

# CEO Monthly Report

February 2023



Mansfield Shire

## 1. Customer Service

### Monthly Customer Request Management System (CRMS) Report – February 2023

CRMS statistics for the month of February show 137 customer requests registered with 28 requests remaining open and 83 being closed during the month.

Three complaints were received for February:

1. An expression of dissatisfaction with Council decision regarding road works completed on Saligari Road Barwite. Drainage was placed in front of crossovers and was reported to be difficult to get farm machinery in and out over crossovers. The issue has been resolved.
2. There was a complaint lodged regarding a road reserve in Alpine Ridge Drive Merrijig. After investigation by Council this issue was deemed to be a compliance issue and has been addressed accordingly.
3. An expression of dissatisfaction regarding delay in responding to a customer enquiry over a cemeteries matter was received. The matter has been resolved and procedures for responding to cemetery enquiries reviewed with the relevant officers.

The majority (45%) of total requests opened were for Road Maintenance (Field Services). Road Maintenance requests consisted of (in order of frequency):

- Limb/tree removal,
- Weeds and Vegetation,
- Drainage and,
- Potholes.

Local Laws (25%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- Lost, Stray and Wandering animals,
- Euthanasia of injured wildlife,
- Litter, Dumped Rubbish and,
- Cat Trap Register.

At the time of the report there were 13 overdue service requests. Overall organisation performance is 91%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Engineering Services	8	0	1	0	7	0
Local Laws	34	24	7	2	1	0
Parks and Garden Services	28	21	6	0	1	0
Records and Customer Service	3	2	0	1	0	0
Road Maintenance	62	34	14	10	4	0
Waste	2	2	0	0	0	0
<b>Total</b>	<b>137</b>	<b>83</b>	<b>28</b>	<b>13</b>	<b>13</b>	<b>0</b>

#### Definition of tabs on the above 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

February	
	Total
Requests	137
Complaints	3

## 2. Governance

### Confidential Reports at February 2023 Council Meeting

No. of Confidential Reports	Comments
0	

### Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2022	1	1
August 2022	1	2
September 2022	0	2
October 2022	2	4
November 2022	1	5
December 2022	2	7
January 2023	1	8
February 2023	0	8
March 2023		
April 2023		
May 2023		
June 2023		
<b>TOTAL</b>	<b>8</b>	<b>8</b>

### Freedom of Information Requests (FOI) received in February 2023

No. of FOI Requests	Comments
3	<ol style="list-style-type: none"> <li>1. 8195 Maroondah Highway, Merton</li> <li>2. 24 Highett Street, Mansfield</li> <li>3. 46, 47, 49 Bayside Blvd, Goughs Bay</li> </ol>

### Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2022	2	2
August 2022	1	3
September 2022	0	3
October 2022	0	3
November 2022	0	0
December 2022	0	0
January 2023	0	0
February 2023	3	6
March 2023		
April 2023		
May 2023		
June 2023		
<b>TOTAL</b>	<b>6</b>	<b>6</b>

### 3. Capital Works

3.2.1 - Current Financial Year				
Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
<b>Buildings</b>				
Bonnie Doon Community Centre	3,764	Renewal of air-conditioning system complete. Small budget overspend will be offset by savings on other projects.	Above Budget by >10%	Complete Nov 2022
Council Building Renewal -Shire Offices -Depot -Family & Children's Centre	364,189	Repair and replacement of plumbing, electrical, roofing, and other works across several Council buildings. Shire Offices water supply works complete; remaining budget will be used to offset unbudgeted library shelving costs. RFQ for depot wash bay roof closing on 22 March. Family & Children's Centre reroofing works due for completion in March.	On Budget	June 2023
Recreational facilities	50,000	Update of the design of Lords Reserve Pavilion. Scope finalised for procurement of design services, RFQ will be released mid-March.	On Budget	June 2023
Public Toilets -Merrijig Planning & Design -Mansfield Rec Reserve Playground	55,000	Merrijig public toilet design & consultation on hold pending potential collaboration with future development of Hunt Club. Mansfield Recreation Reserve playground toilet renewal works RFQ closing 8 March.	On Budget	April 2023
Jamieson Hall Solar	108,000	The Jamieson Community group are managing this project to install a solar array on the roof of the Jamieson Community Hall for bushfire resilience. Panels and battery bank now installed, new kerb and channel to be installed after community engagement.	On Budget	May 2023
Mansfield Heritage Museum (Heritage Display Building)	1,280,836	Construction of the Mansfield Heritage Museum as part of the Station Precinct Masterplan. The Planning Permit has been issued. Drawings have been finalised and tender evaluation in progress	Above Budget by <10%	Dec 2023

		with Museum Building PCG. Recommendation report will be submitted to Council in March.		
Library Upgrade Fit-Out	15,000	Contribution to fit-out of the refurbished library building. Construction works currently underway and on-schedule - external works complete and Stage 2 internal refurbishment in progress. Additional costs for library shelving (unbudgeted) will be offset by savings on other projects (Shire Offices).	Above Budget by >10%	April 2023
<b>Bridges &amp; Culverts</b>				
Bridges & Culverts	620,133	Culvert and bridge rehabilitation on Rifle Butts Road, Old Tonga Road, Tolmie Street. RFQ will be released early-March; Rifle Butts culvert included in IMPACT Route scope. Gooleys Bridge: Design currently under review. Sawpit Gully Road: Contract awarded. Construction commences in April. Savings will be used for Malcolm St culvert barrier upgrade.	On Budget	June 2023
<b>Drainage</b>				
Apollo St Drainage	870,000	Implementation of the Apollo Street drainage design plans. Initial works undertaken with Council's Field Services team due to difficulty attracting tenders. Additional design review works to be completed over the next month to enable works to be retendered in April. Project forecast for potential carry forward for completion of the construction works.	On Budget	June 2023
Mullum Wetlands Rejuvenation	120,000	Design for rejuvenation of wetland via removal of excess sediment and vegetation overgrowth. The two design stages include: 1. Sedimentation basin design - completed. 2. Wetlands rejuvenation design - design under review with some changes required. Expect to finalise design in March.	On Budget	June 2023
Drainage Rehabilitation Inspect & Jet program	50,000	Inspection and jet cleaning of stormwater drainage network. CCTV inspection and rehabilitation work on target to complete in early April.	On Budget	April 2023

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Miscellaneous Drainage	280,000	Identified drainage improvements across Mansfield Shire. Drainage improvement works completed at 26 The Avenue and 30 Outlook Drive, Jamieson. Design works for Rowe St and Ailsa St Mansfield currently in progress. Kerb and channel works planned in Grey Street Jamieson associated with EV charger and drainage works on Brown Street Jamieson near CFA building planned to commence late March/early April. Additional (unbudgeted) scope for Grey St kerb and channel to be offset from underspend on Apollo St drainage works.	Above Budget by <10%	June 2023
<b>Open Space &amp; Streetscapes</b>				
Bonnie Doon Community Centre - BBQ & Shelter	15,000	Open space furniture and BBQ shelter renewal. Final cost forecast to be slightly above budget and will be offset by savings on other projects.	Above Budget by <10%	June 2023
Mansfield Streetscapes	76,000	High Street irrigation works completed. Roundabout beautification works – community engagement completed, reviewing scope according to community feedback and works planned to commence next month.	On Budget	April 2023
Street Lighting	88,000	Installation of street lighting at designated locations. Malcolm Street - completed. Family and Children Centre Carpark – completed. Street Lighting on intersection (Highton Lane / Monkey Gully / Rifle Butts) scope finalised, waiting for quote; included in IMPACT Route scope.	On Budget	June 2023
Council Land & Reserves	153,789	Playground and open space improvements at pre-determined locations throughout Mansfield and outlying townships. Mansfield Tennis club playground upgrade scope finalised and under procurement. Woods Point playground and open space improvements currently undergoing stakeholder review.	On Budget	June 2023
Bonnie Doon Streetscape Upgrades - Delivery	40,000	Community engagement in progress, scope to be finalised following completion of online community survey in March.	On Budget	June 2023
<b>Pathways</b>				

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Asphalt Pathway rehabilitation	3,644	Renewal of asphalt pathways within the Shire. No priority works identified by field inspections. Complete.	On Budget	Complete
Gravel Pathway rehabilitation	118,218	Renewal of gravel pathways within the Shire. Works being delivered by Field Services team. Great Victorian Rail Trail improvements planned to commence in April following final stakeholder review.	On Budget	May 2023
Concrete Pathways	50,000	Renewal of concrete pathways within the Shire – Contract awarded and work commencing on 15 March.	On Budget	June 2023
Malcolm Street Footpath Construction	210,000	Construction of shared path along the north side of Malcolm Street. Scope finalised and retendered in March after difficulty in attracting tenders.	On Budget	June 2023
<b>Roads</b>				
Kerb & Channel	77,609	Construction Completed.	On Budget	Complete
Re-Sealing	319,816	Contract awarded to Boral at November Council meeting; Construction commencing on 14 March. Additional \$80k planned expenditure due to increased scope of renewal works required will be offset by approx. \$100k savings on re-seal preparation program.	Above Budget by >10%	May 2023
Car Park Resealing	31,363	Contract awarded to Boral with above re-sealing works, will be completed in April.	On Budget	May 2023
Re-Seal Preparation Program	385,748	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Construction underway by CountryWide finishing in March.	On Budget	April 2023
Car Parks - New - High Street	600,000	Development of a car park off 34 High St Mansfield. Project to be completed in three stages: - 1. Design: Contract awarded to JCA Land Consultants - design in progress. 2. Construction of temporary car park - construction completed. 3. Construction of permanent car park - procurement ready, to follow design.	On Budget	June 2023
Re-Sheeting	651,595	Construction completed.	On Budget	Complete

Road Upgrade Works	574,000	<p>Improved safety and amenity of identified road sections.</p> <ul style="list-style-type: none"> <li>• Merrijig Primary School works completed by Field Services team to improve road-side parking.</li> <li>• Ancona Road work completed with Re-sheeting program.</li> <li>• Rifle Butts Rd reconstruction included in IMPACT Route scope.</li> <li>• Old Tonga Rd – erosion issue and headwall repair scoped and RFQ to be issued by end of March.</li> <li>• Shaw’s Rd - no priority works identified by field inspections. Complete.</li> <li>• Buttercup Rd intersection, construction commencing 20 March.</li> </ul>	On Budget	June 2023
<b>Legend</b>				
On Schedule	On Budget			
Possible Delay	Above Budget by <10%			
Delayed/On Hold	Above Budget by >10%			



## 4. New Initiatives

Project Initiative	2022-23 Budget	FTE	Project Update
Outlying Communities Infrastructure Fund Grant	\$50,000		Five applications for grant funding were received and Council endorsed three projects (Merton, Jamieson and Bonnie Doon) for funding. One project of \$10K has been funded and is complete. The remaining \$40k is expected to be distributed to community organisations in March 2023.
Environment Program (Tree Planting & Education)	\$10,000		A permanent Environment Officer has been appointed and is expected to deliver this project in Q1 2023. Saplings will be ordered for this project in March 2023.
Flood Mapping – Mansfield Township	\$25,000		This program is budgeted to cost a total of \$115k offset by \$90k grant funding. Grant funding has now been confirmed and tendering for this project is expected to happen shortly.
<b>New Staffing</b>			
Community Connection Officer	\$41,500	0.50	This position has been filled and commenced in September 2022. This is a fixed term position for a period of 12 months.
Onsite Wastewater Management Plan Implementation	\$54,480	0.50	Existing Onsite Wastewater Management Officer has accepted movement from 0.5 to 0.6 FTE and more recently to 0.8 FTE effective 16 January 2023. An additional 0.20FTE position commenced February 2023 – initially commencing as 0.4 EFT for 6 months.
Roads Maintenance & Parks & Gardens	\$142,000	2.00	Both the Roads and Parks & Gardens ongoing positions have been appointed. These positions have assisted spreading the load on a continually increasing workload across both areas.

Other new initiatives adopted by Council as part of the 2022-23 Budget were capital in nature and these project updates are reported as part of the monthly Capital Works report. These include the following projects:

- ▶ Stormwater Drainage Works Apollo and High Streets Mansfield Stage 1 & 2 (\$0.87 million).
- ▶ Malcolm Street Footpath (\$0.21 million).
- ▶ Construction of a new Public Car Park High Street Mansfield (\$0.60 million) – funds to be drawn down from TCV in April.
- ▶ Heavy Vehicle Alternative Route Stage 2 (carry forward from 2021/22) (\$2.08 million).
- ▶ Station Precinct Master Plan Heritage Display Building (carry forward from 2021/22) (\$1.28million).

## 5. Statutory Planning

### Planning Applications Lodged

App No.	Property Address	Proposal
P012/23	506 Old Tonga Road Mansfield	Development of land for an agricultural shed
P013/23	68 Range View Court Mansfield	Use and Development of land for a dwelling and a shed
P014/23	111 Johnstons Road Barjarg	Development of land for an outbuilding
P015/23	162 Dry Creek Road Bonnie Doon	Use and development of land for a dwelling and outbuilding
P016/23	98 Rifle Butts Road Mansfield	Development of land for an outbuilding
P017/23	1819 Mt Buller Road Merrijig	Development of land for an agricultural shed (retrospective)
P018/23	14 Catherine Street Goughs Bay	Extend one dwelling on a lot in a residential zone
P019/23	723 Monkey Gully Road Goughs Bay	Use and development of a dependent persons dwelling
P020/23	12 Perkins Street Jamieson	Use and development of land for a telecommunications facility
P021/23	7 Milton Drive Jamieson	Development of land for an outbuilding associated with an existing dwelling
P022/23	Lot 24 Owens Creek Drive Mansfield	Use and development of land for two (2) dwellings and an outbuilding
P023/23	77 Crosbys Lane Mansfield	Development of land for an outbuilding
P024/23	1032 Old Tolmie Road Barwite	Development of land for an outbuilding
P025/23	11 Rosella Street Sawmill Settlement	Development of land for a dwelling
P032A/21	195 Mt Buller Road Mansfield	Use of land for a Service Industry (Commercial Laundry) and development of a semi-detached extension to the existing building, and four Shipping Containers.
P071490TA/15	14 Knights Road Merton	Three (3) Lot Staged Subdivision and Creation of Common Property
<b>Total Applications Lodged: 16</b>		

### Planning Applications Determined

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P018/23	14 Catherine Street Goughs Bay	Extend one dwelling on a lot in a residential zone		Not required 16/02/2023
P026A/22	Unit 1 3 Omega Street Merrijig	Amendment to planning permit	10/02/2023	
P052/21	7 Grandview Drive Goughs Bay	Development of the land for a dwelling	22/02/2023	
P058/22	120A Malcolm Street Mansfield	Subdivision of land into five lots; Creation of easement	23/02/2023	
P062A/20	42 Lockharts Road Bonnie Doon	Amendment – Use and development of land for a dwelling	13/02/2023	
P097/22	1673 Mansfield Woods Point Road Piries	Development of land for a (replacement) dwelling and change of use of existing dwelling to Rural Workers Accommodation	28/02/2023	
P144/22	5 Minerva Street Mansfield	Two (2) lot subdivision	28/02/2023	
P147/22	41 Christensen Street Sawmill Settlement	Development of land for a dwelling	28/02/2023	
P177/22	120 Banumum Road Mansfield	Development of a replacement dwelling	09/02/2023	
P187/22	Mansfield Whitfield Road Tolmie	Use and development of land for a dwelling and outbuilding, and alteration of access to Transport Zone 2	28/02/2023	
P189/22	2487 Mt Buller Road Merrijig	Use and Development of land for a warehouse	28/02/2023	
P191/22	3-5 Warrambat Road Sawmill Settlement	Development of land for a dwelling		Withdrawn 23/02/2023
P192/22	28 Wattle Court Tolmie	Use and development of dwelling and outbuilding ancillary to a dwelling	02/02/2023	
P193/22	17 Highton Lane Mansfield	Subdivision of land into two (2) lots	22/02/2023	
P199/22	325 Howqua River Road Howqua	Development of a replacement managers residence	28/02/2023	

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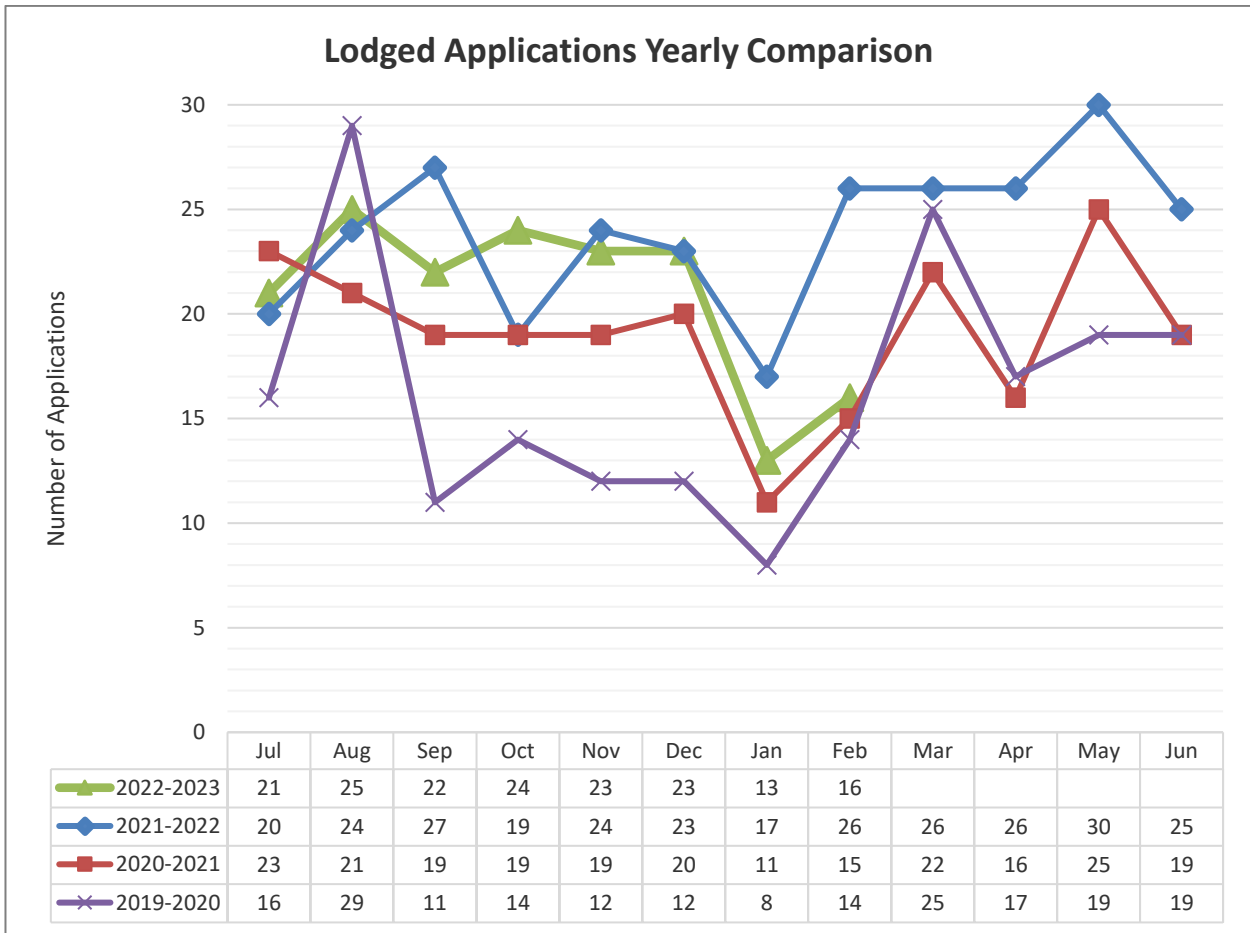
App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P205/22	534 Glen Creek Road Bonnie Doon	Development of a dwelling and a shed ancillary to a dwelling	28/02/2023	
P209/22	65 Ashwin Road Macs Cove	Development of land for a dwelling	10/02/2023	
P210/22	27 Apollo Street Mansfield	Use of land for a Medical Centre (therapist), construction and putting up for display business identification signage, reduction of car parking spaces and reduction of bicycle facilities	28/02/2023	
P229/22	30 High Street Merrijig	Development of land for a dwelling and a shed ancillary to a dwelling	28/02/2023	
P232/22	8195 Maroondah Highway Merton	Use and development of land for a storage shed		Lapsed 22/02/2023
P234/22	13-21 Kidston Parade Mansfield	Development of land for a two lot resubdivision (three lots into two)	20/02/2023	
P244/22	320 Ashwin Road Howqua	Development of land for an agricultural shed (retrospective); amendment to S173		Lapsed 23/02/2023
P250/22	4128 Mansfield Woods Point Road Jamieson	Development of land for a domestic outbuilding	10/02/2023	
P253/22	30 Baalwick Court Mansfield	Development of land for alterations and additions to the existing dwelling	20/02/2023	
P162734C /20	51 Highton Lane Mansfield	Amended Engineering Conditions	03/02/2023	
<b>Total Applications Determined:</b>			<b>21</b>	<b>4</b>

## Certification Applications Lodged

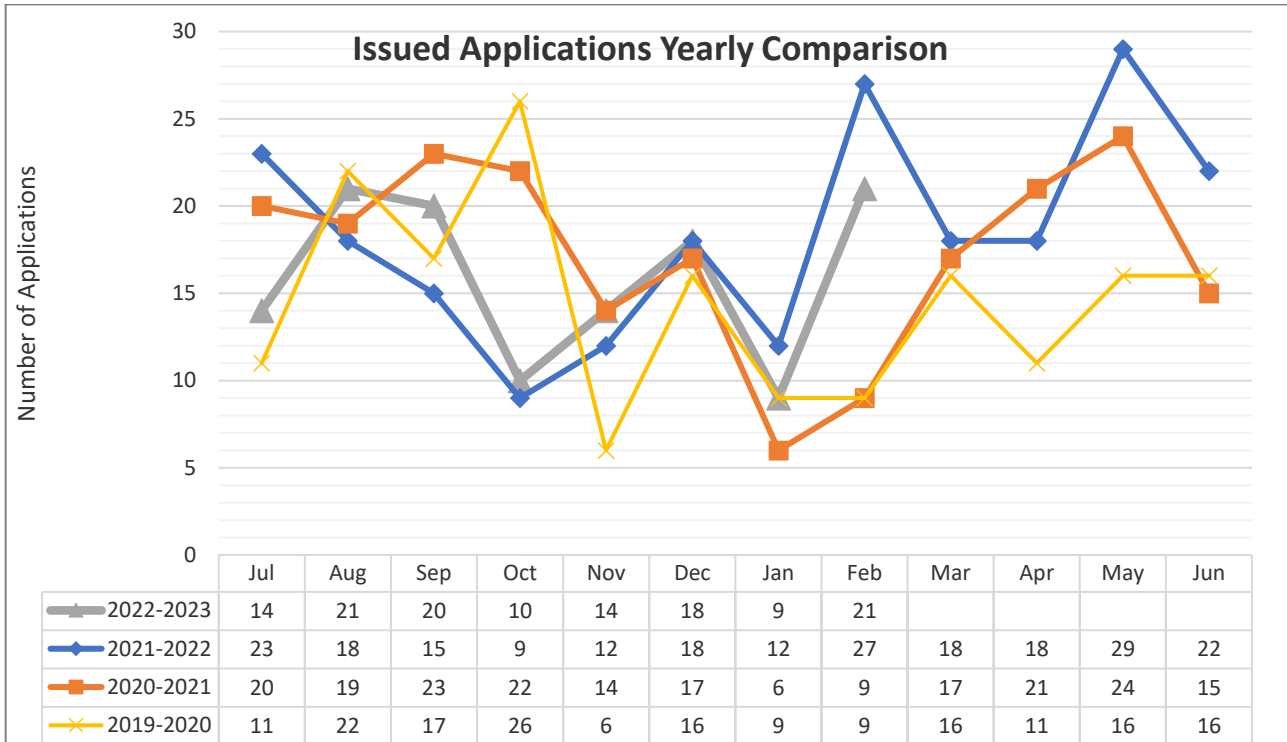
App No.	Property Address	Type	Date Lodged	Application Stage
S208676/23	151 Monkey Gully Road Mansfield	Seven (7) lot subdivision	21/02/2023	
<b>Total applications received: 1</b>				

**Other Planning Consents & Assessments**

Type of Request	Number Issued
Condition 1 plans and engineering plans for endorsement	0
Secondary Consent	1
Extension of Time	1
Certification & Statement of Compliance	0
<b>Total applications Issued: 2</b>	

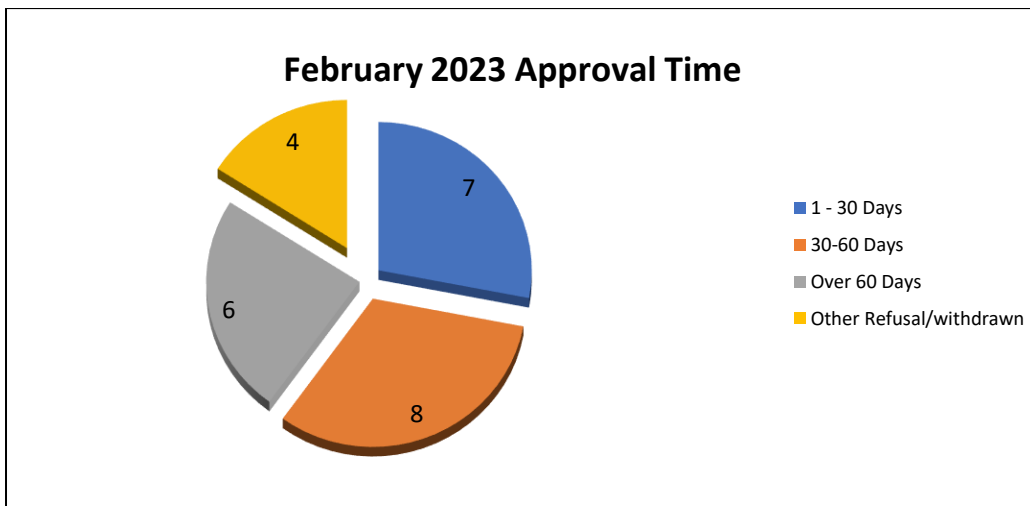


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### Days Taken to Determine Planning Applications

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
1-30 days	3	7											10
31-60 days	2	8											10
Over 60 days	1	6											7
Withdrawn / Permit not req. / Lapsed / Refused		4											4
Applications finalised	6	25											31



## 6. Building Services

### Monthly Comparative Value of Building Permits Lodged

	2022-2023	2021-2022	2020-2021
JUL	\$7,830,045	\$6,363,414	\$5,961,408
AUG	\$6,184,961	\$8,284,568	\$4,725,992
SEP	\$7,294,440	\$6,017,668	\$3,762,200
OCT	\$11,189,249	\$3,392,677	\$5,004,259
NOV	\$9,084,874	\$5,573,777	\$7,120,839
DEC	\$3,593,347	\$8,266,461	\$4,719,391
JAN	\$5,829,556	\$3,791,736	\$3,123,763
FEB	\$6,049,268	\$10,806,944	\$6,112,124
MAR		\$5,199,799	\$9,445,321
APR		\$6,747,987	\$7,839,393
MAY		\$4,103,660	\$6,110,689
JUN		\$5,350,889	\$6,638,540
<b>TOTAL</b>	<b>\$57,055,740</b>	<b>\$73,899,580</b>	<b>\$70,563,919</b>

### Monthly Comparison of Permits Lodged for Dwellings

	2022-2023		2021-2022		2020-2021	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	24*	24	15	15	14	14
AUG	5	29	15	30	10	24
SEP	5	34	18	48	7	31
OCT	11	45	6	54	8	39
NOV	30	75	9	63	12	51
DEC	5	80	9	72	9	60
JAN	7	87	4	76	6	66
FEB	5	92	11	87	17	83
MAR			10	97	20	103
APR			5	102	18	121
MAY			7	109	12	133
JUN			5	114	12	145
<b>TOTAL</b>	<b>92</b>		<b>114</b>		<b>145</b>	

**Value of Building Permits Lodged with Council**

Type	Number	Value
RESIDENTIAL	5	2,699,227
ALT & ADDITIONS	5	933,975
DOMESTIC SHEDS & CARPORTS	9	288,388
SWIMMING POOLS & FENCES	6	442,379
COMMERCIAL & PUBLIC AMENITIES	2	1,582,999
<b>TOTAL COST OF BUILDING WORKS</b>	<b>27</b>	<b>\$5,946,968</b>



## 7. 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	6	0	6	5	10
AUG	7	0	7	8	6
SEP	12	1	13	9	6
OCT	3	0	3	10	4
NOV	11	1	12	2	8
DEC	5	1	6	13	7
JAN	2	0	2	5	1
FEB	4	1	5	2	4
MAR					
APR					
MAY					
JUN					
<b>TOTAL</b>	<b>50</b>	<b>4</b>	<b>54</b>	<b>54</b>	<b>46</b>

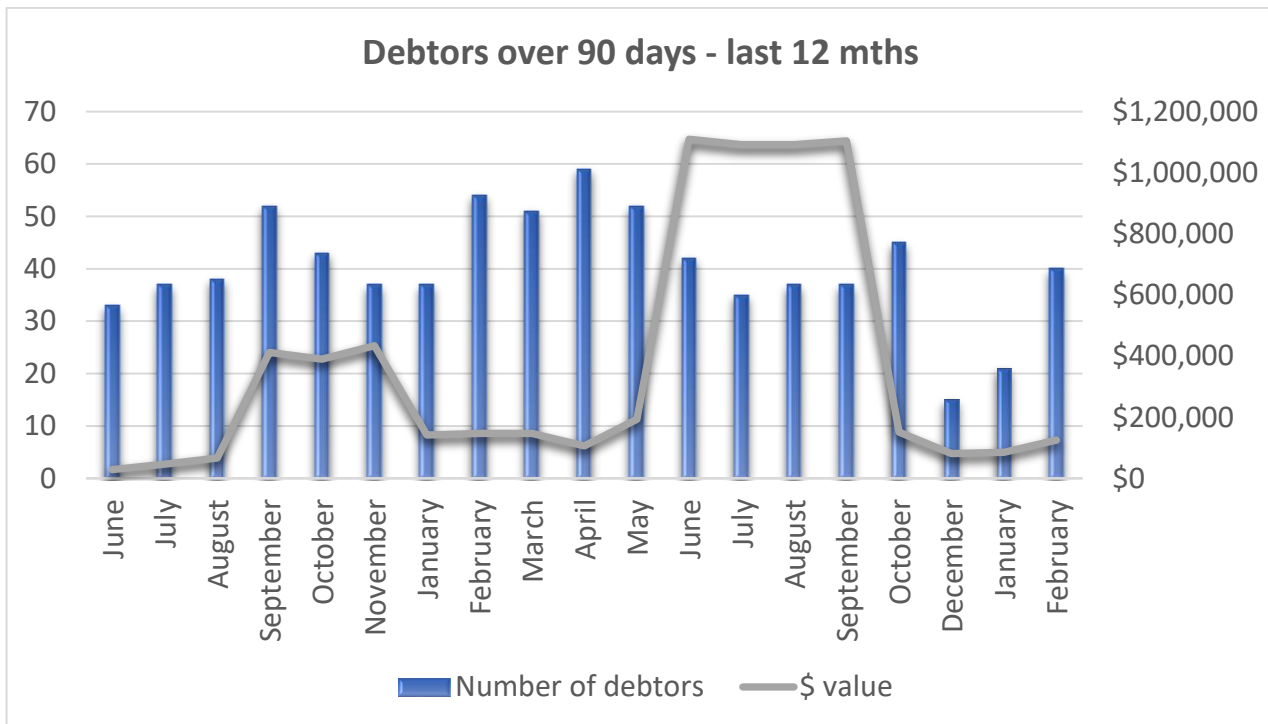
### Septic Applications Lodged

	2022-2023		2021-2022		2020-2021	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	6	6	4	4	9	9
AUG	7	13	2	6	11	20
SEP	13	26	5	11	5	25
OCT	3	29	8	19	7	32
NOV	12	41	8	27	6	38
DEC	6	47	5	32	2	40
JAN	2	49	6	38	6	46
FEB	5	54	8	46	3	49
MAR			11	57	4	53
APR			2	59	5	58
MAY			8	67	9	67
JUN			6	73	10	77
<b>TOTAL</b>	<b>54</b>		<b>73</b>		<b>77</b>	

## 8. Revenue Services

### Debtors

The number of debts outstanding over 90 days has increased over the last month to 40 with a value of \$125,001. This is an increase just under 50% from the previous month and relates in the main to an outstanding planning permit invoice. 62% or \$77,500 relates to outstanding invoices associated with 2 planning permits.



### Payment of Rates

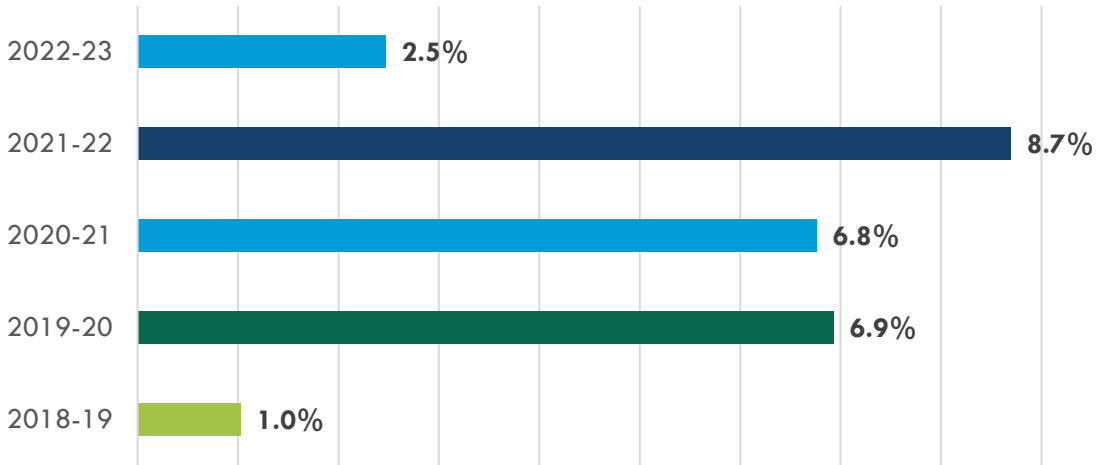
Rates and charges for 2022-23 were issued 1 September. Third instalment notices were issued on 7 February for payment by 28 February.

58 objections were lodged with the Valuer-general of which 26 have been returned and processed. A further 32 are still outstanding.

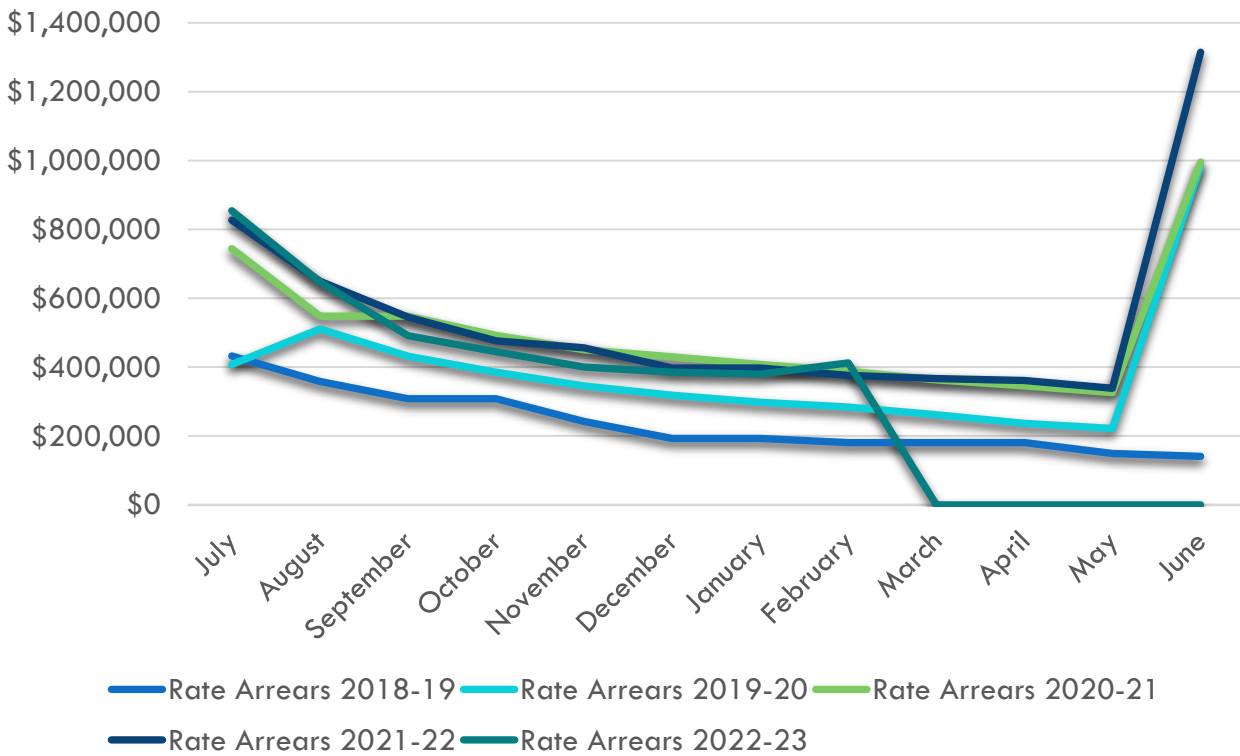
Rates Arrears has increased from 2.3% in January to 2.5 % in February, due to outstanding third quarter payments due by the end of February. Requests for hardship has increased from 8 to 10 in February on top of a single increase in January. Media outlets are reporting an increase in cost of living pressures across the board. Council has a hardship policy for treating ratepayers with consideration when they seek assistance.

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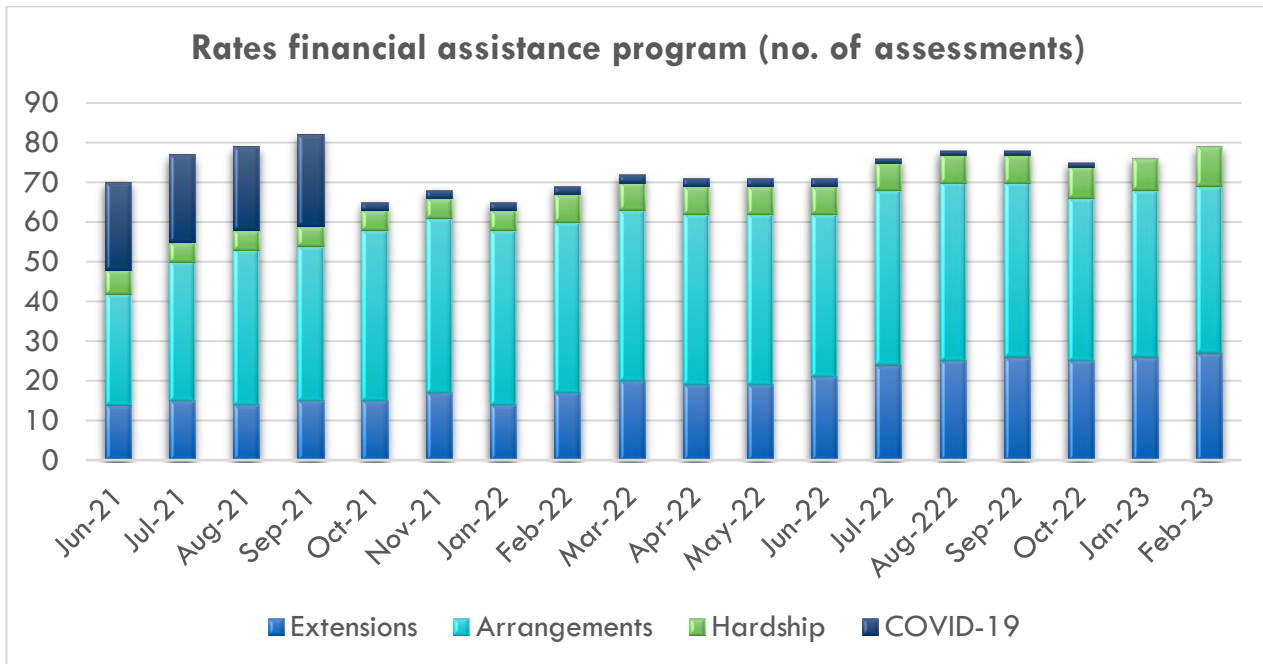
Arrears YTD as a % of total Rates & Charges



Rates & Charges Arrears



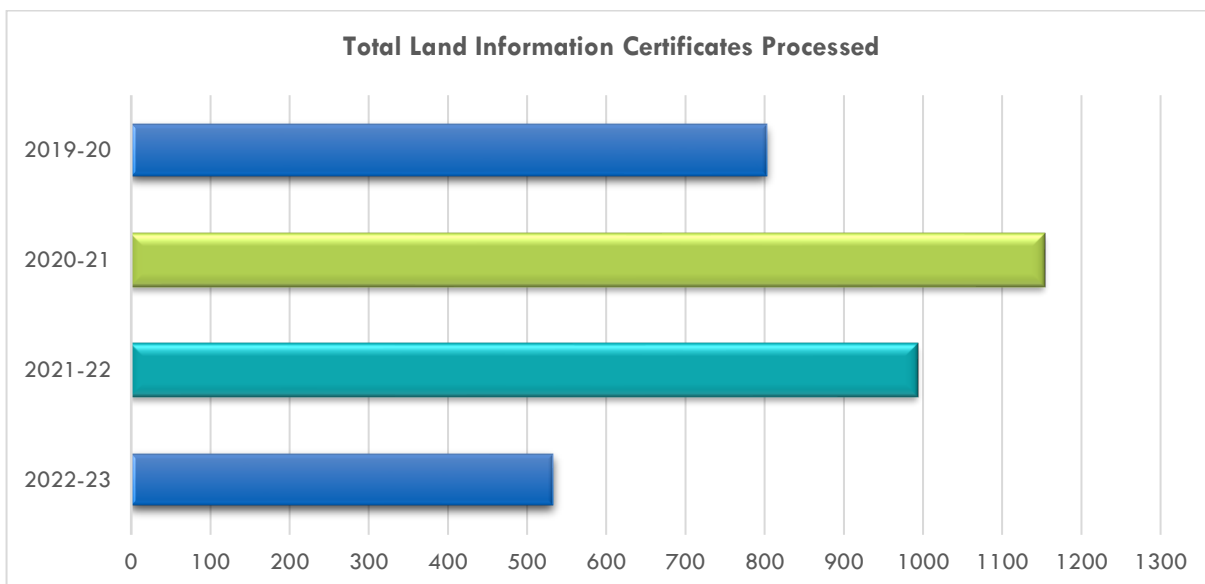
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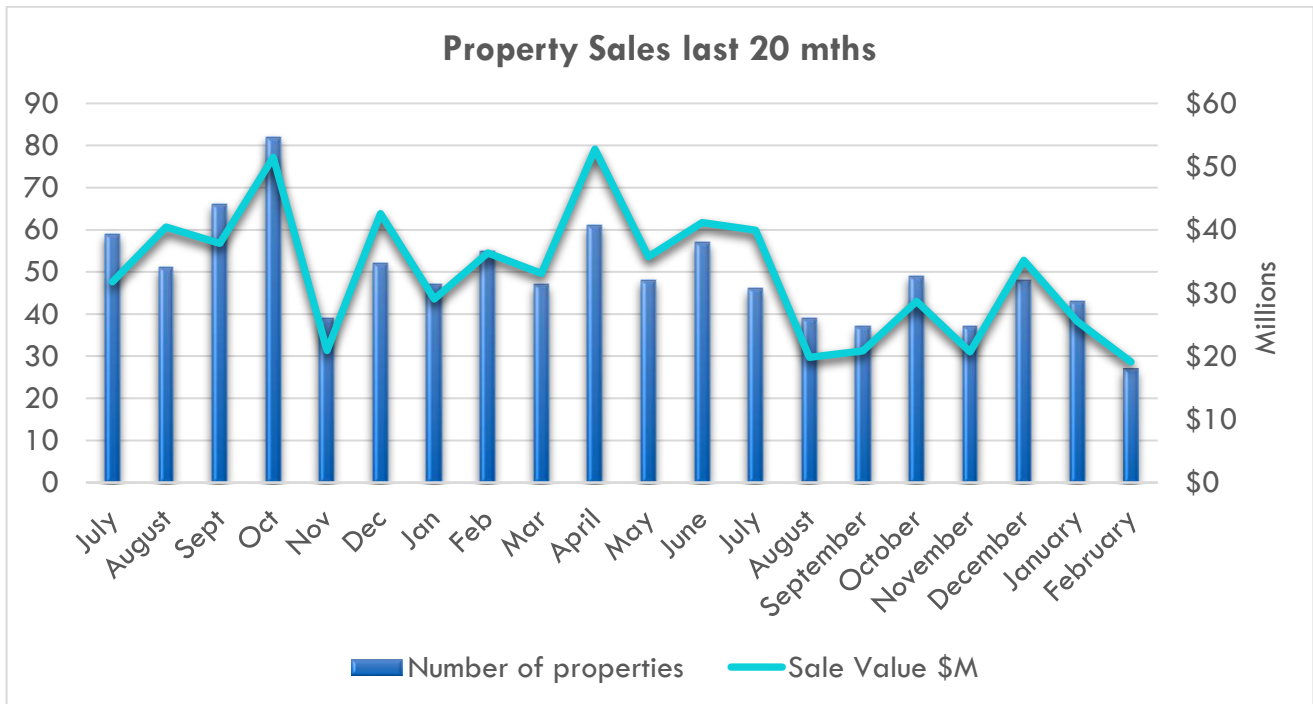
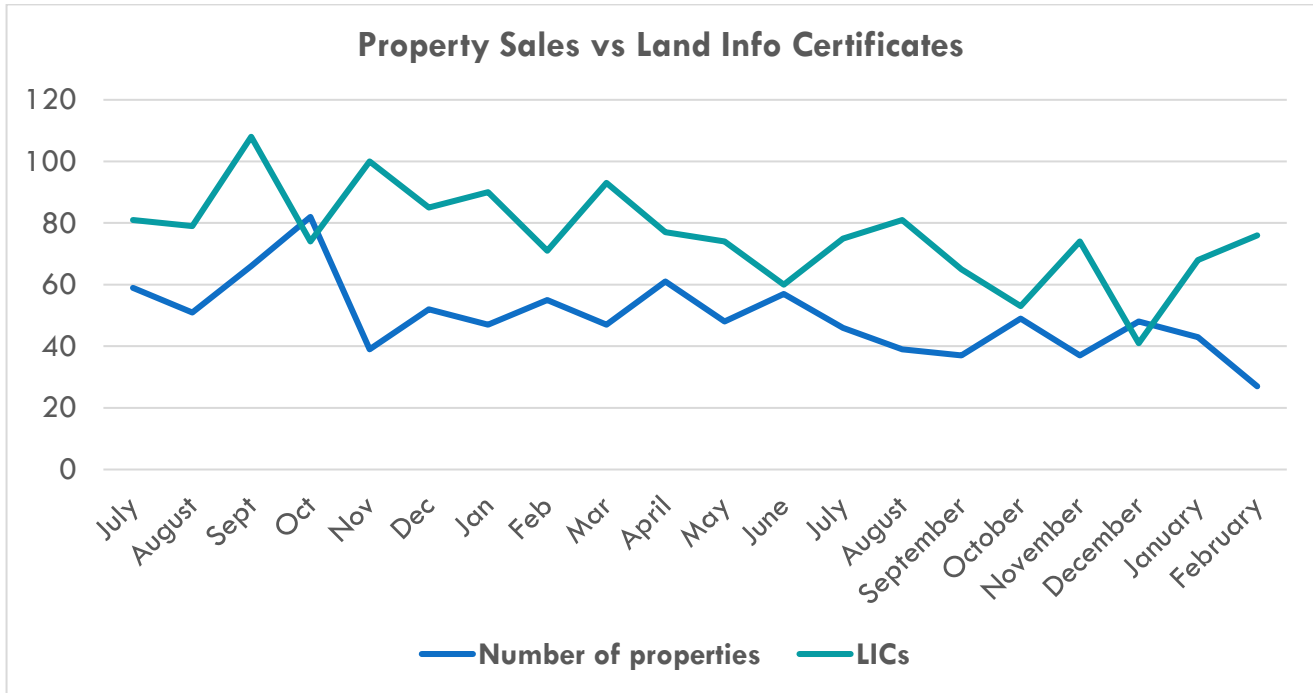
**Property sales data**

The number of Land Information Certificates (LICs) processed annually and year to date 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 saw a slowing down in the property market in 2021-22. For 2022-23 the market has slowed down and more closely aligned with the 2019-20 figures. LIC and Property data is to the end of February.



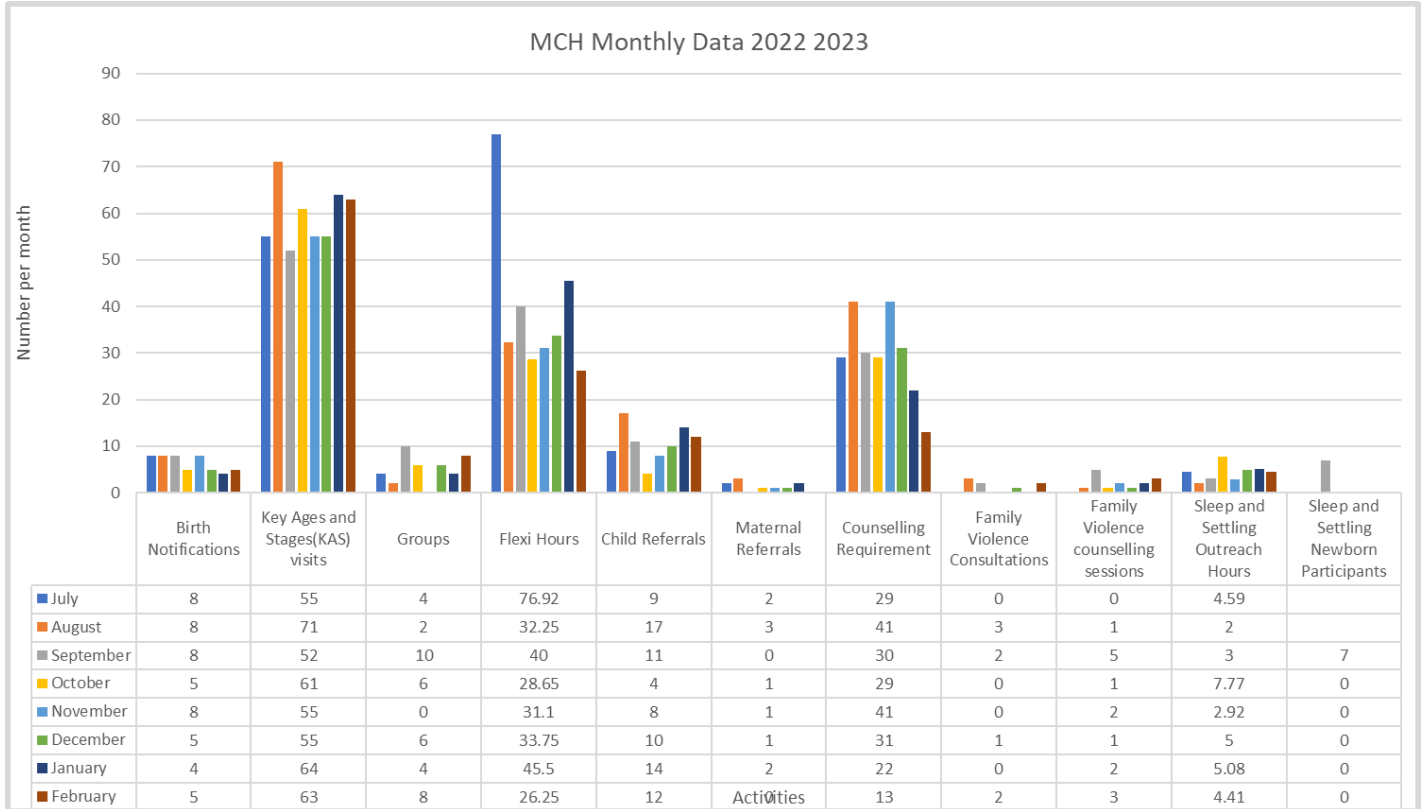
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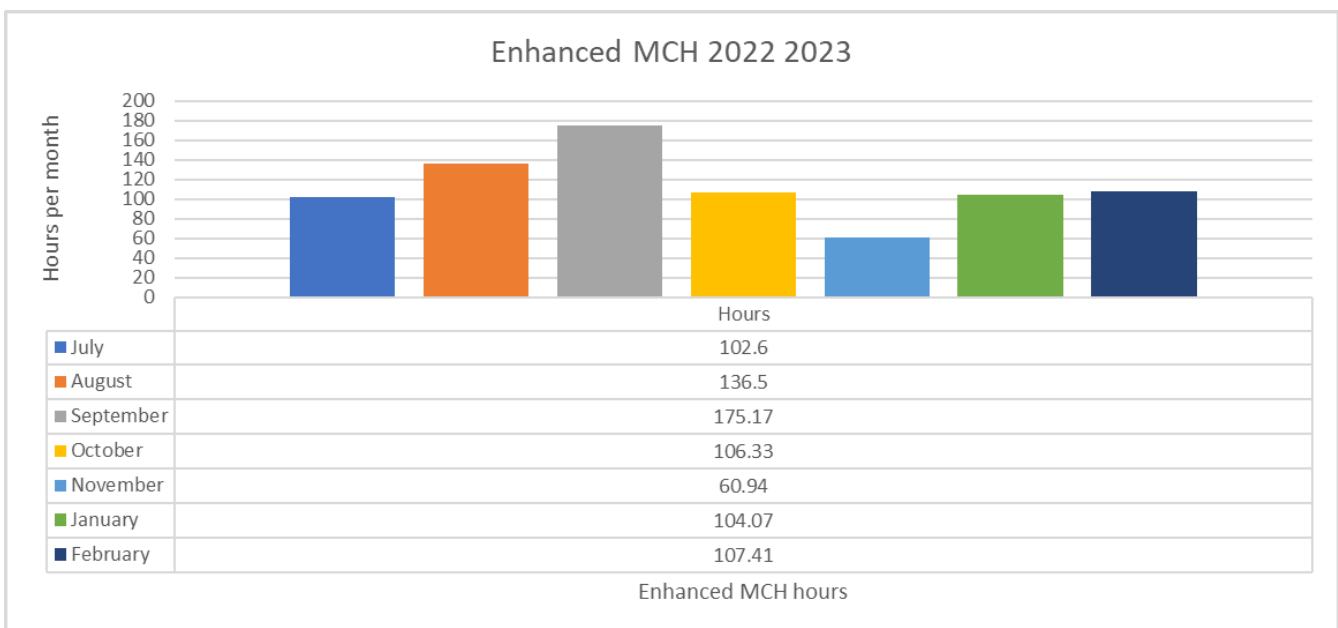
## 9. Community Health and Wellbeing

### Maternal and Child Health

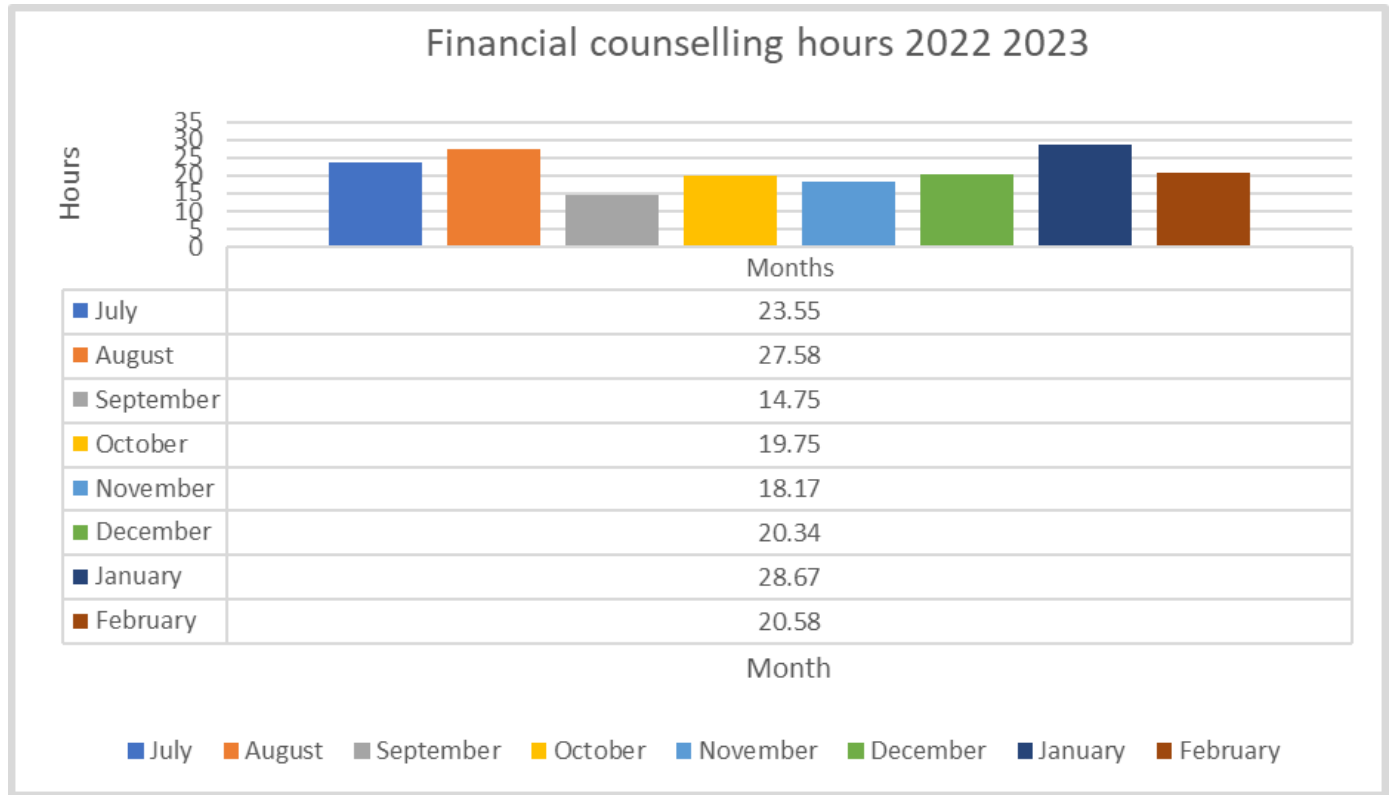
#### Universal MCH



#### Enhanced MCH



## Financial Counselling



### Referrals come from many different pathways

#### Referral Source

Community-welfare: Family Service	1
Community-welfare: Financial Counselling Service	1
Family, friend	1
Helping Heroes Rehab Service	1
Hospital: Social Work Department	2
National Debt Helpline	1
Self	5
UMFC	1

*Note – these are not new referrals each month, but referral sources for all open & closed cases.*

## Youth Services

February	Program	Activity	Attendees/ frequency	Year to date	Plan Categories	Annual Targets
	Engage	PRISM Group	16	16	Youth support groups PRISM	15
		Leadership Program	0	0	Youth Development LEAD	10
		Workshop	0	35	Youth Development Life Skills	80
		Workshop frequency	3	3	Youth Development Life Skills	4
		Breakfast Club	295	295	Youth Celebration Youth Direction	300
		Rainbow Ball	0	0	Youth Celebration PRISM	100
				349		509
	FreeZa	FreeZa Events	0	2	Events	6
		Event attendance	0	60	Attendance	1525
		Committee members	0	5	Committee	12
	L2P	Current Active Learners	11	11	Learner drivers	15
		Currentnt Active Mentors	13	13	Mentors	
	Disaster Recovery	Trainees	1	1		15
		Event	0	0		1
		Workshop	0	0		1

## Integrated Family Services

Over the month of February Integrated Family Services have been working with local families facing a range of issues such as child behaviour, family violence, and access to crucial supports. These include but are not limited to; NDIS, counselling, paediatrics, speech pathology, psychology, mediation, and legal aide. This is occurring in an environment in which many local and regional services are under extreme pressure, and others are simply unavailable. Integrated Family Services were also audited in February, and thanks to the excellent work done by all staff involved, were reaccredited with no issues.

## Health and Quality

### ► Summer Series

The Mansfield Respond Project Summer Series was a success this year with 94 attendees across the series, this was the highest attendance since starting the initiative.

### ► VicHealth Local Government Partnership (VLGP)

Mansfield Shire have joined the VicHealth Local Government Partnership fast-track program and will be working to create healthier communities for children and young people in our municipality. Through the partnership Council will continue supporting the Mansfield Respond Project and ensure actions are in line with the Municipal Public Health and Wellbeing Action Plan. The aim of the partnership is to continue to engage with children and young people and help create change at a local level.



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The health promotion modules Council will be focusing on include:

- ▶ Creating connected and supportive communities
- ▶ Building active communities

Engaging in this program opens up funding opportunities that Council would otherwise not be eligible to apply for. Council will be seeking feedback from community on ideas for funding to support initiatives for our young people in Mansfield.

**Respond** – Deakin University conducted a Systems Thinking two day intensive training in Benalla attended with Lucy Marks from MDH, the training will assist with running a fourth Group model building session to understand the needs of the community in relation to Respond initiatives. This will be beneficial for the VLGP and Social Inclusion Action Group (SIAG).

**Goulburn Valley Local Public Health Unit (GV LPHU)** – Population health and prevention meeting. Council officers attended the session to provide feedback and contribute to the plan. A second session is occurring in early March.

## Aged Care

### Community Connections

First visit to Bonnie Doon Community Centre held Thursday 2 February.

- ▶ 2 Clients identified for vulnerable persons register
- ▶ 1 Client assisted with registering my age care
- ▶ RAT tests distributed
- ▶ Information given on Power of Attorney (assisting client on next visit to complete form)
- ▶ Emergency Planning Kits distributed
- ▶ Concession forms distributed

The Community Connections visit was well received with feedback received on local concerns.

### RAS Assessment

New assessments have eased with 3 assessments due in February. Reviews are steady with 5 current reviews due. Domestic Assistance and Property Maintenance have been the main theme for services. Most incoming assessments are clients wanting to apply for packages without accessing Commonwealth Home Support services initially. Unfortunately, this is not the approved pathway for My Aged Care services therefore we are unable to meet client expectations.

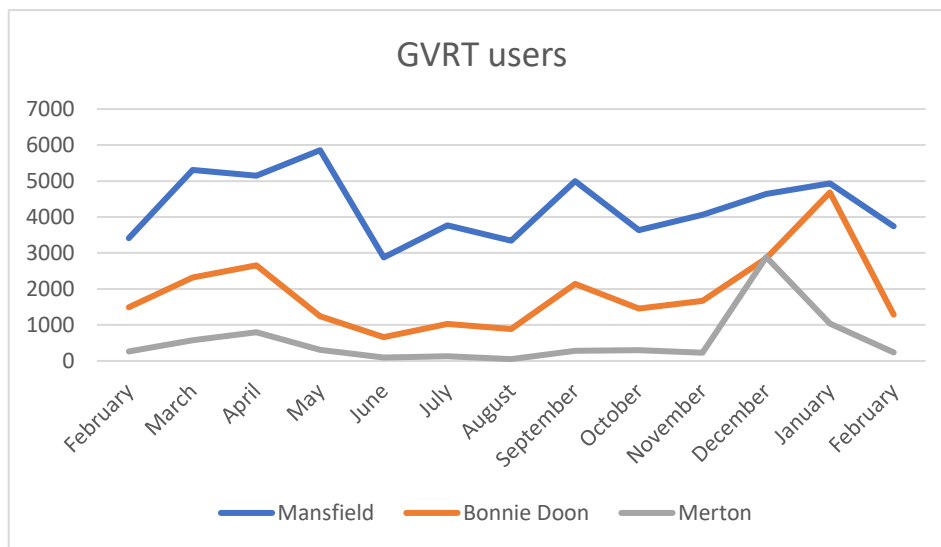
## 10. Visitor Services

### Tourism & Events - Economic Development

#### The Great Victorian Rail Trail (GVRT)

A small increase in users was recorded on the Mansfield portion of the trail compared to 2022. Weather has been favourable which contributes to increased use; the overall numbers are in line with the average use over past years.

FEBRUARY	2022	2023	+/-
Mansfield	3415	3738	+323
Bonnie Doon	1491	1290	-201
Merton	264	239	-25
TOTAL	5170	5267	+97

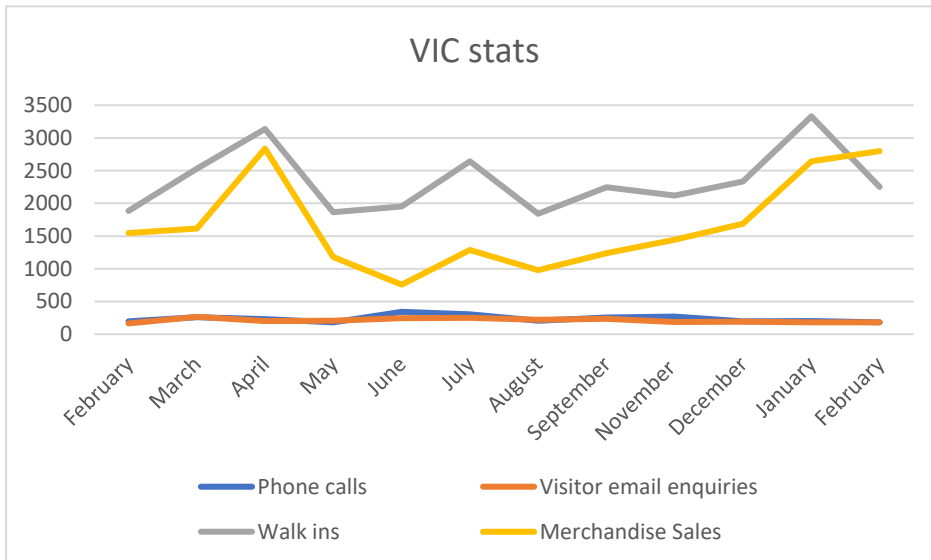


- ▶ The Great ARTdoors project update – Footings are in place for major works and scarred trees have been finished in the Mansfield Shire section. Website development is underway for the works and will sit as a mini site on the official GVRT website, a new name and logo for the project is also underway. “Art on The Great Victorian Rail Trail”. Final logo colouring is being decided.
- ▶ The existing MoU for the Rail Trail will be reviewed in preparation for the next GVRT Management meeting.
- ▶ Staff changes at Mitchell and Murrindindi Shires have meant that some operational meetings have been delayed. Mansfield Shire officers have taken the lead in organising the Industry Group, Management Team and Community Reference Group meetings for the Art Trail and GVRT to provide some continuity.
- ▶ Council officers were approached over a possible donkey trek to take place along the Rail

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Trail. Advice is being sought from landowners and Victorian Agriculture to identify any potential issues with having donkeys on the trail.

**Mansfield Visitor Information Centre (VIC)**



	2022	2023	+/-
February – Walk In visitors	1933	2250	+317
Retail Sales	\$1546.80	\$2798.50	+\$1251.70

<b>2022/23 Budgeted income</b>	\$12000
<b>Income to date with 4 months to go</b>	\$12312

The VIC achieved a fantastic month with retail sales up \$1251.70 on last year and 317 additional walk-in visitors compared to February 2022. The focus on changing the layout to make it more fluid and welcoming alongside stocking different types of merchandise is starting to increase yield, with the Budgeted Income reached for the financial year with 4 months still to go!

**Visitor Survey**

The Visitor Information Centre staff have recommenced gathering information from visitors, including age ranges, origin of travel, reasons for travel and more. These figures have remained consistent throughout the survey’s current lifespan:

- ▶ **37%** of visitors were aged 60+
- ▶ **32%** of visitors were aged 40 – 60
- ▶ **25%** of visitors were aged 18 - 40
- ▶ **47%** were adult couples
- ▶ **78%** of visitors were here for a holiday over one day with **32%** staying 2 nights
- ▶ **57%** of visitors to the VIC were visiting Mansfield for their first time

The most popular attractions were, in order:

- ▶ Rivers, lakes and water
- ▶ Bushwalking & outdoors
- ▶ Attractions/experiences
- ▶ Mt Buller
- ▶ Food and Wine
- ▶ Craig's Hut

The most popular reason for visiting the Information Centre was for maps and directions, followed by road conditions and updates. With the significant rain and then tracks reopening there has been a large increase in requests for trail, 4WD track condition reports. Attraction enquiries also increased as to be expected at this time of year.

## Events

- ▶ **Mansfield Car Club Shannon's Show 'N Shine – Saturday 11 February**  
A new show 'n shine event was held on Highett Street to support Targa being in town. The event was well attended with about 80 cars, live music and food. Council supported with some in-kind equipment provision and organising food and music for the event.
- ▶ **TARGA High Country – Friday 10 - Sunday 12 February**  
A changed format for the Targa High Country event this year meant that the scrutineering of cars moved up to Mt Buller. Businesses noticed a 60% drop in takings compared to previous years on the Targa weekend. Changes arising from the Motorsport Australia review in the lead up to the event made for a very different vibe for this Targa event.

## Business Support - Economic Development

Business Support Newsletters with information on funding and grant opportunities, health/ mental health support, training workshops, local event links and MDBA membership and initiative information were emailed to 467 local businesses through February.

The reported figures below are the averages.

	<b>Council's Business Newsletter</b>	<b>Industry Benchmark</b>
<b>Open rate</b>	43.68%	19.4%
<b>Click rate</b>	19.12%	2.8%
<b>Delivered</b>	98.72%	-
<b>Bounced</b>	1.28%	-

### Business Contacts

Council's Economic Development Officer Business Support engaged local businesses with visits and calls. Most engagements have included discussions on the development of the Sustainable Tourism Plan and around funding/grants, training and ongoing support programs. Through February, 21 businesses were visited.

### Business Support

Council is working with the new Strategic Development role within the Mansfield District Business Association to support and strengthen relationships with the MDBA operations and to facilitate the provision of virtual and face to face business training workshops, advocacy, and support.

The Mobile Coffee Van project that was conducted through the Christmas/ New Year holidays has wrapped up. Council's business engagement program revealed a sincere thanks to Council for its support through the Christmas/ New Year peak.

### Better Approvals

Businesses sought assistance to vary product/services through change, expansion, or creation of new entities. These included:


- ▶ Enquiries regarding interest in more disabled access to retail premises.
- ▶ Enquiry regarding pivoting a clothing retail business/ premises to massage and well-being services.
- ▶ Enquiry regarding Allied Health/Sports Therapist operation under Worksafe licence at the swimming pool.

## Library

### Refurbishment Update

- ▶ The Library is scheduled to reopen in April.
- ▶ Wording and design of an Acknowledgement of Country plaque is being finalised in consultation with the Gadhaba Local Indigenous Network and Taungurung Land and Water Council.
- ▶ The navigational and shelf signage has been finalised and ordered.
- ▶ Due to discontinued stock new colours had to be chosen for some of the cupboards. New colours are more earthy and a better fit for Mansfield.
- ▶ The large cloud lights originally specified by the architects are not available, clusters of smaller cloud lights have been chosen instead.

Community engagement and excitement in the refurbishment is increasing. The most recent Facebook post showcasing the Library refurbishment received a total of 160 likes and 17 enthusiastic comments IN ONE DAY!




 **Mansfield Library Victoria**  
1 d · 🌐





A library refurbishment update for you 🥰

Even in the build phase the space has a feeling of calm, the trees feel like they are giving out a vibe of peace and serenity.

The guys at Lang Constructions are going above and beyond for our library. You can feel the love in their craftsmanship. Their attention to detail is first class 🙌

👍❤️🥰 110      5 💬 1 📝

-  **Delatite Hotel**  
Looks fabulous! ❤️  
1 d
-  **Scott Vagala**  
Janine Holmquest Carly Vagala Amy Sklifas  
1 d Edited
-  **Deb Mikrou**  
Fantastic!!! ❤️  
1 d
-  **Julie Neal**  
What a great idea. Well done 🙌❤️  
20 h
-  **Jacinta Mary**  
Looks amazing guys ! 🥰  
20 h

-  **Claire Cuthbertson**  
Looks amazing! Can't wait to see the children's faces 🥰  
20 h Like Reply 1 🥰
-  **Andrea Rowe Writer** · Follow  
I was so excited to peer in the windows when visiting this weekend  
19 h Like Reply 1 🥰
-  **Jennifer Harrold** Top fan  
Wow! It's looking fantastic, can't wait to see it all finished. 🥰🥰  
18 h Like Reply 1 🥰
-  **Hannah Blondell**  
That looks brilliant. Well done all  
16 h Like Reply 1 ❤️





### Love Your Library Day

Everyone deserves a treat on Valentine's Day. All visitors to the Library received a red chocolate heart on February 14.

### State Government grant to support digital literacy

The Library has received \$12,000 from the State Government to fund digital literacy training. It is proposed to purchase a range of devices to be used for training purposes including an iPad and iPhone, an Android tablet and phone, and a Daisy reading device for the vision impaired. The remainder of the grant will be available for one-on-one teaching sessions and coordination of the program.

## Library Statistics for February 2023

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help	Holds placed
Feb 2023	2004	2457	5	105	0	52	248
Jan 2023	1530	2755	3	35	0	36	311
Dec 2022	1368	2586	3	61	0	31	379
Nov 2022	2511	3289	3	28	0	63	510
Oct 2022	-	3545	3	38	0	58	531
Sept 2022	2005	3110	3	42	1	74	542
August 2022	2816	3726	12	271	4	59	600
Feb 2022	2280	3347	5	83	8	-	37

- ▶ Library (Collopy Street) closed from 18th December for refurbishment, limited Library service opened Tuesday 10 January
- ▶ Room bookings are not available.
- ▶ Storytime and new mums group run off site.
- ▶ Woods Point outreach continued.



## 11. Communications

### Media Releases

Throughout February, 9 media releases were generated and distributed to the media with a 100% publication rate in the Mansfield Courier.

### Media Undertaken by the Mayor

22 February – Mayor Cr James Tehan attended his monthly radio spot on Mansfield Community Radio following the Council Meeting and covered the following topics:

- ▶ IMPACT Route Funding
- ▶ Sustainable Tourism Plan
- ▶ Waste & Recycling Services
- ▶ Community Engagement for 2023/24 Budget
- ▶ HVAR
- ▶ Climate Action Plan
- ▶ Mansfield Open Space Strategy
- ▶ Australia Day Awards

### Comments provided to media

#### North East Media

3 February

- ▶ Free RAT Tests Available Through Local Council
- ▶ Lease at 10 Davies St Mansfield
- ▶ Polling by RedBridge

17 February

- ▶ LRCI Funding
- ▶ Fight Parkinson's Community Seminar
- ▶ Roadkill

24 February

- ▶ KTM Australia Adventure Rallye

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**Social Media**



All media releases produced are also shared via Council’s Corporate Facebook page, driving visitation back to the website.

During February, Council’s Facebook page saw an increase in follows of 31 taking the number of followers to 6,513.

The top performing post in February was the photo library from the Horsepower in the High Country Australia Day Event with a reach of 16,556.

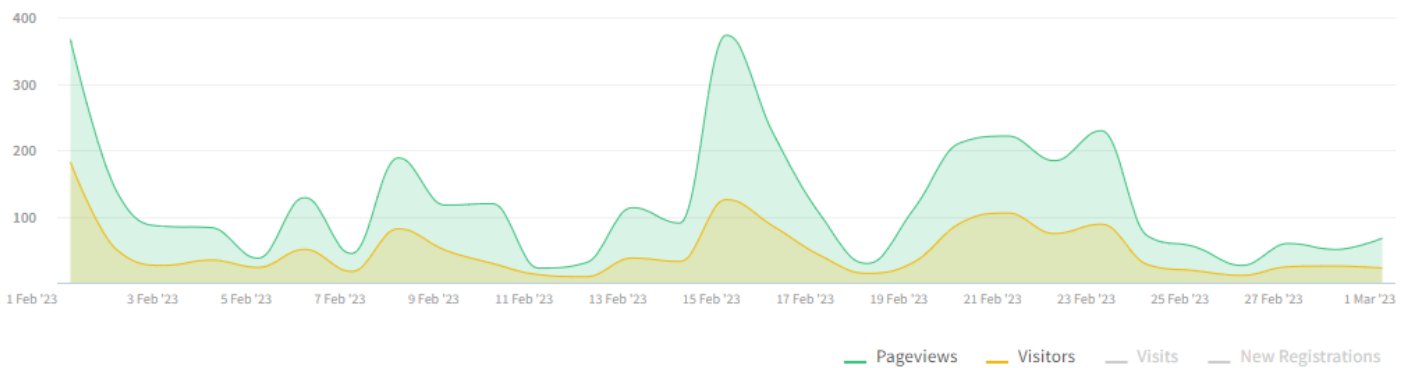
The highest reaction received on a post was in relation to the March Events in Mansfield Shire, with 166 reactions, 22 comments, 33 link clicks, and 25 shares.

Further details on post results for February are provided below.

	March is going to be extra fun with our ev... Mansfield Shire Council	Boost unavailable	Post	Wed Mar 1, 4:00pm	5.4K Accounts Center accou...	116 Reactions
	A new sealed access point to Monkey Gull... Mansfield Shire Council	Boost unavailable	Post	Wed Mar 1, 10:00am	1.2K Accounts Center accou...	5 Reactions
	From 6 March 2023 until 14 April 2023, th... Mansfield Shire Council	Boost unavailable	Post	Tue Feb 28, 12:00pm	662 Accounts Center accou...	8 Reactions
	We are proud to announce that we have j... Mansfield Shire Council	Boost unavailable	Post	Fri Feb 24, 12:15pm	1.2K Accounts Center accou...	34 Reactions
	Streetscape upgrade options for Bonnie D... Mansfield Shire Council	Boost unavailable	Post	Thu Feb 23, 12:00pm	596 Accounts Center accou...	2 Reactions
	We've recently completed works to adre... Mansfield Shire Council	Boost unavailable	Post	Wed Feb 22, 4:30pm	627 Accounts Center accou...	8 Reactions
	Watch Warren Coad and Justine Shelton g... Mansfield Shire Council	Boost unavailable	Post	Wed Feb 22, 4:00pm	1.1K Accounts Center accou...	13 Reactions
	Last week we upgraded the road at the Hi... Mansfield Shire Council	Boost unavailable	Post	Tue Feb 21, 12:00pm	1.7K Accounts Center accou...	18 Reactions

**Engage Portal**

Regular community consultation is undertaken via Council’s Engage Portal. Throughout February the platform received over 1,600 visits and 33 new registrations.

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The following engagement opportunities were published in February:

- ▶ Bonnie Doon Streetscape
- ▶ Proposed Speed Reduction – Piries-Goughs Bay Road and Walshs Road

## YouTube

We continue to have a high level of community participation in our online Council meetings and have 134 registered subscribers.

11 people watched the February Council meeting live, and 67 have watched since.

Council Officers at times generate YouTube videos to provide the community with updates on projects and events. These are promoted via Council's Facebook page.

2 video updates were published in February:

- ▶ Temporary Library (64 views)
- ▶ Maintenance Grading (110 views)