

CEO Monthly Report

December 2022 & January 2023



Mansfield Shire

1. Customer Service

December Customer Request Management System (CRMS) Report

CRMS statistics for the month of December show 81 customer requests registered with 18 requests remaining open and 63 being closed during the month. No complaints were received for December.

The majority (51%) of total requests opened were for Road Maintenance (Field Services) Road Maintenance requests consisted of (in order of frequency):

- ▶ Roads Corrugation,
- ▶ Drainage
- ▶ Missing Sign, and
- ▶ Potholes,
- ▶ Limb/tree removal,
- ▶ Weeds and Vegetation.

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

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

At the time of the report there were 14 overdue service requests. Overall organisation performance is 82%.

January Customer Request Management System (CRMS) Report

CRMS statistics for the month of January show 132 customer requests registered with 53 requests remaining open and 79 being closed during the month. No complaints were received for January.

The majority (43%) of total requests opened were for Road Maintenance (Field Services) Road Maintenance requests consisted of (in order of frequency):

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

Local Laws (27%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

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

At the time of the report there were 18 overdue service requests. Overall organisation performance is 86%.

Mansfield Shire Council | CEO Monthly Report

December 2022						
Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Asset Management	2	2	0	0	0	0
Engineering Services	3	1	0	0	0	2
Infrastructure and Planning	3	0	0	0	2	1
Local Laws	24	17	1	2	1	3
Parks and Garden Services	6	4	0	2	0	0
Road Maintenance	42	38	0	1	0	3
Waste	1	1	0	0	0	0
Total	81	63	1	5	3	9

January 2023						
Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Asset Management	1	0	0	0	1	0
Engineering Services	9	3	1	0	5	0
Local Laws	35	26	2	3	4	0
Parks and Garden Services	22	14	2	1	2	3
Records and Customer Service	2	1	0	0	0	1
Road Maintenance	57	34	4	4	14	1
Waste	6	1	0	1	0	4
Total	132	79	9	9	26	9

Definition of the tabs on above tables:

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

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

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

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

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

Complaints Versus Requests

December 2022	Total
Requests	81
Complaints	0

January 2023	Total
Requests	132
Complaints	0

2. Governance

Confidential Reports at December 2022 and January 2023 Council Meetings

No. of Confidential Reports	Comments
2 (December)	<ul style="list-style-type: none"> ▶ Citizen Awards 2023 ▶ Bank Contract Re-Tender
1 (January)	<ul style="list-style-type: none"> ▶ Legally Privileged Information

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		
March 2023		
April 2023		
May 2023		
June 2023		
TOTAL	8	8

Freedom of Information Requests (FOI) received in November 2022 & January 2023

No. of FOI Requests	Comments
0	Not applicable

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		
March 2023		
April 2023		
May 2023		
June 2023		
TOTAL	3	3

3. Capital Works

3.2.1 - Current Financial Year				
Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Bonnie Doon Community Centre	3,764	Renewal of airconditioning 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 -Family & Children's Centre)	364,189	Repair and replacement of plumbing, electrical, roofing, and other works across several Council buildings. Scoping, procurement, and construction works currently in progress.	On Budget	June 2023
Recreational facilities	50,000	Update of the design of Lords Reserve Pavilion. Scope documents being developed for procurement of design services.	On Budget	June 2023
Public Toilets -Merrijig Planning & Design -Mansfield Rec Reserve Playground	55,000	Merrijig public toilet design & consultation: engagement with McCormack Park representatives and site location review in progress. Mansfield Recreation Reserve playground toilet renewal works scoped and ready for procurement.	On Budget	April 2023
Jamieson Hall Solar	108,000	The Jamieson Community group is managing installation of a solar array on the roof of the Jamieson Community Hall for bushfire resilience. Panels and battery bank now installed, and project is expected to be completed in February.	On Budget	Feb 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. Drawings have been finalised and tender evaluation is in progress. A value management exercise will be undertaken with the Historical Society representatives as part of the tender evaluation.	Above Budget by <10%	Dec 2023

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%	April 2023
Bridges & Culverts				
Bridges & Culverts	620,133	Culvert and bridge rehabilitation on Rifle Butts Road, Old Tonga Road, Tolmie Street. Scope being developed; Rifle Butts culvert included in IMPACT Route scope. Gooleys Bridge: Design work nearing completion. Sawpit Gully Road: Tender evaluation in progress.	On Budget	June 2023
Drainage				
Apollo St Drainage	870,000	Implementation of the Apollo Street drainage design plans. Initial tender resulted in no response; assessment of cost-effective design options currently underway, retender end of February.	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.Rejuvenation design; Design under review and changes required. Expected to finalise design in March.	On Budget	June 2022
Drainage Rehabilitation Inspect & Jet program	50,000	Inspection and jet cleaning of stormwater drainage network. CCTV inspection and rehabilitation works on target to start in February.	On Budget	Feb 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.	On Budget	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 in progress on Engage website.	On Budget	April 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 being developed, procurement to commence in March; 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 in progress, scope to be finalised following completion of online community survey in March.	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
Gravel Pathway rehabilitation	118,218	Renewal of gravel pathways within the Shire. Works being delivered by Field Services team. Great Victorian Rail Trail improvements planned to commence in March/April following final stakeholder review.	On Budget	May 2023
Concrete Pathways	50,000	Renewal of concrete pathways within the Shire – Contract awarded and work to commence early March.	On Budget	June 2023
Malcolm Street Footpath Construction	210,000	Construction of shared path along the north side of Malcolm Street.	On Budget	June 2023

Mansfield Shire Council | CEO Monthly Report

		No response after retendering, currently reviewing scope for retender.		
Roads				
Kerb & Channel	77,609	Construction Completed.	On Budget	Complete
Re-Sealing	319,816	Contract awarded to Boral at November Council meeting; Construction commences in mid-March.	On Budget	May 2023
Car Park Resealing	31,363	Contract awarded to Boral with above re-sealing works.	On Budget	May 2023
Re-Seal Preparation Program	385,748	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Construction underway by CountryWide in mid-February.	On Budget	April 2023
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. Completed surveying works and waiting for survey report. 2. Construction of Temporary Car Park; Construction Completed. 3. Construction of permanent car park solution; Procurement ready, to follow design.	On Budget	June 2023
Re-Sheeting	651,595	Construction completed.	On Budget	Complete
Road Upgrade Works	574,000	Improved safety and amenity of identified road sections including Buttercup, Shaws, Old Tonga, Rifle Butts, Ancona Roads and Highton Lane; scoping and procurement in progress. Works completed by Field Services team to improve the road-side parking at Merrijig Primary School.	On Budget	June 2023

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 remaining \$40k is expected to be distributed to community organisations in March 2023.
Environment Program (Tree Planting & Education)	\$ 10,000		A permanent Environment Officer has been appointed and is expected to deliver this project in Q1 2023.
Flood Mapping – Mansfield Township	\$ 25,000		This program is budgeted to cost a total of \$115k offset by \$90k grant funding. Council is waiting on results of a grant application prior to being able to confirm when the money will be spent. This is a two-year project requiring \$25k from Council both in 2022-23 & 2023-24.
New Staffing			
Community Connection Officer	\$ 41,500	0.50	This position has now been filled and commenced during September. 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 has been appointed and expected to commence mid 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 project updates are reported as part of the monthly CEO 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 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
P235/22	36 Drakes Hill Road Mansfield	Use and development of land for a dwelling, outbuilding and swimming pool
P247/22	24 Kidston Parade Mansfield	Development of two (2) lot subdivision and amendment of common boundary
P239/22	12 Lake Valley Drive Goughs Bay	Single Dwelling
P237/22	235 Shaws Road Merton	Two (2) lot subdivision
P238/22	390 Pollards Road Mansfield	Use and development of land for Group Accommodation
P240/22	45 Eagles Lane Bonnie Doon	Use and development of land for a dwelling and an outbuilding
S205714V/22	14-16 Logan Street Mansfield	Development of a two (2) lot subdivision
S205706T/22	35 Rowe Street Mansfield	Two Lot Subdivision
P243/22	160 Campagnolos Road Mansfield	Development of land for a domestic outbuilding
P242/22	259 Dead Horse Lane Mansfield	Development of land for two sheds (industry and warehouse)
P241/22	76 Kiernans Road Bonnie Doon	Two Lot Subdivision
P246/22	Chapel Hill Road Boorolite Vic 3723	Development of land for a dwelling
P161A/22	15 High Street Mansfield	Allow background and live music in rear garden with capacity increase for 150 patrons
P245/22	151 Monkey Gully Road Mansfield	Subdivision into 9 allotments
P244/22	320 Ashwin Road Howqua	Development of land for an agricultural shed (retrospective); amendment to S173
P248/22	400 Old Tolmie Road Barwite	Use and development of land for Group Accommodation (conversion of existing shed)
P249/22	961 Howes Creek Road Mansfield	Use and development of land for a second dwelling (retrospective)
S206104V/22	1575 Maroondah Highway Bonnie Doon	Eighteen (18) lot subdivision
P251/22	347 Mt Battery Road Mansfield	Development of land for an agricultural shed
P250/22	4128 Mansfield Woods Point Road Jamieson	Development of land for a domestic outbuilding
P252/22	1161 Old Tolmie Road Tolmie	Development of land for an extension to existing dwelling

Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal
P254/22	1671 Mansfield Woods Point Road Piries	Development of land for a (retrospective) dwelling and outbuilding
P253/22	30 Baalwick Court Mansfield	Development of land ancillary to a dwelling
P001/23	446 Monkey Gully Road Mansfield Vic 3722	Change of use and development of rural industry
P002/23	175 Dead Horse Lane Mansfield 3722	Multi Lot Industrial Subdivision and creation of access to the Principal Road Network
P003/23	201 Lennons Lane Piries Vic 3723	Extension of existing dwelling
P004/23	3 Sunset Strip Bonnie Doon Vic 3720	Alterations and additions to existing dwelling
P005/23	520 Glen Creek Road Bonnie Doon 3720	Development of dwelling and outbuilding ancillary to a dwelling
P006/23	Unit 1 5 Chenery Street Mansfield 3722	Change of use for an Indoor Recreation Facility (Gym), display of Business Identification Signage, and a reduction in car parking requirements
P007/23	46 Grimwade Lane Mansfield 3722	Dwelling and outbuilding
P008/23	315 Buttercup Road Merrijig 3723	Development of a replacement dwelling and shed ancillary to a dwelling; reduction in setback
P009/23	232 Homepoint Drive Bonnie Doon Vic 3720	Development of dwelling and shed
P010/23	23 Rifle Butts Road Mansfield 3722	Use and Development of land for a dwelling
P011/23	164 Malcolm Street Mansfield 3722	Use and Development of land for a second dwelling
P026A/22	Unit 1 3 Omega Street Merrijig Vic 3723	Amendment to planning permit
P162734C/20	51 Highton Lane Mansfield Vic 3722	Amended Engineering Conditions
Total Applications Lodged: 36		

Planning Applications Determined

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P110/22	380 Glen Creek Road Bonnie Doon	Development of a dwelling and outbuilding ancillary to a dwelling	01/12/2022	

Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P140/22	226 Dead Horse Lane Mansfield	Development of buildings and works associated with use of land for a motor repairs	01/12/2022	
P216/22	99 Star Of The Glen Road Bonnie Doon	Development of land for a gazebo and deck	01/12/2022	
P217/22	1092 Tabletop Road Tolmie	Development of land for a garage and deck extension	01/12/2022	
P219/22	1495 Howes Creek Road Howes Creek	Development of land for farm shed	01/12/2022	
P148/22	1227 Howes Creek Road Mansfield	Development of land for a dwelling and outbuilding ancillary to a dwelling	05/12/2022	
P101/22	827 Dry Creek Road Ancona	Use and development of a dwelling	06/12/2022	Withdrawn
DP001/20	100 Highton Lane Mansfield	Development Plan - multi lot	12/12/2022	
P179/22	28 Highett Street Mansfield	Development of works in a heritage overlay	13/12/2022	
P206/22	2437 Mt Buller Road Merrijig	Development of land for an agricultural shed	15/12/2022	
P163/22	190 Ambrose Drive Tolmie	Development of land for a dwelling and outbuilding	16/12/2022	
P165281SA/20	2615 Mansfield-Whitfield Road Tolmie	Subdivision of land into two lots and creation of a carriageway easement	16/12/2022	
P134/22	180 Purcells Rd Mansfield	Change of use of existing shed to group accommodation	16/12/2022	

Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
P071/22	140 Highton Lane Mansfield	Development of fourteen (14) dwellings and multi lot subdivision	19/12/2022	
P142/22	14 Bluegum Crescent Bonnie Doon	Development of a dwelling and outbuilding ancillary to a dwelling	19/12/2022	
P200/22	140 Highton Lane Mansfield	Subdivision of land into fifteen (15) lots and creation of common property	19/12/2022	
P166/22	189 Peppin Drive Bonnie Doon	Development of alterations and additions to existing dwelling	19/12/2022	
P109/21	45 Ford Drive Mansfield	Development of outbuilding ancillary to a dwelling	21/12/2022	
P090/21	2969 Mansfield- Woods Point Road Jamieson	Development of a Dwelling	22/12/2022	Withdrawn
P178/22	107 Jamieson- Licola Road Jamieson	Use and development of land for a dwelling	23/12/2022	
P188/22	136 Lochiel Road Barwite	Development of outbuilding ancillary to a dwelling	23/12/2022	
P067/22	295 Banumum Road Mansfield	Development of land for a dwelling and removal of native vegetation	11/01/2023	
P202/22	34 High Street Merrijig Vic 3723	Development of land for a dwelling	13/01/2023	
P063/22	Unit 2 27 Hunter Street Mansfield 3722	Subdivision of the land into four lots	19/01/2023	
P158/22	152 Killarney Lane Boorolite 3723	Development of outbuilding	24/01/2023	

Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal	Date Issued	Withdrawn/ Lapsed/ Refused/ Not Required
		ancillary to a dwelling		
P204/22	4 Howes Creek-Goughs Bay Road Goughs Bay Vic 3723	Development of land for the installation of above ground fuel tank and fuel bowser	25/01/2023	
P004/23	3 Sunset Strip Bonnie Doon Vic 3720	Alterations and additions to existing dwelling	27/01/2023	
P201/22	3 Reardon Lane Mansfield Vic 3722	Creation of easement	30/01/2023	
P138/22	35 Dawn Crescent Bonnie Doon Vic 3720	Development of buildings and works (retaining wall)	31/01/2023	
P243/22	160 Campagnolos Road Mansfield Vic 3722	Development of land for a domestic outbuilding	31/01/2023	
Total Applications Determined: 30				

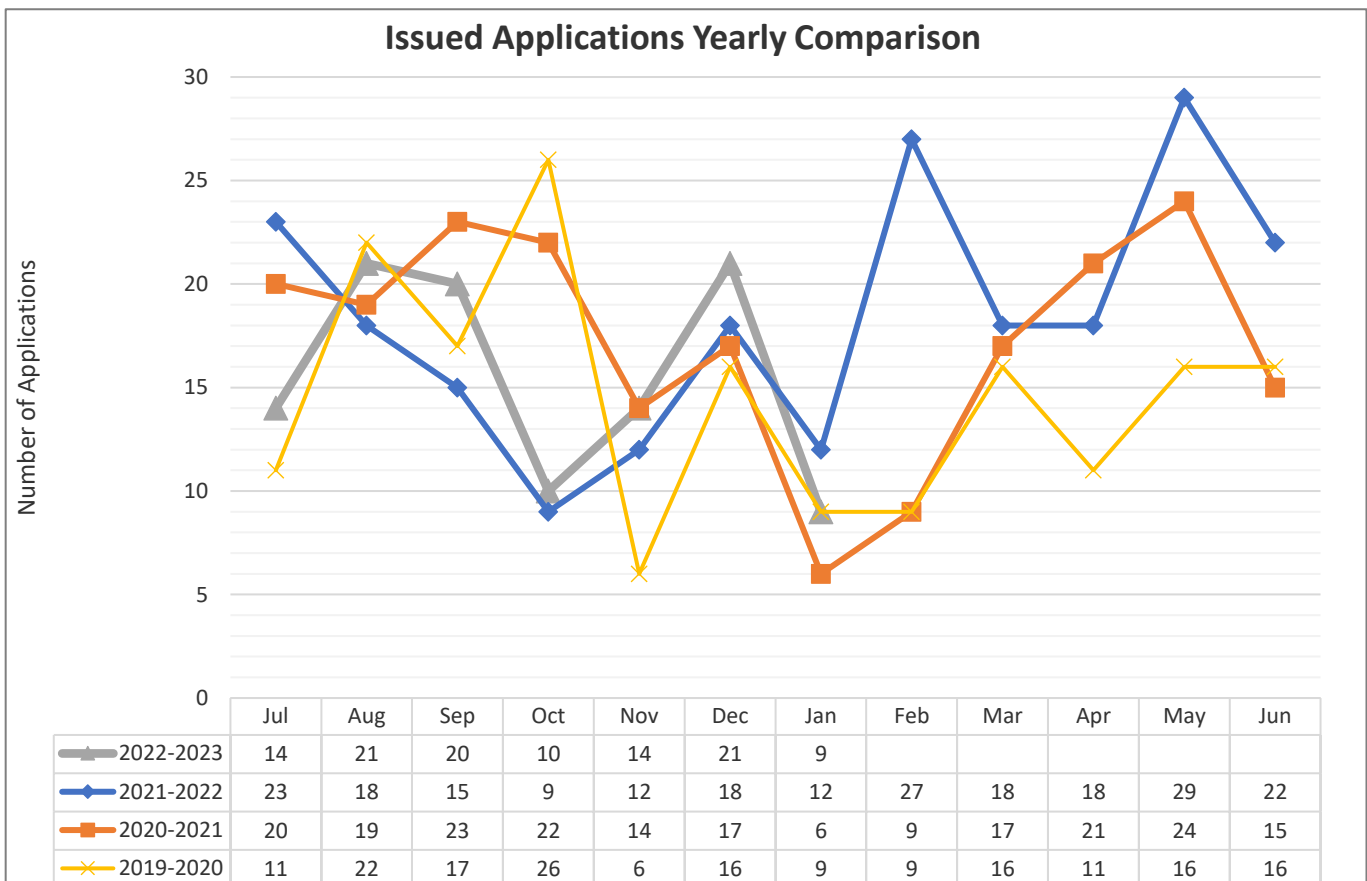
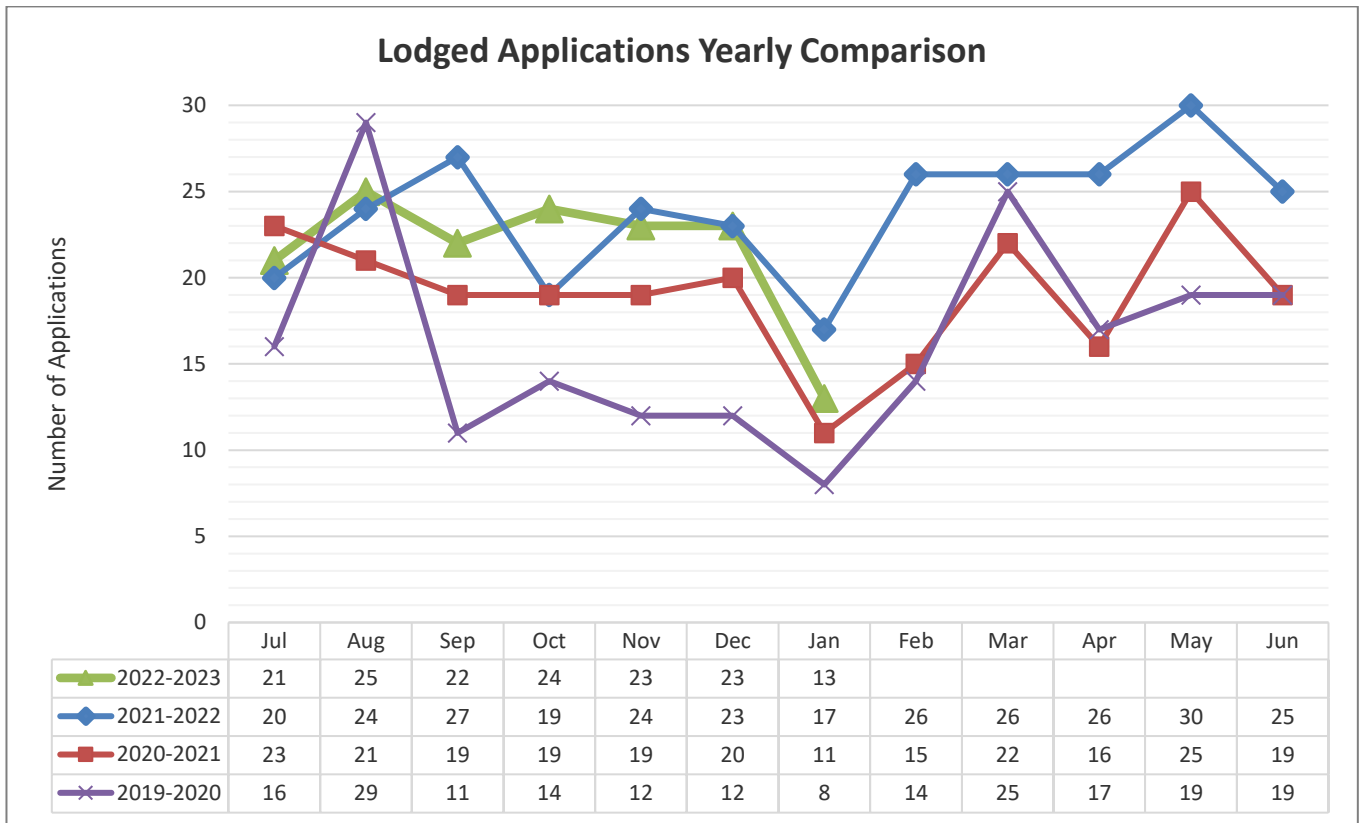
Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
C001/23	1575 Maroondah Highway Bonnie Doon	Certification and Statement of Compliance	22/12/2022	
Total applications received: 1				

Other Planning Consents & Assessments

Type of Request	Number Issued
Condition 1 plans and engineering plans for endorsement	5
Secondary Consent	1
Extension of Time	2
Certification & Statement of Compliance	0
S173 assessments	2
Total applications Issued: 10	

Mansfield Shire Council | CEO Monthly Report



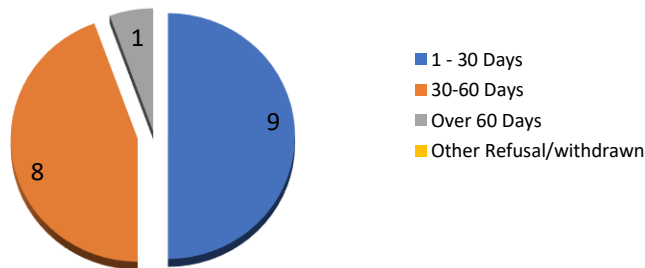
Mansfield Shire Council | **CEO Monthly Report**

Days Taken to Determine Planning Applications

2022

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	0	8	11	4	13	12	4	5	7	5	9	9	87
31 - 60 days	1	14	6	12	15	9	5	9	9	4	4	8	96
Over 60 days	5	2	1	2	1	1	2	5	2	1	5	1	28
Withdrawn / Permit not req. / Lapsed/Refused	1	2	3	2	1	2	3	1	3	1	0	2	21
Applications finalised	7	26	21	20	30	24	14	20	21	11	18	20	232

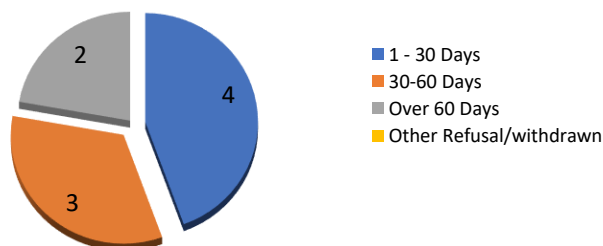
December 2022 Approval Time



2023

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	4												4
31 - 60 days	3												3
Over 60 days	2												2
Withdrawn / Permit not req. / Lapsed/Refused	0												0
Applications finalised	9												9

January 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		\$10,806,944	\$6,112,124
MAR		\$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	\$51,006,472	\$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			11	87	17	83
MAR			10	97	20	103
APR			5	102	18	121
MAY			7	109	12	133
JUN			5	114	12	145
TOTAL	87		114		145	

Value of Building Permits Lodged with Council

December 2022		
Type	Number	Value
RESIDENTIAL	5	2,765,009
ALT & ADDITIONS	4	283,589
DOMESTIC SHEDS & CARPORTS	11	470,002
SWIMMING POOLS & FENCES	1	49,377
COMMERCIAL & PUBLIC AMENITIES	1	25,300
TOTAL COST OF BUILDING WORKS	22	\$3,593,277

January 2023		
Type	Number	Value
RESIDENTIAL	7	4,948,815
ALT & ADDITIONS	5	336,900
DOMESTIC SHEDS & CARPORTS	7	415,835
SWIMMING POOLS & FENCES	2	128,006
COMMERCIAL & PUBLIC AMENITIES	0	0
TOTAL COST OF BUILDING WORKS	21	\$5,829,556

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					
MAR					
APR					
MAY					
JUN					
TOTAL	46	3	49	52	42

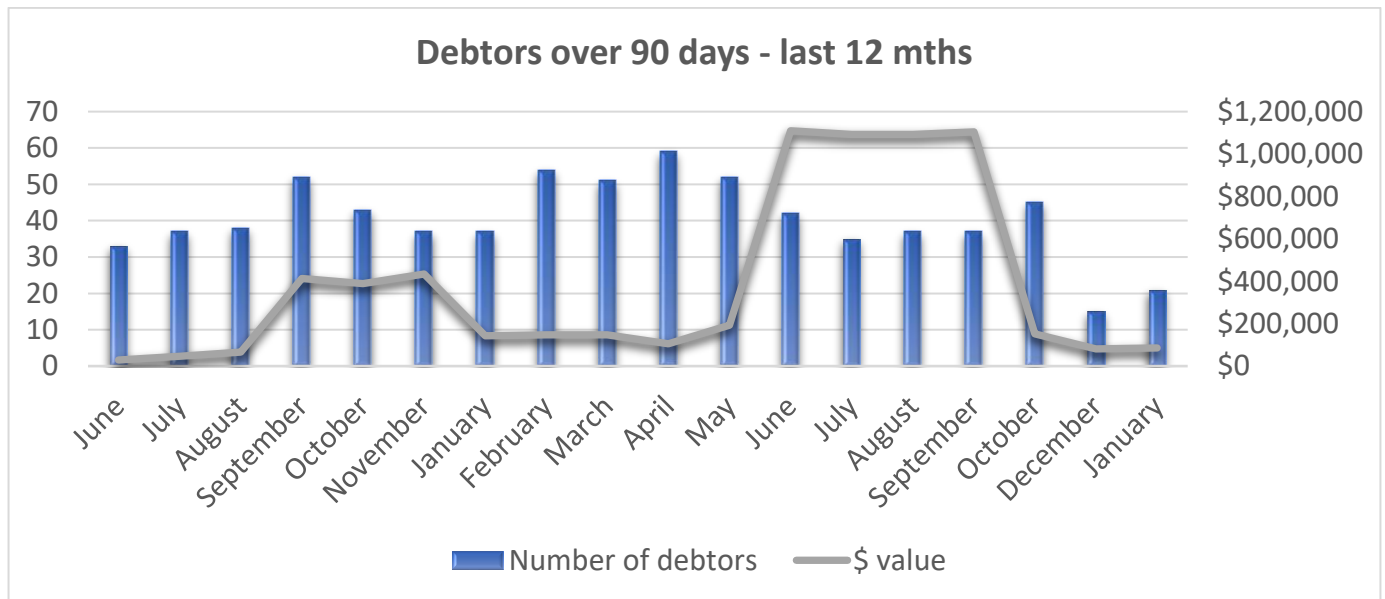
Septic Applications Lodged

	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			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	49		73		77	

8. Revenue Services

Debtors

The number of debts outstanding over 90 days has slightly decreased over the last 2 months to 21 with a value of \$85,784. This is as a result of clearing some outstanding accounts related to community services. One debtor is worth more than half of the debt at \$45,000 related to a planning permit.



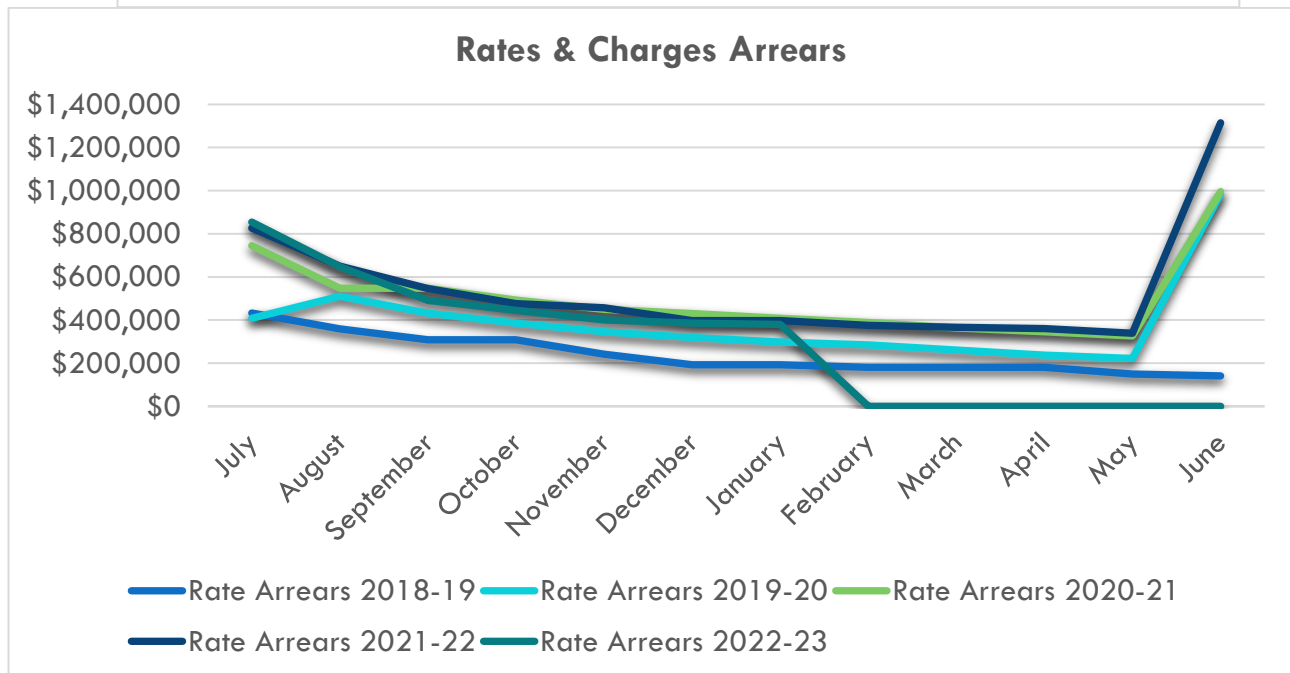
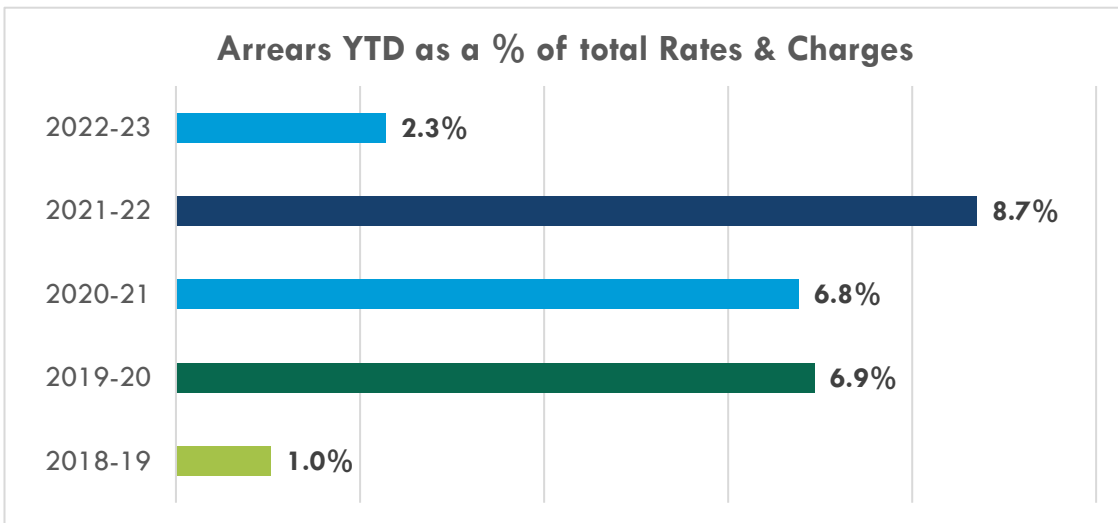
Payment of Rates

Rates and charges for 2022-23 were issued 1 September. Third instalment notices were issued on 7 February for payment by 28 February.

58 objections were lodged with the Valuer-general of which 26 have been returned and processed. A further 32 are still outstanding.

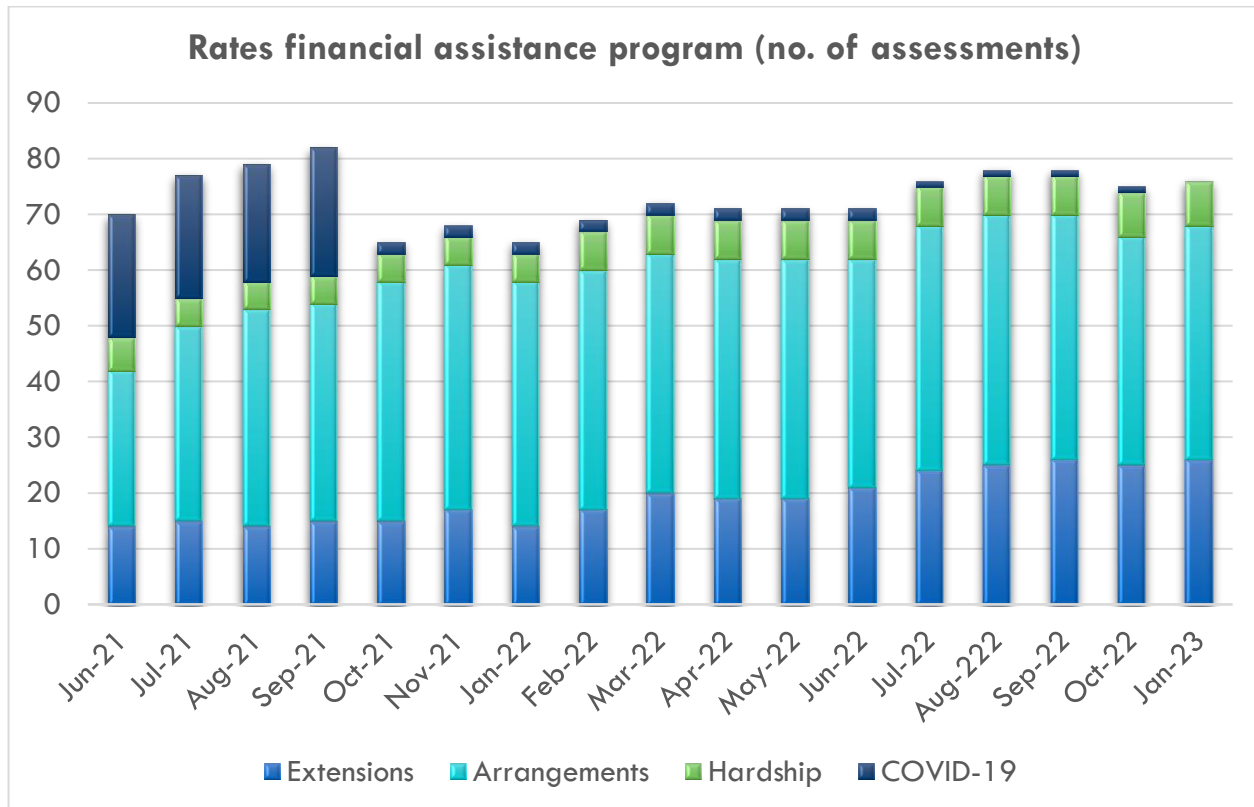
Mansfield Shire Council | **CEO Monthly Report**

Rates Arrears has decreased from 2.7% in November to 2.3% in January.



The number of property assessments accessing hardship arrangements had a slight increase to the end of January.

Mansfield Shire Council | **CEO Monthly Report**

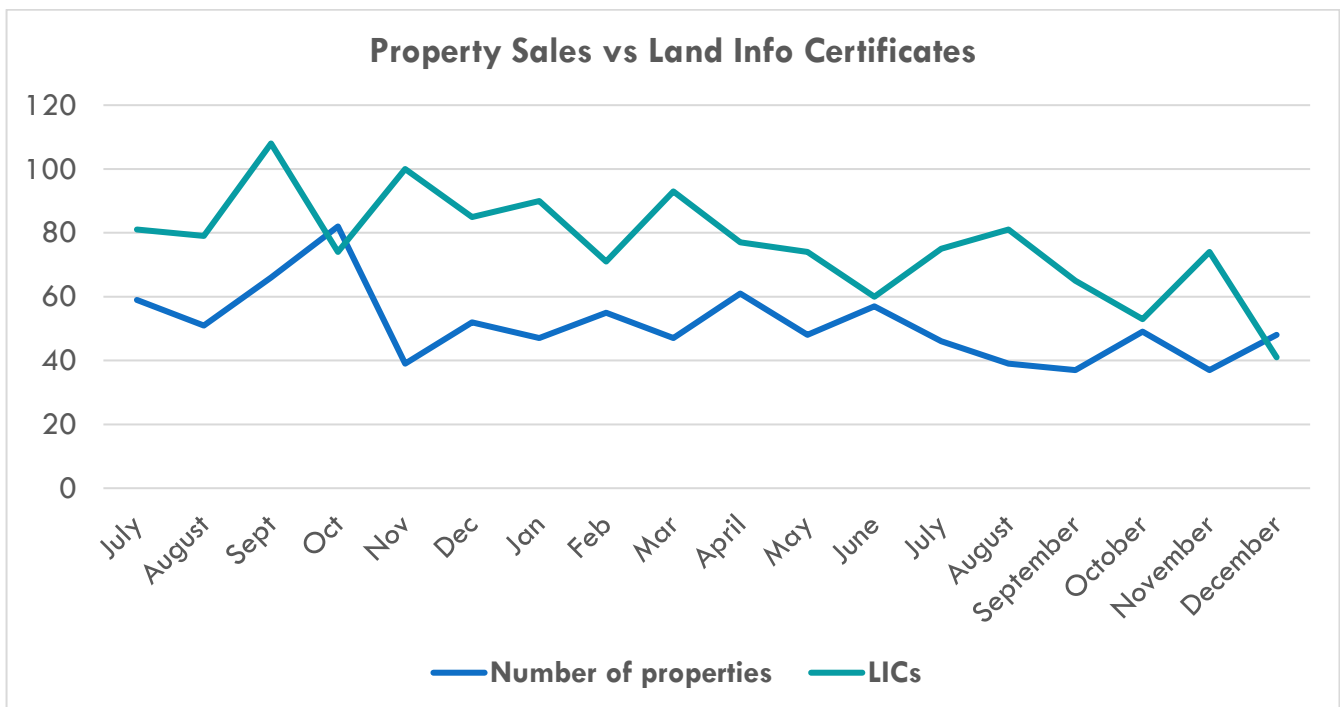
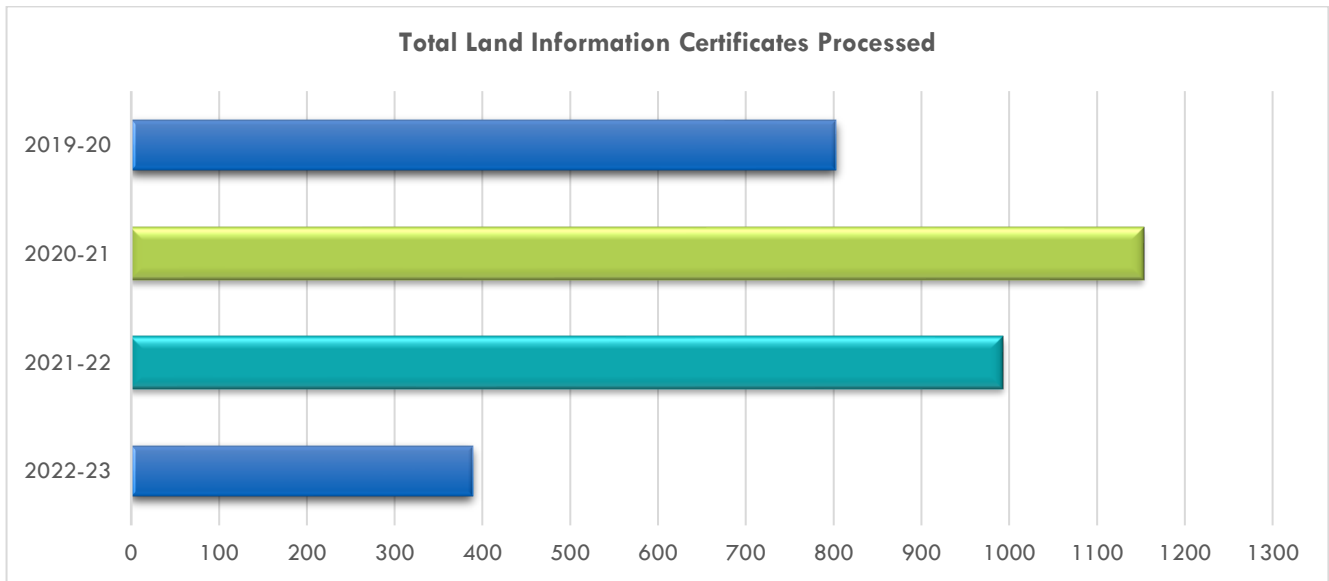


Property Sales Data

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 is more closely aligned with the 2019-20 figures. LIC and Property data is to the end of December.

Mansfield Shire Council | CEO Monthly Report

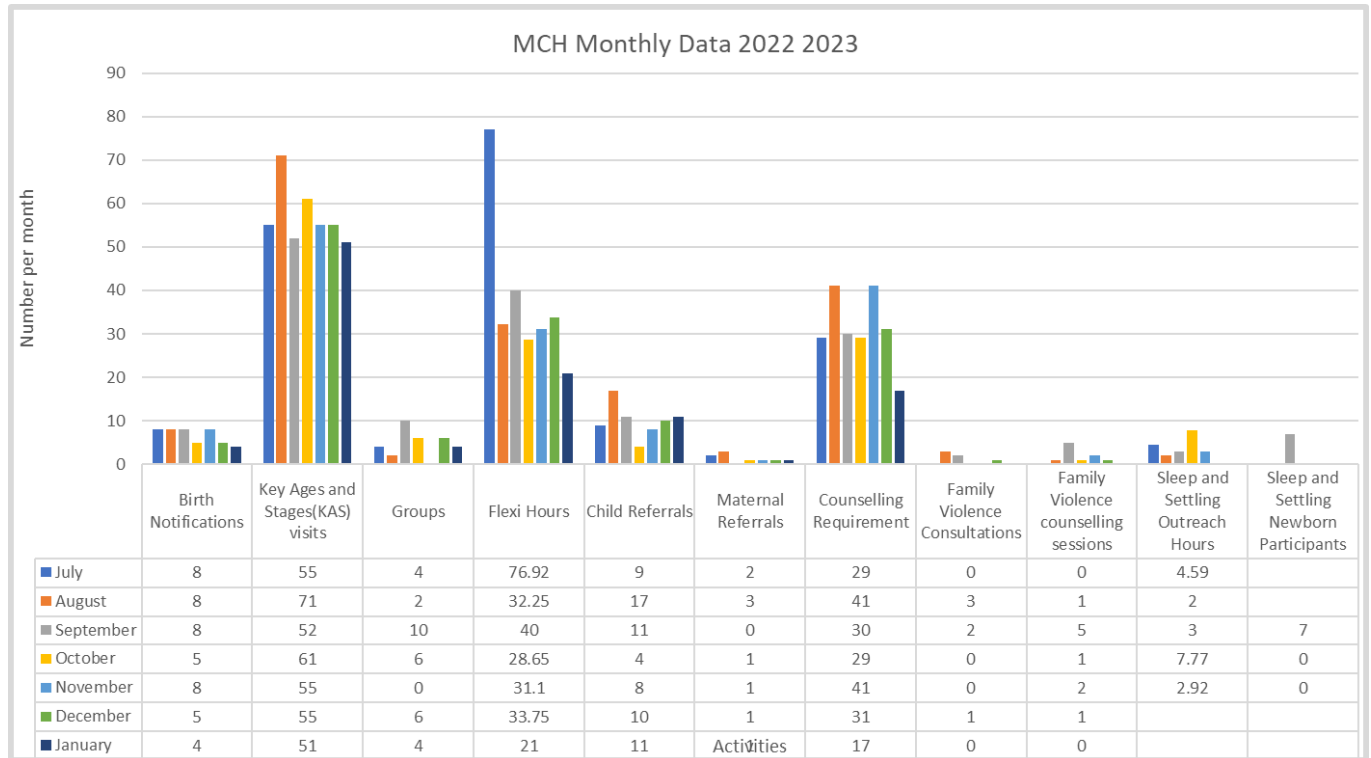


Mansfield Shire Council | CEO Monthly Report

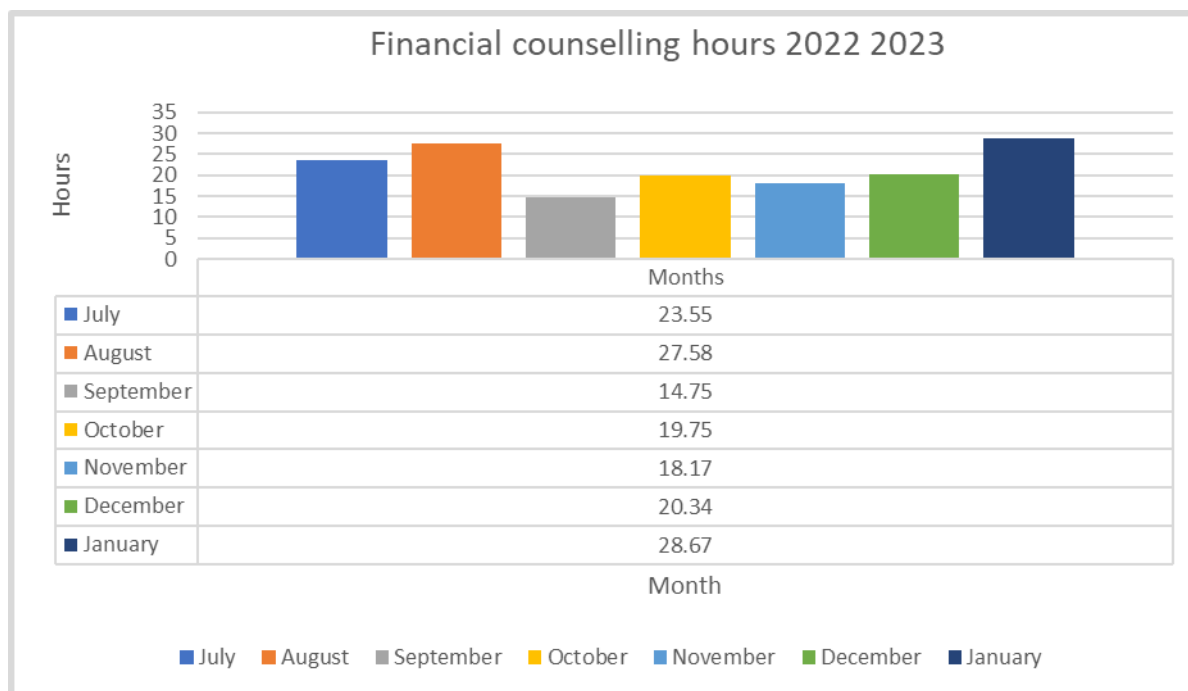


9. Community Health and Wellbeing

Maternal and Child Health



Financial Counselling



Mansfield Shire Council | CEO Monthly Report

In December our Financial Counsellor was a panellist on the national Elder Abuse Action Australia's webinar, "Responding to Elder Abuse", with 159 attendees. At the time of this report, the webinar had recorded almost 5,000 viewings.

<https://www.youtube.com/watch?v=Mp7Bu1vvTiA>

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

In January there were 13 requests for assistance, totalling \$1,517:

- ▶ Food \$1,170
- ▶ Fuel \$275
- ▶ Taxi \$72

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

Health and Quality

- ▶ **Respond** – Implementation Network meeting held in Mansfield for the first time since COVID which provided an opportunity for visiting LGA's and health promotion teams to discuss the success of Respond in Mansfield and show off the initiatives in place.
- ▶ **16 Days of Activism** – As part of the 16 Days campaign the Centre Against Violence brought a roadshow to Mansfield with service providers, roadshow was attended by local professionals in Mansfield. Providing a network opportunity to meet services that don't always come to the area.
- ▶ **HDAA Audit** – Preparation well underway for the Integrated Family Services Re-accreditation audit in February
- ▶ **Heart Health Checks** – On 10th December Respond, Mansfield Shire Council, LouFit Personal Training and Nurses and General practitioners from Mansfield Medical Clinic and Central General Practice hit the streets to conduct heart health checks, following on from Magda's Big Health Check. The initiative was well received and provided opportunity for discussion to continue educating the community through different topics.
- ▶ **Network Meetings** – Agenda planners complete and ready for review, meetings to commence from February.

Youth Services

Engage!

The Youth Program experienced some service disruptions in 2022 following a service review and restructure, however the Youth Program was able to achieve (and exceed) overall participation targets, achieved by 146%.

The Youth Program school holiday program ran from 11 - 25 January 2023 where the events and activities were underpinned by the three priority areas in the Youth Strategy Action Plan (2019-2023), 'to connect, develop and support our young people...'

Activities and events included:

- ▶ Yoga in the park (12–17-year-old; 18–25-year-old)
- ▶ The Flying Fruit Fly Circus Workshop (12–17-year-old)
- ▶ Games Afternoon at the Youth Centre (12–17-year-old)

Additionally, there were the FReeZA events:

- ▶ North East Skate Park Series (all ages)
- ▶ Pool Party (all ages)

FReeZA

In 2022, there were several disruptions to FReeZA and planned events through the North East floods in November, which resulted in two events being cancelled (Rock Out and the Skate Park event). Program targets were however achieved, and participation targets exceeded being achieved by 114%. The Youth Program are re-engaging young people to join the Committee.

Events included:

- | | |
|----------------------------------|-------------------|
| ▶ Summer Pool Party | ▶ Emerging Sounds |
| ▶ Next Wave Film Festival | ▶ Flash Mob |
| ▶ Easter Bush Market Performance | ▶ Pizza Night |

In January 2023, the North East Skate Park Series was held. There was a focus on promoting and rebuilding the FReeZA Committee.

Future Proof Disaster Recovery

In December 2022, the focus for the Future Proof Disaster Recovery project has been on recruiting staff and establishing linkages with key stakeholders. Key outcomes of the project include:

- ▶ 15 young people in a disaster recovery qualification pathway or traineeship
- ▶ 10 young people on a Youth Advisory Group
- ▶ Disaster Recovery event
- ▶ Disaster Recovery Workshop

Mansfield Shire Council | CEO Monthly Report

In January 2023, the focus for the Future Proof Disaster Recovery project continues to be recruiting staff and establishing linkages with key stakeholders. Key outcomes of the project include:

- ▶ 15 young people in a disaster recovery qualification pathway or traineeship
- ▶ 10 young people on a Youth Advisory Group
- ▶ Annual Disaster Recovery event

ENGAGE! Category 1: Youth Participation and Engagement																
PRISM Support Group																
2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total	
Participation	-	-	-	-	-	2	-	-	-	-	-	5	0.8	10	7	
Frequency	-	-	-	-	-	1	-	-	-	-	-	1	0.8	10	2	
Events	-	-	-	-	-	1	-	-	-	-	-	-	-	1	1	
Category 2: Youth Development																
Personal Development Training L.E.A.D. Youth Leadership Program																
2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total	
Participation	-	-	-	-	-	-	-	-	-	7	-	-	-	10	7	
Frequency	-	-	-	-	-	-	-	-	-	1	-	-	-	1	1	
Personal Development Training Life Skills Training																
2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total	
Participation	-	-	-	-	-	-	-	-	-	-	2	-	8	80	2	
Frequency	-	-	-	-	-	-	-	-	-	-	-	-	-	4	2	
Category 3: Youth Celebrations																
Youth Events Mansfield Youth Directions																
2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total	
Participation	-	-	-	-	-	-	-	-	-	75	310	200	30	30	585	
Frequency	-	-	-	-	-	-	-	-	-	1	3	2	0.8	8	6	
2022 ENGAGE! TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	-	Annual Target	YTD Total	
Participation	-	-	-	-	-	2	-	-	-	82	312	200	-	400	596	

Mansfield Shire Council | CEO Monthly Report

FReeZA															
2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total
Attendance	-	-	-	-	-	2	-	-	-	-	-	5	-	1525	1745
Committee	-	-	-	-	-	-	-	-	-	-	5	-	-	12	5
Events	1	-	-	3	-	-	-	-	-	1	1	-	-	6	6
Youth Development and Training	-	-	-	1	1	-	-	-	-	-	-	-	-	-	2
Employment Outcomes	1	-	-	2	-	-	-	-	-	-	-	-	-	-	3

ENGAGE! Category 1: Youth Participation and Engagement															
PRISM Support Group															
2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total
Participation	-	-	-	-	-	-	-	-	-	-	-	-	0.8	10	-
Frequency	-	-	-	-	-	-	-	-	-	-	-	-	0.8	10	-
Events	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Category 2: Youth Development															
Personal Development Training L.E.A.D. Youth Leadership Program															
2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total
Participation	-	-	-	-	-	-	-	-	-	-	-	-	-	10	-
Frequency	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Personal Development Training Life Skills Training															
2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total
Participation	35	-	-	-	-	-	-	-	-	-	-	-	8	80	35
Frequency	3	-	-	-	-	-	-	-	-	-	-	-	-	4	-
Category 3: Youth Celebrations															
Youth Events Mansfield Youth Directions															
2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total
Participation	-	-	-	-	-	-	-	-	-	-	-	-	30	300	-
Frequency	-	-	-	-	-	-	-	-	-	-	-	-	0.8	8	-
2023 ENGAGE! TOTAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	-	Annual Target	YTD Total
Participation	-	-	-	-	-	-	-	-	-	-	-	-	-	400	35

Mansfield Shire Council | CEO Monthly Report

FReeZA															
2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Target	Annual Target	YTD Total
Attendance	60	-	-	-	-	-	-	-	-	-	-	-	-	1525	60
Committee	-	-	-	-	-	-	-	-	-	-	-	-	-	12	-
Events	1	-	-	-	-	-	-	-	-	-	-	-	-	6	1
Youth Development and Training	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Employment Outcomes	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1

Integrated Family Services

In December and January Integrated Family Services continued to support families dealing with issues ranging from grief and loss, serious mental illness, family violence, parenting, blended families, child and adolescent behaviour and the impacts of trauma.

The service system in which we work is still being affected by staff shortages and illness, making the usual referral pathways for families even more problematic than usual. We continue to work alongside Child Protection and our Ovens Murray Alliance partners such as The Orange Door during these challenging times to provide families with the support that they require.

The school holidays can present families with opportunities to spend time together but can also engender stressful situations where conflict may increase. Some families can feel more isolated over the holidays when their connections with school communities are absent. Also, some visiting services and other supports are not available over the Christmas break. During this time, IFS have been supporting families to manage stress, stay safe and well, and build upon their strengths in order to develop their capacity to cope.

Aged Care

Community Connections

Assisting clients with My Aged Care access. Reviewing feedback on current services and access. Planning first Bonnie Doon visit to Community Centre.

First visit to Bonnie Doon Community Centre held Thursday 2 Feb.

- ▶ Clients identified for vulnerable persons register
- ▶ Client assisted with registering My Aged Care
- ▶ Rat tests handed out
- ▶ Information given on Power of Attorney (assisting client on next visit to complete form)

- ▶ Emergency Planning Kits handed out
- ▶ Concession forms handed out

Regional Assessment Services

New assessments eased with 3 assessments due before end of February. Reviews are steady with 5 currently due. Domestic Assistance and Property Maintenance seem to be the main theme for services. Most incoming assessments are clients wanting to directly apply for packages without accessing CHSP services.

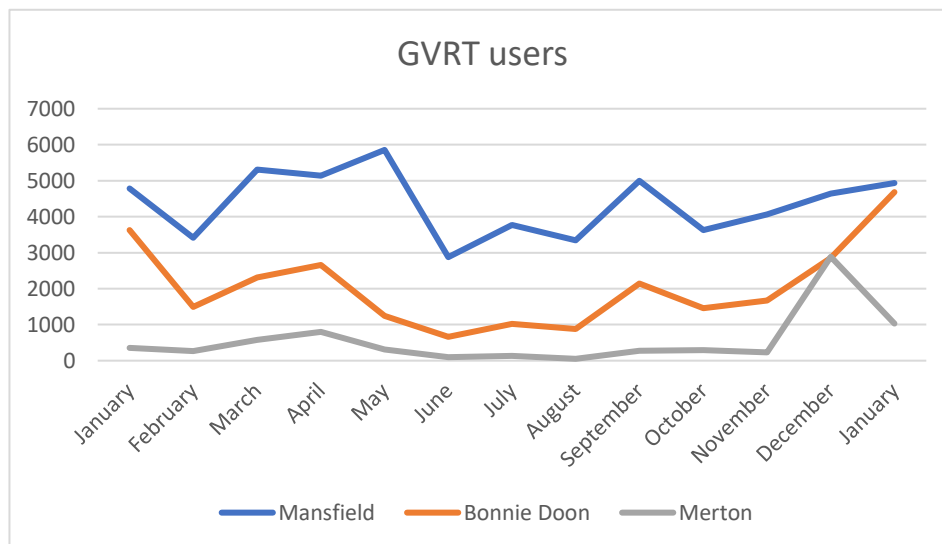
10. Visitor Services

Tourism & Events - Economic Development

The Great Victorian Rail Trail (GVRT)

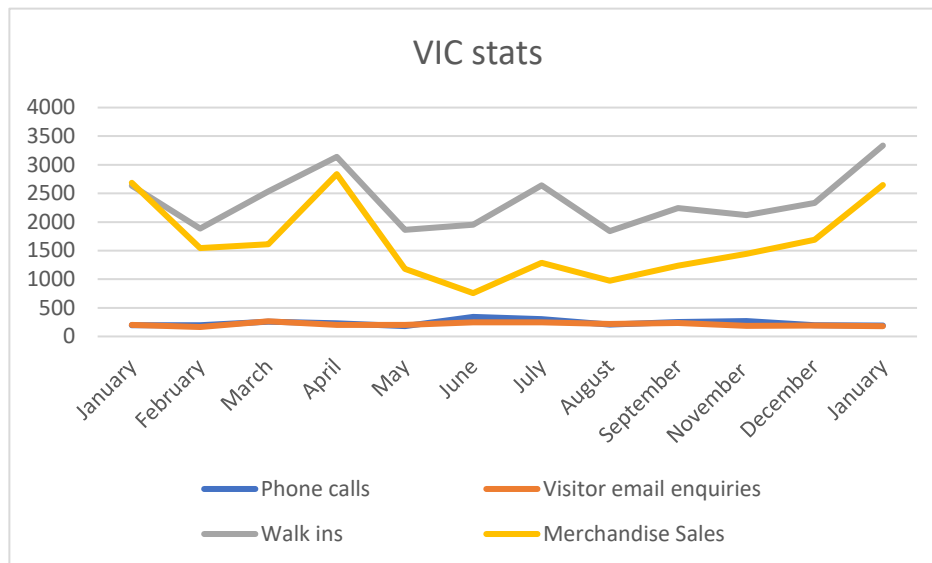
December saw an increase in rail trail numbers as would be expected. Mansfield has a lower count than 2021, however Bonnie Doon has an increase. Merton counter needs to be looked at as it has shown a number that is definitely incorrect, perhaps something triggering the sensor.

January had fantastic numbers along the Rail Trail with an increase of 1887 or 19.5%. Merton counter has levelled out now from last month. Bonnie Doon has seen a larger increase which could be attributed to increased numbers around the lake and general increase in visitation across the board.



- ▶ The Great ARTdoors update – Works are well underway being manufactured at various sites with installs to start in March. Cara at the Bonnie Doon site has begun revegetation and we are looking at launch events for April.
- ▶ New picnic tables have been setup at the start of the Rail Trail and have seen usage already. A great spot to have a sit and read a book from the temporary Library location as well.
- ▶ Maintenance of the trail has slowed down now thanks to rain easing and it is all open and looking good.
- ▶ Council is currently in talks with a possible donkey trek to take place along the rail trail in February.
- ▶ The Great ARTdoors update – Installation of footings for artworks is scheduled to start mid February with a launch event currently being planned.

Mansfield Visitor Information Centre (VIC)



[December] The VIC has seen a steady number of visitors, enquiries, and sales. On par with 2021. Interestingly not a big increase as expected of visitation with other water areas closed.

	2021	2022
December – Walk In visitors	2381	2333
Retail Sales	\$1843	\$1688

Lots of people stopping in for information around what tracks are open and closed for four wheel drives and camping. Once again the team at the VIC keep an amazing level of contact with DELWP, Parks and more to provide this information.

[January] The VIC has seen a steady number of visitors as is to be expected during a peak month for tourism. With 703 more people compared to January 2022. A portion of this can be credited to people entering the VIC looking for the Library. Staff have found that people have then looked around the Information Centre and Art Gallery, which is fantastic to see locals now discovering or re-discovering the centre.

	2022	2023
January – Walk In visitors	2633	3336
Retail Sales	\$2686	\$2645

Visitor Survey

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

December:

- ▶ **36%** of visitors were aged 60+
- ▶ **33%** of visitors were aged 40 – 60
- ▶ **25%** of visitors were aged 18 - 40
- ▶ **46%** were adult couples
- ▶ **77%** of visitors were here for a holiday over one day with **32%** staying 2 nights
- ▶ **57%** of visitors to the VIC were visiting Mansfield for their first time

The most popular reason for visiting the information centre was for Maps and directions followed by road conditions and updates. With the significant rain and tracks reopening soon there has been a large increase in trail, 4wd track condition reports. Attractions jumped up as to be expected at this time of year.

January:

- ▶ **35%** of visitors were aged 60+
- ▶ **32%** of visitors were aged 40 – 60
- ▶ **26%** of visitors were aged 18 - 40
- ▶ **45%** were adult couples
- ▶ **78%** of visitors were here for a holiday over one day with **31%** staying 2 nights
- ▶ **57%** of visitors to the VIC were visiting Mansfield for their first time

The most popular reason for visiting the information centre was for Maps and directions followed by information about our lakes and rivers. A heavy lean towards outdoor activities for January. Followed by our general attractions in the area, Mt Buller and then our food and wine.

Most popular things in December 2022 and January 2023 were in order –

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

Events

▶ **Community Christmas Picnic – December 15**

The second running of the community Christmas Picnic was well received. Around 1500 people came down for carols, Santa and kids activities. The addition of kids live music was welcomed and really created a family vibe. Lots of fun and great feedback from the community.

▶ **Christmas in Mansfield**

Setting up the town for a great Christmas vibe with the Tree, festoon lighting, umbrellas, extra picnic tables and carols playing from 9am – 6pm daily down the street.

Lots of great feedback from locals and business owners alike who really felt the additions kept people shopping longer and enjoying the season.

▶ **Christmas Windows and Scavenger Hunt**

Teaming up with Mansfield Community Bank and Mansfield District Business Association, Council helped develop the scavenger hunt marketing collateral for this annual event.

▶ **Citizenship Ceremony – Thursday Jan 26**

Mansfield Shire Council held its annual Citizenship and awards ceremony on Thursday 26 Jan in the Botanic Park. This is the second year the event has run in this location and once again it proved to be a successful location.

An estimated 300 people attended to see new citizens welcomed and a range of awards for local community groups, events, and citizens efforts.

Supported by Rotary with a free BBQ, MAD Orchestra providing the soundtrack and contributions to the ceremony from the local scouts and guides groups, the High Country Cattlemen and a local Ambassador saw a fantastic ceremony take place.

▶ **Horsepower In The High Country – Saturday January 28**

Mansfield Shire Council and Delatite Drivers Car Club teamed up to deliver the 'Horsepower In The High Country' event on Saturday 28 Jan. This event was a combination of a car show n shine and an Australia Day weekend celebration funded by the Federal Government Australia Day grant.

The event saw over 2000 people come through the Mansfield Botanic Park to see over 250 cars on display, live music, food and drinks and kids entertainment. The feedback for the event has been amazing and the car club used this as an opportunity to raise money for Mansfield Autistic Statewide Services (MASS) with car entry and donations seeing over \$7,000 raised for MASS.

Alongside this Rotary sold over 800 sausages and cold drinks to raise over \$3,000 for their work in the community. Council also worked together with Parkrun, a regular Saturday morning event at the park to ensure it could still go ahead. They had their highest number of entrants since their launch with 93 participants

Other ProjectsOutdoor Activation Funds

The following projects have been completed in December from Outdoor Activation

- ▶ Music Box Installation – this allowed carols to be played all December throughout town
- ▶ Shade sail poles at Botanic Park

The following projects have been completed in January from Outdoor Activation

- ▶ Shade sails were installed over the Botanic Park slide and surrounding area

Planned finalisation or beginning of following projects in February

- ▶ Murals in town to be started by international artist

Council Assist

The council assist fund has been reshuffled to include the following programs which are to be completed early 2023.

- ▶ \$7000 - Stock Dog Spectacular (New event - initial investment as they have the Australian titles in 2023 as well)
- ▶ \$1500 - Mansfield Pottery Festival (New event – for banners, flags and collateral)
- ▶ \$1500 - Mansfield Readers & Writers Festival (New event – for banners, flags and collateral)
- ▶ \$1500 - Tolmie Sports (Return of Tolmie Sports after two years of lost revenue into their kitty)
- ▶ \$1500 – Mansfield Arts contribution towards their events schedule (To assist with events such as M.O.S.T, Alley Arts, Postcards and to support their ongoing contribution to the arts community in Mansfield.)
- ▶ Tourism maps for handout and signboards
- ▶ Installation of maps at key areas in Mansfield
- ▶ Mansfield shire kids colouring and activity book and sticker set
- ▶ Art signage and map
- ▶ Jamieson Paw Walk collateral contribution - \$500
- ▶ Jamieson Tiny Town Tourism Award application funding - \$1500
- ▶ Sustainable Tourism Plan
- ▶ Mansfield Historical Museum - contribution of \$60,000 to interior fit-out design

Australia Day Grant

Council were successful for our Australia Day application of \$17,000 to run multiple events over the Australia Day week in Mansfield.

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 462 local businesses through December and 463 in January.

The reported figures below are the averages.

December 2023	Council's Business Newsletter	Industry Benchmark
Open rate	48.27%	19.4%
Click rate	17.04%	2.8%
Delivered	99.57%	-
Bounced	0.43%	-

January 2023	Council's Business Newsletter	Industry Benchmark
Open rate	49.68%	19.4%
Click rate	9.57%	2.8%
Delivered	99.35%	-
Bounced	0.65%	-

Business Contacts

Council's Economic Development Officer Business Support continues to engage local businesses with visits and calls.

- ▶ In **December** 27 businesses were visited with most engagements including discussions around funding and grant opportunities, training and ongoing support programs.
- ▶ In **January** 23 business were engaged with most including discussions around visitor numbers and staffing, funding and grant opportunities, training, and support programs.

Business Supports

Council continues to provide support to the Mansfield District Business Association in facilitating the provision of further virtual and face to face business training workshops, advocacy and support to membership, and advice sessions for local business with Business Victoria in partnership with Monarch Institute.

Businesses directly booked into training sessions online for January. 4 applicants registered and Business Victoria decided to run the workshop via Zoom. Economic Development Business and Industry hosted the workshop and awaits feedback from "Monarch" who conducted the session. Bookings are currently being taken for the 15 February workshop "Cyber Security" from Monarch/ Business Victoria. These workshops are highlighted within the Mansfield Shire Council "Business Matters" Newsletter and offer online training sessions and, if numbers are high enough, the opportunity for face-to-face training at Mansfield Shire Council facilities.

The Mobile Coffee Van project, to support expected increased visitor numbers, has been conducted through the Christmas/ New Year/ January holiday period. By January 9, the Bonnie

Mansfield Shire Council | **CEO Monthly Report**

Doon sites were judged to be so low as to not require further service. The operators were offered options to work separately or in concert at the Visitor Information Centre. One operator accepted the offer and continued at site for a further week before visitor numbers dropped and service ceased. One operator has continued at the Botanic Gardens with that ending on 28 January – having been included to operate within the Horsepower in the High-Country event.

Better Approvals

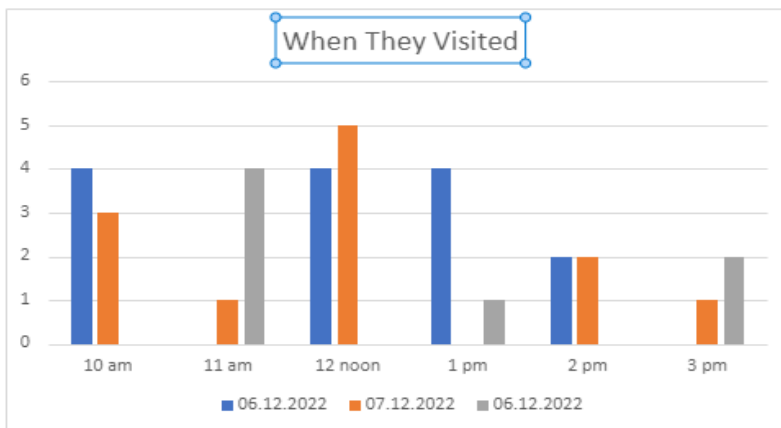
Businesses sought assistance to vary product/services through change, expansion, or creation of new entities.

- ▶ Enquiry regarding interest in creation of a disabled access to retail premises.
- ▶ Enquiry continued regarding the development application for small industrial development.
- ▶ Enquiry for Event/ Function business to small acreage property including Horse Safari.
- ▶ Enquiry continued regarding commercial development at industrial site.
- ▶ Enquiry for horse/ therapy acreage maybe towards Jamieson - for PTSD sufferers.

GOTAFE Mobile Campus

The Mobile Campus had its 3rd visit this year, to Mansfield on the 6 December. Two staff (student attraction officer & careers advisor) were on board for the three days.

37 engagements occurred during the December GOTAFE visit.



Mansfield Shire Council | **CEO Monthly Report****TELSTRA Roundtable Meeting**

CEO Kirsten Alexander and Economic Development Officer - Business and Industry met Telstra's new CEO, Vicki Brady, Telstra Product & Technology Group Executive, Kim Krogh Andersen, Telstra Regional General Manager, Jenny Gray and Telstra Enterprise General Manager, Glenn Campbell for round table discussions on regional digital advancement. Telstra were keen to hear of the issues facing LGA's of Hume Region during this fact-finding tour. The Telstra Shop on Wheels will return to Mansfield, 18 January 2023.

Mobile Telstra Shop Visit & Advocacy

Telstra's visit to Mansfield was deemed to be a resounding success by both the staffing team and the customers who steadily visited the site in High Street from open to close throughout the day. Estimates of up to 70 or 80 customer service/ assistances were dealt with by the Telstra team. Whilst the Telstra team are committed to return visits, Council continues to advocate for a more permanent solution including a partnered business or dedicated outlet to service the customers who clearly require more than a visit for a day a month.

Contact by a new resident in the Bonnie Doon area has provided further advocacy opportunity in January, with the enquiry coming from a renowned software systems developer who has purchased in the Maintongoon area. Telstra have been quick to respond and are now working on potential solutions for the precise location with the enquiry. All details have been provided to ITAG via Dr. Helen Haines MP.

NBNCo Visits & Community Session Planning

NBNCo are planning to include community sessions to their visit in March whilst engaged briefing Mansfield Shire Councillors on future planned infrastructure works and emergency STAND facilities – including upgrades of fibre to the premises, to properties within Mansfield township. Details will be included to a communique to Councillors soon. The prior NBNCo visit saw the Muster vehicle unable to connect to its satellite and has undergone examination and repair to a fault that was discovered in the onboard computer system.

Library

20 adults and 35 children attended the **Christmas Storytime Extravaganza**.

- ▶ This year 4 local musicians volunteered their time and expertise to accompany the carols and songs. Volunteers looked after the families and assisted the children making Christmas Angels.
- ▶ Our volunteer Santa Claus handed out library gift bags to all the children, containing books and rainbow pencils purchased by Friends of Mansfield Library. Local craftswomen, Annie Folk and Andrea Button generously donated their time to Crochet handmade stars onto the pencils.



Library Sector

Public Libraries Victoria Network have reported that the temporary interruption to the State-wide loan service will be resolved in March or April next year. A contract with a new courier service is being developed, though access to items may be reduced.

Refurbishment Update

- ▶ Chess Removals packed up the 12,000 items in our collection these have been stored in Melbourne. The furniture and old shelving are also being stored in Mansfield.



Mansfield Shire Council | CEO Monthly Report

- ▶ The Library was stripped back, and new walls built. The new external doors and windows are in place, as is the electronic returns chute.



View from new entry into new staff processing area. View from the foyer to the meeting rooms.

A popup library service has been set up at the Visitors Information Centre. The community has access to:

- ▶ A click & collect service
- ▶ WiFi, internet computers, printing, photocopying and scanning
- ▶ A good range of Picture books and Readers
- ▶ A small rotating selection of books to browse



Mansfield Shire Council | **CEO Monthly Report**

The Library is scheduled to reopen in late March or early April 2023!

Library staff are looking forward to celebrating and promoting the new Library space and reviving long term engagement with the Library service.

Library Statistics for December 2022 and January 2023

Note that visitation numbers are good, and the reduction in loans has been minimal, despite Library closures and the move to the Visitors Centre, highlighting the importance of the service for the community.

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help	Holds placed
Jan 2023	1530	2755	3	35	0	36	311
Dec 2022	1368	2586	3	61	0	31	379
Nov 2022	2511	3289	3	28	0	63	510
Oct 2022	-	3545	3	38	0	58	531
Sept 2022	2005	3110	3	42	1	74	542
August 2022	2816	3726	12	271	4	59	600
July 2022	2530	3738	3	42	1	89	586
June 2022	2470	3876	3	50	8	78	511

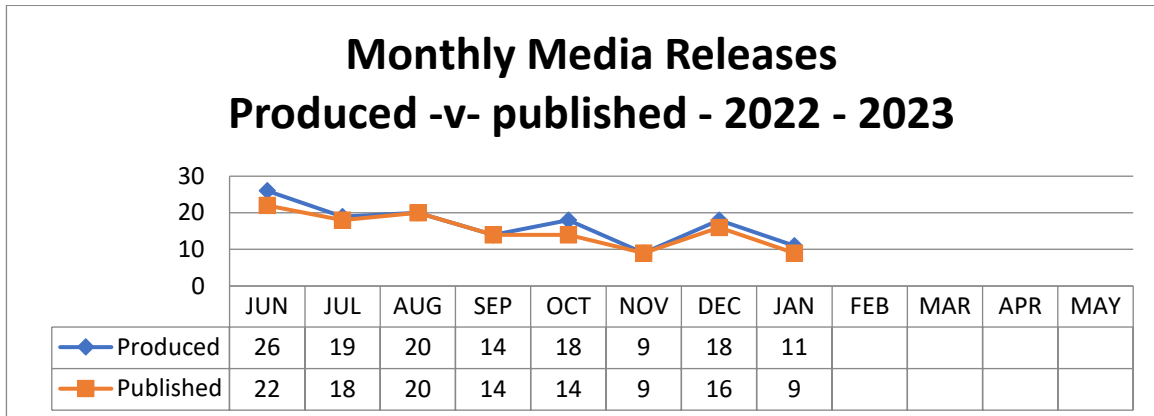
- ▶ Library (Collopy Street) closed from 18th December for refurbishment
- ▶ Limited Library service opened Tuesday 10 January
- ▶ Room bookings are not available.
- ▶ Storytime continues to be run off site. No other programs were offered.

11. Communications

Media Releases

Media Release distribution and publication rates for the past two months are detailed below:

- ▶ December: 18 Distributed, 16 Published
- ▶ January: 11 Distributed, 9 Published



Media Undertaken by the Mayor

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

- ▶ Library Refurbishment Update
- ▶ Merton and Bonnie Doon Community Plans
- ▶ Highton Lane Development
- ▶ Dead Horse Lane Rezoning to Residential Zone
- ▶ ARMB Mirimbah Park Masterplan
- ▶ Community Christmas Picnic

Comments provided to media

ABC Shepparton

17 January 2023

- ▶ Mayor provided a response to queries in relation to the Sustainable Tourism Plan.

Social Media

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

For the December/January period, Council's Facebook page saw an increase in follows of 80 taking the number of followers to 6,482.

Mansfield Shire Council | CEO Monthly Report

Statistics on the Facebook page activity are provided below:









- ▶ Post reach 77.5k
- ▶ Post engagement 6,900
- ▶ Comments 90
- ▶ Reactions (eg: likes) 200
- ▶ Shares 46

The top performing post over the December/ January period was the promotion of the Horsepower in the High Country Australia Day Event with a reach of 20,583 which was a staggering 1,448% greater reach than the median post of 1,330.

The highest reaction received on a post was in relation to the passing of Val Gray, with over 700 reactions and 124 comments.

Lost animals always receive a large amount of engagement which ensures a good rate of reach and engagement, often resulting in a good outcome for the animal. The post on the English Pointer rescued was shared 78 times.

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

Title	Type	Date published ↑↓	Reach ⓘ ↓	Likes and reactions ⓘ ↑↓
 AU THIS SATURDAY! AU HORSEPOWER IN T... Mansfield Shire Council	Boost post	Post	24 January 16:30	20.6K Accounts Centre accou... 200 Reactions
 *UPDATED 30/1/23 - English Pointer Rescue Aust... Mansfield Shire Council	Boost post	Post	24 January 15:08	17.2K Accounts Centre accou... 159 Reactions
 Targa High Country is coming back between 10... Mansfield Shire Council	Boost post	Post	12 Dec 2022	14.3K Accounts Centre accou... 114 Reactions
 How great does our new range of umbrellas and ... Mansfield Shire Council	Boost post	Post	11 Dec 2022	12K Accounts Centre accou... 163 Reactions
 Congratulations to local cattlemen, Graeme Ston... Mansfield Shire Council	Boost post	Post	26 January 15:36	8.7K Accounts Centre accou... 529 Reactions
 POP UP EVENT NOTIFICATION Delatite Drivers C... Mansfield Shire Council	Boost post	Post	7 Dec 2022	8K Accounts Centre accou... 107 Reactions
 DOG FOUND 🐕🐕 Male pointer found in Long ... Mansfield Shire Council	Boost post	Post	17 January 09:55	6.6K Accounts Centre accou... 25 Reactions
 We were saddened to hear of the passing of Val ... Mansfield Shire Council	Boost post	Post	25 January 15:26	6.2K Accounts Centre accou... 705 Reactions

Mansfield Shire Council | CEO Monthly Report

Council's Australia Day Event was live broadcast from the facebook page to enable those who were unable to be there in person to still be a part of the event, witness members of our community become Australian Citizens and see the announcement the winners of our Citizen Awards.

The broadcast has been viewed 973 times, receiving favourable feedback indicating that this service is appreciated by our community.

Council's Website

Council's website has attracted over 5.6K visitors throughout December which is the equivalent to the November period.

This increased to 6.6k users throughout January with 9.1k sessions recorded. The average session time was 1.5 minutes.

During the December/January period, there were 36.9k page views. The Resource Recovery Centre page attracted the most views recording over 4.4k, which was 12.15% of the total views recorded.

Page		Page Views	% Page Views
1. /Home		4,487	12.15%
2. /Community/Residents/Waste-Recycling/Resource-Recovery-Centre		1,640	4.44%
3. /Community/Residents/Waste-Recycling/Check-My-Bin-Day		1,327	3.59%
4. /Council/Work-With-Us/Career-Job-Opportunities		1,208	3.27%
5. /Plan-Build/Public-Notices--Planning-applications-on-public-exhibition		984	2.67%
6. /Community/Events-Festivals/Upcoming-Events		922	2.50%
7. /Council/Work-With-Us		737	2.00%
8. /Community/Residents/Waste-Recycling		704	1.91%
9. /Plan-Build/Planning		702	1.90%
10. /		699	1.89%

Engage Portal

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

Throughout January, the platform received over 1,296 visits and recorded 17 new registrations.

Three new engagement opportunities were provided over the December/January period:

- ▶ 19/12/22 - Sustainable Tourism Plan
- ▶ 12/1/23 - Roundabout Beautification
- ▶ 16/1/23 - 2023-24 Budget Ideas

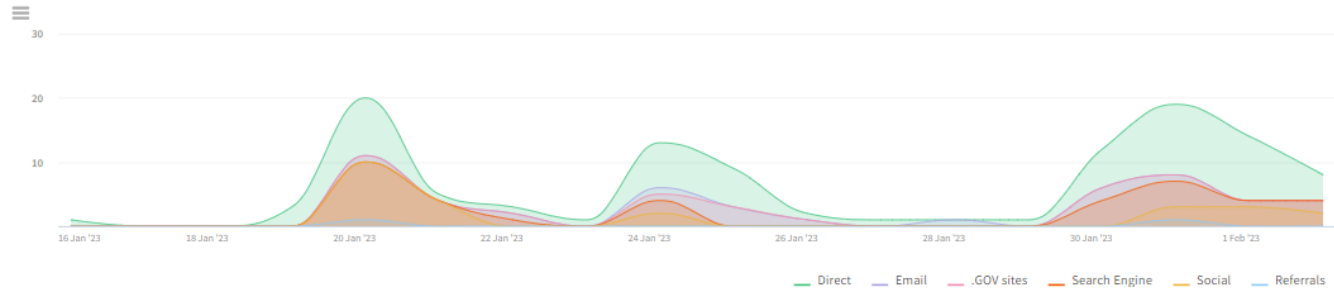
Mansfield Shire Council | CEO Monthly Report

SOURCES OF TRAFFIC

Visits by Channel

Engage Mansfield from 12 Jun'20 to 02 Feb'23

DAILY MONTHLY



The peaks identified on the above graph correlate directly with the promotion of the above three engagement opportunities via Media Release and social media.

An overview of the overall project activity on the Engage Portal is provided below:

PROJECT	TOOL	RESPONSES
Howqua Public Boat Ramp	Location options survey	81
Roundabout Beautification Concepts	Survey	33
2023-24 Budget Ideas	Submit an idea	39
Sustainable Tourism Plan 2023-2028	Community Survey	10
Sustainable Tourism Plan 2023-2028	Business Survey	3
Changes to Recycling & Waste	Confirmation survey	3
Botanic Park Masterplan	Survey	8
Draft Climate Action Plan	What are your thoughts?	2 ideas
Botanic Park Masterplan	Questions	1

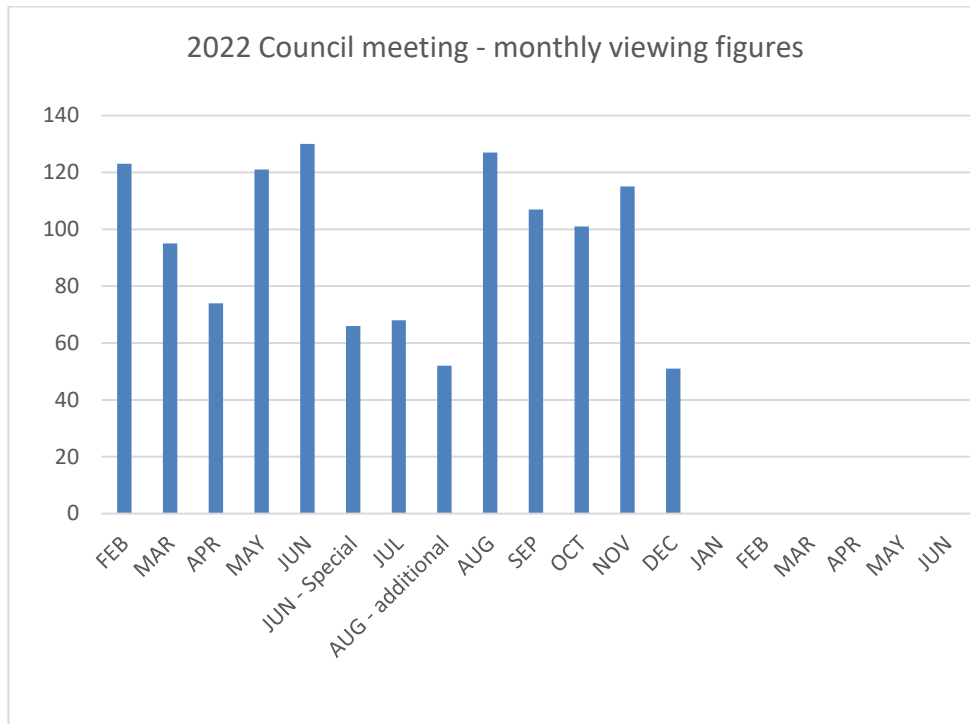
Youtube

We continue to have a high level of community participation in our online Council meetings and have 127 registered subscribers.

51 people logged on to join the December Council meeting which is down on recent figures.

Updated figures for virtual attendance at the 2022 Council meetings are provided below.

Mansfield Shire Council | CEO Monthly Report



Council Officers at times generate YouTube videos to provide the community with updates on projects and events. These are promoted via Council's Facebook page.

The update and opening of the temporary car park in High Street was the most well received video and was watched almost 300 times, closely followed by the promotion of the calendar of upcoming events at 156 views.

At the time of reporting, a 1 day old recap of the Horsepower in the High Country video had been viewed 62 times.