

# CEO Monthly Report

November 2023



Mansfield Shire

## 1. Customer Service

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

CRMS statistics for the month of November show 156 Customer requests registered with 61 requests remaining open and 95 being closed during the month.

No complaints were received for November 2023.

The majority (35%) of total requests opened relate to Road Maintenance (Field Services) consisting of (in order of frequency):

- ▶ Roads/potholes,
- ▶ Parks and Gardens,
- ▶ Weeds/Vegetation Control and,
- ▶ Drainage,
- ▶ Tree or Limb Removal,
- ▶ Footpaths.

Local Laws (33%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- ▶ Domestic animals - Stray/Wandering,
- ▶ Private Property Fire Hazard,
- ▶ Livestock - Stray/Wandering,
- ▶ Domestic animals - Impounded,
- ▶ Cat trap register,
- ▶ Animals, Native - Euthanasia

At the time of the report there were 6 overdue service requests. Overall organisation performance is 96%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Waste	2	0	0	1	0	1
Asset Management	7	3	2	0	2	0
Records and Customer Service	7	7	0	0	0	0
Engineering Services	13	4	1	0	8	0
Parks and Garden Services	19	12	0	1	6	0
Local Laws	53	34	9	2	6	2
Road Maintenance	55	35	9	2	7	2
<b>Total</b>	<b>156</b>	<b>95</b>	<b>21</b>	<b>6</b>	<b>29</b>	<b>5</b>

#### 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**

<b>November 2023</b>	
	Total
<b>Requests</b>	156
<b>Complaints</b>	0

## 2. Governance

### Confidential Reports at October 2023 Council Meetings

No. of Confidential Reports	Comments
3 (28 November 2023)	<ul style="list-style-type: none"> <li>▶ Tender Award – Gooleys Bridge Barrier Installation</li> <li>▶ Potential Land Acquisition</li> <li>▶ CEO 12 Month Performance Review</li> </ul>

### 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		
January 2024		
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
<b>TOTAL</b>	<b>15</b>	<b>15</b>

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

No. of FOI Requests	Comments
1	1. Planning files relating to the Requestor's residence located on Mansfield-Woods Point Rd Jamieson VIC 3723

### 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		
January 2024		
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
<b>TOTAL</b>	<b>11</b>	<b>11</b>

### 3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
<b>Buildings</b>				
Council Building Renewal - Shire Offices - Depot	\$92,835	Shire Office carpet renewal & toilet refurbishment quotation underway. Depot wash bay roof (carry forward) construction completed.	On Budget	Feb 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 proposed to be managed by the Merton Community Group in consultation with Council. Upgrade of Lords Reserve Toilet – designs for stakeholder engagement prepared. Engagement with clubs & community occurred November. Feedback being assessed.	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; work to commence in January 2024.	On Budget	June 2024
Bonnie Doon Recreation Reserve	\$50,000	Survey completed; quotation process underway for design, with Master Plan to follow.	On Budget	Mar 2024
Bonnie Doon Recreation Reserve Hall	\$15,000	Replacement of curtains in hall and kitchen. Complete.	On Budget	Complete July 2023

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mansfield Sports Stadium Complex	\$50,000	Replace laser lite panels – scoping and procurement in progress.	On Budget	Feb 2024
Lords Reserve Pavilion	\$270,000	Construction of new Pavilion, subject to external grant funding. Design work completed and application to be submitted to Growing Regions fund mid-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 quotation process underway for design.	On Budget	Feb 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 under discussion with GMW following DEECA refusal for use of State Forest land.	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
<b>Bridges &amp; Culverts</b>				
Gooley's Bridge	\$67,000	Gooley's Bridge Barrier Replacement tender awarded at November Council meeting. Final stakeholder consultation to be completed in December. Works to start in early 2024.	On Budget	Feb 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Baldry Street Bridge	\$100,000	Baldry Street Bridge renewal – scope determined; quotation process underway.	On Budget	June 2024
Donaldson Rd (B21) Bridge	\$160,000	Donaldson Rd Bridge renewal – inspections have shown this bridge to be a lower priority for repair; minor renewal works to be undertaken. Quotation process underway.	On Budget	Mar 2024
Bridge & Culvert renewal & assessment Program	\$90,000	Renewals identified through assessment; Level 2 and 3 assessments awarded and underway.	On Budget	May 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
<b>Drainage</b>				
Apollo St Drainage	813,000	Design completed. Contract awarded to Alpine Civil. Works to commence in Q1 2024.	On Budget	Apr 2024
Mullum Wetlands Rejuvenation	100,000	Scope determined, RFT currently being reviewed.	On Budget	Mar 2024
Drainage Renewal Program	220,000	Pires – Goughs Bay Rd drain reformation to support resealing – contract awarded as part of reseal prep. 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 & 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 awarded. Construction commenced late November.	On Budget	Feb 2024
<b>Open Space &amp; Streetscapes</b>				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – works have commenced, expected to be completed early December.	On Budget	Dec 2023
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – procurement process underway.	On Budget	Feb 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	Feb 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 – scoping and stakeholder engagement in progress.	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 install to commence late January.	On Budget	Feb 2024
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights – auditress.	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
<b>Pathways</b>				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) will be delivered as part of the kerb and channel works. Rail Trail Gravel/Stone Renewal in Station Precinct currently under procurement.	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 under scoping, application to TAC for funding. Construction of gravel footpath - Monkey Gully Rd – RFQ for construction in progress. Construction of Malcolm St footpath (carry forward) – completed.	On Budget	Jun 2024
<b>Roads</b>				



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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Kerb & Channel	\$54,304	Renewal works scope determined. Contract awarded, scheduled to finish January.	On Budget	Jan 2024
Re-Seal Program	\$890,343	Scope determined; contract awarded. Works to commence in February.	On Budget	Feb 2024
Re-Seal Preparation Program	\$520,365	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Works underway.	On Budget	Dec 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 February.	On Budget	Feb 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 to commence in December.	On Budget	Mar 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 commenced in November (carry forward).	On Budget	Mar 2024
Buttercup Road	\$200,000	Design complete. Procurement process underway for resealing works.	On Budget	Feb 2024
Coster St Woods Point	\$50,000	Improvements to Coster St – Contract awarded. Works commenced in November.	On Budget	Feb 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mt Buller Service Road Renewal	\$500,000	Scope determined; Contact awarded for design. Community consultation in progress, RFT in progress.	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%

## 4. New Initiatives

Initiative	2023-24 Budget	Project Update
<b>Community Driven Initiatives</b>		
Library Services - restoration to pre-COVID levels	\$ 88,658	Library has been operating on new hours since re-opening in May 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.
<b>Community Driven Total:</b>	<b>\$ 266,786</b>	
<b>Income Generating / Funded</b>		
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: one in the role of Statutory Planner at 1.0 FTE and the other as a Planning Support Officer at 0.6 FTE.
Property Management Booking System - system rollout for management of property & leases	\$ -	The project implementation is continuing. Data Collection Template has been set up. Initial Solution Mapping has been conducted, and the user journeys will be prepared as the next step, along with the run-through of the user journey on the Play System.
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, starting week ending 12/11/2023.
<b>Income Generating / Funded Total:</b>	<b>\$ 87,691</b>	
<b>Regulatory / Risk Management Initiatives</b>		
Records Digitisation	\$ 65,000	Role has been appointed (with a review required in 2024/25). Records Digitisation progress for the month of November 2023 a total of 68 files have been prepared, scanned and completed.
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.
<b>Regulatory Requirements Total:</b>	<b>\$ 105,000</b>	
<b>Existing Services Initiatives</b>		

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Initiative	2023-24 Budget	Project Update
Strategic Planning Officer - Cost effective delivery of Strategic Planning Program with reduced reliance on external consultants through use of undergraduates	\$ 29,000	Strategic Planning Officer role has changed from 0.6 FTE to 1.0 FTE effective from mid-August.
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 1598 calls and 1134 face to face customers in the month of November. Melbourne Cup Public Holiday, reminder rates notices, 2 <sup>nd</sup> 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.
<b>Existing Services Total:</b>	<b>\$ 93,148</b>	
<b>New Initiatives</b>		
Finance Undergraduate Role	\$ 55,000	The Finance undergraduate commenced in mid-July. The appointee has gained solid knowledge of the systems and has provided support through the statutory year end process. She is also providing ongoing support to the business with financial enquiries and ongoing accounting and reporting.
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 week ending 5/11/2023. Users have received comprehensive training.
Outlying Communities Infrastructure Fund Grant	\$ 75,000	The grant closed on 23 November. 10 applications were received meeting the required criteria and have been assessed for recommendation of funding award to the 12 December Council meeting.
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	Community workshops have been conducted and the FOGO survey was prepared end of week 5/11/2023.
<b>New Initiatives</b>	<b>\$ 211,800</b>	

## 5. Statutory Planning

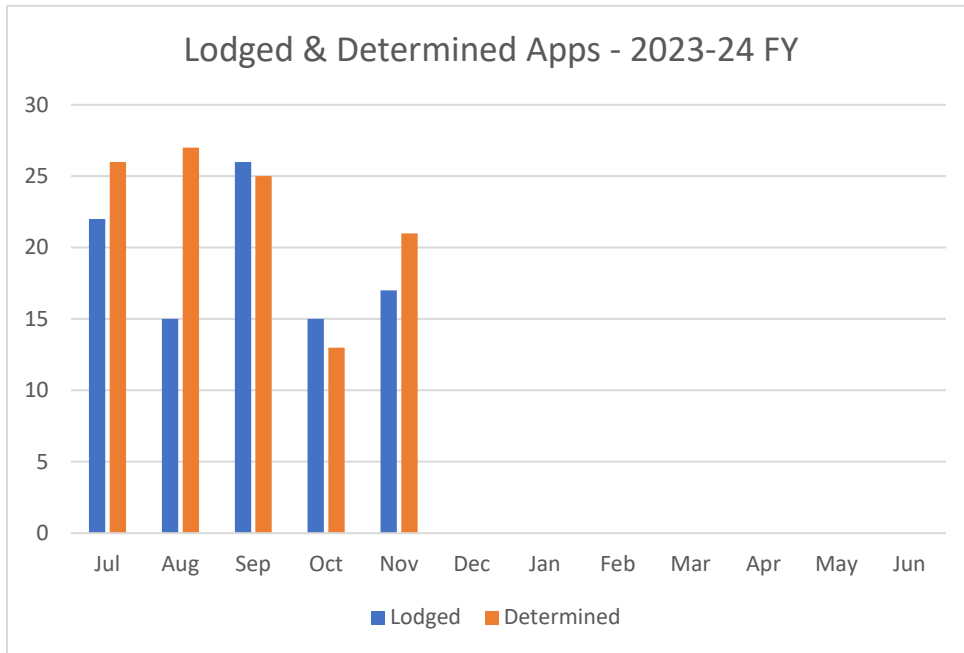
### Planning Applications Lodged

App No.	Property Address	Proposal
P065A/22	109 MALCOLM STREET MANSFIELD VIC 3722	Subdivision of the land into two (2) lots (Amend Condition 2)
P0124D/09	30 SPRING STREET HOWQUA HILLS 3723	Development and use of a dwelling
P180/23	880 MANSFIELD WOODS POINT ROAD MANSFIELD 3722	Use and development of land for a Place of Assembly and a third (retrospective) Dwelling for Group Accommodation
P181/23	22 GLENCOE RIDGE MANSFIELD 3722	Use and development of land for Group Accommodation (One Dwelling)
P182/23	15 WITHERS LANE MANSFIELD 3722	Use and (retrospective) development of land for Container Deposit Scheme Centre and display of Business Identification Signs
P183/23	60 CHENERY STREET MANSFIELD VIC 3722	Alteration of access in the Principal Road Network
P184/23	32 KITCHEN STREET MANSFIELD VIC 3722	Use and development of land for an Indoor Recreation Facility (Gym) and display of Business Identification Signs and one (1) Floodlit Business Identification Sign
P185/23	66 CLIFF ROAD BONNIE DOON 3720	Use and development of land for a Second Dwelling
P186/23	86 HIGH STREET MANSFIELD VIC 3722	Development of land for alterations to an existing building
P187/23	90 LOYOLA DRIVE MANSFIELD 3722	Development of land for a domestic outbuilding and extensions to an existing second dwelling
P188/23	334 GLEN CREEK ROAD BONNIE DOON VIC 3720	Use and development of land for a dwelling (conversion of existing shed) and domestic outbuilding
P189/23	45 WARRAMBAT ROAD SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling and outbuilding
P190/23	226 HARPERS ROAD BARJARG 3723	Development of land for a domestic outbuilding
P191/23	LOT 3 SOLDIERS ROAD BARWITE VIC 3722	Use and development of land for Stone Extraction
P192/23	2884 MAINTONGOON ROAD BONNIE DOON 3720	Display of Business Identification Sign
P193/23	380 HUTCHINSONS ROAD BONNIE DOON 3720	Development of land for an extension (deck and verandah) to an existing dwelling
P194/23	714 PIRIES-GOUGHES BAY ROAD GOUGHES BAY 3723	Development of land for a domestic outbuilding
<b>Total Applications Lodged:</b>		<b>17</b>

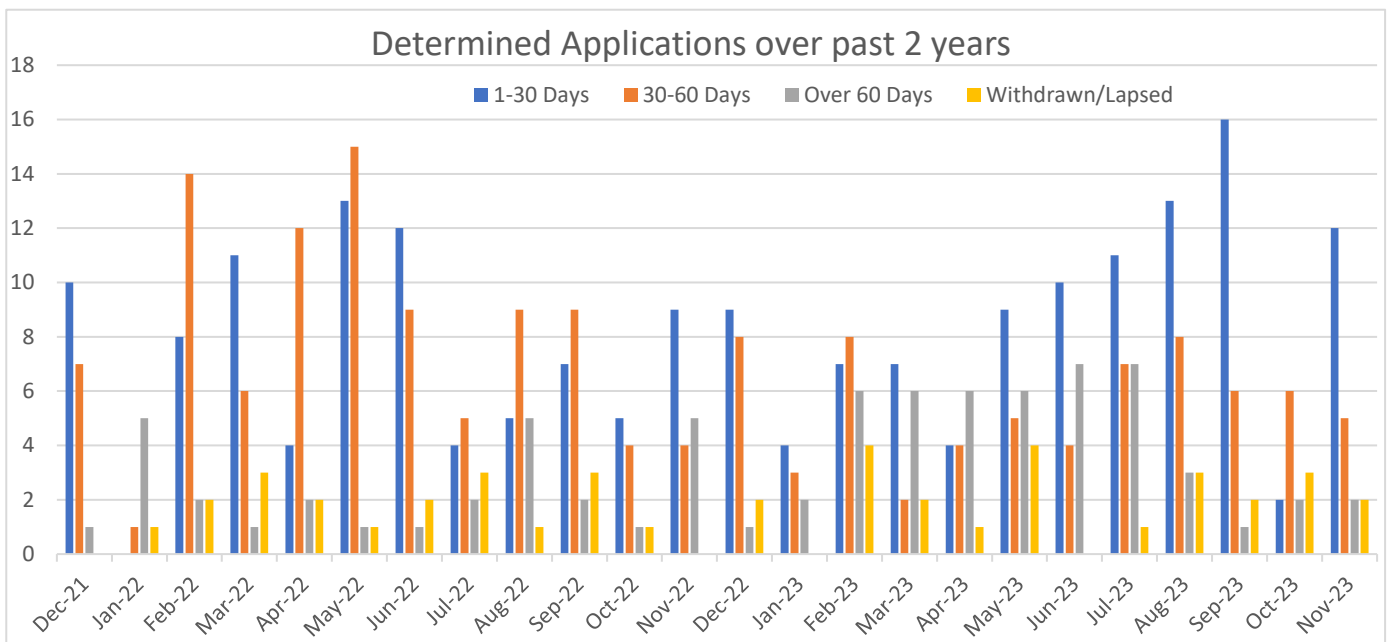
### Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P022/23	LOT 24 OWENS CREEK DRIVE MANSFIELD VIC 3722	LOT 24 OWENS CREEK DRIVE MANSFIELD VIC 3722	Issued
P025/23	8 BULLER STREET SAWMILL SETTLEMENT VIC 3723	8 BULLER STREET SAWMILL SETTLEMENT VIC 3723	Issued
P038/23	754 SONNBERG DRIVE BONNIE DOON 3720	754 SONNBERG DRIVE BONNIE DOON 3720	NOD
P098/23	1591 MANSFIELD WOODS POINT ROAD PIRIES 3723	1591 MANSFIELD WOODS POINT ROAD PIRIES 3723	Withdrawn
P104/23	54 GILLEY LANE BARWITE VIC 3722	54 GILLEY LANE BARWITE VIC 3722	Issued
P110/23	26 ROSELLA STREET SAWMILL SETTLEMENT VIC 3723	26 ROSELLA STREET SAWMILL SETTLEMENT VIC 3723	Issued
P119/23	217 DESMONDS ROAD BOOROLITE VIC 3723	217 DESMONDS ROAD BOOROLITE VIC 3723	Withdrawn
P124/23	19 HILLS ROAD GOUGHS BAY VIC 3723	19 HILLS ROAD GOUGHS BAY VIC 3723	Issued
P139/23	310 BANUMUM ROAD MANSFIELD VIC 3722	310 BANUMUM ROAD MANSFIELD VIC 3722	Issued
P148/23	8 MAN COURT SAWMILL SETTLEMENT VIC 3723	8 MAN COURT SAWMILL SETTLEMENT VIC 3723	Issued
P149/23	96 OWENS CREEK DRIVE MANSFIELD VIC 3722	96 OWENS CREEK DRIVE MANSFIELD VIC 3722	Issued
P152/23	4/20 HIGHETT STREET MANSFIELD VIC 3722	4/20 HIGHETT STREET MANSFIELD VIC 3722	Issued
P160/23	SHOP 3 269 DEAD HORSE LANE MANSFIELD VIC 3722	SHOP 3 269 DEAD HORSE LANE MANSFIELD VIC 3722	Issued
P173/23	99 HIGHTON LANE MANSFIELD VIC 3722	99 HIGHTON LANE MANSFIELD VIC 3722	Issued
P175/23	3423 MANSFIELD WOODS POINT ROAD JAMIESON VIC 3723	3423 MANSFIELD WOODS POINT ROAD JAMIESON VIC 3723	Issued
P176/23	40 MCMILLAN POINT DRIVE MANSFIELD 3722	40 MCMILLAN POINT DRIVE MANSFIELD 3722	Issued
P177/23	428 HUTCHINSONS ROAD BONNIE DOON 3720	428 HUTCHINSONS ROAD BONNIE DOON 3720	Issued
P178/23	17 VILLAGE WAY MACS COVE VIC 3723	17 VILLAGE WAY MACS COVE VIC 3723	Issued
P186/23	86 HIGH STREET MANSFIELD VIC 3722	86 HIGH STREET MANSFIELD VIC 3722	Issued
P187/23	90 LOYOLA DRIVE MANSFIELD 3722	90 LOYOLA DRIVE MANSFIELD 3722	Issued
P190/23	226 HARPERS ROAD BARJARG 3723	226 HARPERS ROAD BARJARG 3723	Issued
<b>Total Applications Determined:</b>			<b>21</b>

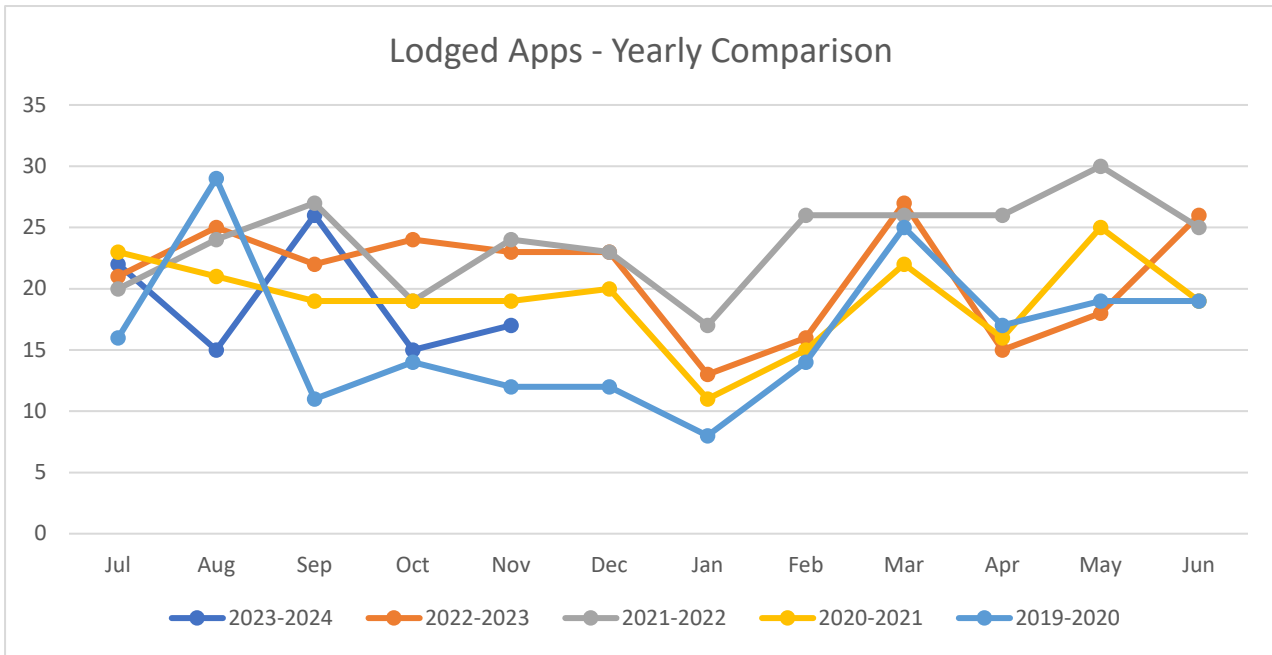
### Number of Application Lodged and Determined



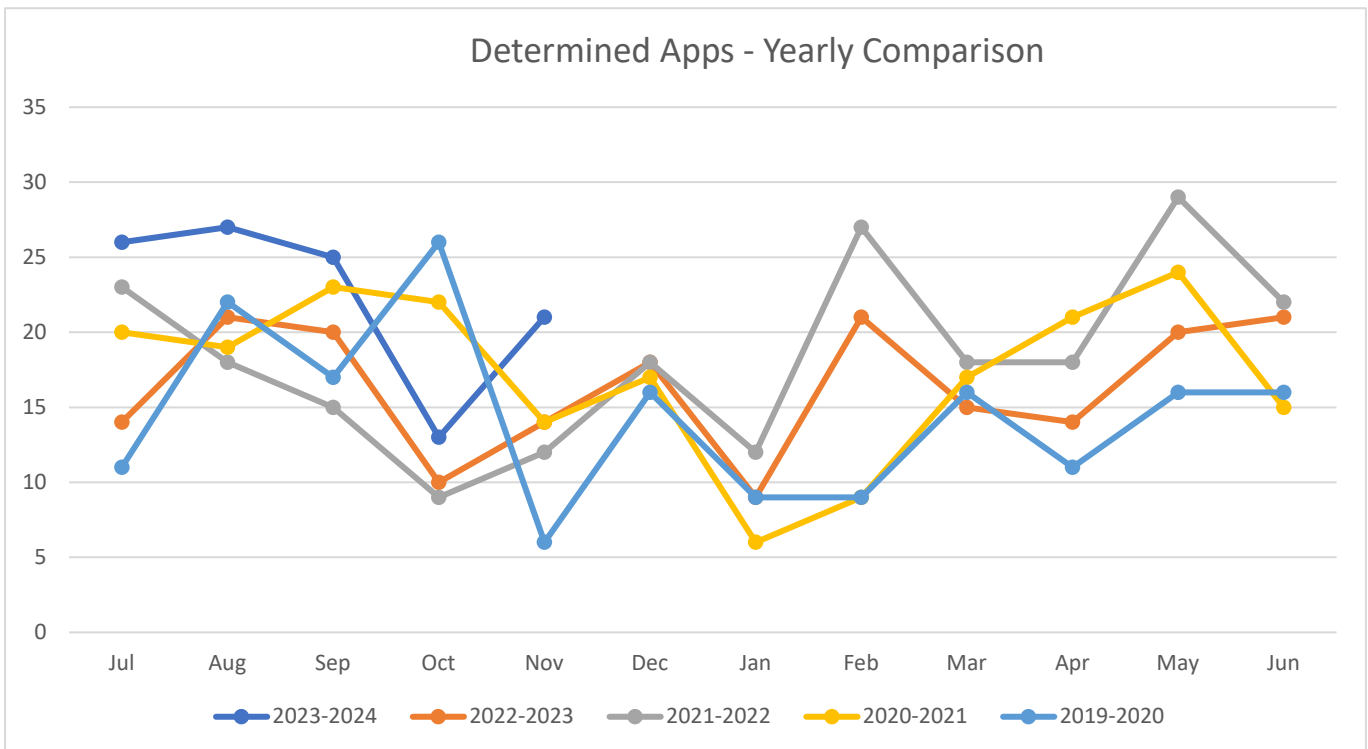
### Days Taken to Determine Planning Applications



**Lodged Planning Applications – Yearly Comparison**

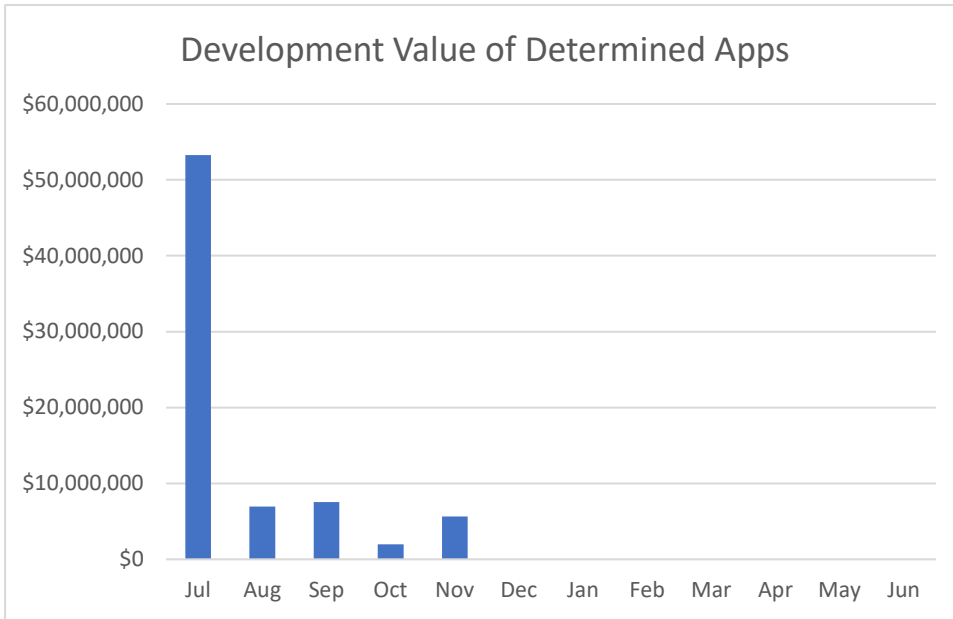


**Determined Planning Applications – Yearly Comparison**

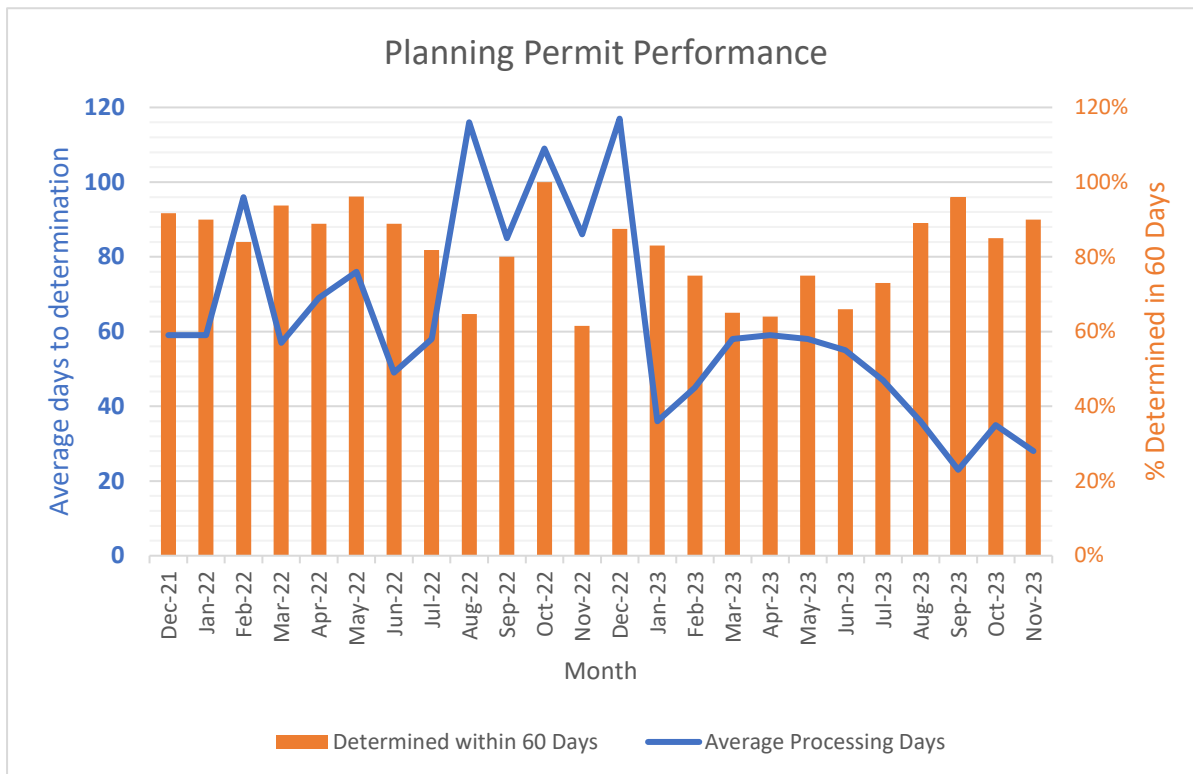




### Estimated Cost of Development of Determined Applications



### Overall Planning Permit Performance



### Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S221919A/23	256 Dead Horse Lane Mansfield Vic 3722	Certification of a Plan	14/11/2023	Referred
S222216P/23	76 Kiernans Road Bonnie Doon Vic	Certification of a Plan	20/11/2023	Lodged
S222229T/23	Redgum Drive Mansfield Vic 3722	Certification of a Plan	22/11/2023	Lodged
S222753E/23	14 Stewart Street Mansfield Vic 3722	Certification of a Plan	29/11/2023	Lodged
<b>Total applications received: 4</b>				

### Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	5
Secondary Consent	4
Extension of Time	4
Written Planning Advice	5
Certification & Statement of Compliance	12
Section 71 Corrected Planning Permits	
Assessment against a Section 173 Agreement	
Development Plan	1
<b>Total applications Issued: 31</b>	

## 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		\$3,593,347	\$8,266,461
JAN		\$5,829,556	\$3,791,736
FEB		\$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
<b>TOTAL</b>	<b>\$33,346,085</b>	<b>\$91,821,416</b>	<b>\$73,899,580</b>

### 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			5	80	9	72
JAN			7	87	4	76
FEB			5	92	11	87
MAR			5	97	10	97
APR			6	103	5	102
MAY			13*	116	7	109
JUN			12*	118	5	114
<b>TOTAL</b>	<b>32</b>		<b>118</b>		<b>114</b>	

### Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	6	\$2,523,042
ALT & ADDITIONS	4	\$306,201
SHEDS & CARPORTS	5	\$300,352
SWIMMING POOLS & FENCES	4	\$172,851
COMMERCIAL & PUBLIC AMENITIES	2	\$1,643,892
<b>TOTAL COST OF BUILDING WORKS</b>	<b>21</b>	<b>\$ 4,946,338</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	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					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
<b>TOTAL</b>					

### 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			6	47	5	32
JAN			2	49	6	38
FEB			5	54	8	46
MAR			4	58	11	57
APR			10	68	2	59
MAY			4	72	8	67
JUN			4	76	6	73
<b>TOTAL</b>			<b>76</b>		<b>73</b>	

## Mansfield Shire Council | CEO Monthly Report

## 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		
JAN		
FEB		
MAR		
APR		
MAY		
JUN		
<b>TOTAL</b>		

	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												
JAN												
FEB												
MAR												
APR												
MAY												
JUN												
<b>TOTAL</b>												

## 8. Revenue Services

### General Update

The rates co-ordinator is on leave from 9 November to 2 January 2024 with the role being backfilled by two existing team members (2 days a week each). A Customer Service team member is supporting the rates team 2 days a week to help manage the workload.

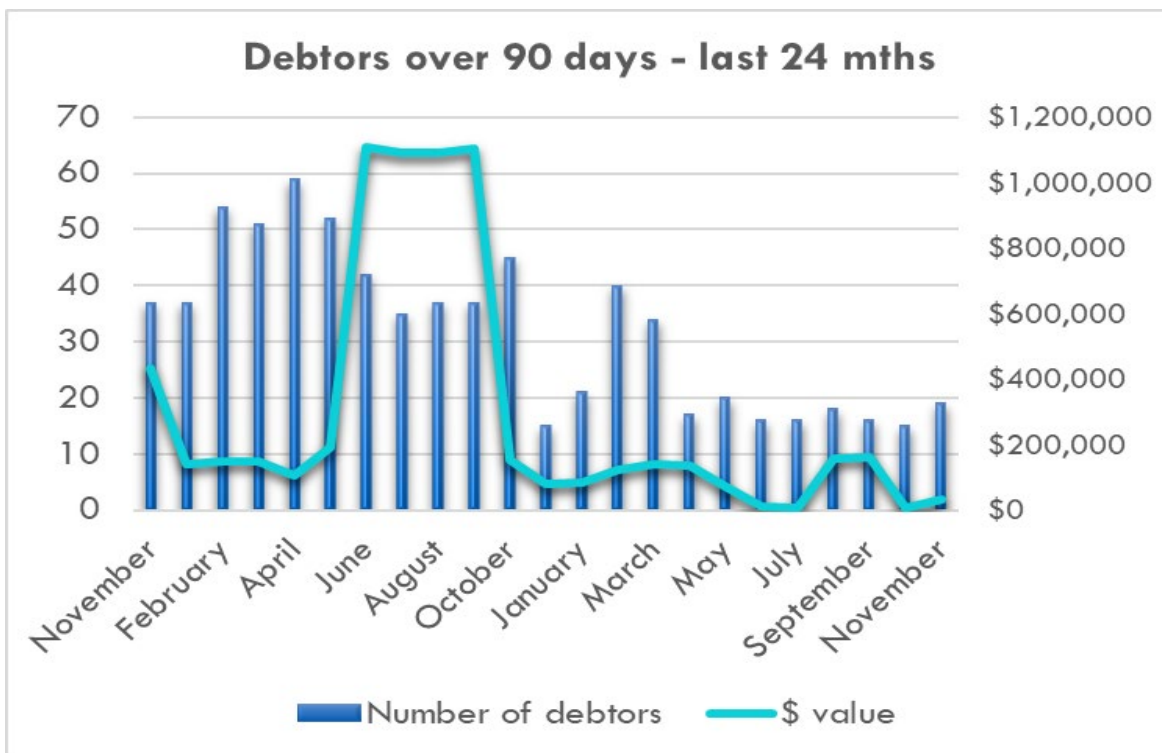
During November, 2 part time experienced rates team members have resigned to take up external roles. Recruitment has commenced.

### Project Optimo

The rates team are supporting the integration of the Optimo booking system to the Synergy system - for collection of booking fees.

### Debtors

The number of debts outstanding over 90 days has increased by 4 to 19 in November. The value of debt outstanding has increased by \$23.5K to \$31.9K.

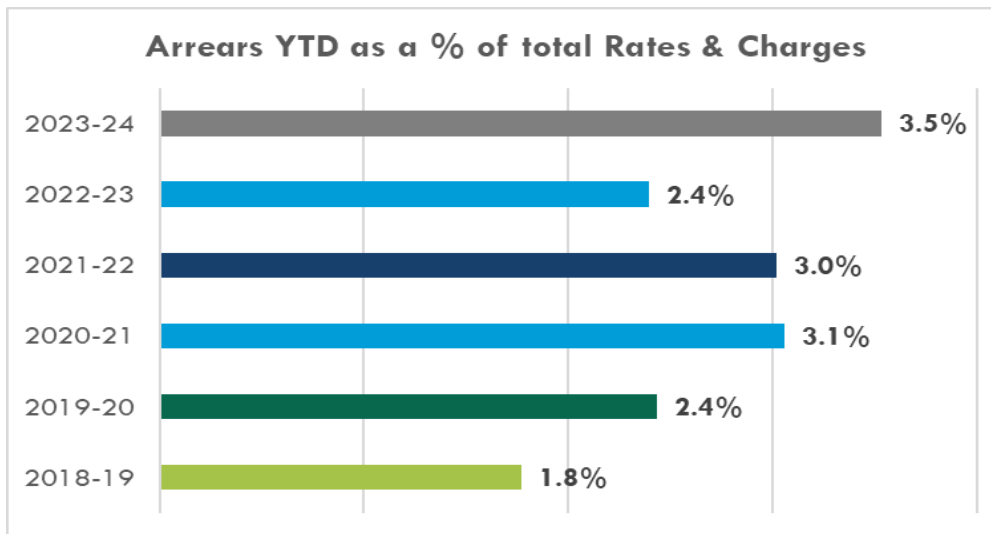


Mansfield Shire Council | **CEO Monthly Report**

Payment of Rates

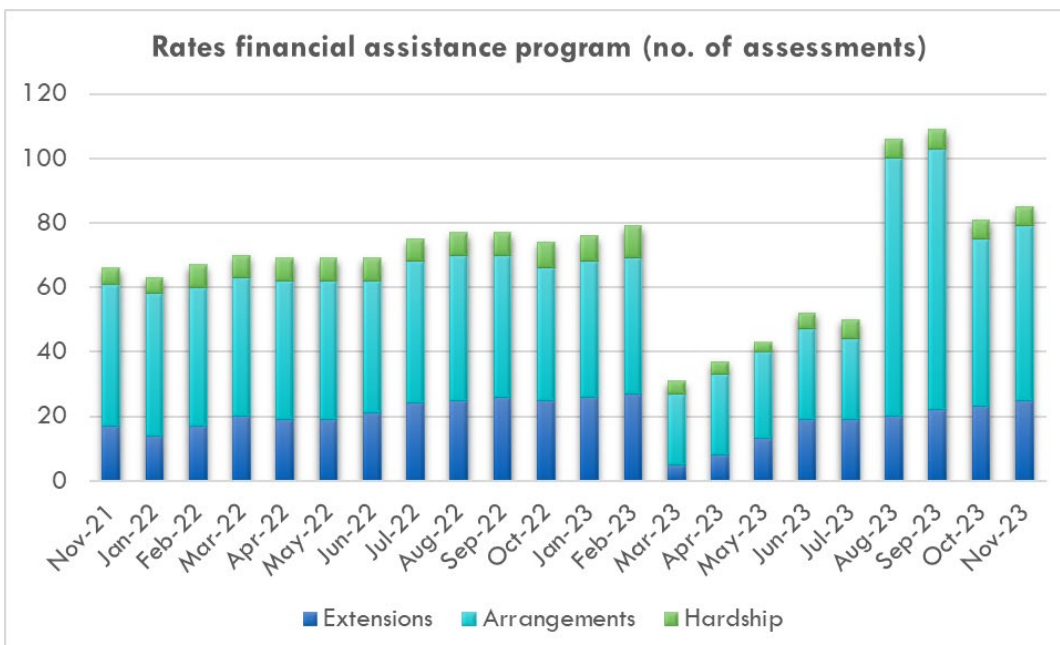
Rates Arrears of 3.5% at the end of November reflects arrears payments associated with Quarter 1 and 2 invoices. Rates arrears are \$211,204 higher than compared to November 2022. As compared to October 2022, the November arrears reflect an increase of:

- ▶ 40% in Rates arrears
- ▶ 29% in Municipal Charges arrears
- ▶ 59% in Waste Charges arrears.



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.

Payment plans for ratepayers in arrears have remained relatively constant, an increase of 2 in November taking the total to 54.



Mansfield Shire Council | **CEO Monthly Report**

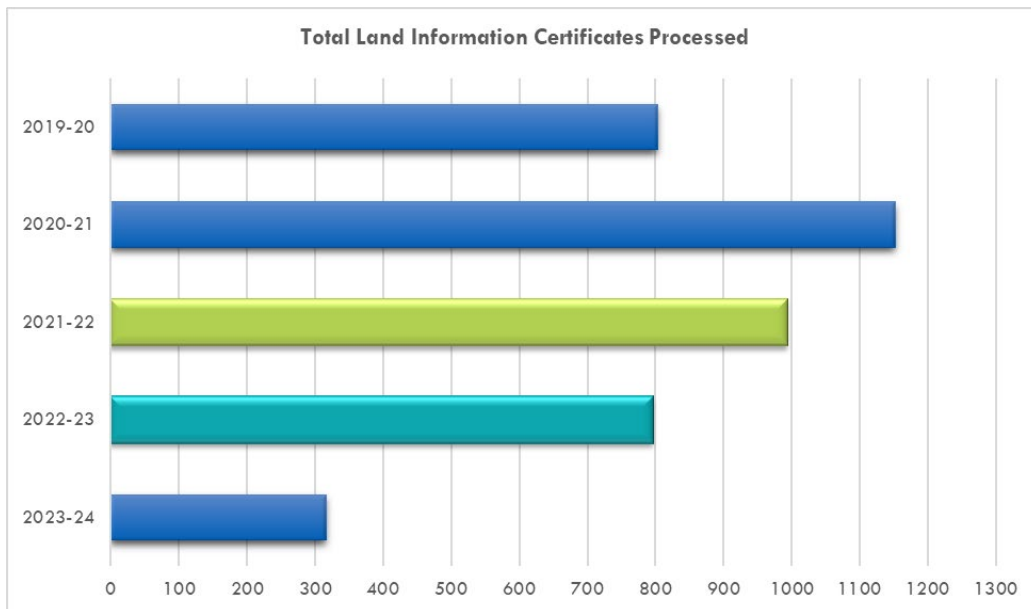
*Debt Collection with Midstate Credit Collect*

The number of active files at Midstate Credit Management is 29, down from 31 last month.

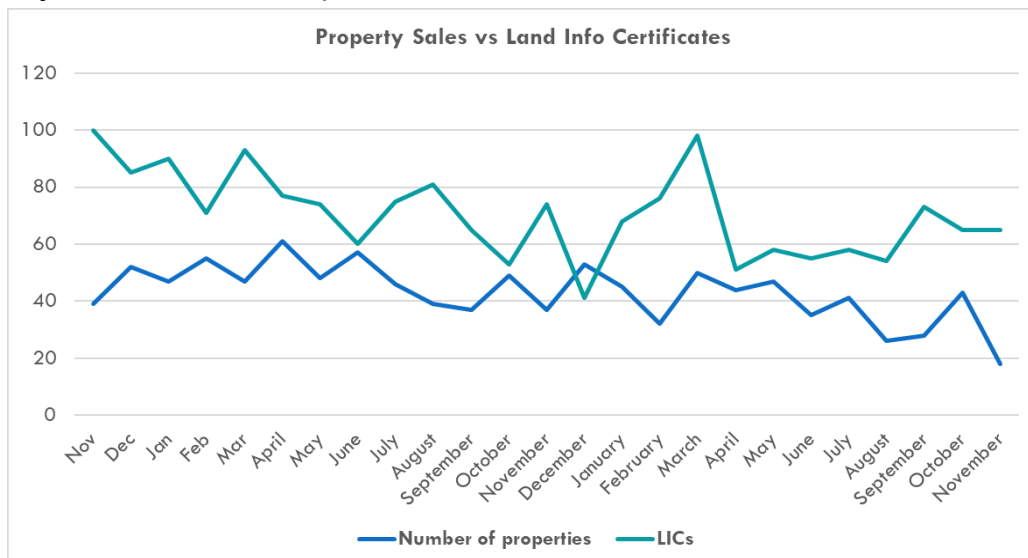
Property sales data

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 October is 66, which compares to 74 in the prior year. The processing of certificates for the year to November is 316, which is 32 lower than the previous year and equivalent to the 2019-20 year November result.



Note: the property sales data for November in the table below, is not yet complete and will be adjusted in the next report





## 9. Waste Services

### Kerbside Waste Collection Statistics

The landfill diversion rate for the month of November 2023 was 31.63 %

	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			
Jan			
Feb			
Mar			
Apr			
May			
Jun			
<b>Total Tonnage</b>	<b>459.08</b>	<b>1029.16</b>	
<b>Avg Landfill Diversion Rate for the FY</b>			<b>30.82%</b>

### Projects Update

#### ▶ Glass & FOGO drop-off facility at MRRC

The procurement process for the design and construction of the facility has been completed and the contractor is on board now. The contract has been executed. The site establishment and earthworks will begin in the Week Ending 8/12/23 and the concrete slab is expected to be poured on 20 December 2023.

#### ▶ Food Organics & Garden Organics (FOGO) Roll Out

Two community consultation sessions were completed in the month of September 2023. The follow-up FOGO rollout survey was out for community consultation from 1 November 2023 and was completed on 1 December 2023. Currently, the survey results are being analysed. As part of the survey, a total of 168 submissions were received.

#### ▶ Street & and public lighting audit within Mansfield, Strathbogie, and Murrindindi Shire Councils

The street and public lighting audit is progressing well, and all the fieldwork has been completed in all three councils. The final detailed report is expected by the week ending 8/12/23.

#### ▶ 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. The following locations were selected after a site inspection from the representative from Indigo Power.

- Bonnie Doon Community Centre, 75 Arnot Street, Bonnie Doon
- Mansfield Community Centre, 10 Bank Place, Mansfield

## 10. Field Services

### Parks and Gardens:

- ▶ Mowing Mansfield and outlying townships
- ▶ Narrow Strips Mansfield – mowing, brush cutting
- ▶ Mansfield Pool – mowing and brush cutting
- ▶ Irrigation repairs – Bonnie Doon, Lords Oval, Highett Street
- ▶ Playgrounds – top up soft fall at Recreation Reserve playground
- ▶ Mowing Ovals – Mansfield Recreation Reserve, College, Lords, Bonnie Doon, and Merton
- ▶ Botanic Park, Len Lynch & Fords Creek – Garden maintenance, weeding and brush cutting
- ▶ Fork lift training
- ▶ Spraying – Mansfield Cemetery, Botanic Park, Maroondah Hwy, Bonnie Doon, Maindample, Stockman's Rise
- ▶ Garden maintenance – Shire Office, Youth Centre, Buckland, Skate Park, Botanic Park, former HACC building
- ▶ Watering – Street trees and newly planted garden beds
- ▶ Cemeteries – Ashes internment Mansfield, Burial Jamieson
- ▶ Tree replacements – Highton Lane
- ▶ Memorial Gates - set up wreath holders and tidy area for Remembrance Day, planted annuals
- ▶ Roundabout changeover – Remove Pansies, till beds, plant out Salvias, Geraniums and Petunias
- ▶ Pruning – Merton Race course, Jamieson Township, Bonnie Doon
- ▶ CRMS – pruning, mowing, trees
- ▶ Planted – Collopy Street beds
- ▶ Aeration – High and Highett St
- ▶ Cemetery Risk Assessments – Woods Point, Jamieson, Mansfield, Bonnie Doon, Merton
- ▶ Police Stables – Spraying, brush cutting

### Roads Crew:

- ▶ GVRT Historic sign installation
- ▶ Christmas Tree installation on High St median
- ▶ Torchlight and Grand Parade set-up and traffic management
- ▶ 39 CRMS closed, 37 of which were on-time
- ▶ Police Stables clean-up
- ▶ Shanks Lane road envelope clearing
- ▶ Tolmie playground clean-up

### Backhoe work:

- ▶ Howqua Track
- ▶ Woods Road
- ▶ Buttercup Rd
- ▶ Maintongoon Rd
- ▶ Howes Creek Rd

### Roadside grass slashing:

- ▶ Withers Ln
- ▶ Pikes Rd

## Mansfield Shire Council | CEO Monthly Report

- ▶ Greens Rd
- ▶ Black Swamp Rd
- ▶ Adams Ln
- ▶ Kidston Pde
- ▶ Stoneleigh Rd
- ▶ Malcolm St
- ▶ Ogilvies Rd
- ▶ Stock Route
- ▶ Carlisle Hill
- ▶ Mt Battery Rd
- ▶ Hearn Rd
- ▶ Wairere Rd
- ▶ Goughs Bay CFA Shed Neighbourhood safe place
- ▶ Monkey Gully and Highton Lane intersections

**Maintenance Grading:****West District**

- ▶ Woolshed Rd
- ▶ Sonnberg Dve
- ▶ Conundrum Rd
- ▶ Maintongoon Rd
- ▶ Coles Rd
- ▶ Songbird Way

**East District:**

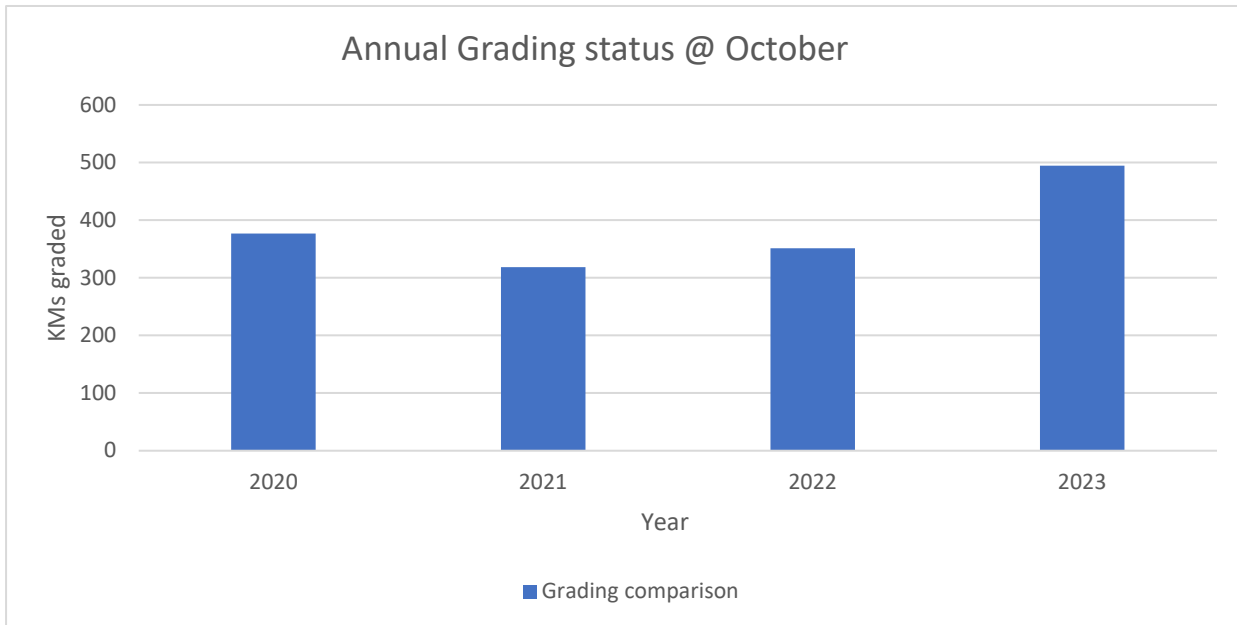
- ▶ Howqua Track (including 610 tonnes gravel resheeting)
- ▶ Spring Street
- ▶ Glenroy Rd
- ▶ Changue Rd
- ▶ Pinnacle Rd
- ▶ Warrambat Rd
- ▶ Rosella St
- ▶ Finch St
- ▶ Buttercup Rd (section only)
- ▶ Delatite Ln
- ▶ Chapel Hill Rd

**North District:**

- ▶ Byrne Ln
- ▶ Spring Creek Rd
- ▶ Tolmie-Mahaihkah Rd



## Mansfield Shire Council | CEO Monthly Report



Current grading progress is 143km ahead of 2022 as at November, with a total of 494.5kms graded in 2023.

## 11. Community Health and Wellbeing

### Maternal and Child Health

Maternal and Child Health Service	November 2023	Year to date
Birth notifications received	8	27
Key age and stage visits completed	65	337
Groups conducted (hours)	6	74.75

### Financial Counselling

While the position is vacant, the Community Connections Officer has been answering phone and directing clients to services, Hume Legal Services, Upper Murray Family Care for Financial Support and Salvation Army. Main concerns being cost of living, lack of affordable suitable housing.

Recruitment and interviews have taken place and a new financial counsellor is to commence in December.

### Integrated Family Services

In November the Integrated Family Services program have continued to work with local families facing a multitude of issues and barriers. One of the most difficult being escaping from and/or recovering from family violence. Accessing the right services to support women and children through this crisis can be very challenging. This can be due to a lack of services on the ground, and by a lack of access to available services due to distances, fuel prices and waiting lists. Families are also facing housing stress as rental costs become unmanageable, as well as financial hardship and food insecurity due to costs of living and lack of employment opportunities. Working with and advocating for our families through the Ovens Murray Child and Family Services Alliance has been a key activity to address these issues.

- ▶ Service hours November: 204.40
- ▶ Service hours year to date: 886.85
- ▶ Target Hours per year: 2253.59



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## Youth Service

Program	Activity		Nov Attendees/ frequency	Year to date Attendees	Plan Categories	Annual Targets (Calendar Year)	Target achieved
Engage	PRISM Group	Weekly	15	15	Youth support groups PRISM	15	Yes
	Leadership Program	Annual	N/A	N/A	Youth Development LEAD	10	Rescheduled 2024
	Workshop attendance		N/A	163	Youth Development Life Skills	80	Yes
	Workshop frequency	1-4 per term	N/A	23	Youth Development Life Skills	4	Yes
	Breakfast Club	Monthly	240	1735	Youth Celebration Youth Direction	100	Yes
	PRISM Celebrations	Annual	12	182	Youth Celebration PRISM	175	Yes
				2118		384	
FreeZa	FreeZa Events	6 per year	3	8	Events	6	Exceeded (8 events + 5 performances)
	Event attendance	Annual	1750	2590	Attendance	1525	Exceeded by 70%
	Committee members	Per year	27	27	Committee	12	Exceeded by 125%
L2P	Current Active Learners	Per quarter	14	14	Learner drivers	15	On track
	Current Active Mentors		8	8	Mentors		On track
Disaster Recovery	Trainees		1	1	N/A	15	Project rescaping
	Events		1	N/A	N/A	2	Yes
	Event attendees		N/A	370	N/A	140	Yes
	Workshop 1		1	1	N/A	1	Yes
	Workshop 2		1	1	N/A	1	Yes

## Health and Quality

## Health and Quality November Update:

- ▶ Spartan Kids program - Thursday 9 November hosted 40 Children at the Recreation Reserve to participate in games and an obstacle course. The program booked out within one day of it being advertised so a second come and try event will be held on 16 January 2024. We are in the planning stages to run this program in Term 1 2024 supported by the funding received as a part of the VicHealth Local Government Partnership.
- ▶ Respond Quarterly meeting: Held on 17 November at the Visitor Information Centre with actions identified in the community meetings held at the Library in October presented back to

the group. This provided an opportunity to gauge what actions the community would like to see implemented; a calendar for 2024 and planning stages for these actions will be progressed.

- ▶ 16 Days of Activism campaign began on 25 November through the Mansfield Community Health and Wellbeing Facebook page and all staff email signatures were changed to reflect the 16 Days of Activism. Bystander training for staff will be held in January 2024.
- ▶ VicHealth Local Government Partnership (VLGP) Showcase 2023 – Held in Ballarat, a representative from each council in the partnership came together and celebrated the achievements of the year. It was interesting to hear what other Councils had implemented for their community. The final part was a three-part sustainability program workshop. This provided a tool to establish the sustainability of initiatives implemented and to gauge the longevity of it post the VLGP.
- ▶ Participated in meeting 2 of the Goulburn Food System Strategy Governance Group
- ▶ Participated in meeting 2 of the Sport and Recreation Facility Strategy Group

## **Regional Assessment Service**

Regional Assessment Service continues to see strong demand for assessments in November. All assessments were completed within KPI timelines totalling 9 assessments, and 15 support plans reviews were completed. Demand continues to be strong, with priority being for domestic assistance, property maintenance, with majority being lawn mowing services. Long waitlist times continues to be an issue with some clients paying for private services, however for many this is a financial burden.

The influx of retirees moving to Mansfield is putting additional pressure on Assessment services and Home and Community Care Service Providers, with many expecting they will receive the same services they received before their move. With long waitlists many are self-referring through My Aged Care for reassessment.

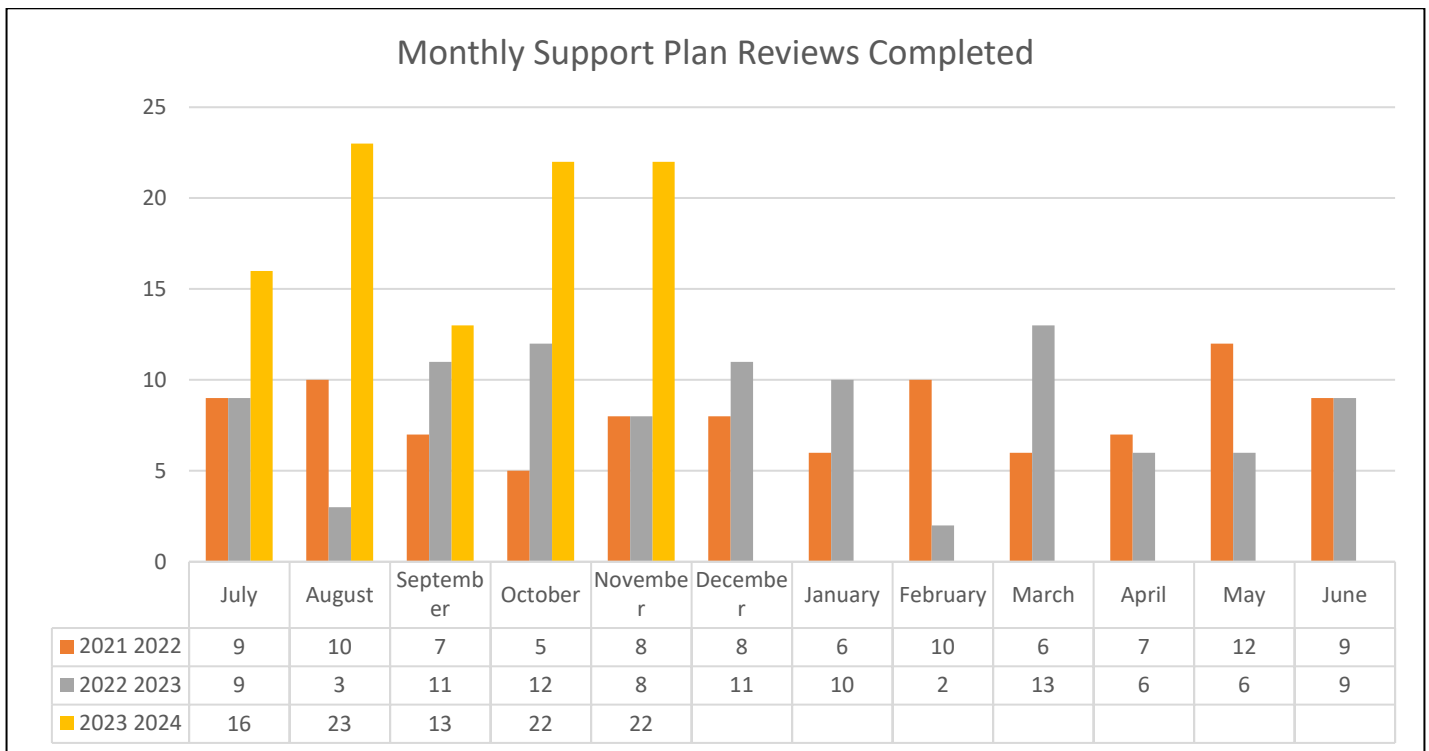
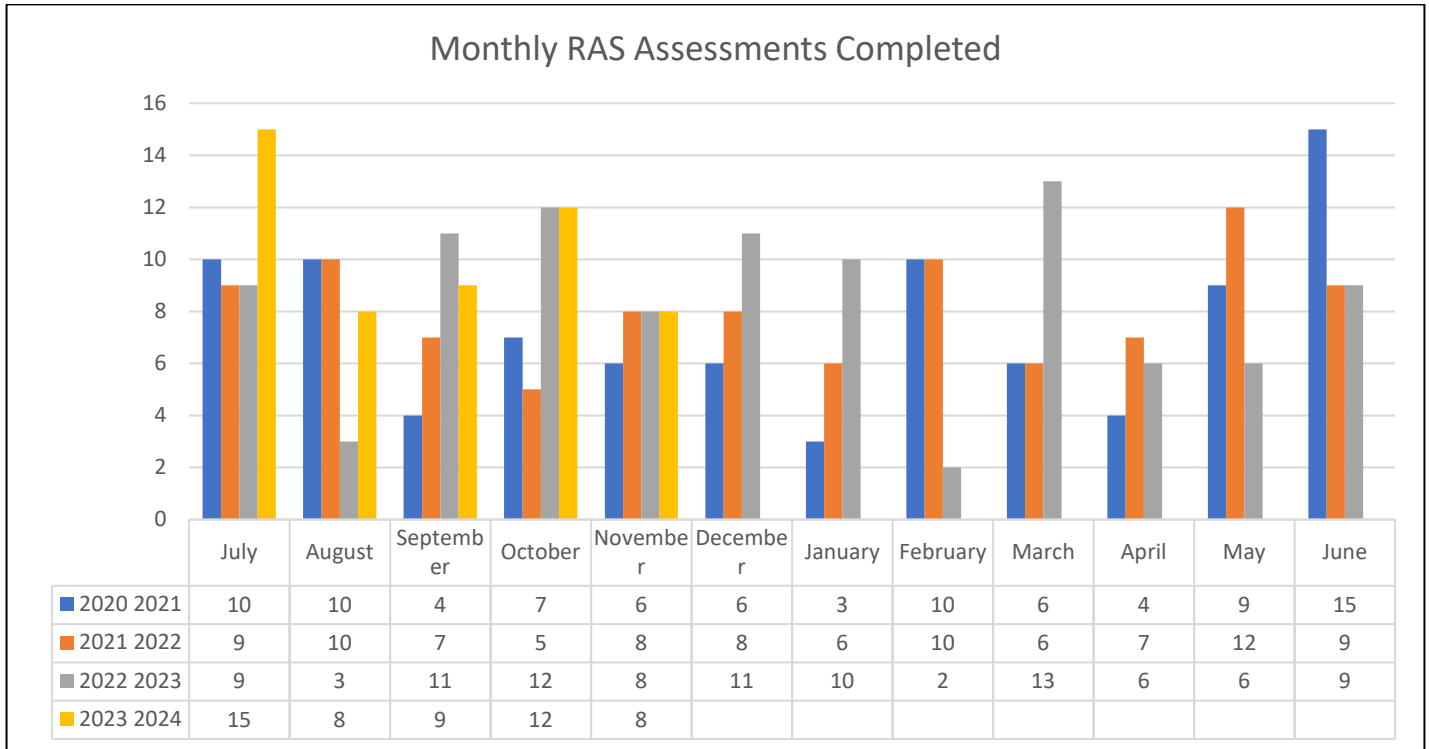
The majority of referrals received have been from Care Finder, GV Health and Self Referrals through My Aged Care.

Under the Age Care Reforms, the single assessment workforce is progressing as planned for July 2024, with tenders being called presently.

Assessment officer supporting clients with Will Kits, Emergency Tool Planning Kits, Power of Attorney documentation, Advance Health Care Directive and How to Prepare for Summer Toolkit.



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## Community Connections

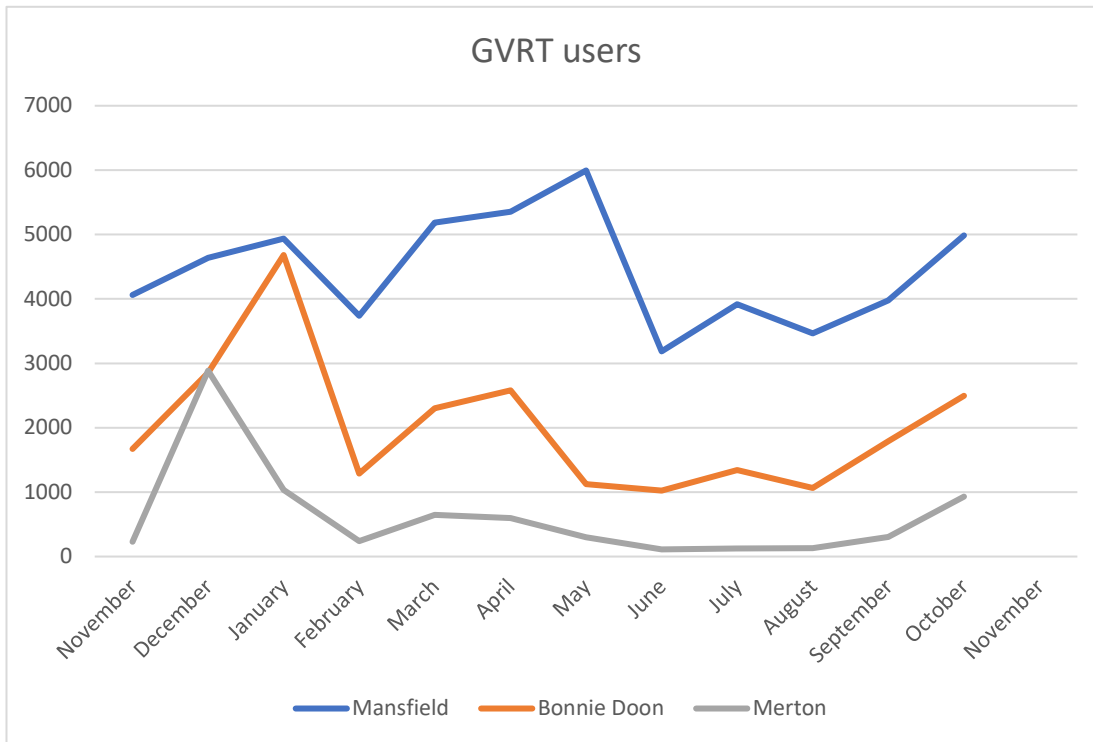
Community Connections Officer continues to assist community members.

- ▶ with completing online forms.
- ▶ connecting clients to My Gov apps so they can connect with Centrelink and My Age Care,
- ▶ liaising with DFFH on current property maintenance concerns,
- ▶ communication with Package Provider to investigate an increase in package for extra services,
- ▶ supported a client with identifying spam emails requesting payment,
- ▶ supported a client with referral to Financial Counsellor and Hume Regional Legal Aid and,
- ▶ assisted clients to connect with My Age Care.

Visits to the Bonnie Doon Community Centre are working well with clients popping in for a chat and guidance on any issues they may be experiencing. December 14 will be the last session for this year and will recommence in February 2024.

## 12. Visitor Services

### Tourism & Events - Economic Development

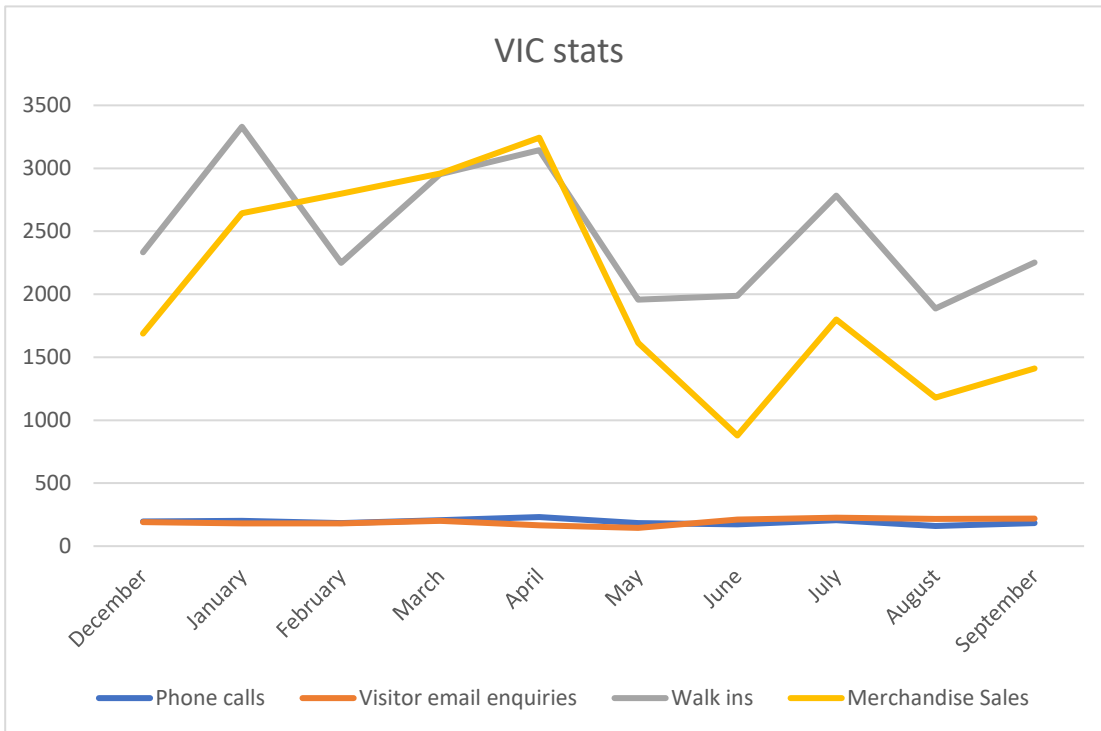


#### The Great Victorian Rail Trail (GVRT)

NOVEMBER	2022	2023	+/-
Mansfield	4063	4058	- 5
Bonnie Doon	1672	2335	+ 663
Merton	231	703	+ 472
<b>TOTAL</b>	<b>5966</b>	<b>7096</b>	<b>+1130</b>

- ▶ Replica station nameboards have been installed. This project was led by the Friends of the GVRT and funded by council.
- ▶ “Rediscover the Great Victorian Rail Trail” campaign in underway with videos launched and social media push rolling out till end of January.

**Tourism & Mansfield Visitor Information Centre (VIC)**



November	2022	2023	+/-
Walk In visitors	2119	2740	+ 621
Retail Sales	\$1,444	\$2,799	+ \$1,355

- ▶ Fantastic results year on year for the VIC, with 621 additional walk ins to the centre.
- ▶ Increase of \$1355 on retail sales compared to November 2022. Excellent effort from the staff there once again.
- ▶ VIC Staff continue to discuss 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.
- ▶ The portable Information Centre was debuted at the High Country Festival and serviced 165 people with 63% of people saying they wouldn't visit the main information centre.
- ▶ Tourism North East have launched the "You didn't hear it from me" campaign for Victoria's High Country. This features a range of businesses and people from Mansfield. The Great Victorian Rail Trail with Eddie from Double Black Alpine, Swiftcrest Distillery and owner Hank, Delatite Winery with Polly Ritchie, plus being the view for the final screen. Great coverage for Mansfield.

## Visitor Survey

We have now completed our Spring Survey and have an accurate snapshot of the visitor over this period. The Summer Questionnaire begins now. For the Spring season we have the following data:

- ▶ 1286 responses received.
- ▶ VIC Spring Visitor profile:
  - **26%** of visitors were aged 18 – 40, **30%** were 40 – 60, and **44%** were over 60.
  - **52%** adult couples, **17%** families with kids, **23%** Alone, **8%** Group
  - **88%** were overnight visitors with **10%** staying 1 night, **29%** staying 2 nights, **17%** for 3 nights and **32%** staying more than 3 nights
  - **55%** were visiting Mansfield for their first time
  - Most popular attractions/experiences in order:
    1. Rivers, lakes and water.
    2. Bushwalking & outdoors.
    3. Attractions
    4. Mt Buller
    5. Ned Kelly & Historical
  - Most popular reason for visiting VIC
    1. Maps and directions
    2. Operator information
    3. Displays/Interest Pieces

## Events – November

### High Country Festival

The Mansfield High Country Festival returned for its 40<sup>th</sup> year and the first full line-up of events since pandemic and weather cancellations. Overall the weekend was a great success with an estimated \$386,000 spent in Mansfield.

- ▶ Opening Night Festival (3000 attendees)
- ▶ Torchlight Parade
- ▶ Fireworks
- ▶ Grand Parade (2000 attendees)
- ▶ Amped Up
- ▶ Skate Series

### Breakfast On The Lawn

Council supported this event by organising an earlier drop off of hire equipment we were using for the festival so it could also be used by MASS for no extra cost.

## Mansfield Shire Council | CEO Monthly Report

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Council supported with:

- ▶ Marketing and support
- ▶ Equipment loan

### M.O.S.T

Council supported with:

- ▶ Purchasing and displaying flags for the roundabout
- ▶ Marketing
- ▶ Support for permit applications with Regional Roads
- ▶ Filming of artist studios for content for future grant applications

### High Country Halls - Tolmie

Council supported the Tolmie Leg of the High Country Halls Tour

Council supported with:

- ▶ \$1000 sponsorship
- ▶ Marketing and support

### Mansfield Show

Council supported with:

- ▶ Covering costs of waste disposal
- ▶ Supplying Traffic Management Setup to lower speed to 40kmph along Mt Battery Road

### Mansfield Cup

Council supported with:

- ▶ Equipment loan of fencing

### Merrijig Campdraft

Council supported with:

- ▶ Covering cost of waste

### High Country Halls - Jamieson

Council supported the Jamieson Leg of the High Country Halls Tour

Council supported with:

- ▶ \$1000 sponsorship
- ▶ Marketing and support

**Merton Christmas Catch Up**

Council supported with:

- ▶ Equipment loan

**EV Horse Trials**

Council supported with:

- ▶ Covering cost of waste

**Upcoming Events****DECEMBER**

- ▶ 8 – Community Christmas Picnic
- ▶ 9 – High Country Halls – Bonnie Doon
- ▶ 16 – Farmers Market

**JANUARY**

- ▶ 26 – Australia Day Citizenship and Citizen Awards
- ▶ 27 – Horsepower In The High Country
- ▶ 27 – 4 Feb – Week of Wheels
- ▶ 27 – Mansfield Bush Market

**FEBRUARY**

- ▶ 27 – 4 Feb – Week of Wheels
- ▶ 2 – 4 – OzCarFest
- ▶ 10 – Tolmie Sports
- ▶ 11 – Merton Show N Shine
- ▶ 24 – Farmers Market

## Library

### Staff

- ▶ Applicants were interviewed for 2 positions at the Library:
  - Library Services Officer (School Age Services) permanent, part time. New position.
  - Library Services Officer fixed term, part time. This position replaces Sharyn Howlett while she takes 12 months well deserved leave.

### Digital literacy Program (Funded by The State Government)

- ▶ The Library has purchased several devices to be used in current and future tech. help programs. The aim is to give patrons the opportunity to try something new or to test a device they considering buying for themselves.
  - iPad and Apple Pencil
  - Samsung tablet and pencil
  - 2 x VR headsets
  - Laptop
  - Daisy audio book reader from Vision Australia
  - Digital negative scanner
- ▶ One-on-one tech help. This program continues to be successful with the 8 x 1 hour sessions booked each week.
- ▶ Library staff assisted a further 106 people with smaller tech help requests.

### Baby book bags

The Library has again partnered with Maternal and Child Health, Friends of Mansfield Library and the CWA to purchase 100 new Baby Book Bags for all babies born to Mansfield parents. The bags include books, tips on reading to babies, rhymes and songs (as well as a QR code link to spoken and sung versions). The bags are purchased from Liaising Literacy Australia. This is the 6<sup>th</sup> year that Mansfield Library has coordinated the Baby Book Bag program.

### Book Clubs

Mansfield Library supports 7 book clubs including a newly formed Wellbeing/spiritual book club. Every year in November Library staff liaise with the book clubs and order book sets for each month of the following year dependant on the club's preferences. The ordering process takes a considerable amount of staff time. This is a free service for the book clubs.

### A snapshot of the Mansfield Library Victoria Facebook page

- ▶ Followers - 1015
- ▶ Posts published - 26
- ▶ Engagement - over 509



The Library’s most popular posts for November:



Statistics for October 2023

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holds placed	New*
<b>November</b>	<b>3538</b>	<b>3823</b>	<b>17</b>	<b>144</b>	<b>9</b>	<b>106</b>	<b>579</b>	<b>59</b>
October	3651	3903	16	148	18	99	484	41
September	4221	3904	21	455	24	112	484	65
August	4351	4447	30	387	31	106	652	49
July	3374	4135	8	248	7	121	597	76
June	5205	4212	7	577	12	93	556	92
May 2023 (16– 31)	2571	2490	2	55	2	113	425	103
November 2022	2511	3289	2	28	0	63	510	-

\*New memberships

## 13. Communications

### Media Releases

Throughout November the 17 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. These press releases were printed in the Mansfield Courier.

- ▶ Fire Inspections
- ▶ FOGO survey
- ▶ HVAR Stage 2 update
- ▶ Road Resheeting Program
- ▶ Goughs Bay Plan
- ▶ Jamieson Drainage
- ▶ Station Precinct EOIs
- ▶ VIC info trailer
- ▶ Asset Plan
- ▶ Community Christmas Picnic
- ▶ Pinnacle Road Drainage
- ▶ Young Planner of the Year
- ▶ Jamieson Drainage Works
- ▶ Resheeting Program
- ▶ Bonnie Doon Streetscape
- ▶ Kerb and Channel works
- ▶ Mayors Report

### Comments to media

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

- ▶ Piries vehicle accident
- ▶ GVW release on Hydration Stations
- ▶ Delatite Valley Progress Association
- ▶ High Country Festival follow up
- ▶ Heritage Museum
- ▶ High Country Festival
- ▶ Mansfield Ag. Show and Goughs Bay Festival

### Social Media

For the November period, Council's Facebook page saw an increase in follows of 35.

Statistics on the Facebook page activity are provided below:

▶ Post reach	44,440
▶ Post engagement	8,873
▶ Comments	271
▶ Reactions	1,220
▶ Photo views	1,716
▶ Clicks	605
▶ Shares	226




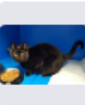
The top performing post in November was about a female English staffy; the post achieved a reach of 10,228 and engagement of 892.

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Another high performing post was about the Goughs Bay Festival, which achieved a reach of 7,687 with an engagement of 333.

Posts on the latest FOGO survey and roundabout garden display also performed well, reaching 5,531 and 4,744 people respectively.

Further details on post results for November are provided below.

	The maintenance grading and rural drainage program is well underway across the Shire! 🌱 Our Field Services team have been working hard onsite making sure the roads are smooth and our drainage systems improved. Pictured is the team undertaking works on Buttercup Road, Howqua Track, Woods Road and Sonnberg Drive.	Post reach 3,618	Engagement 435
	RAM FOUND 🐏🐏 Male sheep found around Kiernans Road, Bonnie Doon. If he looks familiar please contact Local Laws on (03) 5775 8555.	Post reach 3,050	Engagement 215
	The 2023 Community Christmas Picnic and Carols will be held Friday 8 December from 5pm – 9pm at the Botanic Park! 🎄🎅🎶 This year's event will return to a focus on traditional Christmas celebrations in Botanic Park, including carols performed by local talent including the Mansfield and District (MAD) Orchestra, with lead singers Bec Bolwell, Maria...	Post reach 3,032	Engagement 185
	UPDATE 1/12/23: Cookie and Binx have been adopted. Cats for Adoption 🐱🐱 Cookie and Binx are up for adoption and are both looking for their forever home/family. Binx (black) is a 1 year old sterilised male, DSH M/Chip No. 900164001941672 Cookie (black & white) is a 1 year old sterilised female, DSH M/Chip No. 956000014474287 If you thi...	Post reach 2,851	Engagement 275

### Media Undertaken by the Mayor

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

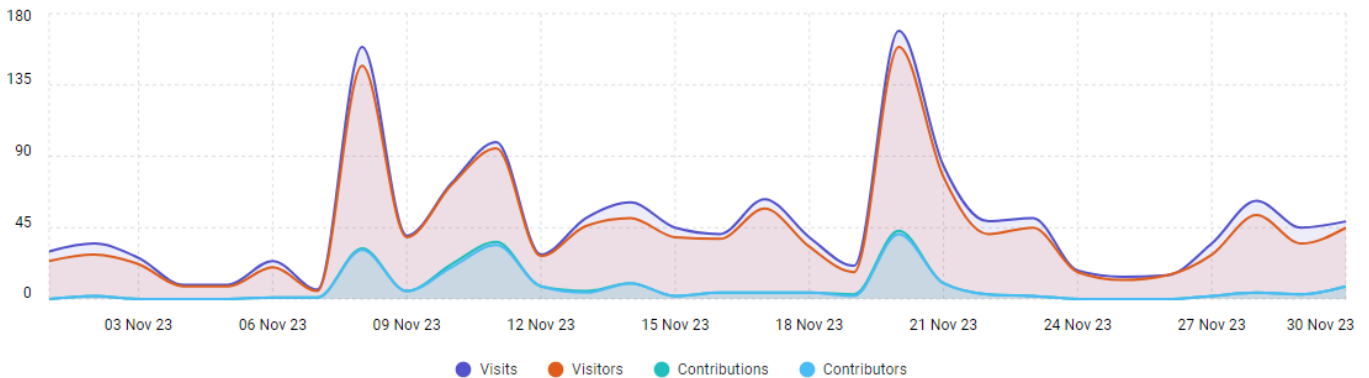
- ▶ New Mayor & Deputy
- ▶ Lease agreements
- ▶ Policies endorsed
- ▶ Gooleys Bridge Barrier Installation
- ▶ Fire Danger Period
- ▶ Council meeting schedule
- ▶ Community Christmas Picnic & Carols

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

For the November period, the platform received 1,450 visits, 214 contributions and recorded 25 new registrations with an engagement rate of 16.9%.

Details of visitation for the past 30 days are below:



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

Project	No. of contributions
FOGO Roll Out	166
The Goughs Bay Plan	20
The Goughs Bay Plan	8
Rifle Butts Road Upgrade	5
Asset Plan 2023-2033 Engagement	5

**YouTube**

We have a steady level of community participation in our online Council meetings. The November Council meeting has received 84 views.

## 14. Digital Transformation Project

Status of activities in Project CODI is:

- ▶ **Information Management:** A report to all Councils requesting approval for the Logicalis price increase has been developed and is to be tabled at the December meetings. Subject to the Councils approval, Logicalis will commence work on 8 Jan 2023, workshops to initiate the project have been scheduled with all key stakeholders. 'Whole of Councils' Information Management governance structure, strategy, policy and training program are under development with the Information Management governance structure recently being endorsed by the Information Management Working Group
- ▶ **Planning, Building and Regulatory:** Testing of the Murrindindi building module is drawing to a close and preparation for a go-live in mid-December have commenced. Some issues are being experienced in preparing for the go-live, if these cannot be resolved in a timely manner the go-live will need to be postponed to January 2024. Resolution of the go-live issues has drawn vendor resources from other work streams, such as the configuration of the Planning module in the test environment and requirements development for the Regulatory module, resulting in delays to this work. The project schedule will be updated once the go-live issues have been resolved.
- ▶ **Enterprise Resource Planning (ERP) Procurement:** The formal evaluation of two preferred vendors' written responses, presentation, demonstration and 'Best and Final Offers' have been completed and a preferred supplier identified. The procurement outcome report is under development and is scheduled to be submitted to the Steering Committee in mid-December.
- ▶ **Microsoft365 Governance and Alignment:** The final report from Logicalis is scheduled to be delivered in early December.