

CEO Monthly Report

March 2023



1. Customer Service

Monthly Customer Request Management System (CRMS) Report – March 2023

CRMS statistics for the month of March show 131 customer requests registered with 39 requests remaining open and 92 being closed during the month.

Two complaints were received for March:

1. An expression of dissatisfaction with council decision regarding road works completed on Moonah Road Bonnie Doon. Concern was raised regarding excess material left blocking a driveway after the road was graded and issues raised with the road surface.
Resolution: The road has been inspected and the driveway access issue resolved. The road has been identified for re-sheeting in 2023-24.
2. A cemeteries client complained that they received no response to messages about ordering a cemetery plot.
Resolution: The customer was contacted, and the issue was resolved.

The majority (52%) of total requests opened were for Road Maintenance (Field Services) Road Maintenance requests consisted of (in order of frequency):

- ▶ Potholes,
- ▶ Weeds and Vegetation and,
- ▶ Drainage,
- ▶ Limb/tree removal.

Local Laws (31%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- ▶ Lost, Stray and Wandering animals,
- ▶ Litter, Dumped Rubbish and,
- ▶ Euthanasia of injured wildlife,
- ▶ Cat Trap Register.

At the time of the report there were 9 overdue service requests. Overall organisation performance is 93%

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Engineering Services	5	3	1	0	1	0
Local Laws	41	30	3	1	6	1
Parks and Garden Services	13	7	3	2	1	0
Records and Customer Service	4	3	1	0	0	0
Road Maintenance	68	49	8	4	6	1
Total	131	92	16	7	14	2

Mansfield Shire Council | **CEO Monthly Report**

Definition of the tabs on the above table:

Open - the request has been opened, comments or actions have been included, and the request has not been closed but is within deadline.

Open Overdue - the request has been opened, comments or actions have been included but has not been closed and is past its due date.

Pending - the request has been viewed in read mode and not correctly opened for editing. This most likely means the officer is working on the request but hasn't included comments. It is within deadline.

Pending Overdue – the request has been viewed in read mode and not correctly opened for editing and is past its due date.

OH&S – refers to actions internally between departments as well as external customer requests. The CRM system is used to capture and record actions internally following internal audits and improvement opportunities.

Complaints Versus Requests

March	
	Total
Requests	131
Complaints	2

2. Governance

Confidential Reports at March 2023 Council Meeting

No. of Confidential Reports	Comments
3	1. Award of Waste and Recycling Collection and Processing Contract(s) 2. Tender Award: Tipper Truck and Water Cart 3. Purchase of Land for Car Park Access

Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2022	1	1
August 2022	1	2
September 2022	0	2
October 2022	2	4
November 2022	1	5
December 2022	2	7
January 2023	1	8
February 2023	0	8
March 2023	3	11
April 2023		
May 2023		
June 2023		
TOTAL	11	11

Freedom of Information Requests (FOI) received in March 2023

No. of FOI Requests	Comments
1	1. Victorian Environment Protection Authority - Six Star Developments P/L

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2022	2	2
August 2022	1	3
September 2022	0	3
October 2022	0	3
November 2022	0	0
December 2022	0	0
January 2023	0	0
February 2023	3	6
March 2023	1	7
April 2023		
May 2023		
June 2023		
TOTAL	7	7

3. Capital Works

2.2.1 - Current Financial Year				
Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Bonnie Doon Community Centre	3,764	Renewal of air-conditioning system complete. Small budget overspend will be offset by savings on other projects.	Above Budget by >10%	Complete Nov 2022
Council Building Renewal -Shire Offices -Depot -Home & Community Care Centre	364,189	Repair and replacement of plumbing, electrical, roofing, and other works across several Council buildings. Shire Office remaining budget used to offset unbudgeted library shelving costs. Depot wash bay roof retendered closing 12 April. Home & Community Care Centre reroofing works completed.	On Budget	June 2023
Recreational facilities	50,000	Update of the design of Lords Reserve Pavilion. Scope finalised for procurement of design services, RFQ closing 26 April.	On Budget	June 2023
Public Toilets -Merrijig Planning & Design -Mansfield Rec Reserve Playground	55,000	Merrijig public toilet design & consultation on hold pending potential collaboration with future development of Hunt Club. Budget allocated for Mansfield Heritage Museum – Construction Stage 1. Mansfield Recreation Reserve playground toilet renewal works commencing in late April.	On Budget	May 2023
Jamieson Hall Solar	108,000	The Jamieson Community group are managing this project to install a solar array on the roof of the Jamieson Community Hall for bushfire resilience. Panels and battery bank now installed, new kerb and channel to be completed in early May.	On Budget	May 2023
Mansfield Heritage Museum (Heritage Display Building)	1,280,836	Construction of the Mansfield Heritage Museum as part of the Station Precinct Masterplan. The Planning Permit has been issued. Construction contract awarded to Hennessy Construction, work to	Above Budget by >10%	June 2024

		commence in November 2023. Council has included a contribution to the project in the Proposed 2023-24 Budget, to allow for building construction cost escalation.		
Library Upgrade Fit-Out	15,000	Contribution to fit-out of the refurbished library building. Construction works currently underway and on-schedule - external works and Stage 2 internal refurbishment in progress. Additional costs for library shelving (unbudgeted) will be offset by savings on other projects.	Above Budget by >10%	May 2023
Bridges & Culverts				
Bridges & Culverts	620,133	Culvert and bridge rehabilitation on Rifle Butts Road, Old Tonga Road, Tolmie Street. Rifle Butts culvert included in IMPACT Route scope. Old Tonga Road, waiting for quote. Tolmie Street contract awarded to Alpine Civil. Gooleys Bridge: Design work nearing completion. Sawpit Gully Road: Contract awarded. Construction commenced.	On Budget	June 2023
Drainage				
Apollo St Drainage	870,000	Implementation of the Apollo Street drainage design plans. Initial works completed by Council's Field Services team due to difficulty attracting tenders. Consultant engaged to undertake design review to enable re-tender. Project forecast for carry-forward for completion of construction works.	On Budget	June 2023
Mullum Wetlands Rejuvenation	120,000	Design for rejuvenation of wetland via removal of excess sediment and vegetation overgrowth. Two design stages include: 1. Sedimentation basin design; completed. 2. Wetlands rejuvenation design; Design under review with some changes required. Expected to finalise design in April. Project forecast for carry-forward for completion of construction works.	On Budget	June 2023
Drainage Rehabilitation Inspect & Jet program	50,000	Inspection and jet cleaning of stormwater drainage network. CCTV inspection and rehabilitation work forecast for completion in early May.	On Budget	May 2023

Mansfield Shire Council | CEO Monthly Report

Miscellaneous Drainage	280,000	Identified drainage improvements across Mansfield Shire. Drainage improvement works completed at 26 The Avenue and 30 Outlook Drive, Jamieson. Design works for Rowe St and Ailsa St Mansfield currently in progress. Kerb and channel works in Grey Street Jamieson associated with EV charger and drainage works on Brown Street Jamieson near CFA Building planned to commence 1 May 2023. Additional (unbudgeted scope for Grey St kerb and channel to be offset from underspend on Apollo St drainage works.	Above Budget by <10%	June 2023
Open Space & Streetscapes				
Bonnie Doon Community Centre - BBQ & Shelter	15,000	Open space furniture and BBQ shelter renewal. Final cost forecast to be slightly above budget and will be offset by savings on other projects.	Above Budget by <10%	June 2023
Mansfield Streetscapes	76,000	High Street irrigation works completed. Roundabout beautification works – community engagement completed. RFQ to be released in April.	On Budget	June 2023
Street Lighting	88,000	Installation of street lighting at designated locations. Malcolm Street - completed. Family and Children Centre Carpark – completed. Street Lighting on intersection (Highton Lane / Monkey Gully / Rifle Butts) scope finalised, waiting for quote; included in IMPACT Route scope.	On Budget	June 2023
Council Land & Reserves	153,789	Playground and open space improvements at pre-determined locations throughout Mansfield and outlying townships. Mansfield Tennis club playground upgrade scope finalised and under procurement. Woods Point playground and open space improvements currently undergoing stakeholder review.	On Budget	June 2023
Bonnie Doon Streetscape Upgrades - Delivery	40,000	Community engagement and scope completed, RFQ release in April.	On Budget	June 2023
Pathways				
Asphalt Pathway rehabilitation	3,644	Renewal of asphalt pathways within the Shire. No priority works identified by field inspections. Complete.	On Budget	Complete

Mansfield Shire Council | CEO Monthly Report

Gravel Pathway rehabilitation	118,218	Renewal of gravel pathways within the Shire. Works being delivered by Field Services team. Great Victorian Rail Trail improvements community engagement in progress.	On Budget	June 2023
Concrete Pathways	50,000	Renewal of concrete pathways within the Shire. Complete.	On Budget	Complete
Malcolm Street Footpath Construction	210,000	Construction of shared path along the north side of Malcolm Street. Scope finalised and retendered - RFT closing 19 April. Project forecast for potential carry-forward for completion of construction works.	On Budget	June 2023
Roads				
Kerb & Channel	77,609	Construction Completed.	On Budget	Complete
Re-Sealing	319,816	Construction Completed. Additional \$80k expenditure due to increased scope of renewal works required, will be offset by approx. \$100k savings on re-seal preparation program.	Above Budget by >10%	Complete
Car Park Resealing	31,363	Contract awarded to Boral with above re-sealing works, will be completed in April.	On Budget	May 2023
Re-Seal Preparation Program	385,748	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Complete.	On Budget	Complete
Car Parks - New - High Street	600,000	Development of a car park off 34 High St Mansfield. Project developed in three stages: - 1. Design: Contract awarded to JCA Land Consultants. Design in progress. 2. Construction of temporary car park; construction completed. 3. Construction of permanent car park - Procurement to follow design.	On Budget	June 2023
Re-Sheeting	651,595	Construction Completed.	On Budget	Complete

Road Upgrade Works	574,000	<p>Improved safety and amenity of identified road sections.</p> <ul style="list-style-type: none"> • Merrijig Primary School works completed by Field Services team to improve the road-side parking. • Ancona Road work completed with Re-sheeting program. • Rifle Butts Rd reconstruction included in IMPACT Route scope. • Old Tonga Rd – erosion issue and headwall repair contract awarded and works to commence in May. • Shaw’s Rd project - no priority works identified by field inspections. Complete. • Buttercup Rd intersection - construction completed. 	On Budget	Complete
--------------------	---------	---	-----------	----------

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

4. New Initiatives

Project Initiative	2022-23 Budget	FTE	Project Update
Outlying Communities Infrastructure Fund Grant	\$50,000		Five applications for grant funding were received and Council endorsed three projects (Merton, Jamieson and Bonnie Doon) for funding. One project of \$10K has been funded and is complete. The Bonnie Doon project has been invoiced for \$20K, with a commencement date to be confirmed next month. The remaining \$20k is expected to be distributed to community organisations in March/April 2023.
Environment Program (Tree Planting & Education)	\$10,000		The Environment Officer is progressing this project. Saplings will be ordered for this project following community consultation.
Flood Mapping – Mansfield Township	\$25,000		This program is budgeted to cost a total of \$115k offset by \$90k grant funding. Grant funding has now been confirmed and tendering for this project is expected to happen shortly.
New Staffing			
Community Connection Officer	\$41,500	0.50	This position has been filled and commenced in September 2022. This is a fixed term position for a period of 12 months.
Onsite Wastewater Management Plan Implementation	\$54,480	0.50	Existing Onsite Wastewater Management Officer has accepted movement from 0.5 to 0.6 FTE and more recently to 0.8 FTE effective 16 January 2023. An additional 0.20FTE position commenced February 2023 – initially commencing as 0.4 EFT for 6 months.
Roads Maintenance & Parks & Gardens	\$142,000	2.00	Both the Roads and Parks & Gardens ongoing positions have been appointed. These positions have assisted spreading the load on a continually increasing workload across both areas.

Other new initiatives adopted by Council as part of the 2022-23 Budget were capital in nature and these project updates are reported as part of the monthly Capital Works report. These include the following projects:

- ▶ Stormwater Drainage Works Apollo and High Streets Mansfield Stage 1 & 2 (\$0.87 million).
- ▶ Malcolm Street Footpath (\$0.21 million).
- ▶ Construction of a new Public Car Park High Street Mansfield (\$0.60 million) – funds to be drawn down from TCV in April.
- ▶ Heavy Vehicle Alternative Route Stage 2 (carry forward from 2021/22) (\$2.08 million).
- ▶ Station Precinct Master Plan Heritage Display Building (carry forward from 2021/22) (\$1.28million).

5. Statutory Planning

Planning Applications Lodged

App No.	Property Address	Proposal
P016A/22	5 Sovereign Court Mansfield VIC 3722	Amendment to drawings to accommodate hard stand storage area
P023A/19	8 Timothy Lane Mansfield VIC 3722	Use and development of land for a Residential Village
P026/23	2690 Mt Buller Road Merrijig VIC 3723	Use and development of a Second Dwelling
P027/23	52 Range View Court Mansfield VIC 3722	Development of land for a dwelling and shed
P028/23	Lot 29 Owens Creek Drive Mansfield VIC 3722	Use and development of a dwelling and outbuilding
P029/23	305 Banumum Road Mansfield VIC 3722	Use and development of land for a dwelling
P030/23	152 Davies Road Merrijig 3723	Use and development of land for a (retrospective) dwelling, domestic outbuilding (shipping container), and an agricultural shed
P031/23	654 Blue Range Road Bridge Creek 3723	Use and development of land for a Second Dwelling
P032/23	94 Tolmie-Mahaikah Road Tolmie VIC 3723	Development of land for a dwelling and associated outbuildings
P033/23	142 Dry Creek Road Bonnie Doon VIC 3720	Development of land for an outbuilding
P034/23	Kiernans Road Bonnie Doon VIC 3720	Development of land for an agricultural shed
P035/23	961 Howes Creek Road Mansfield VIC 3722	Development of land for two (2) outbuildings
P036/23	25-27 Malcolm Street Mansfield VIC 3722	Use and development of land for a Service Station, Business Identification and Promotion Signage, alteration of access to a road in a Transport Zone 2
P037/23	56 Drakes Hill Road Mansfield VIC 3722	Use and development of land for a dwelling and outbuilding
P038/23	754 Sonnberg Drive Bonnie Doon VIC 3720	Use and development of land for two dwellings and an outbuilding
P039/23	100 Dueran Lane Mansfield VIC 3722	Use and development of land for a (retrospective) dwelling
P040/23	180 Star of the Glen Road Bonnie Doon VIC 3720	Use and development of land for a camping and caravan park (Six Glamping Tents, bathroom facilities building, common room building), development of land for an agricultural shed, and an outbuilding associated with the existing dwelling
P041/23	180 Johnstons Road Barjarg 3723	Use and development of land for a camping and caravan park (1 Glamping Tent) and an associated habitable outbuilding (kitchenette and bathroom)
P042/23	44 Lake Drive Howqua Inlet VIC 3723	Development of land for an outbuilding
P043/23	5 Moonah Road Bonnie Doon VIC 3720	Alterations to an existing dwelling

Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal
P044/23	12 Village Way Macs Cove VIC 3723	Use and development of garage
P045/23	800 Mansfield Woods Point Road Mansfield VIC 3722	Use and development of two farm sheds - class 71.06
P046/23	128 Howes Creek-Goughs Bay Road Howes Creek VIC 3723	Use and development of farm shed - clause 59.13
P047/23	1 JONES Street Bonnie Doon VIC 3720	Use and Development of the Land as a Car Wash, display of a Business Identification Sign, Alteration of an Access to the TRZ2 and Waiver of Onsite Car Parking
P052A/20	875 Tabletop Road Tolmie VIC 3723	Amendment to endorsed plans of dwelling and outbuilding
P067A/22	295 Banumum Road Mansfield VIC 3722	Amendment to move location of the Septic and Effluent Field
P125A/18	82A Malcolm Street Mansfield VIC 3722	Use of land as a place of assembly
Total Applications Lodged: 27		

Planning Applications Determined

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P003/23	201 Lennons Lane Piries VIC 3723	Extension of existing dwelling	24/03/2023	
P014/23	111 Johnstons Road Barjarg 3723	Development of land for an outbuilding	31/03/2023	
P019/23	723 Monkey Gully Road Goughs Bay VIC 3723	Use and development of a dependent persons dwelling		Permit not required 01/03/2023
P021/23	7 Milton Drive Jamieson VIC 3723	Development of land for an outbuilding associated with an existing dwelling	15/03/2023	
P023/23	77 Crosbys Lane Mansfield VIC 3722	Development of land for an outbuilding	24/03/2023	
P104/22	10 Lightwood Court Merrijig 3723	Development of a dwelling	NOD - 24/03/2023	
P127/20A	151 Old Tolmie Road Barwite VIC 3722	Remove condition 2 Requirement for Section 173 Agreement		Withdrawn 17/03/2023
P180/22	53 Bayside Boulevard Goughs Bay 3723	Use of land for sale and consumption of liquor	17/03/2023	
P187/22	Mansfield Whitfield Road Tolmie VIC 3723	Use and development of land for a dwelling and outbuilding, and alteration of access to Transport Zone 2	09/03/2023	

Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P200/22	140 Highton Lane Mansfield 3722	Subdivision of land into fourteen (14) lots and creation of common property	07/03/2023	
P211/22	3 Hollams Road Mansfield 3722	Change of use of Dependant Persons Unit to Second Dwelling	17/03/2023	
P215/22	160 Campagnolos Road Mansfield VIC 3722	Variation and removal (in part) of carriageway easement	NOD - 31/03/2023	
P220/22	26 High Street Merrijig VIC 3723	Development of land for a dwelling	03/03/2023	
P224/22	42 Kippings Lane Merton VIC 3715	Development of land for a replacement dwelling	31/03/2023	
P230/22	1 Finch Street Sawmill Settlement VIC 3723	Development of land for a dwelling and native vegetation removal	17/03/2023	
P235/22	36 Drakes Hill Road Mansfield VIC 3722	Use and development of land for a dwelling and development of an outbuilding ancillary to a dwelling and a swimming pool	03/03/2023	
P071490TA /15	14 Knights Road Merton 3715	Three (3) Lot Staged Subdivision	31/03/2023	
Total Applications Determined:			15	2

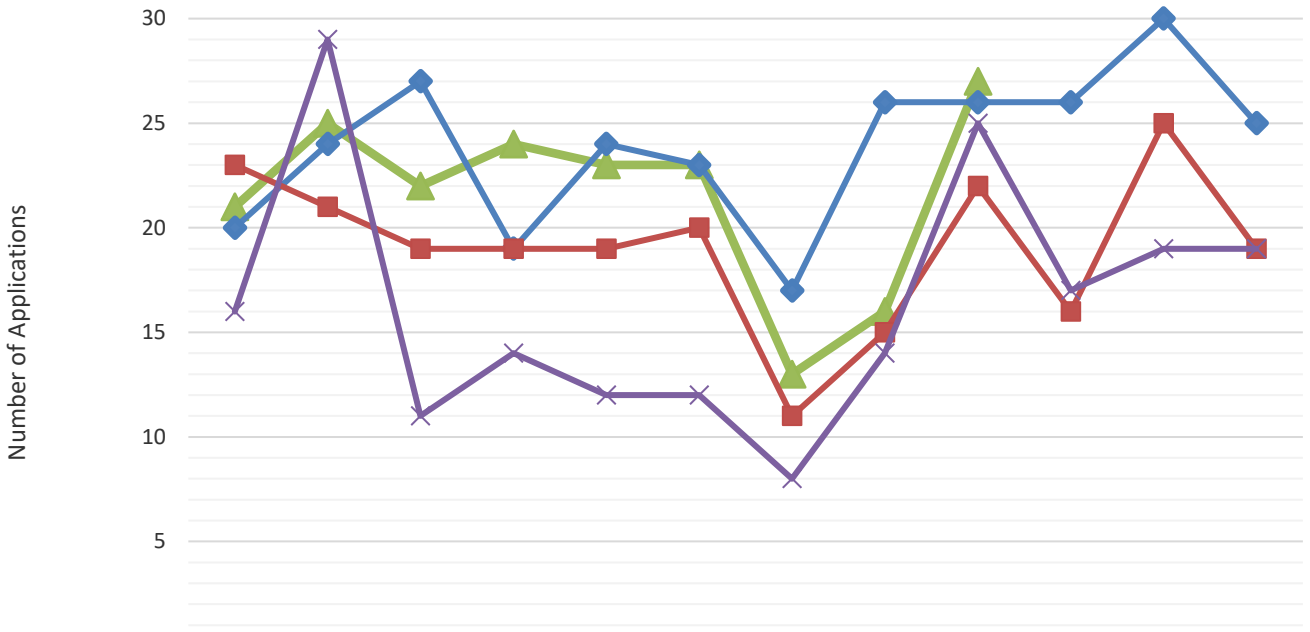
Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S209132B/23	120A Malcolm Street Mansfield	Five (5) lot subdivision	06/03/2023	On referral
S210010V/23	4440 Mansfield-Woods Point Road Kevington	Two (2) lot consolidation	20/03/2023	On referral
Total applications received:				2

Other Planning Consents & Assessments

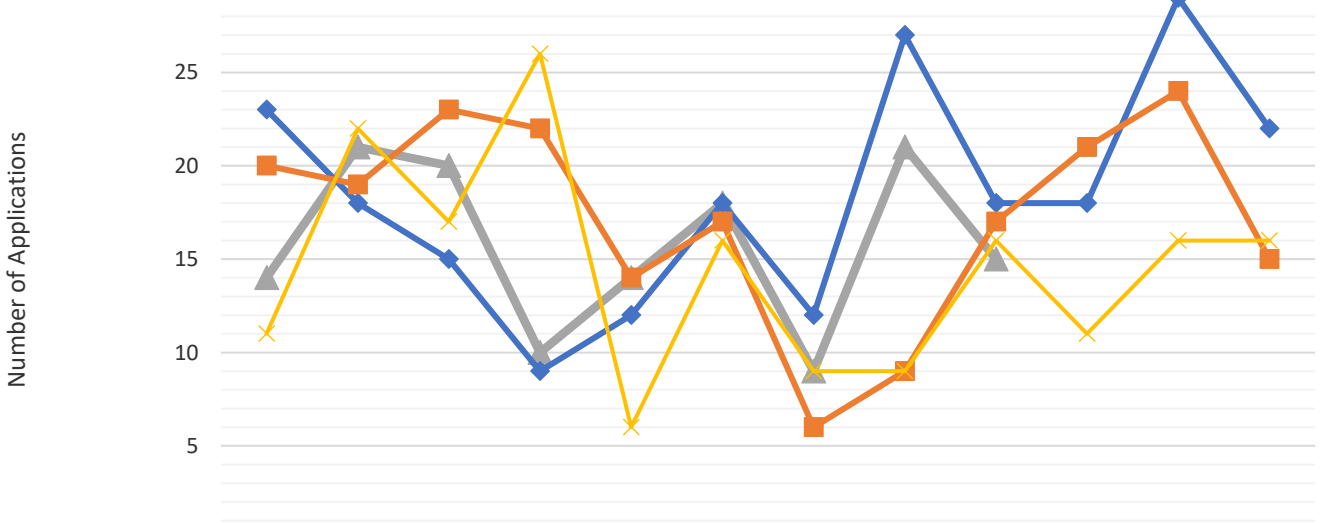
Type of Request	Number Issued
Condition 1 plans and engineering plans for endorsement	3
Secondary Consent	1
Extension of Time	5
Written Planning Advice	1
Certification & Statement of Compliance	0
Total applications Issued: 10	

Lodged Applications Yearly Comparison



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2022-2023	21	25	22	24	23	23	13	16	27			
2021-2022	20	24	27	19	24	23	17	26	26	26	30	25
2020-2021	23	21	19	19	19	20	11	15	22	16	25	19
2019-2020	16	29	11	14	12	12	8	14	25	17	19	19

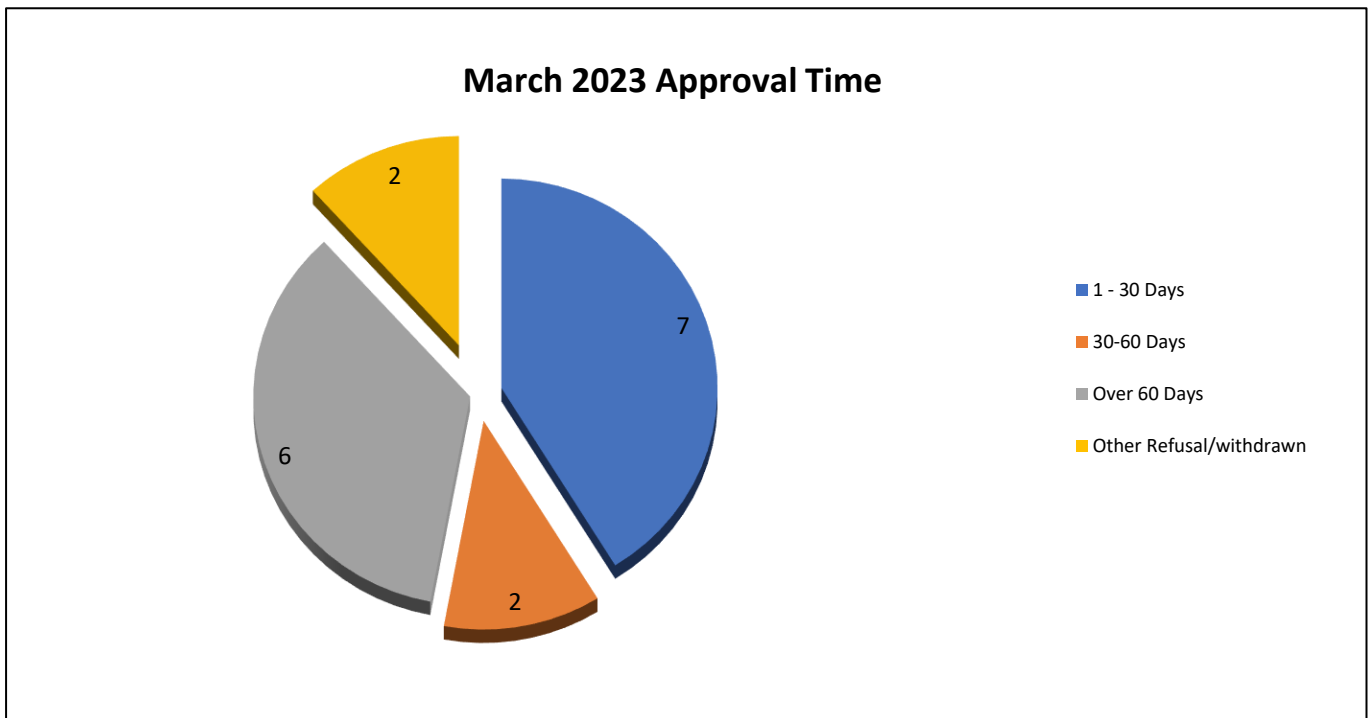
Issued Applications Yearly Comparison



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2022-2023	14	21	20	10	14	18	9	21	15			
2021-2022	23	18	15	9	12	18	12	27	18	18	29	22
2020-2021	20	19	23	22	14	17	6	9	17	21	24	15
2019-2020	11	22	17	26	6	16	9	9	16	11	16	16

Days Taken to Determine Planning Applications

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
1-30 days	3	2	7										12
31-60 days	2	3	2										7
Over 60 days	1	16	6										23
Withdrawn / Permit not req. / Lapsed / Refused		4	2										6
Applications finalised	6	25	17										48



6. Building Services

Monthly Comparative Value of Building Permits Lodged

	2022-2023	2021-2022	2020-2021
JUL	\$7,830,045	\$6,363,414	\$5,961,408
AUG	\$6,184,961	\$8,284,568	\$4,725,992
SEP	\$7,294,440	\$6,017,668	\$3,762,200
OCT	\$11,189,249	\$3,392,677	\$5,004,259
NOV	\$9,084,874	\$5,573,777	\$7,120,839
DEC	\$3,593,347	\$8,266,461	\$4,719,391
JAN	\$5,829,556	\$3,791,736	\$3,123,763
FEB	\$6,049,268	\$10,806,944	\$6,112,124
MAR	\$10,907,270	\$5,199,799	\$9,445,321
APR		\$6,747,987	\$7,839,393
MAY		\$4,103,660	\$6,110,689
JUN		\$5,350,889	\$6,638,540
TOTAL	\$67,963,010	\$73,899,580	\$70,563,919

Monthly Comparison of Permits Lodged for Dwellings

	2022-2023		2021-2022		2020-2021	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	24*	24	15	15	14	14
AUG	5	29	15	30	10	24
SEP	5	34	18	48	7	31
OCT	11	45	6	54	8	39
NOV	30	75	9	63	12	51
DEC	5	80	9	72	9	60
JAN	7	87	4	76	6	66
FEB	5	92	11	87	17	83
MAR	5	97	10	97	20	103
APR			5	102	18	121
MAY			7	109	12	133
JUN			5	114	12	145
TOTAL	97		114		145	

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	5	3,749,679
ALT & ADDITIONS	4	448,500
DOMESTIC SHEDS & CARPORTS	12	622,281
SWIMMING POOLS & FENCES	4	202,780
COMMERCIAL & PUBLIC AMENITIES	3	5,884,030
TOTAL COST OF BUILDING WORKS	27	\$10,907,270

7. Regulatory Services

Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged			Permits to Install Issued	Permits to Use Issued
	New	Alteration	Total		
JUL	6	0	6	5	10
AUG	7	0	7	8	6
SEP	12	1	13	9	6
OCT	3	0	3	10	4
NOV	11	1	12	2	8
DEC	5	1	6	13	7
JAN	2	0	2	5	1
FEB	4	1	5	2	4
MAR					
APR					
MAY					
JUN					
TOTAL	50	4	54	54	46

Septic Applications Lodged

	2022-2023		2021-2022		2020-2021	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	6	6	4	4	9	9
AUG	7	13	2	6	11	20
SEP	13	26	5	11	5	25
OCT	3	29	8	19	7	32
NOV	12	41	8	27	6	38
DEC	6	47	5	32	2	40
JAN	2	49	6	38	6	46
FEB	5	54	8	46	3	49
MAR			11	57	4	53
APR			2	59	5	58
MAY			8	67	9	67
JUN			6	73	10	77
TOTAL	54		73		77	

8. Revenue Services

General Update

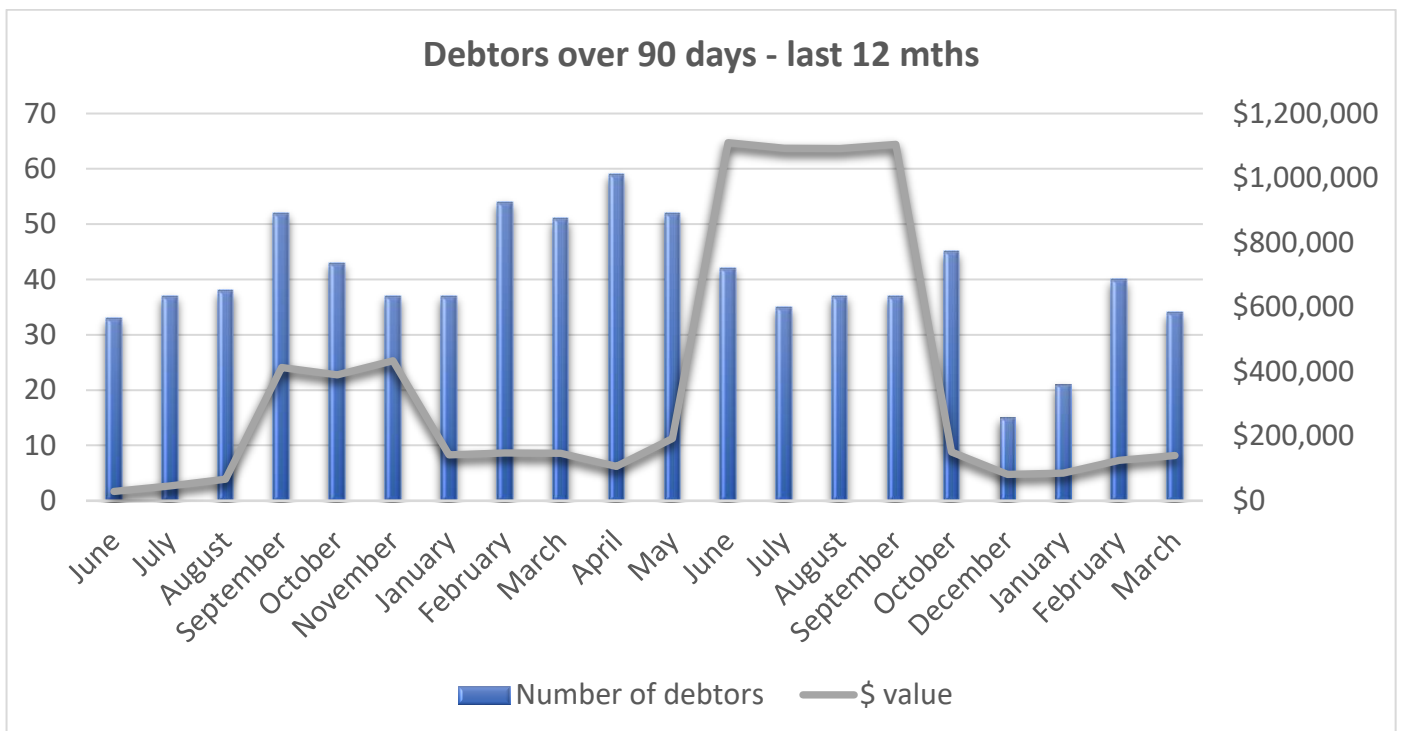
DHHS Audit – DHHS conducted their annual audit of Concessions Claims. Data was uploaded into the portal including current year and retrospective Concession Claims. A number of Ratepayers were selected as test cases for the Audit. No issues were found with the allocation of Municipal rebates.

Revenue Managers Association Conference – Several staff attended this conference in Bendigo over 2.5 days. The conference provided updates on a number of topics such as changes to the Local Government Act related to Revenue and the Fire services Property Levy.

Debtors

The number of debts outstanding over 90 days has decreased over the last month from 40 to 34 however the value has increased from \$125,001 to \$139,650. This is an increase of just over 10% from the previous month. A large planning permit amount was received however this was offset by an outstanding amount of \$60,000 from the Gough’s Bay Progress Association.

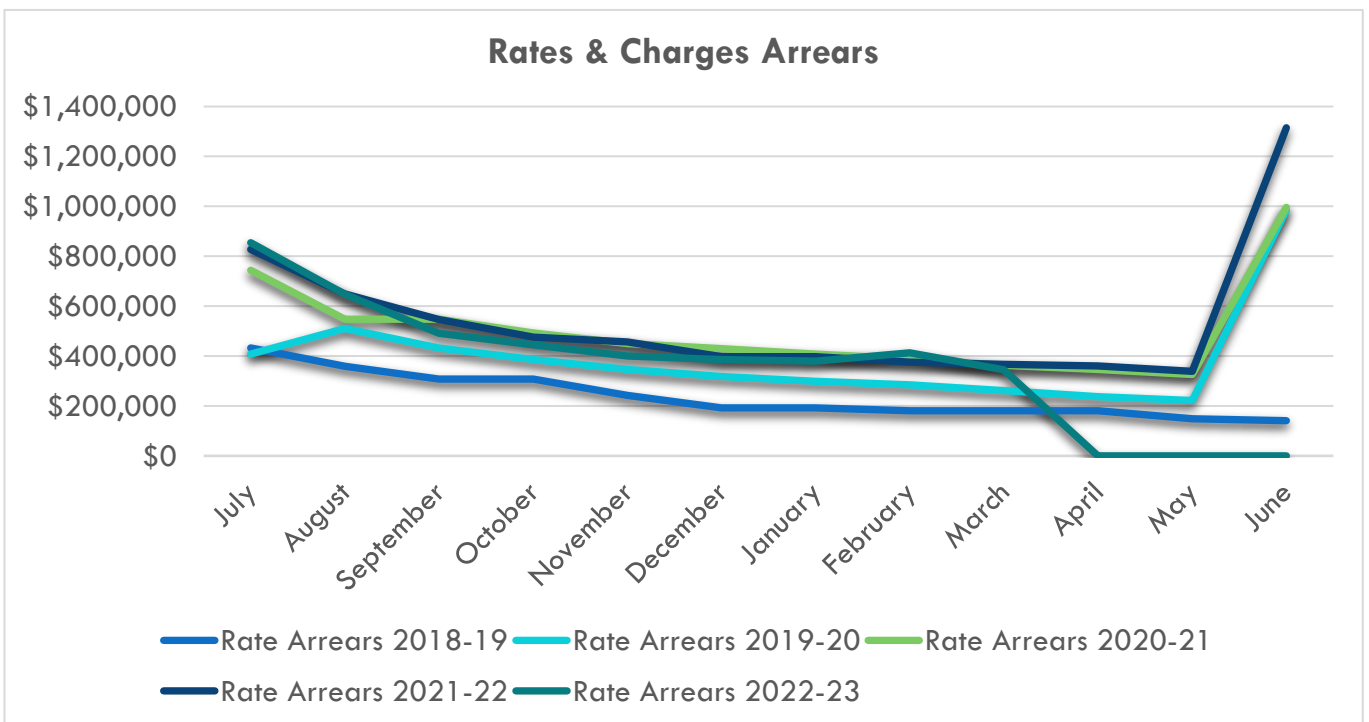
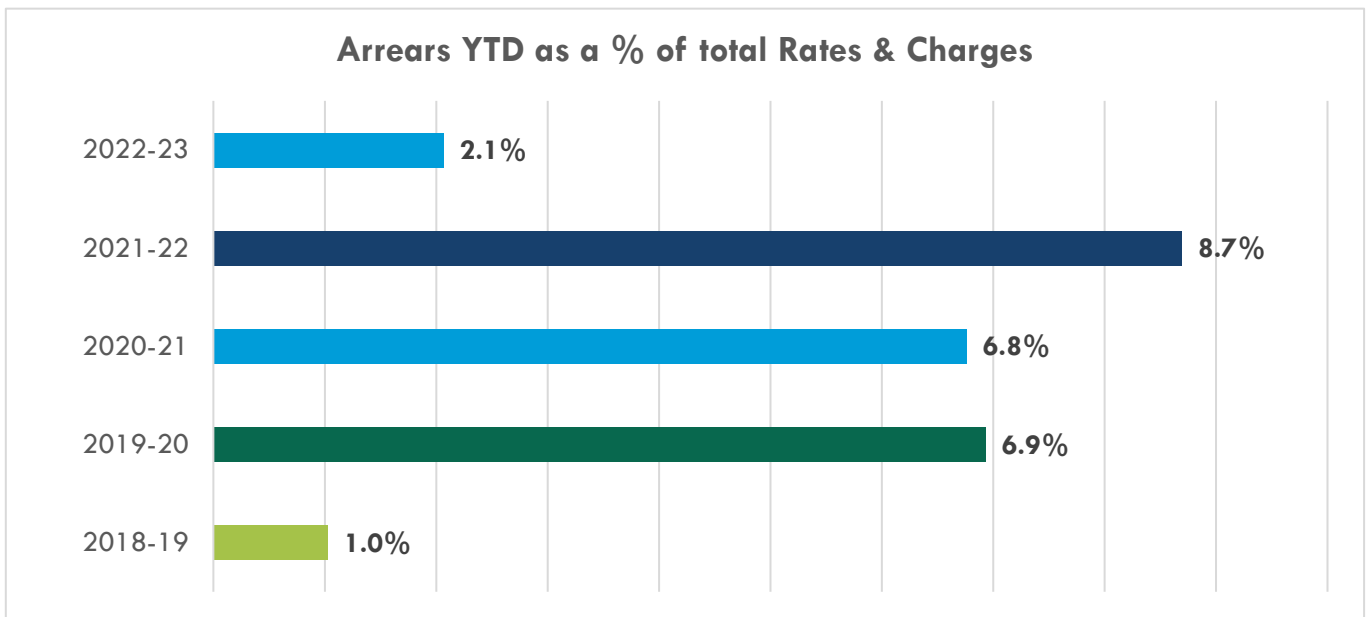
89.5% (\$125,000) of the debtors relate to 4 debtors.



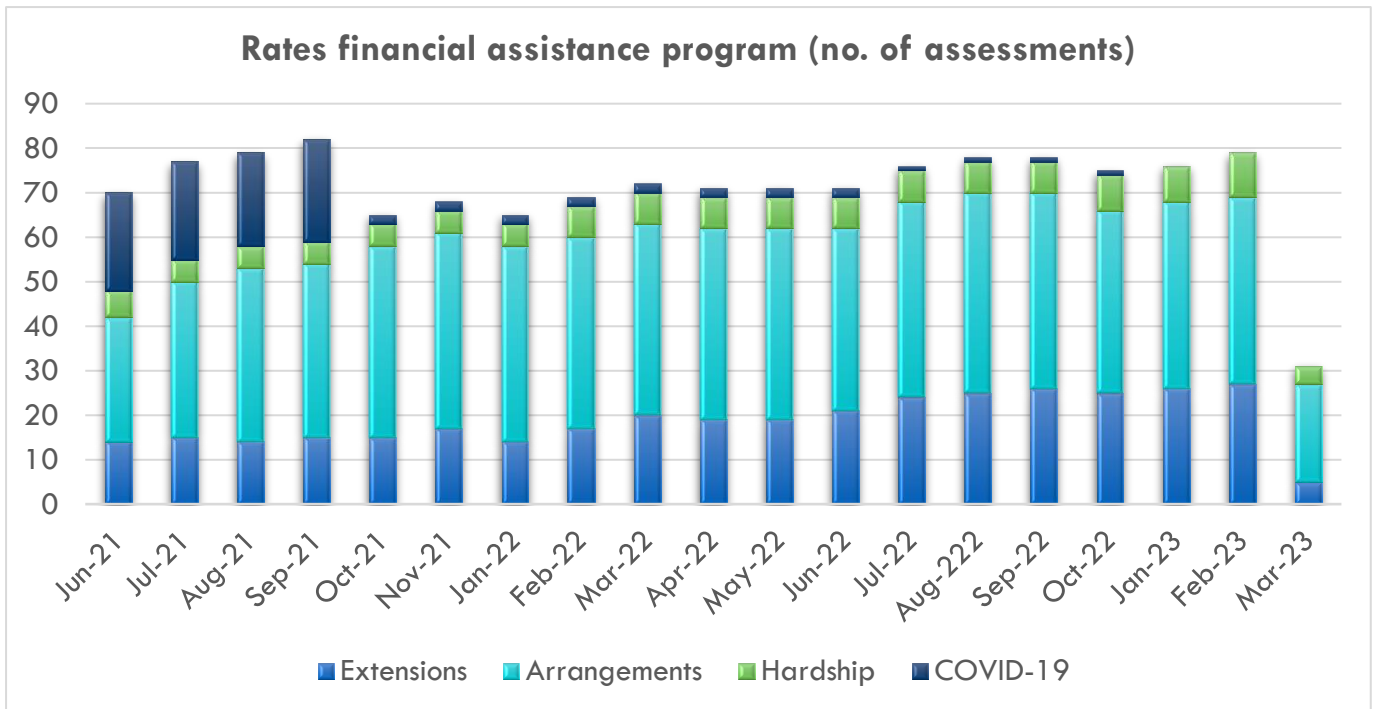
Payment of Rates

Rates Arrears has decreased from 2.5% in February to 2.1 % in March, due to follow up actions taken by revenue staff on outstanding third quarter payments due by the end of February.

A 6 monthly review of hardship cases has seen a number expire without a request to reinstate them. Rate payers have the ability to apply for hardship consideration at any point throughout the year. These requests are assessed against the hardship policy. The hardship policy will be reviewed in light of changes proposed in the LGA 1989 due in June 2023.



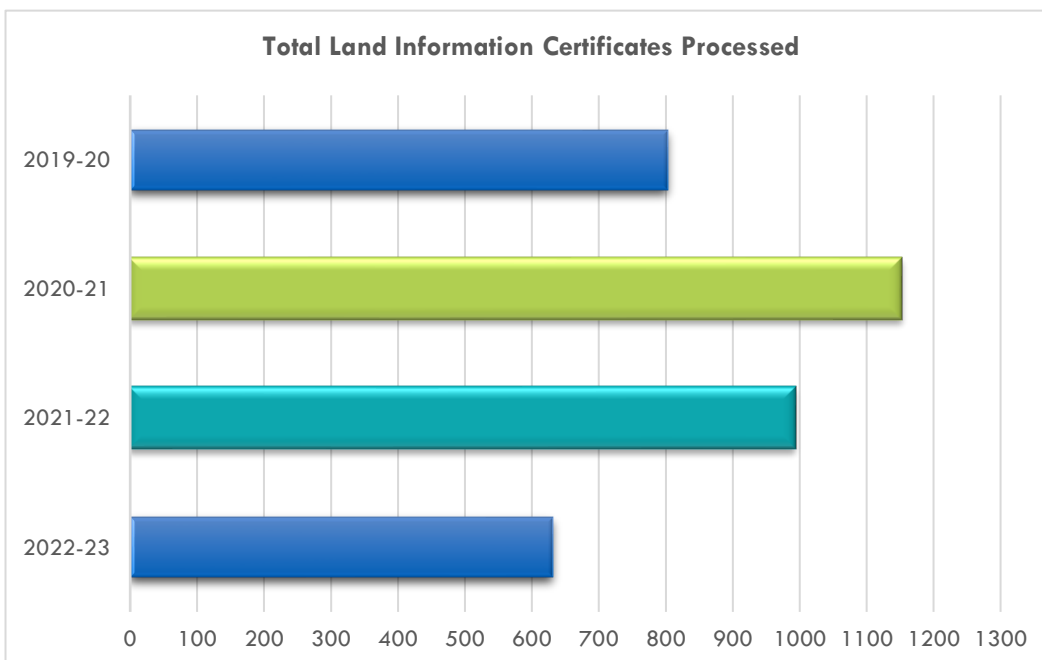
Mansfield Shire Council | CEO Monthly Report



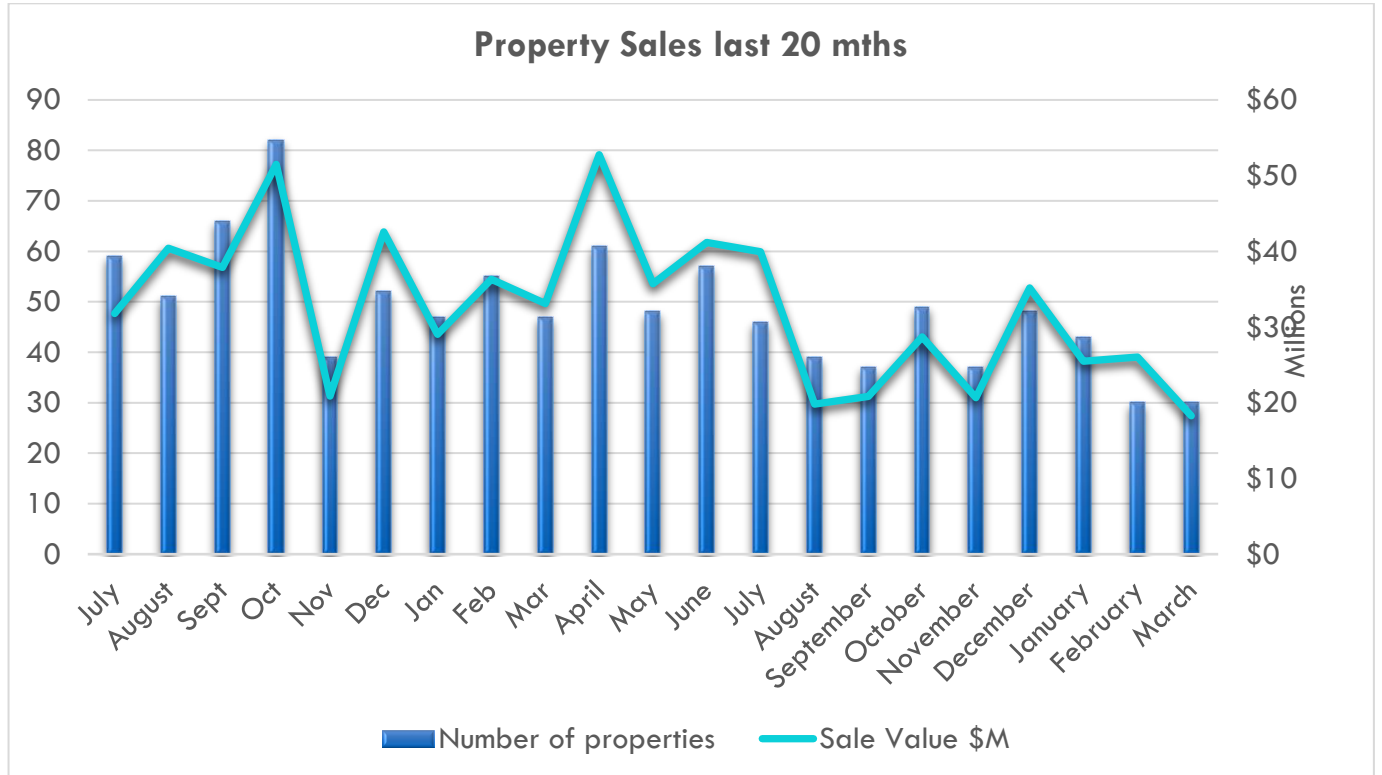
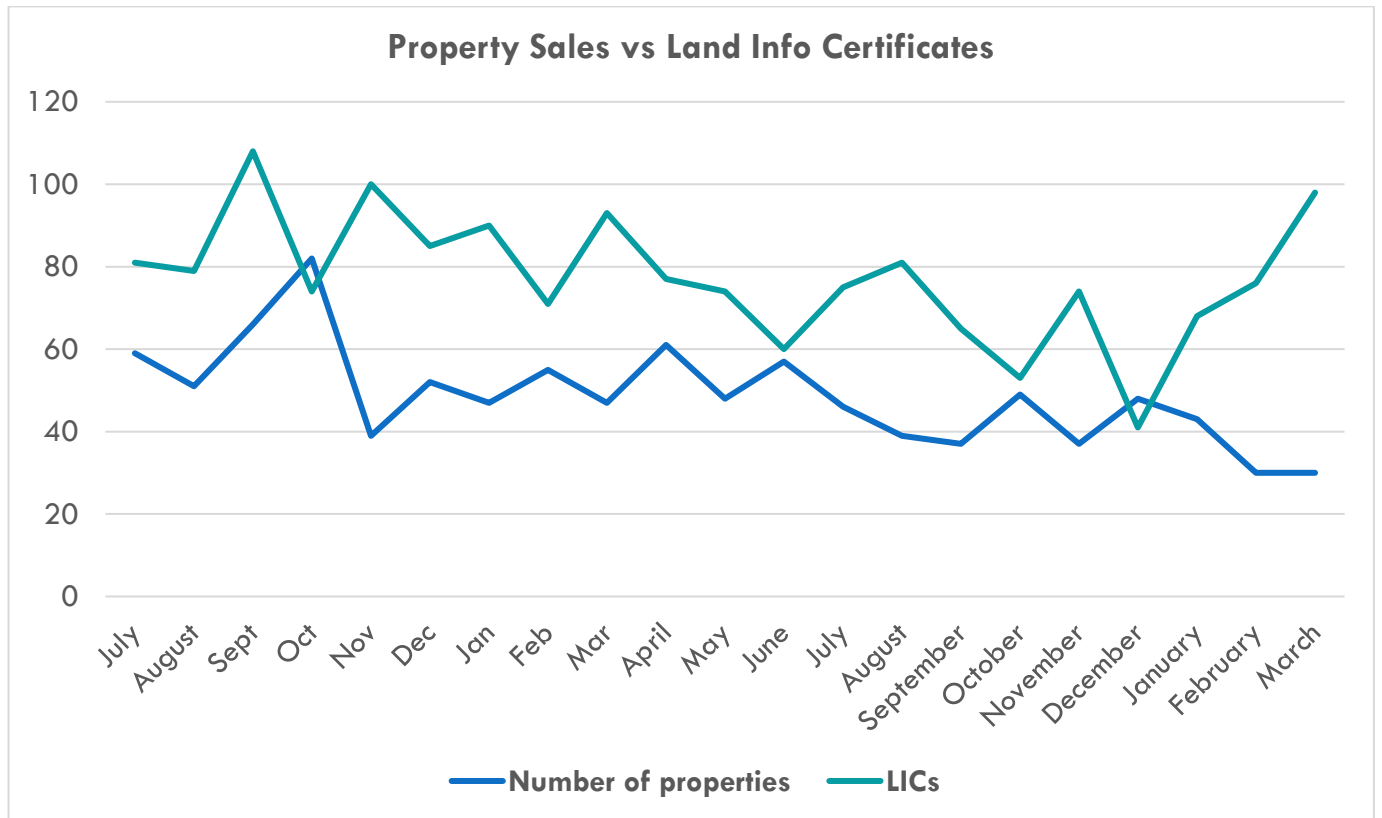
Property Sales Data

The number of Land Information Certificates (LICs) processed annually and year to date are shown below. LIC's are required to be 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 Mansfield Shire saw a slowing down in the property market in 2021-22. For 2022-23 the market has slowed down and more closely aligned with the 2019-20 figures. LIC and Property data is to the end of March.

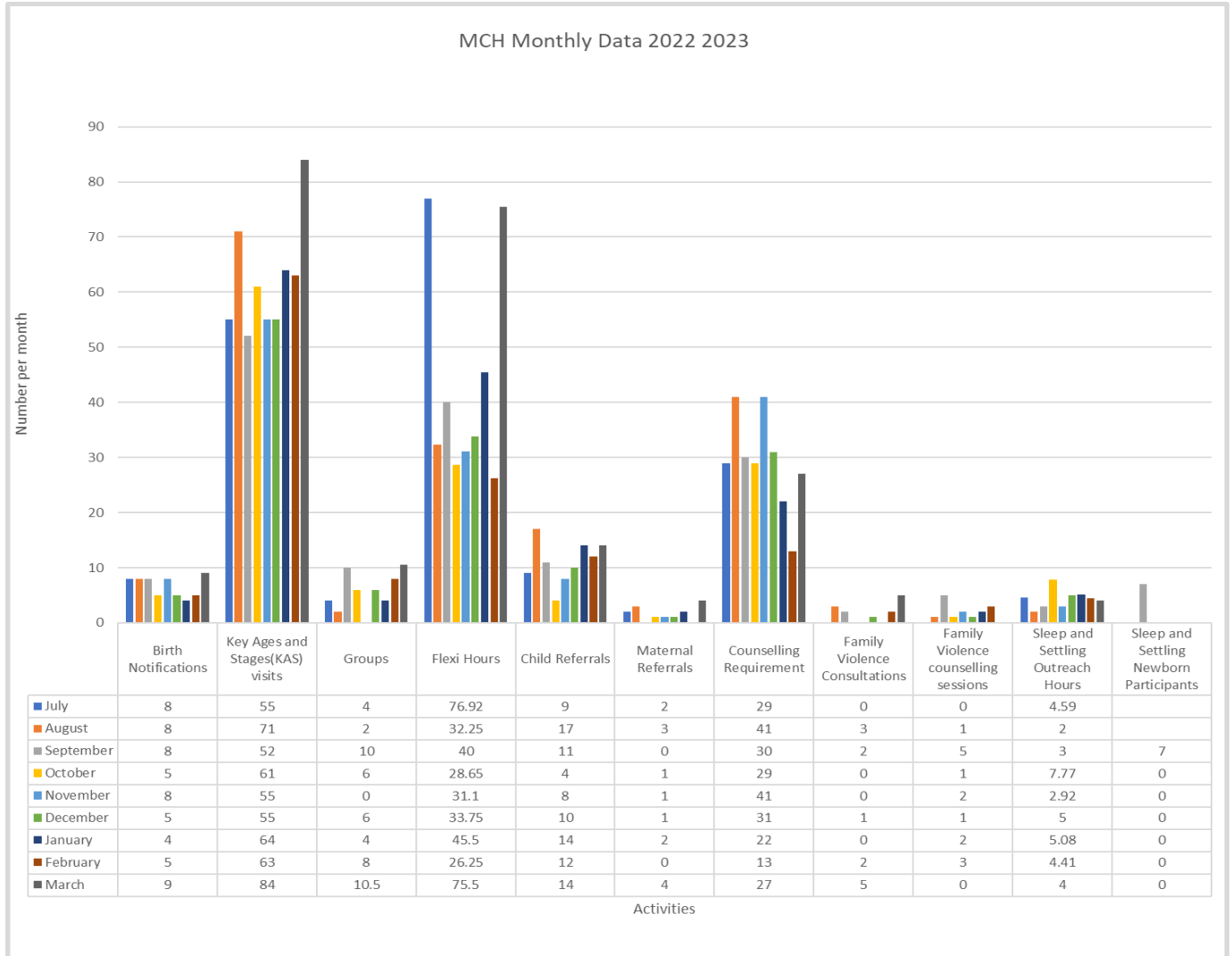


Mansfield Shire Council | CEO Monthly Report

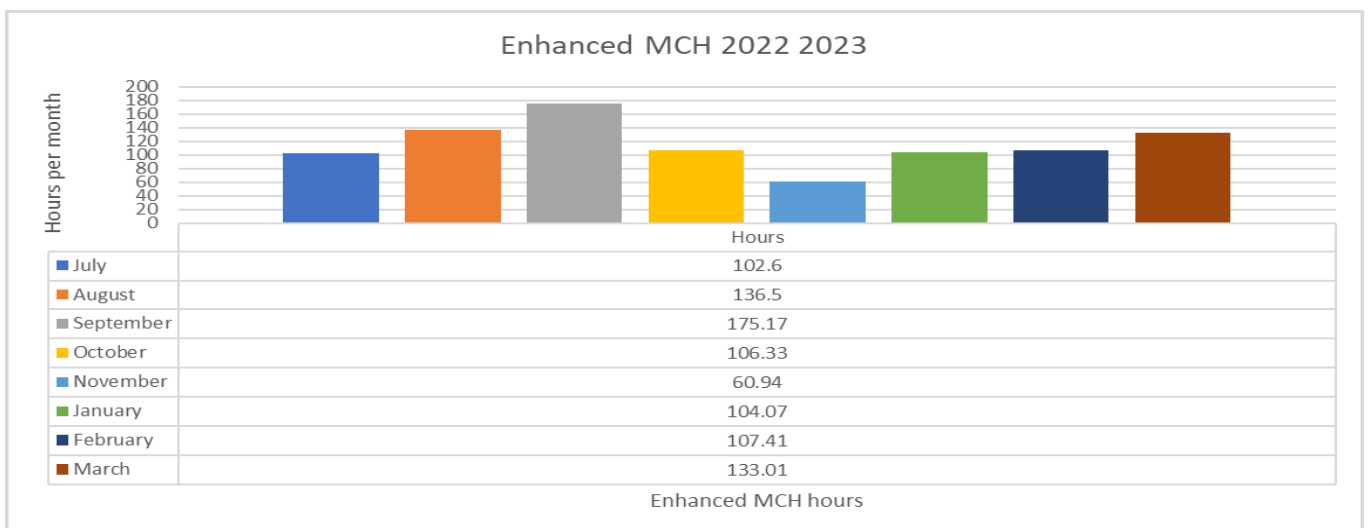


9. Community Health and Wellbeing

Maternal and Child Health



Enhanced MCH



Mansfield Shire Council | **CEO Monthly Report**

Enhanced Service Hours Annual Target: 1,425.27

Year to date service hours: 928.78

New Initiatives

- ▶ Child LINK all completed and staff all on-board and active.

Infant Programs

- ▶ x3 sessions conducted 0-3mths, 4-7mths and 8-11mths required two facilitators – x2 MCHN's full day.

New Parent Group

- ▶ Commenced March

Supported Playgroup

- ▶ New facilitator commenced
- ▶ Mercy Centre group to move to Mondays Term 2 and be branded as "Mansfield Crawl and Play"
- ▶ SPG team meeting occurred 9 March and review of all groups for Term 2 to be finalised end of Term 1 including location of groups.

Financial Counselling

In March our Financial Counsellor was invited by the Training Manager at Financial Counselling Victoria (FCVic) to facilitate an *Ethical Dilemmas* professional development session which was held on 28 March. Sixty-two Financial Counsellors worked through 3 case studies on ethical dilemmas, all of them actual, current issues. Much active participation and robust discussion ensued.

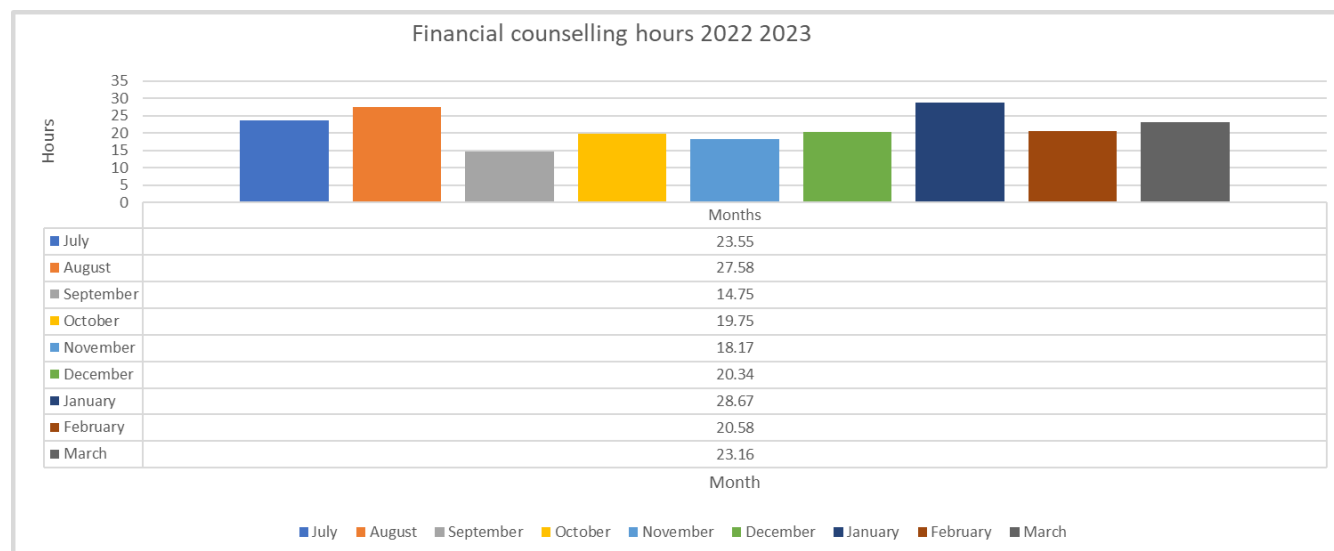
Emergency Relief ER update – Mansfield & District Welfare Group M&DWG

In March there were 16 requests for assistance, totalling \$2,640:

Food	\$1,300
Fuel	\$455
Taxi	\$31
Chemist	\$200
Glasses	\$370
Dog registration	\$85
Freezer	\$199

Note - these figures include assistance provided via Social Worker (Mansfield District Hospital), Integrated Family Services/Maternal and Child Health.

Mansfield Shire Council | CEO Monthly Report



Youth Services

Mar-23	Program	Activity		March Attendees/ frequency	Year to date Attendees	Plan Categories	Annual Targets	Comment
	Engage	PRISM Group	Weekly	16	16	Youth support groups PRISM	15	At Mansfield Secondary College
		Leadership Program	Annual	N/A	N/A	Youth Development LEAD	10	Scheduled for November 2023
		Workshop attendance		N/A	35	Youth Development Life Skills	80	School holiday Program January
		Workshop frequency	1-4 per term	N/A	3	Youth Development Life Skills	4	School holiday Programs January
		Breakfast Club	Weekly	224	460	Youth Celebration Youth Direction	300	At Secondary College during term
		Rainbow Ball planning workshop	Annual	2	2	Youth Celebration PRISM	100	Planning workshop attended
					516		509	
	FreeZa	FreeZa Events	6 per year	N/A	2	Events	6	Skate Fest and Pool party in January
		Event attendance		80	220	Attendance	1525	Performance at Disaster Recovery event
		Committee members	Per year	7	7	Committee	12	
	L2P	Current Active Learners	per quarter	16	16	Learner drivers	15	
		Currentnt Active Mentors		8	8	Mentors		

Program Overview

Engage!

As at March 2023, the Youth Program has reached 69% of the overall participation target.

Additionally:

- ▶ Annual LEAD leadership program is scheduled for November 2023.
- ▶ Youth Development/ Life Skills workshops: Frequency of workshops is 1 per term; 3 workshops have been held in the year to date during the January school holidays with three workshops planned for the April school holidays.
- ▶ Youth Celebration: The North East Pride Collective (NEPC) Rainbow Ball is scheduled for 3 June 2023; a Rainbow Ball planning workshop with young people from across the North East was held in March 2023. Additional youth celebration events will be held throughout 2023.

FReeZA

- ▶ Two of 6 FReeZA events have been held this year to date. A further four FReeZA events are scheduled for the remainder of the calendar year, one being the Rock Out concert in October.
- ▶ The FReeZA committee assisted in organising and performed at the Disaster Recovery event held in the Amphitheatre.

Future Proof Disaster Recovery

- ▶ A Future Proof Disaster Recovery event was held 17 March 2023, and there were approx. 80 attendees.
- ▶ A Future Proof Disaster Recovery workshop will be scheduled to occur in the 2023 calendar year.
- ▶ Disaster Recovery ran a stall at the Tolmie Sports where they promoted the program to young people, emergency services in attendance and visitors

Integrated Family Services

During March 2023 Integrated Family Services have been working with families facing issues of family violence, housing, disability, NDIS access, parenting, family breakdown and others. Families are dealing with a shortage of accessible services in Mansfield and IFS have been utilising brokerage funds to assist families with crucial childhood assessments that they would otherwise not be able to access. Staff have also been engaging with vital preventative work such as involvement in region wide networks and community development projects such as the Goulburn Valley Public Health Unit Population Health Plan Consultation; Preventing all Forms of Violence and Reducing Injury.

Target hours of service per year: 2,253.59

Service hours year to date 1,810.57

Health and Quality**▶ Jumpstart:**

Mansfield Shire Council were successful in receiving \$14,000 from the VicHealth Future Healthy initiative JumpStart. This will enable us to run a structured play program for children aged 0 -5 years to fill the gap in activities available for children of that age. The program will commence on the 2nd week of Term 2.

Venue and timing have been confirmed, with promotion to occur in the coming weeks, including the registration process.

▶ VicHealth Local Government Partnership (VLGP)

Planning continues for the VLGP and the requirements of a project plan. Council were eligible to apply for module implementation funding to support the initiatives within the partnership. This application has been submitted and waiting an outcome.

Attended a forum as held by VicHealth for Fast Track councils to discuss the Building Active communities' module and a second forum regarding the implementation of the first 2,000 days and the inclusion of this in the partnership modules.

GV PHU – Population health and prevention meetings continued through March with four additional opportunities to contribute to the population health plan planning sessions.

Regional Assessment Service

High demand for assessment services continues with increased referrals due to Care Finder and GP referrals. Clients are advised of a waitlist for services with some waitlist times of 12 months. IAT (integrated assessment tool) live trial to start 12 April 2023. This new assessment tool forms part of the Age Care Reform and the trial will run for the next 3 months.

There is a large demand for Occupational Therapy, Domestic Assistance and Property Maintenance. Many clients have an expectation of applying directly for a Home Care Package. Information is given to clients that utilisation of Commonwealth Home Support Program (CHSP) services is an eligibility criterion before progressing to Home Care Packages

Community Connections

Brochures have been distributed to Goughs Bay Store, Howqua Caravan Park, Jamieson Community Hall, Merrijig Community Newsletter, Beolite Community Newsletter.

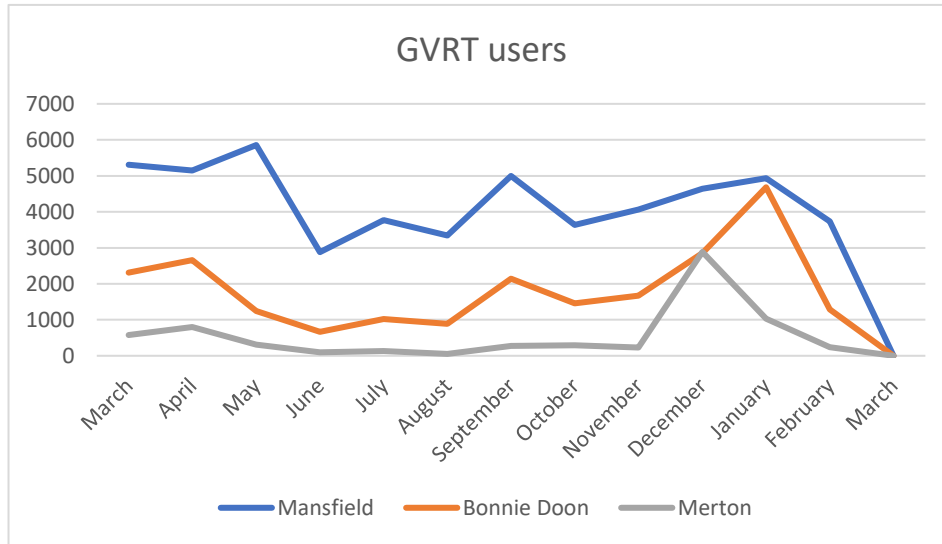
Assistance offered during the month of March:

- ▶ 2 clients recorded on the vulnerable persons register
- ▶ Registered a client with MyGov Account and linked services
- ▶ Assistance with completing Advanced Health Care Directive
- ▶ Assisted client with online renewal of passport
- ▶ Assisted client with aged parent in Melbourne with services
- ▶ Assisted client with Red Cross Transport
- ▶ Provided client with premade meal options other than hospital
- ▶ Emergency Planning Tool Kit, Power of Attorney, and Advanced Health Care Directive left with many clients for completion with their family members
- ▶ Assisted a client on how to navigate Mansfield Shire Council website to watch Council Meetings
- ▶ Liaised with Centrelink for client who has received Home Care Package
- ▶ Meeting with community member regarding Accessibility in Mansfield

10. Visitor Services

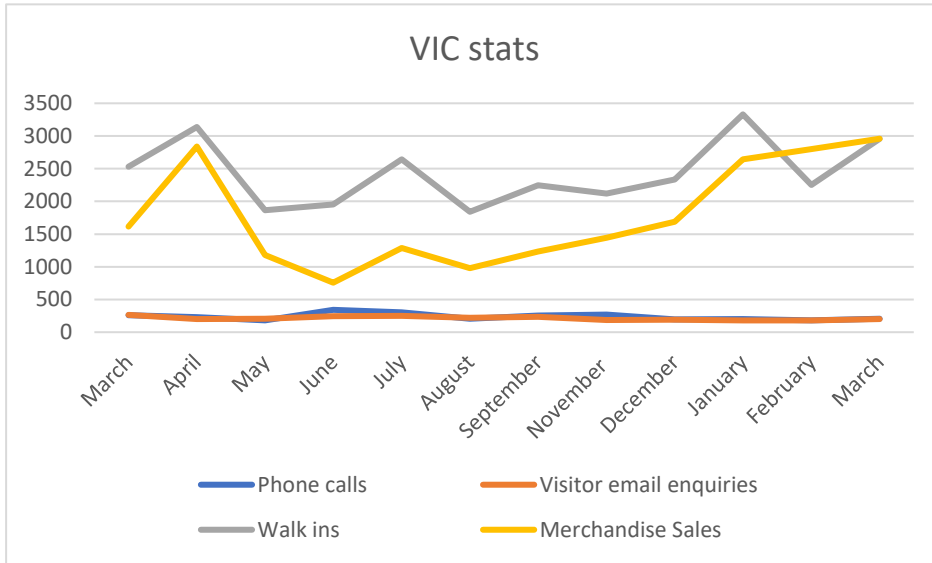
Economic Development - Tourism & Events

The Great Victorian Rail Trail (GVRT)



- ▶ Art on the GVRT – Project nearing completion with installations occurring now. One Mansfield work is in place near Bonnie Doon from Cara Johnson, with Robbie Rowlands work set for installation mid-April.
- ▶ A new MoU for the Rail Trail will be discussed at Management meeting mid-April.
- ▶ In late March the GVRT Industry meeting was held. Subscribers to the GVRT Industry newsletter were invited, with 22 attendees (usually there are 5 or 6). The Friends group and Rail Trails Australia were invited to speak about what they do and how they benefit the Rail Trail as well. There was lots of information and ideas shared and it was a great success.
- ▶ The Art on the GVRT Community Reference Group also met for the last meeting prior to installs of all the works. They were receptive to the final stages and ideas for further marketing. This was also a great chance to update them on the signage projects.
- ▶ Council is still waiting to hear from Agriculture Victoria around the proposed Donkey Treks along the GVRT.

Mansfield Visitor Information Centre (VIC)



	2022	2023	+/-
March – Walk In visitors	2,532	2,954	+422
Retail Sales	\$1,613	\$2,958.10	+\$1,345.10

2022/23 Budgeted income	\$12,000
Income to date with 3 months to go	\$15,266

Once again, the refocus of the VIC is proving to be working. Increased visitation and increased spending whilst still receiving the levels of information the team are known for.

Visitor Survey

The Visitor Information Staff have recommenced gathering 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.

- ▶ **39%** of visitors were aged 60+
- ▶ **31%** of visitors were aged 40 – 60
- ▶ **24%** of visitors were aged 18 - 40
- ▶ **48%** were adult couples
- ▶ **78%** of visitors were here for a holiday over one day with **32%** staying 2 nights
- ▶ **56%** of visitors to the VIC were visiting Mansfield for their first time

Most popular things were in order –

- ▶ Rivers, lakes and water
- ▶ Bushwalking & outdoors
- ▶ Attractions
- ▶ Mt Buller
- ▶ Food and Wine
- ▶ Craigs Hut

The most popular reason for visiting the information centre was for Maps and directions, followed by operator information which has changed from road conditions and updates.

Events

Mansfield Readers Writers Festival

The first Mansfield Readers & Writers Festival was a huge success with over 440 tickets sold.

The atmosphere, feedback and general community spirit around the entire event was fantastic. A mix of locals and visitors enjoyed a range of panel discussions, workshops, readings and Q&A sessions with award winning authors.

This event will return next year however the date will be moved so it does not coincide with other events on the calendar. As this is predominantly an internal event, the weather is not as important in considering the date for this event.

Council supported this first year with:

- ▶ \$1,500 towards marketing and promotion
- ▶ In kind support for hall hire, bins and equipment
- ▶ Event planning and set up assistance
- ▶ Promotional support as part of our March events push.

Mansfield Cycle Tour

With 236 entrants the Cycle Tour was a huge success. Businesses in town benefitted greatly from coffees, food and retail shopping over the weekend and accommodation being fully booked for the weekend as well.

Council supported by providing:

- ▶ Assistance with permits for courses
- ▶ Assistance around new roads and conditions
- ▶ Marketing and promotion

Tolmie Sports

Another successful running of the Tolmie Sports Day took place in March. The last three years have been difficult for this event with two cancelled during COVID and one from a lack of volunteers post COVID. This year they were back and running with a new volunteer base ready to rumble. The event featured all the classics and once again proved why it is such a popular fixture on the events calendar.

Council supported by:

- ▶ \$1,000 towards printing of programs and trophies
- ▶ Traffic Management plan and enhancement by our depot team
- ▶ In kind support for bins and equipment

Stock Dog Spectacular

The stock dog spectacular took place from March 7 – 12 at the Mansfield Showgrounds. The event had record numbers of competitors and trials taking place. The organizer was extremely thankful for the support received from council. Spectator numbers were lower than expected. The event will return for 2024.

Council supported by:

- ▶ allowing access to shower facilities at the Sports Stadium at specific hours for those camping at the showgrounds after identifying insufficient facilities were provided
- ▶ connecting local caterer The Kitchen Door to the event for catered dinners onsite for Wednesday and Friday evening after original caterer cancelled last minute. This also included obtaining equipment from Crawfab to facilitate the dinner.
- ▶ organising sound technician and music for the event
- ▶ providing umbrellas to shade spectators throughout the event
- ▶ organising food and coffee stalls, kids entertainment and first aid on Saturday and Sunday.
- ▶ watering of competition sites each morning of the events to reduce dust
- ▶ event promotion and event management support

Local businesses used: The Kitchen Door, Crawfab, Mansfield Hire, Mansfield Sound & Lighting, Mansfield Courier, Alpine Security, Various local musicians, and food vendors.

Mansfield Pottery Festival

The first ever Mansfield Pottery Festival took place on Saturday 11 March from 11am – 2pm and was an overwhelming success. Council worked alongside event organiser Karen Pirie and her team to help facilitate the delivery of the new event. 39 stall holders took part, live music, food and coffee added to the atmosphere and kids clay play tables and demonstrations were also very popular.

An estimated 2,500 people came through the event site throughout the morning with the event extending till 3pm due to huge numbers. Stall holders and food providers reported significant sales.

Shop owners benefitted with many visitors flowing through the main street prior to and after their event attendance. The event will return for 2024.

Council supported by:

- ▶ event site planning, traffic control and general event management
- ▶ one staff member on site to assist throughout the event with setup of loan equipment, traffic management, problem shooting and other tasks
- ▶ organising food vendors for the day
- ▶ marquees, umbrellas, sensory tent and waste management in kind support
- ▶ funding the event promotional material including flags for roundabout, town entry banner and advertisements in the local newspaper of part of the March events feature

Local businesses used and community groups involved: Mansfield And District Potters Groups, Mansfield Steiner School, Mansfield Signs, Mansfield Courier, Local musicians, and food vendors.

Merrijig Rodeo

A massive turnout for the Merrijig Rodeo of over 4,500 spectators. Event organisers were concerned about numbers dropping with no camping on site, but this certainly did not occur. A huge turnout that solidifies the event as a main event in the calendar yet again. The event will return for 2024.

Event behaviour was outstanding with only one incident recorded that required police intervention.

Council supported by:

- ▶ traffic control and general event management advice
- ▶ liaising between the rodeo committee, council and Victoria Police in regard to camping and concerns
- ▶ core flute signage around the event site to inform people of no camping
- ▶ local laws presence at the gate entry to discourage any illegal camping at the request of Victoria Police

Local businesses used and community groups involved: Merrijig Motor Inn, Hunt Club Hotel, Rodeo Committee, Scouts Group, Mansfield Signs, local food vendors, Bonnie Doon Football Netball Club, Mansfield Hire

Tour De Trail

The third running of the Tour De Trail took place on Sunday 12 March in the morning along the Great Victorian Rail Trail. Over 120 entrants took place in two rides leaving Mansfield, one to Bonnie Doon and back, the other to Mairdample and back. Run by the Friends of The Great Victorian Rail Trail, the event has grown in number each year with 85% of entrants coming from outside the Mansfield Shire area. After the ride they are greeted at their return to Mansfield with live music, espresso coffee, sausage sizzle and a show of Mansfield operators associated with the rail trail.

This event used to be supported financially by council and is a great example of the goal to assist events in their first two years to establish themselves and then seek funding from elsewhere or be able to support themselves. After two successful years the Tour De Trail was able to secure funding through the Bendigo Bank Community grant who have signed on as major sponsors for three years. The event will return for 2024.

Council supported by:

- ▶ event site planning and general event management
- ▶ access to Bonnie Doon Recreation Reserve for use of toilet facilities
- ▶ checking in on the event throughout the morning to ensure all was well
- ▶ marquees, umbrellas and waste management in kind support

Local businesses used and community groups involved: Friends of The Great Victorian Rail Trail, Espresso Go, Local Musicians, A Third Hand community group, Mansfield Apartments, Mansfield Bushwalks, Double Black Alpine, High Country Adventures, Mansfield Signs, Mansfield Courier

Highline 2023

Overall, the event ran smoothly from a spectator's perspective. The main event had some delays due to strong winds. Some injuries were reported.

Some items to note:

- ▶ Spectator and rider numbers were generally down from last year.
- ▶ The silver level downhill event was not part of the event which affected rider numbers.
- ▶ Red Bull cancelled their sponsorship from Highline and other mountain bike events.
- ▶ Several mountain bike events in Australia and New Zealand were held on the same weekend.
- ▶ Some last-minute changes by the event organiser on the first day of the event brought with it extra work to ensure adequate safety measures were taken.
- ▶ The new road was completed allowing improved traffic movements through the site however some cars had to divert to a secondary track near the top of the new road due to a steeper section there.
- ▶ Ideas to improve the event will be discussed in an event de-brief.
- ▶ Event organisers have been asked for data on participants, spectators and vendors.

A debrief with key stakeholders will be organised in the next month.

Economic Development - Business Support

Business Support Newsletters with information on funding and grant opportunities, health/ mental health support, training workshops, local event links and MDBA membership and initiative information were emailed to 467 local businesses through March.

The reported figures below are the averages.

	Council's Business Newsletter	Industry Benchmark
Open rate	49.54%	19.4%
Click rate	19.81%	2.8%
Delivered	98.93%	-
Bounced	1.28%	-

Business Contacts

Council's Economic Development Officer Business Support continues to contact and engage with local businesses via personal visits and calls. Engagements during this month have included discussions on the continuing development of the Sustainable Tourism Plan, the Morning Star Mine at Woods Point announcement, current funding and grant opportunities, Business Victoria training and support programs. Engagement with 25 local businesses took place during March.

Business Supports

Council is working to clarify the impacts and effects of the Morning Star Mine operation at Woods Point. Currently a relatively small number of businesses are immediately impacted but the reach and scale of those impacts will be defined in the coming weeks as clearer data around cash flow and employment becomes available.

The GOTAFE Mobile Campus visited Mansfield for three days March with three staff on board.

25 engagements occurred along with a visit by the staff and Eco Dev Business and Industry to Mansfield Rudolf Steiner School. GOTAFE are introducing their expanded education pathways to the Steiner School and exploring commercial use of facilities at the school for future courses.

Better Approvals

Businesses have sought assistance to vary product/services through change, expansion, or creation of new entities.

- ▶ Enquiry for progress updates on Industrial/ Commercial land projects and
- ▶ Continuing interest and engagement for increasing disabled access to businesses.
- ▶ Enquiry to define and scope sites/ potential locations around the Mansfield Shire for a new tourism-oriented business.

Library

Refurbishment Update

- ▶ The Library is scheduled to reopen in May.
- ▶ Currently finalising cabinetry, painting, lighting
- ▶ Planning for return to the Library (Comms, installation of shelving, return of books to the shelves).
- ▶ Planning for the ministerial visit and community celebration of the new Library space.
- ▶ Working with Friends of the Library to apply for a grant to fund outdoor bench seating and carpet in the meeting rooms, to match the carpet in the main library space.



Library Sector

The inter library loans (ILL) service will return on 1 May 2023, giving Mansfield Library members access to items outside of the High Country Library Network. Some aspects of the ILL service will be different to those offered previously.

Library Statistics for March 2023

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help	Holds placed
March 2023	1,886	2,558	3	39	0	47	244
Feb 2023	2,004	2,457	5	105	0	52	248
Jan 2023	1,530	2,755	3	35	0	36	311
Dec 2022	1,368	2,586	3	61	0	31	379
Nov 2022	2,511	3,289	3	28	0	63	510
Oct 2022	-	3,545	3	38	0	58	531
Sept 2022	2,005	3,110	3	42	1	74	542
March 2022	2,684	3,733	13	199	12	na	523

- ▶ Library (Collopy Street) closed from 18th December for refurbishment, limited Library service opened Tuesday 10 January
- ▶ Room bookings are not available
- ▶ Storytime runs off site
- ▶ Woods Point outreach continued

11. Communications

Media Releases

Throughout March, the 15 media releases below were generated and distributed to the media. All 15 were published in the Mansfield Courier.

- ▶ Mansfield Infrastructure Plan
- ▶ School Crossings
- ▶ Primary School Visit
- ▶ New Defibrillators Installed
- ▶ Highton Lane Upgrade Works (IMPACT Route)
- ▶ Pet Registration Renewals
- ▶ Council Awards Recycling and Waste Contracts
- ▶ Adoption of the Bonnie Doon Plan
- ▶ Pet Registration
- ▶ Goughs Bay Water-Sensitive Town Plan
- ▶ Roundabout Beautification - Community Feedback Received
- ▶ Malcolm Street Shared Path Update
- ▶ JumpStart Funding
- ▶ Resheeting Programs Completed
- ▶ Art on the Great Victorian Rail Trail - Coming Soon

Comments provided to media

In March responses to the Mansfield Courier's request for comment were provided on the following topics:

- ▶ Chicanes along the Great Victorian Rail Trail
- ▶ DVATE murals
- ▶ Labour Day weekend – events and mobile phone coverage
- ▶ Indi Budget submission
- ▶ International Women's Day
- ▶ Pottery Festival
- ▶ Oval topsoiling/over-sowing
- ▶ MACE/Cubby House lease

Mansfield Shire Council | **CEO Monthly Report**

All media releases produced are also shared via Council’s Corporate Facebook page, driving visitation back to the website.

Social Media

For the March period, Council’s Facebook page saw an increase in follows of 36.











Statistics on the Facebook page activity are provided below:

- ▶ **Post reach** **24,485**
- ▶ **Post engagement** **8,740**
- ▶ **Comments** **358**
- ▶ **Reactions** **892**
- ▶ **Photo views** **2,214**
- ▶ **Clicks** **384**
- ▶ **Shares** **132**

The top performing post in March was about a rehomed Cavalier King Charles Spaniel X Kelpie, which achieved a reach of 16,953 and engagement of 3,221.

Other good performing posts included the Resource Recovery Centre’s RESALE Shop, which reached 4,734 and achieved 2,086 engagements. Posts on resealing works and the installation of five new defibrillators around town also did well, reaching an audience of 3,159 and 2,855 respectively.

Further details on post results for the December/January period are provided below.

	UPDATE 24/3/23 - He has now been rehomed to a family with three very excited children. Dog surrendered - looking for a new family 🐶👪 This beautiful 1 year old desexed Cavalier King Charles Spaniel x Australian Kelpie has been surrendered to us and we are looking to find him his forever home/family. If you think he would be the perfect addition to your famil...	Post reach 16,953	Engagement 3,221
	Did you know about our RESALE SHOP at the Mansfield Resource Recovery Centre (167 Monkey Gully Road, Mansfield)? Locals have been busy in their spring cleaning so the shop is overflowing. Come down and make us your best offer on any of the items available! Resource Recovery Centre Operator, Tom Beesley, thought he would show off a few of the items...	Post reach 4,734	Engagement 2,086
	Boral will commence resealing works on the following roads on Tuesday 14 March as part of our road asset renewal program: - Ancona Road, Ancona - Barwite Road, Barwite - Bon Crescent, Bonnie Doon - Graves Road, Mansfield - Hearn Road, Boorolite - Mimosas Drive, Merrijig - Monkey Gully Road, Mansfield - School Lane, Merrijig Traffic management will...	Post reach 3,159	Engagement 363
	We have installed new defibrillators in five facilities around Mansfield to assist the community in dealing with any sudden cardiac emergencies. The five machines have been installed at the following locations: - Mansfield Sporting Complex - exterior wall facing oval - Mansfield Secondary College Dual Court Stadium - exterior wall facing school - Mansfield...	Post reach 2,855	Engagement 475
	Do you have a furry friend at home? Don't forget that pet registration renewals for 2023-24 are due on April 10 🐾🐱 While it is a legal requirement to have your dogs and cats registered, it also gives you the peace of mind that your pet can be identified and returned to you quickly should it escape or become lost. If you haven't yet registered your pet please d...	Post reach 2,264	Engagement 63
	Have you been following along the Mansfield Library refurbishment journey? 🏡 We cannot wait until we can welcome the community to the new space (not to long now!). If you aren't already be sure to follow Mansfield Library Victoria for regular updates on the refurbishment.	Post reach 1,777	Engagement 202
	We are meeting with Belgravia (pool management contractor) for an end of season briefing and would love to hear feedback from as many community members as possible about the pool operations 🏊👥 Have your say and complete the online survey via the link in the post below.	Post reach 1,742	Engagement 168
	The Mansfield Recreational Reserve and College Oval are being over sowed and top dressed today by Programmed 🌱 We ask the public to please minimise usage of both ovals for the next two-weeks to achieve the best result possible.	Post reach 1,716	Engagement 141
	Contracts were awarded at the recent Council meeting for recycling and waste to Cleanaway as the primary provider of these services 🌱🗑️ The contracts include collection of household recycling and waste from kerbside bins, emptying of public bins and sorting of recycling. From July 2024, green waste bins will also be introduced in the urban areas of...	Post reach 1,621	Engagement 86
	Sealing works at the intersection of Buttercup Road, Gonzaga Road and School Lane are set to take place this Wednesday 29 March. The new sealed surface will improve safety while also requiring less maintenance. Traffic management will be in place from 7am to 6pm. Drivers are advised to travel safely and follow the directions of traffic controllers and signage...	Post reach 1,621	Engagement 132

Media Undertaken by the Mayor

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

- ▶ The Bonnie Doon Plan
- ▶ 57 Stock Route, Mansfield
- ▶ Award of Waste & Recycling Collection and Processing Contracts
- ▶ Free RATs
- ▶ March Events in Mansfield Shire
- ▶ 5 New Defibrillators Installed

Engage Portal

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

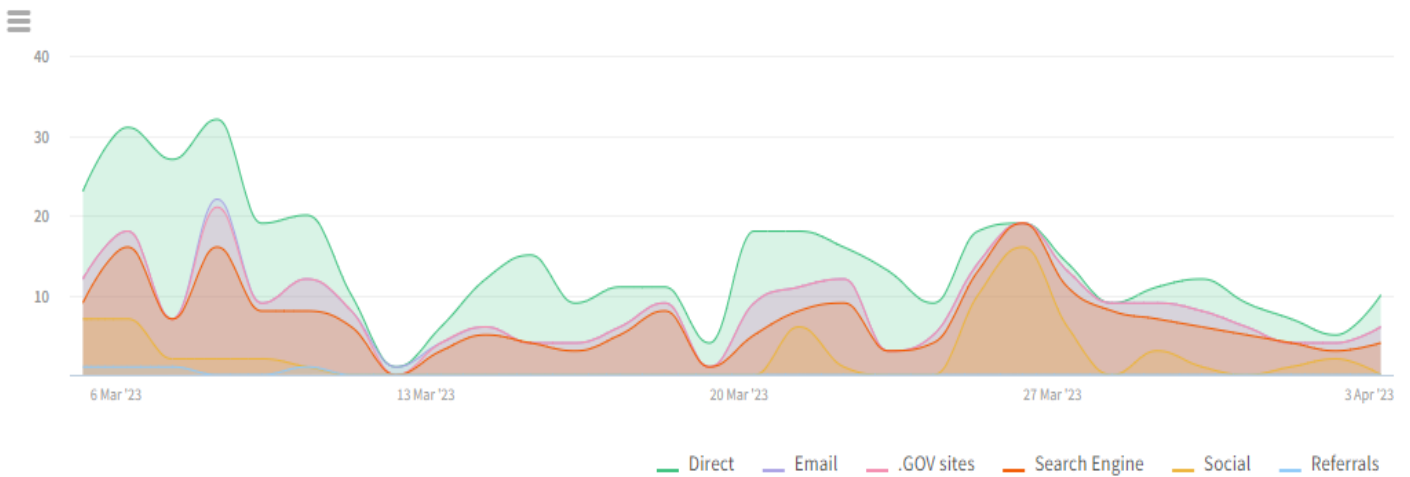
In the last 30 days the platform received 685 visits and recorded 6 new registrations.

Details of visitation for the past 30 days are below:

Visits by Channel








Engage Mansfield from 05 Mar'23 to 03 Apr'23

DAILY MONTHLY



Most of the traffic on the portal for March was in response to the red bin collection frequency followed by the Howqua Boat Ramp location options survey. Further activity is detailed below:

Mansfield Shire Council | **CEO Monthly Report**

Project	Tool	Activity
Proposed Speed Reduction - Piries-Goughs Bay Road and Walshs Road	 Survey	3 responses
Changes to Recycling and Waste Services in Mansfield Shire	 Red bin collection frequency	31 responses
Botanic Park Masterplan	 Ideas	3 ideas
Horse statue	 Leave a comment	1 question
Howqua Public Boat Ramp	 Location options survey	23 responses
Bonnie Doon Streetscape	 Survey	4 responses
Botanic Park Masterplan	 Masterplan Survey	1 response

YouTube

We continue to have a high level of community participation in our online Council meetings.

The March Council meeting has received 125 views.

Council Officers at times generate YouTube videos to provide the community with updates on projects and events.

Videos on the temporary library (posted at the start of March) and Mansfield Heritage Museum (posted three days ago at time of reporting) have received 69 and 15 views respectively.