



CORPORATE AND ORGANISATIONAL DEVELOPMENT DEPARTMENTAL REPORT MARCH 2020

HUMAN RESOURCES

- We are delighted to welcome new Chief Executive Officer, Kaylene Conrick, who commenced with us on 27 February 2020. With a career spanning in excess of 27 years within Local Government, Kaylene brings with her a wealth of experience to the organisation.
- We welcomed student, Kristy Maher, from Curtin University who undertook work placement with our Records team as part of her Bachelor of Arts Degree in Librarianship and Corporate Information Management. Kristy undertook her placement for a 4 week period from 13 January to 17 February 2020.
- Customer Service Officer, Kim Kipping, retired on 28 February after 16 years with Council. We wish Kim all the best in the next chapter of her life.
- The following staff were presented with service awards by Deputy Mayor, Cr Peter Olver:

- **10 years**
 - Rochelle Klavins
 - Sally Taylor
- **15 years**
 - Lisa Fricke,
 - Heather Mahoney
 - Margaret Valcich
- **And an amazing 35 years**
 - Kevin Murphy



35 years and still going strong!

- An 8-channel wireless microphone system has been installed in Council Chamber, and this should alleviate any problems of the public gallery not being able to hear what is being discussed.
- IT disaster recovery testing was completed on 22 February. All servers were up and running within two hours. All of our main applications were tested with no issues identified. There was one minor issue with the internet, however this was rectified within an hour. The next disaster recovery testing is scheduled for July/August. Disaster recovery testing previously has only occurred on an annual basis, it is now scheduled to take place every 6 months.

OCCUPATIONAL HEALTH AND SAFETY

Training and Induction

- Occupational health and safety inductions for new employees and contractors continue to be undertaken via Survey Monkey.
- Twelve Field Services employees completed Workplace Spotting for Service Assets training.
- One employee completed Prepare and Apply Chemicals and Transport and Store Chemicals.

Incident Summary

Nine incidents were reported for the month of February. Despite only one incident being reported for the month of January, there were in fact eight incidents that occurred. The additional seven incidents are recorded in this report.

Of these seventeen incidents for both January and February:

- three were near miss incidents;
- five were property damage incident;
- six were public or client injury; and
- three were employee injury.

The three employee injuries were all first aid injuries.

INFORMATION MANAGEMENT

- The tender submissions for the development of an IT Strategy closed on 12 February 2020 with 14 submissions received. The review panel has completed the first stage of the assessment and will be inviting the shortlist submitters to present to the panel in late March.



Incident Investigation

There were no incident investigations were undertaken for the month of February despite two incidents having a potential risk rating of High. These hazards were identified prior to the incidents occurring and were entered into CRMS. Controls are currently being implemented.

Workplace Inspections

- One workplace inspection was undertaken within Field Services (Parks and Gardens) for the month of February.
- One home safety inspection was undertaken for the month of February.
- A follow up inspection of the pool was undertaken where it was identified that some higher risk outstanding action items were yet to be complete. An email was sent to the Pool Coordinators asking for the immediate ramification of these hazards.
- An informal inspection was undertaken with contractors engaged by Council to undertake tree pruning works. An email was sent to the Contractor. An email was sent to the Council representative who engage the Contractor and a telephone call was made also, requesting that these hazards be addressed. The contractor was advised to undertake works in another location (without power lines and traffic) until appropriate controls were implemented.

Customer Request Management System Status

Ten CRMS items were raised for the month of February and 13 CRMS items closed. Ninety four items remain overdue. Recommended actions are available within each individual CRMS.

CUSTOMER SERVICE & RECORDS

Records

Records staff continue to back scan archives, and are currently preparing archive boxes for transfer to our off site storage facility.

The Customer Service team has been extremely busy with 3rd instalment rate payments.

Customer Requests

CRMS statistics for the month show 304 customer requests registered with 36 open requests and 205 closed during the month. The majority of requests opened were for Field Services (43%) with Local Laws (25%) as the second largest group.

Customer Requests by Department

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Customer Service and Records	7	3	0	1	2	1
Engineering	46	32	4	2	8	0
Environmental Health	2	1	1	0	0	0
Field Services	132	96	22	11	3	0
Information Technology	1	0	0	0	0	1
Local Laws	76	65	2	1	2	0
Unassigned	2	2	0	0	0	0
Total	304	205	36	15	46	2

DEVELOPMENT SERVICES DEPARTMENTAL REPORT MARCH 2020

ENVIRONMENT UPDATE

Roadside Weed Control

Roadside weed control has been completed in the following locations:

- Goughs Bay
- Macs Cove
- Howqua
- Jamieson
- Mansfield (Aldous Road, Long Lane)
- Barwite
- Merrijig

The remaining locations scheduled for treatment this season will occur over the next two weeks.

Clean-up Australia Day event at Mansfield Secondary College

On 2 March 2020 students at the Mansfield Secondary College organised a 'Clean up Australia' event. The Secondary College Environmental Group, with support from Council's Environment Officer and Up2Us Landcare, sorted and weighed the litter to monitor and track the rubbish left lying in the yard.



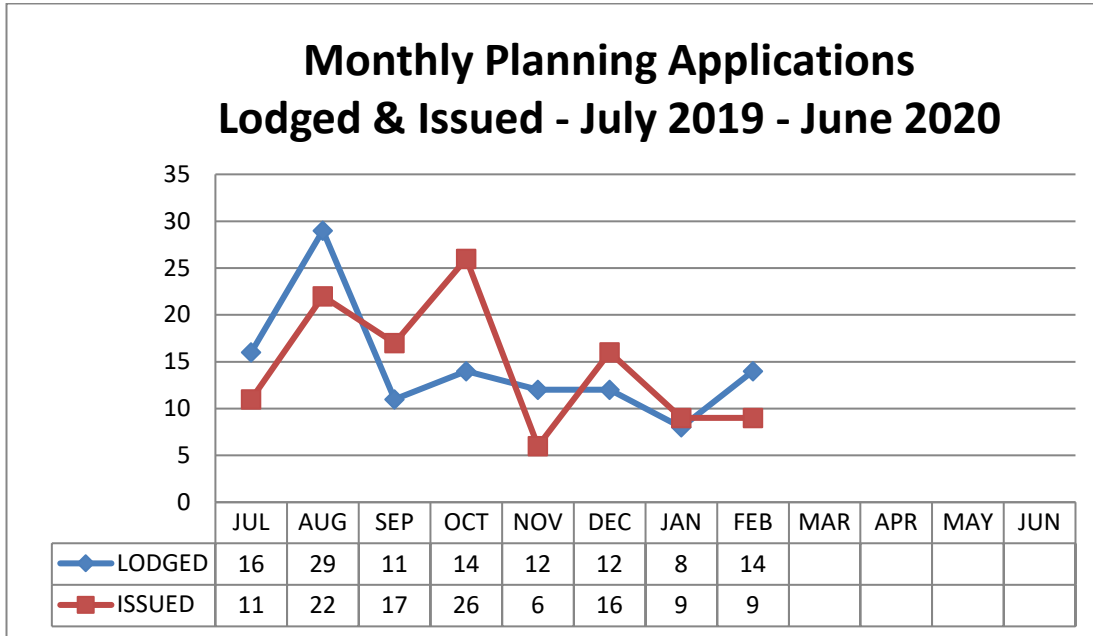
The next project for the Secondary College Environment Team is to assess rubbish placed in bins in the school canteen area with an aim to increase diversion to recycling.

**DEVELOPMENT SERVICES STATISTICS – FEBRUARY 2020****PLANNING****Planning Applications Lodged**

Type of Application	Lodged
Development of dwelling (and outbuilding 2)	5
Use & development of land for a dwelling & bed and breakfast accommodation	1
Buildings & works for a new cellar door & extension to red line area	1
Use & development of land for group accommodation	1
Use of land as an indoor recreation facility (pilates studio)	1
Creek crossing	1
Buildings & works extension to existing dwelling	1
Two lot subdivision	1
Buildings and works for pergola in commercial zone & heritage overlay	1
Development of shed within .5 metres of boundary	1
Total	14

Planning Applications Determined

File No	Description	Property Address	Total Applications Approved
DA4128	Development of shed	13 Tolmie Mahaikah Rd Tolmie (Tolmie Rec Reserve)	1
DA3277	Use & development of a shed & dwelling	30 Jenkin Rd Macs Cove	1
DA2024	Two lot subdivision – excision of a dwelling	875 Old Tolmie Rd Barwite	1
DA5712	Use of land or leisure & recreation (horse events); buildings & works for a store (shipping container) in farm zone & road zone category one	1520-1526 Maroondah Hwy Bonnie Doon	1
DA6344	Use & development for a second dwelling (Notice of Decision)	150 Ambrose Drive Tolmie	1
DA6034	Amendment to permit for development of dwelling	26 Rosella St Sawmill Settlement	1
DA6531/2	Multi lot subdivision (7 lots)	30 High Street Mansfield	1
DA2333/2	Buildings & works of pergola in commercial zone & heritage overlay	86 High Street Mansfield	1
DA4567	Amend common boundary (2 lot subdivision)	220 Three Chain Rd Boorolite	1
	Total applications approved		9



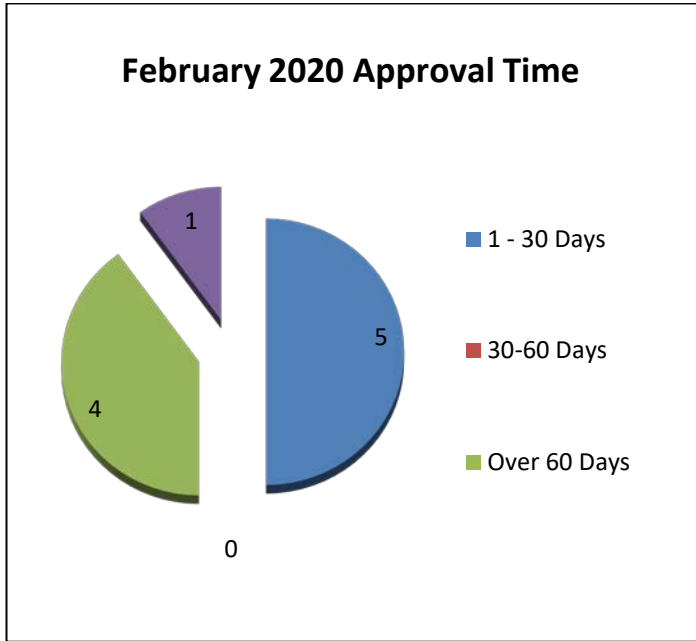
Other Planning Consents & Enquiries

Extension of time	1
Secondary Consent (re-endorse plans)	5
Statement of Compliance	1

Certification Applications Lodged for the Month

Nil.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	3	5											8
31 - 60 days	3	0											3
Over 60 days	3	4											7
Withdrawn / Permit not req. / Lapsed/Refused		1											1
Number of applications finalised	9	10											19



BUILDING

Monthly Comparative Value of Building Permits Lodged

	2019-20	2018-19	2017-18
JUL	\$4,550,498	\$2,676,220	\$2,806,374
AUG	\$6,183,063	\$4,610,305	\$2,575,688
SEP	\$5,109,519	\$3,471,180	\$3,525,850
OCT	\$7,894,620	\$8,387,850	\$3,669,368
NOV	\$3,637,916	\$9,182,342	\$2,110,805
DEC	\$5,707,703	\$2,218,114	\$3,425,626
JAN	\$3,067,587	\$4,662,208	\$1,412,051
FEB	\$4,674,115	\$5,154,596	\$3,317,615
MAR		\$5,249,817	\$4,018,171
APR		\$4,275,654	\$6,325,641
MAY		\$3,190,061	\$7,272,446
JUN		\$3,745,818	\$8,458,304
TOTAL	\$40,825,021	\$56,824,167	\$48,917,939



Monthly Comparison of Permits Lodged for Dwellings

	2019-20		2018-19		2017-18	
JUL	16*	16	8	8	7	7
AUG	11	27	14	22	7	14
SEP	11	38	10	32	8	22
OCT	25	63	16	48	9	31
NOV	9*	72	18	66	5	36
DEC	16	88	6	72	7	43
JAN	6	96	12	84	3	46
FEB	10	106	12	96	9	55
MAR			8	104	10	65
APR			14	128	15	80
MAY			10	138	15	95
JUN			10	148	25	120
TOTAL	106		148		120	

* NB: One permit issued for 2 dwellings at 20 Collopy Street & 35 Cambridge Drive

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL (8 Urban 2 Rural)	10	\$3,830,454
ALT & ADDITIONS	8	\$163,700
DOMESTIC SHEDS & CARPORTS	5	\$107,811
SWIMMING POOLS & FENCES	2	\$105,000
COMMERCIAL & PUBLIC AMENITIES	1	\$500,000
TOTAL COST OF BUILDING WORKS	26	\$4,706,965



SEPTIC

Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged	Permits to Install Issued	Permits to Use Issued
JUL	10	4	6
AUG	11	13	11
SEP	4	7	4
OCT	10	11	11
NOV	4	9	4
DEC	5	9	6
JAN	1	5	3
FEB	5	3	7
MAR			
APR			
MAY			
JUN			
TOTAL	50	61	52

Septic Applications Lodged

	2019-20		2018-19		2017-18	
JUL	10	10	4	4	5	5
AUG	11	21	6	10	4	9
SEP	4	25	7	17	6	15
OCT	10	35	9	26	5	20
NOV	4	39	14	40	2	22
DEC	5	44	8	48	6	28
JAN	1	45	3	51	3	31
FEB	5	50	9	60	5	36
MAR			5	65	10	46
APR			9	74	11	57
MAY			8	82	8	65
JUN			3	85	2	67
TOTAL	50		85		67	



FINANCE DEPARTMENTAL REPORT February 2020

FINANCE

The Finance Department continues to work through the 2020-2021 budget process, including assessment and review of the ideas received from the community.

The proposed budget will be presented to Council in April 2020.

GOVERNANCE

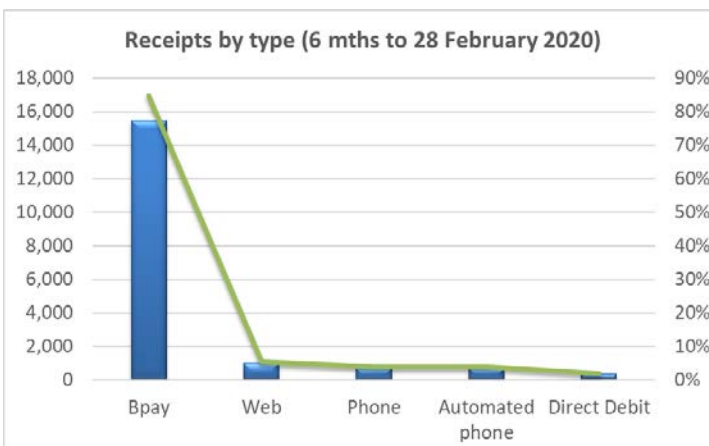
The Victorian Electoral Commission (VEC) has completed its electoral representation review of Mansfield Shire, which evaluates the electoral and ward structure, with the public hearing held at Council Chambers on 2 March 2020.

The final report is due to the Minister for Local Government by 25 March 2020.

All information can be found on the VEC website.

RATES

Statistics for payment methods during the 6 months to 28 February 2020 by category are shown following:



PROPERTY

Property sales processed over the last 12 months are shown below

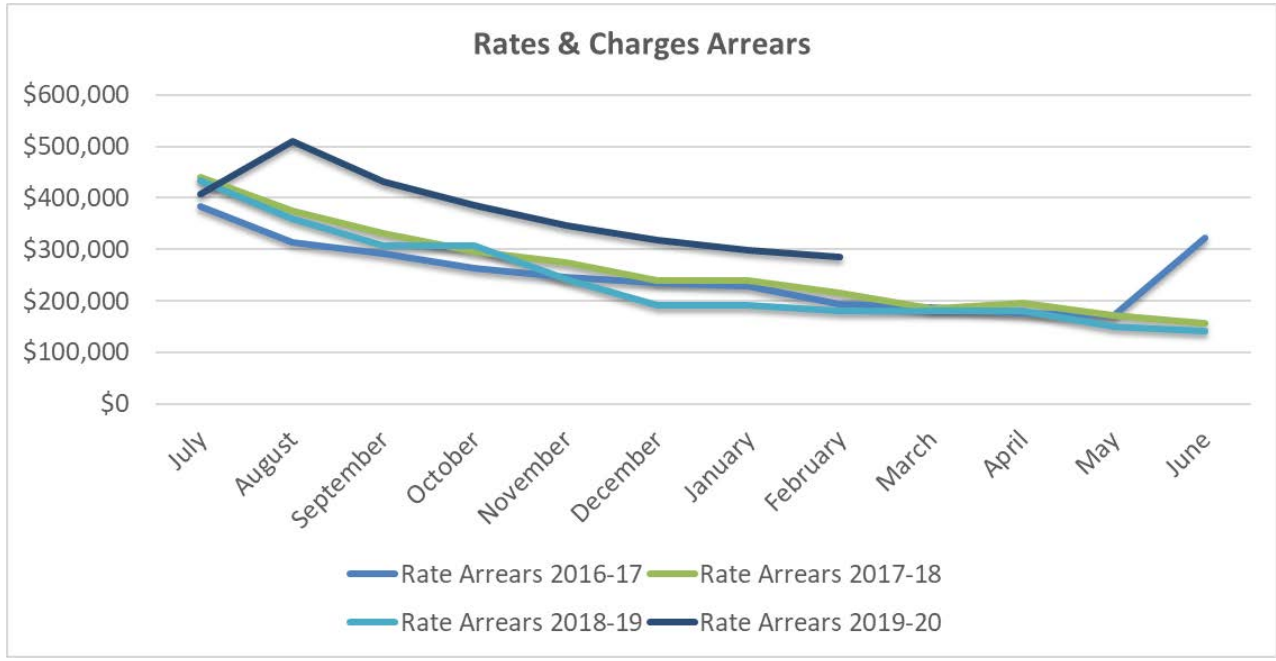


DEBTORS OVER 90 DAYS AS AT 28 FEBRUARY 2020

No.	Type	\$
12	Community Services	3,045
12	Environmental Health Registrations	4,417
3	Special charge schemes	1,593
3	Rental	12,821
8	Waste	1,466
1	Cemetery	795
2	Local laws	303
41	TOTAL	24,441

RATE ARREARS AS AT 28 FEBRUARY 2020

	Arrears \$
Rates	148,746
Waste	81,910
Municipal Charge	54,831
Sub Total	285,488
FSPL	37,220
TOTAL	322,709





COMMUNITY SERVICES DEPARTMENTAL REPORT MARCH 2020

EMERGENCY MANAGEMENT RELIEF AND RECOVERY

Following a number of extended uses of the Merrijig Hall for missing person incidents, whiteboards and pinboards have been purchased and installed to assist with future incidents.

The Integrated Municipal Fire Management Planning Committee meeting was facilitated by the Community Development Officer – Emergency Management, in partnership with the Alpine Resort Management Board.

Council was notified that the Municipal Fire Management Plan passed a CFA audit.

The Emergency Management Team was on standby for extreme weather on 14 February.

COMMUNITY DEVELOPMENT

Eight community members attended a Grants Workshop at Mansfield Library, delivered by the Community Development team as part of the Community Training program and in preparation for Council's Community Matching Fund.

The Community Matching Fund (CMF) opened on 10 February and provides grants of up to \$5,000 to not-for-profit groups based in the Mansfield Shire for projects that help to build a stronger, healthier and more sustainable community. There is an online application process with applications closing on 16 March.

Sport and Recreation

Following a tender process, the Victorian School Building Authority appointed Blairgrange Pty Ltd (trading as Browns, Wangaratta), to build the new dual court stadium at the Mansfield Secondary College. Construction commenced during February with an official 'sod turning' event with special guest Senator Jane Hume.

Working with the Project Reference Group, a concept plan for a new playground at the Mansfield Botanic Park has been completed. Community engagement is currently underway prior to the design being finalised.



The Community Development team supported the Mansfield Cycling Club to deliver StopGo (traffic management) training for their members and other interested community groups at the Youth Centre on 15 February.

Youth

On Fridays during Term One the Mansfield Youth Centre moved to the Mansfield Pool. The Swim Fit Fun program ran every Friday and was well attended with 15 participants.

Working in collaboration with Mansfield Rudolf Steiner School, the Youth Team supported Year 9 students in creating a Social Enterprises. Participants came up with ideas for their businesses and developed a business plan, which they presented to a panel. Based on their presentations participants will receive funding and go on to run their businesses with all profits being donated to local charities. There are 12 regular participants in this program.



Thirteen young people participated in ‘Emerging Sounds’, a free songwriters and producers camp for young local musicians aged 12-18 year olds. Participants were able to learn the basics music producing software, created lyrics, melodies and chords as well as collaborated with fellow participants to record a song. There was also a panel of professionals that discussed with the young musicians how to seek and embrace opportunities in the local community such as performing at local venues and receiving air time on the local radio.



February continued to be busy in the L2P program, with several learners finishing their hours and soon to gain their licences. The program is fully subscribed and the places soon to be vacated via young people gaining licences already filled.

Volunteers

32 volunteers contributed 99 hours of service to Youth and Library programs including Youth Centre, FReeZa, L2P and Library services. In addition, there were Volunteers and hours contributed to the Community Health and Wellbeing Services area, however at the time of writing this report the statistics were not collated.

Three new volunteers were inducted into the Council volunteer program - one into Meals on Wheels, Volunteer Transport and Planned Activities Group programs and two into the L2P program.

Mansfield Library

3,908 people visited the Library during February including three classes of grade 6 children from Mansfield Primary School to learn about what the Library has to offer, and how to find books that interest them.

FAMILY, YOUTH AND CHILDREN’S SERVICES

MANSFIELD HEALTH & WELLBEING NETWORK

Financial Counselling

Bushfire Recovery Victoria has been funded to provide additional financial counselling in fire affected/impacted local government areas. An additional 0.2 FTE employed by Upper Murray Family Care will be provided to our community and work alongside our current service.

St Vincent de Paul, who manage the Hames House, has expressed concern about the lack of affordable housing options available to vulnerable, low income earners in Mansfield, particularly for those exiting the Hames House after (up to) 6 weeks of transitional housing.

The lack of affordable housing in Mansfield has been an issue for many years, and the situation remains.

This will be tabled at a meeting scheduled for March inviting key housing organisations: St Vincent de Paul, VincentCare, SalvoCare, Mansfield Hospital, DHHS, Beyond Housing, and Housing for the Homeless, MSC staff including Financial Counsellor and Councillors.

Integrated Family Services IFS

IFS continues to support eleven families and is currently available to support new referrals. IFS staff will be attending training focused on a child’s journey through the child protection system. This training and further throughout the year is a collaboration with the Ovens Murray Family Services Alliance.



MATERNAL CHILD HEALTH SERVICE

Supported Playgroups

Four new families have joined Supported Playgroup in Mansfield for 2020. The edible garden has been used by adding parsley to our Zucchini slice that the children helped to make last week. We have been enjoying the outdoor space on the warmer days.



Home and Community Care

We welcome a new casual Community Care worker to the team, Nicky Saunders. Nicky completed her Cert 3 Individual Social Support in 2019 and her work placement with Council Aged and Disability Team during her studies.

The Council will partner again in 2020 with “The Centre” (RTO Wangaratta) to provide work placement opportunities in community aged care for their Cert 3 Individual Care students.

CFA Community Safety Officer, John Valcich presented at the monthly team meeting; he tutored the team through the “Bushfire Safety for Workers” module.

Service hours remain consistent, totalling 2,563 for the month of February.

AGED AND DISABILITY SERVICES

Planned Activities Groups (PAG)

The Social Support programs offered during February were well attended, staff produced a great monthly program of activities:

- Celebration of the Chinese New Year
- Celebration of Valentine’s Day High tea
- Trash and Treasure Auction
- Celebrations of Leap Year
- Morning memories activities
- Fishing at Lake Nillacootie
- Bingo
- Water Aerobic Sessions at the Benalla Hydro Therapy Pool
- Strength, balance, mobility exercise sessions



- Home Care 655 hrs
- Personal Care 391 hrs
- Respite Care 131 hrs
- Meals delivered 350
- Property Maintenance 26 hrs
- Planned Activity Group 1357 hrs
- Individual Social Support 1 hr

Assessment

The Regional Assessment Officers have experienced an influx of assessment referrals from the My Aged Care portal and HACC PYP recommendations. This has necessitated a short term increase of staffing resource to meet this demand.

TOURISM, EVENTS AND ECONOMIC DEVELOPMENT

Events

The 134th Tolmie Sports and Jayco Herald Sun Tour (JHST) events ran on the same day with minimal disruption. Tolmie Sports attendance numbers were not impacted by JHST.

JHST provided great live streaming coverage of Mansfield throughout the day which was broadcasted nationally and internationally.



Council provided a 30 second vimeo of inspirational footage which was also included in the live broadcast.

Economic Development – Tourism

Attended the High Country Come Back event in Melbourne. This event attracted 5,000 people through the gate that showed a genuine interest in visiting the region in the near future.

The ‘No Better Time’ campaign was pulled together to show the ‘world’ we are open for business and that there’s no better time to come and visit Mansfield-Mt Buller. The campaign was a collaboration between Council and ARMB which provided 4 x 30 second vimeos and 20 still photos highlighting our natural attributes and activities. The vimeos and photos were also distributed to the tourism businesses to also use to promote Mansfield-Mt Buller.

Channel 9’s ‘The Today Show’ conducted a live weather cross on 19 February along with various interesting engagement segments with businesses and attractions. Those included were:

- Mansfield Coffee Merchant
- All Terrain Cycles
- Mansfield Mt Buller Cycle Club
- Mansfield Sweets
- Merrijig Rodeo Queen
- Mansfield CFA
- MDBA
- Laura Hayes from Hidden Trails

Council also provided inspirational footage to compliment the interviews and show the viewer our wonderful back yard. Channel 9 advised the viewer ratings/engagement were high – that viewers liked what they saw!