



CEO Monthly Report

July 2024

1. Customer Service

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

CRMS statistics for the month of July show **152** customer requests registered with **21** requests remaining open and **131** closed during the month.

Two expressions of gratitude were received for the month of July 2024:

A resident called to say how proud she felt driving into Mansfield one night recently after being in Geelong. She said Mansfield looked so beautiful with the fairy lights in the median strip. She said that the gardens are stunning at both roundabouts as you travel through and it's a real credit to the gardening crew.

A visitor to Mansfield said: 'Thank you for encouraging low carbon tourism in Mansfield by having EV chargers available.'

No complaints were received for July 2024.

The majority (48%) of total requests opened were for Local Laws. Requests consisting of (in order of frequency):

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

Field Services (32%) was the second largest group. Field Services requests consisted of (in order of frequency):

- ▶ Roads
- ▶ Tree Fallen Limb removal
- ▶ Tree Pruning Urban
- ▶ Drainage
- ▶ Parks & Reserves
- ▶ Sign Damaged

At the time of the report there were 9 overdue service requests. Overall organisation performance is 94% completed within time.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Waste	3	3	0	0	0	0
Records and Customer Service	5	4	0	1	0	0
Parks and Garden Services	20	11	2	4	3	0
Road Maintenance	50	45	2	2	1	0
Local Laws	74	68	4	2	0	0
Total	152	131	8	9	4	0

Definition of the tabs on 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

July 2024	Total
Requests	152
Complaints	0

Digitisation Information Management Project

	Total Files
July 2024	46
Total files	8285
Completed	6385
Remaining	1854

2. Governance

Confidential Reports at July 2024 Council Meeting

No. of Confidential Reports	Comments
2	<ul style="list-style-type: none"> Tender Award: Chapel Hill Road - Delatite River Bridge Strengthening Tender Award: Landfill Disposal Services

Confidential Reports - Financial Year to Date

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

Freedom of Information Requests (FOI) received in July 2024

No. of FOI Requests	Comments
3	<ol style="list-style-type: none"> Requestor is seeking a copy of all invoices or bills in relation to any PR/Crisis Management costs or consultants engaged by Council. The requestor is seeking the bill to show the cost and provider. The date range of the request is 1/7/2023 - 30/6/2024. Requestor is seeking a copy of all minutes, diary appointments, agendas, meeting notes, in relation to ANY external Council Committees, Associations, that Council is a party to. The requestor is also seeking the minutes or meeting notes of ANY Internal Council Committees (these are any committee Council has set up – such as Climate Emergency, Disability, Reconciliation, Governance, Heritage, Arts and Culture, Gender Equity, etc) The date range of the request is 1/7/2023 - 30/6/2024. Requestor is seeking all relevant documentation pertaining to Cambatong road Tolmie near Blow Fly Track. This request was transferred to Department of Energy, Environment and Climate Action (DEECA) as they maintain this section of road.

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2024	3	3
August 2024		
September 2024		
October 20234		
November 2024		
December 2024		
January 2025		
February 2025		
March 2025		
April 2025		
May 2025		
June 2025		
TOTAL	3	3

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Council Building Renewal - Depot	\$30,000	Depot toilet facilities renewal	On Budget	Jan 2025
Solar Panel Install Program	\$25,000	Installation of solar panels on the Mansfield Sporting Complex.	On Budget	Oct 2024
Public Toilets - High Street - Lords Reserve	\$206,300	Renewal of High Street Flooring. 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 is nearing completion, with final payment to be made on completion.	On Budget	Aug 2024
Emergency Resilience Centre	\$546,000	Tender process is awaiting outcome of funding application.	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, awaiting EPA approval to commence install.	On Budget	Oct 2024
Bridges & Culverts				
Bridge Renewal	\$225,000	Bracks Bridge renewal, Old Tonga Rd barriers, and renewal works identified in Level 2 bridge inspection reports to be scoped.	On Budget	Apr 2025
Hearns Road Bridge	\$50,000	Hearns Rd bridge design; scoping in progress.	On Budget	Dec 2024
Bridge & Culvert Inspection & assessment Program	\$20,000	Level 2 bridge assessment program scoping in progress.	On Budget	Dec 2024
Causeway & Culvert Upgrade Program	\$438,000	Graves Rd culvert, Lennons Ln culvert and culverts on Buttercup Rd to be scoped.	On Budget	Apr 2025
Drainage				
Drainage Upgrade	\$543,000	Upgrade of Rowe St drainage, Logan St spoon drain, construction of drainage along easement – Malcolm & Highett St, Elvins St drainage design, Saligari Rd culvert to be scoped.	On Budget	May 2025
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 includes College Ln stormwater diversion and design and construction of Hurley St Woods Point improvements to be scoped.	On Budget	Mar 2025
Open Space & Streetscapes				
Bonnie Doon Rec Reserve	\$40,000	Master Plan Implementation – scoping in progress, with funding application submitted for footpath links.	On Budget	May 2025

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
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 to be progressed.	On Budget	Jan 2025
Stage Platform	\$10,000	Design small stage for Botanic Park. Scoping to be progressed.	On Budget	Jan 2025
Highett 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 in progress.	On Budget	Dec 2024
Swimming Pool Renewal	\$85,000	Digital Dosing System installation, renewal of pool equipment – scoping and procurement in progress.	On Budget	Nov 2024
Rubbish Bin Renewal	\$20,000	Renewal of rubbish bins – procurement in progress.	On Budget	May 2025
Tracks & Trails Strategy	\$55,000	Develop Tracks & Trails strategy; PCG held, design brief under development.	On Budget	Oct 2025
Pathways				
Footpath Renewal	\$186,500	Goughs Bay foreshore path, Rail Trail path, concrete footpath renewal program – scoping and procurement in progress.	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

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Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Roads				
Kerb & Channel	\$128,444	Kerb & Channel renewal program – scoping and procurement in progress.	On Budget	Jan 2025
Re-Seal Program	\$592,256	Reseal program RFT in progress – report to August Council meeting for approval to award contract.	On Budget	Dec 2024
Re-Seal Preparation Program	\$550,000	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. RFT in progress - report to August Council meeting for approval to award contract.	On Budget	Dec 2024
Malcolm St Reconstruction	\$200,000	Scoping in progress.	On Budget	May 2025
Gravel Re-Sheeting Program	\$556,100	Re-sheet program RFT in progress - report to August Council meeting for approval to award contract..	On Budget	Jan 2025
Township Sealing Program	\$295,250	James St, Bonnie Doon sealing and drainage works - RFT in progress.	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

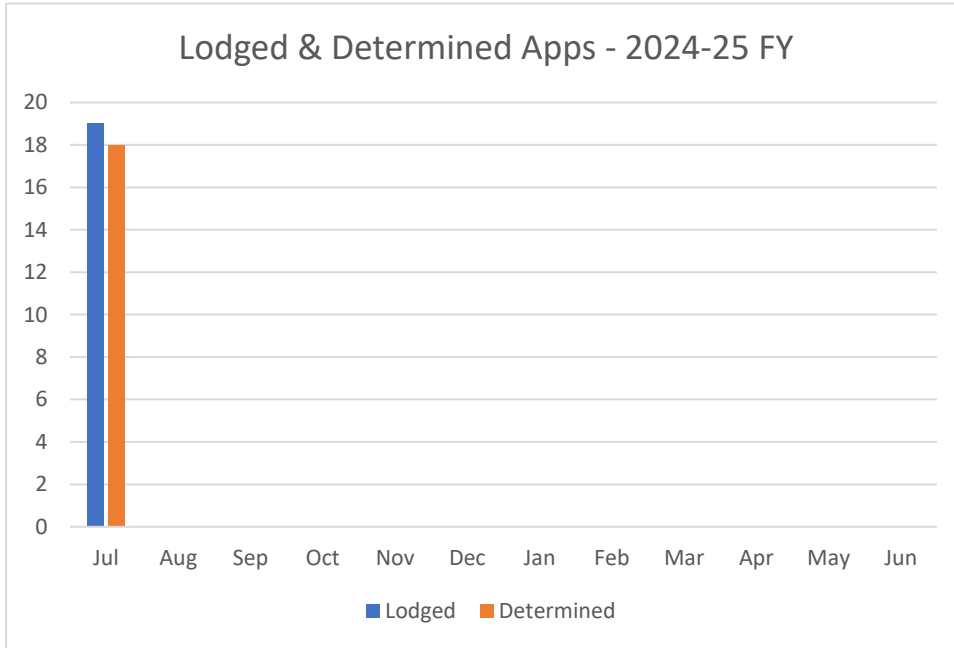
Planning Applications Lodged

App No.	Property Address	Proposal
P054B/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)
P069/24	7 CURIA STREET MANSFIELD VIC 3722	Development of land for a domestic outbuilding
P070/24	230 GRAVES ROAD MANSFIELD VIC 3722	Development of land for an agricultural shed
P071/24	24 HOLLAMS ROAD MANSFIELD VIC 3722	Development of land for an extension to an existing dwelling
P072/24	110 DRAKES HILL ROAD MANSFIELD VIC 3722	Removal of native vegetation
P073/24	81 HIGHETT STREET MANSFIELD VIC 3722	Two (2) Lot Subdivision
P074/24	62 JAMES STREET BONNIE DOON 3720	Development of land for a domestic outbuilding and associated site cut
P075/24	14 HILLCREST ROAD BONNIE DOON 3720	Development of land for a domestic outbuilding
P076/24	296 THREE CHAIN ROAD BOOROLITE VIC 3723	Use and development of land for a Place of Assembly (Heartland Festival) for a one-off Music Festival, including Camping
P077/24	1974 LONG LANE BARWITE VIC 3722	Development of land for an agricultural shed
P078/24	408 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for a Dwelling, Small Second Dwelling and Domestic Outbuilding
P079/24	57 BLUEGUM CRESCENT BONNIE DOON 3720	Use and development of land for a dwelling
P080/24	277 The Sideling JAMIESON 3723	Removal of native vegetation (one tree)
P081/24	350 CAMPAGNOLOS ROAD MANSFIELD VIC 3722	Use and development of land for a Second Dwelling
P082/24	209 HOWQUA RIVER ROAD HOWQUA 3723	Development of land for a domestic outbuilding (Pergola for BBQ Shelter)
P096B/14	45 MCCORMACKS ROAD MERRIJIG 3723	Use of land for up to five outdoor events a year annually on an ongoing basis, development of land for a shed and ablutions block
P115A/23	165 ROSS ROAD HOWES CREEK VIC 3723	Development of land for an agricultural shed and associated earthworks
P124A/22	26 HIGHTON LANE MANSFIELD 3722	Seventy-one (71) Lot Staged Subdivision and removal of native vegetation (53 trees)
P127B/19	221 WAIRERE ROAD BOOROLITE 3723	Use and development for Group Accommodation and buildings and works (aircraft hanger)
Total Applications Lodged:		19

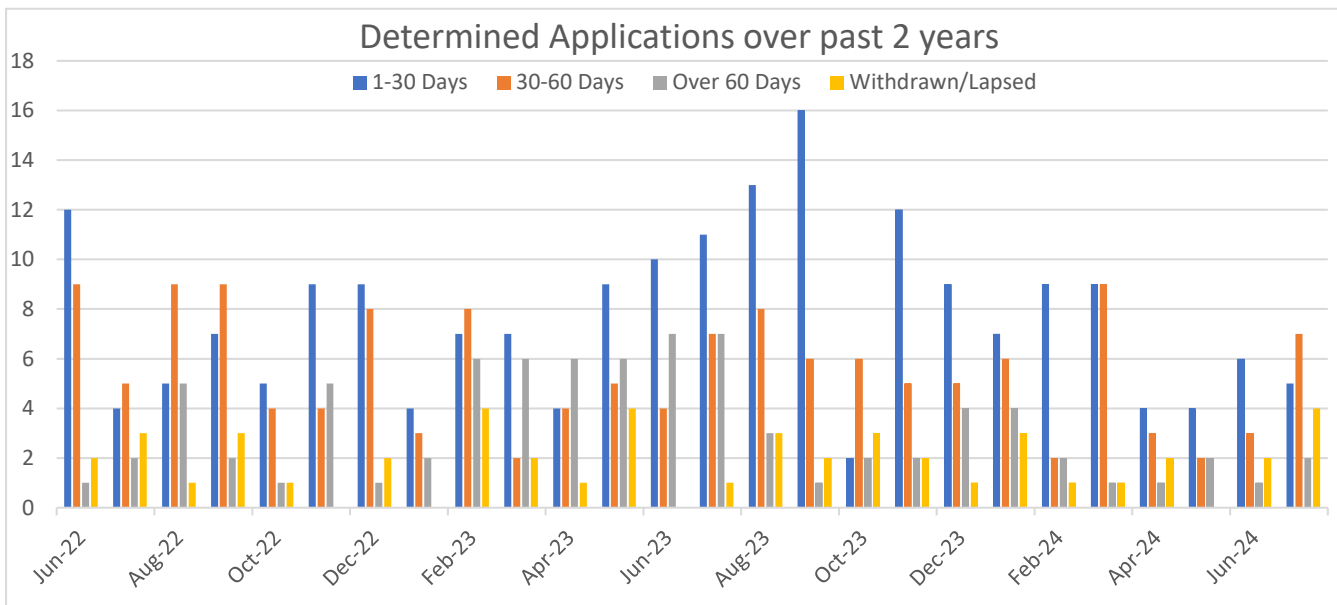
Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P011/24	434 BUTTERCUP ROAD MERRIJIG VIC 3723	Two (2) lot subdivision and change of use to two (2) Permanent Dwellings	Notice of Decision to Refuse a Permit
P017/24	21 COLLOPY STREET MANSFIELD VIC 3722	Development of land for two (2) dwellings and a two (2) lot subdivision	Issued
P027/24	702 SONNBERG DRIVE BONNIE DOON VIC 3720	Use and development of land for a dwelling	Issued
P038/24	79 OWENS CREEK DRIVE MANSFIELD VIC 3722	Use and development of land for a dwelling and outbuilding	Issued
P044/24	927 CHAPEL HILL ROAD BOOROLITE 3723	Removal of Native Vegetation (including 1 large Tree)	No Permit Required
P046/24	414 GLEN CREEK ROAD BONNIE DOON 3720	Use and development of land for a dwelling and outbuilding	Issued
P051/24	52-54 CHENERY STREET MANSFIELD 3722	Development of land for three (3) internally illuminated Business Identification Signs	Notice of Decision to Grant a Permit
P054B/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
P058/24	1435 OLD TOLMIE ROAD TOLMIE 3723	Two (2) Lot Subdivision	Issued
P065/24	3291 MANSFIELD-WOODS POINT ROAD JAMIESON 3723	Development of land for an outbuilding	Issued
P067/24	1673 MANSFIELD WOODS POINT ROAD PIRIES 3723	Development of land for an outbuilding	Withdrawn
P070/24	230 GRAVES ROAD MANSFIELD VIC 3722	Development of land for an agricultural shed	No Permit Required
P071/23	8283 MAROONDAH HIGHWAY MERTON 3715	Use of land for a packaged liquor licence	Issued
P076/24	296 THREE CHAIN ROAD BOOROLITE VIC 3723	Use and development of land for a Place of Assembly (Heartland Festival) for a one-off Music Festival, including Camping	Withdrawn
P077/24	1974 LONG LANE BARWITE VIC 3722	Development of land for an agricultural shed	Issued
P093A/23	824 MAROONDAH HIGHWAY MERTON VIC 3715	Development of land for an agricultural Shed	Issued
P161/23	570 MANSFIELD-WHITFIELD ROAD BARWITE 3722	Use and development of land for a second dwelling, and alteration of access to a road in the Principal Road Network	Issued
P166/23	11 AHERN COURT KEVINGTON VIC 3723	Development of land for an Outbuilding	Notice of Decision to Grant a Permit
Total Applications Determined:			18

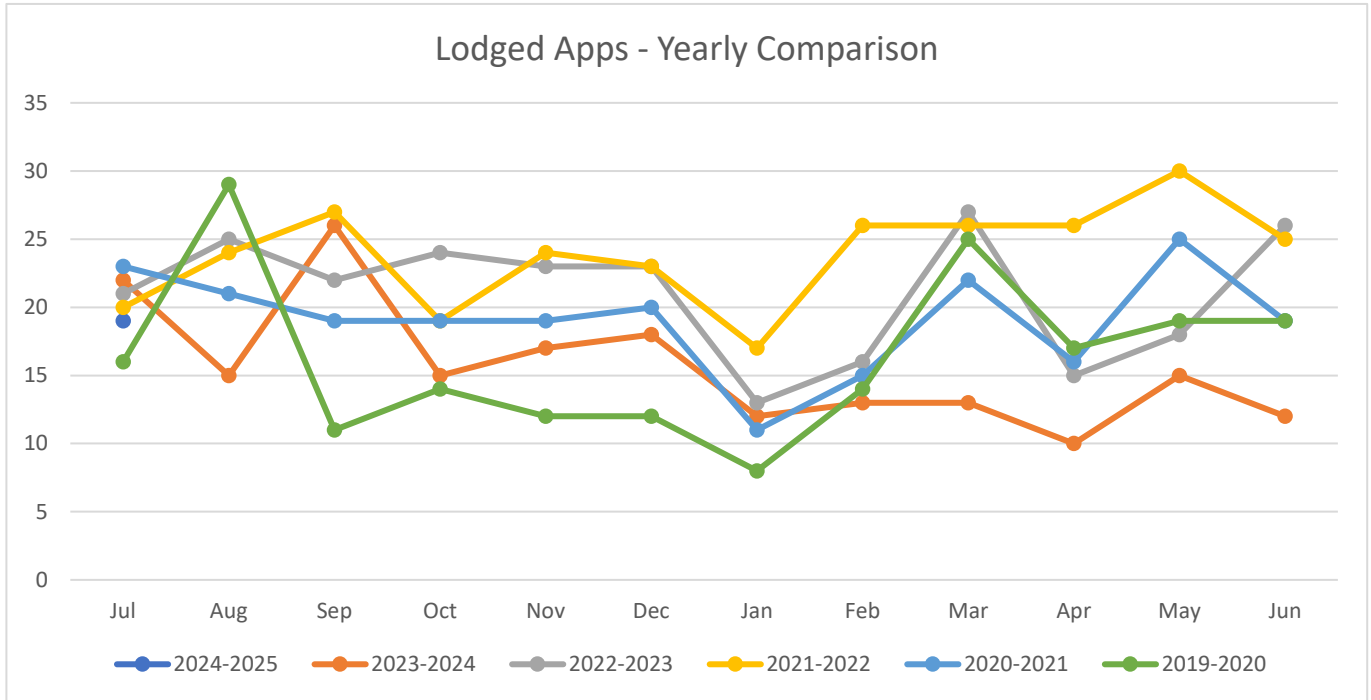
Number of Application Lodged and Determined



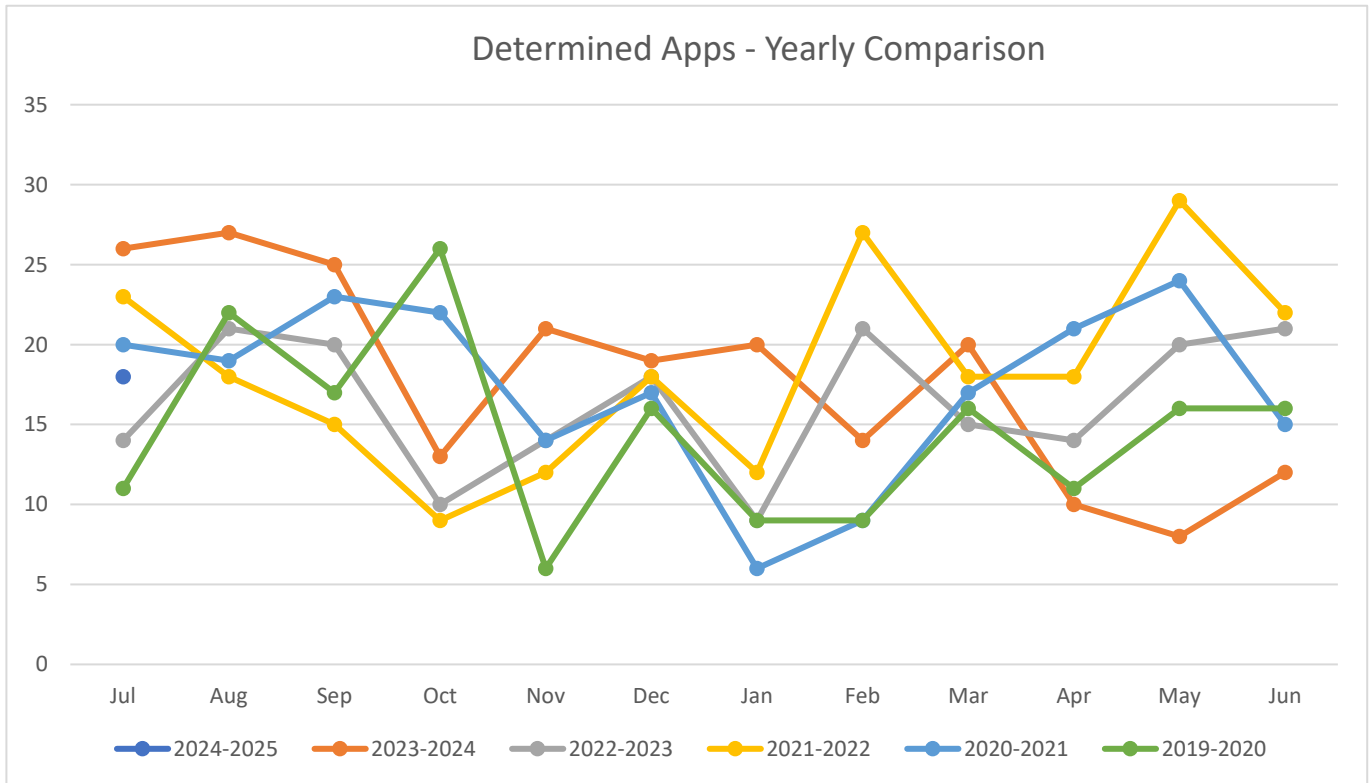
Days Taken to Determine Planning Applications



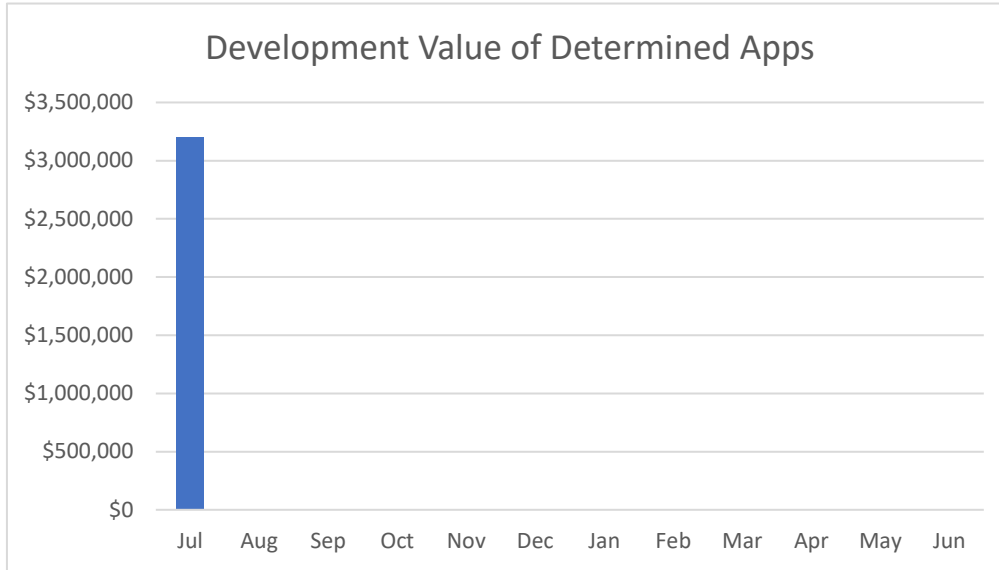
Lodged Planning Applications – Yearly Comparison



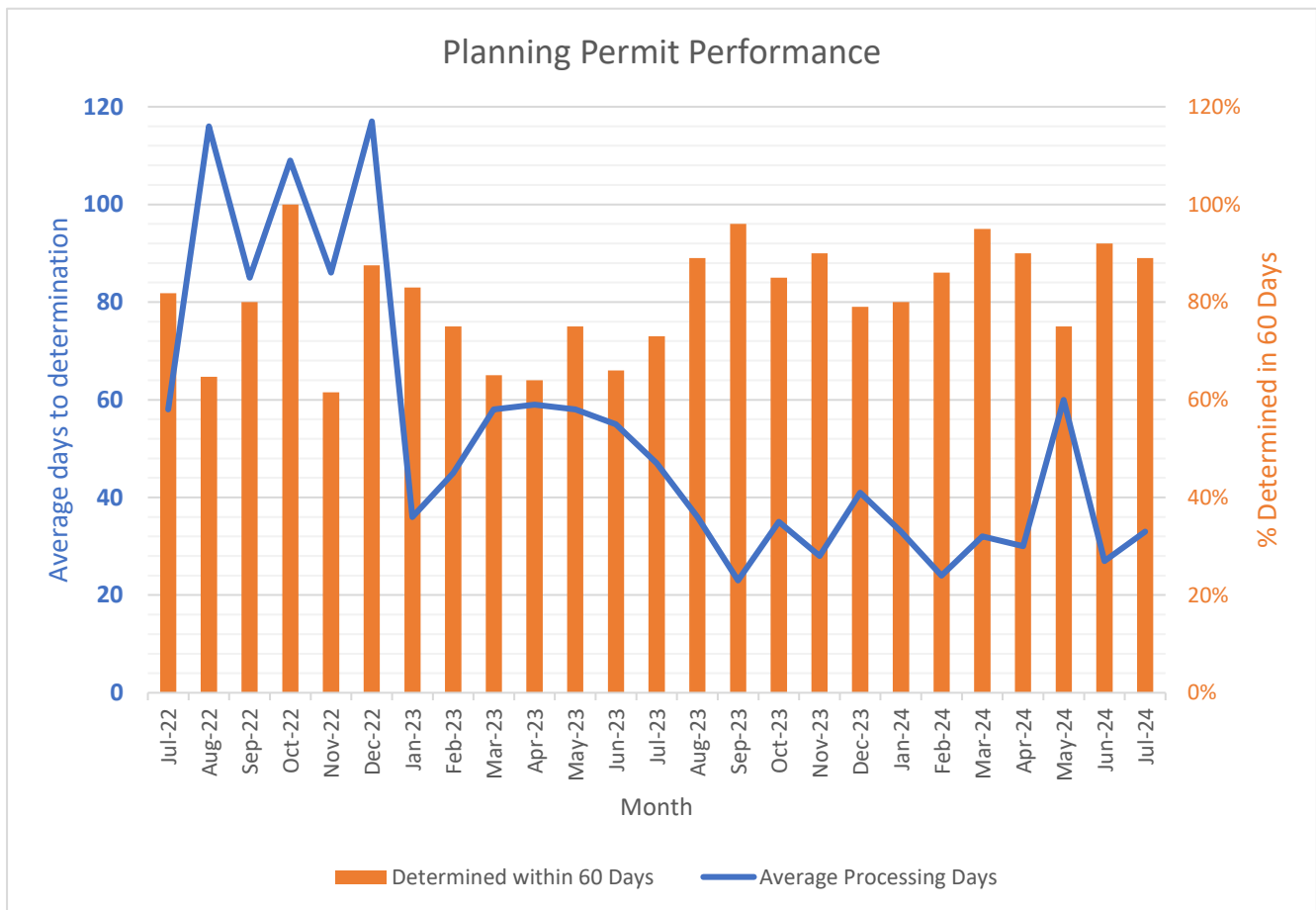
Determined Planning Applications – Yearly Comparison



Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S233108V/24	19 Chenery Street, Jamieson	Certification of a Plan	04/07/2024	Lodged
Total applications received: 1				

Other Planning Consents & Assessments Determined

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

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	Re-exhibition completed with no submissions.	Amendment to go to August Council Meeting.
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.	Continue meeting with submitters to address concerns and explore options.
C60mans	In Progress	Implement Mansfield Planning Scheme Review and Planning Strategy into the Mansfield Planning Scheme.	Amendment documentation completed.	To go to August Council Meeting.
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	Awaiting Response	Proponent led amendment to re-zone land at 73 & 75 Dead Horse Lane Mansfield to Industrial 3 Zone	Received 30 May 2024. Amendment sent to DTP for review.	Initial officer assessment to be undertaken while awaiting DTP review.
Strategic/Structure Plans				

Goughs Bay Plan	In Progress	Creates a Structure Plan for Goughs Bay for the next 20 years.	Draft plan undergoing internal review	Community consultation of draft plan to begin in August.
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-in session	Summary of submissions to be taken to September Council Briefing.
High Street Design – Stage 1: Car Parking Study	Starting	Preparation of a study and strategy for the future design of the Mansfield township CBD and Parking Strategy	Meeting with engineers to discuss upcoming parking study and incorporation with High Street design project.	
Other (Strategic Planning adjacent projects)				
Flood Study	In Progress	Creation of new flood mapping and exploration of flood mitigation options		
Infrastructure Plan	In Progress			
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

	2024-25	2023-2024	2022-2023
JUL	\$4,611,001	\$9,416,143	\$7,830,045
AUG		\$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	\$4,611,001	\$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			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	9		80		118	

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	9	\$3,715,916
ALT & ADDITIONS	6	\$502,005
SHEDS & CARPORTS	3	\$166,579
SWIMMING POOLS, SPAS & FENCES	3	\$190,501
COMMERCIAL & PUBLIC AMENITIES	0	\$Nil
TOTAL COST OF BUILDING WORKS	21	\$4,611,001

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						
SEP						
OCT						
NOV						
DEC						
JAN						
FEB						
MAR						
APR						
MAY						
JUN						
TOTAL						

Septic Applications Lodged

	2024-2025		2023-2024		2022-2023	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	2	2	6	6	6	6
AUG			12	18	7	13
SEP			9	27	13	26
OCT			7	34	3	29
NOV			3	37	12	41
DEC			3	40	6	47
JAN			0	40	2	49
FEB			7	47	5	54
MAR			5	52	4	58
APR			7	59	10	68
MAY			2	61	4	72
JUN			3	64	4	76
TOTAL			64		76	

Septic Inspection & Expiring Permit Follow ups

	No. of Treatment Plants	No. of Septic Tanks	No. of Worm/Sand Filter Systems	AWTS Overdue Service Report	Letters sent Overdue Service Report – Septic	Letters sent Overdue Service Report – Worm/Sand Filter	Expiring Permit Notification
JUL	410	2,960	173	14	10	0	4
AUG							
SEP							
OCT							
NOV							
DEC							
JAN							
FEB							
MAR							
APR							
MAY							
JUN							
TOTAL							

Systems, including treatment plants must be regularly maintained by a professional service technician. Council monitors the lodgement of service reports to ensure systems comply with these requirements. Septic Treatment Plants (AWTS) are required every 3 months, standard septic every 3 years and Worm/Sand filters every 12 months.

OWMP Implementation

	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	4	4	5	5	9	9	45	45	12	12	51	51
JUL	2	2	0	0	5	5	1	1	0	0	4	4

FY2024-25 data to be split out from FY2023-24 once more data has been received

7. Waste Services

Kerbside Waste Collection Statistics

The landfill diversion rate for the month of July 2024 was 26.58%. And the current yearly average landfill diversion rate for FY24/25 is 26.58%.

	2024-2025			
	Recycling (total tonnage)	FOGO (total tonnage)	Landfill (total tonnage)	Landfill Diversion Rate
Jul	83.90	30.40	201.40	26.58%
Aug				
Sep				
Oct				
Nov				
Dec				
Jan				
Feb				
Mar				
Apr				
May				
Jun				
Total	83.9	30.4	201.4	26.58%
Avg Landfill Diversion Rate for the FY			26.58%	

Projects Update

- ▶ Food Organics & Garden Organics (FOGO)
The Green Bin collection commenced successfully on 1 July 2024. Properties in the Opt-In Areas can continue to sign up and further community engagement will be undertaken in outlying areas with the aim to increase the number of opt-in properties.
- ▶ Sustainability Victoria approved the milestone two report for the Improvement & Promotion of Recycling Services (CEHEF - Community Education Program) and will process the invoice payment of \$9,540 (ex GST).
- ▶ Neighbourhood Battery Initiative
The Climate Alliance Business Case has been received for Bonnie Doon. There are two main options with the DEECA funding round soon to open – one is to have a third party apply for the grant and manage/own the asset, the other is for Council to apply, own and manage the asset. The options are currently under investigation, with a report to be produced on the outcomes.
Due to the timing of the DEECA Round Two opening soon, there may be more opportunity to look at Round Three which will open in March next year.

8. Property

Description	Total
Active Licences	15
Active Leases	9
Licences Up for Renewal	1
Leases Up for Renewal	0
Licences Expiring Without Renewal	0
Leases Expiring Without Renewal	0

Property Update – July 2024

- ▶ Leases/Licences Signed: 3, as follows;
 - Mansfield Football/Netball Club
 - Mansfield Junior Football Club
 - Mansfield Women’s Football Club
- ▶ Leasing and Licencing Policy 2024: Adopted by Council
- ▶ Part 141 Lakins Road, Mansfield: VicForests license expired on 30 June 2024 and will not be renewed. Settlement of Lot 1/141 Lakins Road occurred on 30 July 2024.
- ▶ Optimo Property Booking System: Soft launch progressed for property bookings external users.

9. Revenue Services

End of Financial Year Rollover

Revenue Officers worked on 30 June and early 1 July 2024 to ensure all systems balanced and were set for the EOFY Rollover. All ran smoothly, with thanks to Revenue team members for their assistance in processing work to meet deadlines.

Rates Struck 2024/25

After detailed analysis of data and readjustment/cleansing of information where required, 2024/25 Rates were struck on 3 July and Rates Notices prepared ready for issue.

Processing Supps & Building Supps

The Revenue team have done a fantastic job in processing a backlog of Supps and loading them into the VMOnline system ready for the Valuer General Victoria (VGV) to review and update. These are now up to date and will be processed monthly to keep on track. Council is still awaiting approximately 100 Supp returns from VGV which are anticipated to be returned prior to Rates Notices being dispatched in mid-August.

The Revenue team had a steep learning curve when experienced team members left the team in December, however they have taken ownership and have quickly come up to speed allowing processing to be completed this financial year.

Geographic Names Victoria (GNV) Information Session

Council officers attended the GNV seminar at the State Library in Melbourne. Many topics were covered with a strong emphasis on Gender Equality with the aim to achieve 70% of new roads to be named after women. Amendments to the Naming Rules were also discussed with lots of work being carried out in this space.

CODI

Project CODI continues to grow momentum. Civica/Altitude appointed as Software provider. Meetings have begun with Finance and Rates teams to discuss timelines for implementation.

The Revenue and IT Coordinators have been working with Greenlight to ensure payments/receipts are working correctly and to testing receipting and uploading banking.

Concessions

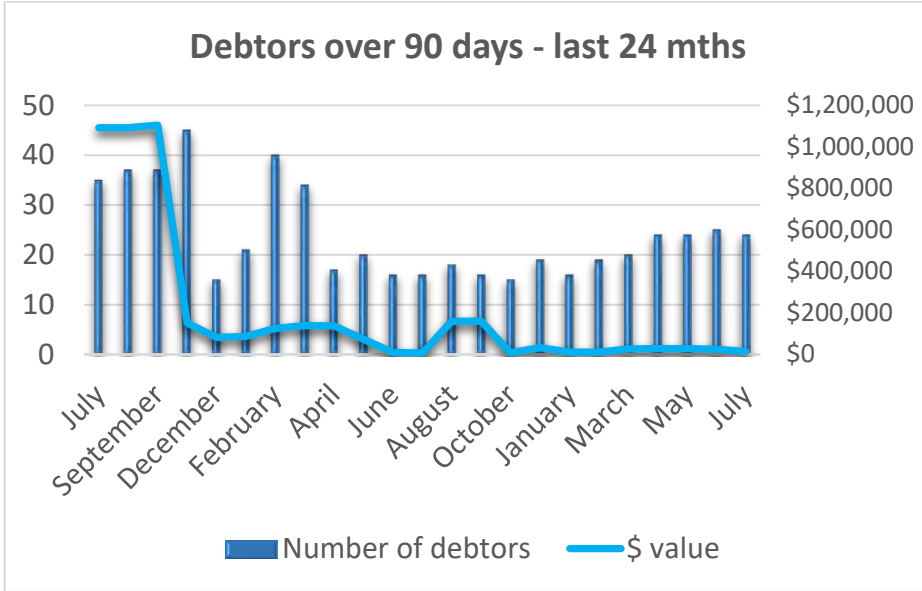
Annual Bulk Verification was completed including follow up with audit checks to ensure the database is accurate. This was the first time this task was completed by new Revenue team members ready for processing the first Claim for 2024/25.

Payment Plans

Were issued to 386 ratepayers who have not followed up with payments after Rate Reminders were issued. Total rates debt of \$784,841.05 is being actioned, with a reduction of arrears in July.

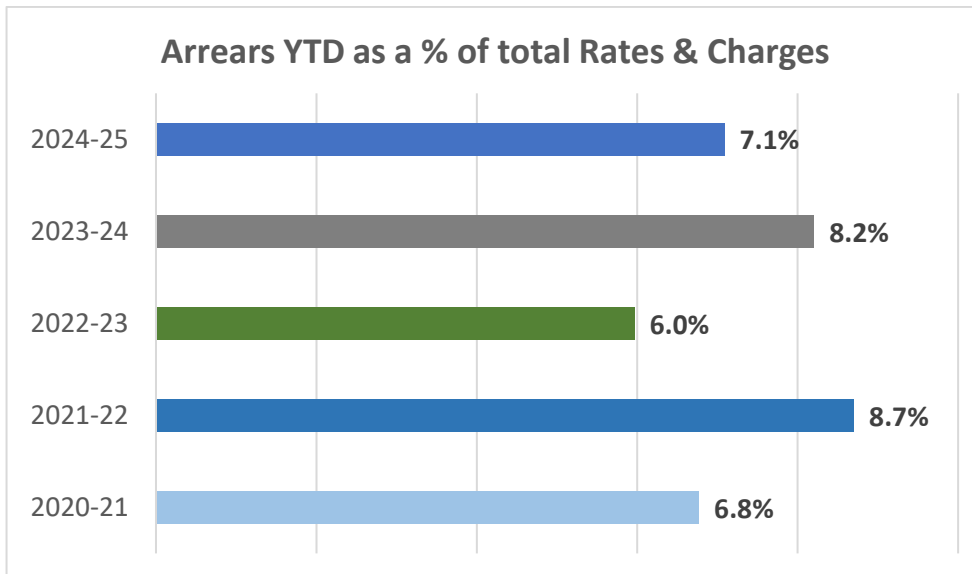
Debtors

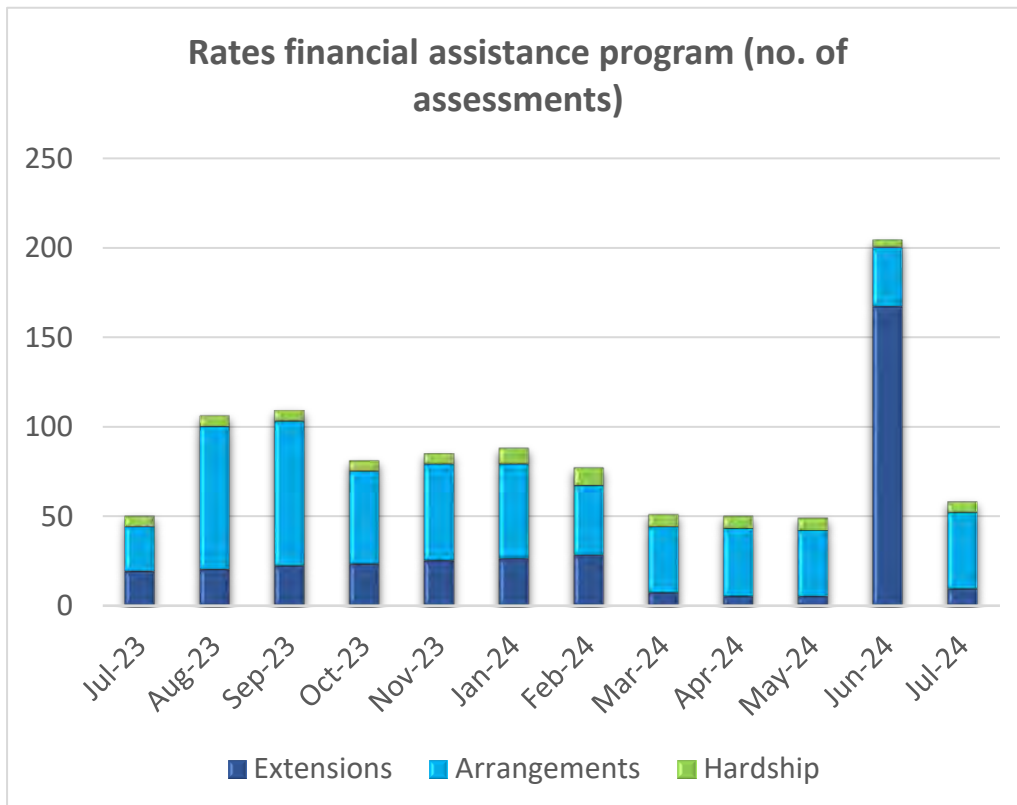
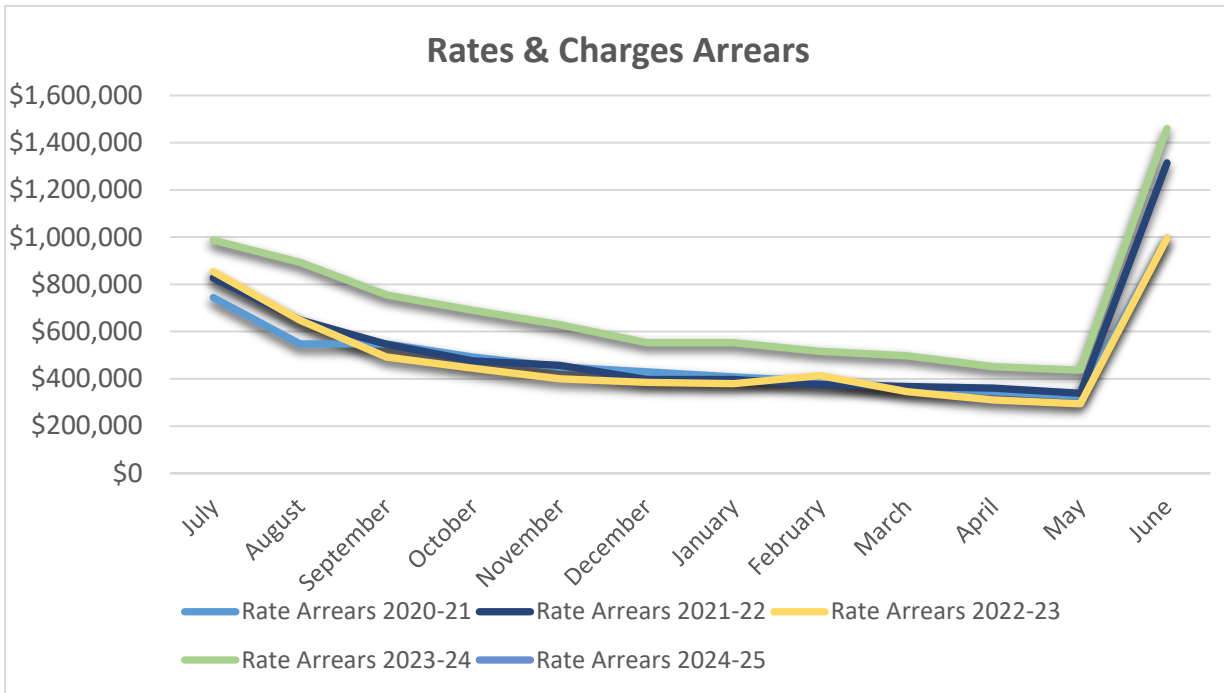
The number of debts outstanding over 90 days decreased by 1 to 24 between June and July. The value of debt outstanding decreased by \$25.1K to \$14K. This included writing off five low value Aged & Disability Care debtors.



Payment of Rates

Rates Arrears of 7.1% at the end of July reflects arrears payments associated with the 2023/24 instalments for last financial year. Rates arrears are \$278k higher than compared to July 2023. There has been a reduction in rates arrears in July by \$195,327 due to payments made.





Debt Collection with Midstate Credit Collect

The number of active files at Midstate Credit Management is 22. The amount outstanding is \$173,608, with \$35,759 of this due to legal costs.

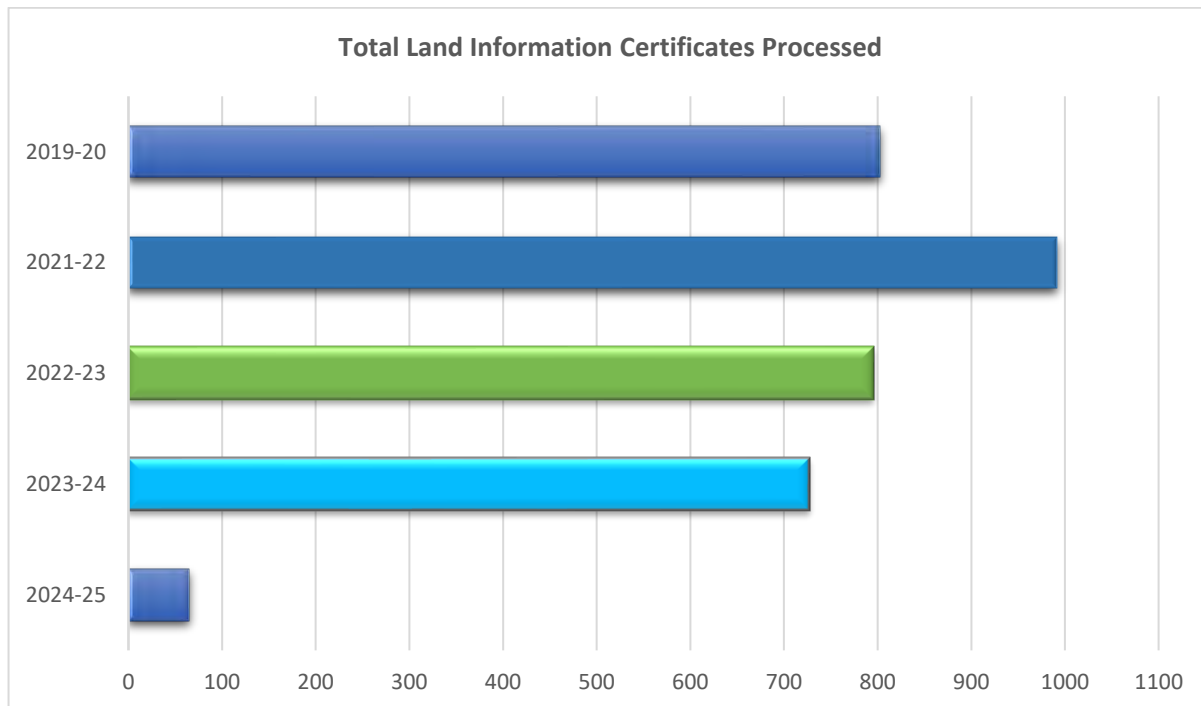
Ages of files that have now been referred to Midstate:

- 9 Years – 1
- 7 Years – 1
- 3 Years – 17
- 2 Years - 3

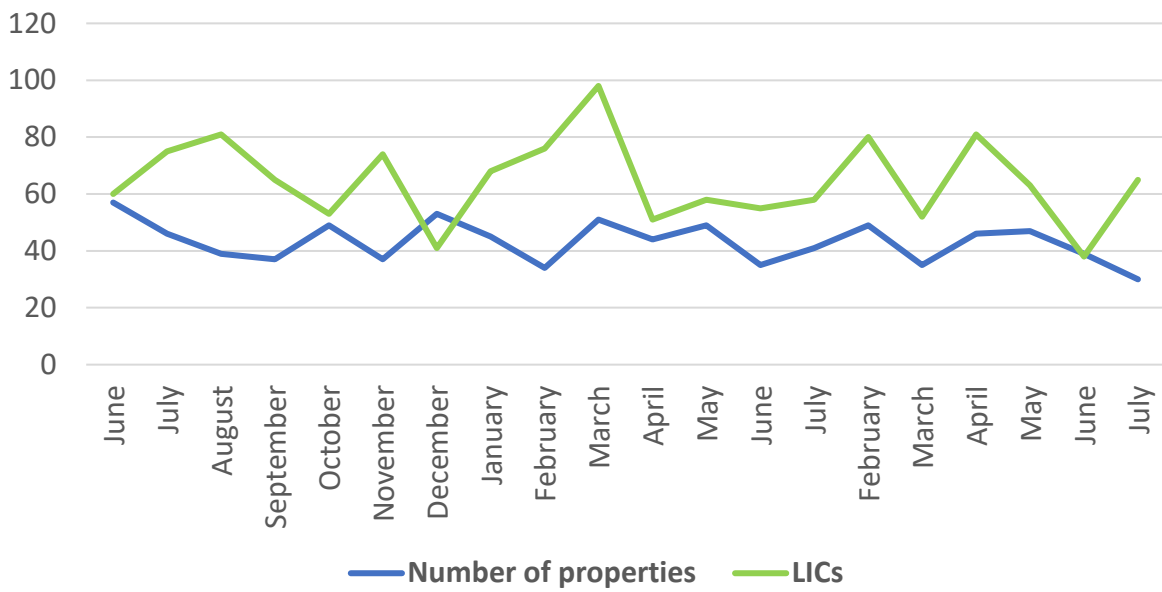
Property sales data

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.

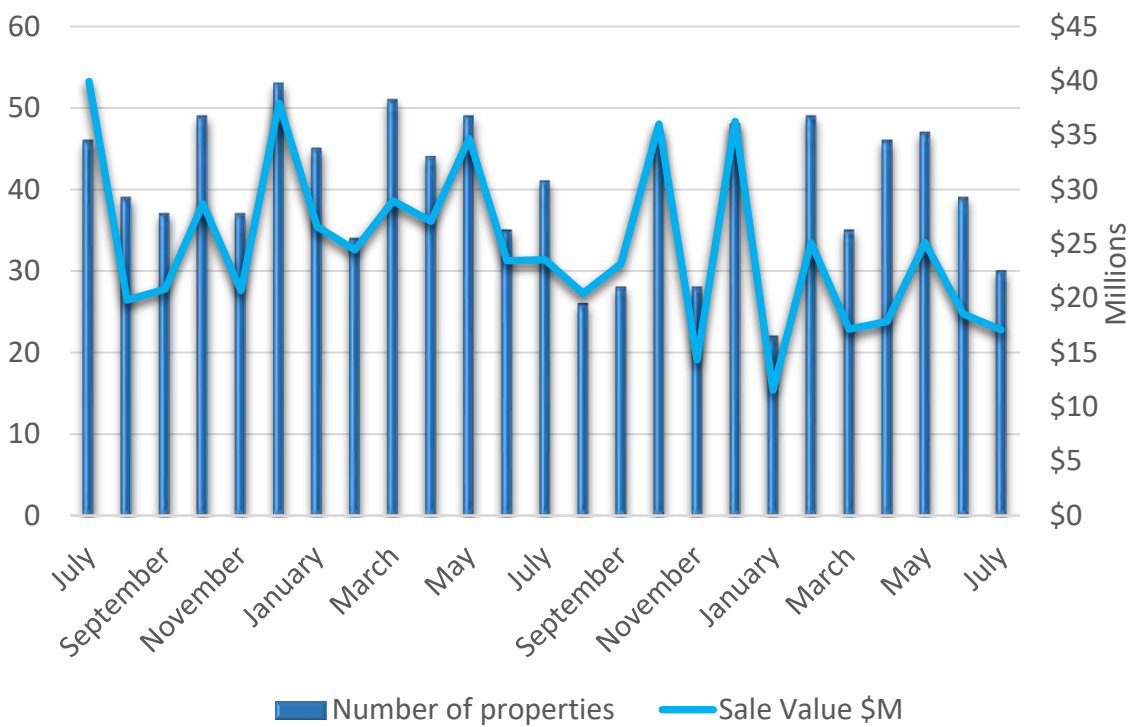
The volume of LIC’s processed can provide an indicator of the buoyancy of the property market. The number of LICs processed in July was 65, which compares to 58 in the prior year. The processing of certificates for 2023/24 was a decrease of 65 compared to the prior year.



Property Sales vs Land Info Certificates



Property Sales last 24 mths



10. Field Services

Parks and Gardens:

- ▶ CRMS received: 11 of which 8 have been closed.
- ▶ Street tree planting is 75% complete. Streets/areas completed include: Mt Battery Rd, Mt Buller Rd, Benalla Rd, Maroondah Hwy, Davies St, Mansfield Recreation Reserve, College Park, Shaws Rd, Stockman's Rise.
- ▶ Over the month of July, the Parks & Gardens team planted 85 trees.
- ▶ Spraying – Benalla Rd, Maroondah Hwy, Stewart St, College Park, Davies St, James St, Mansfield Cemetery, Mitchell Ct, View St roundabout, Collopy St, Community Centre.
- ▶ Brush cutting of Fords Creek.
- ▶ Recreation Reserve and College Park Ovals – mowing, fertilising, sand and slicing to aerate soil.
- ▶ Pruning street trees – Ailsa St, Reynolds St, View St, Griffin Ave, Peak Ct, Finlason St, Prest Ct, Bonnie Doon Community Centre, Mansfield Cemetery, Bonnie Doon Cemetery, Doon Ct, High St.
- ▶ Loader Training
- ▶ Mulching – College Park, High St Carpark, Stockman's Rise.
- ▶ Fertilise annual plantings in the High St/Highett St roundabout.
- ▶ Burials – Bonnie Doon x1, Mansfield x2, Jamieson x2, Ashes interment x1.
- ▶ First Aid training
- ▶ Mowing – High St, Shire offices, Recreation Reserve
- ▶ Chipper maintenance
- ▶ Cemetery – top dress sunken graves
- ▶ Bonnie Doon main street – litter pickup, weeding garden beds
- ▶ Planting near courthouse - garden bed planting, removed dead/broken shrubs, cultivate and mulch.
- ▶ Davies Reserve – pruning, cleaning up along fence line.
- ▶ Botanic Park – mulching, uplifting of wattles in “zig zag”, playground and carpark litter, pruning, restock dog bags.
- ▶ Stockman's Rise – gravel around rock seating.
- ▶ Annual beds – weeding
- ▶ Clean up and repaint of tree guards for High St car park.



Roads Crew:

CRMS: 57 in July and 50 were closed out.

The team have been very busy doing winter work such as pit cleaning and jetting in Mansfield CBD, Bonnie Doon township and Sawmill Settlement. They have also been dealing with a lot of graffiti around town. New wheelstops were installed in High St and also at the Recreation Reserve and playground maintenance was completed. The team also completed first aid training.

Backhoe and Excavator work:

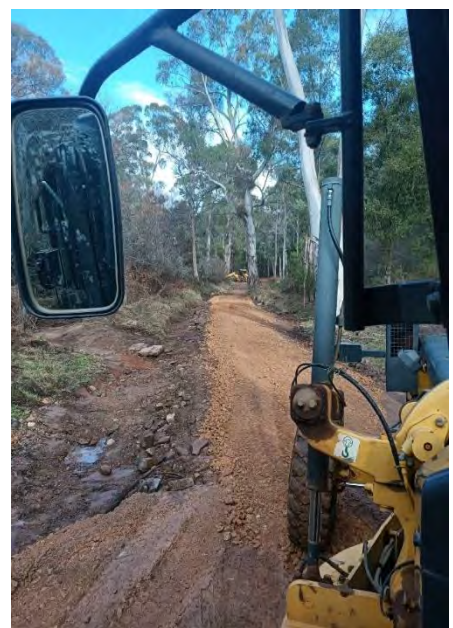
- ▶ Star of the Glen
- ▶ Bluegum Cres
- ▶ Peppin Ridge
- ▶ Eagles Lane
- ▶ Nix Lane
- ▶ Saligari Rd
- ▶ Long Lane

Roadside grass slashing & Shrub clearing:

- ▶ Howqua River Rd
- ▶ Ashwins Rd
- ▶ Merton township area
- ▶ Walshes Rd
- ▶ Maintongoon Rd

Pothole Patching:

- ▶ Duncans Lane
- ▶ Byrne Lane
- ▶ Kidston Pde
- ▶ McLeods Lane
- ▶ Long Lane
- ▶ Mansfield township
- ▶ Bonnie Doon township



Maintenance Grading:

For July the team completed 19.2 km due to wetter weather conditions, bringing the total for 2024 so far to 341.9km, which is 74.2km ahead of this time last year.

Roads included are as follows:

- ▶ Ancona Rd
- ▶ Lonergan's Rd
- ▶ Donaldsons Rd
- ▶ Coles Rd
- ▶ Stoney's Rd
- ▶ Pollards Rd
- ▶ Dead Horse Ln
- ▶ Mt Battery Rd
- ▶ Hearn's Rd
- ▶ School Ln
- ▶ Chapel Hill Rd



11. Community Health and Wellbeing

Maternal and Child Health

Universal Maternal and Child Health

The Maternal and Child Health service has had an increased number of birth notifications in the final three months of the 2023-24 year with 31 out of 75, or 41% of the annual total. It had been an extremely busy few months and continued with 7 new babies born in July.

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. A “Man with a Pram” event is scheduled for September.

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	July
Birth Notifications	7
Enrolments	7
Key Age and Stage Visits	87
Child Counselling	45
Child Referrals	6
Maternal Counselling	5
Maternal Referrals	1
Family Violence Support	
Family Violence Consultations	1
Family Violence Counselling sessions	0
Sleep and Settling Outreach	
Sleep and Settling Outreach Hours	0
Active cases	2
Groups	
INFANT Group Sessions Participants	0
Sleep and Settling Newborn Participants	0
New Parent Group	2
Enhanced MCH	
Total hours	16.5
Active cases	24

Supported Playgroups

A special playgroup was held in NAIDOC Week to celebrate the history and culture of Aboriginal and Torres Strait Islander peoples through paintings, storytelling and picture books.

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".

The Bracks Bridge playgroup has not run in July due to weather and staff availability however families were invited to attend the Friday Youth Centre playgroup.

2024 2025 Supported Playgroups Attendance			
July	Groups	Adults	Children
Monday	Crawl and Play 1	32	45
Monday	Crawl and play 2	7	7
Wednesday	Youth centre 1	21	28
Friday	Youth Centre 2	28	38
Friday	Bracks Bridge	0	0
Totals	5 per week	88	118

Financial Counselling

In July 2024 Financial Counselling assisted 24 active clients with 5 being new referrals. Referrals have been from both self-referral (8) and agency referrals.

Families are continuing to experience family violence currently impacting 5 open cases.

Housing issues affect many clients and, in line with industry wide statistics, this includes owner occupier and mortgagees. This reflects the changing nature of counselling clients to include those who are working, under employed, own their own home or mortgaged. Often there is no life event that has tipped them over their financial edge, it is simply "working poor" or cost of living issues.

Emergency Relief distributed totals \$378.90 which has been for fuel, food & gas bottles.

Integrated Family Services

In the State budget in May additional funding was allocated to support the child, family and protective services and in turn Mansfield Integrated Family Services received a 12-month extension to their fixed term funding that was lapsing in June 2024. Therefore, in July Integrated Family Services welcomed a new staff member returning to full time and the capacity to work with more families. 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. We have been working with Council's communications team in developing a live electronic evaluation process, which will assist the Coordinator to monitor and assess the success and value of the services provided, and therefore work to improve areas that may require it, as well as to celebrate and acknowledge achievements.

- ▶ Service hours July: 92.30
- ▶ Service hours year to date: 92.30
- ▶ Target Hours per year: 2253.59

Community Strengthening

Community Networks and Wellbeing

- ▶ Have been managing the L2P program while recruiting the Volunteer Program Officer, a new combined role.
- ▶ The Outlying Communities Infrastructure Fund OCIF – 2024-25 applications are now open. Information is available through the updated Council website page, with current guidelines and information shared on social media and in Mansfield Matters.
- ▶ Fair Access Action Plan under development. Attended a meeting with Valley Sports to discuss training/mentoring options as per one of the actions. Meeting with the Office of Women in Sports and Recreation Victoria to provide an update progress of the Plan which is to be finalised before October 1.
- ▶ Sports Strategy – final feedback from consultation period is underway and the strategy will be presented to September Council Meeting
- ▶ GADHABA meeting had low attendance as many members are away at present. Encouraged application to SIAG grant before August 14 deadline.
- ▶ L2P – inducted 3 new learners and 1 new mentor.
- ▶ Liaising with outlying community group leaders to organise an informal get together. This has come about as group leaders are wanting to connect with each other but don't have the contacts. The purpose of the get together is to share ideas, discuss successes and issues they face, offer support to one another.
- ▶ Community Newsletter – the team will be sending out an email 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 Round 1 funding request applications closed on Wednesday 31 July 2024 with 19 applications received from 17 community groups, sporting groups and not for profit organisations, 3 enquires that may turn into applications and 1 application that did not match the criteria.

The applications received cover a broad range of initiatives. Council received positive feedback regarding the ease of the application process and language used.

SIAG event is in the planning stages for November (dependent on event schedule).

Community Health and Quality

The team have:

- ▶ Attended Q2 VicHealth Local Government Partnership catch up with VicHealth team.
- ▶ Attended Better Communities for Children Leadership Network meeting – introduction to network.
- ▶ Participated in evaluation of the STIX Vending Machine with CERSH.
- ▶ Initiated 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 GVPHU Collaborative Meeting

Volunteer Program

The Volunteer Program funded in the 2024-25 Budget has commenced recruitment process for a Program Officer. This will be completed in August.

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.

July Network Meeting Updates

Social Services Regulator – update on the new Social Standards Regulator, an independent statutory authority established under the Social Services regulation Act 2021. The new framework will replace the Human Services Regulator. The new system will be more efficient and create a safer involvement for all Victorians. Council's Integrated Family Services program is registered and monitored through this authority.

Department of Health (Commonwealth) – Meeting with Department officials to learn more about the New Aged Care Assessment Model and its transition from two separate assessment systems. The Regional Assessment Service is no longer provided by Mansfield Shire Council as of July 2024 and is now serviced by three separate organisations following a tender process. This will continue to until December 2024.

Mansfield District Hospital "Care in Your Home" team – regular meeting established to engage with MDH staff regarding community access to the range of home and community care services.

Labour Hire Authority for Local Government – Webinar to get latest update on the regulation of Labour hire accommodation and Local Government's role in this.

Mansfield Health and Wellbeing Network – RESPOND showcase to be held in October in Benalla. Organisations in attendance Gateway Health, Mansfield District Hospital, Wellways. Mental Health and Wellbeing Connect, GV Public Health Unit, Centre Against Violence, Infant Child, and Adolescent Mental Health Service. Lots of new starters and introductions through service updates.

12. Library

Reporting completed

- ▶ Public Libraries Victoria Statistical Survey
- ▶ Local Government Public Performance Reporting Framework
- ▶ Public Libraries Funding Program 2023 - 2024 Final Acquittal

One-on-One Tech Help

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

Armchair Travel

- ▶ 30 people attended Toni Appleby's colourful and energetic presentation on South America. The Library team have arranged for Toni to offer the presentation at Bindaree Retirement Centre.

Staff

- ▶ The team was unfortunately impacted by sick leave and injury this month.

School Holiday activities

227 children and over 100 adults took part in the winter school holiday program. Events included:

- ▶ 2 x Harry Potter evenings
- ▶ Children's author visit - Heidi James
- ▶ NAIDOC event: Taungurung storytelling and art with Tilly Annuscheit
- ▶ NAIDOC craft corner: Rock painting and colour-ins by Tilly Annuscheit
- ▶ Movie and craft afternoon

Friends of Mansfield Library (FOML)

- ▶ FOML ran the Harry Potter events with support from the Library team.
- ▶ FOML also helped with the movie and craft afternoon.

A snapshot of the Mansfield Library Victoria Facebook page

- ▶ Followers – 1110
- ▶ Posts published – 26
- ▶ Engagement – 1047

The Library’s most popular posts for June:

Happy Wednesday all!

Here are some images from the recent Harry Potter event, hosted by the Friends of Mansfield Library (FOML). Thank you to the FOML's and volunteers for their time and efforts in creating such an incredible experience 🥰 And a big thank you also to all wizards and witches who attended! 🧙🧙‍♀️🪄



We were thrilled to have Taungurung artist Tilly Annuscheit join us at the library this week. She shared two stories with the children, 'An Important Message from Mr Beaky' co-written by Indigenous artist and educator Cassie Leatham and author Sue Lawson, and 'Laliwun Ganamburra - Sweet Lerp' by Taungurung Elder, Aunty Loraine Padgham.

This was followed by an art session led by Tilly with assistance from Michelle Harmer, where children enjoyed learning to paint Taungurung symbols. A very memorable event for all! Thank you to Tilly, Michelle, and everyone involved 😊

#NAIDOC2024 #NAIDOCWeek ❤️🖤💛



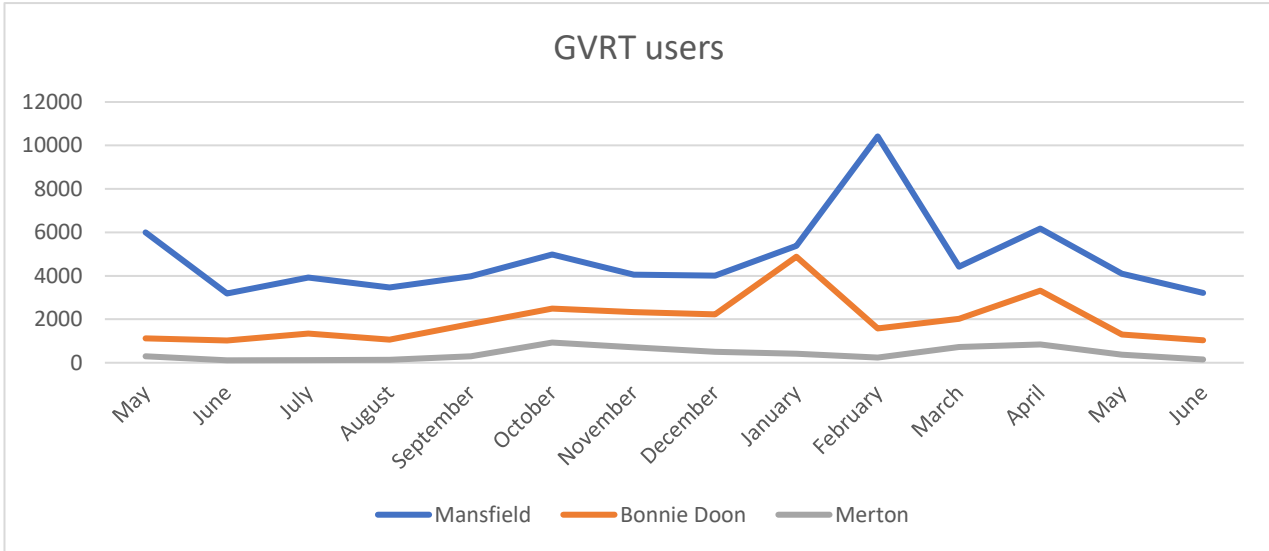
Statistics for July 2024

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holds placed	New*
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
February	3455	3808	10	163	16	204	659	54
July 2023	3373	4135	8	248	7	121	597	-

*New memberships

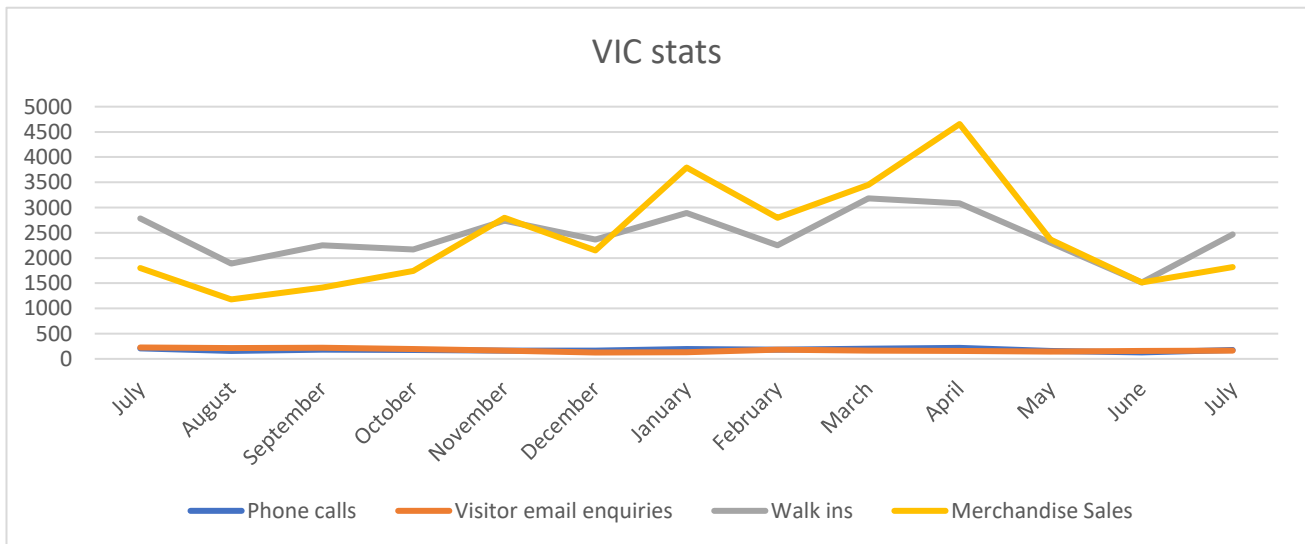
13. Visitor Services

The Great Victorian Rail Trail (GVRT)



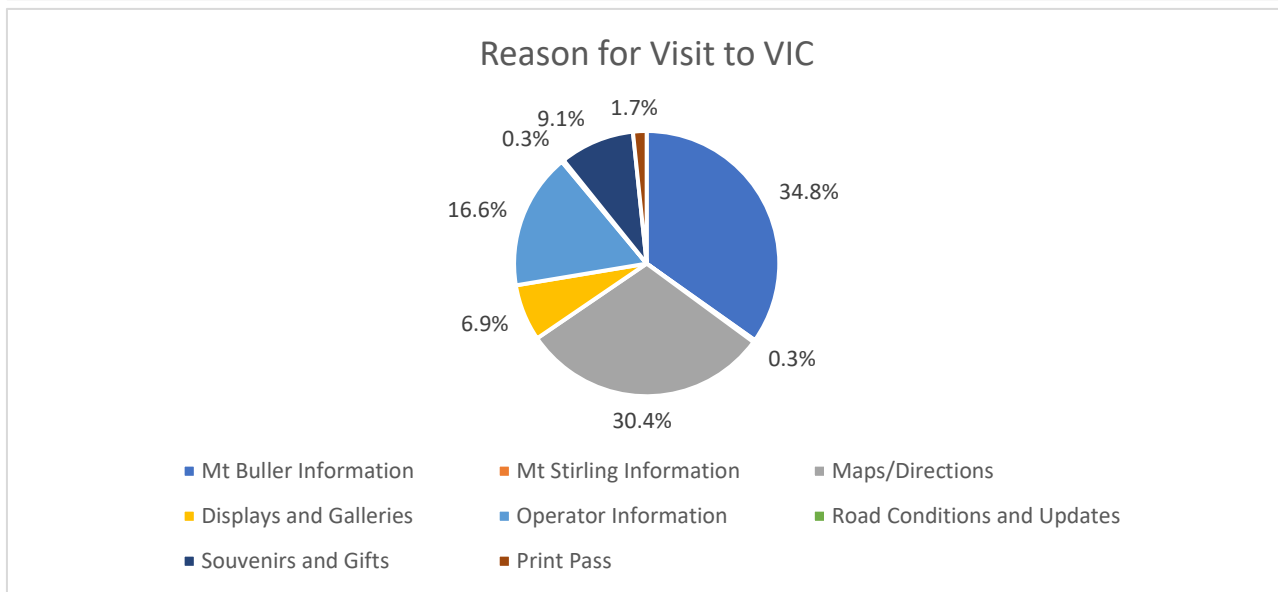
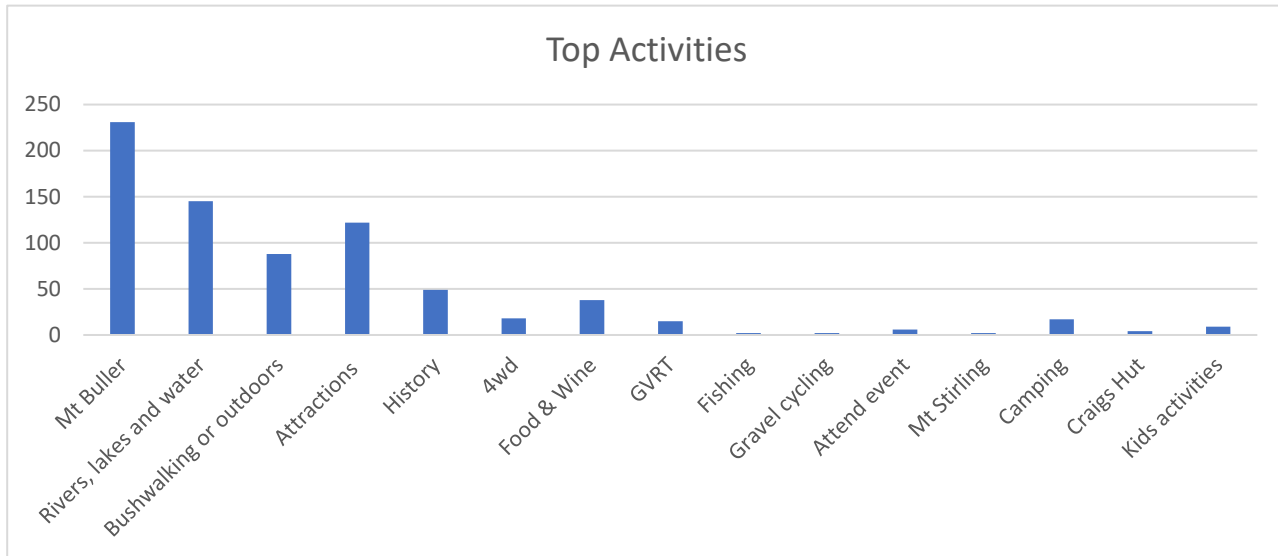
MONTHLY FIGURES	July 2023	July 2024	+/-
Mansfield	3,916	3,207	-709
Bonnie Doon	1,344	1,061	-283
Merton	125	156	+31
TOTAL	5,385	4,424	-961

Mansfield Visitor Information Centre (VIC)



MONTHLY FIGURES	July 2023	July 2024	+/-
VIC			
Walk In visitors	2,783	2,466	-317
Retail Sales	\$3,717.60	\$1,817.50	-\$1,900.10

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. July's data is shown below:



Sustainable Tourism Plan 2024-28

The Sustainable Tourism Plan 2024-28 is a collaborative approach between Council, 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 – anticipated September 2024

Events

NAIDOC Week – 7 – 14 July

NAIDOC week launch

Low attendance was recorded this year in comparison to last year, with the event held on the same day as local football and also snow falling and the 100-year skiing celebration weekend on Mt Buller.

Afternoon tea was enjoyed by attendees following the event, with the Taungurung Artist table a popular addition. The Information Centre now has Taungurung art and gifts for sale.

Mullum Wetlands walk and ring tree talk – 40 people

The event sold out quickly, then DEECA requested to bring their whole Hume region team, which was accommodated. A great walk was hosted by Vern and Peter, however a big group is hard to manage in the narrow sections, with the team intending to look at a speaker system next time. The ring tree talk was very interesting and was enjoyed by everyone who attended.

Library Session with Talitha – 23 people

Went very well with all kids having a great time. The colouring in and activities that were there throughout the week were also a success and good to have for the younger kids.

Weaving Sessions – 42 people

Overall, well attended; although some booked and didn't show for the morning session, the afternoon session was busy. Really well presented by Isobel and everyone left with something nice that they had made and enjoyed.

Movie Night – 22 people

Well attended and people enjoyed engaging after the film to discuss.

Pyrography Workshop – 40 people

This was a great session. The young people who attended related to Iluka and he presented well, with everyone achieving a cool design. The Youth team are investigating a future youth program.

Mansfield Shire Council | **CEO Monthly Report**

Overall whilst numbers were down for the launch day everything else was well attended and enjoyed. Council supported with:

- ▶ Entertainment Funding to \$1500
- ▶ Equipment loan
- ▶ Locations and planning

Upcoming Events

<u>August</u>	<u>September</u>	<u>October</u>
12 – International Youth Day 17 – Outdoor Provedore 24 – Farmers Market	8 – Dads with prams 21 – Outdoor Provedore 28 – Farmers Market	5 – LINE Wangaratta Pride Market 7-11 – Seniors Festival 11 - 13 – Jamieson Hot Rod Run 13 – Battle of the bands 19-20 – Whip Cracker Gravel Cycle event by ATC 19 – Outdoor Provedore 26 – Farmers Market

Youth**Future Proof Program**

Course	Completed – July	Waitlist	Completed Jan - Aug
First Aid	11	16	62
CPR	0	0	
Defensive Driving	0	33	Booked for September
Marine Course	0	0	32
White Card	10	16	41
Food Safety	0	12	8
Chainsaw Operations	0	10	
Chemical Safety	0	8	
Mental Health First Aid	0	9	Booked for October
Potential Diplomas and other short courses under investigation	0	7	1
Trainees – HR, Local Laws, Youth Peer Support			3

(CREATE)

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

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 underway – We have received 7 applications so far.
- ▶ Bus Shelter art project in Macs Cove & Goughs Bay has opened for submissions – Closes end of August with a panel to decide consisting of Arts Mansfield, Goughs Bay community and Council delegate.
- ▶ A mural on the side of the Jamieson General Store has been opened for consultation and design from youth.
- ▶ A Music Mentorship program is being organised to team up young musicians with experienced performers from the Mansfield community.

Youth Centre

School Holiday Program

A major expansion of Council's school holiday program has seen young people getting out and participating in a range of exciting activities this winter. The free activities were all organised by Council's Youth team with funding provided through the State Government's Engage Program.

A snow day was one standout event that saw 28 young people head to Mt Buller for snowboarding and skiing lessons, tobogganing and a scenic lift ride on the Northside Express lift. It was a first-time snow experience for many, made possible by collaboration with Snow Play Tours, Buller Ski Lifts and Alpine Resorts Victoria.

Another highlight was the exhilarating experience at Winton Raceway, where young participants enjoyed fast laps in race cars alongside members of Mansfield-based HyUndies Race Team. This event was a huge success and received a lot of positive feedback. The day out also included a visit to the Benalla Aviation Museum.

"Chop n Chat" cooking classes continued over the holidays thanks to Mansfield Respond. The program pairs our young aspiring chefs with experienced cooks to explore different cuisines and cooking skills. Holiday sessions included making Sri Lankan dishes and making use of Australian native ingredients during NAIDOC Week.

Karen Pirie of MAD Potters conducted a popular workshop at the Mansfield Youth Centre. The young participants created clay sculptures then came together to celebrate their achievements with a mock gallery opening.

During NAIDOC Week the Youth Centre also hosted workshops with Taungurung artists Isobel Morphy Walsh and Iluka Sax-Williams, focusing on traditional weaving techniques and Pyrography (wood and skin burning art). These sessions provided insights into First Nations culture and arts for over 60 attendees.

Besides the event programme, the Youth Centre opened its doors for young people to engage in recreational activities including board, video and card games, computer coding and sports on the half basketball court.

Code Club

The Mansfield Code Club continues to grow with two classes occurring in the Youth Centre on Monday and Thursday. Both are attended by 15-20 young people and led by volunteers. The groups have progressed past the initial course structure and are learning more advanced coding.

Music Room

The music room at the back of the Youth Centre has been fitted out through FReeZA and Engage! Funding and is now available to young people, with bookings being steady since it opened. With over 13 bands booked for our Battle of the Bands competition this room is booking up quickly as a space for young people to rehearse and soon record their music.

14. Communications

Media releases

The 11 media releases below were generated and distributed. All media releases produced are also shared via Council's Facebook page, driving visitation back to the website.

- ▶ High Street's new car park now open
- ▶ Four new waste trucks for Mansfield Shire
- ▶ Our children, our future (Municipal Early Years Plan)
- ▶ Gooleys Bridge works complete
- ▶ Performance of 5 small rural councils compared
- ▶ Bigger and better school holiday program wraps up
- ▶ Community Satisfaction Survey
- ▶ Improvements to Council's Road Management Plan
- ▶ Council's huge achievements in capital works
- ▶ Chapel Hill Road improves access through Delatite Valley
- ▶ Mayor's report

Comments to media

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

- ▶ Don't lose your right to vote
- ▶ Property Leasing and Licensing Policy
- ▶ Road Management Plan and Register of Public Roads
- ▶ Local Government Community Satisfaction Survey
- ▶ Parking improvements

Responses to media enquiries were provided on the following topics:

- ▶ Harry Potter nights (library event)
- ▶ Library visit by author Heidi James
- ▶ Taungurung storytelling and art (NAIDOC Week event)
- ▶ National Tree Day





Cr Rabie also congratulated Catherine Skinner on qualifying for the 2024 Olympic Games in an open letter to the Mansfield Courier.

Social media

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

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

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

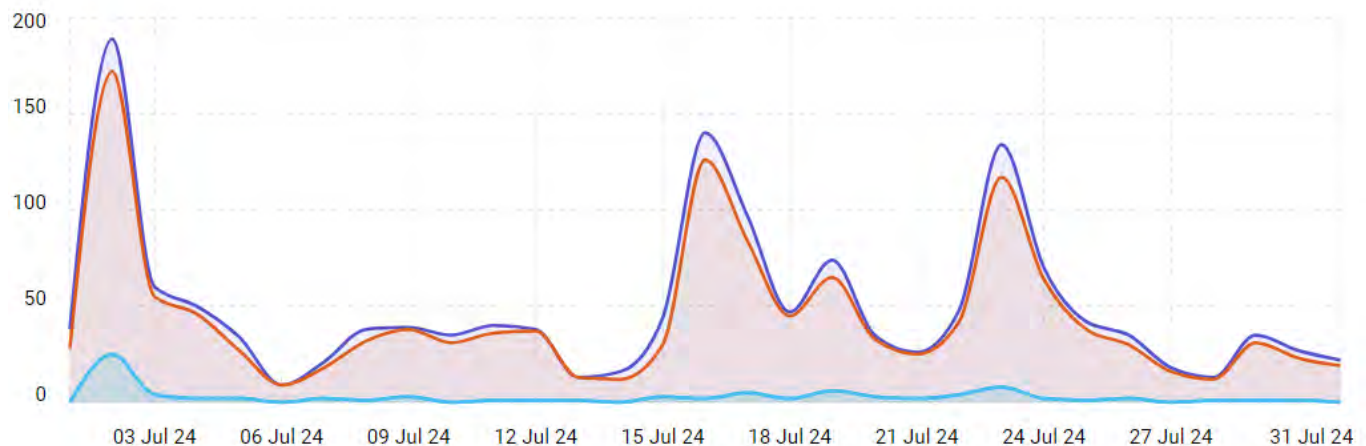
	We have installed three new wheel stops in front of Mansfield Menswear on High Street. This initiative aims to mitigate the risk of vehicles impacting the shop front verandah posts after ongoing reports of damage. The wheel stops are intended as a temporary solution...	Post reach 20,400	Engagement 1,034
	Based on recent feedback from local residents regarding frequent near misses caused by non-compliance with current give-way signage at the intersection of Barwite/Old Tolmie Road, a new 'STOP' sign is being installed on Barwite Road. We will also be adding a 'Stop...'	Post reach 12,125	Engagement 1,032
	We're excited to announce the car park located at 34 High Street is now open, with 84 additional car parking spaces in the heart of Mansfield's central business district. The asphalt carpark features two designated parking bays for people with a disability. It wi...	Post reach 3,370	Engagement 966
	Keep an eye out on your next bin collection day to see one of the 4 new trucks boasting stunning images of our Shire. They not only look great, but are a reminder of how important waste collection is to protect the beauty of our environment. Read more about...	Post reach 6,946	Engagement 637

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:



The snapshot below shows the projects receiving the most engagement.

Tool	Project	No. of contributions
 Survey: Share your vision	Delatite Valley Plan	53
 Survey: Feedback	Acknowledgement of Traditional Custodians...	20
 Guestbook: Feedback	New playground for Goughs Bay	4
 Guestbook: Feedback	Acknowledgement of Traditional Custodians...	3
 Survey: Do you have a question a...	Highton Lane Upgrade Design	3

YouTube

We have a steady level of community participation in our online Council meetings. The July Council meeting had 97 views.

15. Digital Transformation Project

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

Planning, Building and Regulatory (Greenlight Solution)

Since its launch in May, the Murrindindi building module has already seen 85 customers register on the customer portal and actively engage and monitor their applications. Benalla is preparing to go live with the planning module in early August, with Mansfield and Murrindindi to follow shortly after. All Councils are currently going through user acceptance testing (UAT) for the Planning and Regulatory modules. Benalla will take the lead in rolling out the Regulatory module, with Murrindindi scheduled to follow in September.

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 Steering Committee. Information Management Coordinators in each Council are now mapping existing records from TRIM and Magiq to their designated locations in SharePoint.

A successful pilot migration has been achieved for planning, building, and invoice records, now advancing into the User Acceptance Testing (UAT) phase. SharePoint migration workshops are set to be scheduled for coordinators to showcase the platform's functionalities for records management, collaboration, and automation opportunities. Go Live is scheduled for November, with further updates to follow as preparations progress.

Enterprise Resource Planning (Authority Altitude)

All four councils have completed contract signings with Civica. "Kick Off" meetings for Civica's project have been presented to the Project Control Group and are currently underway with the Service Management teams. A detailed project plan detailing all activities, workshops, training sessions, and go-live dates is expected to be finalised in early August. The proposed go-live date for the project is targeted for May 2025.

16. Elections

Council enrolled applications opened on 1 May 2024 and remain open until the close of roll (7 August 2024). The below table outlines the number and types of applications received in July.

Month	Owner ratepayer	Occupier ratepayer	Corporation
May 2024	94	0	1
June 2024	148	1	1
July 2024	62	1	1
August 2024*			
Total	309		

**Until close of roll 7 August*