

CEO Monthly Report

February 2024



Mansfield Shire

1. Customer Service

Monthly Customer Request Management System (CRMS) Report – February 2024

CRMS statistics for the month of February show **162** Customer requests registered with **36** requests remaining open and **126** being closed during the month.

Five Expressions of gratitude were received for February 2024.

- ▶ We just wanted to pass on our thanks to Council and the team contracted to clear out the small creek at the causeway about 3.2km down Sawpit Gully Road. Recently it has been full of broken trees and debris from recent storms, and I'd planned to email you to find out who to contact in hope of having it cleared out. We drove up on the weekend and found that it had been excavated and tidied up. The road grading work has only gone to this point and not up to our house yet, but what has been done is great. Thank you! Very much appreciated.
- ▶ Congratulations on a wonderful job of the trees along the road as you enter Mansfield from Melbourne. They are gorgeous and look amazing!
- ▶ Thank you to the team who slashed the S bend that crosses Glen Creek just after Glen Creek Road. They did a great job, and it has made it much safer to see.
- ▶ I would like to thank the person who answered my call last Friday regarding my rubbish not being collected. They were extremely helpful and followed up my query during the day. Consequently, the bin was emptied on Saturday morning.
- ▶ A massive thank you and gratitude towards Clare and all the other lifeguards at the swimming pool. With majority of them being young they do such an amazing job

No complaints were received for February 2024.

The majority (46%) of total requests opened were for Field Services- Roads Team Requests, consisting of (in order of frequency):

- | | |
|-------------------------|----------------------|
| ▶ Tree or Limb Removal, | ▶ Roads/potholes, |
| ▶ Bridges maintenance, | ▶ Drainage/Culverts, |
| ▶ Signs and, | ▶ Footpaths. |

Parks and Gardens (24%) was the second largest group. Parks and Gardens Requests consisted of (in order of frequency):

- | | |
|---------------------------|------------------------------------|
| ▶ Mowing, | ▶ Fixtures/Maintenance, |
| ▶ Tree Pruning Urban and, | ▶ Playground Equipment Maintenance |

At the time of the report there were 12 overdue service requests. Overall organisation performance is 80%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Engineering Services	5	1	0	0	4	0
Records and Customer Service	10	7	0	1	0	2
Local Laws	33	24	5	4	0	0
Parks and Garden Services	39	34	5	0	0	0
Road Maintenance	75	60	9	5	1	0
Total	162	126	19	10	5	2

Definition of the 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 2024	Total
Requests	162
Complaints	0

2. Governance

Confidential Reports at February 2024 Council Meeting

No. of Confidential Reports	Comments
1 (6 February 2024) 2 (20 February 2024)	<ul style="list-style-type: none"> ▶ Purchase of Land ▶ Tender Award: Mt Buller Road Service Lane Works – Construction ▶ Tender Award: Highton Lane Upgrade - Construction

Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2023	2	2
August 2023	3	5
September 2023	3	8
October 2023	4	12
November 2023	3	15
December 2023	3	18
January 2024	0	18
February 2024	3	21
March 2024		
April 2024		
May 2024		
June 2024		
TOTAL	21	21

Freedom of Information Requests (FOI) received in February 2024

No. of FOI Requests	Comments
1	<p>Applicant requested any reports or financial reports from the Finance team of Council that show yearly billed revenue from the Council waste levy charged to all households/premises and yearly allocated spending – where this revenue is budgeted to be spent (what on).</p> <p>The applicant has been advised the request does not provide sufficient information for Council to identify the documents requested. Council requested the applicant to amend the request so that it is in a form which complies with s17 and provides the information necessary to enable Mansfield Shire staff to identify the documents sought.</p>

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2023	4	4
August 2023	2	6
September 2023	1	7
October 2023	3	10
November 2023	1	11
December 2023	0	11

Month	No. of FOI Requests	Year to Date
January 2024	2	13
February 2024	1	14
March 2024		
April 2024		
May 2024		
June 2024		
TOTAL	14	14

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Council Building Renewal - Shire Offices - Depot	\$92,835	Shire Office carpet renewal & toilet refurbishment completed. Depot wash bay roof (carry forward) construction completed.	On Budget	Complete January 2024
Depot Solar Panels	\$43,000	Installation of solar panels at the Depot building completed.	On Budget	Complete October 2023
Public Toilets - Merton Racecourse - Lords Reserve	\$263,575	Renewal of Merton toilet is being delivered by Council. Contractor awarded, start date being confirmed. Upgrade of Lords Reserve Toilet – designs complete, pending outcome of Lords Grant before procurement process can commence.	On Budget	June 2024
Fertiliser Shed	\$10,000	Mansfield Station Precinct - Fertiliser Shed Refurbishment – earthworks completed.	On Budget	Complete October 2023
Mansfield Heritage Museum	\$1,625,315	Construction of the Mansfield Heritage Museum contract awarded to Hennessy Construction; works commenced in January 2024.	On Budget	August 2024
Bonnie Doon Recreation Reserve	\$50,000	Survey completed; design of netball courts & oval drainage in progress.	On Budget	Mar 2024
Bonnie Doon Recreation Reserve Hall	\$15,000	Replacement of curtains in hall and kitchen. Complete.	On Budget	Complete July 2023
Mansfield Sports Stadium Complex	\$50,000	Replace laser lite panels – works completed.	On Budget	Complete January 2024

Mansfield Shire Council | CEO Monthly Report

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Lords Reserve Pavilion	\$270,000	Construction of new Pavilion, subject to external grant funding. Design work completed and application submitted to Growing Regions fund in January.	On Budget	Dec 2024
Mansfield Pre-School Centre - Upgrade - HVAC Renewal - Mechanics Institute Amenities	\$102,051	HVAC renewal will be completed as part of Mechanics Institute. Funding agreement executed with Kinder Committee for Council contribution to Centre upgrade, construction in progress. New amenities for Mechanics Institute dependent on external funding opportunities.	On Budget	June 2024
Emergency Resilience Centre	\$300,000	Survey completed. Stakeholder engagement and design in progress.	On Budget	Mar 2024
Goughs Bay Boat Club	-	Construction works in progress managed by the Boat Club. Project Control Group meetings held monthly with RDV to provide governance and oversight of project. Alternative location for wastewater disposal determined.	On Budget	June 2024
Jamieson Police Paddock Community Hub	-	Design works to be managed by the Jamieson Community Group in consultation with Council's Capital Works team.	On Budget	May 2024
Bridges & Culverts				
Gooley's Bridge	\$67,000	Gooley's Bridge Barrier Replacement tender awarded at November Council meeting. Final stakeholder consultation completed in December. Fabrication commenced; Installation of barriers scheduled for March 2024.	On Budget	March 2024
Baldry Street Bridge	\$100,000	Baldry Street Bridge renewal – works completed in January.	On Budget	Complete

Mansfield Shire Council | CEO Monthly Report

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
				January 2024
Donaldson Rd (B21) Bridge	\$160,000	Donaldson Rd Bridge renewal – minor renewal works completed in February.	On Budget	Complete Feb 2024
Bridge & Culvert renewal & assessment Program	\$90,000	Level 2 and 3 assessments have been completed.	On Budget	Complete January 2024
Causeway & Culvert Upgrade Program	\$200,000	Preliminary assessment of Graves Rd, O'Halloran Rd, Ogilvies Rd, Withers Lane and Byrne Lane, Buttercup Creek, and McLeod's Lane to be completed as part of Mansfield Flood Study works.	On Budget	June 2024
Drainage				
Apollo St Drainage	\$813,000	Design completed. Contract awarded to Alpine Civil. Works commenced in February 2024.	On Budget	Apr 2024
Mullum Wetlands Rejuvenation	\$100,000	Scope determined, Contract Awarded. Works commenced in February.	On Budget	Mar 2024
Drainage Renewal Program	\$220,000	Pires – Goughs Bay Rd drain reformation to support resealing – completed Feb. Inspect & Jet and renewal of drainage network – currently being scoped. Ausnet substation drainage improvement (carry forward) – consultation with Ausnet and Beolite in progress.	On Budget	June 2024
Drainage Upgrade	\$157,000	Design and assessment of Kareen Hills Retention Basin complete. Orifice plate installed (project complete). High Street drainage in front of Foodworks – site investigation completed, design in progress.	On Budget	Mar 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Jamison drainage upgrades (carry forward) completed in September.		
Stormwater Improvement	\$223,000	Design & construct Cambridge Drive and 14-18 Malcolm St.– temporary works completed; final design completed. Consultation & procurement process underway. Pinnacle Rd, Sawmill Settlement works completed in December.	On Budget	April 2024
Open Space & Streetscapes				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – works completed early December.	On Budget	Complete Dec 2023
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – procurement process underway.	On Budget	Mar 2024
Streetscape Renewal Program - Jamieson	\$20,000	Design & deliver renewal at corner of Perkins St and Mansfield-Woods Point – vegetation has been removed. Consultation underway for replacement landscaping.	On Budget	April 2024
Mansfield Station Precinct	\$20,000	Turntable hazards removal complete.	On Budget	Complete October 2024
Streetscape Renewal Program – Mansfield	\$60,000	High/Chenery St roundabout beautification works – Contract awarded. Works scheduled for March 2024.	On Budget	March 2024
Pump Track - Station Precinct	\$150,000	Design and construct new pump track – design on hold pending outcome of grant application.	On Budget	May 2024
Lords Reserve Oval Upgrade	\$300,000	Drainage improvements on oval – survey completed; contractor completed design. Procurement process underway.	On Budget	May 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Woods Point Open Space Renewal	\$45,000	Shelter & picnic table (carry forward) – final stakeholder engagement occurred in August. Installation of main structure completed. BBQ and picnic table install completed.	On Budget	Complete Nov 2023
Bonnie Doon Irrigation	\$52,000	Installation of Irrigation – stakeholder consultation completed. Water tank delivered December; irrigation installed in February.	On Budget	Complete Feb 2024
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights – scope determined; procurement process underway.	On Budget	Jun 2024
Horse Statue	-	Install statue on the High St median Mansfield completed in September.	On Budget	Complete Sept 2024
Street Tree Planting Program	\$20,000	Street tree plantings – stakeholder consultation completed and planting in progress (see Field Services update in this report).	On Budget	Jun 2024
Pathways				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) delivered as part of the kerb and channel works. Completed January. Rail Trail Gravel/Stone Renewal in Station Precinct scheduled for March 2024.	On Budget	Jun 2024
Footpath New	\$441,950	Pedestrian Refuge Island - Malcolm St/Chenery St design to be progressed. Design of gravel footpath – Piries-Goughs Bay Rd design complete. Procurement underway for construction. Construction of gravel footpath - Monkey Gully Rd – construction to commence March 2024.	On Budget	Jun 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Construction of Malcolm St footpath (carry forward) – completed.		
Roads				
Kerb & Channel	\$54,304	Renewal works scope determined. Works completed January.	On Budget	Complete Jan 2024
Re-Seal Program	\$890,343	Scope determined; contract awarded. Works completed in February.	On Budget	Complete Feb 2024
Re-Seal Preparation Program	\$520,365	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Works completed in February.	On Budget	Complete Feb 2023
Car Parks - New	\$498,000	34 High St Mansfield. Design finalised. Contract awarded with works scheduled to commence March 2024.	On Budget	Apr 2024
Car Parks – Renewal	\$88,800	Nolan/Baldry St carpark renewal. Contract awarded. Works to commence in March.	On Budget	Mar 2024
Gravel Re-Sheeting Program	\$1,197,000	Scope determined; contractor awarded. Works underway.	On Budget	Jan 2024
Township Sealing Program	\$150,000	Goughs Crescent and Katherine St, Goughs Bay – scoping completed. Contractor awarded. Works completed.	On Budget	Complete January 2024
Heavy Vehicle Alternate Route Stage 2 – Mt Battery/Greenvale	\$1,838,000	Mt Battery roadworks and intersection upgrades currently under construction (carry forward). Contract variation approved by Council for Mt Battery intersection design. Works completed in November.	Above Budget by <10%	Complete Nov 2023
Heavy Vehicle Alternate Route Stage 2 – Dead Horse Lane	\$955,523	Dead Horse Lane design review completed. Construction in progress.	On Budget	Mar 2024
Buttercup Road	\$200,000	Design complete. Procurement process underway for resealing works.	On Budget	Feb 2024

Mansfield Shire Council | CEO Monthly Report

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Coster St Woods Point	\$50,000	Improvements to Coster St – Contract awarded. Works completed.	On Budget	Complete Dec 2023
Mt Buller Service Road Renewal	\$500,000	Scope determined, design complete. Community consultation completed; contractor awarded in February. Construction to commence in April.	On Budget	June 2024
Traffic Calming Device	\$30,000	Donovans Way improvements – scoping and community engagement in progress.	On Budget	Jan 2024
Boat Ramp Maintenance	\$92,000	Grant funded project under contract (carry forward). Works finished in August.	On Budget	Complete Aug 2023

Legend	
On Schedule	On Budget
Possible Delay	Above Budget by <10%
Delayed/On Hold	Above Budget by >10%

Mansfield Shire Council | CEO Monthly Report

4. New Initiatives

Initiative	2023-24 Budget	Project Update
Community Driven Initiatives		
Library Services - restoration to pre-COVID levels	\$ 88,658	Library has been operating on new hours since re-opening in May 2023 and with increased programs as requested by the community during budget submissions.
Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program	\$ 142,000	Two staff members have now been appointed in the roads team. Refer Fields Services update.
Community connections - 12-month extension to assist Aged Care transition (reduce isolation) to MDH	\$ 36,128	The Community Connections Officer is working with community members to identify and assist with their needs regarding access to services.
Community Driven Total:	\$ 266,786	
Income Generating / Funded		
Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes	\$ 61,691	Interviews have been concluded, and two new planning officers are onboard.
Property Management Booking System - system rollout for management of property & leases	\$ -	Updates for facilities and venues and photos of venues were provided for assessment in preparation for User Acceptance Testing (UAT). Current Super user training date is 26 February 2024 and Go live date is proposed for March 2024, pending successful integration between Synergy and Optimo data.
Compliance - increase local laws presence to focus on Domestic Animal Management Act & Building Regulations compliance	\$ 26,000	Current local laws officer role increased from 0.8 to 1.0 FTE, from November 2023.
Income Generating / Funded Total:	\$ 87,691	
Regulatory / Risk Management Initiatives		
Records Digitisation	\$ 65,000	Role appointed (with a review required in 2024-25). Records Digitisation progress made for February 2024 was a total of 65 files prepared, scanned, and completed. This month most of the files had large plans to scan which is time consuming as they need to be scanned on the large Planning scanner.
Tree Inspections and Management - appointment of a fixed term arborist to progress the programs	\$ 40,000	0.4FTE arborist has been appointed and Quantified Tree Risk Assessment training was completed in September 2023.
Regulatory Requirements Total:	\$ 105,000	
Existing Services Initiatives		
Strategic Planning Officer - Cost effective delivery of Strategic Planning Program with reduced reliance on external	\$ 29,000	Strategic Planning Officer role has changed from 0.6 FTE to 1.0 FTE effective from mid-August.

Initiative	2023-24 Budget	Project Update
consultants through use of undergraduates		
Customer Service - improved response to community requests through increased resources in customer service	\$ 26,148	Employee hours increased to provide full coverage. The increased hours supported 1334 calls and 902 face to face customers in the month of February 2024. Planning Enquiries, reminder rates notices, 3rd instalment rates due and archiving/destruction process.
HR Trainee - to provide better HR support to the organisation and improve operational efficiency	\$ 38,000	The trainee role has been appointed.
Existing Services Total:	\$ 93,148	
New Initiatives		
Finance Undergraduate Role	\$ 55,000	The Finance undergraduate role has been occupied since mid-July.
Environmental Software - Purchase of Trellis Software to improve tracking and reporting requirements for organisational carbon emissions	\$ 6,800	Data transmission has been finalized, and the live version of the program has been launched in November. Users have received comprehensive training.
Outlying Communities Infrastructure Fund Grant	\$ 75,000	Council funded seven projects. Peppin Hub was the first community to complete its project in February this year. Ancona Community Hall, Howqua Community Group and Matlock Cemetery projects are progressing well. Goughs Bay Progress Association and Merrijig Motorcycle Club are both working with Council planning to ensure all approvals are considered. Woods Point Museum is the final project. All funds will be distributed by April 2024.
Events Program - ongoing commitment to events funding, with increased support for community events	\$ 25,000	Additional funding has been able to support events with increased permit, traffic management and first aid fees.
FOGO Kitchen Caddies - supplied to residences in support of the rollout of FOGO service	\$ 50,000	Based on insights gathered from community workshops and the FOGO roll-out survey, kitchen caddies will be provided to households that register their interest. Residents will be able to collect the caddies from various pickup points within the Shire.
New Initiatives	\$ 211,800	

5. Statutory Planning

Planning Applications Lodged

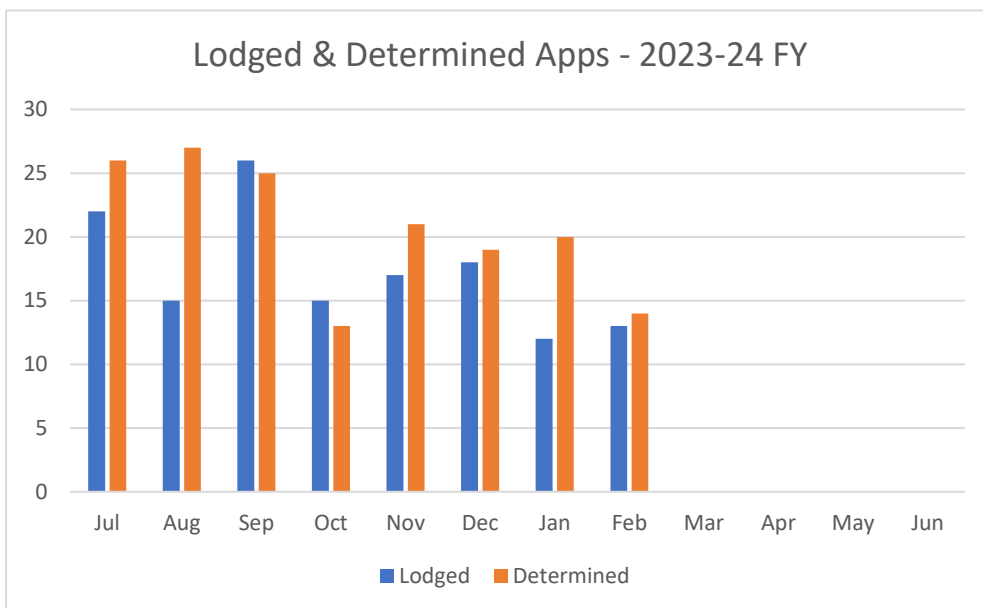
App No.	Property Address	Proposal
P013/24	1238 MONKEY GULLY ROAD GOUGHS BAY VIC 3723	Development of land for a dwelling
P014/24	918 MONKEY GULLY ROAD GOUGHS BAY VIC 3723	Development of land for a habitable outbuilding
P015/24	682 HOWES CREEK ROAD MANSFIELD 3722	Use and development of land for a dwelling and outbuilding
P016/24	10 VICTORIA STREET MANSFIELD VIC 3722	Development of land for three (3) dwellings and a three (3) lot subdivision
P017/24	21 COLLOPY STREET MANSFIELD VIC 3722	Development of land for two (2) dwellings and a two (2) lot subdivision
P018/24	150 CAMPAGNOLOS ROAD MANSFIELD 3722	Development of land for a domestic outbuilding
P019/24	LOT 32 OWENS CREEK DRIVE MANSFIELD VIC 3722	Development of land for a dwelling and outbuilding
P020/24	32 WILD DOG ROAD MERRIJIG 3723	Development of land for a domestic outbuilding
P021/24	715 DRY CREEK ROAD BONNIE DOON VIC 3720	Development of land for a dwelling
P022/24	13 TOLMIE MAHAIAH ROAD TOLMIE VIC 3723	Development of land for Open Sports Ground (upgrade existing Tennis Courts)
P023/24	15 PRESTON COURT MANSFIELD VIC 3722	Development of land for an extension to an existing dwelling
P024/24	43 CURIA STREET MANSFIELD 3722	Development of land for a domestic outbuilding (carport)
P025/24	1610 MANSFIELD WOODS POINT ROAD PIRIES VIC 3723	Two (2) Lot Subdivision
Total Applications Lodged:		13

Planning Applications Determined

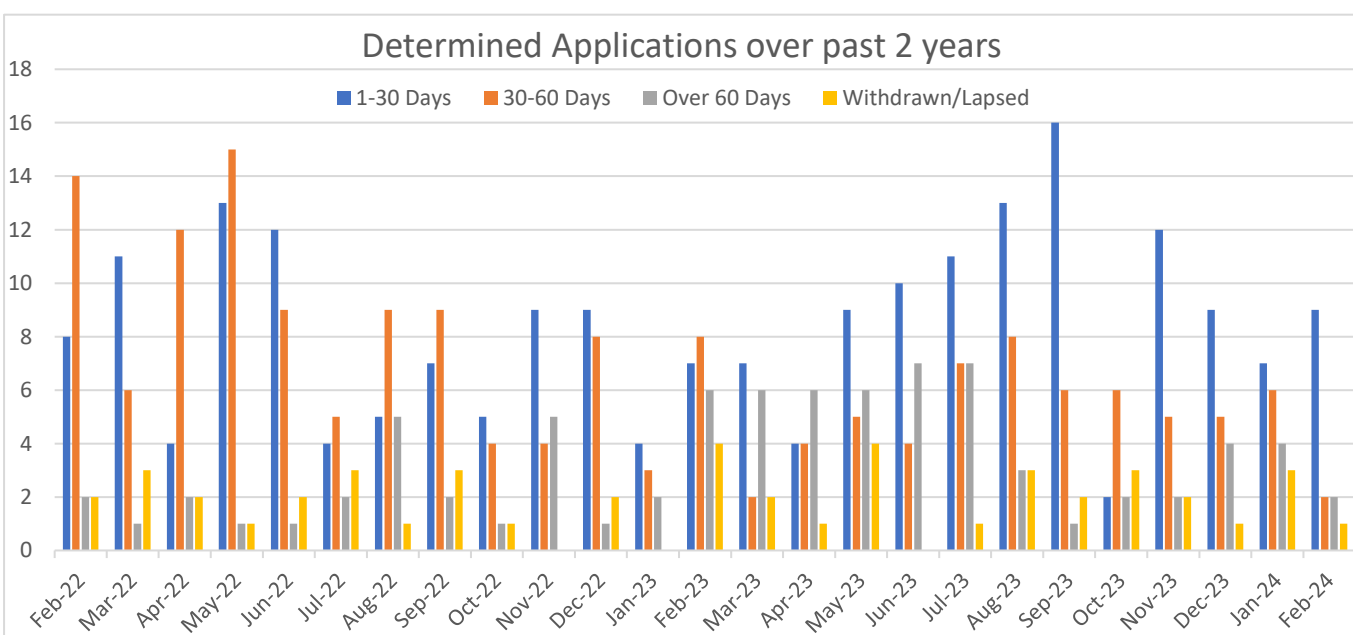
App No.	Property Address	Proposal	Decision Type
P006/24	225 CAMPAGNOLOS ROAD MANSFIELD VIC 3722	Development of land for an outbuilding associated with the existing dwelling	Issued
P008/24	42 COLLEGE LANE MANSFIELD 3722	Development of land for an extension to an existing dwelling	Issued
P012/24	96 KILLARNEY LANE BOOROLITE 3723	Development of land for an agricultural shed (Retrospective)	Issued
P013/24	1238 MONKEY GULLY ROAD GOUGHS BAY VIC 3723	Development of land for a dwelling	Issued
P018/24	150 CAMPAGNOLOS ROAD MANSFIELD 3722	Development of land for a domestic outbuilding	Issued
P020/24	32 WILD DOG ROAD MERRIJIG 3723	Development of land for a domestic outbuilding	Issued
P021/24	715 DRY CREEK ROAD BONNIE DOON VIC 3720	Development of land for a dwelling	Issued
P022/24	13 TOLMIE MAHAIAH ROAD TOLMIE VIC 3723	Development of land for Open Sports Ground (upgrade existing Tennis Courts)	Issued
P112/23	265 FORD DRIVE MANSFIELD VIC 3722	Development of land for a (replacement) dwelling	Issued
P122/23	46 HARBOUR LINE DRIVE GOUGHS BAY 3723	Development of land for a dwelling	Issued
P168/23	7 BLACKLEDGE STREET JAMIESON 3723	Development of land for a dwelling and outbuilding	Issued

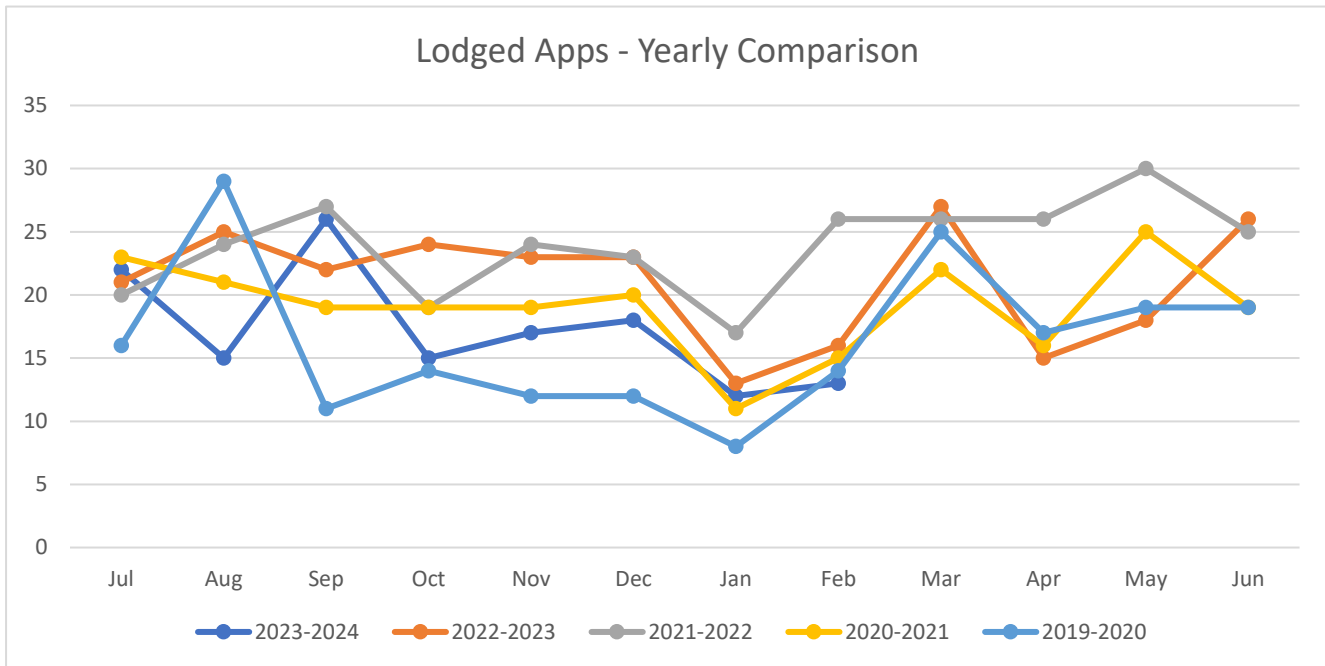
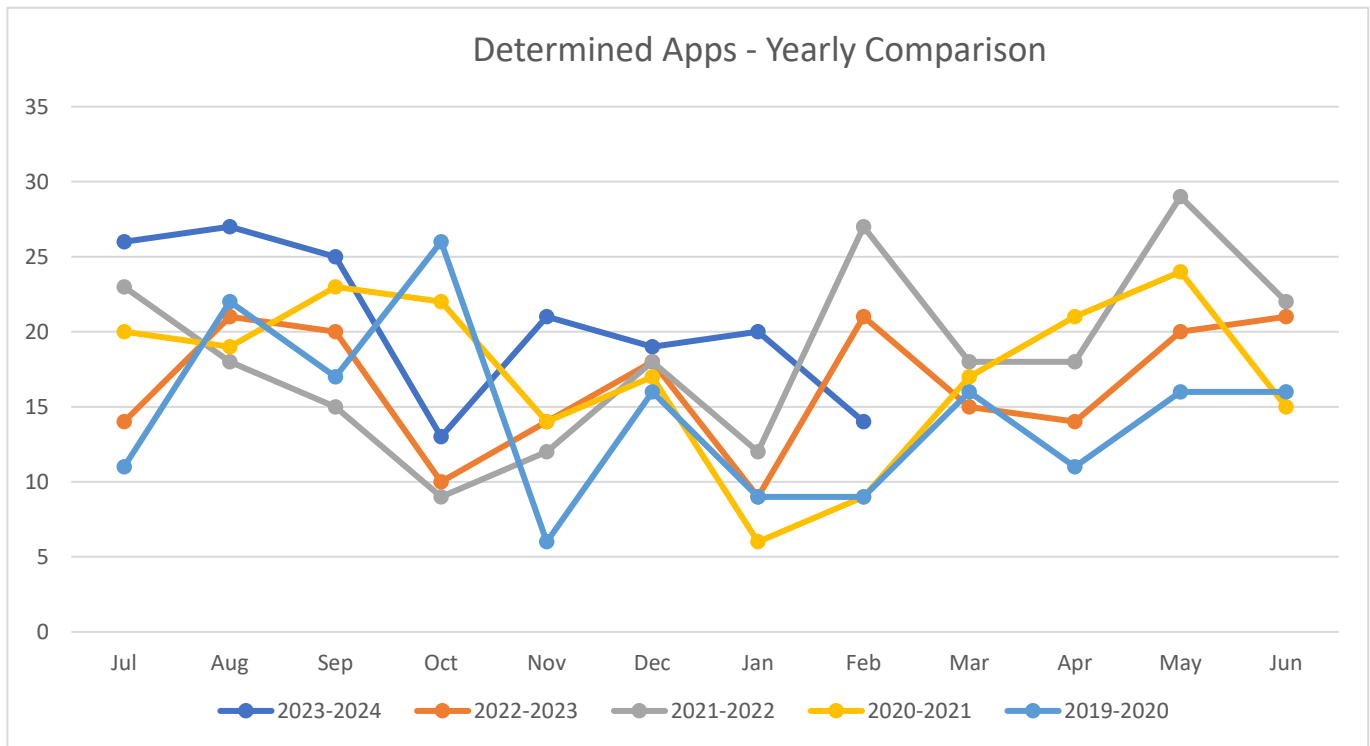
App No.	Property Address	Proposal	Decision Type
P170/23	206 GONZAGA LANE MERRIJIG VIC 3723	Development of land for alterations and additions to an existing dwelling	Issued
P172/23	30 PEPPIN DRIVE BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding	NOD
P200/23	6 BLUEGUM CRESCENT BONNIE DOON 3720	Development of a Small Second Dwelling	Withdrawn
Total Applications Determined:			14

Number of Application Lodged and Determined

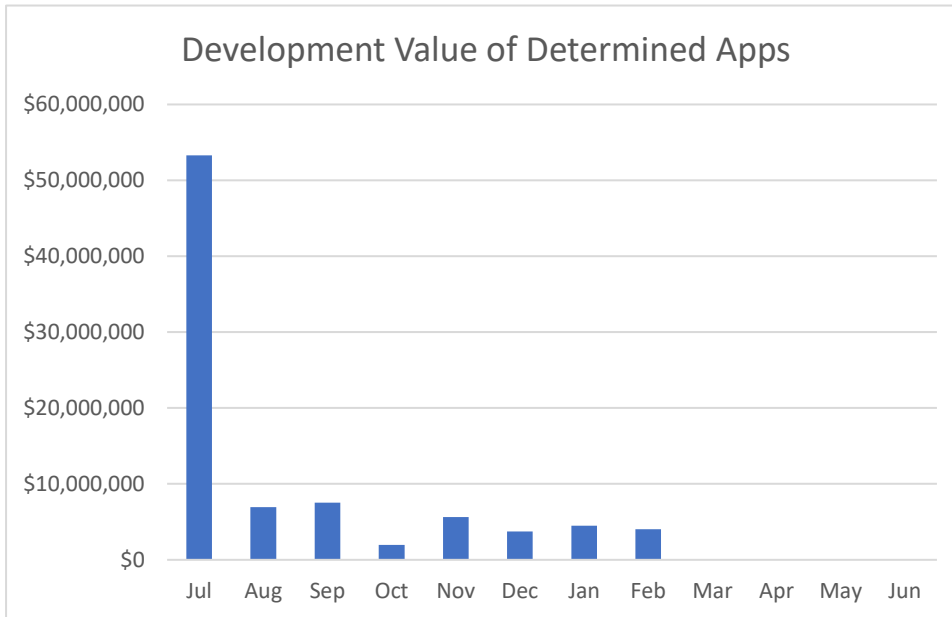


Days Taken to Determine Planning Applications

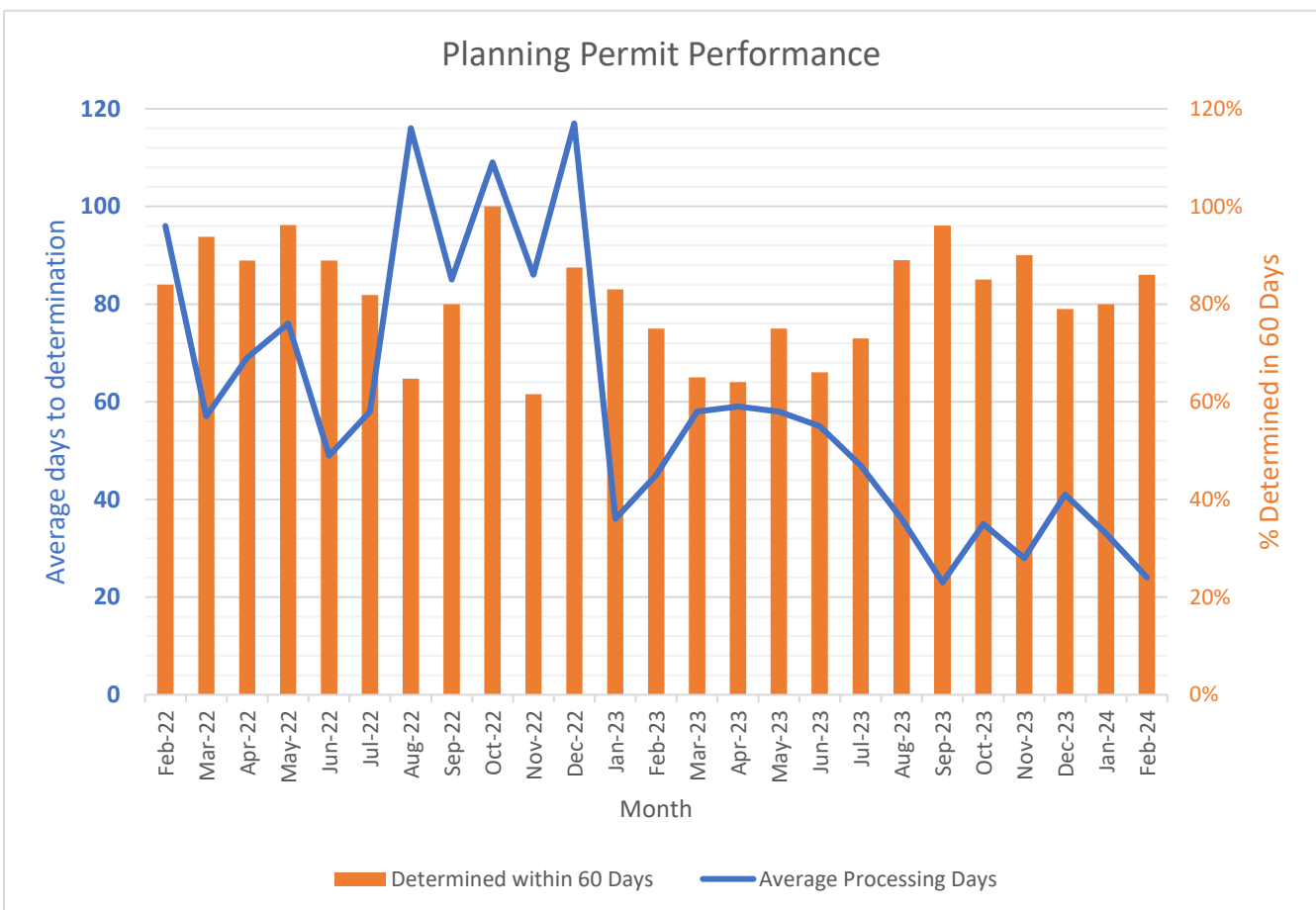


Lodged Planning Applications – early Comparison**Determined Planning Applications – Yearly Comparison**

Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S222623J/24	14 Shaws Road Merton	Certification of a Plan	13/02/2024	Lodged
S226014V/24	53 Highton Lane Mansfield	Certification of a Plan	20/02/2024	Referred
Total applications received: 2				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	2
Secondary Consent	2
Extension of Time	2
Written Planning Advice	2
Certification & Statement of Compliance	
Section 71 Corrected Planning Permits	2
Assessment against a Section 173 Agreement	
Development Plan	
Total applications Issued: 10	

VCAT

Reference	Property Address	Proposal	Council Decision	Current Status	Date
P215/22	160 Campagnolos Road Mansfield	Variation and removal (in part) of carriageway easement	Notice of Decision to Grant a Permit – Objector lodged appeal	VCAT determination: Council decision set aside - no permit issued	5 February 2024

6. Building Services

Monthly Comparative Value of Building Permits Lodged

	2023-2024	2022-2023	2021-2022
JUL	\$9,416,143	\$7,830,045	\$6,363,414
AUG	\$9,660,939	\$6,184,961	\$8,284,568
SEP	\$8,285,734	\$7,294,440	\$6,017,668
OCT	\$5,983,269	\$11,189,249	\$3,392,677
NOV	\$4,946,338	\$9,084,874	\$5,573,777
DEC	\$8,675,149	\$3,593,347	\$8,266,461
JAN	\$5,409,263	\$5,829,556	\$3,791,736
FEB	\$4,045,519	\$6,049,268	\$10,806,944
MAR		\$10,907,270	\$5,199,799
APR		\$3,383,999	\$6,747,987
MAY		\$10,536,593	\$4,103,660
JUN		\$9,937,814	\$5,350,889
TOTAL	\$56,422,354	\$91,821,416	\$73,899,580

Monthly Comparison of Permits Lodged for Dwellings

	2023-2024		2022-2023		2021-2022	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	5	5	24*	24	15	15
AUG	9	14	5	29	15	30
SEP	6	20	5	34	18	48
OCT	6	26	11	45	6	54
NOV	6	32	30	75	9	63
DEC	10	42	5	80	9	72
JAN	4	46	7	87	4	76
FEB	4	50	5	92	11	87
MAR			5	97	10	97
APR			6	103	5	102
MAY			13*	116	7	109
JUN			12*	118	5	114
TOTAL	50		118		114	

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	4	\$2,335,509
ALT & ADDITIONS	6	\$486,940
SHEDS & CARPORTS	11	\$640,412
SWIMMING POOLS, SPAS & FENCES	3	\$279,158
COMMERCIAL & PUBLIC AMENITIES	3	\$303,500
TOTAL COST OF BUILDING WORKS	27	\$4,045,519

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	3	3	6	8	8
AUG	5	7	12	14	10
SEP	5	4	9	5	5
OCT	6	1	7	8	5
NOV	2	1	3	2	7
DEC	1	2	3	7	5
JAN	0	0	0	0	8
FEB	3	1	4	8	9
MAR					
APR					
MAY					
JUN					
TOTAL					

Septic Applications Lodged

	2023-2024		2022-2023		2021-2022	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	6	6	6	6	4	4
AUG	12	18	7	13	2	6
SEP	9	27	13	26	5	11
OCT	7	34	3	29	8	19
NOV	3	37	12	41	8	27
DEC	3	40	6	47	5	32
JAN	0	40	2	49	6	38
FEB	4	44	5	54	8	46
MAR			4	58	11	57
APR			10	68	2	59
MAY			4	72	8	67
JUN			4	76	6	73
TOTAL	44		76		73	

OWMP Implementation

	OWMP Inspections conducted	
	Monthly Total	Cumulative Total
JUL	25	25
AUG	20	45
SEP	13	58
OCT	32	90
NOV	18	108
DEC	16	124
JAN	0	124
FEB	1	125
MAR		
APR		
MAY		
JUN		
TOTAL		

	Outcome of OWMP Inspections											
	Major Alteration Required		Minor Alteration Required		No Access Available		System Report requested		System not found		Compliant	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	2	2	4	4	2	2	6	6	0	0	11	11
AUG	1	3	1	5	0	2	5	11	0	0	13	24
SEP	1	4	0	5	0	2	4	15	0	0	8	32
OCT	0	4	0	5	7	9	15	30	0	0	10	42
NOV	0	4	0	5	0	9	0	30	12	12	6	48
DEC	0	4	0	5	0	9	14	44	0	12	2	50
JAN	0	4	0	5	0	9	0	44	0	12	0	50
FEB	0	4	0	5	0	9	1	45	0	12	0	50
MAR												
APR												
MAY												
JUN												
TOTAL												

8. Waste Services

Kerbside Waste Collection Statistics

The landfill diversion rate for the month of January 2024 was 27.91%. And the current yearly average landfill diversion rate for FY23/24 is 30.32%.

	2023-2024		
	Recycling (total tonnage)	Landfill (total tonnage)	Landfill Diversion Rate
Jul	83.15	195.72	29.82%
Aug	88.59	203.32	30.35%
Sep	90.14	207.86	30.25%
Oct	96.26	204.08	32.05%
Nov	100.94	218.18	31.63%
Dec	98.24	226.71	30.23%
Jan	120.44	311.08	27.91%
Feb			
Mar			
Apr			
May			
Jun			
Total Tonnage	677.76	1566.95	
Avg Landfill Diversion Rate for the FY		30.32%	

Projects Update

▶ Glass & FOGO drop-off facility at MRRC

The concreting of slab for the facility have been completed on late-December 2023. The shelter is currently being installed. It is expected for the construction to be finished by early March 2024. The access road works have also been completed.

Currently, the signage and bollards are being installed and the lines are being marked out. Council officers are currently exploring the installation of guard rails or fencing along the access road, to minimise safety risks.

▶ Food Organics & Garden Organics (FOGO) Roll Out

The FOGO processing contract with BioMix has been now signed with an initial meeting completed. Council officer is scheduling monthly progress meeting for the completion of contractual requirements.

The kerbside collection for all streams and comingled recyclable processing contracts with Cleanaway is at its final stages for execution. 3050 x 240 litre green bins have been ordered for the roll out in May 2024.

Council officers are working through a detailed plan for the execution of the Opt-In registration system.

▶ MV Lights Change Over Project

LED changeover of Mercury Vapour lights have been started. There are 62 MV within the Shire that requires change over to LED lights. Council officers have requested quotations from multiple local contractors.

► **Neighbourhood Battery Initiative**

The project will develop a business case and project plan, this year for 'behind-the-meter' batteries on the following sites that service a high-value community need. This site-specific business case and project plan can be used to support the application for funding (up to \$ 300,000 with a 10% financial contribution) in the next round. After the initial assessment by the Indigo Power, the initially proposed locations have been found to be not suitable due to its network capacity. On follow up inspections and technical analysis, Bonnie Doon Recreation Club have been found to be suitable and the business case and project plan will be developed for this location.

9. Revenue Services

General Update

General Valuation 2024

The work completed by LG Valuation Services for the Stage 2 Valuation & sub-market groups (*Rural and Rural Residential*) has been reviewed pursuant to the deliverables set out in the 2024 Valuation Best Practice (VBP) Specifications Guidelines for the Mansfield Shire Council general valuation. Stage 3 valuations are due to be received and reviewed in March.

Synergy Soft Update

Synergy being Council's finance and rates/property system was updated in February and appropriate testing of the Test System occurred prior to going live.

Additional Synergy releases are anticipated in March 2024 to deliver new reporting requirements to meet the Victorian Electoral roll requirements.

Optimo System Integration

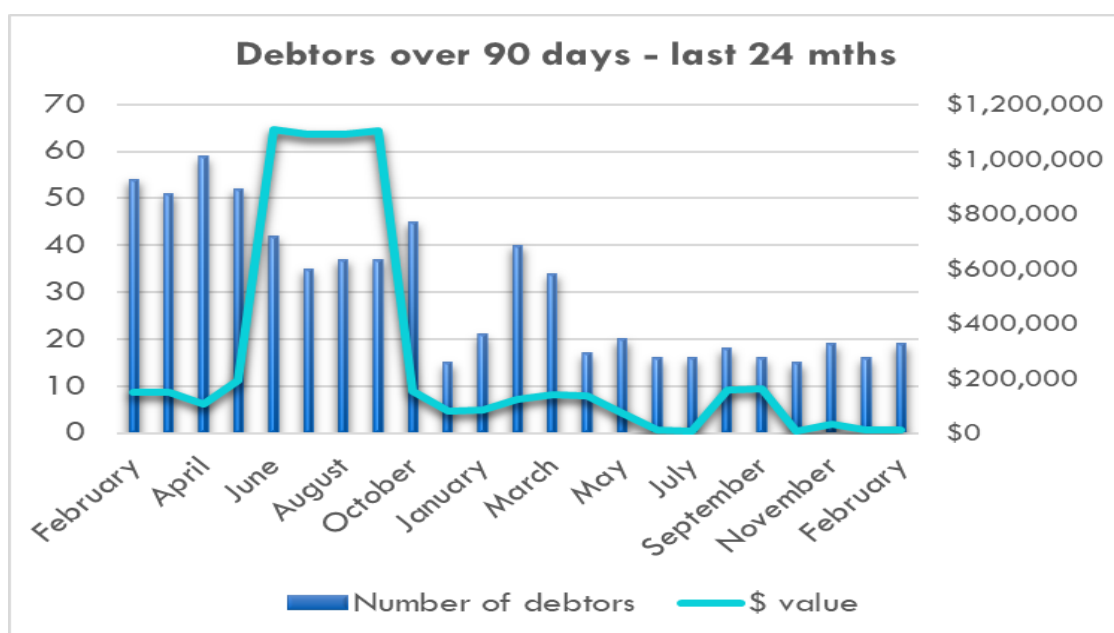
Optimo is the new software for Invoicing Council Rental properties. The revenue team are in the process of working through the setup and requirements of this application.

Victorian Electoral Commission (VEC) Data

The rates team have manually checked the data of all non-resident ratepayers to supply this information to the VEC.

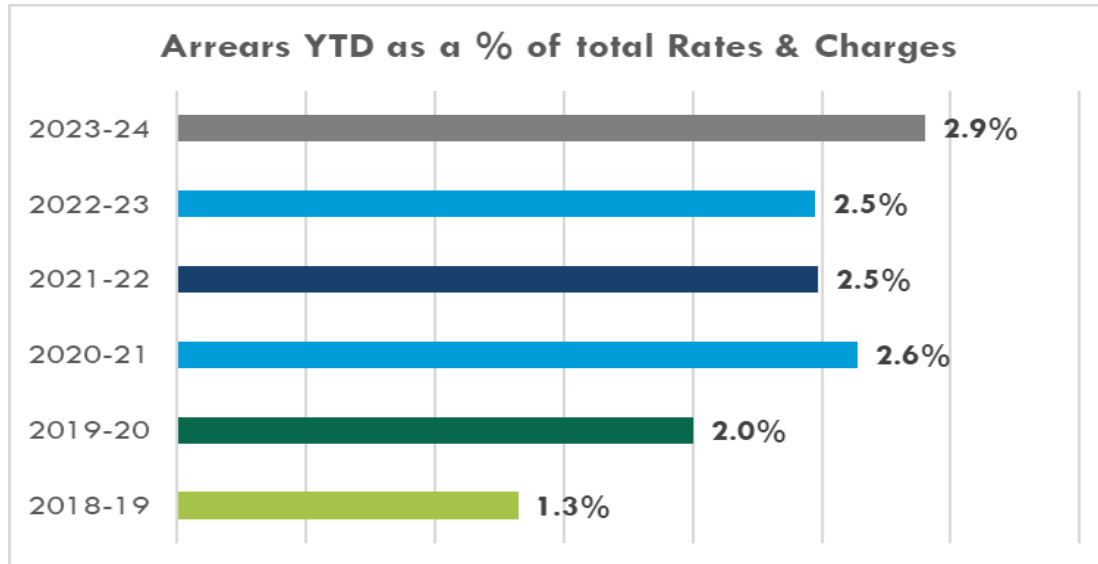
Debtors

The number of debts outstanding over 90 days has decreased by 3 to 16 between November and January. The value of debt outstanding has increased by \$31.9K to \$11.5K.

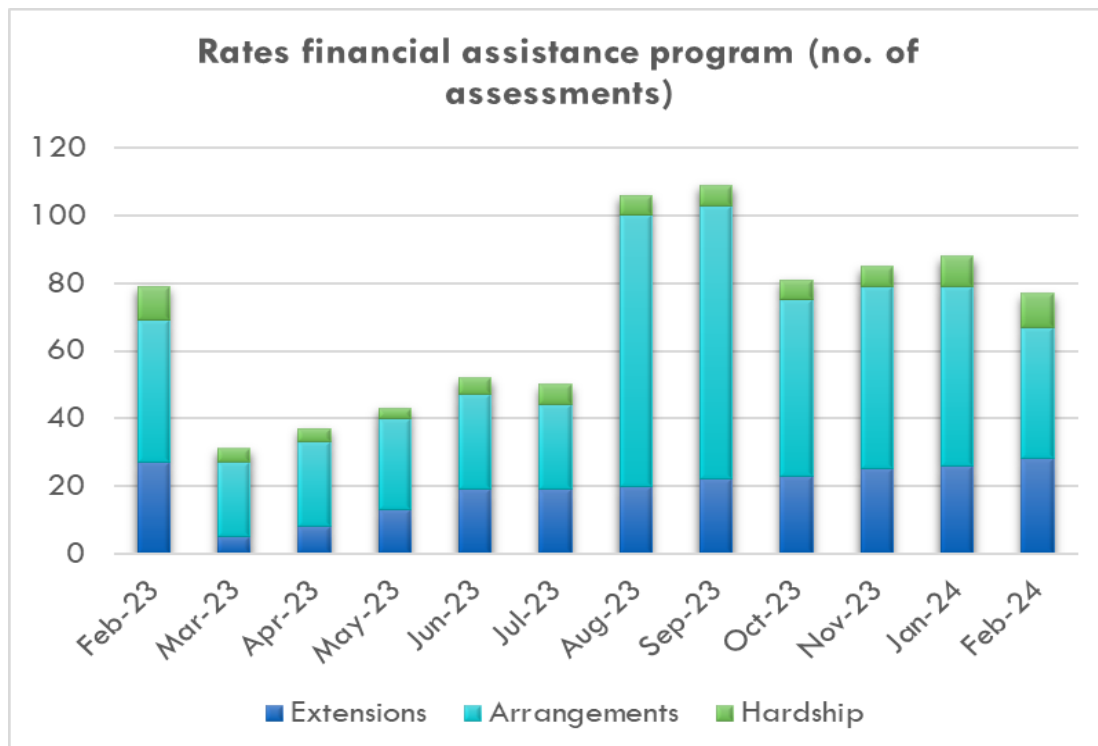


Payment of Rates

Rates Arrears of 2.9% at the end of February reflects arrears payments associated with the first three Quarter's invoices for this financial year. Rates arrears are \$103,362 higher than compared to February 2023 of which approximately \$45k is waste charges related and the remainder rates and municipal charges.



With the LGA Amendments regarding rate payer financial assistance, Council have worked with rate payers who are in arrears to enter into payment plans. From August 2023 these payment plans are captured in the Arrangements category in the chart below – hence the step up.



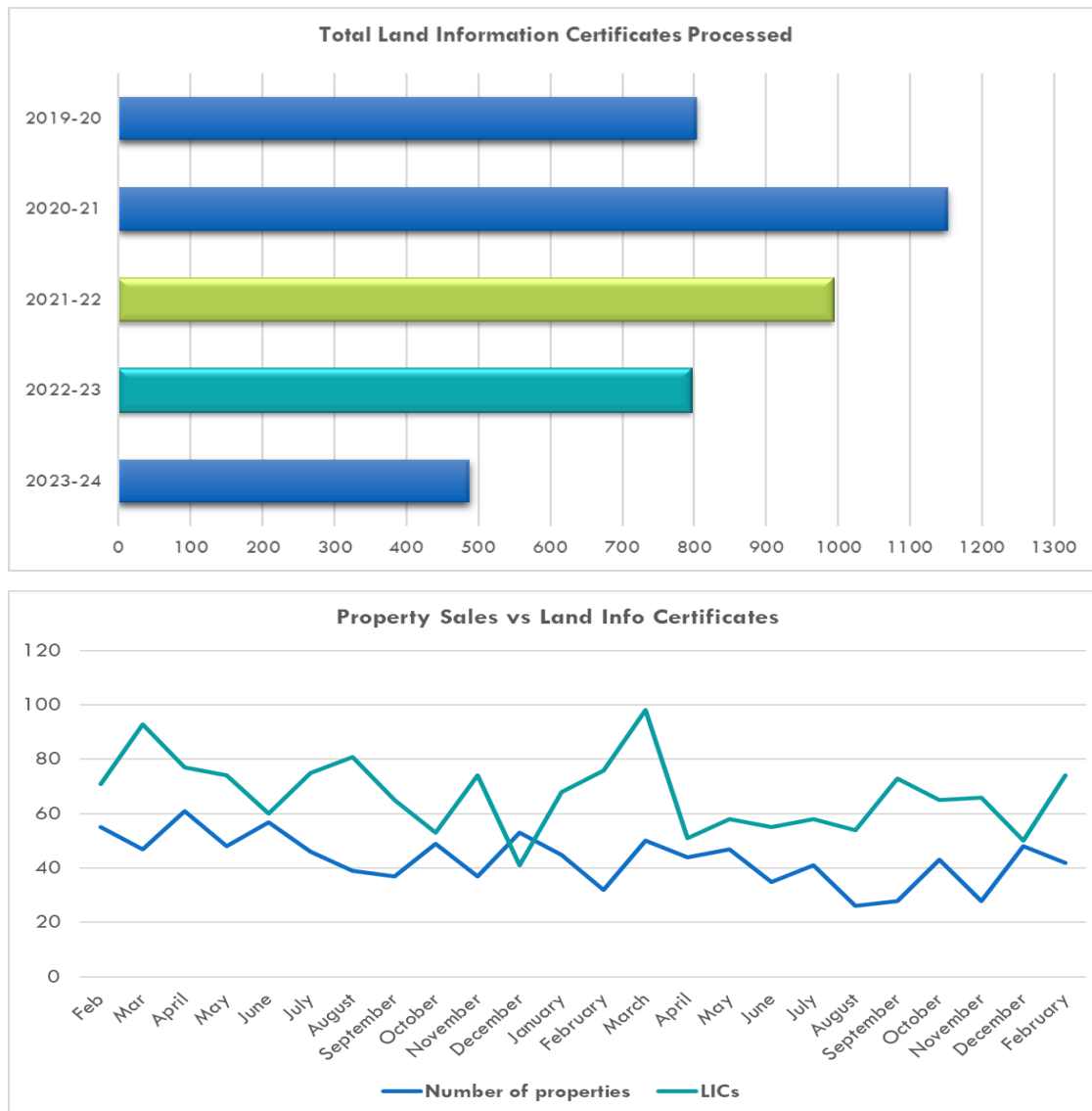
Debt Collection with Midstate Credit Collect

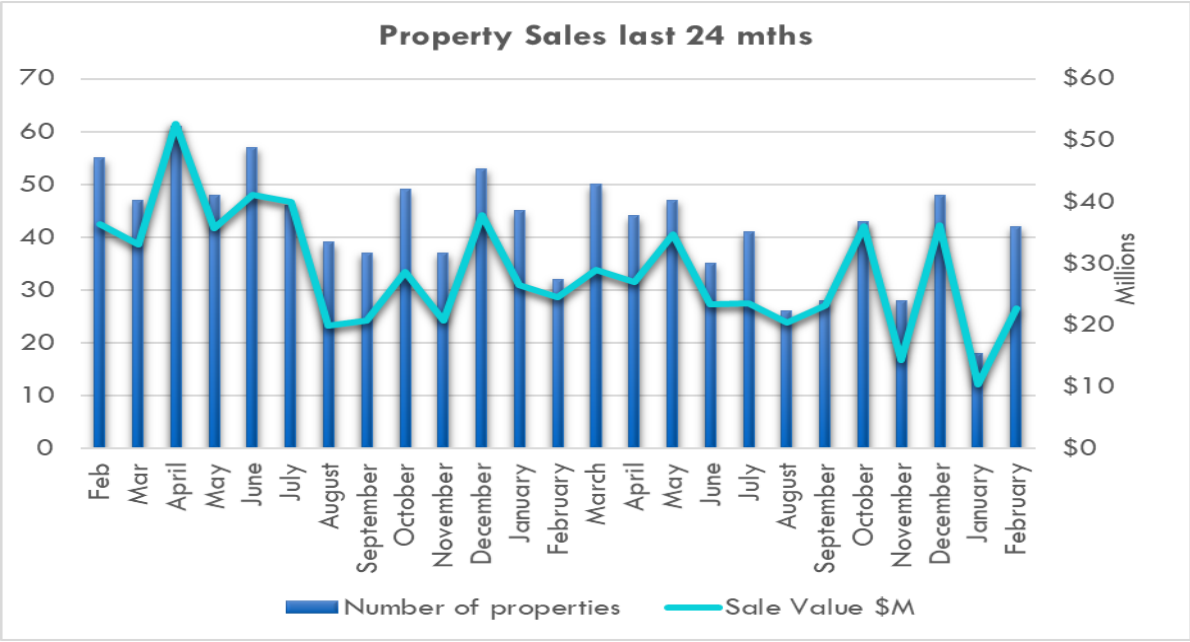
The number of active files at Midstate Credit Management is 26, down from 27 in January.

Property sales data

The number of Land Information Certificates (LICs) processed annually and year to date are shown below. LIC's are 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 number of LICs processed in February is 74, which compares to 76 in the prior year. The processing of certificates for the year to February is 487, which is 46 lower than the previous year result.





10. Field Services

Parks and Gardens

- ▶ Mowing – Mansfield and surrounding townships
- ▶ 28 CRMS for February 27 closed (23 were closed in time)
- ▶ Tree Pruning – Jamieson, Whitfield Road, Oaksford Drive, Donovan's way, and specific CRMS requests
- ▶ Jamieson – brush cutting, mowing, fallen branches, spraying
- ▶ Ovals – mowing, brush cutting.
- ▶ Cemeteries – Burials, internments, plaques, and general grounds maintenance
- ▶ Mower maintenance
- ▶ Roundabout beds – weeding
- ▶ Botanic Park – weeding garden beds, mulching trees and garden beds
- ▶ Davies St reserve – pruning of boundary and trees
- ▶ Spraying – Maroondah Hwy, Lords Oval, back info area, Benalla Rd, Shire office
- ▶ Irrigation repair – Shire Office
- ▶ Garden maintenance – Shire Office, Nolans carpark, Collopy Carpark, Ski Statue, Bonnie Doon
- ▶ Playground soft fall top-up
- ▶ Watering of non-established trees

Roads Crew

- ▶ General urban maintenance
- ▶ Line marking
- ▶ Drainage
- ▶ February: 75 CRMS in the month, 67 closed (56 were in time).

Backhoe work:

- ▶ Strathbogie Rd
- ▶ Woolshed Rd
- ▶ North creek Rd
- ▶ Bonnie Doon service Rd
- ▶ Donaldsons Rd
- ▶ Warringa Rd
- ▶ Maintongoon Rd

Roadside grass slashing:

- ▶ Ogilvies
- ▶ Mt Buller Rd (Timothy Lane to Greenvale Lane)
- ▶ Monkey gully Rd
- ▶ Stoneleigh Rd

Maintenance Grading:

In February our grading teams managed to grade 67.6 kms bringing the total for 2024 to 121.67.

West District

- ▶ Dry Creek Rd
- ▶ Tallangalook Rd
- ▶ Peppin Dr
- ▶ Dry Creek Rd
- ▶ Ancona Rd
- ▶ Glen Creek Rd
- ▶ Nix Lane
- ▶ Glen Creek Rd
- ▶ Star of the Glen Rd
- ▶ Star of the Glen Rd
- ▶ Cliff Rd
- ▶ Yellow Box Ln

East District:

- ▶ Old School House Rd
- ▶ Ahearn Rd
- ▶ Sappers Tk
- ▶ Mt Margaret Rd
- ▶ Rifle Range Rd
- ▶ Clydesdale Ln
- ▶ Rifle Range Rd
- ▶ Cemetery Ln
- ▶ Cinnabar Ln
- ▶ Mary St
- ▶ The Sideling
- ▶ Old Eildon Rd
- ▶ The Avenue
- ▶ Duncans Rd
- ▶ Duncans Rd S/R
- ▶ Waterson Rd
- ▶ Taylors Rd
- ▶ Peachey's Ln
- ▶ Barnetts Rd
- ▶ Mansfield-Woods Pt S/R
- ▶ Ashwin Rd
- ▶ Valley Fair Rise
- ▶ Village Way
- ▶ Trout Stream Way
- ▶ Jenkin Rd
- ▶ Wairere Rd

North District:

- ▶ Reynolds Rd
- ▶ Tabletop Rd
- ▶ Sawpit Gully Rd
- ▶ Stevensons Rd
- ▶ Blue Range Rd
- ▶ Walkers Rd
- ▶ Blue Range Rd
- ▶ Long Ln (East)

11. Community Health and Wellbeing

Maternal and Child Health

Maternal and Child Health Service	February 2024	Year to date
Birth notifications received	2	42
Key age and stage visits completed	68	497
Enhanced MCH hours provided	69.6	489.29
Sleep and Settling Outreach hours provided	2.42	41.58
Group hours	8	45.25

Maternal and Child Health has been supporting Victorian families for over 100 years. In 2020 an amendment was made to the Child Wellbeing and Safety act 2005 which requires Victorian Maternal and Child Health Nurses to hold three qualifications. Victoria is unique in Australia requiring MCH nurses to be a registered nurse, registered midwife and hold a postgraduate diploma in child and family health. The quality of the Victorian MCH service is considered the 'gold standard' in Child and Family Health in Australia. The role of MCHN has evolved overtime with the focus now on health promotion, prevention and early identification of the physical, emotional, and social factors affecting young children and their families.

Over the past 5 years Victoria's MCH nurses have had additional training in the areas of early detection of autism, trauma in infants in children, sleep and settling, family violence screening and safety planning and new Family Violence and Child Information sharing laws. MCH nurses work collaboratively with numerous external services to provide timely intervention, access, and support. These professionals include GP's, Paediatrician's, Early Childhood Intervention Services, Hospitals, Child Protection, Family Services, Mental Health Services and Early Parenting Centres, Allied Health Specialist, Family Violence Agencies Childcares and Kinder.

An example of the MCH teams' recent collaboration with the Wangaratta Paediatric Rapid review clinic included an urgent referral by MCH to the Paediatric team for assessment of an infant who was failing to thrive. This involved a direct referral by the MCH nurse to the hospital's Paediatric team. Mansfield MCH then worked in conjunction with the Paediatric team to provide serial assessment of growth and wellbeing to eliminate the family's need to travel to Wangaratta for regular assessment. MCH also provided adjustments to the feeding plan to support continued breastfeeding. The infant was diagnosed with a medical condition that was impacting on growth. MCH has been able to continue to support the mother to exclusively breastfeed and the infant's growth is now within normal parameters.

Supported Playgroups

The Supported Playgroups have resumed for 2024 with 5 groups running weekly in Term One. The last two weeks have seen increased participation in playgroups particularly crawl and play and outdoor groups.

National Playgroup Week is 18-24th March and a plan to celebrate with a Teddy Bears Picnic (playgroup) in the Botanic Gardens.

Financial Counselling

\$700 of ER (Emergency Relief) funds have been distributed since January.

Currently there are 11 active clients, 9 inactive clients & 2 in standby. 13 are return clients.

Client numbers & referrals are picking up. There has been 1 client so far, who declined the service as it was not face to face. This client was referred to UMFC.

The average client age is 54.8 years with ages ranging from 27 to 81 years.

Integrated Family Services

Integrated Family Services have had an increase in referrals since the school term started, which is as expected. Families engaged with IFS have experienced family violence, and some have come to the area to escape perpetrators. IFS still has a number of vacancies so are able to accept referrals quickly.

Staff have recently completed Safe and Together training which is a mandatory approach to working with family violence across the region. Services that IFS work alongside continue to work with pressure from the service system, and many are at capacity or working with waiting lists some months long. This has an impact on IFS who are required to manage issues being faced by families that are not ordinarily within the family services spectrum. These include but are not limited to; disability support and NDIS, family violence (historic and current), legal matters such as complex parenting issues where violence or abuse is present, mental ill-health and drug and alcohol misuse.

Service hours February: 167.85

Service hours year to date: 1360.75

Target Hours per year: 2253.59

Health and Quality

- ▶ Administered the Health and Wellbeing network meeting.
- ▶ Administered the Better Communities for Children Leadership Network.
- ▶ Worked with the Youth Team to contribute to the school holiday program for term 1 2024, will be hosting an Adventure Day with My Future Academy for 12 – 17-year-olds and a Mighty Movers program for under 12's.
- ▶ STI Test Vending machine installation confirmation of date and time.
- ▶ Created priorities for health promotion for the coming months for Respond and the VicHealth Local Government Partnership

Regional Assessment Service

The Regional Assessment Service (RAS) has seen a significant rise in referrals for assessments in February with 11 Assessments and 6 Support Plan Reviews completed.

Single Assessment Workforce tender is out and closing 14th March, current arrangements may stay in force until December 2024 as timelines are very tight to introduce new model.

The Hume Regional Assessment meeting was held online, and many services report a significant decrease in staff due to the uncertain future of service. This is resulting in delays in assessments across the region.

The Department of Health are providing updates to both RAS and Aged Care Assessment Services (ACAS) on the new single assessment model and are seeking expressions of interest of those outlets that would like to enter sub-contract arrangements. The State is in negotiations with the Commonwealth regarding hospital assessments and a component of clinical and non-clinical community assessments.

The IAT assessment tool that was trialled in the middle of last year will come into effect 1 July 2024.

Clients have been provided with Community Support Register details, Emergency Tool Planning Kit, Power of Attorney Documentation, Prepare for a Heatwave, Will Kits and Advance Health Care Directives for future planning when having their assessments.

The Assessment Officer has noted a sudden increase of clients needing financial help due to the high cost of living and many going without essential supplies. Referrals are made to support services such as Social Work, Financial Counsellor and/or welfare agencies as agreed to by clients.

All KPI's met for February with no overdue assessments.

Community Connections

Activities undertaken in February.

A visit to the Jamieson Community Craft Group generated appointments for support plan reviews, information provided on disabled parking and assistance with registering for services. Concession booklets were also provided.

Many Shire residents are very concerned regarding availability of doctors in Mansfield and not being able to see their regular doctor but rather who is available at the time.

A client was supported to complete an online appointment with the Financial Counsellor by providing a home visit and supporting with technology allowing service to occur.

A food parcel was collected from Loaves and Fishes and delivered to a client who could not afford food supplies and was eating one serve of cereal per day. The weeks supply of food was appreciated, and an ongoing arrangement has been organised. The client had also delayed going to his GP as they could not afford the out-of-pocket expense Bulk Billing was organised on his behalf.

A client that had registered for My Age Care was told by the call centre that they did not qualify for assessment with their consent the Community Connector advocated on the client's behalf.

There has been an increase in our 60+ years demographic. Between 2016 and 2021 806 new residents in this age group moved to Mansfield Shire. This population group is expected to rise from the 2021 number of 3492 to 4608 by 2031, an increase of 31.9 per cent and 37 percent of our total population. Our current services are strained with the current population needs and we are collaborating with providers in advocating at all levels of government to address our community's needs.

Social Inclusion Action Group

A formal launch of the Mansfield Social Inclusion Action Group was held on Wednesday 22 February 2024 at the Station Precinct's Gadhaba Gathering Place.

The Mayor, Councillors, CEO, local community groups and other stakeholders, including community members and a representative from the Victorian Government's Department of Health Mental Health and Wellbeing Division, attended the launch.

The Social Inclusion Action Group (SIAG) is a community-led initiative that is dedicated to improving social connection, mental health and wellbeing. Mansfield Shire Council is one of 5 local government areas awarded funding for a Victorian Government state-wide initiative that was created as part of the recommendation from the Royal Commission into the mental health system in Victoria. It is funded and managed by the Mental Health and Wellbeing Division, Department of Health.

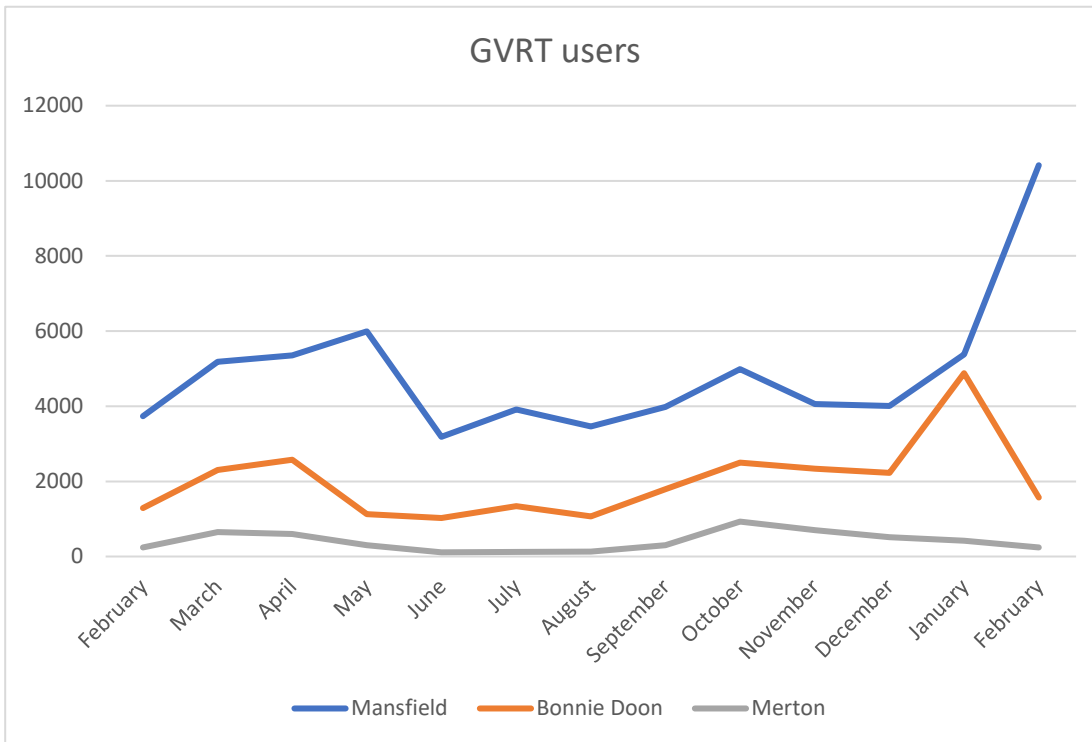
The newly formed group is made up of twelve diverse community members and four organisational partners representing seven outlying communities within the shire. Each representative has extensive connections to local community groups, stakeholders and organisations as well as having mental health lived experience.



12. Visitor Services

Tourism

The Great Victorian Rail Trail (GVRT)



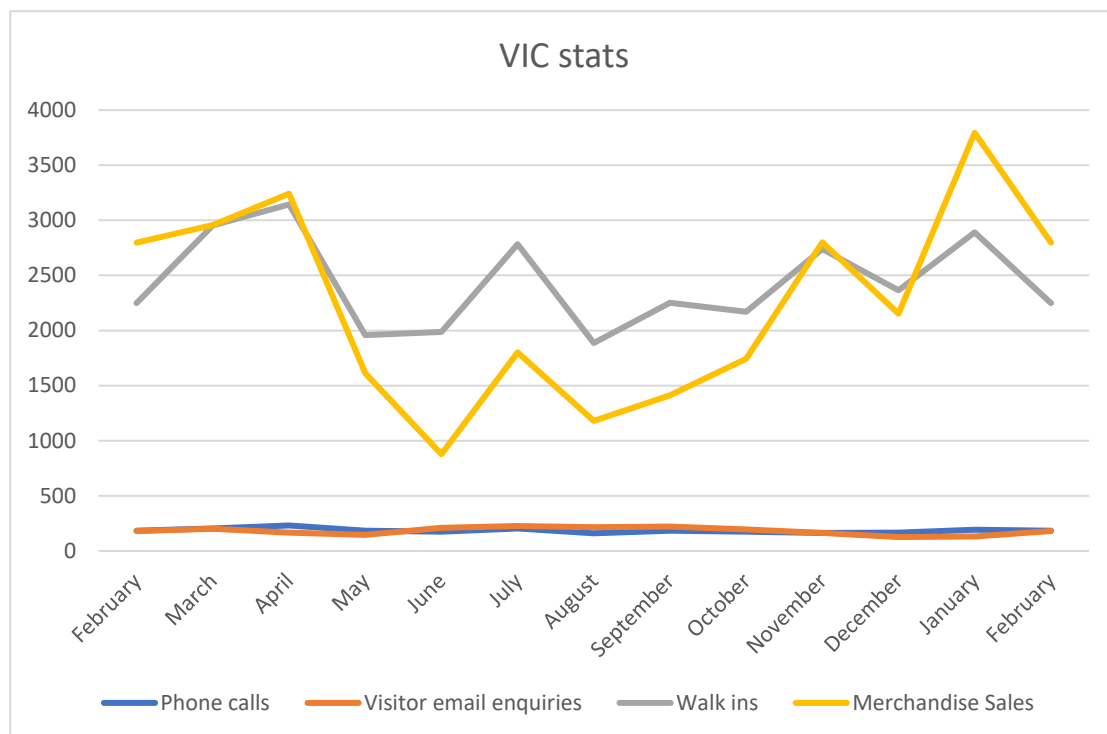
FEBRUARY	2023	2024	+/-
Mansfield	3738	10415	6677
Bonnie Doon	1290	1571	81
Merton	239	241	2
TOTAL	5267	12227	6960

- Counter in Mansfield has seen a huge increase which can, in part, be attributed to preliminary inspections by Friends group for their March Tour De Trail event and also inspections for wetlands work along the rail trail. So the Mansfield figure is a bit inflated on regular increases. However looking at Bonnie Doon we see an increase.

Bonnie doon and Merton counters were also checked for branches and other things that may effect counter numbers with some being removed.

- “Rediscover the Great Victorian Rail Trail” campaign finished first week in February with great results being reported. A full breakdown will be included in the March CEO Report.

Tourism & Mansfield Visitor Information Centre (VIC)



FEbruary (VIC)	2023	2024	+/-
Walk In visitors	2250	2150	- 100
Retail Sales	\$2798.50	\$2629.00	- \$169.50

- ▶ A small drop in numbers for February however this time last year the centre was promoting new offerings including the Aboriginal Art Gallery and new merchandise offerings.
- ▶ VIC Staff continue to discuss Australian Tourism Data Warehouse (ATDW) listings and inform businesses of why they should renew and continue with the now paid listings. We have found a few larger businesses are opting to not renew. We are working with TNE on this as well to highlight benefits to listings. Issues identified have been the value of ATDW, the non-user friendly platform and the lack of data from the platform. This information has been provided to TNE and ATDW.
- ▶ The portable Information Centre was not used over the month of February as there were minimal major events and also due to staffing restrictions.

Visitor Survey

- ▶ 1429 responses received since the beginning of Summer period.
- ▶ VIC Summer Visitor profile:
 - **23%** of visitors were aged 18 – 40, **35%** were 40 – 60, and **42%** were over 60.
 - **55%** adult couples, **13%** families with kids, **24%** Alone, **8%** Group
 - **90%** were overnight visitors with **26%** staying 2 nights, **18%** for 3 nights and **39%** staying more than 3 nights
 - **59%** were visiting Mansfield for their first time

- Most popular attractions/experiences in order:
 1. Rivers, lakes and water.
 2. Bushwalking & outdoors.
 3. Attractions
 4. Camping
 5. Craigs Hut
- Most popular reason for visiting VIC
 1. Maps and directions
 2. Operator information
 3. Displays/Interest Pieces

Other

“High Country” Trailer launched.

The BINGE series that was filmed in Jamieson last year is officially launching on Tuesday 19 March. The trailer for the series has been released and viewed over 28,000 times in 3 weeks. Council are working with TNE to find the right angle to promote this series, focusing on the economic benefit and Jamieson being chosen as a location and the positive outcomes for the region.

Tourism North East Regional Strategy Day – February 21

Council attended a strategy day in Milawa with representatives from North East Region LGA's, Visit Victoria and Tourism North East. This day covered a range of topics including:

- ▶ TNE Regional advertising campaigns
- ▶ Summary of 2023 work
- ▶ Gravel Cycling Projects
- ▶ Data from Visit Victoria comparing regions
- ▶ 2024 Plans and focus

The North East is quite different to other regions in terms of the age groups of our visitors. Whilst most regional areas miss out on the 25-35 age group the North East excels. Out outdoor offerings including Alpine regions were identified as the main driver for this age group.

Events

OzCarFest

Running for three days from Fri 2 Feb – Sun 4 Feb the OzCarFest saw over 220 entrants stay for two-three nights in Mansfield. The group dined in town, utilised accommodation and held multiple events throughout the three days including

- ▶ Show n shine on Friday night
- ▶ Run to Jamieson Saturday morning with lunch at the Jamieson Brewery
- ▶ OzCarFest main event Saturday evening at the botanic park

- ▶ Run to Bonnie Doon on Sunday with awards at the Bonnie doon Hotel.

Attendance for the Saturday afternoon/evening event was quite low in terms of local residents. A few factors around this included the weather as it was quite a hot day, the impact of the Friday night show n shine which was well attended meant people didn't need to see the cars again on the Saturday.

Council is working closely with organisers to look at how we can alter the event in 2025 to address these lower numbers for the main event.

Overall though a great event that visited and injected money into outerlying communities such as Jamieson and Bonnie Doon and also into Mansfield township.

Council supported with:

- ▶ \$10,000 towards the entertainment and equipment side of event
- ▶ \$5,000 marketing contribution
- ▶ Assistance with planning and delivery of event

Tolmie Sports - Saturday 10 February

A very successful Tolmie Sports day that saw large numbers make their way out to the Tolmie Recreation Reserve to see a range of traditional events take place.

Council supported with:

- ▶ In kind event equipment loan including signage, marquees, umbrellas, fencing and more
- ▶ Organised a videographer to capture the event and have provided these images and videos to the Tolmie committee to assist with future marketing and grant opportunities. Council also used this video on our own social media page to great success with over 6,000 views.

Upcoming Events

March	April	May
2 – Mansfield Hunting & Fishing Outdoor Expo	13 – Jamieson Autumn Festival	3-5 – Harvest Moon
3 – Tour De Trail	13 -14 – Merton Campdraft	12 – Mansfield Marathon
6 – 10 – Stockdog Spectacular	25 – ANZAC Day	25 – Farmers Market
9 – Merrijig Rodeo	26 – Lake High	
9 – Mansfield Pottery Festival	27 – Day On High	
16 – Honda Rally	27 – Farmers Market	
16 - 17 – Mansfield Cycle Tour		
17 – Mansfield Campdraft		
18-19 – Variety Charity Ride		
23 – Farmers Market		
30 – Bush Market		

Youth

Future Proof Program

Future Proof is a collective impact project led by YACVic, in response to the 2019-20 bushfires. It brings together a range of partners: 10 Local Councils, NGOs and ACCOs, as well as two Local Learning and Employment Networks (LLENs) and Victoria University.

As the coordinating partner, YACVic provide support to all partners to deliver youth-led activities across the bushfire-impacted areas, including:

- ▶ Qualification pathways for local young people to kickstart careers in emergency management and community services
- ▶ The creation of local youth advisory groups (YAGs) leading locally-led projects.
- ▶ Training for young people and youth workers.

Future Proof is place-based, and applies youth work principles to support young people in youth-led recovery projects and community decision-making.

The project is funded under the Australian Government's Black Summer Bushfire Recovery Grants program.

Councils Youth Project Officer – Disaster Recovery has been working hard on revamping this program after low uptake over the past six months. This has led to solid engagement with the schools, community groups and training facilities in Mansfield Shire and outer lying regions. With feedback from these areas council has a new line up of courses we are offering in conjunction with MACE and also Junction youth services. This lineup includes the following being available to anyone aged 12-25 for free.

- ▶ Construction White Card
- ▶ First Aid
- ▶ Teen Mental Health Course
- ▶ Chainsaw Ticket & Course
- ▶ Defensive Driving
- ▶ Food Handlers Certificate.

Through this revamp we are already seeing increased interest in the courses with a list of 27 youth enrolling in the new offering and 7 on waitlist for other courses of interest.

Additionally through the program we are recruiting for a local laws trainee position in animal care. This is in its final stages working with Skillinvest and will be advertised soon.

Youth Centre

The Youth Centre has reopened for afternoon programs from Monday – Thursday which has seen some positive results. Council has begun to revamp the space in the centre and focus on our offering and will be holding an open day on March 16 from 10am – 1pm to let people know what they can come and do here.

Council officers are working on the lineup for the next school holiday programme with the following offering likely to be the final lineup. Once confirmed it will be communicated via councillor communiques, we have focused on involving the community and businesses for this program rather than have it centre based.

- ▶ Mini Golf Day at Mansfield Mini Golf
- ▶ Movie afternoon at the Mansfield Armchair Cinema
- ▶ “Arts Day” with Mansfield arts and Mansfield and District Potters
- ▶ Chop n chat cooking classes
- ▶ FReeZA Summit day
- ▶ Plain Creek Loop walk day.

FReeZA

The FReeZA program is based on a youth participation model where young people lead the planning, development and delivery of music, cultural and recreational events in their local community.

This innovative youth development program enables young people to enjoy fully supervised drug, alcohol and smoke-free events.

Events are diverse and need to reflect the needs and interests of young people in their local area.

Our current lineup of FReeZA events include:

- ▶ Jamieson Autumn Festival youth stage
- ▶ North East Skate Comp
- ▶ Battle of the bands
- ▶ Rock Out Music Event

Council officers are currently exploring the following ideas for events:

- ▶ FReeZA on Buller – live music in the village square
- ▶ Youth art expo with Mansfield Arts.

Community Development

Community Groups Newsletter

The Community Groups Newsletter is distributed monthly to over 90 community groups. Community grants information remains the most popular item.

	Mansfield Shire Council	Industry Benchmark
Open Rate	58%	19%
Click Rate	15 %	3%

Most popular articles in the February Newsletter were Change Our Game Community Activation Grants, followed by the Ausbike article.

Grants

Council provided support to our community groups in their application for the following grant programs.

Tiny Towns Grant: Council supported Howqua Community Group, Bonnie Doon Community Centre, Merton Community Group and West Gippland Relic, Mining and Heritage Protection Incorp. in their Tiny Towns application.

Foundation for Rural & Regional Renewal (FRRR): Mansfield Armchair Cinema and Merton Recreation & Memorial Hall Reserves Incorporated.

Outlying Community Infrastructure Fund: Peppin Hub have completed the Peppin Hub Community Centre signage project.

Continuing to search for Grants suitable for MAD Potters usage of the recently renovated Police Stables.



Sport and Recreation

- ▶ Mansfield Shire sporting facilities strategy review: March community consultation
- ▶ Council Fair Access Policy: community consultation closed. Community comments will be used to support the development of the Fair Access Action Plan.
- ▶ Advocating to address local needs to Sport and Recreation Victoria, Valley Sport, Tennis Victoria, Cricket Victoria – cricket grant and AFL Victoria.

First Nations

Supported the first Gadhaba Local Aboriginal Group meeting for 2024. The group are reviewing their community plan.

13. Library

Love Your Library Day

The Library celebrated Love Your Library Day (Valentine's Day) with free chocolate hearts for everyone and 'Love your Library' USBs.

Friendship rocks - In the spirit of spreading love and fostering friendships within our community visitors to the Library were encouraged to make friendship rocks for other people in their lives.



Launch of Hoopla Digital

Mansfield Library launched Hoopla Digital on 29 February giving the community access to more than a million audio books, eBooks, movies, TV series and digital comics and manga.

Library members can access the entire Hoopla collection, with each member limited to 10 borrows per month. The High Country Library Network has a pay per use agreement with Hoopla with several thousand dollars allocated to fund this eResource until the end of the financial year.

Benefits of Hoopla include:

- ▶ diverse content in more than 100 languages.
- ▶ 'Kid's mode' where children 12 and under can browse and borrow from a collection limited to junior material.

A snapshot of the Mansfield Library Victoria Facebook page

- ▶ Followers - 1056
- ▶ Posts published - 20
- ▶ Engagement - 651

The Library's most popular posts for February:

Winners of the Big Summer Read collect their prizes

<  **Mansfield Library Victoria** ...
Posted by Manny Libby
9 Feb · 🌐

Such a delight to see Hayley, Elijah and Charlie last week, who came to collect their Big Summer Read prizes at the Library 🥳

Congratulations and well done to everyone involved for your superstar reading efforts 😊
Look forward to more fun activities with you throughout the year! 🎉



Sylvia shares 100s of jigsaws with the community

<  **Mansfield Library Victoria** ...
Posted by Manny Libby
5 d · 🌐

Did you know we have great selection of jigsaw puzzles here at the Library for you to borrow and enjoy?

There is everything from children's puzzles to larger puzzles of up to 1500 pieces!

Our jigsaws are kindly supplied and looked after by the lovely coordinator, Sylvia :)

We welcome you to come and see the wonderful collection :)



Statistics for February 2024

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holds placed	New*
February	3455	3808	10	163	16	204	659	54
January	3059	3867	13	151	11	169	698	41
December	2537	2989	12	167	7	57	447	26
November	3538	3823	17	144	9	106	579	59
October	3651	3903	16	148	18	99	484	41
September	4221	3904	21	455	24	112	484	65
February 2023	2004	2457	5	105	0	52	248	-

*New memberships

Library was closed between Christmas and New Year December 2023

Library was closed between Thursday 4th – Saturday 6th of January due to staff sickness.

14. Communications

Media Releases

Throughout February the 9 media releases below were generated and distributed. All media releases produced are also shared via Council's Corporate Facebook page, driving visitation back to the website.

- ▶ Donaldsons Bridge Rehabilitation Works
- ▶ Have your say on Mansfield Shire's Asset Plan
- ▶ Apollo Street Drainage Works
- ▶ Heritage Visitor Facility Sod Turning
- ▶ New shared path in Goughs Bay
- ▶ Mansfield Sporting Complex Roof Renewal
- ▶ Rail Trail Renewal Works
- ▶ Construction Commences on High Street Carpark
- ▶ Social Inclusion Action Group Launch

Media Undertaken by the Mayor

Mayor Cr Steve Rabie spoke to Mansfield Community Radio on Wednesday 21 February 2024. The main topics covered included:

- ▶ Sod turning at the Heritage Visitor Facility, the site of the future Mansfield Heritage Museum
- ▶ The launch of the Social Inclusion Action Group
- ▶ Drainage upgrades on the corner of Apollo Street and High Street
- ▶ An upgrade on our extensive grading program
- ▶ An update on Council's clean up and safety works following the storm
- ▶ New funding from 'Making Local Roads Safer' with \$2m for Mansfield Shire's high risk roads and intersections.
- ▶ An update on the Heavy Vehicle Alternative Route – sealing of Dead Horse Lane

Comments to media

In February, responses for comment were provided to Northeast Media/Mansfield Courier on the following topics:

- ▶ Mansfield Pool being managed by Belgravia (Mansfield Courier)
- ▶ Funding for violence against women
- ▶ Housing affordability
- ▶ Storm damage
- ▶ HPV vaccinations
- ▶ Maternal and child health services

ABC Shepparton

9 February 2024

- ▶ Apollo Street Drainage Works
- ▶ Making Local Roads Safer Funding

19 February 2024

- ▶ Telstra Outage/Power Failure

Social Media

Mansfield Shire Council | CEO Monthly Report

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

For the February period, Council's Facebook page saw an increase in follows of 46, taking the number of followers to 6,482.










Statistics on the Facebook page activity are provided below:

▶ Post reach	27,530
▶ Post engagement	7,960
▶ Comments	258
▶ Reactions eg: likes	776
▶ Shares	118

The top performing post over the February period was in relation to the removal of the Ash tree in Ultimo Street. This post reached over 6.5k with 296 Engagements. The post with the highest engagement was once again pet related. The rehoming of a surrendered dog received an engagement of over 1k.

Lost animals always receive a large amount of engagement which ensures a good rate of reach and engagement, often resulting in a good outcome for the animal. This post was shared 24 times.

The posts in relation to the power outage were also high on the reach/engagement scale as detailed below.

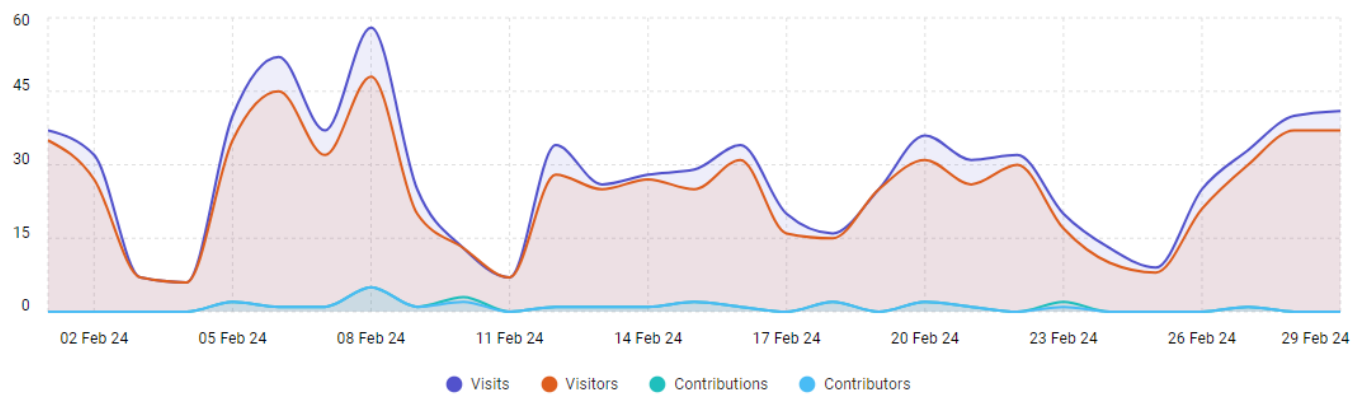
	Although we've undertaken some maintenance and remedial work recently on the Ash tree in Ultimo Street to remove several main branches lost over the last couple of months, the recent storm has resulted in the tree losing another significant branch. This has left the tree very unbalanced and prone to more branch failures in strong winds. So, for...	Post reach 6,613	Engagement 296
	Works to improve the drainage on the corner of Apollo St and High St, Mansfield have commenced today. The upgrade will significantly improve drainage and reduce the localised flooding which has occurred in this area for many years during heavy rain events. Works are expected to be completed by mid-April 2024 during this time there will be...	Post reach 5,294	Engagement 80
	UPDATE 21/2/24 - Howl has been rehomed! Dog surrendered - looking for a new family 🐶🐶 Howl is a friendly 11 month old Great Dane x Staffy who has been surrendered to us and we are looking to find his forever home/family. If you think he would be the perfect addition to your family please contact our Local Laws team on 5775 8555. Microch...	Post reach 4,514	Engagement 1,056
	Road sealing on Goughs Crescent and Catherine Street in Goughs Bay was completed yesterday as part of Council's Township Sealing Program. The works aimed to improve the road surface, address drainage issues and reduce dust. In addition to the sealing, drainage channels were cleared and redefined, and new culverts and rock beaching were...	Post reach 4,359	Engagement 366
	UPDATE 21/2/24 - DJ has found a new home! Dog surrendered - looking for a new family DJ is a desexed 14 month old Australian Cattle Dog who has been surrendered to us and we are looking to find her forever home/family. If you think she would be the perfect addition to your family please contact our Local Laws team on 5775 8555. Microchip No....	Post reach 4,157	Engagement 741
	For residents still requiring assistance due to the extended power outages see below services available: Jamieson residents - Jamieson Hall open for residents to charge devices access toilets and hot water - Jamieson Caravan Park open for residents to use showers, charge devices and access internet Mansfield residents - Mansfield Library open f...	Post reach 3,708	Engagement 580
	Works to oversow the oval at the Mansfield Recreation Reserve will be commencing Monday 4 March. 🌱 To achieve optimal results sprinklers will be running twice a day at 11am and 3pm, during this there will be minimal access to the ground for approximately three weeks. Access to the playground will still be open via the gate on Hightett Street....	Post reach 3,365	Engagement 23
	Power outage data in the region has been analysed by the incident controller and it has been advised that the longest power reconnection is 9:00am tomorrow (Thursday 15 February). Thank you to the SES crew and community members who have volunteered to assist in the clean up, and our Field Services team who have been working across the Shire...	Post reach 2,807	Engagement 678
	We have been in contact with Telstra who have the Regional Communications Manager currently working in the Shire to restore power to the telecommunication towers. Telstra have advised they are happy to meet with community groups who continue to experience difficulty with their telecommunications and to provide assistance. Telstra...	Post reach 2,745	Engagement 388

Engage Portal

Regular community consultation is undertaken via Council's Engage Portal.

In February, the platform received 806 visits, 27 contributions and recorded 4 new registrations with an engagement rate of 3.9%.

Details of visitation for the past 30 days are below:



The snapshot below provides details on the projects and the contributions for each.

Project	Number of Contributions
Rifle Butts Road Upgrade	7
Highton Lane Upgrade Design	7
Fair Access Policy	4
Asset Plan 2024-2033 Engagement	4
New Shared Path in Goughs Bay	3
Road Management Plan and Road Register	1
FOGO Roll Out	1

YouTube

There is a steady level of community participation in online Council meetings. The Council meeting of 20 February 2024 had 67 views.

15. Digital Transformation Project

Status of activities in Project CODI is:

- ▶ Information Management: A series of workshops have been completed and a draft Information Architecture has been developed and is being socialised. Additionally, the work on the migration of records/data from existing document management systems has commenced and over the next few weeks Information Management Co-ordinators will be analysing the data and planning for it's cleansing and migration.
- ▶ Planning, Building and Regulatory: Murrindindi building module is approximately 85% complete and work has commenced to establish the module for Benalla. System review workshops, involving all Councils, have been successfully completed for the Planning module for Mansfield with the first phase of User Acceptance Testing to commence imminently. Requirements workshops have been successfully completed for the Regulatory module, with the system review process to commence in late March.
- ▶ Enterprise Resource Planning (ERP) Procurement: The report requesting Councils approval has been prepared and is being submitted to the March Councils meetings. If approved by the Councils the next step will be to finalise contracts with the preferred supplier with the intention to commence work in April.