

CEO Monthly Report

November 2021



1. Customer Service

Monthly Customer Request Management System (CRMS) report

CRMS statistics for the month of November show 200 customer requests registered with 95 requests remaining open and 105 being closed during the month. Again no complaints were received.

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

- potholes
- limb/tree removal,
- drainage requests,
- footpath hazard removal, and
- missing road signage

Local Laws (16%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- Lost, Stray and Wandering animals
- euthanasia of injured wild life,
- barking dogs, and
- Cat Trap Register
- Dog attack.

At the time of the report there were 10 overdue service requests. Overall organisation performance is 95%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Asset Management	30	13	10	2	4	1
Engineering Services	9	3	5	1	0	0
Environmental Health	2	1	1	0	0	0
Local Laws	32	24	8	0	0	0
OH&S	23	6	7	0	10	0
Parks and Garden Services	24	16	5	3	0	0
Planning	2	0	2	0	0	0
Records and Customer Service	5	3	1	1	0	0
Road Maintenance	67	35	28	2	2	0
Tourism and Events	2	1	1	0	0	0
Unallocated	4	3	0	0	1	0
Total	200	105	68	9	17	1

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.

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. Steering committee have reviewed updated design plans. RFT to go out in January for Council approval in Feb/Mar.	On Budget	JUN 2022
Bridges & Culverts				
813000. Bridges - Renewal	300,000	Bridge Renewal work informed by the level 3 structural inspection results. Guardrails at Dry Ck and Shaws Rd. Improvement works at Donaldsons bridge.	On Budget	JUN 2022
813013. Bridges - Structural Assessment	100,000	Level 3 structural inspections and bridge design & assessment work to include Sawpit Gully Bridge, Gooleys Bridge guardrail, Dry Creek Bridge guardrail and Malcolm St culvert (west of Kidman. Forecast cost reduced to \$60,000 as \$40,000 allocated to resheeting program.	On Budget	JUN 2022
Buildings				
831232. Family & Children's Centre	21,667	Install solar panels at Family and Children's Centre. On hold due to resources until Project Officer commenced 29 November.	On Budget	JUN 2022
851006. Shire Office Refurbishment	120,000	Electrical & sewer upgrade - investigative work completed and improvement works to be progressed in 2022. Minor interior renovations to be completed mid Dec.	On Budget	MAY 2022
851012. Toilet Block Refurbishment Program	206,691	Flooring renewal at Mansfield Rec Reserve toilet blocks. Refurbishment of existing toilet block in Perkins St Jamieson - scope developed and confirmed with local community group.	On Budget	MAY 2022
851032. Mansfield Sporting Complex	21,667	Install solar panels at Mansfield Sporting Complex. On hold due to resources until Project Officer commenced 29 November.	On Budget	JUN 2022

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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. Grant nomination to LRCI approved and tender documents to be progressed for RFT in early 2022.	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. Scope to be reviewed with community.	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 until Project Officer commenced on 29 November. A priority project.	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 progressed following commencement of new Capital Works Coordinator; \$500,000 reallocated to 2021/22 resheeting program.	On Budget	2022/23
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. Scope currently under review with Field Services input. A priority project.	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 and may be moved to 2022/23 financial year.	On Budget	JUN 2022

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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 Asstetic, Council's Asset Management System predictive modelling, re-surfacing of car park areas. A priority project for new staff, and possible alignment with planned RRV renewal works is being explored.	On Budget	JUN 2022
Parks & Gardens				
845180. Bonnie Doon Streetscape	50,000	Planning phase for streetscape enhancements. Will start after scoping/design is completed on Goughs Bay Streetscape project. Expected to be completed in 2022/23 financial year. Scope to be reviewed with community.	On Budget	2022/23
845181. Goughs Bay Streetscape	50,000	Planning phase for streetscape enhancements. Meetings have been held with Goughs Bay community group. Scope has been developed. Pending planning permit.	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. Council report Feb. Expected to be completed by 30 June 2022	On Budget	JUN 2022
811150. Reseal Preparation Program	164,159	To be performed in alignment with the above scope. RFQ issued and expected to be completed by 30 June 2022	On Budget	JUN 2022
811152. Heavy Vehicle Alternative Route (HV5 Withers Deadhorse, Midland)	2,004,000	Design work completed for Stage 1 (HV5). Delayed due to Withers lane intersection & land acquisition. Tender award for Stage 1 planned for December 2021.	On Budget	JUN 2022
811158. Heavy Vehicle Alternative Route (HV6 Greenvale, Mt Battery)	2,081,000	Design work follows Stage 1 by approx. 6 weeks. Design is well progressed. Tender issue drawings scheduled to go out to tender in December 2021.	On Budget	JUN 2022
812075. Resheets	1,821,931	Resheet contract has been awarded to Alpine Civil. Work to commence in December.	On Budget	APR 2022
822100. Kerb & Channel - Renewal	100,000	Scope for 2021/22 will align with resealing works; forecast cost reduced to \$60,000 as \$40,000 allocated to resheeting program.	On Budget	JUN 2022

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

2.2 – Previous Financial Year – Carry Forward Works				
Project (Capital Works)	Budget (\$)	Comments	Budget Status	Estimated Completion Date
851015. Kindergarten Refurbishment - Ailsa St	86,500	Design complete and tender in progress.	On Budget	Complete
881010. Bonnie Doon Community Centre	21,500	Contractor cannot start until Mid Feb 2022.	On Budget	Mar 2022
831234. Outlying Communities Inf. Grants	50,000	Grant program for 2021/22 advertised by Community Services team.	On Budget	Complete
881182. Dual Court Stadium Carpark	1,400,000	Complete.	On Budget	Complete
845015. Botanic Park Playground	585,408	Playground construction complete, picnic tables, benches and water station due for completion in December.	On Budget	Complete
811152. Heavy Vehicle Bypass - Design	257,382	Design works carry forward for completion of detailed design and associated works.	On Budget	30/01/2022
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	Construction in progress. Includes added Agrilinks scope.	On Budget	30/01/2022
814054. Barwite Road - Reconstruction	139,250	Remedial drainage design is complete. Construction contract awarded to Alpine Civil. Onsite works delayed to commence after wet weather and awaiting procurement of precast concrete structures.	On Budget	30/01/2022

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 November 2021.

A summary of the initiatives follows:

Initiative Category	Number of Projects	2021-22 Budget \$'000
Operating	6	295
Capital	6	3,048
TOTAL	12	3,343

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).

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Mansfield Shire Council
Non Recurrent New Initiatives 2021-22
For Period Ending November 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	35,000	4,400	30,600	87%	15,000
Digital Transformation	130,000	32,500	-	32,500	100%	130,000
Website Upgrade	20,000	5,000	-	5,000	100%	20,000
Lakins Road easement	25,000	-	-	0	0%	25,000
Youth services - Service review	35,000	-	24,271	(24,271)	0%	35,000
Outlying Community Infrastructure Fund (Round 2)	50,000	-	-	0	0%	50,000
Total OPERATING INITIATIVES	295,000	72,500	28,671	43,829	60.45%	275,000
Capital						
Solar Panels	43,334	43,334	0	43,334	20000%	43,334
Living Libraries	15,000	(543,511)	13,450	(556,961)	(20000%)	553,140
Station Precinct Heritage Facility	0	0	0	0	0%	-
Heavy Vehicle Alternate Route	2,889,574	414,413	146,926	267,487	6669%	2,889,574
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	3,047,908	(85,764)	160,376	(246,140)	287%	3,586,048

4. Statutory Planning

Planning Applications Lodged

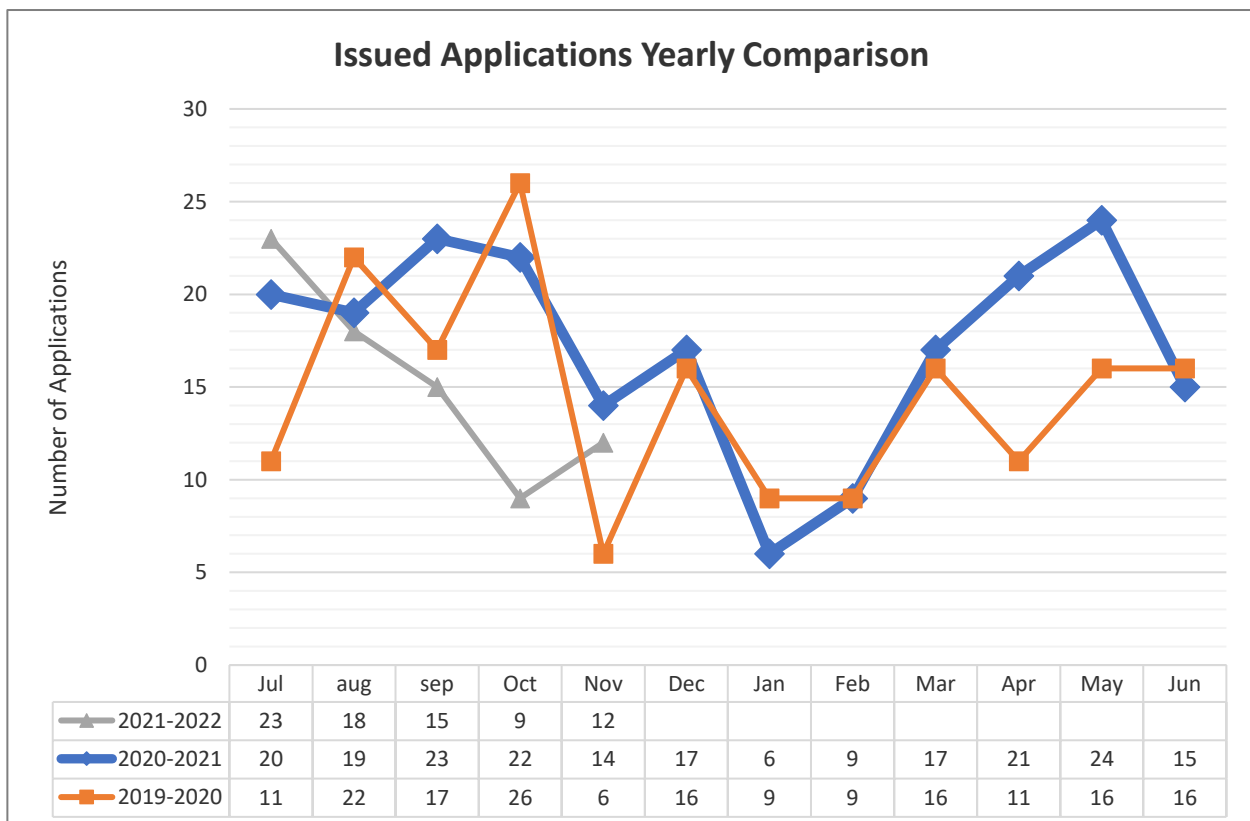
Type of Application	Amount
Dwelling (with outbuilding 4)	5
Outbuilding/shed/agricultural shed	3
Development of replacement dwelling	1
Development of dwelling & alteration to access road zone category 1	1
Alterations and extension to existing dwelling	2
Amendment – extension to existing house & carport	1
Amendment to size of outbuilding	1
Amendment to plans – decking & outbuilding	1
Amendment to size of outbuilding	1
Amendment to plans dwelling and outbuilding	1
Existing use rights – use and development of land for mining	1
Section 173 Assessment Mountain Bay	1
Removal of easement of way	1
Subdivision of land 16 lots, vegetation removal, removal of existing powerline easement	1
Subdivision of land 2 lots	1
Boundary realignment and consolidation to 2 lots	1
Amendment to subdivision permit to create 3 lots	1
Total Planning Applications Lodged	24

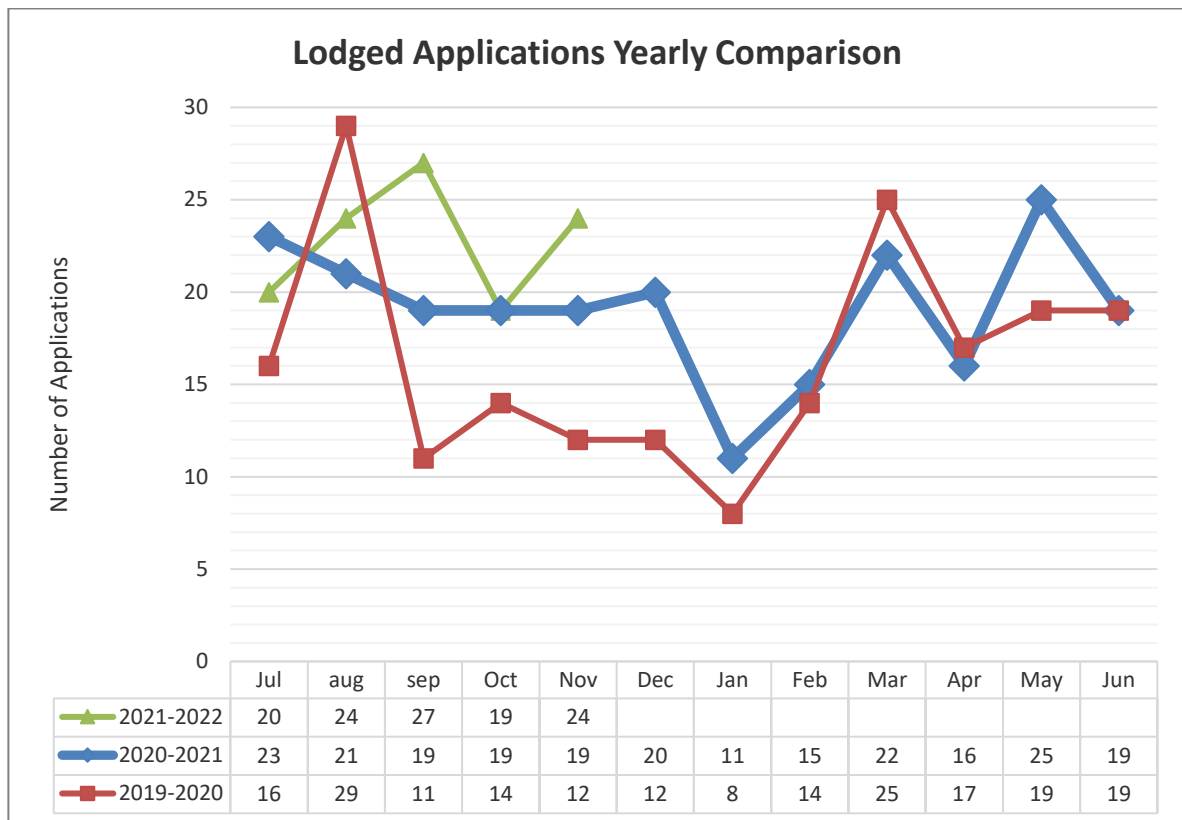
Planning Applications Determined

Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/Refused/Lapsed/ Permit not required
P007A/19	Amendment to size of outbuilding	33 Wattle Court Tolmie	1	
P013/21	Use & development of dwelling in farming zone	143 Moses Lane Bonnie Doon		1 Lapsed due to further information not being received
P032A/19	Development of a dwelling	11 Alpine Ridge Drive Merrijig	1	
P050/21	Development of outbuilding	3910 Mansfield Woods Point Rd. Jamieson	1	
P059/21	Development of dwelling	49 Rosella St Sawmill Settlement	1	

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P060/21	Use & development of dwelling	Lot 2 Owens Creek Drive Mansfield	1	
P077/21	Development of dwelling	30 Alpine Ridge Drive Merrijig	1	
P081/21	Use & development of second dwelling & shed	158 Malcolm Street Mansfield	1	
P083/21	Development of a dwelling	5 Settlement Court Sawmill Settlement	1	
P102/21	Use & development of dwelling & development of domestic outbuilding	Lot 3 Range View Court Mansfield	1	
P097/21	Development of outbuilding ancillary to a dwelling	323 Jamieson Licola Rd Jamieson	1	
V049/21	Development of alterations & additions to existing dwelling	194 Tabletop Rd Bridge Creek	1	
P181446V/21	Subdivision of land 4 lots	92 Highton Lane Mansfield	1	
Total Applications Determined/Withdrawn/Refused/Lapsed			12	1





Other Planning Consents & Enquiries

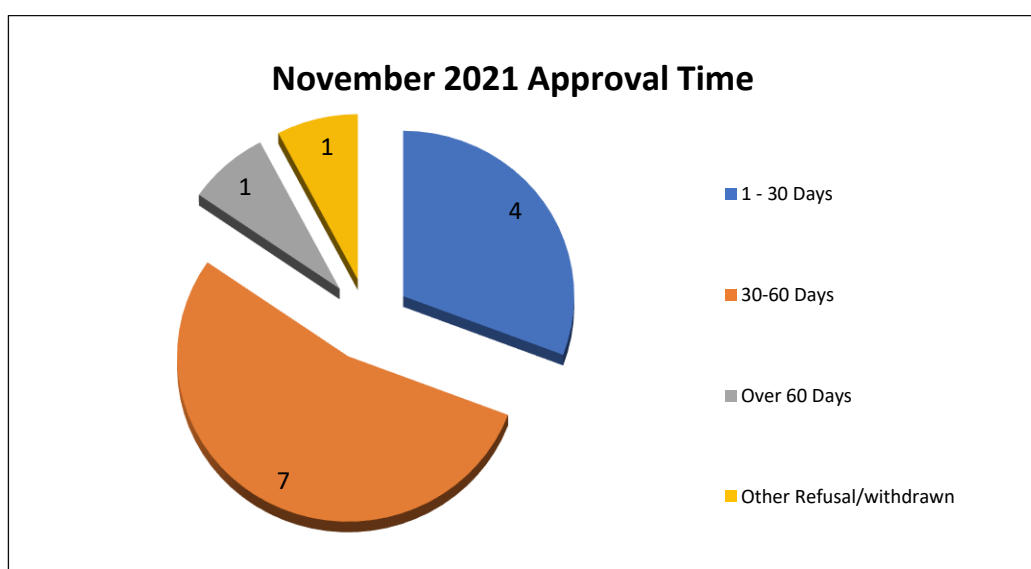
Endorsement of plans required by planning permit	7
Statement of compliance	3
Secondary consent – re-endorsement of plans	2
Re-certification of plans	1

Certification Applications Lodged for the Month of November

Application No	Date Lodged	Type	Location	Application Stage
S185402V/21	16/11/2021	Certification 2 lot subdivision	51 Highton Lane Mansfield	On referral
S185404M/21	16/11/2021	Certification 29 lot subdivision	51 Highton Lane Mansfield	On referral
S185721J/21	24/11/2021	Certification 3 lot subdivision	Lot 116A Midland Hwy Mandample	On referral

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	4		71
31 - 60 days	1	1	3	9	11	0	8	3	5	3	7		51
Over 60 days	5	4	8	4	5	3	6	1			1		37
Withdrawn/ Permit not req./ Lapsed/Refused	0	1	1	3	1	1	4	2	4	4	1		22
Applications finalised	6	10	17	21	23	16	23	20	19	13	13		181



Current VCAT Cases

Reference	Address	Proposal	Council Decision	Current Status	Date
P046/20	25-27 Malcolm Street Mansfield	Use and development of land for a service station	Notice of Decision to Grant a Permit – Objector lodged with VCAT	VCAT Hearing delayed from August 2021	Hearing scheduled for 4, 5 and 6 April 2021
P170539E/21	53 Highton Lane Mansfield	Multi lot subdivision	Notice of Decision to Grant a Permit - Objector lodged with VCAT	Compulsory Conference to be held 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	\$5,573,777	\$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	\$29,632,104	\$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	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	63		145		137	

*One permit issued for 7 dwellings

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL* (8 Urban 1 Rural)	9	\$4,369,794
ALT & ADDITIONS	4	\$573,955
DOMESTIC SHEDS & CARPORTS	8	\$296,490
SWIMMING POOLS & FENCES	5	\$305,538
COMMERCIAL & PUBLIC AMENITIES	3	\$32,000
TOTAL COST OF BUILDING WORKS	29	\$5,573,777

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	2	0	2	6	3
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
TOTAL	7	2	9	26	29

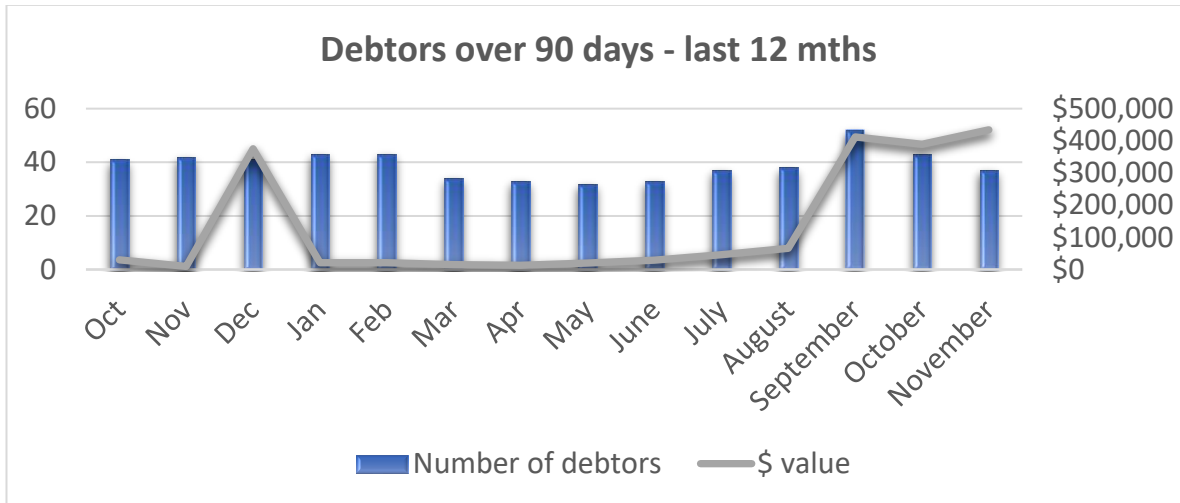
Septic Applications Lodged

	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	8		77		71	

7. Revenue Services

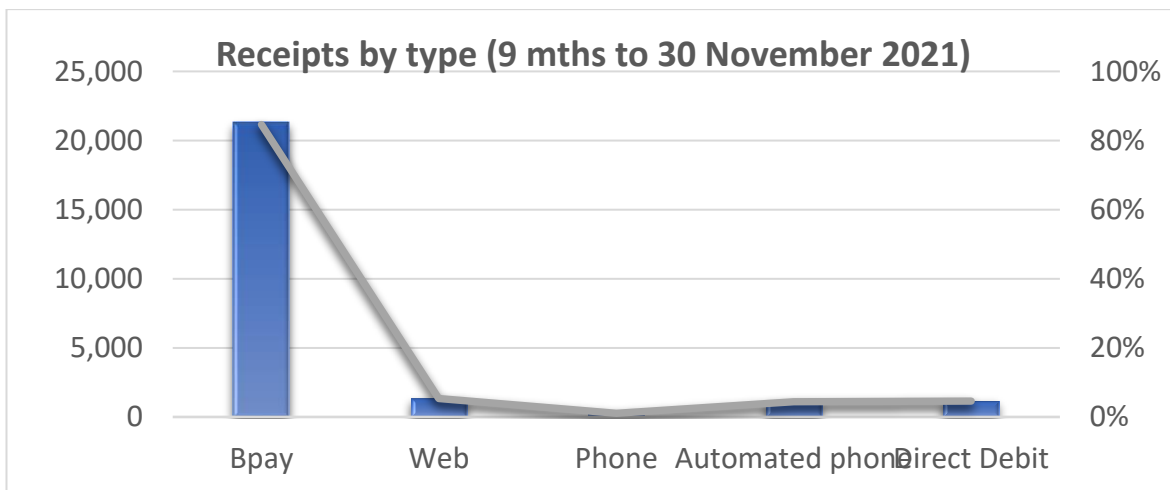
Debtors

The number of debts outstanding over 90 days has decreased to 37 and \$434k as at, 30 November 2021.



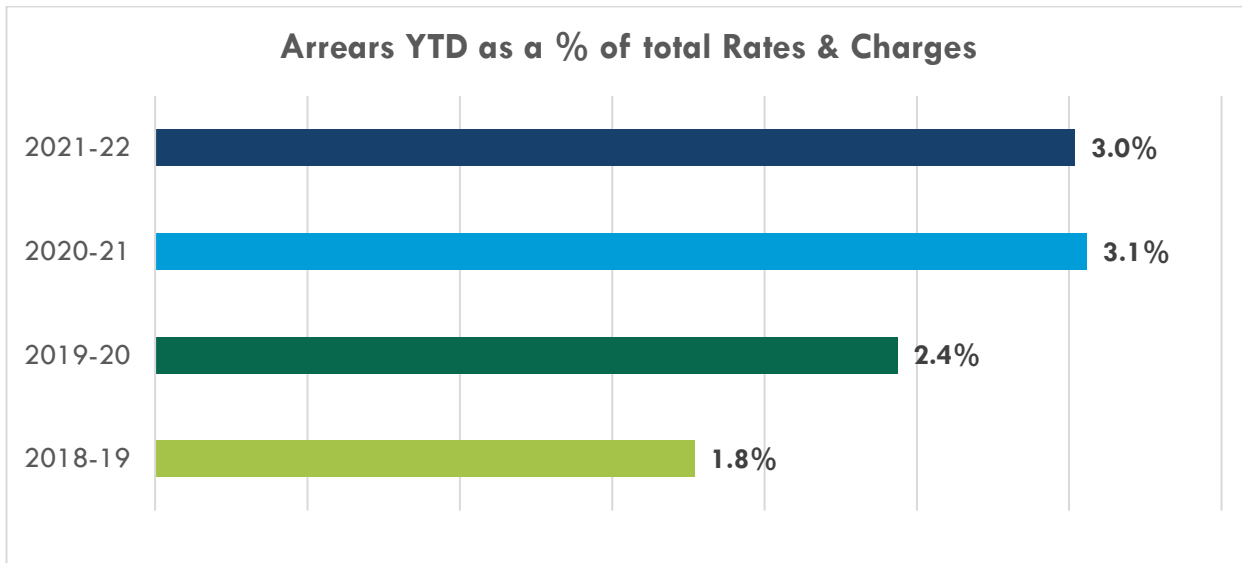
Payment of Rates

Statistics for payment methods utilised by ratepayers to pay their rates and charges during the 9 months to 30 November 2021 are shown below. BPAY continues to be overwhelmingly the most popular.



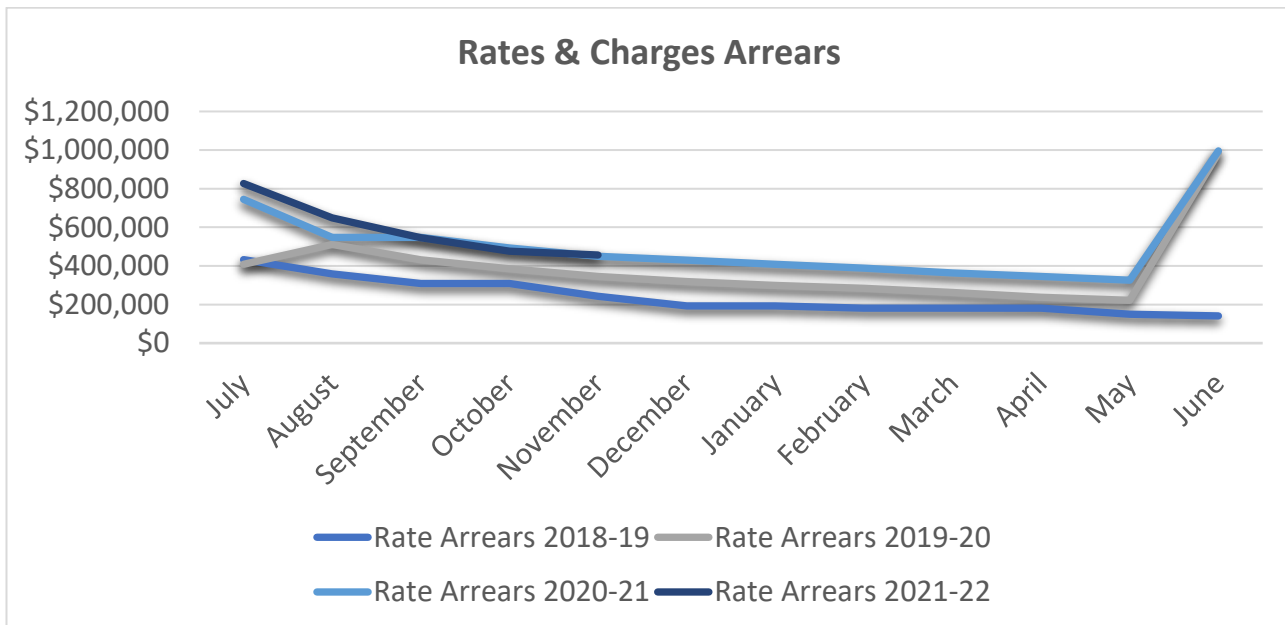
Rates and charges in arrears are shown below. The level of arrears remains consistent for the same period in the prior year. As at, 30 November 2020 arrears of \$450k equated to 3.1% of rates and charges for the year 2020-21. Now at the 30 November 2021, arrears of \$456k equate to 3.0% of rates and charges invoiced for 2021-22.

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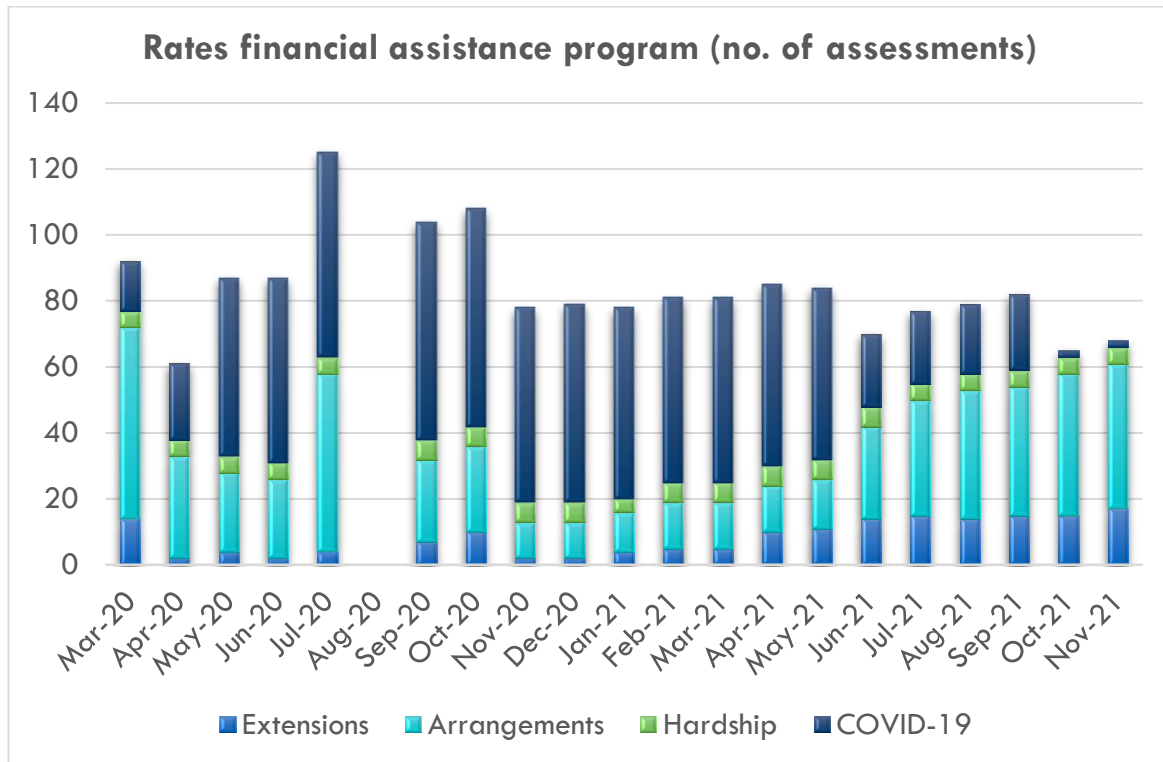


Council have reinstated debt recovery procedures and hope to reduce the level of arrears over the next quarter.

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



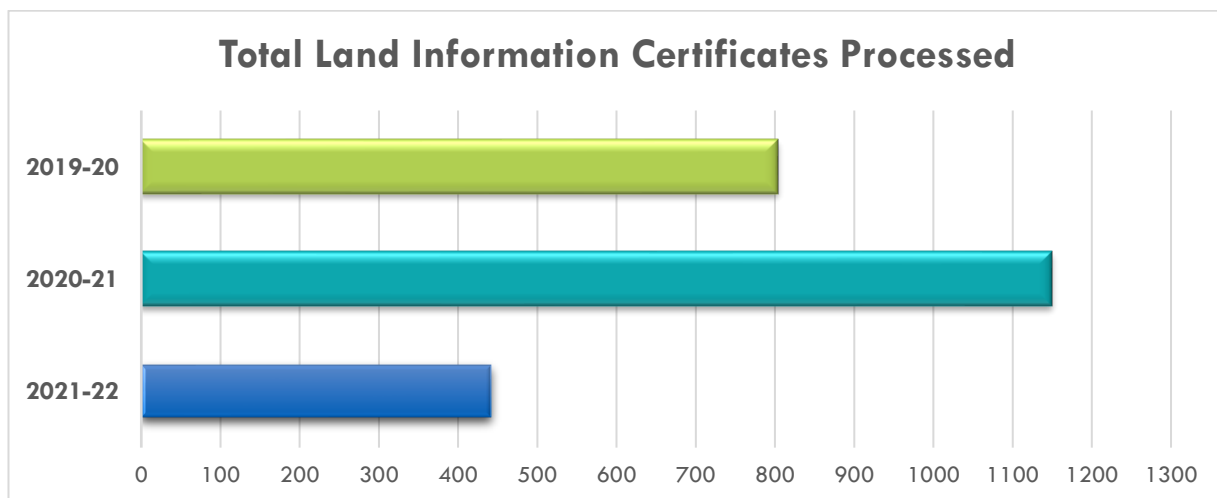
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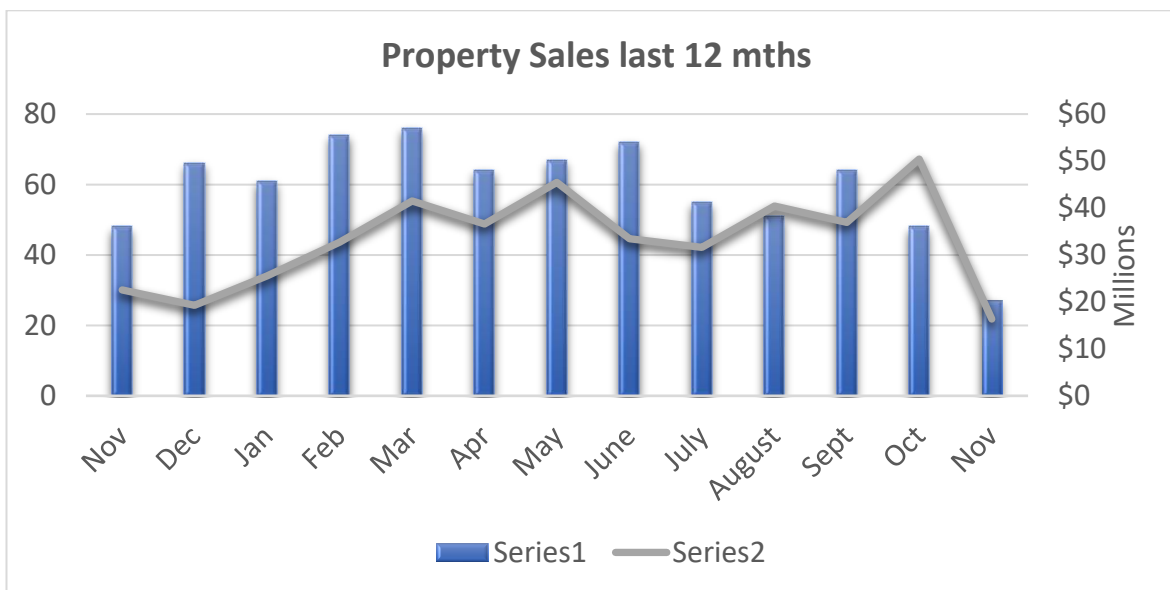
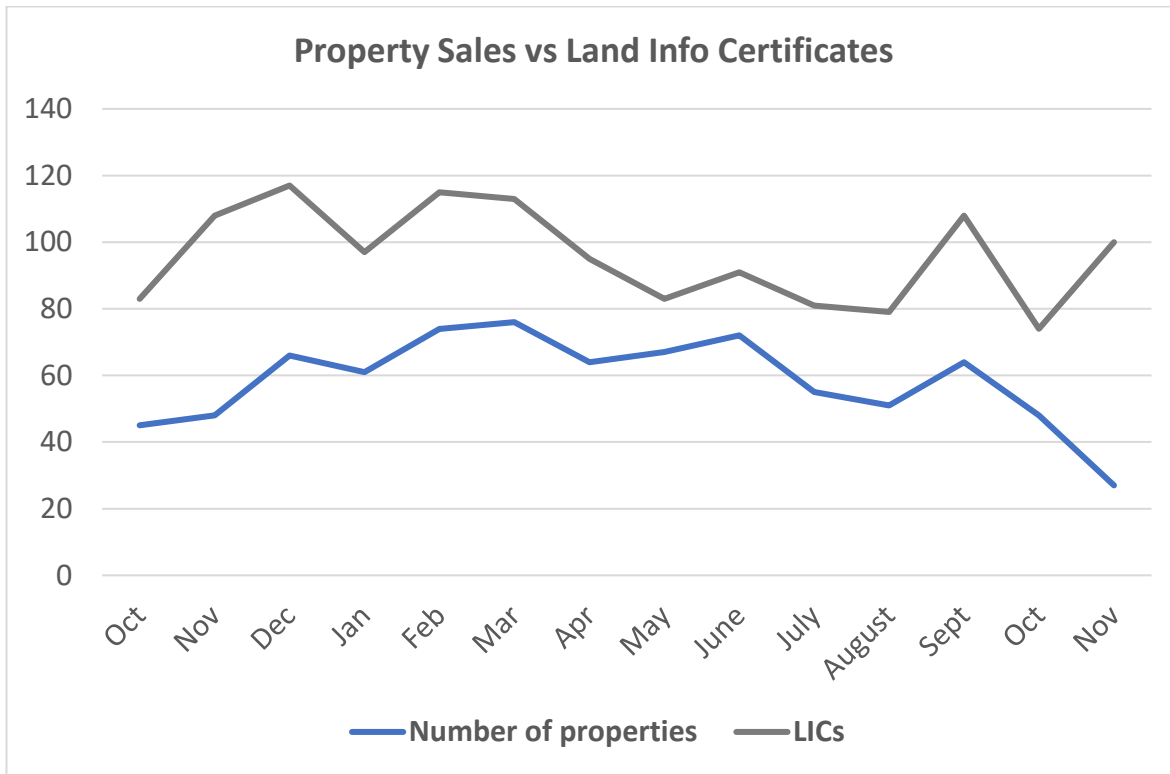
Property Sales Data

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

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



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8. Governance

Confidential Reports at November Council Meeting 2021

No. of Confidential Reports	Comments
1	The item related to the CEO's Employment Contract extension

Confidential Reports - Financial Year to Date

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

Freedom of Information Requests (FOI) received in November 2021

No. of FOI Requests	Comments
2	Applicant wanting own properties previous plans. Not specific enough under s17 of the FOI Act. Referred to planning department for Application by Maurice Blackburn refused under s17 of the FOI Act as not specific enough and no documents matched the search term. Invited to be re-submit in compliance with s17.

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		
January 2022		
February 2022		
March 2022		
April 2022		
May 2022		
June 2022		
TOTAL	4	4

9. Community Health and Wellbeing

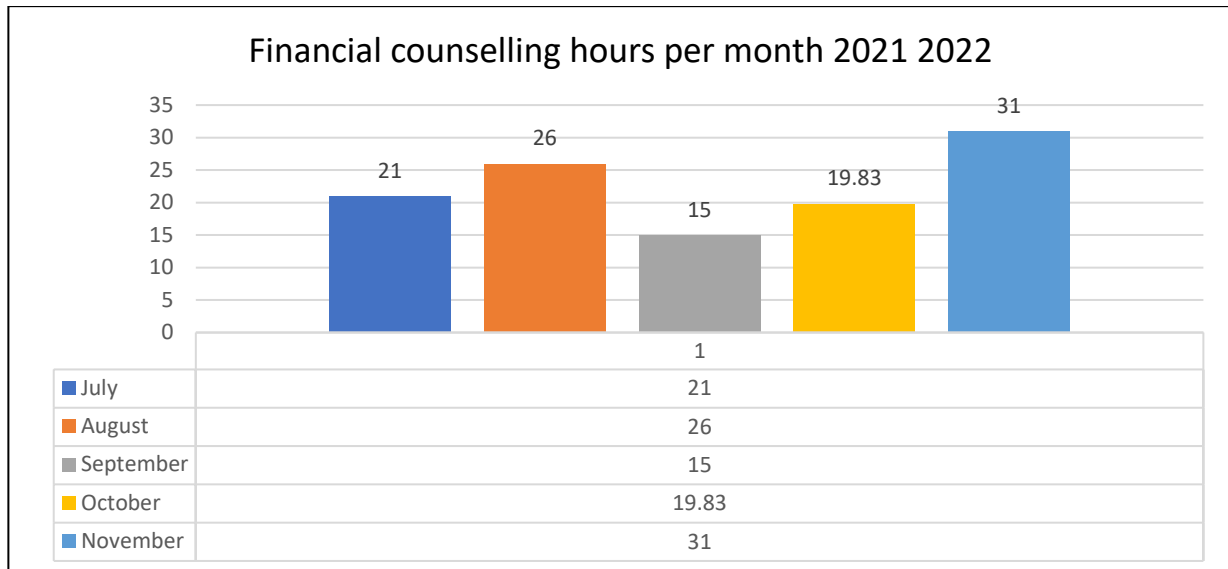
Maternal and Child Health

	November 2021	2021-2022 YTD
Birth Notifications	7	32
Key Ages & Stages (KAS) visits	62	292
Groups	8	38
Flexi Hours	54.75	207.42
Child Referrals	12	65
Maternal Referrals	2	19
Counselling requirement	46	196
Family Violence Consultations	0	7
Family Violence Counselling sessions	3	8
Sleep and Settling Outreach – Total clients Total time (annual target not yet released)	New clients in report period: 3 Active cases in report period: 5 Total service delivery time: 10.08hrs	Active cases in report period: 11 clients Total service delivery time 38.32hrs
Sleep and Settling Newborn Participants (annual target not yet released)	0 offered this month	18 attendance from 24 invited

November updates

- ▶ Sleep data obtained from new integrated program report in CDIS
- ▶ 100% ATSI community now seen this financial year
- ▶ MCH Nurse completed Breastfeeding audits in conjunction with the Director of Quality at Mansfield District Hospital
- ▶ MCH coordinator completed Infection Control MCH module from MAV
- ▶ MCH coordinator completed second stage of Cultural Competency Training for Mansfield MCH Service
- ▶ Commencing the INFANT program in 2022 in conjunction with MDH

Financial Counselling



Employment Status of Clients

Employment - cas. short-term contract part-time (<35 hrs/wk)	4
Employment - permanent full-time (>=35 hours per week)	1
Employment - permanent part-time (<35 hours per week)	2
Other government pensions or benefits	22
Self-employed - business, farm	1
Self-funded - investments, superannuation	2
WorkCover	1

Although many people who engage with the Financial Counselling program are Centrelink recipients, there are increasingly people who are employed (or have other income sources) seeking assistance. The November report shows 33% of Financial Counselling clients were working, self-employed, or on WorkCover.

Youth Services

FReeZA

Mansfield Shire Youth Services in collaboration with Mansfield Secondary College successfully ran a series of ten *Nextwave Online* short film making workshops for media students in year nine and ten. The online workshops stepped students through the fundamentals of making a short film, from writing to editing. Students also had the opportunity to submit their short film to the *SWIFF National Youth Film Awards*, a platform to showcase the work of young and emerging filmmakers from regional Victoria. Filmmaker Emily Doig submitted her short film 'Unspoken'. Emily's film will be screened in Mansfield as part of the Youth Week celebrations in 2022



Engage

Mansfield Develop (Cooking Classes)

Cooking classes ran throughout October and November. As word spread that the Youth Centre was operating again the program became more popular and attendance increased. Unfortunately, several young people who wanted to attend, were not vaccinated, and could not attend.

10/11/21 – 7

17/11/21 – 9

24/11/21 – 14

Headspace Care Packages

150 care packages from Headspace Wangaratta were due to arrive in November. Packages arrived 2 December 2021 and will be distributed throughout December and January 2022, as well as included as an additional prize in the Headspace QR Scavenger Hunt. (to be presented in the next report)

Rock Climbing at Mt Buffalo

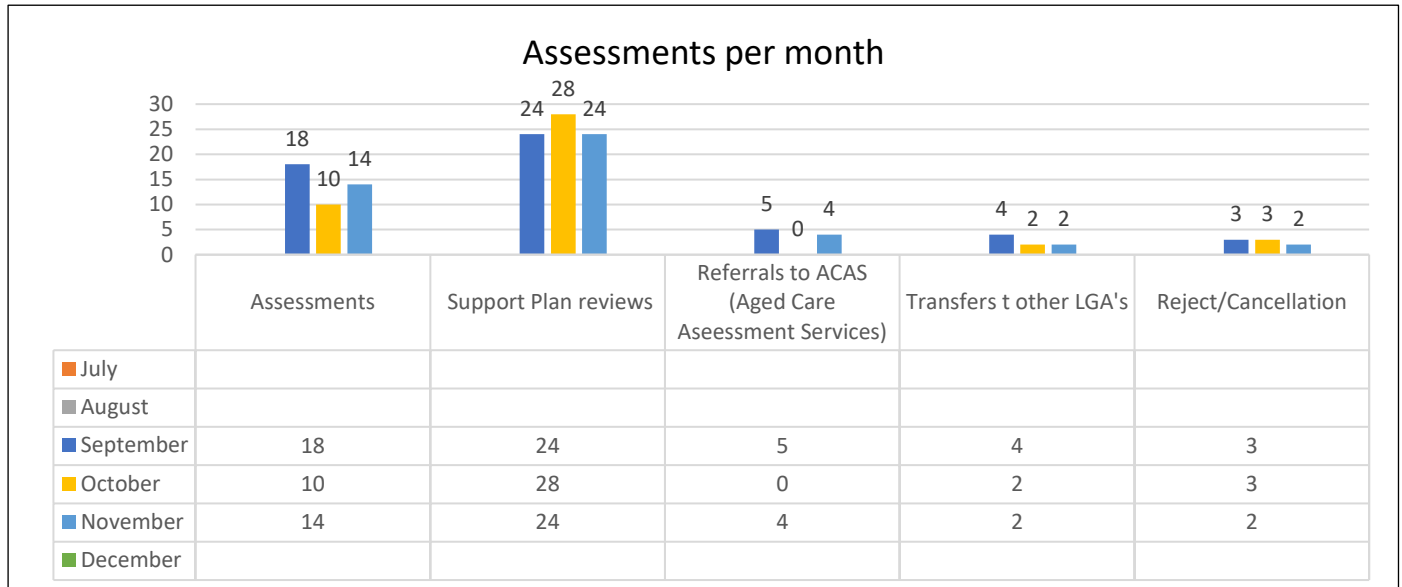
The event has now received approval from the Executive Management Team and will be run on 21 January 2022. In addition to the young person who initiated the idea several young people have already expressed interest.

PRISM Youth

On the request of PRISM Youth Services Council has ordered 300 pronoun badges for distribution. Due to the impact of COVID 19 lockdown restrictions PRISM lost momentum in 2021. However, if young people are still keen to engage, we plan to reinvigorate this group for young people in 2022.

Aged Care

Assessment Team



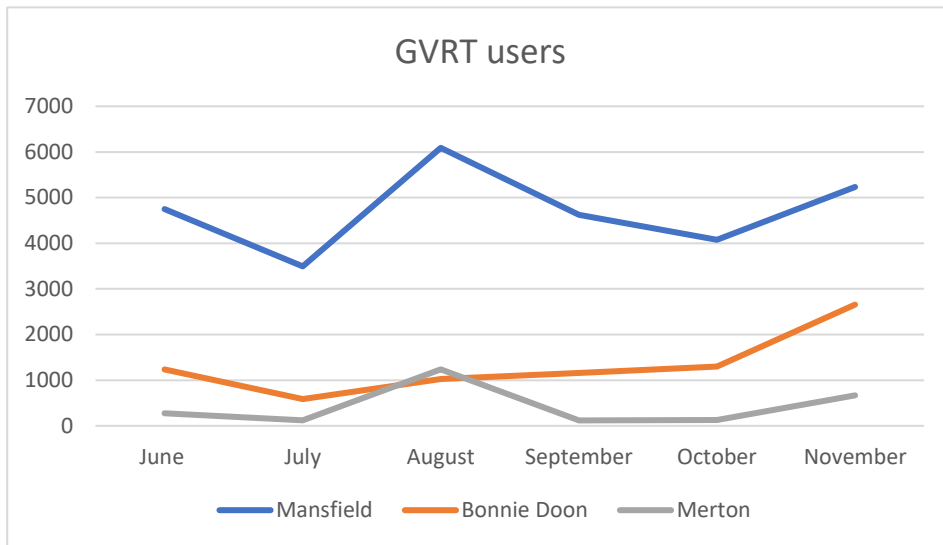
Home Care	Funding category	Percentage of hours delivered in each category	Number of Clients	Total hours
	CHSP	75	139	324.75
	Veterans	8	8	33
	HACC	4	7	18
	Brokerage	13	18	54.75
				430.5
Personal Care				
	CHSP	46	23	112.25
	Veterans	5	1	13.25
	HACC	5	2	12.5
	Brokerage	43	17	104.5
				242.5
Respite Care				
	CHSP	57	8	61
	HACC	0	0	0
	Brokerage	43	7	46.5
				107.5
Food Services				
	Delivered Meals		32	462
Social Support Groups				
	CHSP	60.52009456	27	256
	HACC	7.68321513	3	32.5
	Brokerage	31.79669031	8	134.5
				423

10. Visitor Services

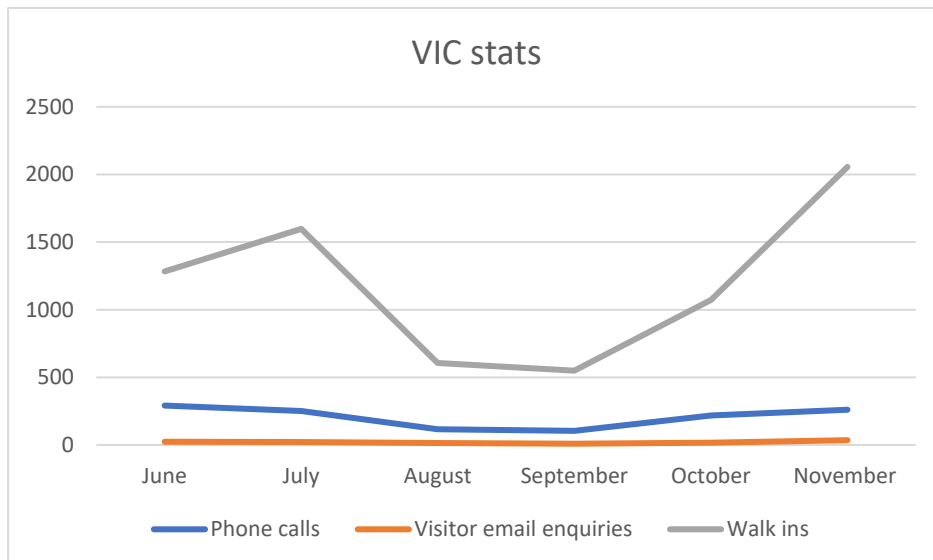
The Great Victorian Rail Trail (GVRT)

The Mansfield Great Victorian Rail Trail is increasing in popularity with the improving weather, with 8,558 users in November 2021.

Mansfield has three counters installed.



Visitors to the Mansfield Visitor Information Centre (VIC)



From Friday 29 October residents of Melbourne Metropolitan areas were allowed to travel to regional Victoria which has shown in the figures.

Merchandise sales have increased to \$1,357 (with previous months averaging around \$500)

Council Business Support

A total of two general email updates were sent directly to local businesses in November.

	Council's Business newsletter	Industry Benchmark
Open rate	45%	20.3%
Click rate	6%	6%

A further five were sent to targeted business sectors informing them of specific DJPR forums.

Business Concierge Program - Business Contact

Council's funding for this program has been extended to the end of February 2022. The ongoing contact with businesses is resulting in a more open dialogue with business being far more accepting of support than they were two months ago.

121 contacts (mix of face to face and phone) were made with local businesses during November.

Any feedback received from businesses is used to guide content for the fortnightly (or as needed) business newsletter.

Business Recovery Advisory Services

The Officer utilises the State Government funded program, Business Recovery Advisory Services (BRAS) to assist Council's support to the business community. This collaborative approach provides Mansfield with a unique opportunity to have non-confidential business data delivered to a cross portfolio functions within Department of Jobs, Precincts and Regions (DJPR). This approach has been used as an example of excellence in the Business Concierge project group meeting. BRAS provides support to businesses in need of "direct contact/ online", business planning, mentoring, marketing planning and grant submission assistance.

Business Engagement Team (DJPR)

The DJPR Business Engagement Team have visited Mansfield Shire the last week of November and report that Mansfield Businesses are doing a terrific job with its efforts around Covid compliance. A further visit is scheduled 6 – 10 December to continue to assess and assist our businesses. DJPR Business Engagement Team Report will be provided after the visits have been completed.

Better Approvals

Throughout the pandemic the Better Approvals interactions were lower than expected but enquiries are steadily growing. November saw four enquiries via the website, one through Council's Concierge calling program and two through community interaction. Broadly enquiry is related to expansion or changes to business operations that have been identified during the pandemic circumstances. Enquirers appreciate the time saved with the permit application process. It is also creating stronger interdepartmental understanding and cooperation.

Telecommunications

Council contributed to the Indi Telecommunications Advisory Group (ITAG) submission to the 2021 Regional Telecommunications Review made in November. The submission is at <https://www.infrastructure.gov.au/sites/default/files/documents/rtr2021-submission-no-543-indi-telecommunications-advisory-group.pdf> and is focused on improving reception in blackspots. Council has also applied for NBN fibre upgrades to three locations in the Shire.

Library

Refurbishment Update

- ▶ Final design feedback has been provided by the library staff and it is expected that the overall design will be approved before Christmas. It is intended that the design will be provided as information to the community and a community information session will be conducted with the architect present for community interest.
- ▶ Project is on track

COVID

- ▶ One-on-one COVID tech help has enabled **69 people to access their digital certificates**. 24 hours of help have been provided during November by Library staff and a volunteer.
- ▶ **100 vaccination certificates were printed for community members** during November. This service is offered in collaboration Mansfield District Hospital.
- ▶ The Library has been operating for over a month with a marshal checking vaccination status. On the whole people have been patient and understanding of the restrictions and new procedures.
- ▶ Staff estimate they have **assisted 20 people without proof of vaccination with borrowing and printing services**.

Library Statistics for November

	Visits	Loans	Days in lockdown	Click and Collect	Library programs	Program attendees	Room bookings
Nov 2021	2,810		0	0	25	173	13
Oct 2021	2,541	4,159	0	0	7	58	11
Sept 2021	1,883	3,258	7	128 requests (315 items)	9	141	8
Aug 2021	1,597	3,748	8	148 requests (386 items)	7	38	13
July 2021	1,537	4,193	8	68 requests (223 items)	11	205	8

Notes:

- ▶ The number of program attendees increased during November because Preschool story time was held in person for the first time in several months and COVID tech help sessions were well attended.
- ▶ The higher number of program attendees in July and September are because of school holiday activities.