all new babies. The bags include picture books, collections of rhymes and information to encourage parents to 'read, sing and play, with their babies ever day'. This program has run in collaboration with Maternal and Child Health since 2017, with both services receiving terrific Feedback from parents.

Each year the Library has a discretionary amount of \$6,300 to spend on items in addition to those purchased by the High Country Library Network Hub. The Shire also receives \$5,900 annually as part of the Premiers Reading Challenge program. Each year we focus on different areas of the collection (in 2020-2021 we purchased a large collection of dyslexic friendly books). **This financial year we decided to spend almost \$3,000 on graphic novels.** This genre, ranging from comics to adapted literary works, is highly sought after by school aged children and teens. Graphic novels are well suited to the current generation because so much of their entertainment and education experience has a visual component.

Library Statistics for June 2022

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help
June 2022	2,470	3,876	3	50	8	78
May 2022	2,184	3,302	10	198	9	57
April 2022	2,716	3,821	26	371	8	73
Mar 2022	2,684	3,733	13	199	12	49
Feb 2022	2,280	3,347	5	83	8	37
Jan 2022	2,816	3,614	3	100	0	35

Program statistics are lower for June due to preparation for the refurbishment.

Feedback left on the Mansfield Library Facebook page



11. Communications

Media Releases

Following the figures reported at the June Council meeting, the final figure for media release distribution for the month of June is 26 Media Releases generated with 22 printed in the Mansfield Courier or picked up by other media outlets.

Social Media

For the June period, Council's Facebook Page saw an increase in follows of 43.

Of the 6,246 followers, the majority appear to be from Melbourne which indicates that our non-resident ratepayers use this platform to be informed of happenings at Council.

A breakdown by location is provided below.

Location

Towns/cities

Countries

Melbourne, VIC, Australia	2,230
Mansfield, Victoria, VIC, Australia	876
Mansfield, VIC, Australia	184
Benalla, VIC, Australia	104
Bonnie Doon, VIC, Australia	65
Sydney, NSW, Australia	65
Geelong, VIC, Australia	61
Wangaratta, VIC, Australia	59
Shepparton, VIC, Australia	55
Merrijig, VIC, Australia	53

Mansfield Shire Council | **CEO Monthly Report**






Page overview for the June period is below:

Page overview

Discovery

 Post reach	34,804
 Post engagement	8,797
 New Page followers	43

Interactions







 Reactions	1,193
 Comments	260
 Shares	157
 Photo views	984
 Link clicks	1,029

Other

 Hide all posts	2
 Unfollows	0

Mansfield Shire Council | **CEO Monthly Report****Post Engagement/Reach**

The posts that received the greatest reach and engagement was in relation to the proposed boat ramp at Howqua Inlet followed by the Lantern Festival, recycling and waste and those promoting the NAIDOC week activities.

	We're investigating options for a new public boat ramp at Howqua Inlet together with Goulburn-Murray Water, Better Boating Victoria and the Victorian Fisheries Authority. The... Wed, 22 Jun	Post reach 13892	Engagement 916
	It's almost here! Our wonderful Lantern Festival returns this year and will be bigger and better than ever running over the whole weekend of 17-19 June. There will be fun, fire, photography, foo... Wed, 8 Jun	Post reach 9207	Engagement 838
	We're investigating how to reduce waste and improve recycling by moving to a service that separates landfill waste, mixed recycling, food & garden organics and glass. To make sure that... Tues, 28 Jun	Post reach 1730	Engagement 522
	Important changes are about to happen to the way Council collects and processes recycling and waste in the Shire that have resulted from the Victorian Government's 10-year plan to move... Fri, 10 Jun	Post reach 2376	Engagement 482
	NAIDOC WEEK 2022 FRIDAY 8 JULY Mansfield Youth Centre 10 – 11.30 Mon Mungan Healing Bracelet Workshop with Cassie Leatham FREE – Register here - http://mshire.co/monmungan... Tues, 28 Jun	Post reach 5677	Engagement 436
	NAIDOC WEEK 2022 3 July 2022 You're invited to an INDIGENOUS MORNING TEA with special guest speaker Aunty Jo Honeysett. Please register to attend the FREE event -... Wed, 29 Jun	Post reach 6664	Engagement 430

Radio interviews

On 29 June, the Mayor Cr Tehan attended his monthly radio spot on Mansfield Community Radio following the Council Meeting and covered the following topics:

- Adoption of the 2022-23 Council Budget
- Community Satisfaction Survey Results
- Community Engagement Projects
 - Howqua Boat Ramp
 - Waste
 - Botanic Park Masterplan

Also on 29 June, Economic Development Officer – Tourism & Events Gareth MacDonald attended Mansfield Community Radio to discuss the range of events on for NAIDOC Week 2022.

Engage Portal

Regular community consultation is undertaken via Council’s Engage Portal.

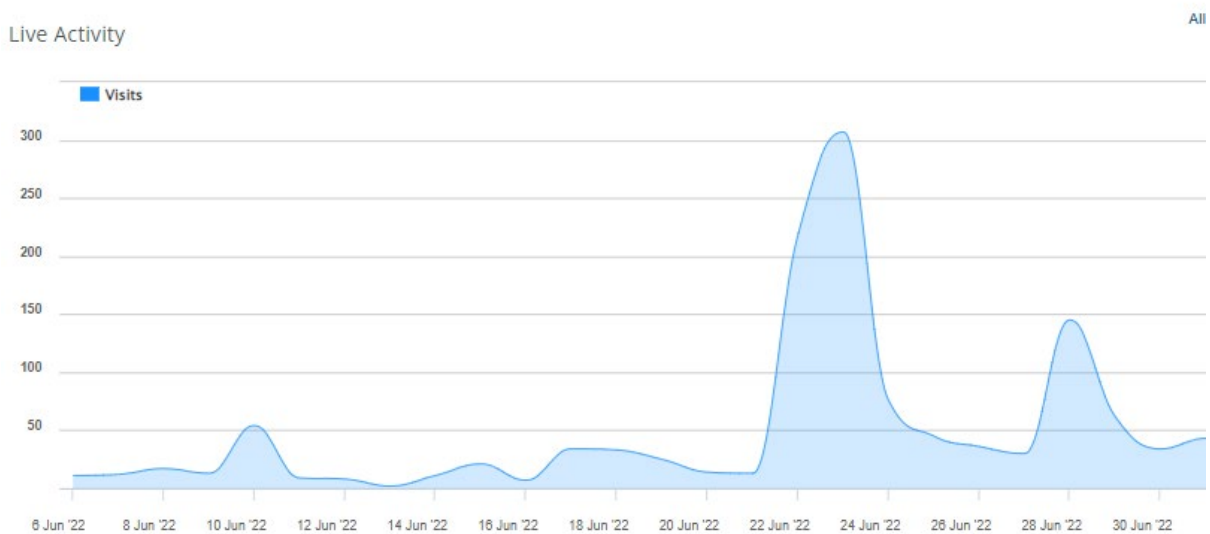
Throughout the month, 1.3k visits to the site were recorded with most being as a result of promotion via social media.

TRAFFIC CHANNEL	AWARE VISITS	INFORMED VISITS(%)	ENGAGED VISITS(%)
DIRECT	393	192 (48.9%)	121 (30.8%)
SOCIAL	771	232 (30.1%)	90 (11.7%)
EMAIL	3	3 (100%)	2 (66.7%)
SEARCH ENGINE	117	67 (57.3%)	4 (3.4%)
.GOV SITES	54	24 (44.4%)	5 (9.3%)
REFERRALS	4	2 (50%)	0 (0%)

The current projects open for consultation are:

- Howqua Public Boat Ramp
- Changes to Recycling and Waste Services in Mansfield
- Botanic Park Masterplan

The Howqua Boat Ramp is receiving the most participation with a spike recorded on 22 June when the consultation on that project commenced.



12. Procurement

NIL completed procurements that require contracts and/or purchase orders over the total of \$75,000 (less GST) for the month of June.