

CEO Monthly Report

May 2023



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of May show 127 customer requests registered with 16 requests remaining open and 92 being closed during the month.

No complaints were received for May 2023.

The majority (45%) of total requests opened were for Road Maintenance (Field Services). Road Maintenance (Field Services) requests consisted of (in order of frequency):

- ▶ Potholes,
- ▶ Parks and Gardens,
- ▶ Signs and,
- ▶ Limb/tree removal,
- ▶ Drainage,
- ▶ Street Sweeping.

Local Laws (40%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- ▶ Lost, Stray and Wandering animals,
- ▶ Barking Dogs
- ▶ Private Property Unsightly and,
- ▶ Euthanasia of injured wildlife,
- ▶ Parking,
- ▶ Cat Trap Register,

At the time of the report there were 12 overdue service requests. Overall organisation performance is 90%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Waste	2	2	0	0	0	0
Engineering Services	6	1	3	0	1	1
Local Laws	49	40	5	1	3	0
Parks and Garden Services	13	9	2	2	0	0
Road Maintenance	57	40	6	9	2	0
Total	127	92	16	12	6	1

Definition of 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.

Mansfield Shire Council | CEO Monthly Report

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

May	
	Total
Requests	127
Complaints	0

2. Governance

Confidential Reports at May 2023 Council Meetings

No. of Confidential Reports	Comments
2 (16 May 2023)	<ul style="list-style-type: none"> Tender Award: Delivery of Asset Management System and Services Tender Award: Malcolm Street Shared Path
1 (2 May 2023)	<ul style="list-style-type: none"> Lease of the Mansfield Family and Children's Centre to deliver early childhood education and care services

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	3	14
May 2023	3	17
June 2023		
TOTAL	17	17

Freedom of Information Requests (FOI) received in May 2023

No. of FOI Requests	Comments
4	<ol style="list-style-type: none"> Zaparas Lawyers for Brett Stevens – Barwite Road Mansfield Council Watch – LGBTQIA Council Watch – Rates Hardship Council Watch – Payments and Correspondence with MAV, LGPRO, VLGA

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

Mansfield Shire Council | **CEO Monthly Report**

Month	No. of FOI Requests	Year to Date
April 2023	2	9
May 2023	4	13
June 2023		
TOTAL	13	13

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Bonnie Doon Community Centre	3,764	Renewal of air-conditioning system complete. Small budget overspend offset by savings on other projects.	Above Budget by >10%	Complete Nov 2022
Council Building Renewal - Shire Offices - Depot - Family & Children's Centre	364,189	Repair and replacement of plumbing, electrical, roofing, and other works across several Council buildings. Shire Office and Family & Children's Centre construction works completed. Depot wash bay roof contract negotiations in progress – partial carry forward anticipated.	On Budget	2023/24
Recreational facilities	50,000	Update of the design of Lords Reserve Pavilion. Contract awarded for design services. Carry forward anticipated.	On Budget	2023/24
Public Toilets -Merrijig Planning & Design -Mansfield Rec Reserve Playground	55,000	Merrijig public toilet potentially collaborate with Hunt Club with their new development in the future, no work required. Mansfield Recreation Reserve playground toilet renewal works underway, due for completion in June.	On Budget	June 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 in Grey St delayed avoiding film crew works. Works have been delayed due to wet weather and will be completed in late June/July weather permitting.	On Budget	June 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. Stage 1 construction contract awarded to Hennessy Construction; work to 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.	Above Budget by >10%	June 2024

Mansfield Shire Council | CEO Monthly Report

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Library Upgrade Fit-Out	15,000	Construction works completed and Library reopened on 16 May. Additional costs for library shelving (unbudgeted) offset by savings on other projects.	Above Budget by >10%	Complete 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. Sawpit Gully Road: Completed. Old Tonga Road works: Completed mid-June. Tolmie Street culvert: Completed early June. Gooleys Bridge: Design completed mid-June – forecast for carry forward for completion of construction work.	On Budget	2023/24
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 for design review to enable re-tender – design expected 16 June for review. Project forecast for carry-forward for completion of construction works.	On Budget	2023/24
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.Rejuvenation design; Design review completed. Expect to receive final design late June. Project forecast for carry-forward for completion of construction works.	On Budget	2023/24
Drainage Rehabilitation Inspect & Jet program	50,000	Inspection and jet cleaning of stormwater drainage network. CCTV inspection and rehabilitation work completed in early May.	On Budget	Complete May 2023
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, expect delivery end of June. Drainage works	On Budget	June 2023

Mansfield Shire Council | CEO Monthly Report

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		in Jamieson delayed due to filming and recent wet weather – potential carry forward.		
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. Completed in May.	Above Budget by <10%	Complete May 2023
Mansfield Streetscapes	76,000	High Street irrigation works completed. Roundabout beautification works – contractor engaged, expected completion June 2023.	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, Tonkin engaged for design of grid powered lighting; 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 installed. Woods Point playground ordered, install date mid-July, open space improvements awaiting Native Title LUAU process. Potential carry forward.	On Budget	2023/24
Bonnie Doon Streetscape Upgrades - Delivery	40,000	Community engagement & scope completed, RFQ for irrigation works completed, works awarded and underway although some delay anticipated due to water main delivery issues.	On Budget	July 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
Gravel Pathway rehabilitation	118,218	Renewal of gravel pathways within the Shire. Works being delivered by Field Services team.	On Budget	June 2023

Mansfield Shire Council | CEO Monthly Report

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Great Victorian Rail Trail improvements community engagement in progress, final design expected end June pending feedback from community.		
Concrete Pathways	50,000	Renewal of concrete pathways within the Shire – Completed	On Budget	Complete
Malcolm Street Footpath Construction	237,919	Construction of shared path along the north side of Malcolm Street. Scope finalised and retendered – contract awarded to Ground Technique at May Council meeting. First stage of construction to commence in June, remaining works to occur in October (forecast carry forward).	On Budget	2023/24
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 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, completed in June.	On Budget	Complete
Re-Seal Preparation Program	385,748	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Construction completed.	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. Concept design provided to Council for comment, feedback to be incorporated into final design expected early July. 2. Construction of Temporary Car Park; Construction Completed. 3. Construction of permanent car park solution; Procurement ready, to follow design. Forecast carry forward for construction and anticipate completion by December 2023.	On Budget	2023/24
Re-Sheeting	651,595	Construction completed.	On Budget	Complete
Road Upgrade Works	574,000	Improved safety and amenity of identified road sections. • Merrijig Primary School works completed by Field Services	On Budget	Complete

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		team to improve the road-side parking. <ul style="list-style-type: none"> • 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 completed in May. • Shaw’s Rd project - no priority works identified by field inspections. Complete. • Buttercup Rd intersection - construction completed. 		

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. Funding distributed in March 2023.
Environment Program (Tree Planting & Education)	\$10,000		A permanent Environment Officer has been appointed and is delivering this project in 2023. Saplings have been ordered and will be planted in Spring 2023.
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 in progress.
New Staffing			
Community Connection Officer	\$41,500	0.50	This position has been filled and commenced 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 0.20 FTE 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 borrowed from TCV
- ▶ 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
P062/23	48 Kareen Court Mansfield 3722	Development of land for an outbuilding
P063/23	329 Walshs Road Goughs Bay 3723	Development of land for two (2) outbuildings
P064/23	82B Malcolm Street Mansfield 3722	Removal of native vegetation (two trees)
P065/23	42 Drakes Hill Road Mansfield 3722	Development of land for a dwelling and outbuilding
P066/23	14 Lake Drive Howqua Inlet 3723	Development of land for a dwelling
P067/23	70 Cambatong Road Tolmie 3723	Use and development of land for a second dwelling
P068/23	600 Aldous Road Mansfield 3722	Two Lot Re-Subdivision
P069/23	141 Merinda Way Mansfield 3722	Development of land for an outbuilding
P070/23	827 Dry Creek Road Ancona 3715	Use and development of land for a dwelling
P071/23	8283 Maroondah Highway Merton 3715	Use of land for a packaged liquor licence
P072/23	696 Cambatong Road Tolmie 3723	Development of land for an outbuilding
P073/23	233 Merinda Way Mansfield 3722	Development of land for an outbuilding ancillary to a dwelling
P074/23	955 Old Tolmie Road Tolmie 3723	Development of land for an outbuilding
P075/23	75 Withers Lane Mansfield 3722	Use and development of land for a replacement dwelling
P076/23	140 Peppin Drive Bonnie Doon 3720	Development of land for an outbuilding
P077/23	10 Paxtons Lane Mansfield 3722	Two (2) Lot Subdivision
P078/23	7890 Mansfield-Woods Point Road Gaffneys Creek 3723	Use and development of land for a Telecommunications Facility
P080/23	961 Howes Creek Road Mansfield 3722	Development of land for an extension to an existing dwelling
Total Applications Lodged: 18		

Planning Applications Determined

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P006/23	Unit 1 5 Chenery Street Mansfield 3722	Use of land for an indoor recreation facility (gym), display of business identification signage, illuminated signage, and a reduction of car parking spaces	NOD - 22/05/2023	
P010/23	23 Rifle Butts Road Mansfield 3722	Use and Development of land for a dwelling	24/05/2023	
P011/22	421 Woolshed Road Woodfield 3715	Development of a replacement dwelling	11/05/2023	
P023/22	24 Glen Creek Road Bonnie Doon 3720	Use and development of the land for a dwelling	18/05/2023	
P044/23	12 Village Way Macs Cove 3723	Development of land for an outbuilding		Withdrawn - 24/05/2023

Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P050/23	Unit 10, 4 Omega Street Merrijig 3723	Development of land for an extension to an existing Group Accommodation building	31/05/2023	
P059/23	73 Dead Horse Lane Mansfield 3722	Development of land for a storage shed (store)	11/05/2023	
P060/23	177 High Street Mansfield 3722	Buildings and works for the demolition and removal of a Platform attached to an existing building		Withdrawn - 19/05/2023
P062/23	48 Karen Court Mansfield VIC 3722	Development of land for an outbuilding	26/05/2023	
P063/23	329 Walshs Road Goughs Bay 3723	Development of land for two (2) outbuildings	26/05/2023	
P103/22	30D High Street Mansfield 3722	Construct and put up for display three (3) electronic signs	31/05/2023	
P111C/16	30F High Street Mansfield 3722	Development of six retail shops, construct and put up for display internally-illuminated signage and reduction of bicycle facilities	31/05/2023	
P122A/22	240 Hutchinsons Road Bonnie Doon 3720	Development of buildings and works associated with a camping and caravan park		Not required - 08/05/2023
P125/22	1 Warrambat Road Sawmill Settlement 3723	Development of a dwelling	09/05/2023	
P126/22	3553 Mansfield-Woods Point Road Jamieson 3723	Use and development of dwelling and outbuilding	11/05/2023	
P135/22	57 Stock Route Mansfield 3722	Multi-Lot (76 Lots) Staged Subdivision of land and use and development of land for a Childcare Centre	NOD - 16/05/2023	
P173/22	14 Stewart Street Mansfield 3722	Subdivision of land into two (2) lots	NOD - 17/05/2023	
P185/22	781 Sonnberg Drive Bonnie Doon 3720	Use and development of land for a dwelling and outbuilding	29/05/2023	
P194/22	15 Griffin Avenue Mansfield 3722	Multi lot subdivision - seventeen (17) lots	NOD - 17/05/2023	
P208/22	140 Dry Creek Road Bonnie Doon 3720	Development of land for alterations and additions to an existing dwelling	31/05/2023	
P222/22	595 Dry Creek Road Bonnie Doon 3720	Development of land for an agricultural shed	11/05/2023	
P226/22	70-72 Highton Lane Mansfield 3722	Multi lot subdivision - twelve (12) lots	NOD - 19/05/2023	
P227/22	46 Harbour Line Drive Goughs Bay 3723	Development of land for a dwelling		Lapsed - 10/05/2023

Mansfield Shire Council | CEO Monthly Report

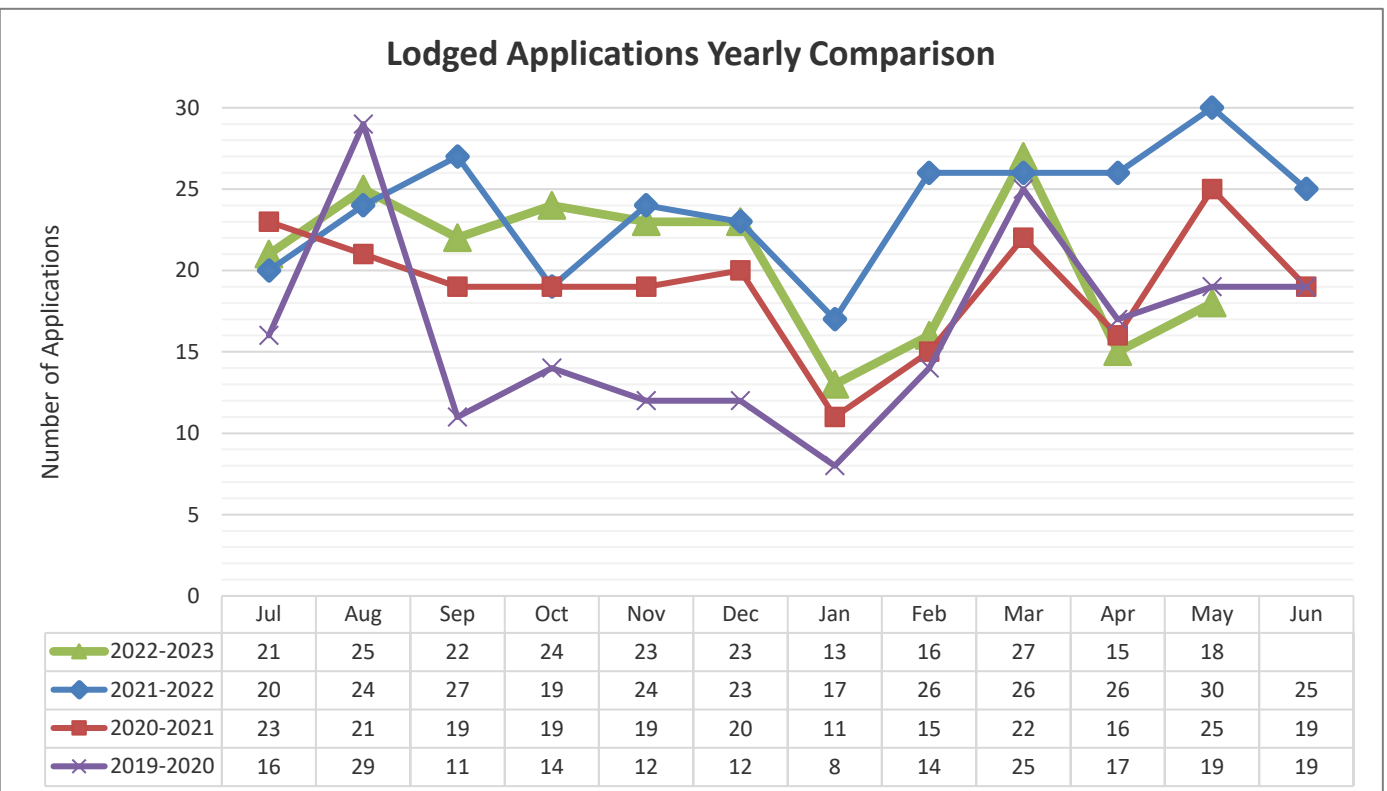
App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P249/22	961 Howes Creek Road Mansfield 3722	Use and development of land for a second dwelling (retrospective)	17/05/2023	
Total Applications Determined:			20	4

Certification Applications Lodged

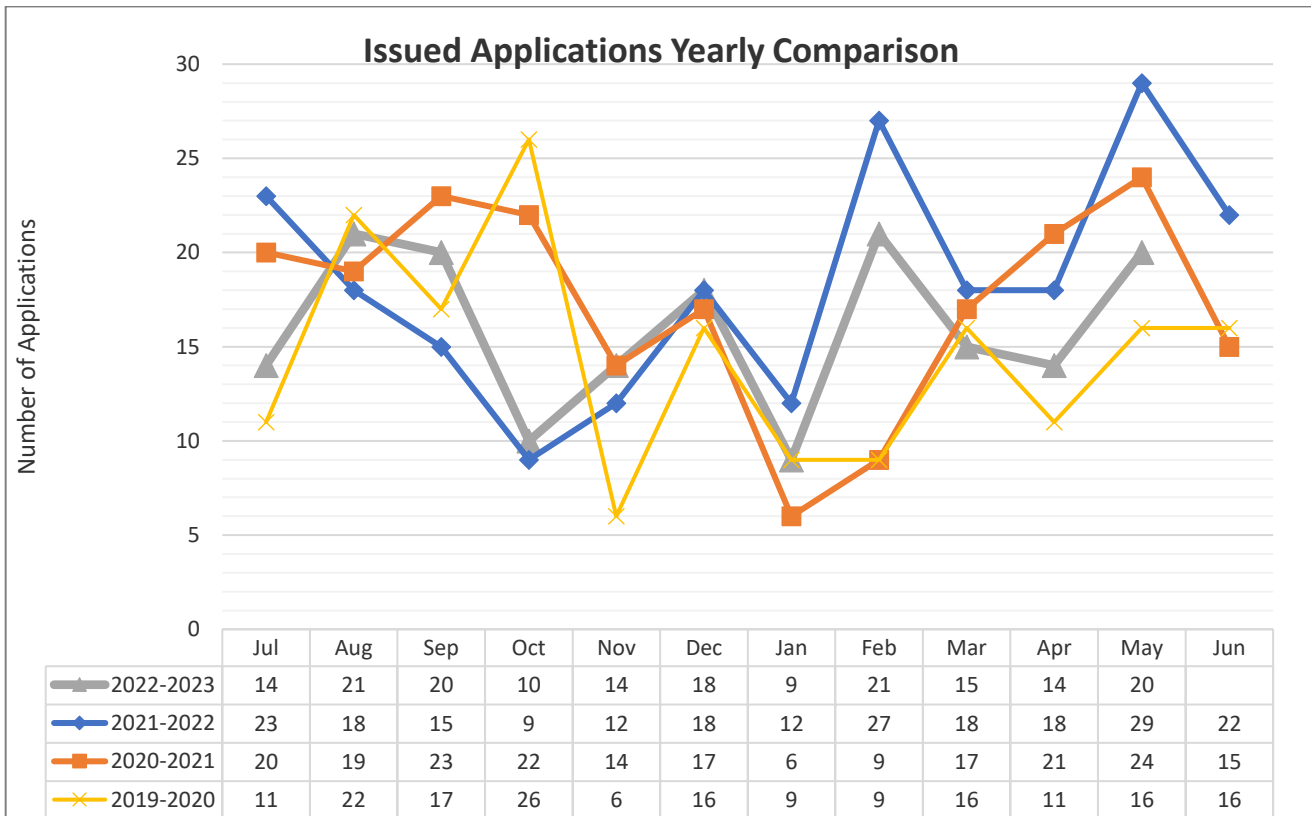
App No.	Property Address	Type	Date Lodged	Application Stage
S212342S/23	24 Kidston Parade Mansfield	Two (2) lot subdivision	05/05/2023	On referral
S213553B/23	350 Campagnolos Road Mansfield	Removal of easement	26/05/2023	On referral
Total applications received: 2				

Other Planning Consents & Assessments

Type of Request	Number Issued
Condition 1 plans and engineering plans for endorsement	1
Secondary Consent	6
Extension of Time	0
Written Planning Advice	4
Certification & Statement of Compliance	1
Assessment against a Section 173 Agreement	0
Total applications Issued: 12	



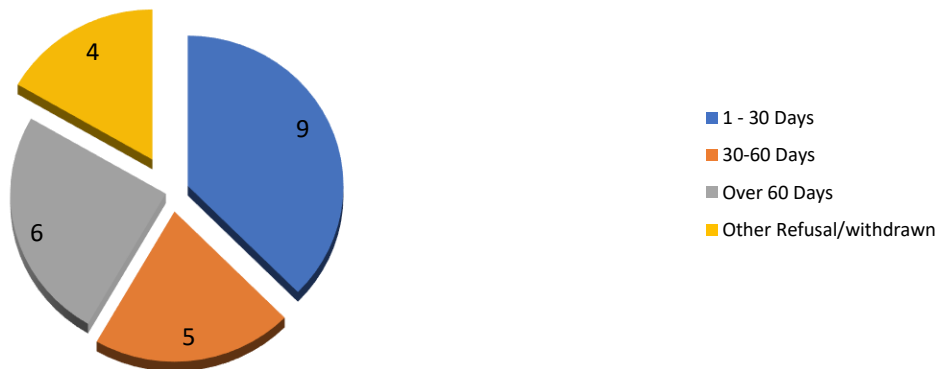
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Days Taken to Determine Planning Applications

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
1-30 days	4	7	7	4	9								31
31-60 days	3	8	2	4	5								22
Over 60 days	2	6	6	6	6								26
Withdrawn / Permit not req. / Lapsed / Refused		4	2	1	4								11
Applications finalised	9	25	17	15	24								90

May 2023 Approval Time



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	\$3,383,999	\$6,747,987	\$7,839,393
MAY	\$10,536,593	\$4,103,660	\$6,110,689
JUN		\$5,350,889	\$6,638,540
TOTAL	\$81,883,602	\$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	6	103	5	102	18	121
MAY	13*	116	7	109	12	133
JUN			5	114	12	145
TOTAL	116		114		145	

* 2 dwellings

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	13	7,680,138
ALT & ADDITIONS	4	232,000
DOMESTIC SHEDS & CARPORTS	10	508,728
SWIMMING POOLS & FENCES	2	95,540
COMMERCIAL & PUBLIC AMENITIES	4	2,020,187
TOTAL COST OF BUILDING WORKS		\$10,536,593

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	2	2	4	12	5
APR	8	2	10	6	2
MAY	3	1	4	7	7
JUN					
TOTAL	63	9	72	79	60

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	4	58	11	57	4	53
APR	10	68	2	59	5	58
MAY	4	72	8	67	9	67
JUN			6	73	10	77
TOTAL	72		73		77	

8. Revenue Services

General Update

- ▶ Project CODI – Rates & Property Reference Group meetings held to prepare Tender and Demonstration Questions. Attended Demonstrations for a number of systems by vendors.
- ▶ Work has commenced on updating the Revenue and Rating Database (Synergy) with data cleansing of Land Parcel information in readiness for transition to new software at the completion of Project CODI in 2024. Review by GIS Officer has revealed several SPI details are missing or are incorrect in Synergy when compared to VICMAPS. The team is working toward having these updated by the end of 2023.

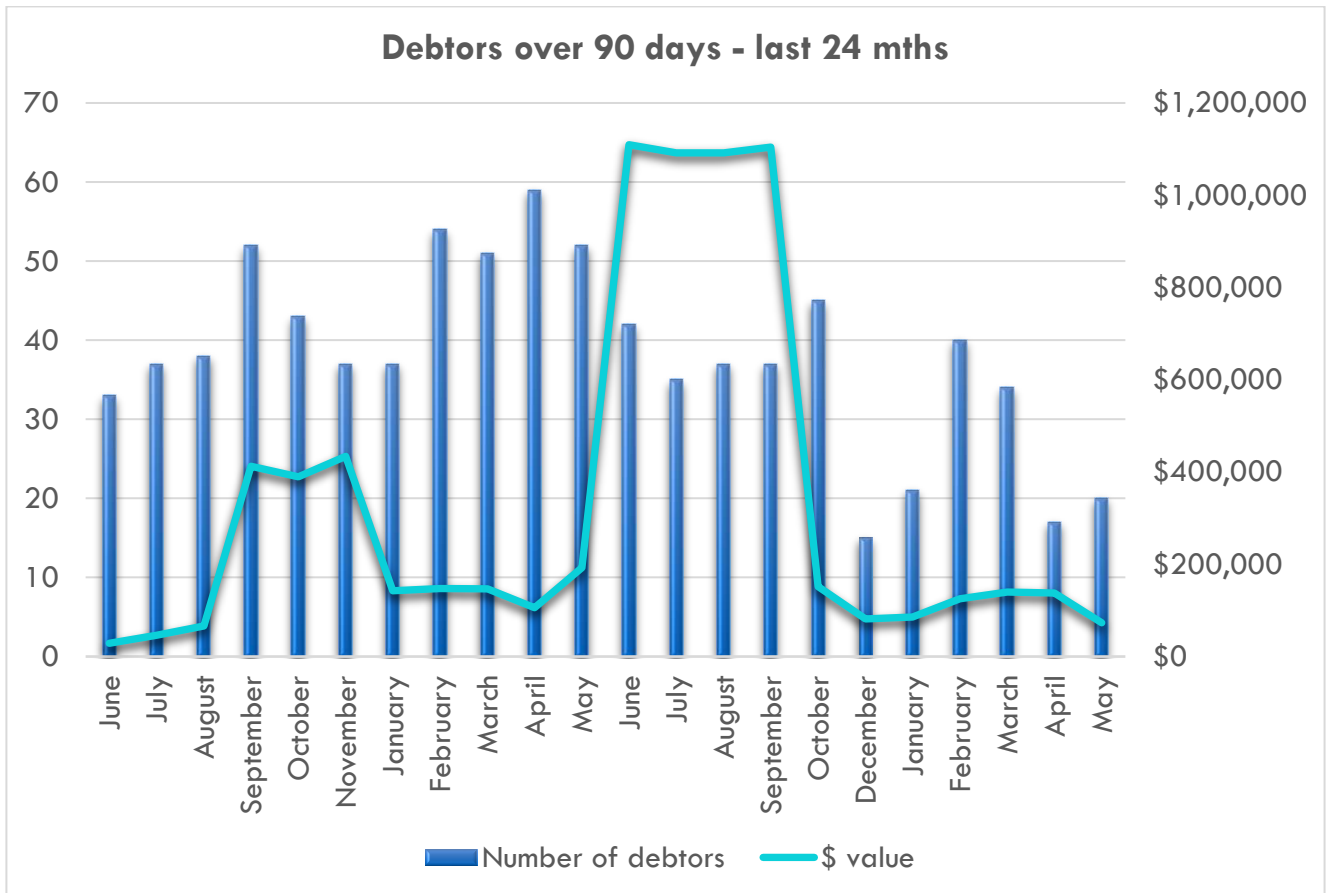
SPI Synergy Data Update/Cleansing of Parcels	
11144	Total Parcels
9040	Currently Matched Correctly
2104	Under Investigation
-850	Updated in Synergy 4.5.23
1254	To be followed up
	Summary of those outstanding
851	Crefno updated/fixed in Vicmaps
294	Crefno probably needs to be fixed in Vicmaps
109	Detailed investigation
1254	

- ▶ LGA Amendment Training – Executive Collections Shepparton – Attended by Revenue team members and Manager Business & Performance.
- ▶ LGA Amendment - meeting on Debt Collection implications with Midstate Credit Collect (Jason Dowling).
- ▶ LGA Amendment Meeting – Revenue Managers Association. Communique prepared on impact of new regulations.
- ▶ Building Permits/ Supplementary Valuations Process – Revenue team leading this project to address and follow up outstanding Certificates of Occupancy (COO).

Debtors

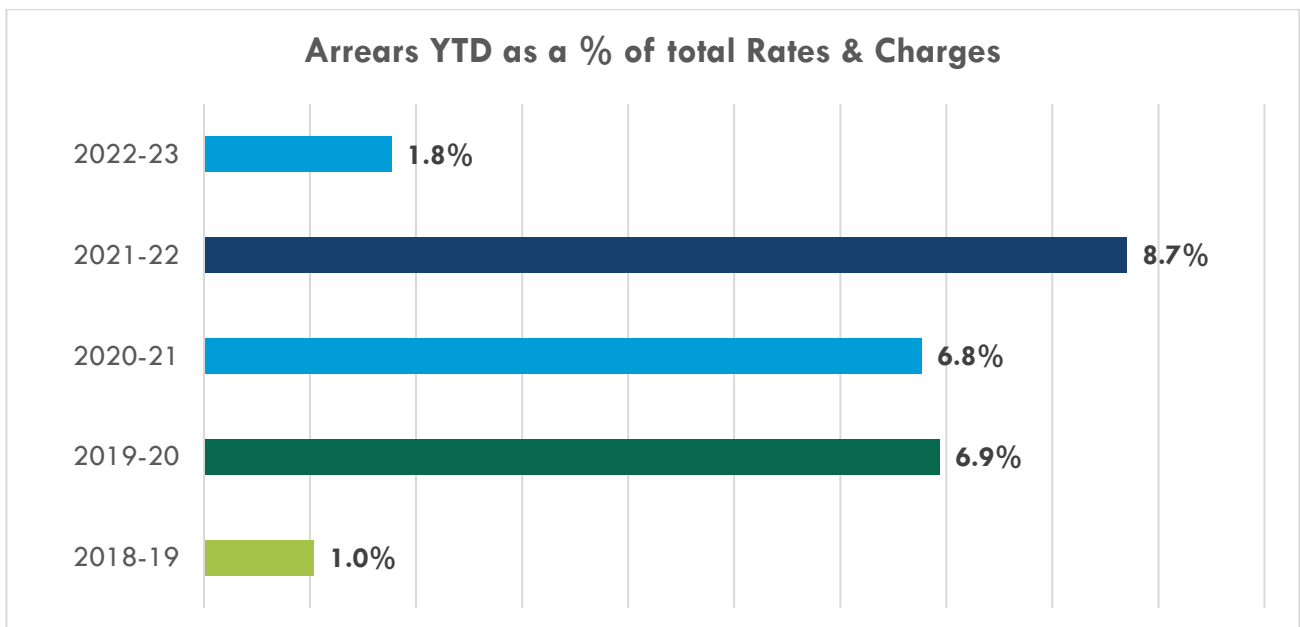
The number of debts outstanding over 90 days has decreased over the last month from 35 to 20, with the value decreasing from \$137k to \$73k. Over the last month a large debtor amount has been received and a number of smaller community services debtor amounts have been written off as uncollectable totalling \$1355.34.

In summary, 82% (\$60,000) of the debts relate to 1 debtor.

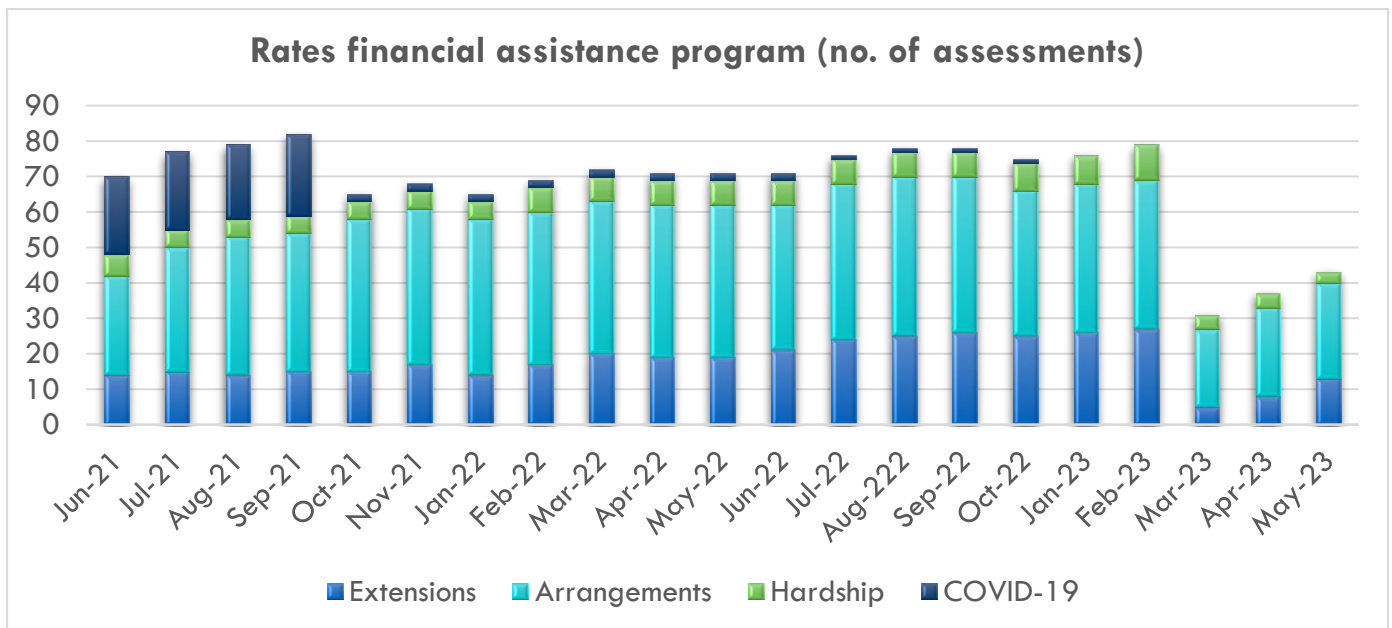
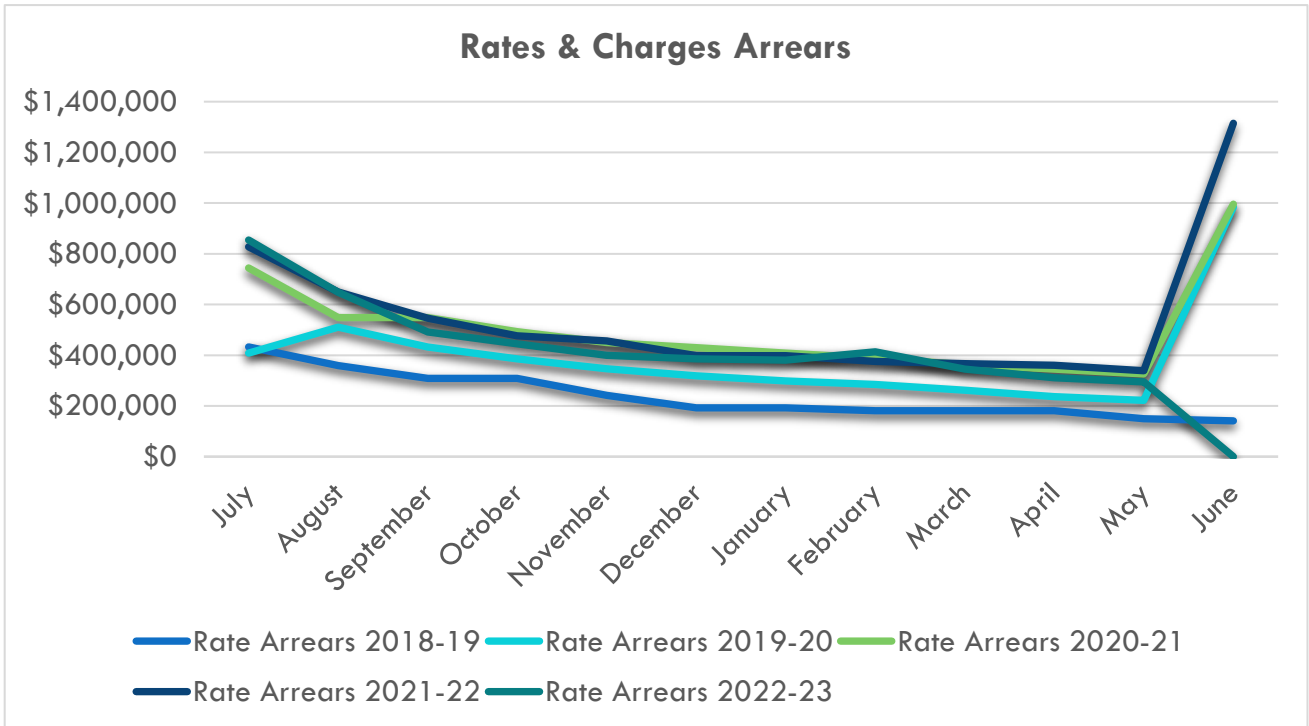


Payment of Rates

Rates Arrears has decreased from 1.9% in April to 1.8% in May, due to follow up actions by revenue staff.



Mansfield Shire Council | CEO Monthly Report



Debt Collection with Midstate Credit Collect

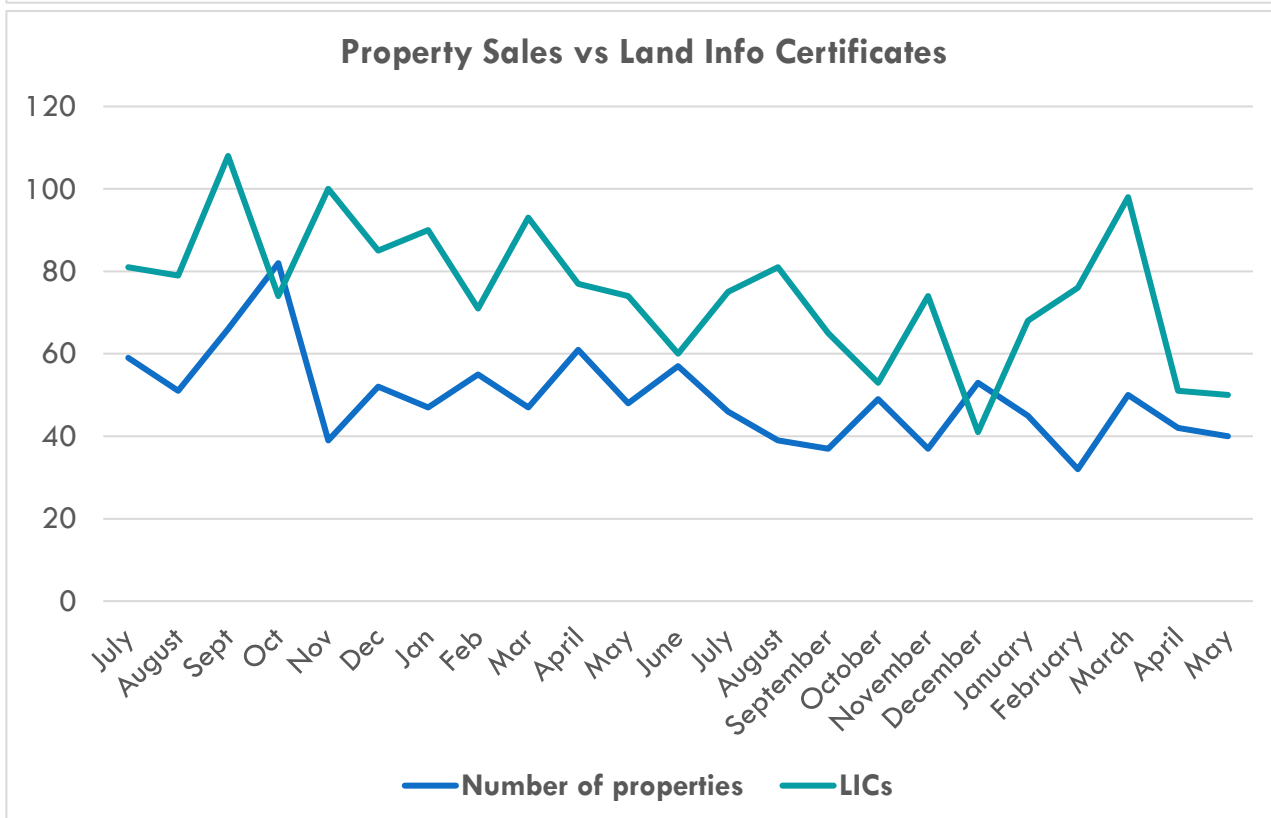
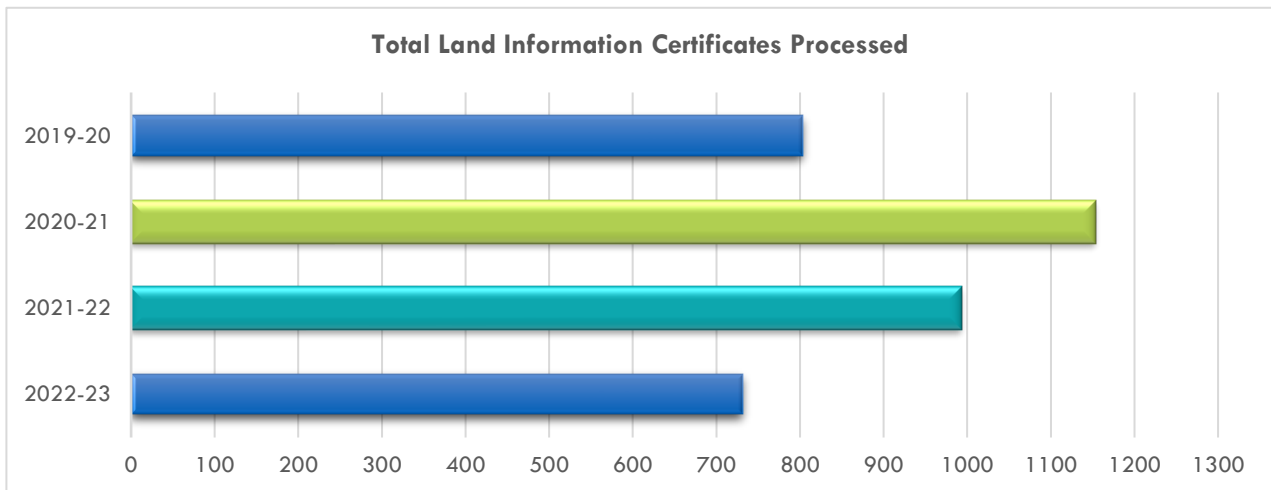
Active files at Midstate Credit Management – May 2023 - 78

Property Sales Data

The number of Land Information Certificates (LICs) processed annually and year to date are shown below. LIC's are provided by Council to property conveyancers to assist in calculating property settlement payments in relation to Council rates and charges outstanding against a property being bought/sold.

The volume of LIC's processed can provide an indicator of the buoyancy of the property market. The 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 May.

Note – May data is incomplete due to timing

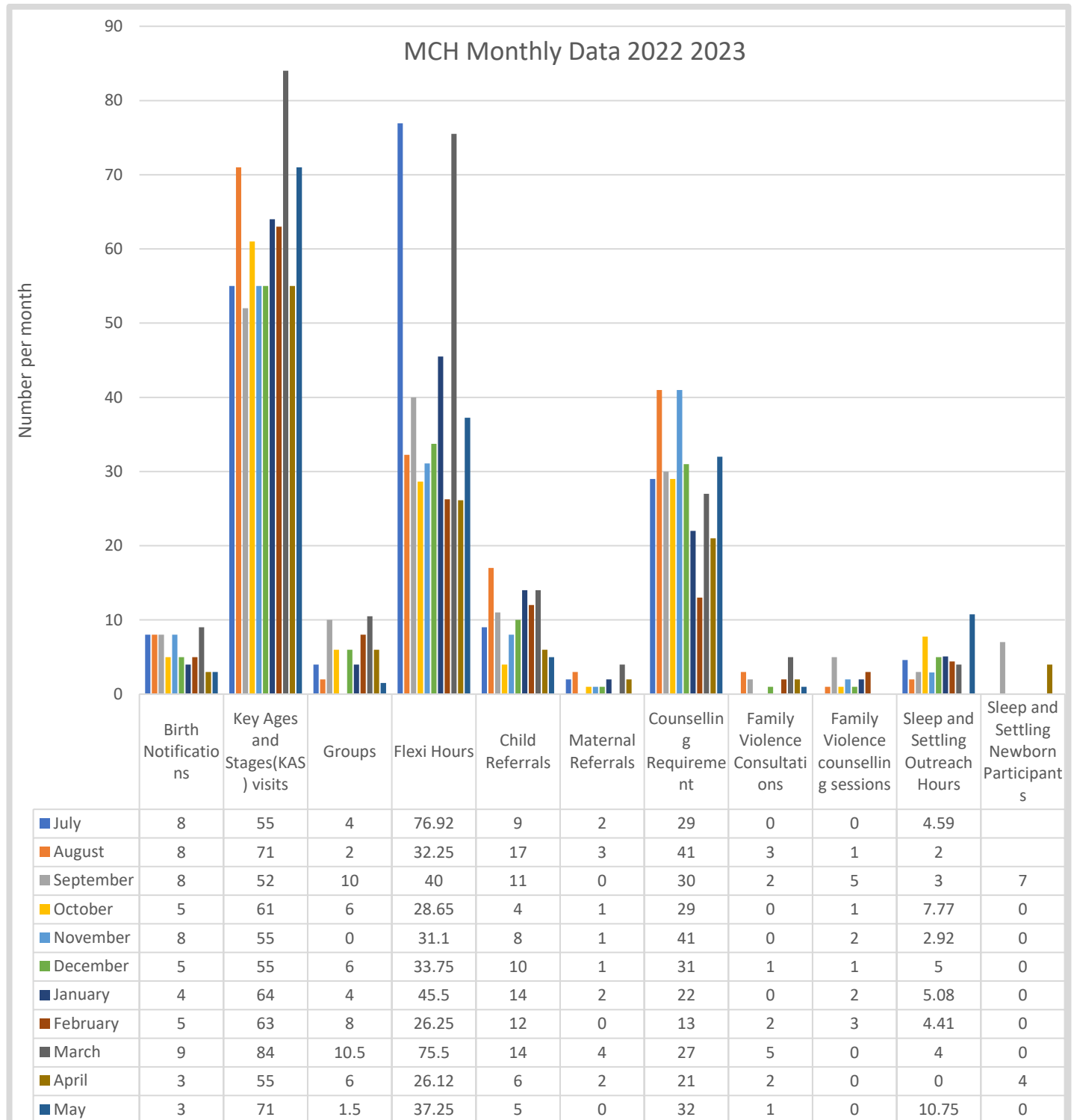


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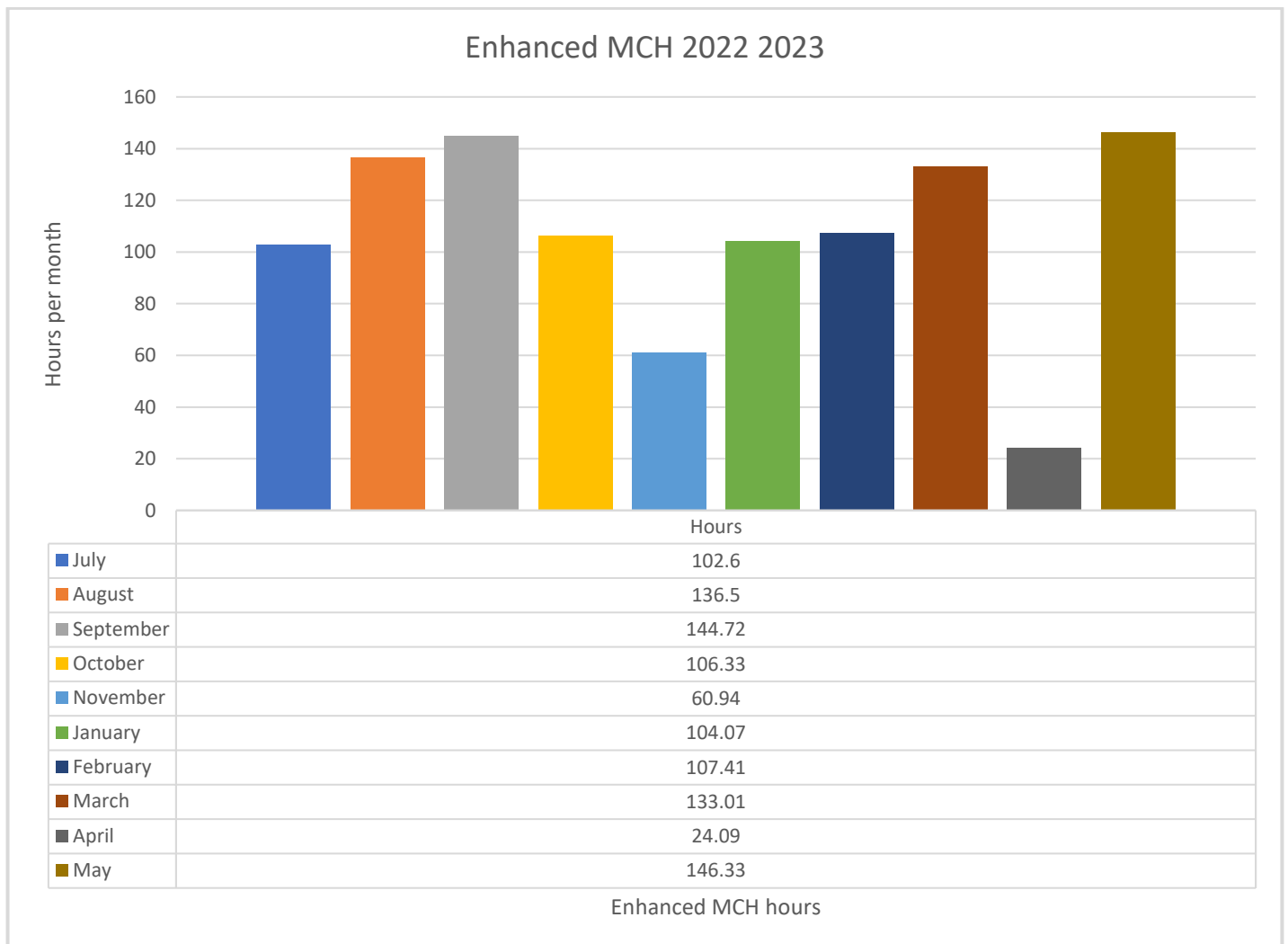
9. Community Health and Wellbeing

Maternal and Child Health



Enhanced Service Hours Annual Target: 1425.27

Year to date service hours: 1114.59



Infant Programs

- ▶ First round of feedback received from INFANT program with very positive feedback regarding the facilitator and feelings of social connection.

New Parent Group

- ▶ New group commenced in May and has relocated back to the library

Sleep and Settling Program

- ▶ Outreach target hours achieved for the year
- ▶ Two group sessions held for infants and toddlers with minimal attendance – exploring using pre-recorded sessions that clients can access from home

Supported Playgroup

- ▶ “Mansfield Crawl and Play” booked out every week! Very successful with wait list.
- ▶ Planning group numbers and locations for Term 3

Financial Counselling

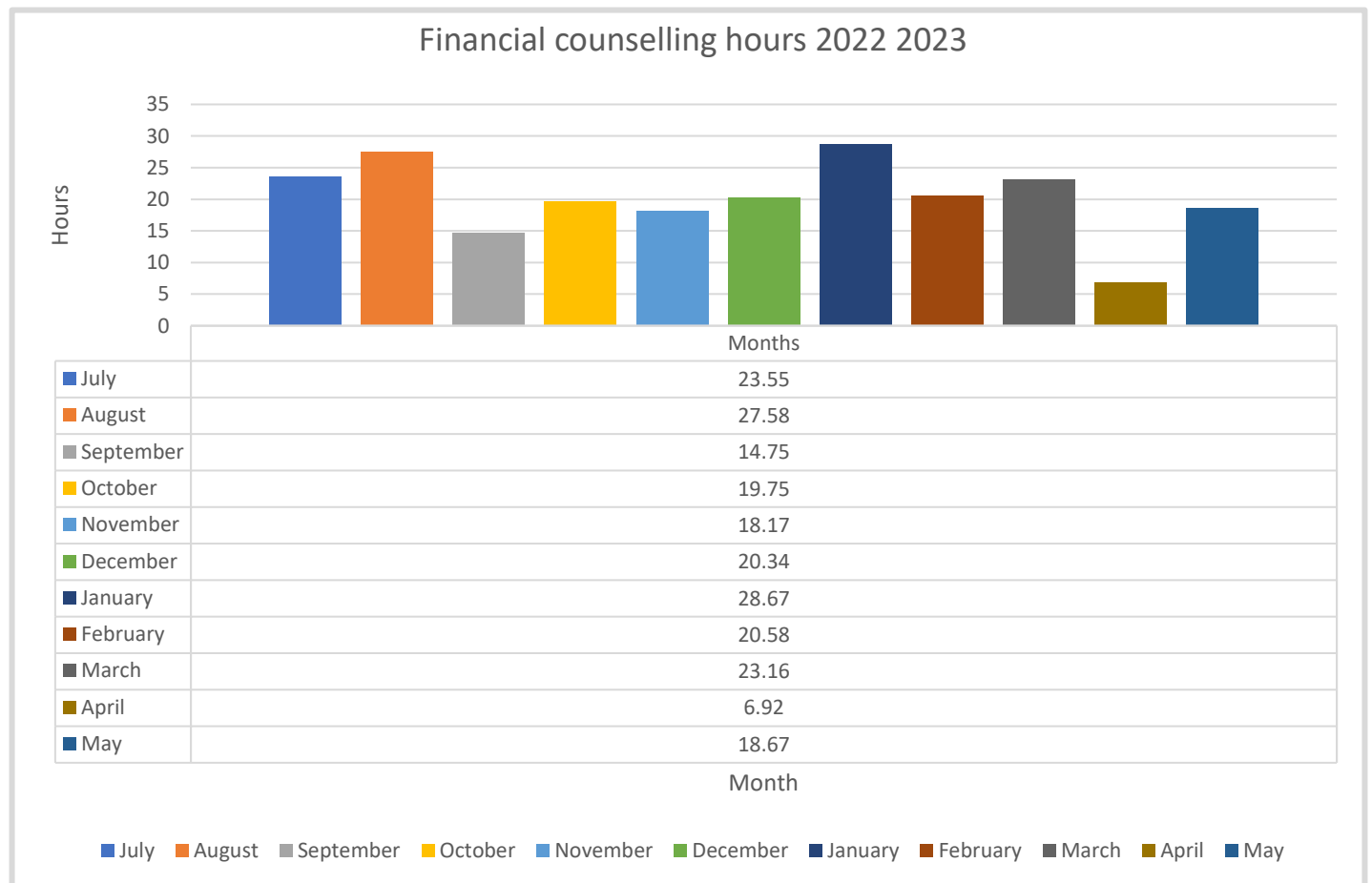
In May the Mansfield & District Welfare Group signed a two-year grant agreement extension with the Department of Social Services for the continued provision of emergency relief in 2023-2025. This extension was made to help meet demand in the Mansfield community as a results of natural disasters, COVID, and to help adress continued cost of living pressures.

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

In March there were 8 requests for assistance, totalling \$2,960:

- ▶ Food \$1970
- ▶ Fuel \$660
- ▶ Dental/Medical/Chemist \$330

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



Youth Service

Program	Activity		May Attendees/ frequency	Year to date Attendees	Plan Categories	Annual Targets	Comment
Engage	PRISM Group	Weekly	15	15	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		6	Youth Development Life Skills	4	School holiday Program January, April
	Breakfast Club	Monthly	150	935	Youth Celebration Youth Direction	100	At Secondary College during term. KPI revised down from 300 to 100
	IDAHOBIT- Flag Raising, School Lunch Activities, Movie Night	Annual	168	170	Youth Celebration PRISM	175	Planning workshop (2), flag raising (10), school Pride lunch activity (150), film screening (8). KPI revised up from 100 to 175
				1161		384	
FreeZa	FreeZa Events	6 per year	N/A	2	Events	6	Skate Fest and Pool Party in January
	Event attendance		N/A	140	Attendance	1525	Performance at Disaster Recovery event
	Committee members	Per year	5	9	Committee	12	
L2P	Current Active Learners	per quarter		15	Learner drivers	15	March at 16, April at 10
	Current Active Mentors			8	Mentors		
Disaster Recovery	Trainees		1	1	N/A	15	
	Event 1		1	N/A	N/A	1	Music in the Amphitheatre, Jamieson Emergency Services Expo
	Event 2		N/A	N/A	N/A	1	Scheduled for February 2024
	Event attendees		N/A	130	N/A	140	As above
	Workshop 1		N/A	N/A	N/A	1	Scheduled for February 2024
	Workshop 2		N/A	N/A	N/A	1	Scheduled for February 2024

Engage!

DFFH requested a revised program plan (completed by previous Youth Team staff). In May 2020, a revised program plan with revised KPIs and additional program objectives was presented and approved.

- ▶ The CEO Monthly Report reflects the updated KPIs for 2023, additional program objectives will be implemented in 2024.
- ▶ The Youth Team have also engaged a number of stakeholders to collaborate on engaging young people into current community initiatives, these include:
 - Arts Mansfield
 - Lantern Festival (Alli Walker)
 - Mansfield Bike Club

The Youth Team delivered a number of activities for IDAHOBIT, led by Liz Bird, and with excellent levels of engagement. These included:

- ▶ Raising the Pride flag, with Cr Paul Sladdin representing Council and with 20 young people and community supporters.
- ▶ Rainbow cupcakes and school lunchtime Pride activities with approx. 150 young people attending.
- ▶ Film screening with 8 young people attending.

FReeZA

Some new collaborations and initiatives are in progress, including:

Mansfield Shire Council | CEO Monthly Report

- ▶ NESPS (NE Skate Park Series) to be delivered by AI's Skate Co in November, this will now be an interlinked competition across the NE, rather than singular events.
- ▶ NE Battle of the Bands (BOTB) (scheduled for August), a collaboration across NE councils.

Future Proof

YACVic requested a rescoping of project deliverables, this is being readied for submission in June 2023.

Integrated Family Services

In the month of May Mansfield Shire Council Integrated Family Services program has received new referrals, has continued to develop relationships with schools such as Mansfield Primary School and Merrijig Primary School, and has been working with 14 vulnerable families. The Coordinator has been attending training with the Safe & Together Institute to ensure best practice when working with families dealing with family violence. IFS has used Flexible Funding to support families in need with essential items such as highchairs, as well as costly medical assessments that families would otherwise not have been able to afford for their children.

- ▶ Target hours of service per year: 2253.59
- ▶ Service hours year to date: 2154.4

Health and Quality

VicHealth Local Government Partnership (VLGP)

Mansfield Shire Council were successful in receiving module implementation funding under the Local Government Partnership.

The funding of \$16,500 was provided to be able to implement step up and ambitious actions from the partnership modules. The actions this funding will help support include promotion of the Play Today campaign, This Girl Can campaign and to implement and facilitate a group model building session to get community input into the healthy eating and active living for the Mansfield Community.

Regional Assessment Service

Assessments seem to be ramping up again with majority of clients being referred from Care Finder, and GP's. GP's are still requesting Home Care Packages for clients when they are not eligible. Domestic Assistance continues to be the main priority.

Community Connections

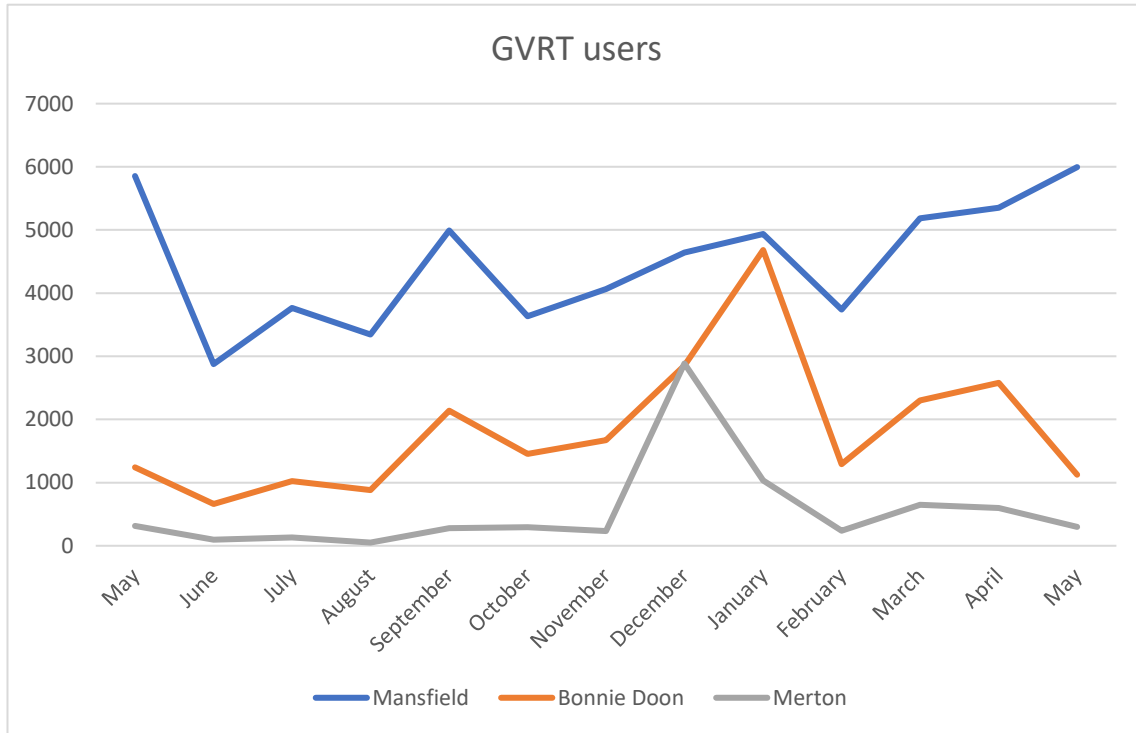
Many enquiries including:

- ▶ Housing of animals if someone lives alone and needs to go to hospital.
- ▶ Guiding many clients to self-refer to MAC (My Aged Care portal).
- ▶ Arranged an appointment to assist client with signing up to Services Australia

10. Visitor Services

Economic Development – Tourism & Events

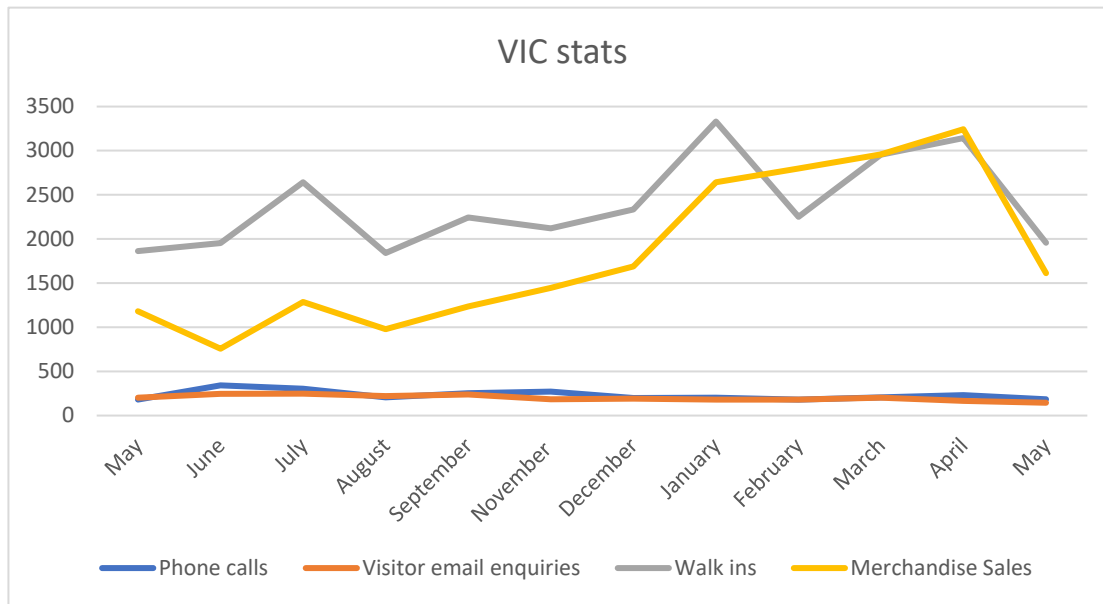
The Great Victorian Rail Trail (GVRT)



MAY	2022	2023	+/-
Mansfield	5855	*broken counter	
Bonnie Doon	1241	1123	-118
Merton	312	300	-12
TOTAL	7408	7418	+ 10

- ▶ Art on the GVRT – This project was officially launched by Hon. Jaclyn Symes at Trawool estate on Friday 26 May with many artists in attendance alongside council representatives, local businesses and community reference group members from the three shires. The launch received coverage on ABC Radio and Win News and included the launch of the official video. This completed the installation stage and the work completed by Global Art Projects and Third Row Films.
- ▶ Mansfield Shire, Murrindindi Shire, Mitchell Shire and Wild Trek have been discussing the running of Donkey Treks on the GVRT.

Mansfield Visitor Information Centre (VIC)



	2022	2023	+/-
May – Walk In visitors	1864	1957	+ 93
Retail Sales	\$1180.20	\$1613	+ \$432.80

2022/23 Budgeted income	\$12,000
Income to date with 1 months to go	\$18,491

- ▶ Both walk in and merchandise numbers have been impacted by a 3-day closure required due to staff illness/availability this month. More casual staff are being trained and a volunteer program is being investigated.
- ▶ May saw a return to regular operations after the Library relocated back to Collopy Street. Visitation numbers have shown that having additional activity in the station precinct will benefit the VIC and strengthen the visitor economy.

Visitor Survey

The Visitor Information Staff collect information from visitors to the centre, with consistent findings as follows:

- ▶ **41%** of visitors were aged 60+
- ▶ **32%** of visitors were aged 40 – 60
- ▶ **23%** of visitors were aged 18 - 40
- ▶ **49%** were adult couples
- ▶ **79%** of visitors were overnight visitors **31%** staying 2 nights, **18%** staying 3 nights
- ▶ **57%** were first time visitors to Mansfield

Most popular enquiries 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. This has changed from road conditions and updates.

Events

Harvest Moon Festival

The Harvest Moon Festival at Delatite Winery ran for the second year. Council granted \$50,000 in 2022 with a requirement for the event to run for three years. This year the program was simplified which worked well, with increased participation.

Further work is required to establish this as a signature event and drive visitation. The planned onsite accommodation will enable the organisers to provide a full package in future years.

Council supported the event with:

- ▶ Temporary fencing loan
- ▶ Equipment loan
- ▶ Feedback and advice on event program.

Wolseley Hornet Car Club Show 'n Shine

After receiving enquiries on what to do in the region while visiting, VIC staff proposed the Wolseley Hornet Car Club to put on a show 'n shine at the Farmers Market. Eight vintage vehicles were on display. Council supported with:

- ▶ Insurance for the event
- ▶ Site organisation
- ▶ Promotion

Upcoming Events - June

- ▶ Mansfield Marathon – 4 June
- ▶ Bush Market – 10 June
- ▶ Lantern Festival – 17 June
- ▶ Farmers Market – 24 June
- ▶ Library Launch – 28 June

Library

Refurbished Library opened Tuesday 16 May

The first two weeks of May involved the relocation of the Library into the refurbished space. During this time, final elements of the build were completed, shelving and furniture installed, the staff spaces organised and the books returned to the shelves in the new configuration. Assistance was provided by Peter Leighton who worked tirelessly and creatively with the Library and Capital Works teams throughout this time to help with the relocation and set-up.


From 16 to 31 May, there were over 2570 visits to the Library and 100 new memberships created. Over 440 people visited the Library on opening day. They were greeted by Friends of Mansfield Library who gave out balloons, lucky door prizes and library bags filled with goodies. Feedback has been positive and enthusiastic. A selection of comments from the community on the day:


- ▶ “Unbelievable – just fantastic – can’t wait to get the grandkids up to enjoy this space.”
- ▶ “Took my breath away... So incredible, so special.”
- ▶ “Wow!!! What a great change, so inviting and colourful, open spaces. Items are easily seen and asking to be taken off the shelf. The kids section is exciting and restful, so encouraging for them in reading and learning. Thanks for the extended opening hours. It is also a very safe and pleasant place for the staff. Well done! A great Gem for Mansfield.”
- ▶ “I never would have guessed it would have looked this good. It’s warm, it’s cosy, it’s beautiful.”

 **Suzy Rideout** is 🥳 feeling delighted at Mansfield Library Victoria.
1 d · Mansfield, VIC · 🌐


WELL DONE MANSFIELD LIBRARY! The opening today included a Goody Bag and lucky door prize (still time to visit?).


It is so worthwhile visiting, admiring the decor, browsing or lending one of the the thousands of books on display, cosy corner with couches for reading, computers and photocopying to access, a large attractive Children’s area .. two rooms to hire with projectors etc .. the list goes on .. love it!! 🥰 😊


 **Gracie Green**
Cant wait to visit!!!
2 d

 **Kristy Maher**
So excited to come in!
2 d


 **Jennifer Harrold** Top fan
Came in this morning with 2 littlies who absolutely fell in love with the children’s area! 😊
I was blown away with the beauty of it all! The natural colours of our beautiful environment created a warm and welcoming ambience.
And, I have to mention how great “Wendy” and “Peterpan” looked! 🥰 🥰 🥰
We are a very blessed community to have this special library in our town. Thanks to all who’ve been involved in the project, especially the library staff who’ve worked tirelessly to make it all happen 🥰

 **Michelle Harmer**
Congratulations to Mansfield Library and the fabulous staff there. Can’t wait to drop in and experience the new library. Got to live libraries the heart of a community. ❤️
1 d

 **Camille Murphy**
Beautiful new library with the same wonderful librarians.
1 d

 **Helena Buda**
Well done, it’s fantastic 😊
1 d

 **Leanne Denny**



1 d

 **Gayle Butler**
Looks wonderful ❤️
1 d

 **Alain Fleurus**



1 d

Library Grand Opening

Planning has begun for the official launch and community celebration which will be held in the winter school holidays. The Honorable Shaun Leane, President of the Victorian Legislative Council will officially open the Library on Wednesday 28 June. Mr Leane enthusiastically launched the project in 2020 when he was the Minister for Local Government.

Afterwards the community/family friendly celebration will include:

- ▶ Morning tea
- ▶ Live music
- ▶ Face painting
- ▶ Storytime and other activities
- ▶ Giveaways

Library Statistics for May 2023

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help	Holds placed
May 2023 (16 th – 31 st)	2571	2490	2	55	2	113	425
April 2023	1994	2541	3	40	0	48	263
March 2023	1886	2558	3	39	0	47	244
Feb 2023	2004	2457	5	105	0	52	248
Jan 2023	1530	2755	3	35	0	36	311
Dec 2022	1368	2586	3	61	0	31	379
May 2022	2257	3496	4	98	10	13	-

- ▶ The limited library service operating out of the Visitors Information Centre closed on 29 April. The refurbished Library opened to the public on Tuesday 16 May with new opening hours.
- ▶ Room bookings were not available January – April while the Library was undergoing refurbishment.
- ▶ Programs that continued to run during the refurbishment were the preschool storytime, new parent's group and Woods Point outreach.

11. Communications

Media Releases

Throughout May 14 media releases (listed below) were generated and distributed to the media. 8 were published in the Mansfield Courier, alongside several from April, which were carried over and published in May. Several non-time sensitive MR's are anticipated to be published in the weeks to come.

- ▶ Jamieson Drainage Upgrade Works
- ▶ Bonnie Doon Streetscape Upgrades
- ▶ Proposed Budget Consultation
- ▶ Asphaltting Works on High St
- ▶ Loading Platform Works
- ▶ Merton Plan
- ▶ IDAHOBIT
- ▶ Culvert Upgrade on Old Tonga Road
- ▶ Botanic Park Picnic Shelter Roof Renewal
- ▶ Art on GVRT
- ▶ Botanic Park Masterplan
- ▶ Planning Applications at Record Highs
- ▶ Station Precinct Masterplan
- ▶ Top Tourism Town Finalist

Comments provided to media

In May responses to the following requests for comment were provided to Northeast Media/Mansfield Courier and were published on the following topics:

- ▶ Security at meetings
- ▶ Federal Budget
- ▶ GVRT Great ARTdoors
- ▶ In-Person Council Meetings
- ▶ In-Person Council Meetings follow up
- ▶ Library Reopening
- ▶ State Budget

Social Media

All media releases produced are also shared via Council's Corporate Facebook page, driving visitation back to the website. For the May period, Council's Facebook page saw an increase in follows of 37.

Statistics on the Facebook page activity are provided below:

- ▶ Post reach 67,031
- ▶ Post engagement 8,211
- ▶ Comments 140
- ▶ Reactions eg: likes 1,598
- ▶ Photo views 1,029
- ▶ Clicks 303
- ▶ Shares 132








Mansfield Shire Council | **CEO Monthly Report**

The top performing post in May was about our grading crew working on the Jamieson-Licola Road; the post achieved a reach of 100,528 and engagement of 3,393.

Another high performing post was Jamieson being nominated for the Top Tourism Awards, which achieved a reach of 45,855.

Posts on culvert upgrade works at Old Tonga Road and the renewal of the original Railway Loading Platform also performed well, reaching 11,084 and 9,982 people respectively.

Further details on post results for May are provided below.

	Works to upgrade the culvert pipe on Tolmie St, Maindample are now complete! The works were completed by Alpine Civil Earthmoving and included replacement of the existing old culvert pipe. Wed, 24 May	Post reach 2,577	Engagement 80
	Upgrades to the playground toilet at the Mansfield Recreation Reserve will commence on Monday 5 June and expected to be complete by 23 June. Works will involve renewal of the toilet block including improvement of the external and internal amenities. While access to the playground will be available, toilet facilities will be closed to the... Tues, 30 May	Post reach 2,267	Engagement 182
	The roof renewal of the Rotary BBQ Shelter in Botanic Park is now complete and ready for community members and visitors to enjoy. The project was completed on 27 April by Christopher and Pigdon Plumbing & Drainage (CPPD). Works included replacing the existing roof sheeting with new sheeting. Visit our website to find out more about the... Mon, 22 May	Post reach 1,892	Engagement 44
	The BBQ unit at Goughs Bay's picnic shelter is scheduled to be upgraded on Tuesday 30 May. The works will be completed by Billy Mahoney Electrical and will involve replacing the current solar gas BBQ top to an electric BBQ top. While works are underway, there will be no access to the BBQ area. Wed, 24 May	Post reach 1,721	Engagement 17
	Culvert upgrade works are set to take place along Old Tonga Road, Mansfield. Works include the reinstatement of a dislodged culvert headwall. Construction will commence later this month and is expected to be completed by mid-June this year. To find out more about the works happening on Old Tonga Road visit our website -... Mon, 22 May	Post reach 11,084	Engagement 95
	We welcome the Wolseley Hornet Special Car Club to town this Saturday as they bring a handful of rare 1930 - 1935 Vintage and Post-vintage Wolseley Hornet Sports and Specials cars to Mansfield. Head on down to the Mansfield Farmers Market then pop over the roundabout to check out these beautiful, rare, vintage Hornets from 9.00am -... Thurs, 25 May	Post reach 4,597	Engagement 120
	Drainage upgrades and civil works aimed at rectifying drainage issues and improving the nearby infrastructure are set to recommence in Jamieson as follows: 🚧 Monday 29 May - Brown Street (outside the CFA building), works will include earthworks, installation of new drainage infrastructure, removal of existing timber posts and installation of... Fri, 26 May	Post reach 3,968	Engagement 1,033

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:

- ▶ Proposed Budget 2023-24
- ▶ Library Reopening
- ▶ Adoption of Merton Plan
- ▶ Jamieson Community Hub Land allocation
- ▶ ANZAC Day and New Citizens Welcomed

Mansfield Shire Council | **CEO Monthly Report**

Engage Portal

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

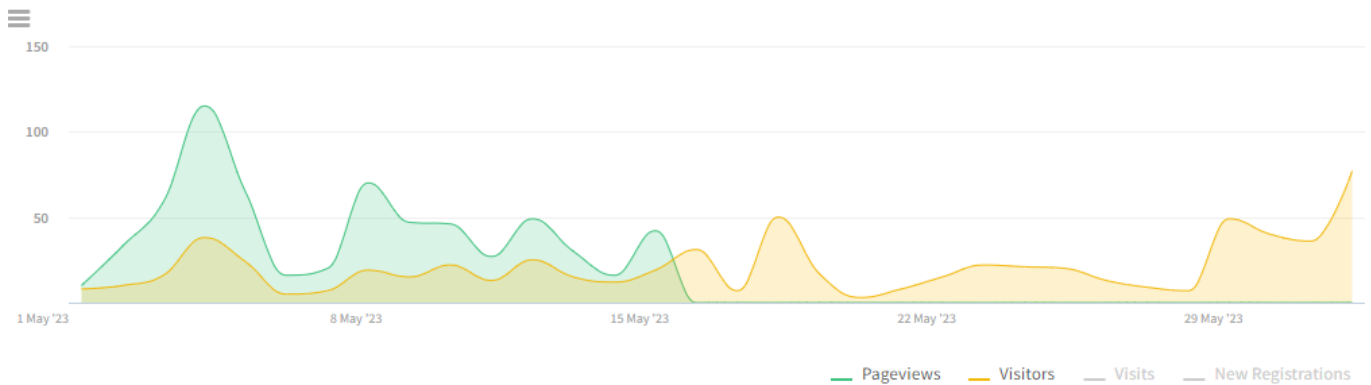
For the May period, the platform received 744 visits and recorded 14 new registrations.

Details of visitation for the past 30 days are below:

Visitors Summary

Engage Mansfield from 01 May'23 to 01 Jun'23

[DAILY](#) [MONTHLY](#)



The graph below provides details on the current top projects and the total visits for each.

Project	Tool	Activity
Botanic Park Masterplan		Botanical Park Feedback Survey 17 responses
Sustainable Tourism Plan 2023 - 2028		Community Survey 1 response
Proposed 2023-24 Budget		Make a Submission to the Proposed 2023-24 Budget 10 comments
Highton Lane Upgrade Design		Register to attend the Highton Lane community meeting 3 responses
Mansfield Station Precinct Masterplan Review		Station Precinct Masterplan Survey 5 responses
Kindergarten Registration & Enrolment Review		Survey Questions 1 response
Proposed 2023-24 Budget		Have a question about the Proposed 2023-24 Budget? Ask us below. 7 questions
Highton Lane Upgrade Design		Do you have a question about the Highton Lane upgrade? 2 questions
Changes to Recycling and Waste Services in Mansfield Shire		Red bin collection frequency 4 responses
Cooler Towns - Urban Tree Planting		Locations for Urban Tree Plantings 11 markers placed

The Botanic Park Masterplan, Proposed Budget 2023-24, and Urban Tree Planting projects have all had the highest numbers of engagement.

YouTube

We have a steady level of community participation in our online Council meetings. The May Council meeting has received 83 views. Two recent videos on HVAR Stage 2, which featured Mayor Cr James Tehan, and the Refurbished Mansfield Library, have received 66 and 54 views respectively. These videos were also shared via Facebook.