

CEO Monthly Report

August 2024



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of August show **103** customer requests registered with **19** requests remaining open and **84** being closed during the month.

One Expression of Gratitude was received for the month of August 2024:

- ▶ “A job well done to the School Crossing lady on at Chenery Street crossing. She does a wonderful job.”

No complaints were received for August 2024.

The majority (45%) of total requests opened were for Local Laws.

Requests consisted of (in order of frequency):

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

Field Services (36%) was the second largest group. Field Services requests consisted of (in order of frequency):

- ▶ Roads
- ▶ Parks and Reserves
- ▶ Signs
- ▶ Tree Fallen Limb Removal
- ▶ Drainage
- ▶ Tree Pruning Urban

At the time of the report there were 1 overdue service requests. Overall organisation performance is **98%**.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Records and Customer Service	2	2	0	0	0	0
Engineering Services	5	3	2	0	0	0
Parks and Garden Services	11	9	1	0	1	0
Road Maintenance	38	30	6	1	1	0
Local Laws	47	40	7	0	0	0
Total	103	84	16	1	2	0

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.

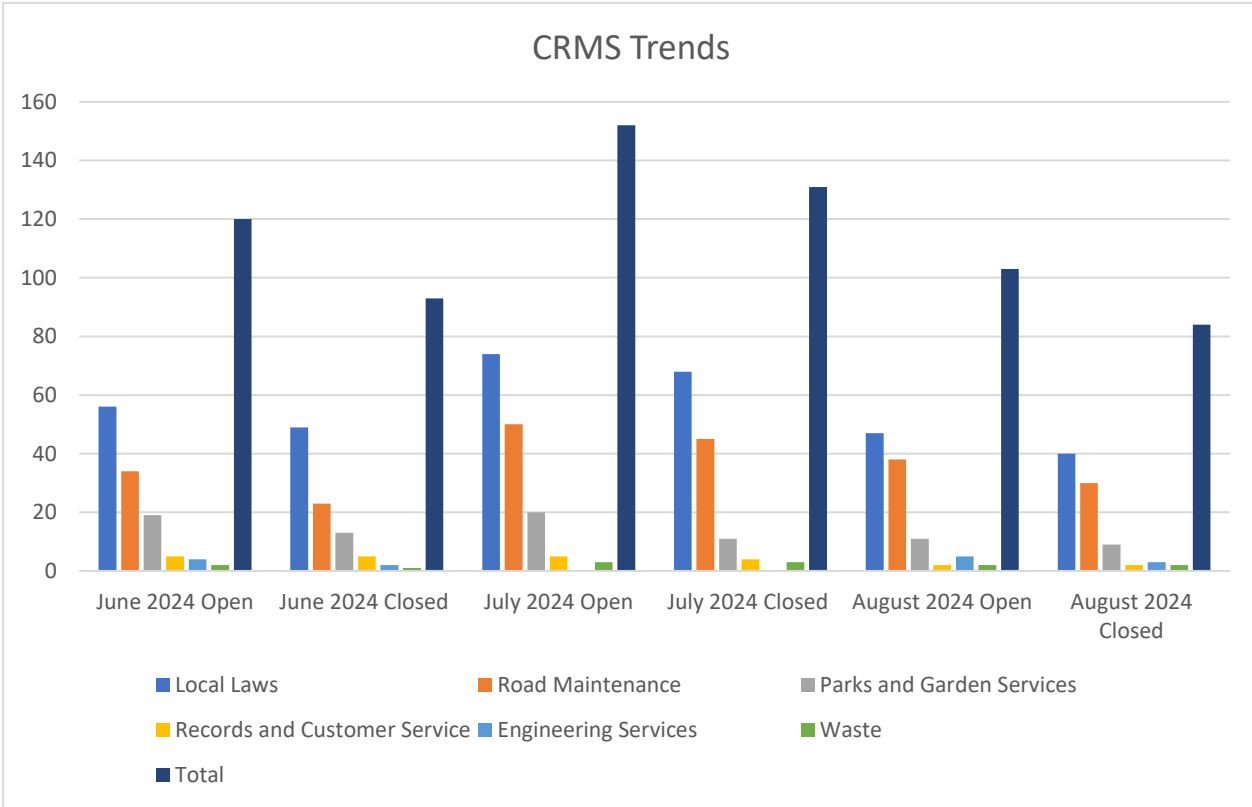
Open Overdue - the request has been opened, comments or actions have been included but has not been closed and is past its due date.

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.

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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

August 2024	
	Total
Requests	103
Complaints	0

Digitisation Information Management Project

	Total Files
August 2024	91
Total files	8239
Completed	6476
Remaining	1763

2. Governance

Confidential Reports at August 2024 Council Meeting

No. of Confidential Reports	Comments
5	<ul style="list-style-type: none"> ▶ Tender Award: Resheeting Program 2024/2025 ▶ Tender Award: Reseal Preparation Program 2024/25 ▶ Tender Award: Reseal Program 2024/25 ▶ Quarry Supply Panel ▶ Tender Award: Data Migration Contract - Project CODI

Confidential Reports - Financial Year to Date

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

Freedom of Information Requests (FOI) received in August 2024

No. of FOI Requests	Comments
3	<ol style="list-style-type: none"> 1. Requestor is seeking a copy of all Maternal Child Healthcare documents including captured records, diary entries, referrals and correspondence for his two children. 2. Council has received a FOI request from Councilwatch seeking a copy of all CHAT records for ALL Councillors from Microsoft Teams, Chat, Zoom or whatever platform Council uses, During public Council Meetings only. (Excluding confidential items) The date range requested is 1/1/2024 - 9/8/24 inclusive. 3. Council has received a FOI request from Councilwatch seeking information pertaining to: <ol style="list-style-type: none"> a) Total Rates Billed 2023/24, b) No of notices issued, c) \$ in arrears at 30/6/24, d) # of properties in arrears at 30/6/24, e) # on payment plan, f) Rates waived or refunded 1/7/23-30/6/24 (\$)

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		
October 20234		
November 2024		
December 2024		
January 2025		
February 2025		
March 2025		
April 2025		
May 2025		
June 2025		
TOTAL	6	6

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Council Building Renewal - Depot	\$30,000	Depot toilet facilities renewal to be scoped.	On Budget	Jan 2025
Solar Panel Install Program	\$25,000	Installation of solar panels on the Mansfield Sporting Complex. RFQ process underway.	On Budget	Oct 2024
Public Toilets - High Street - Lords Reserve	\$206,300	Renewal of High Street toilet flooring. RFQ process underway. 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 some delays experienced due to wet weather. Budget figure includes carry forward amount and contribution to fit out of Museum building.	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
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 and is unable to commence until funding is secured.	On Budget	Dec 2025

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
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, EPA approval received, awaiting GMW approval to commence install.	On Budget	Oct 2024
Bridges & Culverts				
Bridge Renewal	\$225,000	Bracks Bridge renewal – RFT process underway. Old Tonga Rd barriers – contract awarded, and construction expected to be complete next month. Renewal works identified in Level 2 bridge inspections – scoping in progress.	On Budget	Apr 2025
Hearns Road Bridge	\$50,000	Hearns Rd bridge design; scoping in progress and grant application underway.	On Budget	Dec 2024
Bridge & Culvert Inspection & assessment Program	\$20,000	Level 2 bridge assessment program RFT process completed and contract to be awarded next month.	On Budget	Dec 2024
Causeway & Culvert Upgrade Program	\$438,000	Lenons Ln culvert RFT process underway, and contract expected to be awarded next month. Graves Rd culvert – scoping in progress and grant application underway. Culverts on Buttercup Rd – scoping in progress and project expected to be delivered with re-sheeting program.	On Budget	Apr 2025
Drainage				
Drainage Upgrade	\$543,000	Upgrade of Rowe St drainage - scoping in progress. Logan St spoon drain – completed. Construction of drainage along easement between Malcolm & Highett St – legal agreement required. Elvins St drainage design and Saligari Rd culvert - to be scoped.	On Budget	May 2025

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mansfield Flood Study	\$228,635	Mansfield Flood Study in progress, final report due in April. Upper Catchment Tributaries Flood Study RFT in progress.	On Budget	Oct 2025
Drainage Renewal Program	\$120,000	Drainage Renewal and Inspect & Jet program – to be scoped. College Ln stormwater diversion – scoping in progress and stakeholder consultation to be commenced. Design and construction of Hurley St Woods Point improvements to be scoped on site in October.	On Budget	Mar 2025
Open Space & Streetscapes				
Bonnie Doon Rec Reserve	\$40,000	Master Plan Implementation – funding application submitted for footpath links to the reserve. Funding application in progress for new netball courts.	On Budget	May 2025
Street Furniture Renewal	\$50,000	Bench replacement program at recreation reserves, street furniture and bollard renewal - scoping in progress.	On Budget	May 2025
Fenced off leash Dog Park	\$150,000	Dog Park at Station Precinct awaiting outcome of funding application.	On Budget	June 2025
High Street Master Plan	\$50,000	Initial planning and scoping in progress.	On Budget	May 2025
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, RFQ process completed and contract award expected next month.	On Budget	Jan 2025
Stage Platform	\$10,000	Design small stage for Botanic Park. Scoping progressed and engagement over concept design underway.	On Budget	Jan 2025
Highbett St Playground & Drama Room	\$20,000	Strengthen fence & gates at playground, renew drama room at Mansfield Sporting Complex – scoping in progress.	On Budget	Feb 2025
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights - scoping in progress.	On Budget	Dec 2024

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Swimming Pool Renewal	\$85,000	Digital Dosing System installation, renewal of pool equipment – scoping and procurement completed, and work expected to occur over next two months.	On Budget	Nov 2024
Rubbish Bin Renewal	\$20,000	Renewal of rubbish bins – procurement completed and installation to occur in next two months.	On Budget	May 2025
Tracks & Trails Strategy	\$55,000	Develop Tracks & Trails strategy; PCG held, design brief under development and due for completion next month.	On Budget	Oct 2025
Pathways				
Footpath Renewal	\$186,500	Goughs Bay foreshore path, Rail Trail path RFQ process underway. Concrete footpath renewal program – contractor awarded.	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.	On Budget	May 2025
Roads				
Kerb & Channel	\$128,444	Kerb & Channel renewal program – procurement process completed and contract award expected next month.	On Budget	Jan 2025
Re-Seal Program	\$592,256	Reseal program – contract awarded at August Council meeting. Works scheduled to commence in November.	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 at August Council meeting. Works scheduled to commence in October.	On Budget	Dec 2024
Malcolm St Reconstruction	\$200,000	Scoping and pavement design review in progress.	On Budget	May 2025
Gravel Re-Sheeting Program	\$556,100	Re-sheet program – contract awarded at August Council meeting. Works scheduled to commence in October.	On Budget	Jan 2025

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Township Sealing Program	\$295,250	James St, Bonnie Doon sealing and drainage works - RFT in progress and contract expected to be awarded next month.	On Budget	Mar 2025

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

4. Statutory Planning

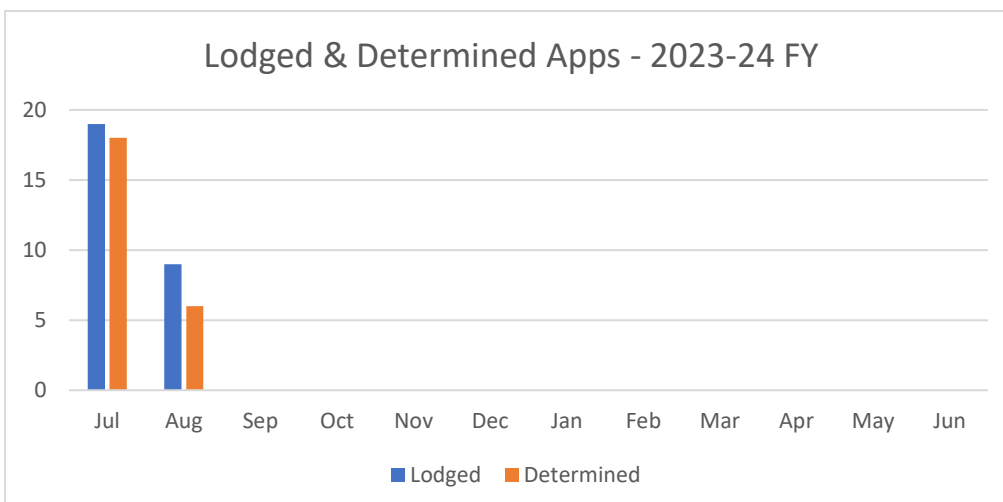
Planning Applications Lodged

App No.	Property Address	Proposal
P083/24	Top Floor Residence 5A Collopy Street Mansfield VIC 3722	Change of Use of land for three (3) Dwellings
P084/24	450 Howqua River Road Howqua 3723	Development of land for Accommodation (12-bed Student House)
P085/24	180 Star of The Glen Road Bonnie Doon 3720	Development of land for a domestic outbuilding
P086-24	Rifle Butts Road Reserve IMPACT Route SEC A	Removal of Native Vegetation
P087-24	Rifle Butts Road Reserve IMPACT Route SEC C	Removal of Native Vegetation
P088-24	21 High Street Mansfield	Development of land for a dwelling and outbuilding
P089-24	2600 Mansfield-Whitfield Road Tolmie	Development of land for a domestic outbuilding
P090-24	25 Warrambat Road Sawmill Settlement	Development of land for a dwelling
VS001-24	12 McCormacks Road Merrijig	Development of land for a domestic outbuilding
Total Applications Lodged:		9

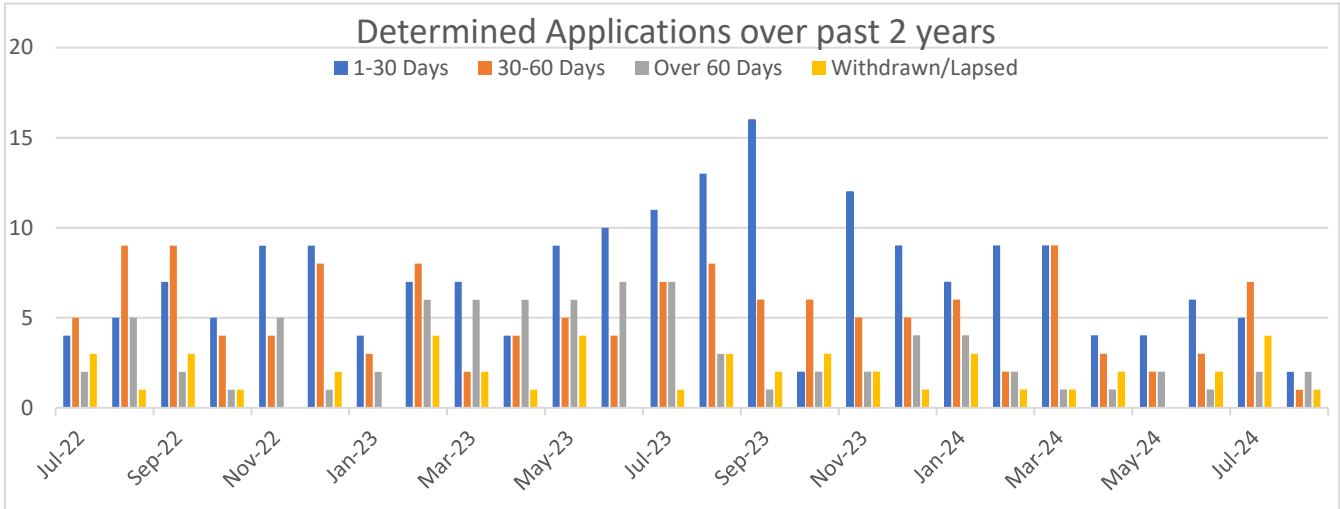
Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P055/24	2428 Mansfield-Whitfield Road Tolmie	Domestic Shed	Permit not required
P082-24	209 Howqua River Road Howqua	Outbuilding	Permit issued
P005/24	7 Song Bird Way Goughs Bay	Dwelling	Permit issued
P092/23	24 Changue Road Merrijig	Two Lot Subdivision	NOD to Grant a Permit
P016/24	10 Victoria Street Mansfield	Three Dwellings and a Three Lot Subdivision	NOD to Grant a Permit
P001/23	446 Monkey Gully Road Mansfield	Use and development of land for Rural Industry (Farm Machinery Repairs), Business Identification Sign and Reduction in Car Parking	NOD to Refuse to Grant a Permit
Total Applications Determined:			6

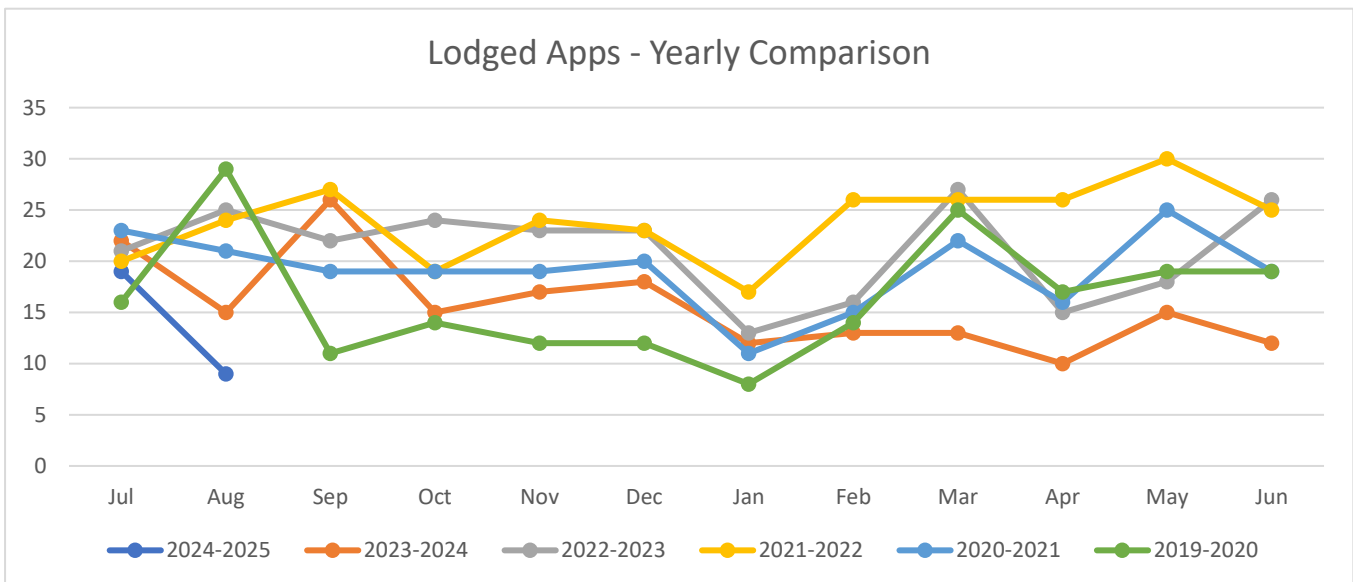
Number of Application Lodged and Determined



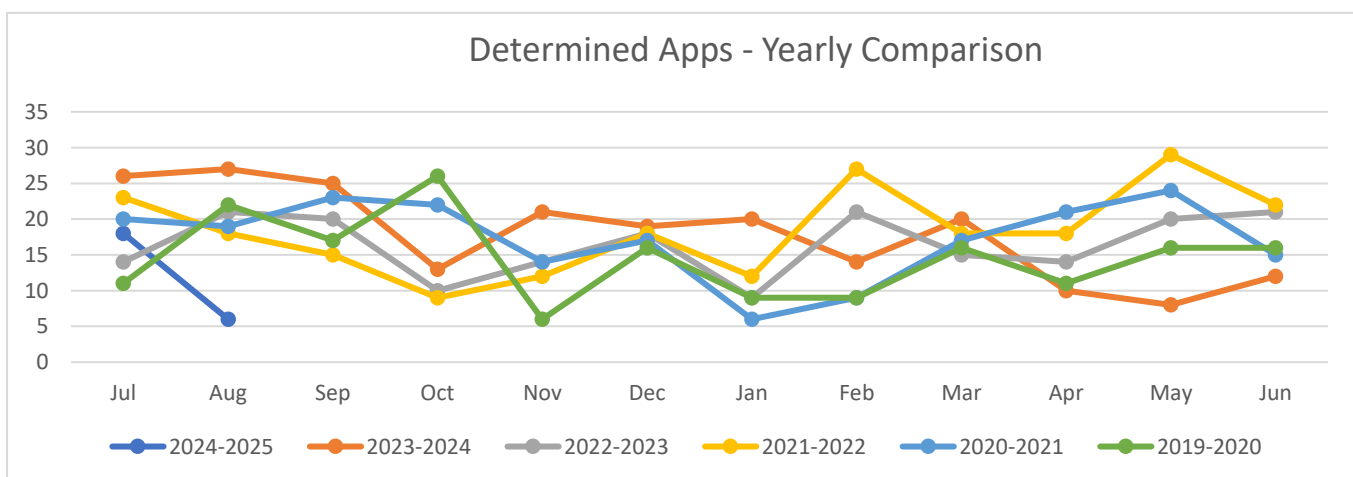
Days Taken to Determine Planning Applications



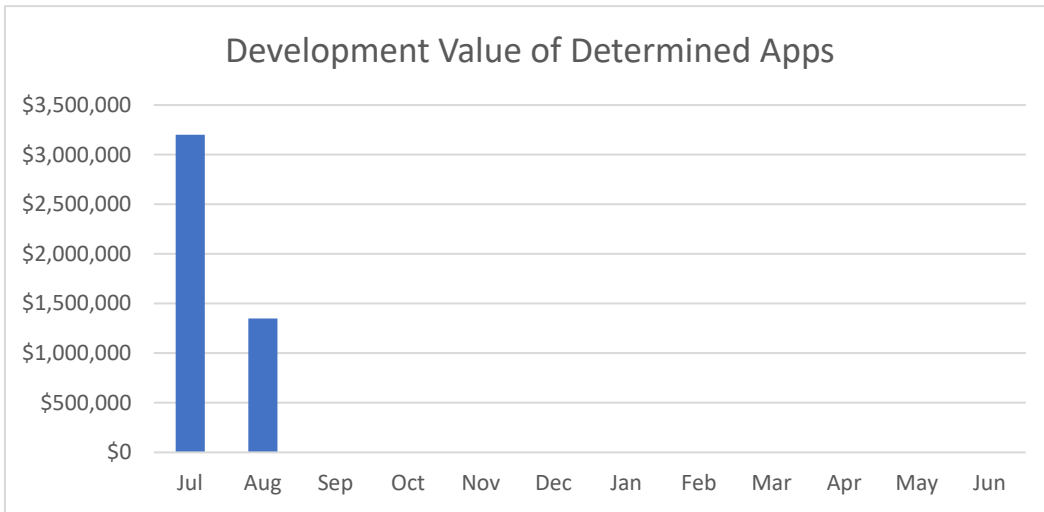
Lodged Planning Applications – Yearly Comparison



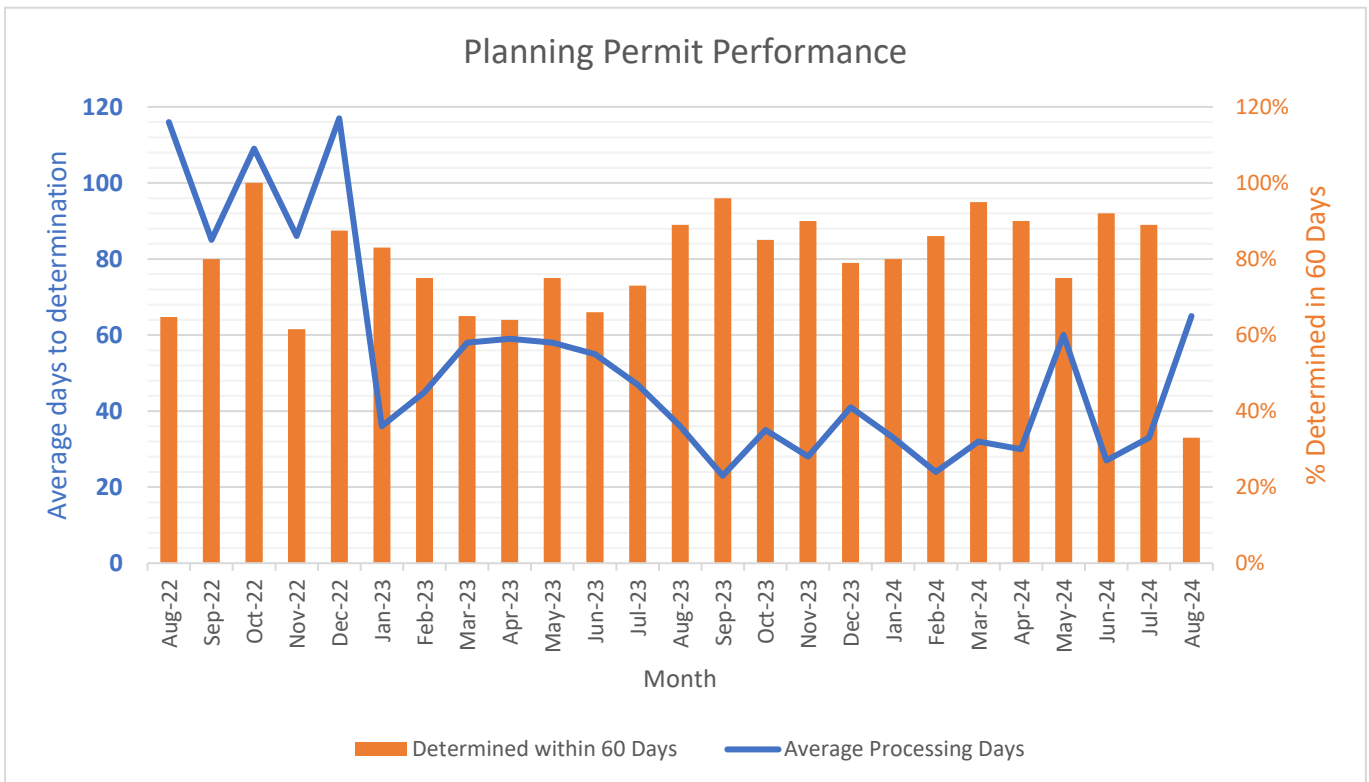
Determined Planning Applications – Yearly Comparison



Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S234734C/24	Redgum Drive Mansfield	Certification of a Plan	05/08/2024	Lodged
S234704A/24	20 Powers Road Merrijig	Certification of a Plan	05/08/2024	Referred
Total applications received: 2				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	1
Secondary Consent	2
Extension of Time	4
Written Planning Advice	
Certification & Statement of Compliance	
Section 71 Corrected Planning Permits	
Assessment against a Section 173 Agreement	2
Development Plan	
Total applications Issued: 9	

Strategic Planning

Project Name	Status	Description	Comments/ Actions completed	Next steps/ Response expected by
Planning Scheme Amendments				
C55mans	In Progress	Alters the urban floodway zone at Redgum Rise Estate	Amendment adopted at August Council meeting	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	Upload Ordinance changes and submit amendment to DTP for approval.
C61mans	In Progress	Creation of a planning scheme amendment to implement the Bonnie Doon and Merton Plans	DTP provided a formal response to the amendment draft on 19 July 2024. Multiple concerns expressed.	Review draft and explore options based on DTP response.
C62mans	Awaiting Response	Environmental Significance Overlay review to reduce referrals to GMW	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.
C63mans	In Progress	Proponent led amendment to re-zone land at 73 & 75 Dead Horse Lane Mansfield to Industrial 3 Zone	DTP responded with concerns, 30 August 2024.	DTP advice to be considered. Applicant to clarify/address concerns.

Project Name	Status	Description	Comments/ Actions completed	Next steps/ Response expected by
Strategic/Structure Plans				
Goughs Bay Plan	In Progress	Creates a Structure Plan for Goughs Bay for the next 20 years.	Draft plan going to September briefing as information only.	Community consultation of draft plan to begin post-caretaker.
Delatite Valley Plan	In Progress	Create a community, tourism and structure plan applying from Merrijig to Mirimibah	Summary of engagement going to September briefing as information only.	Plan to be drafted during caretaker period.
High Street Design – Stage 1: Car Parking Study	Scoping	Preparation of a study and strategy for the future design of the Mansfield township CBD and Parking Strategy		Engagement with businesses proposed to inform car parking study project scope. Engagement to begin post caretaker.
Other (Strategic Planning adjacent projects)				
Flood Study	In Progress	Creation of new flood mapping and exploration of flood mitigation options.	Consultancy awarded.	Report due in April from consultants.
Infrastructure Plan	In Progress		Draft plan expected from consultants in October.	Community engagement to follow caretaker.
Integrated Wastewater Management Plan	In Progress		Draft plan expected from consultants mid-September.	Community engagement to follow review of draft study.

5. 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		\$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
TOTAL	\$12,058,794	\$79,649,339	\$91,821,416

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			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
TOTAL	16		80		118	

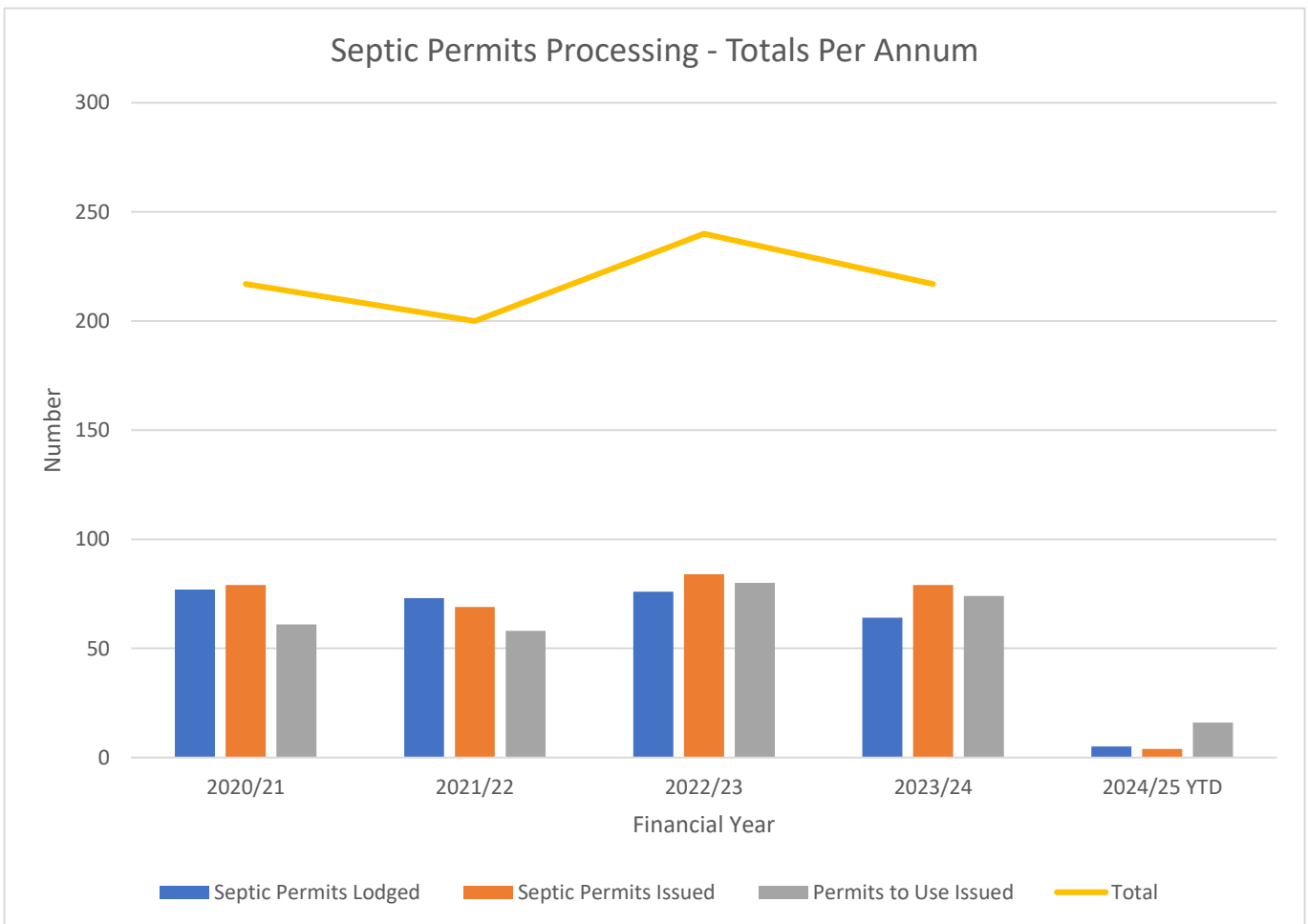
Value of Building Permits Lodged with Council

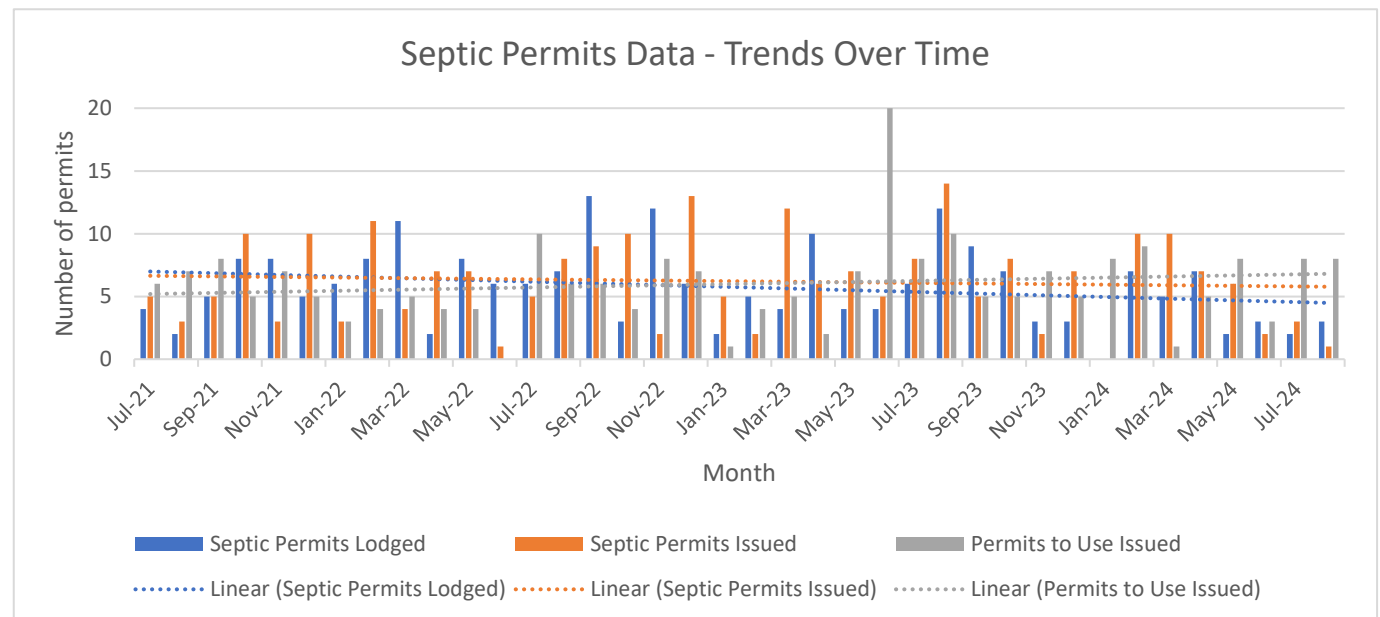
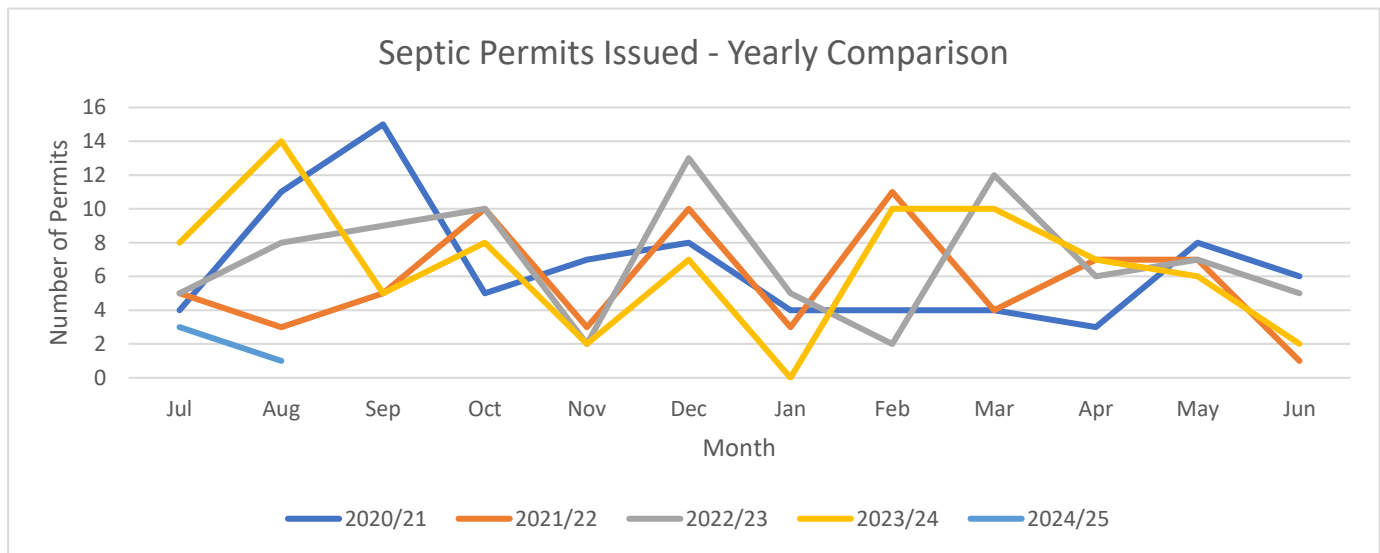
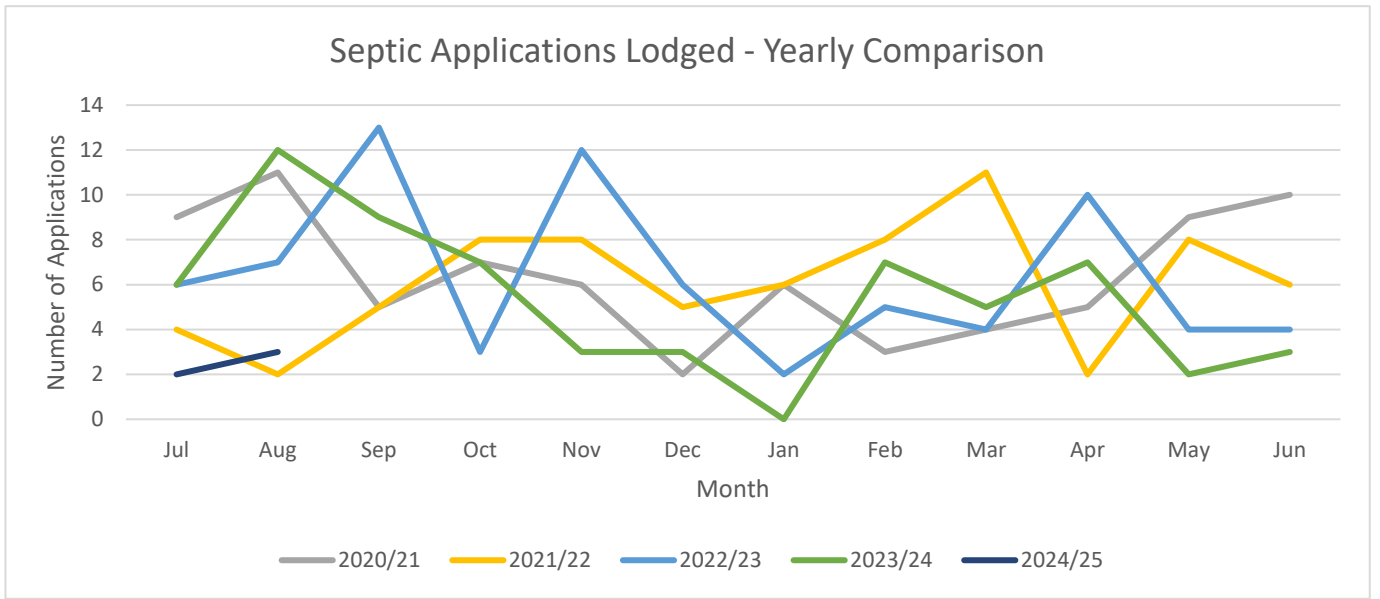
Type	Number	Value
RESIDENTIAL	7	\$5,479,103
ALT & ADDITIONS	4	\$1,131,861
SHEDS & CARPORTS	7	\$371,859
SWIMMING POOLS, SPAS & FENCES	3	\$284,970
COMMERCIAL & PUBLIC AMENITIES	1	\$180,000
TOTAL COST OF BUILDING WORKS	22	\$7,447,793

6. Regulatory Services

Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged			Permits to Install Issued	Permits to Use Issued	Permits Extended
	New	Alteration	Total			
JUL	2	0	2	3	8	4
AUG	2	1	3	1	8	1
SEP						
OCT						
NOV						
DEC						
JAN						
FEB						
MAR						
APR						
MAY						
JUN						
TOTAL						





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				0
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
Total	N/A	14	9	23

Notes:

1. 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.
2. The total number of AWTS increases each month and are tracked by Council.
3. 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
2023/24 Total	126	5	6	0	57	51	18
Jul-24	13	2	0	1	1	4	5
Aug-24	26	1	0	6	3	13	3
Sep-24							
Oct-24							
Nov-24							
Dec-24							
Jan-25							
Feb-25							
Mar-25							
Apr-25							
May-25							
Jun-25							
2024/25 Total YTD	37	3	0	7	4	17	8

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								0
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
Total	2	36	3	3	53	2	4	103

Other Environmental Health Consents & Assessments Determined

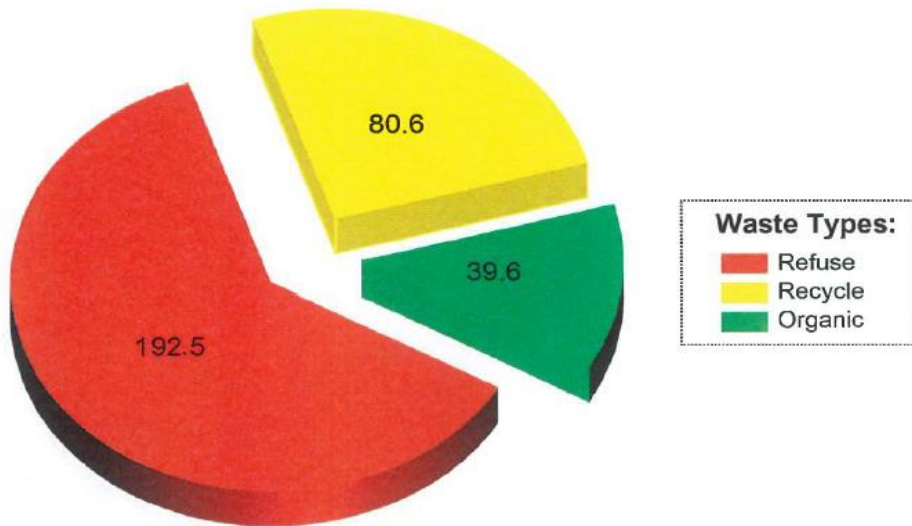
Month	Extension to Permits	Planning Referrals	Tobacco Inspections	New Food Reg.	New Prescribed Accom. Reg.	New Health Registrations	Registration Renewals (Annual)	Total
Jul-24	4	5	3	1				13
Aug-24	1	2	2	3	1	1		10
Sep-24								0
Oct-24								0
Nov-24								0
Dec-24								0
Jan-25								0
Feb-25								0
Mar-25								0
Apr-25								0
May-25								0
Jun-25								0
Total	5	7	5	4	1	1	0	23

7. Waste Services

Kerbside Waste Collection Statistics

The landfill diversion rate for the month of August 2024 was 25.78%.

Breakdown of Tipping for the Period



Total Tipping Tonnes: 312.82

Commercial in Confidence

And the current yearly average landfill diversion rate for FY24/25 is 26.18%.

	2024-2025			
	Recycling (total tonnage)	FOGO (total tonnage)	Landfill (total tonnage)	Landfill Diversion Rate
Jul	83.90	30.40	201.40	36%
Aug	80.65	39.63	192.50	38%
Sep				
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				
Total Tonnage	164.55	70.03	393.9	
Avg Landfill Diversion Rate for the FY				37%

Projects Update

▶ Neighbourhood Battery Initiative

After concerns in relation to the suitability and cost of this funding opportunity, DEECA updated their guidelines, reducing the required co-contribution to 5%, making Council's cost contribution \$6,791. This opportunity will provide a break-even in four years and a projected cost saving of \$11,769 over ten years. Central Victorian Greenhouse Alliance (CVGA) is exploring interest in a joint application for Stream 3 funding, which focuses on energy resilience projects. These projects, eligible for up to \$400,000 in funding, must include a neighbourhood battery and potentially solar PV, generators, and management systems. Joint applications are favoured by DEECA and would involve shared project management costs, likely under \$2000 per council. Mansfield's contribution is expected to be lower due to the smaller grant size. The battery initiative will provide cost benefits and improve resilience; an expression of interest to be part of this joint funding was submitted.

▶ North East Local Government Waste and Recycling Forum – Monday 12 August

Organised and coordinated by Mansfield Shire Council, the second North East Local Government Waste and Recycling Forum for 2024 was held in Benalla on Monday 12 August, bringing together over 25 representatives of councils and Alpine Resorts from across North East Victoria, and with guest speaker Tony Circelli, CEO of Recycling Victoria. The Forum is a vital platform for collaboration on waste management and recycling challenges. The next meeting has been planned for Monday 2 December 2024.

▶ Improvement & Promotion of Recycling Services (CEHEF - Community Education Program) for FOGO

As part of the FOGO/Green bin rollout, in August Council has continued to rollout social media and newspaper promotions to help educate proper use of the bins and encourage opt-in to the service through community meetings in outlying towns.

Projects have included:

- Promotion of free kitchen caddy collections from the Shire office, Visitor Information Centre and newly added the library as a third location (and has seen a good number of additional caddies distributed to community members).
- FOGO Community Engagement Plan was developed to engage the opt-in community areas on the importance of the Food Organics and Garden Organics (FOGO) Green Bin service.

Session dates organised for September are:

1. Jamieson Hall - Tuesday, 3 September, 7:00 PM
2. Bonnie Doon Community Centre, Thursday, 5 September, 11:30 AM
3. Goughs Bay CFA Shed, Saturday, 14 September, 10:00 AM
4. Delatite Valley Association, Merrijig Public Hall, Sunday, 15 September, 11:30 AM

- FOGO Opt-in Business Engagement project plan has been developed, encouraging local businesses to segregate organic waste for composting and opt-in for the FOGO green business service, in particular hospitality businesses. This project is in collaboration with the Economic Development team and will include newsletter articles, flyers directed at businesses and in person engagement visits.

- Composting Workshops Project Plan was also developed to target properties situated in rural living and farming areas which are currently either opt-in or outside of the FOGO kerbside collection areas. For those properties needing a composting system, Council will be offering support to establish one. The proposed composting assistance initiative aims to facilitate the diversion of food and organic waste from landfill, while also encouraging the involvement of rural communities in the newly introduced FOGO service in a way that is suited to individual properties.

▶ European Wasp Project

A project plan has been developed to manage this initiative, along with information shared in The Mansfield Courier and via Facebook to provide the community with information and reminder of it being the time of year to start setting traps to help catch and help reduce the population of Queen European Wasps.

▶ Green waste tip vouchers and Spring Clean-up event

As part of the new waste initiatives for 2024-25, tip vouchers are back for green waste disposal and a 'Spring Clean Up' event. A rates notice flyer has been created to promote both initiatives, along with promotions which will take place through Mansfield Matters and Facebook.

Green Waste/Tip vouchers:

- We are issuing vouchers to residents for the proper disposal of green waste, including yard trimmings, leaves, and branches at the Mansfield Resource Recovery Centre.
- These vouchers serve a dual purpose: reducing illegal dumping and promoting eco-friendly waste handling.
- Rate payers can collect a voucher from the Mansfield Shire Customer Service desk (1 per rate notice).
- Vouchers are valid from 21 August 2024 through to 30 June 2025.
- Maximum green waste per voucher = 1 x 6x4 trailer (approximately 1m³).
- Green waste can include weeds, twigs, tree clippings, branches (15cm diameter maximum), grass prunings, loose leaves
- No tree stumps, plastic bags, wire or soil
- No commercial waste



Spring Clean-Up:

- In preparation of the upcoming Fire Danger Period, free drop off at the Mansfield Resource Recovery Centre will be available to all residents.
- Maximum green waste per household = 1 x 6x4 trailer (approximately 1m³).
- From 1-30 November 2024, residents can enjoy free drop-off.
- No vouchers will be required for this and it is in addition to the green waste tip vouchers.
- Promotions will be conducted in mid to late October and November.

8. Property

Description	Total
Licences Active	26
Leases Active	10
Licences due to renew this month	2
Leases due to renew this month	0
Licences due to end and not renewed	0
Leases due to end and not renewed	0
Planned Land Acquisitions	1
Planned Land Disposals	7

Property Update – August 2024

- ▶ Leases/Licenses Signed: 1
 - Nutrien AG Solutions
- ▶ Land Sale/Purchase Contracts Signed: 0
- ▶ Optimo Property Booking System:
Launch for property bookings planned for all users by end of September.

10. Revenue Services

Customer Service Training – Revenue team met with the Customer Service to run a refresher course on all things Rates and Valuation to help answer queries and objections. The team also stepped through concessions, how to find information and the Synergy system. The session was well attended and well received.

Victorian Electoral Commission – CEO Roll Closed. Due to the changes in the State government legislation and the updates required by Synergy, this process was quite resource intensive and required careful checking to get the data correct.

Data Analysis and Cleansing – Prior to the Annual Rates Notices going out the team worked extremely hard updating all the changes and amendments to Rates. Supplementary Valuations were all processed and up to date. This was a huge task but was achieved.

Project CODI – Configuration workshop completed over 3 days.

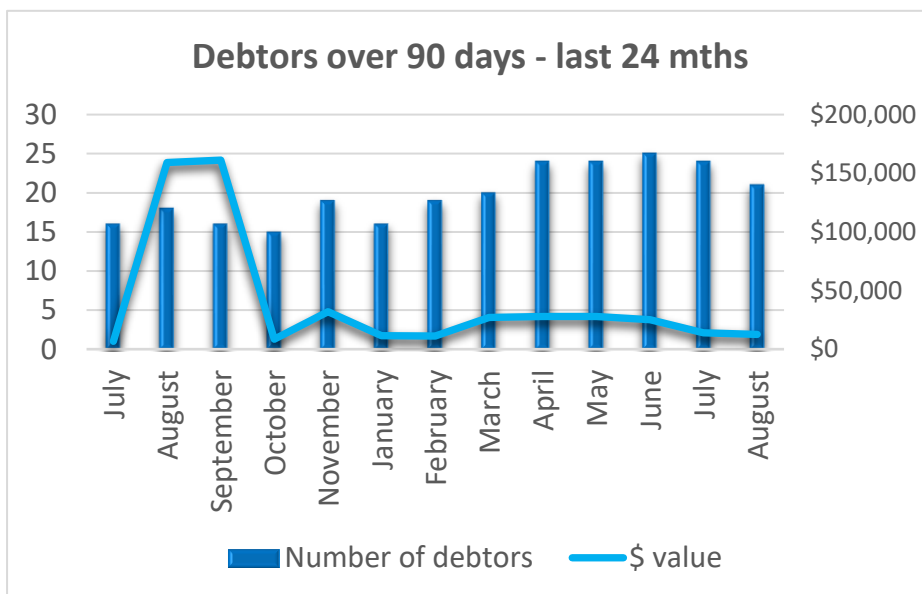
Green Waste Tip Voucher – Meeting with Waste team regarding new Tip Vouchers. A reportable function in Synergy has been set up to have Tip Vouchers assigned to Property Assessment numbers. Customer Service will have access to enter these vouchers in synergy.

Annual Rate Notices – These have been dispatched for printing and will be out by the end of the month. Printing delays were experienced, with the team completing 5 proofs of the notices. There are still rates notices requiring manual update ready for issue, with the team going through these to get them sent as quickly as possible.

Revaluation – VGV 2025 - Stage 1 Revaluation is complete.

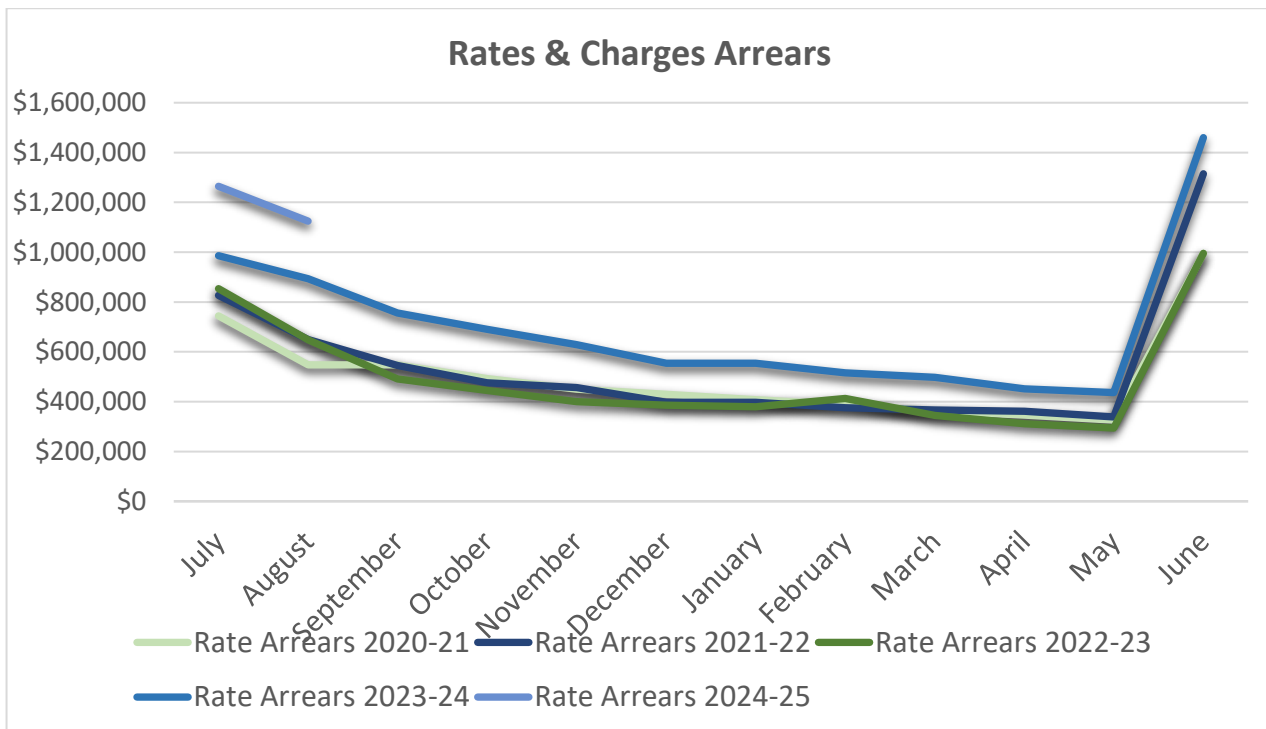
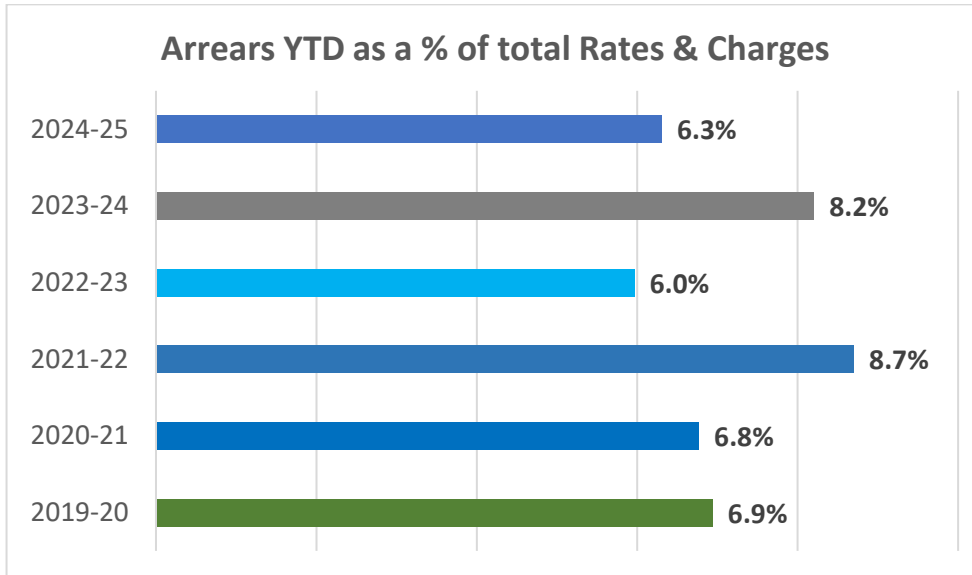
Debtors

The number of debts outstanding over 90 days has decreased by 3 to 21 between July and August. The value of debt outstanding over 90 days has decreased by \$14K to \$12.5K.

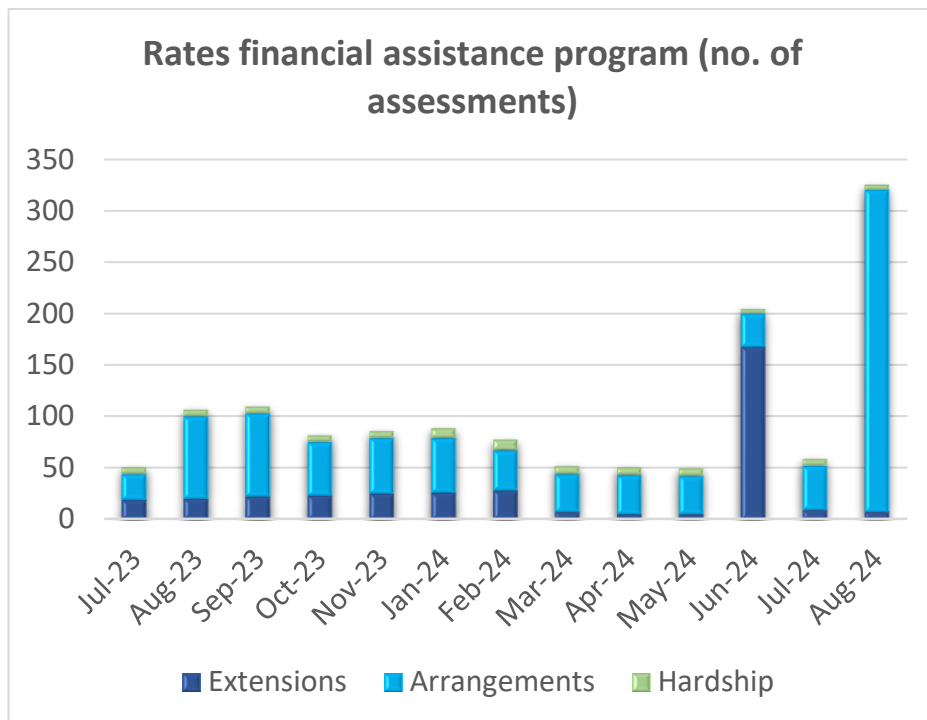


Payment of Rates

Rates Arrears of 6.3% at the end of August reflects arrears payments associated with the 2023/24 instalments for last financial year. Rates arrears are \$231k higher than compared to August 2023, however there has been a reduction in rates arrears in August by \$139,760 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 has been calling to follow up rate payers on payment plans, with some success.



Debt Collection with Midstate Credit Collect

The number of active files at Midstate Credit Management is 22 the amount outstanding is \$170,945 with \$34,556 of this due to legal costs.

Ages of these files since been referred to Midstate –

9 Years – 1

7 Years – 1

3 Years – 17

2 Years – 3

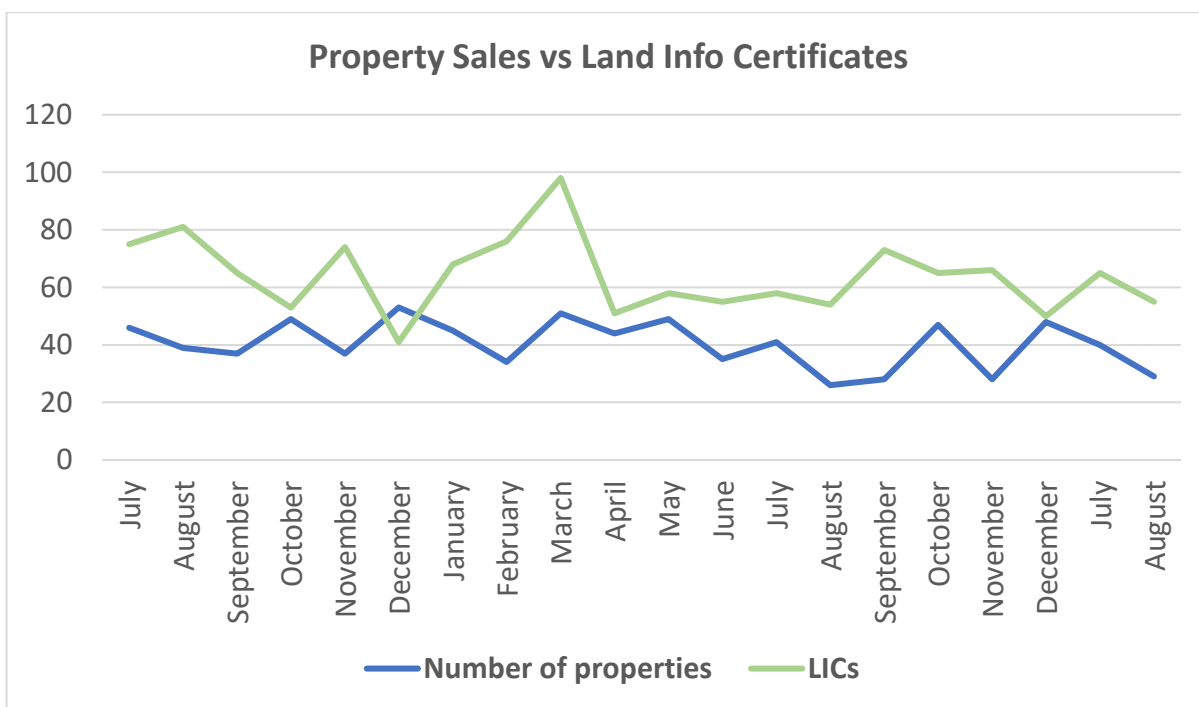
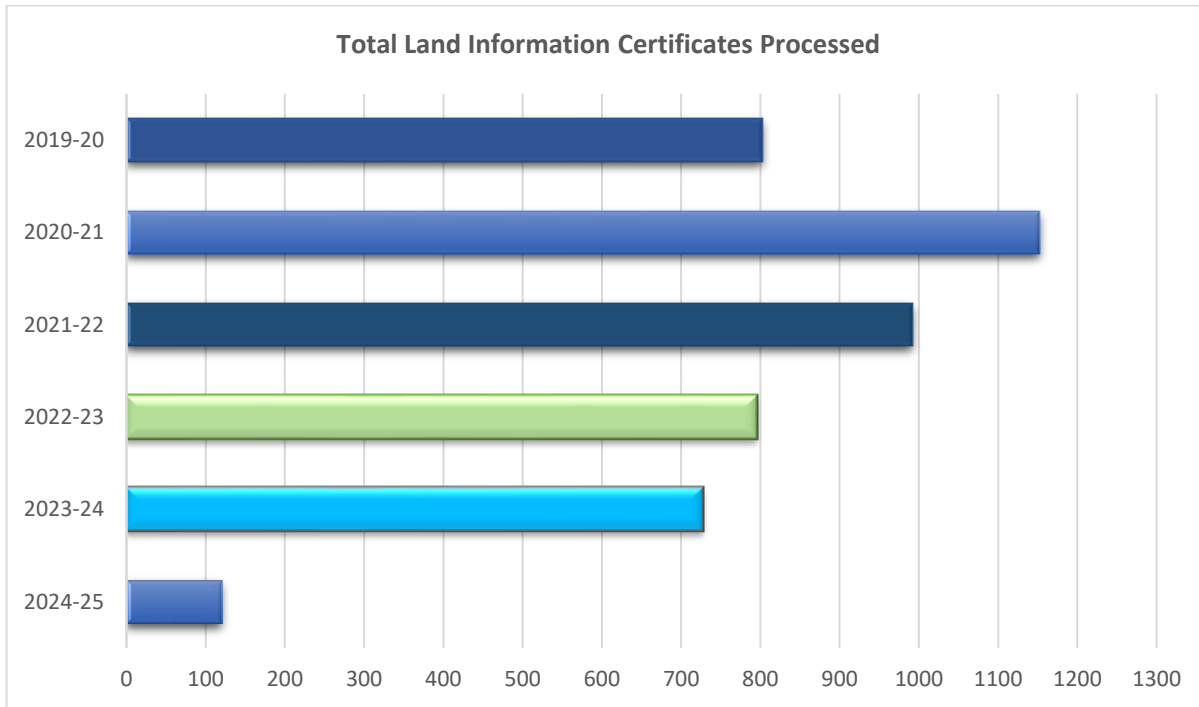
Ratepayers older than 12 months in arrears –

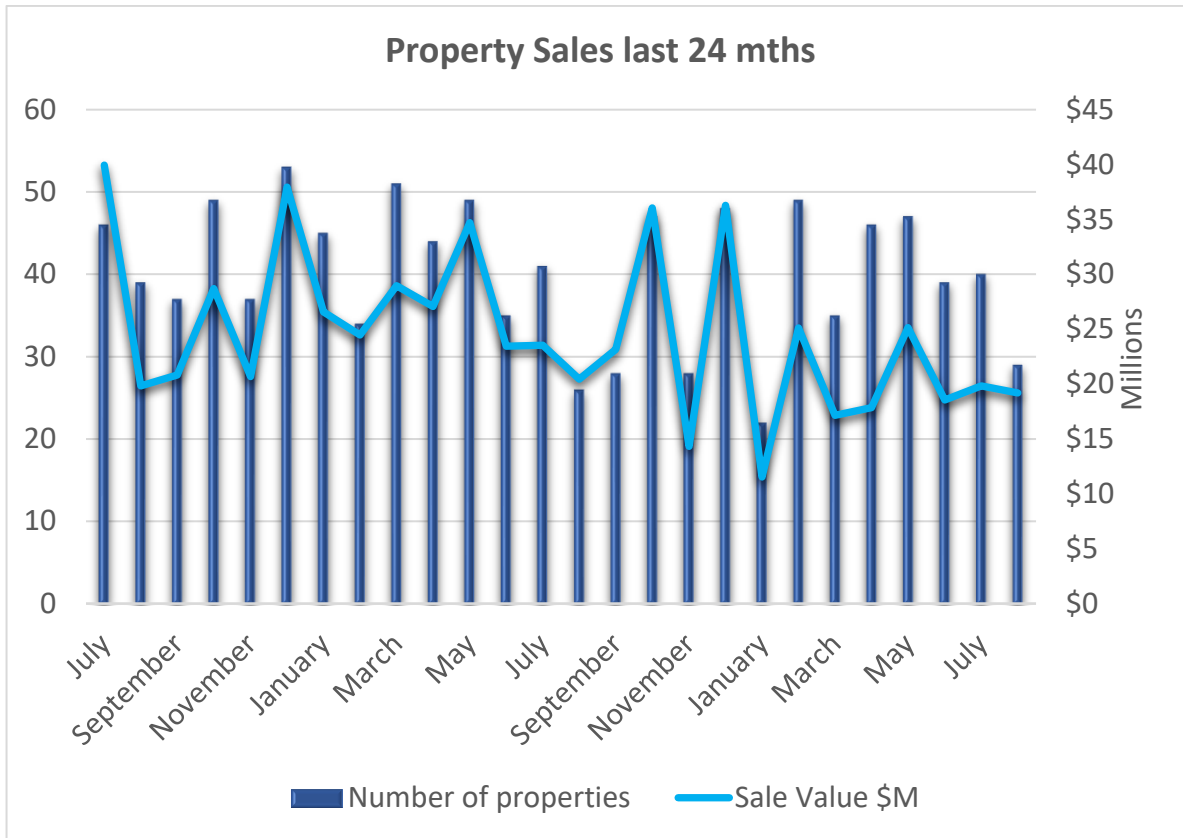
There are currently 89 assessment notices that are older than 12 months in arrears, this is a reduction of 10 assessments from July’s reporting. The balance of this is now \$581,735.49 which is a reduction from July. YTD there has been \$52,614.36 in receipts from these assessments.

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 August was 55, which compares to 54 in the prior year.



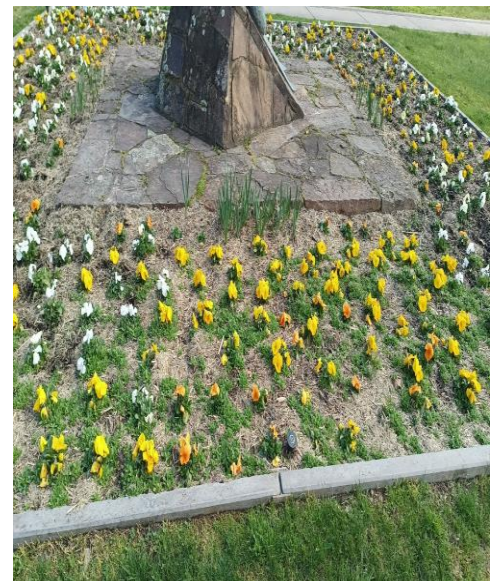


11. Field Services

Parks and Gardens

CRMS for August: 3 which have all been closed. Works for the month included:

- ▶ Roundabout beds – planting, cultivating, weeding, clearing out all the leaves away from the base of shrubs
- ▶ Stockman’s Rise – continuation of mulching, spraying, planting new trees
- ▶ Ovals – Rec, College Merton and Bonnie Doon
- ▶ Tree pruning – Apollo St, Mansfield, Jamieson, Old Mill Rd, Botanic Park, Kidston, Links Rd, Club Crt
- ▶ Tree planting – James St, Oaksford Dve, Loyola Run, Stockmans, Malcolm St, Bonnie Doon Community Centre, Maroondah Hwy, Ailsa St,
- ▶ Bonnie Doon – Pruning roses, weeding, CRMS, tree planting
- ▶ School Crossing backfill
- ▶ Spraying – Whitfield Rd, Redgum Estates, Grange, Highlands, Cummins
- ▶ Litter pick up – High St, Skate Park, Botanic Park,
- ▶ Botanic Park - mulching, weeding, spraying, pruning
- ▶ Mowing – Merton township, Bonnie Doon township, Recreation Reserve oval, Maindample, Cummins, Lords, College Park, Grange/Highlands area, Botanic Park, Maroondah Hwy,
- ▶ Information Centre – weeding, leaves, mulching, cultivating
- ▶ Removal of tree roots – Shire office
- ▶ Nolans St – Pruning, spraying
- ▶ Mansfield Cemetery – top up of sunken graves
- ▶ Ashes interment – Bonnie Doon
- ▶ Maroondah Hwy – tree planting with Hakeas, Leptospernum, Eucalyptus Candlebark
- ▶ Mt Buller Rd – tree planting with Cercis ‘Merlot’
- ▶ Roundabout annuals – weeding, fertilising
- ▶ Wetlands – mowing, brush cutting
- ▶ Narrow strips/Buckland/Youth Centre/Playground/Gadhaba – mowing, brush cutting
- ▶ Mowing/brush cutting – High St, Shire Office, Davies Reserve, Recreation Reserve, Mansfield Cemetery



Roads Crew

CRMS for August were 37 of which 32 were closed. Grading was at a minimum for the month because of the wet weather however the team are looking forward to starting the in-house resheeting program in September. Works for the month included:

- ▶ Tree removal Highbett Street in conjunction with Parks & Gardens
- ▶ Storm damage clean up Goughs Bay Rd, Monkey Gully Rd, Woods Rd, and Ashwins Rd
- ▶ Installed pipes in Ancona Road
- ▶ Maintenance work at Mansfield Swimming Pool
- ▶ Cleaning of seats at Goughs Bay
- ▶ Sealed road potholing in Mansfield surrounds and Goughs Bay area
- ▶ Unsealed road pothole patching on Buttercup Road
- ▶ Festoon light repairs in High street
- ▶ Toilet maintenance in Mansfield and Bonnie Doon
- ▶ Installed HVAR signage



Backhoe and Excavator work

- ▶ Ancona Rd
- ▶ Dry Creek Rd
- ▶ Maindample area
- ▶ Bonnie Doon area

Roadside grass slashing & Shrub clearing:

- ▶ North Creek Rd
- ▶ Obriens Rd
- ▶ Donaldsons Rd
- ▶ Lonergans Rd
- ▶ Mitchells Rd
- ▶ Ancona Rd
- ▶ Coles Rd
- ▶ Moses Ln
- ▶ Eildon Jamieson Rd
- ▶ Fridays Ln
- ▶ School Ln
- ▶ Barjarg area
- ▶ Black Swamp area

Maintenance Grading:

- ▶ Mt Battery Rd
- ▶ Pollards Rd
- ▶ Fridays Ln
- ▶ Long Ln



Asset Maintenance

- ▶ Solar program RFQ completed
- ▶ Completed installation of Emergency Resilience signage Shire wide
- ▶ North East Gutter Pro completed yearly gutter and solar panel cleaning program
- ▶ Door chime installed at Library
- ▶ Hydration station at Bonnie Doon Recreation Reserve installed
- ▶ E-vehicle charger installed at Depot by MKS for their vehicles (public toilet cleaners)
- ▶ Recruitment started for Pool season 24/25 – 12 applications so far
- ▶ Shade sail for Bonnie Doon Community Centre installed
- ▶ Practical Completion inspection for Kindergarten and Mechanics Institute
- ▶ Lane ropes, inflatables and dosing system upgrade at Swimming Pool underway
- ▶ Disposed of old lane ropes and removal of fence between learner and main pool
- ▶ Essential safety measures RFQ completed – Fire equipment will remain with CFA while Jims Test and Tag will pick up exit lights and tagging (new local supplier) with savings achieved
- ▶ Alex Pullin Stadium internal signage installation
- ▶ JUA negotiation with High School for Mansfield Performing Arts Centre
- ▶ Flags removed due to recent damaging winds – flags damaged and poles require repairs which have been completed and new flags erected for Spring event at Steiner School

12. Community Health and Wellbeing

Maternal and Child Health

Universal Maternal and Child Health

The Maternal and Child Health service has been extremely busy with staff on extended leave and preparation for the Man with a Pram event on 8 September, 2024.

The local Dads Group project is going well with the online groups available to all dads and dads to be and the local group meeting fortnightly at the Youth Centre.

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.

Universal MCH 2024 2025	August
Birth Notifications	4
Enrolments	4
Key Age and Stage Visits	60
Child Counselling	18
Child Referrals	2
Maternal Counselling	4
Maternal Referrals	0
Family Violence Support	
Family Violence Consultations	0
Family Violence Counselling sessions	0
Sleep and Settling Outreach	
Sleep and Settling Outreach Hours	2.52
Active cases	3
Groups	
INFANT Group Sessions Participants	0
Sleep and Settling Newborn Participants	0
New Parent Group	0
Enhanced MCH	
Total hours	9.92
Active cases	25

Supported Playgroups

Playgroup has applied for a grant for to celebrate National Children's week in October. This year the theme for National Children's Week is: "Children have the right to a clean and safe environment".

Current playgroups for Term Three 2024.

2024 2025 Supported Playgroups Attendance			
Term Three	Groups	Where	Time
Monday	Crawl and Play 1	St Mary's Mercy centre, 39 Malcolm St Mansfield	9.45-10.30
Monday	Crawl and play 2	St Mary's Mercy centre, 39 Malcolm St Mansfield	11.00 -11.45
Wednesday	Youth centre 1	Mansfield Youth Centre, 7 Erril St Mansfield	10.00-12.00
Friday	Youth Centre 2	Mansfield Youth Centre, 7 Erril St Mansfield	10.00 -12.00
Friday	Bush Playgroup	Forest Camp, Piries-Goughs Bay Road Goughs Bay	10.00 -12.00
Totals	5 per week		

Financial Counselling

For August 2024, the number of cases was greatly reduced due to client Financial Counselling goals being met, closing cases where clients failed to engage, as well as a "lull" in new clients. Capacity for new clients is currently available:

There were 17 cases over August with five closed during the month.

\$200 of Emergency Relief (via Foodworks) was distributed.

Other activities completed:

- ▶ Development of a simple & efficient way of collecting performance data.
- ▶ This system has been shared through the Financial Counselling Agency Meeting, as it appears that this type of data collection is particularly time consuming for agencies dependent on IRIS data bases.
- ▶ Attendance at Financial Counselling Working Group meetings that have benefited my clients, in particular those affected by Family Violence. The working group is a forum for counsellors to share de identified Case studies to advocate for positive systemic change.

A current issue highlighted by broad observations from clients:

Government departments appear to be "digging deep" for funds via ATO debts, fines (historic, some more than 5 years old) and Centrelink debts. The appearance of these fines and debts seems to be silent, incurring significant penalties, sometimes leaving clients without income or without an anticipated and much needed tax return. Clients often find out by accident, as no notification has occurred. Clients are needing to initiate contact with Government agencies, which takes time, patience and extreme resilience – attributes that are difficult to muster, when you are vulnerable. They then need to lean on services such as Financial Counselling, Emergency Relief, Social Work etc, for support through these processes. The impact on client stress levels, mental health and their financial well-being can be significant.

Integrated Family Services

IFS is currently working with families who are experiencing family violence, mental ill health, financial stress, housing insecurity, disability, and parenting issues among other things. Completed business planning for 2024-25 and identified several areas to work with our stakeholders and developing new initiatives.

- ▶ Service hours August: 253.30
- ▶ Service hours year to date: 390.43
- ▶ Target Hours per year: 2253.59

Community Strengthening

Community Networks and Wellbeing

- ▶ Outlying Communities Infrastructure Fund (OCIF) Grants currently open for submissions. – project workshop is scheduled for 30 September, 10.00 am – 12.00 pm at Council Chambers. Council officers will be available to offer support or advice on projects. No applications received a time of report, however promotion on social media and directly with outlying community members is underway.
- ▶ Sports Facilities Strategy feedback – Feedback has been reviewed and responded to with a briefing provided to Councillors and the updated Strategy will go to the September Council Meeting.
- ▶ Fair Access Action Plan – reviewed and updated ready for final submission next month.
- ▶ L2P – the new Volunteer Program Officer has started. 8 new learner applications received since July and 2 mentor applications. The program has been very short staffed with mentors so will begin a recruitment process.
- ▶ Gadhaba meeting 27 August was attended with very good attendance this month.
- ▶ Outlying community leaders catch up is scheduled for Friday 6 September following a community member request. The purpose of the get together is to share ideas, discuss successes and issues they face, offer support to one another. It's also a good opportunity to discuss and promote the OCIF grant.
- ▶ 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.

Social Inclusion Action Group

- ▶ The group reviewed 23 and approved 13 applications for the Funding Request Rounds 1 & 2.
- ▶ A briefing paper is scheduled on 3 September 2024 to update Councillors on the outcomes of the funding rounds.
- ▶ Outcome letters and funding agreements are to be sent out after 3 September 2024.
- ▶ A lunch has been arranged for Wednesday 11 September for applicants, SIAG, CEO and Councillors to get together and certificates to be handed out to the successful applicants.
- ▶ Evaluation of the funding rounds for learnings and continuous improvement will take place as part of developing and improving processes to support the funding expenditure process and operational functions of the group.
- ▶ The group is developing a Mansfield SIAG work plan in the second part of the monthly meetings.
- ▶ Mansfield SIAG are planning a stall at the November Farmers Market to promote the group

and funding opportunities.

- ▶ The group continues to support Gadhaba Local Aboriginal Network with its' efforts to apply for funding, with Aunty Angela supplying updates at the SIAG meetings.

Planning for 2025 is starting to take place.

Community Health and Quality

The team have attended the Northern Healthy Places Forum in Shepparton. The Vic Kids Eat Well, Achievement Program and Health Eating Advisory Service teams conducted four Healthy Places Forums across the state with attendees representing community health organisations, local public health units, secondary schools and government. The forum was a opportunity to share current programs and future initiatives to support health and wellbeing for children and young people in our community.

Other networks attended:

- RESPOND project quarterly meeting
- Lower Hume prevention collaborative meeting
- MAV Infrastructure Advisory group

Cassie and Angela attending the Final RESPOND Implementation Meeting. The Respond project is finishing but our partnership in Mansfield will continue following the success of our local projects.

Currently we are working on/delivering:

- the Fresh Fruit in Schools program where Mansfield Shire Council in partnership with VicHealth is delivering fresh fruit and vegetables to schools and early childhood centres. The program has started successfully to all participants with great feedback.
- delivering Soup 4 Schools to primary and kindergartens for all to enjoy
- the Walk and Ride to School's revamp of stickers and new signage.

Volunteer Program

The Volunteer Program funded in the 2024-25 Budget through expansion of the L2P program has started with the commencement of the new Program Officer. The team will be developing volunteer opportunities and commence recruitment through September and October.

Community Connections Program

An extension of the Community Connections program was included in the 2024-25 Budget and the position is under review prior to recruitment.

Network meetings/webinars attended August

Ovens Murray Child and Family Services Alliance – Executive meeting was held on the 8 August with a review of the current data and financial and information sharing from partner organisations.

High Country Library Network – Quarterly meeting was completed as a desktop meeting with the Coordinator to review 2023-24 data and reporting.

Mansfield District Welfare Group – regular committee meeting to discuss issues facing our community. Annual data on support provided to the community and key issues were discussed including homelessness and the impact of the cost-of-living crisis. Main support provided continues to be food and petrol vouchers. The availability of public showers was discussed and strategies to address this are being implemented.

13. Library

Reporting completed

Public Libraries Funding Program 2024 – 2025 Funding Agreement and Initial Plan

Public Libraries Victoria Statistical Survey (financial section)

Children's Book Week: a fun, action packed week at the Library

This was a fabulous week at the Library. The foyer and children's area were decorated with the theme 'Reading is Magic' and staff dressed as book characters all week. Visitors to the Library were greeted by Mary Poppins, Peter Rabbit, the very hungry caterpillar, Esio Trot (read these letters back to front – it is a book by Roald Dahl), a pirate, a bowerbird, the Cat in a Hat, the White Rabbit from Alice in Wonderland or Max from where the Wild Things Are.

The team ran 16 storytime sessions for kindergarten and school groups. Winning books were read to groups at both the Library and in classrooms around the Shire. To make sure no one missed out the team travelled to Merrijig and Jamieson Primary schools, Mansfield Autism Centre and ran a session at the Library for the home school community.

Children's Book Week bookmark competition. Theme: 'Reading is Magic'

The Library's popular bookmark competition is on again this year with a prize pool worth \$450 thanks to Friends of Mansfield Library.

1st and 2nd place winners will be selected in 3 age group categories: Ages 4 – 8, 9 – 12 & 13 – 17. The winning designs from each age group will have their design produced onto bookmarks which will be available for free from the Library for the following year. 1st and 2nd place winners in each category will also receive book vouchers from Ink Bookshop, worth \$100 and \$50 respectively. Winners will be announced on the Mansfield Library Victoria Facebook page on 12 September.

This is a wonderful opportunity for children and young people to have their artwork produced and enjoyed by the wider community.

One-on-One Tech Help

This service was well utilised with 19 hours of One-on-One Tech help delivered.

Armchair Travel

50 people attended Jane Herbert's culturally informed presentation on Japan.

Friends of Mansfield Library (FOML) Celebrated 1st year of 'The Little Shop of Good Reads'

FOML celebrated their very successful first year with an afternoon tea.

FOML raised an amazing \$20,932 over the 12 months and saved over 10,000 books from landfill.



A snapshot of the Mansfield Library Victoria Facebook page:

Followers – 1112

Posts published – 31

Engagement – 1070

The Library’s most popular posts for June:

Children’s Book Week excitement is in the air!

Can you guess which characters we are? 🐰🍌🐣
🌸🐰❤️

Come and drop by the library to join in on the fun 😊

Congratulations to Henry who has completed his ‘1000 Books Before School’ - what a feat for him and his parents! 🍌

We hope it has been an enjoyable reading journey for you all 😊📖❤️

For more information about the free ‘1000 Books Before School’ program, pop into our Library and have a chat to one of our staff or contact us on 03 5775 8621.

[#librarieschangelives](#)



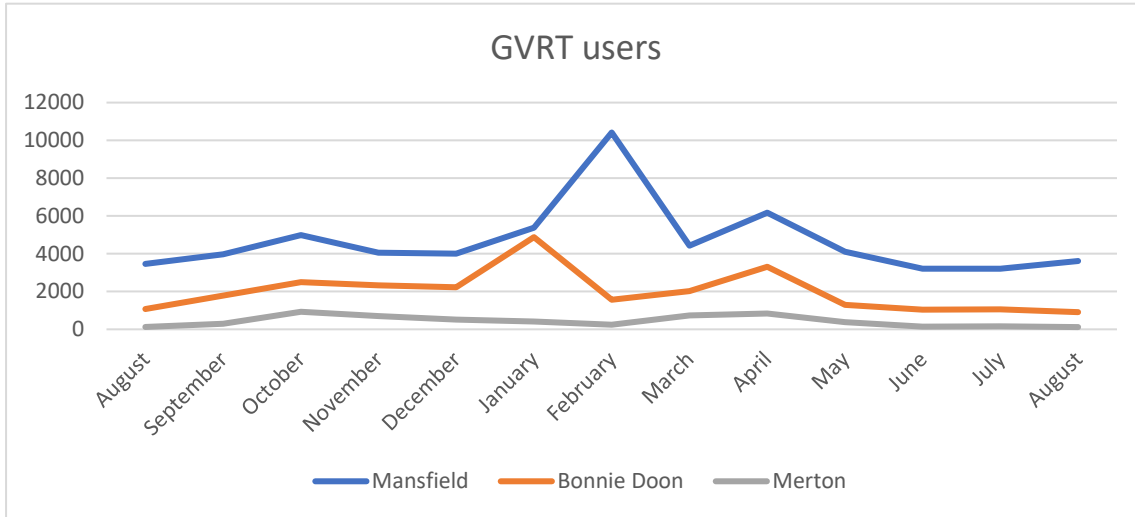
Statistics for August 2024

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holdings placed	New*
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
March	3780	3751	7	102	16	155	654	45
August 2023	4351	4447	30	387	31	106	652	-

*New memberships

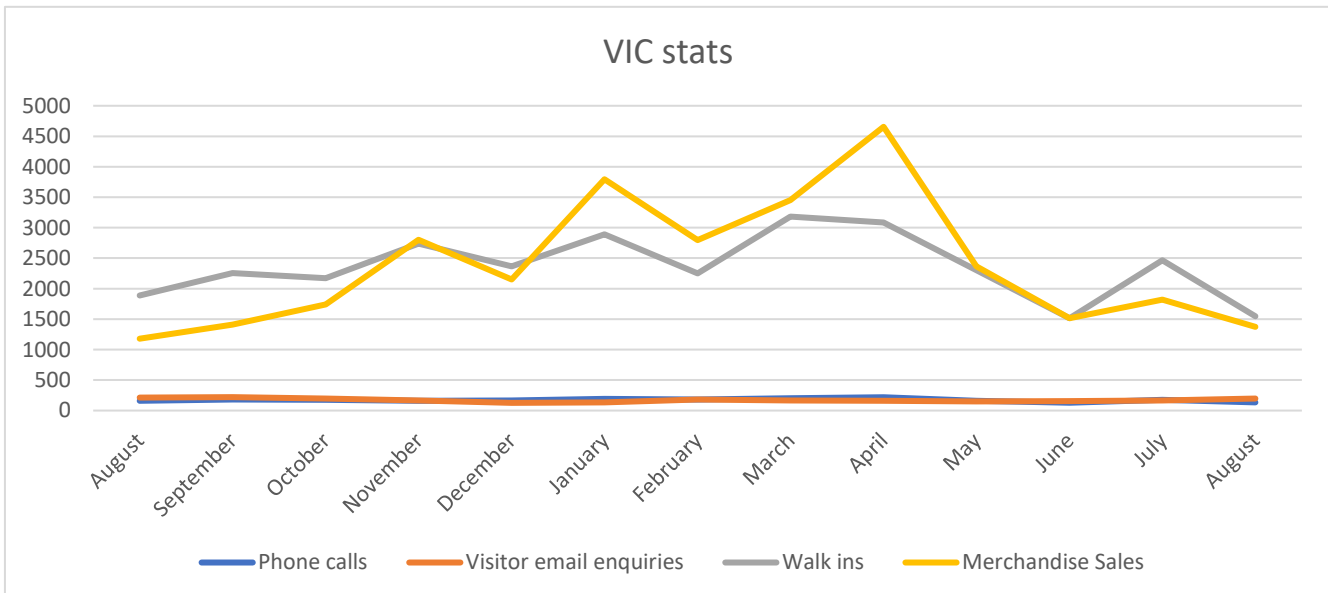
14. Visitor Services

The Great Victorian Rail Trail (GVRT)



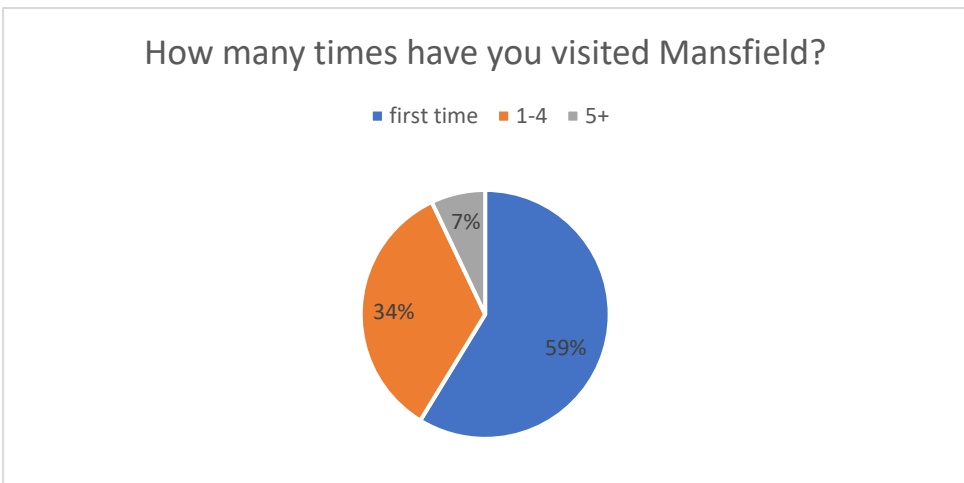
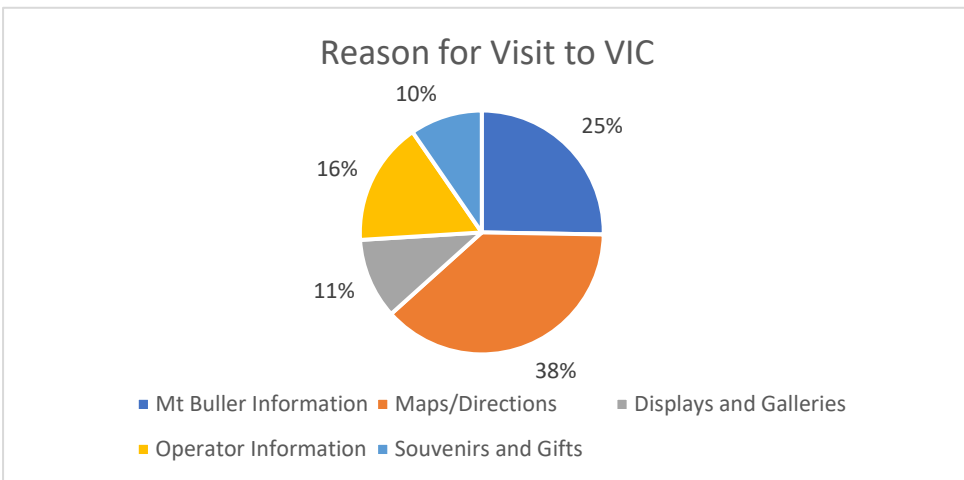
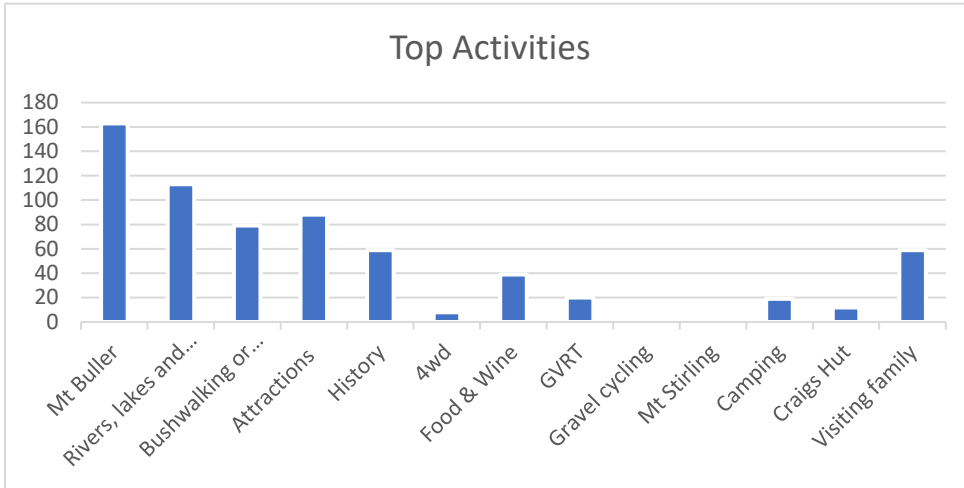
Monthly Figures	August 2023	August 2024	+/-
Mansfield	3,464	3,615	+151
Bonnie Doon	1,066	909	-157
Merton	129	118	-11
Total	4,659	4,642	-17

Mansfield Visitor Information Centre (VIC)



Monthly Figures	August 2023	August 2024	+/-
VIC			
Walk In visitors	1,887	1,546	-341
Retail Sales	\$1,179	\$1,372	+\$193

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:



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.

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 and begin 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 with reviews with Focus Group and on Engage (complete).
5. Adopt final plan – For presentation to Council for adoption in September 2024.

Youth & Events

Award Nominations

2024 Rural Youth Awards

The Mansfield Shire Youth team has been 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'.

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 August.

Upcoming Events

September	October	November
8 – Dads with prams	1 – 4 – School Holiday Program	1 – Breakfast on the lawn
10 – Tourism Connect	5 – LINE Wangaratta Pride Market	1 – Auxiliary Art Exhibition
11 – Housing Forum	7-11 – Seniors Festival	1 – Torchlight Parade
21 – Outdoor Provedore	11 - 13 – Jamieson Hot Rod Run	1 – High Country Festival opening night
22 – 30 – School Holiday Program	13 – Battle of the bands	1 – Rock Out Youth Concert
28 – Farmers Market	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

September	October	November
		2 – Auxiliary Art Exhibition 3 – MOST 3 – Auxiliary Art Exhibition 4 – Auxiliary Art Exhibition 5 – Mansfield Cup 5 – Auxiliary Art Exhibition 9 – Delatite Valley Fiesta 16 – Mansfield Show 17 – Mansfield Holistic Expo 18 – ACBG Car Show 23 – Goughs Bay Festival 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 numbers 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 **RE**building through **Art** Training and **E**ducation).

Through engagement with our youth, Council identified a strong link to art in our communities and the 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 – 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. These will go to a selection panel ready for painting in 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.

Course	Upcoming	Completed Jan - August
First Aid	0	62
CPR	0	8
Defensive Driving	60	0
Marine Course	0	26
White Card	0	41
Food Safety	0	8
Chainsaw Operations	6	0
Chemical Safety	8	0
Mental Health First Aid	60	0
Potential Diplomas and other short courses under investigation	3	3 underway
Trainees – HR, Local Laws, Youth Peer Support	0	3
TOTALS	137	151

Youth Centre

Youth Advisory Group (YAG)

Youth advisory groups (YAGs) create opportunities for young people to develop partnerships with leaders of organisations and government departments and share decision-making processes. Young people provide unique and valuable perspectives that many adults may not have considered. But most importantly young people have a right to express their views on issues that impact them.

Through our FutureProof Funding we now have an established YAG that is meeting fortnightly to provide advice, direction and influence over the programs we offer through Youth Services. They are currently working on an advocacy piece to extend funding of staff and activities for youth.

FReeZA Committee

The creation of a new FReeZA committee to assist in events across culture, arts, music and more has occurred. This is an enthusiastic group who 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 most afternoons taking place 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 is offering them a great place to engage with their music endeavours.

Economic Development - Business Newsletter Support

Council's business newsletter delivers local businesses with information on funding opportunities, business support, training and workshops. 433 local businesses were sent three issues of the newsletter during August.

	Council's Business Newsletter	Industry Benchmark
Open rate	47.9%	19.4%
Click rate	9.7%	2.8%

The opening and engagement rates remained stable through the "3 issue" month of August. The click-through rates for government email newsletters are renowned as low at 2.8% on average, and whilst we are below our traditional double figures, the engagement remains consistently positive. The team are always looking for content to assist our business community, including the material aimed at "High St" styled businesses, while extending the reach of information into the construction and agricultural sectors, to grow engagement across the board. Highlights for engagement, through August, saw readers focus on the North East Jobs Hub, Mansfield High Country Festival, Electrification Support articles.

Website - North East Victorian Jobs Hub - "Jobs Feed" for Mansfield Shire climbed to 31 positions being advertised during August. Our partners in this joint website venture, the City of Wangaratta's business community posted a big rise in offered positions at 167 while the City of Benalla's business community posted less this month with 39. Council continues to promote this local source of employment opportunities in North East Victoria through its Business Newsletter and during engagement.

Business Engagement, Support and Advocacy

August business engagement included direct emails, face-to-face calls to discuss business walk-in/trends, events, employment and housing. 25 business engagements were conducted with a broad range of sector businesses - civil construction, retail, medical, agriculture, food and beverage, accommodation. Telecommunications conversations on the 3G closure, the upcoming worker housing forums, funding and grant opportunities, local business closures, the Mansfield District Business Associations inability to provide its full function due to its lack of financial resource.

Engagement included 2 micro (1-2 employees), 18 small (0-19 employees), and 5 medium (20-199 employees) during August. These contacts were mostly face-to-face with a few telephone conversations. Direct advice/program update emails were sent to 16 agricultural sector contacts regarding Austrade/Internationally funded projects on alternative pathways into overseas markets.

Better Approvals

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

Two enquiries were received:

- ▶ Proposed business – a miniature rail project is being investigated for potential road share use and stakeholder engagement is currently underway prior to a formal application to council. It is

proposed that it might operate within Mansfield township during restricted periods.

- ▶ Proposed Car Museum is exploring location alternatives around Mansfield township.

Projects

Business Support Program

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

Businesses can directly book training sessions online for the coming program via the Mansfield Shire Council “Business Matters” Newsletter. This program offers online training sessions and the opportunity for some limited face-to-face training, utilising Mansfield Shire Council facilities to conduct the booked sessions.

Council has also secured a session for local business owners to attend “Winning government grants and tenders”. Marketing will be conducted prior to caretaker period and the training session on 8 October is fully funded by the Victorian State Government through Monarch Institute. It is to be held in the Library meeting room.

Council has now also secured the Business Victoria Small Business Bus to visit Mansfield in November and it will be located in the car park between the Mansfield Courthouse and the Mansfield Hotel at that time.

Mansfield Housing Forum (#3)

Mansfield Shire Councils Housing Forum Team are making final preparations for the third workshop in September. (11 September – 4pm to 6:30pm – Mansfield Golf Club)

The agenda and attending speakers/ hybrid presenters are now confirmed and, to date, we are only a very few seats away from the session being sold out.

It is proposed to provide an informative session for our community. We are welcoming community groups, business and developer interests to hear details of national and state housing programs, information updates from previous sessions, to inform and progress/ actions and to provide high level briefings on all housing sectors across Australia, Victoria and within the region.

15. Communications

Media releases

The 10 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.

- ▶ Council fleet investment benefits road infrastructure and more
- ▶ More kilometres graded
- ▶ Community feedback key to IMPACT Route changes
- ▶ Annual Rates Notice in the mail
- ▶ Community members invited to join housing forum
- ▶ New Shared Path for Kidston Parade
- ▶ Council invests in land for the future
- ▶ McLeod Lane Culvert Upgrade Complete
- ▶ Renovated Kindergarten and Mechanics Institute Open
- ▶ Mayor's report

A release on the completion of the Heavy Vehicle Alternate Route was also issued jointly with the federal Minister for Infrastructure, Transport, Regional Development and Local Government.

Comments to media

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

- ▶ Rates Notice
- ▶ Acknowledgement of Country
- ▶ Roads
- ▶ Mansfield Housing Forum

Responses to media enquiries were provided on the following topics:

- ▶ Alpine Resorts Victoria transport summit
- ▶ Children's Book Week
- ▶ Funding for Indi
- ▶ Heavy Vehicle Alternate Route
- ▶ Planning matters discussed at the August Council Meeting
- ▶ Youth Centre activities
- ▶ Acknowledgement of Traditional Custodians of Land Policy 2024
- ▶ Hospital merger reversal
- ▶ Traffic Liaison Committee

Mayor Cr Rabie also attended and gave speeches at the following events:

- ▶ Chumpy Pullin Stadium opening
- ▶ Mansfield Kindergarten upgrade opening

Social media

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

	August 2024	July 2024	June 2024	May 2024
▶ Reach:	28,830	55,020	57,218	81,845
▶ Followers:	7,136	7,122	7,110	7,088
▶ Content interactions:	373	1,262	1,453	1,733
▶ Link clicks:	63	330	190	845

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



Community members are invited to provide feedback on the concept plan for a new shared path on Kidston Parade. The proposal is for a 2.5m wide sealed shared path linking Maroondah Highway and Malcolm Street, with connections to existing footpaths on...
Mon, 26 Aug

Post reach	Engagement
9,421	736



It’s always really disappointing for us to see some of our older, established trees beginning to decline and experience limb failure. Such is the case with the Silver Maple in Highbett Street which is shedding a lot of bark from its trunk indicating a serious health decline,...
Fri, 2 Aug

Post reach	Engagement
1,723	373

Engage Portal

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

The platform received 1,527 visits, 85 contributions and recorded 7 new registrations with an engagement rate of 7.1%

Details of visitation over the month are shown below:

16. Digital Transformation Project

Planning, Building and Regulatory (Greenlight Solution)

Project Update

The Building Module is now live for Murrindindi and Benalla Councils, with Strathbogie Shire Council going live in early September and Mansfield scheduled to go live early October 2024.

The Planning Module went live for Mansfield on 12 August with testing resulting in some impacts to processing of permits, which are being addressed and actively managed.

The Regulatory stream is currently busy with user acceptance testing (UAT).

What's next

The Building team will continue testing with Mansfield scheduled to go live early-October.

The Regulatory teams will continue testing with Mansfield scheduled to go live late November.

Enterprise Resource Planning (Authority Altitude)

Project Update

Calendars are full, with workshops for staff directly involved in configuration and testing across all streams.

An Authority Altitude test environment has been established to support this work.

What's next

We have access to an Altitude test environment where the key modules champions will be 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 Customer Service team are reviewing CRM categories.

The team are working towards a go live in late March 2025.

17. Electoral Roll

Council enrolled applications opened on 1 May 2024 and remained open until the close of roll (7 August 2024). 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	62	1	1
August 2024*	26		
Total	335		

**Until close of roll*