



1. Customer Service

Monthly Customer Request Management System (CRMS) Report – June 2024

CRMS statistics for the month of June show **120** Customer requests registered with **27** requests remaining open and **93** being closed during the month.

Two Expressions of Gratitude were received for the month of June 2024:

- ▶ Thank you to the Rangers for removing a European wasp's nest in Malcolm Street
- ▶ A resident called today to express her gratitude for the prompt action of the resealing of Glen Creek Road after the recent heavy rains. She was most grateful.

No complaints were received for June 2024.

The majority (46%) of total requests opened were for Local Laws. Requests consisting of (in order of frequency):

- ▶ Native - Euthanasia,
- ▶ Domestic - Stray/Wandering,
- ▶ Domestic – Found and,
- ▶ Domestic Impounded,
- ▶ Livestock - Stray/Wandering
- ▶ Animals, Barking dogs.

Field Services (44%) was the second largest group. Field Services requests consisted of (in order of frequency):

- ▶ Drainage,
- ▶ Playground Equipment Maintenance,
- ▶ Footpaths,
- ▶ Roads,
- ▶ Parks & Reserves,
- ▶ Rail Trail maintenance.

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
Waste	2	1	0	0	1	0
Engineering Services	4	2	0	0	2	0
Records and Customer Service	5	5	0	0	0	0
Parks and Garden Services	19	13	1	2	1	2
Road Maintenance	34	23	2	1	8	0
Local Laws	56	49	7	0	0	0
Total	120	93	9	3	12	2

Definition of the tabs on the above table:

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

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

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

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

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

Complaints Versus Requests

June 2024	Total
Requests	120
Complaints	0

Digitisation Information Management Project

	Total Files
June 2024	73
Total files	8239
Completed	6339
Remaining	1900

2. Governance

Confidential Reports at June 2024 Council Meeting

No. of Confidential Reports	Comments
4	<ul style="list-style-type: none"> ▶ Tender Award: Landfill Disposal Services ▶ Road Reserves Sale & Land Acquisition Proposal ▶ Tender Award: Chapel Hill Road – Lanky Creek Crossing Construction ▶ Tender Award: Municipal Building Services

Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2023	2	2
August 2023	3	5
September 2023	3	8
October 2023	4	12
November 2023	3	15
December 2023	3	18
January 2024	0	18
February 2024	3	21
March 2024	3	24
April 2024	0	24
May 2024	4	28
June 2024	4	32
TOTAL	32	32

Freedom of Information Requests (FOI) received in June 2024

No. of FOI Requests	Comments
1	Council received a FOI request pertaining to a Barking dog at 4 Maple Tree Boulevard Mansfield. The owner of the dog has requested confirmation on complaints and reports Council has received and findings regarding his dog Lily. The owner has received written threats regarding his barking dog.

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2023	4	4
August 2023	2	6
September 2023	1	7
October 2023	3	10
November 2023	1	11
December 2023	0	11
January 2024	2	13
February 2024	1	14
March 2024	0	14
April 2024	1	15
May 2024	0	15
June 2024	1	16
TOTAL	16	16

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Council Building Renewal - Shire Offices - Depot	\$92,835	Shire Office carpet renewal & toilet refurbishment completed. Depot wash bay roof (carry forward) construction completed.	On Budget	Complete Jan 2024
Depot Solar Panels	\$43,000	Installation of solar panels at the Depot building completed.	On Budget	Complete Oct 2023
Public Toilets - Merton Racecourse - Lords Reserve	\$263,575	Renewal of Merton toilet is being delivered by Council. Works completed in May. Upgrade of Lords Reserve Toilet – designs complete, procurement will commence on execution of Lords Reserve funding agreement in 2024/25.	On Budget	Complete June 2024
Fertiliser Shed	\$10,000	Mansfield Station Precinct - Fertiliser Shed Refurbishment – earthworks completed.	On Budget	Complete Oct 2023
Mansfield Heritage Museum	\$1,625,315	Construction of the Mansfield Heritage Museum contract awarded to Hennessy Construction; works commenced in January 2024. Concrete slab poured; rammed earth walls complete, wall framing complete, roof framing being constructed.	On Budget	August 2024
Bonnie Doon Recreation Reserve	\$50,000	Survey completed; final design of netball courts & oval drainage completed following community consultation.	On Budget	Complete June 2024
Bonnie Doon Recreation Reserve Hall	\$15,000	Replacement of curtains in hall and kitchen. Complete.	On Budget	Complete July 2023
Mansfield Sports Stadium Complex	\$50,000	Replace laser lite panels – works completed.	On Budget	Complete Jan 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Lords Reserve Pavilion	\$270,000	Construction of new Pavilion, subject to external grant funding. Design work completed and successful application submitted to Growing Regions fund in January. Awaiting receipt of funding agreement for execution.	On Budget	Dec 2024
Mansfield Pre-School Centre - Upgrade - HVAC Renewal - Mechanics Institute Amenities	\$102,051	HVAC renewal will be completed as part of Mechanics Institute. Funding agreement executed with Kinder Committee for Council contribution to Centre upgrade, construction in progress. New amenities for Mechanics Institute dependent on external funding opportunities. Awaiting confirmation from Kindergarten Committee on remaining project contingency.	On Budget	July 2024
Emergency Resilience Centre	\$300,000	Survey completed. Concept design completed for grant submission. Detailed design finalised in May. Awaiting outcome of grant submission.	On Budget	Complete May 2024
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 determined. Awaiting landowner consent from DEECA.	On Budget	August 2024
Jamieson Police Paddock Community Hub	-	Design works managed by the Jamieson Community Group in consultation with Council's Capital Works team. Concept design complete.	On Budget	Complete May 2024
Bridges & Culverts				
Gooley's Bridge	\$67,000	Gooley's Bridge Barrier Replacement tender awarded at November Council meeting. Final stakeholder consultation completed in December. Fabrication &	On Budget	July 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		installation now forecast for completion in early July due to delays with fabrication of second side of bridge barriers.		
Baldry Street Bridge	\$100,000	Baldry Street Bridge renewal – works completed in January.	On Budget	Complete Jan 2024
Donaldson Rd (B21) Bridge	\$160,000	Donaldson Rd Bridge renewal – minor renewal works completed in February.	On Budget	Complete Feb 2024
Bridge & Culvert renewal & assessment Program	\$90,000	Level 2 and 3 assessments have been completed.	On Budget	Complete Jan 2024
Causeway & Culvert Upgrade Program	\$200,000	Preliminary assessment of Graves Rd, O'Halloran Rd, Ogilvies Rd, Withers Lane and Byrne Lane, Buttercup Creek, and McLeod's Lane completed as part of Mansfield Flood Study works. McLeod's culvert upgrade to occur in July 2024.	On Budget	July 2024
Drainage				
Apollo St Drainage	813,000	Design completed. Contract awarded to Alpine Civil. Works completed in June.	On Budget	Complete June 2024
Mullum Wetlands Rejuvenation	100,000	Scope determined; contract awarded. Works completed in March.	On Budget	Complete March 2024
Drainage Renewal Program	220,000	Pires – Goughs Bay Rd drain reformation to support resealing – completed Feb. Drainage renewal work completed in May.	On Budget	Complete May 2024
Drainage Upgrade	\$157,000	Design and assessment of Kareen Hills Retention Basin complete. Orifice plate installed (project complete). High Street drainage in front of Foodworks – site investigation and concept design completed.	On Budget	Complete March 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Jamison drainage upgrades (carry forward) completed in September.		
Stormwater Improvement	\$223,000	Design & construct Cambridge Drive – works completed May. 14-18 Malcolm St – Developer has agreed to complete works as part of planning permit. Pinnacle Rd, Sawmill Settlement works completed in December.	On Budget	Complete May 2024
Open Space & Streetscapes				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – works completed early December.	On Budget	Complete Dec 2023
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – completed March.	On Budget	Complete March 2024
Streetscape Renewal Program - Jamieson	\$20,000	Design & deliver renewal at corner of Perkins St and Mansfield-Woods Point – vegetation has been removed, landscaping works completed in June.	On Budget	Complete June 2024
Mansfield Station Precinct	\$20,000	Turntable hazards removal complete.	On Budget	Complete Oct 2024
Streetscape Renewal Program – Mansfield	\$60,000	High/Chenery St roundabout beautification works completed in March 2024.	On Budget	Complete March 2024
Pump Track - Station Precinct	\$150,000	Design and construct new pump track – design on hold pending outcome of grant application.	On Budget	June 2024
Lords Reserve Oval Upgrade	\$300,000	Drainage improvements on oval – survey completed; contractor completed design. Contract awarded, works commenced in April, and completed in first week of July due to delays with supply of turf.	On Budget	Complete July 2024
Woods Point Open Space Renewal	\$45,000	Shelter & picnic table (carry forward) – final stakeholder engagement occurred in August.	On Budget	Complete Nov 2023

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Installation of main structure completed. BBQ and picnic table installation completed.		
Bonnie Doon Irrigation	\$52,000	Installation of Irrigation – stakeholder consultation completed. Water tank delivered December; irrigation installed in February.	On Budget	Complete Feb 2024
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights – scope determined; Lights purchased and installed – completed in first week of July.	On Budget	Complete July 2024
Horse Statue	-	Install statue on the High St median Mansfield completed in September.	On Budget	Complete Sept 2024
Street Tree Planting Program	\$20,000	Street tree plantings – stakeholder consultation completed, and trees purchased (see Field Services update in this report for planting update). Trees to be planted over winter in June, July and August.	On Budget	August 2024
Pathways				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) delivered as part of the kerb and channel works. Completed in January. Rail Trail Gravel/Stone Renewal in Station Precinct completed in March 2024.	On Budget	Complete March 2024
Footpath New	\$441,950	Pedestrian Refuge Island - Malcolm St/Chenery St to occur in 2024/25 in conjunction with other works. Design of gravel footpath – Pories-Goughs Bay Rd design complete. Stage 1 construction complete April. Construction of gravel footpath on Monkey Gully Rd – construction complete May 2024. Construction of Malcolm St footpath (carry forward) – completed.	On Budget	Complete May 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Roads				
Kerb & Channel	\$54,304	Renewal works scope determined. Works completed January.	On Budget	Complete Jan 2024
Re-Seal Program	\$890,343	Scope determined; contract awarded. Works completed in February.	On Budget	Complete Feb 2024
Re-Seal Preparation Program	\$520,365	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Works completed in February.	On Budget	Complete Feb 2023
Car Parks - New	\$498,000	34 High St Mansfield. Design finalised. Construction contract awarded to Alpine Civil and Practical Completion achieved in late June, with line marking works completed in first week of July and carpark opened for use.	On Budget	Complete July 2024
Car Parks – Renewal	\$88,800	Nolan/Baldry St carpark renewal. Contract awarded. Works completed May.	On Budget	Complete May 2024
Gravel Re-Sheeting Program	\$1,197,000	Scope determined; contractor awarded. Works completed.	On Budget	Complete Jan 2024
Township Sealing Program	\$150,000	Goughs Crescent and Katherine St, Goughs Bay – scoping completed. Contractor awarded. Works complete.	On Budget	Complete Jan 2024
Heavy Vehicle Alternate Route Stage 2 – Mt Battery/Greenvale	\$1,838,000	Mt Battery roadworks and intersection upgrades currently under construction (carry forward). Contract variation approved by Council for Mt Battery intersection design. Works completed in November.	Above Budget by <10%	Complete Nov 2023
Heavy Vehicle Alternate Route Stage 2 – Dead Horse Lane	\$955,523	Dead Horse Lane construction completed in March.	On Budget	Complete March 2024
Buttercup Road	\$200,000	Design complete. Contract awarded. Works completed May.	On Budget	Complete May 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Coster St Woods Point	\$50,000	Improvements to Coster St – Contract awarded. Works completed.	On Budget	Complete Dec 2023
Mt Buller Service Road Renewal	\$500,000	Scope determined; design complete. Community consultation completed, contract awarded in February. Construction commenced in April; service road works achieved Practical Completion in June. Final traffic island works included in contract retention to be completed in 2024/25 pending DTP approval.	On Budget	Complete June 2024
Traffic Calming Device	\$30,000	Donovans Way improvements – contractor engaged, works completed May.	On Budget	Complete May 2024
Boat Ramp Maintenance	\$92,000	Grant funded project under contract (carry forward). Works finished in August 2023.	On Budget	Complete Aug 2023

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

4. New Initiatives

Initiative	2023-24 Budget	Project Update
Community Driven Initiatives		
Library Services - restoration to pre-COVID levels	\$ 88,658	Library has been operating on new hours since re-opening in May 2023 and with increased programs as requested by the community during budget submissions. New programs include: Armchair travel; Coordination of 7 book clubs; Library visits to all schools and kindergartens; School holiday programs; Childrens Book Week celebrations including an author/illustrator workshop; Christmas preschool extravaganza with local musicians; Open mic poetry night.
Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program	\$ 142,000	Two staff members have now been appointed in the roads team. Refer Fields Services update.
Community connections - 12-month extension to assist Aged Care transition (reduce isolation) to MDH	\$ 36,128	The Community Connections Officer contract ended in June 2024. Over the last 12 months the officer has been working with community members to identify and assist with their needs regarding access to services. This included visits to Jamieson and Bonnie Doon monthly and liaising with other service providers as well as one-on-one support. Recruitment for the 6-month contract included in the 2024-25 Budget will commence in July.
Community Driven Total:	\$ 266,786	
Income Generating / Funded		
Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes	\$ 61,691	Statutory Planning Team is currently fully staffed at 4.0FTE - comprising Coordinator, Senior Planner and 2 x Officers
Property Management Booking System - system rollout for management of property & leases	\$ -	Optimo has been rolled out and is being used. The transition for Council Buildings to move away from Calendar Booking System to Optimo is in progress.
Compliance - increase local laws presence to focus on Domestic Animal Management Act & Building Regulations compliance	\$ 26,000	Current local laws officer role increased from 0.8 to 1.0 FTE, from November 2023. Allowed for better completion of administrative tasks.
Income Generating / Funded Total:	\$ 87,691	
Regulatory / Risk Management Initiatives		
Records Digitisation	\$ 65,000	Role appointed (with a review required in 2024-25). Records Digitisation progressing with files prepared, scanned, and completed. In addition, assessment numbers were located for files with incomplete titles and box lists prepared to complete the process. Scanning of the final

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Initiative	2023-24 Budget	Project Update
		Development Services compactus has just commenced. There were 8238 files to scan when the project commenced; as at the end of June 2024 there are approximately 1900 files remaining to complete the project.
Tree Inspections and Management - appointment of a fixed term arborist to progress the programs	\$ 40,000	0.4FTE arborist has been appointed and Quantified Tree Risk Assessment training was completed in September 2023.
Regulatory Requirements Total:	\$ 105,000	
Existing Services Initiatives		
Strategic Planning Officer - Cost effective delivery of Strategic Planning Program with reduced reliance on external consultants through use of undergraduates	\$ 29,000	Strategic Planning Officer role changed from 1.0 FTE to 1.6FTE effective from January. Existing Planning Support Officer has moved into the Strategic Planning role. As the 1.0FTE position was not able to be filled successfully, an additional 0.6FTE has been appointed and advertising is currently underway for an additional 0.6FTE. These positions are filled with undergraduate students.
Customer Service - improved response to community requests through increased resources in customer service	\$ 26,148	Employee hours increased to provide full coverage. The increased hours supported Final Rates Instalment Payments for 2023/24, FOGO waste enquiries and dispensing the Kitchen Caddies, animal registrations and archiving/destruction process.
HR Trainee - to provide better HR support to the organisation and improve operational efficiency	\$ 38,000	The trainee role has been appointed.
Existing Services Total:	\$ 93,148	
New Initiatives		
Finance Undergraduate Role	\$ 55,000	The Finance undergraduate role has been occupied since mid-July.
Environmental Software - Purchase of Trellis Software to improve tracking and reporting requirements for organisational carbon emissions	\$ 6,800	Since the launch in November the Environmental Team have undertaken training, with more formal training scheduled for June/July 2024.
Outlying Communities Infrastructure Fund Grant	\$ 75,000	Council funded seven projects. All funds have been distributed. Peppin Hub was the first community to complete its project in February this year. Ancona Community Hall, Mansfield Motorcycle Club, Woods Point Progress Association, and Matlock Cemetery projects are all well underway. Howqua Community Group and Goughs Bay Progress Association have liaised with Council on planning and design concepts. All projects are at differing stages of completion but some are awaiting tradespersons or are scheduled for completion after winter.
Events Program - ongoing commitment to events funding, with increased support for community events	\$ 25,000	Additional funding has supported events with increased permit, traffic management and first aid fees. Council recently purchased additional traffic signage to enable management of traffic for the

Initiative	2023-24 Budget	Project Update
		Mansfield Marathon saving \$3,000 in traffic management by contractor.
FOGO Kitchen Caddies - supplied to residences in support of the rollout of FOGO service	\$ 50,000	Kitchen caddies were delivered to Council in week of 3 June 2024 and pick up by residents who have registered has continued.
New Initiatives	\$ 211,800	

5. Statutory Planning

2023/24 Financial Year Statistics:

- ▶ 188 applications Lodged.
- ▶ 215 applications Determined.
- ▶ \$106 million estimated cost of development.
- ▶ Overall Average days to determine an application – 34.6 days.

Planning Applications Lodged June 2024

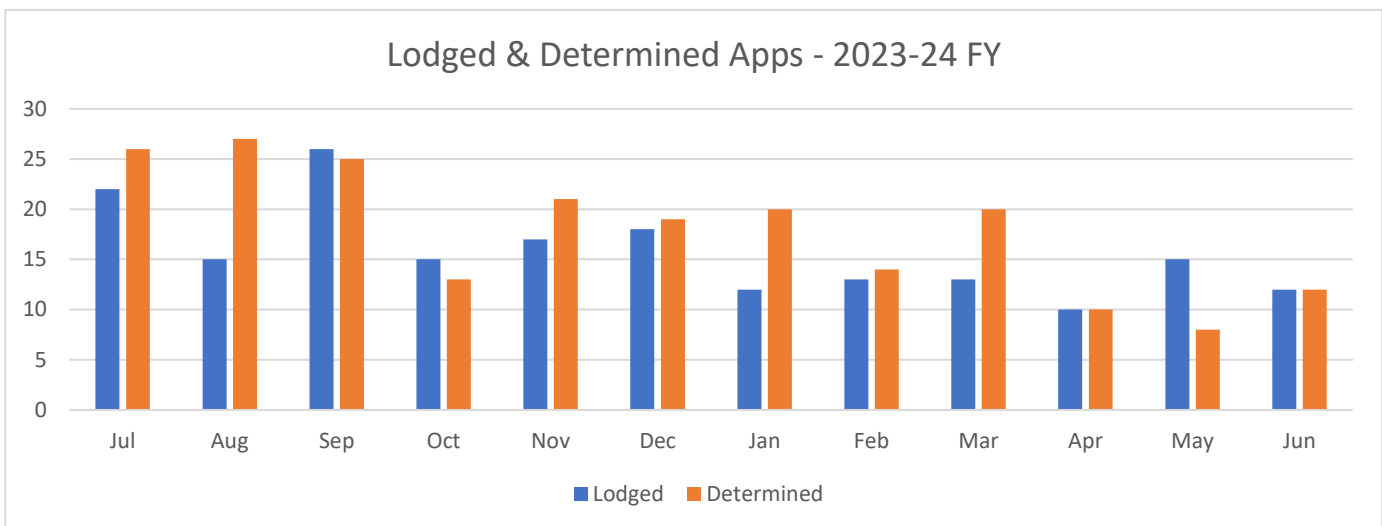
App No.	Property Address	Proposal
P058/24	1435 OLD TOLMIE ROAD TOLMIE 3723	Two (2) Lot Subdivision
P059/24	408 HUTCHINSONS ROAD BONNIE DOON 3720	Development of land for a dwelling extension
P060/24	65 OLD EILDON ROAD JAMIESON 3723	Development of land for an outbuilding
P061/24	6-12 MOOREY STREET MANSFIELD 3722	Five (5) Lot Subdivision
P062/24	654 BLUE RANGE ROAD BRIDGE CREEK 3723	Use and Development of Land for a Third Dwelling
P063/24	90 CAMPAGNOLOS ROAD MANSFIELD VIC 3722	Two (2) Lot Subdivision
P064/24	35-37 Ailsa Street MANSFIELD VIC 3722	Two (2) Lot Subdivision
P065/24	3291 MANSFIELD-WOODS POINT ROAD JAMIESON 3723	Development of land for an outbuilding
P066/24	4935 MANSFIELD WOODS POINT ROAD KEVINGTON 3723	Development of land for an extension to an existing dwelling
P067/24	1673 MANSFIELD WOODS POINT ROAD PIRIES 3723	Development of land for an outbuilding
P068/24	18 HIGHTON LANE MANSFIELD VIC 3722	Three (3) Lot Subdivision
P093A/23	824 MAROONDAH HIGHWAY MERTON VIC 3715	Development of Land for an Agricultural Shed
Total Applications Lodged:		12

Planning Applications Determined June 2024

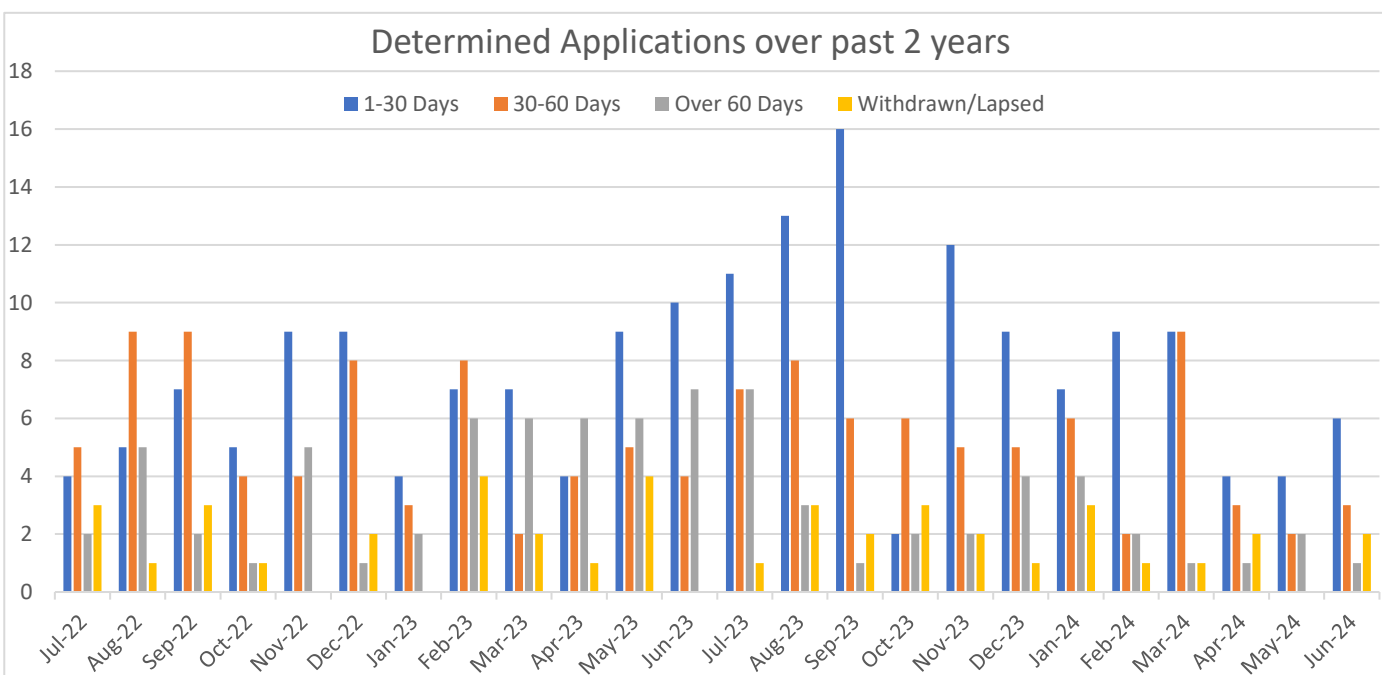
App No.	Property Address	Proposal	Decision Type
P011/23	164 MALCOLM STREET MANSFIELD 3722	Development of land for a second dwelling	Issued
P025/24	1610 MANSFIELD WOODS POINT ROAD PIRIES VIC 3723	Two (2) Lot Subdivision	Issued
P034/24	35 ROWE STREET MANSFIELD 3722	Use and development of land for a Residential Village (Six Dwellings)	Lapsed
P0049B/07	113 HIGH STREET MANSFIELD VIC 3722	Development of a Supermarket and Retail Shops, and display Business Identification and Internally Illuminated Signs	Issued
P050/24	1629 MAROONDAH HIGHWAY BONNIE DOON 3720	Development of land for creation of access to a road in the Principal Road Network	Issued
P054A/23	92 HIGHETT STREET MANSFIELD 3722	Development of land for alterations and extensions of a Residential Aged Care Facility and removal of Native Vegetation (7 trees)	Issued
P060/24	65 OLD EILDON ROAD JAMIESON 3723	Development of land for an outbuilding	Issued
P066/24	4935 MANSFIELD WOODS POINT ROAD KEVINGTON 3723	Development of land for an extension to an existing dwelling	Issued

App No.	Property Address	Proposal	Decision Type
P088A/23	103 HIGH STREET MANSFIELD 3722	Use of land for a licensed premises, buildings and works to construct a loading/unloading area, to construct and put up for display illuminated signage, and to externally paint a building	Issued
P107C/16	284 RIFLE BUTTS ROAD MANSFIELD 3722	Development of land for a dwelling	Issued
P146/23	15 OVERFLOW ROAD SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling	Withdrawn
P254/22	1671 MANSFIELD WOODS POINT ROAD PIRIES 3723	Development of land for a dwelling (retrospective)	Issued
Total Applications Determined:			12

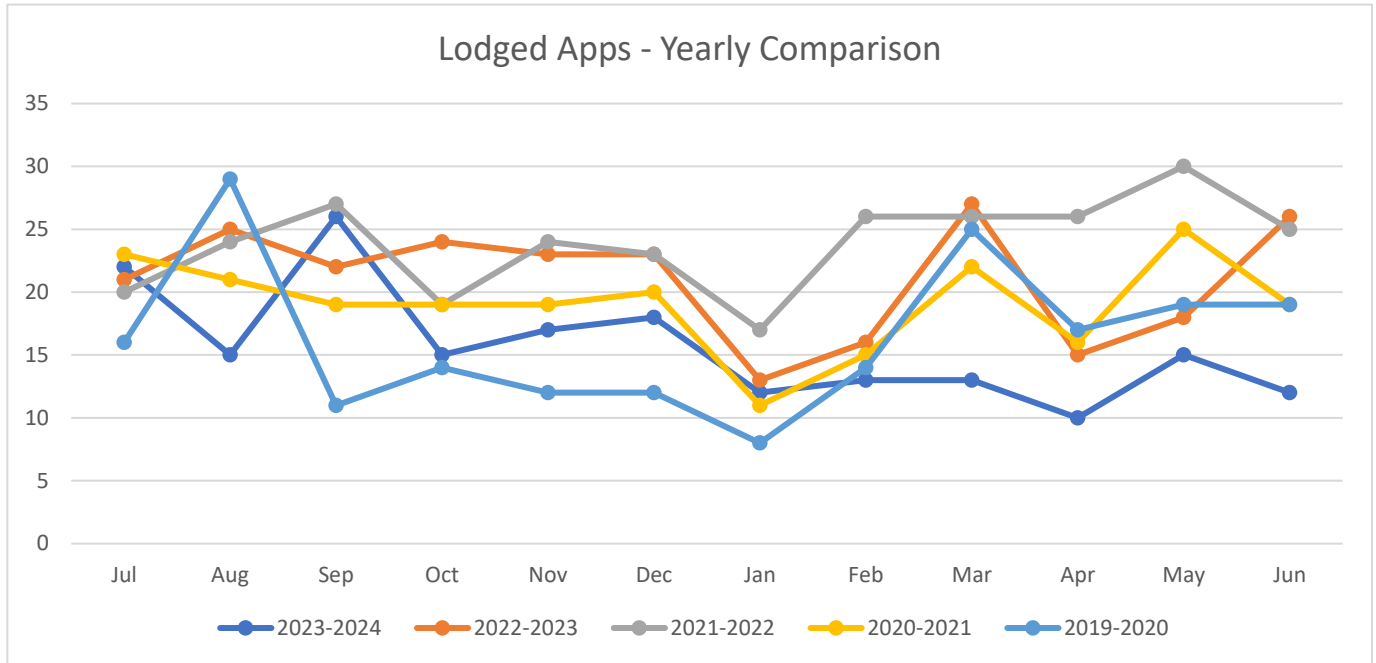
Number of Application Lodged and Determined



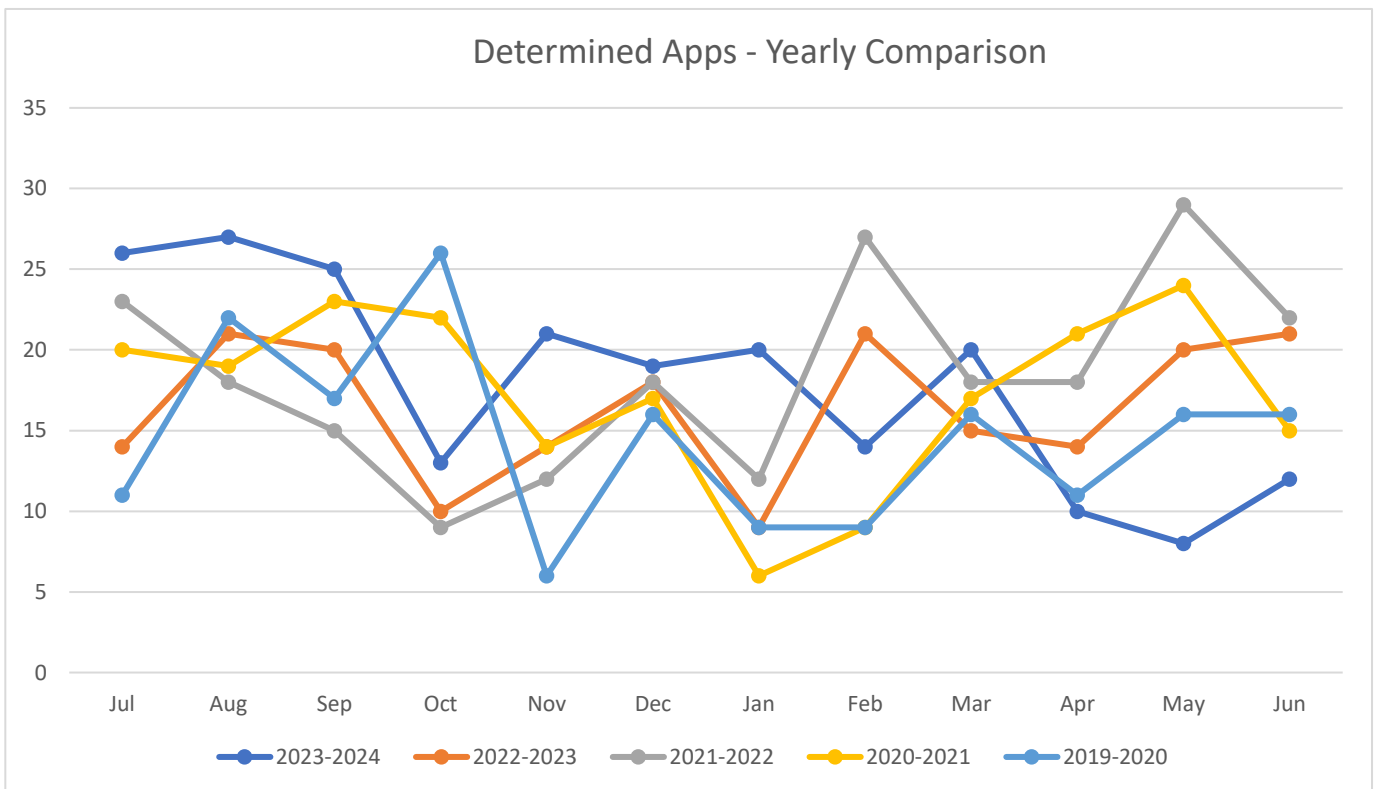
Days Taken to Determine Planning Applications



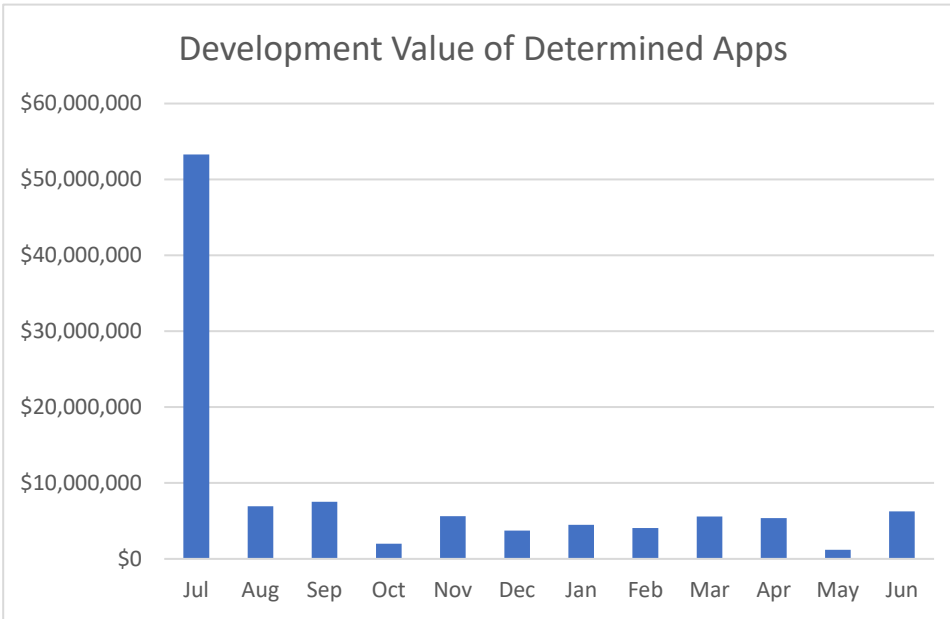
Lodged Planning Applications – Yearly Comparison



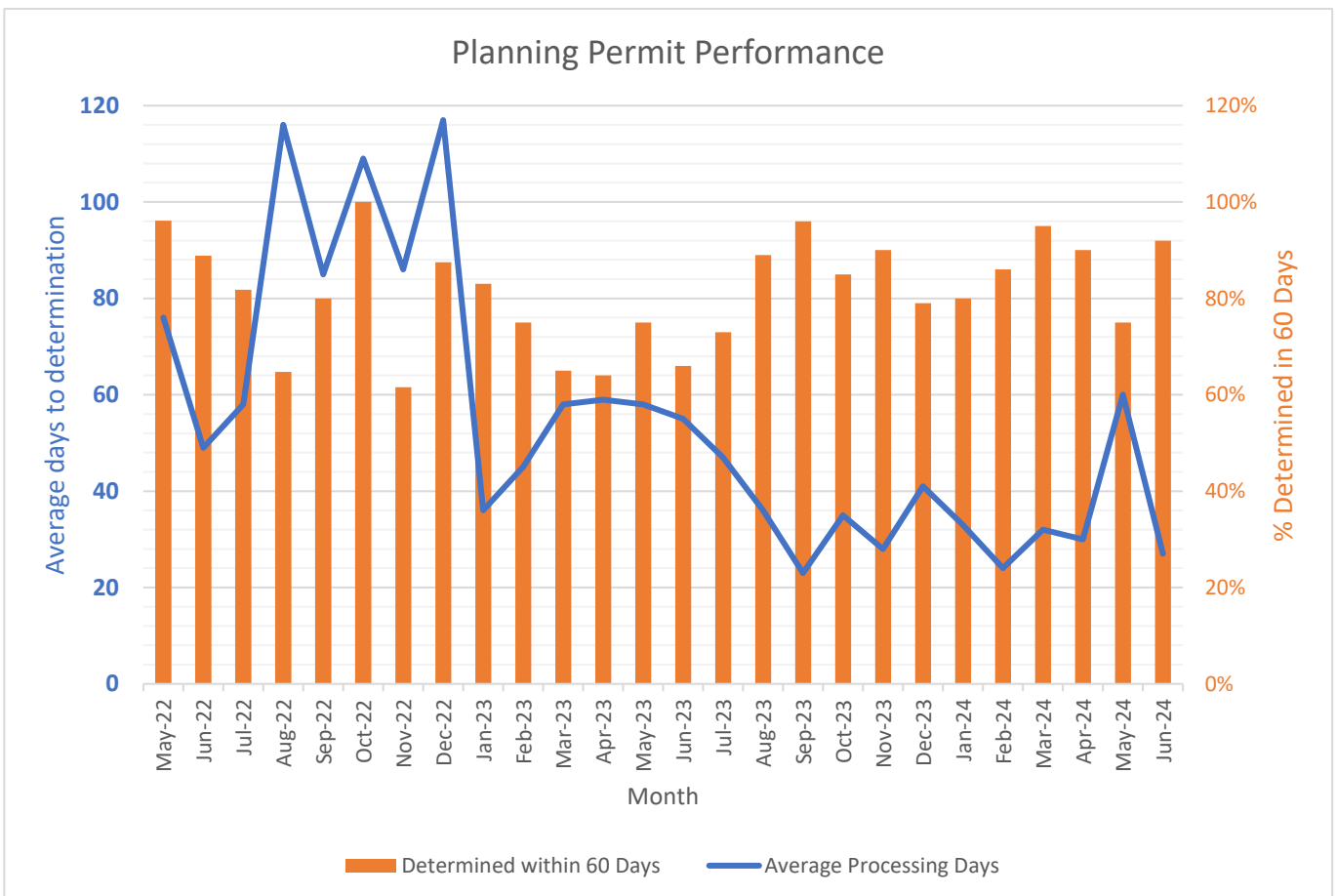
Determined Planning Applications – Yearly Comparison



Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S232459S/24	57 Stock Route, Mansfield	Certification of a Plan	25/06/2024	Referred
S231895H/24	31 Logan Street, Mansfield	Certification of a Plan	14/06/2024	Lodged
S231844V/24	54-56 High Street, Mansfield	Certification of a Plan	13/06/2024	Referred
Total applications received: 3				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	4
Secondary Consent	3
Extension of Time	3
Written Planning Advice	2
Certification & Statement of Compliance	4
Section 71 Corrected Planning Permits	1
Assessment against a Section 173 Agreement	
Development Plan	1
Total applications Issued: 14	

Strategic Planning

Project Name	Status	Description	Comments	Next steps
C55	In Progress	Alters the urban floodway zone at Redgum Rise Estate	DTP requires 2 week re-exhibition to resolve submissions.	Re-exhibition to be completed in July before going back to DTP
C56	Ready for Exhibition	Implements the Alpine Approaches Planning Scheme Amendment	Authorised by DTP for Exhibition. Minor alterations to be done prior to exhibition.	Ready to commence Exhibition
C57	Exhibited	Implements the Mansfield Planning Scheme Review and Mansfield Open Space Strategy	Exhibition completed, need to resolve 3 submissions.	3 submissions to resolve
C60 Mansfield Planning Strategy	In Progress	Implement Mansfield Planning Scheme Review and Planning Strategy into the Mansfield Planning Scheme.	Further review for inclusion of Design and Development Overlay for re-zoning of Neighbourhood Residential Land and completion of maps.	To go to August Council Meeting
C61 Bonnie Doon Plan	Awaiting Response	Create a planning scheme amendment to implement the Bonnie Doon and Merton Plans	Amendment drafted and submitted to DTP for review.	Waiting on response from DTP.
C62 ESO Review	In Progress	Environmental Significance Overlay review to reduce referrals to GMW	Concerns by DTP about GMW consent – Planners are actively engaging with GMW	DTP concerns to resolve
C63	New	Proponent led amendment to re-zone land at 73 & 75 Dead Horse Lane Mansfield to Industrial 3 Zone	Received 30 May 2024	Initial Officer assessment and send to DTP for review
Goughs Bay Plan	In Progress	Creates a Structure Plan for Goughs Bay for the next 20 years.	Maps to be completed for draft plan. Expected to be released alongside the IWMP	2 nd Round of Engagement for the Draft Plan – July 2024
High Street Design	ON HOLD	Preparation of a study and strategy for the future design of the Mansfield township CBD and Parking Strategy	Engagement plan completed.	On hold, to be undertaken with Parking Study in 2024/25
Delatite Valley Plan	In progress	Create a community, tourism and structure plan applying from Merrijig to Mirimibah	Round 1 of engagement open until August 9. Includes online survey, Merrijig town walk and drop is session on 26 July 2024	Summary of submissions to be taken to briefing

6. Building Services

Monthly Comparative Value of Building Permits Lodged

	2023-2024	2022-2023	2021-2022
JUL	\$9,416,143	\$7,830,045	\$6,363,414
AUG	\$9,660,939	\$6,184,961	\$8,284,568
SEP	\$8,285,734	\$7,294,440	\$6,017,668
OCT	\$5,983,269	\$11,189,249	\$3,392,677
NOV	\$4,946,338	\$9,084,874	\$5,573,777
DEC	\$8,675,149	\$3,593,347	\$8,266,461
JAN	\$5,409,263	\$5,829,556	\$3,791,736
FEB	\$4,045,519	\$6,049,268	\$10,806,944
MAR	\$5,631,967	\$10,907,270	\$5,199,799
APR	\$7,796,948	\$3,383,999	\$6,747,987
MAY	\$5,797,218	\$10,536,593	\$4,103,660
JUN	\$4,000,852	\$9,937,814	\$5,350,889
TOTAL	\$79,649,339	\$91,821,416	\$73,899,580

Monthly Comparison of Permits Lodged for Dwellings

	2023-2024		2022-2023		2021-2022	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	5	5	24*	24	15	15
AUG	9	14	5	29	15	30
SEP	6	20	5	34	18	48
OCT	6	26	11	45	6	54
NOV	6	32	30	75	9	63
DEC	10	42	5	80	9	72
JAN	4	46	7	87	4	76
FEB	4	50	5	92	11	87
MAR	5	55	5	97	10	97
APR	10*	65	6	103	5	102
MAY	9	74	13*	116	7	109
JUN	6	80	12*	118	5	114
TOTAL	80		118		114	

- ▶ One permit issued for 3 dwellings at Beolite Village

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	6	\$3,137,390
ALT & ADDITIONS	5	\$176,462
SHEDS & CARPORTS	1	\$120,000
SWIMMING POOLS, SPAS & FENCES	1	\$60,000
COMMERCIAL & PUBLIC AMENITIES	1	\$507,000
TOTAL COST OF BUILDING WORKS	14	\$4,000,852

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	3	3	6	8	8
AUG	5	7	12	14	10
SEP	5	4	9	5	5
OCT	6	1	7	8	5
NOV	2	1	3	2	7
DEC	1	2	3	7	5
JAN	0	0	0	0	8
FEB	4	3	7	10	9
MAR	3	2	5	10	1
APR	7	0	7	7	5
MAY	2	0	2	6	8
JUN	2	1	3	2	3
TOTAL	40	24	64	79	74

Septic Applications Lodged

	2023-2024		2022-2023		2021-2022	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	6	6	6	6	4	4
AUG	12	18	7	13	2	6
SEP	9	27	13	26	5	11
OCT	7	34	3	29	8	19
NOV	3	37	12	41	8	27
DEC	3	40	6	47	5	32
JAN	0	40	2	49	6	38
FEB	7	47	5	54	8	46
MAR	5	52	4	58	11	57
APR	7	59	10	68	2	59
MAY	2	61	4	72	8	67
JUN	3	64	4	76	6	73
TOTAL	64		76		73	

OWMP Implementation

	OWMP Inspections conducted	
	Monthly Total	Cumulative Total
JUL	25	25
AUG	20	45
SEP	13	58
OCT	32	90
NOV	18	108
DEC	16	124
JAN	0	124
FEB	1	125
MAR	0	125
APR	0	125
MAY	1	126
JUN	0	126
TOTAL	126	126

	Outcome of OWMP Inspections											
	Major Alteration Required		Minor Alteration Required		No Access Available		System Report requested		System not found		Compliant	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	2	2	4	4	2	2	6	6	0	0	11	11
AUG	1	3	1	5	0	2	5	11	0	0	13	24
SEP	1	4	0	5	0	2	4	15	0	0	8	32
OCT	0	4	0	5	7	9	15	30	0	0	10	42
NOV	0	4	0	5	0	9	0	30	12	12	6	48
DEC	0	4	0	5	0	9	14	44	0	12	2	50
JAN	0	4	0	5	0	9	0	44	0	12	0	50
FEB	0	4	0	5	0	9	1	45	0	12	0	50
MAR	0	4	0	5	0	9	0	45	0	12	0	50
APR	0	4	0	5	0	9	0	45	0	12	0	50
MAY	0	4	0	5	0	9	0	45	0	12	1	51
JUN	0	4	0	5	0	9	0	45	0	12	0	51
TOTAL												

8. Waste Services

Kerbside Waste Collection Statistics

The landfill diversion rate for the month of June 2024 was 28.25%. And the current yearly average landfill diversion rate for FY23/24 is 29.79%.

	2023-2024		
	Recycling (total tonnage)	Landfill (total tonnage)	Landfill Diversion Rate
Jul	83.15	195.72	29.82%
Aug	88.59	203.32	30.35%
Sep	90.14	207.86	30.25%
Oct	96.26	204.08	32.05%
Nov	100.94	218.18	31.63%
Dec	98.24	226.71	30.23%
Jan	120.44	311.08	27.91%
Feb	85.48	200.86	29.85%
Mar	86.84	209.00	29.35%
Apr	90.72	209.92	30.18%
May	84.56	213.36	28.38%
Jun	68.16	173.14	28.25%
Total Tonnage	1093.52	2580.01	
Avg Landfill Diversion Rate for the FY	29.79%		

Projects Update

- ▶ **Food Organics & Garden Organics (FOGO)**
The Green Bin collection commenced 1 July 2024 and properties in the Opt-In Areas will be able to continue to opt-in. Further engagement will be undertaken in outlying areas with the aim to increase the amount of opt-in properties.
- ▶ **Kerbside Collection Trucks**
Four new Cleanaway Trucks have arrived ready to go into service on Monday 8 July 2024, the trucks have been wrapped in beautiful photographs of Mansfield Shire (including images taken by our Council team) and will act as moving ‘billboards’ for the Shire with two trucks travelling to Melbourne each week. Images of the new trucks are included below.



9. Revenue Services

Rate Reminders

1573 End of Year rate reminders have been emailed and posted – Total \$1,882,303.26 (this figure includes Mt Buller and FSPL Charges).

Rate Arrangements Updated

167 Ratepayers contacted regarding their current arrangements and updated in Synergy. Payment extension added for Supps returned in May and rated.

Concession Claims

4 of 4 Completed and submitted for EOFY Payment.

Annual Concession Verification

Completed in test to implement for EOFY Rollover.

EOFY Testing Completed

Loading of Revaluations, reconciling EOFY Valuations, rates testing and balancing with Budget all completed.

VEC Update Synergy

Synergy update tested and then uploaded live on 13 June 2024 to meet Victorian Electoral Commission (VEC) timeframes.

VEC Roll Update

157 manual entries included for voter registration on Electoral Roll.

VEC Trial CEO List

230 Registered Voters loaded into system for VEC.

Debt Recovery Procedure Updated.

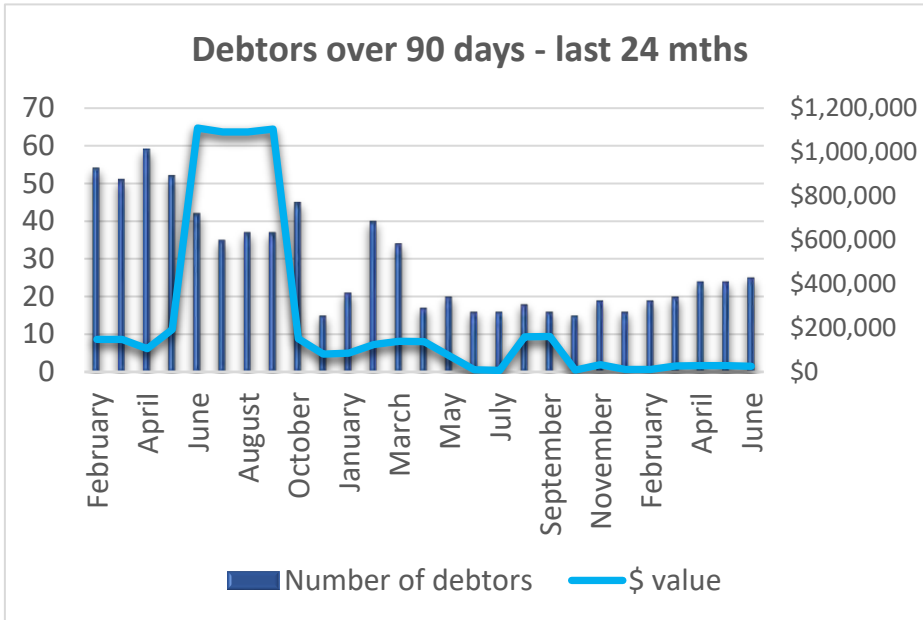
Follow up actions implemented as discussed with Councillors.

Staff Training

Vicki Wenham from ITVision hosted a one-hour training session which was well attended by all staff and covered rates journals and other relevant topics.

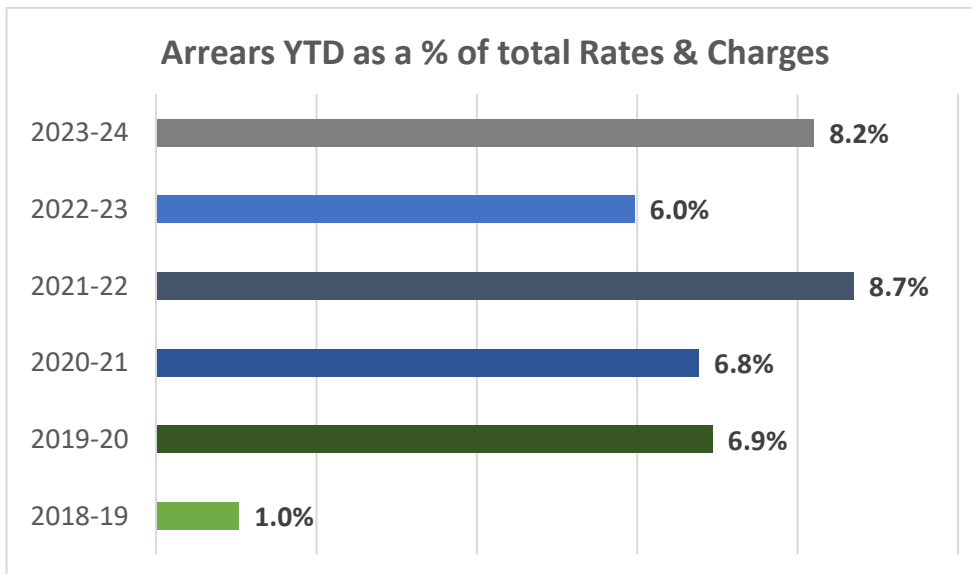
Debtors

The number of debts outstanding over 90 days has increased by 1 to a total of 25 between May and June. The value of debt outstanding has decreased by \$2.7K to \$25.1K. Of this amount, \$15,000 is an outstanding financial contribution from a water authority towards the Integrated Water Management (IWM) program, which has been invoiced but not yet paid.



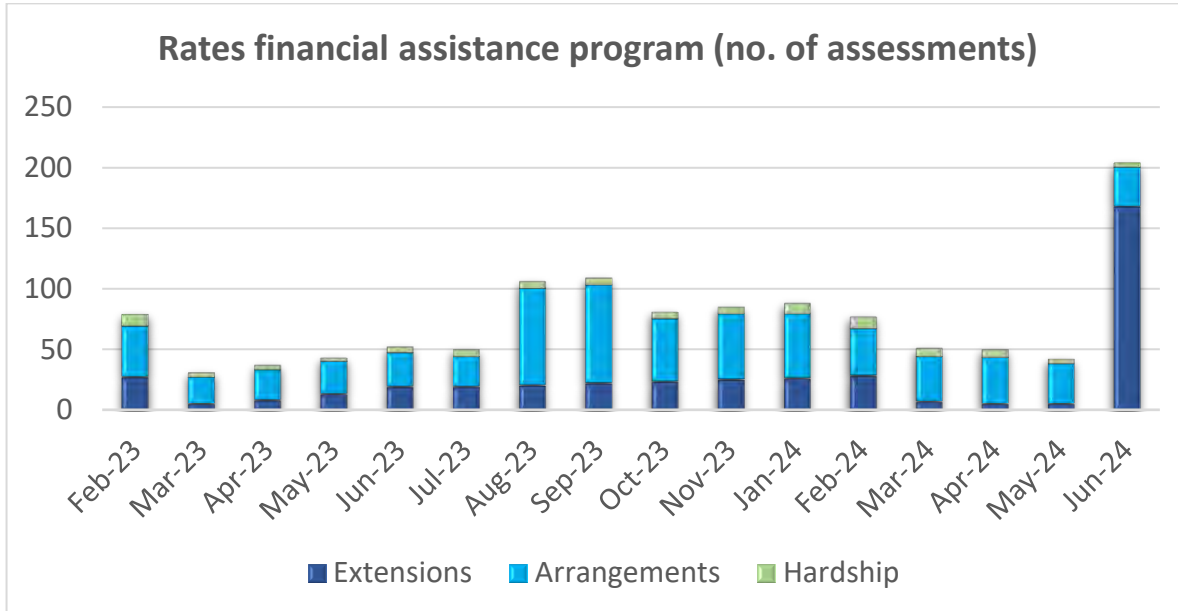
Payment of Rates

Rates Arrears of 8.2% at the end of June reflects arrears payments associated with the invoices for this financial year 2023-24. Rates arrears are \$464,464 higher than compared to June 2023, of which approximately \$353k is waste charges from a total arrears amount of \$1,458,894.48. Council’s procedures have recently been reviewed and additional resources allocated to managing and reducing the increase in arrears observed over the last 5 years.



With the LG Act Amendments regarding rate payer financial assistance, Council has continued to work with rate payers who are in arrears to arrange for payment plans. From August 2023 these

payment plans are captured in the Arrangements category in the chart below. This number is higher in June due to payments that are due at the end of June for the supplementary rates raised in May.

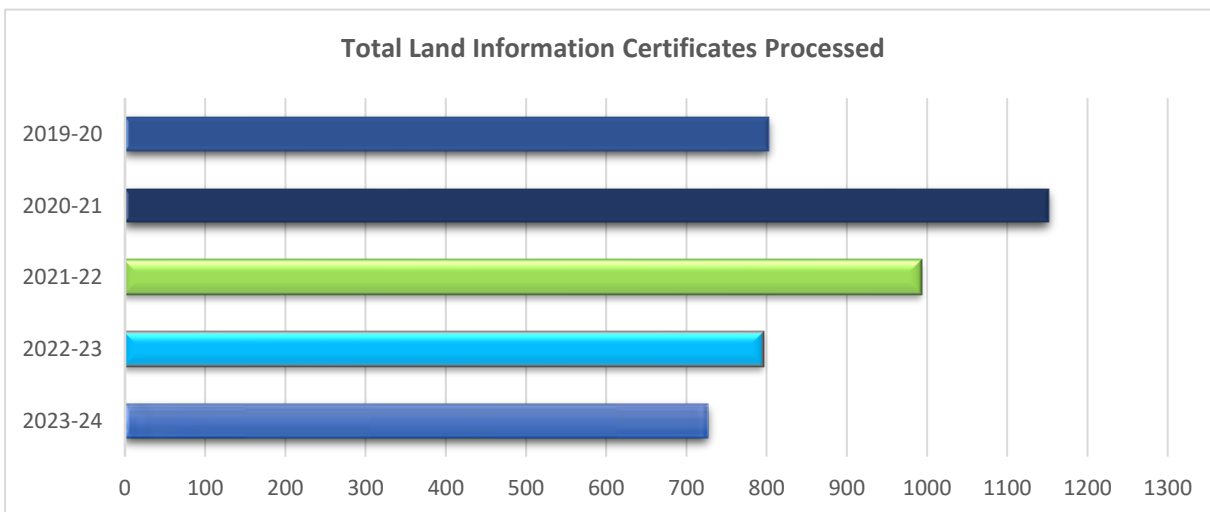


Debt Collection with Midstate Credit Collect

The number of active files at Midstate Credit Management is 22, down from 23 in May, with the total amount outstanding \$173,608 which includes legal costs of \$35,454.

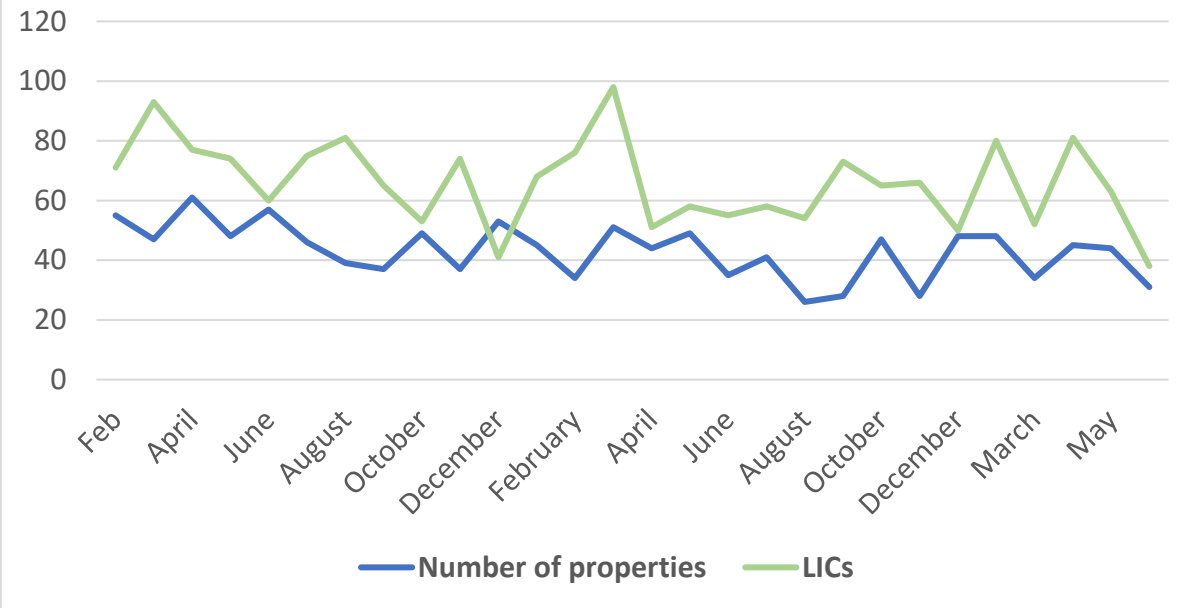
Property sales data

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 June was 38, which compares to 55 in the prior year. The processing of certificates for the year was 727, which is 68 lower than the previous year result.

Property Sales vs Land Info Certificates



Property Sales last 24 mths



10. Field Services

In June, some of the team went to Moama for a Municipal Works Field Day learning about all the new ideas in road maintenance and also parks and oval maintenance.



June was also a busy month for new equipment with delivery and inductions of a new reach mulcher which has been fitted to the new Kubota tractor, a new 3.2 tonne Komatsu Excavator with plant trailer and replacement line marker to enable Field Services to continue to improve the maintenance of our roads and parks across the shire.



Parks and Gardens

- ▶ Oval maintenance – fertilising, mowing (nurseries)
- ▶ Tree Pruning – Reardon’s Lane, Bonnie Doon, Ailsa St, Cambridge Drive, Galway Court, Somerset.
- ▶ Playground Softfall – Tennis Club, Bonnie Doon Rec Reserve, Bonnie Doon Community Centre, Botanic Park
- ▶ Botanic Park – Clean-up of Temperate Rainforest area, pruning, weeding, spraying, mulching, river rock lining drain to dam and around pipe under path, repairs on bridge near Whitfield Rd, tidy up veggie patch.
- ▶ Tree Planting – Stockman’s Rise, Donovan’s Way, Botanic Park, College, Benalla Rd, Grange playground
- ▶ Training – Loader, Asstetic, First Aid, HSR
- ▶ Information Centre – mulching, weeding, pruning, spraying.
- ▶ College Park – mulching, weeding, spraying, planting.
- ▶ Annuals - fertilise.
- ▶ Field Days – Moama and Melbourne
- ▶ Goughs Bay – pruning garden bed near gym area and tidying up of picnic point area.
- ▶ Rail Trail – pruning suckers and low branches.
- ▶ Cemeteries – mowing, ashes interment, burial, top up sunken graves.
- ▶ Roundabout – weeding, spraying, sugar cane mulch.
- ▶ Leaves – Mansfield, Jamieson, Merton, Bonnie Doon
- ▶ Litter – High St, Skate Park, Highett St, Nolans carpark, Collopy St carpark, Botanic Park
- ▶ Wetlands – Clean-up of fallen trees and branches.
- ▶ Equipment maintenance – Chipper blades and belt, Mower blades, cylinder mower back lap, Billy Goat shredder new hose
- ▶ 14 CRMS closed out in June.
- ▶ Jamieson Triangle works.





Roads Crew

- ▶ Street sweeping
- ▶ General urban maintenance
- ▶ Line marking

- ▶ Drainage
- ▶ CRMS 38 in total of which 29 were closed.

Backhoe work

- ▶ Goughs bay township
- ▶ Dry Creek Rd
- ▶ Hutchinsons Rd

- ▶ Rifle butts Rd
- ▶ Kidston Pde
- ▶ Tabletop Rd

Roadside grass slashing & Shrub clearing

- ▶ Monkey Gully Rd
- ▶ Barjarg area

- ▶ Tolmie area

Maintenance Grading

For June the Roads team managed to grade 38.6 kms bringing our total for 2024 up to 322.7 kms, which is a fantastic effort and puts it 64.9 kms in front of this time last year. The roads included:

- | | | |
|----------------|------------------|-----------------------------|
| ▶ School Ln | ▶ Scully's Ln | ▶ Tin Hut Lane |
| ▶ Buttercup Rd | ▶ Chapel Hill Rd | ▶ Hallets Ln |
| ▶ Greenways Ln | ▶ Walsh's Rd | ▶ Monkey Gully Rd Shoulders |
| ▶ Gonzaga Ln | ▶ Ancona Rd | ▶ Stoneleigh Rd Shoulders |
| ▶ Powers Rd | ▶ Glen Creek Rd | ▶ Mt Battery Rd Shoulders |
| ▶ Archies Ln | ▶ Harpers Rd | |
| ▶ Pollards Rd | ▶ Greens Rd | |

IMPACT Route Project Works

Corner widening, drainage re-establishment, road lifting and re sheeting works, culvert extension works were completed on Chapel Hill Road.



11. Community Health and Wellbeing

Maternal and Child Health

Maternal and Child Health Service	June 2024	Year to date
Birth notifications received	12	75
Key age and stage visits completed	59	719
Enhanced MCH hours provided	78.76	737.36
Sleep and Settling Outreach hours provided	1.25	53.58
Group hours	8.75	73.92

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. Applications are now open through the Mansfield Shire website.

In 2024 Mansfield Shire's Maternal and Child Health service was a successful recipient of a Department of Health – Dads Group Grant. This grant is \$100,000 over four years. Maternal and Child Health in partnership with Dads Group have been able to recruit and train three community peer leaders who have established a successful community led Dads Group which meets each fortnight in Mansfield.

Maternal and Child Health received additional funding through the Department of Health for lactation training and service delivery. This has allowed two Maternal and Child Health Nurses to commence study and work towards becoming qualified Lactation Consultants with the International Board of Lactation Consultant Examiners. This speciality training will support women in Mansfield Shire to access free evidence based breastfeeding education, support, and care to make informed decisions on feeding infants and young children.

The Municipal Early Years Plan was endorsed by Council at the 25 June 2024 Council meeting. Thank you to the children, families, services and stakeholders who participated and contributed to this four-year strategic plan.

Supported Playgroups

Supported Playgroup

Supported Playgroups are funded through the Victorian Government Department of Education and Training. The program aims to achieve improved outcomes for disadvantaged children to improve learning, development, and wellbeing outcomes through improved parent-child interaction.

Crawl and Play

The program has been developed by a paediatric Occupational Therapist for children aged 6 months to 5 years and includes a range of activities and equipment to help build children's confidence while developing their movement and thinking skills.

In addition to the benefits of movement, Mansfield Crawl & Play provides a safe space for parents to connect with their children, children to connect with other children, and parents to connect with other parents.

Supported Playgroup Attendance 2023-24		
	Term 3&4, 2023	Term 1&2, 2024
Supported Playgroup - total number of children attending.	387	281
Crawl and Play - total number of children attending.	282	225

The attendance numbers are influenced by both seasonal and age group factors.

Terms 3 and 4 are usually busier due to the weather improving, particularly for outdoor groups. Term 1 numbers are generally impacted by families settling other siblings into school/kinder and then winter impacting numbers in Term 2.

Crawl and Play have had two age groups; as the younger group was not getting good numbers this year, two sessions are now run, and age groups are not restricted so that siblings can come together, and numbers are now improving.

In Terms 3 and 4 in 2023 there was an additional group held at Tolmie on a Thursday, however as the numbers were decreasing due to children moving to kinder and school, this was stopped for 2024.

Playgroup Schedule

Monday

Crawl and Play operates from St Mary's Mercy Centre, 39 Malcolm St, Mansfield
9.45 am – 10.30 am and 11.00 am – 11.45 am

Wednesday and Friday

Youth Centre play group operates at Erril St, Mansfield
10.00 am – 12.00 pm

Friday

Bush Playgroup operates from Forest Camp, Piries-Goughs Bay Road, Goughs Bay
10.00 am – 12.00 pm

Financial Counselling

21 active clients in June 2024 with 3 clients pending. Referrals have been from both self-referral and agency referrals.

5 cases were closed in June. There were 10 cases funded by Upper Murray Family Care and 11 by Mansfield Shire Council. Cases are evenly spread across the funders at this stage.

The Service has engaged with 50 clients year to date, of which 34 (68%) are female.

17% clients (year to date) live in Public Housing.

71% clients (year to date) are single.

The average age (year to date) is 51.7yo.

For June, there are 2 Family Violence cases and 12 Life Event cases (includes significant health, work, relationship issues). Case numbers and complexities are increasing with the service

currently at capacity. This, however, is fluid and will be monitored. Waiting times are reported monthly and contingency will be put in place if necessary.

Emergency Relief

For June 2024, \$428.90 was allocated (via food, fuel and gas).

Integrated Family Services

Integrated Family Services have had an increase in referrals in June and are currently working with 7 families. Two families are outside of the Shire due to a conflict of interest at another Family Services program. These long-distance families take a significantly longer amount of staff time and do impact on ability to accept the usual number of referrals. A conflict of interest is something that arises for staff frequently in small communities and supporting programs in neighbouring councils is reciprocated. Families are currently dealing with issues such as housing stress, family violence, and young people using violence in the home.

The Coordinator organised, planned and chaired a meeting with the Primary School Mental Health and Wellbeing Leaders from around the Shire with fantastic attendance. The Mental Health in Primary Schools program is funded by the State Government to build the capacity of primary schools to support the mental health and wellbeing of their students. This meeting was designed to bring the staff together to share information, investigate and plan the development of a referral directory for primary schools. A guest speaker from Bethanga Primary school travelled to present on a referral and wellbeing flow chart that she has developed for her school.

The Orange Door (TOD) gave a presentation the referral, intake, and allocation system. Attendees reported that they found the meeting to be very valuable and would like to make it recurrent. Hence the creation of the Mental Health in Primary Schools Network, and the commitment to chair and host this meeting once per term. It is anticipated that the network will also serve as a connection point for relevant staff between meetings. Planning for the next meeting is already underway with the intention being to have presentations from local social support and mental health experts on the agenda.

- ▶ Service hours in June: 138.30
- ▶ Service hours year to date: 1840.85
- ▶ Target Hours per year: 2253.59

Health and Quality

In June staff have:

- ▶ Attended Q2 VicHealth Local Government Partnership catch up with VicHealth team.
- ▶ Attended Better Communities for Children Leadership Network meeting – with introduction of new staff to network.
- ▶ Participated in evaluation of the STIX Vending Machine with CERSH.
- ▶ Commenced the Fresh Fruit in Schools program with most schools and early years settings on board and excited for this initiative. This initiative is funded through the VicHealth Local Government Partnership.
- ▶ Finalised the Park Run signage to be displayed at the Mansfield Botanic Park.

- ▶ Attended the Respond Implementation Network Meeting.
- ▶ Attended the Food Systems Strategy Governance Group Meeting.
- ▶ Attended the Goulburn Valley Public Health Unit Collaborative Meeting.

Regional Assessment Service

The Regional Assessment Service (RAS) will be combined with the Aged Care Assessment Service under the Commonwealth Government aged care reforms commencing on 1 July 2024.

June 2024 data was unable to be accessed due to transition process as the transition plan was implemented by the Commonwealth on 19 June 2024. An update has been sought on the new RAS provider, however no advice has been received to date.

Community Connections

The Community Connections role has been extended for another 6 months in the 2024-25 Budget approved by Council in June. This role will be advertised in July 2024.

Social Inclusion Action Group

Social Inclusion Action Group activities in June included:

- ▶ Two funding rounds were released on 17 June 2024. Closing date 31 July 2024.
- ▶ SIAG event for planned for November (date dependent on events schedule).
- ▶ Developing the evaluation criteria for the application process.
- ▶ Developing processes to support the funding expenditure process and operational functions of the group.
- ▶ Finalising the Needs Analysis for the group.
- ▶ Developing an ongoing workplan.

12. Library

What happened at the Library during June?

- ▶ Preschool Storytime, New parents' early literacy talk.
- ▶ Library supported programs: Scrabble Club, High Country Poets and Mansfield Family History Group.
- ▶ Community groups made good use of the meeting rooms: Ladies craft group, U3A, Australian Breastfeeding Assoc, Multiple Sclerosis support group, Friends of Mansfield Library.
- ▶ Kindergarten group visit.
- ▶ Work experience student for 1 week: Jynx Bishop.

Reporting

Mansfield Shire Council submitted the Living Libraries Infrastructure Project Outcomes Report to The Department of Jobs, Skills, Industry and Regions. This was a detailed report covering the benefits of the refurbishment to the community during the 12 months since opening.

One-on-One Tech Help

This service was well utilised during June with 15 hours of One-on-One tech help delivered.

Armchair Travel

35 people attended Amanda Swaney's presentation on her photographic tour of Indonesia titled *Horsemen in the mist*. A delicious Indonesian supper was supplied by Friends of Mansfield Library.

Successful EOI to host Medicare display

Mansfield Library was notified that it is one of 50 Victorian library branches chosen to host Medicare's 40th anniversary display. The display consists of 2 x 2-metre-high towers, each made up of 5 x 400mm corflute cubes. The towers will be on display in the foyer of the Library for 3 weeks during September 2024.

Staff

The Library Coordinators within the High Country Library Network (HCLN) are in the process of doing a collection audit of the floating collection within each of the branches. Justine attended the first of these held in Myrtleford.

Justine attended a training day run by Public Libraries Victoria in Chiltern for Library coordinators in North East Victoria. A new version of the Library Management System used by HCLN is now available. It is web based and has a contemporary interface, is more intuitive and reduces number of steps to do a task. HCLN will begin using the new version in the next few months.

Friends of Mansfield Library (FOML)

FOML are preparing for the return of their enormously popular children’s program ‘The Magical World of Harry Potter’. The extravagant program will be offered on two evenings over the school holidays. FOML have been very busy planning, creating props, cooking and personally delivering invitations to participants by owl. Mansfield Library staff are supporting this program.



A snapshot of the Mansfield Library Victoria Facebook page

- ▶ Followers – 1100
- ▶ Engagement – 500
- ▶ Posts published – 26
- ▶ Reactions – 195

Our Winter School Holiday program is here!

We have plenty of fun activities on offer at the Library as we get ready to celebrate NAIDOC Week and the winter break 🍷🍷🍷🍷

Book your spot now ✨ Contact us at library@mansfield.vic.gov.au, 03 5775 8621 or drop by the Library during our open hours 😊

Friends of Mansfield Library (FOML) are hosting an immersive Harry Potter experience filled with games, fun, surprises, a delicious supper, and more. This is your chance to unleash your wizard/witchy skills! 🧙‍♂️🧙‍♀️

Take a peek at the images below to see the fun in action - a flashback to one of our last Harry Potter events.

Book your spot now by contacting us on 03 5775 8691. Come and join us!! ✨



Statistics for June 2024

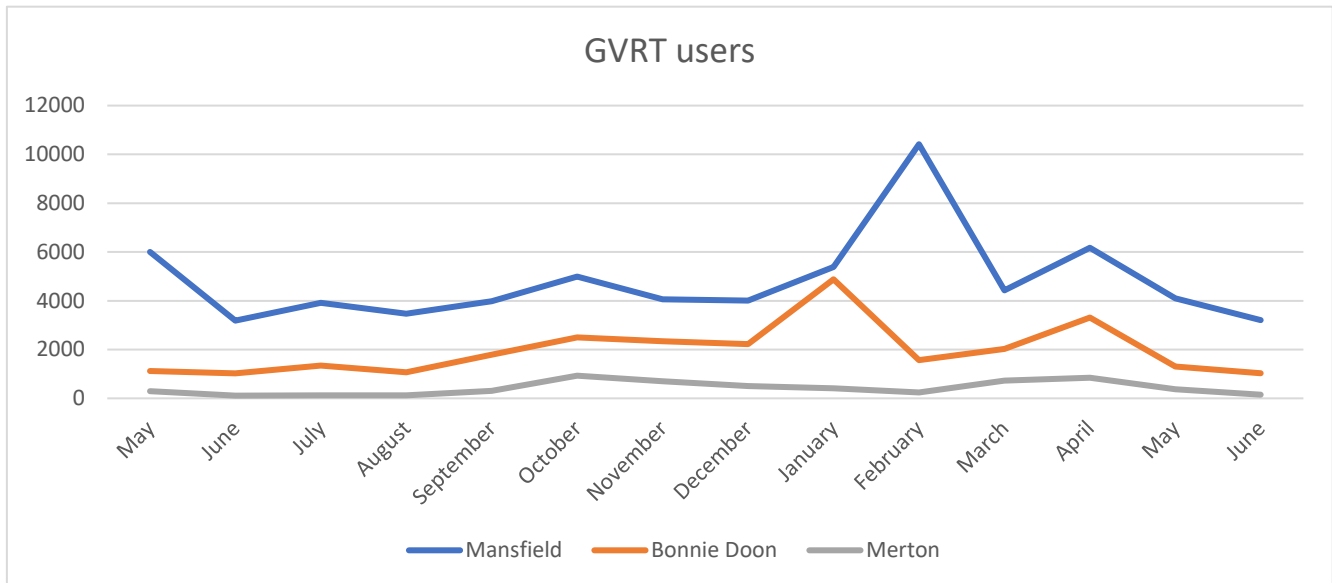
	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holdings placed	New*
June	3574					101		
May	3744	4483	18	301	18	136	744	46
April	3462	4280	11	278	7	94	730	52
March	3780	3751	7	102	16	155	654	45
February	3455	3808	10	163	16	204	659	54
January	3059	3867	13	151	11	169	698	41
June 2023	2470	3876	3	50	8	78	556	

*New memberships

Library was closed between Thursday 4 – Saturday 6 January due to staff sickness.

13. Visitor Services

The Great Victorian Rail Trail (GVRT)

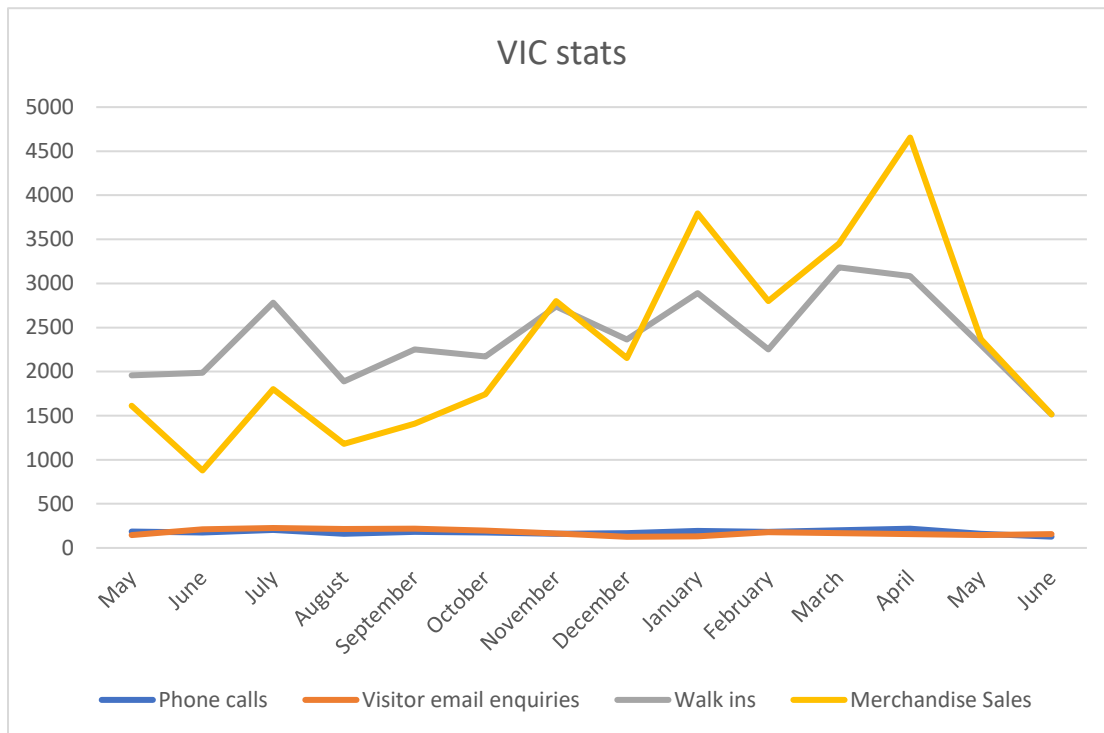


MONTHLY FIGURES	June 2023	June 2024	+/-
Mansfield	3,186	3,213	+27
Bonnie Doon	1,024	1,035	+11
Merton	111	150	+39
TOTAL	4,321	4,398	+77

ANNUAL FIGURES	22-23	23-24	+/-
Mansfield	52,829	58,118	+5,289
Bonnie Doon	23,034	25,379	+2,345
Merton	3,639	5,451	+1,812
TOTAL	79,502	88,948	+9,446

- ▶ Note that the counter was broken in May-July 2023 and therefore an estimate was used based on previous year figures.
- ▶ There was a 12% increase of visitors year on year on the GVRT, equating to a 9,446 visitor increase.
- ▶ Overall YTD 23-24 the Great Victorian Rail Trail attracted 88,948 users across the Mansfield component of the trail.

Mansfield Visitor Information Centre (VIC)



MONTHLY FIGURES	June 2023	June 2024	+/-
VIC			
Walk In visitors	2,050	1,514	-536
Retail Sales	\$878	\$1,153	+275

ANNUAL FIGURES	22 – 23	23 - 24	YOY +/-
Total walk-in visitors	28,872	29,322	+450
Total retail sales	\$21,669	\$31,054	+\$9,385

- ▶ Note that at the time of pulling these numbers, there were four days left of June, including the first weekend of school holidays which typically will attract high numbers so the final figures for June 2024 and Annual 23-24 will slightly change. Last year, the Winter School Holidays began on 24 June which could be attributed to the higher monthly numbers.
- ▶ There is a strong increase in revenue year on year, reflective of the focus on selling appealing merchandise suited to our region and its visitors. This will become a strategic focus again in 24-25.
- ▶ Council is working with a designer to update the visitor maps to update the design and include top tourist attractions and has also begun the process of updating the Official Visitor Guide, with anticipated completion in late 2024.

Sustainable Tourism Plan 2024-28

The Sustainable Tourism Plan 2024-28 is a collaborative approach Mansfield Shire will take with community, businesses and residents to sustainably develop our tourism industry and destination.

A draft of the Sustainable Tourism Plan 2024-28 has now been developed based on community engagement held in 2023 where the Shire consulted with more than 300 resident and industry stakeholders. An outline of the consultation process is as follows:

1. Plan project (complete).
2. Gather information and input on direction (complete).
3. Seek feedback on proposed overall direction (complete).
4. Seek feedback on draft Sustainable Tourism Plan – currently Live on Engage until 21 July 2024
5. Adopt final plan – anticipated August 2024.

Events**Lantern Festival**

Council supported the Mansfield Lantern Festival. This was the largest year for this event with approx. 3200 - 3500 people in attendance. The event is run by Walker Events and supported with a financial contribution from Council.

This year the Youth Centre also opened for a mini festival featuring live music, face painting, crafts and more, which was very successful. Council supported with:

- ▶ Entertainment Funding
- ▶ Traffic management Equipment
- ▶ Equipment loan
- ▶ Youth Festival

Upcoming Events

<u>July</u>	<u>August</u>	<u>September</u>
7 – 14 – NAIDOC Week 20 – Outdoor Provedore 27 – Farmers Market	24 – Outdoor Provedore 31 – Farmers Market	1 – Maindample Plant Sale (TBC) 13-15 – Jamieson Hot Rod Muster 21 – Outdoor Provedore 28 – Farmers Market

Youth

Future Proof Program

COURSE	COMPLETED – JUNE	WAITLIST FOR DATES
First Aid	60	22
CPR	10	0
Defensive Driving	0	27
Marine Course	36	0
White Card	30	19
Food Safety	9	11
Chainsaw Operations	0	10
Chemical Safety	0	8
Mental Health First Aid	0	9
Potential Diplomas and other short courses under investigation	0	7

Future Proof has now trained just under 150 young people in a range of short courses which is an amazing effort for a 6 month period. The program has also involved trainees in Local Laws, HR and peer support roles.



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

Through engagement with local youth, Council officers identified a strong link to art in our communities and a lack of support or known pathways for youth in this space. From this the CREATE program has been born. Utilising 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.
- ▶ Bus Shelter art project in Macs Cove & Goughs Bay has opened for submissions.
- ▶ A Mural on the side of the Jamieson General Store has been opened for consultation and design from youth.
- ▶ A Music Mentorship program is about to be launched.

Youth Centre

The Youth Centre team held a mini festival in the youth centre backyard as part of the Mansfield Lantern Festival. This featured music from young performers, face painting and LINE Wangaratta joining us for crafts and activities. The atmosphere was fantastic and it was great to welcome people into the space, many of whom had not seen it before.



SCHOOL HOLIDAY PROGRAM

WEEK ONE

JULY 1ST 11AM-5.30PM
OPEN DAY (basketball court, xbox, pool table and more)

JULY 2ND 11AM-5.30PM
BOARD GAMES

JULY 3RD 10AM-1PM
CHOP & CHAT

JULY 4TH **SOLD OUT**
SNOW DAY @ BULLER

JULY 5TH 3PM-5PM
POTTERY CLASS WITH KAREN PIRIE

WEEK TWO

JULY 8TH 8.30AM-4.45PM
HOT LAPS @ WINTON

JULY 9TH AM-PM
MOVIE DAY @ MAC - INSIDE OUT 2

JULY 10TH* 10AM-1PM
CHOP & CHAT

JULY 11TH* AM-PM
WEAVING WORKSHOP WITH ISOBEL MORPHY

JULY 12TH* AM-PM
PYROGRAPHY WORKSHOP WITH ILUKA SAX-WILLIAMS

LINK IN BIO TO REGISTER

FOR ANY QUESTIONS PLEASE CONTACT THE YOUTH TEAM:
 (03) 5775 8619
youth.services@mansfield.vic.gov.au

For Years 7-12 Students
 Spaces are limited for each event
 Food Provided
 All events held at Mansfield Youth Centre unless stated otherwise

*AS PART OF NAIDOC WEEK













14. Communications

Media releases

The 11 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.

- ▶ New shared path for Monkey Gully Road
- ▶ Last chance for free pet de-sexing
- ▶ Don't lose your right to vote
- ▶ FOGO bins to be collected from July
- ▶ SIAG grants for community initiatives
- ▶ Council plants more street trees
- ▶ NAIDOC Week 2024
- ▶ Upgrades and new disability parking for Lords Reserve
- ▶ New building surveyor appointed
- ▶ Overdue pet registrations
- ▶ Mayor's Report

Comments to media

Comments were provided on the following topics:





- ▶ Proposed automotive museum / 255 Dead Horse Lane development – ABC Goulburn Murray
- ▶ Howqua Track – Mansfield Courier
- ▶ MAV Stand for Council – Mansfield Courier
- ▶ Cycling Without Age – Cycling Without Age staff

Social media

Statistics on Council's Facebook page activity are provided below:

	June 2024	May 2024
Reach:	57,218	81,845
Followers:	7,110	7,088
Content interactions:	1,453	1,733
Link clicks:	190	845

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

	Whooh Hoo! We're almost there. The asphaltting has been laid in the High Street carpark and once the line marking has been carried out early next week, it will be open and ready for the public to use. Fri, 28 Jun	Post reach 11,940	Engagement 1,525
	Mansfield's very own 2016 Olympic Gold Medalist, Catherine Skinner, has qualified for this year's Olympics and is off to Paris to again contest the Women's Trap Shooting. We are so proud of Catherine that she was presented with the Keys to the Shire at a Civic Reception held in her honour in 2016 and her name has also been placed on the rammed earth... Fri, 28 Jun	Post reach 29,019	Engagement 1,265
	After receiving community feedback around the safety of the Chenery St and Ailsa St intersection additional no parking signs have been installed to address concerns. If you are in the area please make sure to obey signage to allow for a clear line of sight for oncoming traffic. We hope this makes everyone feel a bit safer when driving or crossing in... Thurs, 20 Jun	Post reach 7,055	Engagement 630
	During June, properties in Mansfield will receive their green bin for Food Organics and Garden Organics. The collection service starts in the first week of July so please refrain from filling up your bin until then as the smell might prompt some less than pleasant reviews from your neighbours! Your green bin will be collected each fortnight.... Wed, 5 Jun	Post reach 2,497	Engagement 599

Media undertaken by the Mayor

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

- ▶ Possible hospital board amalgamation concerns
- ▶ Street trees
- ▶ SIAG grants
- ▶ FOGO bins
- ▶ Pet de-sexing

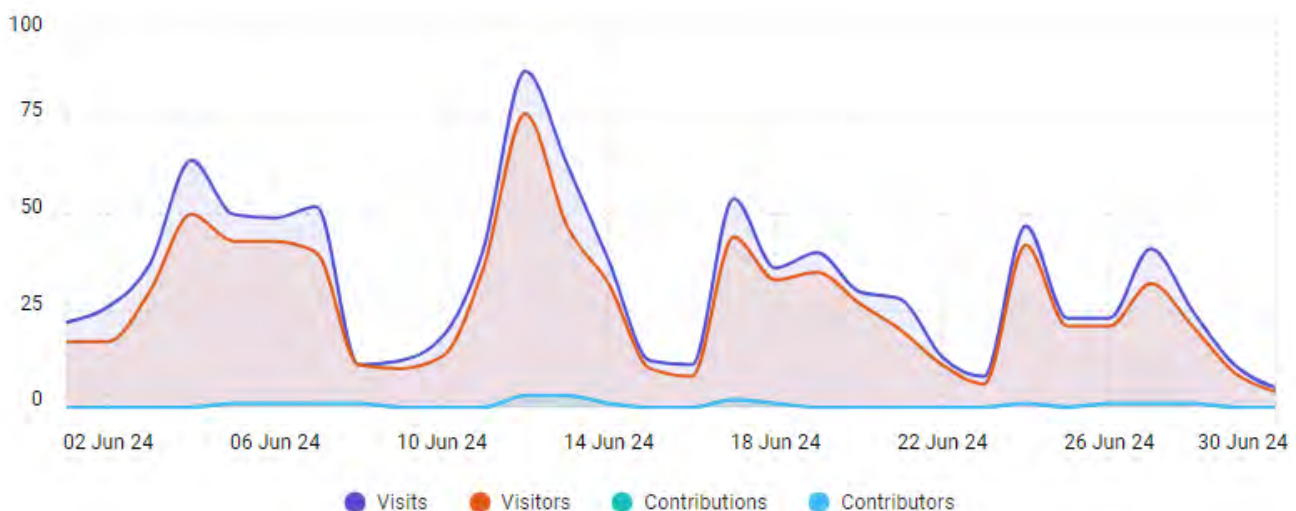
Cr Rabie also attended an interview with ABC Victorian Statewide Drive to discuss the Victorian Government Health Services Plan.

Engage Portal

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






The platform received 977 visits, 18 contributions and recorded 3 new registrations with an engagement rate of 2.5%.

Details of visitation over the month are shown below:



Mansfield Shire Council | **CEO Monthly Report**

The snapshot below shows the projects receiving the most engagement.

Tool	Project	No. of contributions
 Survey: Draft Mansfield Sport F...	Mansfield Sport Facilities Strategy Update	10
 News feed: Have feedback on t...	Municipal Early Years Plan	3
 Guestbook: Make a submission...	Proposed 2024-25 Budget	1
 Places: Proposed playground lo...	New playground for Goughs Bay	1
 Questions: Do you have a quest...	Rifle Butts Road Upgrade	1

YouTube

We have a steady level of community participation in our online Council meetings. The June Council meeting had 90 views.

15. Digital Transformation Project

Another busy and exciting month for Project CODI, with several updates across all modules.

Information Management

The common Business Classification Scheme (BCS), which will enable all Councils to align the way they store and manage their records, has now been endorsed by the Project Control Group and is being submitted to the Steering Committee for approval. The Information Management Coordinators had fine-tuned and agreed on the common BCS in May, which was a significant achievement for the project that will allow Council records to be easily stored, searched for, shared and controlled.

We've just passed another exciting milestone and made significant headway with the records data migration to SharePoint. The Mansfield pilot data migration successfully commenced on 1 July, with Murrindindi to follow shortly after.

Scripts have been created to ensure SharePoint sites are going to be created correctly, consistently and securely. This will save our ICT and IM teams a lot of time that would have otherwise been used to create these sites manually.

Our Project Control Group took part in an Information Management Portal demonstration. The portal will allow advanced search and workflow creation, both critical functions for all Councils, with the benefits extending not just to our IM teams, but to all staff. Once we receive the final proposal from Logicalis, we will be seeking approval from the Steering Committee for this portal.

Planning, Building and Regulatory (Greenlight Solution)

Murrindindi successfully went live with Greenlight for Building in May, and after a period of hyper care which addressed some defects, all seems to now be going well with ongoing support from eVis. We are now focused on testing the Benalla solution. The Benalla Building team shut down their department to other tasks to allow a week of dedicated User Acceptance Testing (UAT) at the end of June. The schedule has been revised, and Benalla Go-Live is now tentatively scheduled for the 22 July.

As eVis (the software vendor) previously arranged all their available resources to focus on providing hypercare to Murrindindi, work had ceased on the Planning and Regulatory modules and rollouts to the other Councils. This has now been rectified and work is underway again for all modules.

Our Planning module, led by Mansfield, commenced four weeks of scheduled UAT on the 1 July. A clear structure and approach has been created around this, with all Councils engaged and prepared to undertake the testing as required.

E-Vis have tentatively scheduled a system walkthrough for our Regulatory module, led by Benalla. Our Regulatory lead is currently working on creating a schedule and structure with e-Vis for UAT to commence in the near future.

Enterprise Resource Planning

We held our first project initiation meeting with Civica and our Project Coordinators on 27 June to work through how we are going to kick off work on our ERP module. Some key points that did come out of that meeting were that there was a difference in expectations between the Project and Civica around how much time Civica are going to dedicate to the project. Our expectation was that they would have a full time project manager dedicated to our solution, as well as a potential admin staff member, but Civica outlined that they were going to have one project manager dedicating one day a week, and another dedicating one day a month which is simply not sufficient for our needs.

It was also outlined to Civica that as local Councils, we need to be engaged and lead through required tasks, which also seemed to be beyond what Civica were expecting. They need to be significantly engaged with our Project Control Group and Steering Committee, which they are happy to do, so we are currently working through how that will look.

Our Service Management teams are keen to see an in-depth demonstration of the actual functionality of the Civica solution, which will help guide what integrations are required and set the expectations for our working groups moving forward.

Organisational Change Management

Organisational Change Management (OCM) has been an important focus for us over the last few months. It's a critical path to any project's success but is often left as a lower priority. Esra Welsh, our Organisational Change Management consultant, successfully helped us to hone our communications, she developed an OCM strategy and plan and held an OCM workshop with our Project Coordinators at the end of June. Esra has now finished up with the project but has successfully equipped our Project Coordinators with the skills and strategies to lead our OCM activities moving forward.

Sharepoint Fundamentals training has been successfully completed in both Mansfield, Benalla, and Murrindindi with positive feedback received. Advanced training for SharePoint for each Council is also being developed, as well as a SharePoint training hub site.

16. Electoral Roll

Council enrolled applications opened on 1 May 2024 and remain open until the close of roll in August. The below table outlines the number and types of applications received to date.

Month	Owner ratepayer	Occupier ratepayer	Corporation
May 2024	94	0	1
June 2024	148	1	1
July 2024			
August 2024*			
Total	245		

**Until close of roll on 7 August*