

CEO Monthly Report

August 2023



Mansfield Shire

1. Customer Service

Monthly Customer Request Management System (CRMS) Report – August 2023

CRMS statistics for the month of August show **96** customer requests registered with **34** requests remaining open and **62** being closed during the month.

Two complaints were received for August 2023.

- ▶ A customer was not satisfied with Council processes regarding a noise complaint and made a further complaint to the Victorian Ombudsman. Council has provided all required information for the Victorian Ombudsman to decide. The matter is resolved, and no further action is required by Council.
- ▶ A customer was not satisfied with Council processes at a school crossing, after investigation the Local Laws Officer reminded staff to ensure crossings are attended to correctly and to check pedestrian safety before packing up.

The majority (44%) of total requests opened were for Road Maintenance (Field Services). Road Maintenance (Field Services) requests consisted of (in order of frequency):

- ▶ Roads/potholes,
- ▶ Parks and Gardens,
- ▶ Signs,
- ▶ Bridge - Damaged,
- ▶ Drainage and,
- ▶ Footpaths.

Local Laws (35%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- ▶ Lost, Stray and Wandering animals,
- ▶ Euthanasia of injured wildlife,
- ▶ Animals, Domestic - Found
- ▶ Animals, Domestic - Lost
- ▶ Dumped Rubbish and,
- ▶ Animals, Barking dogs.



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At the time of the report there were 7 overdue service requests. Overall organisation performance is 92%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Records and Customer Service	3	3	0	0	0	0
Asset Management	4	1	0	0	3	0
Engineering Services	4	0	0	0	3	1
Parks and Garden Services	10	7	3	0	0	0
Local Laws	33	20	0	1	7	5
Road Maintenance	42	31	4	1	5	1
Total	96	62	7	2	18	7

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

August	
	Total
Requests	96
Complaints	2

2. Governance

Confidential Reports at August 2023 Council Meetings

No. of Confidential Reports	Comments
3 (15 August 2023)	<ul style="list-style-type: none"> ▶ Closed Landfills Environmental Monitoring and Reporting Services ▶ Tender Award: Apollo & High St Drainage Works ▶ Award of Contract: Infrastructure Plan

Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2023	2	2
August 2023	3	5
September 2023		
October 2023		
November 2023		
December 2023		
January 2024		
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
TOTAL	5	5

Freedom of Information Requests (FOI) received in August 2023

No. of FOI Requests	Comments
1	<ol style="list-style-type: none"> 1. Request was received from Council Watch requesting MAV procurement monthly reports regarding the High Country library for the period encompassing 2022/2023. The report does not exist as High Country Library Corporation was liquidated in 2017 as per Gazette notice May 2017. Result was freedom of information request was not granted on the basis that the document does not exist. 2. Request was received from Council Watch requesting all Council invoices pertaining to Legal engagement and total costs. Council have requested that Council Watch apply as an organisation or an individual. In the application request the lines are blurred as Council Watch has placed the request but applied for hardship with an individual's pension Card. Council is requesting clarity before proceeding.

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2023	4	4
August 2023	2	6
September 2023		
October 2023		
November 2023		
December 2023		
January 2024		
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
TOTAL	6	6

3. Capital Works

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Buildings				
Council Building Renewal - Shire Offices - Depot	\$92,835	Shire Office carpet renewal & toilet refurbishment. Depot wash bay roof (carry forward) construction to commence in September.	On Budget	Feb 2024
Depot Solar Panels	\$43,000	Install solar panels at the Depot building – currently under procurement.	On Budget	Dec 2023
Public Toilets - Merton Racecourse - Lords Reserve	\$263,575	Renewal of Merton toilet is proposed to be managed by the Merton Community Group in consultation with Council. Upgrade of Lords Reserve Toilet – concept designs prepared ready for stakeholder engagement.	On Budget	June 2024
Fertiliser Shed	\$10,000	Mansfield Station Precinct - Fertiliser Shed Refurbishment – earthworks completed and stakeholder consultation in progress.	On Budget	Dec 2023
Mansfield Heritage Museum	\$1,625,315	Construction of the Mansfield Heritage Museum contract awarded to Hennessy Construction; work to commence in October 2023.	On Budget	June 2024
Bonnie Doon Recreation Reserve	\$50,000	Design and survey for Master Plan yet to commence.	On Budget	Dec 2023
Bonnie Doon Recreation Reserve Hall	\$15,000	Replacement of curtains in hall and kitchen. Complete.	On Budget	Complete July 2023
Mansfield Sports Stadium Complex	\$50,000	Replace laser lite panels – scoping and procurement in progress.	On Budget	Feb 2024
Lords Reserve Pavilion	\$270,000	Construction of new Pavilion, subject to external grant funding. Design work in progress and application submitted to Growing Regions fund.	On Budget	Dec 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mansfield Pre-School Centre - Upgrade - HVAC Renewal - Mechanics Institute Amenities	\$102,051	HVAC renewal to be scoped. Funding agreement executed with Kinder Committee for Council contribution to Centre upgrade, construction in progress. New amenities for Mechanics Institute dependent on external funding opportunities.	On Budget	June 2024
Emergency Resilience Centre	\$300,000	Survey and design works under procurement.	On Budget	Jan 2024
Goughs Bay Boat Club	-	Construction works in progress managed by the Boat Club. Project Control Group meetings held monthly with RDV to provide governance and oversight of project.	On Budget	June 2024
Jamieson Police Paddock Community Hub	-	Design works to be managed by the Jamieson Community Group in consultation with Council's Capital Works team.	On Budget	May 2024
Bridges & Culverts				
Gooley's Bridge	\$67,000	Gooley's Bridge Barrier Replacement tender currently in progress together with final stakeholder consultation.	On Budget	Feb 2024
Baldry Street Bridge	\$100,000	Baldry Street Bridge renewal – design procurement and scoping in progress.	On Budget	June 2024
Donaldson Rd (B21) Bridge	\$160,000	Donaldson Rd Bridge renewal – inspections have shown this bridge to be a lower priority for repair; currently on hold pending outcome of Gooley's Bridge tender.	On Budget	March 2024
Bridge & Culvert renewal & assessment Program	\$90,000	Renewals identified through assessment, RFQ for Level 2 and 3 assessment works currently in progress.	On Budget	May 2024
Causeway & Culvert Upgrade Program	\$200,000	Assessment of Graves Rd, O'Halloran Rd, Ogilvies Rd, Withers Lane and Byrne Lane, Buttercup Creek, and McLeod's Lane currently under procurement.	On Budget	June 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Drainage				
Apollo St Drainage	813,000	Design completed. Contract awarded to Alpine Civil. Works to commence in first quarter of 2024.	On Budget	Apr 2024
Mullum Wetlands Rejuvenation	100,000	Scope determined, RFT currently out to market.	On Budget	Mar 2024
Drainage Renewal Program	220,000	Pires – Goughs Bay Rd drain reformation to support resealing – under procurement as part of reseal preparation program. Inspect & Jet and renewal of drainage network – currently being scoped. Ausnet substation drainage improvement (carry forward) – follow up with Ausnet and Beolite required.	On Budget	June 2024
Drainage Upgrade	\$157,000	Design and assessment of Kareen Hills Retention Basin – scoping in progress. High Street drainage in front of Foodworks – scoping and site investigation in progress. Jamison drainage upgrades (carry forward) to recommence in September.	On Budget	Mar 2024
Stormwater Improvement	\$223,000	Design & construct Cambridge Drive – temporary works completed, final design works being progressed together with 14-18 Malcolm St. Pinnacle Rd, Sawmill Settlement RFQ currently out to market.	On Budget	Apr 2024
Open Space & Streetscapes				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – scoping in progress.	On Budget	Mar 2024
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – scoping in progress.	On Budget	Nov 2023
Streetscape Renewal Program - Jamieson	\$20,000	Design & deliver renewal at corner of Perkins St and Mansfield-Woods Point – scoping in progress.	On Budget	Feb 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mansfield Station Precinct	\$20,000	Turntable Renewal to be scoped.	On Budget	May 2024
Streetscape Renewal Program – Mansfield	\$60,000	High Street East streetscape design in scoping and procurement stage. High/Chenery St roundabout beautification works – RFQ scheduled to be released to market in September.	On Budget	Dec 2023
Pump Track - Station Precinct	\$150,000	Design and construct new pump track – scoping and stakeholder engagement in progress.	On Budget	May 2024
Lords Reserve Oval Upgrade	\$300,000	Drainage improvements on oval – survey completed; contractor engaged for design, expected early November.	On Budget	May 2024
Woods Point Open Space Renewal	\$45,000	Shelter & picnic table (carry forward) – final stakeholder engagement has occurred in August. Installation to be completed by end of October.	On Budget	Nov 2023
Bonnie Doon Irrigation	\$52,000	Installation of irrigation – stakeholder consultation completed, works to proceed in September/October.	On Budget	Oct 2023
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights – audit in progress.	On Budget	Jun 2024
Horse Statue	-	Install statue on the High St median Mansfield – contractor has been engaged.	On Budget	Oct 2024
Street Tree Planting Program	\$20,000	Street tree plantings – stakeholder consultation completed and planting in progress (see Field Services update in this report).	On Budget	Jun 2024
Pathways				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) will be delivered as part of the kerb and channel works. Rail Trail Gravel/Stone Renewal in Station Precinct currently under procurement.	On Budget	Jun 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Footpath New	\$441,950	<p>Pedestrian Refuge Island - Malcolm St/Chenery St design to be progressed.</p> <p>Design of gravel footpath – Piries-Goughs Bay Rd under scoping, application submitted to TAC for funding.</p> <p>Construction of gravel footpath - Monkey Gully Rd – concept design prepared ready for community engagement.</p> <p>Construction of Malcolm St footpath (carry forward) – concrete portion completed; stage 2 works due to recommence in October.</p>	On Budget	Jun 2024
Roads				
Kerb & Channel	\$54,304	Renewal works scope determined.	On Budget	Nov 2023
Re-Seal Program	\$890,343	RFT closed at end of August, recommendation for award of contract to September Council meeting.	On Budget	Feb 2024
Re-Seal Preparation Program	\$520,365	<p>Pavement re-seal preparation works including patching and drainage improvements prior to resealing.</p> <p>RFT closed at end of August, recommendation for award of contract to September Council meeting.</p>	On Budget	Dec 2023
Car Parks - New	\$498,000	34 High St Mansfield. Design being finalised. RFT released to market in August.	On Budget	Dec 2023
Car Parks – Renewal	\$88,800	Nolan/Baldry St carpark renewal. RFT closed at end of August, recommendation for award of contract to September Council meeting as part of reseal program.	On Budget	Feb 2023
Gravel Re-Sheeting Program	\$1,197,000	Scope determined, RFT closed at end of August, submissions being reviewed.	On Budget	Jan 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Township Sealing Program	\$150,000	Goughs Crescent and Katherine St, Goughs Bay – scoping completed. RFT currently out to market, due to close early September.	On Budget	Mar 2024
Heavy Vehicle Alternate Route Stage 2 – Mt Battery/Greenvale	\$1,838,000	Mt Battery roadworks and intersection upgrades currently under construction (carry forward) and progressing well.	On Budget	Oct 2023
Heavy Vehicle Alternate Route Stage 2 – Dead Horse Lane	\$955,523	Dead Horse Lane design review completed and construction to commence in October (carry forward).	On Budget	Nov 2023
Buttercup Road	\$200,000	Design and resealing works being scoped.	On Budget	Feb 2024
Coster St Woods Point	\$50,000	Improvements to Coster St – scoping in progress.	On Budget	Feb 2024
Mt Buller Service Road Renewal	\$500,000	Scope determined, RFT for design closed at end of August, submissions being reviewed.	On Budget	June 2024
Traffic Calming Device	\$30,000	Donovans Way improvements – scoping and community engagement in progress.	On Budget	Nov 2023
Boat Ramp Maintenance	\$92,000	Grant funded project under contract (carry forward). Completed in August.	On Budget	Complete Aug 2023

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

4. New Initiatives

Initiative	2023-24 Budget	Project Update
Community Driven Initiatives		
Library Services - restoration to pre-COVID levels	\$ 88,658	The mix of roles and capabilities is being finalised to ensure resources are available to support the library day-to-day operations and the mix of programs to be delivered
Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program	\$ 142,000	Two staff members have been appointed in the roads team
Community connections - 12-month extension to assist Aged Care transition (reduce isolation) to MDH	\$ 36,128	The Community Connections Officer is working with community members to identify and assist with their needs regarding access to services
Community Driven Total:	\$ 266,786	
Income Generating / Funded		
Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes	\$ 61,691	Interviews have been completed and a new planning officer is to commence in October
Property Management Booking System - system rollout for management of property & leases	\$ -	Project implementation planning is continuing to support the project roll-out expected to start in mid-September
Compliance - increase local laws presence to focus on Domestic Animal Management Act & Building Regulations compliance	\$ 26,000	Current local laws officer role recently increased from 0.8 to 1.0 FTE
Income Generating / Funded Total:	\$ 87,691	
Regulatory / Risk Management Initiatives		
Records Digitisation	\$ 65,000	Role has been appointed (with a review required in 2024/25). Records Digitisation progress for the month of August 2023 a total of 61 boxes have been prepared, scanned and completed.
Tree Inspections and Management - appointment of a fixed term arborist to progress the programs	\$ 40,000	0.4FTE arborist has been appointed and the Quantified Tree Risk Assessment training has been arranged for 11 September 2023
Regulatory Requirements Total:	\$ 105,000	
Existing Services Initiatives		
Strategic Planning Officer - Cost effective delivery of Strategic Planning Program with reduced reliance on external consultants through use of undergraduates	\$ 29,000	Strategic Planning Officer role has changed from 0.6 FTE to 1.0 FTE effective from mid-August
Customer Service - improved response to community requests through increased resources in customer service	\$ 26,148	Existing employee hours changed to provide full coverage. The increased hours supported an additional 103 calls in the month of

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		August as compared to July (1332 calls in total) and an additional 94 counter enquiries (650 counter enquiries in total).
HR Trainee - to provide better HR support to the organisation and improve operational efficiency	\$ 38,000	The fixed term trainee role is to become an ongoing role
Existing Services Total:	\$ 93,148	
New Initiatives		
Finance Undergraduate Role	\$ 55,000	The Finance undergraduate commenced in mid-July. The appointee is gaining knowledge of the systems and has supported the business with financial enquiries and year end processes
Environmental Software - Purchase of Trellis Software to improve tracking and reporting requirements for organisational carbon emissions	\$ 6,800	Data capture is being finalised and work is progressing on the auto-forwarding of emails. Data is expected to go live within a month. Training will be provided to users.
Outlying Communities Infrastructure Fund Grant	\$ 75,000	The grant is going live on 8 September and is closing in late November 2023. The website has been updated to include the guidelines.
Events Program - ongoing commitment to events funding, with increased support for community events	\$ 25,000	In July, the funding supported the Maindample plant sate. In August, funding support was provided to Festival of Halls events, Pottery Festival and Arts Mansfield competition.
FOGO Kitchen Caddies - supplied to residences in support of the rollout of FOGO service	\$ 50,000	Discussions with Cleanaway have commenced, mid-September FOGO implementation strategy meeting planned to organise the purchase of household green bins and the kitchen caddies.
New Initiatives	\$ 211,800	

5. Statutory Planning

Planning Applications Lodged

App No.	Property Address	Proposal
P024A/23	1032 OLD TOLMIE ROAD BARWITE VIC 3722	Development of land for an outbuilding
P127/23	2709 MAROONDAH HIGHWAY MAINDAMPLE VIC 3723	Development of land for an outbuilding
P128/23	81 HIGETT STREET MANSFIELD VIC 3722	Creation of an Easement (drainage)
P129/23	LOT 21 MERINDA WAY MANSFIELD 3722	Use and development of land for a dwelling and outbuilding
P130/23	2055 MT BULLER ROAD MERRIJIG VIC 3723	Development of land for alterations and additions to an existing dwelling
P131/23	40 HIGHTON LANE MANSFIELD VIC 3722	Two (2) Lot Subdivision
P132/23	27 RIVER BEND RISE MACS COVE 3723	Development of land for a dwelling
P133/23	556 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for a dwelling and outbuilding
P134/23	73 DEAD HORSE LANE MANSFIELD 3722	Development of land for a storage shed (3 shipping containers)
P135/23	42 BUNSTONS ROAD TOLMIE 3723	Development of land for an extension to an existing dwelling
P136/23	104 DEAD HORSE LANE MANSFIELD 3722	Two (2) Lot Subdivision
P137/23	20 POWERS ROAD MERRIJIG 3723	Two (2) Lot Re-Subdivision
P138/23	163 OGILVIES ROAD MANSFIELD VIC 3722	Development of land for a domestic outbuilding
P139/23	310 BANUMUM ROAD MANSFIELD VIC 3722	Development of land for a replacement dwelling
P140/23	4 HOWES CREEK-GOUGHES BAY ROAD GOUGHES BAY VIC 3723	Two (2) Lot Re-Subdivision
Total Applications Lodged: 15		

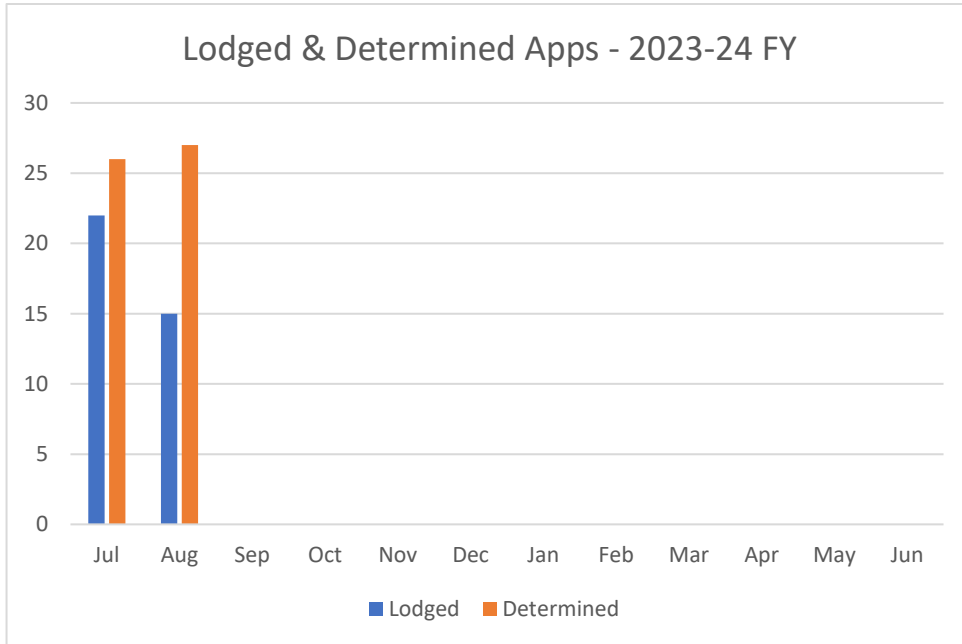
Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P016A/22	2 SOVEREIGN COURT MANSFIELD 3722	Use and development of land for an Industry (Joinery)	Issued
P020/23	12 PERKINS STREET JAMIESON 3723	Development of land for a Telecommunications Facility	NOD
P024A/23	1032 OLD TOLMIE ROAD BARWITE VIC 3722	Development of land for an outbuilding	Issued
P036/23	25-27 MALCOLM STREET MANSFIELD 3722	Use and development of land for a Service Station, Business Identification and Promotion Signage, alteration of access to a road in a Transport Zone 2	Withdrawn
P055/23	260 MT BULLER ROAD MANSFIELD VIC 3722	Use of land for Rooming House	Issued
P057/23	316 GLEN CREEK ROAD BONNIE DOON 3720	Use and development of land for a dwelling and outbuilding	Issued
P058/23	127 BLUEGUM CRESCENT BONNIE DOON 3720	Use and development of land for a dwelling and two (2) outbuildings	Issued
P064/23	82B MALCOLM STREET MANSFIELD 3722	Removal of native vegetation (two trees)	Withdrawn

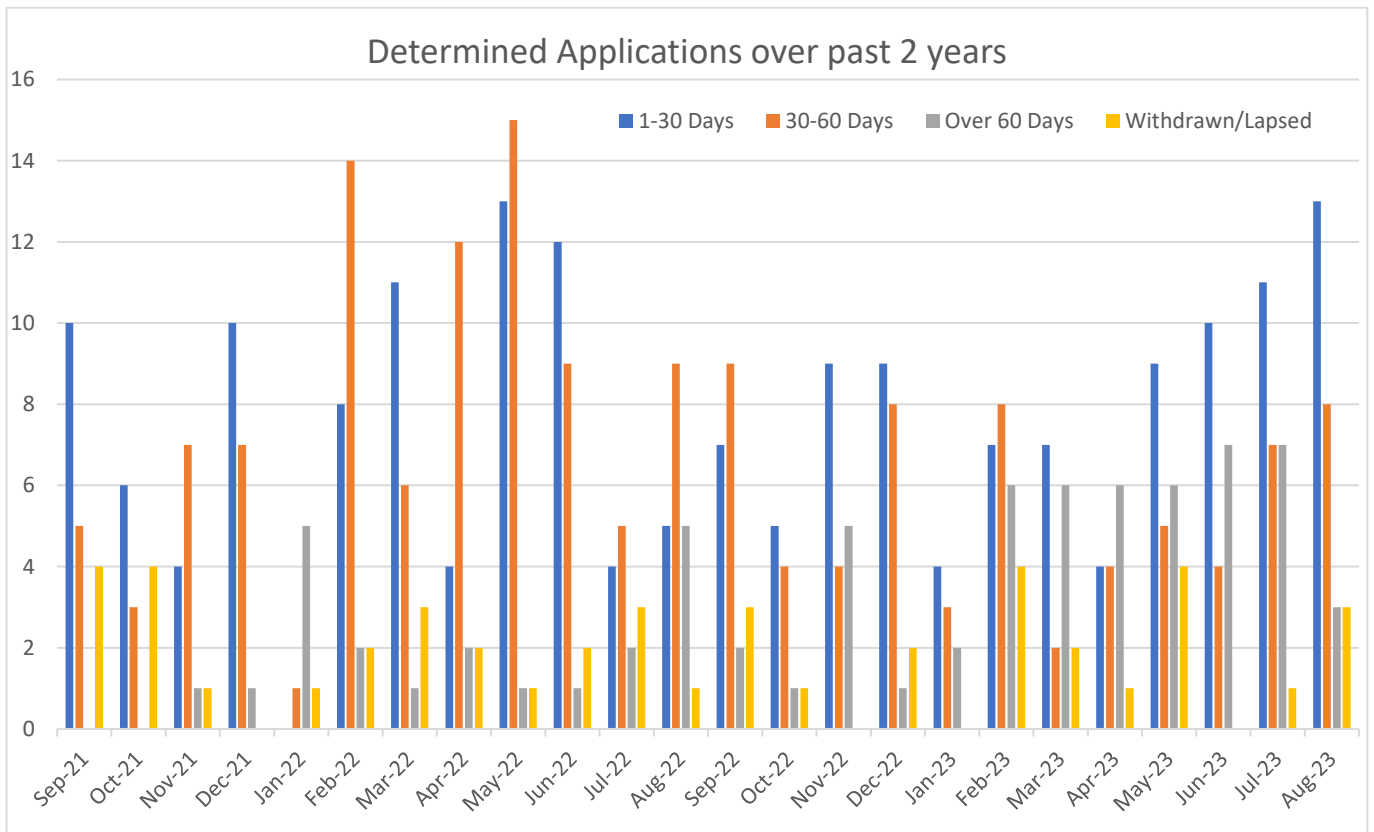
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App No.	Property Address	Proposal	Decision Type
P065/23	42 DRAKES HILL ROAD MANSFIELD VIC 3722	Development of land for a dwelling and outbuilding	Issued
P067/23	70 CAMBATONG ROAD TOLMIE VIC 3723	Use and development of land for a Second Dwelling (conversion of existing Outbuilding)	Issued
P070/23	827 DRY CREEK ROAD ANCONA 3715	Use and development of land for a dwelling	Issued
P076/23	140 PEPPIN DRIVE BONNIE DOON VIC 3720	Development of land for an outbuilding	Issued
P087/23	4937 MANSFIELD WOODS POINT ROAD KEVINGTON 3723	Development of land for a domestic outbuilding	Issued
P088/23	103 HIGH STREET MANSFIELD 3722	Use of land for a licensed premises, buildings and works to construct a loading/unloading area, and to construct and put up for display illuminated signage	Issued
P090/23	6 CHRISTENSEN STREET SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling	Issued
P093/23	824 MAROONDAH HIGHWAY MERTON VIC 3715	Development of land for an agricultural shed	Issued
P099/23	155 BUTTERCUP ROAD MERRIJIG VIC 3723	Development of land for an Outbuilding	Issued
P109/23	292 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for an outbuilding	Issued
P111/23	70 FENTONS LANE MANSFIELD 3722	Development of land for an outbuilding	Issued
P120/23	410 RIFLE BUTTS ROAD MANSFIELD 3722	Development of land for an outbuilding	Issued
P123/23	164 DRY CREEK ROAD BONNIE DOON VIC 3720	Development of land for an outbuilding associated with an existing dwelling	Issued
P127/23	2709 MAROONDAH HIGHWAY MAINDAMPLE VIC 3723	Development of land for an outbuilding	Issued
P130/23	2055 MT BULLER ROAD MERRIJIG VIC 3723	Development of land for alterations and additions to an existing dwelling	Issued
P133/22	1/229 PAPS LANE MANSFIELD VIC 3722	Use and development of land for a Dwelling, Outbuilding and Group Accommodation (3 Cabins)	NOD
P134/23	73 DEAD HORSE LANE MANSFIELD 3722	Development of land for a storage shed (3 shipping containers)	Issued
P237/22	235 SHAWS ROAD MERTON VIC 3715	Subdivision of land into two (2) lots	Issued
P248/22	400 OLD TOLMIE ROAD BARWITE VIC 3722	Use and development of land for Group Accommodation (conversion of existing shed)	Withdrawn
Total Applications Determined:			27

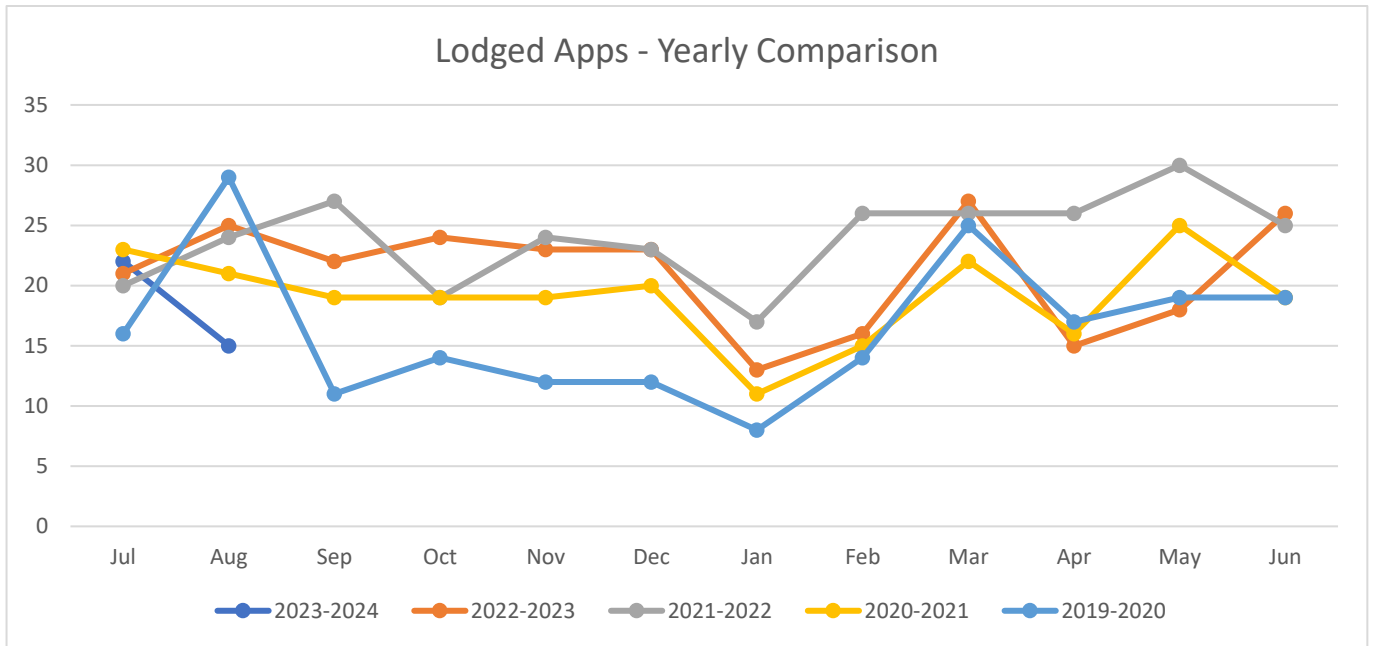
Number of Application Lodged and Determined



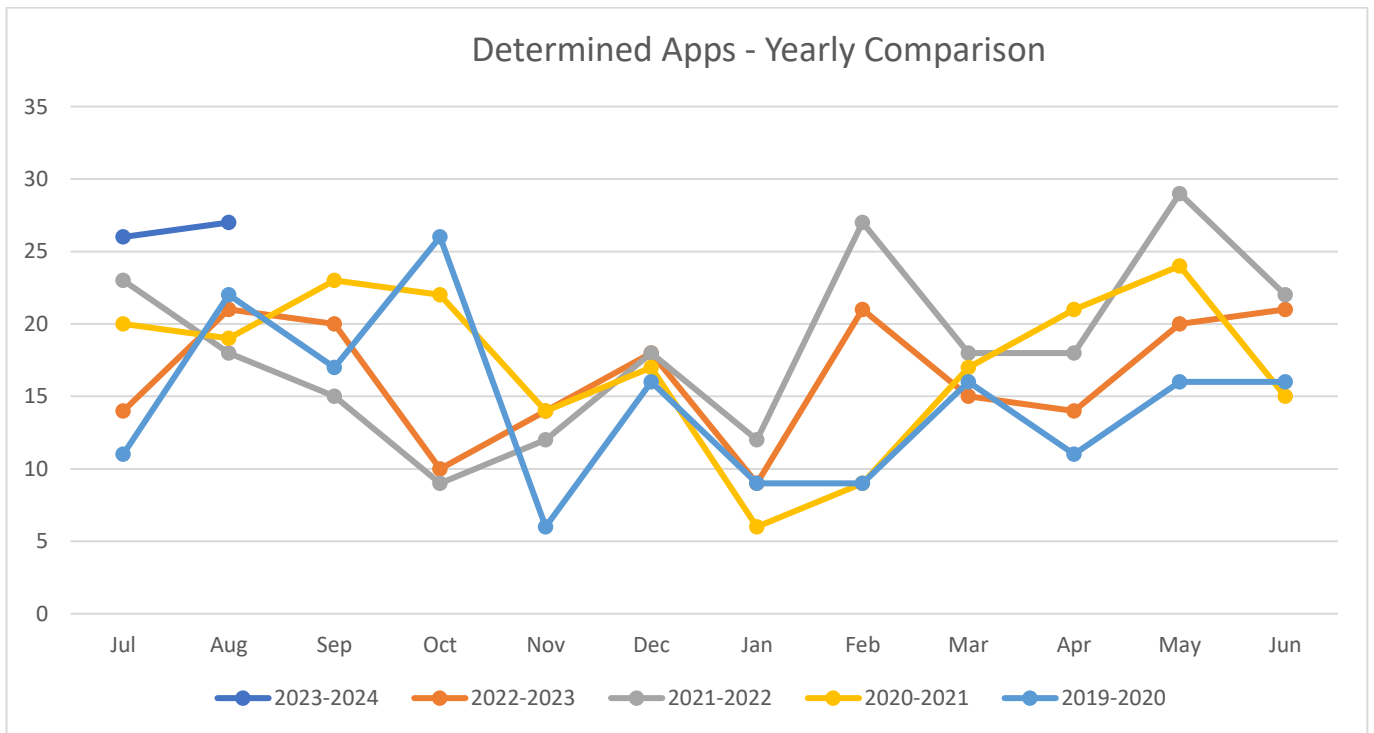
Days Taken to Determine Planning Applications



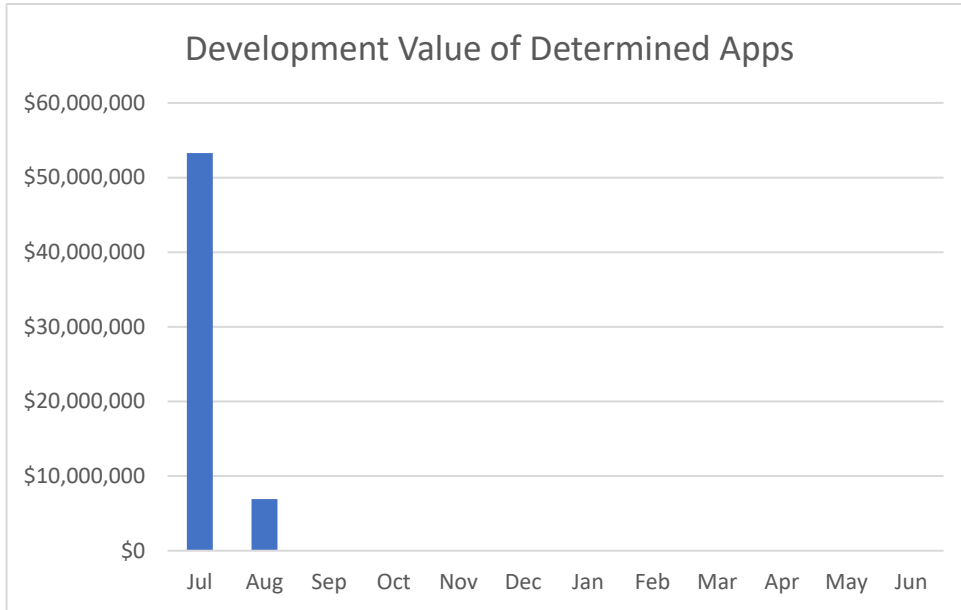
Lodged Planning Applications – Yearly Comparison



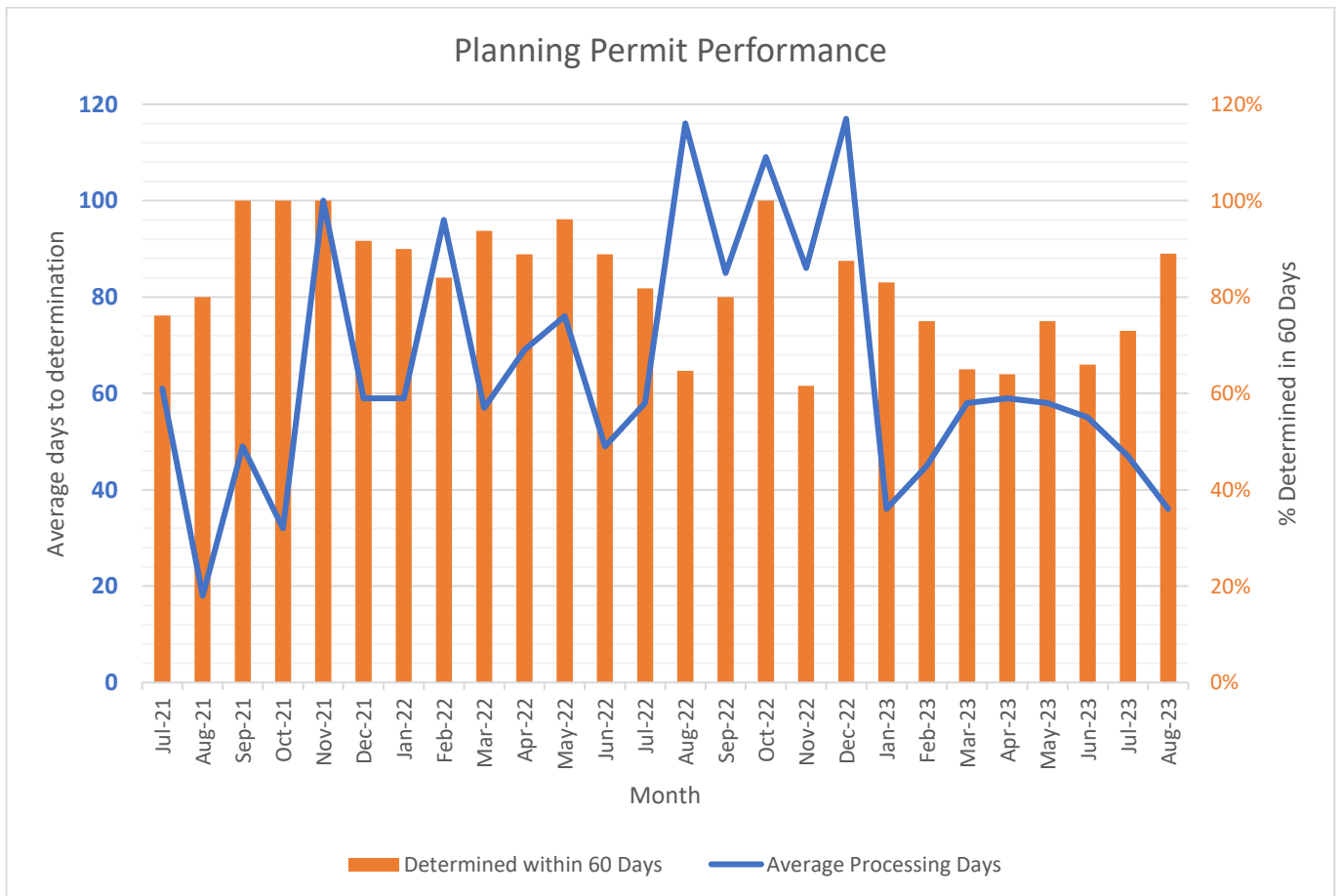
Determined Planning Applications – Yearly Comparison



Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S216449E/23	16A Minerva Street Mansfield	Two (2) lot subdivision	2/08/2023	Lodged
S217986J/23	7 High Street Mansfield	Two (2) lot subdivision	23/08/2023	On referral
Total applications received: 2				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition 1 plans and engineering plans for endorsement	5
Secondary Consent	10
Extension of Time	4
Written Planning Advice	2
Certification & Statement of Compliance	0
Section 71 Corrected Planning Permits	2
Assessment against a Section 173 Agreement	1
Total applications Issued: 24	

6. Building Services

Monthly Comparative Value of Building Permits Lodged

	2023-2024	2022-2023	2021-2022
JUL	\$9,416,143	\$7,830,045	\$6,363,414
AUG	\$9,660,939	\$6,184,961	\$8,284,568
SEP		\$7,294,440	\$6,017,668
OCT		\$11,189,249	\$3,392,677
NOV		\$9,084,874	\$5,573,777
DEC		\$3,593,347	\$8,266,461
JAN		\$5,829,556	\$3,791,736
FEB		\$6,049,268	\$10,806,944
MAR		\$10,907,270	\$5,199,799
APR		\$3,383,999	\$6,747,987
MAY		\$10,536,593	\$4,103,660
JUN		\$9,937,814	\$5,350,889
TOTAL	\$19,077,082	\$91,821,416	\$73,899,580

Monthly Comparison of Permits Lodged for Dwellings

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

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	9	\$7,244,811
ALT & ADDITIONS	6	\$880,583
DOMESTIC SHEDS & CARPORTS	20	\$1,237,920
SWIMMING POOLS & FENCES	3	\$197,625
COMMERCIAL & PUBLIC AMENITIES	1	\$100,000
TOTAL COST OF BUILDING WORKS	39	\$ 9,660,939

7. Regulatory Services

Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged			Permits to Install Issued	Permits to Use Issued
	New	Alteration	Total		
JUL	3	3	6	8	8
AUG	5	7	12	14	10
SEP					
OCT					
NOV					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
TOTAL	8	10	18	22	18

Septic Applications Lodged

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

OWMP Implementation

	OWMP Inspections conducted	
	Monthly Total	Cumulative Total
JUL	25	25
AUG	20	45
SEP		
OCT		
NOV		
DEC		
JAN		
FEB		
MAR		
APR		
MAY		
JUN		
TOTAL		

	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												
OCT												
NOV												
DEC												
JAN												
FEB												
MAR												
APR												
MAY												
JUN												
TOTAL												

8. Waste Services

Kerbside Waste Collection Statistics

	2023-2024		
	Recycling (total tonnage)	Landfill (total tonnage)	Landfill Diversion Rate
Jul	83.15	195.72	29.82%
Aug	88.59	203.32	30.35%
Sep			
Oct			
Nov			
Dec			
Jan			
Feb			
Mar			
Apr			
May			
Jun			
Total Tonnage	171.74	399.04	
Avg Landfill Diversion Rate for the FY		30.08*	

The landfill diversion rate for the month of August 2023 is 30.35%.

Projects Update

Glass & FOGO drop-off facility at MRRC

Council has successfully rescoped the grant agreement for the Transfer Station Upgrade Fund. Under the new variation, Council has been approved for an amount of \$246,500.00 (ex GST) for designing and constructing a Glass and FOGO drop-off facility at the Mansfield Resource Recovery Centre.

The Request for Tender for the project closes on 12 September 2023.

Street & public lighting audit within Mansfield, Strathbogie, and Murrindindi Shire Councils

The street and public lighting audit is progressing well and is on track to finish by the end of September. Mansfield has 99% completed, Strathbogie 70% completed, and Murrindindi 12% completed.

9. Revenue Services

General Update

VGV Tender for Valuation Services – the Valuer-General Victoria's (VGV) office is preparing for the next round of tenders for valuation services to commence with the 2025 general valuation. The tender advertisements are scheduled to begin progressively during September.

Mansfield Shire Council's valuation services is included in this round of tenders. Council has been contacted to complete a requirements survey to support the tender process.

Customer Service Team Training - with the Annual Rates Notices issued in August, the Revenue Staff provided training to the Customer Service team members to provide a refresh on all things Rates, FSPL and Valuations. The training sessions covered items such as property valuation Objections, general enquiries, how to find information in the Synergy system and key updates such as contact details and emails. All staff found the session beneficial, and it particularly supported the newer Customer Service team members.

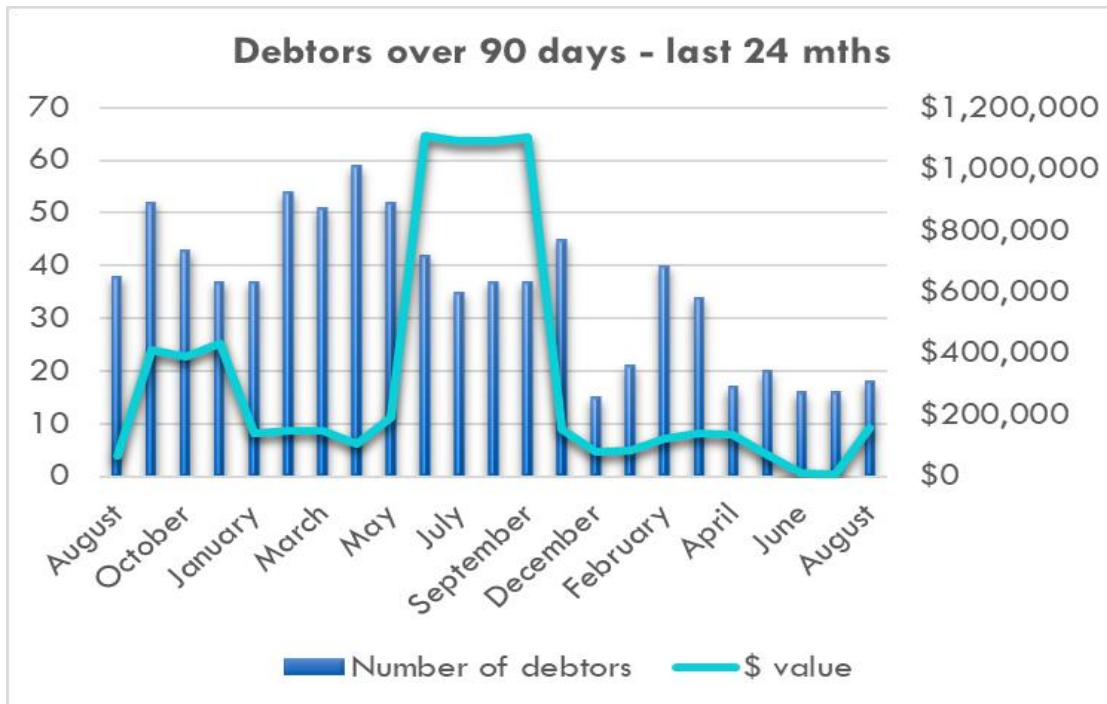
Planning and Revenue teams collaborating - rate notices include detail of the resident's rate code (for example, Residential Rate, Rural Residential Rate, Farming Rate etc.) that determines the rate charge. This rate code may differ from the resident's zoning code, and this is often a source of confusion for the resident. Collectively the planning and revenue teams have suggested the inclusion of the zoning code on the rate notices, placed next to the rate code and providing the resident with both codes. This change will commence on the Rate Instalment 2 – 2023/24.

DFFH Meeting – Concessions – the rates team leader is meeting with the department to discuss key questions on the effectiveness of the Victorian Household Concessions Program, and the details of a one-off data request to support program insights on households receiving concessions.

Debtors

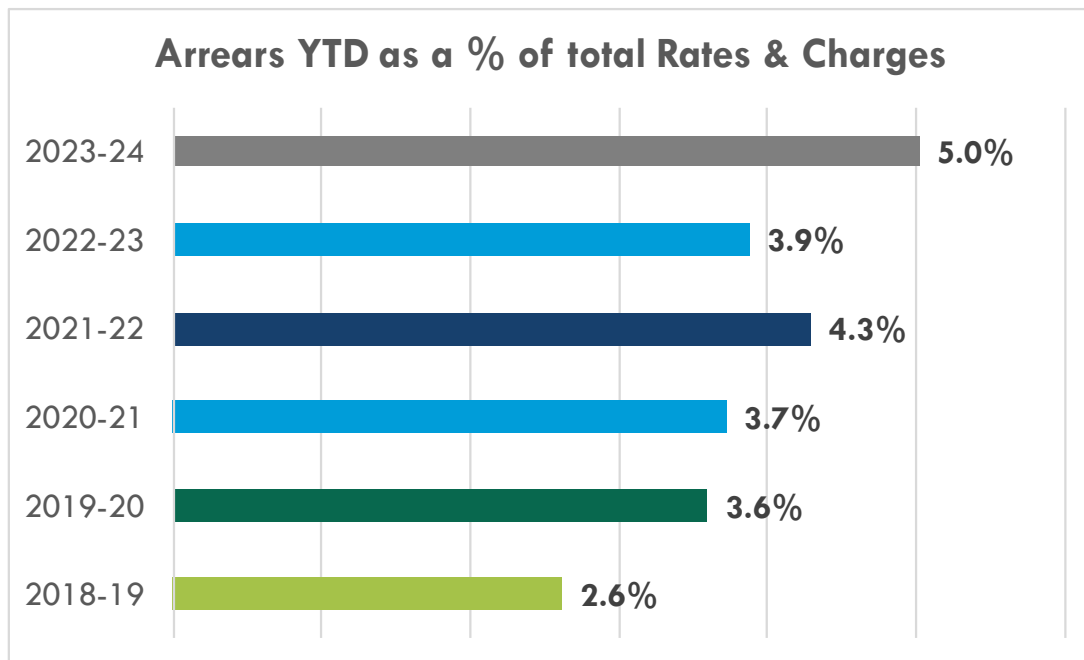
Of the 18 debts outstanding over 90 days, the majority relates to the Youth Affairs – Future Proof Grant (\$152,248.80) debt. This will be followed up with the funding body.

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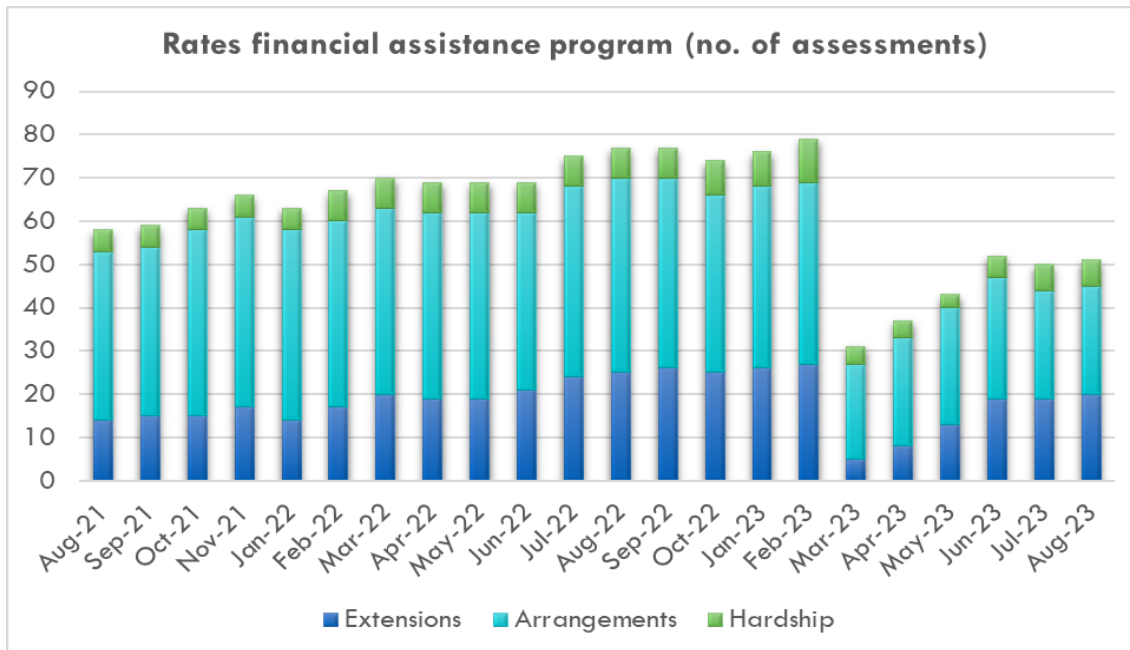
Payment of Rates

Rates Arrears of 5% in August largely reflects accrual of the rates with invoices having been received by residents in late August.



Rates Financial Assistance numbers show an increasing trend from earlier this calendar year in the three categories listed in the below table – noting a flattening in the trend from June. The increased need for financial assistance may reflect the current economic situation, with assistance agencies also reporting increases in required support.

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Debt Collection with Midstate Credit Collect

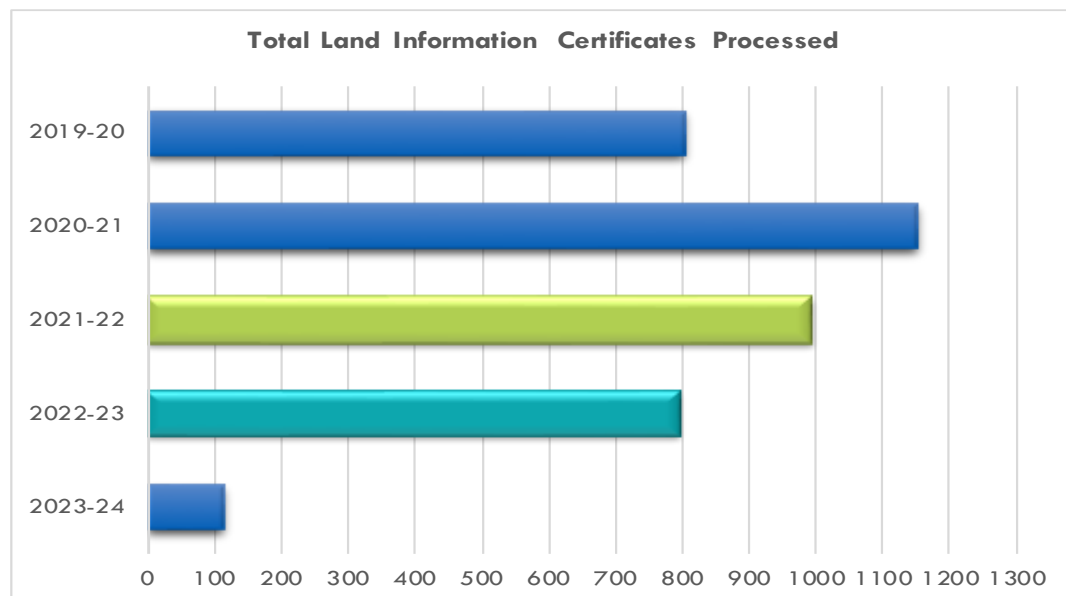
The number of active files at Midstate Credit Management is 35 in at the end of August 2023 – down 2 files from the end of July.

Property sales data

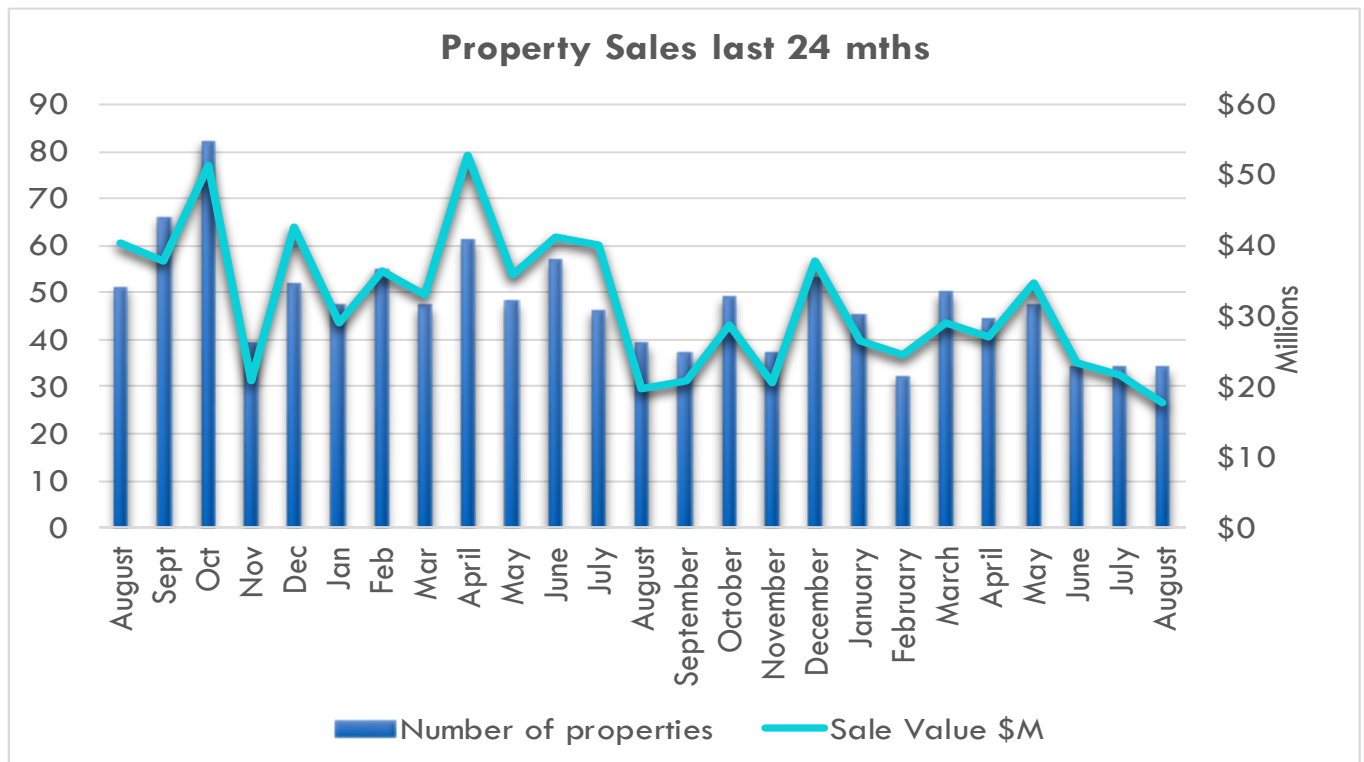
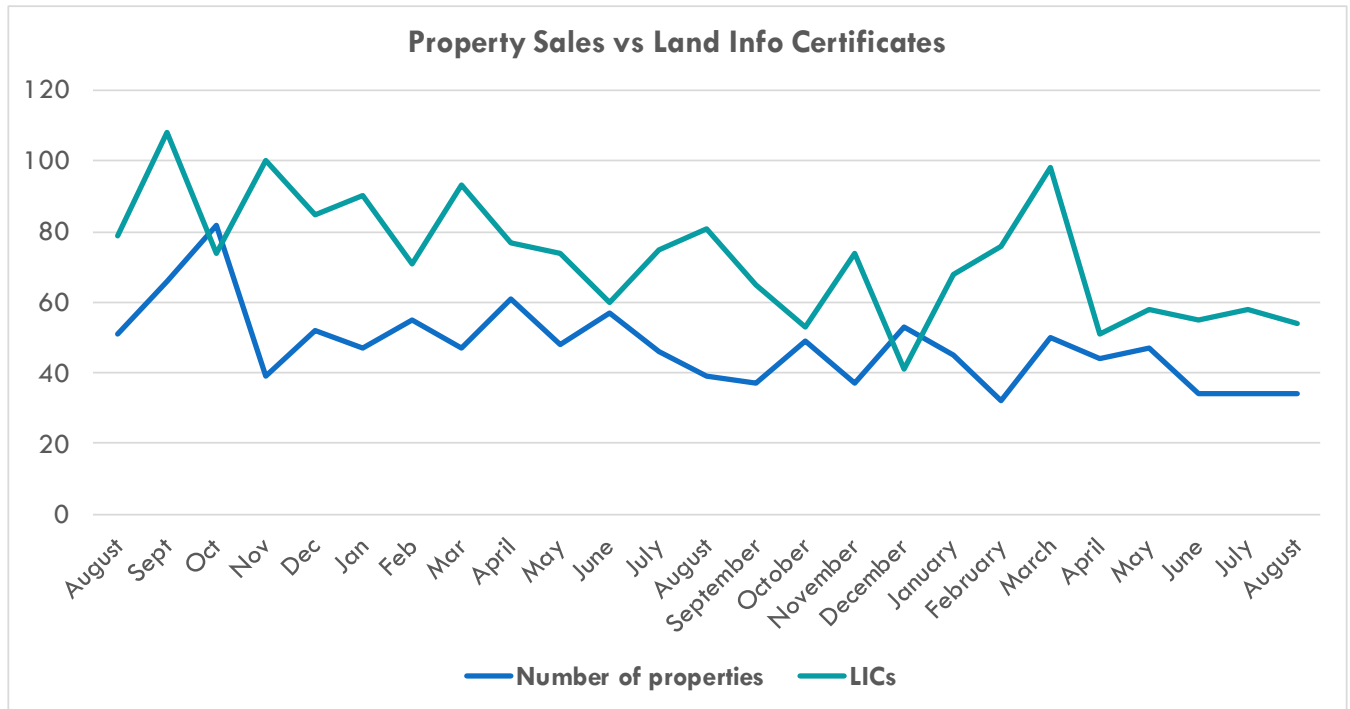
The number of Land Information Certificates (LICs) processed annually and year to date are shown below. LIC’s are provided by Council to property conveyancers to assist in calculating property settlement payments in relation to Council rates and charges outstanding against a property being bought/sold.

The volume of LIC’s processed can provide an indicator of the buoyancy of the property market. The Mansfield Shire saw a slowing down in the property market that has continued into the first two months of 2023-24.

The number of LICs processed in August (2023-24) is 54, which compares to 81 in the prior year.



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10. Field Services

Parks and Gardens:

- ▶ Scheduled maintenance and mowing.
- ▶ Cemetery burials, interments, and maintenance
- ▶ Tree Planting Botanic Gardens
- ▶ Cultivating, weeding, pruning, and planting in Botanic Park, Information Centre, High St roundabout and outer beds.
- ▶ Tree pruning Cummins Reserve, Malcolm Street, Info Centre, and Merton Township.
- ▶ Urban footpath spraying in Mansfield
- ▶ Urban herbicide spraying Mansfield – College Park, Rec Reserve, Stewart Street, James Street, Cummins Reserve, Information Centre, Botanic Park
- ▶ Bonnie Doon, Merton, Jamieson, Macs Cove township spraying

Roads Crew:

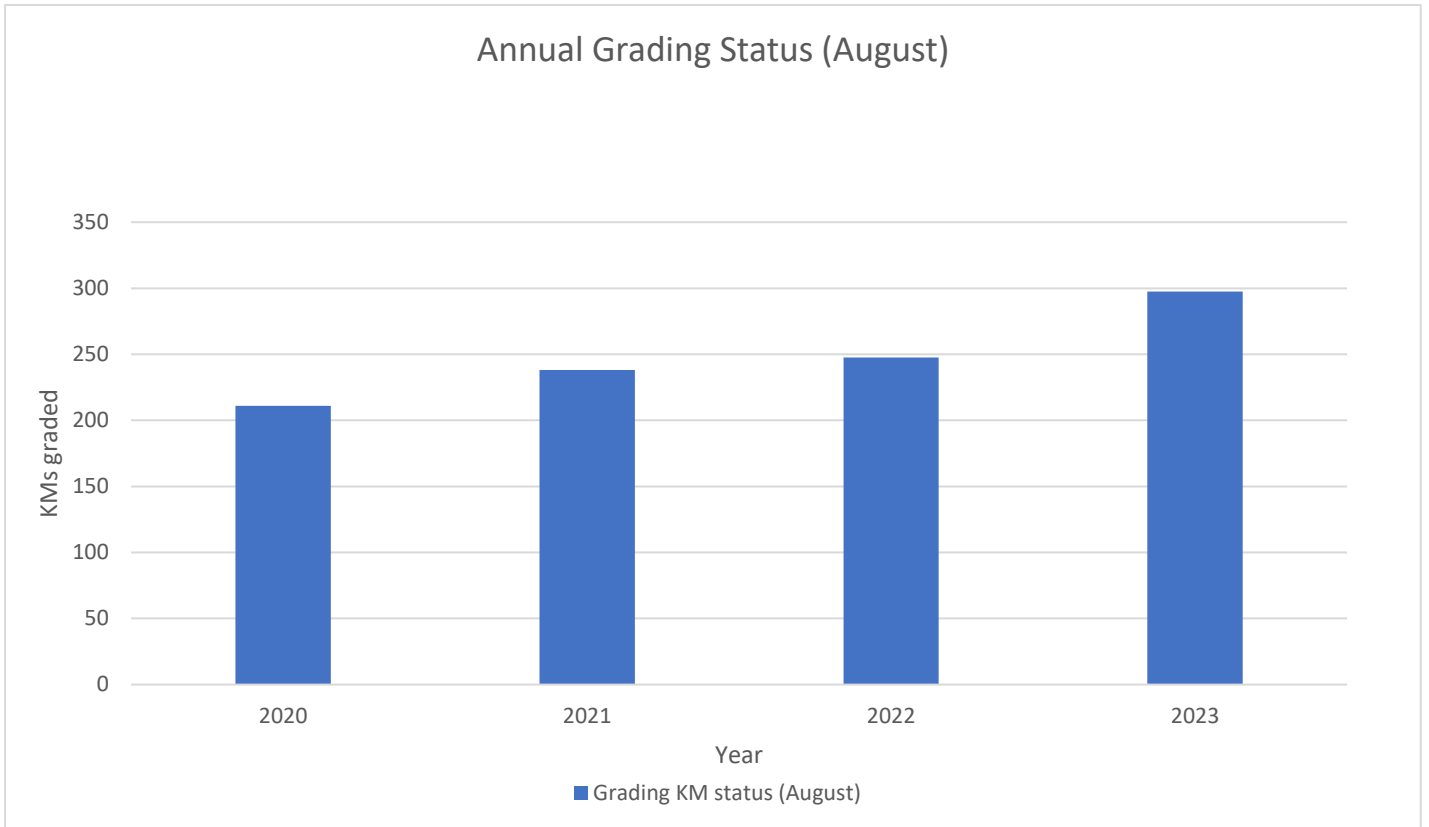
- ▶ Rural drainage maintenance – Merton and Howes Creek districts.
- ▶ General potholing works on unsealed and sealed roads.
- ▶ Township stormwater pit cleaning now completed.
- ▶ Roadside envelope clearing in Merton District with use of tractor and long reach mulcher.



Street sweeping truck overhead suction boom being used to clean stormwater pits, and kerb sweeping reducing manual handling significantly for outdoor staff.

Maintenance Grading:

- ▶ Grading has now re-commenced in mid-August after the winter season. Roads completed in August include Howqua River Road, Ancona Road and within the Barwite district.



As indicated above, road kilometres graded up to August continue to increase each year, with just under 300km already completed in 2023.

11. Community Health and Wellbeing

Maternal and Child Health

Maternal and Child Health Service	August 2023	Year to date
Birth notifications received	7	12
Key age and stage visits completed	66	134
Enhanced MCH hours provided	49	114
Sleep and Settling Outreach hours provided	8.25	18.5
New parent groups attendees	2	14

The supported Playgroup program planning is in progress for Term 4 with 6 groups currently running weekly in school terms. The Youth Centre location for supported playgroups has proved very successful with large numbers attending each week.

Financial Counselling

2023 2024					
August	Activity	Clients	Hours	YTD Clients	YTD Hours
	Service Delivery	18	24.58	31	59.08

Increasing pressure on cost of living, lack of affordable housing, higher mortgage interest rates, and rising costs of utilities is having an impact on community members.

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

In August there were 19 requests for assistance, totalling \$2840, This was a higher-than-average number of requests:

Food	\$1,500
Fuel	\$1,080
Accommodation	\$50
School uniforms	\$200
Bus	\$10
Total	\$2,840

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

Youth Service

Program	Activity		Aug Attendees/ frequency	Year to date Attendees	Plan Categories	Annual Targets (Calendar Year)	Target achieved
Engage	PRISM Group	Weekly	10	15	Youth support groups PRISM	15	Yes
	Leadership Program	Annual	N/A	N/A	Youth Development LEAD	10	Due November
	Workshop attendance- International Youth Day Gardening		1	109	Youth Development Life Skills	80	Yes
	Workshop frequency	1-4 per term	1	14	Youth Development Life Skills	4	Yes
	Breakfast Club	Monthly	50	1195	Youth Celebration Youth Direction	100	Yes
	Wear It Purple Day - lunch activities & movie night	Annual	12	182	Youth Celebration PRISM	175	Yes
				1515		384	
FreeZa	FreeZa Events	6 per year	N/A	3	Events	6	On track
	Event attendance		0	180	Attendance	1525	On track
	Committee members	Per year	5	9	Committee	12	On track
L2P	Current Active Learners	Per quarter	17	15	Learner drivers	15	On track
	Current Active Mentors		8	8	Mentors		
Disaster Recovery	Trainees		1	1	N/A	15	
	Event 1		1	N/A	N/A	1	Yes
	Event 2		N/A	N/A	N/A	1	Due February 2024
	Event attendees		N/A	130	N/A	140	On track
	Workshop 1		1	1	N/A	1	Yes
	Workshop 2		1	1	N/A	1	Yes

In August the Youth Team in partnership with Chop and Chat and RESPOND launched their cooking program running over 5 weeks through to October. FreeZa members performed at the Farmers Market and celebrations were held for International Youth Day and Wear it Purple day

Integrated Family Services

During the month of August Integrated Family Services (IFS) has faced an increase in referrals both from local community members and The Orange Door. As the month ended the program was almost at capacity and was anticipating being at full capacity in September. Over the month clients have presented with a range of issues such as insecure tenancies and homelessness, inadequate housing, financial stress, family violence and trauma, and a significant number are requiring support to navigate the NDIS. IFS practitioners are supporting families in areas that are not necessarily core business for Family Services work, as other suitable services do not outreach to the Mansfield area.

Service hours year to date: 362.05

Target hours of service per year: 2253.9

Health and Quality

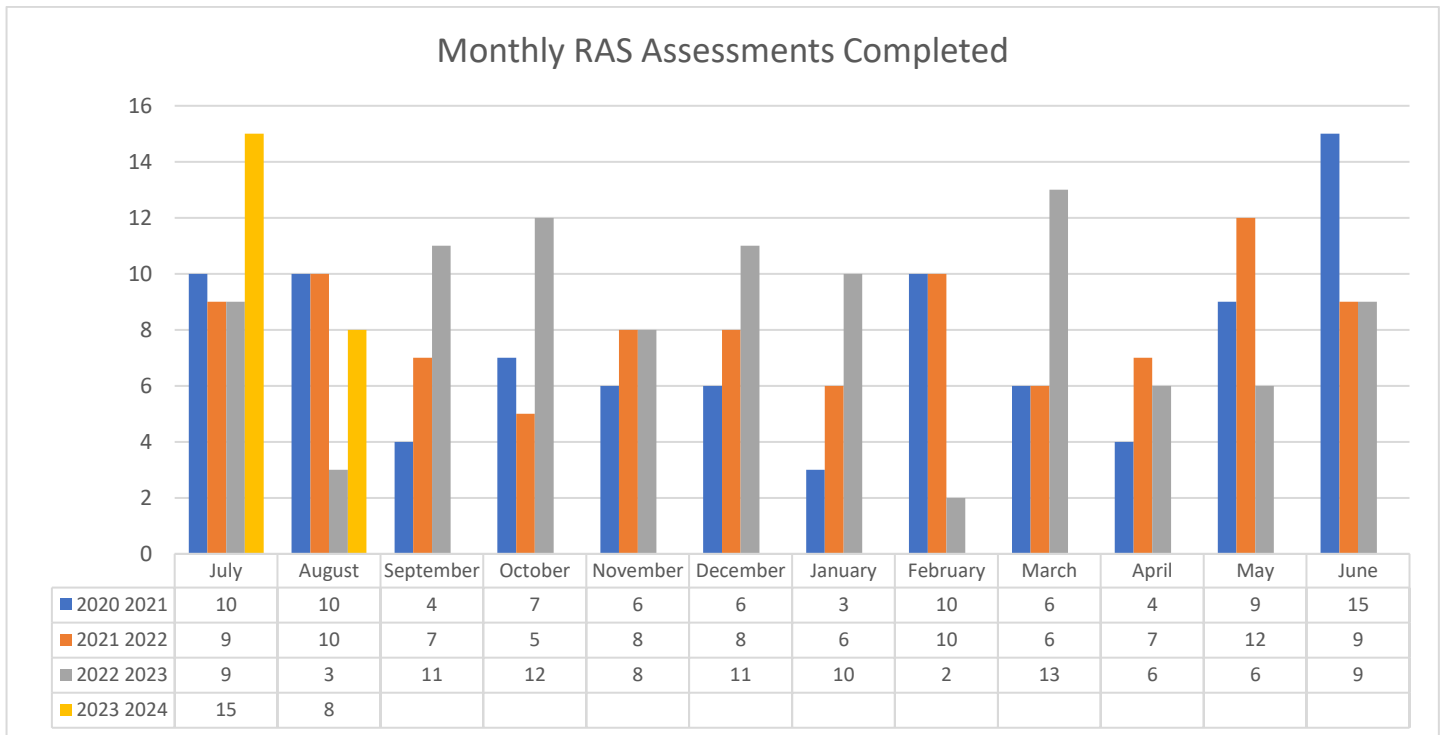
Health and Quality August Update:

- ▶ The Soup for Schools program finished up with soup delivered to Mansfield Kindergarten and Mansfield Primary School (over 2 weeks) and for the first time Jamieson Primary School – this program will repeat in Term 3, 2024
- ▶ Playtime at the Library concluded for the year, last session was held on Friday 25 August with a good turn out – this program will be reviewed with the prospect of repeating next year with varied promotion and activity offerings
- ▶ Vic Health Local Government Partnership, change of agreements to come into place, discussion about additional module to be completed to receive grant funding over the 2 years left of the partnership
- ▶ Attended Respond working group meeting to discuss food & nutrition and physical activity initiatives
- ▶ Planning for Group Model Building Workshop with Respond. A Deakin University representative will be attending with sessions to be held on 16 October at the Library from 1.30 to 3.30pm and 5.50 to 7.30pm.
- ▶ Mansfield Health and Wellbeing Network meeting held
- ▶ Mansfield Early Years Educators Network held
- ▶ Currently working with the events team in planning for Seniors Festival 2023

Regional Assessment Service

The Regional Assessment service has been very busy in August. All assessments were completed on time totalling 8, additionally, 15 support plans reviews were completed.

Demand for RAS assessments continues to be strong, with priority being for domestic assistance, property maintenance, and occupational therapy. Long waitlist times are currently experienced for services to support our elderly residents.



Community Connections

Computer literacy is an ongoing issue faced by elderly in Mansfield, for the month of August the Community Connections Officer has been busy assisting clients with online forms, online banking accounts, composing emails for client’s life administration purposes. Clients at risk of homelessness were guided to supports for housing and case management and assisted to access these.

New residents to Mansfield have been provided with resources to access services so they can live successfully within the community and feel engaged. An Aged Care Assessment Team (ACAT) telehealth appointment was arranged for a client without any computer skills, and they were guided through the entire process. Assisted a client to successfully negotiate with the Department Families Fairness and Housing Maintenance schedule. Investigated the Flying Dental service arrival and procedure when in Mansfield and passed this on to clients. Visits to the Bonnie Doon Community Centre are working well with clients popping in for a chat and guidance on any issues they may be experiencing.

12. Visitor Services

State Nominee – Horsepower In The High Country - Australian Event Awards 2023

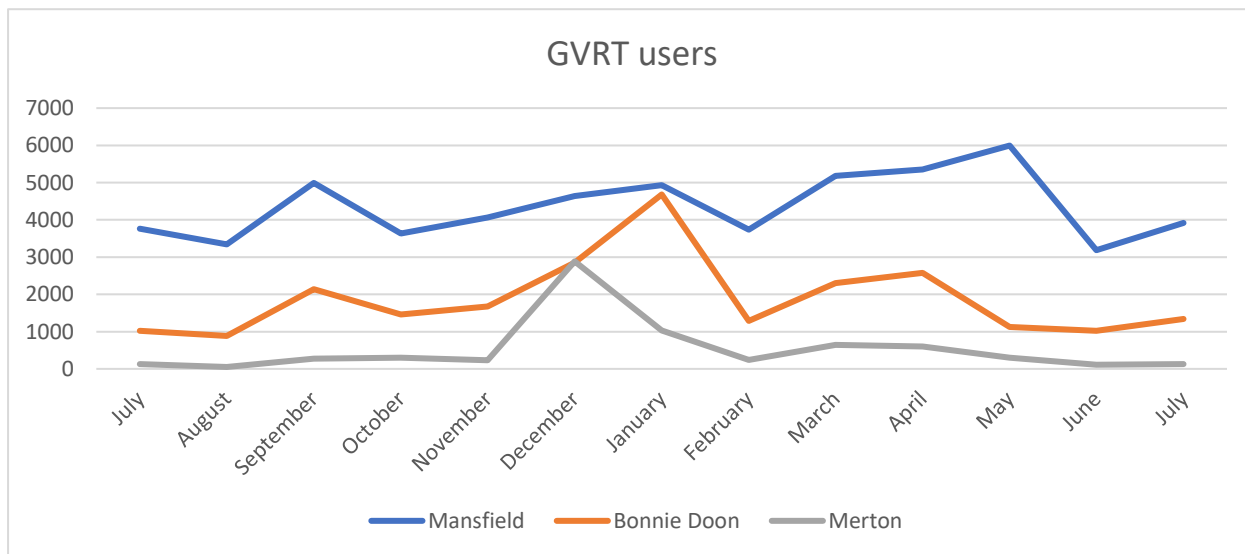
Tourism and Events Coordinator entered the Horsepower in the High-Country event in the Australian Event Awards.

Council received notification that the Horsepower in the High-Country event is through to the next round and is a 'State Nominee in VIC' for the 'Best Charity or Cause-Related Event'.

This event raised \$8,000 for Mansfield Autism Statewide Services and was attended by approximately 3000 people.

Winners will be announced at an award ceremony mid-September.

Tourism & Events - Economic Development



The Great Victorian Rail Trail (GVRT)

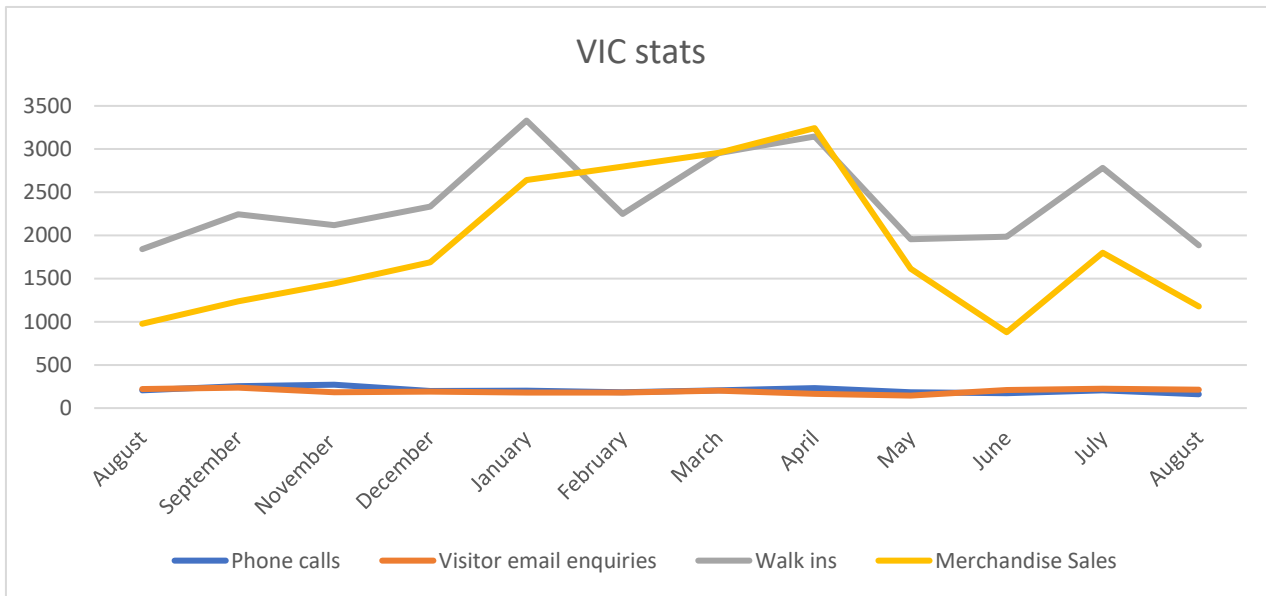
AUGUST	2022	2023	+/-
Mansfield	3345	3464	+ 119
Bonnie Doon	884	1066	+ 182
Merton	51	129	+ 78
TOTAL	4280	4659	+ 379

- ▶ New counter has been installed for the Mansfield section.
- ▶ Installation of wayfinding and interpretive signage was completed on 31 August and Friends of the Rail Trail group have provided very positive feedback. Final Artist signage is scheduled to be installed in the first week of September.

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- ▶ Tourism North East is collaborating with Murrindindi, Mitchell and Mansfield Councils (GVRT Council Partners) to deliver a promotional campaign with a scheduled in market date of 20 September. A photoshoot is scheduled for 9 and 10 September. The collaboration has worked very efficiently and all Councils are looking forward to the results.

Mansfield Visitor Information Centre (VIC)



August	2022	2023	+/-
Walk In visitors	1841	1887	+ 46
Retail Sales	\$979.60	\$1179.00	+ \$199.40

- ▶ Only slight increases in visitor numbers and retail sales as compared to August 2022, which is still quite good considering the poor snow conditions.

Visitor Survey

The Spring Questionnaire commenced 1 September.

The Winter Survey provides an accurate snapshot of the visitor over the period 1 June to 31 August.

- ▶ 1093 surveys completed.
- ▶ A change in visitor profile has been recorded compared to warmer months:
 - A 5% increase in international tourists (Singapore, Indonesia, England and Canada).
 - **38%** of visitors were aged 18 – 40, **32%** were 40 – 60, and **29%** were over 60.
 - **42%** adult couples, **25%** families with kids, **21%** Alone, **11%** Group
 - **79%** were overnight visitors with **27%** staying 2 nights, **13%** for 3 nights and **32%** staying more than 3 nights
 - **60%** were visiting Mansfield for their first time
 - Most popular attractions/experiences in order:

1. Mt Buller
 2. Rivers, lakes and water.
 3. Bushwalking & outdoors.
 4. Attractions
 5. Ned Kelly & Historical
- Most popular reason for visiting VIC
 1. Maps and directions
 2. Operator information
 3. Mt Buller Information

Events

Saturday 26 August - Farmers Market

Due to poor ground conditions caused by rain, the Farmers Market was moved to the Mansfield Hotel Highett St carpark. Council provided feedback from the last market to the event organiser who enacted the suggestions which were well received. Council supported with:

- ▶ Signage for bus stops and carparks

Sunday 27 August – Mairdample Plant Sale

Council supported the Mairdample Plant Sale by seeking an exemption from Regional Roads to enact the Traffic Management Plan. Depot staff assisted with set up and removal of the traffic signs which ensured a safe and successful flow of traffic from the Maroondah Highway into the event site.

Feedback was very positive from event organisers.

Council also had a marquee onsite to offer information from the Resilience program, Emergency Services, Social Inclusion Advisory Group and more which was very successful. Several people noted it was good to see council there. Council supported with:

- ▶ In kind Traffic Management
- ▶ Event Permit applications

Upcoming Events

September	October	November
16 – Jamieson Spring Ball 30 – Farmers Market	2 - 6 – Seniors Festival 5 – Seniors Ball 7 – High Country Halls Music Festival – Merrijig 14 – Mens Shed Open Day 28 – High Country Halls Music Festival – Merton 28 – Farmers Market 28 – High Country Huts Association Open Day	3 – Breakfast on The Lawn 3 – High Country Festival Opening night and fireworks 3 – Torchlight Parade 4 – Mansfield Bush Market 4 – Median To Rare Art Exhibition 4 – Martins Grand Parade 4 – Amped Up Amphitheatre Sound Sessions

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September	October	November
		4 – M.O.S.T – Mansfield Open Studios Trail 5 – North East Skate Series 5 – M.O.S.T 7 – Mansfield Races 11 – High Country Halls Music Festival – Tolmie 14 – MASS Rideathon Movie Night 18 – Mansfield Show 19 – Goughs Bay Festival 25 – Farmers Market 25 – Merrijig Campdraft 25 – High Country Ball 25 – High Country Halls Music Festival – Jamieson 26 – Merrijig Campdraft

Economic Development - Business Support

Council's business newsletters provide information on grant opportunities, workshops, support, and programs. 449 local businesses received this service fortnightly during August.

	Council's Business Newsletter	Industry Benchmark
Open rate	49.65%	19.4%
Click rate	10.79%	2.8%

Business Engagement, Support and Advocacy

18 businesses (6 micro, 6 small and 6 medium), were visited by Economic Development during August.

- ▶ After defining the connection needs of Mansfield's two medical practices, Council advocated to NBNC0 for a solution and facilitated ongoing conversations. Now approximately 18 months later, Mansfield Medical is connected, and Central General Practice are in the process of getting connected to NBNC0 Enterprise Ethernet enabling data to become cloud based, growing health service offerings to our communities.
- ▶ Businesses along the Mt Buller Service Road were engaged regarding their interest for potential telecommunications fibre connections to premises. Council has advocated for and is working with NBNC0 to determine whether fibre can be co-ordinated and placed during car parking and drainage upgrade works.
- ▶ Council has engaged with local businesses and developers to better understand the current position and to inform the upcoming Housing forum.

Better Approvals

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

New marketing materials are in development to grow community knowledge of this service. Four enquiries for assistance were received:

- ▶ Existing business looking for new premises.
- ▶ New business looking for premises and housing.
- ▶ Developer seeking to either subdivide or create a business in Industrial Zoned land.
- ▶ Existing business planning to add further services and build an additional workshop.

Projects

Housing

Planning for the Housing Forum(s) is underway. The scope, agenda and invite lists are being developed with the view to run the first forum within six weeks. The aim is to bring together local property developers, legal/ financial stakeholders, and government representatives.

Expression of Interest

The Expression of Interest (EOI) for Station Precinct Commercial Spaces is currently at the internal approval stage.

Connectivity

Mansfield Shire Council's current vision and strategic plan around connectivity is being prepared, and information regarding connectivity in the region is being shared with Telstra to support their conducting Connectivity Planning for Successful Regions Workshops that will commence from September (Telstra is targeting November for the Mansfield region workshop).

The team is also participating in the Ovens Murray Digital Plan Refresh Program, reviewing the "Regional Context and Priorities" Strategy for its inclusion within the Ovens Murray Regional Partnership - Economic Development Strategy and the Victorian Government - Digital Strategy 2021- 2026

Community DevelopmentCommunity Groups Newsletter

The Community Groups Newsletter is distributed monthly to over 90 community groups (176 individuals). Community grants information remains the most popular item.

	Mansfield Shire Council	Industry Benchmark
Open Rate	51%	19%
Click Rate	18%	3%

Grants

- ▶ Community grant support:
 - Supporting the Bonnie Doon Recreation Reserve Reference Group & Merton Community Group with grant application inclusion, group agreement of the project and letter of support.
 - Provided Bonnie Doon Community Centre with information on alternative grant options as the project didn't meet the proposed grant's criteria.
 - Liaising with the Community Bank, linking local projects with Community Impact Program
- ▶ Mansfield Shire Outlying Communities Infrastructure Grant (OCIF) opened 8 September and is closing 23 November. Outlying communities can now apply for a \$20,000 grant for infrastructure projects that enhance liveability and improve community resilience and connectivity. More information available <https://www.mansfield.vic.gov.au/Community/Outlying-Communities-Infrastructure-Fund>
- ▶ Supporting the Merton Community Group and Bonnie Doon Community Group to progress their projects which were successful in the 2021/2022 OCIF.

Sport and Recreation

- ▶ Mansfield Shire Sport and Facilities Strategy Review being progressed.
- ▶ Progressed the development of the Fair Access Policy.
- ▶ Advocating to address local needs to Sport and Recreation Victoria, Valley Sport, Tennis Victoria, Cricket Victoria – National Cricket Facilities Audit, and AFL Victoria.
- ▶ Attended the Goulburn Valley Recreation Infrastructure Forum in Euroa covering the Fair Access Policy, Sport Strategies, and Sports Pipeline.

First Nations

- ▶ Attended Reconciliation Victoria's Maggolee Webinar helping local councils understand what reconciliation means to First Nations.
- ▶ Supported the monthly Gadhaba Local Aboriginal Group Committee meeting.

Mansfield Outdoor Pool

- ▶ Assisting Schools and Swimming Club with upcoming season's bookings.

Community Feedback

- ▶ Community Development received positive feedback from a Bonnie Doon resident and Merton Community Group Member for providing connection to other grant writers in Outlying Communities.

Library

Library performance since opening (15 weeks)

The community are embracing the new Library. The increased staff budget has allowed for extended opening hours and increased programming. These are some achievements so far:

- ▶ 322 new members
- ▶ 15,500 visits
- ▶ 1,267 community members have attended the 47 programs on offer
- ▶ Patron feedback continues to be extremely positive with staff receiving daily comments appreciating the look, feel and ease of use of the space.

Programs

Children's Book Week celebrations were bigger than ever at the Library this year.

Enhanced programming meant we could run Storytime for twice the number of class groups, giving more children the opportunity to connect with award winning Australian stories, library staff, and the newly refurbished Library.

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▶ Storytime sessions

- 304 children attended the 18 Storytime sessions held for all kindergarten and Grade 1 classes in the District.
- Jamieson and Merrijig Primary Schools and MASS were included for the first time.
- Children were provided with an information pack about the Library.

▶ Visiting author

- Andrea Rowe, Children's Book Council and Australia award winning author, ran 2 sessions for both pre-schoolers and budding writers. 34 people attended the 2 sessions, the cost of which was shared by Council and Friends of Mansfield Library.



“Big hurrah to all the big people who brought your writers and readers in. And big thanks to (Library staff) for organising and for Friends of the Library for supporting this visit. Mansfield readers are so fortunate to have a superb space”, Andrea Rowe.



Bookmark competition 163 entries received!!

Running for the second year, the bookmark competition has grown considerably with entries almost doubling. This year the theme was *Read, Grow, Inspire*.

1st and 2nd place winners will be selected in 3 age group categories: Ages 4 – 8, 9 – 12, and 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 \$50 and \$25 respectively. Prizes have been donated by Friends of Mansfield Library. Winners will be announced on the Mansfield Library Facebook page on 8 September.

Other activities included a Seek and Find - Favourite book characters in the Library cabinet and contributing words and drawings of hope and inspiration to a paper tree in the Library window.

**Armchair Travel**

Armchair Travel is one of the most valued programs run by the Library and the return has been made possible by the increased FTE at the Library. 45 community members attended the second session. Friends of Mansfield Library catered, providing a light supper with an African theme. Thanks was extended to Robert Graves who shared wildlife photos from his trip to Kenya, Uganda and The Congo.

Friends of Mansfield Library

After lots of hard work FOML were proud to open their second-hand book shop, The Little Shop of Good Reads, opposite the Council Offices. Opening times are 10.00am – 4.00pm Wednesday to Friday and 10.00am – 1.00pm Saturdays.

Mansfield Courier**A new page for Friends of Mansfield Library**

AUG 30 2023 > UPDATED AUGUST 30, 2023



Samuel O'Brien

Share this article



DEDICATED TEAM: (From left) Deb Westphalen, Judy Withers, Pat Kaye and Liz Clarke have been working hard to get the store ready. PHOTOS: Samuel O'Brien

AFTER much planning and preparation, the Little Shop of Good Reads will open its first permanent location today (August 30).

Statistics for August 2023

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help	Holds placed
August 2023	4351	4447	30	387	31	106	652
July 2023	3374	4135	8	248	7	121	597
June 2023	5205	4212	7	577	12	93	556
May 2023 (16 th – 31 st)	2571	2490	2	55	2	113	425
April 2023	1994	2541	3	40	0	48	263
March 2023	1886	2558	3	39	0	47	244
August 2022	2816	3726	12	271	4	59	600

- ▶ Loan and Hold statistics were not available for July at the time this report was written.
- ▶ Limited library service operating out of the Visitors Information Centre closed 29 April.

13. Communications

Media Releases

Throughout August the 12 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. All of these were printed in the Mansfield Courier.

- ▶ EOIs for SIAG
- ▶ Pole People repairs
- ▶ Water Tank install at BD
- ▶ Mayor's Report
- ▶ Malcolm St Shared Path
- ▶ Week of Wheels
- ▶ Author Visits Library
- ▶ Apollo St & High St Drainage
- ▶ Infrastructure Plan Contract Awarded
- ▶ Flood Damaged Trail Renewal
- ▶ Improvement Works in Woods Point
- ▶ Tech Help at Library

Comments to media

In August responses for comment were provided to Northeast Media/Mansfield Courier on the following topics:

- ▶ Jamieson Tiny Towns Award
- ▶ Toilet Maintenance
- ▶ Supported playgroup and Crawl & Play
- ▶ Response to The Voice stance
- ▶ Know Your Local Business Feature

Social Media







For the August period, Council's Facebook page saw an increase in follows of 25.

Statistics on the Facebook page activity are provided below:

- | | |
|-------------------|--------|
| ▶ Post reach | 21,350 |
| ▶ Post engagement | 5,681 |
| ▶ Comments | 98 |
| ▶ Reactions | 517 |
| ▶ Photo views | 790 |
| ▶ Clicks | 305 |
| ▶ Shares | 55 |
- ▶ The top performing post in was about the new Week of Wheels; the post achieved a reach of 8,382 and engagement of 365.
 - ▶ Another high performing post was about a lost dog named Shelley, which achieved a reach of 5,126 with and engagement of 566.
 - ▶ Posts on the Martin's Garage Parade and a new slide at Woods Point also performed well, reaching 3,948 and 3,827 people respectively.

Mansfield Shire Council | CEO Monthly Report

Further details on post results for June are provided below.

	*UPDATE 30/8/23: Due to weather conditions, the planned drainage works in Jamieson will now take place on the following revised dates: ⚠️ Brown Street: 4 - 6 September ⚠️ Grey Street: 7 - 20 September --- Jamieson Drainage Upgrade Works are set to recommence at the end of the month after wet weather conditions that followed filming o...	Post reach 3,770	Engagement 698
	UPDATE: 16/8/23: Ziggy has been found alive and well. A search is currently under way at the Delatite Arm Reserve for Missing Person ZIGGY RYAN from Queensland. We encourage anyone that has visited the area recently or have noticed Ziggy please contact Seymour Police Officer on 5735 0200.	Post reach 3,081	Engagement 1,460
	UPDATE 21/8/23: The owner has been found! Last night two horses were found on Mansfield - Whitfield Road, they have since been secured on a property. 🐾 If these horses look familiar, please give our Local Laws officers a call on (03) 5775 8555 so we can arrange for them to be returned home.	Post reach 3,050	Engagement 643
	One of our most prominent pieces of public art, the 'Pole People', was recently restored. Award-winning artist, Ann Ferguson and local mosaic artist, Sue Binzer-Jones undertook the repair works over three days to rebuild, reinforce, and repair parts of the artworks. These repairs were funded by the state government's Council Assist grant. The Pole...	Post reach 3,019	Engagement 296
	A unique opportunity is available now for 3 private rooms to lease in a 4 office business space at our Community Health and Wellbeing Centre (31 Highett Street, Mansfield). - Lettable floor area 61.8sqm - Highett Street frontage - Plenty of street parking - Waiting room or meeting room area - Heating/cooling - Separate exit to outside area -...	Post reach 2,060	Engagement 46
	Telstra will undertake an upgrade of the mobile network in Tolmie between 21 – 26 August which may result in some service disruptions in the area while works are in progress Works will be carried out during daylight hours for health and safety reasons, and technicians will need to switch off the equipment which support mobile services in the area...	Post reach 1,721	Engagement 68

Media Undertaken by the Mayor

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

- ▶ Mansfield Social Inclusion Action Group (SIAG)
- ▶ Contract Awarded for Mansfield Township Infrastructure Plan
- ▶ Contract Awarded for Closed Landfill Environmental Monitoring and Reporting Services
- ▶ Contract Awarded for Stormwater Drainage Works (Cnr Apollo St and High St)
- ▶ Motion to the MAV State Council Meeting
- ▶ Kindergarten Redevelopment and Mechanics Institute Restoration

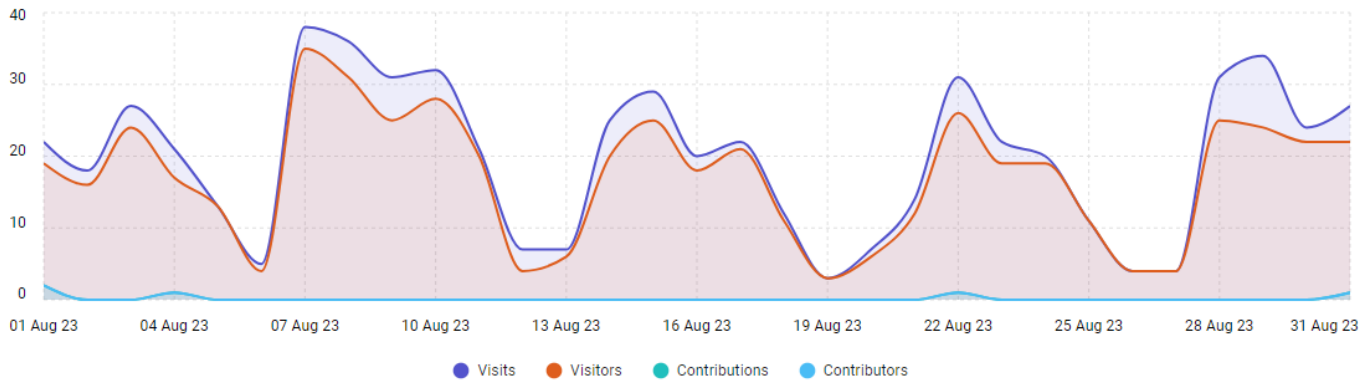
Engage Portal

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

For the August period, the platform received 618 visits, 5 contributions and recorded 3 new registrations with an engagement rate of 1%.

Details of visitation for the past 30 days are below:

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The snapshot below provides details on the projects and the contributions for each.

Project	No. of contributions
Proposed Speed Reduction - Highett Street Service Road	3
Changes to Recycling and Waste Services in Mansfield Shire	2

YouTube

We have a steady level of community participation in our online Council meetings. The August Council meeting has received 110 views.

In Development

This month saw the resolution of a long-standing records capturing issue with our primary social media platform, Facebook. This issue, driven by two-factor authentication complications, has required significant investigation and slowed expansion into other channels (Instagram, RSS, expansion of YouTube). A back catalogue of records was captured during this process.

It was a great achievement to resolve this for both the Records/Governance Team and Communications Team and will enable Council to progress content expansion.

The team are also trialling an expanded group from across the organisation to increase responsiveness across social media. This group will meet weekly to discuss objectives, strategies and specific messaging priorities with the Communications Coordinator.

14. Digital Transformation Project

Project CODI has established an efficient operating rhythm ensuring that key stakeholders are regularly engaged to make decisions and drive outcomes. Achievements during August include:

- ▶ Project Steering Committee, consisting of the four Chief Executives, have approved the Project Vision and Objectives
- ▶ The simplified Program Governance Framework has been fully implemented and is operating well.
- ▶ Contract negotiations are on the project's critical path. While they are well progressed with both eVis and Logicalis the risk remains that finalisation will extend and increase delivery timeframes. The impact is being minimised by undertaking planning, discovery and preparations in parallel.
- ▶ Project Communications are occurring through all staff messaging, presentations and the project governance structure. The Project Manager is onsite at each Council at least one day per fortnight to ensure he is available to all Council staff on a regular basis.
- ▶ Records Management Co-ordinators from all Councils have received training on SharePoint and a demonstration on Avepoint, assisting them in understanding the Information Management solution being implemented.
- ▶ Draft high-level schedules have been developed for all Phase 1 components being Information Management, Building/Planning/Regulatory and Microsoft 365 Governance and Alignment Assessment. The schedules have been presented to relevant project governance bodies.
- ▶ The 'Market Assessment' of enterprise system suppliers to Victoria Local Government has been completed, with recommendations on how to progress with Phase 2 of the Project to be submitted to the Project Control Group and Steering Committee in the first week of September.