



COMMUNITY SERVICES AND ECONOMIC DEVELOPMENT DEPARTMENTAL REPORT SEPTEMBER 2020

COMMUNITY AND ECONOMIC DEVELOPMENT

Sport and Recreation

Work is underway to understand the implications of operating the Mansfield Swimming Pool in a COVID environment with tenders for the provision of labour hire services for lifeguards and swimming teachers to be considered at the this month's Council meeting.

Youth

Due to the current COVID restrictions, the Youth Centre was closed for the month of August with Youth Services staff re-assigned to other services within Council, including communications, governance and community service.

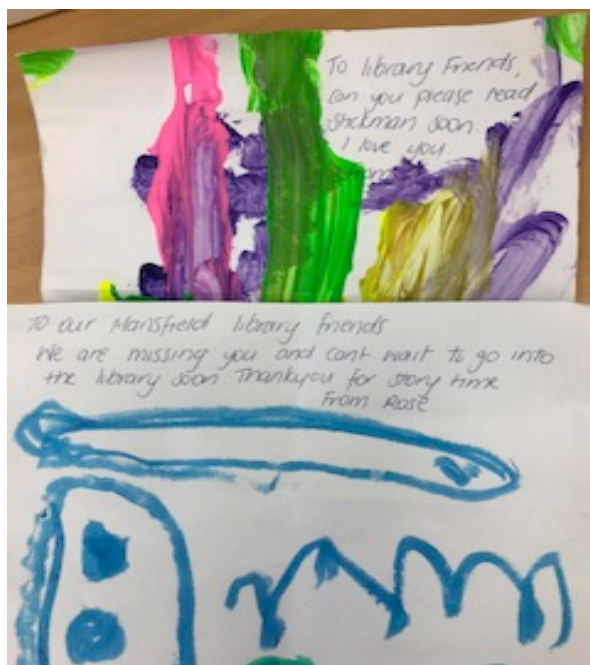
Mansfield Library

The Library closed to the public in early August, though it continues to be a busy workplace and valued community resource offering services such as click and collect, community support, printing and online story time.

In addition, this month the Library Service presented a power point and library tour on Zoom to a new parents group.

The Library Service has been receiving many notes of thanks from the community, including artwork and some of the following feedback with book returns:

- *"Exceptional service. Lots of people love you. Well done with looking after us and getting this service going. Thank you."*
- *"You have no idea what the Library means to me. To see your faces and talk to you makes my day."*
- *"The Library has been a life saver during this time. I am very grateful."*



Economic Development

Economic Development continues work with Council's Business & Community Recovery Committee to focus on recovery initiatives as well as supporting businesses through regular communications with informative newsletters, phone calls and face to face where appropriate on available support and upskilling opportunities.

FAMILY, YOUTH AND CHILDREN'S SERVICES

Mansfield Health & Wellbeing Network

The RESPOND committee continue to work with the community to promote healthy eating and physical activity in our community. An application has been submitted to Goulburn Valley Water for a permanent hydration station to be installed at Mansfield Botanic Park.



The Fresh Food Drive Committee have established growing groups and distribution groups. Mansfield Hospital's Bindaree Retirement Hostel has donated garden beds for our committee to grow vegetables for the project.



Financial Counselling

The importance of wrap-around services for clients was highlighted in August in interactions as residents continue to seek support from Council services.

Financial counselling is often the 'entry' service where a client presents seeking financial support and ends up connecting to numerous services including unemployment, mental health, housing and addiction support.

August continue to be busy with the COVID environment creating additional personal and financial stress.

Integrated Family Services IFS

In the past month Integrated Family Services have welcomed Diploma of Community Services student Rachelle Kinsmore, who has been working with practitioners on her final placement. She has excelled in the role and has been a welcome addition.

The service continues to work with 13 vulnerable families including high risk adolescents, people with serious mental illnesses, and families involved with Child Protection.

In-house training from Council's IFS Team Co-ordinator, Susila Naidu, has recently commenced a MSWQ (Masters of Social Work Qualifying), and delivered training in August for Council Staff in communicating with distressed people, which has been very well received.

Family Practitioner, Marie Hogarth, has also recently delivered a session on the grief process for Council's Community Care staff.

Maternal Child Health Service

Maternal Child Health has transferred to mostly home visits in August with increased PPE requirements and screening. Over 80 assessments have been performed as well as many referrals to a variety of other services including:

- Early Childhood Intervention Services,
- Speech Pathology,
- Mental Health Professionals,
- GPs,
- Family Violence services,
- Paediatricians,
- Ophthalmologists,
- Early Parenting Centres

We have liaised with both of the kindergartens and day-care facilities in Mansfield also performing assessments of children in these environments. When assessing a child's development, it is acknowledged that the parent is the expert; but having educators and maternal child health working in partnership with the parents enable us to develop a broader picture. This can then facilitate better outcomes for the child and family.

Supported Playgroups

SPG continues to be virtual through August. The families have been supported with Activities packs with information and activities. For continuity a theme is provided each fortnight and the packs are made up featuring a letter of the alphabet. The response has been great with the families sending in samples of their craft work and other achievements.



AGED AND DISABILITY SERVICES

Home and Community Care

Council's Home and Community Care team has moved to electronic means for some of their administration activities over the past two weeks. This has been a great opportunity for the staff to identify any IT issues may have with their newly issued tablets and to build confidence and knowledge in using this communication tool.

This electronic approach will put us in good stead for the launch of our very first Zoom team meeting in early September.

National *Meals on Wheels Day* was celebrated on 26 August by recognising the valuable contribution our volunteers make to our community with a media release and Facebook posts. This also serves to inform the community about the service.

Service Statistics - August 2020

- Home Care 297.25 hours
- Personal Care 137.25 hours
- Respite Care 49 hours
- Meals on Wheels delivered 494
- Property Maintenance - nil
- Social Support Group: 75 hours

Total service hours 558.5

Total clients 415

Assessment

Referrals were up for the month of August. Most assessments are being undertaken by phone. August has seen more under 65 years of age potential clients seeking support to manage living at home.

Social Support Groups

Social Support Group team welcomed Pam Hume to the team as part of her reassignment of Council staff during COVID. Pam is assisting the Social Support Team keeping in touch with clients such as writing a weekly newsletter. The extra support has freed up our Social Support staff to complete client reviews and launch new activities such as the vegie growing competition, craft packs and the COVID-19 Banner project.



CORPORATE/PEOPLE AND CULTURE DEPARTMENTAL REPORT SEPTEMBER 2020

HUMAN RESOURCES

COVID-19

As at 7 September 2020, 65 employees are currently working remotely as a result of the pandemic. While there are some challenges, staff continue to be productive and committed.

Office and Depot based staff continue to ensure they are 'masked up', practice good hygiene and exercise appropriate social distancing in accordance with State Government requirements.

Recruitment

Recruitment of Council's General Manager Community and Corporate Services has been finalised. Mr Chris Snook has been appointed to the role and will commence on 9 November 2020. Mr Snook currently holds an executive position with Qantas and has experience managing multi and complex stakeholders, crisis management, governance and communications. Mr Snook, who has had a property in Mansfield for some time, looks forward to living here permanently and getting involved in the community.

In the meantime, an interim GM has been appointed. Ms Jenny McMahon, commenced on 7 September 2020 and will fill this role until Mr Snook commences.

Recognition of Service

Congratulations and thank you to the following staff who have reached an impressive 10 year milestone:

- Michael Richards
- Michelle Leitch
- Sally Taylor

State Government's 'Working for Victoria' Fund

Since 25 May 2020, Council has employed 14 staff through this fully funded State government initiative.

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

Council is currently advertising for a further 14 positions across a number of areas, namely community recovery, family services, field services, community care, community engagement, library support and administration.

OCCUPATIONAL HEALTH AND SAFETY

Training and Induction

- Occupational Health and Safety inductions for employees, volunteers and contractors continue to be undertaken by staff.
- 'How to Protect Yourself and Others from COVID-19' training package continues to be undertaken, with over 177 employees, volunteers and contractors completing the training.
- 'COVID-19 and Face Coverings' training was rolled out in August and has been completed by 95 employees, volunteers and contractors.

Incident Summary

Two incidents were reported for the month of August with both being property damage. One incident had an actual risk rating of low, and the second incident had a potential risk rating of high.

Incident Investigation

One incident investigation was undertaken for the month of August. This investigation was in relation to an employee hitting a concrete letterbox with a mower.



Customer Request Management System (CRMS) Status

Three CRMS requests were raised for the month of August.

Four CRMS requests were closed in the month of August, and 50 remain overdue.

Risk Assessments

Ten risk assessments were undertaken for the month of July. Nine were prepared for Council facilities in the form of COVID Safe Plans and one was undertaken for the relocation of Cleanaway to the Depot.

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 was held on 2 September via Zoom.

CUSTOMER SERVICE & RECORDS

Council Customer Service Centre remains closed for face-to-face service, effective 6 August 2020 as a result of the State Government's Stage 3 pandemic restrictions. With the Premier's announcement on 5 September 2020 regarding restrictions, these arrangements will continue to remain in place.

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

The team is assisting the Revenue team 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.
- Assisting Home and Community Care team with printing and posting Community Care Worker rosters.
- daily banking responsibilities

Two staff members from Council's Visitor Information Centre have been redeployed to assist the Records and Customer Service team.

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.

Customer Requests

CRMS statistics for the month show 130 customer requests registered, with 4 open requests and 89 closed during the month.

The majority of requests opened were for Local Laws (49%) and Field Services (32%). Total performance of the organisation is 69%.



Customer Requests by Department

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Accounts	1	1				
Customer Service and Records	5	4			1	
Engineering	11	5	2	2	1	1
Field Services	41	27		2	1	1
Information Technology	3				1	2
Local Laws	64	51	2		9	2
Risk and OHS	3	1			2	
Unallocated	1				1	
Waste	1				1	
Total	130	89	4	4	26	7

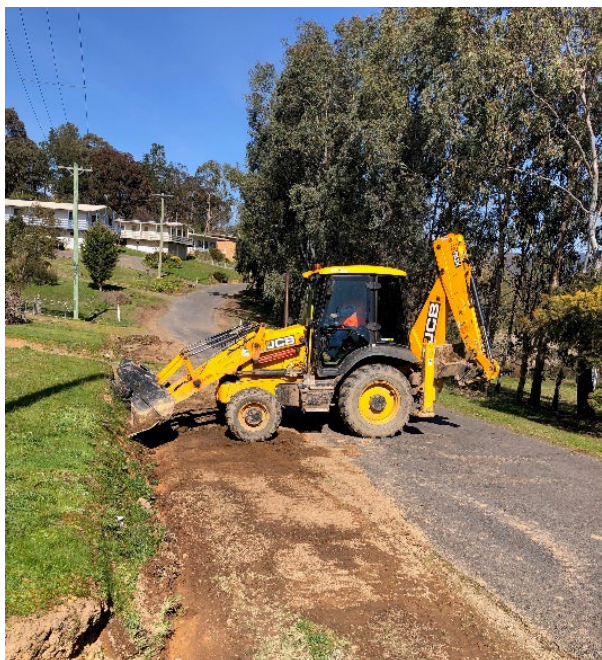


OPERATIONS AND CAPITAL WORKS REPORT September Meeting 2020

FIELD SERVICES

The roads team continued drainage improvement work throughout August, particularly in Mansfield and Jamieson. These works include re-shaping and clearing out silt build up in roadside drains, as well as jetting of culverts. The roads that have been completed are Kidston Parade, Malcolm and Elvins Streets in Mansfield and all urban streets in Jamieson.

A crew have also been carrying out road maintenance on the entire length of the Eildon-Jamison Rd. Works include leaf litter removal, un-blocking of drains, minor road shoulder repairs and clearing of fallen limbs and trees.



Minor vandalism repairs were again required to the playground at the Recreation Reserve, along with graffiti removal in the Botanic Park toilets and from some shop fronts in the main street.



PARKS & GARDENS

Works continued in Botanic Park with a number of new trees planted and garden beds mulched. New olive trees were planted in the Peace Mound.



Planting of Olive Trees in Botanic Park



The Mansfield Visitor Information Centre garden bed is being prepared for a revamp of new plants. Garden edging has been renewed and planting beds have been prepared for the addition of the new plants.

Site preparation for the new street trees in Maindample to celebrate the 75th Anniversary Avenue of Honour for the CFA has taken place with a community planting date yet to be set due to COVID-19 restrictions.

MAINTENANCE

Further vandalism events have occurred recently with 10 glass panels being smashed on the coaches boxes at Mansfield Recreation Reserve and roof gutters removed or damaged. This incident also impacted the playground with gates damaged and a power point smashed on the Memorial Gates. The repair costs will be in the vicinity of \$5,000.



As a deterrent to further vandalism and loitering, flood lights have been installed on the municipal office overlooking the playground.



Roof works have been completed at the Railway Goods Shed to renew failed fibreglass skylights with laser-light roofing material and re-fixing of loose fascia boards.

A concerted effort has been made to possum proof the building and evict the ‘squatters’. Council’s handyman, Peter Leighton, has done a fantastic job on the building interior tidy up, possum-proofing and evictions.

A new LED light has been installed over the Scar Tree and work done to secure loose roofing above the tree.





A new stormwater system has been added to the soccer club shed at the additional playing fields. The new drainage line has been directed into an existing storm water drain and will address the issues with muddy conditions around the shed in wet weather. New kitchen appliances were also installed in the shed, including a fridge, under bench oven and range hood.



CEMETERY

During August there were 4 burials at the Mansfield Cemetery and one ashes interment.



The Abstract of Accounts has been submitted to the Department of Health and Human Services for 2019/20. During the financial year there were twenty eight burials at Mansfield, two at Bonnie Doon and one at both Jamieson and Merton. There were 10 ashes interments in Mansfield and one at both Bonnie Doon and Jamieson.

Following consultation with the Jamieson community, a post and rail fence will be constructed at the entrance to the Jamieson Cemetery.

CAPITAL WORKS

Work on the Dual Court Indoor Sports Stadium has had some challenges owing to the recent wet weather and restrictive COVID-19 conditions, however the contractor is navigating through those constraints to push ahead. The main steel frame is up and the concrete slab is nearing completion. Structural steel is on the ground awaiting foundations to be poured.



View of Sports Stadium Structure

The STEM (Science, Technology, Engineering, and Mathematics) building is nearing completion. Plasterboard walls have been installed, with painters following closely behind.



All of the building services (including plumbing and electrical) are in place, ceiling grids are up and lighting hung. Aluminium frames and glazing are in, and doors are being installed. The project is on track for completion by May 2021.



Internal View of STEM Building

The construction of the footpath along Mt Buller Road between Rowe Street and Timothy Lane has reached *Practical Completion*. The footpath works and civil works have been completed, with the line marking and lighting having been delayed by weather; to be completed by mid-September.

The View Street Upgrade and the carpark area design has been completed and has been put out to tender. Tender submissions closed on 2 September 2020.

Planning and procurement for the 2020/21 Capital Works program is underway.

Tender submissions for the reseal preparation program have been received and are currently under evaluation, with the awarding of the contract taking place at this month's Council meeting.



DEVELOPMENT SERVICES STATISTICS – AUGUST 2020

PLANNING

Planning Applications Lodged

Type of Application	
Development of Dwelling (with shed 2)	4
Shed/Outbuilding/Agricultural Shed	4
Use and development of second dwelling	5
Extension to existing dwelling	1
Buildings & works carport	1
Amendment to permit dwelling in the farm zone	1
Amendment to permit – remove easement	1
Native Vegetation Removal	1
Buildings & works – earthworks	1
Subdivision – six lots	1
Subdivision – thirty lots	1
VicSmart Applications (7)	21

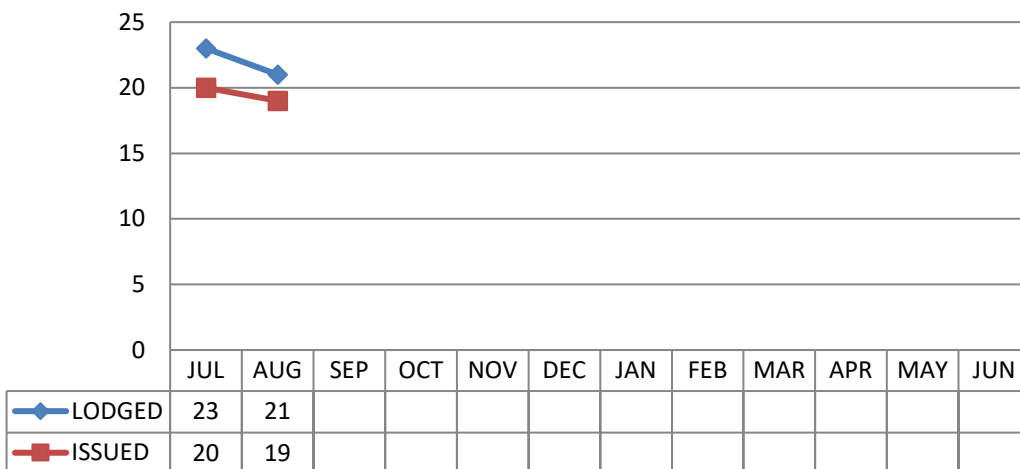
Planning Applications Determined

Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/ Lapsed
A002/20	Section 173 Assessment	77 Harbour Line Dve Mountain Bay	1	
P002/20	Development agricultural shed	146 Old Tolmie Rd Barwite		1
P008/20	Use & development of land for group accommodation	133 Gonzaga Lane Merrijig	1	
P027/20	Use & development of a dwelling in overlays (retrospective)	93 Penny Lane Merton	1	
P035/20	Three lot subdivision	5 Amor Dve Mansfield	1	
P036/20	Buildings & works associated with staff accommodation, managers residence, business identification signage	39 Malcolm Street Mansfield	1	
P037/20	Development of dwelling	15 Lighwood Crt Merrijig	1	



Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/ Lapsed
P044/20	Use & development of dwelling in farming zone	Long Lane Barwite	1	
P051/20	Development of dwelling	875 Tabletop Rd Tolmie	1	
P053/20	Extension to existing dwelling	317 Banumum Rd Mansfield	1	
P054/20	Use & development of dwelling & extension to shed	1010 Old Tolmie Rd Barwite	1	
P061/20	Development of shed	275 Campagnolos Rd Mansfield	1	
P063/20	Change of use from retail to indoor gym	213 Mt Buller Rd Mansfield	1	
P155970C/20	Three lot subdivision	68 Tolmie Mahaikah Rd Tolmie	1	
V022/20	Development of outbuilding	298 Davies Rd Merrijig	1	
V023/20	Use and development of shed	94 O'Hanlon Rd Mansfield	1	
V025/20	Development of shed	45 Ford Dve Mansfield	1	
	Total applications determined/withdrawn/refused/lapsed		17	1

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





Other Planning Consents & Enquiries

Extension of time	1
Secondary Consent (amended plans)	2
Condition of permit met (endorse plans)	3
Statement of Compliance	2

Certification Applications Lodged for the Month

Application No	Date Lodged	Type	Location	Application Stage
S162750E/20	21/8/20	Certification 15 lots	340 Dead Horse Lane Mansfield	Under Assessment
S163193H/20	28/8/20	Certification 3 lots	68 Tolmie Mahaikah Rd Tolmie	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	6					41
31 - 60 days	3	0	3	4	8	3	7	7					35
Over 60 days	3	4	6	2	4	5	8	4					36
Withdrawn / Permit not req. / Lapsed/Refused		1	2	1	0	2	1	1					8
Number of applications finalised	9	10	16	12	16	18	21	18					120





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	\$4,725,992	\$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	\$10,687,400	\$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	10	24	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	24		137		148	



Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL (6 Urban 4 Rural)	10	\$3,603,413
ALT & ADDITIONS	2	\$107,889
DOMESTIC SHEDS & CARPORTS	6	\$213,535
SWIMMING POOLS & FENCES	5	\$256,155
COMMERCIAL & PUBLIC AMENITIES	1	\$545,000
TOTAL COST OF BUILDING WORKS	24	\$4,725,992

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	11	11	5
SEP			
OCT			
NOV			
DEC			
JAN			
FEB			
MAR			
APR			
MAY			
JUN			
TOTAL	20	15	7



Septic Applications Lodged

	2020-2021		2019-20		2018-19	
JUL	9	9	10	10	4	4
AUG	11	20	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	20		71		85	