

CEO Monthly Report

March 2024



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of March show **138** Customer requests registered with 43 requests remaining open and **95** being closed during the month.

One Expression of gratitude was received for March 2024

- ▶ A huge thank you for the amazing service at the Resource Recovery Centre on Monday the 11th of March. We dropped our rubbish at around 12:30pm, it was a really hot day and the gentleman assisted us getting our rubbish out of our car and was really helpful and friendly, we loved the service thank you!

No complaints were received for March 2024

The majority (50%) of total requests opened were for Field Services Team. Requests consisting of (in order of frequency):

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

Local Laws (29%) was the second largest group. Local Laws requests consisted of (in order of frequency):

- ▶ Livestock - Stray/Wandering,
- ▶ Animals, Native - Euthanasia,
- ▶ Animals, Domestic – Surrendered and,
- ▶ Parking - Illegal/Nuisance,
- ▶ Animals, Domestic – Found,
- ▶ Animals, Barking dogs.

At the time of the report there were 14 overdue service requests. Overall organisation performance is 89%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Records and Customer Service	2	2	0	0	0	0
Waste	2	0	0	1	1	0
Engineering Services	7	0	0	0	5	2
Parks and Garden Services	16	11	3	2	0	0
Local Laws	41	21	8	3	3	6
Road Maintenance	70	61	2	0	7	0
Total	138	95	13	6	16	8

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 by council officers and has not correctly opened for editing or marking complete 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

March 2024	Total
Requests	138
Complaints	0

2. Governance

Confidential Reports at March 2024 Council Meeting

No. of Confidential Reports	Comments
1 (5 March 2024) 2 (19 March 2024)	<ul style="list-style-type: none"> ▶ Tender Award – Buttercup Road Reconstruction Program ▶ Tender Award – Lords Reserve Drainage ▶ Tender Award – Project CODI Enterprise Resource Planning Solution

Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2023	2	2
August 2023	3	5
September 2023	3	8
October 2023	4	12
November 2023	3	15
December 2023	3	18
January 2024	0	18
February 2024	3	21
March 2024	3	24
April 2024		
May 2024		
June 2024		
TOTAL	24	24

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2023	4	4
August 2023	2	6
September 2023	1	7
October 2023	3	10
November 2023	1	11
December 2023	0	11
January 2024	2	13
February 2024	1	14
March 2024	0	14
April 2024		
May 2024		
June 2024		
TOTAL	14	14

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Council Building Renewal - Shire Offices - Depot	\$92,835	Shire Office carpet renewal & toilet refurbishment completed. Depot wash bay roof (carry forward) construction completed.	On Budget	Complete January 2024
Depot Solar Panels	\$43,000	Installation of solar panels at the Depot building completed.	On Budget	Complete October 2023
Public Toilets - Merton Racecourse - Lords Reserve	\$263,575	Renewal of Merton toilet - contractor awarded, start date April 2024. Upgrade of Lords Reserve Toilet – designs complete, pending outcome of Lords Pavilion grant before procurement process can commence.	On Budget	June 2024
Fertiliser Shed	\$10,000	Mansfield Station Precinct - Fertiliser Shed Refurbishment – earthworks completed.	On Budget	Complete October 2023
Mansfield Heritage Museum	\$1,625,315	Construction of the Mansfield Heritage Museum contract awarded to Hennessy Construction; works commenced in January 2024.	On Budget	August 2024
Bonnie Doon Recreation Reserve	\$50,000	Survey completed; design of netball courts and oval drainage in progress.	On Budget	Mar 2024
Bonnie Doon Recreation Reserve Hall	\$15,000	Replacement of curtains in hall and kitchen. Complete.	On Budget	Complete July 2023
Mansfield Sports Stadium Complex	\$50,000	Roof renewal works. Complete.	On Budget	Complete January 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 in January.	On Budget	Dec 2024
Mansfield Pre-School Centre - Upgrade - HVAC Renewal - Mechanics Institute Amenities	\$102,051	HVAC renewal will be completed as part of Mechanics Institute. Funding agreement executed with Kinder Committee for Council contribution to Centre upgrade, construction in progress. New amenities for Mechanics Institute dependent on external funding opportunities.	On Budget	June 2024
Emergency Resilience Centre	\$300,000	Survey completed. Stakeholder engagement and design in progress.	On Budget	Mar 2024
Goughs Bay Boat Club	-	Construction works in progress managed by the Boat Club. Project Control Group meetings held monthly with RDV to provide governance and oversight of project. Alternative location for wastewater disposal determined.	On Budget	June 2024
Jamieson Police Paddock Community Hub	-	Design works to be managed by the Jamieson Community Group in consultation with Council's Capital Works team.	On Budget	May 2024
Bridges & Culverts				
Gooley's Bridge	\$67,000	Gooley's Bridge Barrier Replacement tender awarded at November Council meeting. Final stakeholder consultation completed in December. Fabrication commenced; installation of barriers scheduled for April 2024.	On Budget	April 2024
Baldry Street Bridge	\$100,000	Baldry Street Bridge renewal – works completed in January.	On Budget	Complete

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

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Stormwater Improvement	\$223,000	Design and construct Cambridge Drive and 14-18 Malcolm St – temporary works completed; final design completed. RFQ in progress. Pinnacle Rd, Sawmill Settlement works completed in December 2023.	On Budget	April 2024
Open Space & Streetscapes				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – works completed early December 2023.	On Budget	Complete December 2023
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – completed March.	On Budget	Complete March 2024
Streetscape Renewal Program - Jamieson	\$20,000	Design and deliver renewal at corner of Perkins St and Mansfield-Woods Point – vegetation has been removed. Consultation underway for replacement landscaping.	On Budget	April 2024
Mansfield Station Precinct	\$20,000	Turntable hazards removal complete.	On Budget	Complete October 2024
Streetscape Renewal Program – Mansfield	\$60,000	High/Chenery St roundabout beautification works completed in March 2024.	On Budget	Complete March 2024
Pump Track - Station Precinct	\$150,000	Design and construct new pump track – design on hold pending outcome of grant application.	On Budget	June 2024
Lords Reserve Oval Upgrade	\$300,000	Drainage improvements on oval – design completed. Contract awarded, works to commence in April.	On Budget	May 2024
Woods Point Open Space Renewal	\$45,000	Shelter and picnic table (carry forward) – Installation of shelter, BBQ and picnic table completed.	On Budget	Complete November 2023

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Bonnie Doon Irrigation	\$52,000	Installation of Irrigation – stakeholder consultation completed. Water tank delivered December; irrigation installed in February.	On Budget	Complete February 2024
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights – scope determined; procurement process underway.	On Budget	June 2024
Horse Statue	-	Install statue on the High St median Mansfield completed in September.	On Budget	Complete September 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	June 2024
Pathways				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) delivered as part of the kerb and channel works. Completed January 2024. Rail Trail Gravel/Stone Renewal in Station Precinct completed in March 2024.	On Budget	Complete March 2024
Footpath New	\$441,950	Pedestrian Refuge Island - Malcolm St/Chenery St RFQ underway. Design of gravel footpath – Piries-Goughs Bay Rd design complete. Contract awarded for construction. Construction of gravel footpath - Monkey Gully Rd – construction to commence March 2024. Construction of Malcolm St footpath (carry forward) – completed.	On Budget	June 2024
Roads				

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

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Coster St Woods Point	\$50,000	Improvements to Coster St – Contract awarded. Works completed.	On Budget	Complete December 2023
Mt Buller Service Road Renewal	\$500,000	Scope determined; design complete. Community consultation completed; contractor awarded in February. Construction to commence in April.	On Budget	June 2024
Traffic Calming Device	\$30,000	Donovans Way improvements – scoping and community engagement in progress.	On Budget	May 2024
Boat Ramp Maintenance	\$92,000	Grant funded project under contract (carry forward). Works completed in August 2023.	On Budget	Complete August 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
Community Driven Initiatives		
Library Services - restoration to pre-COVID levels	\$ 88,658	Library has been operating on new hours since re-opening in May 2023 and with increased programs as requested by the community during budget submissions.
Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program	\$ 142,000	Two staff members have now been appointed in the roads team. Refer Fields Services update.
Community connections - 12-month extension to assist Aged Care transition (reduce isolation) to MDH	\$ 36,128	The Community Connections Officer is working with community members to identify and assist with their needs regarding access to services.
Community Driven Total:	\$ 266,786	
Income Generating / Funded		
Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes	\$ 61,691	Interviews have been concluded, and two new planning officers are onboard.
Property Management Booking System - system rollout for management of property & leases	\$ -	Updates for facilities and venues and photos of venues were provided for assessment in preparation for User Acceptance Testing (UAT). UAT handover occurred on 25 March 2024. The integration between Synergy and Optimo data is still pending.
Compliance - increase local laws presence to focus on Domestic Animal Management Act & Building Regulations compliance	\$ 26,000	Current local laws officer role increased from 0.8 to 1.0 FTE, from November 2023.
Income Generating / Funded Total:	\$ 87,691	
Regulatory / Risk Management Initiatives		
Records Digitisation	\$ 65,000	Role appointed (with a review required in 2024-25). Records Digitisation progress made for March 2024 was a total of 77 files 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.
Regulatory Requirements Total:	\$ 105,000	
Existing Services Initiatives		
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 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 1306 calls and 705 face to face customers in the month of March 2024, with planning

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

5. Statutory Planning

Planning Applications Lodged

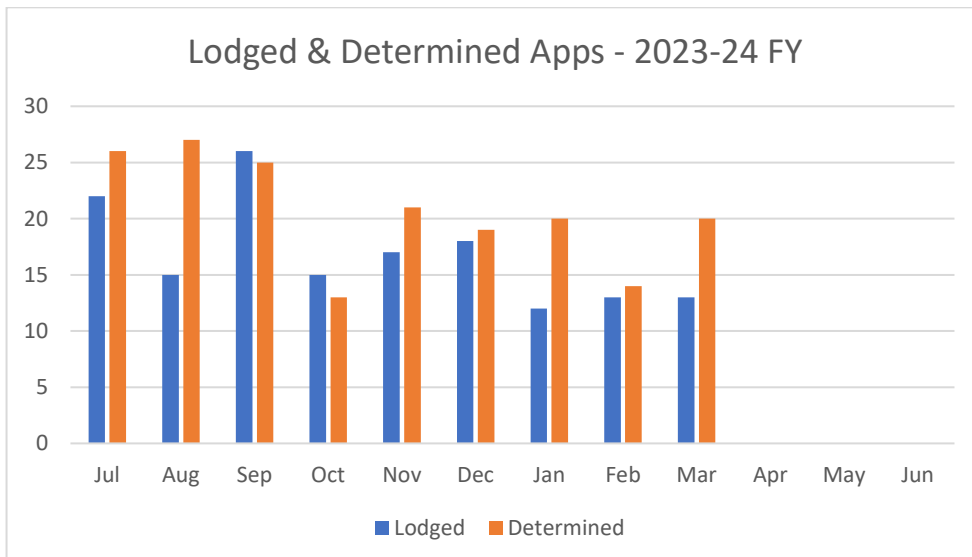
App No.	Property Address	Proposal
P026/24	28 HIGHETT STREET MANSFIELD VIC 3722	Development of land for an outdoor dining structure
P027/24	702 SONNBERG DRIVE BONNIE DOON VIC 3720	Use and development of land for a dwelling
P028/24	160 BROMFIELD DRIVE BARWITE VIC 3722	Development of land for an extension to an existing domestic outbuilding
P029/24	33 ALPINE RIDGE DRIVE MERRIJIG 3723	Development of land for a Domestic Outbuilding (Carport & Shipping Container)
P030/24	95 DEAD HORSE LANE MANSFIELD VIC 3722	Use and development of land for Industry
P031/24	LOT 3 MANSFIELD WOODS POINT ROAD KEVINGTON VIC 3723	Creation of access to a road in the Principal Road Network
P032/24	8 BULLER STREET SAWMILL SETTLEMENT VIC 3723	Development of land for a domestic outbuilding
P033/24	DEAD HORSE LANE MANSFIELD VIC 3722	Five (5) Lot Subdivision
P034/24	35 ROWE STREET MANSFIELD 3722	Use and development of land for a Residential Village (Six Dwellings for Key Worker Housing)
P035/24	95-97 MT BATTERY ROAD MANSFIELD VIC 3722	Development of land for a domestic outbuilding
P046A/23	128 HOWES CREEK-GOUGHES BAY ROAD HOWES CREEK VIC 3723	Development of land for two (2) agricultural sheds
P0049B/07	113 HIGH STREET MANSFIELD VIC 3722	Replace signs and include internally illuminated business identification signs
P054A/23	92 HIGHETT STREET MANSFIELD 3722	Additional Native Vegetation Removal (3 Trees)
Total Applications Lodged:		13

Planning Applications Determined

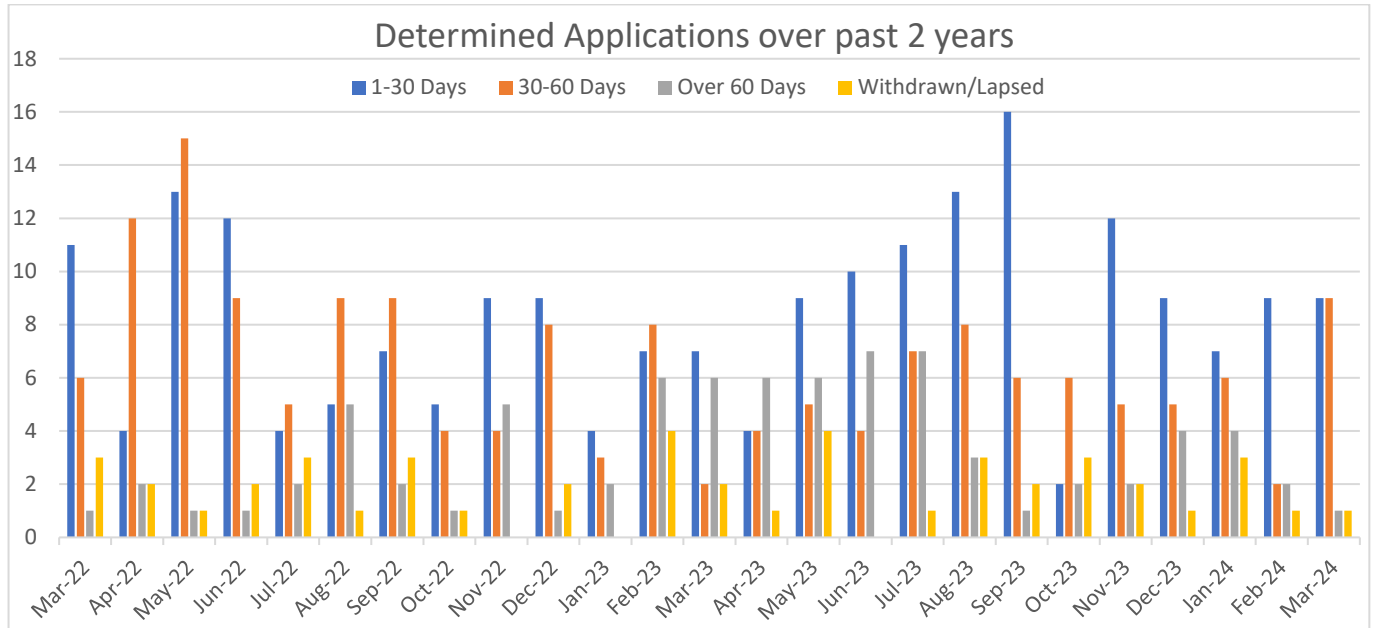
App No.	Property Address	Proposal	Decision Type
P001/24	290 POLLARDS ROAD MANSFIELD 3722	Development of land for alterations and additions to an existing Second Dwelling	Issued
P003/24	398 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding	Issued
P010/24	1 SOVEREIGN COURT MANSFIELD VIC 3722	Use and development of land for an Indoor Recreation Facility (Gym)	Issued
P015/24	682 HOWES CREEK ROAD MANSFIELD 3722	Use and development of land for a dwelling and outbuilding	Issued
P023/24	15 PRESTON COURT MANSFIELD VIC 3722	Development of land for an extension to an existing dwelling	Issued
P026/24	28 HIGHETT STREET MANSFIELD VIC 3722	Development of land for an outdoor dining structure	Issued
P028/24	160 BROMFIELD DRIVE BARWITE VIC 3722	Development of land for an extension to an existing domestic outbuilding	Issued

P032/24	8 BULLER STREET SAWMILL SETTLEMENT VIC 3723	Development of land for a domestic outbuilding	Issued
P035/24	95-97 MT BATTERY ROAD MANSFIELD VIC 3722	Development of land for a domestic outbuilding	Issued
P046A/2 3	128 HOWES CREEK- GOUGHS BAY ROAD HOWES CREEK VIC 3723	Development of land for two (2) agricultural sheds	Issued
P089/21	182 AMBROSE DRIVE TOLMIE VIC 3723	Use and development of a dwelling	Withdrawn
P089/23	92 EAGLES LANE BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding	Issued
P092A/2 1	52 AMBROSE DRIVE TOLMIE VIC 3723	Use and development of a dwelling	Issued
P096/23	LOT 1 GRAVES ROAD MANSFIELD VIC 3722	Two Lot Re-Subdivision	Issued
P107/23	135 FORD DRIVE MANSFIELD VIC 3722	Development of land for a (replacement) dwelling, and removal of native vegetation	Issued
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	Issued
P197/23	28 STONELEIGH ROAD MANSFIELD VIC 3722	Development of land for two (2) dwellings and a two (2) lot subdivision	Notice of Decision to Grant a Permit
P204/23	30 SARAH COURT BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding	Issued
P207/23	144 OWENS CREEK DRIVE MANSFIELD VIC 3722	Development of land for a dwelling and outbuilding	Issued
P208/23	142 HIGH STREET MANSFIELD 3722	Display Business Identification Signs	Issued
Total Applications Determined:			20

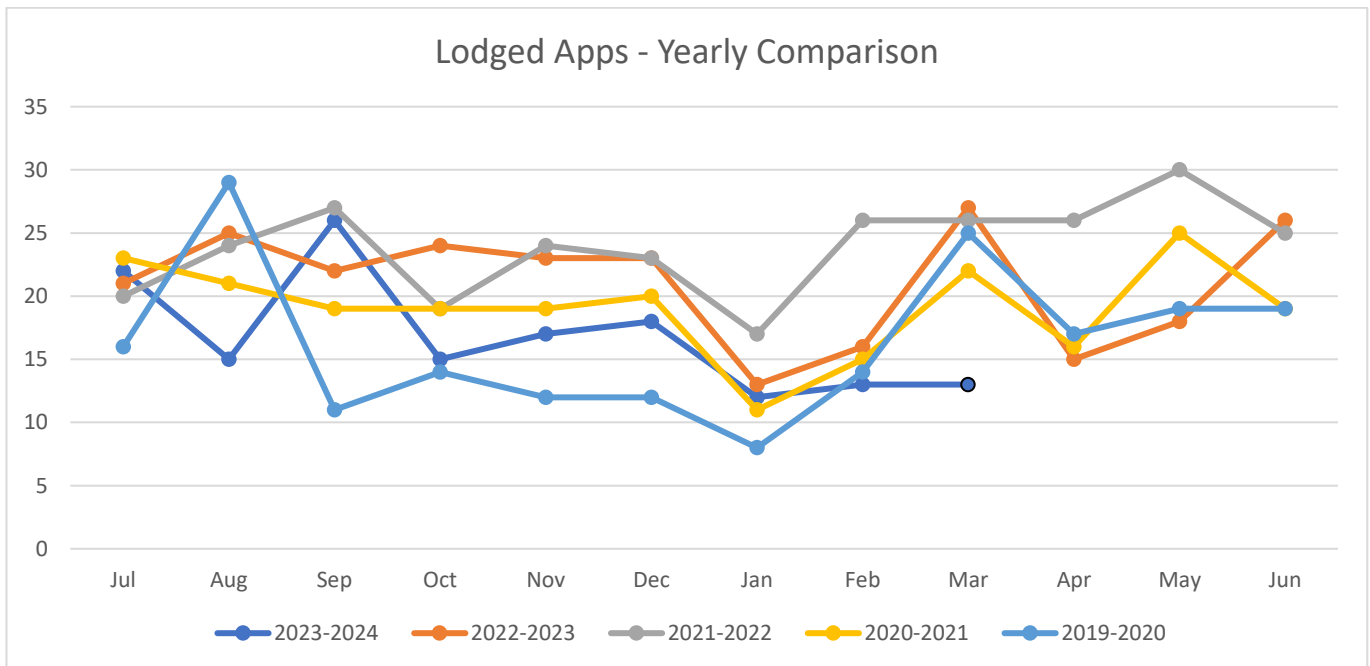
Number of Application Lodged and Determined



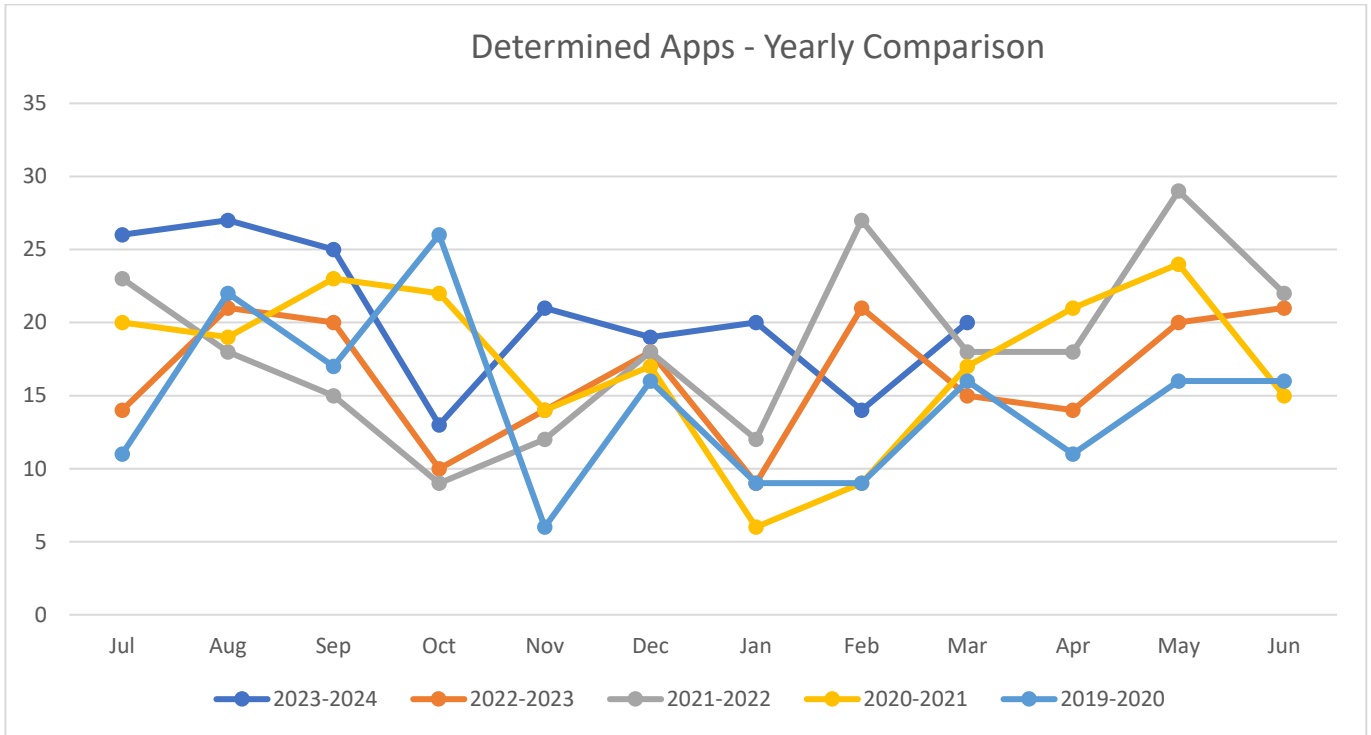
Days Taken to Determine Planning Applications



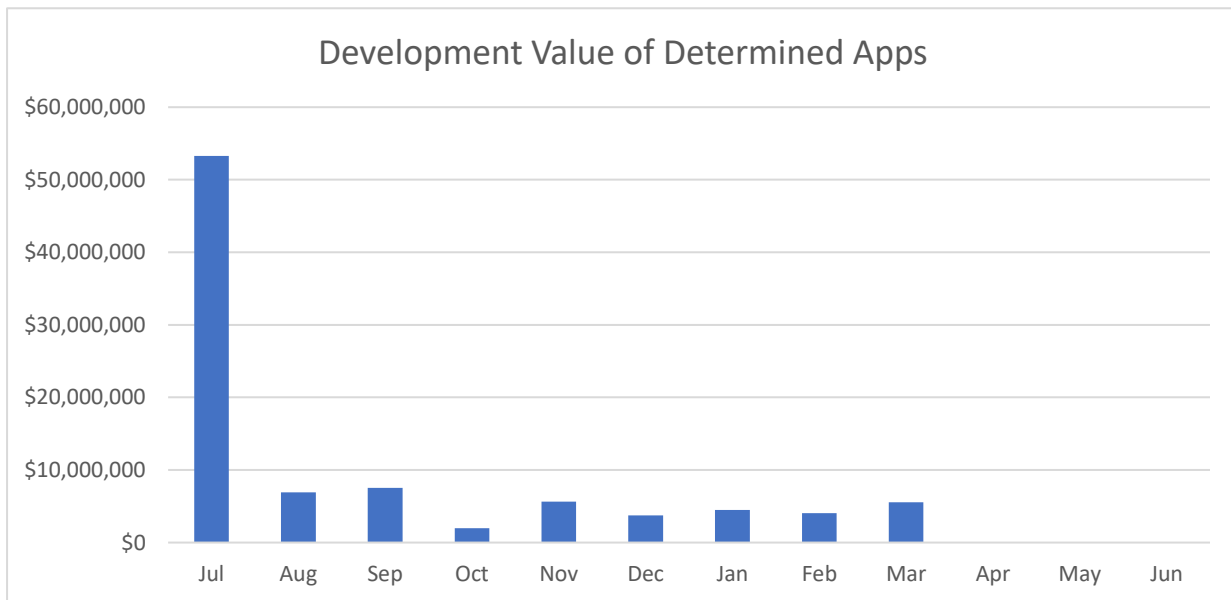
Lodged Planning Applications – Yearly Comparison



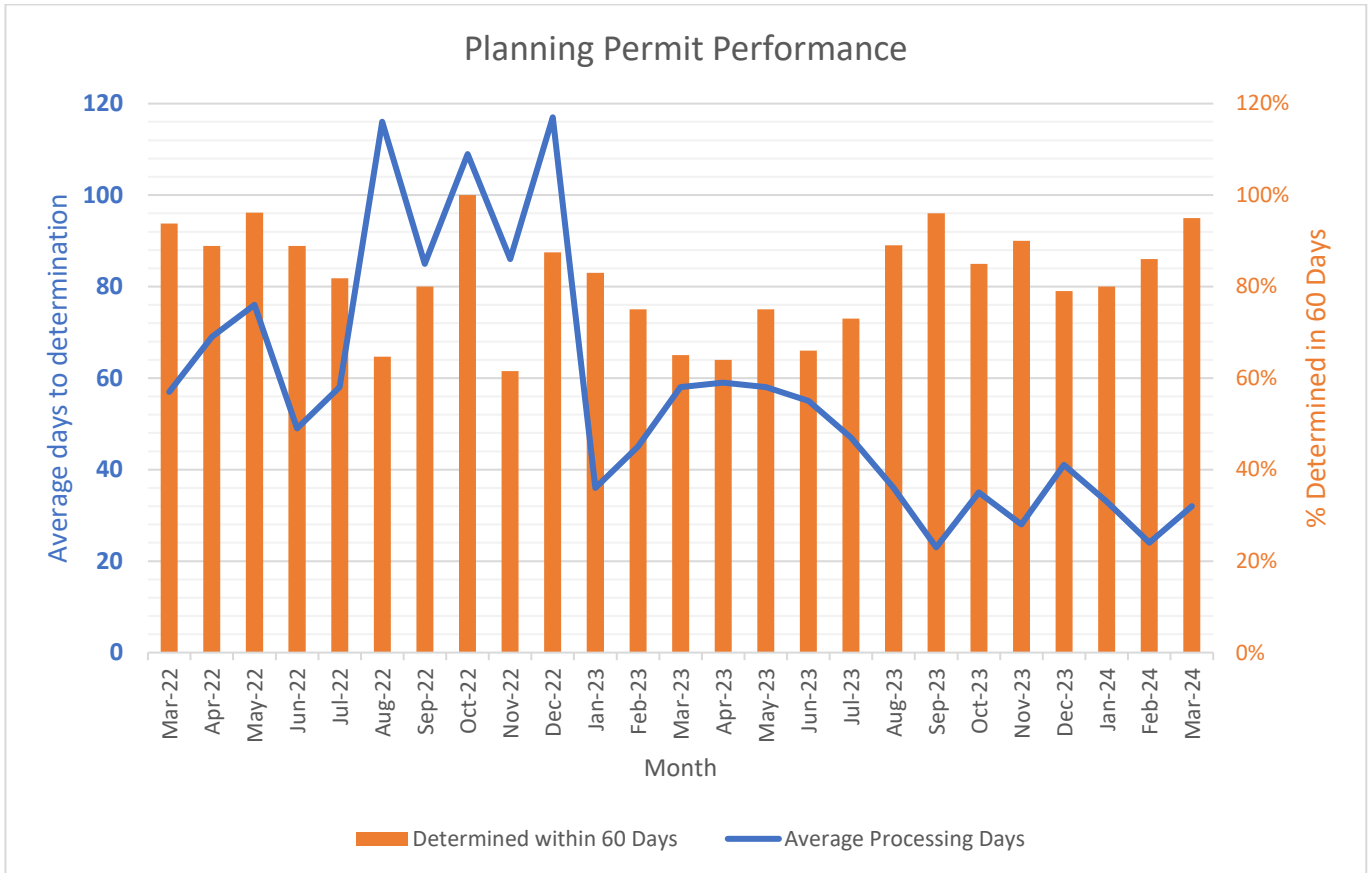
Determined Planning Applications – Yearly Comparison



Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S227277M/24	1055 Chapel Hill Road Boorolite	Certification of a Plan	18/03/2024	Referred
Total applications received: 1				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	4
Secondary Consent	4
Extension of Time	3
Written Planning Advice	5
Certification & Statement of Compliance	
Section 71 Corrected Planning Permits	3
Assessment against a Section 173 Agreement	1
Development Plan	
Total applications Issued: 20	

6. Building Services

Monthly Comparative Value of Building Permits Lodged

	2023-2024	2022-2023	2021-2022
JUL	\$9,416,143	\$7,830,045	\$6,363,414
AUG	\$9,660,939	\$6,184,961	\$8,284,568
SEP	\$8,285,734	\$7,294,440	\$6,017,668
OCT	\$5,983,269	\$11,189,249	\$3,392,677
NOV	\$4,946,338	\$9,084,874	\$5,573,777
DEC	\$8,675,149	\$3,593,347	\$8,266,461
JAN	\$5,409,263	\$5,829,556	\$3,791,736
FEB	\$4,045,519	\$6,049,268	\$10,806,944
MAR	\$5,631,967	\$10,907,270	\$5,199,799
APR		\$3,383,999	\$6,747,987
MAY		\$10,536,593	\$4,103,660
JUN		\$9,937,814	\$5,350,889
TOTAL	\$62,054,321	\$91,821,416	\$73,899,580

Monthly Comparison of Permits Lodged for Dwellings

	2023-2024		2022-2023		2021-2022	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	5	5	24*	24	15	15
AUG	9	14	5	29	15	30
SEP	6	20	5	34	18	48
OCT	6	26	11	45	6	54
NOV	6	32	30	75	9	63
DEC	10	42	5	80	9	72
JAN	4	46	7	87	4	76
FEB	4	50	5	92	11	87
MAR	5	55	5	97	10	97
APR			6	103	5	102
MAY			13*	116	7	109
JUN			12*	118	5	114
TOTAL	55		118		114	

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	5	\$3,594,227
ALT & ADDITIONS	6	\$1,000,761
SHEDS & CARPORTS	13	\$559,722
SWIMMING POOLS, SPAS & FENCES	2	\$202,991
COMMERCIAL & PUBLIC AMENITIES	2	\$274,266
TOTAL COST OF BUILDING WORKS	28	\$5,631,967

7. Regulatory Services

Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged			Permits to Install Issued	Permits to Use Issued
	New	Alteration	Total		
JUL	3	3	6	8	8
AUG	5	7	12	14	10
SEP	5	4	9	5	5
OCT	6	1	7	8	5
NOV	2	1	3	2	7
DEC	1	2	3	7	5
JAN	0	0	0	0	8
FEB	3	1	4	8	9
MAR	1	1	2	10	1
APR					
MAY					
JUN					
TOTAL					

Septic Applications Lodged

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

OWMP Implementation

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

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

8. Revenue Services

General Update

General Valuation 2024

Preliminary valuations Stage 3 have been returned and rate revenue calculations for budget purposes on Stage 3 results have been completed.

Project CODI

Data Migration Report for Revenue (Rates and Accounts Receivable) data input completed.

Rates in Credit

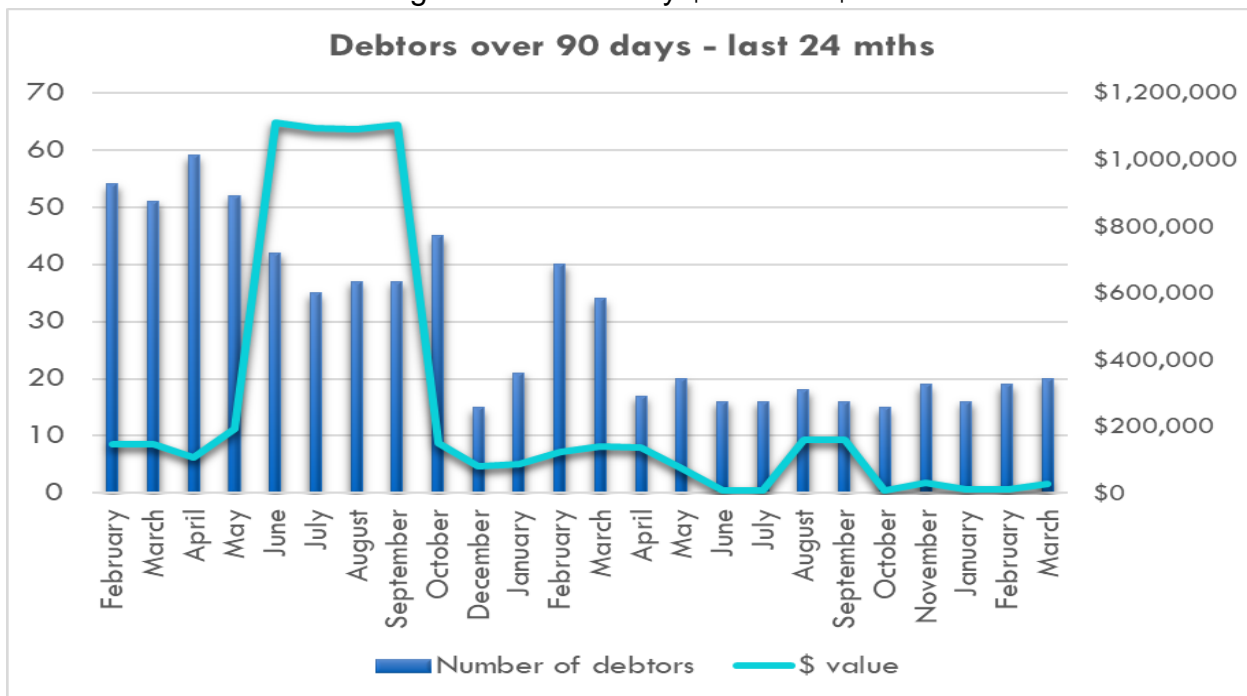
106 Letters/Emails sent to Ratepayers in Credit advising them of Credit Balance. They also had the option of a Refund or Leave on Rates Credit to be taken up in 2024/25 FY. Total amount of Rates Credits \$104,841.09

Ezybill

Demonstration by Lane Print on a facility to store Rate Notices and provide access for Ratepayers through our website portal. This efficiency would eliminate the need for Revenue staff to reprint, post or email notices and journal a fee.

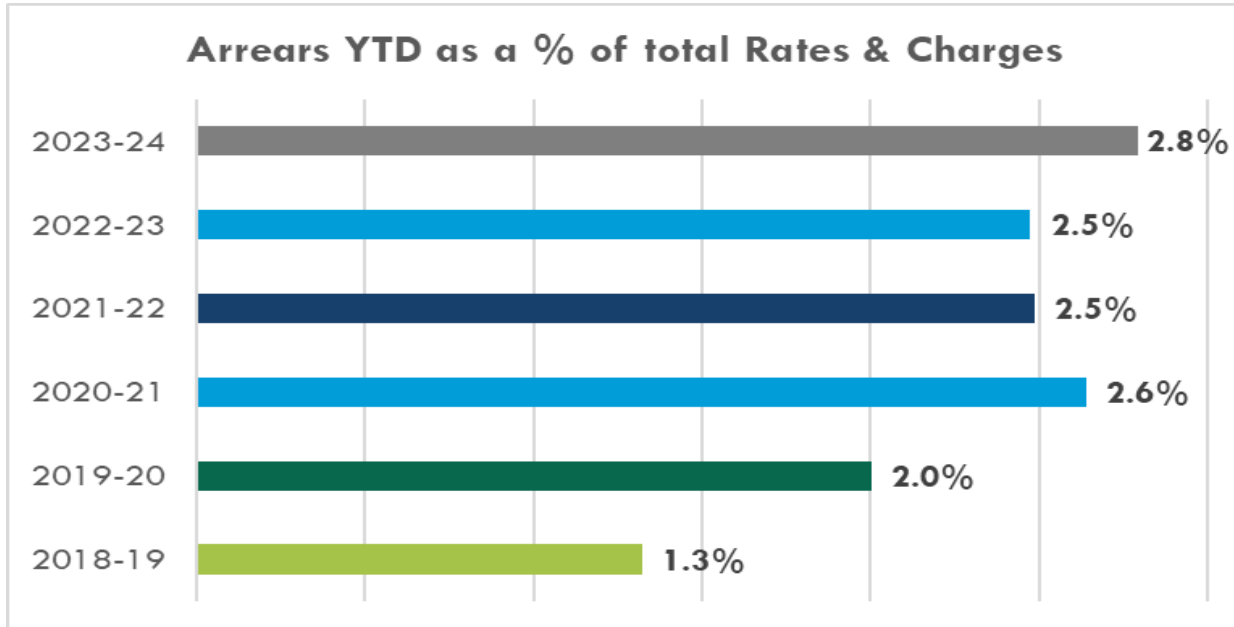
Debtors

The number of debts outstanding over 90 days has increased by 4 to 20 from January to March. The value of debt outstanding has increased by \$11.5K to \$27.1K.

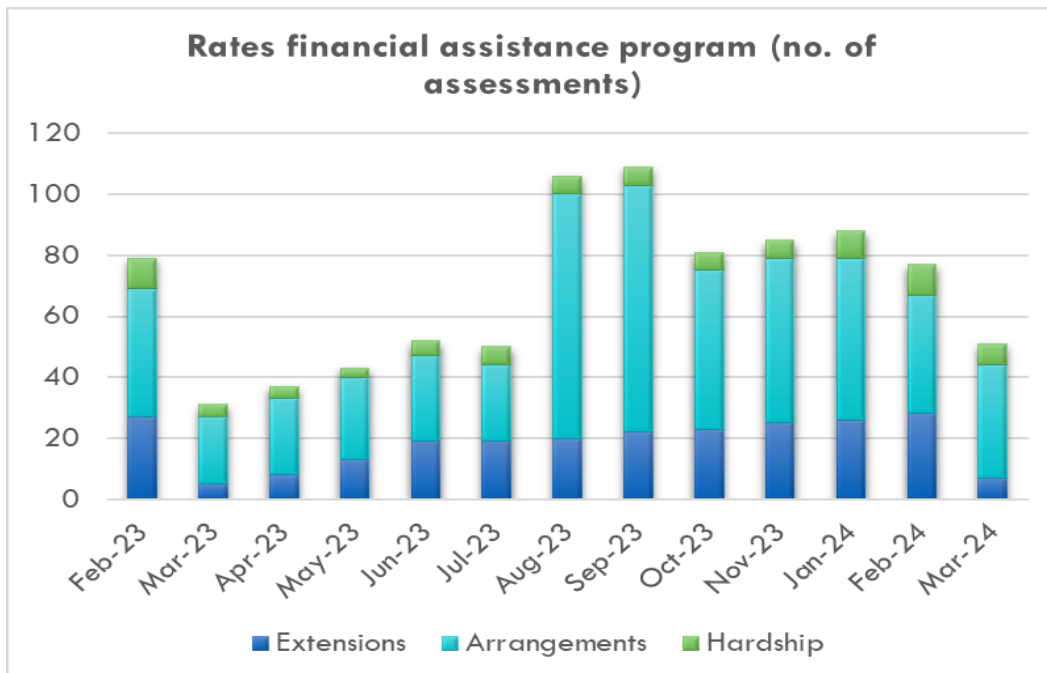


Payment of Rates

Rates Arrears of 2.9% at the end of March reflects arrears payments associated with the first three quarters of this financial year. Rates arrears are \$151,884 higher than compared to March 2023.



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



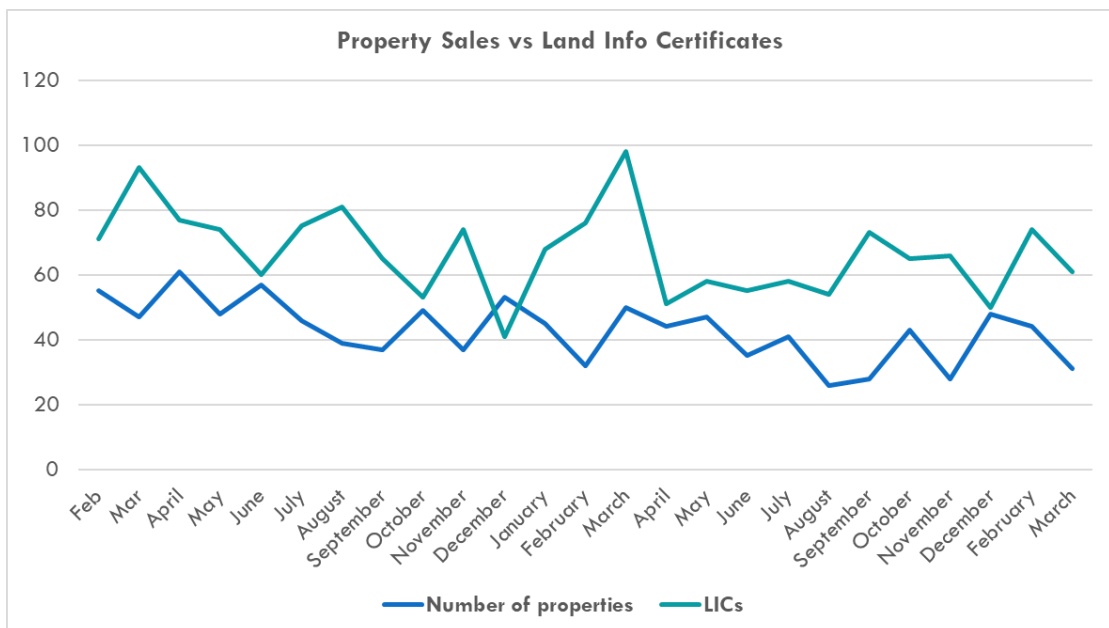
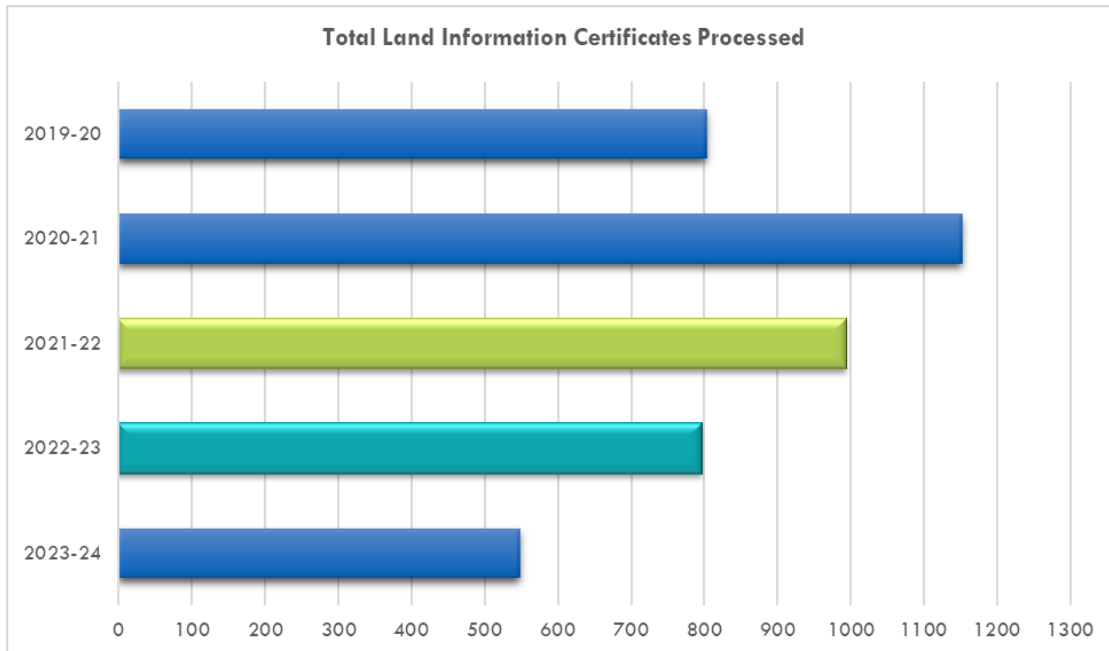
Debt Collection with Midstate Credit Collect

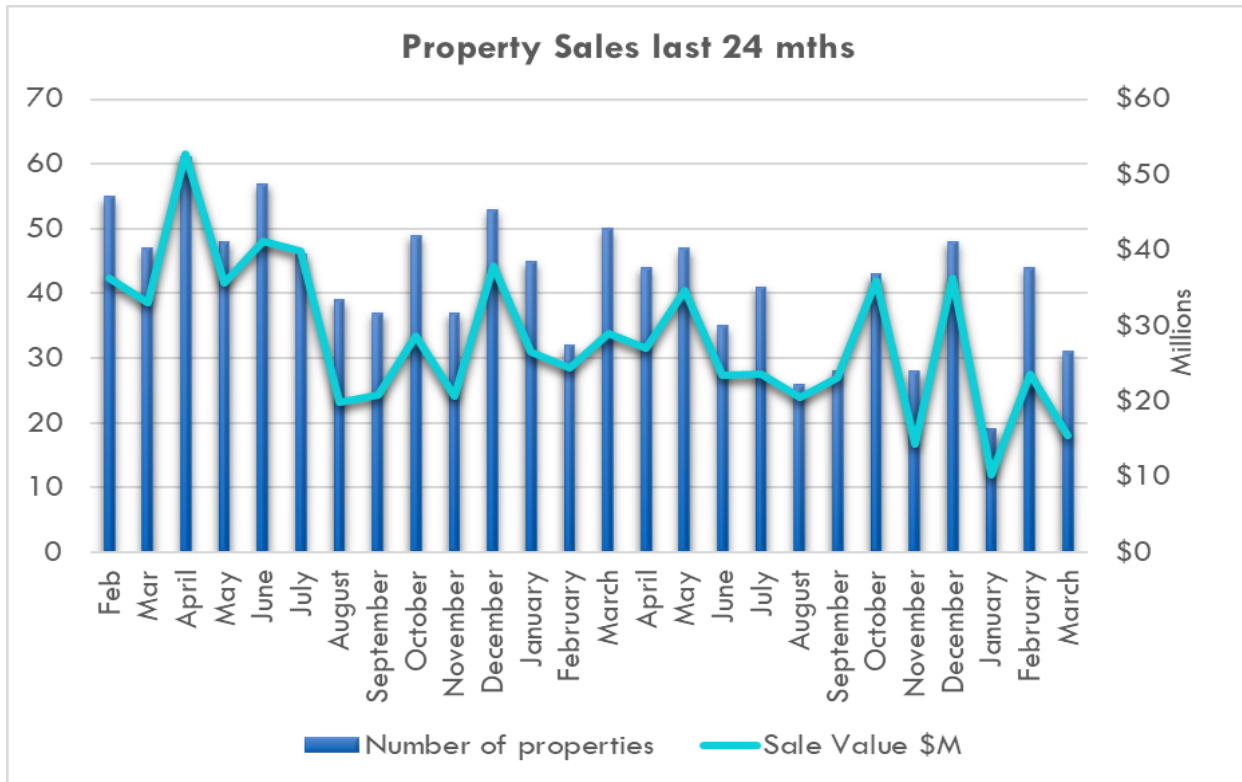
The number of active files at Midstate Credit Management is 25, down from 26 in February.

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 March was 61, which compares to 98 in the prior year. The processing of certificates for the year to March is 548, which is 83 lower than the previous year result.





9. Waste Services

Kerbside Waste Collection Statistics

The landfill diversion rate for the month of February 2024 was 29.85%. And the current yearly average landfill diversion rate for FY23/24 is 30.26%.

	2023-2024		
	Recycling (total tonnage)	Landfill (total tonnage)	Landfill Diversion Rate
Jul	83.15	195.72	29.82%
Aug	88.59	203.32	30.35%
Sep	90.14	207.86	30.25%
Oct	96.26	204.08	32.05%
Nov	100.94	218.18	31.63%
Dec	98.24	226.71	30.23%
Jan	120.44	311.08	27.91%
Feb	85.48	200.86	29.85%
Mar			
Apr			
May			
Jun			
Total Tonnage	763.24	1767.81	
Avg Landfill Diversion Rate for the FY		30.26%	

Projects Update

Glass & FOGO drop-off facility at MRRC

The construction of the Glass & FOGO drop-off facility at the MRRC has been completed. The final acquittal report has been submitted to DEECA as part of the grant requisites.

Garden Organics have started to be collected through the drive through facility. The Food Organics and Glass Waste will be accepted starting from July 2024 onwards.

Food Organics & Garden Organics (FOGO) Roll Out

The FOGO processing contract with BioMix has been now signed with an initial meeting completed. The kerbside collection, recyclables and glass waste material acceptance contracts with Cleanaway has been now signed by the contractor. Council officers will be scheduling monthly progress meetings for the completion of contractual requirements.

For the FOGO green bin roll out, a quantity of 3050, 240 litre green bins have been ordered for the roll out, which will commence in urban areas.

The project plan for the establishing the Opt-In registration system for identified service routes has been discussed including direct communications to households. The letters will be sent in early April 2024, with the Opt-In registration to be open until 10 May 2024. The final list of the households requiring the service will be compiled and provided to Cleanaway following 10 May. The bins will be delivered during the month of June ready for the service to commence in July 2024.

MV Lights Change Over Project

The project for LED changeover of Mercury Vapour (MV) lights has commenced. There are 62 MV lights within Mansfield Shire that require change over to LED lights.

Procurement is currently underway through the MAV procurement panel contract.

Neighbourhood Battery Initiative

The project will develop a business case and project plan, this year for 'behind-the-meter' batteries to service a high-value community need. This site-specific business case and project plan can be used to support the application for funding (up to \$300,000 with a 10% financial contribution) in the next round.

After the initial assessment by Indigo Power, the initially proposed locations have been found to be not suitable due to network capacity. Follow up inspections and technical analysis have confirmed that Bonnie Doon Recreation Reserve is suitable and the business case and project plan is currently being developed for this location. For Bonnie Doon Recreation Reserve, a 30kW/100kWh battery is recommended along with an additional 10kW solar system.

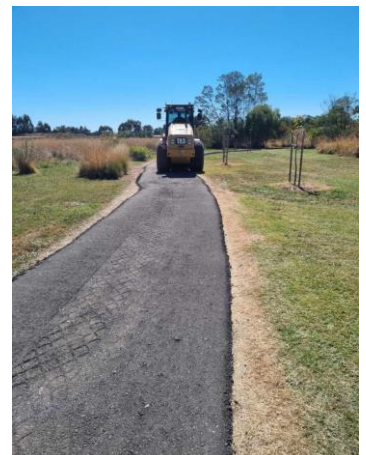
10. Field Services

Parks and Gardens:

- ▶ Mowing – Mansfield and surrounding townships
- ▶ 9 CRMS for March - 8 closed (7 were closed in time)
- ▶ Tree Pruning – Hihett st and surrounds
- ▶ Jamieson – brush cutting, mowing, fallen branches, spraying and general maintenance.
- ▶ Ovals – mowing, brush cutting, oversowing
- ▶ Cemeteries – Burials, internments, plaques, and general grounds maintenance
- ▶ Mower maintenance
- ▶ Roundabout beds – weeding
- ▶ Botanic Park – weeding garden beds, mulching trees and garden beds
- ▶ Irrigation repair – Shire Office, Roundabout, Bonnie Doon Oval
- ▶ Garden maintenance – Shire Office, Nolans carpark, Collopy Carpark, Ski Statue, Bonnie Doon
- ▶ Playground softfall top-up
- ▶ Watering of non-established trees
- ▶ Pruning Course held for the P&G team
- ▶ Worked with Roads team to install new playing field at College Park

Roads Crew:

- ▶ General urban maintenance
- ▶ Line marking – CBD
- ▶ Drainage maintenance
- ▶ Installation of new playing field at College Park with Parks & Gardens team including irrigation and levelling with sand
- ▶ In March there were 68 CRMS in the month, 61 have been closed (57 were in time)
- ▶ Resheeted 700 metres of footpath behind Stockman's Rise
- ▶ Resheeted 20 metres of footpath at Bonnie Doon Community Centre



Backhoe work:

- ▶ Merton culverts
- ▶ Maintongoon area
- ▶ Bonnie Doon area

Roadside grass slashing:

- ▶ Maintongoon Rd
- ▶ Old Tolmie Rd
- ▶ Mansfield area

Street sweeping:

- ▶ Bonnie Doon
- ▶ Mansfield CBD
- ▶ Mansfield streets

Maintenance Grading:

In March the grading teams managed to grade 53.22 kms bringing the total for 2024 to 174.9 kms, this is 34kms in front of the same time last year. The team also completed 3 in-house resheeting sections of Paxton Lane, Long Lane (west) and Royal Town Road.

West District

- ▶ Red Box Ln
- ▶ Glen Creek Rd
- ▶ McKees Ln
- ▶ Finklesteins Rd
- ▶ Breadon Ln
- ▶ Royal Town Rd

East District:

- ▶ Three Chain Rd
- ▶ Lennons Ln
- ▶ Woods Rd
- ▶ Riordan Ln
- ▶ View St (Goughs Bay)
- ▶ Hills Rd
- ▶ Bromfield Dr
- ▶ Murmuring Way
- ▶ Lake Valley Dr
- ▶ Laxton St
- ▶ Campagnolos Rd
- ▶ Banaman Rd
- ▶ Preston Crt

North District ,Mansfield:

- ▶ Long Ln (East)
- ▶ Long Ln (West)
- ▶ Olivers Rd
- ▶ Paxtons Ln
- ▶ Spread sand at new playing field
- ▶ College Ln
- ▶ Kidstone Pde
- ▶ Rifle butts Rd

11. Community Health and Wellbeing

Library

Planning for school holidays

The Library will offer several school holiday activities including 2 cartooning and writing workshops run by popular children’s author Andy Wallace. Friends of the Library have generously offered to purchase one of Andy’s books for all children participating.

2 x movies (plus craft) and 2 x friendship bracelet workshops will also be offered.

Taungurung Acknowledgement Plaque

The acknowledgement plaque has been installed at the Library. It is located under the veranda next to the front door. The wording and design were given careful consideration over a 12-month period. Friends of the Library funded a Taungurung translation as well as framing and installation of the plaque.

A snapshot of the Mansfield Library Victoria Facebook page

- ▶ Followers – 1073
- ▶ Posts published - 19
- ▶ Engagement - 676

The Library’s most popular posts for March:

Easter excitement is in the air! 🐰🥚

So nice to see Lily and Jax and their mum Caity enjoying these cute Easter bunny bags made by Friends of the Mansfield Library 🥰



Mansfield Library Victoria ...
 Posted by Manny Libby
 22 Mar · 🌐

Take a look at this month's cabinet display at the Library!

It features beautiful woodwork by the [Mansfield Men's Shed](#). Everything from chopping boards, salad servers, children's toys and m... See more



Statistics for March 2024

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holdings placed	New*
March	3780	3751	7	102	16	155	654	45
February	3455	3808	10	163	16	204	659	54
January	3059	3867	13	151	11	169	698	41
December	2537	2989	12	167	7	57	447	26
November	3538	3823	17	144	9	106	579	59
October	3651	3903	16	148	18	99	484	41
March 2023	2004	2457	5	105	0	52	248	-

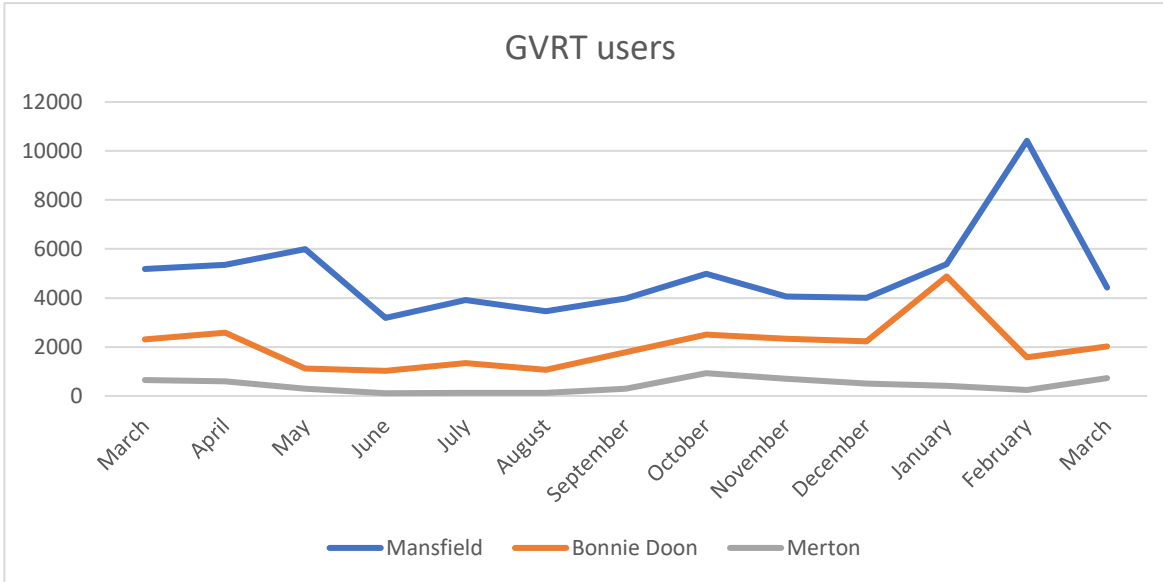
*New memberships

Library was closed between Christmas and New Year December 2023

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

12. Visitor Services

The Great Victorian Rail Trail (GVRT)



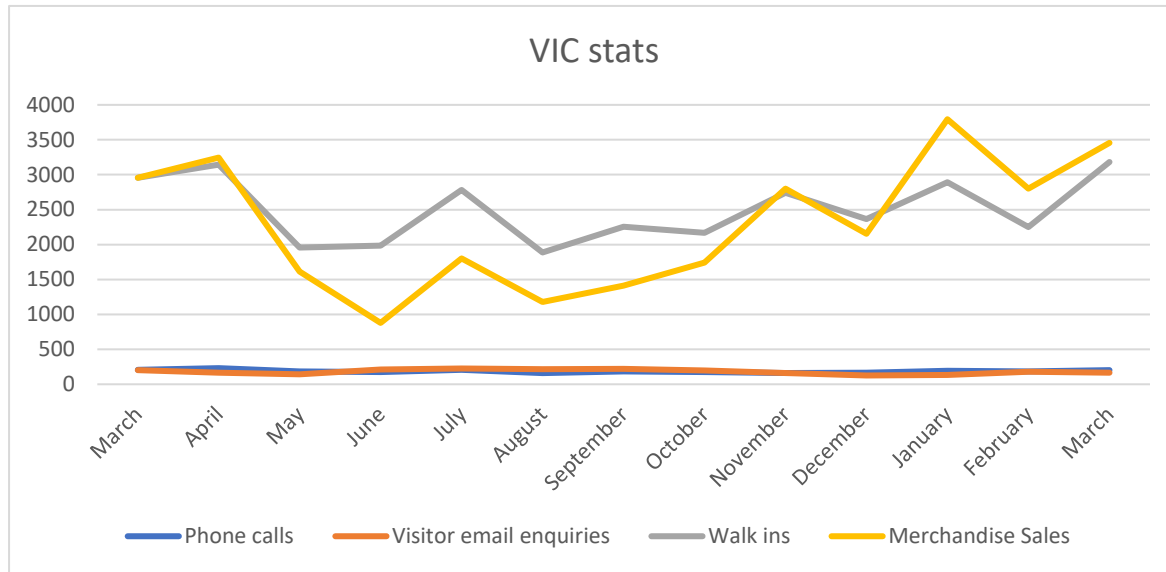
MARCH	2023	2024	+/-
Mansfield	5184	4424	- 760
Bonnie Doon	2303	2022	- 281
Merton	648	728	+ 80
TOTAL	8135	7174	- 961

- ▶ March has seen a slight decrease of 961 across the three counters. This is likely to reflect the high number of events throughout the month that may have taken diverted attention away from the rail trail. Also, the Tour De Trail event was down on last year by around 100, which is reflected in these numbers.

Great Rides. Great Walks. Great Art. Rediscover the Great Victorian Rail Trail Campaign

- ▶ Date range: November 2023 – February 2024
- ▶ Total Website sessions: 65,000 sessions
 - GreatVictorianRailTrail.com.au: 24,000 sessions
 - ridehighcountry.com.au/rail-trails/great-victorian-rail-trail: 17,000 sessions
- ▶ Ride High Country (RHC) Social Media Reach: 782,129 views
- ▶ RHC Social Media average Click Through Rate: 3.1%
- ▶ RHC Social Media website clicks: 17,396
- ▶ Organic YouTube video views of main video: 1,680 views with a very high average watch time of 74% of video length
- ▶ Print coverage in Herald Sun, Weekly Times, Geelong Advertiser, Sunday Herald Sun, Bicycle Network, Visit Victoria Visitor Guide and Holiday with kids.

Tourism & Mansfield Visitor Information Centre (VIC)



MARCH	2023	2024	+/-
Walk In visitors	2250	3182	+ 932
Retail Sales	\$2798.50	\$3453.69	+ \$655.19

- ▶ A great month for the Visitor Information Centre with a large increase in both visitation and revenue from Merchandise sales. An early Easter and also a presence at two large events has assisted with this.
- ▶ 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. Issues identified have been the value of ATDW, the clunkiness of the platform and the lack of data from the platform. All of these have been passed on to TNE and ATDW.
- ▶ The portable Information Centre was present at the Outdoor Expo (120 people, \$126 sales) and the Pottery Festival (71 people, no eftpos available due to Telstra Tower works).

Visitor Survey

Summer Final Results

- ▶ 1818 responses received
- ▶ VIC Summer Visitor profile:
 - **22%** of visitors were aged 18 – 40, **35%** were 40 – 60, and **43%** were over 60
 - **58%** adult couples, **12%** families with kids, **23%** Alone, **7%** Group
 - **90%** were overnight visitors with **28%** staying 2 nights, **18%** for 3 nights and **38%** staying more than 3 nights
 - **59%** were visiting Mansfield for their first time
 - Most popular attractions/experiences in order:
 1. Rivers, lakes and water.

- 2. Bushwalking & outdoors.
- 3. Attractions
- 4. Camping
- 5. Craigs Hut
- Most popular reason for visiting VIC
 - 1. Maps and directions
 - 2. Operator information
 - 3. Displays/Interest Pieces

Events

Mansfield Hunting & Fishing Outdoor Expo

The first event in Mansfield to focus on Hunting & Fishing. Mansfield Shire Council teamed up with Mansfield Hunting & Fishing to offer the event. Approximately 10,000 people attended which was quite possibly the largest event to occur in the history of Mansfield. A huge success with 99% of businesses in town reporting positive outcomes, increased revenue and commending the event.

Council is working closely with organisers to again deliver the event in 2025 and discuss Council's involvement, plans to address parking issues and how the event will look overall. Council supported with:

- ▶ Toilet & Generator Hire
- ▶ First Aid & Security
- ▶ Staging and production

Tour De Trail

The third running of the Tour De Trail event saw a small decrease in numbers but still a successful day. Council supported with:

- ▶ In kind traffic management with safety signage.
- ▶ In kind event equipment loan including signage, marquees, umbrellas, fencing and more.
- ▶ Organised a videographer to capture the event and have provided these images and videos to the Friends Group committee to assist with future marketing and grant opportunities. Council also used this video on our own social media page to great success with over 7,000 views.

Stockdog Challenge

A smaller stockdog event compared to 2023 but a well-run event. Numbers of around 200 including competitors. Council supported with:

- ▶ In kind event equipment loan including umbrellas, sound equipment, fencing and more.
- ▶ Assisted with organising food and coffee vendors for the event.
- ▶ Council covered the event with our insurance which enabled the event to go ahead after some confusion with the showgrounds over insurance.
- ▶ In kind water truck for dust suppression.

Merrijig Rodeo

Another successful Merrijig Rodeo with numbers over 5,000. A small decrease on last year's sell out event but still a fantastic attendance. Council supported with:

- ▶ Covering water cart costs for dust suppression and assistance with our water trucks.
- ▶ In kind event equipment loan including signage, marquees, umbrellas, fencing and more.
- ▶ Organised a videographer to capture the event and have provided these images and videos to the organising committee to assist with future marketing and grant opportunities. Council also used this video on our own social media page to great success with over 18,000 views.

Mansfield Pottery Festival

The second Mansfield Pottery Festival saw around 2,000 people in attendance for the main market, a small decrease on 2023 however the weather was hot which is likely to have impacted attendance. Another great event with a fantastic atmosphere. The event grew with an opening night of the poets of pottery exhibition which also ran for three days. Council supported with:

- ▶ Sponsorship of banners and event flags.
- ▶ In kind event equipment loan including signage, marquees, umbrellas, fencing and more.
- ▶ Organised a videographer to capture the event and have provided these images and videos to the organising committee to assist with future marketing and grant opportunities. Council also used this video on our own social media page to great success with over 7,500 views.

Honda ST Owners Rally Ride

A group of 35 Honda motorbike riders who came to Mansfield for three days. Council supported with:

- ▶ Assistance with accommodation and food venues.
- ▶ Delivered Mansfield Showbags to their accommodation venue which featured collateral for Mansfield attractions and offerings.

Mansfield Cycle Tour

The Mansfield Cycle Tour was a highly successful event with a new circuit through Tolmie and saw great numbers for the weekend. Council supported with:

- ▶ The new circuit through Tolmie. Council worked on relationships between the cycle club, Highway Patrol and Victoria Police which led to support and endorsement for the new circuit.
- ▶ Council's outdoor team assisted with slashing of locations to allow access for roadside marquees and setups.
- ▶ Assisted with the organising of coffee vans for the event.

Mansfield Campdraft

Running of the Mansfield Campdraft at the Mansfield Showgrounds. One of the biggest attendance for Campdraft, which was a great success. Council supported with in kind water cart for arena and dust suppression.

North East Skate Park Series

54 registered competitors competed which was a great turnout for the day and the second council round of the 2024 series, large number of supporters and families coming to the event for the day made for a really positive atmosphere.

Competitors ranged in age from 4yrs old to 29yrs old, which included a great mix of competition regulars and local competitors for the day. The event had a mix of children, youth and adults competing which was great to see such a vast range of skill levels.

Overall competitors increased on last year’s Mansfield event and we saw a large increase in female competitors from 10% last year up to 25.92% of total competitors this year.

Upcoming Events		
April	May	June
13 – Jamieson Autumn Festival 13 -14 – Merton Campdraft 25 – ANZAC Day 26 – Lake High 27 – Day on High & Farmers Market	3-5 – Harvest Moon 12 – Mansfield Marathon 25 – Farmers Market	8 – Bush Market 15 – Mansfield Provedore 22 – Lantern Festival 29 – Farmers Market

Youth

Future Proof Program

Course	Completed - Feb	Waitlist for dates
First Aid	11	10
CPR	11	7
Defensive Driving	0	10
Marine Course	0	6
White Card	11	5
Food Safety	0	7
Chainsaw Operations	0	5
Chemical Safety	0	3
Potential Diplomas and other short courses under investigation	0	7

Local Laws Animal Control Position is currently advertised.

Youth Peer Supporter Worker position is currently advertised.

Youth Centre

Numbers for afternoon activities are increasing with an average of 6 attendees each afternoon, up from essentially no one in February. Very good momentum which is seeing new people coming weekly.

Youth Centre Open Day was held on March 16 with around 30 people coming through the centre to see what was on offer. A mix of parents, youth and teachers were in attendance.

Next school term will see groups of year 7 students from Mansfield High School coming through the centre each week to see what is on offer. We are hoping this will show them the variety of activities on offer and that the space is welcoming for everyone.

School holiday program for April has been locked in, a copy of the flyer can be seen on the right.

MANSFIELD SHIRE YOUTH
EASTER SCHOOL HOLIDAY PROGRAMS
FOR YEAR 7-12 STUDENTS

FREE

WEDNESDAY 3RD APRIL MANSFIELD MINI GOLF 10AM - 12PM MEET AT MANSFIELD YOUTH CENTRE	FRIDAY 5TH APRIL CARICATURE WORKSHOP 3PM - 5PM MANSFIELD YOUTH CENTRE
THURSDAY 4TH APRIL KUNG FU PANDA 4 3PM - 5PM MANSFIELD ARMCHAIR CINEMA	THURSDAY 11TH APRIL PLAIN CREEK HIKE 9AM - 12:30PM BUS TO LEAVE MANSFIELD YOUTH CENTRE 9AM

For Years 7-12 Students
 All programs/workshops are FREE
 Over 18 must have a WWCC
 Spaces are limited for each event
 Food Provided - Scan QR to book

Freeza Summit - Collingwood Yards - Tue 9th April
Turkish Feast Chop & Chat - Mon 8th & Wed 10th April



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.

- ▶ Chenery Street Roundabout upgrade
- ▶ Highton Lane upgrade
- ▶ Mt Buller Service Road upgrade
- ▶ Tech Help at the Library
- ▶ Key worker housing action
- ▶ Mansfield Flood Study
- ▶ Library's new e-resource 'Hoopla'
- ▶ Pet registrations due
- ▶ A fresh look for Mullum Wetlands
- ▶ Author visit to Library – Adam Wallace
- ▶ Dads Group
- ▶ GM presents on national planning panel
- ▶ Drainage improvements at Lords Reserve
- ▶ North East Skate Park update
- ▶ Mayor's report

Comments to media

In March responses for comment were provided on the following topics:

- ▶ Flood Study – ABC Shepparton
- ▶ Key worker housing shortage – ABC Shepparton, Mansfield Courier, ABC Wangaratta (TV, radio and online)
- ▶ Op Shop dumping – Mansfield Courier
- ▶ Removal of Redgum Trees – Mansfield Courier
- ▶ Jamieson Energy Node – Mansfield Courier
- ▶ Bush market fee waiver request – Mansfield Courier
- ▶ Gadhaba Meet and Greet Gathering – Mansfield Courier

Social Media

For the March period, Council's Facebook page has seen a decline in activity. 25 new followers were recorded taking our total number of followers to 6,952. Visits to the page numbered 3.6k which peaked on Monday 18 March with 407 visits recorded.

Our majority of followers continue to be the female demographic at 59.1% with the majority being aged between 35-54 years.

Statistics on the Facebook page activity are provided below:

- ▶ Post reach 19,000
- ▶ Post engagement 2,889
- ▶ Comments 102
- ▶ Reactions 324

- ▶ Clicks 277
- ▶ Shares 27

The top performing post in March was about the facelift of the Chenery Street roundabout which reached 8.4k.

Another high performing post was about the upgrade of Highton Lane which reached 5.5k and received 47 reactions.

Media Undertaken by the Mayor

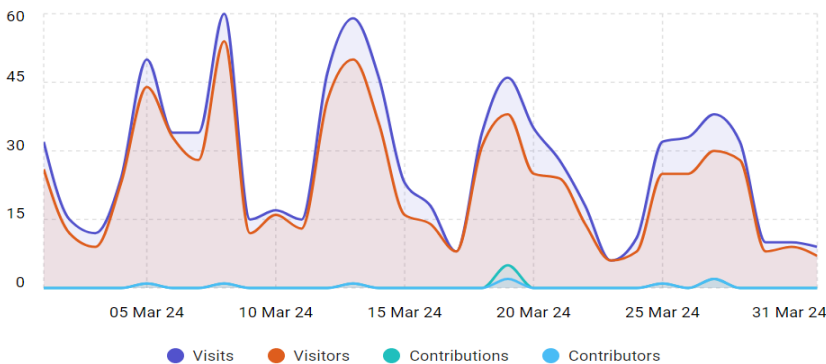
Mayor Cr Rabie attended his monthly radio spot on Mansfield Community Radio following the Council Meeting and covered the following topics:

- ▶ Customer service charter
- ▶ Heavy Vehicle Alternative Route completion
- ▶ Rumours of proposed battery farm at Tolmie
- ▶ Removal of Redgums at Redgum Estate

Engage Portal

Regular community consultation is undertaken via Council's Engage Portal. For the March period, the platform received 851 visits, 11 contributions and recorded 2 new registrations with an engagement rate of 1.3%

Details of visitation for the past 30 days are below:



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

Tool	Project	No. of contributions
📍 Places: Nominate a flood affected place	Mansfield Flood Study	4
📄 Survey: Survey	Mansfield Flood Study	4
📝 Guestbook: Leave a comment	New Shared Path in Goughs Bay	2
❓ Questions: Do you have a question abo...	Rifle Butts Road Upgrade	1

YouTube

We have a steady level of community participation in our online Council meetings. The March Council meeting had 90 views.

14. Digital Transformation Project

- ▶ **Information Management:** A common SharePoint site structure has been agreed across all Councils. These sites will form the foundation of the new Information Management environment for all Councils. Scanning of each Councils existing records is nearing completion and analysis of the results has commenced. Councils are being asked to map their existing records into the new SharePoint structure and once the mapping has been completed, migration of the records into SharePoint will commence.
- ▶ **Planning, Building and Regulatory:** Murrindindi building module is all but complete with planning and preparations for go-live commencing this week. Work is underway to deploy the completed building module into the Benalla test environment, for Benalla to commence their final verification testing. All Councils User Acceptance Testing for the Planning module is nearing completion and positive feedback on the status and capability of the solution. All Councils System Review workshops have been completed for the regulatory module some key changes to the module have been requested, with eVis undertaking development work to implement the changes. Positive feedback has been received on the status and capability of the solution.
- ▶ **Enterprise Resource Planning (ERP) Procurement:** During the March meetings all Councils approved the awarding of the ERP contract to Civica. Contract negotiations have been finalised with Civica and it is planned to have the final contracts sent to CEO's of the Councils for signing by mid-April.