

CEO Monthly Report

September 2026



Mansfield Shire

1. Customer Service

Monthly Customer Request Management System (CRMS) Report September 2026

For the month of September, 182 customer requests were received. Of those, 76 requests remain open.

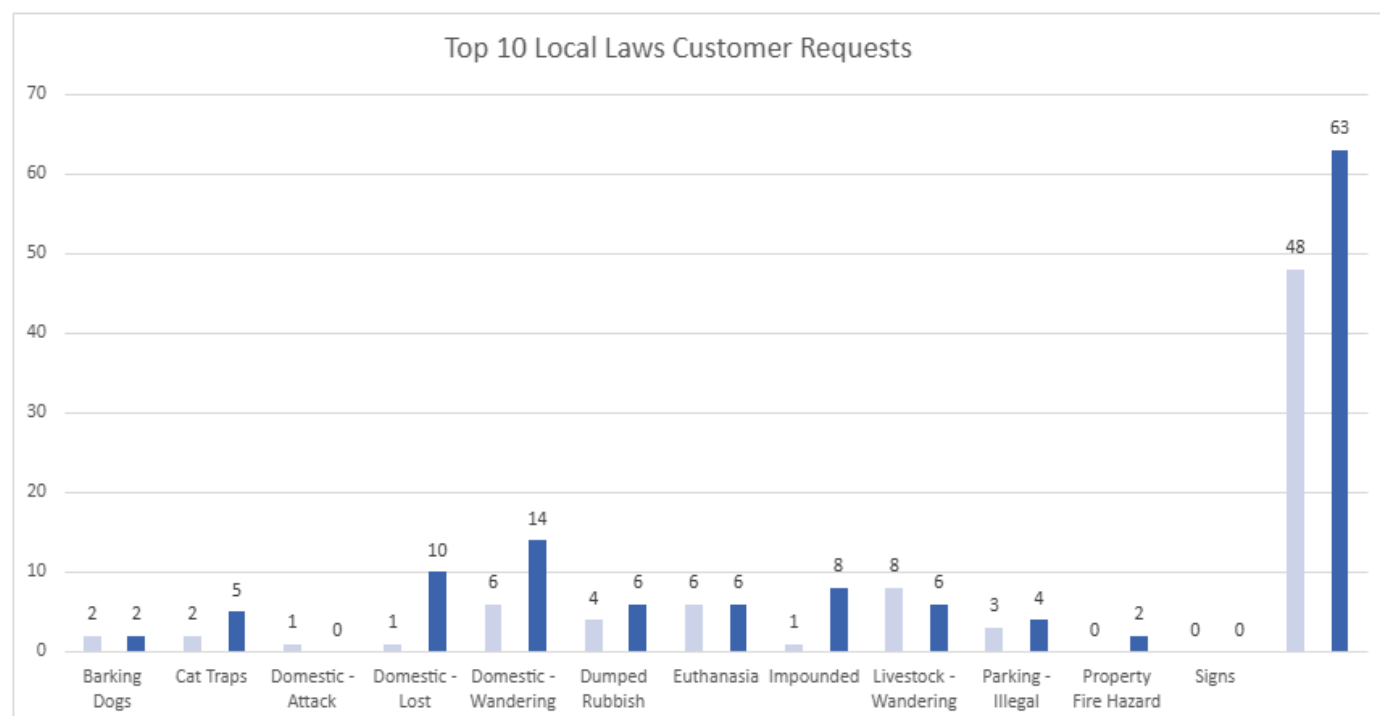
There were 1606 calls and 1322 visits to Council's customer service centre.

Council received no complaints for the month of September.

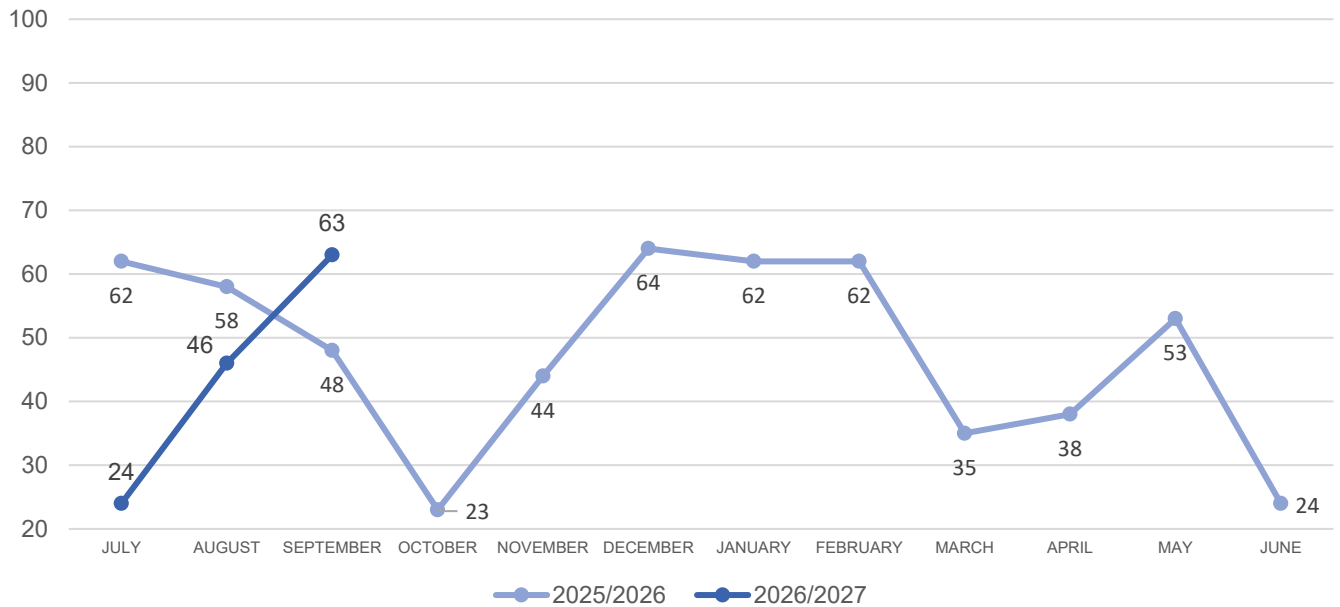
Council received 3 expressions of gratitude from community members:

- ▶ A member of the public thanked Customer Services for their prompt response to an enquiry about locating a grave site in the cemetery.
- ▶ A member of the public praised the high standard of Council's gravel roads, despite some of the challenges that the Road Maintenance team can face.
- ▶ A member of the public thanked Council for the cleanliness of the High Street roundabout public toilets, commenting that they were the cleanest they had ever seen.

The highest number of requests was for Local Laws, totalling 63.

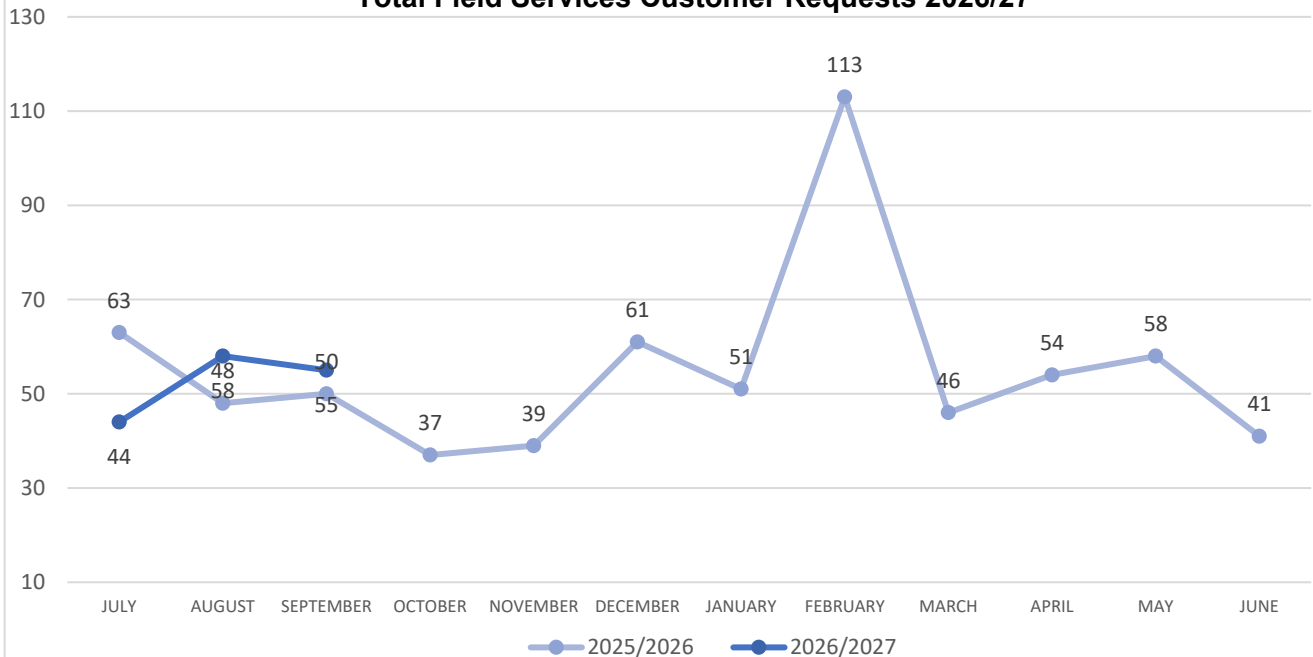


Total Local Laws Customer Requests 2026/27



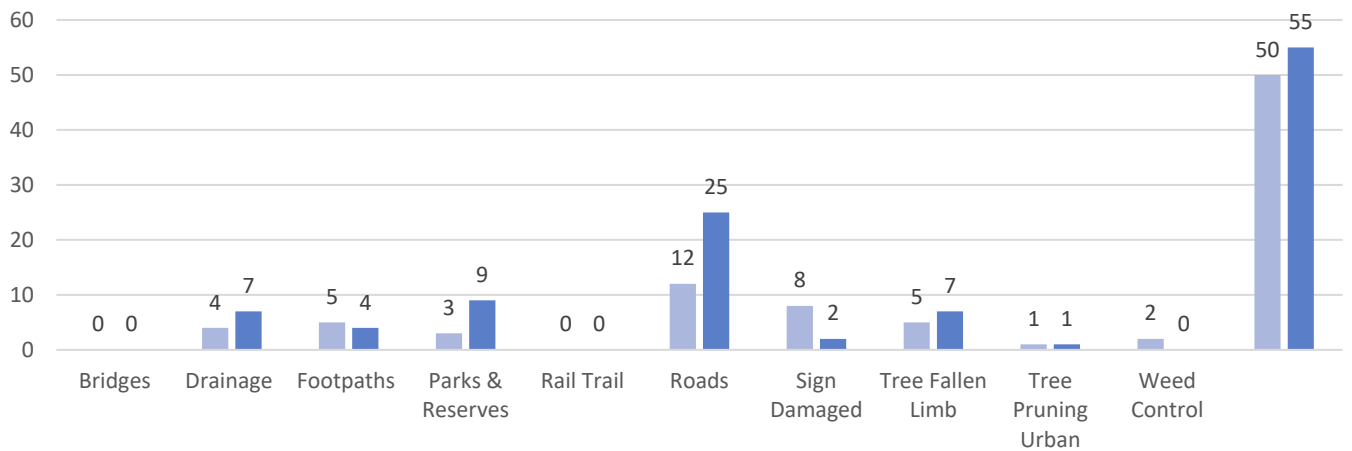
Field Services received the second highest number of requests, totalling 55.

Total Field Services Customer Requests 2026/27

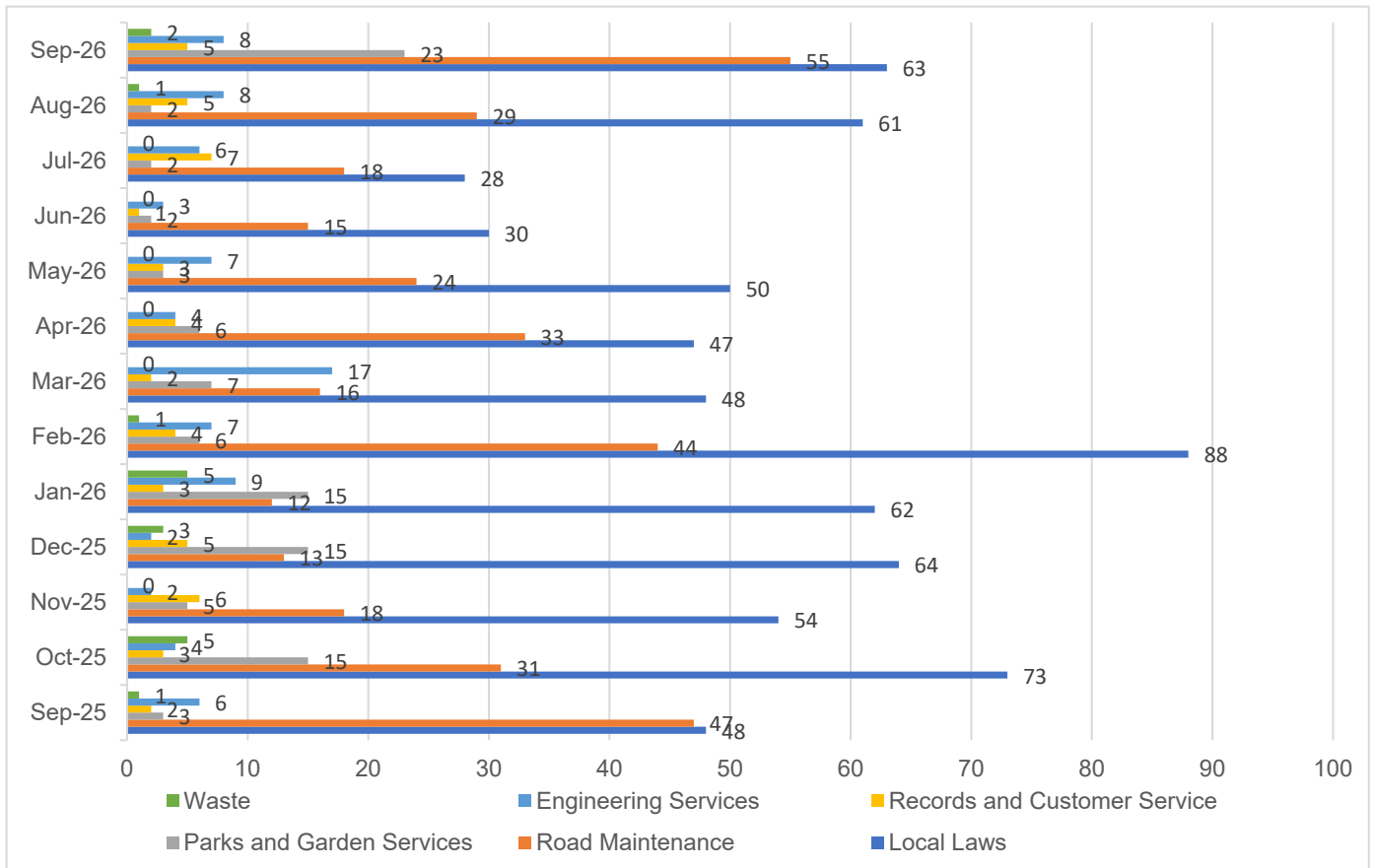


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Top 10 Field Services Customer Requests



CRMS Monthly Totals September 2025 – September 2026



Requests and Complaints

	September
Requests	182
Complaints	0

2. Governance

Confidential Reports - Financial Year

Month	No. of Confidential Reports	No. Related to Tenders
July 2026	4	3
August 2026	4	2
September 2026	3	1
October 2026		
November 2026		
December 2026		
January 2027		
February 2027		
March 2027		
April 2027		
May 2027		
June 2027		
TOTAL	11	6

Confidential Reports at Council Meetings

Month	No. of Confidential Reports	Comments
July	4	- Tender Award: Museum Landscaping Design and Construction - Tender Award: Library Outreach Van - Mansfield Swimming Pool 2025-26 Season Report - Tender Award: Mansfield Swimming Pool Operator
August	4	- Tender Award: Mansfield Swimming Pool Operator - Tender Award: All Abilities Playground - Adaptive Reuse and Commercial Operation of the Visitor Information Centre Building EOI - CEO Performance Plan 2026-27
September	3	- Variation to Goods Shed Contract - Mansfield Whitfield Road - Dead Horse Lane Roundabout Update - Tender Award: Concrete Path and Kerb Program 26/27

Freedom of Information (FOI) Requests – Financial Year

Month	No. of FOI Requests
July 2026	3
August 2026	0
September 2026	0
October 2026	
November 2026	
December 2026	
January 2027	
February 2027	
March 2027	
April 2027	
May 2027	
June 2027	
TOTAL	3

Freedom of Information (FOI) Requests

Month	No. of FOI Requests	Comments
July 2026	1	The applicant requested under the Freedom of Information (FOI) Act for the following information: - A complete copy of the planning file in relation to the planning permit application for 1 Warrambat Rd, Sawmill Settlement. - Including but not limited to all variations of plans lodged, all notes in the file. - All SharePoint records. - All Teams messages and emails between all staff and Councillors' in relation to this application. - All delegations and all Council reports. - All Greenlight logs in relation to the advertising of the above applications and amendments. - The applicant also requested copies of all directions to planning staff issued from 1 January 24 until 16 June 2026 in relation to the processes to be followed for the advertising and issuing of planning permits including but not limited to documents, emails, Teams messages, SharePoint files, policies and Council reports.
July 2026	2	The applicant requested under the Freedom of Information (FOI) Act for the following information: Copies of Councils Health Inspection reports of the Commercial Property Jamieson General Store and News agency 19 Perkins Street Jamieson Victoria conducted between 31 July 2023 to 30 June 2026.
July 2026	3	The applicant requested under the Freedom of Information (FOI) Act for the following information:

Month	No. of FOI Requests	Comments
		• Copies of any relevant documents Council hold in relation to the public bathroom located at Highett Street, Mansfield VIC 3722 (“the bathroom”), and the drains, footpaths and nature strips in its immediate vicinity (“the footpaths and nature strips”), including, but not limited to: ○ Records of routine and non-routine inspections of the drains, bathrooms, footpaths and nature strips; ○ All maintenance works, repairs, work order records, inspection records, road and gutter works and improvement works in relation to the drain, bathroom, the footpaths and nature strips; ○ Details of any complaints made in relation to blocked drains, the bathroom, the footpaths and nature strips; and ○ Reports and/or correspondence of accidents or incidents occurring in or around the drain, bathroom, footpaths and nature strips, including but not limited to previous WorkCover, TAC and public liability complaints.

3. Capital Works

The 2026-27 Capital Works Program is 4% complete.

**Budget items identified as carry forward projects in the 2025-26 Budget are indicated below with an asterisk, with final carry forward figures subject to Council confirmation.*

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Lords Pavilion	\$919,000*	Construction of the new Pavilion. On track to be completed in November.	On Budget	Nov 2026
Mansfield Recreation Reserve Play Our Way Change Room Upgrades	\$1,061,000*	Works at the swimming pool and the sporting complex change rooms have commenced. Works targeted to be complete in late Nov/early Dec and mid Dec respectively.	On Budget	Jun 2027
Council Building Reception Renewal	\$25,000	Scope under development.	On Budget	Jun 2027
Council Chambers Renewal	\$30,000	Scope under development.	On Budget	Jun 2027
Shire Depot Dog Pound Flooring	\$22,000	Scope was finalised in September. Procurement to be undertaken and award targeted for October.	On Budget	Dec 2026
Shire Depot Storage Shed	\$28,265	Scope and engagement being prepared.	On Budget	Dec 2026
Mansfield Kinder Amenities Block	\$125,000	Cost plan and value management being undertaken. Once finalised, procurement planned to start in October.	On Budget	Jun 2027
Jamieson Police Stable Restoration	\$24,890	Grant dependant project; funding opportunities to be sought.	On Budget	Jun 2027
Municipal Office Battery and Inverter	\$16,000	Scope under development.	On Budget	Jun 2027

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Library Battery and Inverter	\$15,000	Scope under development.	On Budget	Jun 2027
Bridges & Culverts				
Greenvale Lane Bridge	-	Completed, bridge in position and opened for public use. Final carry forward amount to be presented to Council for approval. Project completed within budget.	On Budget	Completed Jul 2026
Inspection and Assessments	\$10,000	Level 2 and 3 bridge inspections as required and identified by engineering review. Scope under development.	On Budget	Jun 2027
Bridge renewal program	\$80,000	Glen Creek Road (B27) pavement repairs scoped with Reseal Preparation program, Chapel Hill Road (MC03) repair evaluation completed and will be awarded October 2026.	On Budget	Jan 2027
Hearns Rd Bridge (B22)	\$70,000	Concept design to be progressed to allow future grant application for Design & Construct contract.	On Budget	Jun 2027
Bridge Upgrade Program	-	Dry Creek Road Bridge (B36) condition assessment in FY2025-26 identified repair works required. Following resident feedback from consultation and further technical review, a concept design will be prepared for the widening and full upgrade of the bridge to allow a future grant application.	On Budget	Jun 2027
Causeway Upgrade Program	\$111,492	Graves Road Floodway - Construction is pending grant funding application outcome.	On Budget	Jun 2028
Open Space & Streetscapes				
Swimming Pool Upgrade (LAPS Package)	\$1,643,000*	Works on track to complete in Nov/Early Dec. Pool enclosure and changeroom works running concurrently.	On Budget	Dec 2027
Billy Maxwell House Relocation	-	Relocation complete.	On Budget	Sep 2026

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Streetscape Renewal High Street	\$30,000	600mm concrete buffer strip along back of kerb in central portion of High St median. Tender awarded, packaged with concrete renewal projects	On Budget	Jun 2027
Street Furniture and Bollards	\$30,000	Scope to be developed in early 2027.	On Budget	Jun 2027
Design of Botanic Park Extension	\$25,000	Design being developed to be ready for stakeholder engagement.	On Budget	Jun 2027
Lords Reserve Lighting	\$127,080	Scope and engagement plan being developed for engagement during October.	On Budget	Jun 2027
Macs Cove BBQ	\$23,000	Site work commenced and shelter to be erected in December.	On Budget	Jun 2027
Bonnie Doon Community Centre	\$78,902	Improvements to Community Centre facilities to be scoped in collaboration with the Community Asset Committee.	On Budget	Jun 2027
Bonnie Doon Netball Court	\$100,000	Grant contribution from Council to funding application, awaiting outcome.	On Budget	Mar 2027
Jamieson Pump Track	\$20,000	Co-contribution from Council; funding opportunities to be sought and concept design developed.	On Budget	Jun 2027
Drainage				
Drainage Renewal program	\$100,000	Malcolm Street upgrades - Tender awarded, packaged with concrete renewal projects (Lords Oval kerb and drainage upgrades).	On Budget	December 2026
Drainage	\$20,000	Water Sensitive Urban Design Renewal Program - Botanic Park wetland and drainage upgrade. Procurement to proceed following design review and interface with the Botanic Park extension works.	On Budget	Jun 2027
Stormwater and footpath upgrade	\$100,000	Elvins Street detailed design completed. Grant application has been submitted, and drainage works are proposed to be packaged with footpath works in 2026-27, subject to the grant outcome.	On Budget	Jun 2027

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Kerb and Channel renewal	\$111,620	Various locations – Tender awarded, packaged with concrete renewal projects.	On Budget	December 2026
Pathways				
Footpath on Mansfield-Woods Point Road, Jamieson	-	Improvement and infill of existing footpath links in Jamieson township will be packaged with 2026-27 footpath renewal program. Tender awarded, packaged with concrete renewal projects, final round community engagement to be completed.	On Budget	Feb 2027
New footpath on Maintongoon Road	-	Maintongoon Road footpath being undertaken in two stages. Stage 1 (between the two boat ramps) was completed in 2025-26. Stage 2 will encompass a connection to the Rail Trail subject to further review and approval with DTP/GMW of a detailed design. The future delivery of path works will be dependent on grant funding.	On Budget	Jun 2028
Footpaths Renewal Program - Concrete	\$80,000	Tender awarded, packaged with concrete renewal projects	On Budget	Feb 2027
Shared Gravel footpath renewal	\$57,852	Shared paths, Rail Trail and Botanic Park renewal - scope under development with Field Services.	On Budget	Dec 2026
Footpath construction	\$50,000	Mansfield Active Transport Links (MATL) grant application made for Ultimo St western side (Victoria St to Curia St), with Council co-contribution of \$50,000, awaiting outcome.	On Budget	Jun 2027
Footpath construction	\$100,000	Mansfield Active Transport Links (MATL) grant application made for Elvins Street western side, with Council co-contribution of \$100,000, awaiting outcome.	On Budget	Jun 2027
Trail design	\$10,000	Walking trail from Piries-Goughs Bay Road to Bracks Bridge - scope to be developed in collaboration with community. Scoping underway.	On Budget	Jun 2027
Roads				

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Dead Horse Lane/ Mansfield-Whitfield Rd Roundabout - Design and Construction	\$2,437,410	Dead Horse Lane/Mansfield-Whitfield Road intersection. Construction approval documentation submitted to DTP for Construction Agreement to be issued to allow works to commence. Final preconstruction stakeholder engagement and contract negotiations underway. Commencement on site anticipated early November.	On Budget	Jun 2027
Eildon-Jamieson Road Safety Improvement Program	\$211,000	Scoping of Eildon-Jamieson Rd improvements underway in conjunction with the approved Motorcycle Safety Improvement project that is grant-funded (refer below).	On Budget	Jun 2028
Reseal Preparation and Reconstruction	\$354,720	Various locations – RFT award scheduled for October Council meeting.	On Budget	Dec 2026
Resealing program	\$302,160	Various locations – RFT award scheduled for November Council meeting.	On Budget	Dec 2026
Motorcycle Safety Improvement	-	Grant funded intersection upgrade of Barwite Road and Saligari Road and safety improvements to Eildon – Jamieson Road. Scoping completed and concept design with DTP for approval and allocation of project budget.	On Budget	Jun 2028
Malcolm Street reconstruction and Wombat crossings	\$1,189,000	Malcolm Street reconstruction including grant funded SLRSP Raised Priority Crossings will be staged over two years. Stage 1 includes reconstruction between Highett St and Village Ct, with raised crossings proposed at Highett St roundabout (x4) and Chenery St intersection (x1). Design procurement, scope and engagement underway.	On Budget	June 2028
Highett Street and View St Wombat crossings	\$321,000	Grant funded SLRSP Raised Priority crossings, stakeholder engagement in progress.	On Budget	June 2027
Station Precinct Regional Precincts and Partnerships Program Station Precinct Project.				

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
All Abilities Playground	\$2,237,570	Contract awarded and works planned to commence last week of October.	On Budget	Feb 2027
Changing Places Facility	Included in All Abilities Playground	RFT award scheduled for October Council meeting.	On Budget	Dec 2026
Museum Exhibit	\$3,205,533	Exhibit fit out on track for completion in December.	On Budget	Dec 2026
Goods Shed Refurbishment	\$1,511,707	Stage 1 base build works are progressing well and due for completion in November. Stage 2 fit-out scope and design to be finalised in October for procurement in November and completion by January 2027.	On Budget	Stage 1 Nov 2026
Taungurung Art Track	\$255,188	Evaluation undertaken and appointment of artists complete. All elements currently under design. Stakeholder engagement over concept designs completed.	On Budget	Jan 2027
Museum Building Fit out	Included in Exhibit Budget	Internal building fit-out works completed and final fire safety and power connection works due for completion in November.	On Budget	Nov 2026
Pump Track	\$414,400	Contractor to re-mobilise once site conditions improve. Works targeted to commence in last week of October.	On Budget	Dec 2026
Fertiliser Shed Refurbishment	\$546,368	Skillion roof to be awarded with Changing Places.	On Budget	Jan 2027
Landscaping (Irrigation, Solar Lighting, Furniture)	\$544,373	Detailed design progressed through September. On schedule for works to commence in the last week of October.	On Budget	Jan 2027
Visitor Information Centre Carpark	\$761,868	Detailed design under review and procurement to commence in October.	On Budget	Feb 2027
Kitchen Street Carpark	\$627,203	Detailed design under review and procurement to commence in October.	On Budget	Feb 2027

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Precinct Shared Pathway	\$771,680	Stage 2 scope due for award of contract in October and works planned to commence in November.	On Budget	Jan 2027
Fenced Dog Park	\$496,063	Works on track for completion in December.	On Budget	Dec 2026
Railway infrastructure restore & Woodfield platform relocation	\$176,990	Design completed ready for final stakeholder review. Works planned to commence in October.	On Budget	Dec 2026
Mullum Wetlands Rejuvenation	\$228,325	Bridge maintenance works commenced in September. Weir installation works to commence in October. De-watering to commence in November.	On Budget	Jan 2027
Station Precinct Branding	\$33,650	Works on track for completion.	On Budget	Jan 2027

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

4. Statutory Planning

Planning Applications Lodged

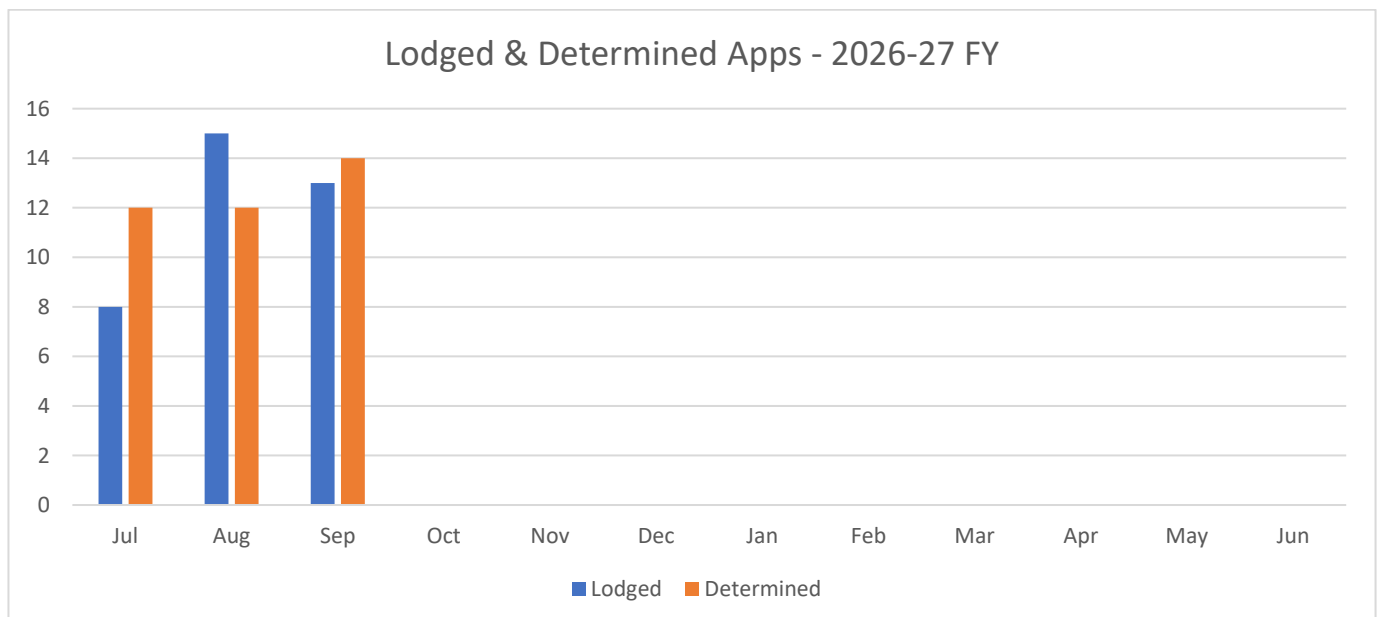
App No.	Property Address	Proposal
P054-26	28 Greenslopes Avenue Mansfield	Variation to a restriction listed on Title [Covenant] for construction of a dwelling below the minimum floor area
P055-26	77 Willow Lake Drive Macs Cove	Development of land for a domestic outbuilding
P056-26	60 Rifle Range Road Jamieson	Development of land for a dwelling and a domestic outbuilding
P057-26	1512 Maroondah Highway Bonnie Doon	Development of land for a Small Second Dwelling
P058-26	50 Hearn's Road Mansfield	Use and development of land for a second dwelling
P059-26	56 Redgum Drive Mansfield	Development of land for a dwelling
P060-26	225 Glen Creek Road Bonnie Doon	Two [2] lot subdivision
VS035-26	178 Walshs Road Goughs Bay	Development of land for an agricultural shed
VS036-26	29 Old Gobur Road Merton	Development of land for a Domestic Outbuilding
P061-26	149 Old Gobur Road Merton	Development of land for a [bushfire replacement] dwelling and domestic outbuilding
P062-26	22 Chenery Street Mansfield	Display a home-based business sign
P063-26	1448 Long Lane Barwite	Use and development of land for a Place of Assembly [July to September for a Canola Experience]
P064-26	75 Graves Road Mansfield	Development of land for a fence
Total Applications Lodged: 13		

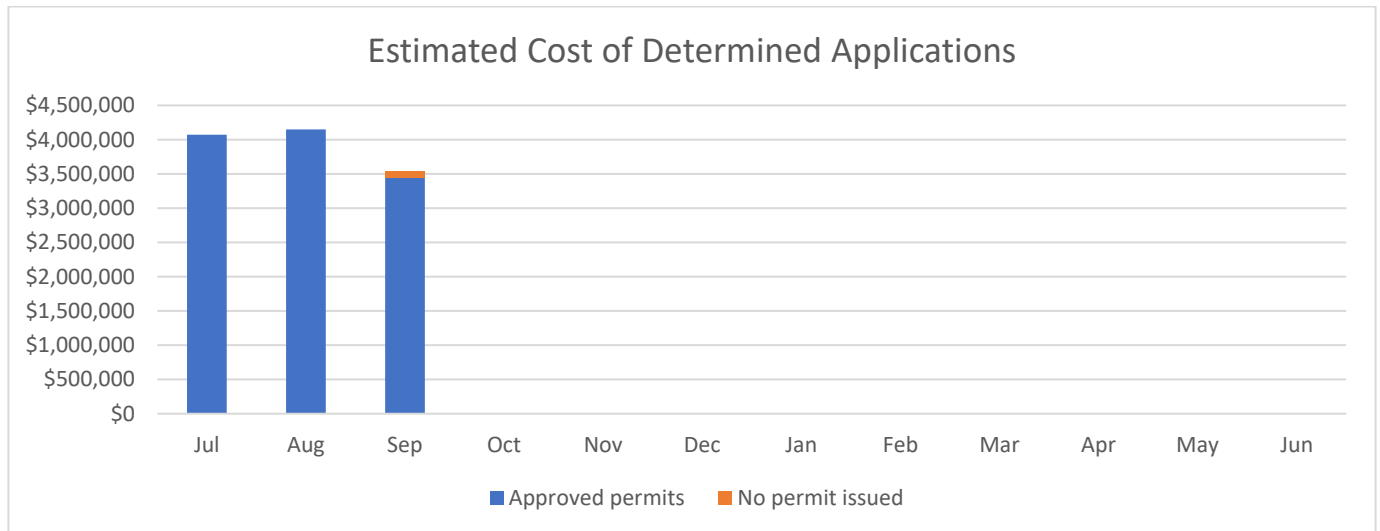
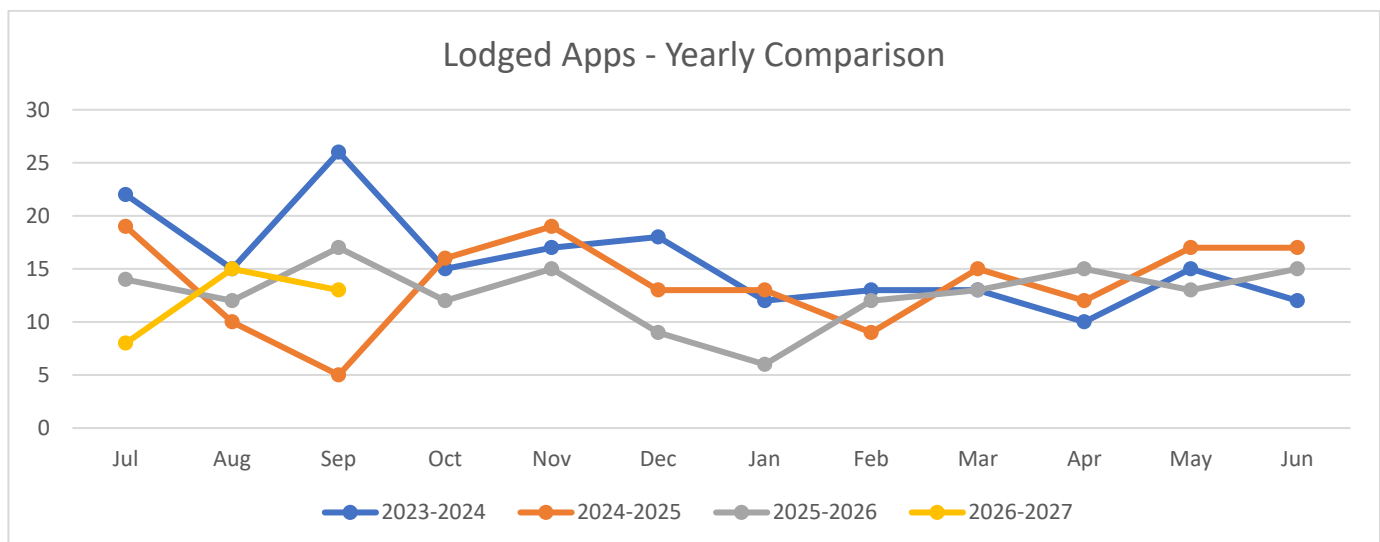
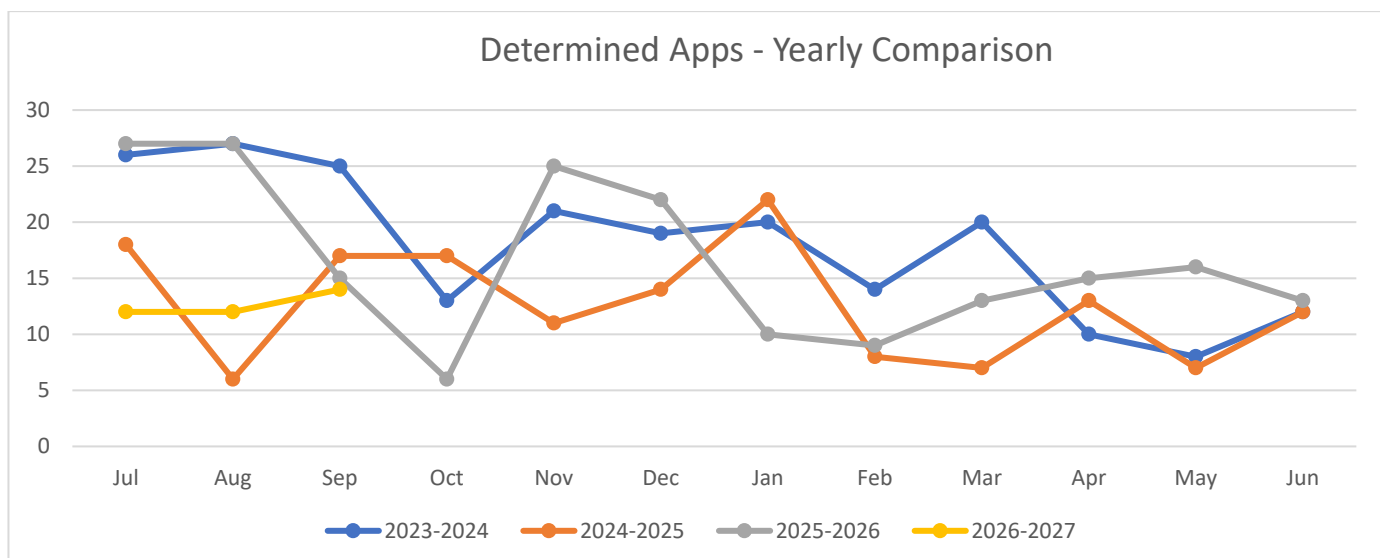
Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P009-26	100, 102, 126 and 128 Highton Lane Mansfield 52 Crosbys Lane Mansfield	Staged subdivision of land [34 lots], removal of native vegetation, removal of an easement and creation of a [sewer] easement	Permit issued
P042-25	354 Campagnolos Road Mansfield	Carry out works for a driveway	Permit issued
P042-26	110 Glen Creek Road Bonnie Doon	Use and development of land for a dwelling	Permit issued
P049-26	30 Warrambat Road Sawmill Settlement	Two [2] lot subdivision	Permit issued
P015-26	3 Cinnabar Lane Jamieson	Use and development of land for a dwelling and	Permit issued

App No.	Property Address	Proposal	Decision Type
		associated outbuilding [garage]	
P034-26	292 Rifle Butts Road Mansfield	Development of land for a second Dwelling and a two [2] lot subdivision	Permit issued
P030-26	97 Old Tonga Road Mansfield	Development of land for alterations and additions to an existing dwelling and outbuilding	Permit issued
P035-26	390 Glen Creek Road Bonnie Doon	Development of land for a dwelling and domestic outbuilding	Permit issued
P044-26	389 Buttercup Road Merrijig	Development of land for alterations and additions to an existing dwelling	Permit issued
VS029-26	181 School Lane Merrijig	Development of land for a domestic outbuilding	Permit issued
VS031-26	53 Eagles Lane Bonnie Doon	Development of land for an agricultural shed	Permit issued
VS033-26	41 Main Street Maindample	Development of land for an outbuilding [Shipping Container] associated with an existing Emergency Services Facility	Permit issued
VS034-26	4840 Midland Highway Barjarg	Development of land for an outbuilding [CFA shelter]	Permit issued
VS035-26	178 Walshs Road Goughs Bay	Development of land for an agricultural shed	No permit required
Total Applications Determined: 14			

Number of Applications Lodged and Determined

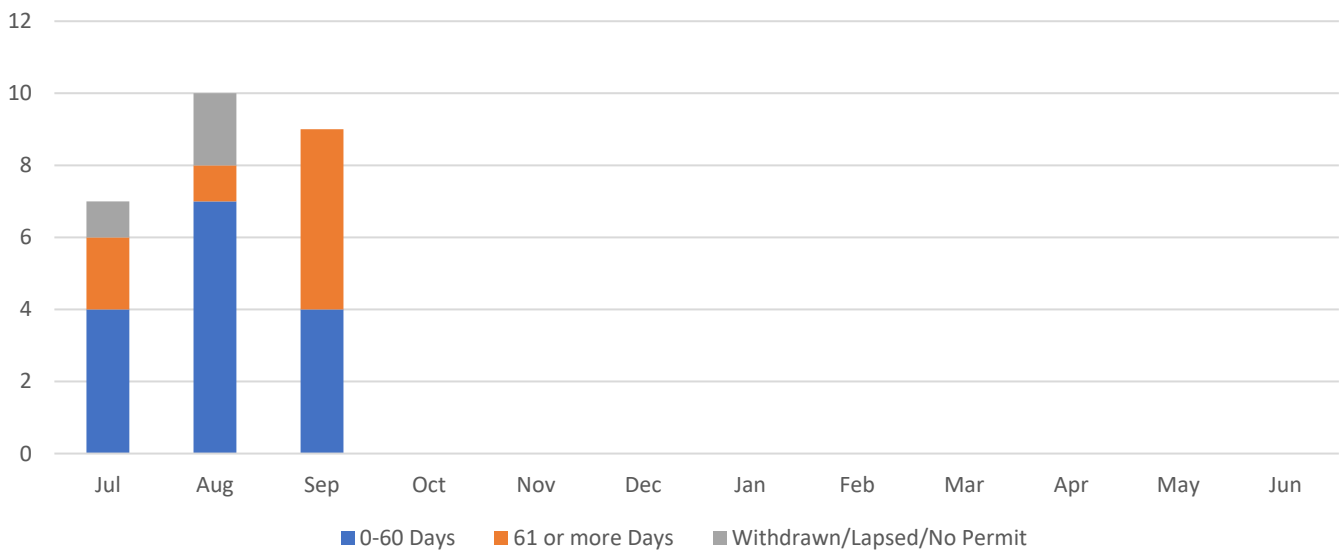


Estimated Cost of Development of Determined Applications**Lodged Planning Applications – Yearly Comparison****Determined Planning Applications – Yearly Comparison**

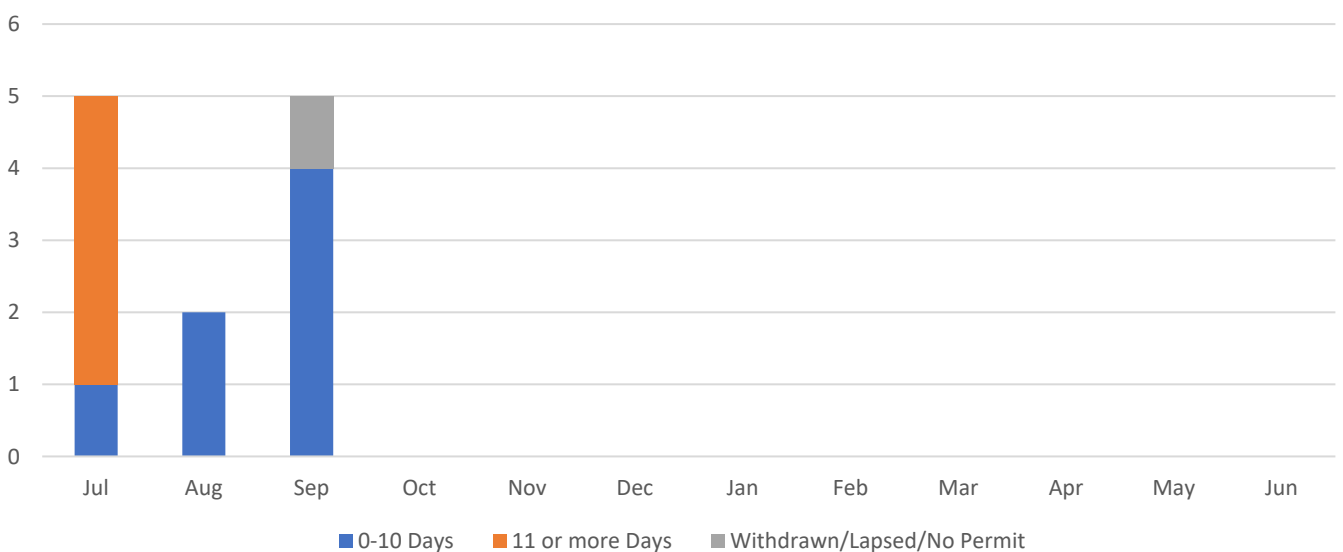
Determined Planning Applications

Planning permits determined within 60 days	44%
VicSmart permits determined within 10 days	100%
One large subdivision permit was issued which required drafting of conditions and further changes by Referral Authorities and two of the permits issued included complicated bushfire related matters, which impacted the statutory timeframes for the Planning Permits. It is noted that for the Planning Permits determined within 60 days, the year to date result is 68% issued within 60 days.	

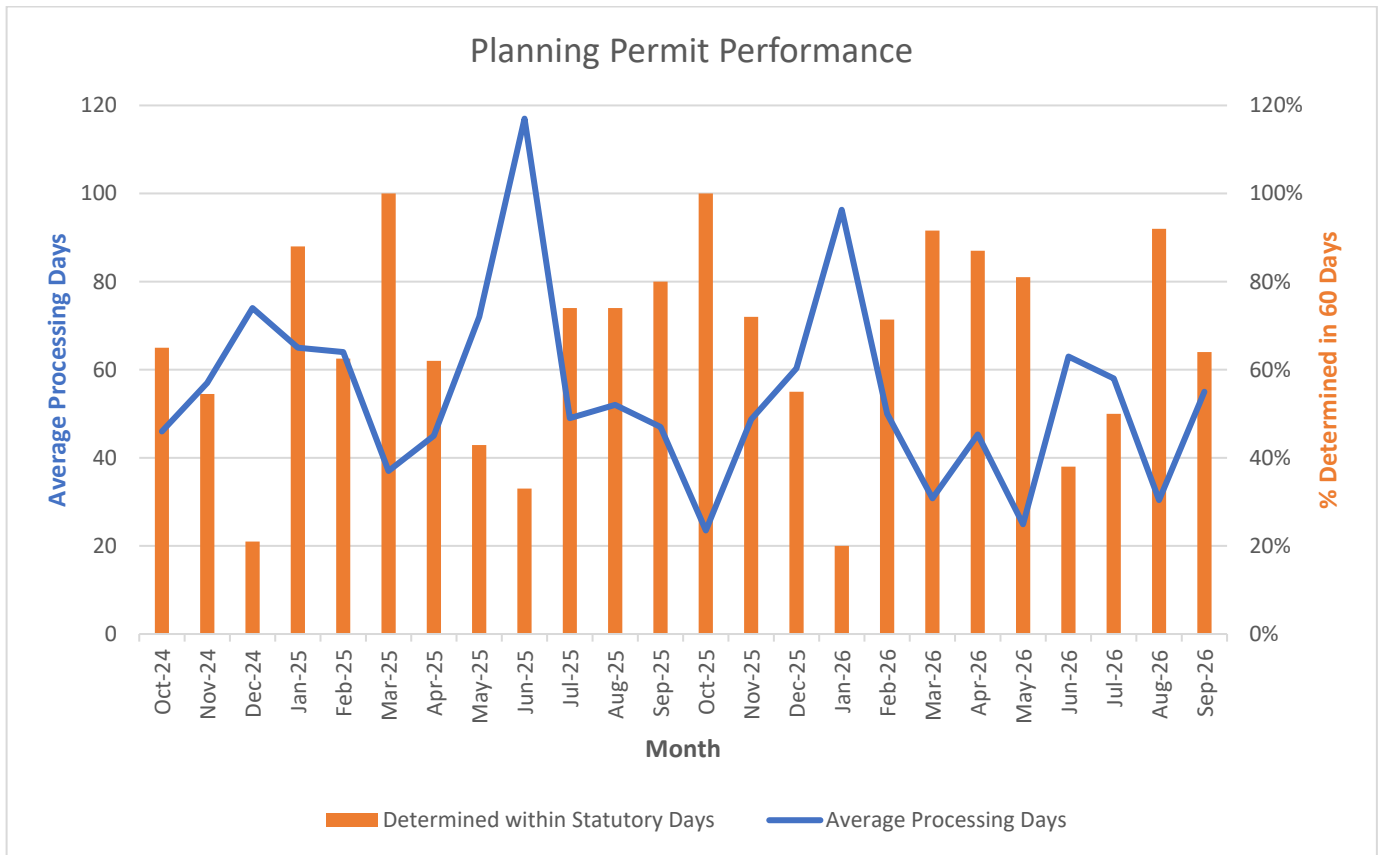
Determined Apps (excluding VicSmart) - Statutory Timeframes - FY



Determined VicSmart Apps - Statutory Timeframes - FY



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Date Lodged
S276042S-26	21 James Street, Mansfield	14/09/2026
S275475H-26	114 Malcolm Street, Mansfield	14/09/2026
Total Applications Received: 2		

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	2
Secondary Consent	3
Extension of Time	3
Written Planning Advice	3
Certification & Statement of Compliance	1
Section 71 Corrected Planning Permits	
Assessment against a Section 173 Agreement	
Development Plan	
Certificate of Compliance for Existing Use	
Retrieval of Permits and Plans	
Total Applications Issued:	12

Strategic Planning

Planning Scheme Amendments

Project Name	Status	Description	Comments/ Next Steps	DTP Response expected by:
C56mans Part 2	In Progress	Implements the Township Approaches Study DDO1 – Prominent Sites	Amendment support granted through the Regional Planning Hub. Consultant from Glossop Town Planning appointed to support amendment progression and draft review completed. Meeting with submitters held 27 August. Amendment being presented to the October Council meeting.	
C57mans Part 2	On Hold	Implements the Mansfield Open Space Strategy	Amendment support granted through the Regional Planning Hub. Consultant from Glossop Town Planning appointed to support amendment progression and draft review completed. Internal review required – has been on hold pending completion of the Mansfield Planning Scheme Review. Internal review to be completed in November and update provided following completion.	Extension to amendment lapse date requested 15 January 2026. Request granted 21 January 2026.
C60mans	Authorised with conditions	Implements the Mansfield Planning Strategy into the Mansfield Planning Scheme.	On exhibition from 17 September – 16 October.	DTP advised further review required 9 May 2025. Meeting held 9 July 2025 to discuss requirements. DTP provided formal comment and requested additional information and changes to be made on 11 September. DTP response provided 24 October 2025. A response to the request for authorisation was expected by 27 March 2026. Further Information requested 20 March 2026 and supplied 30 March 2026. Authorisation with conditions granted 23 April 2026. DTP cancelled exhibition request 28 August citing further concerns. Approval

Project Name	Status	Description	Comments/ Next Steps	DTP Response expected by:
				to exhibit then received after several further meetings with DTP and Amendment now on exhibition.
C61mans	On Hold	Creation of a planning scheme amendment to implement the Bonnie Doon and Merton Plans	Amendment on hold until September 2027. Assessment of DTP response and determination of next steps will be required to progress amendment.	Draft Amendment submitted to DTP for comment 22 December 2023. DTP feedback provided 19 July 2024. Council response and further information submitted 29 July 2025. DTP response provided 28 August 2025. Meeting held on 26 September 2025 to provide advice regarding DTP response.
C62mans	On Hold	Environmental Significance Overlay review.	Amendment on hold until new MOU is signed.	Further information and re-drafted ordinance to be provided to DTP once new MOU is signed.
	In Progress	Review of Memorandum of Understanding to introduce risk-based approach to permit applications to reduce delays for applicants.	Draft MOU with GMW for wastewater management in alignment with new EPA guidelines reviewed, and comments/changes sent to GMW 31 July 2025. Follow up email sent 1 September 2025. Draft MOU provided to General Manager at GMW for further discussion in December 2025. GMW officer response expected by the end of March 2026. No written response was provided. Meeting with GMW to discuss MOU held on 27 April, 8 May and 27 May 2026. Council is seeking further input from the EPA in relation to the Onsite Wastewater Management Guidelines.	
C63mans	Council review/In progress	Proponent led amendment to re-zone land at 73 - 115 Dead Horse Lane Mansfield to Industrial 3 Zone	Revised amendment received 9 April 2026. Councillors briefed on the proposed changes at the June briefing. Proponent to work with Council officers on drafting a DPO prior to	Advice received from DTP 17 December 2024.

Project Name	Status	Description	Comments/ Next Steps	DTP Response expected by:
			bringing the amendment to a Council briefing. Draft DPO provided to Council 5 August 2026. Officers provided feedback in September 2026. Additional consideration required by Council prior to progressing amendment.	
GC268	Proponent-led GVW	Introduction of Buffer Area Overlay to GVW Waste Management Facilities	Meeting held with proponents 15 April 2025 to discuss proposed ordinance and amendment processing through Government Land Planning Service. Draft documentation provided for Council review 15 September 2025. Letter of support provided to applicants 11 December 2025. Progression of amendment is subject to proponent and is progressing through the Government Land Planning Service. Council has been involved for comment/advice only.	
Planning Scheme Review 2026	In Progress	Review of Mansfield's Planning Scheme	Required by section 12B of the Planning and Environment Act 1987 to be undertaken every four years. Project initiated 13 April 2026 commencing with a review of current Scheme and seeking input from internal stakeholders and Referral Authorities. Preliminary findings presented to Councillors at July Briefing for their information and consultation. Community engagement closed 6 September 2026. 5 community submissions received. Review to be presented at the October Council meeting for adoption.	

Other (Strategic Planning adjacent projects)

Project Name	Status	Description	Comments/ Actions Completed	Next steps
Mansfield Flood Study	In Progress	Creation of new flood	Draft hydrology report received.	Location-specific draft mitigation options

Project Name	Status	Description	Comments/ Actions Completed	Next steps
		mapping and exploration of flood mitigation options.	Engagement plan and draft findings presented at September 2025 Briefing. Mitigation location options confirmed with consultants.	reviewed, and feedback provided to consultants for final modelling to be completed. Study due for completion in 2026-27.
	In Progress	Preparation for implementation of Flood Study into Planning Scheme.	Analysis of study results and proposed planning controls completed for every affected property. Initial engagement with identified landowners commenced 25 May 2026. All letters have now been sent to directly affected landowners. Draft modelling became publicly available through the GBCMA portal 20 July 2026. Broad community engagement wrapped up at the end of September, with staff available for further enquiries as needed. Engagement results will be presented at the November Council Briefing.	Review of feedback and visits to specific sites from engagement with GBCMA and consultants to occur in October/November 2026.
Infrastructure Plan	In Progress	Preparation of Infrastructure Plan for Mansfield Township.	Following internal review, the Plan was presented to Councillors at the May briefing for stakeholder consideration prior to broader community engagement. DTP provided with a draft copy for comment.	Community engagement anticipated to start November 2026.
Goughs Bay Integrated Wastewater Management Plan	In Progress	Preparation of integrated wastewater feasibility study and plan for Goughs Bay.	Final report has been prepared by the consultants and presented to Councillors at an internal briefing for initial stakeholder engagement.	Community engagement to be undertaken in late 2026.
High Street Design – Stage 1: Car Parking Study	In Progress	Preparation of a study and strategy for the future design of the Mansfield township CBD and Parking Strategy	Consultant appointed to prepare Car Parking Study. Initial community engagement has been undertaken, and initial data has been provided to Councillors. This was reviewed by Council officers and feedback provided to the consultant.	Community engagement on draft study to be undertaken in October 2026.

Project Name	Status	Description	Comments/ Actions Completed	Next steps
			Review of consultation results and draft Study presented to a Councillor Briefing in September 2026.	

5. Waste Services

The landfill diversion rate for the month was 43.11%. This is an increase from August and is primarily due to an increase in FOGO creation in September, with the Grand Final long weekend during the period resulting in more visitation to the area. Spring has seen a higher FOGO bin utilisation percentage and a 26-tonne increase in comparison to the September 2025 FOGO tonnage.

	2026-27					
	Recycling (total tonnage)	FOGO (total tonnage)	Landfill (total tonnage)	Total Waste (tonnage)	Total Diverted Waste	Landfill Diversion Rate
Jul	84.34	56.28	221.46	362.08	140.62	38.84%
Aug	72.18	47.14	181.98	301.30	119.32	39.60%
Sep	76.90	69.56	193.26	339.72	146.46	43.11%
Oct						
Nov						
Dec						
Jan						
Feb						
Mar						
Apr						
May						
Jun						
Total Tonnage	233.42	172.98	596.70	1003.10	406.40	
Average Landfill Diversion Rate for FY			40.52%			

Project Updates:

CDS Public Bin Rollout – Stage 2 & 3

Preparations for Stages 2 & 3 of the CDS public bin rollout are progressing well, following the successful delivery of Stage 1 which consisted of 9 bins in total. As part of Stages 2 & 3 a further 30 bins will be housed in refurbished cages repurposed from the former public bin infrastructure. Community photographs have been selected, and production of the bin side panels featuring these images is underway with a local supplier. The Field Services team is scheduled to begin installing the Stage 2 & 3 bins in November/December 2026.

RRC Large Shed Cladding

A local contractor was secured in June to clad the large shed at the RRC, with works now expected to start in October 2026. The scope includes the full installation of four walls and two large roller doors on either end to allow through truck access in the future.

Grand Final Weekend Waste Update

Council continued its collaboration with the Goughs Bay Area Progress Association and DEECA over the Grand Final long weekend in September. Camping numbers were reportedly higher than in previous years, largely due to ideal weather on the Thursday and Friday leading into the long weekend. DEECA patrol vehicles visited campsites along the Delatite Arm Reserve and other popular locations, monitoring waste management practices and distributing information about the RRC's free camper waste disposal offer. Feedback was positive, with campers showing good awareness of the free drop off service. The RRC recorded a total 59 bags of camper waste dropped off over the weekend.

Northeast Local Government Waste & Recycling Forum

The Waste Management team hosted the Q1 2026-27 Northeast Local Government Waste & Recycling (NELGWR) Forum at the Wangaratta Council Chambers on 16 September 2026. Eight Councils from across the Northeast met to discuss key issues affecting the waste and recycling industry. During the forum, several potential contract suppliers presented solutions aimed at improving outcomes for our communities. The day also included the annual vote for the forum Chair and lead Council. Mansfield Shire Councillor Tim Berenyi was reappointed as Chair, and Mansfield Shire has been re-elected as lead Council for this collaborative forum.



6. Property

Description	Total
Licences Active	21
Leases Active	13
New Licence	0
Other Agreements (JUA, CAC)	5
New Lease	0
Licences due to renew	3
Leases due to renew	0
Licences due to end and not renewed	2 (Swim Club & Women's Football)
Leases due to end and not renewed	0

Leases/Licences under negotiation:

- ▶ Jamieson Community Hall Community Asset Committee Agreement
- ▶ New EV installation for High Street Car Park
- ▶ Station Precinct - Historic Goods Shed Commercial Activation new lease
- ▶ Station Precinct – Historical Society railway carriages and platform new lease
- ▶ Robinson Jui Jitsu - licence renewal
- ▶ Mansfield Women's Football – merge to Mansfield Football Netball Club agreement
- ▶ Delatite Cricket Club – licence renewal
- ▶ EOI Round 3 – Visitor Information Centre Commercial Activation
- ▶ Botanic Park Land EOI for community garden proposal

Other Agreements under negotiation:

- ▶ Performing Arts Centre – Joint Use Agreement

7. Building Services

Monthly Comparative Value of Building Permits Lodged

	2026-27	2025-26	2024-25
Jul	\$5,687,005	\$6,384,746	\$4,611,001
Aug	\$5,049,687	\$5,413,491	\$7,447,793
Sep	\$7,303,960	\$5,678,353	\$15,468,547
Oct		\$6,942,010	\$33,277,285
Nov		\$1,286,268	\$6,392,500
Dec		\$7,361,554	\$5,996,363
Jan		\$1,818,056	\$2,857,043
Feb		\$13,040,933	\$3,685,173
Mar		\$4,027,281	\$2,506,558
Apr		\$5,650,100	\$7,839,512
May		\$8,223,132	\$1,783,727
Jun		\$5,121,702	\$3,159,805
Total	\$18,040,652	\$70,947,626	\$95,025,307

Monthly Comparison of Permits Lodged for Dwellings

	2026-27		2025-26		2024-25	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
Jul	8	8	6	6	9	9
Aug	4	12	7	13	7	16
Sep	11	23	10	23	7	23
Oct			7	30	10*	33
Nov			0	30	8	41
Dec			2	32	3	44
Jan			4	36	1	45
Feb			1	37	4	49
Mar			8	45	2	51
Apr			5	50	4	55
May			6	56	1	56
Jun			5	61	5	61
Total	23		61		61	

Value of Building Permits Lodged with Council: July 2026

Type	Number	Value
Residential	8	\$4,370,248
Alt & Additions	4	\$329,876
Sheds & Carports	9	\$529,599
Swimming Pools, Spas & Fences	4	\$234,987
Commercial & Public Amenities	2	\$329,876
Total Cost of Building Works		\$5,687,005

Value of Building Permits Lodged with Council: August 2026

Type	Number	Value
Residential	4	\$1,848,080
Alt & Additions	4	\$1,416,967
Sheds & Carports	6	\$442,100
Swimming Pools, Spas & Fences	1	\$8,000
Commercial & Public Amenities	7	\$1,334,540
Total Cost of Building Works		\$5,049,687

Value of Building Permits Lodged with Council: September 2026

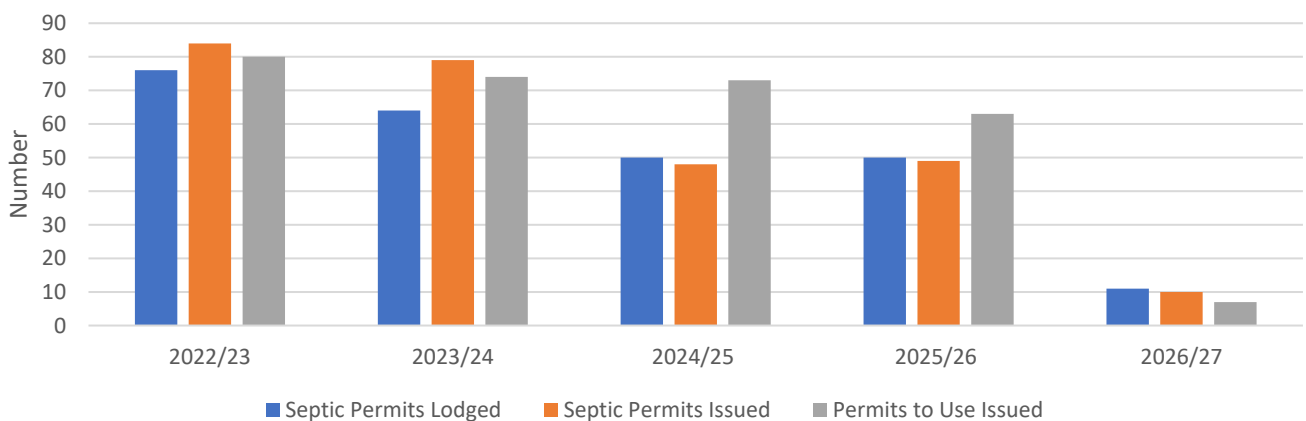
Type	Number	Value
Residential	11	\$4,518,616
Alt & Additions	1	\$1,000
Sheds & Carports	9	\$324,241
Swimming Pools, Spas & Fences	2	\$100,730
Commercial & Public Amenities	1	\$2,359,373
Total Cost of Building Works		\$7,303,960

8. Regulatory Services

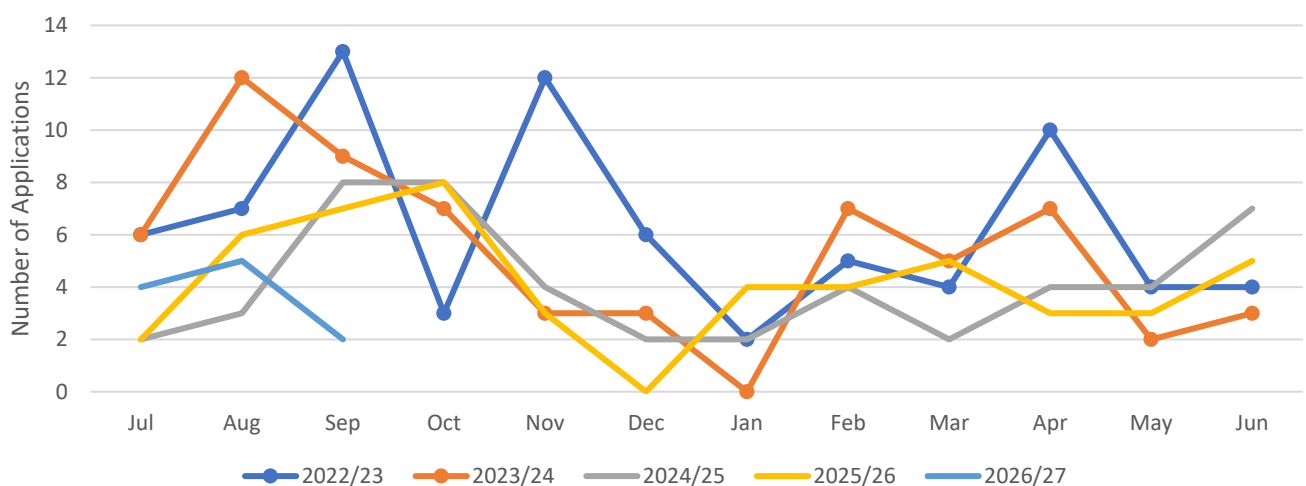
Summary of Septic Applications Lodged, Approved and Issued – Financial Year

	Applications Lodged			Permits to Install Issued	Permits to Use Issued	Total
	New	Alteration	Total			
Jul	1	3	4	2	4	10
Aug	3	2	5	6	1	12
Sep	1	1	2	2	2	6
Oct						
Nov						
Dec						
Jan						
Feb						
Mar						
Apr						
May						
Jun						
Total	5	6	11	10	7	28

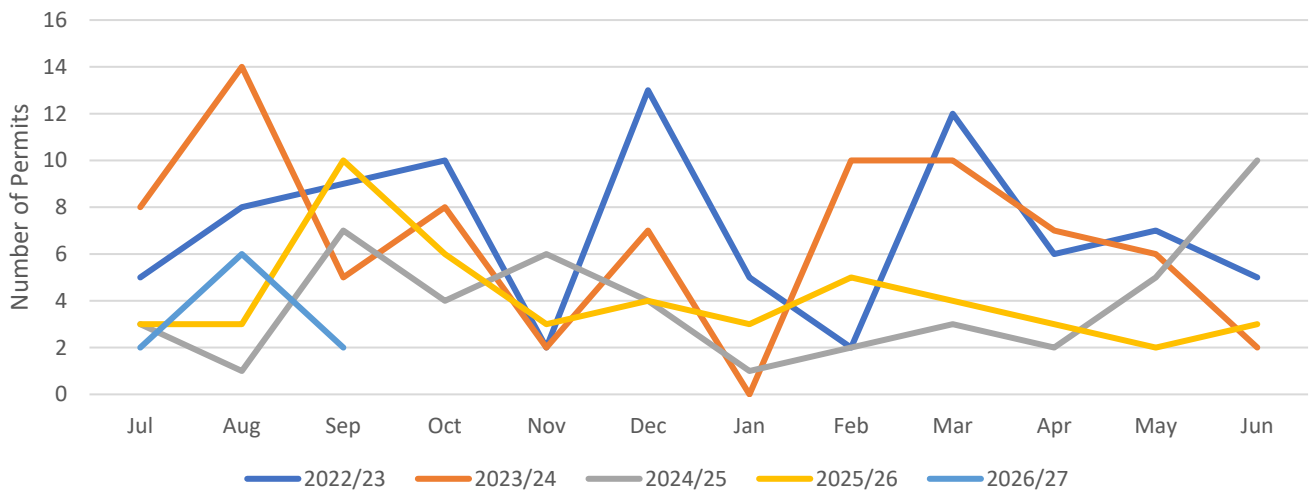
Septic Permits Processing - Totals Per Annum



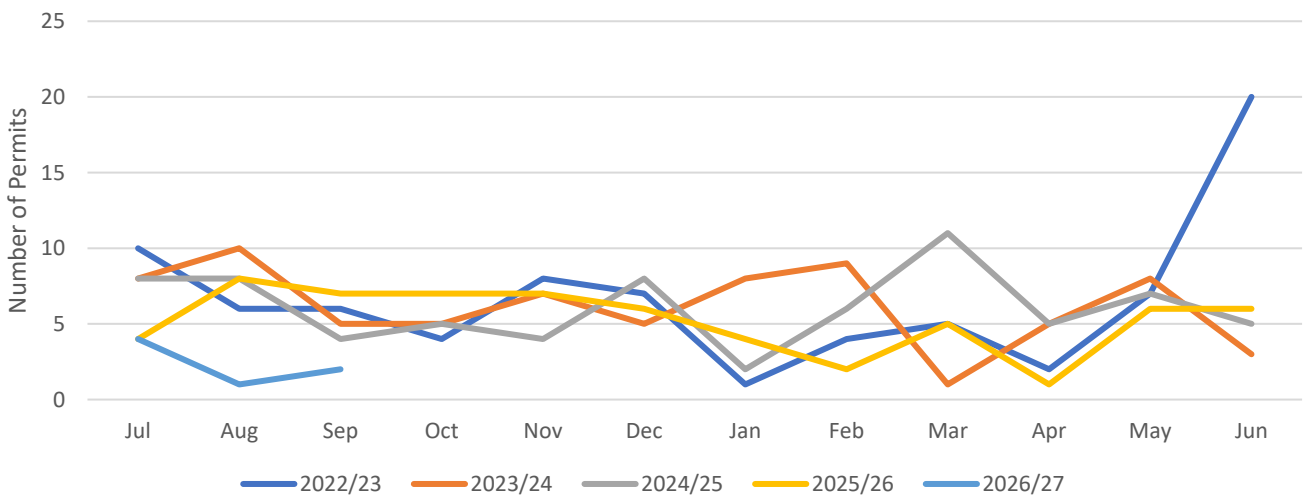
Septic Applications Lodged - Yearly Comparison



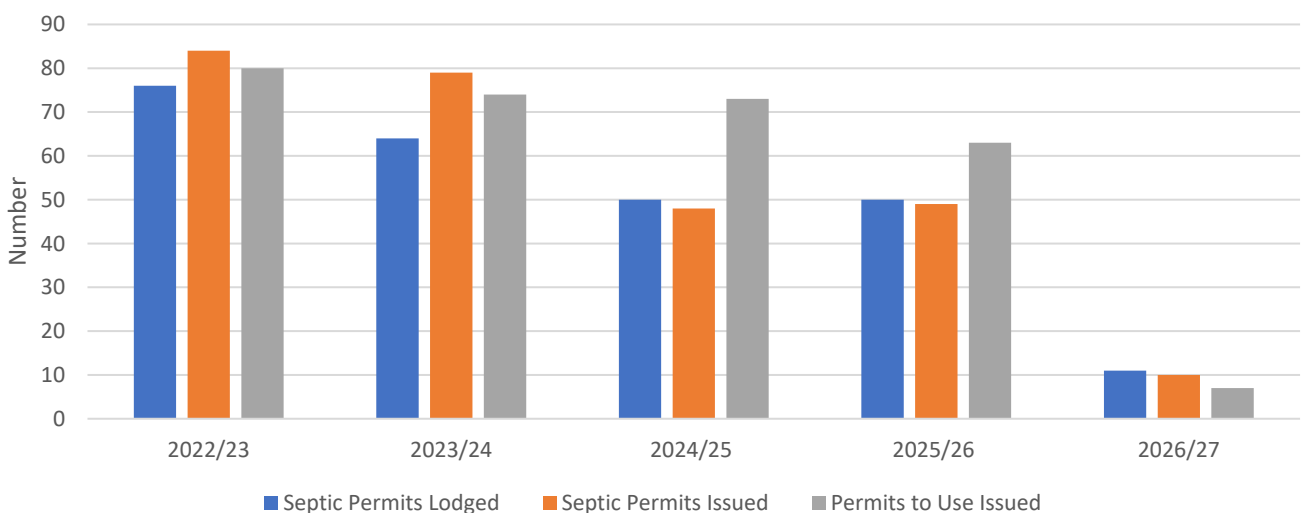
Septic Permits Issued - Yearly Comparison



Permits to Use Issued - Yearly Comparison



Septic Permits Processing - Totals Per Annum



Other OWMP and Septic Systems Consents and Assessments – Financial Year

Month	No. of Treatment Plants	AWTS Overdue Service Reports	Expiring Permit Notification	Total
Jul	463	3	3	6
Aug	463	9	3	12
Sep	463	4	5	9
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				
Total		16	11	27

Notes:

1. Aerated Wastewater Treatment Systems (AWTS) must be regularly maintained by a professional service technician. Council monitors the lodgement of service reports to ensure systems comply with these requirements. AWTS are required every 3 months.
2. The total number of AWTS can increase each month and are tracked by Council.
3. Compliance checks for reporting are undertaken every second month.

OWMP Inspections – Financial Year

	OWMP Inspections Conducted	Major Alterations Requested	Minor Alterations Requested	Maintenance Requested	System Report Requested	Compliant	No Access Available
Jul	34	0	0	0	2	20	12
Aug	19	1	0	0	1	12	5
Sep	6	0	0	0	2	4	0
Oct							
Nov							
Dec							
Jan							
Feb							
Mar							
Apr							
May							
Jun							
Total	59	1	0	0	5	36	17

Health Inspections – Financial Year

Month	Food Premises				Prescribed Accom.	Health Premises	Complaint Inspections including nuisances	Total
	Class 1	Class 2	Class 3A	Class 3				
Jul	1	37	0	7	29	1	4	79
Aug	0	16	0	2	19	1	4	42
Sep	1	16	0	1	3	0	3	24
Oct								
Nov								
Dec								
Jan								
Feb								
Mar								
Apr								
May								
Jun								
Total	2	69	0	10	51	2	11	145

Other Environmental Health Consents & Assessments Determined**Food Sampling – Financial Year**

	Samples Analysed			Results		
	Microbiological	Allergens	Other	Satisfactory	Marginal	Unsatisfactory
Jul – Sep	12	0	0	12	0	0
Oct – Dec						
Jan - Mar						
Apr - Jun						
Total						

[illegible]

9. Field Services

Parks and Gardens

The Parks and Gardens team completed the following activities for the month of September:

- ▶ Brush Cutting Fords Creek
- ▶ Oval renovation works Mansfield Recreation Reserve, repairs to irrigation and replacing low spots and high uses areas
- ▶ Removal of pitch covers and preparation of areas around pitches before the cricket season begins at Bonnie Doon and College Park Field 2
- ▶ Irrigation testing and maintenance at College Park, Recreation Reserve, Bonnie Doon and High Street
- ▶ Mowing (ride on) in Mansfield, Merton, Maindample, Bonnie Doon, Macs Cove, Jamieson, Goughs Bay and Botanic Park
- ▶ Mowing (ovals) at the Mansfield Recreation Reserve, Lords Reserve, Bonnie Doon, College Park Field 1 and 2
- ▶ Push mowing and brush cutting at Highett Street, Swimming Pool, Gadhaba garden, Youth Centre, Mansfield Community Centre, High Street Carpark, Jamieson, Macs Cove, Wetlands and playgrounds
- ▶ Garden maintenance, High Street, Botanic Park, Bonnie Doon, Shire Office, Erril St, Collopy Street, Nolans Street, Village Court
- ▶ Mulching street trees, Visitor Information Centre and Gadhaba garden
- ▶ Litter pick up on High Street, Highett Street, at the Skate Park and in the main street at Bonnie Doon
- ▶ Cemetery works, mowing brush cutting, ashes internments, plaques, burials, garden maintenance in children's section.
- ▶ Vegetation removal project at the Jamieson cemetery in conjunction with the environmental team
- ▶ Cemetery works, including burials, top dressing of graves, mowing brushcutting and plaque placements
- ▶ Event help requests
- ▶ Watering plants and newly planted street trees



Images: Team morning brush cutting Fords Creek (above), garden and tree maintenance at Mansfield Cemetery (right).



Roads Crew

Grading activity for the month of September was 49.5km bringing the year-to-date total of unsealed roads maintenance graded this year to 332.6km. This figure includes an additional 10.4km from August, as the data was submitted after that report was finalised. The team also prepared Walsh's Road for sealing, which was carried out by Central Vic Stabilisers on 23 and 24 September as part of the Walsh's Road sealing project.

- ▶ Banners and flag change
- ▶ Street sweeping CBD fortnightly
- ▶ Assetic works and customer requests
- ▶ Toilet blockages and repairs
- ▶ Fallen trees
- ▶ Playground repairs
- ▶ Pot hole patching sealed and unsealed roads
- ▶ Reset culvert and and rock beach outlet on Woolshed Road
- ▶ Reinstated Macs Cove bus stop in new location on Jenkin Road
- ▶ Weed spraying of unsealed shared paths

Drainage

- ▶ Tolmie Mahaikah Road

- ▶ Tolmie township

Excavator

- ▶ CRMS and Assetic drainage work orders
- ▶ Site cut and set out for Macs Cove BBQ shelter
- ▶ Drainage Macs Cove township



Picture: Preparation of Walsh's Road for sealing (left) relocated Macs Cove school bus stop (right)

Grading

- ▶ Dueran Lane
- ▶ Howes Creek Road
- ▶ Long Lane East and West
- ▶ Tabletop Road
- ▶ Reynolds Road
- ▶ Old Strathbogie Road
- ▶ Shorts Road
- ▶ Three Chain Road
- ▶ Wairere Road
- ▶ Delatite Lane
- ▶ Tolmie Mahaikah Road
- ▶ Johnstons Road
- ▶ Knights Road

Potholing: Sealed and Unsealed

- ▶ Graves Road
- ▶ Glen Creek Road



Picture: Site cut and slab preparation for Macs Cove BBQ shelter

Roadside Slashing

- Tolmie Mahaikah Road
- SES Paddock

Gravel Resheeting Program 2026/27

Road	Status
Ancona Road	Commencing in Spring
Donaldson Road	Commencing in Spring
Dry Creek Road	Commencing in Spring
Howqua Track	Commencing in Spring
Merton Strathbogie Road	Commencing in Spring
North Creek Road	Commencing in Spring
Shorts Road	Commencing in Spring
Woolshed Road	Commencing in Spring
School Lane	Commencing in Spring
Chapel Hill Road	Commencing in Spring

10. Community Health and Wellbeing

Maternal and Child Health

The Mansfield Maternal and Child Health Service has been helping to plant the seeds for healthy eating habits among local children through a Healthy Eating Initiative.

Developed to promote and support healthy eating in young children, the initiative provided a valuable opportunity to connect with local kindergartens, educators and families.

The program visited the five local kindergartens, Mansfield Kindergarten, Mansfield Community Cubby House, Farmhouse, Mansfield Early Learning and Mansfield Steiner School and engaged with three and four year old children across the kindergarten groups.

A total of 186 children participated, with each child receiving a new sustainable lunchbox, a healthy recipe book developed in conjunction with the Mansfield District Hospital dietitian, and a book about eating a rainbow of foods.

Children took part in fun, hands-on activities including discussions about healthy eating, every day and sometimes foods, the healthy food pyramid, reading stories and planting seeds to grow and harvest.

The initiative helped children learn where food comes from, develop positive connections with healthy foods and understand the importance of making healthy choices from an early age. The visits also strengthened connections between the Maternal and Child Health Service and local early childhood services, supporting a collaborative approach to the health and wellbeing of Mansfield's youngest residents.



Universal MCH 2026-27	July-September	2026-27 Financial Year
Birth Notifications	12	12
Enrolments	12	12 (100%) (Target = 99%)
Key Ages and Stages Visits	181	181
Child Counselling	24	24
Child Referrals	27	27
Maternal Counselling	2	2
Maternal Referrals	3	3

Universal MCH 2026-27	July-September	2026-27 Financial Year
Telephone Consultations	21.28	21.28
Additional Consultations	54	54
Family Violence Support		
Family Violence Consultations	6	6
Family Violence Counselling	0	0
Groups		
New parents' group, sleep and settling, Introduction to solids	14 hours	14 hours
Enhanced MCH hours		
	90.94	90.9
Sleep and Settling Outreach		
	0	0

Mansfield Dads Group Grant

Mansfield families came together on Saturday 5 September for a special Man with a Pram event, celebrating Father's Day weekend and recognising the important role dads play in the lives of their children and in the wider community.

More than 40 dads, mums and children came along to the family-friendly event, with plenty of time to catch up, meet other local families and enjoy the morning together.

This is the third year the MCH team have held the event.



Supported Playgroup

2026-27 Attendances Supported Playgroup

Playgroup	Crawl and Play	Youth Centre 1	Youth Centre 2	Total
Term 3	151	68	80	299
Term 4				
Term 1				
Term 2				
Total	151	68	80	299

Integrated Family Services

July to September has been a busy quarter as the team move to the new Strengthening Families stream. This has resulted in an increase in numbers compared to the same time in 2025 as the team are now receiving clients with more complex and enduring needs. 9 referrals were received for this period compared to 5 for the same time last year. The team also continued to support Benalla counterparts with 2 cases where they had a conflict of interest.

IFS also supported the Respond Stronger Together series of workshops by co-facilitating with members of Restart and Youth Services.

Practitioners have completed training in Circle of Security, Seasons for Growth and Stormbirds and we are currently working with the local schools on delivering these programs.

Practitioners are currently working with 17 open cases all located across Mansfield Shire and Benalla.

- ▶ Service Hours July to September – 512.15 (512.15 YTD)
- ▶ Target hours for the 2026/27 year – 2,253.59

Whilst the team are currently 2% down on the target year to date, recruitment for a practitioner is underway.

Financial Counselling

During the July to September period, 5 new referrals were received for financial counselling services. The Financial Counsellor is currently working with 5 open cases, has 5 on the waitlist and has closed 6 in the reporting period. The current wait time remains at 8 weeks.

Financial Counselling clients continue to present with multiple and complex issues making them time intensive. Challenges are not limited to lack of employment or insufficient income but extend to mental health issues, family violence and disability.

The team are continuing to collaborate with the Mansfield District Welfare Group and the Mansfield District Hospital Social Worker regarding referrals and supports for clients.

Community Strengthening

Social Inclusion Action Group (SIAG) Recruitment

SIAG has recruited 2 new committee members bringing the total committee membership up to 10 (Terms of Reference allow for a maximum of 15 members). The opportunity to join the committee

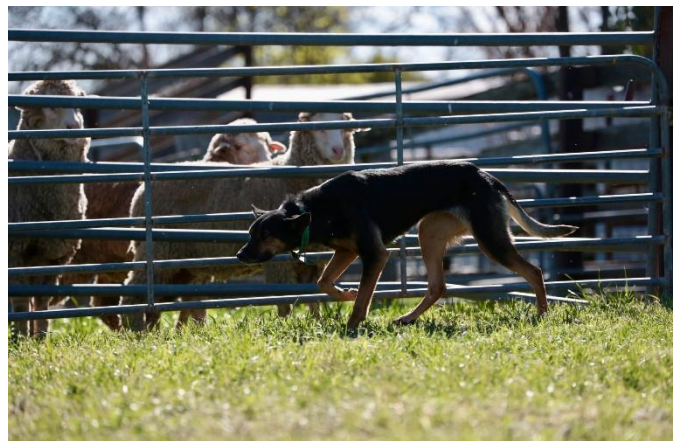
remains open to encourage broad community representation and provide opportunities for additional community members to become involved in the group's work.

2026-27 SIAG Funding Opportunity

Applications for this year's SIAG funding round closed 10 August. Applicants could apply to receive up to \$5,000 to support any projects or activities that increase social inclusion within the Mansfield Shire. A total of 15 applications were received of which the SIAG are continuing to review. The available funding pool is \$40,000 for General Stream and \$10,000 for First Nations Stream.

Working Dogs Training

The Working Dogs Training held on 10 and 11 September was a highly successful two-day event, bringing together 19 participants and more than 50 spectators, including community members from Bindaree and Yooralla. Participants benefited from expert instruction by Gary White from Whites Kelpie Stud, whose extensive knowledge, experience and engaging teaching style were widely praised. The success of the event was made possible through strong community support, including the provision of sheep and training infrastructure by local contributors. The Mansfield Agricultural and Pastoral Society generously provided the use of the Showgrounds as the venue.



Outlying Communities Infrastructure Fund (OCIF)

Applications for this year's OCIF opened 27 July and will close 12 October 2026. Council officers have been meeting with community groups in outlying communities to encourage eligible organisations to apply as well as promoting the opportunity via various media channels. At this stage there are several communities showing interest in applying for this opportunity. Outlying communities can apply for grants up to \$15,000 out of a total funding pool of \$60,000.

Community Health and Volunteers

The Community Health and Volunteers function continued to progress key strategic initiatives that strengthen community wellbeing, volunteer participation and collaborative partnerships across the shire.

Key activities during the reporting period included:

- ▶ Delatite Chamber of Commerce hosted around 60 people at the Commercial Hotel for a Town Booster toolbox meeting. Themes such as all-natural wood, bollards, locations were

discussed. It was a great community and stakeholder consultation event, with the results currently being assessed.

- ▶ A volunteer position description for the Mullum Wetlands has been developed, with volunteer opportunities to be promoted through Council's website in the coming period.
- ▶ Continued delivery of the TAC L2P Learner Driver Mentor Program, including the completion of annual reporting, financial acquittal and Child Safe compliance framework reporting. Three new learners were recently inducted into the program during the reporting period. The program currently supports 13 active learner drivers, with additional applications continuing to be received.
- ▶ Finalising the RESPOND MoU between Mansfield District Hospital and Council, strengthening collaborative service outcomes and clarify partnership roles and responsibilities.

Meeting held on 4 September - items discussed: Fresh Food Drive, Chop and Chat, Youth Chop and Chat, Beolite Men's Cooking Group, St John's church vegetable garden, Soup for Schools, Mansfield Crawl and Play, Active Footpaths/ Walk to School, Active Kids and Stronger Together sessions.

- ▶ Community Networks and Wellbeing Officer supported the Active Kids school holiday bike riding session on 22 September 2026.
- ▶ Supporting community wellbeing outcomes through grant development and administration, project communications, advocacy and provision of letters of support for community-led initiatives. Two (out of three) of the projects supported namely MASS and Goughs Bay Progress Association, were successful in their applications.

Community Networks and Wellbeing

Fair Access Action Plan

After being awarded a 'Change our Game' grant of \$3,700 to run two fair access and equity workshops for sporting clubs, Council successfully delivered one workshop and the second is planned for October.

Arts Collaboration Forum

Meeting held on 29 July 2026 with 7 members in attendance.

Items discussed: town murals for Erril Street and Mansfield Sporting Complex, Station Precinct update on the Taungurung Art Trail, footprints, ceramic tile mural and Goods Shed, town booster update and the concept of having a collective arts hub in town.

Sport and Recreation Reference Group

Meeting planned for 5 Oct 2026.

Early Years Educators Network

The Community Networks and Wellbeing Officer has contacted members of the Early Years Educators Network seeking feedback on how to improve the network.

Gender Impact Assessments

Community Networks and Wellbeing Officer to support Capital Works with annual infrastructure projects that require Gender Impact Assessments.

Mansfield Secondary College – Grow Zone Event

Event planned for 14 November 2026.

Council contributions: promotion, in-kind use of Council marquees, connect Friends of Botanical Park volunteers with the school and potential Waste Department stall to provide education for community members.

Community Connections**Learner Accessible Pool Scheme (LAPS) Participation Project**

The Mansfield Swimming Pool is currently undergoing major upgrades that will breathe new life into the aquatic centre by providing better accessibility and comfort along with an expanded offering.

The Community Connections Officer continues to support community engagement and awareness activities associated with the LAPS project. Community feedback is regularly collected and reported back to the LAPS Project Team for consideration. Regular Project Control Group (PCG) meetings are also attended.

Outlying Community Connections

The Community Connections Officer regularly (monthly) visits all outlying communities as well as local Mansfield township community members in need.

As part of these visits, the Officer has frequently been accompanied by the Care Finder representative from Mansfield District Hospital (MDH), who meets with local seniors to provide information and respond to enquiries regarding My Aged Care services. This collaborative outreach will remain an ongoing commitment.

Seniors Festival 2026

The Seniors Festival is held during the month of October each year, offering a range of activities and events for older residents. The 2026 Seniors Festival Program has been finalised and active promotion through multiple media channels underway. Tickets for the events are going fast with some events already booked out.

Ageing Well in Mansfield

An 'Ageing Well in Mansfield' booklet was created with the support of SIAG funding. This has been printed and distributed throughout the shire and has proven to be very popular with request for more copies received (there is still stock available). There is an electronic version of the booklet available via the Mansfield Shire website as well: [Seniors | Mansfield Shire Council](#)

11. Library

School Holiday Program

The Roald Dahl School Holiday Program was a great success, with most sessions fully booked and 85 children participating across four activities:

- ▶ **Movie Screenings – *Matilda* and *Fantastic Mr Fox*:** Families enjoyed screenings of two much loved Roald Dahl classics, with strong attendance across both sessions.
- ▶ **Willy Wonka Chocolate Workshop:** Children embraced their creativity by designing and making their own wacky chocolate bar creations inspired by Willy Wonka's Chocolate Factory.
- ▶ **FOMLS Roald Dahl Extravaganza:** The Friends of Mansfield Library transformed the library's back room into a Roald Dahl wonderland, hosting an afternoon of games, crafts and science experiments.



PLV Conference

Library staff attended the 2026 Public Libraries Victoria Conference, the premier statewide event for Victoria's public library sector. The conference provided valuable opportunities to connect with industry peers, explore emerging service innovations and digital trends, and gain insights into best practice approaches that support the continued delivery of responsive and community-focused library services.

Bookmark Competition submissions

The 2026 Bookmark Competition achieved record participation, with 419 entries received, more than double the number submitted in 2025. The significant increase reflects the success of targeted engagement efforts with local schools, with students across the Shire enthusiastically showcasing their creativity through the competition.

Facebook

A snapshot of the Mansfield Library Victoria Facebook page:

- ▶ Followers – 1,278
- ▶ Views – 8, 911
- ▶ Posts published – 19
- ▶ Visits – 602

Most popular post for September

Mansfield Library Victoria
Sep 18 • 🌐

Library looking splendiferous! A big thank you to the Friends of Mansfield Library for decorating our space in preparation for school holidays ✨



12

1 Comment

12

1

1

Mansfield Library Victoria
Sep 11 • 🌐

Judging starts today! Zoey's been a busy bee this morning setting up over 400 entries in our book mark competition. 📚✨



20

20

1

Statistics for September 2026

	Visits	Loans	Library Programs	Program attendees	Room use	IT help	Holds placed	New users
Sep	tbc	3623	tbc	tbc	tbc	tbc	679	tbc
Aug	2890	3435	25	339	14	126	866	34
Jul	3605	4085	22	420	18	157	782	49
Jun	3439	3763	22	292	15	143	793	56
May	2949	3338	26	179	10	158	778	49
Apr	3075	3266	16	235	18	153	771	33
Sept	3761	3699	19	293	24	113	683	33

12. Youth Services & Events

Spring School Holidays

The Spring School Holiday Program was curated based on discussions held by the Youth Advisory Group with young people in the community about activities that they would like to participate in during their school break.

The program continued the popular Chop and Chat cooking classes, with young people preparing acai bowls and a roast lamb lunch. Dan Belle also facilitated a spray-paint workshop, with nine young people participating and learning different techniques and styles within the art type.

There was an increase in attendance during the Youth Centre's open hours, particularly for the board game afternoons and Nintendo Switch tournaments. A trivia night was also held, with young people answering questions relating to the 2000s and 2010s. The program concluded with a trip to Fun Planet in Shepparton, where participants enjoyed laser tag, dodgem cars, mini golf and other activities.

Overall, there was a slight decrease in attendance across the program as a whole. Feedback will be provided to the Youth Advisory Group to discuss what worked well and identify areas for improvement. Many regular attendees advised that they were away during the school break, including over the AFL Grand Final long weekend. However, the team also saw a number of new 12-year-old participants attending the program who had not previously engaged with the Youth Centre.

Youth Centre and Other News

The Stronger Together program concluded with its third session, which focused on teen mental health. The session was well attended and received positive feedback from both young people and parents.

The Youth Team also joined the Mansfield Secondary College for R U OK? Day, where they facilitated outdoor games during lunchtime. The activities encouraged young people to get outside, connect with one another and engage in conversations in a relaxed environment.

Youth Advisory Group

On 9 September, the Youth Advisory Group visited Victorian Parliament alongside YAGs from across Northeast Victoria. Participants took part in an educational session about the structure and workings of the Victorian parliamentary system and had the opportunity to meet Ministers and local Members of Parliament. They also attended Question Time, providing them with an opportunity to observe the parliamentary process firsthand.

Amplify

Amplify held its *Back to the 80s and 90s Disco* at the Youth Centre during the September school holidays. The event had previously been postponed from the last school holidays due to low registrations, as well as committee members having other commitments and illnesses.

The rescheduled event was well attended, with 30 young people participating. Local young performer DJ Saxon was engaged to perform, while the Youth Team prepared pizzas for

attendees. The event was strongly youth-led, with the Amplify committee taking an active role in planning and delivering the evening.

Planning and organisation for the upcoming Battle of the Bands is currently underway. The event will take place on 10 October 2026.

Events

Council supported Events

Joyride Downhill – 12 and 13 September 2026

Round 1 of the 2026 Joyride Downhill Rookie Cup was the largest ever field of riders turning out. Close to three hundred riders, friends, family and spectators enjoyed a fantastic day at Rifle Butts. Round 2 is headed to Barjarg on 10 and 11 October 2026.

Upcoming Events

October	November	December
5 – 9 – Seniors Festival 10 – 11 – Jamieson Hot Rods 10 – Farmers Market 10 – Battle of the bands 11- Joyride Downhill 17 – Outdoor Provedore 19 – Armchair Travels 24 – Farmers Market 25 – Mansfield Marathon 30 – 31 – High Country Festival 30 – Rail Jam 31 – High Country Modernism Open Day	1 – High Country Modernism Open Day 1 – MOST 14 - Farmers Market 21 - Outdoor Provedore 21 - Mansfield Show 28 - Farmers Market	12 – Farmers Market 18 – Christmas Picnic 19 – Outdoor Provedore

High Country Festival

In 2026, Council is once again planning the celebration of the culture and the character that makes our part of the High Country the special place it is through the High Country Festival.

On top of the usual festivities, Council is partnering with the Mansfield Open Studio Trail to showcase the work and workspaces of the incredible artists in our community, with Mt Buller to bring the snow and the excitement of a Rail Jam down to Mansfield Botanic Park, and with the Robin Boyd Foundation to showcase pioneering architectural excellence through the High Country Modernism Open Day.

13. Economic Development

Visitor Services

Great Victorian Rail Trail usage – Mansfield Section

	July 2026	August 2026	September 2026
Mansfield	3973	3512	4464
Bonnie Doon	845	891	1540
Merton	116	95	139
TOTAL	4934	4479	6143

Visitor Information Centre

	July 2026	August 2026	September 2026
Visitors	2214	2050	2531
Retail Sales	\$1558.10	\$1734	\$1491.50

The economic development and Visitor Information Centre teams are currently working with the Mansfield Historic Society in the planning of the upcoming move to their new home and the Mansfield Heritage Museum.

14. Communications

Media releases

Eight media releases were generated and distributed:

1. Council secures delay to Macs Cove bus stop closure
2. Council opposes DFP over community consultation rights
3. Council welcomes promise of return of \$288 million Country Roads and Bridges Program
4. Community comes together for powerful screening of Just a Farmer at the MAC
5. New EV set to save ratepayers \$62,000 over next decade
6. A New Leash on Life: Works begin on Mansfield Dog Park
7. Mansfield's Youth Advisory Group visit Victorian Parliament
8. State government rushes through 10 ministerial amendments

Responses to media enquiries

No enquiries were received and responded to during September

Social media

Council's Facebook page is followed by 11,863 accounts. Page activity over the past 4 months:

	June	July	August	September
Change in followers	+122	+49	+44	+39
Content interactions	4,019	3,421	2,789	1,801
Link clicks	613	1,394	1,060	884

Posts that received the most interactions this month are listed below:

Topic	Reach	Interactions	Comments
MCH Scholarships	6,406	67	2
Police Remembrance	6,066	197	11
Man with a pram	5,154	55	1
Buller Ski Lifts X Mansfield Men's Shed	5,121	58	2

Engage Mansfield

No results available this month due to moving to a new platform. Engagement reporting is being worked on in collaboration with new provider.

YouTube

Council meetings are streamed live on YouTube. Viewership of recent Council meetings within each month is as follows:

	June	July	August	September
Views	152	82	98	46

15. Digital Transformation Project

Council's Digital Transformation Program has had a positive month, with good progress across key CODI initiatives and clearer direction established for the remaining priorities.

The new Program Manager has commenced and his initial weeks have focused on reviewing the program's current position, priorities, dependencies and areas requiring attention. This is now transitioning into active delivery, with identified issues and resourcing constraints beginning to be addressed.

Key progress includes advancement of the Community Portal and NAB Gateway, completion of the remaining Snap Send Solve mapping, continued Health and Wastewater data migration, and the G Drive migration reaching approximately 70%. A new Customer Experience Platform Assessment with Telstra has also commenced.

Infringement Management remains a key focus, with a revised CODI-wide approach placing Mansfield at the forefront of testing and implementation. Initial UAT is scheduled for mid-October.

Civica's Animal Registration module

The Animal Registration module continues to operate successfully as Business as Usual, while remaining data migration issues are being resolved.

Preparation for the upcoming animal registration process has commenced, including validation of communication preference data.

The Online Animals functionality has been demonstrated and the associated forms reviewed. Feedback has been provided to Civica, with further improvements required before implementation. Once finalised, Online Animals will be configured within the Community Portal, enabling residents to manage registrations and renewals online.

Civica's Infringement Management module

A change has been made to the CODI implementation approach due to resourcing constraints. Two participating councils currently have no dedicated officer available for the module, while another has a key staff member on extended leave, created challenges for people available to currently able to actively progress implementation.

Under the revised approach, all councils will participate in testing using the Mansfield configuration, with initial UAT scheduled for mid-October. Mansfield will then go live first, allowing initial issues to be resolved before the configuration and lessons learned are applied to the remaining councils.

Civica's Community Portal

Mansfield has successfully established test and production environments for the new NAB Gateway payment solution, with the required configuration provided to Civica.

Civica's initial deployment of the payment gateway within the Community Portal was unsuccessful and requires remediation or redeployment. Council is awaiting resolution before progressing to the next stage of testing.

A new version of Altitude supporting NAB Gateway across Community Portal functions has also been installed in Council's UAT environment. This will provide residents with a consistent payment experience across Civica online services.

Once the payment integration issue is resolved, Council will commence comprehensive retesting in preparation for a targeted late November deployment.

Customer Experience Platform Assessment

Council has commenced a Customer Experience (CX) Platform Assessment with Telstra to identify opportunities to improve customer service processes and supporting technology.

An initial discovery meeting has been held, with IT, Customer Service and Digital Optimisation providing an overview of current systems and processes. Council is now completing a detailed pre-discovery assessment covering customer service requests, telephone and email workflows, Civica CRM, integration, data, automation and AI.

The assessment will help identify opportunities to streamline customer interactions, reduce manual processes and inform future improvements to Council's customer experience and CRM.

Information and Records Management

Deployment of the new Information Management Centre (IMC) remains a priority across the participating councils. The new PMO is reviewing the project status and approach for the remaining rollout, while Strathbogie is preparing training materials to support staff training across the councils.

At Mansfield, the upcoming rollout will be communicated through the weekly CEO message, including details of SharePoint Super Users as an additional staff support channel.

Snap Send Solve (SSS)

The remaining mapping between Snap Send Solve and Civica CRM has been resolved and provided to Symphony3 to configure integration across all agreed incident types.

Council's communications team is also preparing Mansfield-specific campaigns to support the launch and encourage community adoption.

The next stage will focus on completing integration configuration and testing in preparation for the community rollout.

Health and Wastewater (HWW)

The Health and Wastewater project continues to progress, with ECC now having a clear understanding of Mansfield's data and the relationships and business logic that determine its relevance. Data migration work is continuing.

Discussions have also commenced about providing councils with access to a test environment, allowing staff to become familiar with Digital Municipality and identify any significant issues earlier in the implementation process.

The immediate focus remains on data migration and establishing early system access for familiarisation and testing.