

# CEO Monthly Report

October 2023



Mansfield Shire

## 1. Customer Service

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

CRMS statistics for the month of October show 173 Customer requests registered with 56 requests remaining open and 117 being closed during the month.

One complaint was received for October 2023:

- ▶ A customer was dissatisfied with Councils' decision being unable to assist with works within a road reserve that belongs to the Department of Transport and Planning (DTP). The customer was provided with instructions for their contractor to undertake notification of DTP to assist with resolution of the matter.

One expression of gratitude was received for October 2023:

- ▶ A resident from Buttercup Road, Merrijig contacted Council to thank the garbage contractors for picking up all the rubbish that was strewn around Buttercup Road.

The majority (46%) of total requests opened were for road maintenance (Field Services).

Requests consisted of (in order of frequency):

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

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

- ▶ Animals, Domestic - Attack/Dangerous,
- ▶ Domestic- Stray/Wandering,
- ▶ Native - Euthanasia,
- ▶ Cat trap register,
- ▶ Animals, Livestock - Stray/Wandering,
- ▶ Dumped Rubbish.

At the time of the report there were 6 overdue service requests. Overall organisation performance is 98%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Waste	2	2	0	0	0	0
Asset Management	3	1	0	0	1	0
Engineering Services	12	4	2	0	6	0
Records and Customer Service	15	13	0	1	0	1
Parks and Garden Services	20	12	4	2	2	0
Local Laws	42	27	8	0	6	1
Road Maintenance	79	63	14	1	1	0
<b>Total</b>	<b>173</b>	<b>122</b>	<b>29</b>	<b>4</b>	<b>16</b>	<b>2</b>

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### Definition of the tabs on previous page 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

October 2023	
	Total
Requests	173
Complaints	1

## 2. Governance

### Confidential Reports at October 2023 Council Meetings

No. of Confidential Reports	Comments
4 (3 October 2023)	<ul style="list-style-type: none"> <li>▶ Tender Award for High Street Carpark</li> <li>▶ Tender Award for Resheeting Program 2023-2024</li> <li>▶ Tender Award for Transfer Station Upgrade</li> <li>▶ 340 Dead Horse Lane, Mansfield</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		
December 2023		
January 2024		
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
<b>TOTAL</b>	<b>12</b>	<b>12</b>

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

No. of FOI Requests	Comments
3	<ol style="list-style-type: none"> <li>1. Council Watch – Requesting all consultant expenses for the date range 1/7/2021 to 30/6/2022 and from 1/7/2022 to 23/6/2023.</li> <li>2. Slater and Gordon Lawyers – Requesting information pertaining to Brocks Road Howqua Hills. This request was transferred to Parks Victoria as this is not within Mansfield Shire Council's jurisdiction.</li> <li>3. Council Watch – Requesting any documents or reports that outline the total amount (if any) of infringements outstanding and in the hands of Fines Victoria as at 30/6/2023.</li> </ol>

### 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		
December 2023		

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Month	No. of FOI Requests	Year to Date
January 2024		
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
<b>TOTAL</b>	<b>10</b>	<b>10</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	Install 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 scheduled for November.	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
Mansfield Sports Stadium Complex	\$50,000	Replace laser lite panels – scoping and procurement in progress.	On Budget	Feb 2024

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.	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 currently being assessed together with final stakeholder consultation. Recommendation to November Council meeting for award of tender.	On Budget	Feb 2024
Baldry Street Bridge	\$100,000	Baldry Street Bridge renewal – scope determined; quotation process underway.	On Budget	June 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
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 3 assessment awarded & underway, quotation process for Level 2 assessments initiated.	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 to solve issues being procured. 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 – temporary works completed, final design works being progressed together with 14-18 Malcolm St. Pinnacle Rd, Sawmill Settlement works awarded. Construction to commence 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 – scoping in progress.	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 Street East streetscape design underway. 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. RFT process underway.	On Budget	May 2024
Woods Point Open Space Renewal	\$45,000	Shelter & picnic table (carry forward) – final stakeholder engagement occurred in August.	On Budget	Nov 2023



Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Installation of main structure completed. BBQ and picnic table scheduled to be installed in November.		
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 – audit in progress.	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) – concrete portion completed; stage 2 works underway, scheduled to be completed November.	On Budget	Jun 2024
<b>Roads</b>				
Kerb & Channel	\$54,304	Renewal works scope determined. Contract awarded, negotiating start date.	On Budget	Nov 2023

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
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. Contract awarded. Works to commence in November.	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 scheduled to commence in November.	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 to be completed in November.	Above Budget by <10%	Nov 2023
Heavy Vehicle Alternate Route Stage 2 – Dead Horse Lane	\$955,523	Dead Horse Lane design review completed. Construction to commence in November (carry forward).	On Budget	Mar 2024
Buttercup Road	\$200,000	Design and resealing works being scoped.	On Budget	Feb 2024
Coster St Woods Point	\$50,000	Improvements to Coster St – Contract awarded. Works to commence in November.	On Budget	Feb 2024
Mt Buller Service Road Renewal	\$500,000	Scope determined; Contact awarded for design. Community consultation in progress, RFT in progress.	On Budget	June 2024

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Traffic Calming Device	\$30,000	Donovans Way improvements – scoping and community engagement in progress.	On Budget	Nov 2023
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. Recruitment is progressing for additional part time employee to cover the additional hours.
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 recently 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 October 2023 a total of 92 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>	

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Initiative	2023-24 Budget	Project Update
<b>Existing Services Initiatives</b>		
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 1497 calls and 737 face to face customers in the month of October. Overdue Rates notices and 2nd instalment reminders have gone out. Assisting Planning, Engineering and Community Safety with Mail outs. Also assisting with the Destruction program.
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 is providing support to the business with financial enquiries and year end processes.
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. The initial report will be ready for population by the end of November 2023. Users have received comprehensive training.
Outlying Communities Infrastructure Fund Grant	\$ 75,000	The grant is live and is closing 23 November 2023. So far, the community development coordinator has discussed 17 projects with community groups to clarify eligibility and requirements and has received one application.
Events Program - ongoing commitment to events funding, with increased support for community events	\$ 25,000	Nine events were supported in October and planning is underway for 19 events in November. 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 has been prepared with the plan to go live by the 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
P092A/21	52 AMBROSE DRIVE TOLMIE VIC 3723	Use and development of land for a dwelling
P104A/19	20 POWERS ROAD MERRIJIG 3723	Development of a museum building, demonstration area and associated works, and a two (2) lot subdivision
P167/23	13 CUMMINS ROAD HOWES CREEK VIC 3723	Three (3) Lot Subdivision
P168/23	7 BLACKLEDGE STREET JAMIESON 3723	Development of land for a dwelling
P169/23	68 DRAKES HILL ROAD MANSFIELD VIC 3722	Development of land for a dwelling and associated outbuilding
P170/23	206 GONZAGA LANE MERRIJIG VIC 3723	Development of land for alterations and additions to an existing dwelling
P171/23	20 BUSHLAND CLOSE TOLMIE VIC 3723	Development of land for two (2) outbuildings (carport and shed)
P172/23	30 PEPPIN DRIVE BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding
P173/23	99 HIGHTON LANE MANSFIELD VIC 3722	Development of land for an outbuilding ancillary to a dwelling
P174/23	20 HOWQUA TRACK MERRIJIG VIC 3723	Use and development of land for a dwelling
P175/23	3423 MANSFIELD WOODS POINT ROAD JAMIESON VIC 3723	Development of land for two (2) domestic outbuildings
P176/23	40 MCMILLAN POINT DRIVE MANSFIELD 3722	Development of land for an extension to an existing domestic outbuilding
P177/23	428 HUTCHINSONS ROAD BONNIE DOON 3720	Development of land for a domestic outbuilding
P178/23	17 VILLAGE WAY MACS COVE VIC 3723	Development of land for a domestic outbuilding
P179/23	2969 MANSFIELD-WOODS POINT ROAD JAMIESON VIC 3723	Development of land for a dwelling
<b>Total Applications Lodged:</b>		<b>15</b>

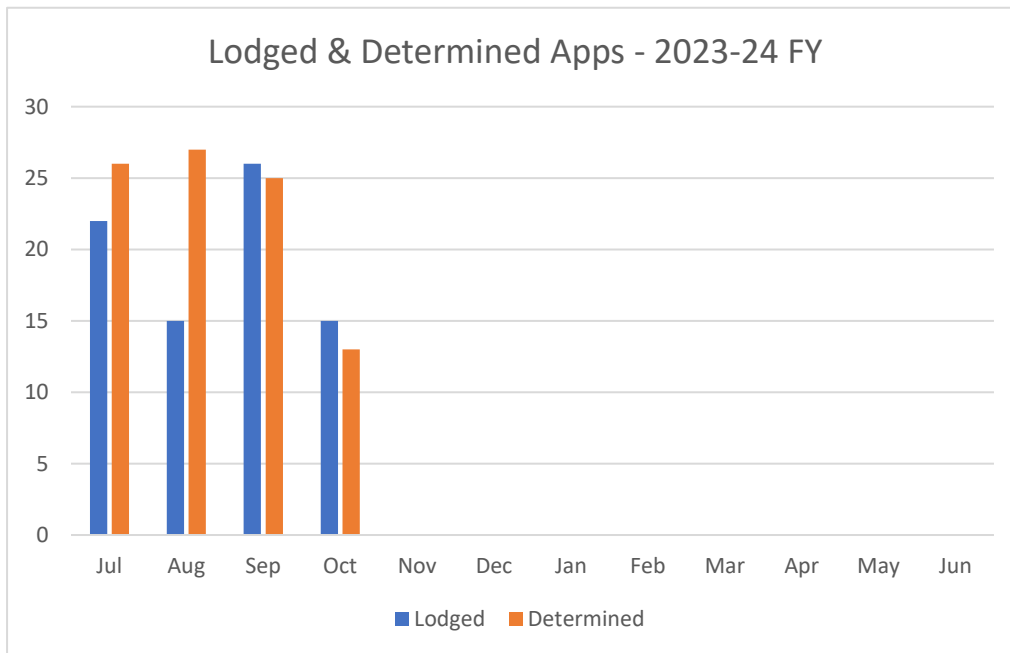
### Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P039/23	100 DUERAN LANE MANSFIELD 3722	Use and development of land for a (retrospective) dwelling	Issued
P052/23	9 OVERFLOW ROAD SAWMILL SETTLEMENT 3723	Development of land for a dwelling	NOD
P125/23	90 MCMILLAN POINT DRIVE MANSFIELD 3722	Development of land for two (2) domestic outbuildings	Issued
P126/23	44 WARRAMBAT ROAD SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling	Issued
P131/23	40 HIGHTON LANE MANSFIELD VIC 3722	Two (2) Lot Subdivision	Issued
P133/23	556 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding	Issued
P137/23	20 POWERS ROAD MERRIJIG 3723	Two (2) Lot Re-Subdivision	Withdrawn
P140/23	4 HOWES CREEK-GOUGHES BAY ROAD GOUGHES BAY VIC 3723	Two (2) Lot Re-Subdivision	Issued
P141/23	1819 MT BULLER ROAD MERRIJIG 3723	Development of land for an agricultural outbuilding	Issued
P156/23	32 KITCHEN STREET MANSFIELD VIC 3722	Display business identification signs	Lapsed

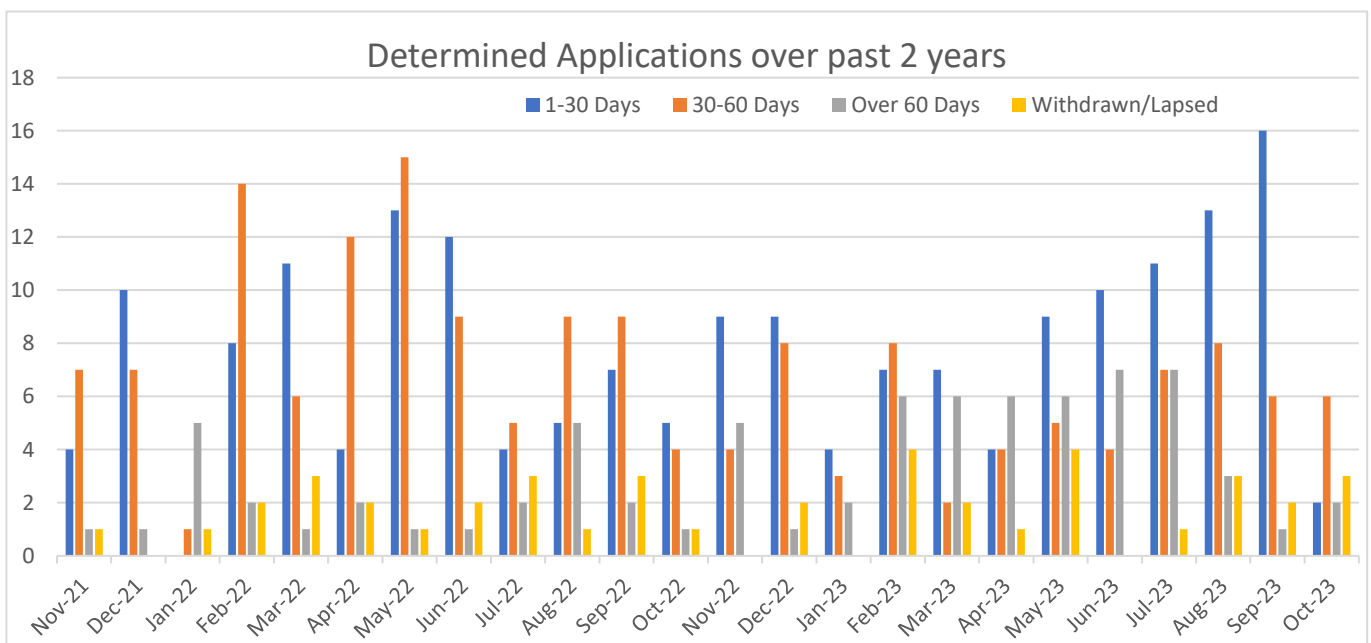
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P198/22	WAIRERE ROAD BOOROLITE 3723	Development of land for a dwelling and domestic outbuilding	Issued
P218/22	225 GLEN CREEK ROAD BONNIE DOON 3720	Two (2) Lot Subdivision	Withdrawn
P233/22	100 HIGHTON LANE MANSFIELD VIC 3722	Development of land for a seventy-one (71) lot staged subdivision and removal of native vegetation	Issued
<b>Total Applications Determined:</b>			<b>13</b>

**Number of Application Lodged and Determined**

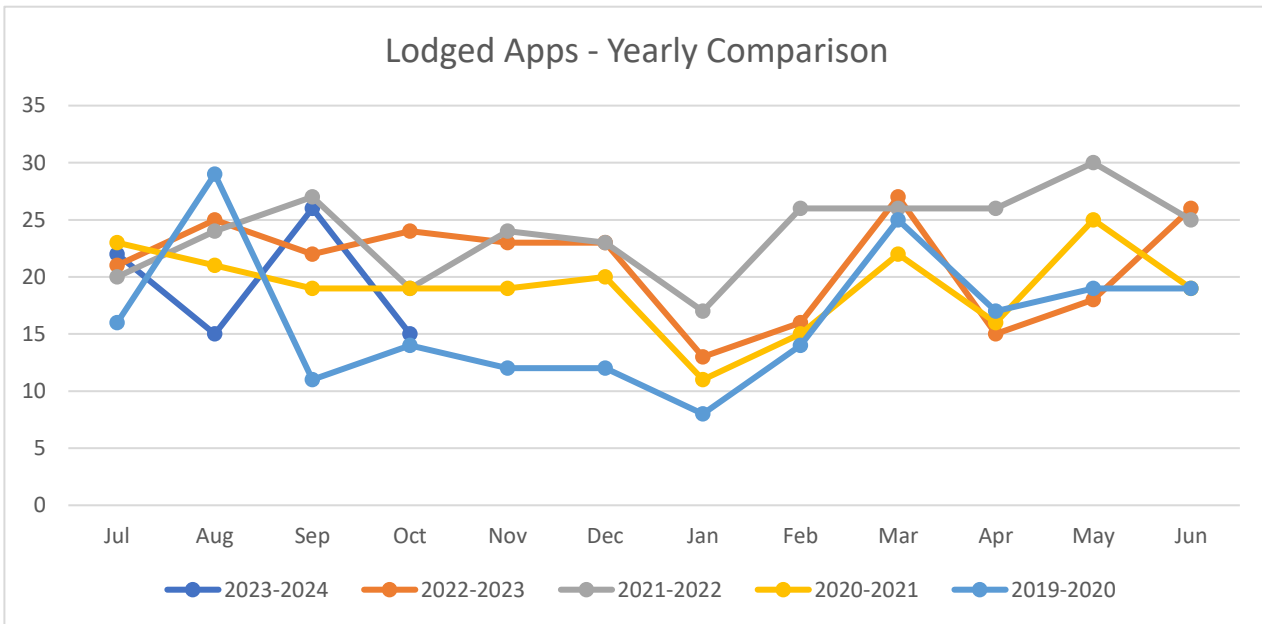


**Days Taken to Determine Planning Applications**

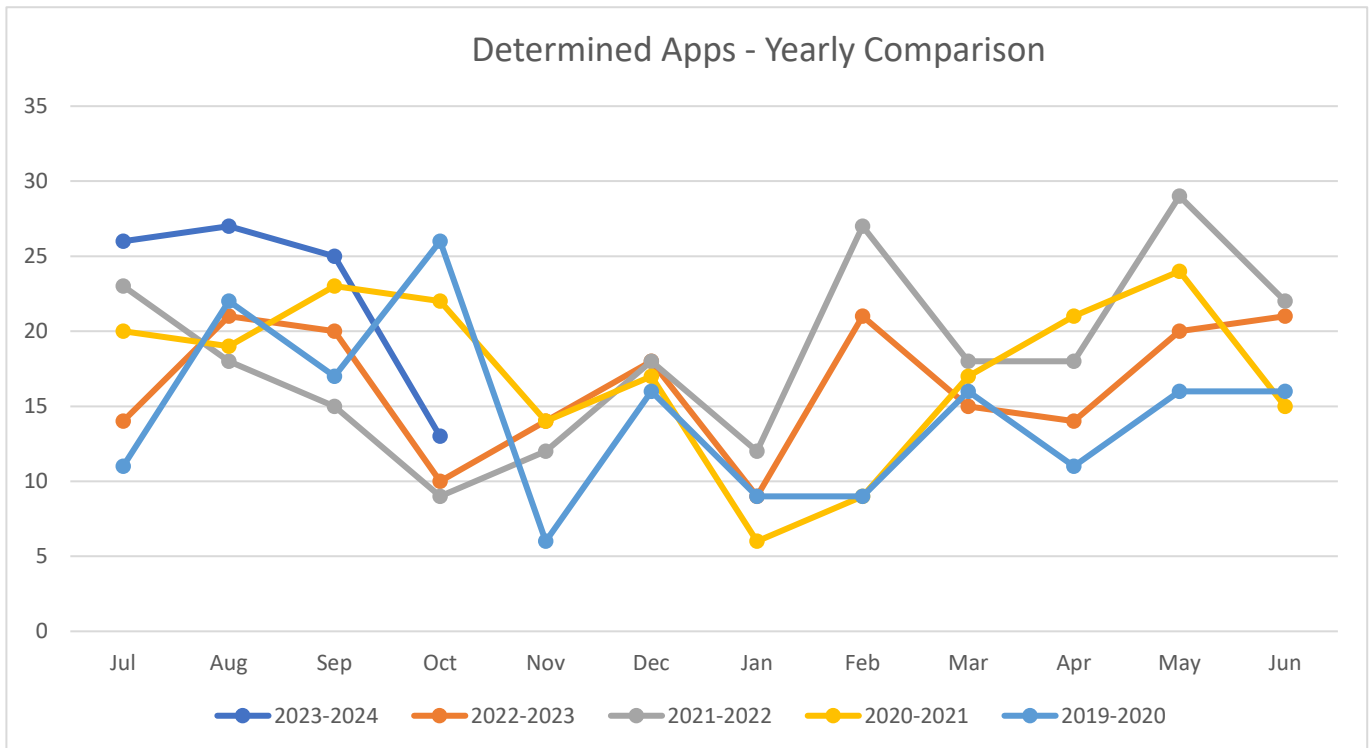




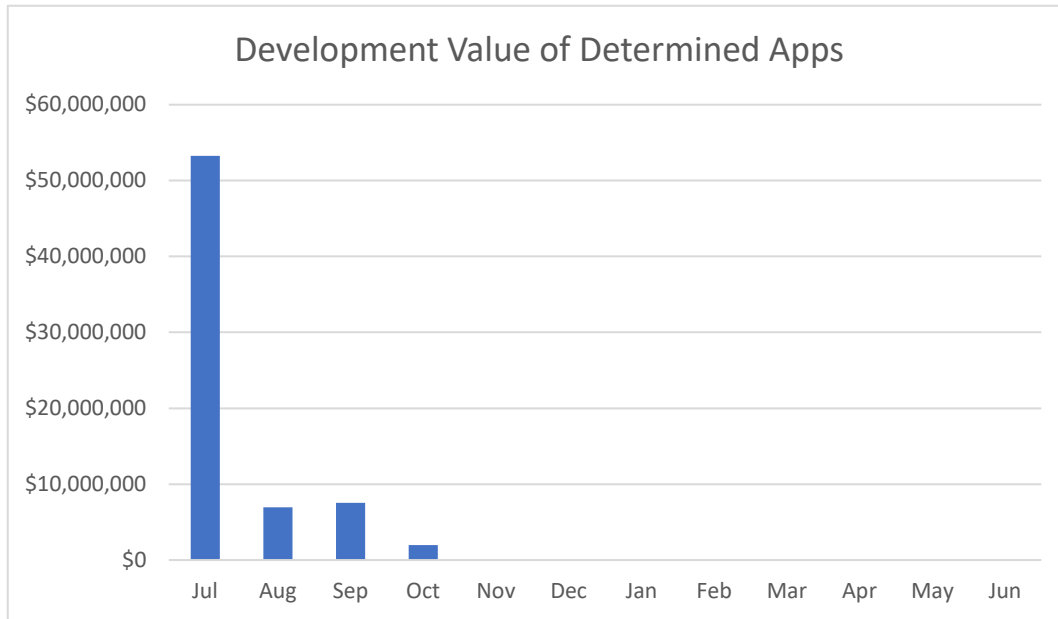
**Lodged Planning Applications – Yearly Comparison**



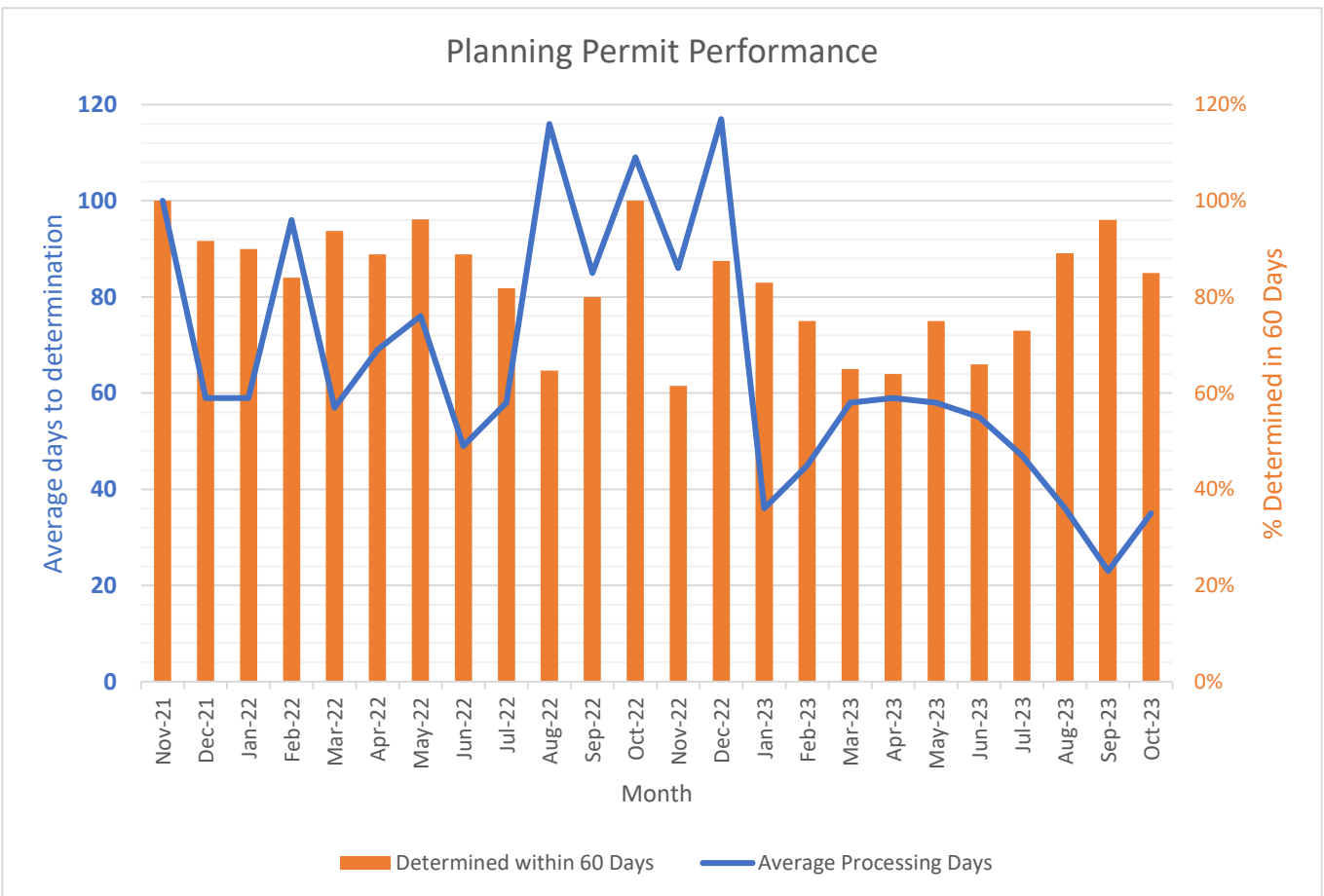
**Determined Planning Applications – Yearly Comparison**



**Estimated Cost of Development of Determined Applications**



**Overall Planning Permit Performance**



**Subdivision Certification Applications Lodged**

App No.	Property Address	Type	Date Lodged	Application Stage
S219982E/23	35 The Avenue Jamieson VIC 3723	Consolidation of two (2) lots into one (1) lot	4/10/2023	Lodged
S219529B/23	1 Sadie Court Mansfield VIC 3722	Two (2) lot subdivision	9/10/2023	Lodged
<b>Total applications received: 2</b>				

**Other Planning Consents & Assessments Determined**

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	4
Secondary Consent	4
Extension of Time	7
Written Planning Advice	-
Certification & Statement of Compliance	3
Section 71 Corrected Planning Permits	1
Assessment against a Section 173 Agreement	
<b>Total applications issued: 19</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		\$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			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>26</b>	<b>26</b>	<b>118</b>	<b>118</b>	<b>114</b>	<b>114</b>

### Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	6	\$4,087,736
ALT & ADDITIONS	0	\$0
SHEDS & CARPORTS	6	\$520,972
SWIMMING POOLS & FENCES	4	\$314,370
COMMERCIAL & PUBLIC AMENITIES	3	\$1,060,191
<b>TOTAL COST OF BUILDING WORKS</b>	<b>19</b>	<b>\$ 5,983,269</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					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
<b>TOTAL</b>	<b>19</b>	<b>15</b>	<b>34</b>	<b>35</b>	<b>28</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			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>34</b>	<b>34</b>	<b>76</b>	<b>76</b>	<b>73</b>	<b>13</b>

**OWMP Implementation**

	OWMP Inspections conducted	
	Monthly Total	Cumulative Total
JUL	25	25
AUG	20	45
SEP	13	58
OCT	32	90
NOV		
DEC		
JAN		
FEB		
MAR		
APR		
MAY		
JUN		
<b>TOTAL</b>	<b>90</b>	<b>90</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												
DEC												
JAN												
FEB												
MAR												
APR												
MAY												
JUN												
<b>TOTAL</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>9</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>42</b>	<b>42</b>

## 8. Waste Services

### Kerbside Waste Collection Statistics

	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			
Dec			
Jan			
Feb			
Mar			
Apr			
May			
Jun			
<b>Total Tonnage</b>	<b>358.14</b>	<b>810.98</b>	<b>30.62%</b>
<b>Avg Landfill Diversion Rate for the FY</b>	<b>30.62%</b>		

The landfill diversion rate for the month of October 2023 was 32.05%

### Projects Update

- ▶ Glass & FOGO drop-off facility at MRRC

Council has successfully rescoped the grant agreement for the Transfer Station Upgrade Fund. Under the new variation, Council has been approved for \$246,500.00 of funding excluding GST for designing and constructing a Glass & FOGO drop-off facility at our MRRC facility. A variation for project completion date was submitted and successfully varied to 20 March 2024.

The milestone 3, Detailed Project Plan has been submitted and the first instalment of grant funding representing 80% of TSUF has been approved from DEECA.

The procurement process for the design and construction of facility have been completed and the contractor is on board now. The contract is currently being executed. The concrete slab is expected to be poured in December second week. And the installation of shelter in new year.

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

Two community consultation sessions were completed in the month of September 2023. A follow up survey seeking communities' feedback on proposed areas for roll out of the green bins are live from 3 November 2023 onwards and is closing on 1 December 2023.

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

The street and public lighting audit is progressing well and is on track to finish by mid-October

following some delays in neighbouring councils. Mansfield has 100% completed, Strathbogie 100% completed, and Murrindindi 80% completed.

▶ Neighbourhood Battery Initiative

The project will develop business case and project plan, this year for 'behind-the-meter' batteries on 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 10% financial contribution) in the next round.

- Bonnie Doon Community Centre, 75 Arnot Street, Bonnie Doon
- Merrijig Hall, 7 Alpha Street, Merrijig



## 9. Revenue Services

### General Update

#### Annual Rate Notices

An issue was identified with the Synergy system reporting affecting the issue of Annual Rates notices to 193 rate payers. These Rate Notices have been reissued and ITVision are investigating the issue.

#### Valuation Objections

Objections closed 3 November 2023. A total of 46 Valuation Objections have been lodged with the Valuer General’s Office for review.

#### Rate Reminders

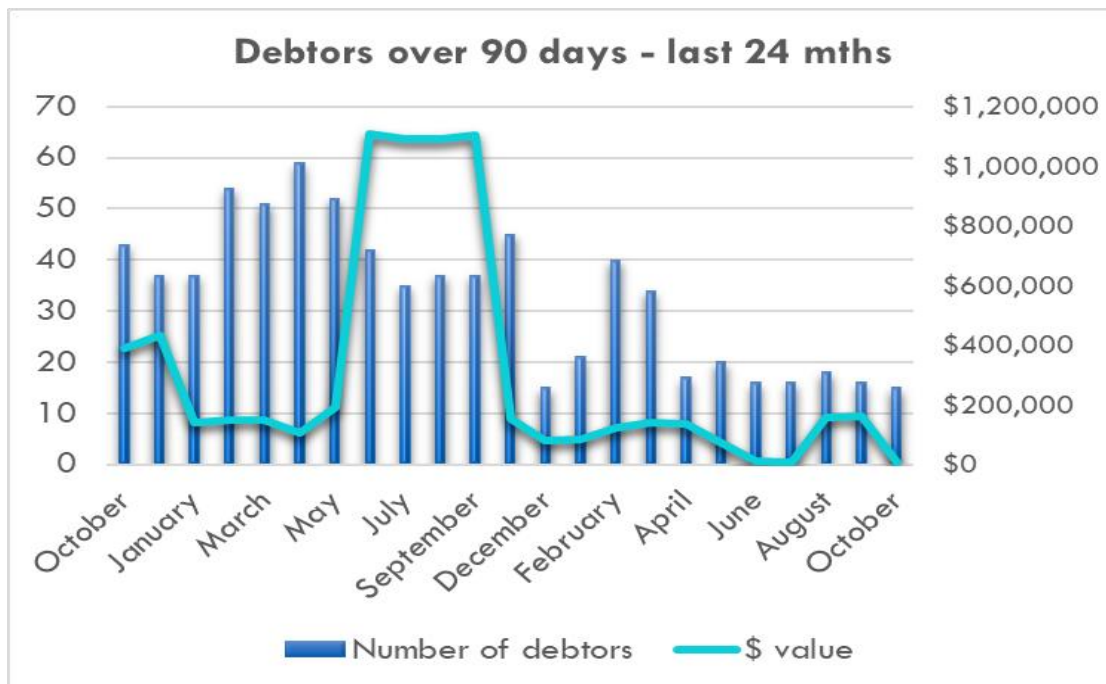
1687 Rate Reminder Notices were issued on 23 October with a value of \$1,518,692.68.

#### Planning Zones

The initiative to include planning zone detail on rates notices to avoid confusion for Ratepayers between the rate code and planning zones is in progress, with most properties within the Synergy system having been updated. The third rate instalment, and all rate instalments moving forward, will have this information provided on the notice.

#### Debtors

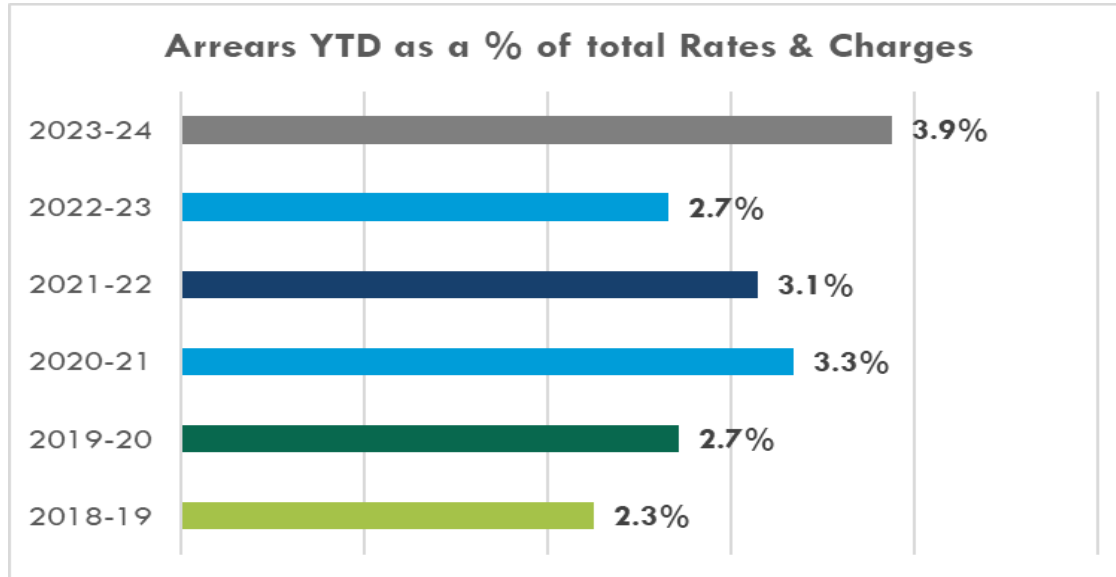
The number of debts outstanding over 90 days has fallen by 1 to 15 in October. The value of debt outstanding has fallen by \$153K to \$8.5K due to the receipt of the Youth Affairs grant that was outstanding.



#### Payment of Rates

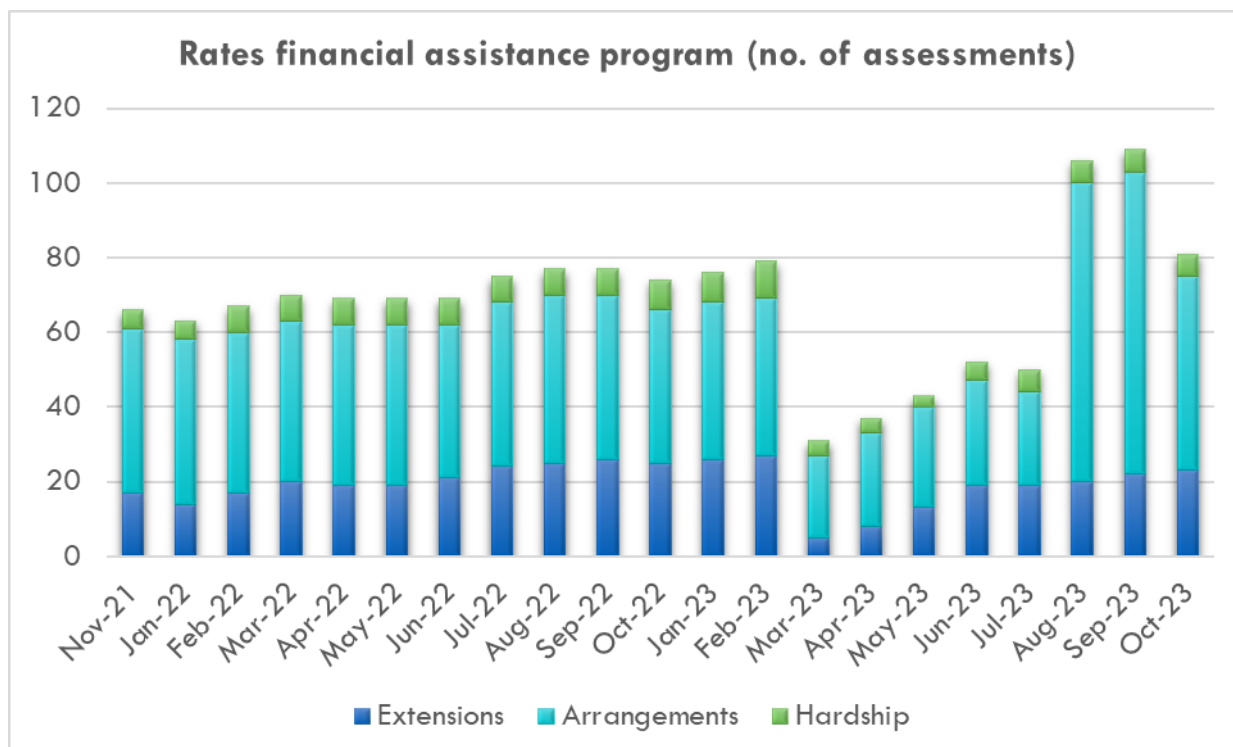
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Rates Arrears of 3.9% at the end of October largely reflects payments of quarter one invoices. Rates arrears are \$245,922 higher than compared to October 2022.



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 dropped from 80 in September to 51 in October due to effective internal monitoring of the plans. The completed payment plans have been paid in full.



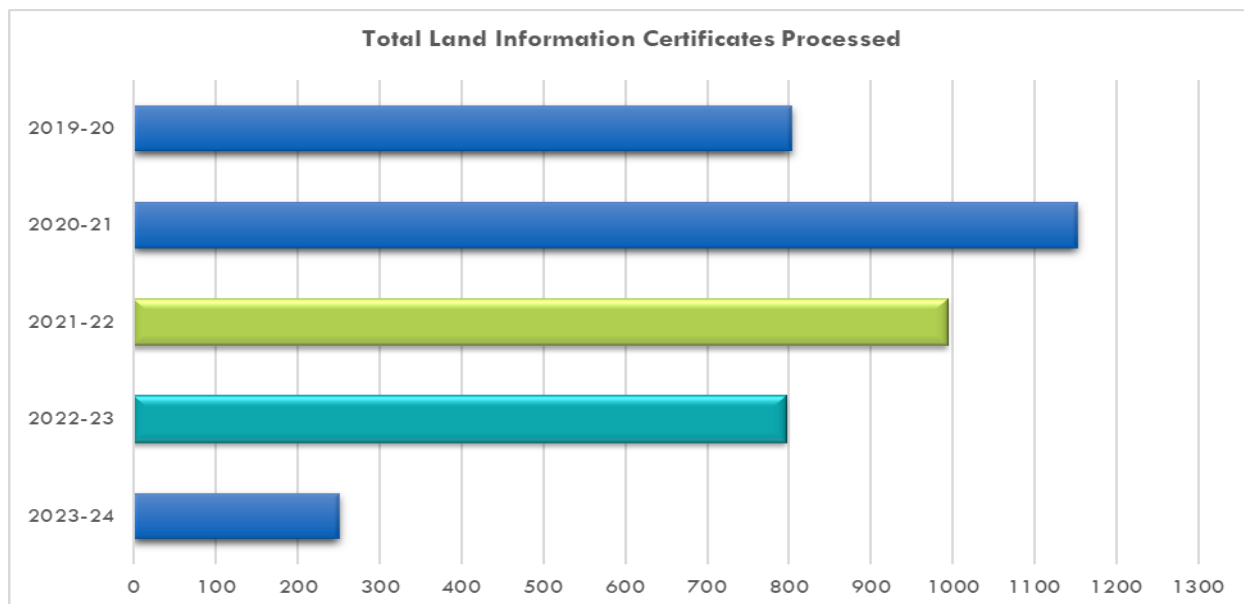
*Debt Collection with Midstate Credit Collect*

The number of active files at Midstate Credit Management is 31 down from 33 last month.

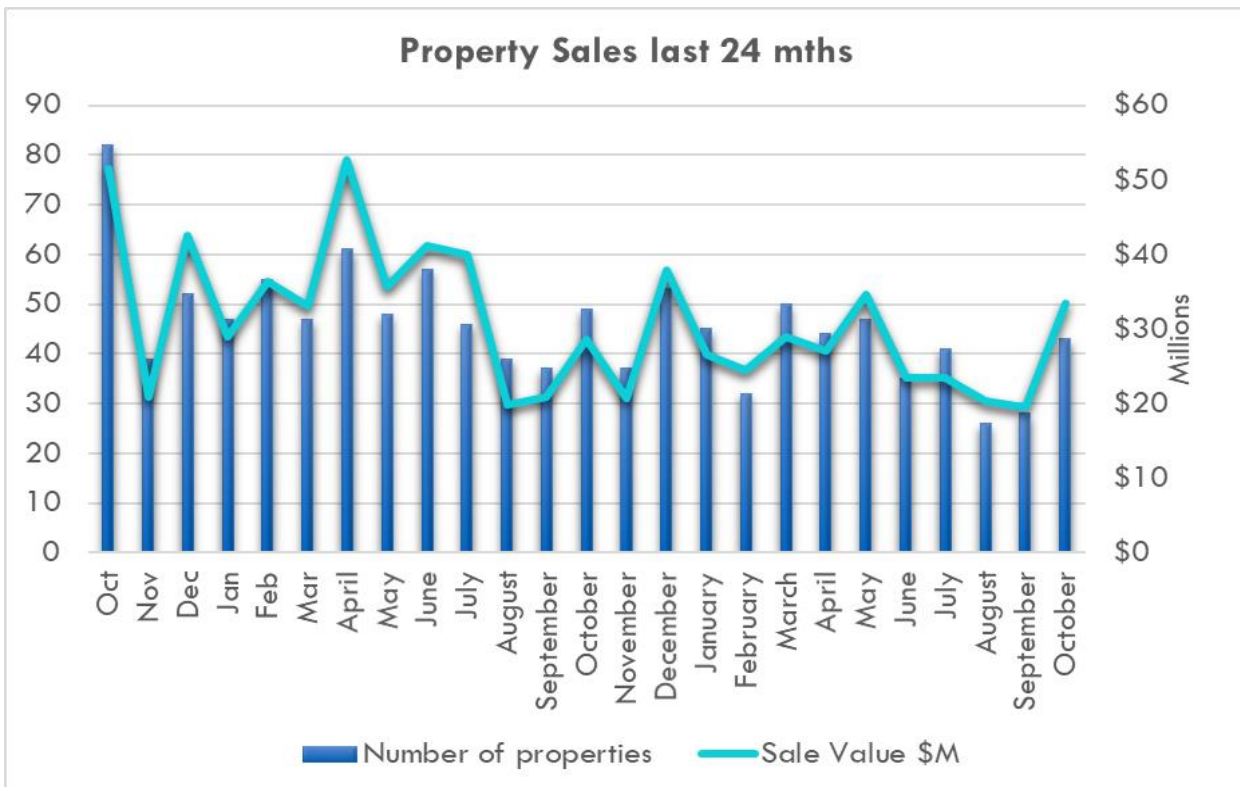
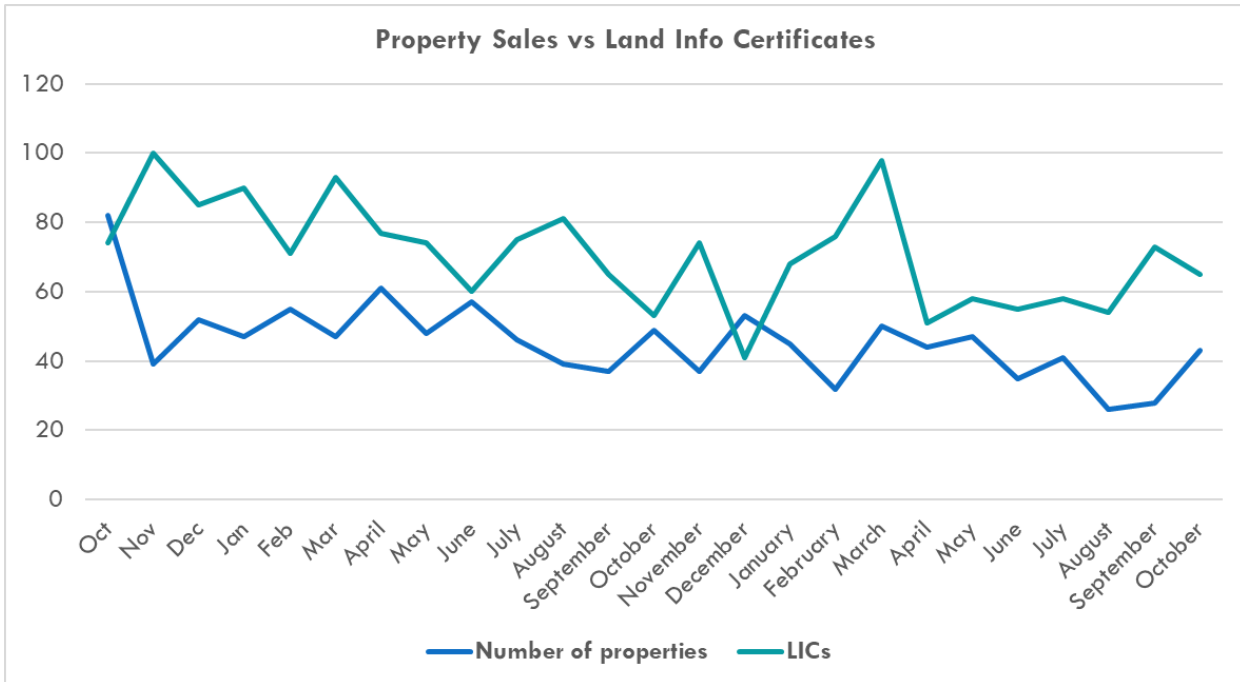
Property sales data

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 65, which compares to 53 in the prior year. Despite the higher processing of certificates in October 2023, for the financial year to date, 250 LICs have been processed as compared to 274 in the prior year.



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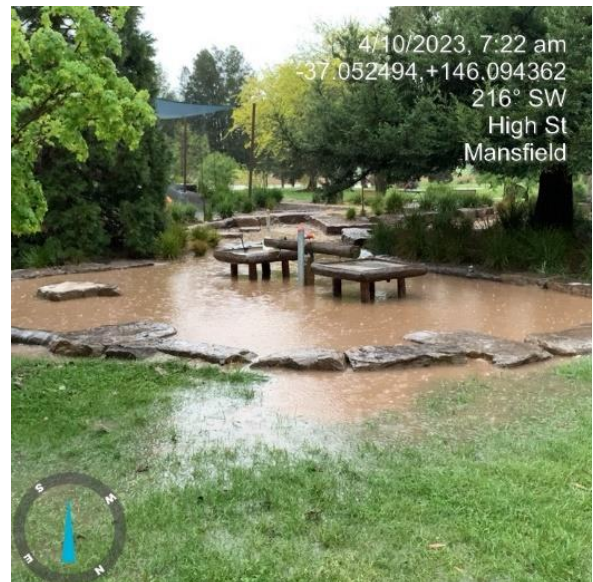
## 10. Field Services

### Parks and Gardens

- ▶ Flood clean-up
- ▶ Mowing and brush cutting - Merton, Bonnie Doon, Maindample, Mansfield, Goughs Bay, Macs Cove and Jamieson
- ▶ Irrigation repairs – Roundabout Toilet block and Mansfield Recreation Reserve
- ▶ Rotary hoe playground soft fall – Goughs Bay, Macs Cove and Botanic Park
- ▶ Mowing ovals – Mansfield Recreation Reserve, College, Lords, Bonnie Doon and Merton
- ▶ Mansfield and Bonnie Doon Cemetery works – Internments, plaque placements, mowing and brush cutting
- ▶ Botanic Park – Garden maintenance, weeding, pruning, mulching
- ▶ Sand pits – top up at Botanic Park and Bonnie Doon Community Centre
- ▶ Spraying – Goughs Bay
- ▶ Fertilise Ovals
- ▶ Garden maintenance – Bonnie Doon Main St, Roundabout Mansfield, Skate Park, Erril Street, Len Lynch, Benalla Rd beds
- ▶ Brush cut - Ford Creek Botanic Park
- ▶ Watering – Street trees and newly planted garden beds
- ▶ Training – Grave safe refresher



Image: Flooding in Botanic Park



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- ▶ Flood clean-up
- ▶ CFA Water tanks inspected and filled
- ▶ 68 CRMS completed and closed in October
- ▶ Fire Plug inspections
- ▶ Tree envelope work Sawmill Settlement
- ▶ Events preparation
- ▶ Path repairs and resheeting

**Backhoe work**

- ▶ Howqua Track
- ▶ Kidston Pde
- ▶ Wairere Rd culvert replacements
- ▶ Chapel Hill Rd

**Maintenance Grading:**Mansfield District

- ▶ Aldous Rd
- ▶ Saligari Rd
- ▶ Dueran Ln
- ▶ O'halloran Rd
- ▶ Shamrock Ln
- ▶ Long Lane re-grade after flood event 3/10/23
- ▶ Stoney's Rd
- ▶ Kidston Pde
- ▶ Pollards Rd

Merton District

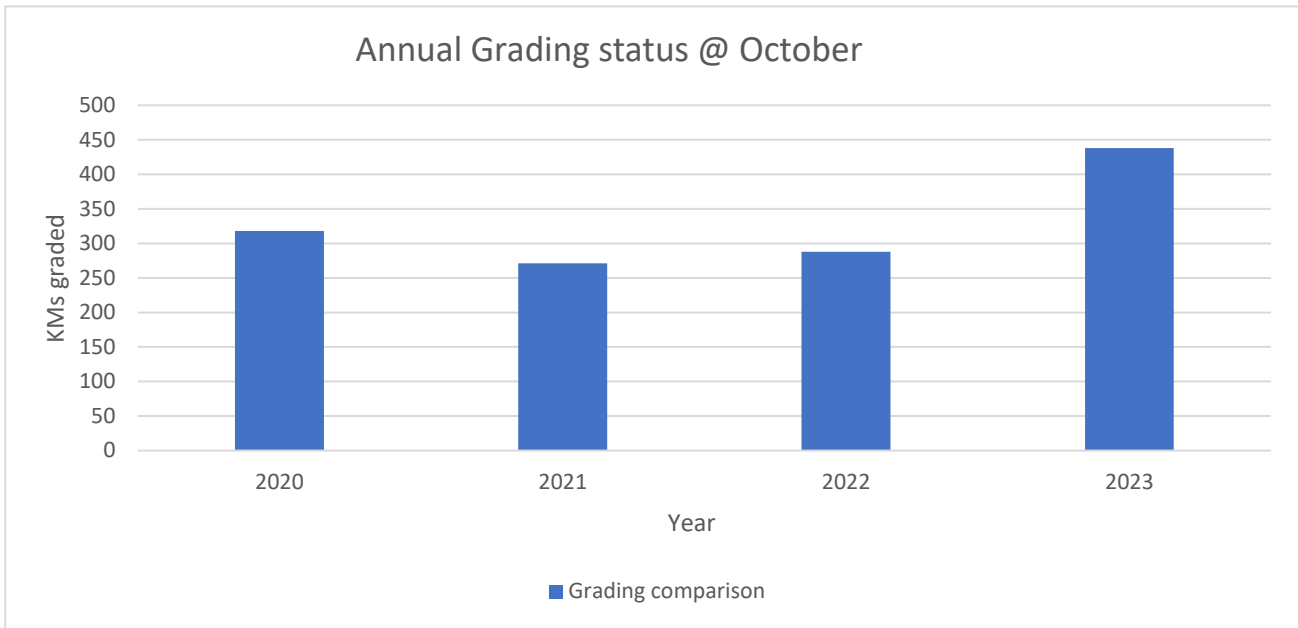
- ▶ Kubeils Rd
- ▶ Growlers gully Rd
- ▶ North creek Rd
- ▶ Obrien's Rd
- ▶ Donaldsons Rd
- ▶ Mitchells Rd
- ▶ Cherry tree Rd
- ▶ Cochrane Lane

Merrijig District

- ▶ Howqua Track
- ▶ School Ln
- ▶ Gonzaga Ln
- ▶ High St
- ▶ Davies Rd
- ▶ Powers Rd



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Maintenance grading progress is 150km ahead of 2022 result YTD as at October, with a total of 438kms graded in 2023.

## 11. Community Health and Wellbeing

### Maternal and Child Health

Maternal and Child Health Service	October 2023	Year to date
Birth notifications received	4	19
Key age and stage visits completed	76	261
Enhanced MCH hours provided	97.92	256.51
Sleep and Settling Outreach hours provided	1.75	22

### Supported Playgroup

October 2023 attendance for supported playgroups:

- ▶ Crawl and Play: 45 children.
- ▶ Supported playgroup: 64 children

### Financial Counselling

Council are currently recruiting for a Financial Counsellor. While the position is vacant the Community Connections Officer has been responding and directing clients to local support services, Hume Legal Services, Upper Murray Family Care for Financial Counselling Support, and the Salvation Army. Main concerns being cost of living, lack of affordable suitable housing.

### Integrated Family Services

In October Integrated Family Services (IFS) have been working with thirteen families, with challenges including educational engagement, disability and NDIS issues, mental ill health, housing insecurity, poverty and family violence. There has been an increase in community members contacting the service directly and requesting urgent assistance, rather than using the usual referral pathways.

Family violence cases continue to rise and have remained consistent as the main reason families are seeking support. There is a lack of specialist Family Violence services in the Shire and Council continue to advocate to State Government for this to be addressed.

- ▶ Service hours October: 200.5
- ▶ Service hours year to date: 697.90
- ▶ Target Hours per year: 2253.59



## Youth Services

Activity	Program Frequency	Oct Attendees	Year to date Attendees	Plan Categories	Annual Targets (Calendar Year)	Target achieved
<b>Engage</b>						
PRISM Group	Weekly	15	15	Youth support groups PRISM	15	Yes
Leadership Program	Annual	N/A	N/A	Youth Development LEAD	10	No deferred
Workshop attendance		48	157	Youth Development Life Skills	80	Yes
Workshop frequency	1-4 per term	6	20	Youth Development Life Skills	4	Yes
Breakfast Club	Monthly	240	1495	Youth Celebration Youth Direction	100	Yes
Wear It Purple Day - lunch activities & movie night	Annual	12	182	Youth Celebration PRISM	175	Yes
<b>FreeZa</b>						
FreeZa Events	6 per year			Events	6	On track
Event attendance		320	840	Attendance	1525	On track
Committee members	Per year	5	9	Committee	12	On track
<b>L2P</b>						
Current Active Learners	Per quarter	14	10	Learner drivers	15	On track
Current Active Mentors		7	6	Mentors		On track
<b>Disaster Recovery</b>						
Trainees		1	1	N/A	15	
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 October Update:

- ▶ Mansfield Shire – Community Health and Wellbeing Facebook Page created.
- ▶ Respond Project community meetings held on 16 October 2023, we had 30 participants at session 1 and approximately 15 in session 2. The progress of the project was discussed, and community members provided action ideas they would like to see completed by Respond. These action ideas will be presented back to the community on 17 November.
- ▶ Seniors Festival - supported the implementation of the Seniors Festival in which Council organised yoga, Pilates and pottery, and Council's events team organised the Seniors Ball at the Golf Club.
- ▶ This Girl Can Week, a VicHealth initiative to support the physical activity of women anywhere, anytime, without judgement. A Paps Walk was hosted on Saturday 7 October in partnership with Mansfield Bushwalks and Respond; also worked with the Mansfield District Hospital and Mansfield Junior Football Club to host a female only football clinic with AFL Goulburn Valley, this was a success resulting in a female only AFL 9's competition to happen over 3 weeks in November.
- ▶ My Future Academy are bringing the Spartan Kids program to Mansfield for two come and try sessions. The program currently runs in the Strathbogie Shire; children will participate in an obstacle course on the Recreation Reserve and will learn breathwork skills, balance, teamwork, physical activity, in a non-competitive environment. The program was brought to Mansfield in collaboration with LouFit Personal Training, Mansfield District Hospital, Mansfield Respond, with parent volunteers supporting on the day. Each session booked out in a matter of 6 hours, proving the need for programs like this. Session 1 will be held on 9 November 2023.
- ▶ Mansfield Health and Wellbeing Network meeting was held on 12 October
- ▶ Better Communities for Children Leadership Network was held on 26 October
- ▶ Attended the Respond Implementation Network Meeting on 18 October

## Regional Assessment Service

Regional Assessment Service continues to see strong demand for assessments in October. All assessments were completed within KPI timelines. Twelve assessments and 22 support plan reviews were completed.

Demand continues to be strong, with priority being for domestic assistance, property maintenance, and allied health services. Long waitlist times continues to be an issue with clients opting to pay for private services as they cannot wait due to their health condition and are on low income which is creating a financial burden.

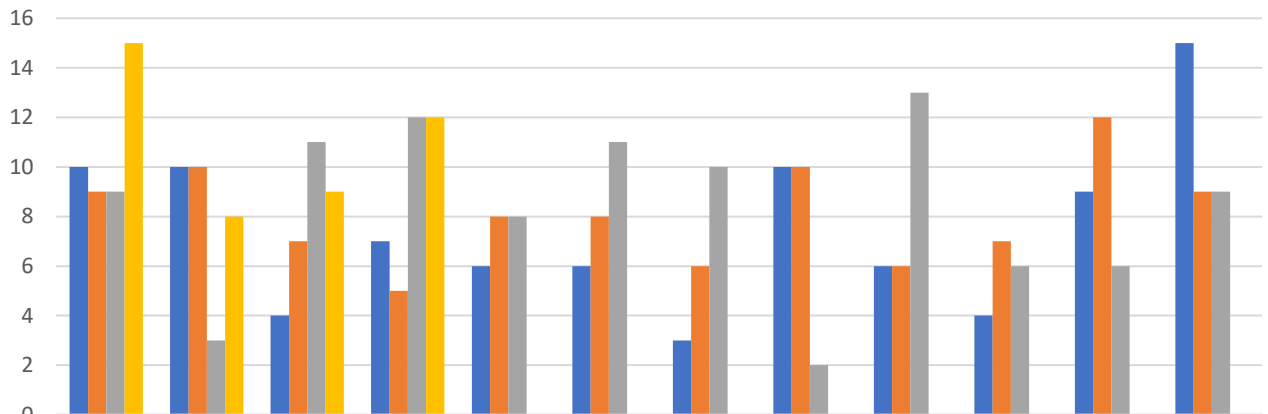
Most referrals have been from local GP's, Rosehaven, Care Finder and GV Health.

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Under the Age Care Reforms, the single assessment workforce is progressing as planned for commencement in July 2024, it is expected an understanding of how the new assessment services will look will be received by December 2023.

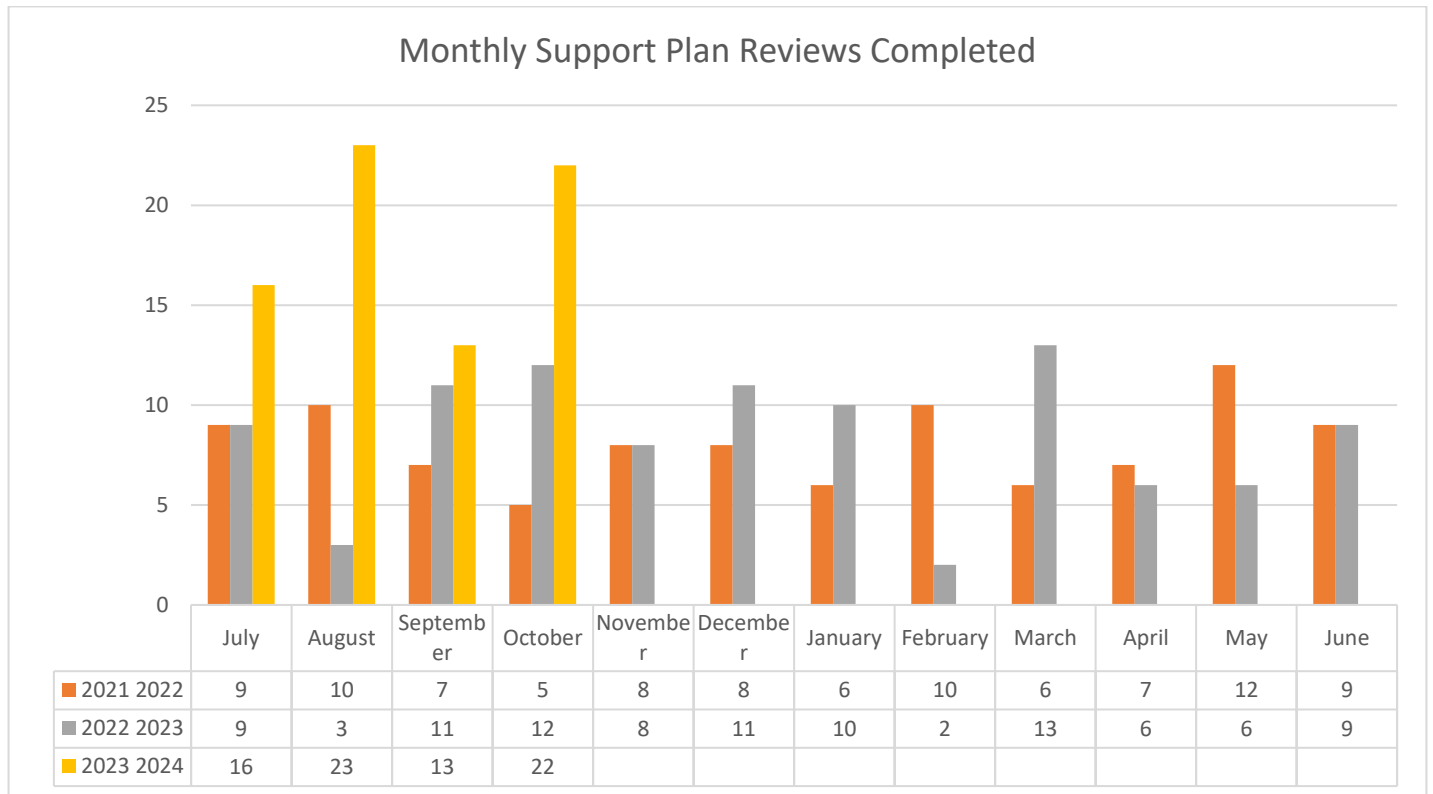
The Assessment officer is supporting clients with Will Kits, Emergency Tool Planning Kits, Power of Attorney documentation, Advance Health Care Directive and How to Prepare for Summer Toolkit.

Monthly RAS Assessments Completed



	July	August	September	October	November	December	January	February	March	April	May	June
2020-2021	10	10	4	7	6	6	3	10	6	4	9	15
2021-2022	9	10	7	5	8	8	6	10	6	7	12	9
2022-2023	9	3	11	12	8	11	10	2	13	6	6	9
2023-2024	15	8	9	12								

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## **Community Connections**

Computer literacy continues to be an issue faced by elderly residents in Mansfield and there have been many referrals to Mansfield Library for the current Computer Literacy Program.

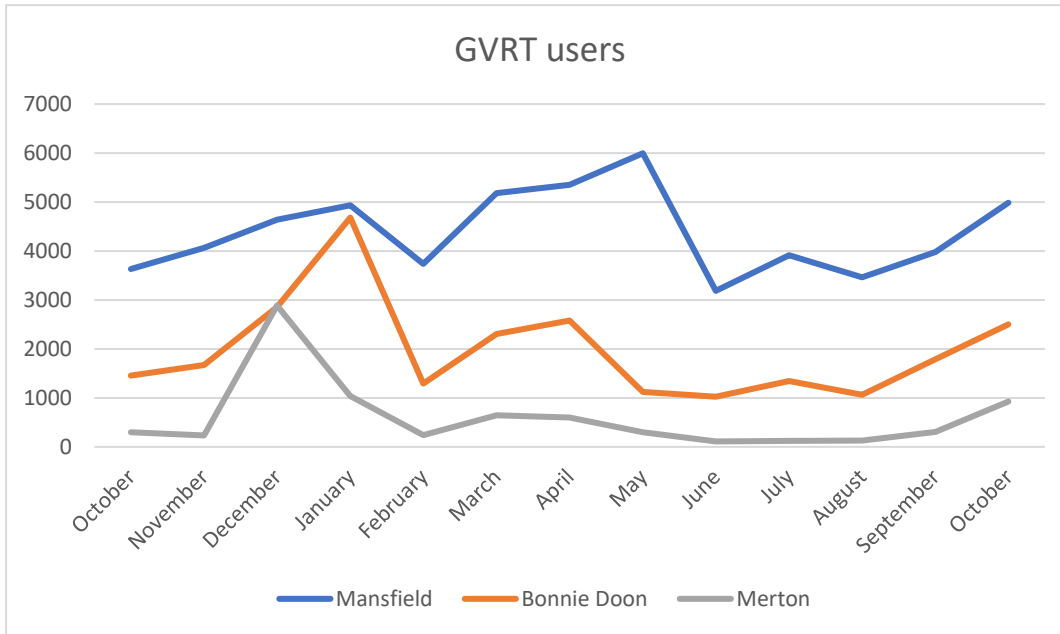
The Community Connections Officer continues to assist clients with online forms, online banking accounts, connecting clients to My Gov Apps so they could connect with Centrelink. Two clients were assisted to engage with DFFH regarding rental increases and another client was referred to Hume Legal Aid to assist in preparing a will.

Two individuals living in the same remote area with similar interests were introduced and now meet socially.

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.

## 12. Visitor Services

### Economic Development – Tourism & Events

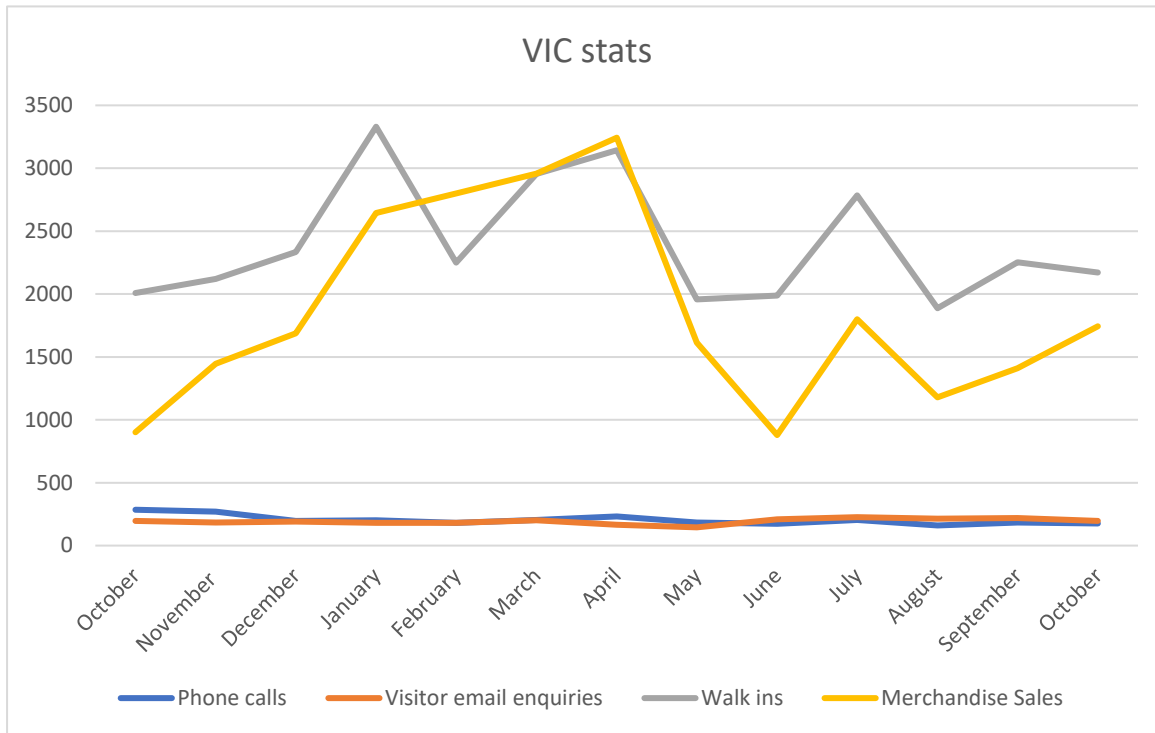


#### The Great Victorian Rail Trail (GVRT)

OCTOBER	2022	2023	+/-
Mansfield	3632	4988	+ 1356
Bonnie Doon	1457	2498	+ 1041
Merton	296	929	+ 633
<b>TOTAL</b>	<b>7410</b>	<b>6071</b>	<b>+ 3030</b>

- ▶ Great to see big numbers for October on the Rail Trail. Good weather, increased coverage, new signage and increased knowledge of the art project have contributed.
- ▶ Lots of positive feedback on the new signage along the trail from users directly and from businesses such as Double Black Alpine who provide services across the trail.
- ▶ Tourism North East photoshoot and video capture has been completed and the campaign will begin rolling out after Cup Weekend.

**Mansfield Visitor Information Centre (VIC)**



October	2022	2023	+/-
Walk In visitors	2008	2170	+ 162
Retail Sales	\$901	\$1743	+ \$842.00

- ▶ Results drawn from the visitor centre survey highlight a shift towards the “grey nomad” market. 51% adult couples with 43% of walk ins being over 60 years of age.
- ▶ Increase of \$842 on retail sales compared to October 2022 reflects great efforts by the centre staff once again.
- ▶ VIC Staff have been assisting with planning for the High-Country Festival.
- ▶ VIC Staff continue to discuss ATDW listings and inform businesses of why they should renew and continue with the now paid listings. We have identified a few larger businesses are opting to not renew. We are working with TNE on this as well to highlight benefits to listings.
- ▶ Council have completed the portable information centre project. The portable centre (trailer) was used for the first time over the High Country Festival. A survey will be used to collect data on visitors including visitor numbers. It is intended that a merchandise range will be offered through the trailer as well.
- ▶ Tourism North East and Council organised a Jamieson family day for 19 local operators. This included a tour of the VIC and the new Portable Centre.

## Visitor Survey

Regarding the Spring Questionnaire as at 31 October, 783 responses were received.

- ▶ Age groups: 43% 60+, 33% 40-60, 24% 18-40
- ▶ 51% adult couples, 19% families with kids, 21% alone, 9% group
- ▶ 87% were overnight visitors with 30% staying 2 nights, 15% for 3 nights and 33% staying more than 3 nights
- ▶ 57% 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. Display/Interest Pieces

## Events

### Seniors Festival

Along with the Community Health team the Seniors Festival for 2023 consisted of the following free events. All events were well attended and feedback was excellent.

- ▶ Pilates
- ▶ Yoga
- ▶ Clay Play
- ▶ Little Shop of Good Reads giveaways
- ▶ Seniors Ball

### High Country Halls - Merrijig

Council supported the Merrijig Leg of the High Country Halls Tour with:

- ▶ \$1000 sponsorship
- ▶ Marketing and support
- ▶ Equipment loan

### Mens Shed Open Day

Council supported the Mansfield Mens Shed with:

- ▶ Promotion Support via social media
- ▶ Listing through Seniors Month websites



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- ▶ Equipment Loan

High Country Halls - Merton

Council supported the Merton Leg of the High Country Halls Tour with:

- ▶ \$1000 sponsorship
- ▶ Marketing and support
- ▶ Equipment loan

Steiner School Spring Fair

Council supported the Steiner School Spring Fair with:

- ▶ Promotion via banners and flags on roundabout – paid for by Steiner school

Burning the Vines – Delatite Winery

Council supported Burning the Vines at Delatite Winery with:

- ▶ Equipment and loan of fencing

**Upcoming Events****NOVEMBER**

- |                                                         |                                                     |
|---------------------------------------------------------|-----------------------------------------------------|
| ▶ 3 – Breakfast On The Lawn                             | ▶ 7 – Mansfield Races                               |
| ▶ 3 – High Country Festival Opening night and fireworks | ▶ 11 – High Country Halls Music Festival – Tolmie   |
| ▶ 3 – Torchlight Parade                                 | ▶ 14 – MASS Rideathon Movie Night                   |
| ▶ 4 – Mansfield Bush Market                             | ▶ 18 – Mansfield Show                               |
| ▶ 4 – Median To Rare Art Exhibition                     | ▶ 19 – Goughs Bay Festival                          |
| ▶ 4 – Martins Grand Parade                              | ▶ 25 – Farmers Market                               |
| ▶ 4 – Amped Up Amphitheatre Sound Sessions              | ▶ 25 – Merrijig Campdraft                           |
| ▶ 4 – M.O.S.T – Mansfield Open Studios Trail            | ▶ 25 – High Country Ball                            |
| ▶ 5 – North East Skate Series                           | ▶ 25 – High Country Halls Music Festival – Jamieson |
| ▶ 5 – M.O.S.T                                           | ▶ 26 – Merrijig Campdraft                           |

**DECEMBER**

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

**JANUARY**

- ▶ 26 – Australia Day Citizenship Ceremony
- ▶ 27 – Horsepower In The High Country

## Economic Development - Business Newsletter Support

Council's business newsletters provide information on grant opportunities, workshops, support, and programs. 441 local businesses received this service fortnightly during October.

	<b>Council's Business Newsletter</b>	<b>Industry Benchmark</b>
<b>Open rate</b>	52.04%	19.4%
<b>Click rate</b>	8.89%	2.8%

The October "click through" rate, while considered high across Government email engagement rates, remains below the 10% plus levels it has achieved in previous years. Business engagement through November shall consider opinion and suggestion from local business on content and interest.

The links with the highest click through rates during October were 28.5% for the Energy Bill Relief Fund and 28.3% for Food Safety Standards.

### Business Engagement, Support and Advocacy

30 businesses (3 micro, 15 small, 7 medium and 5 large) were engaged with by Economic Development during October.

- ▶ Staff housing continues to be the number one issue for businesses in Mansfield Shire
- ▶ Food/Beverage, Hospitality and Retail are seeing reduced trade and customer visits.
- ▶ Businesses are happy with Business Newsletter content and enquired about available grants and training support for staff and employers.

### Better Approvals

Better Approvals is a service for those who want to start, expand, or buy a business. Council provides advice and support before, and during the application process and after doors open.

Three enquiries for assistance were received:

- ▶ New business - assistance with start-up permit process.
- ▶ New business - advice on permits and local demographics and growth query.
- ▶ Existing business growing - discussions on premises, permits and staff growth.

### Projects

#### Connectivity

Further Telstra tower upgrades are being conducted within the Mansfield Shire including 4G boosting and 5G panels being placed onto existing towers within –

Howqua Inlet

Sawmill Settlement

Work is also being done by NBNCo to establish a new tower in the Merrijig area.

Ovens Murray Digital Plan Refresh - Economic Development participated during October and met with Economic Development Officers, Co-ordinators, and Managers across the Ovens Murray Region to finalise the draft “Regional Context and Priorities” Strategy. Various break-out meetings were conducted to gain and confirm insights into the issues being faced by Ovens & Murray Region Local Government Areas. Both Telstra and NBNCo were in attendance to note the comments and issues raised by the LGA’s.

### Worker Housing Forum

The Worker Housing Forum team are working towards 11 December to meet with local developers. The forum will seek to gain insight on worker accommodation needs, and plans local developers have regarding investment in worker accommodation. Discussion will support avenues to overcome development hurdles and provide information on relevant case studies.

A member of Municipal Association of Victoria has agreed to facilitate the forum.

## **Community Development**

### **Community Groups Newsletter**

The Community Groups Newsletter is distributed monthly to over 90 community groups. Subscription numbers have increased by 4% to 181 in October. Community grants information remains the most popular item.

	<b>Council’s Newsletter</b>	<b>Industry Benchmark</b>
<b>Open Rate</b>	49%	19%
<b>Click Rate</b>	16%	3%

### **Grants**

Mansfield Shire Outlying Communities Infrastructure Grant (OCIF) opened 8 September and is closing 23 November. 21 outlying community groups have discussed potential projects with Council. While six of these projects are ineligible, two have been linked to alternative funding as part of Council's Resilience Project.

### **Resilience Benchmarking Project**

The project continues to engage with 11 rural communities in high-risk locations, gathering feedback to understand their community resilience and identify community-led actions, with a summary table provided below.

The Resilience Benchmarking Project in partnership with Red Cross delivered three First Aid training days for rural communities during mid-October. The training included practical skills to build confidence in the use of an AED, and administering CPR, if the need arose to provide lifesaving support until medical assistance arrived.

Further First Aid training will be offered in February 2024.

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Community	Early engagement & introduce survey	Survey One completed & number of respondents	Survey Results & Action Planning	Number of community projects	Number of property owners collecting property numbers
Ancona		1		1	0
Barjarg	21/11/23	0			0
Bonnie Doon		6			6
Goughs Bay		12		3	0
Howqua Inlet & Mac Cove		0			0
Jamieson		4		2	0
Maindample		2			10
Merrijig		6/11/23		2	
Merton		12		5	5
Peppin Point		6		3	5
Sawmill Settlement		8		1	
Tolmie		10			
Woods Point, Gaffney's Creek & Matlock		8		5	14
<b>TOTAL</b>	<b>13</b>	<b>69</b>		<b>22</b>	<b>40</b>

### Sport and Recreation

- ▶ Mansfield Shire Sport and Recreation Strategy Review is progressing. The review will guide the need for sporting facilities within our Shire.
- ▶ Council's draft Fair Access Policy is being prepared for community consultation.
- ▶ Mansfield Shire Council hosted the Hume Sport and Recreation Forum at the Mansfield Dual Court Stadium, with attendees from the office of the Victorian State Sport and Recreation and Council Officers from Wangaratta, Towong, Benalla, Indigo, Moira, Mitchell, Wodonga and Shepparton.

### First Nations

Supported the monthly Gadhaba Local Aboriginal Group Committee meeting, with committee secretariat support.

### Community Groups

- ▶ Matlock Cemetery Group discussed need for more volunteer support and funds to upgrade the cemetery.
- ▶ Ancona Town Hall Community Group, introductions to the new president and projects to support community connection. The community are planning their first event since the pandemic.
- ▶ Mansfield Performing Arts Centre Committee, review of bookings, site tour and discussion about grants to support facility upgrades,

## Mansfield Outdoor Pool

- ▶ All five Mansfield Shire Schools have booked their swimming needs with Belgravia (pool management contractor) this season.
- ▶ Mansfield Swimming Club have a direct contact with Belgravia to support their needs in this season's bookings.
- ▶ LouFit, will be running an aquarobics program at the pool for the season.

## Resilience Benchmarking

### Raising rural resilience through First Aid training

The Resilience Benchmarking Project in partnership with Red Cross delivered three First Aid training days for rural communities during mid-October.

The training included practical skills to build confidence in the use of an AED, and administering CPR, if the need arose to provide lifesaving support until medical assistance arrived.

Further First Aid training will be offered in February 2024.

Images: Hosting communities – Merrijig, Merton and Woods Point.



## Library

### Staff

- ▶ Deb Westphalen retired from Mansfield Shire Council after 25 years of dedicated service to the Library. Deb worked in a variety of roles including Library Coordinator and continues her commitment the Library by playing an active role in Friends of Mansfield Library (FOML).
- ▶ Yuko Nishiyama and Sarah White joined the Library team as Casual staff.
- ▶ Recruiting for 2 positions:
  - 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 leave.

### One-on-One Tech Help

- ▶ The 8 x 1 hour sessions each week were fully booked throughout October. Help is available in a wide range of areas: phones (Android and iPhone) laptops and tablets, internet banking, emails, how to use government websites, online applications.
- ▶ Library staff assisted a further 91 people with smaller tech help requests.

### Armchair Travel

This month 30 Library patrons travelled to Spain, Portugal and Morocco with their armchair travel host Colleen Reynolds. Friends of Mansfield Library provided a light supper.

### Zine and writing workshops for Children's Week

The Library supported Mansfield Readers and Writers to hold two successful workshops run by Andrea Rowe at the Library children aged 9 – 12. The Zine workshop was so successful a further 3 sessions in this year have been organised.

(A *zine* is a small circulation flyer or booklet using a collage style layout which includes drawings, mini comics and text.)

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

- ▶ Followers - 1005
- ▶ Posts created - 23
- ▶ Interactions - over 1,000


Mansfield Shire Council | CEO Monthly Report

The Library's most popular posts for October:

**Mansfield Library Victoria** 19 Oct · 🌐  
Look who has read 🌟 1000 BOOKS BEFORE SCHOOL 🌟 🥰  
... See more



**Mansfield Library Victoria** 24 Oct · 🌐  
OOOOOO 🦇 🦋 🦋 🦋 Halloween fever has arrived at the Mansfield Library!  
Come and see us for a scarily good book...if you dare!



**Mansfield Library Victoria** 20 Oct · 🌐  
Yesterday this beautiful lady worked her last shift at the library 🥰  
The lovely Deb has now officially retired!  
Deb it has been an absolute delight working with you! Your passion for the Mansfield Library has been incredible, your book knowledge amazing and your heartfelt connection with our community has been so appreciated by us all. The library wont be the same without your beautiful face and your generous soul !! We love you Deb 💜💜💜



### Statistics for October 2023

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holdings placed	New*
<b>October</b>	<b>3651</b>	<b>3903</b>	<b>16</b>	<b>148</b>	<b>18</b>	<b>99</b>	<b>484</b>	<b>41</b>
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
October 2022	2021	3545	2	38	0	58	531	30

\*New memberships



## 13. Communications

### Media Releases

Throughout October the 21 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.

- ▶ Boat Ramp Works Completed
- ▶ Buttercup Road Works
- ▶ Council Plan Progress
- ▶ CRES Recommendations
- ▶ Mansfield Tennis Association Community Asset Committee
- ▶ Mayors Report
- ▶ Childcare and Pool Permit Approved
- ▶ Citizen Award Nominations Open
- ▶ HVAR Stage 2 Update
- ▶ Cemetery Lynch Gate
- ▶ Tenders Awarded for Resealing
- ▶ High St Car Park Tender
- ▶ Jamieson Drainage Works
- ▶ Malcolm St Shared Path Update
- ▶ MAV Motion on Planning
- ▶ Solar Power for Field Services
- ▶ Tender Awarded for Resheeting
- ▶ Adoption of Botanic Park Masterplan
- ▶ Adoption of Station Precinct Masterplan
- ▶ Dual Court Stadium Engagement
- ▶ New Bore and Standpipe

### Comments to media

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

- ▶ Quarries in Shire
- ▶ RCV Rural Housing Plan
- ▶ This Girl Can
- ▶ Victorian Housing Statement
- ▶ Kindergarten CRES
- ▶ Mt Battery Road Intersection

### Social Media

For the October period, Council's Facebook page saw an increase in follows of 32.

Statistics on the Facebook page activity are provided below:

▶ Post reach	41,146
▶ Post engagement	10,728
▶ Comments	359
▶ Reactions	1,434

Mansfield Shire Council | **CEO Monthly Report**

- ▶ Photo views                    1,751
- ▶ Clicks                            766
- ▶ Shares                            198
  
- ▶ The top performing post in October was about the High St carpark design; the post achieved a reach of 12,425 and engagement of 1,762.
- ▶ Another high performing post was the Boat Ramp refurbishments, which achieved a reach of 9,195 with and engagement of 1,197.
- ▶ Posts on Cookie the Cat being rehomed and naming the Dual Court Stadium also performed well, reaching 7,028 and 4,061 people respectively.
- ▶ Further details on post results for October are provided below.



The iconic police monument at High Street Roundabout is getting a well-deserved refresh! From Thursday to Friday this week, expert monumental masons A.C. & R.J. Lau will be working to...

Post reach	Engagement
<b>2,807</b>	<b>483</b>

Wed, 11 Oct



Get help with your fire plan at the CFA North East Region's FREE Fire Safety Planning Workshop on Monday 6 November at The Sebel Pinnacle Valley Resort. 🔥🔥 Whether you've got a bushfir...

Post reach	Engagement
<b>2,784</b>	<b>87</b>

Mon, 9 Oct



Today we celebrated Michael Desmond's 40th year working at Council. 🍌 Over his time Michael has worked at various roles in the Field Services team as well as through the amalgamation fro...

Post reach	Engagement
<b>3,299</b>	<b>1,011</b>

Mon, 30 Oct



Be sure to look out for our brand new portable information centre in the Mansfield township over the long weekend as part of the High Country Festival. The new portable information cent...

Post reach	Engagement
<b>3,023</b>	<b>536</b>

Tues, 31 Oct

**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:

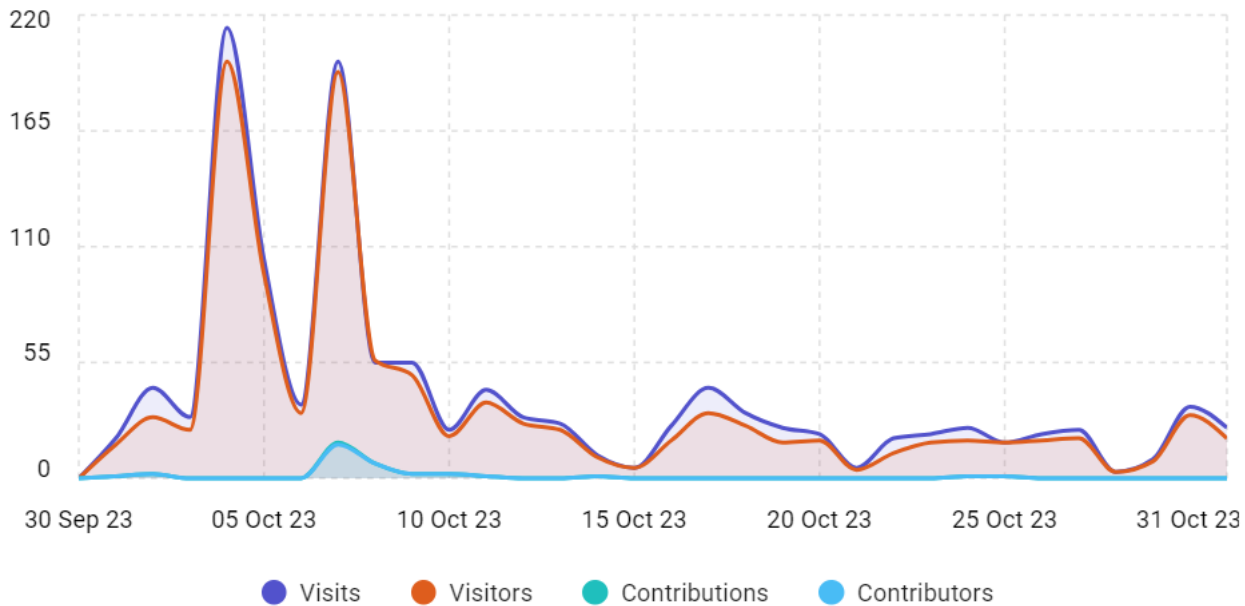
- ▶ High Country Festival
- ▶ Citizen Award Nominations Open
- ▶ Botanic Park & Station Precinct Masterplans Adopted
- ▶ High Country Library Shared Service Agreement
- ▶ Election (Caretaker) Period Policy

### Engage Portal

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

For the October period, the platform received 1,232 visits, 35 contributions and recorded 5 new registrations with an engagement rate of 3.4%.

Details of visitation for the past 30 days are below:



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

Survey: Survey	New High Street Car Park	30
Survey: Red bin collection frequency	Changes to Recycling and Waste Services in Man...	2
Ideas: Feedback	New Shared Path on Monkey Gully Road	1
Survey: Write a Submission	Botanic Park Masterplan	1
Survey: Submission	Amendment - C55mans Redgum Rise Estate	1

### YouTube

We have a steady level of community participation in our online Council meetings. The October Council meeting has received 110 views and the additional October meeting has 48 views.

## 14. Digital Transformation Project

Project CODI has maintained momentum in 3 of the 4 streams of work. However, the Information Management Stream has been impacted by a material cost error issue from the supplier resulting in a delay in commencement for this system.

- ▶ Information Management: Motions are being prepared for approval from each Council at the December meetings to address the cost error. It is estimated that Logicalis' commencement will be delayed by eight weeks.
- ▶ Planning, Building and Regulatory: Stream remains on schedule with workshops and user acceptance testing underway for the Planning and Building Modules and requirements gathering underway for the Regulatory Module. Murrindindi building module go-live is scheduled for mid-December and Mansfield planning module scheduled for late January.
- ▶ Microsoft365 Governance and Alignment: Logicalis has completed their technical analysis ahead of schedule and has undertaken an initial findings review with the Information Technology Reference Group. The final report is under development and is scheduled to be delivered in early December.
- ▶ Enterprise Resource Planning (ERP) Procurement: Written responses have been received from two vendors with each Council currently undertaking their formal evaluation. Presentations are scheduled with both vendors on 16 Nov 23 and demonstrations of the solution scheduled for 21 Nov 23. It is expected that a preferred supplier will be identified by the end of December with approval from the Councils scheduled for the February meetings.