

CEO Monthly Report

July 2021

1. Customer Service

CRMS statistics for the month of July show 130 customer requests registered with 37 requests remaining open and 93 being closed during the month. No complaints were received for the month of July.

The majority of requests opened were for Local Laws (32%). Requests consisted of (top three being the most frequent):

- Lost, Stray and Wandering animals
- dog attack,
- barking dogs,
- noise and smoke disturbance,
- dumped rubbish,
- euthanasia of injured wild life, and
- enforcement (parking infringements).

Road Maintenance (Field Services) was the second largest group (31%) with the main requests for lost or stray animals/stock. Other requests consisted of:

- limb/tree removal,
- drainage requests,
- road maintenance due to potholes
- footpath hazard removal,
- missing road signage, and
- road side dumping.

At the time of the report there were four (4) open overdue requests. There have been 19 requests that have been received by Council but not opened by Council officers. Total performance of the organisation is 72%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Asset Management	18	13	2	1	0	2
Engineering Services	7	5	1	0	1	0
Fleet Mechanic	1	1	0	0	0	0
Local Laws	42	32	2	0	8	0
OHS	5	1	2	0	2	0
Parks and Garden Services	7	3	1	3	0	0
Planning	2	2	0	0	0	0
Records and Customer Service	3	3	0	0	0	0
Road Maintenance	41	30	5	0	6	0
Waste	4	3	1	0	0	0
Total	130	93	14	4	17	2

2. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Arts, Culture & Library				
845168. Living Libraries Project - Expense	558,511	The Library Refurbishment and Renewal project is aimed at improving outdated areas to provide an inviting, comfortable and attractive place. The scope of the works includes design and construction works; including architectural works and the renovation and fit out of the existing library space.	On Budget	On Schedule
Bridges & Culverts				
813000. Bridges - Renewal	300,000	Bridge Renewal work informed by the level 3 structural inspection results.	On Budget	APR 2022
813013. Bridges - Structural Assessment	100,000	Level 3 structural inspections on a list of bridges to be determined.	On Budget	FEB 2022
Buildings				
831232. Family & Children's Centre	21,667	Install solar panels at Family and Children's Centre.	On Budget	NOV 2021
851006. Shire Office Refurbishment	120,000	Electrical & sewer upgrade. Minor interior renovations.	On Budget	MAY 2022

851012. Toilet Block Refurbishment Program	206,691	Flooring renewal at Mansfield Rec Reserve toilet block. Refurbishment of Perkins St Jamieson - upgrade of existing toilet block and roof replacement	On Budget	MAY 2022
851032. Mansfield Sporting Complex	21,667	Install solar panels at Mansfield Sporting Complex	On Budget	NOV 2021
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.	On Budget	MAY 2022
Community Projects				
881168. Bonnie Doon Community Centre Upgrades	15,000	BBQ and shelter renewal works at the Bonnie Doon Community Centre.	On Budget	DEC 2021
Drainage				
823024. Mansfield Wetlands Drainage design	30,000	Design phase for the improvements to the wetland.	On Budget	DEC 2021
823038. Stormwater Drainage Works - Cnr Apollo & High St	500,000	Corrective works to the flooding issues at Apollo St.	On Budget	MAY 2022
823050. Mansfield Wetlands Rejuvenation (Drainage) - 5 yrly cycle	120,000	Cyclic clearing of silt and vegetation from the Mullum wetlands.	On Budget	MAR 2022

881135. Water & Stormwater Management Program (Inspect & Jet)	50,000	Routine cleaning and evaluation of stormwater assets.	On Budget	MAR 2022
Footpaths & Cycleways				
821012. Footpaths Asphalt - Renewal	50,000	Re-surfacing of asphalt pathways within the shire. Scope to be determined.	On Budget	DEC 2021
821013. Footpaths Gravel / Stone - Renewal	24,970	Re-surfacing of gravel pathways within the shire. Scope to be determined.	On Budget	DEC 2021
821100. Footpaths Concrete - Renewal	50,000	Re-surfacing of concrete pathways within the shire. Scope to be determined.	On Budget	MAY 2022
Off Street Car Parks				
811183. Off Street Car Park Renewal	70,109	Per Assetic predictive modelling, re-surfacing of car park areas.	On Budget	FEB 2022
Parks & Gardens				
845180. Bonnie Doon Streetscape	50,000	Planning phase for streetscape enhancements.	On Budget	MAY 2022
845181. Goughs Bay Streetscape	50,000	Planning phase for streetscape enhancements.	On Budget	MAY 2022
Roads				
811120. Reseals	1,311,165	Reseal list to be inspected and condition rated to ensure priority roads receive treatment.	On Budget	FEB 2022
811150. Reseal Preparation Program	164,159	To be performed as part of the above scope.	On Budget	FEB 2022

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811152. Heavy Vehicle Alternative Route (HV5 Withers, Deadhorse, Midland)	2,004,000	Design work well underway. Tender issue drawings will go out to tender in August.	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. Tender issue drawings will go out to tender in September - October.	On Budget	JUN 2022
812075. Resheets	1,821,931	Resheet list to be inspected and condition rated to ensure priority roads receive treatment.	On Budget	APR 2022
822100. Kerb & Channel - Renewal	100,000	Scope to be developed.	On Budget	MAR 2022

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

3. Statutory Planning

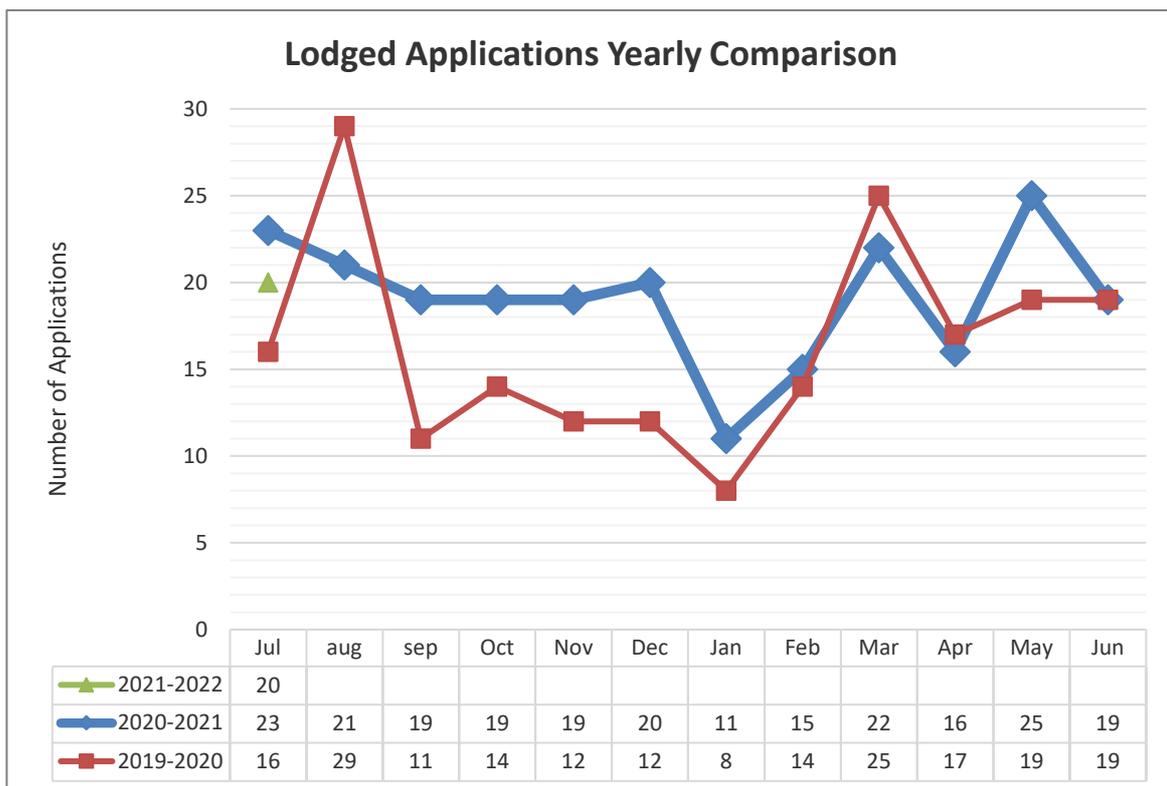
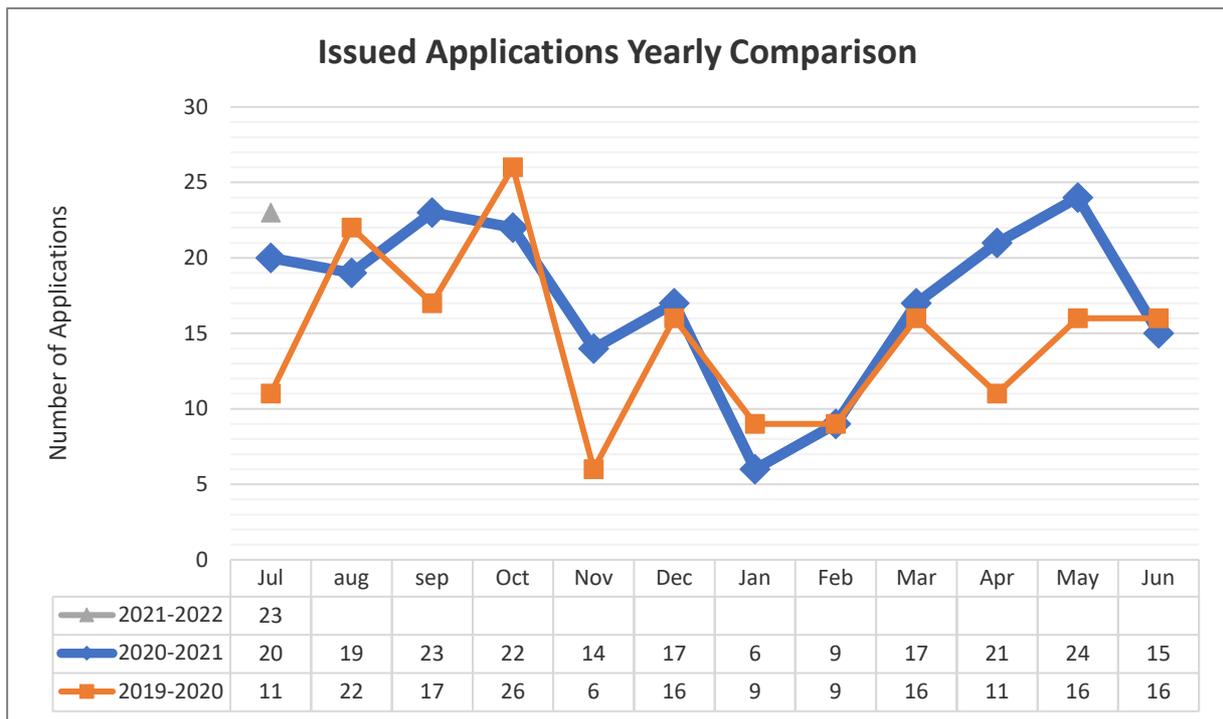
Planning Applications Lodged

Type of Application	
Dwelling (with shed/outbuilding)	7
Consent to build within an exclusion zone	1
Amendment to permit – alterations and additions	1
Use & development of the land for group accommodation	1
Shed/outbuilding/garage/addition	7
Two lot subdivision	1
Ten lot subdivision	1
Retaining wall – within 100 metres of waterway	1
Total Planning Applications Lodged	20

Planning Applications Determined

Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/Lapsed
A003/21	Section 173 assessment – outbuilding	16 Goughs Point Way Mountain Bay	1	
P009/21	Use & development of land for a retirement village	13-21 Kidston Parade Mansfield	1	
P010/21	Use & development of dwelling, change of use to group accommodation	146 Soldiers Road Barwite	1	
P011/21	Development of second dwelling & shed	41 Peacheys Lane Barjarg		1
P015/21	Use & development of a dwelling & shed	49 Drakes Hill Road Mansfield	1	
P033/21	Use & development of a dwelling	15 Hilda Court Bonnie Doon	1	
P034A/18	Use & development of dwelling & shed	1032 Old Tolmie Rd Barwite	1	
P037/21	Development of a dwelling	49 Harbour Line Dve Goughs Bay		1
P043/21	Use & development of dwelling & outbuilding	73 Cinnabar Lane Jamieson	1	
P046/21	Use & development for a second dwelling	20 Logan St Mansfield	1	

P047/21	Use of land for animal husbandry	4 Carob Crt Mansfield	1	
P049/21	Use & development of a dwelling	3215 Maintongoon Rd Bonnie Doon	1	
P055/21	Use & development of a dwelling	164 Dry Creek Road Bonnie Doon	1	
P056/21	Development of a dwelling	100 Ambrose Drive Tolmie	1	
P065/21	Liquour Licence	221 Wairere Rd Boorolote		1
P066/21	Extension to dwelling	25 Paxtons Lane Mansfield	1	
P123/20	Use & development for place of assembly (wedding venue)	151 Coombs Lane Merrijig	1	
P131/20	Use & development of dwelling	11 Jenkin Road Macs Cove	1	
P162734B /20	Multi lot subdivision 30 lots	51 Highton Lane Mansfield	1	
P174924C /21	Two lot subdivision	315 Wairere Road Boorolite	1	
V030/21	Construction of shed	575 Mt Buller Road Mansfield	1	
V031/21	Construction of shed	530 Maroondah Hwy Merton		1
V032/21	Construction of shed	712 Howes Creek Road Mansfield	1	
	Total applications determined/ withdrawn/ Refused/lapsed		19	4



Other Planning Consents & Enquiries

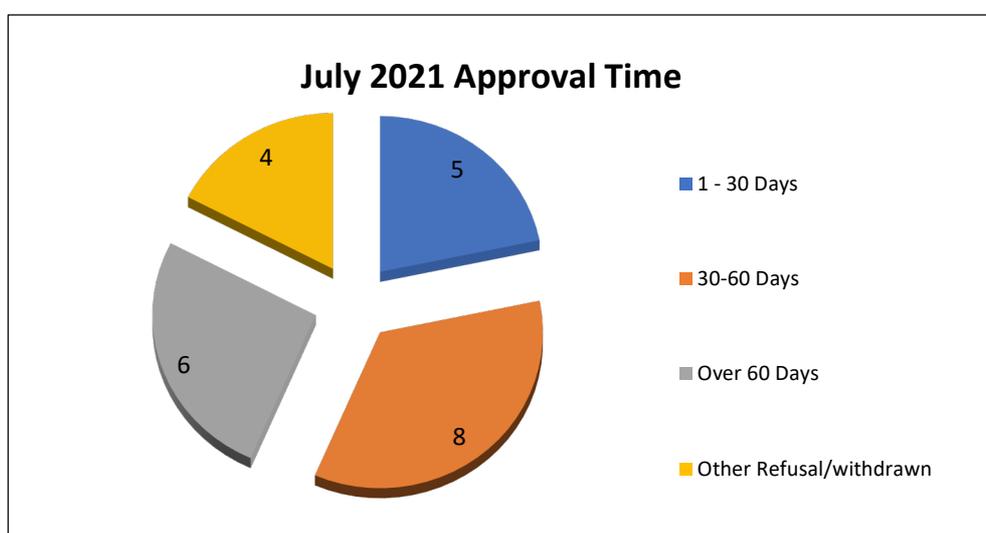
Secondary Consent (amended plans)	6
Statement of Compliance	2
Extension of time	3
Condition 1 plans for endorsing	2

Certification Applications Lodged for the Month of July

Application No	Date Lodged	Type	Location	Application Stage
S178558E/21	19/07/2021	Two lot subdivision	875 Old Tolmie Road Barwite	On referral
S178740E/21	20/07/2021	Two lot subdivision	33A Ailsa Street Mansfield	On referral
S178940M/21	26/7/2021	Creation easement	Lot A B Donovans Way Mansfield	Under initial 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						37
31 - 60 days	1	1	3	9	11	0	8						33
Over 60 days	5	4	8	4	5	3	6						35
Withdrawn / Permit not req. / Lapsed/Refused		1	1	3	1	1	4						11
Number of applications finalised	6	10	17	21	23	16	23						116



4. 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		\$4,725,992	\$6,183,063
SEP		\$3,762,200	\$5,109,519
OCT		\$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	\$6,363,414	\$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			10	24	11	27
SEP			7	31	11	38
OCT			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	15		145		137	

* One permit issued for 7 dwellings

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL* (4 Urban 5 Rural)	9	\$5,093,951
ALT & ADDITIONS	4	\$127,004
DOMESTIC SHEDS & CARPORTS	9	\$273,935
SWIMMING POOLS & FENCES	4	\$285,570
COMMERCIAL & PUBLIC AMENITIES	1	\$373,200
TOTAL COST OF BUILDING WORKS	27	\$6,638,540

5. Regulatory Services

	Applications Lodged			Permits to Install Issued	Permits to Use Issued
	New	Alteration	Total		
JUL	2	1	3	5	6
AUG					
SEP					
OCT					
NOV					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
TOTAL	2	1	3		

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			11	20	11	21
SEP			5	25	4	25
OCT			7	32	10	35
NOV			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	3		77		71	

6. Community and Economic Development

The Great Victorian Rail Trail (GVRT)

The Great Victorian Rail Trail Strategic Development Plan 2019 – 2023 has provided Mansfield, Murrindindi and Mitchel Shire Councils with a clear direction on how to maintain and develop the trail into the asset it is today attracting many locals and visitors.

Last year (1 July 2020 to 30 June 2021) Mansfield GVRT had **92,950 users** up **37%** from the previous year (58,459).

Although last year's rail trail use increase can be linked to the significant usage of the trail by local residents for leisure and exercise during /and continuing after lockdown periods it is expected to continue to increase.

The 2021 Great Victorian Rail Trail Art Installations and Signage Project funded by the Department of Jobs, Precincts and Regions (DJPR) will elevate the GVRT further to a signature tourism experience by installing major art/sculptural installations as well as interpretative signage and wayfinding signage.

Mansfield Visitor Information Centre (VIC)

The Mansfield Visitor Information Centre saw **23,361 walk ins** and answered **2411 phone calls** last year (1 July 2020 to 30 June 2021) which are both up approximately 4% on the year before.

Both financial years represented their own challenges.

The state of disaster (Bushfires) declared for January, February and March 2020 and the VIC closure due to Covid in April and May 2020 impacted visitation for this time.

Various shorter closures for the financial year 2020/21 in August, September, February, May & June including considerable metro travel restrictions impacted the 2020/21 figures which make both years comparable.

A Visitor Information Servicing Review is currently underway with the initial briefing to Councillors scheduled 10 August 2021.

Council Business Support

Council has currently 462 businesses on their database across multiple industries (Accommodation, Food & Bev, Adventure & attraction, Retail, health & wellbeing, Trades & services, Business & professional and Agriculture) Council's database is updated on a regular basis through direct contact by VIC staff and economic development officers.

A total of 86 email updates were sent directly to local businesses during 2020/2021.

	Council's business newsletter	Industry benchmark (Government)
Open rate	47%	26.6%
Click rate	24%	6%

Council's business newsletter's performance is considerably above the industry benchmark which shows Mansfield's businesses are engaged with the content provided.

Businesses were kept up to date with:

- ▶ changing industry COVID restrictions,
- ▶ available financial support & grants,
- ▶ free personal & business development opportunities,
- ▶ free business mentoring,
- ▶ marketing & promotional opportunities/resources,
- ▶ local business recovery, and
- ▶ Council news.

Council's economic development team together with delivery partners including Business Victoria, Startup Shakeup, Melbourne Innovation Centre (ASBAS Program), Tourism North East, and Victorian Department of Jobs, Precincts & Regions provided:

- ▶ Webinars
- ▶ Networking events
- ▶ Drop in sessions
- ▶ Online workshops
- ▶ Face to face workshops
- ▶ Regional skills network

The Community and Economic Development team is committed to providing support to local businesses and community groups. In 2020/2021 council has provided \$296,233.36 in grants to the Mansfield Community.

- ▶ Through the Community Recovery and Resilience grant, so far \$151,597 was provided to over 40 community groups to hold events. Approximately \$30,000 has been allocated and will be provided in the coming months.
- ▶ Local business Xventure pty ltd was given a \$100,000 grant for their start-up event Highline Mountain Bike Festival.

- ▶ Tolmie, Merton and Bonnie Doon community groups were successful in obtaining grants from Council's Outlying Communities Infrastructure Fund to the total value of \$50,000 with 80% of down payments already provided. A further \$4,636.36 was provided to the successful applicants of Community Match Fund 2020 as their final down payment.

In addition to grants, Council provided services and materials to the value of \$238,941.93 to local businesses through the activating outdoor program. This was in the form of outdoor umbrellas, extended hire of marquees to allow for outdoor dining, overnight security, lighting and more.

7. Governance

Confidential Reports at the July Council Meeting 2021

No. of Confidential Reports	Comments
0	N/A

Confidential Reports - Financial Year to Date

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

Freedom of Information (FOI) Requests received in July 2021

No. of FOI Requests	Comments
0	N/A

Freedom of Information Requests – FOI – Financial Year to Date

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

8. Community Health and Wellbeing

Integrated Family Services

Staff

Staffing remains consistent with a Coordinator position 0.6 FTE and three Family Service Practitioners 2.0 FTE.

PD Training

Susila: Currently studying part time to undertake Masters of Social Work.

Rachelle, Narelle and Marie: Completed *Working with Adolescents Where There is Family Violence Present* training.

Families

In July 2021 IFS has been working intensively with 18 families from across the Shire. Further to this, they have supported 11 families who required short term support, information and/or assistance. IFS has also been active in 7 projects that are designed to improve the processes and outcomes of the program for the families that we support.

Financial Counselling

	Hours
July 2021	21 (21 cases)

The most common presenting issues are

- ▶ Budgeting and financial management
- ▶ Emergency relief application
- ▶ Level of case work remains steady, with an average of 8 – 12 clients at any time.

Community and Home Care Services

Service Hours Delivered July 2021

* Commonwealth Home Support Programme

*Brokerage

*HACC PYP

Service	Funding Category	No. Staff	No. Clients	No. Hours	Total Hours	Programme Hours
HOME CARE	BaptCare	10	9	30.5	391.25	HACC 20 CHSP 263.50 Brokerage 107.75
	Coolinda	1	1	1		
	Commonwealth Home Support Programme	13	143	263.5		
	Community Interlink Shepparton	6	6	20.5		
	EML on Behalf of Worksafe	2	1	2		
	HACC	8	9	20		
	Latrobe Community Health Service Ltd	1	1	2		
	North East Health Wangaratta	9	9	16.75		
VHC	10	8	29	138.75	HACC 17 CHSP 65.75 Brokerage 56	
Villa Maria	2	2	6			
BaptCare	9	4	24.5			
Commonwealth Home Support Programme	13	16	65.75			
Community Interlink Shepparton	4	2	11.5			
HACC	9	4	17			
North East Health Wangaratta	4	1	3.75			
VHC	5	1	9.75			
Villa Maria	4	2	6.5	70	HACC 3 CHSP 31 Brokerage 36	
BaptCare	4	2	21			
Commonwealth Home Support Programme	7	5	31			
North East Health Wangaratta	2	1	6			
HACC	2	1	3			
Community Interlink Shepparton	3	3	9	526		
FOOD SERVICES	Total Meals for July 2021					
PLANNED ACTIVITY GROUP - Core	BaptCare	1	1	17	211	HACC 14 CHSP 173 Brokerage 24
	Commonwealth Home Support Programme	1	20	173		
	Community Interlink	1	1	4		
	Gouburn Valley Health	1	1	3		
	HACC	1	3	14		
PLANNED ACTIVITY GROUP - High	Commonwealth Home Support Programme	1	2	6	6	CHSP High 6
INDIVIDUAL SOCIAL SUPPORT	Commonwealth Home Support Programme	1	1	1	1	CHSP 1

Total Hours	1344	CHSP	540.25
		HACC	54
		Brokerage	223.75

CASI – Community Connector

COVID-19 CASI INITIATIVE - Quick-Action Activation Grants were made available to community groups or organisations working within Mansfield Shire communities as we look towards recovery from the impacts felt throughout 2020 and 2021.

Grants were advertised in the Mansfield Courier and Mansfield Shire Council Facebook page:

- ▶ 21 requests for applications were received
- ▶ 17 grant applications submitted

- ▶ CASI Grant Application Panel meet and assessed all applications
- ▶ 11 applications met the criteria and were considered successful
- ▶ \$46,885 of funds are to be distributed

The successful applicants and their projects were:

- Merton Recreation and Memorial Reserves – Community communication hub
- Ancona Hall – Ramp for disability entry to hall
- Bonnie Doon Community Group – Monthly meals for social connection
- Mansfield Clay Target Club – Communication hub
- Mansfield Musical and Dramatic Society - Youth performance
- Mansfield Men's Shed - Communication hub
- Goughs Bay Area Progress Association - Monthly excursions to 'town'
- Mansfield Bowls Club – Outdoor disabled toilet
- Goughs Bay Boat Sport and Recreation Club - Safety lighting for entry
- CWA Mansfield - Ramp for disability entry
- Life's Circle - Theatre performance

Maternal and Child Health

	July 2021
Birth Notifications	3
Key Ages & Stages (KAS) visits	59
Groups	4
Flexi Hours	37.5
Child Referrals	18
Maternal Referrals	9
Counselling requirement	47
Family Violence Consultations	1
Family Violence Counselling sessions	2