

CEO Monthly Report

October 2021



1. Customer Service

Monthly Customer Request Management System (CRMS) report

CRMS statistics for the month of October show 164 customer requests registered with 60 requests remaining open and 104 being closed during the month. No complaints were received for the month of October.

The majority of total requests opened were for Local Laws (25%). Local Laws Requests consisted of (in order of frequency):

- Lost, stray or wandering animals
- Cat trap register
- Euthanasia of injured wildlife,
- Barking dogs, and
- Dog attack.

Road Maintenance (Field Services) (24%) was the second largest group. Road Maintenance requests consisted of (in order of frequency):

- Potholes
- Limb/tree removal,
- Drainage requests,
- Footpath hazard removal, and
- Missing road signage.

At the time of writing this report there were nine open overdue requests. Overall performance of new requests that were closed for the month of October for the organisation is 63%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Accounts						
Asset Management	18	14	0	0	3	1
Engineering Services	10	4	2	0	4	0
Environmental Health	6	5	0	0	1	0
Fleet Mechanic	1	0	0	1	0	0
Local Laws	41	30	7	0	3	1
Parks and Garden Services	24	15	9	3	0	0
Records and Customer Service	8	8	0	0	0	0
Road Maintenance	40	21	14	3	2	0
Unallocated	9	7	2	0	0	0
Waste	4	0	0	2	1	1
Total	164	104	34	9	14	3

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 facilitate detailed design. RFT to go out in January for Council approval in Feb.	On Budget	JUN 2022
Bridges & Culverts				
813000. Bridges - Renewal	300,000	Bridge Renewal work informed by the level 3 structural inspection results from 2020/21. Guardrails at Dry Creek Rd bridge and Shaws Rd. Improvement works at Donaldsons bridge.	On Budget	JUN 2022
813013. Bridges - Structural Assessment	100,000	Level 3 structural inspections on a list of bridges to be confirmed; will include Sawpit Gully Bridge, Gooleys Bridge guardrail, Dry Creek Rd Bridge guardrail and Malcolm St culvert (west of Kidstone Pde). Forecast cost reduced to \$60,000 as \$40,000 allocated to reseheating program.	On Budget	FEB 2022
Buildings				
831232. Family & Children's Centre	21,667	Install solar panels at Family and Children's Centre. On hold due to resources. New Coordinator Capital Works started 18 October 2020. Project Officer commences 29 Nov 2021. Project is expected to complete this financial year.	On Budget	JUN 2022

Mansfield Shire Council | CEO Monthly Report

851006. Shire Office Refurbishment	120,000	Electrical & sewer upgrade. Investigative work was undertaken in October to be out to market in Nov. Minor interior renovations to commence late Nov.	On Budget	MAY 2022
851012. Toilet Block Refurbishment Program	206,691	Flooring renewal at Mansfield Rec Reserve toilet blocks. Refurbishment of Perkins St Jamieson - upgrade of existing toilet block scoping in progress.	On Budget	MAY 2022
851032. Mansfield Sporting Complex	21,667	Install solar panels at Mansfield Sporting Complex. On hold due to resources – New Coordinator Capital Works started 18 October 2020. Project Officer 29 October 2021. Project is still expected to be completed this financial year.	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. This building will also provide safe housing for those historical articles not on display, and a space where they can be refurbished and repaired. Grant nomination to LRCI in progress.	On Budget	DEC 2022
Community Projects				
881168. Bonnie Doon Community Centre Upgrades	15,000	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	Design phase for the improvements to the wetland. On hold due to resources. A priority project for new staff to concentrate on.	On Budget	MAR 2022
823038. Stormwater Drainage Works - Cnr Apollo & High St	500,000	Corrective works to the flooding issues at Apollo St. Expected to be completed in 2022/23 financial year; RFT will be	On Budget	2022/23

Mansfield Shire Council | CEO Monthly Report

		progressed in early 2022 following commencement of new project resources; \$500,000 reallocated to resheeting program.		
823050. Mansfield Wetlands Rejuvenation (Drainage) - 5 yrly cycle	120,000	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. A priority project for new staff to concentrate on.	On Budget	MAR 2022
Footpaths & Cycleways				
821012. Footpaths Asphalt - Renewal	50,000	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	Re-surfacing of gravel pathways within the shire. Approximately 1km of rail trail widening and improvements was not able to be completed due to resources in 2020/21. Due to resourcing may be moved to 2022/23 financial year.	On Budget	JUN 2022
821100. Footpaths Concrete - Renewal	50,000	Re-surfacing of concrete pathways within the shire. Scope to be determined. A priority project for new staff to concentrate on.	On Budget	MAY 2022
Off Street Car Parks				
811183. Off Street Car Park Renewal	70,109	Per Assetic, Council's Asset Management System predictive modelling, re-surfacing of car park areas. A priority project for new staff to concentrate on.	On Budget	JUN 2022
Parks & Gardens				
845180. Bonnie Doon Streetscape	50,000	Planning phase for streetscape enhancements. Will start after design is completed on Goughs Bay Streetscape project.	On Budget	MAY 2022

Mansfield Shire Council | CEO Monthly Report

845181. Goughs Bay Streetscape	50,000	Planning phase for streetscape enhancements. Meetings have been held with Goughs Bay community group.	On Budget	MAY 2022
Roads				
811120. Reseals	1,311,165	Reseal list to be inspected and condition rated to ensure priority roads receive treatment. Collaborative tender with Murrindindi Shire Council is underway. Expected to be completed by 30 June 2022	On Budget	JUN 2022
811150. Reseal Preparation Program	164,159	To be performed as part of the above scope. Expected to be completed by 30 June 2022	On Budget	JUN 2022
811152. Heavy Vehicle Alternative Route (HV5 Withers Deadhorse, Midland)	2,004,000	Final design work underway. Tender issue drawings went out to tender in September. Delayed due to Withers lane intersection & land acquisition. Tender closing in late November.	On Budget	JUN 2022
811158. Heavy Vehicle Alternative Route (HV6 Greenvale, Mt Battery)	2,081,000	Design work follows HV5 work by approx. 6 weeks. Design is well progressed. Tender issue drawings scheduled to go out to tender in late November.	On Budget	JUN 2022
812075. Resheets	1,821,931	Resheet contract has been awarded to Alpine Civil. Work to commence in November.	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 reseheeting 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 – Carryover Works				
Project (Capital Works)	Budget (\$)	Comments	Budget Status	Estimated Completion Date
851015. Kindergarten Refurbishment - Ailsa St	86,500	Second & final milestone payment of \$86,500 paid in October.	On Budget	Complete
881010. Bonnie Doon Community Centre	21,500	No conforming bids were received for the restumping works. Project was re-scoped and put back out to RFQ. Contractor was awarded but was not available until this FY.	On Budget	Oct 2021
831234. Outlying Communities Inf. Grants	50,000	Grant program for 2021/22 advertised by Community Services team.	On Budget	June 2022
881182. Dual Court Stadium Carpark	1,400,000	Complete, excluding street lighting.	On Budget	Complete
845015. Botanic Park Playground	585,408	Playground construction complete, picnic tables, benches and water station due for installation next month.	On Budget	Complete
811152. Heavy Vehicle Bypass - Stages 3 & 4	257,382	Design works carry forward for completion of detailed design and associated works.	On Budget	30/10/2022
811155. View Street Roundabout	1,000,000	Completed Feb 2021. Street lighting to be installed.	On Budget	Complete
811156. View Street Upgrade	1,100,000	Complete excluding street lighting.	On Budget	Complete
812075. Resheets	1,449,192	Construction in progress. Includes added Agrilinks scope.	On Budget	Nov 2021

814054. Barwite Road Reconstruction	139,250	Remedial drainage design is complete. Construction works will carry over into next financial year. Contract awarded to Alpine Civil. Onsite works to commence after wet weather period expected late November.	On Budget	30/12/2021
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3. New Initiatives

New initiatives are budgeted projects or services that are one-off by nature and generally outside Councils' "business as usual" context. The initiatives are adopted by Council through the annual budget process, and the following report provides a progress update against each initiative, as at the end of August 2021.

A summary of the initiatives follows:

Initiative category	Number of projects	2021-22 Budget \$'000
Operating	6	295
Capital	6	2,791
TOTAL	12	3,085

Operating

Both service reviews have commenced. The remaining operating new initiative projects are expected to commence in the coming months.

Capital

Income has been received for the library renovation project in the prior year. Minimal progress has been made against the capital new initiatives, which is consistent with the expected phasing of the projects (as shown by the nil YTD budget).

Mansfield Shire Council | CEO Monthly Report

Mansfield Shire Council						
Non Recurrent New Initiatives 2021-22						
For Period Ending August 2021						
Project	2021-22 Original Budget	2021-22 YTD Budgets	2021-22 YTD Actuals	YTD Variance	YTD Percentage Variance	2021-22 Total Forecasts
COUNCIL FUNDED new initiatives						
Operating						
Rates & Property Service Review	35,000	-	-	0	#DIV/0!	15,000
Digital Transformation	130,000	-	-	0	#DIV/0!	130,000
Website Upgrade	20,000	-	-	0	#DIV/0!	20,000
Lakins Road easement	25,000	-	-	0	#DIV/0!	25,000
Youth services - Service review	35,000	-	10,350	(10,350)	#DIV/0!	35,000
Outlying Community Infrastructure Fund (Round 2)	50,000	-	-	0	#DIV/0!	50,000
Total OPERATING INITIATIVES	295,000	-	10,350	(10,350)	#DIV/0!	275,000
Capital						
Solar Panels	43,334	0	0	0	0%	43,334
Living Libraries	15,000	(543,511)	0	(543,511)	(10000%)	15,000
Station Precinct Heritage Facility	0	0	0	0	0%	-
Heavy Vehicle Alternate Route	2,632,192	0	38,939	(38,939)	(10000%)	2,632,192
Bonnie Doon Streetscape	50,000	0	0	0	0%	50,000
Goughs Bay Streetscape	50,000	0	0	0	0%	50,000
Total CAPITAL INITIATIVES	2,790,526	(543,511)	38,939	(582,450)	107%	2,790,526

4. Statutory Planning

Planning Applications Lodged

Type of Application	
Dwelling (with a shed or outbuilding 5)	7
Amend permit to include ground mounted solar array	1
Outbuilding / shed / carport / hayshed	2
Use & development of land for extractive industry (stone extraction)	1
Use and development for a second dwelling	1
Two lot subdivision	2
Development of alterations and additions to an existing dwelling	1
Use & development of land for workshop, retail sales & office	1
Development of dependant persons unit	1
Amendment to permit dwelling & associated works	1
Development of alterations & additions to existing dwelling	1
Total Planning Applications Lodged	19

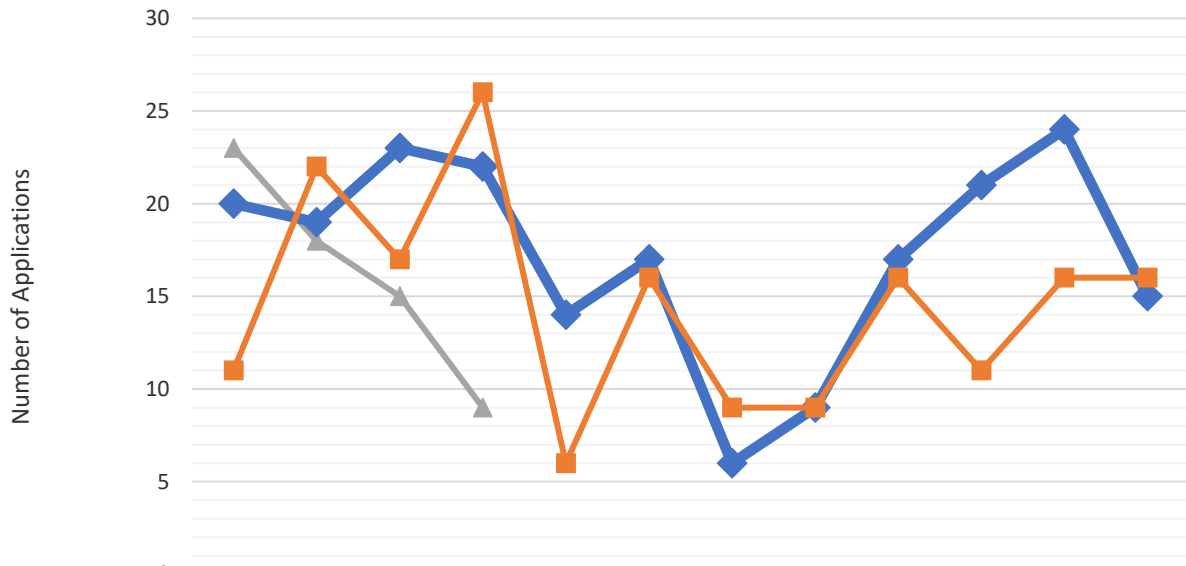
Planning Applications Determined

Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/Lapsed/ Permit Not Required
A011/21	Section 173 Assessment Mt Bay	47 The Dress Circle, Mountain Bay	1	
P038C/18	Amendment to permit - Buildings & works extension to existing dwelling & outbuilding	100 Donaldsons Road, Ancona	1	
P051/21	Buildings & works associated with an existing dwelling – NOD issued	67 Walshs Road, Goughs Bay	1	
P088/21	Development of an outbuilding ancillary to a dwelling	45 Ford Drive, Mansfield		Lapsed

Mansfield Shire Council | CEO Monthly Report

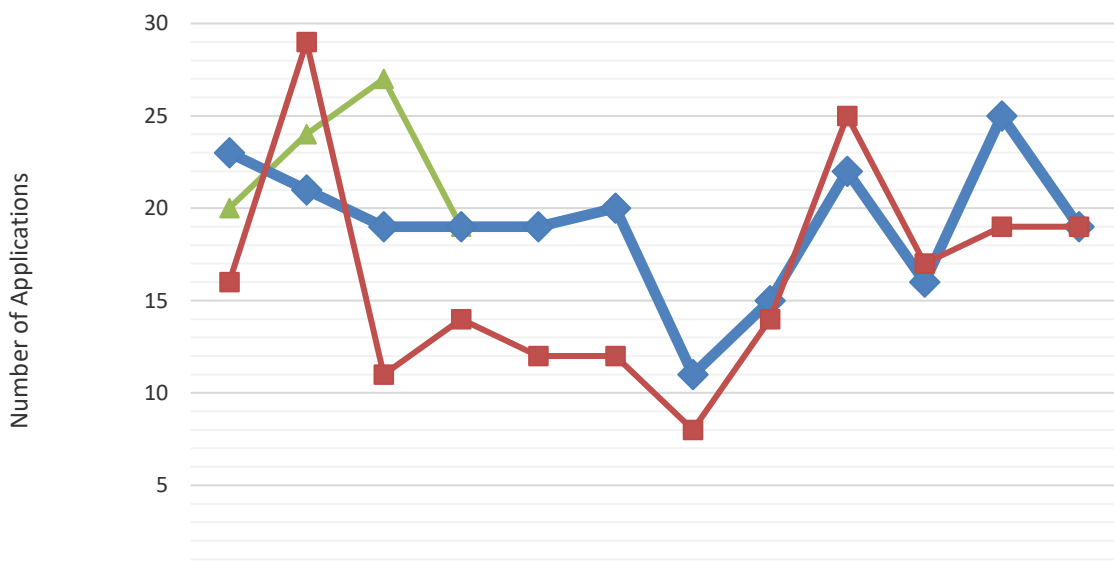
P094A/19	Amendment to permit – Use & development of the land for dwelling & outbuilding	14 Howqua Track, Merrijig	1	
P105/21	Extension to existing dwelling	35 Black Ore Road, Ancona		To be relodged as an amendment
P087/21	Development of a dwelling ancillary to a dwelling	2610 Mt Buller Road, Merrijig	1	
P067/21	Use and development of the land for group accommodation	1 Old Tonga Road, Mansfield	1	
V043/21	Development of agricultural shed	3062 Mansfield Woods Point Road, Jamieson		Withdrawn
V044/21	Development of outbuilding ancillary to a dwelling	1094 Maroondah Hwy, Woodfield	1	
V046/21	Development of outbuilding ancillary to a dwelling	86 Loyola Drive, Mansfield	1	
V047/21	Development of outbuilding	16 Willow Lake Drive, Macs Cove		Not a VicSmart application and will need to be re-lodged
V048/21	Development of an agricultural shed	904 Royaltown Road, Mairdample	1	
	Total Applications Determined/ Withdrawn/ Refused/Lapsed		9	4

Issued Applications Yearly Comparison



	Jul	aug	sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2021-2022	23	18	15	9								
2020-2021	20	19	23	22	14	17	6	9	17	21	24	15
2019-2020	11	22	17	26	6	16	9	9	16	11	16	16

Lodged Applications Yearly Comparison



	Jul	aug	sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2021-2022	20	24	27	19								
2020-2021	23	21	19	19	19	20	11	15	22	16	25	19
2019-2020	16	29	11	14	12	12	8	14	25	17	19	19

Other Planning Consents & Enquiries

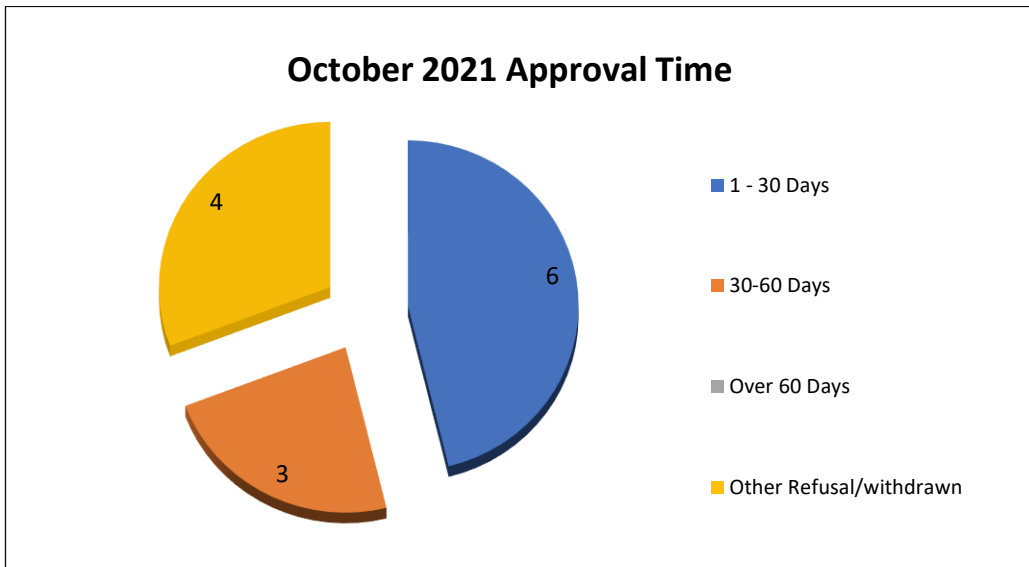
Condition 1 Plans	1
Extension of time	1
Secondary consent – re-endorsement of plans	4

Certification Applications Lodged for the Month of October

Application No	Date Lodged	Type	Location	Application Stage
S183312V/21	8/10/2021	Certification 2 lot subdivision	45 High Street Mansfield	On referral
S183522V/21	12/10/2021	Certification 17 lot subdivision	Greenslopes Avenue (The Grange) Mansfield	On referral
S183524M/21	12/10/2021	Certification 21 lot subdivision	Maple Tree Boulevard (The Grange) Mansfield	On referral
S184164J/21	26/10/2021	Consolidation to 1 lot	26 Harbour Line Drive Goughs Bay	Under assessment
S184172M/21	27/10/2021	Certification 2 lot subdivision	315 Wairere Road Boorolite	Under assessment

Days Taken to Determine Planning Applications

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	0	4	5	5	6	12	5	14	10	6			67
31 - 60 days	1	1	3	9	11	0	8	3	5	3			44
Over 60 days	5	4	8	4	5	3	6	1					36
Withdrawn / Permit not req. / Lapsed/Refused		1	1	3	1	1	4	2	4	4			21
Applications finalised	6	10	17	21	23	16	23	20	19	13			168



VCAT

Reference	Address	Proposal	Council Decision	Current Status	Date
P164A/17	140 High Street, Mansfield	Amendment to permit for services station & convenience store	Notice of decision to refuse a permit	VCAT Hearing complete – Decision of the responsible authority is affirmed. Permit not amended	Decision date 6/10/2021
P046/20	25-27 Malcolm Street, Mansfield	Use and development of land for a service station	Notice of decision to grant a permit	VCAT Hearing delayed from August 2021	Hearing scheduled for 4, 5 and 6 April 2022
P170539E/21	53 Highton Lane, Mansfield	Multi lot subdivision	Approval. Objector lodged with VCAT	Compulsory Conference to be done 11 April 2022	Hearing scheduled for 20 and 21 June 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		\$7,120,839	\$3,637,916
DEC		\$4,719,391	\$5,707,703
JAN		\$3,123,763	\$3,067,587
FEB		\$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	\$24,058,327	\$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			12	51	9*	72
DEC			9	60	16	88
JAN			6	66	6	96
FEB			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	54		145		137	

*One permit issued for 7 dwellings

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL* (3 Urban 3 Rural)	6	\$3,359,346
ALT & ADDITIONS	2	\$33,331
DOMESTIC SHEDS & CARPORTS	8	\$575,360
SWIMMING POOLS & FENCES	2	\$102,601
COMMERCIAL & PUBLIC AMENITIES	0	\$0
TOTAL COST OF BUILDING WORKS	18	\$3,392,677

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	2	1	3	5	6
AUG	0	0	0	2	7
SEP	1	1	2	5	8
OCT	2	0	2	8	5
NOV					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
TOTAL	5	2	7	20	26

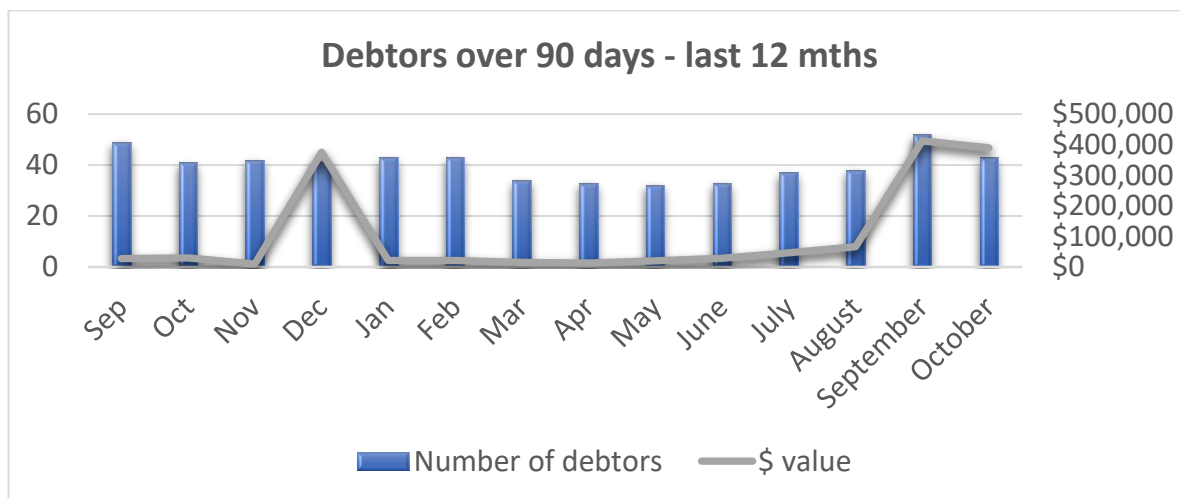
Septic Applications Lodged

	2021-2022		2020-2021		2019-20	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	3	3	9	9	10	10
AUG	0	3	11	20	11	21
SEP	2	5	5	25	4	25
OCT	1	6	7	32	10	35
NOV	2	8	6	38	4	39
DEC			2	40	5	44
JAN			6	46	1	45
FEB			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	5		77		71	

7. Revenue Services

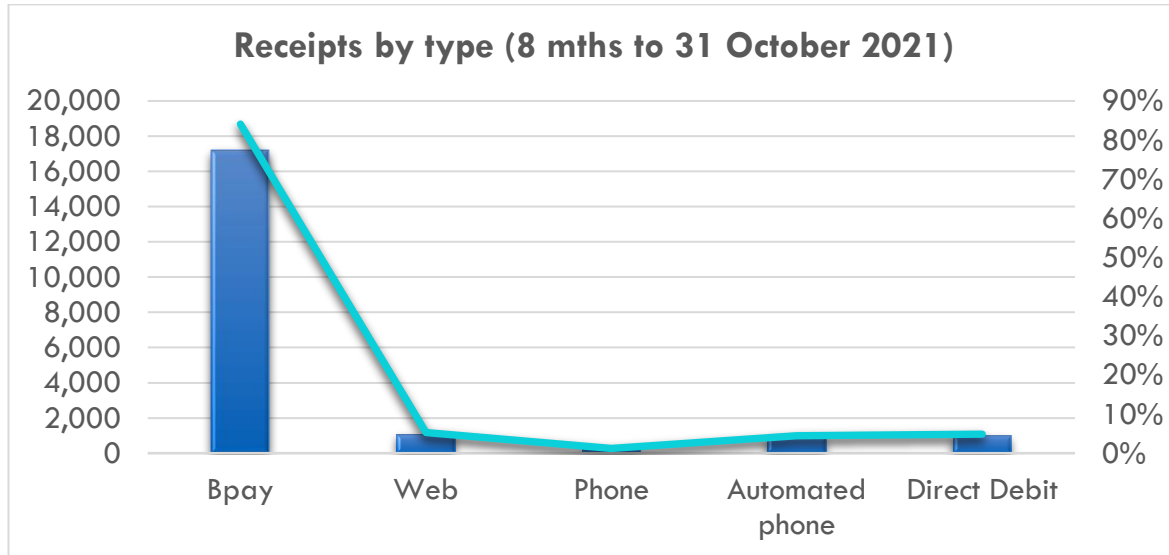
Debtors

The number of debts outstanding over 90 days has decreased to 43 and \$390k as at, 31 October 2021.

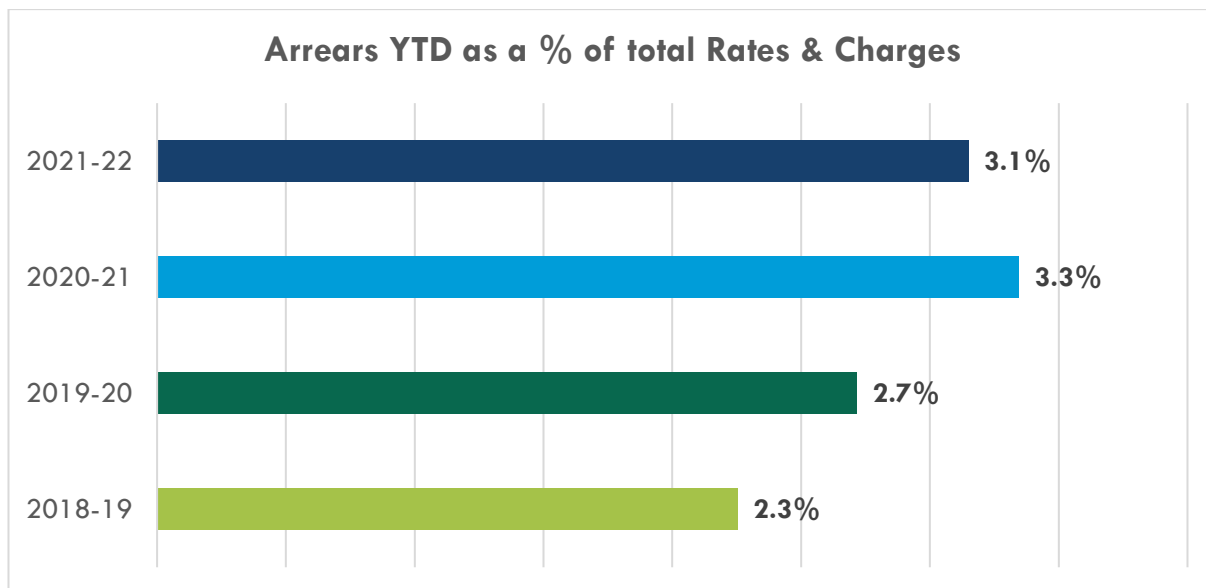


Payment of Rates

Statistics for payment methods utilised by ratepayers to pay their rates and charges during the 8 months to 31 October 2021 are shown below. BPAY continues to be overwhelmingly the most popular.



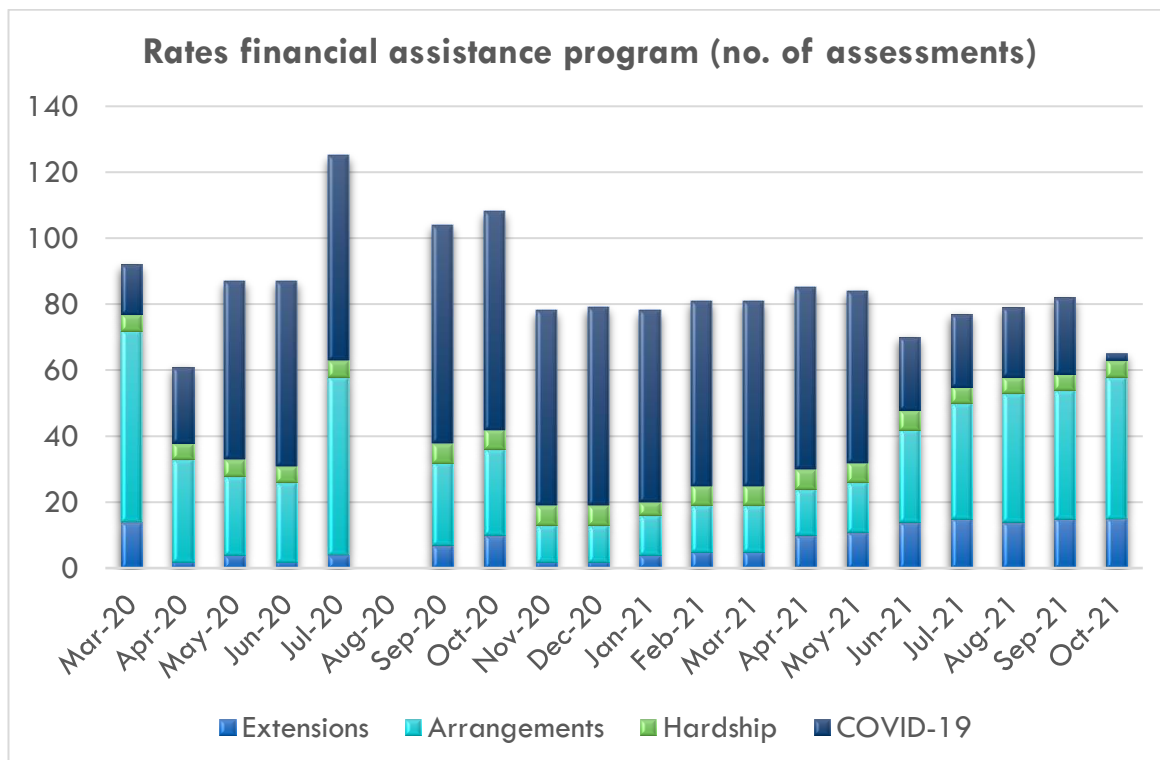
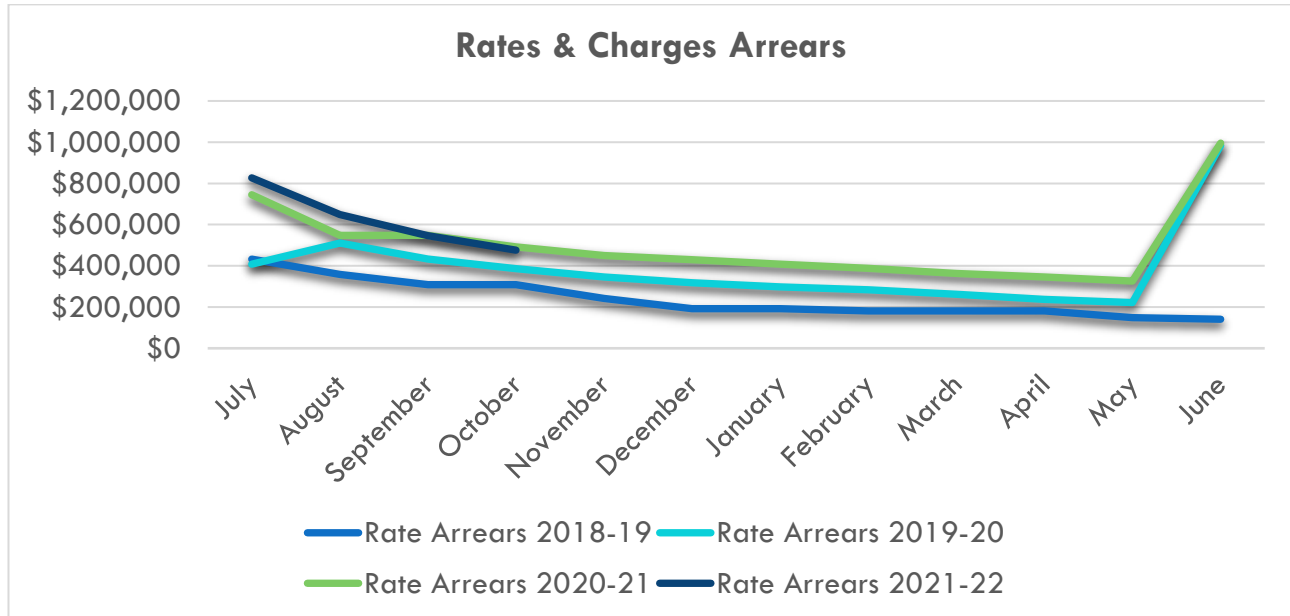
Rates and charges in arrears are shown below. The level of arrears remains consistent for the same period in the prior year. As at, 31 October 2020 arrears of \$548k equated to 3.3% of rates and charges for the year 2020-21. Now at the 31 October 2021, arrears of \$476k equate to 3.1% of rates and charges invoiced for 2021-22.



Mansfield Shire Council | **CEO Monthly Report**

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

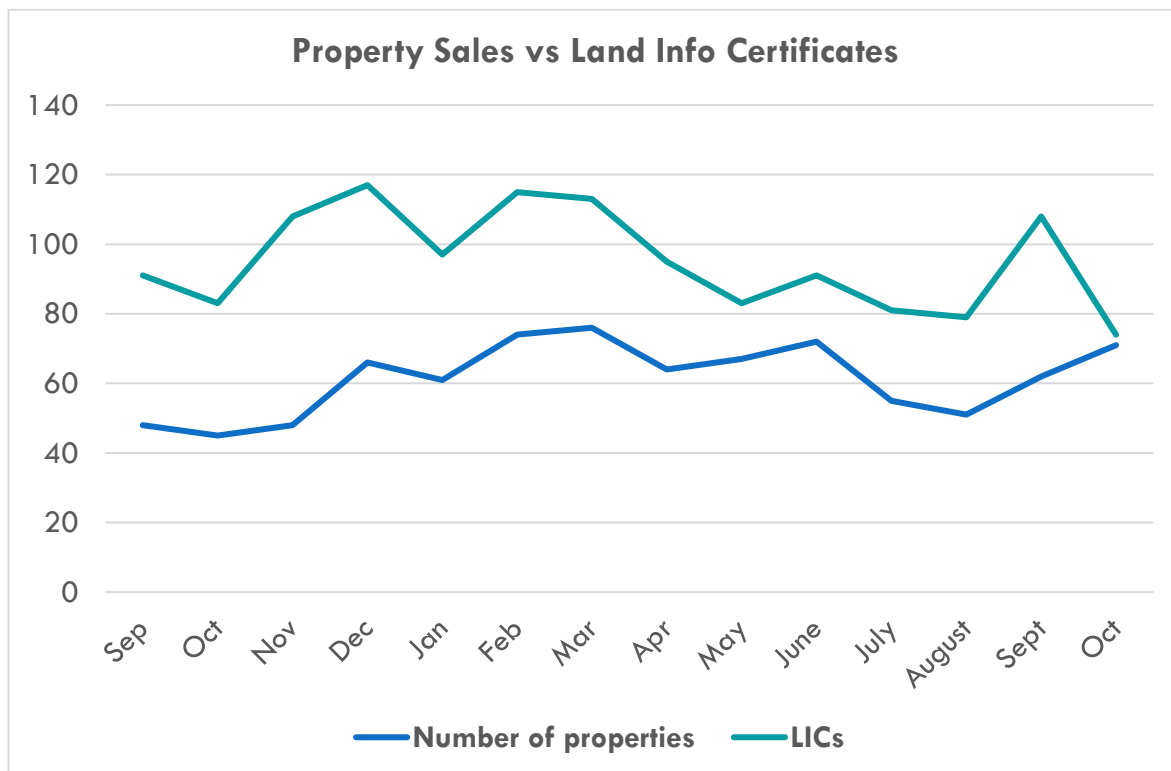
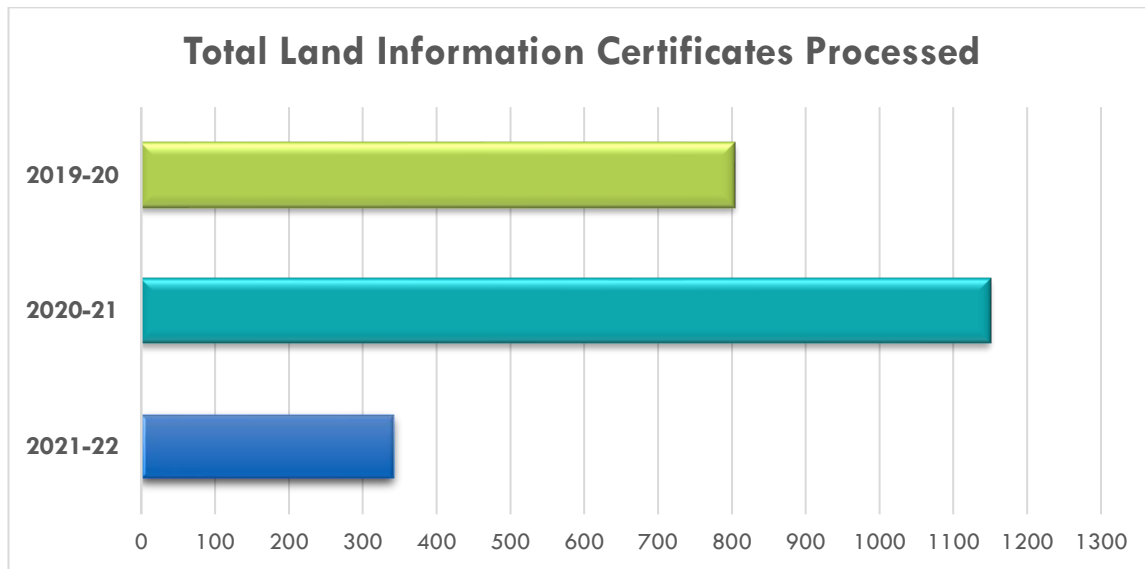
The number of property assessments accessing hardship arrangements continues to remain steady.



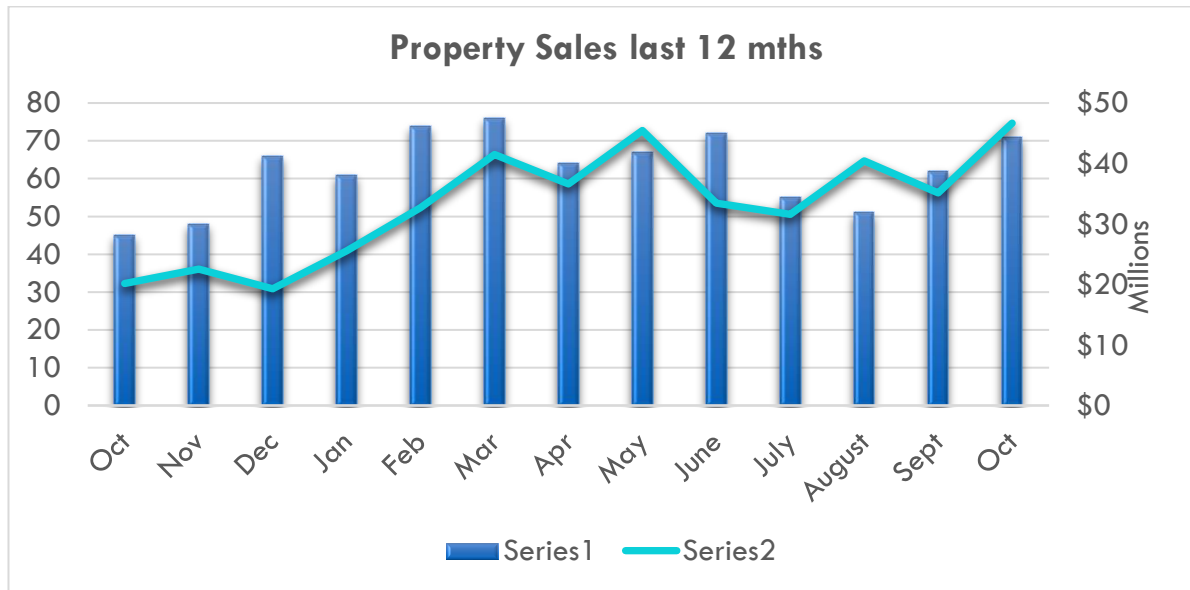
Property Sales Data

The number of Land Information Certificates (LICs) processed annually (and as at, 31 October 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.



Mansfield Shire Council | CEO Monthly Report



8. Governance

Confidential Reports at November Council Meeting 2021

No. of Confidential Reports	Comments
1	The item related to the tender for the road re-sheeting program

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		
December 2021		
January 2022		
February 2022		
March 2022		
April 2022		
May 2022		
June 2022		
TOTAL	3	3

Freedom of Information Requests (FOI) received in October 2021

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		
December 2021		
January 2022		
February 2022		
March 2022		
April 2022		
May 2022		
June 2022		
TOTAL	2	2

9. Community Health and Wellbeing

Maternal and Child Health

	October 2021	2021-2022 YTD
Birth Notifications	10	25
Key Ages & Stages (KAS) visits	56	230
Groups	10	30
Flexi Hours	41.92	152.25
Child Referrals	20	53
Maternal Referrals	4	17
Counselling requirement	39	150
Family Violence Consultations	0	7
Family Violence Counselling sessions	0	5
Sleep and Settling Outreach Sessions (annual target not yet released)	7	20
Sleep and Settling Newborn Participants (annual target not yet released)	9	24

To better support COVID safe workplace practices, recent changes to the outdoor area of the MCH area have enabled a separate entry and egress for MCH clients and staff.

Youth Service

L2P Program October 2021

Activity	Highlights	Looking Forward
Active Learners	10 learners on the road	1 licence
Active Mentors	9 active mentors currently driving	A new mentor has been trained and will be able to start driving when the learner has had his professional lesson this month.
The Car	Fleet car as main car is being used.	Following up on a loan car from Martin's as per our MOU
Program Targets	We are maintaining our quarterly targets for Vic Roads as per our funding agreement.	

All Council's active L2P mentors and professional drivers are fully vaccinated and have provided proof of this.

Before a learner driver is assigned a L2P mentor the driver must complete driving sessions with a professional driver, however, a shortage of professional drivers has begun to impact the L2P program.

Vic Roads has also launched a new data system and all active learners will be transferred to this new system.

Financial Counselling

	October 2021	YTD 2021/22
Hours of service delivery-casework	19.83 (17cases)	83.52 (47 cases)

Referrals Sources

Referral sources are varied with some coming from organisations, colleagues and family and friends. The majority are self-referrals.

Note – these are not new referrals each month, but referral sources for all open & closed cases.

Referral Source	Number of Referrals
Community Welfare: Family Services	1
Community Welfare: Family Violence Service	1
Community Welfare: Other	1
Family, Friend	2
Hospital: Social Work Department	3
Self	6
UMFC Financial Counselling	1

Integrated Family Services

In October 2021 Mansfield Integrated Services continued to work with eight families, including one new referral. IFS capacity has been reduced due to a 0.4 vacancy; however, Council has been able to continue support to all the families currently engaged without any support.

Staff have continued to develop processes and improve practices after the recent mid cycle accreditation review and are undertaking a process of continuous learning regarding the service system changes related to the implementation of The Orange Door service triage system.

Assessment Services

Service delivery data in Assessment for October

Task	Detail/Explanation
10 Assessments	Clients and /or representatives register on the My Aged care Portal. An assessment is then initiated and undertaken. Outcome of assessment includes service/s recommendations, referrals and service delivery goals.
28 Support Plan Reviews	Assessment undertaken when circumstances change. e.g. requiring additional services
0 Referrals to ACAS (Aged Care Assessment Services)	Referral to Wangaratta ACAS for a comprehensive assessment to determine a client's eligibility for respite or permanent residential care.
2 Transfers to Other LGA's	Contact and transfer to appropriate agency.
3 Reject/Cancellation	Clients declined to go ahead with assessment after initial referral following a PAC (post-acute care) service.

Home and Community Care

Resourcing challenges have lessened with the recruitment of additional frontline workers in the Community Care Worker team.

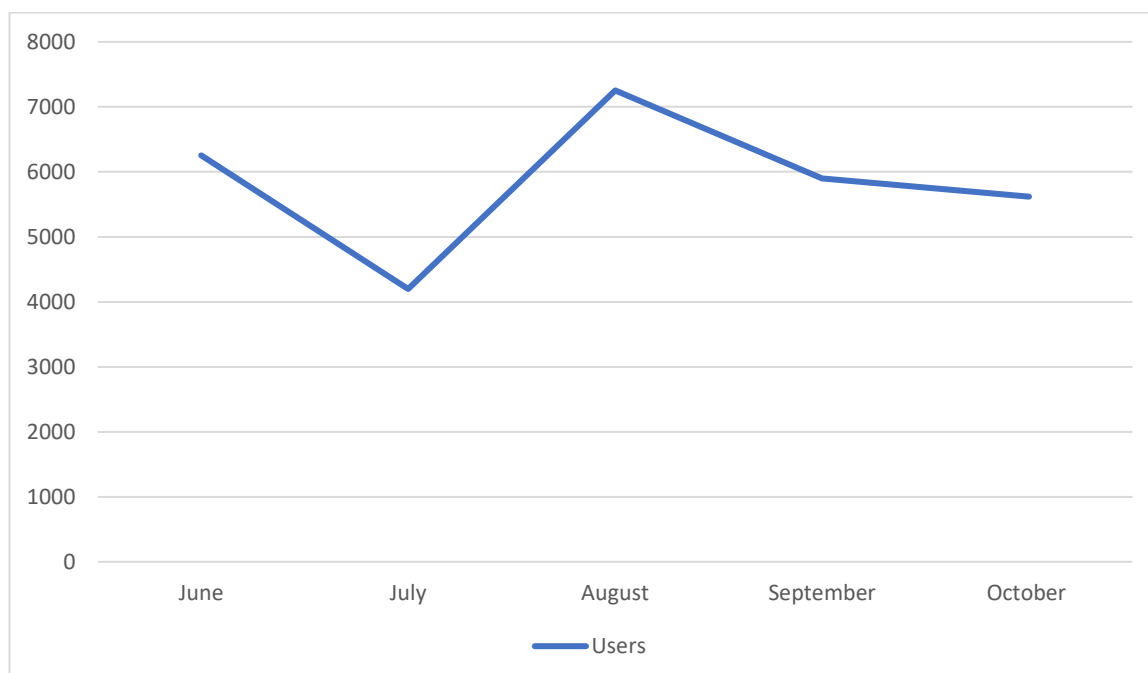
Improved recruitment outcomes have resulted from Mansfield Shire Council's Memorandum of Understanding (MOU's) with Registered Training Organisations, *Go TAFE* and *The Centre*, Wangaratta and after Council supported several work placements for students to complete their Certificate III in Individual Care.

Service	Funding Category	Percentage (%) of Hours Delivered in Each Category	No. Clients	Total Hours
Home care	CHSP	70%	135	285
	Veterans	10%	9	37.25
	HACC	5%	9	22.25
	Brokerage	15%	21	62.25
Personal Care	CHSP	44%	21	115.75
	Veterans	5%	1	12.75
	HACC	5%	2	11.25
	Brokerage	46%	21	96
Respite Care	CHSP	45%	5	32
	HACC	8%	1	8.5
	Brokerage	47%	9	47.5
Food Services	Delivered meals		27	545 meals
Social Support group	CHSP – Core/high	64%	29/4	109.5
	HACC	7%	2	12
	Brokerage	29%	7	51.50

10. Economic Development

The Great Victorian Rail Trail (GVRT)

The Mansfield Great Victorian Rail Trail remains popular, with user numbers of **5,617 users** in October.

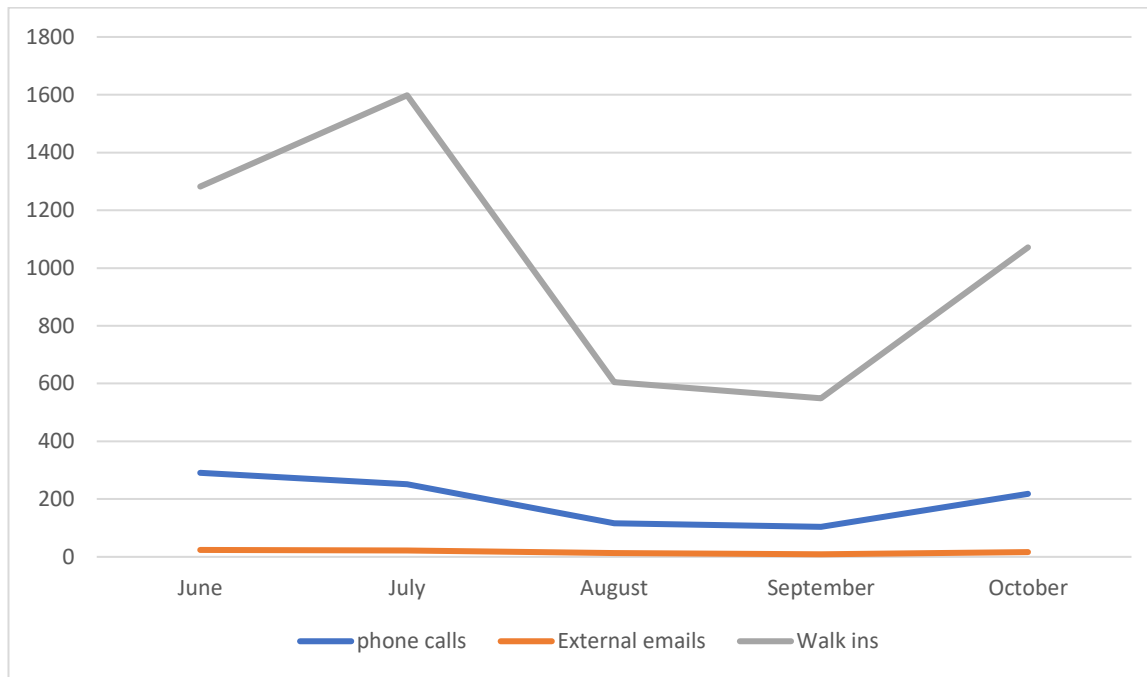


Mansfield Shire Council | **CEO Monthly Report**

It should be noted Mansfield Shire has three counters along the trail and users are counted each time they pass a counter. Although this method skews user numbers, it is a common way of collecting data across Victorian Rail Trails.

The Mansfield Shire section of the rail trail experiences considerably higher users numbers than the other two Shires.

Visitors to the Mansfield Visitor Information Centre (VIC)



From Friday 29 October residents of Melbourne Metropolitan areas were allowed to travel to regional Victoria.

On Saturday 30 and Sunday 31 October Visitor Information Centre walk-ins increased considerably with 74 walk-ins on Saturday and 220 on Sunday.

Council Business Support

A total of 6 email updates were sent directly to local businesses in October.

	Council’s business newsletter	Industry Benchmark (Government)
Open rate	47%	20.3%
Click rate	24%	6%

Businesses were kept up to date with:

- Activating Outdoor
- Be Kind Campaign
- COVID Victoria roadmap including support
- Vaccination requirements
- Victoria re-opening

Connecting Victoria – NBNC Co-Regional Co-Investment Fund

Through the Connecting Victoria/ NBNC Co-Regional Co-Investment Fund (RCIF) program, Council has nominated three Mansfield Shire areas for the potential state co-investment in upgraded NBN services. This program could see an upgrade of fixed wireless services within these areas to fibre to the premises.

Council participation in the Indi Telecommunications Advisory Group (ITAG) and the recently conducted Regional Telecommunications Review have enabled Council to submit Goughs Bay, Sawmill Settlement/Happy Valley/ Merriijg and Mansfield Township for this upgrade.

Victorian Government Business Concierge Program – Business Contact

As part of the State Government funded Business Concierge Program, Mansfield Shire Council continues its direct contact with local business to seek feedback from the Mansfield business community and its interaction with community and customers.

240 have been contacted since the program began, with follow up support provided by Council's Economic Development Team and the State funded Business Recovery Advisory Services Advisors.

Businesses have reported a small number of instances of customer unwillingness to participate in COVID safe practices and anxiety about businesses enforcement of regulations, however, they Council's direct contact, support and continuing visitation with businesses has been well received.

Be Kind Campaign – Outdoor Activation

Council's Be Kind campaign encourages Mansfield residents and visitors to stay safe and be considerate to Mansfield business staff especially in regard to current COVID restrictions.

150 campaign posters and 400 stickers (100 outdoor and 300 indoor) have been distributed across the Mansfield Shire from Bonnie Doon to Jamieson since Friday 29 October.

60 of the 85 businesses visited mentioned difficulties with a small number of customers but that generally people were happy and willing to participate in this campaign. These businesses also reported that many visitors commented that they were grateful to be able to travel to regional Victoria again.

Library

Refurbishment Update

- The Concept design proposed by Eplus Architects has been approved.
- Library and Project Management staff have begun to work with Eplus to choose materials and finishes.
- The project is on schedule.

New COVID Restrictions – proof of double vaccination status required

- A Marshal has been employed to ensure that all library attendees have a double vaccination status.
- Staff continue to assist those unable to enter with contactless borrowing and printing services.

Council's Library has had several requests for help to access COVID vaccination documents. In response to this the Library has organised:

- six drop-in COVID technical help sessions in early October, and
- printing of COVID vaccination certificates in collaboration with Mansfield District Hospital.

Library Statistics for October

	<i>Visits</i>	<i>Loans</i>	<i>Days in Lockdown</i>	<i>Click and Collect</i>	<i>Library Programs</i>	<i>Program Attendees</i>	<i>Room Bookings</i>
Oct 21	2,541	4,159	0	0	7	58	11
Sept 21	1,883	3,258	7	128 requests (315 items)	9	141	8
Aug 21	1,597	3,748	8	148 requests (386 items)	7	38	13
July 21	1,537	4,193	8	68 requests (223 items)	11	205	8

- The number of visits and loans during October have increased as restrictions ease and Victoria opens up. Strengthening confidence, the warmer weather and more opportunities to attend the library have also contributed to this increase.
- There have been a higher number of program attendees in July and September because of an increase in school holiday activities.

Woods Point Outreach – books were delivered via Courier because of COVID restrictions.