

# CEO Monthly Report

## September 2024



Mansfield Shire

### 1. Customer Service

#### Monthly Customer Request Management System (CRMS) Report – September 2024

CRMS statistics for the month of September show **133** customer requests registered with **28** requests remaining open and **105** being closed during the month.

No complaints were received for September 2024.

The majority (35%) of total requests opened were for Local Laws. Requests consisted of (in order of frequency):

- ▶ Domestic - Stray/Wandering
- ▶ Euthanasia
- ▶ Cat Traps
- ▶ Livestock - Stray/Wandering
- ▶ Animals, Barking dogs
- ▶ Dumped Rubbish

Field Services (23%) was the second largest group. Field Services requests consisted of (in order of frequency):

- ▶ Roads
- ▶ Drainage
- ▶ Parks and Reserves
- ▶ Tree Fallen Limb Removal
- ▶ Signs
- ▶ Weed Control

At the time of the report there were 5 overdue service requests. Overall organisation performance is **95%**.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Engineering Services	5	1	3	0	1	0
Parks and Garden Services	22	15	4	1	2	0
Waste	29	29	0	0	0	0
Road Maintenance	31	23	3	1	2	2
Local Laws	46	37	8	1	0	0
<b>Total</b>	<b>133</b>	<b>105</b>	<b>18</b>	<b>3</b>	<b>5</b>	<b>2</b>

#### Definition of the tabs on the above table:

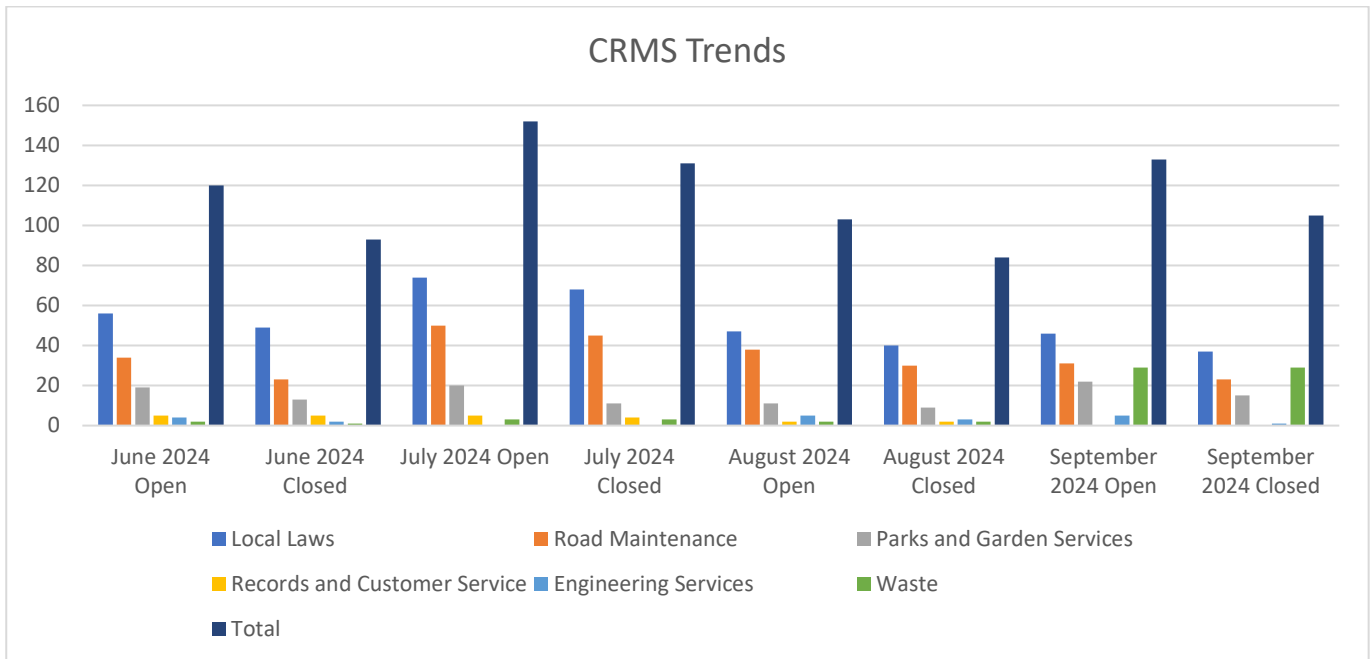
**Open** - the request has been opened, comments or actions have been included, and the request has not been closed but is within deadline.

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

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

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

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



**Requests Versus Complaints**

September 2024	
	Total
<b>Requests</b>	133
<b>Complaints</b>	0

**Digitisation Information Management Project**

	Total Files
<b>September 2024</b>	108
<b>Total files</b>	8239
<b>Completed</b>	6584
<b>Remaining</b>	1655

## 2. Governance

### Confidential Reports at September 2024 Council Meeting

No. of Confidential Reports	Comments
1	▶ CEO 12 Month Performance Review

### Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2024	2	2
August 2024	5	7
September 2024	1	8
October 20234		
November 2024		
December 2024		
January 2025		
February 2025		
March 2025		
April 2025		
May 2025		
June 2025		
<b>TOTAL</b>	<b>8</b>	<b>8</b>

### Freedom of Information Requests (FOI) received in September 2024

No. of FOI Requests	Comments
1.	"The requestor is seeking a copy of any reports showing Community Grants awarded in the following period 1/7/2023-30/6/2024. Whilst they have ticked that they do not require commercial information or personal information about third parties, the requestor has asked to include the name of the recipient included in the report."
2.	"The requestor is seeking a copy of the entire contents of the Mansfield Building file for 235 Buttercup Road Merrijig.
3.	"The requestor is seeking Documents including but not limited to emails, notes, plans, and briefings related to a reduction of staffing time for the Mansfield Shire Youth Centre resulting in opening hours being reduced or the Youth Centre closed for a period of time, or indefinitely. If such a reduction in services exists, a list of all funding that could have been used for the Youth Centre and the projects that were funded instead."
4.	"The requestor is seeking all communications regarding the Mansfield Shire Youth 'Youth Market'. Grant applications to Future Proof, Victoria Rural, or any other body. All communications including but not limited to emails, documents, notes from phone calls, funding source, budget with regards to this event."
5.	"The requestor is seeking access to all documents, including but not limited to emails, phone records, council meeting minutes, and notes, related to the recent

No. of FOI Requests	Comments
	amendments to local laws, specifically concerning the introduction of new fees for events with 50 or more stalls, as well as the decision-making process associated with these changes.”
6.	“The requestor is seeking access to all communications including but not limited to emails, phone records, notes, that reference 'Mansfield Bush Market', 'Bush Market', and other terms relating to this entity.”
7.	“The requestor is seeking access to the following information pertaining to Over Road Structures signage, Cost of structure, Cost of installation, Cost of structure replacement. Company details on who supplied the signage.”

#### Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2024	3	3
August 2024	3	6
September 2024	7	13
October 20234		
November 2024		
December 2024		
January 2025		
February 2025		
March 2025		
April 2025		
May 2025		
June 2025		
<b>TOTAL</b>	<b>13</b>	<b>13</b>

### 3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
<b>Buildings</b>				
Council Building Renewal - Depot	\$30,000	Depot toilet facilities renewal to be scoped.	On Budget	Jan 2025
Solar Panel Install Program	\$25,000	Mansfield Sporting Complex – Switchboard upgrade completed and roof repairs to be progressed in preparation for solar install. Youth Centre solar panel install completed.	On Budget	Dec 2024
Public Toilets - High Street - Lords Reserve	\$206,300	Renewal of High Street Toilet Flooring. Project is commencing on 21 October and will be completed on 23 October. Upgrade of Lords Reserve Toilet – designs complete, procurement will commence on execution of Lords Reserve funding agreement.	On Budget	June 2025
Mansfield Heritage Museum	\$389,000	Construction of the Mansfield Heritage Museum Stage 1 progressing well, with LRCI funded component complete despite some delays experienced due to wet weather. Budget figure includes carry forward amount and contribution to fit out of Museum building. Fit out works anticipated to commence in October 2024 with works in the Admin area/sales entrance.	On Budget	June 2025
Lords Reserve Pavilion	\$510,000	Construction of new Pavilion. Tender process will commence on execution of Lords Reserve funding agreement. Budget includes Council contribution, with a successful funding application made to the Growing Regions fund for another \$1.4m.	On Budget	Dec 2025

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mansfield Pre-School Centre	-	Funding agreement executed with Kinder Committee for Council contribution to Centre upgrade in 2023-24, construction complete.	On Budget	Completed Aug 2024
Emergency Resilience Centre	\$546,000	Construction of the Emergency Resilience Centre is dependent on grant funding opportunities and is unable to commence until funding is secured. Council's application to the Disaster Ready Fund was not successful; other funding opportunities will be sought.	On Budget	Dec 2025
Goughs Bay Boat Club	-	Construction works in progress managed by the Boat Club. Project Control Group meetings held monthly with RDV to provide governance and oversight of project. Alternative location for wastewater disposal has been approved and installation works now in progress.	On Budget	Oct 2024
<b>Bridges &amp; Culverts</b>				
Bridge Renewal	\$225,000	Bracks Bridge renewal – Contract awarded and construction underway. Old Tonga Rd barriers / widening – contract awarded, and construction completed. Renewal works identified in Level 2 bridge inspections – scoping in progress.	On Budget	Apr 2025
Hearns Road Bridge	\$50,000	Grant application made to Safer Local Roads and Infrastructure Program (SLRIP) for Hearns Rd bridge design and upgrade.	On Budget	June 2025
Bridge & Culvert Inspection & assessment Program	\$20,000	Level 2 bridge assessment contract awarded, inspection commencing 25 <sup>th</sup> October.	On Budget	Dec 2024
Causeway & Culvert Upgrade Program	\$438,000	Lennons Ln culvert awarded, commencing 11 <sup>th</sup> November Graves Rd culvert funds contributed to SLRIP grant	On Budget	Apr 2025

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Culverts on Buttercup Rd – works be completed with Resheet program.		
<b>Drainage</b>				
Drainage Upgrade	\$543,000	Upgrade of Rowe St drainage – detailed design in progress. Logan St spoon drain completed. Construction of drainage along easement – Malcolm & Highett St legal agreement required. Elvins St drainage design RFQ in progress. Saligari Rd culvert to be scoped by Field Services.	On Budget	May 2025
Mansfield Flood Study	\$228,635	Mansfield Flood Study in progress, final report due in April. Upper Catchment Tributaries Flood Study contract awarded.	On Budget	Oct 2025
Drainage Renewal Program	\$120,000	Drainage Renewal and Inspect & Jet program to be scoped. College Ln stormwater diversion scope complete, awaiting consultation. Design and construction of Hurley St Woods Point improvements site inspection Thursday 10 <sup>th</sup> Oct.	On Budget	Mar 2025
<b>Open Space &amp; Streetscapes</b>				
Bonnie Doon Rec Reserve	\$40,000	Master Plan Implementation – scoping in progress, with funding application submitted for footpath links. Funding application in progress for new netball courts and carpark.	On Budget	May 2025
Street Furniture Renewal	\$50,000	Bench replacement program at recreation reserves, street furniture and bollard renewal scoping complete.	On Budget	May 2025
Fenced off leash Dog Park	\$150,000	Dog Park at Station Precinct awaiting outcome of funding applications.	On Budget	June 2025
High Street Master Plan	\$50,000	Initial planning and scoping in progress.	On Budget	May 2025

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Pump Track - Station Precinct	\$50,000	Design and construct new pump track – design on hold pending outcome of grant application.	On Budget	June 2025
Disabled Car Parking	\$50,000	Installation of disabled parking at various locations in Mansfield. Consultation completed; contract awarded, work will be commenced in November.	On Budget	Feb 2025
Stage Platform	\$10,000	Design of small stage for Botanic Park. Consultation completed on Engage, positive result. Meeting scheduled with designer and building permit to be arranged.	On Budget	Jan 2025
Hihett St Playground & Drama Room	\$20,000	Strengthen fence & gates at playground materials delivered. Renew drama room at Mansfield Sporting Complex – awaiting outcome of Play our Way funding.	On Budget	Feb 2025
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights scoping in progress.	On Budget	Dec 2024
Swimming Pool Renewal	\$85,000	Digital Dosing System installation commenced. Renewal of pool equipment – delivery received	On Budget	Nov 2024
Rubbish Bin Renewal	\$20,000	Renewal of rubbish bins – Project Completed	On Budget	Completed Sept 2024
Tracks & Trails Strategy	\$55,000	Develop Tracks & Trails strategy; PCG held, design brief at draft stage	On Budget	Oct 2025
<b>Pathways</b>				
Footpath Renewal	\$186,500	Goughs Bay foreshore path works underway. Rail Trail path contract awarded. Concrete footpath renewal program – commenced	On Budget	Jan 2025
Footpath New	\$407,915	Design of Howqua Inlet shared path in progress. Maintongoon Rd footpath design to be scoped. Procurement for construction of Pires- Goughs Bay and Mansfield-Whitfield footpaths in progress. Kidson Parade evaluation underway	On Budget	May 2025
<b>Roads</b>				



## Mansfield Shire Council | CEO Monthly Report

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Kerb & Channel	\$128,444	Kerb & Channel renewal program – Work commenced.	On Budget	Nov 2025
Re-Seal / asphalt replacement Program	\$592,256	Reseal program – contract awarded in August Council meeting. Works scheduled to commence in October.	On Budget	Dec 2024
Re-Seal Preparation Program	\$550,000	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Contract awarded in August Council meeting. Works scheduled to commence in October.	On Budget	Nov 2024
Malcolm St Reconstruction	\$200,000	Scoping in progress, geotechnical investigation arranged	On Budget	May 2025
Gravel Re-Sheeting Program	\$556,100	Re-sheet program – contract awarded in August Council meeting. Both internal resheeting scope and contractor scope commenced.	On Budget	Jan 2025
Township Sealing Program	\$295,250	James St, Bonnie Doon sealing, and drainage works – awarded, commencing 9 <sup>th</sup> October.	On Budget	Nov 2024

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

## 4. Statutory Planning

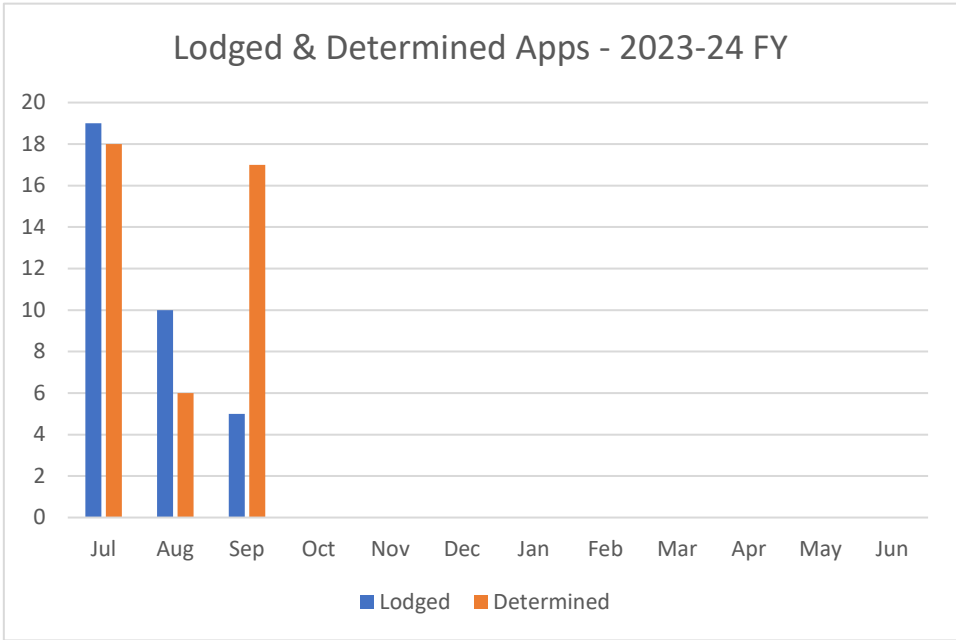
### Planning Applications Lodged

App No.	Property Address	Proposal
VS002-24	45 Paxtons Lane Mansfield	Development of land for a Small Second Dwelling
VS003-24	6 Harbour Line Drive Goughs Bay	Development of land for a domestic outbuilding
P091-24	237 Barwite Road Barwite	Development of land for an agricultural shed
P092-24	80 Owens Creek Drive Mansfield	Dwelling and Outbuildings
P109A-20	256 Dead Horse Lane Mansfield	Development of land for two industrial sheds
<b>Total Applications Lodged:</b>		<b>5</b>

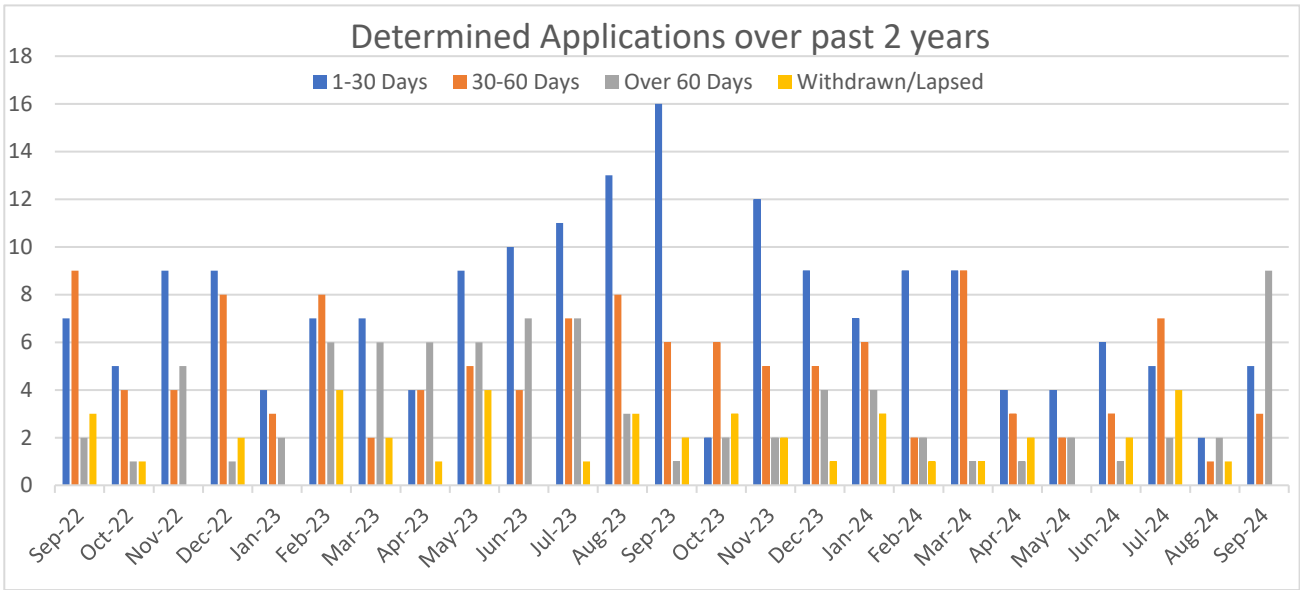
### Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P057/24	27 Warrambat Road Sawmill Settlement	Development of land for a (replacement) dwelling	Permit issued
P031/23	654 Blue Range Road Bridge Creek	Second dwelling	Permit issued
P048/24	67 Tolmie Mahaikah Road Tolmie	Development of land for a dwelling	Permit issued
VS001-24	12 McCormacks Road Merrijig	Development of land for a domestic outbuilding	Permit issued
VS002-24	45 Paxtons Lane Mansfield	Development of land for a Small Second Dwelling	Permit issued
P030/22	39 Harbour Line Drive Goughs Bay	Dwelling	Permit issued
P071/24	24 Hollams Road Mansfield	Development of land for an extension to an existing dwelling	Permit issued
P049/24	738 Dry Creek Road Bonnie Doon	Use and development of land for a dwelling	Permit issued
P047/24	Lot 48 Lakins Road Mansfield	Removal of Native Vegetation	Permit issued
P085-24	180 Star of the Glen Road Bonnie Doon	Development of land for a domestic outbuilding	Permit issued
P128A-23	Hihett Street Malcolm Street Mansfield	Drainage Easement	Permit issued
P041/24	239 Pollards Road Mansfield	Use and development of land for a Second Dwelling	Permit issued
P016B/22	2 Sovereign Court Mansfield	Industry - Commercial Laundry	NOD to Grant a Permit
P091/23	114 Malcolm Street Mansfield	Subdivision	NOD to Grant a Permit
P180/23	880 Mansfield Woods Point Road Mansfield	Place of Assembly and Group Accommodation	NOD to Grant a Permit
P191/23	Lot 3 Soldiers Road Barwite Mansfield	Stone Extraction	NOD to Grant a Permit
P039/24	Lots 4, 5, 6 & 7 Hearn Road Boorolite	Two lot re-subdivision	NOD to Grant a Permit
<b>Total Applications Determined:</b>			<b>17</b>

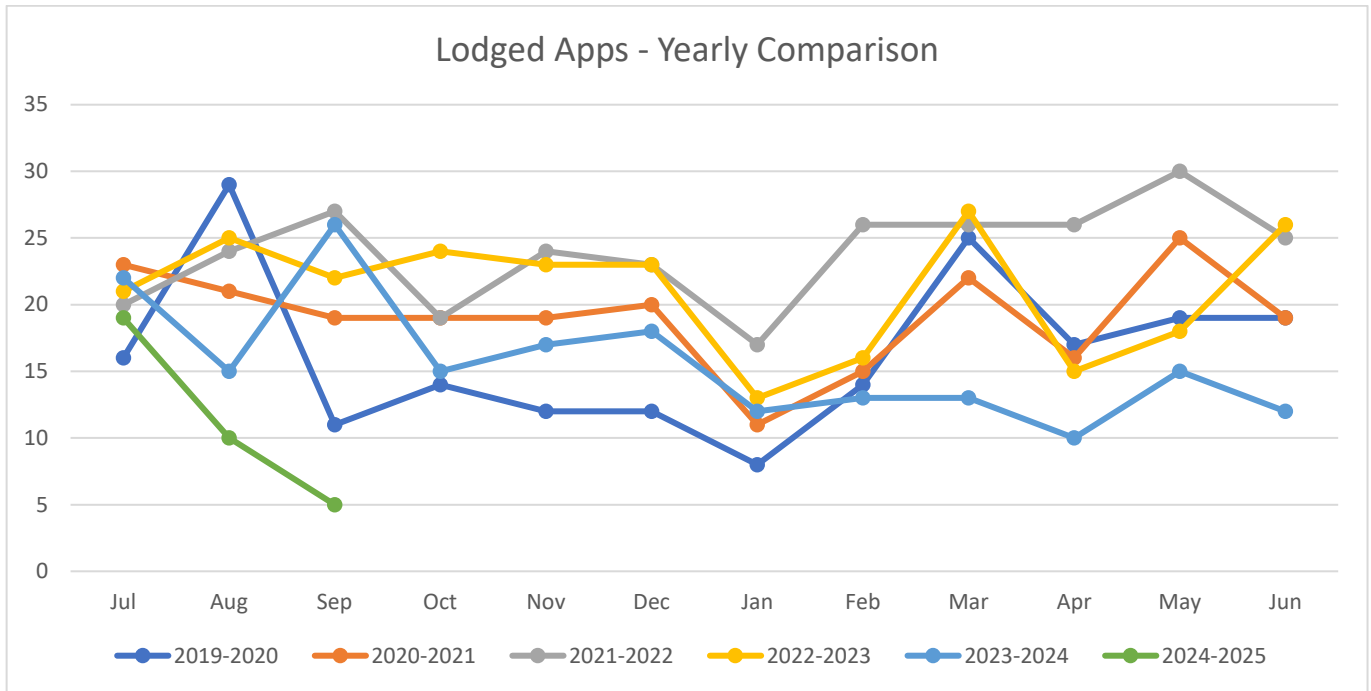
**Number of Application Lodged and Determined**



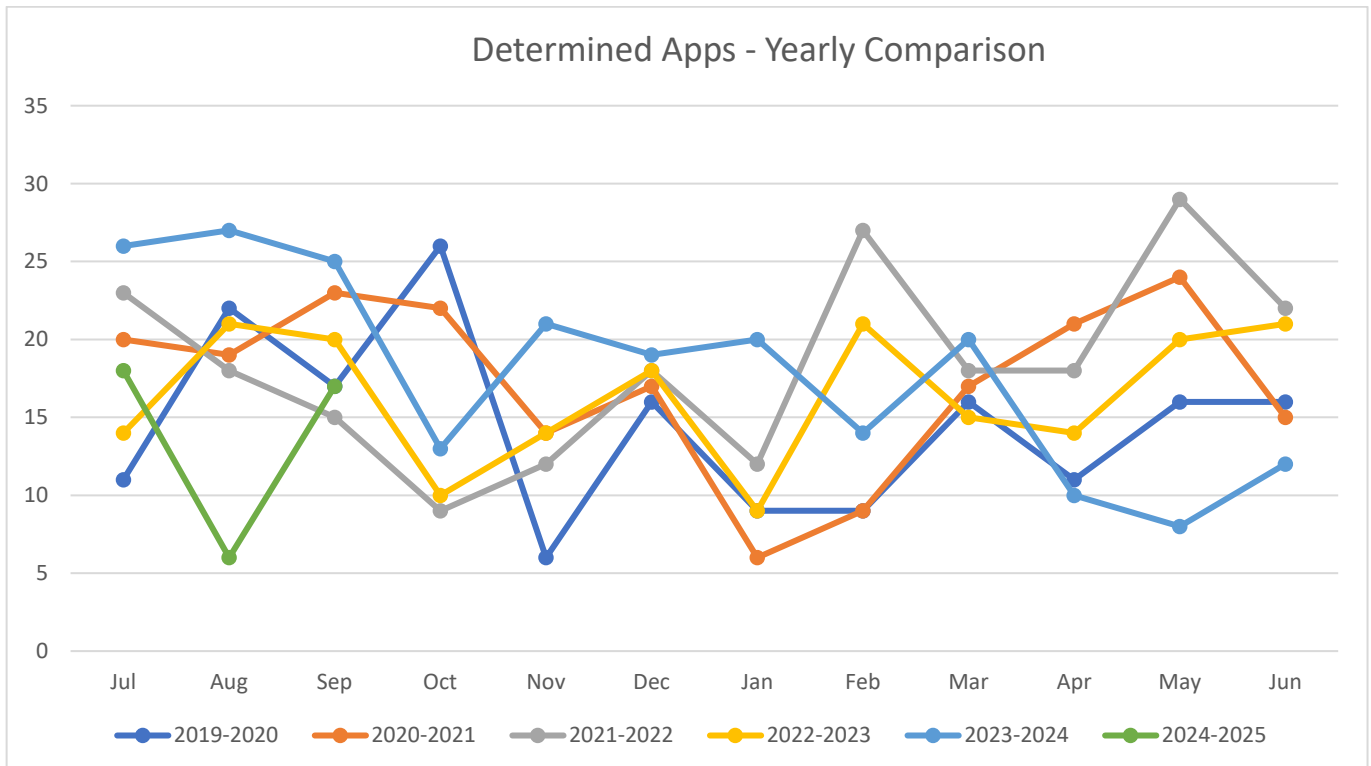
**Days Taken to Determine Planning Applications**



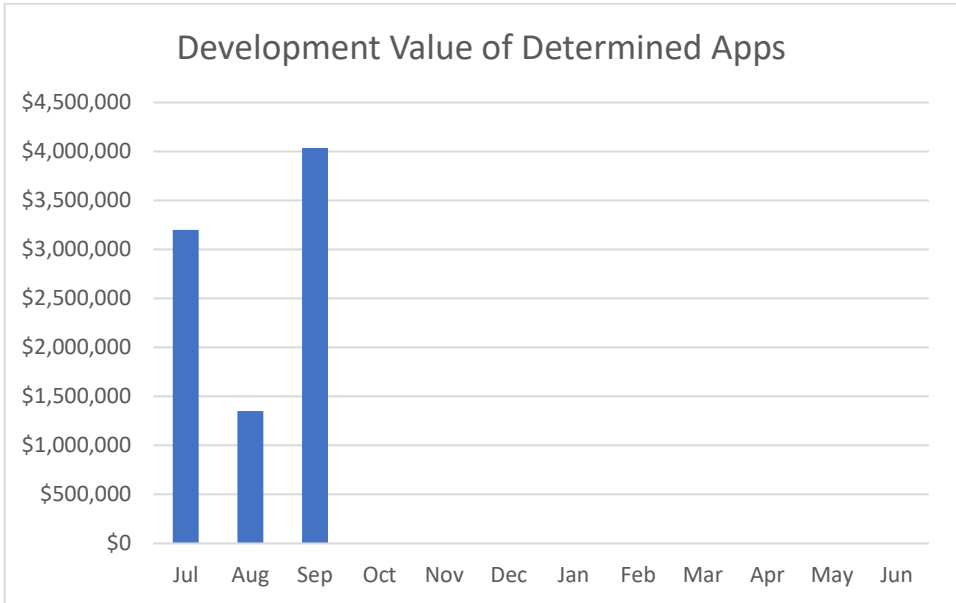
**Lodged Planning Applications – Yearly Comparison**



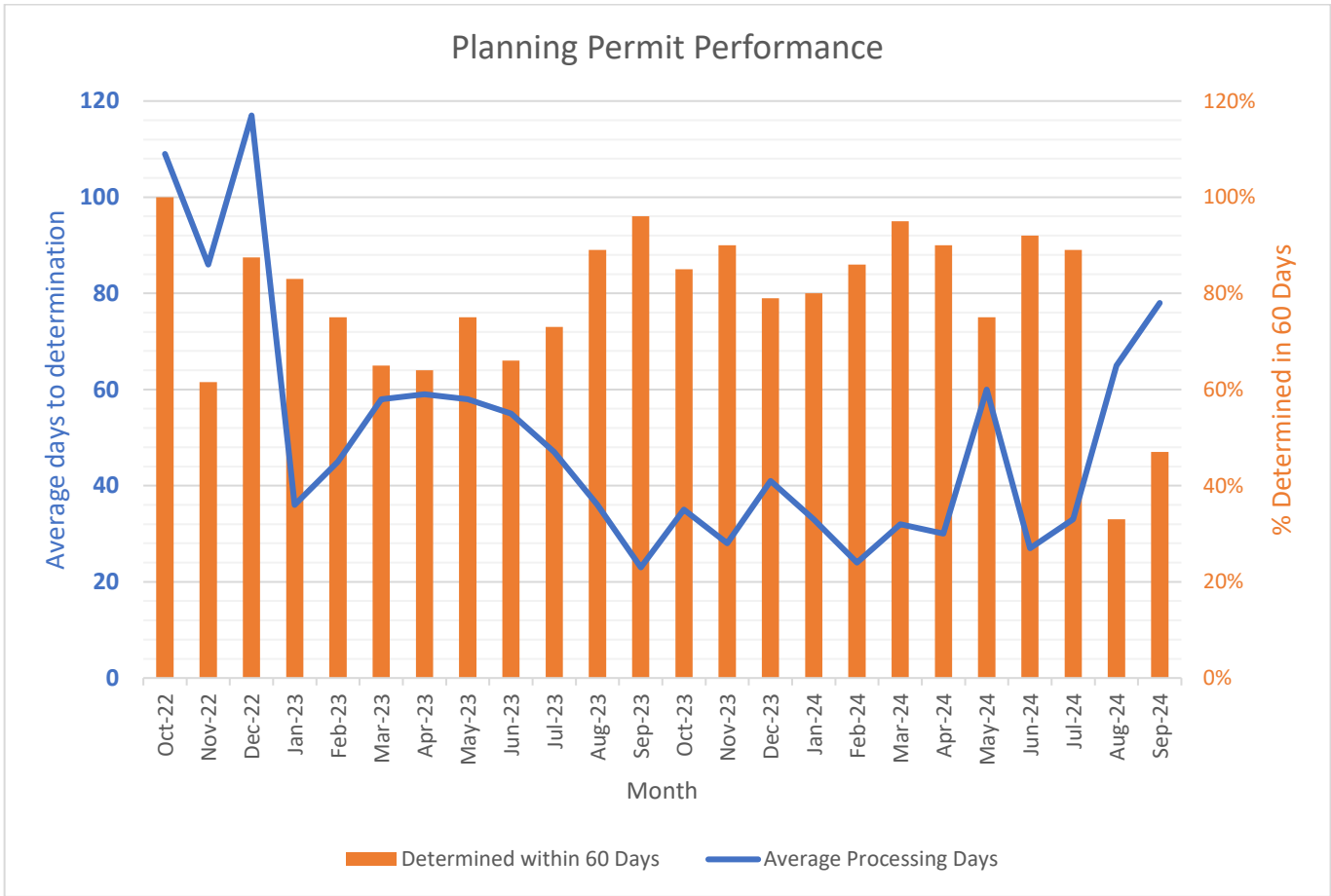
**Determined Planning Applications – Yearly Comparison**



**Estimated Cost of Development of Determined Applications**



**Overall Planning Permit Performance**



### Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S236468T-24	230 Graves Road Mansfield	Certification of a Plan	05/09/2024	Referred
<b>Total applications received: 1</b>				

### Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	3
Secondary Consent	2
Extension of Time	4
Written Planning Advice	2
Certification & Statement of Compliance	
Section 71 Corrected Planning Permits	
Assessment against a Section 173 Agreement	2
Development Plan	
<b>Total applications Issued: 13</b>	

### Strategic Planning

Project Name	Status	Description	Comments/ Actions completed	Next steps/ Response expected by
<b>Planning Scheme Amendments</b>				
C55mans	In Progress	Alters the urban floodway zone at Redgum Rise Estate	Amendment adopted at August Council meeting. Council officers are loading the relevant documentation for submission to DTP.	Submit documentation to Minister for gazettal.
C56mans	Ready for Exhibition	Implements the Alpine Approaches Planning Scheme Amendment	Authorised by DTP for Exhibition. Check minor changes based off community consultation.	Commence exhibition once minor alterations made.
C57mans	Exhibited	Implements the Mansfield Planning Scheme Review and Mansfield Open Space Strategy	Exhibition completed 19 April 2024. 4 submissions received.	Split MOSS out from Planning Scheme Review.
C60mans	In Progress	Implement Mansfield Planning Scheme Review and Planning Strategy into the Mansfield Planning Scheme.	Amendment received authorisation at August Council meeting. Council officers have commenced authoring the amendment in the Amendment Tracking System.	Upload Ordinance changes and submit amendment to DTP for approval.
C61mans	In Progress	Creation of a planning scheme amendment to implement the	DTP provided a formal response to the amendment draft on	Review draft and explore options based on DTP response.

Project Name	Status	Description	Comments/ Actions completed	Next steps/ Response expected by
		<b>Bonnie Doon and Merton Plans</b>	19 July 2024. Multiple concerns expressed.	
<b>C62mans</b>	<b>Awaiting Response</b>	<b>Environmental Significance Overlay review to reduce referrals to GMW</b>	DTP provided written response expressing concerns with the amendment on 5 April 2024. Awaiting a response from GMW as of 29 April 2024.	Additional consideration to be given following the release of new wastewater management guidelines.
<b>C63mans</b>	<b>In Progress</b>	<b>Proponent led amendment to re-zone land at 73 &amp; 75 Dead Horse Lane Mansfield to Industrial 3 Zone</b>	DTP responded with concerns, 30 August 2024. Meeting held with applicant to explore issues raised by DTP.	DTP advice to be considered. Applicant to clarify/address concerns.
<b>Strategic/Structure Plans</b>				
<b>Goughs Bay Plan</b>	<b>In Progress</b>	<b>Creates a Structure Plan for Goughs Bay for the next 20 years.</b>	Draft plan went to September briefing for information and initial feedback.	Community consultation of draft plan to begin post-caretaker period.
<b>Delatite Valley Plan</b>	<b>In Progress</b>	<b>Create a community, tourism and structure plan applying from Merrijig to Mirrimbah</b>	Summary of engagement went to September briefing as information only.	Plan to be drafted during caretaker period.
<b>High Street Design – Stage 1: Car Parking Study</b>	<b>Scoping</b>	<b>Preparation of a study and strategy for the future design of the Mansfield township CBD and Parking Strategy</b>		Engagement with businesses proposed to inform car parking study scope. Engagement to begin post caretaker period.
<b>Other (Strategic Planning adjacent projects)</b>				
<b>Flood Study</b>	<b>In Progress</b>	<b>Creation of new flood mapping and exploration of flood mitigation options.</b>	Consultancy awarded.	Draft report to be received from consultants for review prior to exhibition.
<b>Infrastructure Plan</b>	<b>In Progress</b>		Draft plan expected from consultants in October.	Community engagement following caretaker period.
<b>Integrated Wastewater Management Plan</b>	<b>In Progress</b>		Draft cost benefit obtained from consultants and initial feedback provided to consultants from steering committee.	Community engagement to follow review of draft study.

## 5. Property

Description	Total
Licences Active	26
Leases Active	10
Licences due to renew this month	1
Leases due to renew this month	0
Licences due to end and not renewed	0
Leases due to end and not renewed	0

### Property Update – September 2024

- ▶ Optimo Property Booking System: Launch for property bookings all users by end of October.



## 7. Building Services

### Monthly Comparative Value of Building Permits Lodged

	2024-2025	2023-2024	2022-2023
JUL	\$4,611,001	\$9,416,143	\$7,830,045
AUG	\$7,447,793	\$9,660,939	\$6,184,961
SEP	\$15,468,547	\$8,285,734	\$7,294,440
OCT		\$5,983,269	\$11,189,249
NOV		\$4,946,338	\$9,084,874
DEC		\$8,675,149	\$3,593,347
JAN		\$5,409,263	\$5,829,556
FEB		\$4,045,519	\$6,049,268
MAR		\$5,631,967	\$10,907,270
APR		\$7,796,948	\$3,383,999
MAY		\$5,797,218	\$10,536,593
JUN		\$4,000,852	\$9,937,814
<b>TOTAL</b>	<b>\$27,527,341</b>	<b>\$79,649,339</b>	<b>\$91,821,416</b>

### Monthly Comparison of Permits Lodged for Dwellings

	2024-2025		2023-2024		2022-2023	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	9	9	5	5	24*	24
AUG	7	16	9	14	5	29
SEP	7	23	6	20	5	34
OCT			6	26	11	45
NOV			6	32	30	75
DEC			10	42	5	80
JAN			4	46	7	87
FEB			4	50	5	92
MAR			5	55	5	97
APR			10*	65	6	103
MAY			9	74	13*	116
JUN			6	80	12*	118
<b>TOTAL</b>	<b>23</b>		<b>80</b>		<b>118</b>	

### Value of Building Permits Lodged with Council

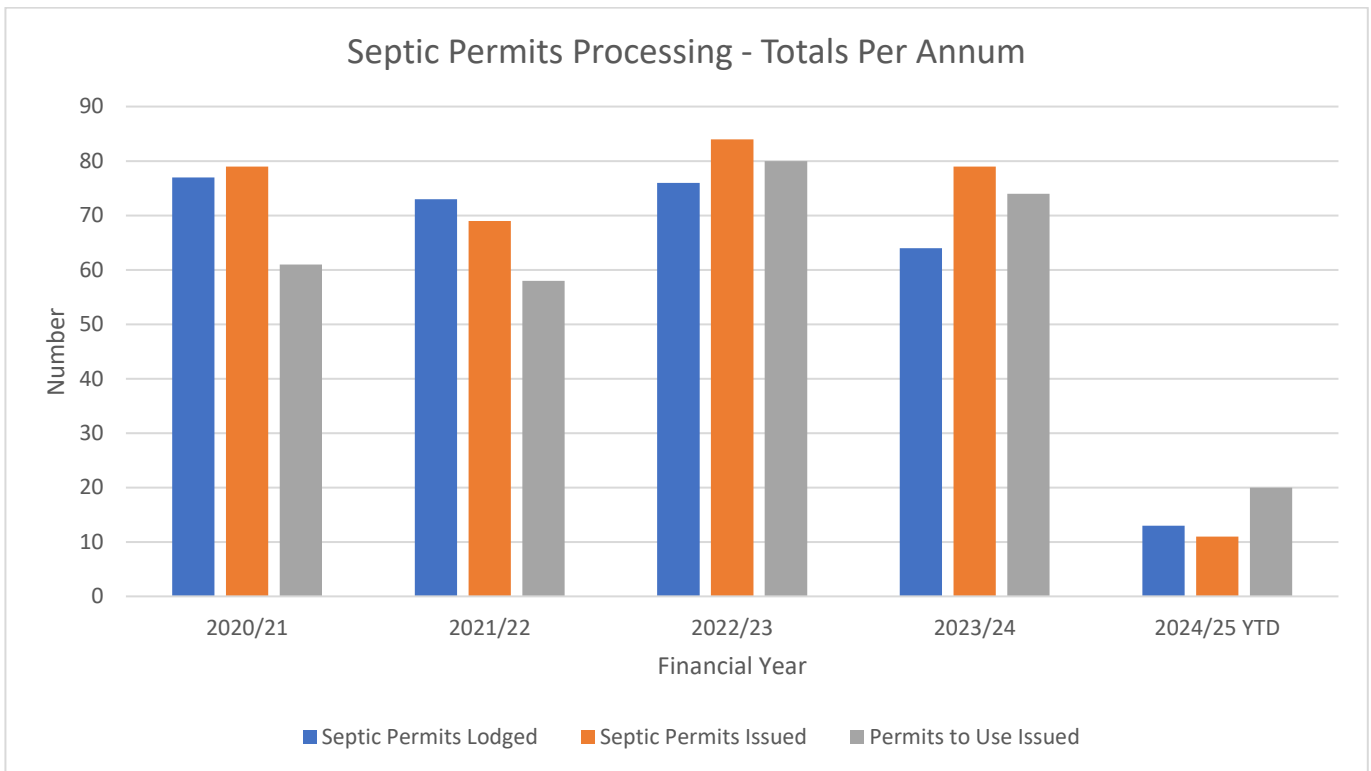
Type	Number	Value
RESIDENTIAL	7	\$3,993,907
ALT & ADDITIONS	2	\$329,280
SHEDS & CARPORTS	4	\$242,714
SWIMMING POOLS, SPAS & FENCES	2	\$126,470
COMMERCIAL & PUBLIC AMENITIES	3	\$10,776,176*
<b>TOTAL COST OF BUILDING WORKS</b>	<b>18</b>	<b>\$15,468,547</b>

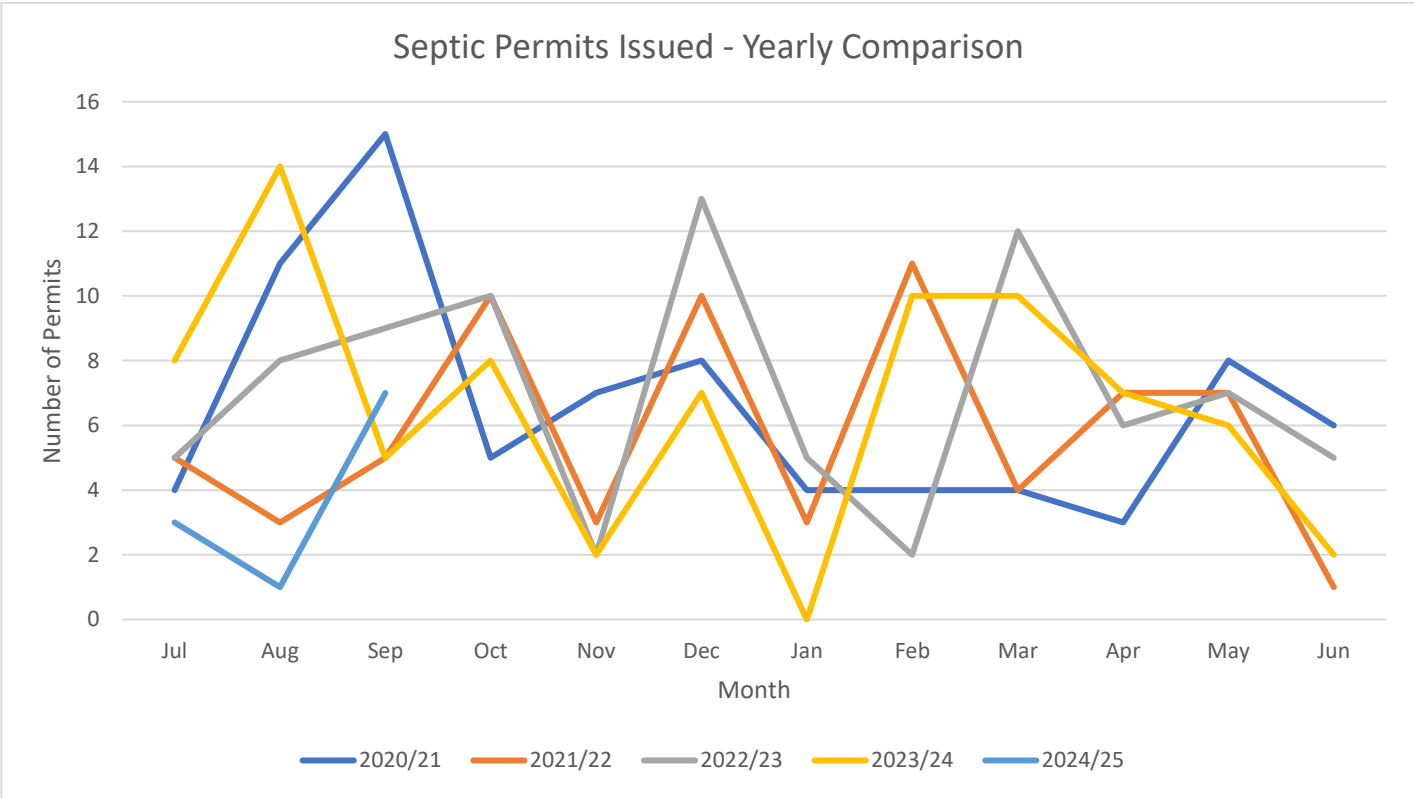
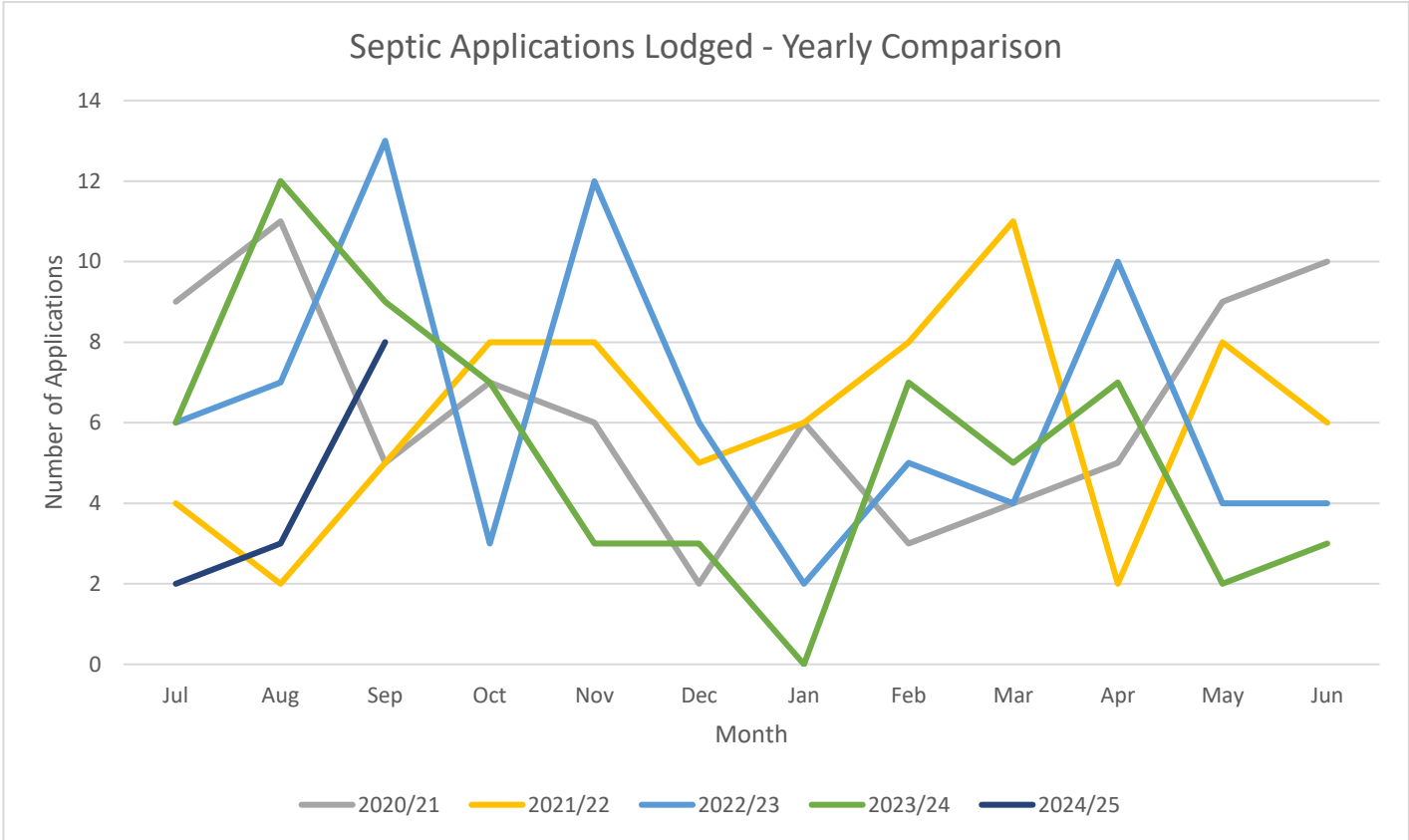
\* Stage 1 Bindaree \$10,725,000 – Demolition and pre-enabling works

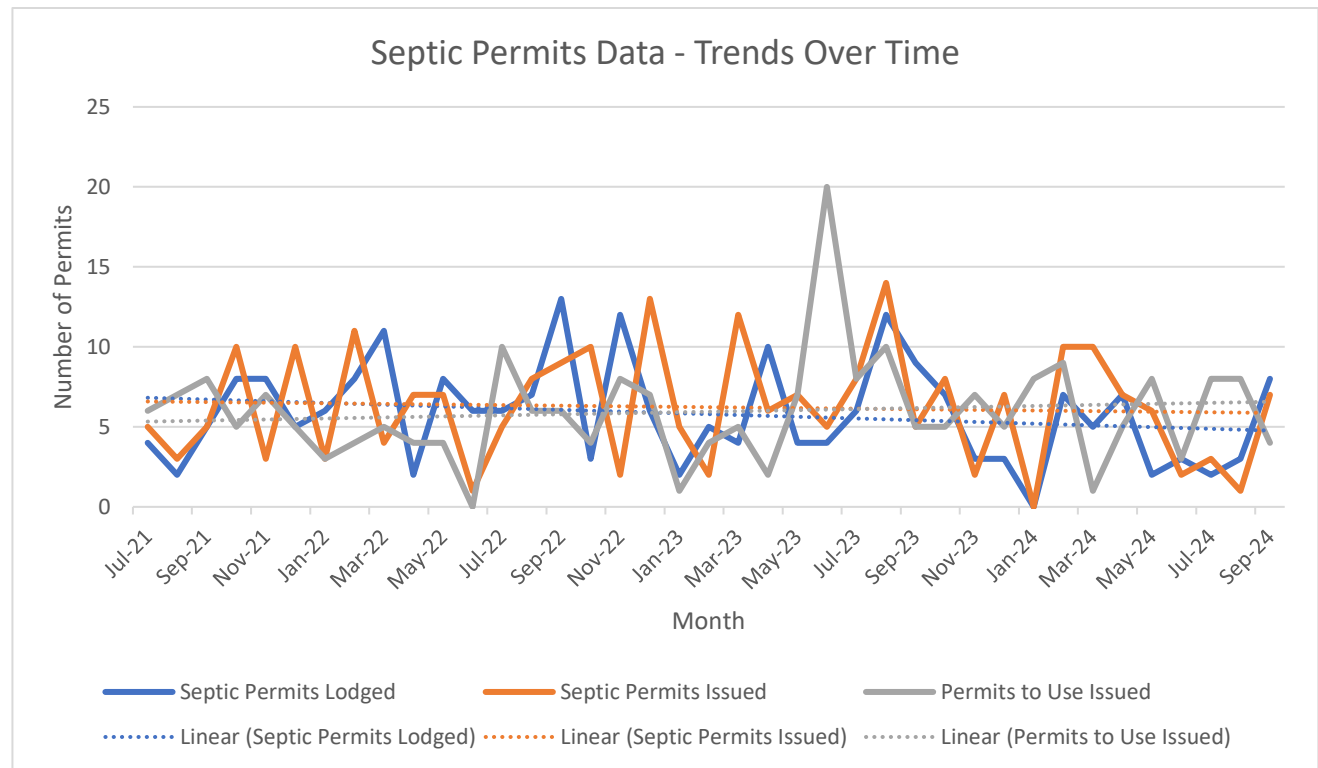
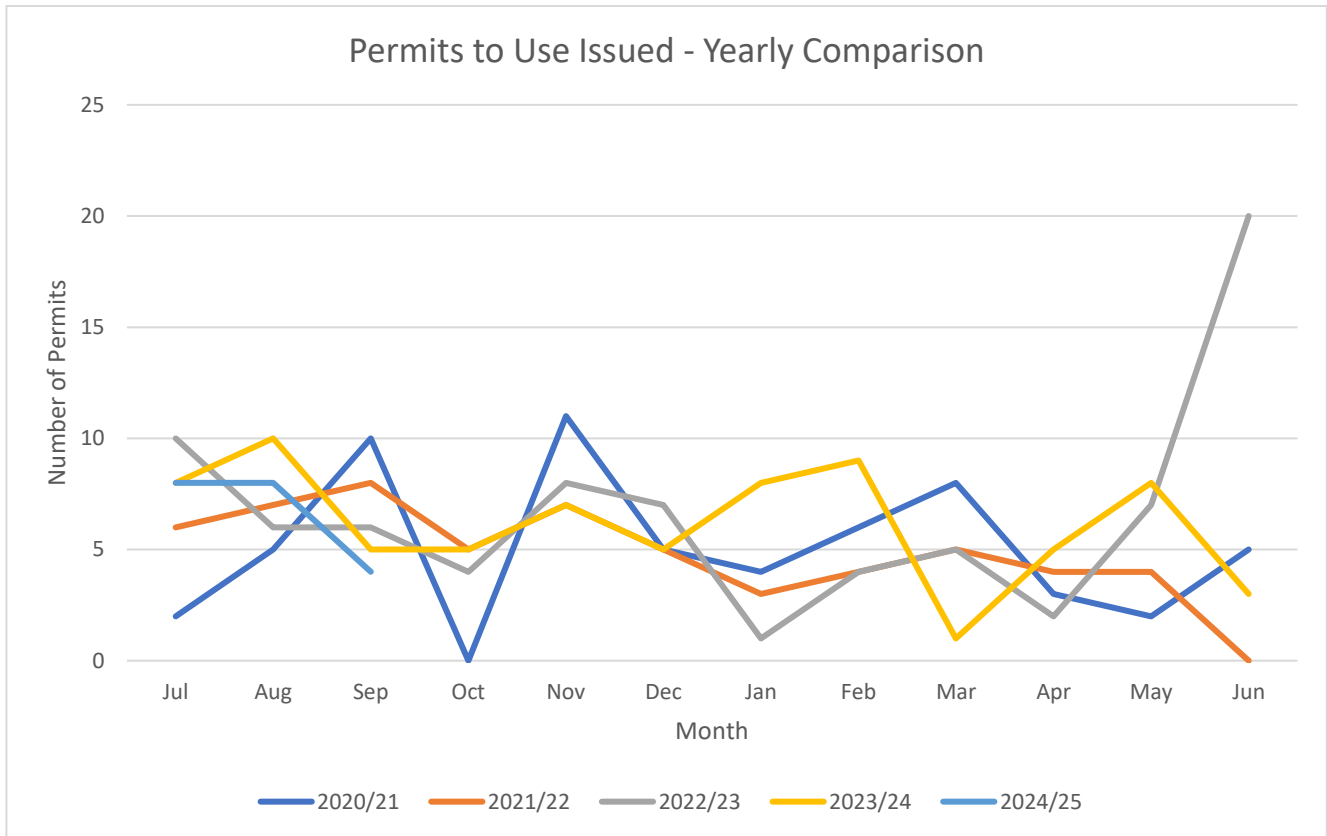
## 8. Regulatory Services

### Summary of Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged			Permits to Install Issued	Permits to Use Issued	Total
	New	Alteration	Total			
JUL	2	0	2	3	8	13
AUG	2	1	3	1	8	12
SEP	4	4	8	7	4	19
OCT						
NOV						
DEC						
JAN						
FEB						
MAR						
APR						
MAY						
JUN						
<b>TOTAL</b>	<b>8</b>	<b>5</b>	<b>13</b>	<b>11</b>	<b>20</b>	<b>44</b>







### Other OWMP and Septic Systems Consents and Assessments

Month	No. of Treatment Plants	AWTS Overdue Service Reports	Expiring Permit Notification	Total
Jul-24	410	14	4	18
Aug-24	413	0	5	5
Sep-24	413	26	3	29
Oct-24				0
Nov-24				0
Dec-24				0
Jan-25				0
Feb-25				0
Mar-25				0
Apr-25				0
May-25				0
Jun-25				0
<b>Total</b>	<b>N/A</b>	<b>40</b>	<b>12</b>	<b>52</b>

#### Notes:

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

### OWMP Inspections

	OWMP Inspections Conducted	Major Alterations Rqd.	Minor Alterations Rqd.	Maintenance Rqd.	System Report Requested	Compliant	No Access Available
<i>2023/24 Total</i>	<i>126</i>	<i>5</i>	<i>6</i>	<i>0</i>	<i>57</i>	<i>51</i>	<i>18</i>
Jul-24	13	2	0	1	1	4	5
Aug-24	26	1	0	6	3	13	3
Sep-24	0						
Oct-24							
Nov-24							
Dec-24							
Jan-25							
Feb-25							
Mar-25							
Apr-25							
May-25							
Jun-25							
<b>2024/25 Total YTD</b>	<b>37</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>4</b>	<b>17</b>	<b>8</b>

## Health Inspections

Month	Food Premises				Prescribed Accom.	Health Premises	Other (Complaints, etc)	Total
	Class 1	Class 2	Class 3A	Class 3				
Jul-24	2	15		3	21	1	1	43
Aug-24		21	3		32	1	3	60
Sep-24	3	41		1	6		3	54
Oct-24								0
Nov-24								0
Dec-24								0
Jan-25								0
Feb-25								0
Mar-25								0
Apr-25								0
May-25								0
Jun-25								0
<b>Total</b>	<b>5</b>	<b>77</b>	<b>3</b>	<b>4</b>	<b>59</b>	<b>2</b>	<b>7</b>	<b>157</b>

## Other Environmental Health Consents & Assessments Determined

### Food Sampling

	Samples Analysed			Results		
	Microbiological	Allergens	Other	Satisfactory	Marginal	Unsatisfactory
JUL – SEP	10			10		
OCT – DEC						
JAN - MAR						
MAR - JUN						
<b>TOTAL</b>	<b>10</b>					

Month	Extension to Permits	Planning Referrals	Tobacco Inspections	Food Recalls	Statement of Trade (Mobile/Temporary Premises)	New Food Reg.	New Prescribed Accom. Reg.	New Health Registrations	Registration Renewals (Annual)	Total
Jul-24	4	5	3	1	10	1				13
Aug-24	1	2	2	4	11	3	1	1		10
Sep-24	3	4	18	3	16	1				19
Oct-24										
Nov-24										
Dec-24										
Jan-25										
Feb-25										
Mar-25										
Apr-25										
May-25										
Jun-25										
<b>Total</b>	<b>8</b>	<b>11</b>	<b>23</b>	<b>8</b>	<b>38</b>	<b>5</b>	<b>1</b>	<b>1</b>		<b>42</b>

## 9. Waste Services

### Kerbside Waste Collection Statistics

The landfill diversion rate for the month of September 2024 was 41.80%. The current yearly average landfill diversion rate for FY24/25 is 38.82%.

	2024-2025					
	Recycling (total tonnage)	FOGO (total tonnage)	Landfill (total tonnage)	Total Waste (tonnage)	Total Diverted Waste	Landfill Diversion Rate
Jul	83.90	30.40	201.40	315.70	114.30	36.21%
Aug	80.65	39.63	192.50	312.78	120.28	38.46%
Sep	69.44	49.84	166.10	285.38	119.28	41.80%
Oct						
Nov						
Dec						
Jan						
Feb						
Mar						
Apr						
May						
Jun						
<b>Total Tonnage</b>	<b>233.99</b>	<b>119.87</b>	<b>560.00</b>	<b>913.86</b>	<b>353.86</b>	
<b>Avg Landfill Diversion Rate for the FY</b>				<b>38.82%</b>		

### Projects Update

#### ▶ 100 Neighbourhood Battery Initiative

More than 11 Councils from across Victoria have committed to a joint application. An application will be made for a 25kW/50kWh battery and 8kW solar install at the Bonnie Doon Rec Reserve.

#### ▶ Roadside Weeds and Pest Program

Noxious weeds spraying tender period has ended, evaluation process being completed.

#### ▶ FOGO Opt-in Community Information Sessions

The Waste team conducted four FOGO Opt-in Community Information Sessions during September with the aim to engage and educate the community in opt-in areas on the importance of the Food Organics and Garden Organics (FOGO) Green Bin service and encourage more people to opt-in for the kerbside collection service.

At each session, which were organised in conjunction with local community gatherings or meetings, a Council staff member attended to answer questions, handout flyers, distribute free kitchen caddies and provide information on how to opt-in to the green bin service.



Completed sessions included:

Session Location	Date	Time
Jamieson, Jamieson Hall	Tuesday, 3 September	7:00 PM
Bonnie Doon, Community Centre	Thursday, 5 September	11:30 AM
Goughs Bay, CFA Shed	Saturday, 14 September	10:00 AM
Sawmill Settlement + Merrijig (Delatite Valley Association), Merrijig Public Hall	Sunday, 15 September	11:30 AM

Some photos from the sessions are below:



Continued efforts will be made through other planned opt-in methods such as the waste calendar being distributed to all serviceable addresses, composting workshops, business engagement and continued social media and print media as part of the Sustainability Victoria Circular Economy Household Education Fund through until the end of June 2025.

► Stage 1 Public Bin Upgrade project

Stage 1 of the Public Bin Upgrade Project has been successfully completed in September. This involved the removal of six old public bin surrounds and the installation of seven new dual-bay bins at key locations along High Street, including:

- + Median Strip Opposite 84 High St (Adams Real Estate)
- + Median Strip Opposite 68 High St (Produce Store)
- + Median Strip Opposite 48 High St (Dentist)
- + Median Strip Opposite 31 High St (Bertalli's Bakery)
- + Median Strip Opposite 57-59 High St (Newsagency)
- + Median Strip Opposite 77 High St (ANZ Bank)

The installation process included:

- + Installation of stainless steel dual bay bin surrounds with the capability of housing both a 240L recycle bin and 240L general waste bin. Many of the locations replaced did not have recycling bins.
- + Reduced opening of the bin which can restrict larger bag dumping from campers during peak periods, supporting the "Carry in, Carry Out" program.

The removed bins have been collected at the depot to be refurbished and repurposed for use in other locations, ensuring their continued contribution to the community in a sustainable manner.

This project follows a comprehensive bin audit conducted in 2022, which identified areas needing attention to reduce contamination and improve overall waste management. The new dual-bay bin surrounds increase bin capacity from 120L to 240L and improve accessibility by positioning some bins closer to footpaths for easier access.

The second stage of the Public Bin Upgrade Project is scheduled for completion within this financial year, with continued efforts to reduce contamination and improve the durability and accessibility of public bins in high-traffic areas.

See some photos of the new bin surrounds during the installation process are below, showing receipt at the depot, preparation of the bin location sites and the final product in place and ready for use:



#### ► [2024-2025 Waste Collection Calendar](#)

As part of the Sustainability Victoria Circular Economy Household Education Fund grant received in 2024, the Waste team have finalised a 2024-2025 Waste Collection Calendar which is now printed and in the process of being delivered to approximately 4263 properties.

The Waste Collection Calendar is an easy reference to check for the correct bin day, with the addition of the green bin service from July 2024.

The A6 magnet includes nine versions based on the different waste collection schedules in the green bin serviceable areas of Mansfield Shire. These locations either automatically received the green bin (Mansfield and Maindample) or are part of the opt-in locations that can choose to opt-in for the service (Bonnie Doon, Goughs Bay, Jamieson, Macs Cove, Merrijig, Sawmill Settlement).

The mailout also includes a flyer to continue to assist with education on what goes into each bin, along with how to opt-in if you don't already have the service, where to collect your free kitchen caddy, how to register interest in composting workshops and a link to learn more about the FOGO green bin service via Council's website.

## Mansfield Shire Waste Collection Calendar 2024 - 2025

Small acts make a big impact

General Waste  
Collected weekly

Yellow  
Collected Fortnightly

Green  
Collected Fortnightly

### Mac's Cove

JULY 2024							AUGUST 2024							SEPTEMBER 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30					

OCTOBER 2024							NOVEMBER 2024							DECEMBER 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

JANUARY 2025							FEBRUARY 2025							MARCH 2025						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4						1	30	31					1	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	23	24	25	26	27	28	29	

APRIL 2025							MAY 2025							JUNE 2025						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5					1	2	3	1	2	3	4	5	6	7
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28
27	28	29	30				25	26	27	28	29	30	31	29	30					

Please place your bins out the night before your collection day.  
 Contact Council on 03 5775 8555 if you are unsure of your collection day or visit  
[www.mansfield.vic.gov.au/check-my-bin-day](http://www.mansfield.vic.gov.au/check-my-bin-day)

## 11. Revenue Services

**Project CODI** – online mapping of the Rates, Revenue, Receipting and Debtor modules with CIVICA Altitude has made significant progress, with a great effort from the team.

**Annual Rate Notices 2024/25** - 9310 Rate Notices were distributed. Only 45% distributed by mail which is a significant cost saving to Council. Most notices (55%) were distributed via email. A flyer detailing the new waste charges was included in the Mansfield Shire rate notice. Mt Buller notices also included a flyer from ARV regarding the Objection process. Mt Buller FSPL Notices were dispatched without issue.

Mansfield Shire rate notices experienced some delay, due to issues now resolved, including the inclusion of a new service code added to the notice and a small number of notices (161) being withheld from the print run and manually processed in-house.

**Tip Voucher for Green Waste** - Set up was completed to allocate Green Waste Vouchers to rates assessments through service and mobile bins. The Revenue team are entering the Vouchers, with 28 Tip/Green Waste Vouchers issued at 30 September 2024.

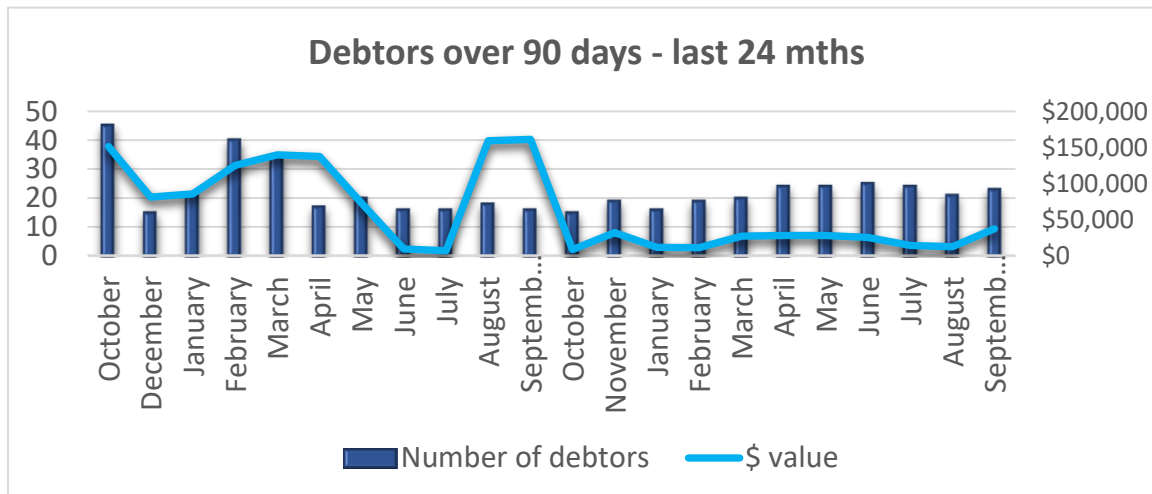
**Payment Plans** - 149 Ratepayers defaulted for a second time on their payment plan arrangements. These payment plans have been cancelled and written advice provided to each ratepayer. The debts totalling \$689,196.49 will be referred for debt recovery with Midstate Credit Collection. With the new legislation from June 2023, these proceedings will be 24 months from the date of default.

**1<sup>st</sup> Instalment Due 30 September 2024** - \$953,900.96 was receipted through BPay on 30 September 2024.

**Valuation Objections** – A total of 51 Valuation Objections have been lodged to date. Ratepayers have until 12 November 2024 to lodge their Valuation Objections.

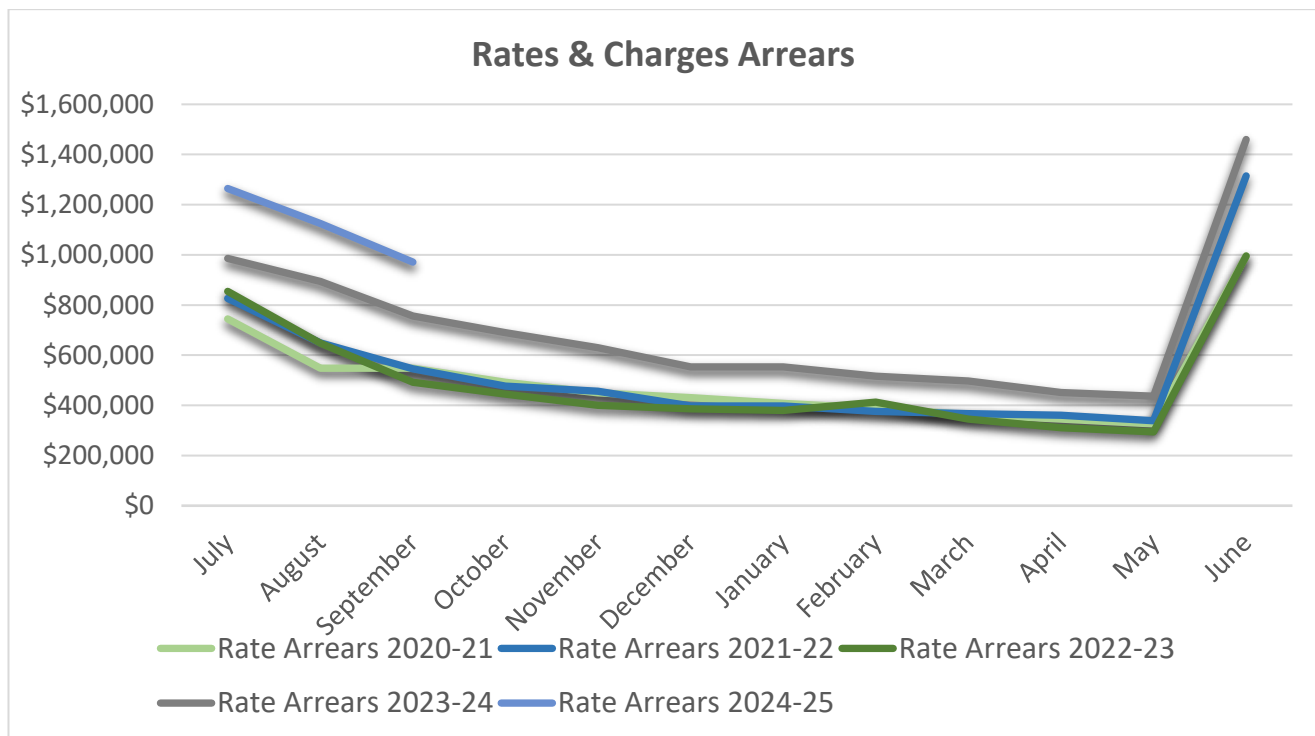
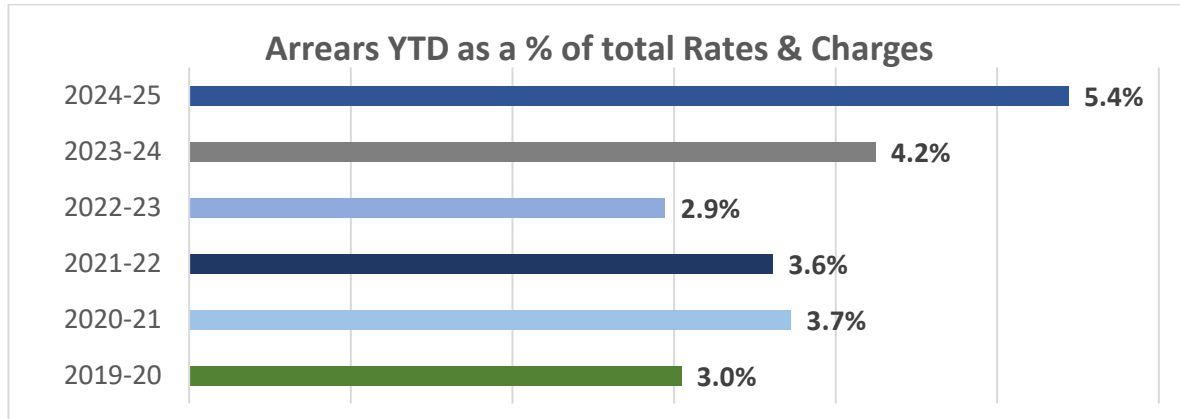
### Debtors

The number of debts outstanding over 90 days has increased by 2 to 23 between August and September. The value of debt outstanding over 90 days has increased by \$25K to \$37.3K.

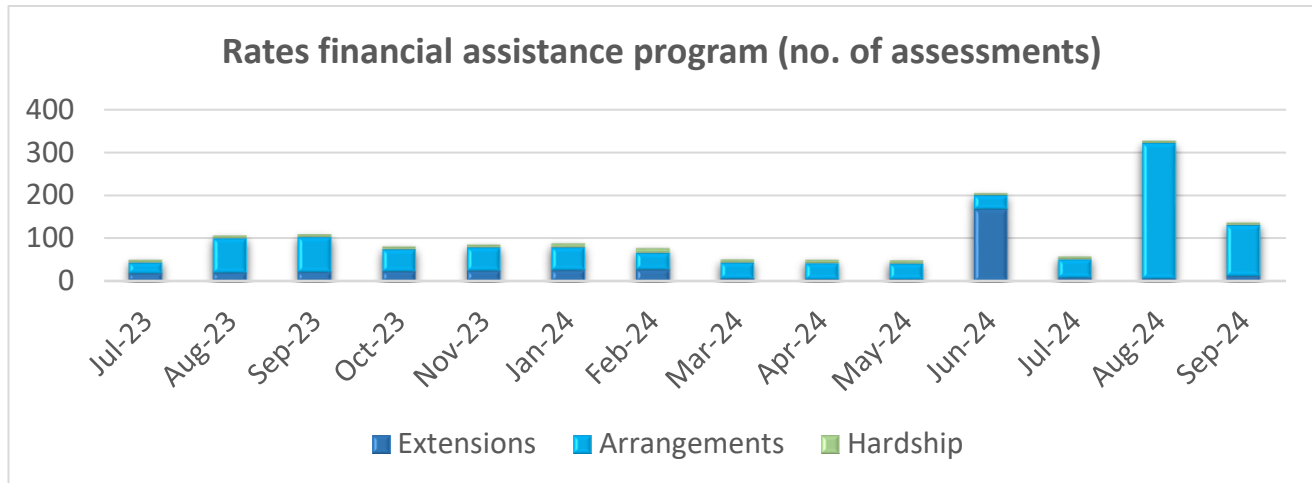


**Payment of Rates**

Rates Arrears of 5.4% at the end of September reflects arrears payments associated with the 2023-24 instalments for last financial year. Rates arrears are \$215k higher than compared to September 2023. There has been a reduction in rates arrears in September by \$153,634 due to payments made.



There are currently 313 ratepayers who have not followed up with payments after Rate Reminders were issued in early June who are now on payment plans. The team is calling to follow up ratepayers on payment plans.



**Debt Collection with Midstate Credit Collect**

The number of active files at Midstate Credit Management is 20. The amount outstanding is \$165,572.86, with \$31,973.14 of this due to legal costs.

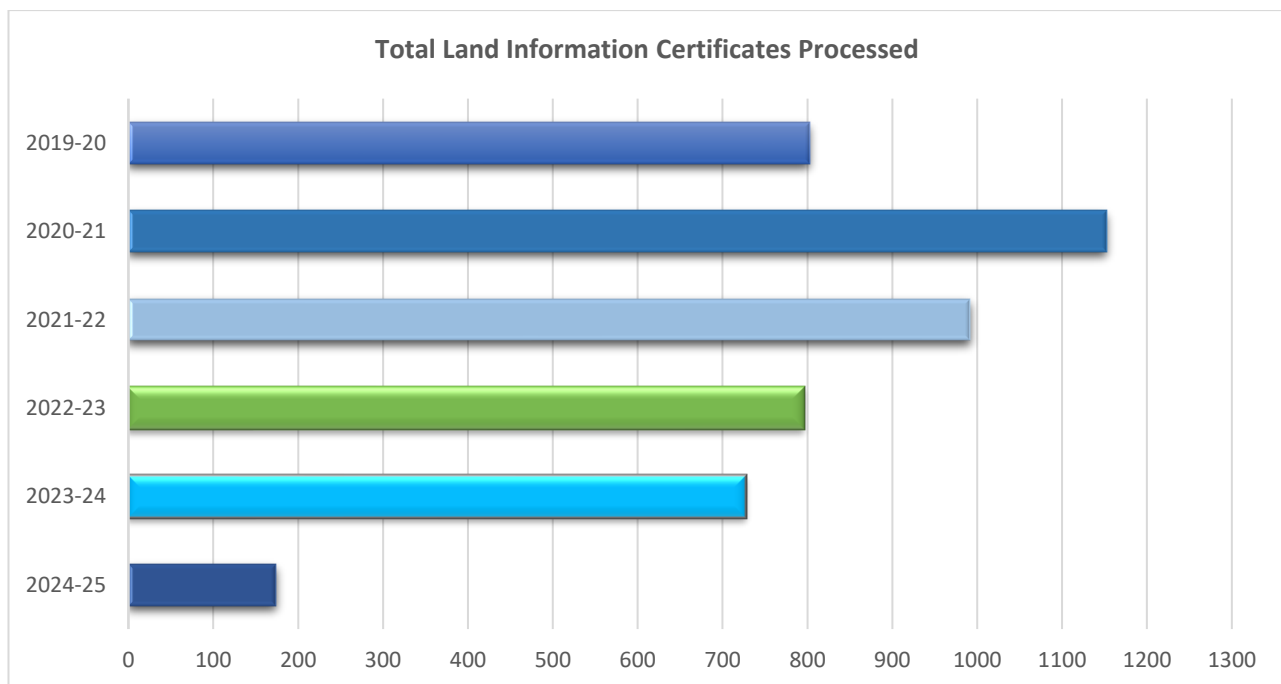
**Ratepayers older than 12 months in arrears**

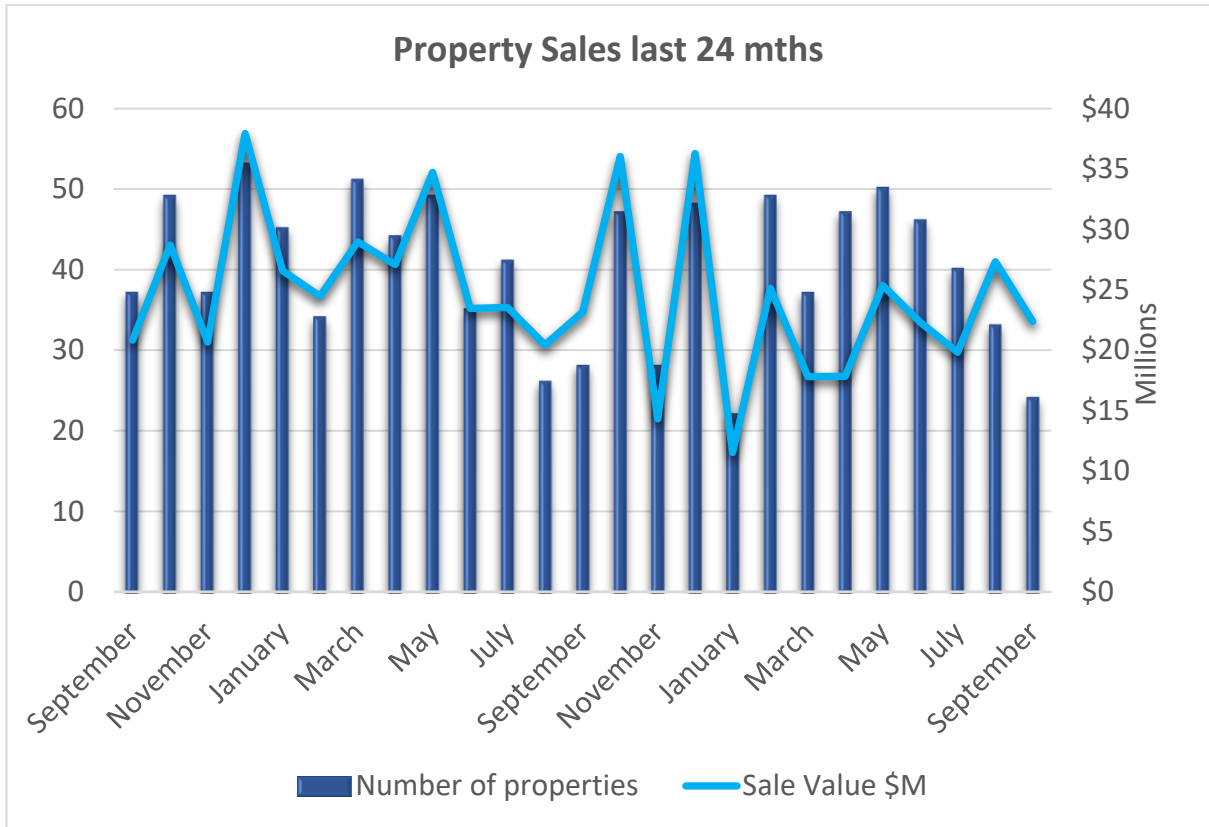
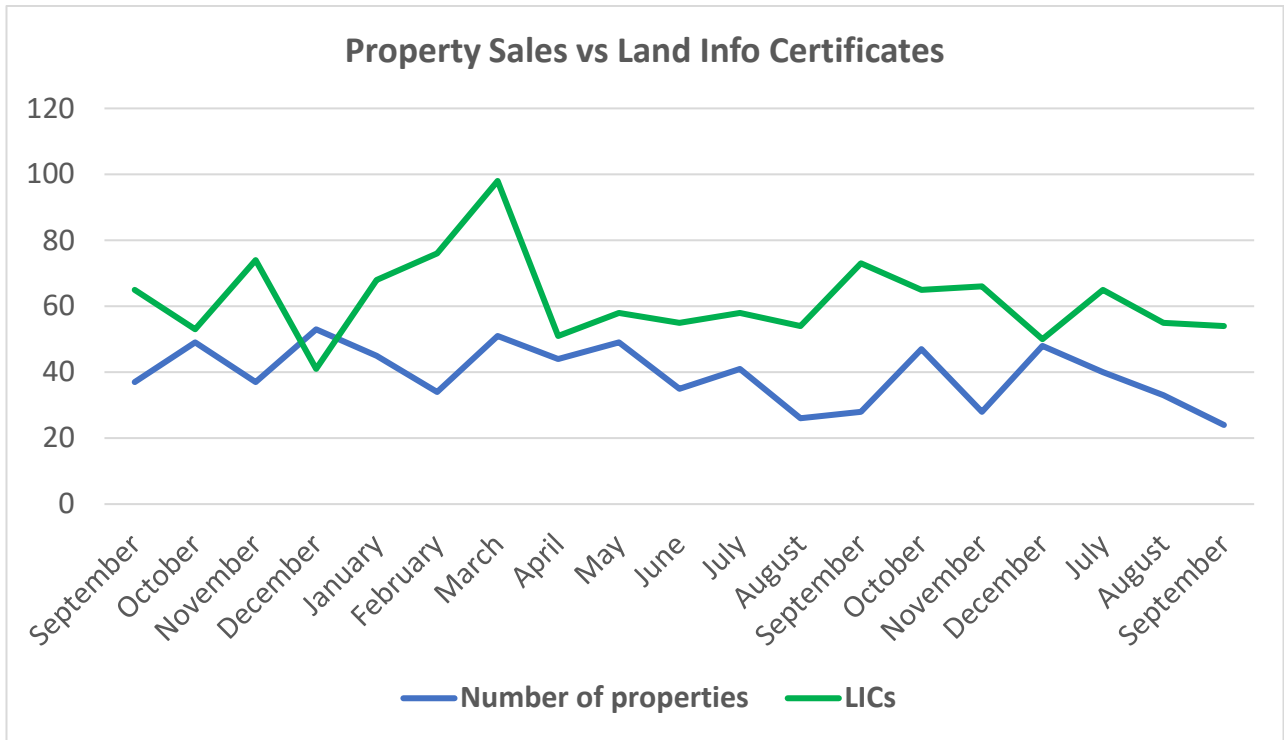
There are currently 87 assessment notices that are older than 12 months in arrears, with the total balance of these being \$559,662.71.

**Property sales data**

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

The volume of LIC's processed can provide an indicator of the buoyancy of the property market. The number of LICs processed in September was 54, which compares to 55 in the prior year.





## 12. Field Services

### Parks and Gardens

As of 30 September 2024 there is only one outstanding CRMS.

- ▶ Mowing – Jamieson, Goughs Bay, Bonnie Doon, Maindample, Merton, Mansfield
- ▶ Brush cutting – Jamieson, Whitfield Rd, Maroondah Hwy
- ▶ Garden maintenance – Roundabouts, Botanic Park, Erril St, Bonnie Doon, Goughs Bay, Jamieson, Benalla Rd, Ski Statue, Grass beds High Street, Shire office
- ▶ Pruning – Botanic Park, Rowe St
- ▶ Cemeteries – Burials, mowing, brush cutting, top dressing
- ▶ Mowing/Brush cutting – narrow strips, Buckland, Youth, Gadhaba, Playgrounds
- ▶ Mulching – Botanic Park, Eisner's lane
- ▶ Spraying – Roundabout, Benalla Rd, Cemetery, Skate Park, Erril St, Youth, Botanic Park
- ▶ Watering – trees
- ▶ Irrigation repairs – Shire Office, Pool
- ▶ Litter – High St, Highett St, Botanic Park, Skate Park
- ▶ Trees – fallen branches Bonnie Doon, Maindample, Botanic Park
- ▶ Clean up of stumps – Highett St, Whitfield Rd
- ▶ Tree planting – street tree replacements, Jamieson, Botanic Park
- ▶ Ovals – mowing, brush cutting





## Roads Crew

CRMS for September were 28 of which 25 were closed.

Grading for the month of September was a soft start due to weather conditions however the team are still in front compared to the same time last year.

In September the team graded 29.4 kms including 8.9kms of resheeting. Roads completed to date are Aldous Rd, Pikes Rd, Johnstons Rd and a crew has started on Dry Creek Rd. This brings the year-to-date total to 381kms completed.

### Urban Team:

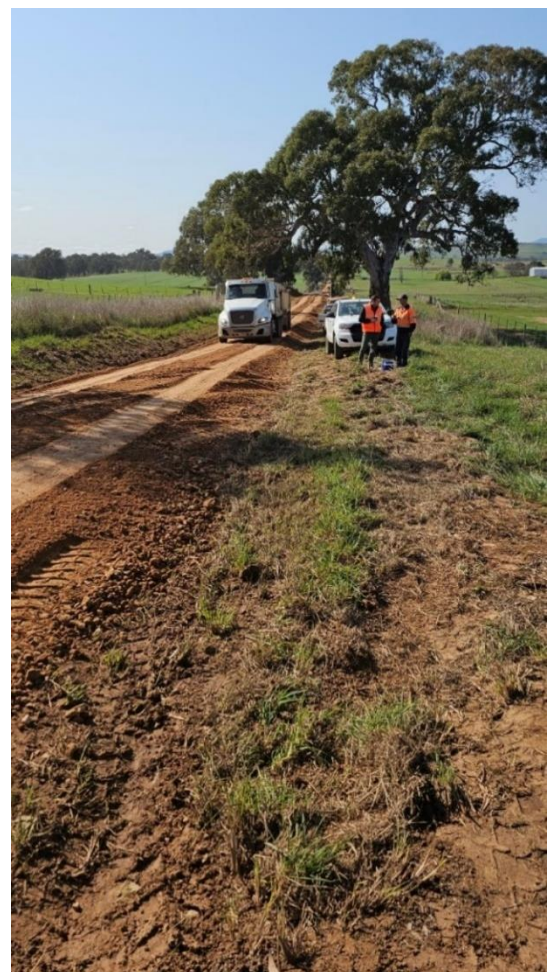
- ▶ General urban maintenance
- ▶ Rectifying the storm water pit issue in High Street
- ▶ Rebuilding crushed storm water pit in Jamieson
- ▶ Fire plug maintenance program
- ▶ Traffic management for Storm cleanup
- ▶ Street Sweeping in CBD

### Backhoe & Excavator works

- ▶ Youngs Rd
- ▶ Sandy Creek Rd
- ▶ Lake Nillahcootie Rd
- ▶ Johnstons Rd
- ▶ Dry Creek Rd
- ▶ Finks Rd
- ▶ Eighty Acre Rd
- ▶ Barjarg area

### Roadside grass slashing & shrub clearing:

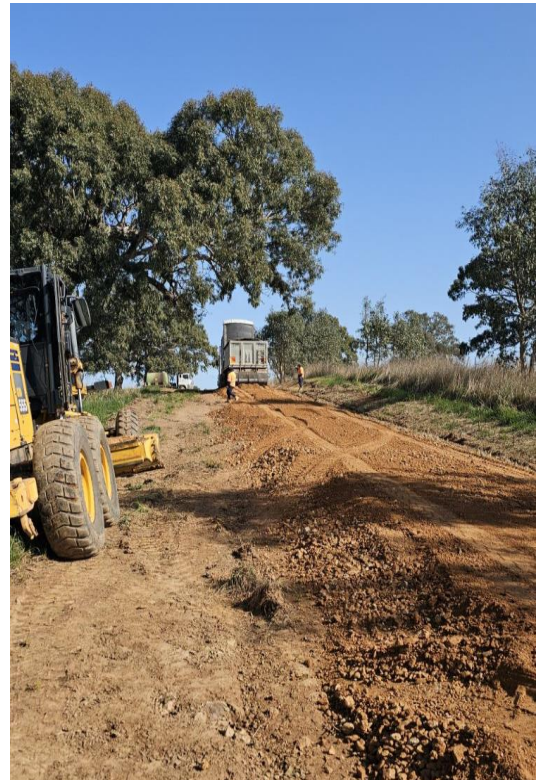
- ▶ Eildon – Jamison Rd
- ▶ Howqua Track
- ▶ Piries-Goughs Bay Rd
- ▶ Walshes Rd
- ▶ Howes Creek – Goughs Bay Rd



**Maintenance Grading & Resheeting:**

- ▶ Coles Rd
- ▶ Woolshed Rd
- ▶ Pollock Ave
- ▶ Aldous Rd
- ▶ Johnston Rd
- ▶ Pikes Rd
- ▶ Dry Creek Rd

**\*Note:** Two contractors have been engaged to assist with the clean-up from the storm event on 25 August. There are five locations that require cleanup works which include Ashwin Rd, Godwills Rd, Goughs Bay – Piries Rd, Monkey Gully Rd and Woods Rd. The Friends of GVRT will utilize some of the mulch to assist in beautification works along the trail. These works are expected to be completed by 17 October.

**Asset Maintenance:**

- ▶ Received inflatables, lane ropes and accessories for the pool. Below is the highlight of this procurement.

**MANSFIELD AQUATIC CENTRE PRODUCT SELECTION***Exmouth Dual Racer – 0.9m Slide*

Length:	16m
Width:	1.8m
Height:	1.8m (0.9m Slide)
Weight:	118kg
Min Water Depth at Entry:	1.1m
Min Water Depth at Exit:	1.35m
Splash Zone:	2m
Splash Zone at Exit:	3m
Product Code:	CP-117-00



- ▶ BBQ trailer upgrades for public use – supply and install hot water service and portable hand basin. Gas certified.
- ▶ Quarterly cleans completed for all Council assets, with noticeable improvement in some locations.
- ▶ Dosing system upgrade started with The Rural Pool.
- ▶ Youth Centre Solar system installation completed,
- ▶ Creation of a Performing Arts Centre operations manual. Draft version to be circulated with stakeholders shortly.
- ▶ New Skate Park sign installed at Merton Racecourse.

- ▶ Asset Maintenance Officer attended Aquatics & Recreation Victoria conference in Melbourne.
- ▶ New automatic doors installed at Shire Office.
- ▶ Sporting Complex switchboard replacement commenced on September 30.
- ▶ Attended SES building site inspection prior to new lease agreement being formalised.
- ▶ Installation of blue coloured acrylic for lighting at High St roundabout for Police Remembrance Day.

## 13. Community Health and Wellbeing

### Maternal and Child Health

#### Universal Maternal and Child Health

MCH has been successful in an application to the Humpty Foundation receiving a new Symphony Breast Pump this month which will be loaned to families to maintain breastfeeding when separated from their baby or when breastfeeding difficulties arise. This will give timely access to essential equipment that promotes optimal nutrition for babies.

MCH held their first Dad's Group Event on the 8 September with their Man with a Pram walk in the Botanic Gardens, with dads enjoying connecting with each other over breakfast. The aim of the event was to support and connect dads within the community; combating isolation and highlighting the importance of Men's Health and Wellbeing.

#### Enhanced Maternal and Child Health

The Maternal and Child Health MCH service will provide a \$10,000 scholarship for an eligible Registered Nurse and Midwife to complete additional tertiary study to become a MCH Nurse through workforce funding provided by Department of Health. Recruitment is still open.

Maternal and Child Health (MCH)		
Indicator/measure	September 2024	2024-2025 YTD
Birth notices	4	15
KAS visits	58	205
Enhanced MCH - target 1413 hours	15.08	46.33
Sleep and settling – target 48 hours	0	2.42
Family Violence consultations – 14 fully funded	0	1
Group Hours	4.75	37.5
Flexi Hours (additional and telephone consultations and community strengthening)	21.58	48.97

#### Supported Playgroups

The playgroup team have been successful recipients of a \$700 grant supporting Children's Week. This year's theme celebrates "Children have the right to a clean and safe environment."

Children's Week is celebrated from 19 - 27 October, 2024.

Playgroup are inviting children and families to the Mansfield Botanical Park Community Gardens where a variety of children's activities will be on offer, including planting seedlings, decorating, and potting seedlings to take home, board games, face painting, lots of give aways and a morning tea.

Playgroup are working in partnership with Goulburn Valley Water who are providing additional resources for the event. Council's Parks and Gardens team have been providing support and assisting in preparing the garden beds ready for planting.

### **Financial Counselling**

There were 17 cases over September with total hours 56.43.

\$500 of Emergency Relief (via Foodworks \$350 and Fuel \$150) was distributed.

### **Integrated Family Services**

Mansfield Integrated Services (IFS) are currently working with 13 families, two of which are based in Benalla. During September the second meeting of the Mental Health in Schools Network occurred. This was well attended and included presentations on early years funding as well as IFS. Plans for the next meeting are underway with a presentation from the Centre Against Violence already organised and a presentation regarding cyber bullying in schools. Families IFS have been working with in September are facing issues including family violence, complex family separation, adolescent mental health, drug and alcohol misuse and disability needs among others. Family Liaison Practitioners are staying up to date with best practice in fields such as family violence by utilising internal and external supervision. This has been made a priority due to the increase in the number of family violence cases.

- ▶ Service hours August: 172.35
- ▶ Service hours year to date: 562.78
- ▶ Target Hours per year: 2253.59

### **Community Strengthening**

#### **Community Networks and Wellbeing**

- ▶ Outlying Communities Infrastructure Fund - project workshop held on the 30 September. Three community members attended in person and a further 5 community groups sent expressions of interest for their projects. Projects were discussed with Council officers with follow up meetings to occur.
- ▶ Sports Facilities Strategy feedback – update was endorsed by Council at the 17 September Council meeting. A Sports and Recreation Reference Group and Aquatic Facility Project Working Group are to be established.
- ▶ Fair Access Action Plan – Reviewed and finalised.
- ▶ Gadhaba – The group are working on a Strategic Community Plan. The group is holding Cloak workshops for a Heritage Museum exhibit. Planning underway for NAIDOC week next year.
- ▶ Community Newsletter – an email survey is proposed asking for feedback from the mailing list recipients to better understand what they'd like from the Newsletter and the frequency of it.

### **Outlying Communities Infrastructure Fund OCIF – 23/24 Projects update**

- ▶ Ancona Hall – project completed apart from painting of the kitchen.
- ▶ Goughs Bay Playground – work will commence on the playground once path around the lake has been completed.
- ▶ Howqua walking trail – meeting being held 2 October to confirm path design completion.
- ▶ Matlock Cemetery – all works completed.
- ▶ Motorcycle Club water tank – project completed.
- ▶ Peppin Hub Community Centre signage – project completed.
- ▶ Woods Point Museum – project is anticipated to be completed in October, weather permitting.

### **Social Inclusion Action Group**

A report was presented at the 3 September Councillor Briefing, providing Councillors with an update on the outcomes of the funding rounds with outcome letters were sent out following this.

The lunch on Wednesday 11 September for applicants, SIAG, CEO and Councillors to get together was successful with great attendance from successful and unsuccessful applicants.

Evaluation of the funding rounds for learnings and continuous improvement is currently taking place.

Mansfield SIAG will have a stall at the November Farmers Market to promote the group and funding opportunities.

### **Community Health and Quality**

Currently we are working on delivering:

- ▶ The Fresh Fruit in Schools program where Council in partnership with VicHealth is delivering fresh fruit and vegetables to schools and early childhood centres.
- ▶ This Girl Can week – brainstorming and connecting with community to identify the focus for this year.
- ▶ Play Today initiative – Children’s Week in October alongside Mansfield Playgroup.

### **Volunteer Program**

L2P volunteers attended mentor training in Benalla on 20 September. Council attended the Mansfield Secondary College Careers expo to discuss L2P and Community Development roles at Council. Currently 14 learners on the waitlist and 2 new mentors to be inducted. 2 learners gained their provisional licenses in September.

### **Community Connections Program**

An extension of the Community Connections program was granted in the 2024-25 budget and a new officer has been appointed.

## 14. Library

### **Children's Book Week bookmark competition – winners and runners-up announced!**

The Library was thrilled to receive an incredible 240 entries this year for the children's bookmark competition. This included individual entries and school group entries from across the Shire.

The winners and runners-up were announced on Mansfield Library Facebook page on Thursday 12 September. Prizes were awarded the following day at the Library, concluding this wonderful event.

Chosen from three age group categories (ages 4 – 8, 9 – 12 & 13 – 17), each winner received an INK Bookshop voucher worth \$100 and each runner-up awarded a \$50 voucher, all generously donated by the Friends of Mansfield Library (FOML).

The winning designs from each age group will have their design produced onto bookmarks which will be available for free from the Library in 2025.

### **One-on-One Tech Help**

The service concluded this month, having been well-utilised with 13 hours delivered with Graeme Pabst during September. The community is highly supportive of this service, and plans are underway to continue the One-on-One Tech Help in the future.

*"This service has been invaluable to me, and I am sure many others"* – Jan TeLintelo (patron)

### **Armchair Travel**

39 attended David and Anne Foster's insightful presentation on Timor-Leste and the long-lasting relationship with Friends of Mansfield Venilale (FoV). A delicious supper was supplied by Friends of Mansfield Library, adding to the enjoyment of the event.

### **School Holiday activities**

The Library has been busy with Spring School Holiday activities. So far we have successfully run three fantastic and free activities:

- ▶ Movie and Craft Afternoon – total participants: 17 children, 4 adults
- ▶ Preschool Story Time – total participants: 18 children, 12 adults
- ▶ Rhythm and Movement Session with Alison Biram - total participants: 20 children, 8 adults
- ▶ Craft Corner with nature inspired activities (open for the duration of the holidays)

More exciting activities to come in the first week of October.

### **Friends of Mansfield Library (FOML)**

Impressed with the fantastic school response to the children's bookmark competition this year, FOML organised for extra prizes to be gifted to a winner from each school group that participated. This was in addition to the INK bookshop vouchers gifted to winners and runners-up.

FOML also helped with the movie and craft afternoon as part of the vibrant Spring School Holiday program.

**A snapshot of the Mansfield Library Victoria Facebook page**

- ▶ Followers – 1118
- ▶ Posts published – 25
- ▶ Engagement – 732

**The Library’s most popular posts for September:**



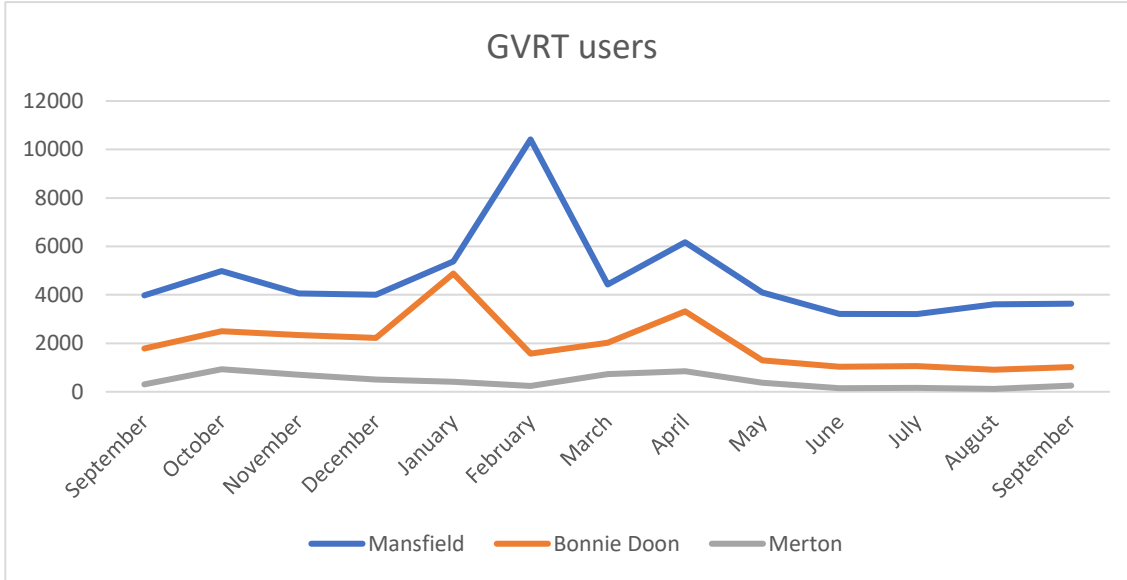
**Statistics for September 2024**

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holds placed	New membership
<b>September</b>	<b>3761</b>	<b>3699</b>	<b>19</b>	<b>293</b>	<b>24</b>	<b>113</b>	<b>683</b>	<b>33</b>
August	3924	4360	31	554	22	126	756	54
July	3786	4034	26	450	30	182	777	48
June	3574	3785	12	122	16	101	692	29
May	3744	4483	18	301	18	136	744	46
April	3462	4280	11	278	7	94	730	52
September 2023	4221	3904	21	455	24	112	484	65



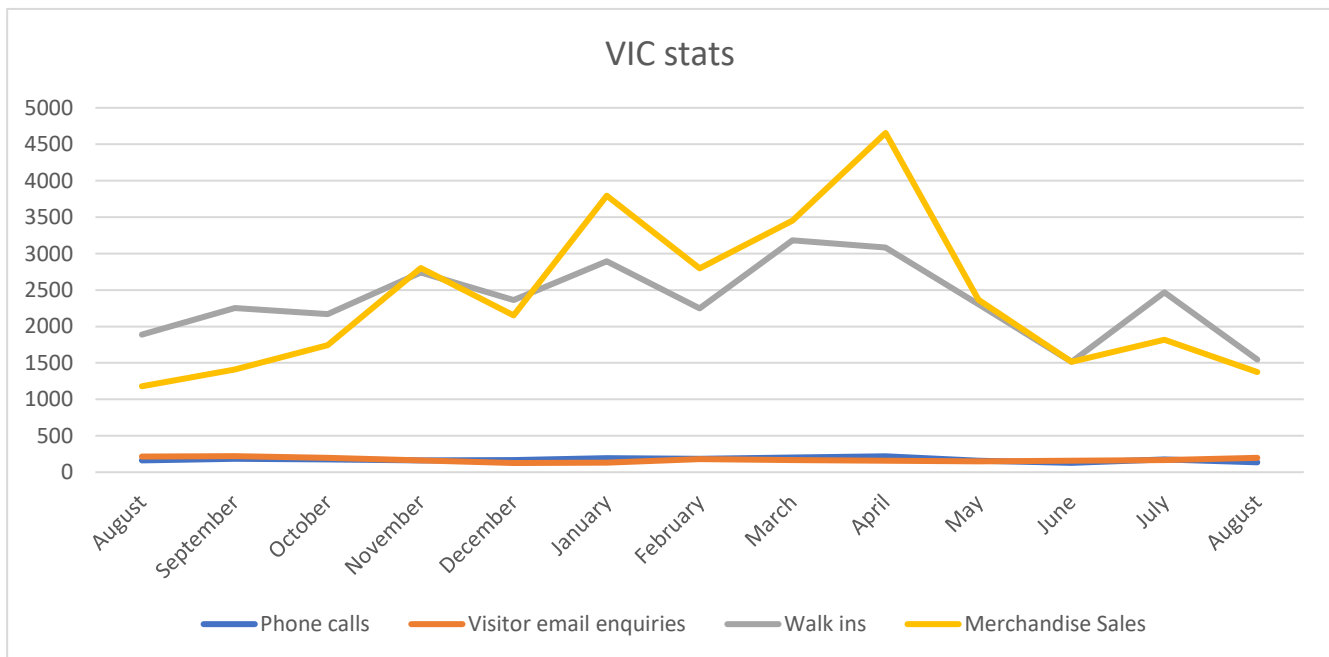
## 15. Visitor Services

### The Great Victorian Rail Trail (GVRT)



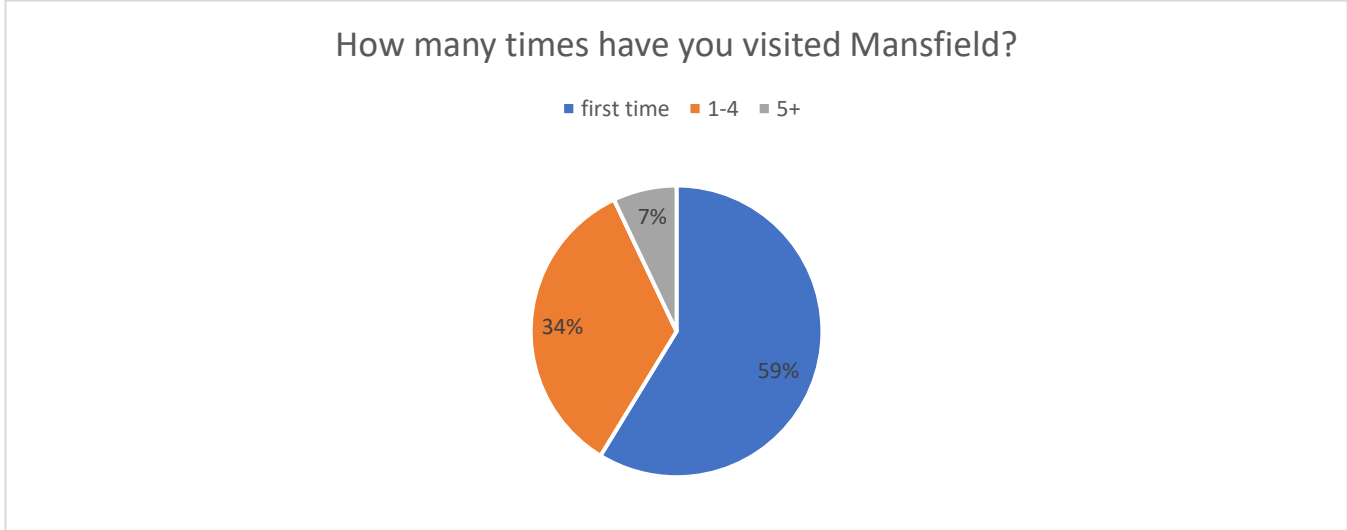
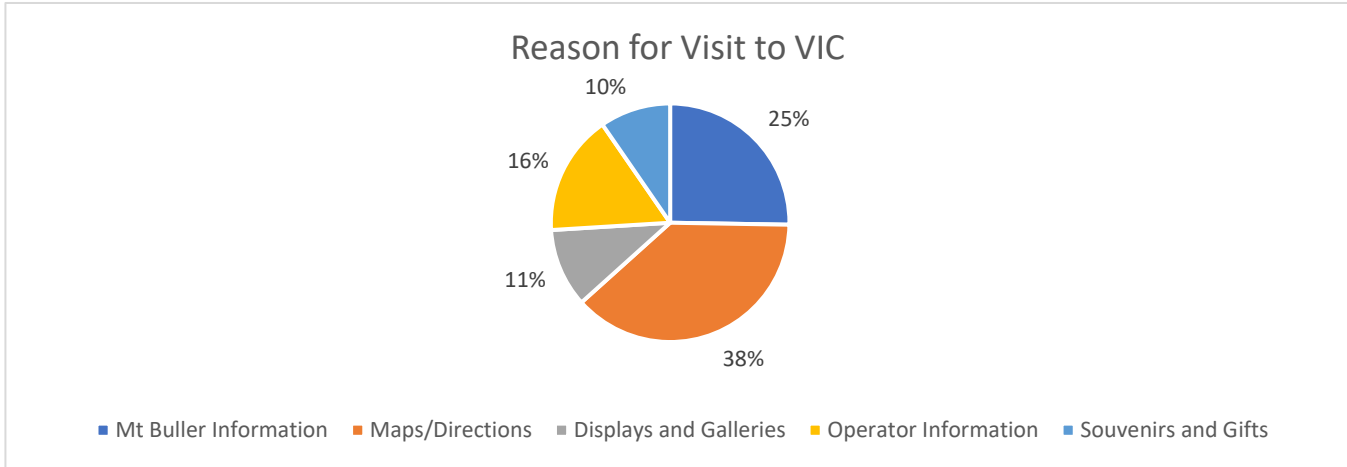
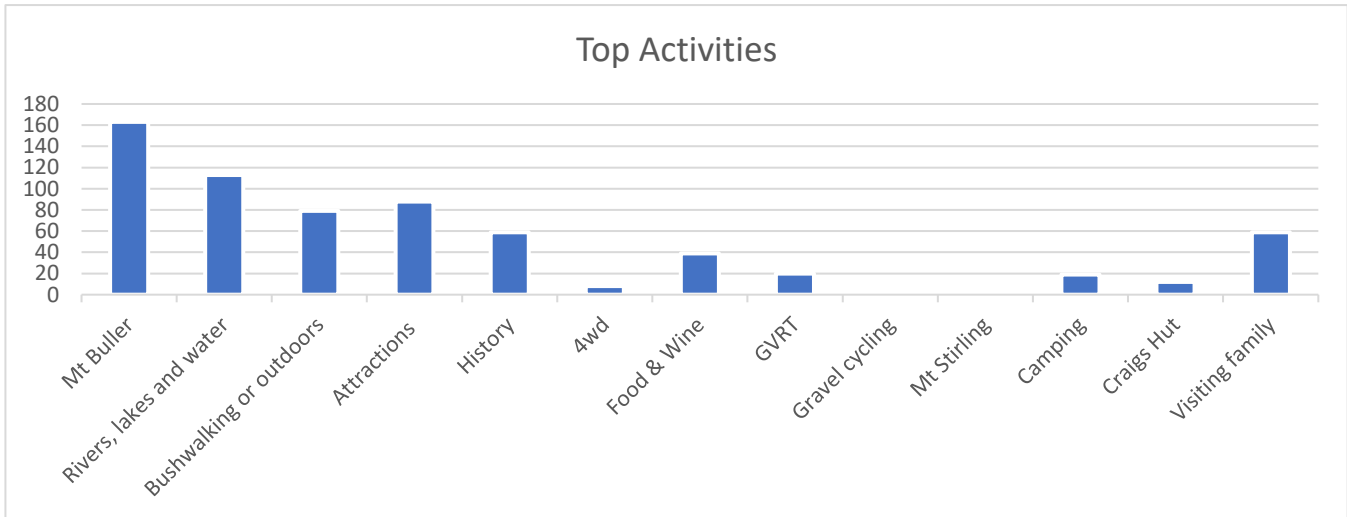
Monthly Figures	September 2023	September 2024	+/-
Mansfield	3978	3632	- 346
Bonnie Doon	1,791	1015	- 776
Merton	302	247	- 55
<b>TOTAL</b>	<b>4,659</b>	<b>4,642</b>	<b>- 1177</b>

### Mansfield Visitor Information Centre (VIC)



Monthly Figures	September 2023	September 2024	+/-
VIC			
Walk In visitors	2253	1,737	- 516
Retail Sales	\$1,411	\$2149.00	+ \$738

Visitor Information Centre Officers track data on visitors to the centre via a survey, including whether it's their first time to Mansfield, how long they're staying, what activities they're interested in and why they are in the Information Centre. August's data is shown below:



## Youth & Events

### Awards

#### 2024 Rural Youth Awards

The Mansfield Shire Youth team was recently nominated as a finalist in the 2024 Rural Youth awards for their Autumn School Holiday program for 'Outstanding youth project promoting diversity and inclusion in rural or regional Victoria'. Team members attended the awards day and connected with a lot of other youth workers from other shires which was a fantastic networking opportunity. Unfortunately, the team did not take out the award but it was a great experience and recognition for the team.

#### 2024 Australian Event Awards

The Mansfield Hunting & Fishing Outdoor Expo has been announced as a national nominee for 'Best Event' and 'Best Exhibition or Trade Show' at the prestigious 2024 Australian Event Awards. This was a combined nomination for Mansfield Shire Council & Mansfield Hunting & Fishing.

### Events

There were no major events in September.

October	November	December
1 – 4 – School Holiday Program	1 – Breakfast on the lawn	6 – Community Christmas Picnic
5 – LINE Wangaratta Pride Market	1 – Auxiliary Art Exhibition	
7-11 – Seniors Festival	1 – Torchlight Parade	
11 - 13 – Jamieson Hot Rod Run	1 – High Country Festival opening night	
13 – Battle of the bands	1 – Rock Out Youth Concert	
19 - 20 – Mansfield Cycle Expo	2 – Median to Rare Sculpture Exhibition	
19 – 20 – Mountain Bay Fishing Classic	2 – Bush Market	
19 – Outdoor Provedore	2 – Mansfield Open Studio Trail (MOST)	
26 – Farmers Market	2 – FutureProof Market	
	2 – Grand Parade	
	2 – Yooralla Open Day	
	2 – Auxiliary Art Exhibition	
	3 – MOST	
	3 – Auxiliary Art Exhibition	
	4 – Auxiliary Art Exhibition	
	5 – Mansfield Cup	
	5 – Auxiliary Art Exhibition	
	16 – Mansfield Show	
	17 – Mansfield Holistic Expo	
	18 – ACBG Car Show	
	23 – Goughs Bay Festival	

October	November	December
	23 – Outdoor Provedore 23 – High Country Flyathon 27 – 29 – Great Victoria Bike Ride 30 – Farmers Market 30 – Merrijig Campdraft	

## Youth

### Future Proof Program

The Future Proof program has come from a slow start to now being one of the North East's highest performers. With the highest number of Diplomas and Trainees signed up and one of the highest number of youth participation across the board.

The team's acquittal and accounting work was recently used as example across the entire program for depth of reporting and understanding of the budget and project.



**CREATE** program (Community REbuilding through Art Training and Education).

The CREATE program is supported by funding from Future Proof to provide a range of art and art therapy opportunities to youth.

A range of projects in this program are currently underway including:

- ▶ Pottery Scholarship applications are underway – We have received 8 applications so far. This closes end of October.
- ▶ Bus Shelter art project in Macs Cove & Goughs Bay has received 7 submissions of a very high quality. The winners have been selected and will be revealed soon, with painting expected to occur on the weekend of 19-20 October.
- ▶ A Mural on the side of the Jamieson General Store has been opened for consultation and design from youth. Submissions close end of September for a November project.
- ▶ The Youth Advisory Group and the Hands On class from the Mansfield High School have undertaken a project in the rear garden of the youth centre installing new veggie patches and garden beds and a smaller garden shed. This initiative has been led by our YAG and utilises FutureProof funding to improve our spaces that young people gather.

Course	Upcoming	Completed Jan - Sep
First Aid	0	70
CPR	0	13
Defensive Driving	0	60
Marine Course	0	26
White Card	0	46
Food Safety	0	8
Chainsaw Operations	0	6
Chemical Safety	8	0
Mental Health First Aid	60	5
Potential Diplomas and other short courses under investigation	3	3 underway
Trainees – HR, Local Laws, Youth Peer Support	0	3
<b>TOTALS</b>	<b>71</b>	<b>240</b>

## Youth Centre

### Youth Advisory Group (YAG)

Through our FutureProof Funding Council has established a YAG that is meeting fortnightly to provide advice, direction and influence over the programs offered through youth services. They are currently working on an advocacy piece to seek funding opportunities for staff and activities due to existing grant funding finishing in December this year.

### FReeZA Committee

The creation of a new FReeZA committee to assist in events across culture, arts, music and more has occurred. This enthusiastic group are currently preparing for Battle of the Bands in October and the High Country Festival Rock Out Festival in November.

### Music Room

Consistent usage of the music room has begun with bookings on most afternoons as many bands rehearse for Battle of the Bands. This initiative is connected with the 15+ age range of the youth program which is a difficult age group to engage; it appears to be offering them a great place to engage with their music endeavours.

## Economic Development – Business Newsletter Support

The Council's business newsletter delivers local businesses with information on funding opportunities, business support, training and workshops. 433 local businesses were sent a business newsletter on 30 August.

	Council's Business Newsletter	Industry Benchmark
<b>Open rate</b>	50.12%	19.4%
<b>Click rate</b>	7.94%	2.8%

Preparation for the Housing Forum and North East Economic Development meeting was undertaken in September, with the Election Caretaker period commencing on 17 September.

Highlights of engagement included businesses investigating the High-Country Festival sponsorships – great to see this level of support from local business during quiet trading times, North East Jobs Hub grabbed 24% of the engagement this month and Taking Your Business On-Line and the information regarding Scam Awareness/Cyber Security also ranked highly with 10.34% of engagement.

The North East Victorian Jobs Hub website - “Jobs Feed” for the Mansfield Shire offered 29 roles available during September. Notable that whilst the job numbers remain relatively stable the user/ employer advertiser numbers appear to be slowly growing amongst the Mansfield business community. Partners in this employment site are City of Wangaratta and City of Benalla and their business communities posted 193 jobs (149 and 44 respectively). Council continues to promote this local employment source throughout North East Victoria.

## **Business Engagement, Support and Advocacy**

September engagements included email and face to face calls, discussion around business walk-in/trends and issues, local events, employment and housing. 36 contacts were made across a range of sectors including health, agriculture, automotive, retail and food and beverage. Staff issues with housing, retail sales trending, accessibility/ mobility, local business association activity/ future and telecommunications conversations featured throughout.

Remote upgrade potential to telecommunications infrastructure was discussed with mining and accommodation operators. Council’s advocacy continues with network operators to determine scope, funding and what the potential timelines may be for upgrades.

Engagement included 14 micro (1-2 employees), 14 small (3-19 employees), and 8 medium (20-199 employees) during September. Other contacts included emailing advice on new programs and Council initiatives were sent to 35 business owners across all sectors.

## **Better Approvals**

Councils Better Approvals service is for those who want to start, expand, change or buy a business. Council provides advice and support before, and during the applications processes and after doors open.

Enquiries received:

- ▶ Proposed business/es change – Discussion regarding potential for short term rental properties being made available for social/ crisis housing in Merrijig.
- ▶ Proposed business – Request and discussions regarding potential permit requirements, approvals and nature of routes and plant to be used - Trackless small train style rides, scoping potential for Rail Trail, Mansfield township streets, Bonnie Doon village activities.
- ▶ Business starter - Seeking alternative facilities to house a Motor Museum/ Showroom with capacity for approx. 60 display vehicles.

## **Projects**

### **Housing Forum**

Council held its third Housing Forum at Mansfield Golf Club, attended by 65 community members, business owners, and developers. The event was led by Council CEO Kirsten Alexander and General Manager Investment and Planning, Melissa Crane.

Using hybrid technology, the forum connected guest speakers in Melbourne, allowing them to deliver insights on Federal and State Government housing policies and funding, and address questions in real time. Questions were largely aimed at social housing and second or tiny homes on existing blocks.

Speakers included: Dr. Jane Homewood, Regional Director, Southern States for Housing Australia, Janice Lane, Manager, Local Government Partnerships for Homes Victoria, Melissa Crane, General Manager, Investment and Planning and Derek Beautyman, Economic Development Officer, Business and Industry.

Looking ahead, a 'Council Expo' styled event, is planned for November 2024. This will offer a day of Planning and Development resources with one-on-one meetings.

### **North East Economic Development Meeting**

Council hosted the North East Economic Development Group at the Delatite Hotel, attended by Economic Development staff and management from across the Hume Region.

Regional Development Victoria, Ovens Murray Regional Partnership and Regional Housing Victoria representatives presented a number of new organisational and structural roles to the group, who had the opportunity to meet with their relevant departmental representatives and discuss the new structures and opportunities. Regional Housing Victoria presented on the project work being done by LGA's around the state to improve local regional housing.

## 16. Communications

From 17 September to 26 October, communications are being limited to necessary operational messaging to comply with *Local Government Act 2020* and Council policy requirements.

### Media releases

The 6 media releases below were generated and distributed. All media releases produced are also shared via Council's corporate Facebook page, driving visitation back to the website.

- ▶ Continued push to 'Keep it Country'
- ▶ Council successfully advocates for safer speed limit
- ▶ Hunting & Fishing Expo reeling in the awards
- ▶ Mansfield Shire Youth team nominated for Rural Youth Award
- ▶ Mansfield Shire Youth Spring School Holiday Program
- ▶ Mayor's report

A release on motions carried at the MAV State Council Meeting was also issued jointly with Murrindindi Shire Council.

### Comments to media

Due to the election period beginning after the 17 September Council meeting, no interview was held for the Mayor's monthly radio spot on Mansfield Community Radio.

Responses to media enquiries were provided on the following topic:

- ▶ Mansfield Social Inclusion Action Group




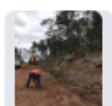
### Social media

Statistics on Council's Facebook page activity over the past 4 months are provided below:

	September	August	July	June
▶ Reach:	49,204	28,830	55,020	57,218
▶ Followers:	7,153	7,136	7,122	7,110
▶ Content interactions:	1,450	373	1,262	1,453
▶ Link clicks:	239	63	330	190



Information on the month’s top-performing posts is provided below:

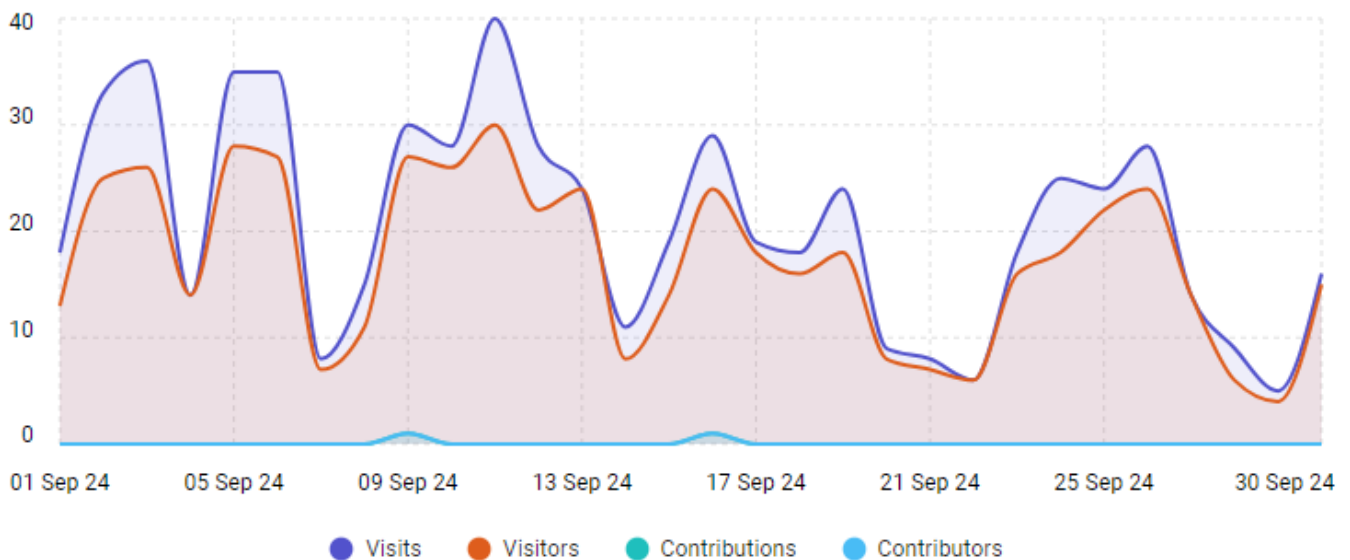
	A ceremony was held today to officially name our Indoor Sports Stadium the 'Alex Pullin Stadium'. This event marks a significant milestone for our community who were overwhelmingly supportive of the name which is a fitting tribute to Alex Chumpy Pullin w...	Post reach 6,474	Engagement 3,095
	The \$3.5m Heavy Vehicle Alternate Route is now complete. Built to divert heavy vehicles away from residential and commercial streets, this critical route will improve our community's safety and allow for economic growth into the future. Read more about the...	Post reach 16,003	Engagement 2,068
	Together with Mansfield Hunting & Fishing, we're thrilled to have been nominated in two categories in the 2024 Australian Event Awards for the inaugural Mansfield Hunting and Fishing Outdoor Expo held in March. Read more about this honour on our website -...	Post reach 5,542	Engagement 825
	Did you know that in a storm, Council goes out to clear trees off local roads? 🌿 We get called out to dozens of locations across the Shire and in emergencies, attend after hours as well. This week, we've responded to lots of storm clean up requests. We also remove and...	Post reach 2,210	Engagement 471

### Engage Portal



No community engagement activities are being done in the election period. Participation on the Engage Mansfield platform across September has significantly reduced as a result.

The platform received 626 visits, 2 contributions and recorded 2 new registrations with an engagement rate of 0.4%

Details of visitation over the month are shown below:



The snapshot below shows the projects receiving the most engagement.

Tool	Project	No. of contributions
 Guestbook: Feedback	Kidston Parade Shared Path	1
 Guestbook: Feedback	Botanic Park Stage	1

**YouTube**

Council meetings are streamed live on YouTube. The 17 September Council meeting had 61 views, down from over 100 in each of the previous 3 months. The additional Council meeting on 25 September had 19 views.

## 17. Digital Transformation Project

### Information Management (SharePoint)

There has been a lot of focus on migration of data from the varying repositories currently held by councils. With the exception of Benalla most existing data has already been loaded and the teams are now validating the functionality meets end user requirements in areas like searching and workflows.

The transition to SharePoint by council is scheduled from mid-November with all to be completed within a month.

### Planning, Building and Regulatory (Greenlight Solution)

The Building Module is now live for Murrindindi, Strathbogie and Benalla Councils, with Mansfield scheduled to go live in second half of October 2024.

The Planning Module went live for Murrindindi on September 23, with Strathbogie and Benalla go lives planned over the next month.

The Regulatory stream is currently busy with user acceptance testing (UAT). This stream is expected to go live progressively across the councils from end of October through end of November.

Issues raised during UAT and post go live are being systematically addressed and monitored to ensure issued are closed off as soon as possible.

### Enterprise Resource Planning (Authority Altitude)

Calendars are full, with workshops for staff representing each council in the various ERP sub streams, namely Rates/General Ledger, HR/Payroll, and CRM. The team have access to an Altitude test environment where the key modules champions have been testing the new environment and some of the new functionality.

The Finance team continue to map out the new chart of accounts and prepare for the introduction of work orders.

The first site to be live with Civica Authority Altitude will be Murrindindi when they complete an upgrade from their earlier version in March 2025. This will be predominantly a technical upgrade, with the enhanced functionality to follow in July 2025. Other councils will follow with intention to complete all by end of Nov 2025 at this time.