



OPERATIONS AND CAPITAL WORKS DEPARTMENT REPORT August Meeting 2020

FIELD SERVICES

Maintenance tasks completed over the last month include leaf clearing in public areas and playground maintenance.

Repairs were completed to the playground next to the Recreation Reserve, Highett Street Mansfield to address vandalism of the gates.

Steiner School – bus and pedestrian conflict

Following safety concerns a new bus zone has been created at the Steiner School in Highett Street to enable safer bus access. Signage has been installed to indicate bus and staff entry points.



A new post and rail fence has been constructed along the length of the road reserve to prevent parents parking in this area causing congestion and excessive pedestrian traffic hindering bus movement.



Drainage improvement work continued throughout July including culvert and drain clearance with the use of the backhoe.

Roads completed are Tolmie-Mahaikah Road, Old Eildon Road, Melba Road, Howqua Track, Howqua River Road, Ogilvies Road and roads in the Jamieson Area.

The re-sheeting of Malcolm Street footpath was completed during July. A crew has also been carrying out the annual maintenance of pits within the Mansfield township area.



Road shoulder maintenance has taken place using the Flocon patching truck on Howes Creek and Tabletop Roads.



Removing pit lid



The long reach mower has been used on Stoneleigh Road to mow the roadside verges.

Finally works have also been completed this month to stabilise the approach to the Sawpit Gully Road Bridge.

PARKS & GARDENS

The Parks and Gardens team completed the street tree planting at Links Road and commenced work on Logan Street.

Also, a number of established trees have been planted at the Botanic Park transplanted to make way for the new playground which is planned for 202/21 pending external funding.



Tree planting – Links Road

Transplanting trees in Botanic Park

In recent months the garden beds on the zig zag path in the Botanic Park have been used as a make shift bike track. In an effort to curb this activity and prevent further on going damage to plants and soil erosion, five decorative rustic gabions have been installed. These gabions have been mostly constructed from recycled and repurposed components.



Decorative Gabions

This month has also seen a new team member start. This role is a 6 month Government funded contract, under the Working for Victoria scheme.

CEMETERY

During July there were 2 burials at Mansfield Cemetery as well as ashes interments at Mansfield and Jamieson.

To enhance the appearance of the Jamieson Cemetery, a new fence along the entrance is planned. Community consultation as to the preferred design is currently underway with the Jamieson Community Group. The CCAV July e-News is attached to this report.

The Cemeteries and Crematoria Association of Victoria (CCAV) July 2020 newsletter is attached to this report.



MAINTENANCE



A defibrillator has been installed at the public entrance to Council Chambers. This is designed to be accessible to the general public and is in a prominent location. The cabinet is unlocked via a code registered with Ambulance Victoria accessible on their emergency phone app.



Defibrillator adjacent to Council Chambers

Repainting, window frosting, and new carpet has completed the transformation of the Mayor's Office creating a vastly improved ambiance. Great job by handyman Peter Leighton.



CAPITAL WORKS

Work on the Dual Court Indoor Sports Stadium is progressing well. The main steel frame is up and the concrete slab is nearing completion.



Due to recent restrictions being imposed because of the Covid-19 pandemic, the proposed completion date of Dual Court Stadium Project has been delayed and the new proposed completion date is late May 2021. We are monitoring the Covid-19 impact to the construction program closely and are being as proactive as possible to mitigate any further delays

View Street Upgrade and the carpark area design has been completed and will be out to tender shortly

FROM THE SECRETARIAT – KEEPING OUR MEMBERS INFORMED

On behalf of Cemeteries & Crematoria Association of Victoria we are pleased to bring you this CCAV Newsletter.

“IN THIS ISSUE...”

- Secretariat’s Introduction
- From the President
- Coronavirus (COVID-19)
- 2020 Annual AGM
- CCAV Membership Renewal
- CCAV Country Conference
- CCAV Annual Awards
- CCAV Meeting with DHHS Cemetery Support Unit in May
- CCAV Training
- ACCA Benchmarking Data Standard Grave Sites
- Updates on the Lone Pine Project

 Judith Voce CCAV President Boroondara Cemetery Trust	 Norelle Cole CCAV Vice-President Rye Cemetery Trust	 John McCormack CCAV Secretary Neerim Cemetery Trust	 Richard Vandeloo CCAV Treasurer Sunbury Cemetery Trust
 Rosemary Angus CCAV Committee Member Smythesdale Cemetery Trust	 Martin Lanyon CCAV Committee Member Geelong Cemeteries Trust	 Brendan Koch CCAV Committee Member The Greater Metropolitan Cemeteries Trust	 CCAV Committee of Management 2019 - 2020

Also, a reminder that if any member wishes to assist the Committee in any way, please contact the Secretariat and we will advise the President. As always, we are delighted to take this opportunity to thank and acknowledge the following sponsors for their strong support to CCAV throughout the year.

Our sponsors take a lot of interest in our industry, and they invest significant time to build relationships. We will only continue to receive loyalty from our sponsors if we give them fair consideration in our purchasing decisions or when tendering for services. Their investment in our association is used to subsidise the cost of events for all members and is greatly appreciated.

Chris Harrington, Luisa Natoli & Helena Hu - CCAV Secretariat

- CCAV SPONSORS -

PLATINUM SPONSORS

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FROM THE PRESIDENT

As I write this message we are back to Stage 3 restrictions with the possibility of Stage 4 being implemented if the daily number of cases of coronavirus continue to rise rather than decline under the current lockdown restrictions. Disappointing as it is that the increased infection rates have created such restrictive measures for metropolitan Melbourne and the Shire of Mitchell we hope these measures have the desired outcome. Our thoughts are with anyone who has contracted this insidious infection and with the families of loved ones who have passed away. More than ever, it is important we support each other through this emotionally, physically and economically difficult period.

Given the lack of opportunity to meet face to face, the CCAV has purchased a Zoom Pro subscription for 12 months to enable video conferencing meetings to take place during the coronavirus pandemic. It will also offer the opportunity for Members to attend General Meetings via video during COVID-19. Indeed, when we are able to return to meeting together it may be an option for Members to attend via video when travel requirements preclude their attendance in person.

We are also pleased to advise we have engaged OpusXenta to create a new website for CCAV and be our website maintenance provider. We look forward to launching a new website that is not only more user friendly for Members but provides increased advertising opportunities for our Sponsors, as well as being an informative, constantly changing marketing tool for the CCAV.

Class B Cemetery Trusts would have recently received a letter from Bryan Crampton, Manager, Cemetery Sector Governance Support Program, regarding the change to Victorian Protective Data Security Standards reporting as required by the **Office of the Victorian Information Commissioner (OVIC)**. As stated in the letter, the Department is now unable to consolidate the OVIC detailed reporting requirements on behalf of Class B Cemetery Trusts. The Protective Data Security Plan reporting template is lengthy and complex which has created much angst for our Class B's. As a result, I have had a telephone conference with the Assistant Commissioner and the Principle Advisor to discuss whether there is an opportunity to simplify the reporting requirements for Class B's. The outcome of our discussions is that the feedback they have received will be advised to the Commissioner and Deputy Commissioner at their meeting this week. The OVIC will brainstorm some solutions and hopefully have a possible solution by the end of the week. In the meantime, the OVIC are happy for people to contact them directly for advice. They also emphasised the reporting process is not about compliance but more focused on awareness.

Judith Voce
CCAV President



CORONAVIRUS (COVID-19)

IMPORTANT INFORMATION

On 9 July, the DHHS published a bulletin on the latest impacts of COVID-19 on cemetery trusts and funerals. If you did not receive this information you can access it from the health.vic website <https://www2.health.vic.gov.au/public-health/cemeteries-and-crematoria> or contact the Cemetery Sector Governance Support Program at cemeteries@dhhs.vic.gov.au to receive the publication.

2020 ANNUAL GENERAL MEETING

UPDATE

Given the current pandemic restrictions, the Committee of Management has decided to hold the 2020 AGM remotely via Zoom technology on 28 August.

The CCAV Rules of Association at 4.6(a) and (b) allow member delegates to be officially present at (i.e. included in the quorum) and participate in the meeting via technology that allows them and the delegates physically [present at the meeting] to clearly and simultaneously communicate with each other. Remote attendance will ease the burden on the uncertainty of the restrictions only allowing a limited number of delegates to physically attend the AGM.

The notice of meeting will advise delegates that attendance is via Zoom and the Secretariat will provide a practise session for members unfamiliar with this technology.

It is noted that the Rules of Association require at least 5% of the membership to attend the meeting (whether in person or via Zoom) in order to achieve a quorum. We would expect this minimum to be easily achieved and anticipate a much greater level of participation from our members, in particular, voting delegates of each cemetery trust.

As part of our preparations for this year's AGM, the Committee discussed the timing of holding it in July or August as required under our Rules. After discussing the benefits of being able to hold our AGMs later in the year it was agreed to put a recommendation to the members at a Special General Meeting immediately preceding the Annual General Meeting on 28 August 2020. The proposed motion will be as follows:

4.1 Annual General Meetings

(a) *The Committee must convene an annual general meeting of the Association to be held within five months of June 30th each year.*

A notice of a Special General meeting to this effect will accompany the documentation for the Annual General Meeting.

CCAV MEMBERSHIP RENEWAL

CCAV Membership Renewals are now due. We thank those Members who have returned their completed forms to renew their membership with the CCAV. At this point in time, we have a 44% rate of return. We encourage cemetery trusts to get in their forms and continue to be part of CCAV.



CCAV COUNTRY CONFERENCE

UPDATE - MORNINGTON

As Members were previously informed, the CCAV Country Conference was cancelled this year due to the coronavirus pandemic. We would like Members to know that all CCAV events, including the Country Conference, will resume when deemed safe and appropriate as per instructions from the Government. We are busy planning for next year's conference in Mornington that promises to be an exciting event to be held on 30 April and 1 May 2021.

We are pleased to announce that Beechworth Cemetery Trust has offered to host the 2022 Country Conference which we are delighted to accept.

We are currently investigating how we can engage with our Members and Sponsors using webinar technology to deliver informative sessions and provide an interactive platform during lockdown restrictions.



Mornington, Victoria

CCAV ANNUAL AWARDS

Nominations for our two annual awards donated by our Platinum sponsors Arrow Bronze, DP Jones & Co, and Everlon have now closed. We look forward to announcing the winners of the **Above and Beyond Award** and the **Innovation Award** at our Annual General Meeting on August 28th.

Nominations are now closed



CCAV MEETING WITH DHHS CEMETERY SUPPORT UNIT IN MAY

KEY INSIGHTS

Training

Governance training is on hold due to COVID-19 social distancing restrictions. There is an opportunity to reassess options to delivery training online and face to face for future contracts, and to work on delivering training through a mixed model of online and face to face.

The success of this approach to training will require Class B Trusts to strengthen their digital capability which the department encourages and supports through grant applications for IT equipment.

The Department has received a quote for review for pilot Secretary program which is stalled due to COVID-19. Some of the consulting in establishing the program is best suited to face to face/interactive testing and will recommence in line with the lifting of social distancing restrictions.

Grants

Online grant submissions are part of an ongoing department program to digitise a range of department forms. This work is in train and anticipated to be completed within approximately 2 years.

A reminder that Trusts can submit a grant application for training (focussed on OH&S for the sector, i.e. grave safe) once this training has been completed by trust members. This is the only type of retrospective grant application that will be considered by the department.

Class B Manual

The department is in the process of updating the manual to send out to all trusts in hard copy, however the project is delayed due to COVID-19. The most up to date version of the manual is available on the Cemeteries website. The department is encouraging all trust members, where possible, to access the information digitally. Due to COVID-19, newly appointed Trust Members are provided with an electronic link to the Act, Regulations, and the Governance booklets, and are advised the latest version of the Manual is available online.

Ongoing costs for digital platforms

The department does not provide grants for the ongoing maintenance of digital platforms (this is considered an operational expense and, as such, not eligible for a grant). The department will provide grants for the establishment costs of these systems.

Charity status

Recent changes to legislation and review of charities by the Australian Charities and Not-for-profits Commission has resulted in Class A Trusts being notified they may lose their charity status. This may also impact on a small number of Class B Trusts. Currently, the Class As are working together to seek legal advice on this matter. The possible implications for trusts may be the requirement to pay certain taxes which are not required under a charity status.

Class B Trust appointments

A process has commenced to align appointments into quarterly rounds. This process will take 5 years to complete.

CCAV TRAINING

UPDATE

Whilst CCAV training has been essentially on hold due to the coronavirus pandemic, and all face-to-face gatherings have ceased temporarily, the CCAV has been actively planning and preparing for your training needs.

✓ Expressions of Interest

We recently sent out an expressions of interest email to all Members to gauge interest in what training our Members require. The response was excellent with large numbers of responses received. Thank you to everyone who took the time to respond. Following the responses, we are now working on the schedule of required courses and programming the locations of courses to benefit our Members.

✓ **Moving forward – possible dates for October/November?**

Due to the latest COVID -19 restrictions all training and courses remain on hold. We hope to have a schedule of courses that will be held towards the end of the year in late October/ November and December. We will update all members as information on the COVID -19 restrictions progresses.

✓ **Grave Digging Certificate 3**

We also recently sent out an expressions of interest email to our Members specifically targeting the demand for the Grave Digging Certificate III course. Once again thank you for the responses received. The feedback that we have received is that there is a high number of cemeteries that wish to place participants in the course with indications there would be more than 50 interested participants. CCAV will be updating the Victorian Skills Commissioner of the high levels of interest in keeping the course available.

CEMETERIES AND CREMATORIA REGULATIONS 2020 AMENDED

We have received advice from the Department that the proposed amendments to the Cemeteries and Crematoria Regulations 2020 (the Regulations) were approved by Governor in Council and Gazetted on 7 July 2020, effective as of 15 July 2020.

The amendments to the Regulations authorise a process for the cremation of human remains of unknown name and their subsequent interment/scattering in a public cemetery.

The requirement for the amendments to Regulations arose in the context of a school of anatomy which requested a permit to import cadaveric parts for the purposes of surgical teaching, from a United States voluntary body donor program. A condition of the permit is that the cadaveric material be cremated after it has ceased to be useful.

When imported, the cadaveric material is only identified with a code number and does not contain personal details (these are held in the USA). Under the previous Regulations there was no provision to cremate cadaveric remains without personal details, nor did they provide for a school of anatomy as prescribed authority to apply to cremate the remains. The changes made allow for these two issues to be addressed.

The Department consulted with cemeteries who operate a crematoria, the funeral directors association and the schools of anatomy on the proposed amendments to the Cemeteries and Crematoria Regulations 2020.

ACCA BENCHMARKING DATA STANDARD GRAVE SITES

UPDATE

ACCA has surveyed both member cemeteries and non-ACCA member cemeteries around Australia on the topic of 'Standard' grave sizes. The intention of this exercise was to gather the relevant data from the majority of cemeteries in Australia in order to determine a 'standard' size for grave digging nationally.

Whilst the data was plentiful it was greatly varied. The results showed that cemeteries in different regions around the country have very different requirements and challenges in determining what their standard grave size should be. In fact, the results showed there really is no 'standard' size grave at all. And so to propose a standard size for graves nationally would be problematic and create additional challenges for many cemeteries.

The ACCA Board reviewed the statistical data and discussed the topic at length. It made the unanimous decision that the most important recommendation to come out of the survey is to reiterate to all Australian cemeteries the importance of having clear communication with your funeral directors and other providers of death care services, involving the delivery of the deceased to your cemeteries, around the exact size of each coffin or casket being brought to your cemetery for burial or cremation.

UPDATES ON THE LONE PINE PROJECT

As mentioned in our previous Special Newsletter, the CCAV started to plan the Lone Pine Project in 2013 by ordering 180 Trees from Yarralumla Nursery. At the time, our sponsors, Arrow Bronze, DP Jones & Co, and Phoenix, assisted with supplying a total order of 180 commemorative bronze plaques to CCAV, at cost price, to be distributed with a tree for each Member. We recently asked members for updates, so please see below for the latest:-

Dowling Forest Cemetery



Following the Lone Pine Newsletter we advise the Lone Pine has grown extremely well. We are very proud of our tree - It does have pine cones, and is very healthy. The tree is a very welcome addition to the cemetery, especially on Anzac Day to commemorate the soldiers who are buried in our Cemetery.



Wangaratta Cemetery



The Lone Pine situated at Wangaratta Cemetery is thriving and growing proudly.

It is quite a focal point in the cemetery landscape.

Donald Cemetery



This is the Lone Pine at Donald Cemetery.

Happy to report it is lush and growing very strong.

Tawonga Cemetery Trust



Right: This shows the Trust's Lone Pine planted in Tawonga Pioneer Park near the War Memorial.

Left: This shows the war memorial at night. It was constructed locally and is etched with images of the war and includes a soldier returning home guided by the light to his wife standing at the gate.



Rushworth Public Cemetery



We would like to share that our Lone Pine Tree is thriving. It was about 2 foot high and is now about 10 foot high. It does not have any cones. For the first summer we watered it fortnightly, and since then it receives water when there is an extended dry period over summer.

There has been a drought here for 2 years and we only watered it 3 times in that period. We also installed a wooden picket fence around it to protect it from rabbits and kangaroos.

We have a local rock outside the fence with the plaque attached to the rock.

Crib Point Public Cemetery



We had a planting ceremony in 2015 and this coincided with the Centenary of the Crib Point Public Cemetery.

Since then we have guarded, nurtured, watered, trimmed, weeded, shaped and been involved with ensuring that the Lone Pine will be here in 100 years' time.

Currently, it has two cones and we are pleased to say it is thriving.

Broadford Cemetery Trust



Line Pine takes pride of place in Broadford Cemetery



Thank you for the opportunity to tell our Lone Pine story at Broadford Cemetery.

We received our Lone Pine plant from Mick Nunn, the Northern Operations Manager at TGM Cemeteries Trust and planted it at our Open Day on 15th of November 2015. (See local news article from North Central Review).

Four and a half years later our Lone Pine has increased in size four fold, and is flourishing, despite the rabbits and hares nibbling at the trunk. We have planted the tree in the Old Pioneer section, which is a very quiet peaceful section of the cemetery.

As always, please keep the CCAV informed of any member news by contacting the Secretariat by telephone, fax or email. (This includes updating of member contact details). If you are receiving this communication by post, we **strongly** recommend you provide an email address for receiving all future correspondence – please advise the Secretariat of your email address.

Judith Voce
CCAV President

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CEMETERIES & CREMATORIA
ASSOCIATION OF VICTORIA



COMMUNITY SERVICES DEPARTMENTAL REPORT AUGUST 2020

COMMUNITY DEVELOPMENT

Council worked with the Gadhaba Local Aboriginal Network (GLAN) to develop a week of activities for NAIDOC week, which unfortunately had to be postponed due to COVID. Instead an online Q&A session with GLAN Chair, to share information on the NAIDOC week theme, what NAIDOC week is and what it means to local Aboriginal people, was held.

Sport and Recreation

Council received notification of its successful funding application to the Victorian Government's 2020-21 Local Sports Infrastructure Fund for the Playground Project at the Mansfield Botanic Park. \$250,000 was granted in addition to Council's contribution as per the 2020-21 budget of \$250,000. A further funding application under the Victorian Government's Growing Victoria's Botanic Gardens grant was also submitted in July 2020 to support the delivery of the full design.

Age-Friendly Communities Project

July has seen the start of the café technology sessions, with 5 community members and 10 Mansfield Rudolf Steiner year 9 students attending. The group got together in the youth centre for 2 hours where the participants brought in their devices, and the students acted as mentors supporting the participants with trouble shooting, navigating programs and their devices. Feedback from one of the participants on the day was *"I have learned more in 2 hours today, than what I did in a 10 week dedicated computer course."*



Community Connect 55 newsletter has seen 2 editions go out to clients and community, with the 3rd edition currently being finalised. Information on the Age Friendly Communities Project is also now available on Council's website, including expression of interest forms for programs, how to get involved and the monthly edition of the newsletters.

Youth

The Mansfield Youth Centre continued to operate throughout July, with a maximum of 20 young people in attendance at one time.

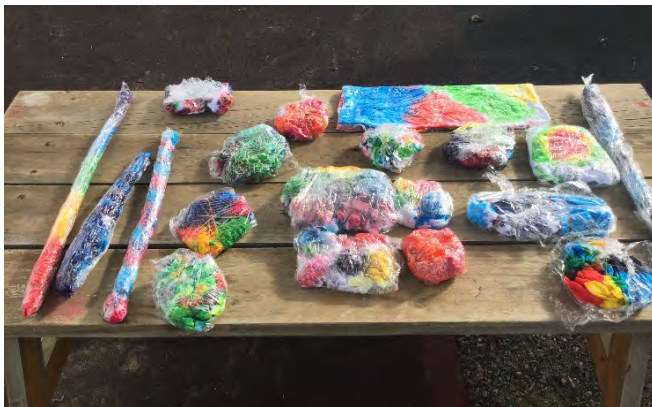
Indie School, a new opportunity for young people, will run as a trial until the end of 2020 at the Mansfield Youth Centre. The Indie School is operated by staff from Albury Wodonga Community College and offers young people aged 16-19 a foundation VCAL class in their area of interest, from which they may obtain a certificate. Four young people have enrolled to date.



A successful school holiday program took place with the highlight being tie dye t-shirt making.



In partnership with the Mansfield Steiner School the Social Enterprise Program has continued with one group of students making over \$1000 turnover in one day ran at a local weekend market.



The L2P program geared up to recommence, and despite the COVID restrictions, one participant gained her licence this month.



Mansfield Library

652 people visited the Library during July 2020. This reflects the limited opening hours (10 per week) and the caution of the community at this time.

An impressive number of 3,900 items were borrowed during July. This is almost 1,000 items per week and similar to the number of items borrowed during normal opening hours – a testament of the importance of the library collection to the community.

FAMILY, YOUTH AND CHILDREN'S SERVICES

Mansfield Health and Wellbeing Network RESPOND soup for school project had to be postponed for 2020 due to Covid19 DET restrictions. RESPOND's Physical Activity and Food, Nutrition and Water groups continue to meet with Fresh Food Drive project gaining momentum and an exciting physical activity project in the planning phases.



Financial Counselling

The Financial Counselling service continues to provide telephone consultations with referrals and targets remaining steady.

Integrated Family Services (IFS)

IFS undertook 'Demand Management' processes in the last few weeks, as the program has been at capacity, with a number of referrals waiting to be allocated. We were able to conclude service with several families and accept 3 new referrals, and are aware of a number of families being recently referred for assessment with Child First. IFS is facing the challenge of assessing and building a productive rapport with families that are new to the service whilst wearing masks, having restricted access to other services and programs, and working in a service system that is not functioning at its normal capacity. IFS staff are facing these challenges with their usual professionalism and dedication.

Maternal Child Health Service

July 2020 remained very busy with OUR MCH Nurses undertaking 107 face to face appointments with clients as well as many more phone consultations.

A new parent group commenced weekly via Zoom and the nurses continue to work with the kindergartens and day-care centres aiming to meet the needs of our young people.

Supported Playgroups

July 2020 has been a busy month for supported playgroup with the splitting of the Mansfield group into two smaller groups to adjust to the restrictions to groups of 10 gathering.

Supported playgroup has been meeting in the park and modifying delivery to meet risk assessment guidelines.

The Jamieson Supported Playgroup has now been running for 12 months; a valued program for those engaged, eligible families.



AGED AND DISABILITY SERVICES

Social Support Groups

Social Support Group team have been working with Council's OH&S Officer to update the Social Support COVID19 risk assessments.

Aqua Movers Group has been reimaged into a walking group. This decision was based on feedback received from members of Aqua Movers Group.

Social Support Volunteers have been emailed Council's online COVID19 infection control training and Council's OH&S online induction training. Volunteers that have not completed this training to date have been followed up.



Home and Community Care

Home and Community Care team have completed PPE training with Mansfield District Hospital nurse, Peta Middleton. This provided a great opportunity to further practice the skills of donning/doffing PPE and talk through safe procedures being implemented within a home environment.

The team has done a credible job managing COVID19 safeguards, reporting concerns and seeking advice. The service sent an update to all clients informing current COVID19 precautions our staff and program are undertaking.



Staff undertaking PPE training

Increasingly we have been short staffed due to the workforce having to stand down following ill health and awaiting COVID19 test results prior to return to work. The team has pulled together to maintain a reliable service delivery for our clients.

Total hours of Service - July 2020

Home Care	452.00
Personal Care	204.75
Respite Care	87.00
Property Maintenance:	14.00
Planned Activity Group:	113.00
Total service hours	870.075
Total Number of clients	424
Food Services meals delivered	481

TOURISM, EVENTS & ECONOMIC DEVELOPMENT

Events

Not applicable due to COVID restrictions.

Economic Development – Tourism

Business and Community Recovery Committee has commenced and now working through the results of the business impact surveys and project briefs in draft recovery plan with the lead consultants. The committee will assist in the design and delivery of the final Business and Community Recovery Plan due end of August 2020.

The Visitor Information Centre had good walk in numbers due to school holidays until the Melbourne and Mitchell Shire restrictions commenced.

The bulk of the email and phone enquiries were for visitors wanting to go to the snow.

The Great Victorian Rail Trail is continuing to see high user numbers with a July total of 7,067 which is up by 2,864 for same period last year.

A new Memorandum of Understanding between Mansfield, Murrindindi and Mitchell Shires commenced on 1 July 2020 as per the recommendation from the GVRT Strategic Development Plan to enable strategic vision that is needed to support tourism growth. This also included ceasing the Service Agreement whereby Mansfield Visitor Information Centre was the lead on visitor enquiries via email and phone and business communications. Each Shire will now be responsible for their own enquiries and business engagement.



Economic Development - Business and Industry

Buy from Mansfield - our local ecommerce web platform - has launched with 29 businesses on board and a wide selection of products to choose from.

In light of latest restrictions surrounding the Covid 19 Pandemic, this opportunity for local business to trade and deliver to its customer's is very timely indeed. The ability for this platform to further develop and grow is also very exciting. Local businesses now have the perfect opportunity to create their very own virtual sales windows.



Better Approvals

The Better Approvals Project commences soon, seeking to reduce the regulatory burden for small business and provide more efficient pathways through the permit application process to increase the success rate for small business set ups. A working review of our processes, website, forms and documentation will form the basis of a redesign in the approvals process to streamline business applications to approval. Creating internal efficiencies and providing greater potential for business community network success stories.

Business Council of Australia Laptops

Seven Mansfield Shire businesses have been provided with refurbished Dell Laptops through the BizRebuild program.

A kind sponsor of the program donated these three year old computers to support businesses that needed additional equipment to keep people employed, move business online and to upgrade old assets. Chair, Sir Peter Cosgrove said business is the glue that keeps communities together.



CORPORATE AND ORGANISATIONAL DEVELOPMENT DEPARTMENTAL REPORT AUGUST 2020

HUMAN RESOURCES

COVID-19

As at 7 August 2020, 63 employees are currently working remotely as a result of the pandemic. While there are some challenges with this arrangement, staff continue to be productive, and committed during these trying times.

Remaining office based staff ensure they are 'masked up' in accordance with State Government requirements.



Recruitment

- General Manager Infrastructure and Planning, Ms Kirsten Alexander, commenced on 3 August 2020. Ms Alexander is a qualified civil engineer with over 30 years contract, asset and project management experience.
- Manager Operations and Capital Works, Mr Kristian Burchat, commenced on 10 August 2020. Mr Burchat is a qualified civil engineer with significant experience managing design and construct projects. He also served in the Australian Army as a Combat Engineer/Instructor at the School of Military Engineering.

Service Awards

Congratulations and thank you to Steve Evans (Parks and Gardens crew) and Troy Menhennet (Roads crew) who have reached impressive 10 year service milestones. Troy and Steve were presented with their 10 year certificate by Mayor Cr Marg Attley OAM.

State Government's 'Working for Victoria' Fund

Since 25 May 2020, Council has employed 11 staff through this fully funded State government initiative. Seven indoor and four outdoor positions have been filled up to 24 December 2020 in a variety of different roles.

This initiative is designed to provide fixed term employment opportunities to people who have had their employment impacted by the COVID-19 pandemic.

Despite there being more employment opportunities available with Council, Working for Victoria has paused the program to review and refine in the wake of the recently declared State of Disaster.

INFORMATION MANAGEMENT

Council's IT team continue to work incredibly hard ensuring those staff who are working remotely have the technological capabilities to do so.

With more staff now working remotely, additional equipment has been purchased to enable staff to continue with their day to day tasks remotely. The effort involved by IT in configuring and testing prior to use is remarkable considering the circumstances.

OCCUPATIONAL HEALTH AND SAFETY

Training and Induction

- Occupational Health and Safety inductions for employees, volunteers and contractors continue to be undertaken via Survey Monkey.
- 'How to Protect Yourself and Others from COVID-19' training package continues to be undertaken, with over 170 employees, volunteers and contractors completing the training.



Incident Summary

Four incidents were reported for the month of July - three incidents were property damage and one incident was an injury. All four incidents had an actual risk rating of low.

Incident Investigation

There were no incident investigations for July.

Customer Request Management System (CRMS) Status

No CRMSs were raised for the month of July.

Twenty CRMSs were closed in the month of July, and fifty one remain overdue.

Risk Assessments

Three risk assessments were undertaken for the month of July. These risk assessments were for:

- the re-opening of the Planned Activities Group
- Resource Recovery Centre
- Meals on Wheels

Personal Protective Equipment

Over 100 reusable masks were sourced through High Country Quilters and distributed to employees who require masks as part of their work role. A further 100 reusable masks are on order. Disposable masks were also distributed to employees. Masks were distributed in zip lock bags which contained hand sanitiser and brown paper bags (for disposal of disposable masks). An information sheet was also provided.

Occupational Health & Safety Committee

There were no Occupational Health and Safety Committee Meetings held in the month of July. The next Occupational Health and Safety Committee Meeting is scheduled for 2 September and will be held via Zoom.

CUSTOMER SERVICE & RECORDS

Council Customer Service Centre has once again closed for face-to-face service, effective 6 August 2020 as a result of the introduction of State Government's Stage 3 pandemic restrictions.

The Customer Service team will continue to provide excellent service to our customers via telephone, email and website.

The team is assisting the Rates Unit with:

- updating change of address details:
- recording (trimming) of documents for Records.
- assessing all returned mail to Council and following up with the owner where possible to obtain a current address and update details.
- data entry and processing Land Information Certificates
- rate journals to TRIM (Council's record management system)
- mail outs for invoices

Other tasks undertaken by the Team included:

- ensuring the reception area remains 'COVID Compliant'.
- assisting with mail outs and other tasks as requested by staff working remotely.
- daily banking responsibilities

Records

Tasks undertaken by the Records team over the past month included:

- assisting customer service with processing rates instalments and general enquiries.
- back scanning archives with Customer Service staff undertaking data entry to assist.
- Providing back-up customer service with the fourth rates instalment processes and general enquiries.

Records staff continue to prepare archive boxes for transfer to Council's off-site storage site, Iron Mountain. Forty three boxes still require archiving.



Customer Requests

CRMS statistics for the month show 134 customer requests registered, with 8 open requests and 105 closed during the month.

The majority of requests opened were for Field Services (67%) with Local Laws (60%) as the second largest group. Total performance of the organisation is 78%.

Customer Requests by Department

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Customer Service and Records	2	2	0	0	0	0
Engineering	31	20	4	1	5	1
Environmental Health	2	1	0	0	1	0
Field Services	50	39	4	5	2	0
Local Laws	45	39	0	0	5	1
Planning	1	1	0	0	0	0
Unallocated	3	3	0	0	0	0
Total	134	105	8	6	13	2



FINANCE DEPARTMENTAL REPORT August 2020

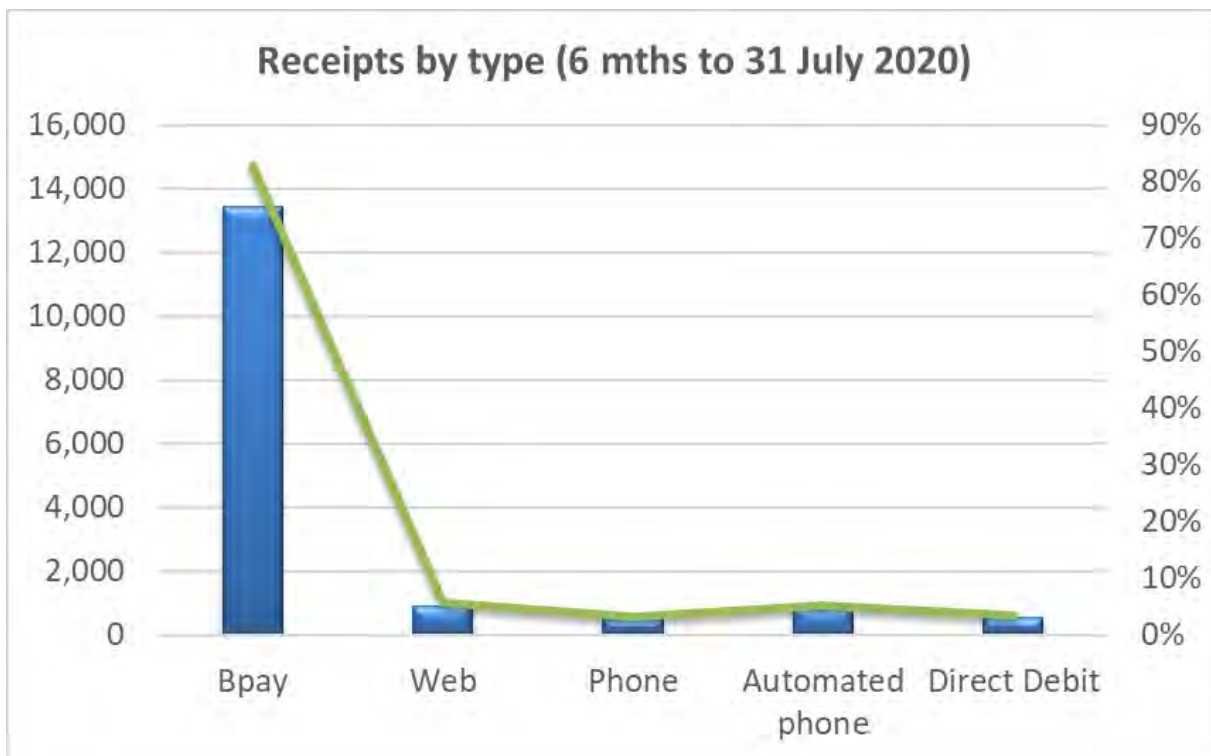
FINANCIAL YEAR END FINANCIAL YEAR END

The finance team have prepared the financial year end data and reports and the Victorian Auditor General's representatives commenced audit procedures 10 August.

The final audited Financial Report and Performance Statements will be presented at the September Council meeting for endorsement.

PAYMENT OF RATES

Statistics for payment methods during the 6 months to 31 July 2020 by category are shown following:



Bpay continues to be the most popular payment option.

GOVERNANCE – COUNCIL ELECTIONS

Despite recent changes to the stay at home directions in Victoria, the local government (Council) elections are still scheduled to occur on 24 October 2020. The election process is administered by the Victorian Electoral Commission (VEC).

Council, together with the Victorian Local Governance Association will be conducting a second candidate information session on Tuesday 8 September at 4.00pm. The session is aimed toward anyone interested in standing for Council and will be held online only. Registration via Council's website is encouraged.



The new mandatory training component that all candidates must complete before they can nominate for the election will be made available via Council's website as soon as it has been released by Local Government Victoria (LGV). This candidate training is part of the reforms of the new *Local Government Act 2020*.

Nominations for the election open 17 September and close 22 September at 12 noon.

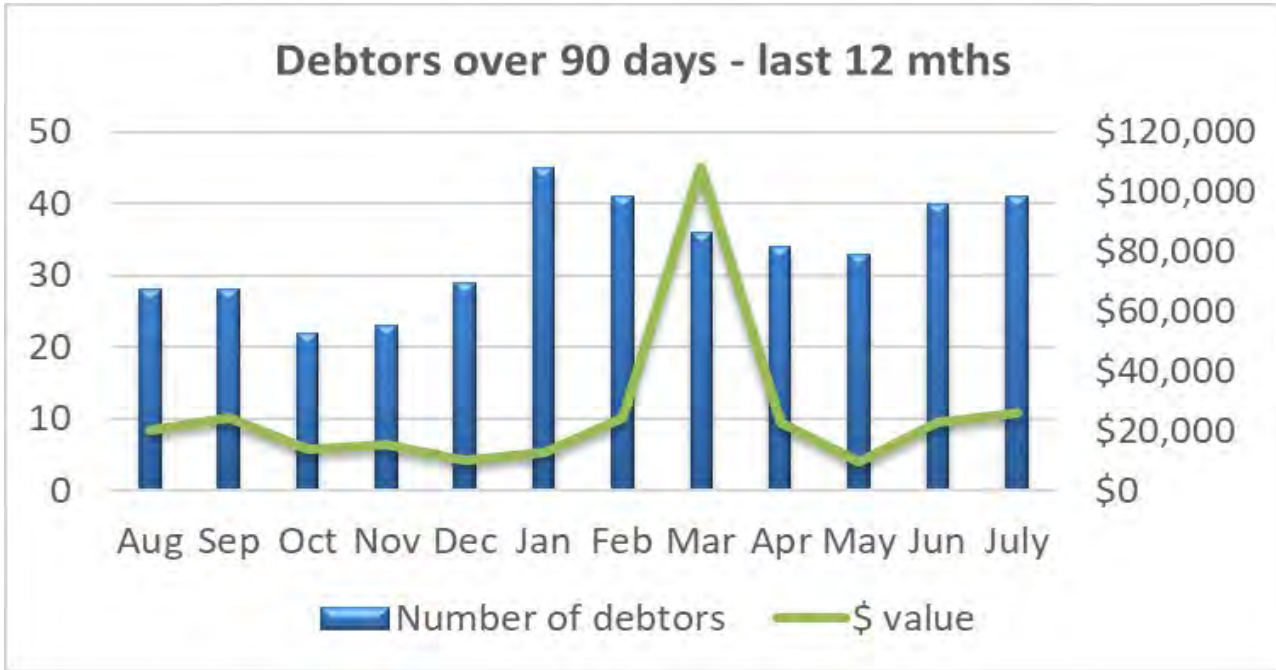
PROPERTY

Property sales processed over the last 12 months are shown below.



**DEBTORS OVER 90 DAYS
AS AT 31 JULY 2020**

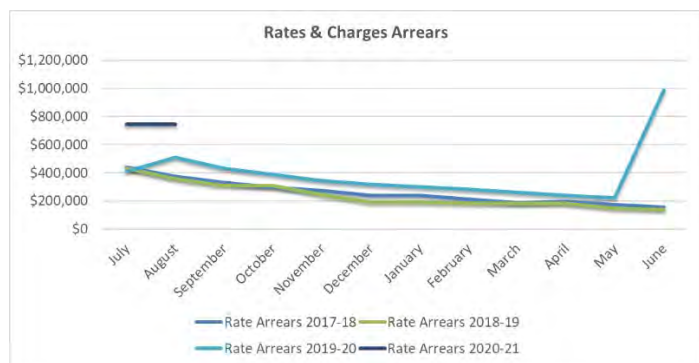
No.	Type	\$
21	Community Services	5,445
3	Environmental Health Registrations	701
5	Special charge schemes	2,345
3	Local laws	798
8	Waste	998
1	Loan	1,677
4	Rent	13,489
1	Cemetery	300
1	SAI Global	162
41	TOTAL	25,916



Debts outstanding over 90 days remains steady at around the \$25k level. As at 31 July 2020, 51% of this amount relates to one overdue rental invoice.

RATE ARREARS AS AT 31 JULY 2020

	Arrears \$
Rates	484,002
Waste	150,628
Municipal Charge	144,931
Sub Total	779,564
FSPL	92,552
TOTAL	872,117

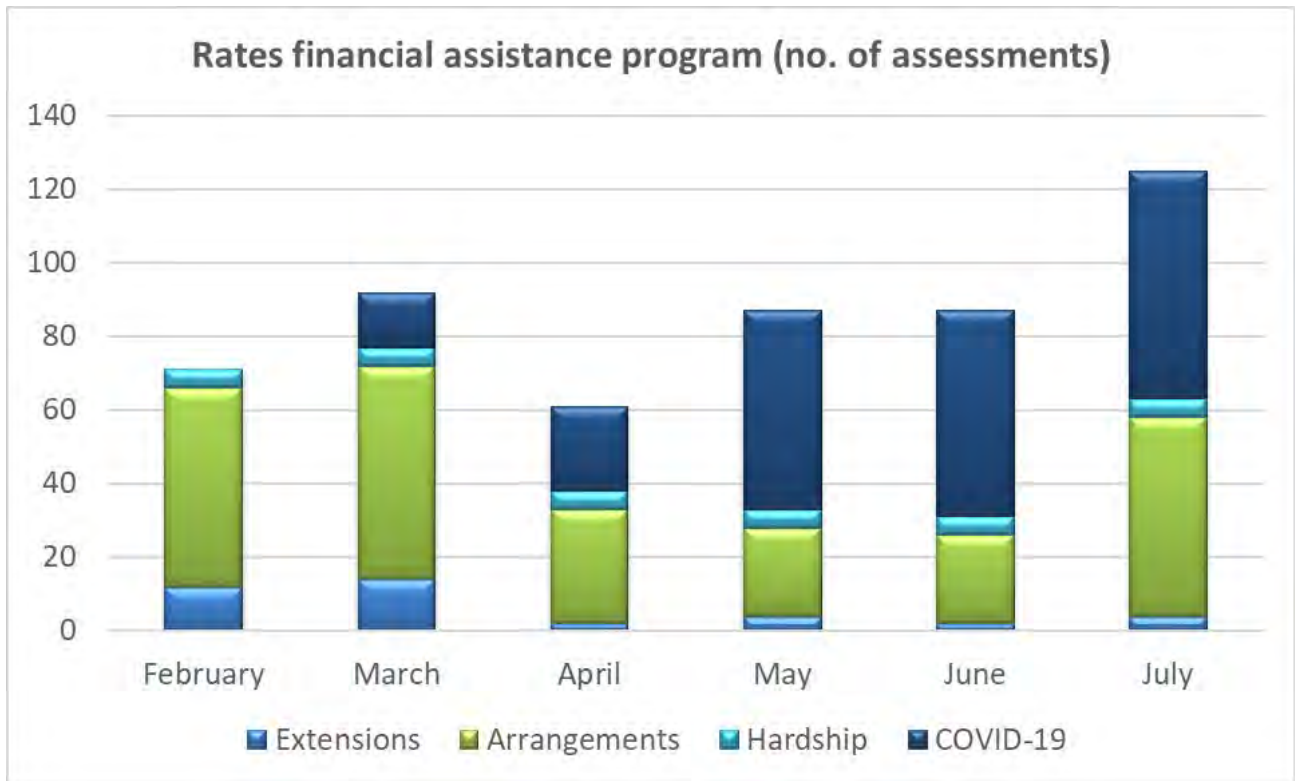


There was a significant spike in the level of rates and charges going into arrears in June 2020. This was likely due to a combination of two key factors:

- the due date for the fourth instalment being the end of May (therefore any unpaid fourth instalment is moved to the “arrears” category in June); and
- the extension of Council’s rate assistance program to 31 December which extends a freeze on interest and debt recovery on overdue rate instalments (although the increase in notified payment arrangements due to COVID-19 was only 2 for the month).

The arrears levels have reduced significantly in July (25%), however they remain substantially higher than previous years. The level of arrears does not correspond directly to the number of notified COVID related rate assistance arrangements (62 – an 11% increase of 6 from last month), which raises concerns around potential non-payment among ratepayers that may not require assistance arrangements.

Council issued reminder notices during July in an effort to address the issue and will continue to monitor arrears levels and the rates assistance program.





PLANNING AND ENVIRONMENT STATISTICS – JULY 2020

PLANNING

Planning Applications Lodged

Type of Application	
Mountain Bay Section 173 Assessment	2
Development of dwelling (with outbuilding 2)	8
Development of shed/outbuilding	5
Two lot subdivision	2
Change of use to indoor recreation facility	1
Buildings and works – extension to existing dwelling	2
Buildings and works – carport	1
Eleven lot subdivision	1
Staged 138 lot subdivision & removal of native vegetation removal	1
Total	23

Planning Applications Determined

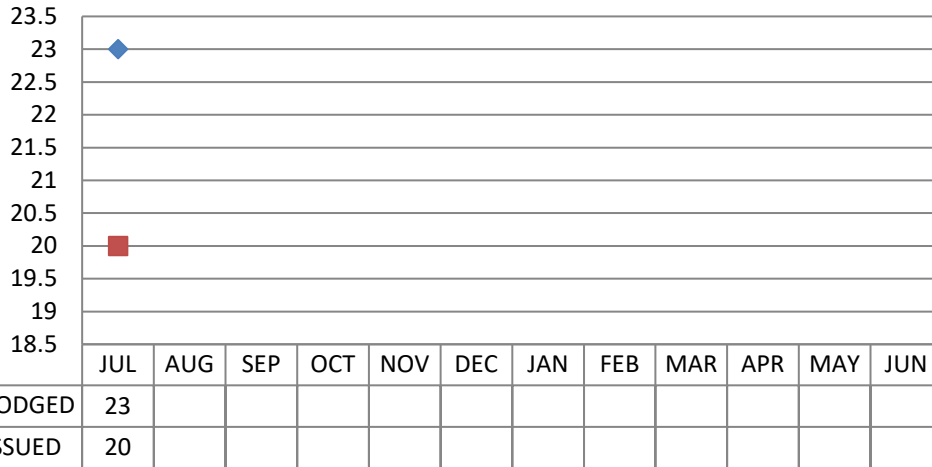
Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused
A003/20	Mt Bay Section 173 Assessment	33 Bankers Rise Mountain Bay	1	
P008/20	Use & development of land for group accommodation – retrospective	133 Gonzaga Lane Merrijig	1	
P031/20	Use & development of land for industry (coffee roasting) associated sales office & reduction in carparking	221 Mt Buller Rd Mansfield	1	
P032/20	Use & development of dwelling & shed	293 Merton – Strathbogie Rd Merton	1	
P036/20	Buildings & works associated with staff accommodation, managers residence, carport storage shed & business signage	39 Malcolm St Mansfield Alzburg	1	
P038/20	Use & development of boat storage shed, removal of native vegetation	2998 Maintongoon Rd Bonnie Doon	1	



Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused
P038B/18	Amend conditions – dwelling & outbuildings	100 Donaldsons Rd Ancona	1	
P045/20	Development of dwelling	2426 Mansfield Whitfield Rd Tolmie	1	
P050/20	Change of use from shed to dwelling	1136 Old Tolmie Rd Tolmie	1	
P058/20	Native vegetation removal from Road Zone 1, intersection upgrade	Cnr Rifle Butts Rd & Mansfield Woods Point Rd Piries	1	
P064/20	Development of shed	1625 Maroondah Hwy Bonnie Doon	1	
P087A/17	Amendment to permit dwelling & outbuilding	477 Buttercup Rd Merrijig	1	
P127A/19	Amendment to include signage – group accommodation	221 Wairere Rd Boorolite		1
P131/19	Two lot subdivision & development of warehouse	265 Dead Horse Lane Mansfield	1	
P133/19	Two lot subdivision	13B Cummins Rd Howes Creek	1	
P0154A/12	Amendment to permit dwelling & outbuilding	105 Homepoint Dve Bonnie Doon	1	
V020/20	Development of outbuilding	779 Midland Link Hwy Mandample	1	
V020/20	Development of outbuilding	75 Withers Lane Mansfield	1	
P153541C/20	Two lot subdivision	76 Greenways Lane Merrijig	1	
P157280M/20	Two lot subdivision	10 McCormacks Rd Merrijig	1	
P158597J/20	Two lot subdivision	1 Kitchen St Mansfield	1	
Total applications determined/withdrawn/refused			20	1



Monthly Planning Applications Lodged & Issued - July 2020 - June 2021



Other Planning Consents & Enquiries

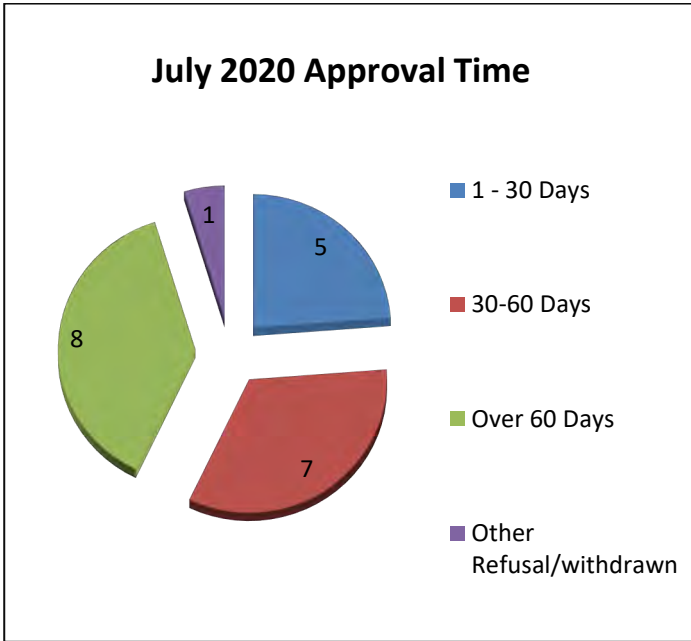
Extension of time	1
Secondary Consent (re-endorse amended plans)	3
Condition of permit met (endorse plans)	1
Statement of Compliance	1

Certification Applications Lodged for the Month

Application No	Date Lodged	Type	Location	Application Stage
S161587H/20	28/07/2020	Consolidation	9 Settlers Court Bonnie Doon	Under Assessment

Days Taken to Determine Planning Applications

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	3	5	5	5	4	8	5						35
31 - 60 days	3	0	3	4	8	3	7						28
Over 60 days	3	4	6	2	4	5	8						32
Withdrawn / Permit not req. / Lapsed/Refused		1	2	1	0	2	1						7
Number of applications finalised	9	10	16	12	16	18	21						102



BUILDING

Monthly Comparative Value of Building Permits Lodged

	2020-2021	2019-20	2018-19
JUL	\$5,961,408	\$4,550,498	\$2,676,220
AUG		\$6,183,063	\$4,610,305
SEP		\$5,109,519	\$3,471,180
OCT		\$7,894,620	\$8,387,850
NOV		\$3,637,916	\$9,182,342
DEC		\$5,707,703	\$2,218,114
JAN		\$3,067,587	\$4,662,208
FEB		\$4,674,115	\$5,154,596
MAR		\$11,029,109	\$5,249,817
APR		\$2,128,375	\$4,275,654
MAY		\$2,255,561	\$3,190,061
JUN		\$6,691,999	\$3,745,818
TOTAL	\$5,961,408	\$62,930,065	\$56,824,167



Monthly Comparison of Permits Lodged for Dwellings

	2020-2021		2019-20		2018-19	
JUL	14	14	16*	16	8	8
AUG			11	27	14	22
SEP			11	38	10	32
OCT			25	63	16	48
NOV			9*	72	18	66
DEC			16	88	6	72
JAN			6	96	12	84
FEB			10	106	12	96
MAR			9	115	8	104
APR			7	122	14	128
MAY			5	127	10	138
JUN			10	137	10	148
TOTAL	14		137		148	

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL (9 Urban 5 Rural)	14	\$5,653,420
ALT & ADDITIONS	4	\$55,981
DOMESTIC SHEDS & CARPORTS	10	\$249,507
SWIMMING POOLS & FENCES	1	\$2,500
COMMERCIAL & PUBLIC AMENITIES	0	\$0
TOTAL COST OF BUILDING WORKS	29	\$5,961,408



SEPTIC

Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged	Permits to Install Issued	Permits to Use Issued
JUL	9	4	2
AUG			
SEP			
OCT			
NOV			
DEC			
JAN			
FEB			
MAR			
APR			
MAY			
JUN			
TOTAL	9	4	2

Septic Applications Lodged

	2020-2021		2019-20		2018-19	
JUL	9	9	10	10	4	4
AUG			11	21	6	10
SEP			4	25	7	17
OCT			10	35	9	26
NOV			4	39	14	40
DEC			5	44	8	48
JAN			1	45	3	51
FEB			5	50	9	60
MAR			6	56	5	65
APR			4	60	9	74
MAY			3	63	8	82
JUN			8	71	3	85
TOTAL			71		85	