

CEO Monthly Report

December 2023 & January 2024



1. Customer Service

December Customer Request Management System (CRMS) Report

CRMS statistics for the month of December show 71 customer requests registered with 19 requests remaining open and 52 being closed during the month.

One expression of gratitude was received for December 2023.

The majority (49 %) of total requests opened were for Field Services requests, consisting of (in order of frequency):

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

Local Laws (39%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- ▶ Domestic- Stray/Wandering,
- ▶ Domestic - Found,
- ▶ Animals, Native – Euthanasia and,
- ▶ Domestic - Surrendered,
- ▶ Private Property Fire Hazard,
- ▶ Dumped Rubbish.

At the time of the report there were 10 overdue service requests. Overall organisation performance is 86%.

January Customer Request Management System (CRMS) Report

CRMS statistics for the month of January show 225 Customer requests registered with 68 requests remaining open and 157 being closed during the month.

One expression of gratitude was received for January 2023.

The majority (48%) of total requests opened were for Field Services- Roads Team Requests, consisting of (in order of frequency):

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

Parks and Gardens (21%) was the second largest group. Parks and Gardens Requests consisted of (in order of frequency):

- ▶ Fixtures/Maintenance,
- ▶ Playground Equipment Maintenance, and
- ▶ Mowing,
- ▶ Parks & Reserves – Dog Bags

At the time of the report there were 14 overdue service requests. Overall organisation performance is 79%.

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December 2023						
Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Records and Customer Service	3	3	0	0	0	0
Engineering Services	5	0	2	2	1	0
Parks and Garden Services	7	4	1	2	0	0
Local Laws	28	22	4	2	0	0
Road Maintenance	28	23	1	3	0	1
Total	71	52	8	9	1	1
January 2024						
Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Waste	2	1	0	0	1	0
Records and Customer Service	9	9	0	0	0	0
Engineering Services	18	3	1	2	12	0
Local Laws	42	34	7	0	1	0
Parks and Garden Services	47	38	7	1	1	0
Road Maintenance	107	73	18	11	5	0
Total	225	157	33	14	21	0

Definition of the tabs on above tables:

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

December 2023	Total	January 2024	Total
Requests	71	Requests	225
Complaints	0	Complaints	1

Complaints

One complaint received for the month of January regarding the alleged non receipt of two Q1 rates notices that resulted in the resident missing the deadline for lodging a valuation objection.

The notices were emailed to the nominated email address, and acknowledgment from Council's mail house (Lane Printing) was received that the email sent was processed with no return notification.

2. Governance

Confidential Reports at December 2023 Council Meeting

No. of Confidential Reports	Comments
3 (12 December 2023)	<ul style="list-style-type: none"> ▶ Citizen Awards 2024 ▶ Potential Sale of Land ▶ Project CODI Information Management Pricing Update

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		
March 2024		
April 2024		
May 2024		
June 2024		
TOTAL	18	18

Freedom of Information Requests (FOI) received in October 2023

No. of FOI Requests	Comments
2	<ol style="list-style-type: none"> 1. Applicant requested the planning permit application for permit 243/22. 2. Applicant requested information pertaining to Sec Road Howes Creek recreational area Lake Eildon Mansfield. This request is outside of Councils jurisdiction and was transferred to Parks Victoria.

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		
March 2024		
April 2024		
May 2024		
June 2024		
TOTAL	13	13

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Council Building Renewal - Shire Offices - Depot	\$92,835	Shire Office carpet renewal & toilet refurbishment completed. Depot wash bay roof (carry forward) construction completed.	On Budget	Complete January 2024
Depot Solar Panels	\$43,000	Installation of solar panels at the Depot building completed.	On Budget	Complete October 2023
Public Toilets - Merton Racecourse - Lords Reserve	\$263,575	Renewal of Merton toilet is being delivered by Council. Procurement process underway. Upgrade of Lords Reserve Toilet – designs complete, pending outcome of grant application 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 future Mansfield Heritage Museum – Heritage Visitor Facility 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	March 2024
Bonnie Doon Recreation Reserve Hall	\$15,000	Replacement of curtains in hall and kitchen. Complete.	On Budget	Complete July 2023

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mansfield Sports Stadium Complex	\$50,000	Renewal of existing roof section – works completed.	On Budget	Complete January 2024
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 and concept design reviewed. 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 under discussion with GMW following DEECA refusal for use of State Forest land.	On Budget	June 2024
Jamieson Police Paddock Community Hub	-	Concept design works managed by the Jamieson Community Group in consultation with Council's Capital Works team. Concept design prepared for community engagement.	On Budget	May 2024
Bridges & Culverts				
Gooley's Bridge	\$67,000	Gooley's Bridge Barrier Replacement tender awarded at November Council meeting. Final stakeholder	On Budget	Feb 2024

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		consultation completed in December. Project to start February 2024.		
Baldry Street Bridge	\$100,000	Baldry Street Bridge renewal – works completed in January.	On Budget	Complete January 2024
Donaldson Rd (B21) Bridge	\$160,000	Donaldson Rd Bridge renewal – minor renewal works to be undertaken in February.	On Budget	March 2024
Bridge & Culvert renewal & assessment Program	\$90,000	Level 2 and 3 assessments have been completed.	On Budget	Complete January 2024
Causeway & Culvert Upgrade Program	\$200,000	Preliminary assessment of Graves Rd, O'Halloran Rd, Ogilvies Rd, Withers Lane and Byrne Lane, Buttercup Creek, and McLeod's Lane to be completed as part of Mansfield Flood Study works.	On Budget	June 2024
Drainage				
Apollo St Drainage	813,000	Design completed. Contract awarded to Alpine Civil. Works to commence in February 2024.	On Budget	April 2024
Mullum Wetlands Rejuvenation	100,000	Scope determined and contract awarded. Works to commence in February.	On Budget	March 2024
Drainage Renewal Program	220,000	Piries – Goughs Bay Rd drain reformation to support resealing – contract awarded as part of reseal prep. Work. 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

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Drainage Upgrade	\$157,000	Design and assessment of Kareen Hills Retention Basin complete. Orifice plate installed (project complete). High Street drainage in front of Foodworks – site investigation & design in progress. Jamieson drainage upgrades (carry forward) completed in September.	On Budget	March 2024
Stormwater Improvement	\$223,000	Design and construction for Cambridge Drive and 14-18 Malcolm St.– temporary works completed; final design completed. Consultation and procurement process underway. Pinnacle Rd, Sawmill Settlement works completed in December.	On Budget	Feb 2024
Open Space & Streetscapes				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – works completed early December.	On Budget	Complete Dec 2023
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – procurement process underway.	On Budget	Feb 2024
Streetscape Renewal Program - Jamieson	\$20,000	Design & deliver renewal at corner of Perkins St and Mansfield-Woods Point – vegetation has been removed. Consultation underway for replacement landscaping.	On Budget	Feb 2024
Mansfield Station Precinct	\$20,000	Turntable hazards removal complete.	On Budget	Complete October 2024
Streetscape Renewal Program – Mansfield	\$60,000	High/Chenery St roundabout beautification works – Contract awarded. Works scheduled for March 2024.	On Budget	March 2024

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Pump Track - Station Precinct	\$150,000	Design and construct new pump track – design on hold pending outcome of grant application.	On Budget	May 2024
Lords Reserve Oval Upgrade	\$300,000	Drainage improvements on oval – survey completed; contractor completed design. Procurement process underway.	On Budget	May 2024
Woods Point Open Space Renewal	\$45,000	Shelter & picnic table (carry forward) – final stakeholder engagement occurred in August. Installation of main structure completed. BBQ and picnic table installation completed.	On Budget	Complete Nov 2023
Bonnie Doon Irrigation	\$52,000	Installation of Irrigation – stakeholder consultation completed. Water tank delivered in December; irrigation install commenced late January.	On Budget	Feb 2024
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights – audit completed. Procurement 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
Pathways				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) delivered as part of the kerb and channel works. Completed in January. Rail Trail Gravel/Stone Renewal in Station Precinct scheduled for March 2024.	On Budget	Jun 2024
Footpath New	\$441,950	Pedestrian Refuge Island - Malcolm St/Chenery St design to be progressed.	On Budget	Jun 2024

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

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Heavy Vehicle Alternate Route Stage 2 – Dead Horse Lane	\$955,523	Dead Horse Lane design review completed. Construction underway.	On Budget	Mar 2024
Buttercup Road	\$200,000	Design complete. Procurement process underway for resealing works.	On Budget	Feb 2024
Coster St Woods Point	\$50,000	Improvements to Coster St – Contract awarded. Works completed.	On Budget	Complete Dec 2023
Mt Buller Service Road Renewal	\$500,000	Scope determined and design complete. Community consultation completed. Procurement in progress.	On Budget	June 2024
Traffic Calming Device	\$30,000	Donovans Way improvements – scoping and community engagement in progress.	On Budget	Jan 2024
Boat Ramp Maintenance	\$92,000	Grant funded project under contract (carry forward). Works finished in August.	On Budget	Complete Aug 2023

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

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4. New Initiatives

Initiative	2023-24 Budget	Project Update
Community Driven Initiatives		
Library Services - restoration to pre-COVID levels	\$ 88,658	Library has been operating on new hours since re-opening in May 2023 and with increased programs as requested by the community during budget submissions.
Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program	\$ 142,000	Two staff members have now been appointed in the roads team. Refer Fields Services update.
Community connections - 12-month extension to assist Aged Care transition (reduce isolation) to MDH	\$ 36,128	The Community Connections Officer is working with community members to identify and assist with their needs regarding access to services.
Community Driven Total:	\$ 266,786	
Income Generating / Funded		
Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes	\$ 61,691	Interviews have been concluded, and two new planning officers are onboard.
Property Management Booking System - system rollout for management of property & leases	\$ -	Updates for facilities and venues and photos of venues were provided for assessment in preparation for User Acceptance Testing (UAT). Current Super user training date is 26 February 2024 and Go live date is proposed for March 2024, pending successful integration between Synergy and Optimo data.
Compliance - increase local laws presence to focus on Domestic Animal Management Act & Building Regulations compliance	\$ 26,000	Current local laws officer role increased from 0.8 to 1.0 FTE, from November 2023.
Income Generating / Funded Total:	\$ 87,691	
Regulatory / Risk Management Initiatives		
Records Digitisation	\$ 65,000	Role appointed (with a review required in 2024-25). Records Digitisation progress made for December 2023 was a total of 102 files prepared, scanned, and completed. In January 51 files were prepared, scanned, and completed. Issues with the large scanner have been rectified.
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 has changed from 0.6 FTE to 1.0 FTE effective from mid-August.

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Initiative	2023-24 Budget	Project Update
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 916 calls and 554 face to face customers in the month of December 2023 and 1418 calls and 743 face to face customers in the month of January 2024. Planning Enquiries, reminder rates notices, 2nd instalment rates due and archiving/destruction process.
HR Trainee - to provide better HR support to the organisation and improve operational efficiency	\$ 38,000	The trainee role has been appointed.
Existing Services Total:	\$ 93,148	
New Initiatives		
Finance Undergraduate Role	\$ 55,000	The Finance undergraduate role has been occupied since mid-July.
Environmental Software - Purchase of Trellis Software to improve tracking and reporting requirements for organisational carbon emissions	\$ 6,800	Data transmission has been finalized, and the live version of the program has been launched in November. Users have received comprehensive training.
Outlying Communities Infrastructure Fund Grant	\$ 75,000	The grant closed on 23 November and the awarding of funding was approved at the 12 December Council meeting.
Events Program - ongoing commitment to events funding, with increased support for community events	\$ 25,000	Additional funding has been able to support events with increased permit, traffic management and first aid fees.
FOGO Kitchen Caddies - supplied to residences in support of the rollout of FOGO service	\$ 50,000	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
DECEMBER 2023		
P016B/22	2 SOVEREIGN COURT MANSFIELD 3722	Use and development of land for an Industry (Commercial Laundry)
P107C/16	284 RIFLE BUTTS ROAD MANSFIELD 3722	Development of land for a dwelling
P195/23	36 RANGE VIEW COURT MANSFIELD VIC 3722	Use and development of land for a dwelling and outbuilding
P196/23	31 THE POINT MANSFIELD 3722	Development of land for a domestic outbuilding
P197/23	28 STONELEIGH ROAD MANSFIELD VIC 3722	Development of land for two (2) dwellings and a two (2) lot subdivision
P198/23	45 PROWD LANE BONNIE DOON VIC 3720	Use of land for a second dwelling
P199/23	15 JAMES STREET BONNIE DOON 3720	Development of land for detached extensions (3) to an existing dwelling
P200/23	6 BLUEGUM CRESCENT BONNIE DOON 3720	Development of a Small Second Dwelling
P201/23	237 RIFLE BUTTS ROAD MANSFIELD 3722	Development of land for two (2) agricultural sheds
P202/23	27 HIGH STREET MANSFIELD VIC 3722	Use of land for an Indoor Recreation Facility (Gym and Personal Training)
P203/23	536 DRY CREEK ROAD BONNIE DOON 3720	Use and development of land for a Fuel Depot (Firewood)
P204/23	30 SARAH COURT BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding
P205/23	175 DEAD HORSE LANE MANSFIELD 3722	Display a sign for the sale of the property
P206/23	90 HIGH STREET MANSFIELD VIC 3722	Development of land for a Postal Agency Shed (Shipping Container)
P207/23	LOT 34 OWENS CREEK DRIVE MANSFIELD 3722	Development of land for a dwelling and outbuilding
P208/23	142 HIGH STREET MANSFIELD 3722	Display Business Identification Signs
P209/23	6584 MANSFIELD-WOODS POINT ROAD KNOCKWOOD 3723	Use and development of land for a dwelling and two (2) outbuildings (one Shipping Container)
P210/23	19 VALLEY FAIR RISE MACS COVE 3723	Development of land for a domestic outbuilding
JANUARY 2024		
P001/24	290 POLLARDS ROAD MANSFIELD 3722	Alterations and additions to an existing dwelling
P002/24	11 ALPINE RIDGE DRIVE MERRIJIG VIC 3723	Development of land for a domestic outbuilding
P003/24	398 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding
P004/24	560 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for a dwelling and outbuildings
P005/24	7 SONG BIRD WAY GOUGHS BAY VIC 3723	Development of land for a dwelling and associated carport
P006/24	225 CAMPAGNOLOS ROAD MANSFIELD VIC 3722	Development of land for an outbuilding associated with the existing dwelling
P007/24	LOT 20 OWENS CREEK DRIVE MANSFIELD VIC 3722	Development of land for a dwelling
P008/24	42 COLLEGE LANE MANSFIELD 3722	Development of land for an extension to an existing dwelling

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App No.	Property Address	Proposal
P009/24	2531 MANSFIELD WHITFIELD ROAD TOLMIE VIC 3723	Development of land for a Dwelling and alteration of access to a road in the Principal Road Network
P010/24	1 SOVEREIGN COURT MANSFIELD VIC 3722	Use and development of land for an Indoor Recreation Facility (Gym)
P011/24	434 BUTTERCUP ROAD MERRIJIG VIC 3723	Two Lot Subdivision
P012/24	96 KILLARNEY LANE BOOROLITE 3723	Development of land for a Shed
Total Applications Lodged (Dec & Jan):		30

Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
DECEMBER 2023			
P026/23	2690 MT BULLER ROAD MERRIJIG VIC 3723	Development of land for a Small Second Dwelling	Issued
P056/22	99 HIGHTON LANE MANSFIELD VIC 3722	Subdivision of land into two lots	Lapsed
P096A/14	45 MCCORMACKS ROAD MERRIJIG 3723	Use of land for up to five outdoor events a year annually on an ongoing basis, and development of land for a shed	Issued
P100/23	32 CHENERY STREET MANSFIELD VIC 3722	Development of land for additions and alterations to an existing dwelling, two (2) additional dwellings on a lot and alteration of access to a road in the Principal Road Network	NOD
P102/23	26 HIGHTON LANE MANSFIELD 3722	Use and development of land for a Child Care Centre and display of Business Identification Signs	Issued
P104A/19	20 POWERS ROAD MERRIJIG 3723	Staged development of a museum building, demonstration area and associated works, and a two (2) lot re-subdivision	Issued
P113/23	582 BUTTERCUP ROAD MERRIJIG 3723	Two (2) Lot Re-Subdivision	Issued
P135/23	42 BUNSTONS ROAD TOLMIE 3723	Development of land for an extension to an existing dwelling	Issued
P139A/22	185 MT BULLER ROAD MANSFIELD VIC 3722	Development of land for Site Office and Store	Issued
P147/23	540 HOWES CREEK ROAD MANSFIELD VIC 3722	Use of land for a liquor licence (packaged liquor)	NOD
P165/23	285 DEAD HORSE LANE MANSFIELD VIC 3722	Removal of Native Vegetation (1 Tree)	Issued
P182/23	15 WITHERS LANE MANSFIELD 3722	Use and (retrospective) development of land for Container Deposit Scheme Centre and display of Business Identification Signs	Issued
P189/23	45 WARRAMBAT ROAD SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling and outbuilding	Issued
P193/23	380 HUTCHINSONS ROAD BONNIE DOON 3720	Development of land for an extension (deck and verandah) to an existing dwelling	Issued
P194/23	714 PIRIES-GOUGHES BAY ROAD GOUGHES BAY 3723	Development of land for a domestic outbuilding	Issued
P196/23	31 THE POINT MANSFIELD 3722	Development of land for a domestic outbuilding	Issued
P201/23	237 RIFLE BUTTS ROAD MANSFIELD 3722	Development of land for two (2) agricultural sheds	Issued
P206/23	90 HIGH STREET MANSFIELD VIC 3722	Development of land for a Postal Agency Shed (Shipping Container)	Issued

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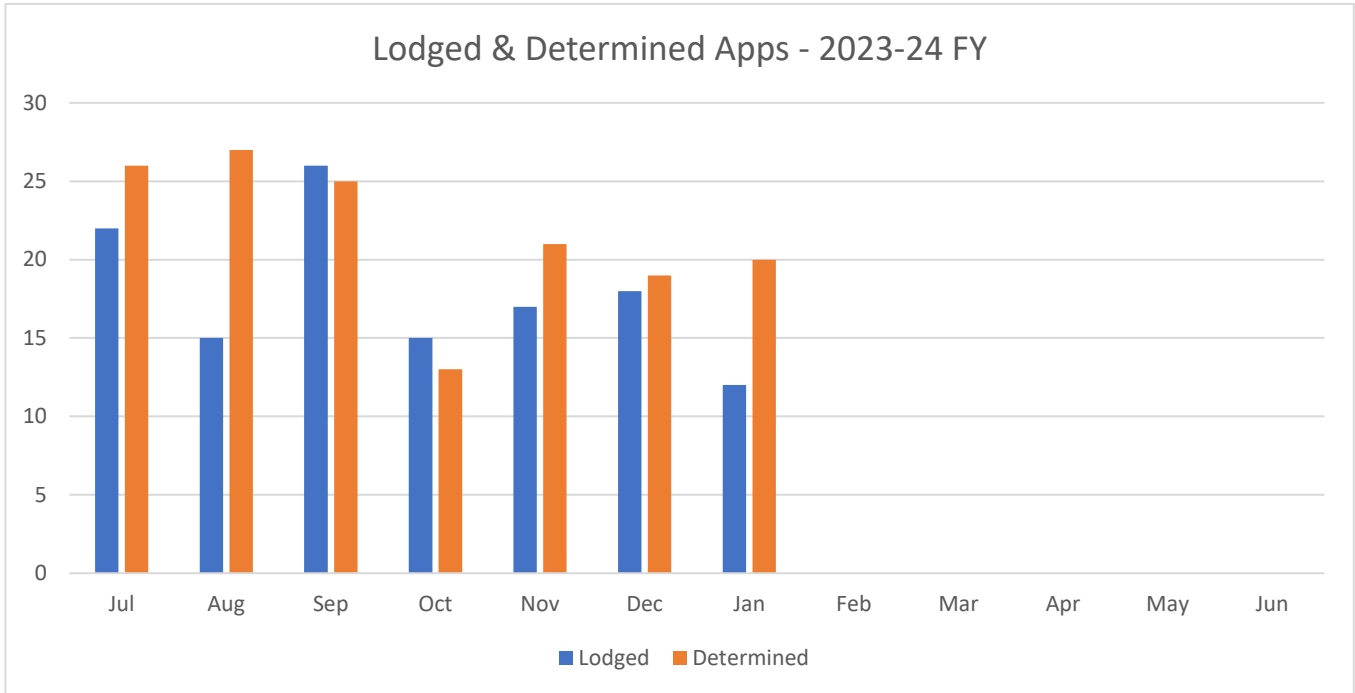
App No.	Property Address	Proposal	Decision Type
P242/22	259 DEAD HORSE LANE MANSFIELD VIC 3722	Use and development of land with two (2) warehouses, and removal of native vegetation	Issued
JANUARY 2024			
P002/24	11 ALPINE RIDGE DRIVE MERRIJIG VIC 3723	Development of land for a domestic outbuilding	Issued
P007/24	LOT 20 OWENS CREEK DRIVE MANSFIELD VIC 3722	Development of land for a dwelling	No Permit Required
P047/23	1 JONES STREET BONNIE DOON VIC 3720	Use of the Land for a Carwash, development of land for a Carwash (including pet wash) and Laundromat, display of a Business Identification Signage, Alteration of an Access to a road in the principal road network, and a reduction of car parking	NOD
P053/23	587 BUNSTONS ROAD TOLMIE 3723	Development of land for a dwelling	Withdrawn
P065A/22	109 MALCOLM STREET MANSFIELD VIC 3722	Subdivision of the land into two (2) lots	Issued
P0124D/09	30 SPRING STREET HOWQUA HILLS 3723	Development and use of a dwelling	Issued
P127A/21	21 BANK STREET JAMIESON VIC 3723	Development of a dwelling and alteration of access to a Road in a Transport Zone 2	Issued
P154/23	800 MANSFIELD WOODS POINT ROAD MANSFIELD VIC 3722	Development of land with a replacement dwelling and ancillary outbuilding (carport)	Issued
P158/23	8203 MAROONDAH HIGHWAY MERTON 3715	Development of land for a dwelling and outbuilding, and creation of a carriageway easement	Issued
P159/23	265 TOLMIE MAHAIKAH ROAD TOLMIE 3723	Development of land for a dwelling and outbuilding	Issued
P171/23	20 BUSHLAND CLOSE TOLMIE VIC 3723	Development of land for two (2) outbuildings (carport and shed)	Issued
P174/23	20 HOWQUA TRACK MERRIJIG VIC 3723	Use and development of land for a dwelling	Issued
P183/23	60 CHENERY STREET MANSFIELD VIC 3722	Alteration of access in the Principal Road Network	Issued
P184/23	32 KITCHEN STREET MANSFIELD VIC 3722	Use and development of land for an Indoor Recreation Facility (Gym) and display of Business Identification Signs and one (1) Floodlit Business Identification Sign	Withdrawn
P192/23	2884 MAINTONGOON ROAD BONNIE DOON 3720	Display of Business Identification Sign	Issued
P195/23	36 RANGE VIEW COURT MANSFIELD VIC 3722	Use and development of land for a dwelling and outbuilding	Issued
P197/22	15 HIGH STREET MANSFIELD VIC 3722	Reduction in carparking requirements and use of illuminated signage	NOD
P202/23	27 HIGH STREET MANSFIELD VIC 3722	Use of land for an Indoor Recreation Facility (Gym and Personal Training)	Issued
P205/23	175 DEAD HORSE LANE MANSFIELD 3722	Display a sign for the sale of the property	Issued
P210/23	19 VALLEY FAIR RISE MACS COVE 3723	Development of land for a domestic outbuilding	Issued
Total Applications Determined (Dec & Jan):			39

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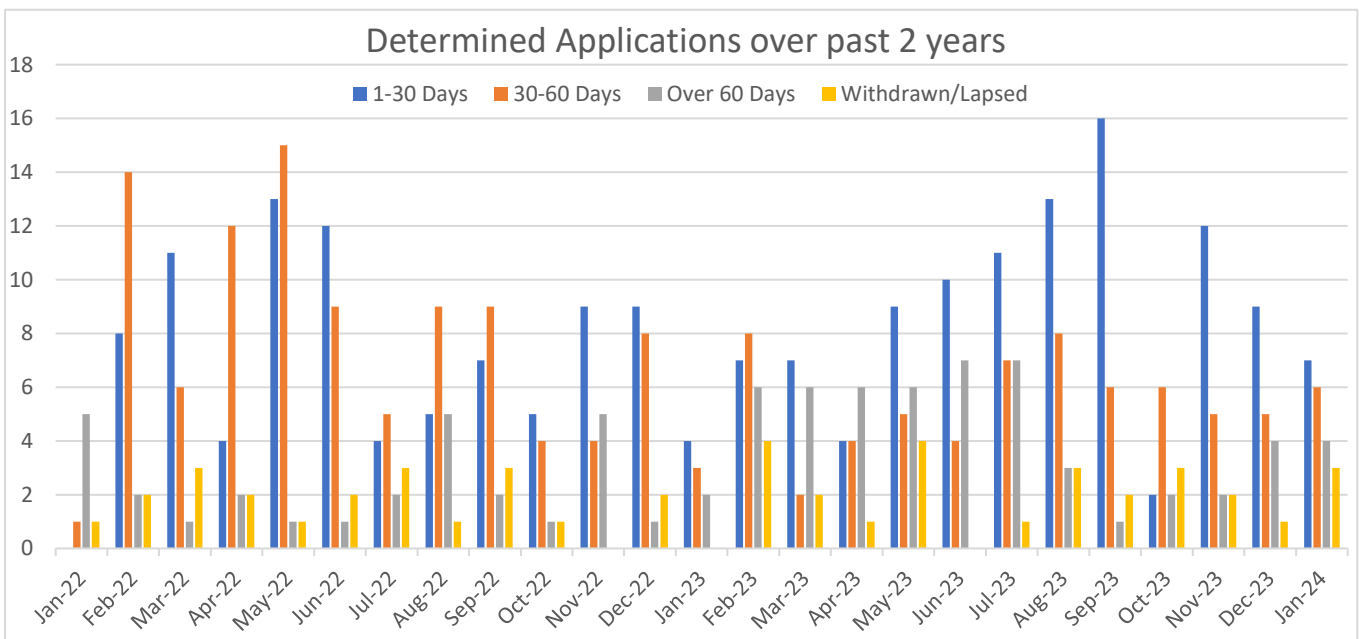
Planning Applications Determined January 2024**This table was omitted from the December 2023 Report*

App No.	Property Address	Proposal	Decision Type
P022/23	LOT 24 OWENS CREEK DRIVE MANSFIELD VIC 3722	Use and development of land for a dwelling and an outbuilding	Issued
P025/23	8 BULLER STREET SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling	Issued
P038/23	754 SONNBERG DRIVE BONNIE DOON 3720	Use and development of land for a dwelling and associated outbuilding	NOD
P098/23	1591 MANSFIELD WOODS POINT ROAD PIRIES 3723	Development of land for Rural Worker Accommodation	Withdrawn
P104/23	54 GILLEY LANE BARWITE VIC 3722	Three (3) Lot Re-Subdivision and removal of one (1) native tree	Issued
P110/23	26 ROSELLA STREET SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling and outbuilding	Issued
P119/23	217 DESMONDS ROAD BOOROLITE VIC 3723	Use and development of land for a Place of Assembly (Wedding Venue)	Withdrawn
P124/23	19 HILLS ROAD GOUGHS BAY VIC 3723	Development of land for a domestic outbuilding	Issued
P139/23	310 BANUMUM ROAD MANSFIELD VIC 3722	Development of land for a replacement dwelling	Issued
P148/23	8 MAN COURT SAWMILL SETTLEMENT VIC 3723	Development of land for a Dwelling	Issued
P149/23	96 OWENS CREEK DRIVE MANSFIELD VIC 3722	Use and development of land for a dwelling and associated outbuildings	Issued
P152/23	4/20 HIGHTT STREET MANSFIELD VIC 3722	Use of land for a licensed premises (Restaurant Liquor Licence)	Issued
P160/23	SHOP 3 269 DEAD HORSE LANE MANSFIELD VIC 3722	Change of Use to an Office	Issued
P173/23	99 HIGHTON LANE MANSFIELD VIC 3722	Development of land for an outbuilding ancillary to a dwelling	Issued
P175/23	3423 MANSFIELD WOODS POINT ROAD JAMIESON VIC 3723	Development of land for two (2) domestic outbuildings	Issued
P176/23	40 MCMILLAN POINT DRIVE MANSFIELD 3722	Development of land for an extension to an existing domestic outbuilding	Issued
P177/23	428 HUTCHINSONS ROAD BONNIE DOON 3720	Development of land for a domestic outbuilding	Issued
P178/23	17 VILLAGE WAY MACS COVE VIC 3723	Development of land for a domestic outbuilding	Issued
P186/23	86 HIGH STREET MANSFIELD VIC 3722	Development of land for alterations to an existing building	Issued
P187/23	90 LOYOLA DRIVE MANSFIELD 3722	Development of land for a domestic outbuilding and extensions to an existing second dwelling	Issued
P190/23	226 HARPERS ROAD BARJARG 3723	Development of land for a domestic outbuilding	Issued
Total Applications Determined:			21

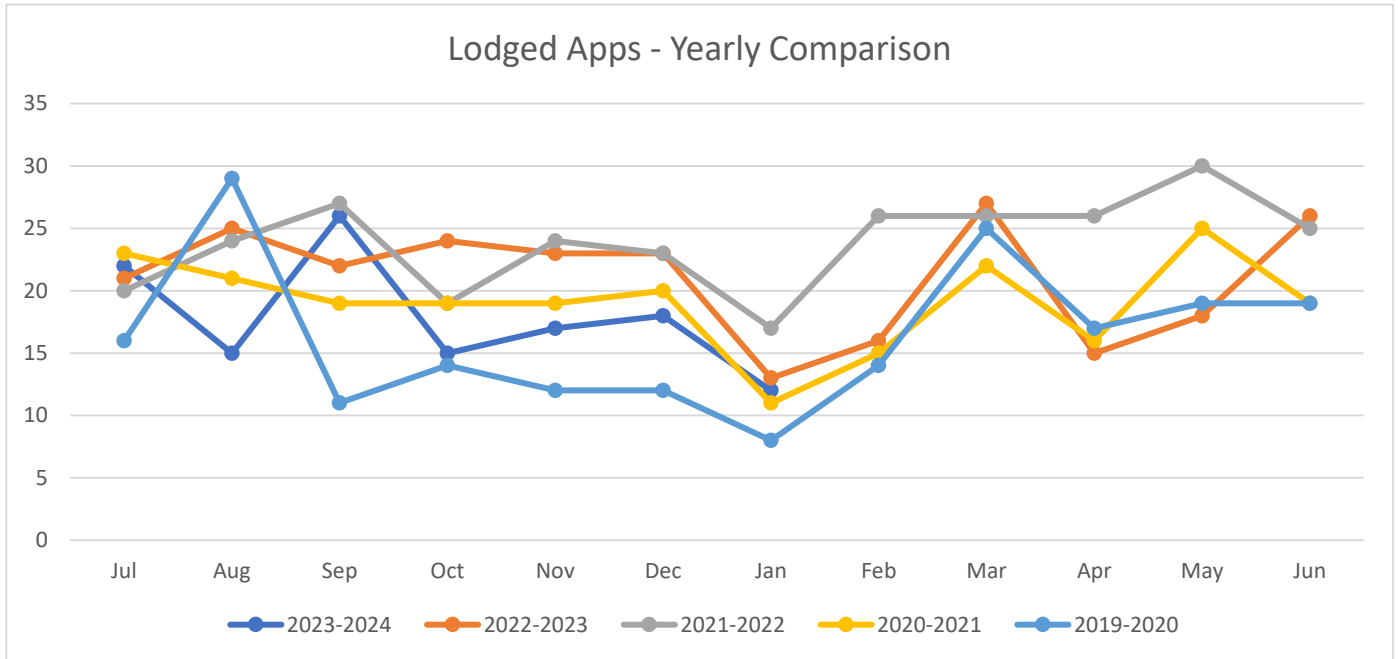
Number of Applications Lodged and Determined



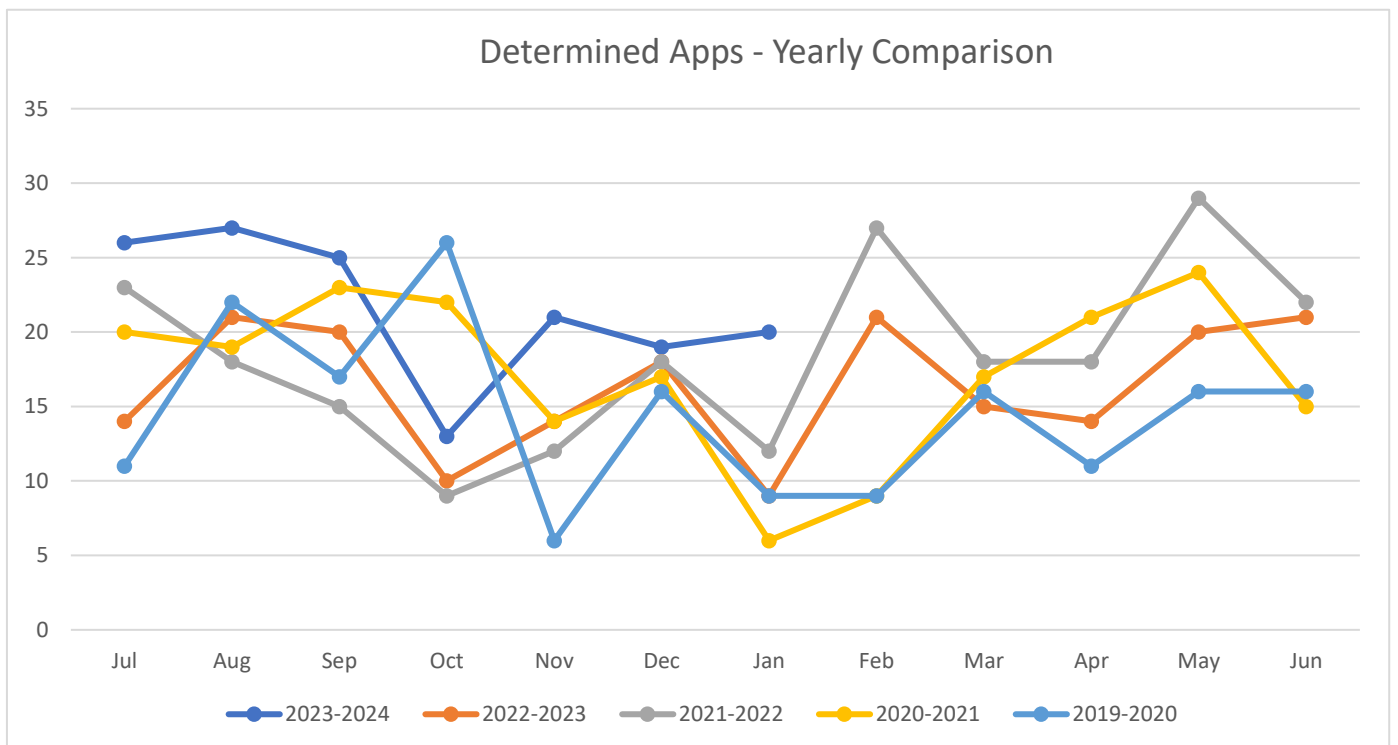
Days Taken to Determine Planning Applications



Lodged Planning Applications – Yearly Comparison

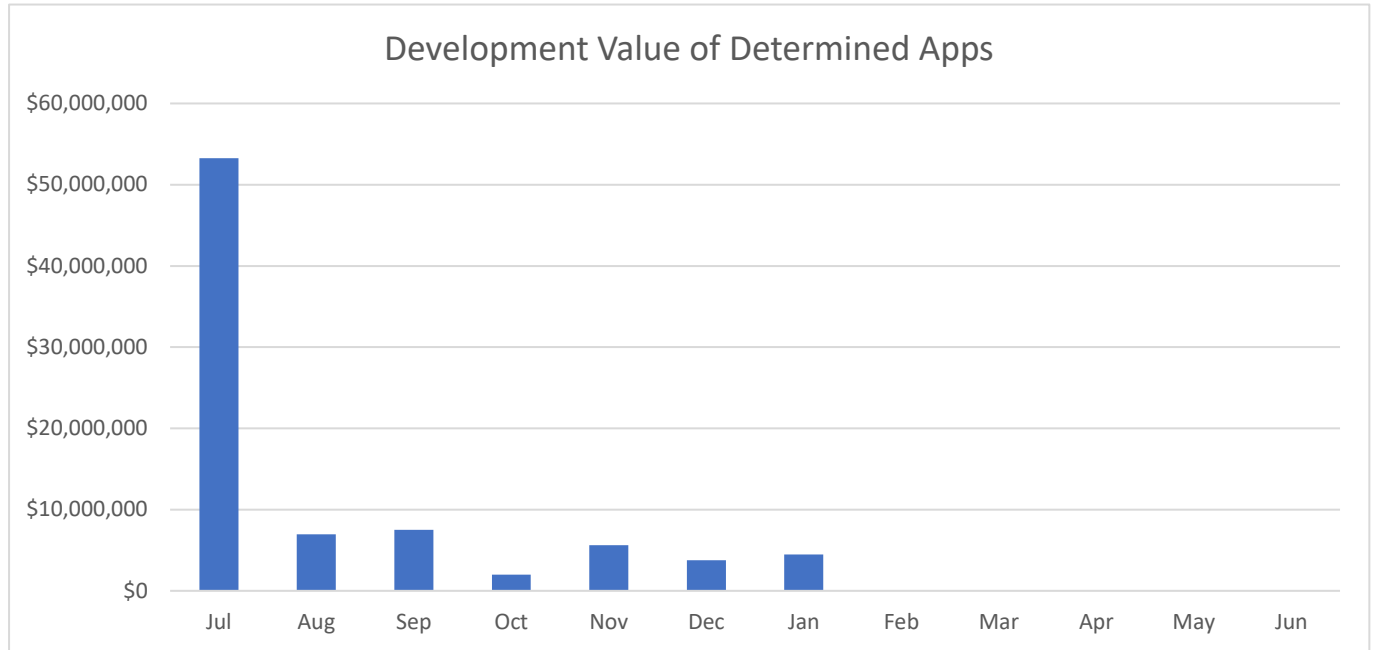


Determined Planning Applications – Yearly Comparison

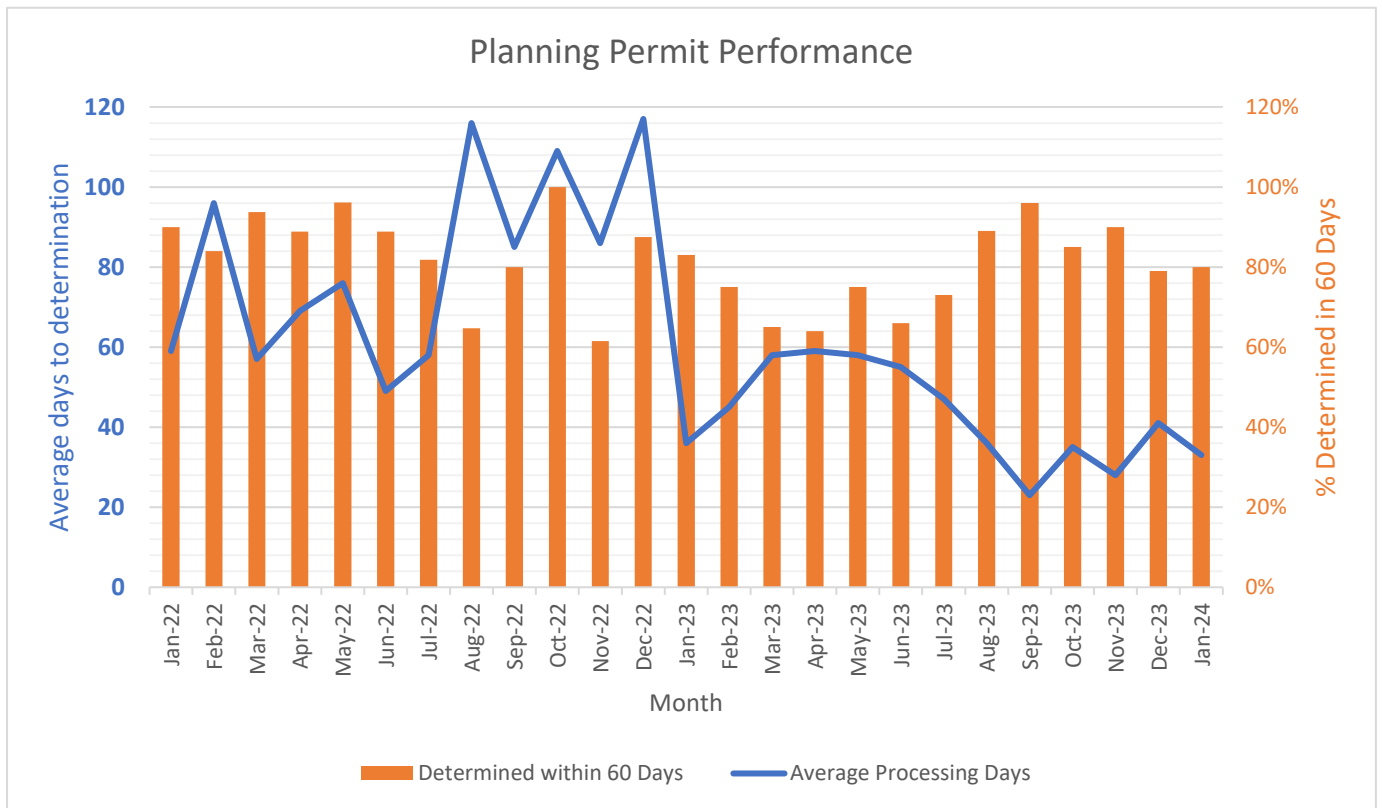


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Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



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Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S223682M/23	104 Dead Horse Lane Mansfield Vic	Certification of a Plan	19/12/2023	Referred
S224166S/24	54 Gilley Lane Barwite	Certification of a Plan	9/01/2024	Referred
S223929T/24	102 Highton Lane, Mansfield VIC 3722	Certification of a Plan	22/01/2024	Referred
S223925M/24	100 Highton Lane and 52 Crosbys Lane Mansfield	Certification of a Plan	22/01/2024	Lodged
S214165J/24	25 Monkey Gully Road Mansfield	Certification of a Plan	25/01/2024	On RFI
Total applications received: 5				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	8
Secondary Consent	6
Extension of Time	6
Written Planning Advice	7
Certification & Statement of Compliance	11
Section 71 Corrected Planning Permits	1
Assessment against a Section 173 Agreement	2
Development Plan	
Total applications Issued: 41	

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		\$6,049,268	\$10,806,944
MAR		\$10,907,270	\$5,199,799
APR		\$3,383,999	\$6,747,987
MAY		\$10,536,593	\$4,103,660
JUN		\$9,937,814	\$5,350,889
TOTAL	\$52,376,835	\$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			5	92	11	87
MAR			5	97	10	97
APR			6	103	5	102
MAY			13*	116	7	109
JUN			12*	118	5	114
TOTAL	46	46	118	118	114	114

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	4	\$2,890,667
ALT & ADDITIONS	2	\$202,000
SHEDS & CARPORTS	5	\$189,281
SWIMMING POOLS, SPAS & FENCES	0	\$0
COMMERCIAL & PUBLIC AMENITIES	4	\$2,127,315
TOTAL COST OF BUILDING WORKS	15	5,409,263

7. Regulatory Services

Septic Applications Lodged, Approved and Issued

	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					
MAR					
APR					
MAY					
JUN					
TOTAL	22	18	40	42	48

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			5	54	8	46
MAR			4	58	11	57
APR			10	68	2	59
MAY			4	72	8	67
JUN			4	76	6	73
TOTAL	40	40	76	76	73	73

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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		
MAR		
APR		
MAY		
JUN		
TOTAL	124	124

	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												
MAR												
APR												
MAY												
JUN												
TOTAL	4	4	5	5	9	9	44	44	12	12	50	50

8. Revenue Services

General Update

Rates Notices

1400 Rate Reminder Notices have been issued - 42% posted and 58% emailed on 10 January 2024.

Of the total rate arrears of \$1,818,850.19, 9% has been recovered post issuance of the reminder notices (over two weeks).

Fire Services Levy

The second remittance for the fire services levy has been processed and forwarded to the State Revenue Office.

Land Tax

900,000 assessments have been issued by the State Revenue Office. The notices include detail of the objection process and Council expects to receive a number of Land Tax enquiries.

VAGO Audit Planning

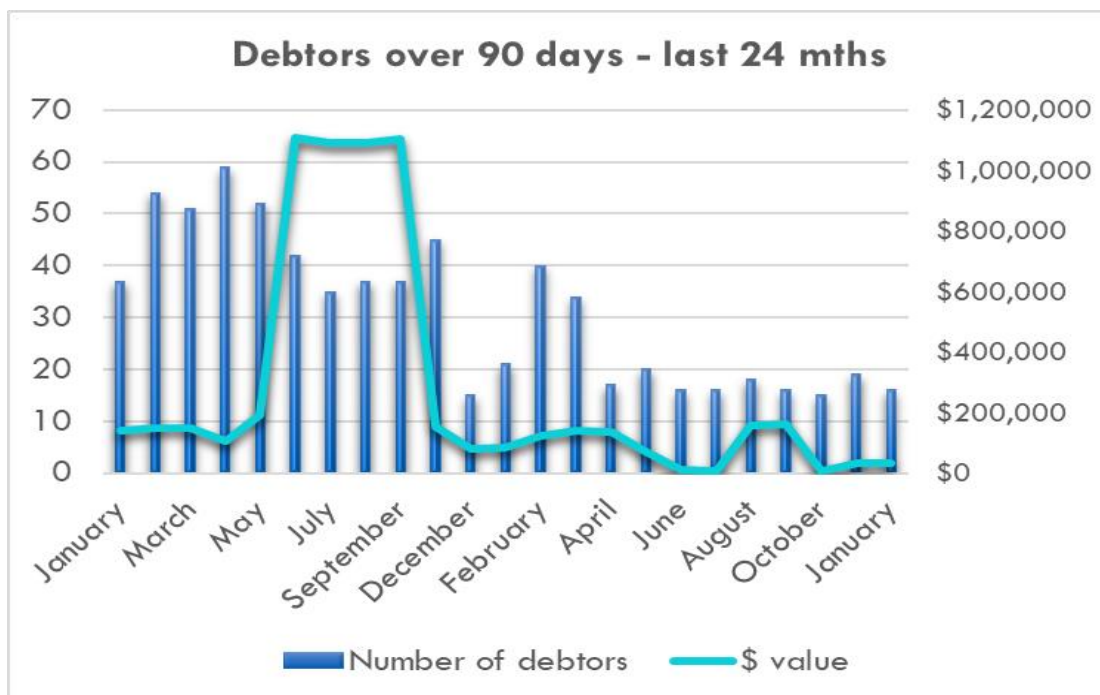
The rates and revenue team provided information to the VAGO auditors including presenting the end-to-end rates process, as part of VAGO’s planning for the 2023-24 external audit.

2025 Revaluation

The Valuer General for Victoria has issued the tender for the 2025 revaluation exercise for Mansfield Shire.

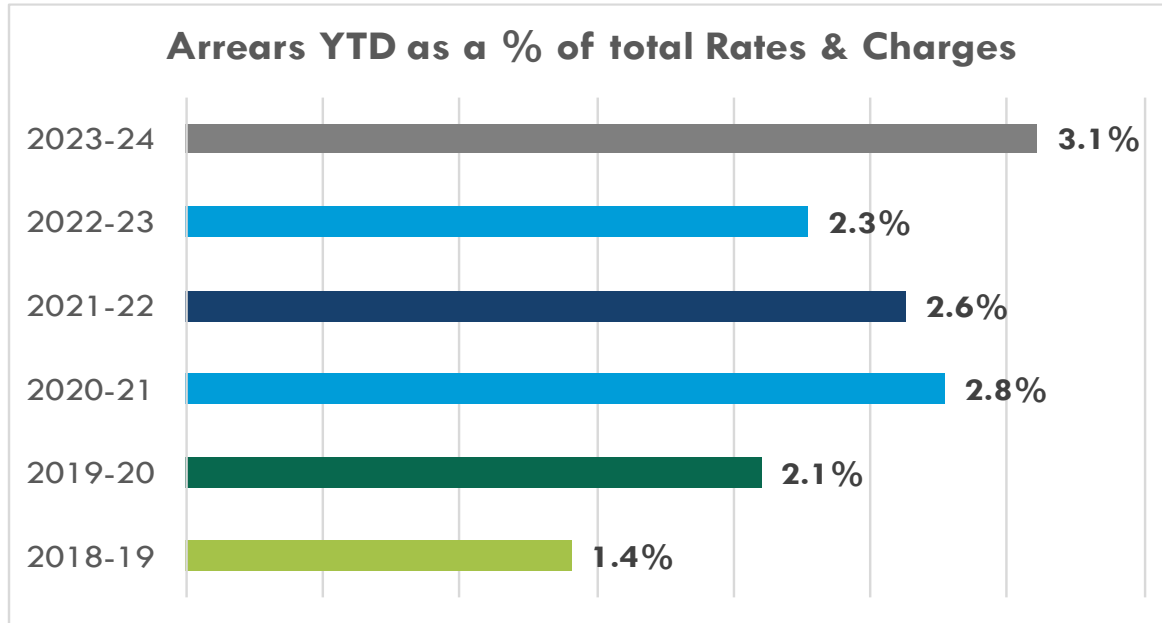
Debtors

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

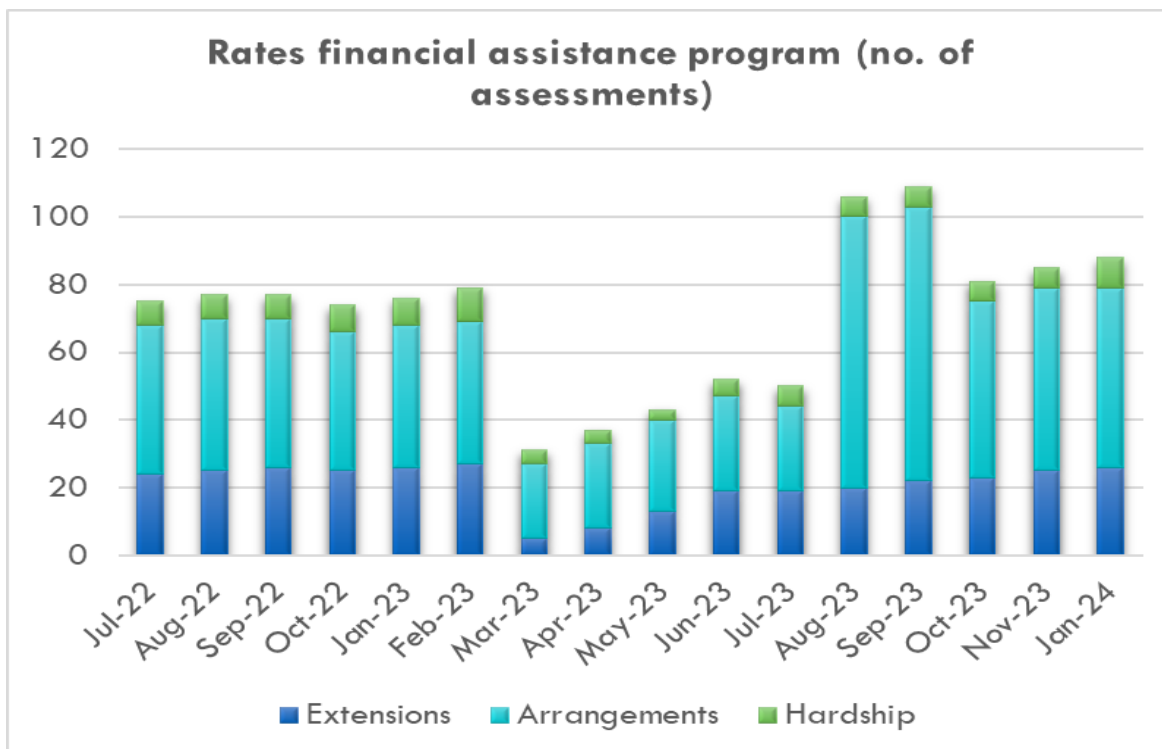


Payment of Rates

Rates Arrears of 3.1% at the end of November reflects arrears payments associated with Quarter 1 and 2 invoices. Rates arrears are \$173,905 higher than compared to January 2023.



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



Payment plans for ratepayers in arrears have remained relatively constant, a decline of 1 in January as compared to November taking the total to 53.

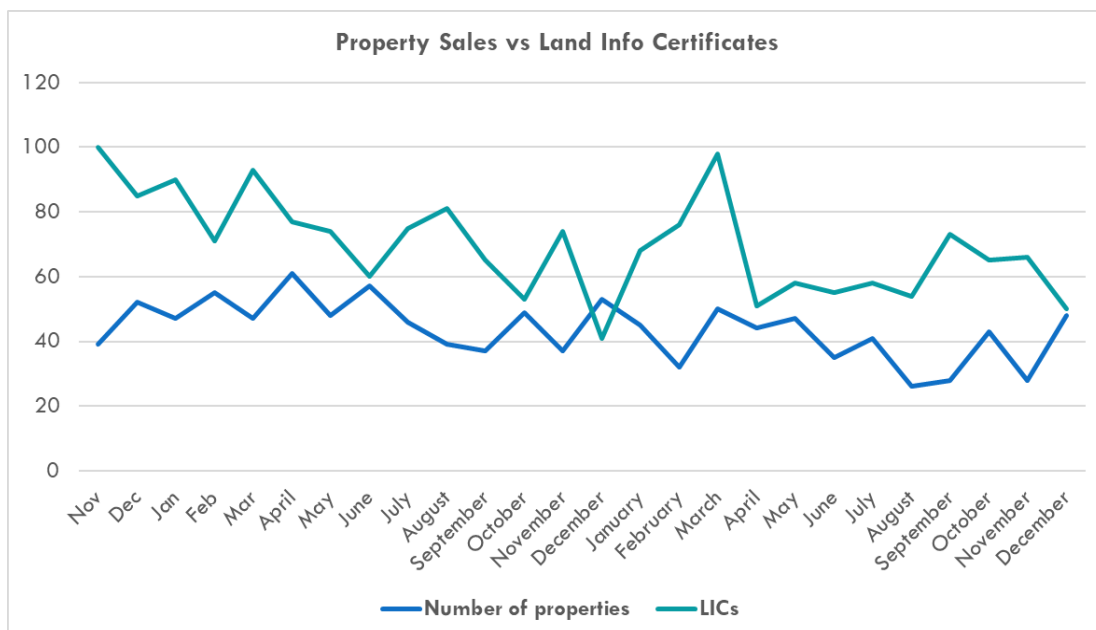
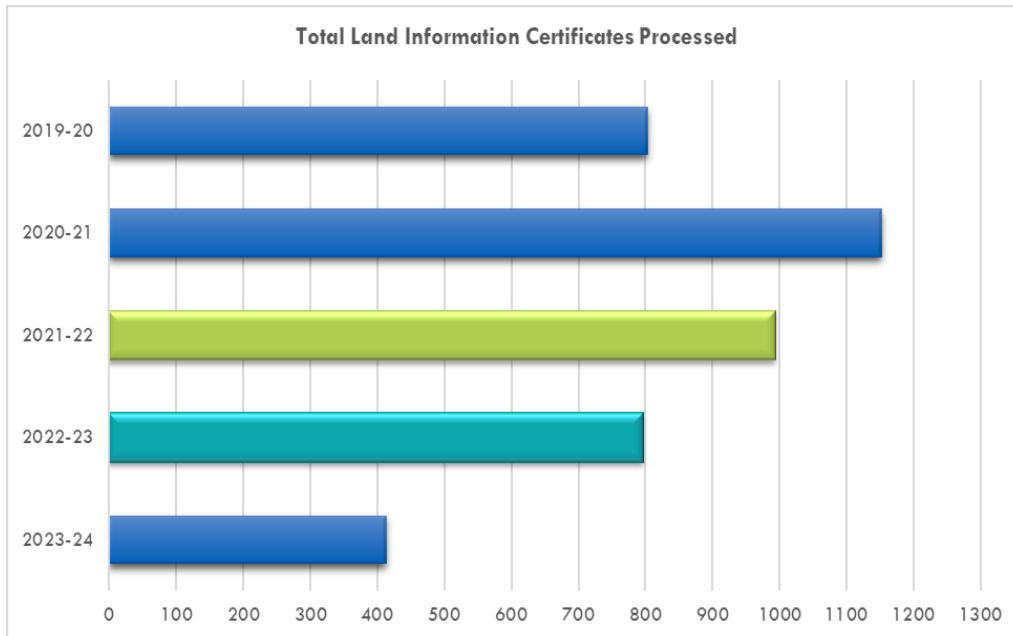
Debt Collection with Midstate Credit Collect

The number of active files at Midstate Credit Management is 27, down from 29 in November.

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 December and January is 97, which compares to 109 in the prior year. The processing of certificates for the year to January is 413, which is 44 lower than the previous year result.



9. Waste Services

Kerbside Waste Collection Statistics

The landfill diversion rate for the month of December 2023 was 30.23%

	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			
Feb			
Mar			
Apr			
May			
Jun			
Total Tonnage	557.32	1255.87	
Avg Landfill Diversion Rate for the FY			30.72%

Projects Update

- ▶ Glass & FOGO drop-off facility at MRRC - The concreting of the slab for the facility was completed in late-December 2023. The shelter is currently being installed. It is expected for the construction to be finished by early March 2024. The earthworks for the access roads have been also completed. The final roadworks will follow now and will be completed by the Depot team.
- ▶ Food Organics & Garden Organics (FOGO) Roll Out - Analysis of the consultation and survey for the FOGO bin roll out has been completed and the contract execution is in its final stage. A new project on household education for addressing the contamination in bins with a focus on FOGO (green) bin will be rolling out in the coming months together with updates on the proposed FOGO roll out program.
- ▶ Street and public lighting audit within Mansfield, Strathbogie, and Murrindindi Shire Councils - The street and public lighting audit has been completed and the detailed report have been received. The follow up project of LED changeover of Mercury Vapour (MV) lights has commenced. There are 62 MV lights within the Shire that require change over to LED lights.
- ▶ Neighbourhood Battery Initiative - The project will develop a business case and project plan this year for 'behind-the-meter' batteries on sites that service a high-value community need. This site-specific business case and project plan can be used to support the application for funding (up to \$300,000 with a 10% financial contribution) in the next round. After the initial assessment by Indigo Power, Bonnie Doon Recreation Club was found to be suitable, and the business case and project plan will be developed for this location.

10. Field Services

Parks and Gardens

- ▶ Mowing all townships
- ▶ Brush cutting – Jamieson, Mansfield township.
- ▶ CRMS – various areas
- ▶ Spraying – Botanic Park, Highett St, College, Back info area, Chenery St roundabout
- ▶ Push mowing – narrow strips, Playground, Youth centre, Buckland, Gadhaba, Pool
- ▶ Watering
- ▶ Annuals – planting, weeding.
- ▶ Ovals – mowing, brush cutting.
- ▶ Cemeteries – mowing, brush cutting, ashes internments, burials, plaques.
- ▶ Softfall – Recreation Reserve Playground
- ▶ Garden maintenance – Grass beds, Eisner’s Lane, Botanic Park, Information centre, Goughs Bay, Roundabout, Annual beds, Botanic Park, Toilet block, Roundabout Malcolm, and Highett-weeding, pruning, spraying.
- ▶ Mower maintenance – blades, greasing, back lapping Cylinder,
- ▶ Mulching – Botanic Park
- ▶ Irrigation repairs – toilet block and High Street
- ▶ Oval mowing
- ▶ Storm clean up – Mansfield Township, Bonnie Doon, Jamieson
- ▶ Narrow strips – mowing, brush cutting.
- ▶ Tree Pruning – Bonnie Doon township
- ▶ Fertilise Ovals
- ▶ Davies St reserve – pruning of boundary and trees.
- ▶ Spraying – Front beds of Botanic Park, Greenvale Lane pathway, High Street, Davies, Goughs Bay, College
- ▶ Rubbish pick up – High St, Highett Street, Bonnie Doon

Roads Crew:

- ▶ General urban maintenance
- ▶ Line marking
- ▶ Storm cleanup
- ▶ Drainage
- ▶ December: CRMS 22 closed of which 20 were in time.
- ▶ January: CRMS closed out 64 of which 62 were in time.

Backhoe work

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

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- ▶ Howes Creek Rd

Roadside grass slashing

- ▶ Delatite Ln
- ▶ Hearn's Rd
- ▶ Old Tonga
- ▶ RRC
- ▶ Greens Rd
- ▶ Chapel Hill Rd
- ▶ Wairere Rd
- ▶ Fielding's Ln
- ▶ Wild dog Rd
- ▶ Desmonds Rd
- ▶ Mt Battery Rd
- ▶ Greenvale Ln
- ▶ Malcolm St
- ▶ Owens creek Rd
- ▶ Withers Ln
- ▶ Lakins Rd
- ▶ Youngs Rd
- ▶ McLeod Ln
- ▶ Pikes Rd
- ▶ Aldous Rd

Maintenance Grading

For December 45 kms of grading was completed and a total of **539.7km** of grading completed in 2023. In January a whopping 54kms of grading was completed mostly due to the Woods Point crew.

West District

- ▶ James St S/R
- ▶ Kennedy St
- ▶ Lakeview Drive
- ▶ Hutchinsons Rd
- ▶ Lambing Gully Rd
- ▶ Nanda Ct
- ▶ Hillcrest Rd
- ▶ Warringa Rd
- ▶ Moonah Rd
- ▶ Dry Creek Rd
- ▶ Old Dry Creek Rd
- ▶ Kiernan's Rd
- ▶ Moses Ln

East District

- ▶ Hearn's Rd
- ▶ Killarney Ln
- ▶ Desmonds Rd
- ▶ Chapel Hill Rd – LA
- ▶ Maude Ln
- ▶ Godwills Rd
- ▶ Monkey Gully Rd
- ▶ Howes Creek Rd



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- ▶ Old Tonga Rd
- ▶ Godwills Rd
- ▶ Old Tonga Rd
- ▶ Walhalla Rd
- ▶ Hurley St
- ▶ Corry St
- ▶ Butler St
- ▶ Coster St
- ▶ Kennys La
- ▶ Kidston Pde
- ▶ Dead Horse Ln
- ▶ Withers La

North District

- ▶ Byrne Ln
- ▶ Spring Creek Rd
- ▶ Tolmie-Mahaihkah Rd
- ▶ Altman's Rd
- ▶ Cambatong Rd
- ▶ Lavender Farm Road
- ▶ Bunstons Rd
- ▶ Melba Rd
- ▶ Wattle Range Rd
- ▶ Mt Battery Rd
- ▶ Tabletop Rd



11. Community Health and Wellbeing

Maternal and Child Health

Maternal and child health service	July	August	September	October	November	December	January
Birth notifications received	5	7	4	3	8	6	7
Key age and stage visits completed	68	66	51	76	65	45	58
Enhanced MCH hours provided	64	49	45	97.92	45.25	38.36	79.5
Sleep and Settling Outreach hours provided	10.25	8.25	1.75	1.75	0	7.83	9.33
New parent group participants	2	12	0	6	0	9	0

MCH Nurse 0.6FTE role still vacant, recruitment continues. Staff leave over holiday period has taken place.

Maternal and Child Health was successful with an application for a Dads Group Grant which is \$100,000 over four years (\$25,000 each year). This will allow Mansfield Shire Council to partner with Dads Group to improve social connections, provide peer to peer support, as well as education aimed at reducing the stigma of mental illness, address issues of family violence and other key community health issues. Maternal and Child Health are meeting with Dads group project planning on 8 February to discuss rolling out of programs within the community. Online groups have already commenced.

Maternal and Child Health also applied to the Humpty Foundation for a Breast Pump and were successful in their application. This will be used to support women experiencing breastfeeding difficulties and promote optimal nutrition for infants in Mansfield.

To complement this MCH workforce will undertake additional training in Lactation Support with the aim to provide breastfeeding support to families as IBCLC accredited Lactation Consultants. This education is funded as part of the State Governments Lactation Consultant funding. This will allow families who would need to travel regionally to access this support to remain in Mansfield and receive this service.

There has been a 300% increase to date on the 2023-24 referrals for maternal mental health support. This has included clients who have reported thoughts of self-harm in the past two months. Lack of local area services for mental health support is placing increased pressure on limited MCH resources.

Supported Playgroup

- ▶ Playgroups recommence Monday 5 February
- ▶ Ongoing promotion via Facebook Community Health and Wellbeing page as well as new parent and INFANT group sessions

Financial Counselling

Welcome to our new Financial Counsellor who commenced with Council 20 December 2023. Through necessity the Financial Counsellor is currently working remotely providing qualified and quality service to our community and supported by the Community Health and Wellbeing staff on the ground in Mansfield. The January report is as follows.

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January 2024 was filled with clients, IT/phone setup, familiarisation & setup of systems, processes. Meetings were held with many incredible people and also learning about the services on offer, the unique features of rural/regional living and connecting with other Financial Counsellors and related services in the area. Updates provided to let people know that MSC has a Financial Counsellor now. There have been some referrals as a result, including an internal referral from Integrated Family Services.

10 clients were seen in January with the average age being 55.6 years. 50% are return clients and 50% are new to the financial counselling service.

Services provided to date:

- ▶ Emergency relief of \$250 was provided by Mansfield District Welfare Group and a referral to food services.
- ▶ Moratoriums and payment plans have been put in place for several clients.

Youth Service

December Farmers market was attending with 2 young performers playing to approximately 150 people in attendance over the three hours. The Freeza and Engage programs both completed Year Two of the respective grants with all targets met except for the cancelled Leadership Camp that was scheduled in November. We will make additional opportunities available for young people this year.

January school holiday program was completed with success.

Five workshops were funded by Youth Fest, Engage and Freeza and saw a total of 65 participants attend.

The Chop and Chat program is delivered in partnership with Respond Mansfield volunteers and for the first time was sponsored by Mansfield Hospitality with equipment packs for students to take home. Six young people discover new cooking skills, while creating delicious meals and learning the value of nutrition. This is a very successful program that will continue to run in the future.

Council also held a Crafternoon. An afternoon of crafting fun that was attended by 6 students and was well received.

Mansfield Readers and Writers hosted Teen Zine* workshops at the youth centre over 3 days which were attended by Six people each session.

Al's Skate Co conducted a skate workshop where 15 young people participated. Council will continue to work with them for the North East Skate Series later in the year.

Council also hosted the Flying Fruit Fly Circus which had a great turn out, however the content delivered was aimed at a younger audience, so this will be considered for future programs.

Planning has begun for future holiday programs with the aim to increase partnerships with local businesses and providers, more local field trips and a focus on outdoor workshops and programs, aiming to engage the 12-18 age group, all while building an interest in local outlying areas and environments.

*A **zine** ([/zi:n/ ZEEN](#); short for [magazine](#) or [fanzine](#)) is a small-circulation [self-published](#) work of original or appropriated texts and images, usually reproduced via a [copy machine](#). Zines are the product of either a single person or of a very small group, and are popularly photocopied into physical prints for circulation. A [fanzine](#) ([blend](#) of [fan](#) and [magazine](#)) is a non-professional and non-official publication produced by [enthusiasts](#) of a particular cultural [phenomenon](#) (such as a literary or musical genre) for the pleasure of others who share their interest.

Integrated Family Services

In December 2023 Integrated Family Services assisted families with donated Christmas presents, and funding for essential goods and services. December is usually quiet in regard to referrals to the service, and this one was no different. Families continue to face barriers to accessing counselling, psychology, specialist medical appointments and family violence specific support. Barriers to services are many and varied but include cost, availability, transport, waiting lists, and scarcity of support on offer in the Shire. Concerns identified with families struggling to get access to essential medical and other health related services for themselves and their children, even with the support, assistance, and financial help that IFS provides to them in order to do this.

In January 2024 Mansfield Integrated Family Services did not close any cases and had two families allocated. The Christmas period is historically slow regarding referrals, and usually picks up again once school goes back, so there is nothing unusual about this trend.

There were no requests to use flexible funding in January 2024.

The trend of working with families experiencing family violence continues, whilst disappointingly the stress on the service system is such that there are even less resources available in Mansfield than before. For example, RISE Counselling service (from Junction Support Services in Wodonga) were attending Mansfield fortnightly to see adults and children who are recovering from the trauma of family violence. This service currently has an 8 -9 month waiting list, so will not be visiting Mansfield for the foreseeable future. Fortunately, the Centre Against Violence and UMFC Family Counselling have been outreaching to Mansfield and are supported by Council in the use of offices to do so. The IFS Coordinator continues to provide data and information to the Ovens Murray Alliance regarding these issues.

- ▶ Service hours December 2023: 139.6 and January 2024: 146
- ▶ Service hours year to date: 1092
- ▶ Target Hours per year: 2253.59

Health and Quality

Health and Quality Update:

December 2023

- ▶ Finalised project plan for VicHealth Local Government Partnership and submitted for approval (approval received and first progress payment of \$40k paid).
- ▶ Participated in relief centre training.
- ▶ Finalised location and equipment agreement for the STI Vending machine to be installed in early March.

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- ▶ Created health promotion initiative planner for 2024, incorporating Respond and VLGP initiatives.
- ▶ Attended final Respond Implementation Network meeting for 2023 (online).
- ▶ Worked with community member to begin early stages of setting up a community intergenerational playgroup (action arose out of the Respond Community Meetings in October).

January 2024

- ▶ Hosted the Might Movers (Spartan Kids) event at the Mansfield Recreation Reserve, we had great attendance with an estimated 40 plus kids joining in games and an obstacle course.
- ▶ Submitted proposed location for the Free Pads and Tampons machine.
- ▶ Continuing planning for network meetings and health promotion initiatives for 2024.

Regional Assessment Service

December 2023: Assessments Services saw a decrease throughout December with 8 assessments completed and 3 support plan reviews conducted.

Onsite meeting held with Hume Assessments Services in Benalla to discuss the new single assessment tender due to go online with Aust tender in January.

Assessment Officer underwent Reablement Training and Goal Setting Training which was very beneficial.

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

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

January 2024: Assessments continued to be slow over the Christmas period with 6 assessments finalised and 13 support plan reviews conducted, towards the end of January a steady stream of needs for assessments started to begin to be finalised in February.

January saw a decrease in clients requesting Home Care Packages, high demand for property maintenance and domestic assistance with some clients preferring not to wait for long period of time to receive support opted to pay for private services.

Current concession booklets passed out during assessment along with documentation as in December.

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

Community Connections

December/January period continued with community assistance with digital literacy, online forms and general advocacy to services. Negotiated with Department of Families, Fairness and Housing on property maintenance concerns for tenant, provided socialisation for client that is experiencing isolation and loneliness and supported client with digital banking skills and general digital information.

Attending Digital Mentor Training run by MACE which was to improve and enhance skills of the vulnerable community.

January saw MACE awarded funding to support carers, they have linked in with Rosehaven to support the cared for person in way of respite and MACE will provide training upskilling and chill out zone for the carer. MACE and Rosehaven have started going out into the community to provide information session and asked the Community Connector to join to answer any age care questions that may arise. The first information session was held in Jamieson on 25 January where the community connector gained further insight into the wants and needs of the community. Further information sessions will be held in Merton, Bonnie Doon, Tolmie, Merrijig.

The Community Connector Officer will be supporting the Jamieson Community with information sessions in Jamieson from early February on a fortnightly basis to begin. February will also see the Officer back at Bonnie Doon Community Centre supporting clients with any concerns.

12. Visitor Services

Tourism & Events - Economic Development

The Great Victorian Rail Trail (GVRT)

December saw a decrease in rail trail usage due to the wet weather conditions. The Merton counter could be an anomaly as this increased percentage is not consistent with other months.

January had fantastic numbers along with GVRT. A combined push on the new art trail and the advertising campaign is yielding results.

	2022	2023	+/-
DECEMBER			
Mansfield	4640	4008	- 632
Bonnie Doon	2855	2225	- 630
Merton	288	510	+ 222
TOTAL	7783	6743	- 1040

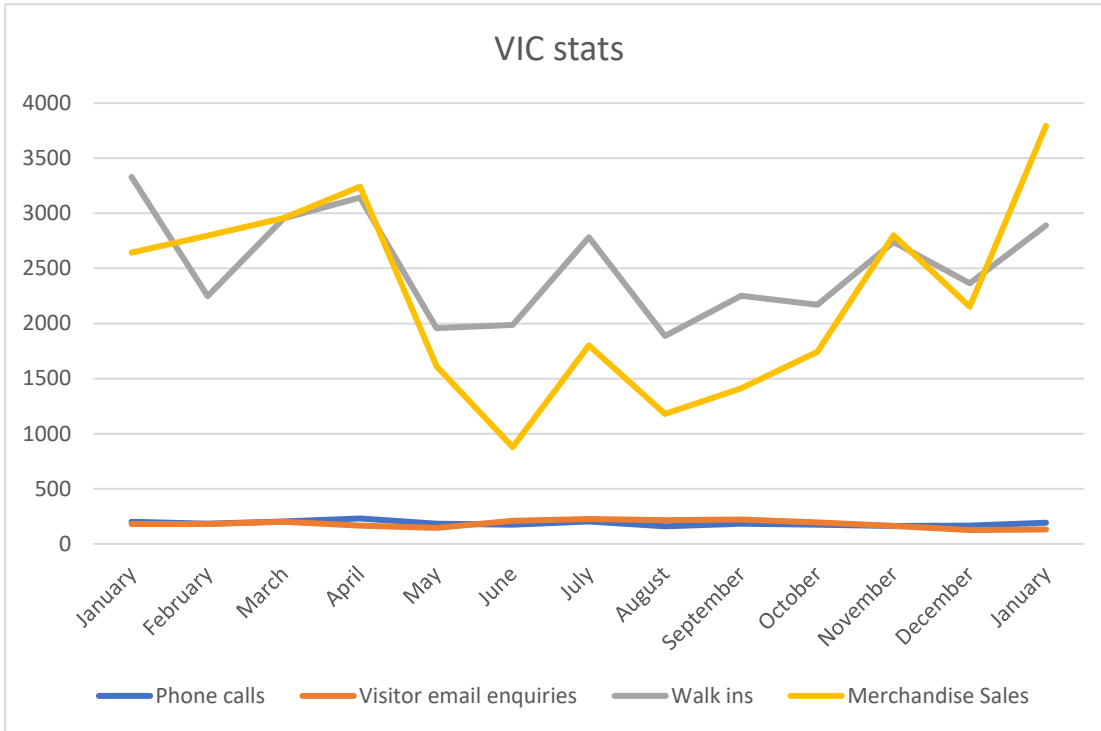
	2023	2024	+/-
JANUARY			
Mansfield	4935	5382	+447
Bonnie Doon	4682	4879	+197
Merton	469	416	- 618
TOTAL	10086	10677	+591

“Rediscover the Great Victorian Rail Trail” campaign is underway with videos launched and social media push rolling out till end of January. Results so far have been extremely positive with strong, positive engagement including many comments indicating a desire to visit or revisit the rail trail for the new art features.

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

- ▶ Date range: 22 November 2023 - 10 January 2024
- ▶ Total Website sessions: 20,091 sessions
 - GreatVictorianRailTrail.com.au: 10,937 sessions
 - ridehighcountry.com.au/rail-trails/great-victorian-rail-trail: 9,154 sessions
- ▶ RHC Social Media Reach: 421,000 views
- ▶ RHC Social Media average Click Through Rate: 4.8%
- ▶ RHC Social Media website clicks: 10,091
- ▶ Organic YouTube video views of main video: 1,046 views with a huge average watch time of 41 seconds

Tourism & Mansfield Visitor Information Centre (VIC)



	2022	2023	+/-
December			
VIC			
Walk In visitors	2333	2364	+ 31
Retail Sales	\$1688.20	\$2152.75	+ \$464.55
Portable VIC			
Walk In Visitors	X	290	
Retail Sales	X	20.00	

	2023	2024	+/-
January			
VIC			
Walk In visitors	3330	2892	+ 31
Retail Sales	\$2643.35	\$3794.00	+ \$1150.65
Portable VIC			
Walk In Visitors	X	261	
Retail Sales	X	\$239	

Visitor Survey

The Visitor Information Centre Staff continue to gather information from visitors to the centre. Looking at age ranges, origin of travel, reasons for travel and more. These figures have remained consistent throughout the survey's current lifespan.

December

- ▶ 28% of visitors were aged 18 – 40, 39% were 40 – 60, and 33% were over 60.
- ▶ 46% adult couples, 21% families with kids, 26% Alone, 7% Group
- ▶ 92% were overnight visitors with 21% staying 2 nights, 21% for 3 nights and 43% staying more than 3 nights
- ▶ 59% were visiting Mansfield for their first time

The most popular reason for visiting the information centre was for maps and directions followed by operator information and display/interest pieces.

January

- ▶ 27% of visitors were aged 18 – 40, 38% were 40 – 60, and 35% were over 60.
- ▶ 48% adult couples, 19% families with kids, 25% Alone, 7% Group
- ▶ 90% were overnight visitors with 24% staying 2 nights, 19% for 3 nights and 41% staying more than 3 nights
- ▶ 57% were visiting Mansfield for their first time
- ▶ The most popular reason for visiting the information centre was for maps and directions followed by operator information and souvenirs/gifts.

Most popular things to do - December 2023 and January 2024 were in order –

1. Rivers, lakes and water
2. Bushwalking & outdoors
3. Attractions
4. Camping
5. Craigs Hut.

Events

- ▶ Community Christmas Picnic

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

- Opening Night Festival (3000 attendees)
- Torchlight Parade
- Fireworks
- Grand Parade (2000 attendees)

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- Amped Up
- Skate Series.
- High Country Halls – Bonnie Doon

Council supported the Bonnie Doon leg of the High Country Halls Tour. Council supported with:

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

▶ **Citizenship Awards & Ceremony**

Council organised and delivered the citizenship awards on Australia Day at the Mansfield Botanic Park. Around 300 people in attendance and the event was well received by the community.

▶ **Horsepower in the High Country**

Over 2000 people turned out for the second running of this event, which is a fundraiser for Mansfield Autism Statewide Services, delivered in partnership with the Delatite drivers Car Club. The event was smoothly run with no issues and was well attended with a great community atmosphere. Amount of money raised should be revealed shortly. Council supported with:

- \$10,000 towards the entertainment and equipment side of event
- Assistance with loan equipment for Car Club
- Assistance with planning and delivery of event.

▶ **Mansfield Bush Market**

Council supported the Mansfield Bush Market with in-kind Traffic Management Signage.

Upcoming Events

<u>February</u>	<u>March</u>	<u>April</u>
27 – 4 Feb – Week of Wheels	2 – Mansfield Hunting & Fishing Outdoor Expo	13 -14 – Merton Campdraft
2 – 4 – OzCarFest	3 – Tour De Trail	25 – ANZAC Day
10 – Tolmie Sports	6 – 10 – Stockdog Spectacular	26 – Lake High
11 – Merton Show N Shine	9 – Merrijig Rodeo	27 – Day On High
24 – Farmers Market	9 – Mansfield Pottery Festival	27 – Farmers Market
	16 – Honda Rally	
	16 - 17 – Mansfield Cycle Tour	
	17 – Mansfield Campdraft	
	18-19 – Variety Charity Ride	
	23 – Farmers Market	
	30 – Bush Market	

Community Development

Community Groups Newsletter

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

	Mansfield Shire Council		Industry Benchmark
Open Rate	Dec: 56%	Jan: 58%	19%
Click Rate	Dec: 15%	Jan: 9%	3%

Most popular articles in the December Newsletter were: Restoring Community War Memorials and Avenues of Honour Grant Program, followed by the Tiny Towns Fund.

Most popular from the January Newsletter were: Play Well Participation Grant Program, followed by GROW Volunteer Resilience and Capacity Program.

Grants

Outlying Community Infrastructure Fund: Council received increased interest for this funding round, with 10 eligible submissions referred to the assessment panel for consideration. In total officers received interest from 25 community groups in 16 outlying community areas, with 32 potential projects discussed. Council officers engaged with six outlying communities who were new to the grant process this year (Ancona, Macs Cove, Sawmill Settlement, Peppin Point, Howqua and Maindample) over potential projects. This year the Fund awarded seven community projects.

Sport and Recreation

- ▶ Mansfield Shire Sporting Facilities Strategy Review drafted
- ▶ Council Fair Access Policy is out for community consultation
- ▶ Advocating to address local needs to Sport and Recreation Victoria, Valley Sport, Tennis Victoria, Cricket Victoria – Cricket grant, and AFL Victoria.

First Nations

- ▶ Supported the monthly Gadhaba Local Aboriginal Group meeting welcoming new members at the Gathering Place, Station Precinct, Mansfield.

Community Groups

- ▶ Arts Mansfield discussed their strategic plan and upcoming events.
- ▶ Introduced the Jamieson Community Group to Council's Resilience Project and SIAG (Social Access and Inclusion Group).

Resilience Benchmarking

The Resilience Benchmarking project officer continues to work with our communities.

Five rural communities identified a lack of access to an AED in their community through the Resilience Benchmarking survey. AEDs have been provided and are located at Peppin Point, Merton, Howqua Inlet, Howqua Valley Holiday Park and Macs Cove.

Output from the initial benchmarking led to a request from communities for support through training. The following training for communities is in progress:

- ▶ Farm First Aid in February in Jamieson, Tolmie and Mansfield VIC
- ▶ Get Ready Get Tech – Emergency Apps for Farmers, in February at Mansfield Library
- ▶ The District Emergency Maps Workshops for Bonnie Doon, Jamieson and District, Goughs Bay and District are scheduled for February. Workshops with Sawmill, Merrijig and Tolmie are expected in the next few months.

Mansfield Library

Christmas Storytime Extravaganza

65 people attended this special storytime which featured musicians from the MAD Orchestra, a visit from Santa, gifts for everyone, craft, songs and stories.

School Holiday Activities

- ▶ Big Summer Read: 32 children participated in the Big Summer Read this year. The program encourages children to read over the summer break by filling out reading records and receiving prizes as they read. The prizes were purchased by Mansfield Friends of the Library.
- ▶ Other holiday activities included movie afternoons, boat making and racing, LEGO fun and Kumihimo bracelet making with the CWA.

Digital Literacy Program (Funded by The State Government)

Between September and December an IT expert was employed to run 117 one-on-one hour-long sessions with members of the public. The program has been well utilised and valued by the community with all sessions fully booked and feedback from attendees very positive. December was the final month of this program

Staff

- ▶ Sharyn Howlett is on leave for 2024.
- ▶ Yuko Nishiyama replaced Sharyn for 12 months.
- ▶ Trish Thorne-Clark began work at the Library as a Library Services Officer (School Age Services) permanent, part time. This is a new position. Trish has worked in a school Library and has a background in early childhood.
- ▶ Zoey Young replaced Ayshia Beekman as the Library's School Based Apprentice. Zoey is the third student to work at the Library as an SBA.

A snapshot of the Mansfield Library Victoria Facebook page

- ▶ Followers - 1036
- ▶ Posts published - 42
- ▶ Engagement - 1506

The Library's most popular posts for December and January:

Christmas Tree for Remembrance

Do you have someone special you would like to remember this Christmas? 🧑🏻

The Mansfield Life's Circle group and the Library girls have the Christmas Tree of Remembrance back in the library for its 15th year! 🌲 🌲

The tree is a place for our community to place cards remembering loved ones, including pets who have died, by writing a few special words with cards and pens provided.

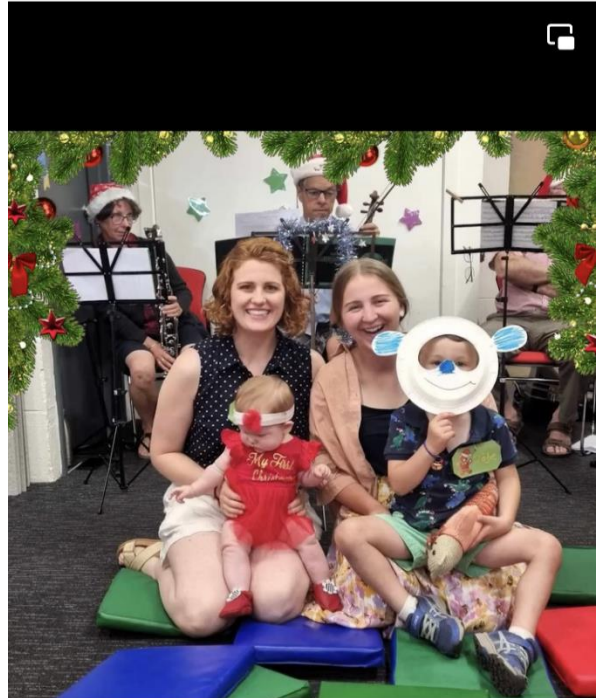
Join us till this Saturday at 1pm to write your special message 🧑🏻



Christmas Storytime Extravaganza

What a wonderful time we had at Christmas Storytime last Friday! 🧑🏻

Thanks to all the Dads, Mums, Grandmas and carers & of course the kids for coming along! And a BIG thank you to our amazing musicians, fabulous Susan, dashing Santa, our fantastic FOL's and our wonderful volunteers!!



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School holiday activities

4 more sleeps until we re-open! Come and join us at the library for our FREE and FUN school holiday activities in January 🌞... See more



Libraries for everyone

What a sweet idea.. libraries for all! Happy Wed everyone 🐶🐾🐾

Credit: Goodwill Librarian



Statistics for December 2023 and January 2024

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holds placed	New*
January	3059	3867	13	151	11	169	698	41
December	2537	2989	12	167	7	57	447	26
November	3538	3823	17	144	9	106	579	59
October	3651	3903	16	148	18	99	484	41
September	4221	3904	21	455	24	112	484	65
August	4351	4447	30	387	31	106	652	49
July	3374	4135	8	248	7	121	597	76
December 2022	1368	2586	3	61	0	31	379	-
January 2023	1530	2755	3	35	0	36	311	-

*New memberships

Library was closed between Christmas and New Year December 2023

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

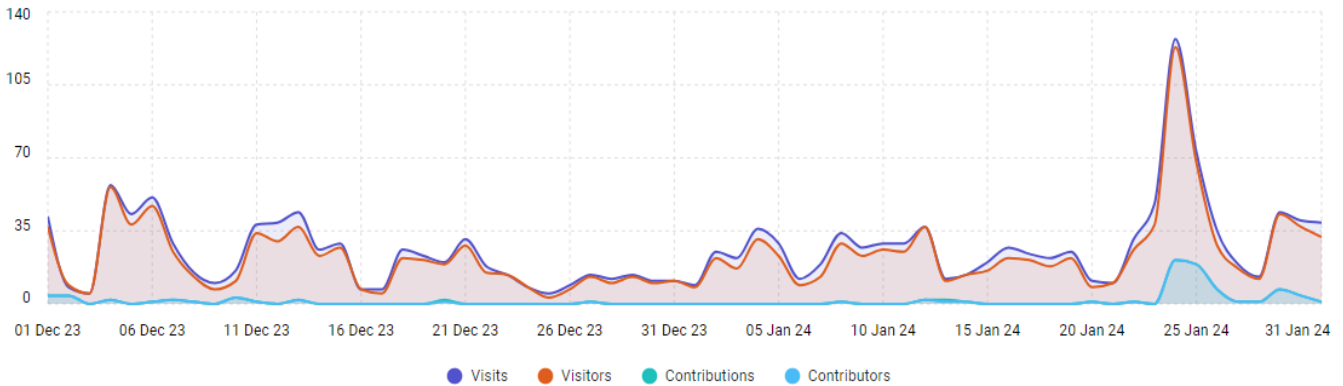
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Engage Portal

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

For the December 2023 to January 2024 period, the platform received 1,624 visits, 92 contributions and recorded 19 new registrations with an engagement rate of 7%.

Details of visitation for the past 60 days are below:



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

Project	No. of contributions
2024-25 Budget Ideas	67
Rifle Butts Road Upgrade	6
FOGO Roll Out	4
Asset Plan 2024-2033 Engagement	3
Mt Buller Service Lane Design	3

YouTube

We have a steady level of community participation in our online Council meetings. The December Council meeting has received 107 views.

14. Digital Transformation Project

Status of activities in Project CODI is:

- ▶ **Information Management:** Councils approved the Logicalis price variation (increase) and they commenced work on 8 Jan 2023. A series of workshops have been held and a draft Information Architecture is under development. Additionally, planning has been undertaken to migrate records from existing document management systems (TRIM and Magiq) to SharePoint. The priority for the records migration is Murrindindi building records and Mansfield planning records as these are dependencies for the Planning, Building and Regulatory stream of work.
- ▶ **Planning, Building and Regulatory:** a number of material issues with the testing of Murrindindi building module were experienced in late December that prevented the go-live from occurring. The most significant issue was the migration of building records from TRIM to SharePoint, for use by the Greenlight solution. Logicalis are now on-site and actively working on the records data migration with initial advice being that the first phase of records data migration for Murrindindi will be completed in early April, Mansfield and Benalla in late April and Strathbogie mid-May. Phase 2 of migration will take place between early April and late June. The project stream has been replanned to minimise the impact of the data migration delay. The approach to the project now is to build, configure and test the planning, building and regulatory modules for all Councils, while the data migration is completed. Once the migration has been completed, it will be tested in all Councils and then the system go-lives will occur.
- ▶ **Enterprise Resource Planning (ERP) Procurement:** The formal evaluation of TechnologyOne and Civica's submissions have been completed and a preferred supplier identified and approved by the Steering Committee. Contract negotiations have been entered into with the preferred supplier to finalise the project approach and costs. A report requesting Councils approval has been prepared and will be submitted to the March Council meetings.
- ▶ **Microsoft365 Governance and Alignment:** The final report from Logicalis has been received and accepted. The IT Co-ordinators for each Council will be addressing the recommendations raised in the report.