

CEO Monthly Report

May 2022



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of April show 136 customer requests registered with 53 requests remaining open and 83 being closed during the month. One complaint was received in May. The complaint was pertaining to impact of works to the roundabout on the corner of Highett Street and View Street.

The majority (24%) of total requests opened were for Road Maintenance (Field Services) Road Maintenance requests consisted of (in order of frequency):

- Roads Corrugation
- Potholes
- Drainage
- Limb/Tree removal
- Missing sign
- Weeds and Vegetation

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

- Building Property Maintenance
- Public Conveniences
- Public Lighting

At the time of the report there were 12 overdue service requests. Overall organisation performance is 91%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Accounts	2	0	0	0	0	2
Asset Management	33	15	12	4	2	0
Capital Works Delivery	2	1	0	0	1	0
Engineering Services	13	3	8	0	2	0
Environmental Health	1	1	0	0	0	0
Infrastructure and Planning	2	1	1	0	0	0
Local Laws	27	20	5	1	0	1
Parks and Garden Services	14	9	5	0	0	0
Records and Customer Service	4	4	0	0	0	0
Road Maintenance	33	26	2	1	2	2
Unallocated	4	3	1	0	0	0
Waste	1	0	0	0	0	1
Total	136	83	34	6	7	6

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

May	
	Total
Requests	136
Complaints	1

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	CARRY FORWARD Contract awarded. Construction starts late June.	On Budget	JAN 2023
Bridges & Culverts				
813000. Bridges - Renewal	408,071	PARTIAL CARRY FORWARD Bridge Renewal work informed by the level 3 structural inspection results. -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 Gooley's 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	CARRY FORWARD Level 3 structural inspections on a prioritised list of bridges; priority list developed. Forecast cost reduced to \$60,000 as \$40,000 allocated to 2021-22 Resheeting Program. Contract to be awarded in June.	On Budget	AUG 2022

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Buildings				
831232. Family & Children's Centre	21,667	Install solar panels at Family and Children's Centre. Was on hold due to resources. Feasibility study in conjunction with Mansfield Sporting Complex as part of Virtual Energy Network determined 30kW system to be installed on Family & Children's Centre. Work to be completed 13 June weather permitting.	On Budget	JUN 2022
851006. Shire Office Refurbishment	120,000	Minor interior renovations were completed mid Dec. Sewer upgrades completed Jan. Electrical switchboard upgrade work complete.	On Budget	COMPLETE
851012. Toilet Block Refurbishment Program	206,691	PARTIAL CARRY FORWARD -Flooring renewal at Mansfield Rec Reserve toilet blocks. Complete. -Refurbishment of Perkins St Jamieson - upgrade of existing toilet block. Contract executed and work has commenced. Completion scheduled early July 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	N/A
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 set of drawings in progress. Was delayed due to consultant availability. Tender to be issued in June.	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	N/A

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Drainage				
823024. Mansfield Wetlands Drainage design	30,000	Design phase for the improvements to the wetland. Design development is currently with NESD for completion Jun-Jul. Local design consultants are experiencing backlog so lead times have been extended. Survey is complete.	On Budget	JUN 2022
823038. Stormwater Drainage Works - Cnr Apollo & High St	500,000	DEFERRED Corrective works to the flooding issues at Apollo St. Included in proposed 2022/23 budget. RFT being progressed this financial year in preparation for a prompt start next year. \$500,000 reallocated from this budget to 2021-22 Resheeting Program as per Council approval.	Reallocated	2022/23
823050. Mansfield Wetlands Rejuvenation (Drainage) - 5 yrly cycle	120,000	DEFERRED Cyclic clearing of silt and vegetation from the Mullum wetlands. Was deferred due to resources. A priority project included for completion in 2022/23.	On Budget	2022/23
881135. Water & Stormwater Management Program (Inspect & Jet)	50,000	CARRY FORWARD Routine cleaning and evaluation of stormwater assets. Contract awarded first week of April. Works started 6 June due to delays with MOA from VicRoads. Completion expected early July.	On Budget	AUG 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	CARRY FORWARD 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. RFQ process completed following stakeholder consultation, and recommendation made for contract award in May 2022 with savings from other projects proposed to be used to complete this project. Pending CEO approval.	On Budget	AUG 2022
821100. Footpaths Concrete - Renewal	50,000	Rejuvenation of dilapidated concrete pathways within the Shire. Work is complete. A Telstra cable at an undocumented location was damaged	On Budget	COMPLETE

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		during demolition works, which caused some impacts on neighbouring businesses; this has since been corrected.		
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	PARTIAL CARRY FORWARD 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.	On Budget	AUG 2022
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. Council approved award of contract for commencement of works in spring 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 Stage-1	164,159	PARTIAL CARRY FORWARD Reseal preparation priority list developed, and contract awarded. Work commenced and was due to be completed by end of June, however substantial rain has delayed remaining works.	On Budget	JUN 2022
811150. Reseal Preparation Program Stage-2		Tender evaluation completed for Stage 2 works. Report to go to 28 June meeting for Council approval to award contract and commence in July.	On Budget	AUG 2022

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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 Apr 2022 and value 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.	On Budget	2022/23
812075. Resheets	1,821,931	PARTIAL CARRY FORWARD Resheet 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	
Estimated Completion Date	Budget Status
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 undertaken in Feb; contract award delayed seeking additional funding for budget shortfall.	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 approved at 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 completed. 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 May 2022

Operating	2021-22 Updated Budget	2021-22 YTD Updated Budgets	2021-22 YTD Actuals	YTD Variance Updated Budget	YTD Percentage Variance Updated Budget	2021-22 Total Forecasts
Rates & Property service review	35,000	35,000	12,650	22,350	64%	15,000
Digital Transformation	130,000	97,500	32,900	64,600	66%	130,000
Website Upgrade	20,000	15,000	0	15,000	100%	20,000
Lakins Road easement	25,000	25,000	0	25,000	100%	25,000
Youth services - Service review	35,000	35,000	34,621	379	1%	35,000
Outlying Community Infrastructure Fund (Round 2)	50,000	50,000	50,000	0	0%	50,000
Total Operating Initiatives	295,000	257,500	130,171	127,329	49%	275,000

Capital	2021-22 Updated Budget	2021-22 YTD Updated Budgets	2021-22 YTD Actuals	YTD Variance Updated Budget	YTD Percentage Variance Updated Budget	2021-22 Total Forecasts
Family & Childrens Centre	43,334	43,334	20,523	22,811	53%	43,334
Living Libraries Project - Expense	15,000	(40,851)	49,768	(90,619)	222%	160,511
Bonnie Doon Streetscape	50,000	50,000	0	50,000	100%	30,000
Goughs Bay Streetscape	50,000	50,000	0	50,000	100%	50,000
Heavy Vehicle Alternative Route	2,889,574	2,526,112	1,155,039	1,371,073	54%	2,268,770
Total Capital Initiatives	3,047,908	2,628,595	1,225,330	1,403,265	53%	2,552,615

4. Statutory Planning

Planning Applications Lodged

Type of Application	#
Dwelling (with outbuilding 4)	5
Outbuilding/shed/agricultural shed/carport	7
Development of two dwellings	1
Amendment to permit for dwelling, bed & breakfast and outbuilding	1
Amendment to permit buildings and works to include solar panels	1
Buildings & works (fuel pad) associated with mining	1
Use of land for agriculture	1
Subdivision of land into two lots	3
Use and development of a second dwelling	3
Electronic signage	1
Subdivision of land into 5 lots	1
Amendment to permit outbuilding (animal shelter)	1
Construction & putting up of display illuminated signage	1
Buildings & works associated with existing use for trade supplies	1
Multi lot subdivision & removal of native vegetation	1
Amendment to dwelling permit	1
Total Planning Applications Lodged	30

Planning Applications Determined

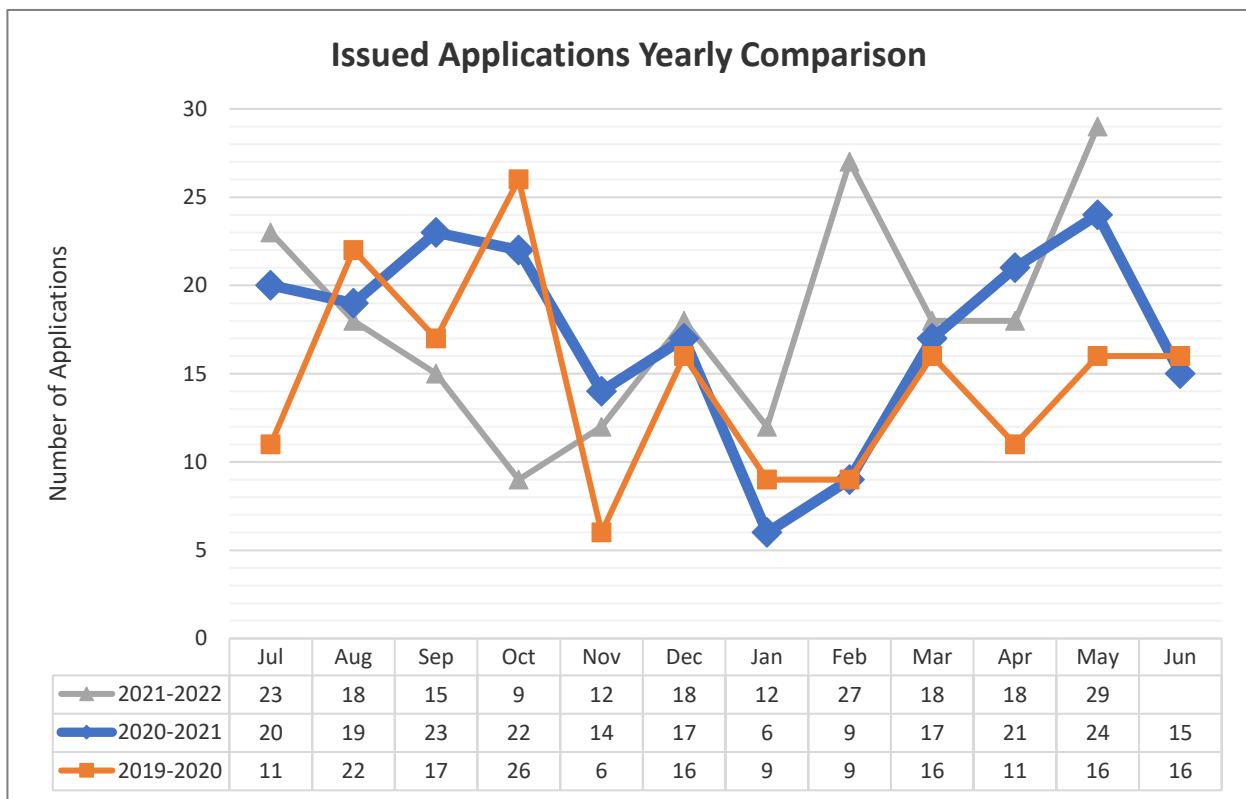
Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/Lapsed/ Permit not required
P002/22	Outbuildings associated with existing dwelling	1075 Old Tolmie Road Tolmie	1	
P003/22	Use & development of distillery, cellar door & sales & consumption of liquor	126 Godwills Road Mansfield	1	
P006/22	Outbuilding	35 Lochiel Road Barwite	1	
P010/22	Dwelling & outbuilding	15 Rosella Street Sawmill Settlement	1	
P012/22	Alterations & additions to existing dwelling	536 Dry Creek Road Bonnie Doon	1	
P018A/13	Amendment to waste treatment plant	3 Anchorage Way Goughs Bay	1	
P020/22	Dwelling	2-4 Buller Street Sawmill Settlement	1	
P022B/08	Alterations & additions to existing outbuilding	969 Howes Creek Road Mansfield	1	
P026/22	Subdivision of land to two lots	3 Omega Street Merrijig	1	

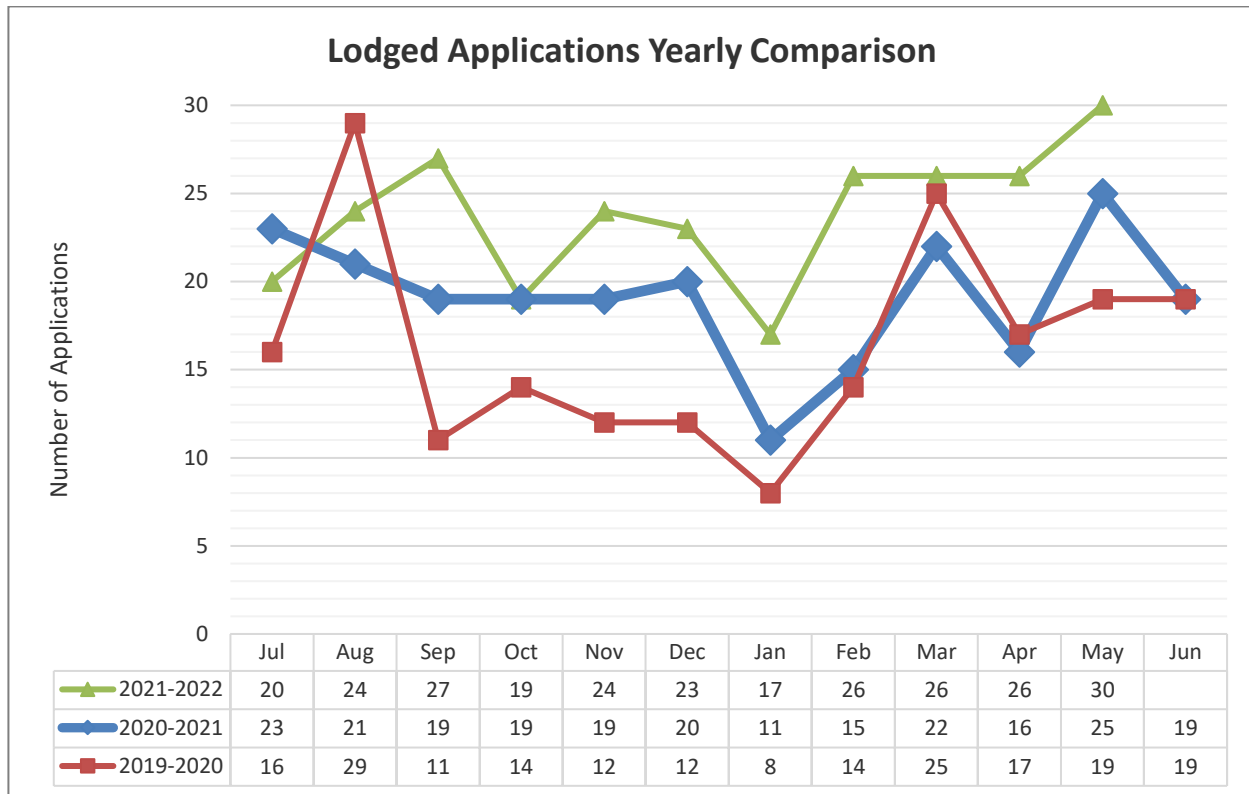
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P027/22	Alterations & additions to existing dwelling	2061 Mt Buller Rd Merrijig	1	
P037/22	Dwelling & outbuilding	Lot 4 Eagles Lane Bonnie Doon	1	
P044/22	Replacement dwelling	592 Howes Creek Road Mansfield	1	
P047/22	Subdivision into 2 lots	11-13 Logan Street Mansfield	1	
P048/22	Dwelling	18 Trout Stream Way Macs Cove	1	
P060/22	Outbuilding	25 Ogilvies Road Mansfield	1	
P061/21	Buildings & works – decking	2 West Court Jamieson	1	
P061/22	Outbuilding	142 Purcells Road Merrijig	1	
P066/22	Alterations & additions to existing dwelling	11 Commerfords Road Barwite	1	
P068/22	Dwelling	41 Range View Court Mansfield	1	
P070/22	Agricultural Shed	155 Coombs Lane Merrijig	1	
P085/22	Dwelling	62 Bromfield Drive Tolmie	1	
P087/22	Agricultural Shed	1 Little Scullys Lane Mansfield	1	
P088/22	Agricultural Shed	32 Greens Road Maindample	1	
P092/22	Outbuilding	9 Sandy Creek Road Barjarg	1	
P119A/21	Amendment dwelling & tennis court	575 Mt Buller Road Mansfield	1	
P131A/20	Amendment dwelling & outbuilding	11 Jenkin Road Macs Cove	1	
P182147H/21	Two lot subdivision	2 Greenvale Lane Mansfield	1	
P186268J/21	Boundary realignment & consolidation	26 Greenvale Lane Mansfield	1	
P178806V/21	Six lot subdivision	126 & 128 Stoneleigh Road Mansfield		Lapsed
Total applications determined/withdrawn/Refused/lapsed			28	1

Certification Applications Lodged for the Month of May

Application No	Date Lodged	Type	Location	Application Stage
S194031P/22	11/5/22	2 lot subdivision	59 Highton Lane Mansfield	On referral
S194348A/22	16/5/22	2 lot subdivision	23 Reardon Lane Mansfield	Under assessment
S194389S/22	17/5/22	37 lot subdivision	Lot B Donovans Way Mansfield	Under assessment
S195018/22	24/5/22	2 lot subdivision	12 Bayside Boulevard Goughs Bay	Under assessment



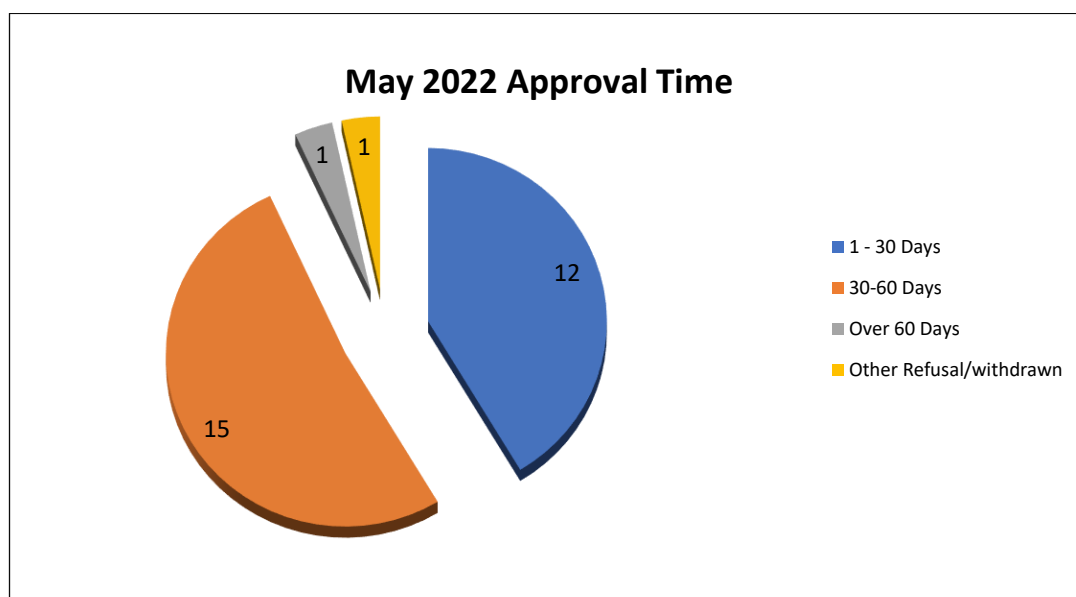


Other Planning Consents & Enquiries

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

Days Taken to Determine Planning Applications

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	0	8	11	4	12								35
31 - 60 days	1	14	6	12	15								48
Over 60 days	5	2	1	2	1								11
Withdrawn / Permit not req. / Lapsed/Refused	1	2	3	2	1								9
Applications finalised	7	26	21	20	9								103



Current VCAT Cases

Reference	Address	Proposal	Council Decision	Current Status	Date
P046/20	25-27 Malcolm Street, Mansfield	Use and development of land for a service station	Notice of Decision to Grant a Permit – Objector lodged appeal	VCAT Hearing delayed from August 2021	Hearing Re-Scheduled for 28 November till 1 December 2022
P170539E/21	53 Highton Lane, Mansfield	Multi lot subdivision and removal of native vegetation	Notice of Decision to Grant a Permit – Objector lodged appeal	Practice day hearing 13 May 2022	Hearing scheduled for 20, 21, 22 June 2022
P11835/2021	4 Stirling Street, Merrijig	Illegal Commercial Laundry	Council reached agreement with the Respondent	Application withdrawn.	
P58/20022	6 Sonnberg Drive, Bonnie Doon	Illegal Camping & Caravanning	Interim Enforcement Order	Resolved with owner. Costs to be determined	Withdrawn from VCAT by Council

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		\$6,638,540	\$6,691,999
TOTAL	\$68,548,691	\$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			12	145	10	137
TOTAL	109		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* (5 Urban 2 Rural)	7	\$3,141,499
ALT & ADDITIONS	5	\$145,504
DOMESTIC SHEDS & CARPORTS	7	\$334,433
SWIMMING POOLS & FENCES	6	\$482,224
COMMERCIAL & PUBLIC AMENITIES	0	\$0
TOTAL COST OF BUILDING WORKS	23	\$4,103,660

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					
TOTAL	61	6	67	68	58

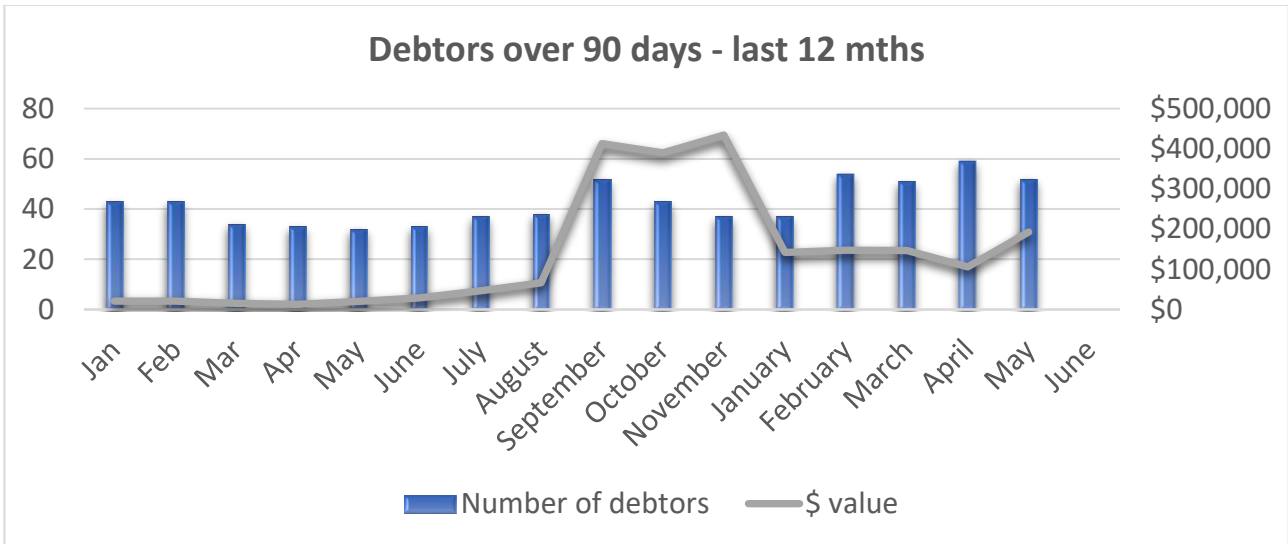
Septic Applications Lodged

	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			10	77	8	71
TOTAL	67		77		71	

7. Revenue Services

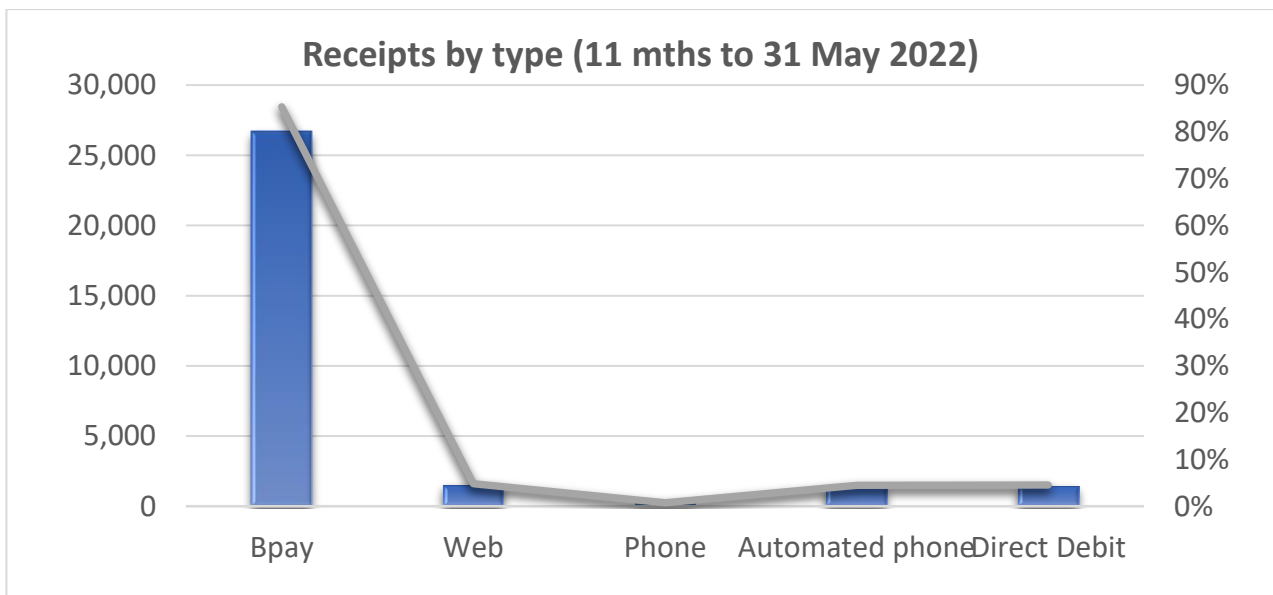
Debtors

The number of debts outstanding over 90 days remains at 52 with the amount at \$193k as of 31 May 2022.



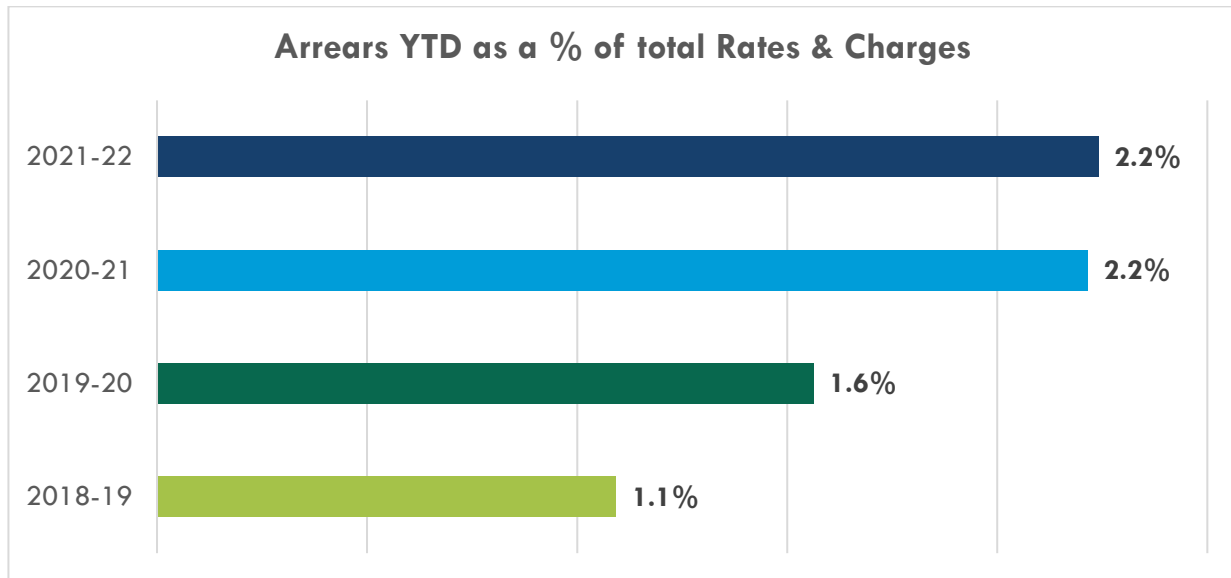
Payment of Rates

Statistics for payment methods utilised by ratepayers to pay their rates and charges during the 11 months to 31 May 2022 are shown below. BPAY continues to be overwhelmingly the most popular.



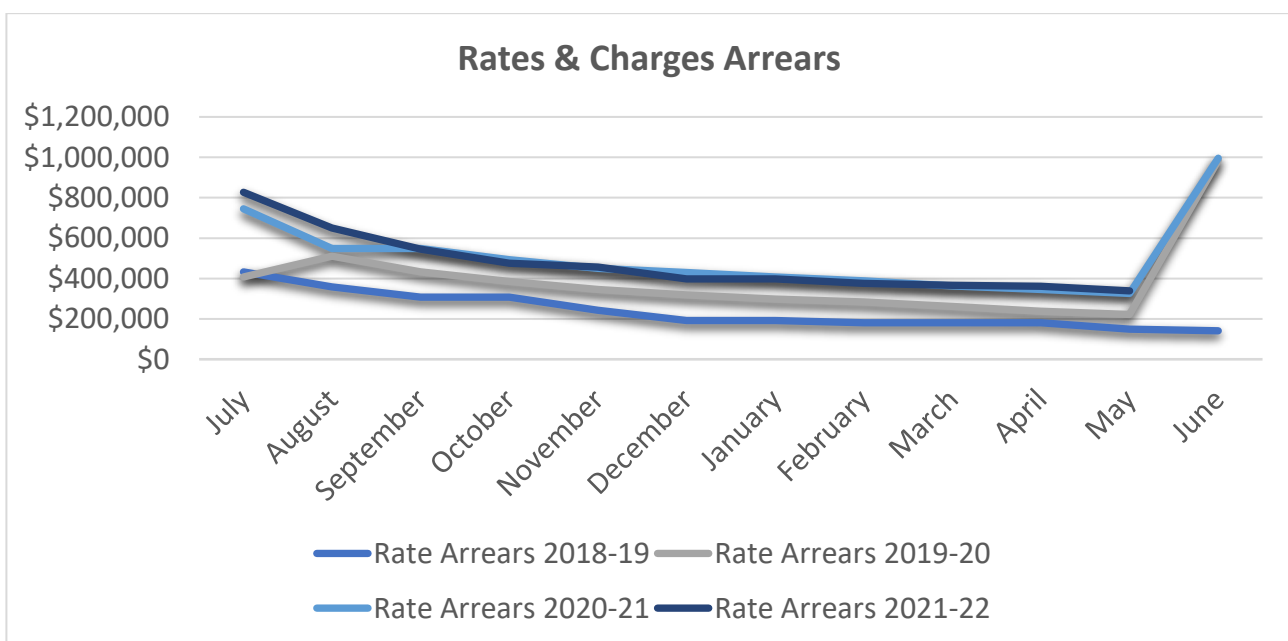
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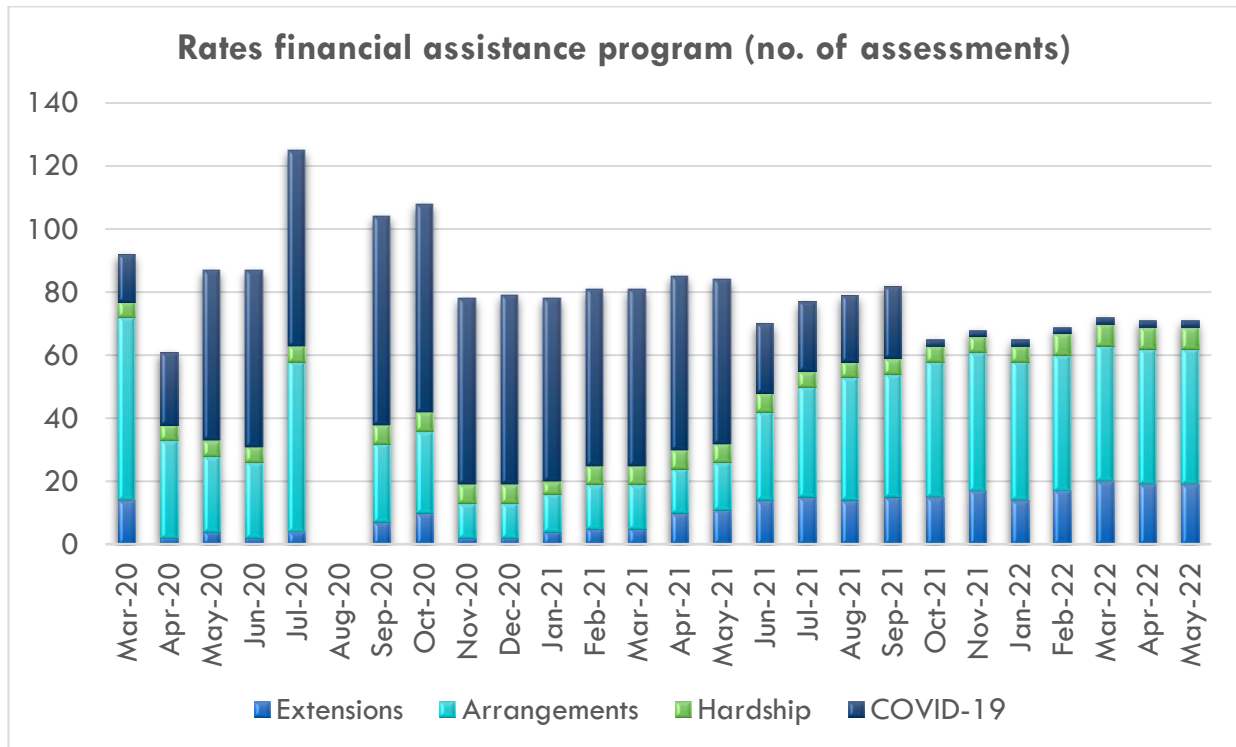
Rates and charges in arrears are shown below. The level of arrears remains consistent for the same period in the prior year. As at, 31 May 2021 arrears of \$326k equated to 2.2% of rates and charges for the year 2020-21. Now at the 31 May 2022, arrears of \$339k equate to 2.2% of rates and charges invoiced for 2021-22.



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

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

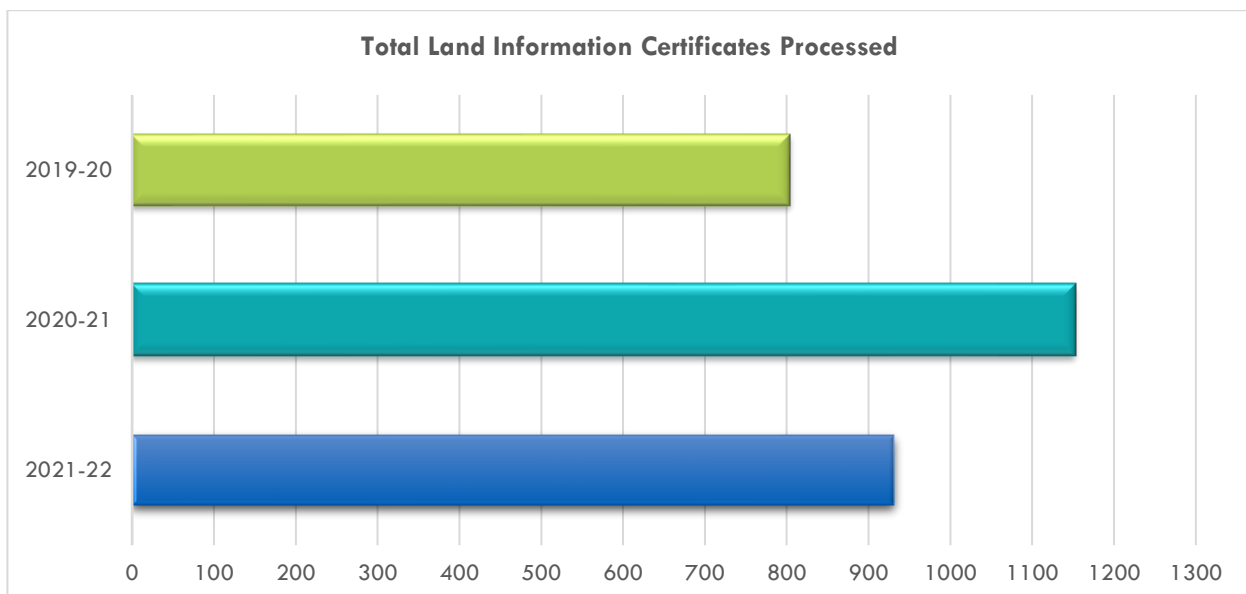




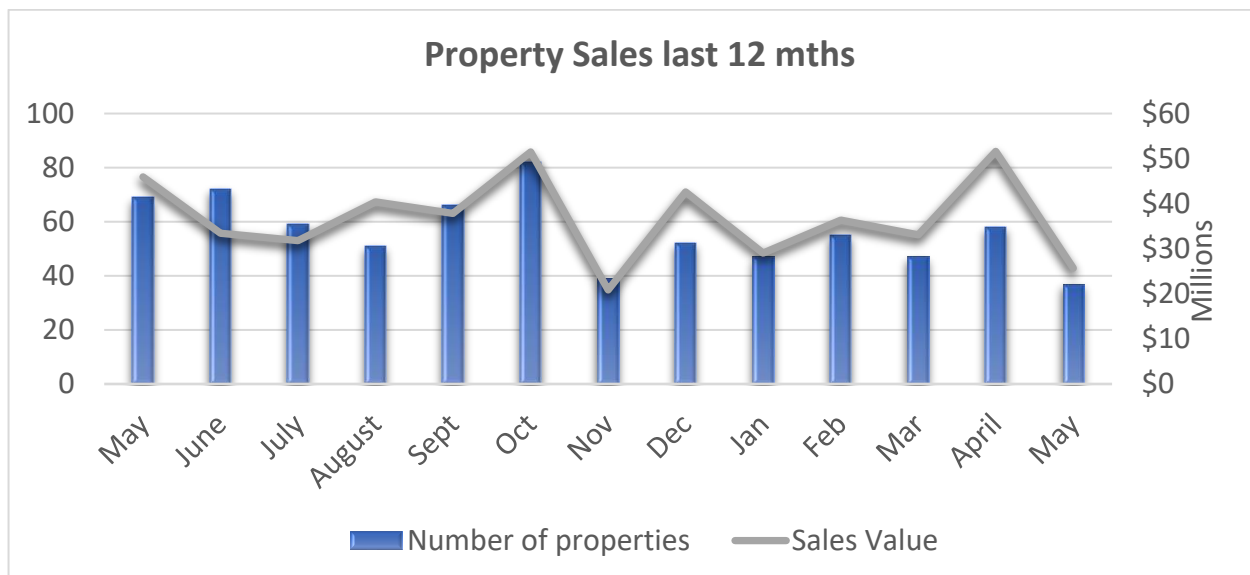
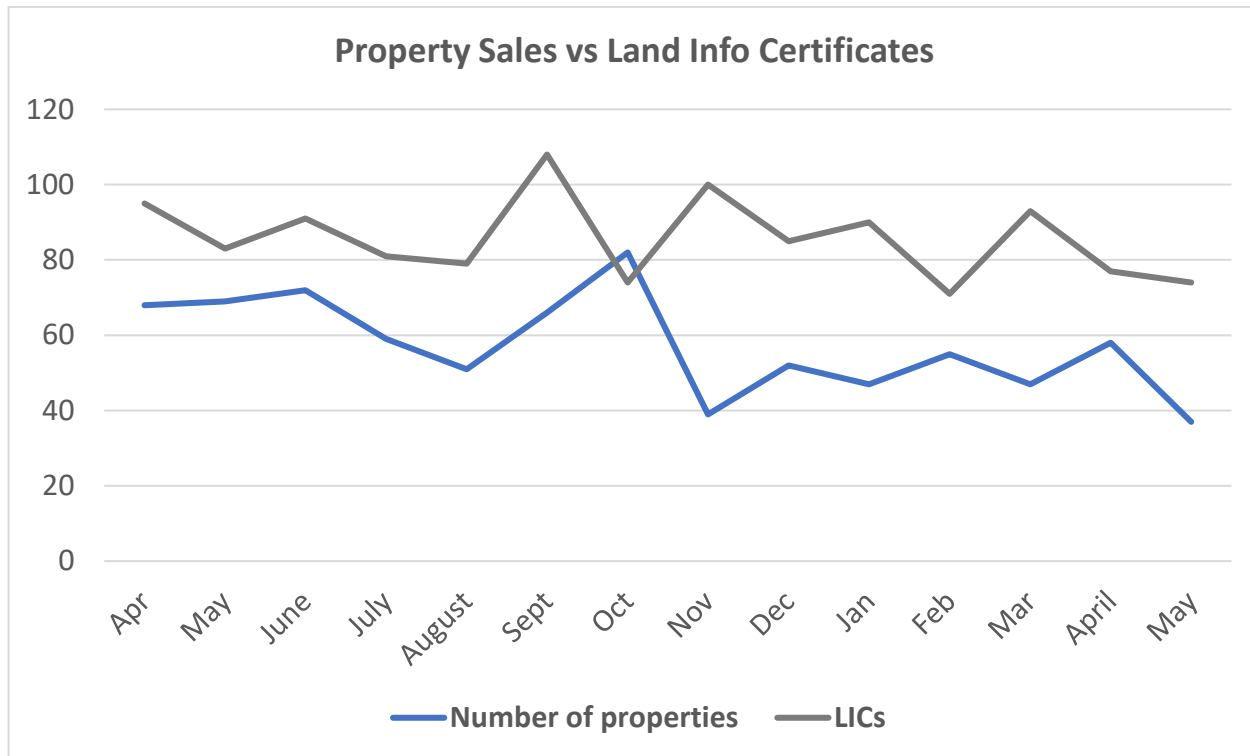
Property Sales Data

The number of Land Information Certificates (LICs) processed annually (and as at, 31 May 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 May Council Meeting 2022.

No. of Confidential Reports	Comments
2	1. Mansfield Library Refurbishment Tender Award 2. Employment matters – CEO resignation, Appointment of Recruitment Firm.

Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2021	0	0
August 2021	1	1
September 2021	1	2
October 2021	1	3
November 2021	1	4
December 2021	4	8
January 2022	0	8
February 2022	1	9
March 2022	0	9
April 2022	0	9
May 2022	2	11
June 2022		
TOTAL	11	11

Freedom of Information Requests (FOI) received in May 2022

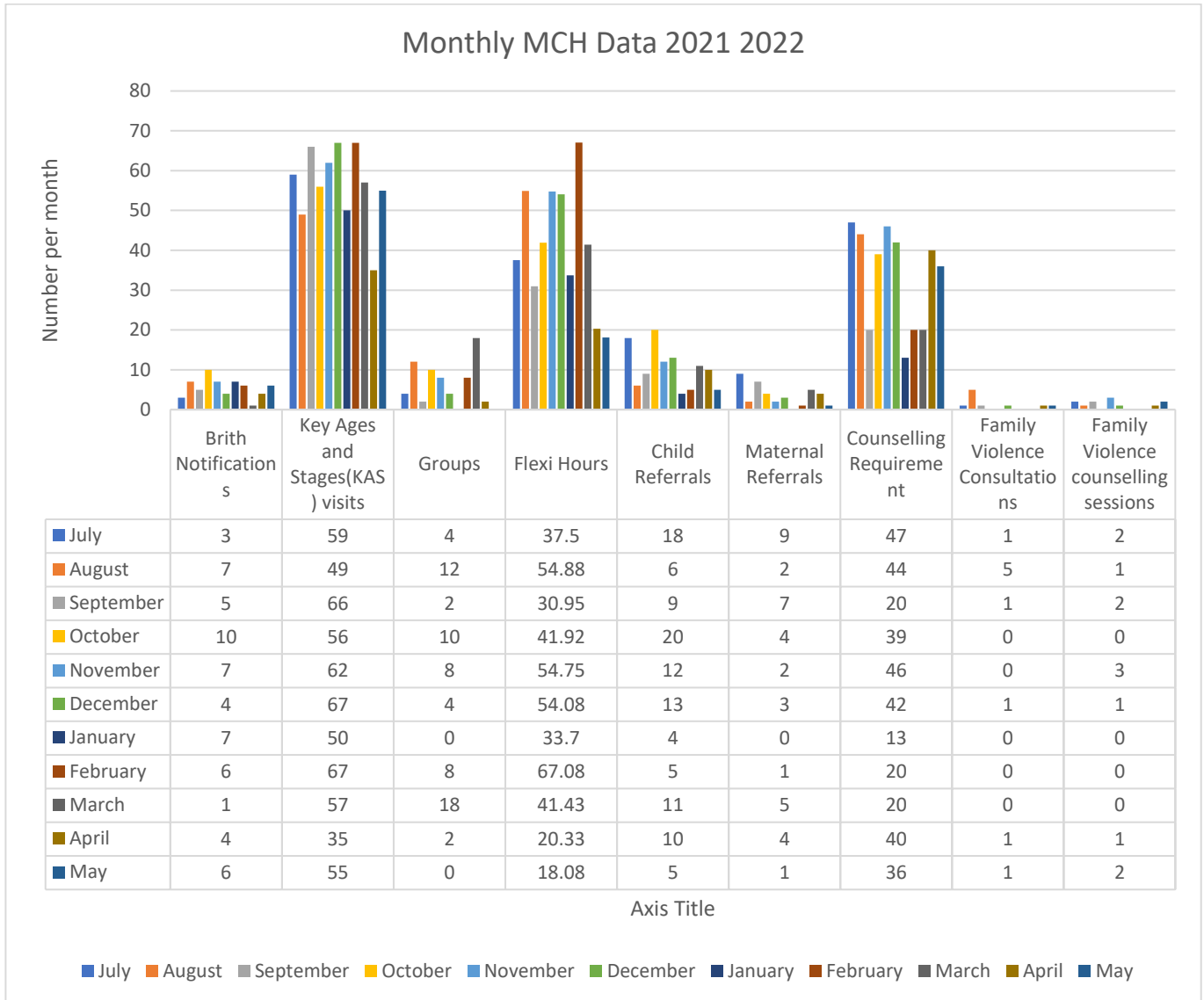
No. of FOI Requests	Comments
0	

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	2	4
December 2021	0	4
January 2022	0	4
February 2022	0	4
March 2022	2	4
April 2022	2	6
May 2022	0	6
June 2022		
TOTAL	6	6

9. Community Health and Wellbeing

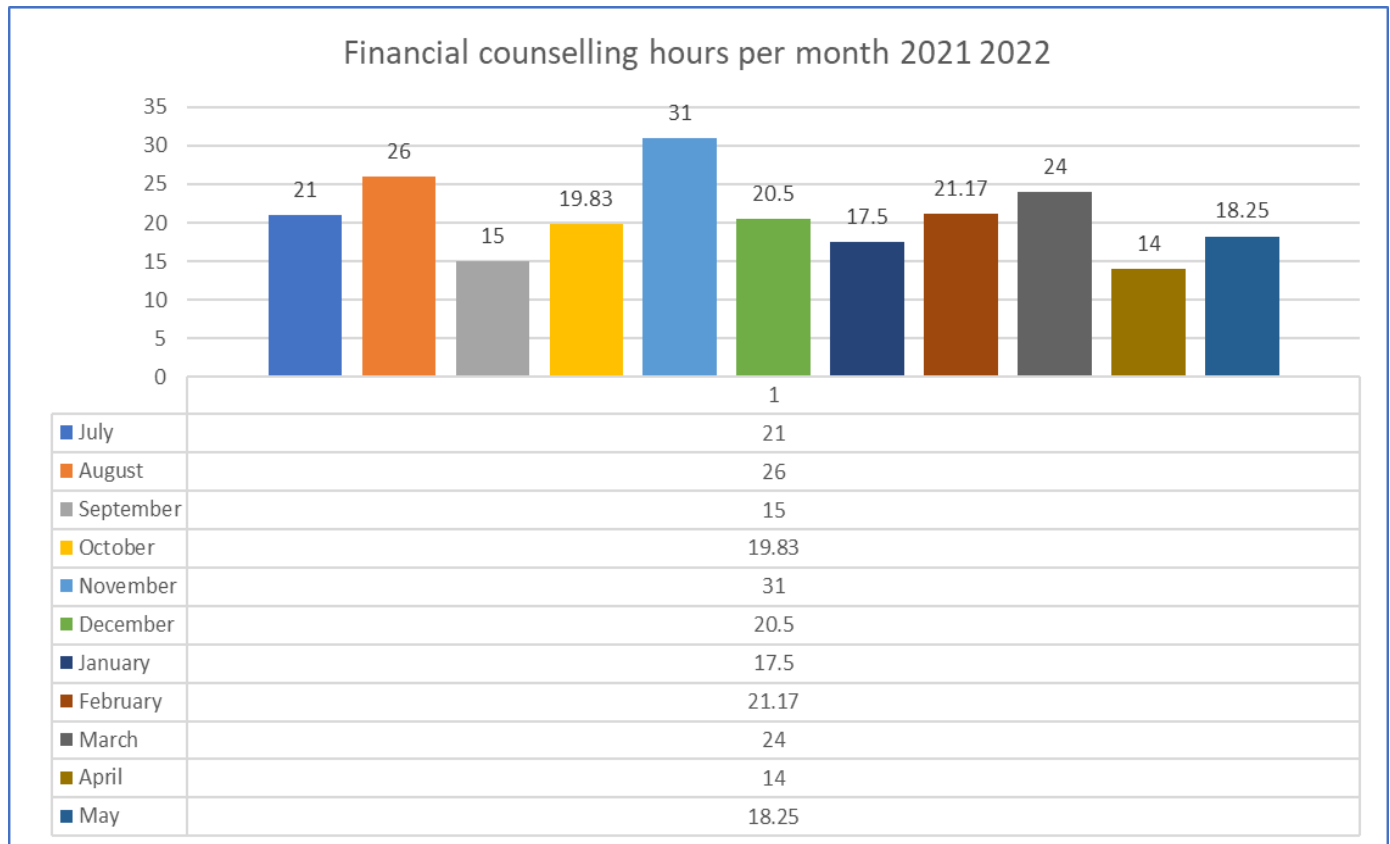
Maternal and Child Health



May Updates

- INFANT submission approved and \$5,500 seed funding to be deposited by 30 June 2022 for implementation of program in August 2022
- MCH conference held on 27 May 2022 via Zoom

Financial Counselling



Financial Counselling clients come from a range of socio-economic backgrounds. They also come from a wide range of ages. During May 2022 clients ranged in age from their thirties, to their eighties.

Youth Services

Youth services successfully applied for the Victorian Youth Fest 2022 funds, receiving \$2,000 to for a Skate competition in September 2022.

The Youth Centre is currently providing space for Senior Citizens, the Men’s social group and the Friends of the Library.

Staff have been visiting the schools to deliver the resilience project workbooks and to take the time to talk about their current activities, how we can support them and opportunities for engagement.

Integrated Family Services

In May 2022 Integrated Family Services have made a concerted effort to meet with key stakeholders in the community to ensure that potential referrers into the program are aware of the referral process, that we are now fully staffed and have vacancies for families. Whilst the period since the new referral process has showed slowed allocations into the program, efforts to engage with the community and The Orange Door are proving successful, and referrals have recently picked up. This is positive news for the families of Mansfield who are supported by this service.

Aged Care

May 2022

Service	Funding category	Percentage of hours delivered in each category	No. Clients	Total hours
Home care	CHSP	73	154	347.50
	Veterans	7.5	9	36
	HACC-PYP	3	5	14
	Brokerage	16.5	24	77.5
Personal Care	CHSP	49.5	21	113
	Veterans	5	1	12
	HACC	2.5	2	5.5
	Brokerage	43	15	98.5
Respite Care	CHSP	33.5	6	36.50
	HACC			0
	Brokerage	66.5	10	72
Food Services	Total Delivered meals	547		
Property Maintenance	CHSP		6	15
	Veterans			
Social Support group	CHSP – Core/high	69.5	26	266
	HACC	3.5	1	13.5
	Brokerage	27	6	103.50

Mansfield Shire Council | **CEO Monthly Report**

May has seen challenges in staffing especially within the Community Care Worker team with an increase in sick leave related to flu and COVID and several staff resigning from their CCW role.

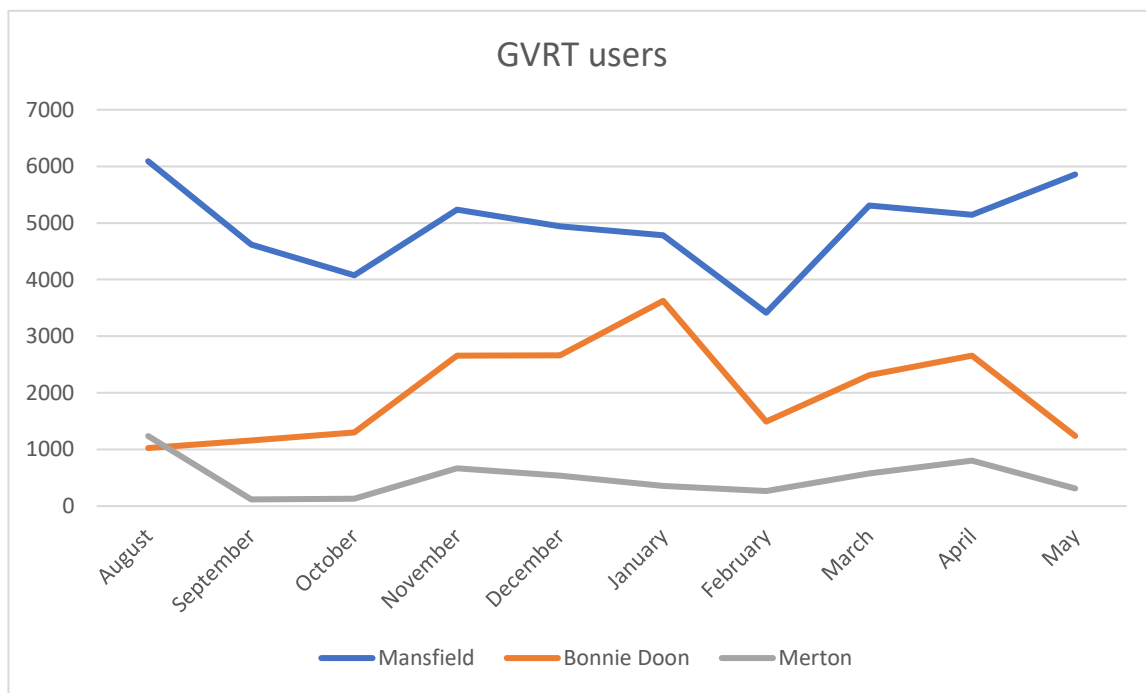
CCW's and office staff interested in transitioning to Mansfield District Hospital (MDH) underwent interviews with employment opportunities offered with MDH from 1 July.

With Council service delivery coming to an end on 3 June, transfer of client information to the Mansfield District Hospital is in process.

10. Visitor Services

The Great Victorian Rail Trail (GVRT)

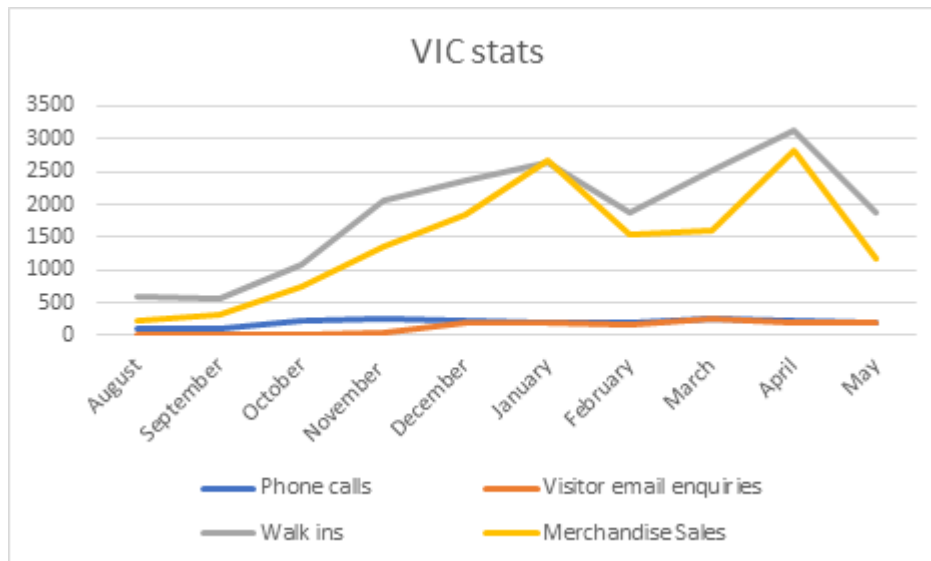
A 14.9% decrease in overall users on the rail trail with **7,408 users in May** compared to **8,600 users in April**. With the change in weather this drop is not unusual or of concern. An increase at the Mansfield end can be attributed to the Mother’s Day fun run and Mansfield Marathon at end of May.



The Great Art Doors project has entered its final selection stages with artists recommended for each location through the panel. The next step is informing those successful artists and then final consultation with the community control group.

The Rail Trail has seen two successful events in May with the Mother’s Day fun run and the Mansfield Marathon. Both were completed successfully however highlighted some areas of concern for those planning events around traffic management and safety. These will be communicated through our events website pages for events on the rail trail. The level of safety that is needed to hold these events on the rail trail will be higher than it has previously as events grow.

Visitors to the Mansfield Visitor Information Centre (VIC)



There was a decline in the VIC statistics for May 2022. Weather most likely played a part in this with the cold settling in towards the end of May and a drop in visitor numbers. Naturally lower visitations mean less merchandise sales and also heading into Winter map sales drop.

Merchandise sales – last three months

- March - \$1,613.20
- April - \$2,837.35
- May - \$1,180.20

Visitor Survey

The Visitor Information Staff have recommenced gathering information from visitors to the VIC. Looking at age ranges, origin of travel, reasons for travel and more. These figures are from November 2021 to date.

- **69%** of visitors were aged 40-65
- **51%** were adult couples
- **11%** were staying over one day with **34%** staying two nights and interesting figures of longer stays for the month with **19%** staying 3 nights and **25%** staying over 3 nights
- **56%** of visitors were here for their first time
- Most popular activities were – Rivers, lakes and water. Bushwalking & outdoors. Attractions. Camping & Gravel riding.
- The most popular reason for visiting the information centre was for Maps and directions.

Projects

Outdoor Activation

Artist [Tim Bowtell](#) has completed his works at the east end of High Street in the Mall. The community were very pleased with the results and multiple photos of the interactive works have appeared already on social media.

Tim's social media Post Data

Instagram – May 11

177 likes, 23 comments

Facebook – May 11

340 likes, 125 comments, 133 shares

Shire social media Post Data

212 likes, 30 comments, 8 shares

Local company Tectonic completed works on the amphitheatre at the east end of the High St Median Strip. This project is scheduled to have an opening event once the grass has settled in to avoid mud.

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

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

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

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

Council has gained support from State Government to reallocate some outdoor activation funding to enable the purchase of a bike repair station for the start of the Great Victorian Rail Trail. This should be installed by end of June.

Most of the project works will be completed by June 2022 with a few items remaining for completion in July and August 2022.

Council's Engage platform has been updated to ensure the community is kept up to date. Facebook posts and a media release will be organised as required.

Media Coverage

Mansfield featured in some online publications in May.

Buzzfeed

Mansfield recently rated no 1 for a “Girls Weekend Away” in a buzzfeed list beating out Bright, Wilsons Prom, Rutherglen and Cathedral ranges to make out the top 5. The article highlighted our stunning scenery, local wineries, breweries, produce, horseback riding and bushwalking with the overall theme of embracing country living.

<https://www.buzzfeed.com/jemimaskelley/weekend-getaways-victoriaaustralia?fbclid=IwAR38FABPolvr9InpLRvzTs89TT9-3LG-Z8RDkwPBfI4YcKjCtEODFgOVAN4>

Beat Magazine

As a flow on from the little big marketing, Delatite Winery and Harvest Moon featured in Beat Magazine. Predominately based around the festival, the article highlights the regions breathtaking views, community, and ongoing offerings.

<https://beat.com.au/theres-a-festival-next-weekend-in-mansfield-with-yoga-hot-air-ballooningwine-and-much-more/>

Events

Through the month of May Council has supported the following events:

Mother’s Day Classic Fun Run – 8 May

Assisting with the planning of the annual Mother’s Day Classic Fun Run. The route had to be changed due to works on Withers Lane and increased traffic flow with the development of Stockman’s Rise. Working with the organisers we facilitated a new course with safety in mind and assisted with signage and information.

Mansfield Marathon – 29 May

Council assisted the organiser with permit applications to Vic Roads for activities on the Midland Link. This included sourcing a traffic management company for them to use. We also provided in kind support with set up of traffic management and safety signage, loan of equipment and general planning. The event was a success with over 200 entrants.

Jamieson Trailer Reversing Competition – 28 May

This fun and quirky event sprung up from a new resident to Jamieson community group, an offspring of the Jamieson Community Group. Looking for ways to bring men together without a focus on alcohol the group has recently done some events such as movie screenings which close to 40 attendees. Council assisted with insurance payment for the event of \$800 and assisted with permits and facilitation of requirements. The event was a great success with over 200 people coming along to watch the fun. Council will continue to work with the group on ideas to grow this fun event next year.

Council Business Support

Two business support newsletters, including business grant, program, workshop and COVID Safe information, were emailed directly to 454 local businesses in May.

The reported figures below are the average open rate and click rate for the newsletter.

	Council's Business Newsletter	Industry Benchmark
Open rate	51.44%	24.1%
Click rate	11.2%	7.3%

May 2022 open and click through figures are higher than industry benchmark and are slightly higher than the previous months numbers. This is a good indicator of the value of the newsletter and information to recipients.

Business Concierge Program - Business Contact and Support

The Business Concierge Program, funded by State Government Department Justice Precincts and Regions (DJPR), is coming to completion.

Councils are asked to provide feedback via a survey which Mansfield Shire Council completed in May. Survey details and some of the registered feedback will be assessed and published by DJPR during June 2022. Council's Business Concierge Team registered 92 contacts (face to face, phone and email contacts) through May 2022.

Reports to DJPR in May included the following insights:

- Customer facing sectors (Retail, Hospitality, Accommodation) with staff shortages were getting poor response to traditionally advertised job vacancies (Local paper, Internet, social media and window posters).
- As is being reported widely across Victoria, many applicants from outside Mansfield Shire were unable to find suitable or long-term accommodation.
- Local applicant numbers were low across all sectors.
- Hospitality businesses continue to close periodically to rest healthy staff as sick leave (and isolation due to COVID close and social contact) continues to impact rosters.
- Owners, managers and staff continue to be challenged with fatigue and the need to constantly re- roster.

Mansfield Shire businesses commented on poor connectivity during higher visitation periods. While the federal election raised issues of poor connectivity in many regional areas and although Indi has been a major recipient of funding over the past decade, we still require further advocacy to achieve a standard of service that is acceptable for Mansfield Shire's unique population and topography.

Supply of goods and services has been a key issue during May, with issues relating to logistics and building and construction materials, such as timber and some plumbing and electrical issues.

Business Support Services

From 1 June 2022, Business Victoria in collaboration with Monarch Institute are providing a new delivery of service model that provides virtual business advice sessions. Due to funding changes, Business Recovery Advisory Services no longer provide business community support.

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.

Council will promote these services to local businesses, which can access a general adviser or obtain more specialised advice.

Better Approvals

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

- One via the Mansfield Shire Council website
- One via direct email enquiry
- Two via telephone enquiry

Enquires comprised:

- requirements for business advertising
- assistance with funding and requirements for new business
- assistance with requirements for new tourism and cultural business

All enquiries were relatively preliminary. Two of these contacts wanted to discuss opportunity around funding and where to look, one was about a proposed business and the fourth was a new business within existing premises with some change of use aspects. Discussions with these enquiries are ongoing with some interaction with funding bodies and other Council departments around permit requirements.

GOTAFE Mobile Campus

The Mobile Campus is now confirmed to return to Mansfield in August 2022.

Business Victoria – Small Business Bus

The Small Business Bus is booked in to visit Mansfield in November 2022.

Library

Refurbishment Update – May

The Library refurbishment will take place in two stages.

- During the first stage, construction will begin along the front exterior of the building. The library will remain open and access to the public will be through the rear carpark.
- The second stage will occur towards the end of the 2022 calendar year and include all internal aspects of construction and refurbishment. A limited library service will be available to the public from Council’s Visitors Information Centre.

Risk assessments are being undertaken for both the rear entrance to the Collopy Street building and the VIC.

Council is currently waiting to find out the current lead time on windows. This will determine the start date of the first stage.

Library staff are working with Friends of the Library to purchase a self-serve kiosk.

What am I reading?

This is Mansfield Library Facebook project that aims to promote reading, highlight individuals/organisations and connect the community through sharing.

11 community members have been featured so far on the Mansfield Library Victoria Facebook page.



On 24 May, the Library participated in the 2022 Victorian Public Library Census.

The aim of the census is to provide a snapshot of current public library use: every library service, every branch, and every user. The Census, together with 2022 Public Libraries Victoria Network Survey will inform strategic and service planning and advocacy.

Council celebrated **National Simultaneous Storytime** by running two sessions at the Farmhouse Kindergarten. NSS is a national literacy initiative in its 22nd year. Every year an Australian picture book, is read simultaneously in libraries, schools and many other places around the country.

1,000 Books before school

This family achieved reading 1,000 books. They received some lovely encouragement from the community. The Library also received some appreciation.



Mansfield Library Victoria

19 hrs · 🌐

Guess who has read 🌟 1000 Books before School! 🌟 Congratulations Eva!!!

Eva started the '1000 books before School' program when she was just 2 months old. She will be turning 3 next month and now has 1000 books under her belt! And mum Leah says she just LOVES reading 😊

Sharing stories with babies and young children gives them a head start in developing literacy skills that will prepare them for school, and of course, a lifelong love of reading.

For more information about the FREE - 1000 Books before School program, pop into the library and have a chat to the girls or give us a call on 5775 8621 📞 😊



Leah Colbert

We couldn't have done it without the lovely staff at **Mansfield Library Victoria**. There's always lots to do when we visit and during covid lockdowns, with online story times and click and collect, they have made us feel part of the community.

17 h Edited 🥰

Friends of Mansfield Library are currently operating a successful popup second-hand bookshop from a temporary space at the Youth Centre. FOML has raised almost \$4,000 towards the refurbishment of the Library in 2022 so far.

Library Statistics for May 2022

Month	Visits	Loans	Library programs	Program attendees	Room bookings	IT help
May 2022	2,184	3302	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
Dec 2021	2,257	3,496	4	98	10	13

11. Communications

Website Launch

Mansfield Shire Council's website has undergone a complete overhaul and the refreshed, attractive design was officially launched last week.

To develop the site, Council partnered with OpenCities who specialise in building accessible government websites that provide a contemporary look. The new platform enables a more user-friendly interface for the provision and location of information.

Key features of the redeveloped site include a cleaner and more attractive design and improved search functionality, navigation and accessibility standards. The new task focused homepage will link customers quickly and easily to the most commonly used services making it easier than ever to do business with Council.

Media Releases

Over the previous month, 20 May – 17 June, 20 Media Releases were distributed with 19 printed in the Mansfield Courier or picked up by other media outlets.

Council's media release on the success of Council's Planning Team gained the attention of the Local Government News Round Up, a podcast produced by the Victorian Local Government Association.

The podcast highlights how Council is bucking the trend in an environment with scarcity of planning resources.

The podcast is available via the link below and Mansfield Shire Council features from the 12:45 mark.

https://open.spotify.com/episode/3SsK2cWQbNfRIE8vIGRtCj?si=IQ8UNNAZS-e_tHZ7P_1RCQ&utm_source=native-share-menu

Media undertaken by the Mayor

On 17 May, the Mayor Cr Tehan attended his monthly radio spot on Mansfield Community Radio following the Council Meeting and covered the following topics:

- Mansfield Planning Strategy
- Botanic Park Masterplan Engagement
- Library Refurbishment
- Election Promise, Lords Reserve Community Hub

Mansfield Shire Council | **CEO Monthly Report**

Social Media

Council's Facebook Page continues to be a key communication tool to keep our community informed and currently has 6,228 followers.



The demographic is 41% men and 59% women with the highest number of followers in the 35-44 age group.

Page overview for the 28 day period is below:






Council's best performing posts over the last 28 days were in relation to the Lantern Festival, a lost dog and the revised speed limit on Howqua Track.

Page overview

Discovery

 Post reach	20,945
 Post engagement	9,987
 New Page followers	42

Interactions

 Reactions	1,105
 Comments	236
 Shares	122
 Photo views	1,971
 Link clicks	458

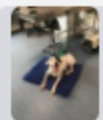
Other

 Hide all posts	2
 Unfollows	0



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 Engagement
9173 834



DOG FOUND 🐶🐶 Female bull arab cross found in Tolmie. We believe she is less than a year old (maybe 7 months). Not desexed and not registered. Very friendly and happy but keen to be...
Mon, 6 Jun

Post reach Engagement
6820 845



For the safety of residents, walkers, horse riders and other road users, a reduced speed limit is to be applied to a 1km section of the Howqua Track at the approach to the Sheeppark Flat...
Fri, 10 Jun

Post reach Engagement
3499 280