

# CEO Monthly Report

April 2024



Mansfield Shire

## 1. Customer Service

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

CRMS statistics for the month of April show **154** Customer requests registered with **30** requests remaining open and **124** being closed during the month.

#### No complaints were received for April 2024

The majority (39%) of total requests opened were for Field Services Team.

Requests consisting of (in order of frequency):

- ▶ Roads/potholes,
- ▶ Drainage,
- ▶ Footpaths and,
- ▶ Parks and Reserves,
- ▶ Tree or Limb Removal,
- ▶ Signs.

Local Laws (38%) was the second largest group. Local Laws requests consisted of (in order of frequency):

- ▶ Domestic - Stray/Wandering,
- ▶ Animals, Native - Euthanasia,
- ▶ Animals, Domestic – Found and,
- ▶ Livestock - Stray/Wandering,
- ▶ Dumped Rubbish,
- ▶ Domestic - Cat trap.

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

| Department                   | Total Events | Events Closed | Open      | Open Overdue | Pending  | Pending Overdue |
|------------------------------|--------------|---------------|-----------|--------------|----------|-----------------|
| Waste                        | 1            | 1             | 0         | 0            | 0        | 0               |
| Records and Customer Service | 3            | 3             | 0         | 0            | 0        | 0               |
| Engineering Services         | 9            | 2             | 1         | 0            | 6        | 0               |
| Parks and Garden Services    | 21           | 13            | 6         | 2            | 0        | 0               |
| Local Laws                   | 59           | 51            | 4         | 4            | 0        | 0               |
| Road Maintenance             | 61           | 54            | 3         | 3            | 1        | 0               |
| <b>Total</b>                 | <b>154</b>   | <b>124</b>    | <b>14</b> | <b>9</b>     | <b>7</b> | <b>0</b>        |

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

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

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

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

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

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

**Complaints Versus Requests**

| <b>April 2024</b> | <b>Total</b> |
|-------------------|--------------|
| Requests          | 154          |
| Complaints        | 0            |

## 2. Governance

### Confidential Reports at April 2024 Council Meeting

| No. of Confidential Reports | Comments |
|-----------------------------|----------|
| 0                           | -        |

### Confidential Reports - Financial Year to Date

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

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

| No. of FOI Requests | Comments   |
|---------------------|--|
| 1                   | A Request for all Corporate Credit Card Statements for January and February 2024 from Council Watch. |

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

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

### 3. Capital Works

| Project  | Budget (\$) | Comments  | Budget Status | Estimated Completion Date   |
|--|-------------|---|---------------|-----------------------------|
| <b>Buildings</b>   |             |   |               |                             |
| Council Building Renewal<br>- Shire Offices<br>- Depot   | \$92,835    | Shire Office carpet renewal & toilet refurbishment completed.<br>Depot wash bay roof (carry forward) construction completed.  | On Budget     | Complete<br>January<br>2024 |
| Depot Solar Panels                                       | \$43,000    | Installation of solar panels at the Depot building completed.   | On Budget     | Complete<br>October<br>2023 |
| Public Toilets<br>- Merton Racecourse<br>- Lords Reserve | \$263,575   | Renewal of Merton toilet is being delivered by Council. Works commenced in April, expected completion in May.<br>Upgrade of Lords Reserve Toilet – designs complete, pending outcome of Lords Grant before procurement process can commence. Potential carry forward. | On Budget     | June 2024                   |
| Fertiliser Shed  | \$10,000    | Mansfield Station Precinct - Fertiliser Shed Refurbishment – earthworks completed.  | On Budget     | Complete<br>October<br>2023 |
| Mansfield Heritage Museum                                | \$1,625,315 | Construction of the Mansfield Heritage Museum contract awarded to Hennessy Construction; works commenced in January 2024. Concrete slab poured; rammed earth walls constructed.   | On Budget     | August<br>2024              |
| Bonnie Doon Recreation Reserve                           | \$50,000    | Survey completed; design of netball courts & oval drainage in progress.   | On Budget     | May 2024                    |
| Bonnie Doon Recreation Reserve Hall                      | \$15,000    | Replacement of curtains in hall and kitchen. Complete.  | On Budget     | Complete<br>July 2023       |

| Project   | Budget (\$) | Comments  | Budget Status | Estimated Completion Date |
|---|-------------|---|---------------|---------------------------|
| Mansfield Sports Stadium Complex  | \$50,000    | Replace laser lite panels – roof renewal works completed.   | On Budget     | Complete January 2024     |
| Lords Reserve Pavilion  | \$270,000   | Construction of new Pavilion, subject to external grant funding. Design work completed and application submitted to Growing Regions fund in January.  | On Budget     | Dec 2024                  |
| Mansfield Pre-School Centre<br>- Upgrade<br>- HVAC Renewal<br>- Mechanics Institute Amenities | \$102,051   | HVAC renewal will be completed as part of Mechanics Institute.<br>Funding agreement executed with Kinder Committee for Council contribution to Centre upgrade, construction in progress.<br>New amenities for Mechanics Institute to be reviewed for potential funding opportunities. | On Budget     | June 2024                 |
| Emergency Resilience Centre   | \$300,000   | Survey completed. Concept design completed for grant submission. Detailed design to be finalised in May.  | On Budget     | May 2024                  |
| Goughs Bay Boat Club  | -           | Construction works in progress managed by the Boat Club. Project Control Group meetings held monthly with RDV to provide governance and oversight of project. Alternative location for wastewater disposal determined.  | On Budget     | June 2024                 |
| Jamieson Police Paddock Community Hub – Concept Design  | -           | Design works to be managed by the Jamieson Community Group in consultation with Council's Capital Works team. Concept design completed and application made to Disaster Ready Fund for detailed design.   | On Budget     | Complete May 2024         |
| <b>Bridges &amp; Culverts</b>   |             |   |               |                           |
| Gooley's Bridge   | \$67,000    | Gooley's Bridge Barrier Replacement tender awarded at November Council meeting. Final stakeholder   | On Budget     | May 2024                  |

| Project                                       | Budget (\$) | Comments   | Budget Status | Estimated Completion Date |
|---|-------------|--|---------------|---------------------------|
|   |             | consultation completed in December. Fabrication commenced; Installation of barriers scheduled for May 2024.  |               |                           |
| Baldry Street Bridge                          | \$100,000   | Baldry Street Bridge renewal – works completed in January.   | On Budget     | Complete January 2024     |
| Donaldson Rd (B21) Bridge                     | \$160,000   | Donaldson Rd Bridge renewal – minor renewal works completed in February.   | On Budget     | Complete Feb 2024         |
| Bridge & Culvert renewal & assessment Program | \$90,000    | Level 2 and 3 assessments have been completed.   | On Budget     | Complete January 2024     |
| Causeway & Culvert Upgrade Program            | \$200,000   | Preliminary assessment of Graves Rd, O'Halloran Rd, Ogilvies Rd, Withers Lane and Byrne Lane, Buttercup Creek, and McLeod's Lane to be completed as part of Mansfield Flood Study works. | On Budget     | June 2024                 |
| <b>Drainage</b>                               |             |  |               |                           |
| Apollo St Drainage                            | 813,000     | Design completed. Contract awarded to Alpine Civil. Works underway, completion now expected in May due to GVW water main.  | On Budget     | May 2024                  |
| Mullum Wetlands Rejuvenation                  | 100,000     | Scope determined, Contract Awarded. Works completed in March.  | On Budget     | Complete March 2024       |
| Drainage Renewal Program                      | 220,000     | Pires – Goughs Bay Rd drain reformation to support resealing – completed in February. Inspect & Jet of drainage network scheduled for May.   | On Budget     | June 2024                 |
| Drainage Upgrade                              | \$157,000   | Design and assessment of Kareen Hills Retention Basin complete. Orifice plate installed (project complete).  | On Budget     | May 2024                  |

| Project                                 | Budget (\$) | Comments   | Budget Status | Estimated Completion Date |
|---|-------------|--|---------------|---------------------------|
|   |             | High Street drainage in front of Foodworks – site investigation completed, concept design completed. Jamison drainage upgrades (carry forward) completed in September.   |               |                           |
| Stormwater Improvement                  | \$223,000   | Design & construct Cambridge Drive – works underway, scheduled for completion in May. 14-18 Malcolm St – Developer has agreed to complete works as part of planning permit. Pinnacle Rd, Sawmill Settlement works completed in December. | On Budget     | May 2024                  |
| <b>Open Space &amp; Streetscapes</b>    |             |  |               |                           |
| Bonnie Doon Community Centre            | \$43,111    | Basketball Court renewal – works completed early December.   | On Budget     | Complete Dec 2023         |
| Replace benches to recycled plastic     | \$20,000    | Replacement program at recreation reserves – completed March.  | On Budget     | Complete March 2024       |
| Streetscape Renewal Program - Jamieson  | \$20,000    | Design & deliver renewal at corner of Perkins St and Mansfield-Woods Point – vegetation has been removed. RFQ underway for replacement landscaping.  | On Budget     | June 2024                 |
| Mansfield Station Precinct              | \$20,000    | Turntable hazards removal complete.  | On Budget     | Complete October 2024     |
| Streetscape Renewal Program – Mansfield | \$60,000    | High/Chenery St roundabout beautification works completed in March 2024.   | On Budget     | Complete March 2024       |
| Pump Track - Station Precinct           | \$150,000   | Design and construct new pump track – design on hold pending outcome of grant application.   | On Budget     | May 2024                  |
| Lords Reserve Oval Upgrade              | \$300,000   | Drainage improvements on oval – survey completed; contractor completed design. Contract awarded, works commenced in April.   | On Budget     | May 2024                  |

| Project                        | Budget (\$) | Comments   | Budget Status | Estimated Completion Date |
|--------------------------------|-------------|--|---------------|---------------------------|
| Woods Point Open Space Renewal | \$45,000    | Shelter & picnic table (carry forward) – final stakeholder engagement occurred in August. Installation of main structure completed. BBQ and picnic table install completed.  | On Budget     | Complete Nov 2023         |
| Bonnie Doon Irrigation         | \$52,000    | Installation of Irrigation – stakeholder consultation completed. Water tank delivered December; irrigation installed in February.  | On Budget     | Complete Feb 2024         |
| LED Street Lighting Upgrade    | \$60,000    | Conversion to LED streetlights – scope determined, contractor awarded and works commenced.   | On Budget     | June 2024                 |
| Horse Statue                   | -           | Install statue on the High St median Mansfield completed in September.   | On Budget     | Complete Sept 2024        |
| Street Tree Planting Program   | \$20,000    | Street tree plantings – stakeholder consultation completed and planting in progress (see Field Services update in this report).  | On Budget     | June 2024                 |
| <b>Pathways</b>                |             |  |               |                           |
| Footpath Renewal               | \$97,990    | Hunter St South (Highett St to Chenery St) delivered as part of the kerb and channel works. Completed January.<br>Rail Trail Gravel/Stone Renewal in Station Precinct completed in March 2024.   | On Budget     | Complete March 2024       |
| Footpath New                   | \$441,950   | Pedestrian Refuge Island - Malcolm St/Chenery St RFQ underway.<br>Design of gravel footpath – Piries-Goughs Bay Rd design complete. Stage 1 construction complete April.<br>Construction of gravel footpath - Monkey Gully Rd – construction commenced March 2024.<br>Construction of Malcolm St footpath (carry forward) – completed. | On Budget     | June 2024                 |



| Project  | Budget (\$) | Comments   | Budget Status        | Estimated Completion Date |
|--|-------------|--|----------------------|---------------------------|
| <b>Roads</b>   |             |  |                      |                           |
| Kerb & Channel   | \$54,304    | Renewal works scope determined. Works completed in January.  | On Budget            | Complete Jan 2024         |
| Re-Seal Program  | \$890,343   | Scope determined; contract awarded. Works completed in February.   | On Budget            | Complete Feb 2024         |
| Re-Seal Preparation Program                                  | \$520,365   | Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Works completed in February.   | On Budget            | Complete Feb 2023         |
| Car Parks - New  | \$498,000   | 34 High St Mansfield. Design finalised. Contract awarded, works commenced in March 2024.   | On Budget            | May 2024                  |
| Car Parks – Renewal  | \$88,800    | Nolan/Baldry St carpark renewal. Contract awarded. Works to commence in May.   | On Budget            | May 2024                  |
| Gravel Re-Sheeting Program                                   | \$1,197,000 | Scope determined; contractor awarded. Works completed.   | On Budget            | Complete January 2024     |
| Township Sealing Program                                     | \$150,000   | Goughs Crescent and Katherine St, Goughs Bay – scoping completed. Contractor awarded. Works complete.  | On Budget            | Complete January 2024     |
| Heavy Vehicle Alternate Route Stage 2 – Mt Battery/Greenvale | \$1,838,000 | Mt Battery roadworks and intersection upgrades currently under construction (carry forward). Contract variation approved by Council for Mt Battery intersection design. Works completed in November. | Above Budget by <10% | Complete Nov 2023         |
| Heavy Vehicle Alternate Route Stage 2 – Dead Horse Lane      | \$955,523   | Dead Horse Lane construction completed in March.   | On Budget            | Complete March 2024       |
| Buttercup Road   | \$200,000   | Design complete. Contract awarded. Works commenced in April.   | On Budget            | May 2024                  |
| Coster St Woods Point  | \$50,000    | Improvements to Coster St – Contract awarded. Works completed.   | On Budget            | Complete Dec 2023         |

| Project                        | Budget (\$) | Comments  | Budget Status | Estimated Completion Date |
|--------------------------------|-------------|---|---------------|---------------------------|
| Mt Buller Service Road Renewal | \$500,000   | Scope determined; design complete. Community consultation completed, contract awarded in February. Construction commenced in April. | On Budget     | June 2024                 |
| Traffic Calming Device         | \$30,000    | Donovans Way improvements – contractor engaged, works to commence in May.   | On Budget     | May 2024                  |
| Boat Ramp Maintenance          | \$92,000    | Grant funded project under contract (carry forward). Works 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  |
|--|-------------------|---|
| <b>Community Driven Initiatives</b>  |                   |   |
| Library Services - restoration to pre-COVID levels   | \$ 88,658         | Library has been operating on new hours since re-opening in May 2023 and with increased programs as requested by the community during budget submissions. New programs include: Armchair travel; Coordination of 7 book clubs; Library visits to all schools and kindergartens; School holiday programs; Childrens Book Week celebrations including an author/illustrator workshop; Christmas preschool extravaganza with local musicians; Open mic poetry night. |
| Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program | \$ 142,000        | Two staff members have now been appointed in the roads team. Refer Fields Services update.  |
| Community connections - 12-month extension to assist Aged Care transition (reduce isolation) to MDH  | \$ 36,128         | The Community Connections Officer is working with community members to identify and assist with their needs regarding access to services. They visit Jamieson and Bonnie Doon monthly and liaise with other service providers as well as one-on-one support   |
| <b>Community Driven Total:</b>   | <b>\$ 266,786</b> |   |
| <b>Income Generating / Funded</b>  |                   |   |
| Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes   | \$ 61,691         | Interviews have been concluded, and two new planning officers are onboard.  |
| Property Management Booking System - system rollout for management of property & leases  | \$ -              | Updates for facilities and venues and photos of venues were provided for assessment in preparation for User Acceptance Testing (UAT). UAT handover occurred on 25 March 2024. The soft live version launch for ad hoc bookings is scheduled for May 2024.   |
| Compliance - increase local laws presence to focus on Domestic Animal Management Act & Building Regulations compliance                             | \$ 26,000         | Current local laws officer role increased from 0.8 to 1.0 FTE, from November 2023.  |
| <b>Income Generating / Funded Total:</b>   | <b>\$ 87,691</b>  |   |
| <b>Regulatory / Risk Management Initiatives</b>  |                   |   |
| Records Digitisation   | \$ 65,000         | Role appointed (with a review required in 2024-25). Records Digitisation progress made for April 2024 was a total of 76 files prepared, scanned, and completed. In addition assessment numbers were located for files with incomplete titles and box lists prepared to complete the process.  |
| Tree Inspections and Management - appointment of a fixed term arborist to progress the programs  | \$ 40,000         | 0.4FTE arborist has been appointed and Quantified Tree Risk Assessment training was completed in September 2023.  |

| Initiative   | 2023-24 Budget    | Project Update   |
|--|-------------------|--|
| <b>Regulatory Requirements Total:</b>  | <b>\$ 105,000</b> |  |
| <b>Existing Services Initiatives</b>   |                   |  |
| Strategic Planning Officer - Cost effective delivery of Strategic Planning Program with reduced reliance on external consultants through use of undergraduates | \$ 29,000         | Strategic Planning Officer role changed from 0.6 FTE to 1.0 FTE effective from mid-August. New officer under recruitment.  |
| Customer Service - improved response to community requests through increased resources in customer service   | \$ 26,148         | Employee hours increased to provide full coverage. The increased hours supported 435 calls and 958 face to face customers in the month of April 2024, with FOGO waste enquiries, animal registrations and archiving/destruction process.   |
| HR Trainee - to provide better HR support to the organisation and improve operational efficiency   | \$ 38,000         | The trainee role has been appointed.   |
| <b>Existing Services Total:</b>  | <b>\$ 93,148</b>  |  |
| <b>New Initiatives</b>   |                   |  |
| Finance Undergraduate Role   | \$ 55,000         | The Finance undergraduate role has been occupied since mid-July.   |
| Environmental Software - Purchase of Trellis Software to improve tracking and reporting requirements for organisational carbon emissions                       | \$ 6,800          | Data transmission has been finalized, and the live version of the program has been launched in November. Users have received comprehensive training.   |
| Outlying Communities Infrastructure Fund Grant   | \$ 75,000         | Council funded seven projects. All funds have been distributed. Peppin Hub was the first community to complete its project in February this year. Ancona Community Hall, Mansfield Motorcycle Club, Woods Point Progress Association, and Matlock Cemetery projects are all well underway. Howqua Community Group and Goughs Bay Progress Association have liaised with Council on planning and design concepts. All Projects will be completed by June 2024 weather permitting. |
| Events Program - ongoing commitment to events funding, with increased support for community events   | \$ 25,000         | Additional funding has supported events with increased permit, traffic management and first aid fees. Council has recently purchased additional traffic signage to enable us to manage traffic for the Mansfield Marathon saving them \$3,000 in traffic management from GAME.   |
| FOGO Kitchen Caddies - supplied to residences in support of the rollout of FOGO service  | \$ 50,000         | Based on insights gathered from community workshops and the FOGO roll-out survey, kitchen caddies will be provided to households that register their interest. Residents will be able to collect the caddies from various pickup points within the Shire.  |
| <b>New Initiatives</b>   | <b>\$ 211,800</b> |  |

## 5. Statutory Planning

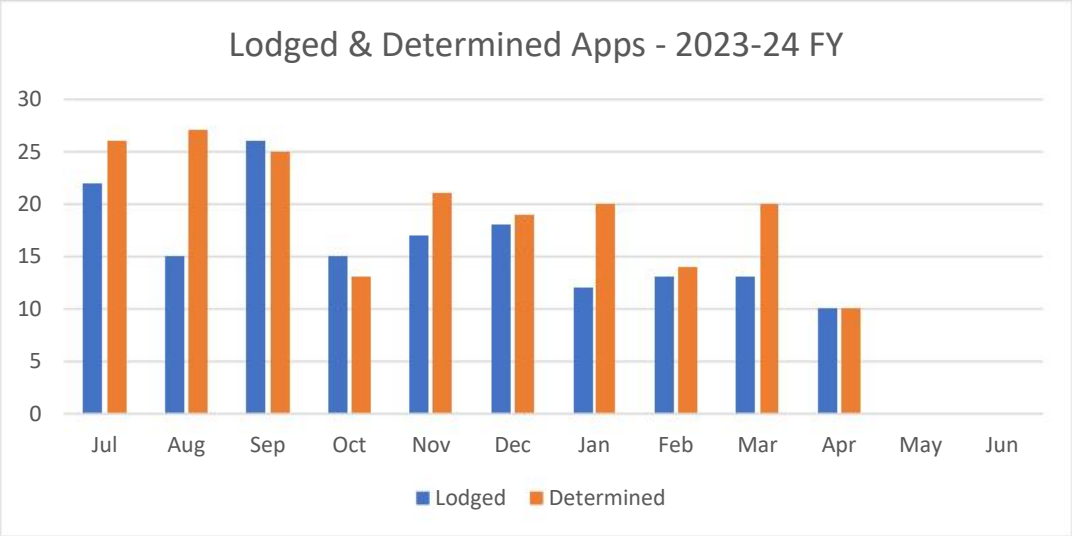
### Planning Applications Lodged

| App No.                           | Property Address                                | Proposal  |
|-----------------------------------|---|---|
| P036/24                           | 14 HOWQUA TRACK MERRIJIG VIC 3723               | Development of land for an agricultural shed  |
| P037/24                           | 259 HELLS HOLE CREEK ROAD BONNIE DOON 3720      | Development of land for a dwelling and outbuilding                                    |
| P038/24                           | 79 OWENS CREEK DRIVE MANSFIELD VIC 3722         | Use and development of land for a dwelling and outbuilding                            |
| P039/24                           | LOT 4 HEARNS ROAD BOOROLITE VIC 3723            | Two (2) Lot Re-Subdivision  |
| P040/24                           | MIMOSA DRIVE MERRIJIG 3723                      | Development of land for an agricultural shed (Shipping Container for Land Management) |
| P041/24                           | 239 POLLARDS ROAD MANSFIELD 3722                | Use and development of land for a Second Dwelling                                     |
| P042/24                           | 67 HIGHTON LANE MANSFIELD VIC 3722              | Development of land for three (3) additional dwellings                                |
| P043/24                           | 355 HOWES CREEK ROAD MANSFIELD 3722             | Two (2) Lot Subdivision (House Lot Excision)  |
| P044/24                           | 927 CHAPEL HILL ROAD BOOROLITE 3723             | Removal of Native Vegetation (including 1 large Tree)                                 |
| P045/24                           | 2168 MANSFIELD WOODS POINT ROAD PIRIES VIC 3723 | Earthworks associated with car parking and access                                     |
| <b>Total Applications Lodged:</b> |   | <b>10</b>   |

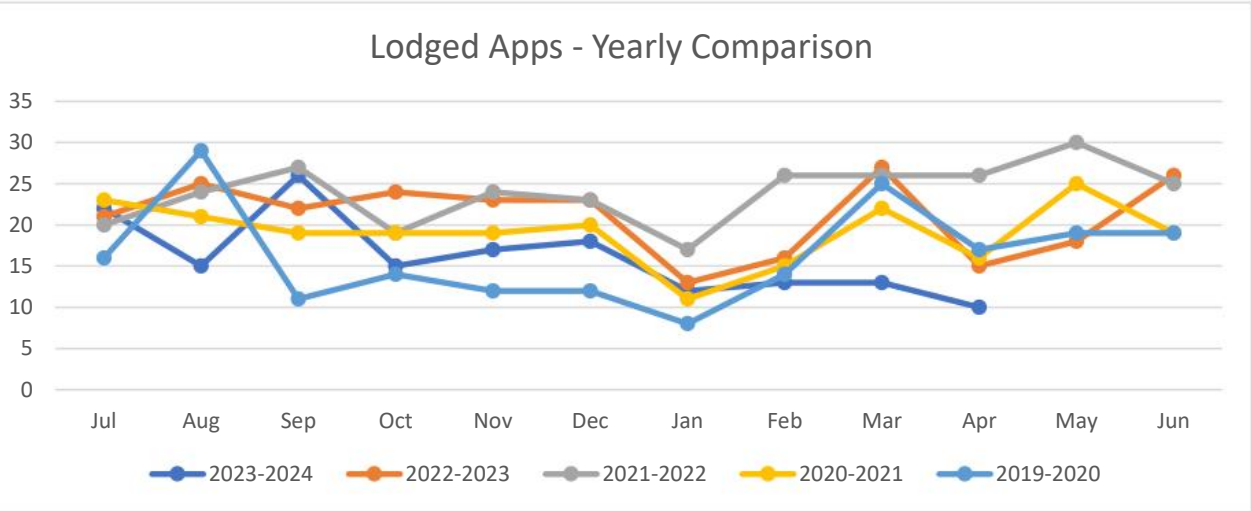
### Planning Applications Determined

| App No.                               | Property Address                                  | Proposal  | Decision Type |
|---------------------------------------|---|---|---------------|
| P004/24                               | 560 GLEN CREEK ROAD BONNIE DOON VIC 3720          | Development of land for a Dwelling, a Small Second Dwelling and an associated outbuilding | Issued        |
| P019/24                               | 160 OWENS CREEK DRIVE MANSFIELD VIC 3722          | Development of land for a dwelling and an outbuilding                                     | Issued        |
| P024/24                               | 43 CURIA STREET MANSFIELD 3722                    | Development of land for a domestic outbuilding (carport)                                  | Issued        |
| P029/23                               | 305 BANUMUM ROAD MANSFIELD VIC 3722               | Use and development of land for a dwelling  | Withdrawn     |
| P036/24                               | 14 HOWQUA TRACK MERRIJIG VIC 3723                 | Development of land for an agricultural shed  | Issued        |
| P117/23                               | 3 LIGHTWOOD COURT MERRIJIG 3723                   | Use and development of land for two (2) dwellings for Group Accommodation                 | Issued        |
| P128/23                               | 81 HIGHETT STREET MANSFIELD VIC 3722              | Creation of an Easement (drainage) and removal of Native Vegetation                       | Issued        |
| P169/23                               | 68 DRAKES HILL ROAD MANSFIELD VIC 3722            | Development of land for a dwelling and domestic outbuilding                               | Issued        |
| P179/23                               | 2969 MANSFIELD-WOODS POINT ROAD JAMIESON VIC 3723 | Development of land for a dwelling  | Withdrawn     |
| P185/23                               | 66 CLIFF ROAD BONNIE DOON 3720                    | Development of land for a Dwelling  | Issued        |
| <b>Total Applications Determined:</b> |   |   | <b>10</b>     |

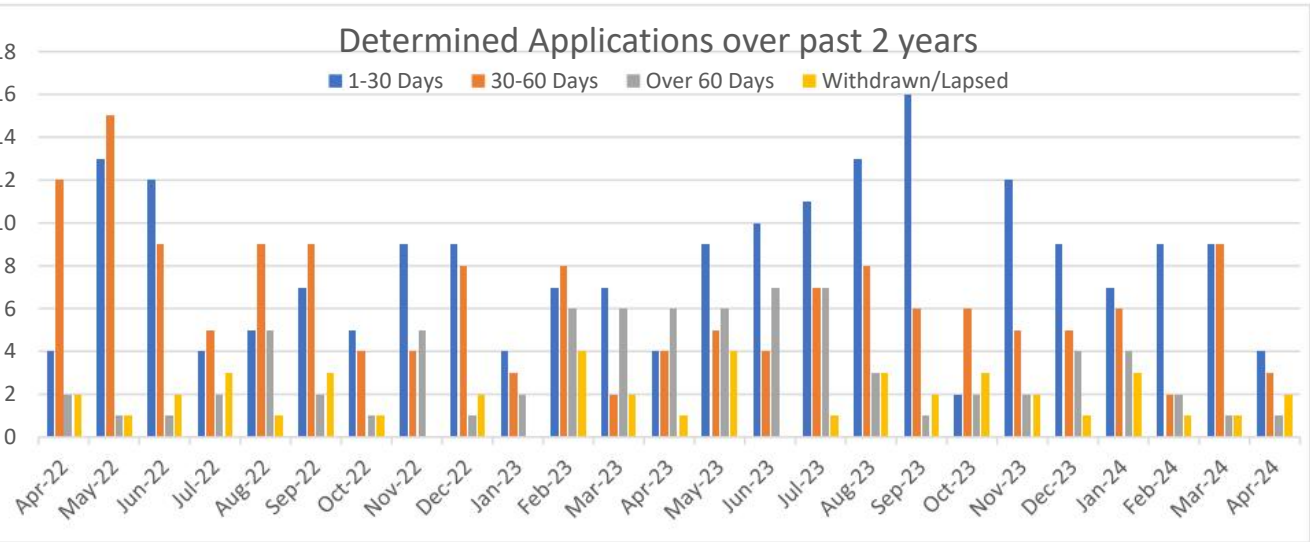
Number of Application Lodged and Determined



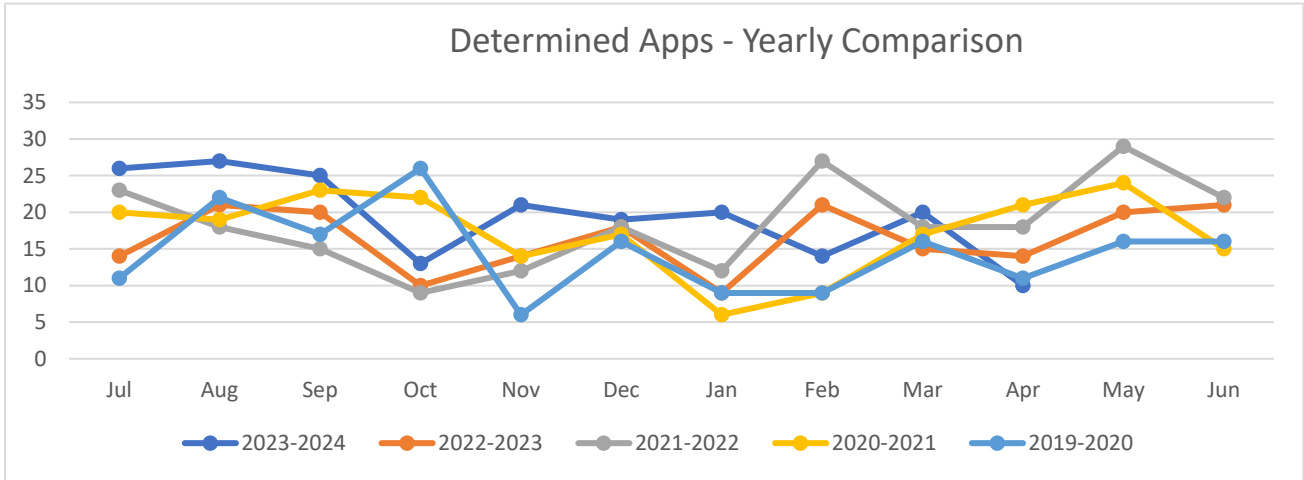
Lodged Planning Applications – Yearly Comparison



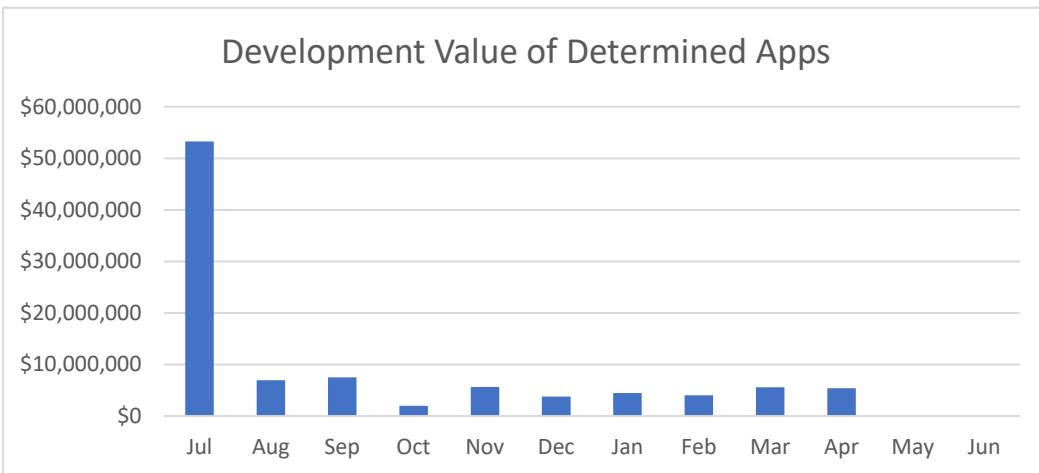
Days Taken to Determine Planning Applications



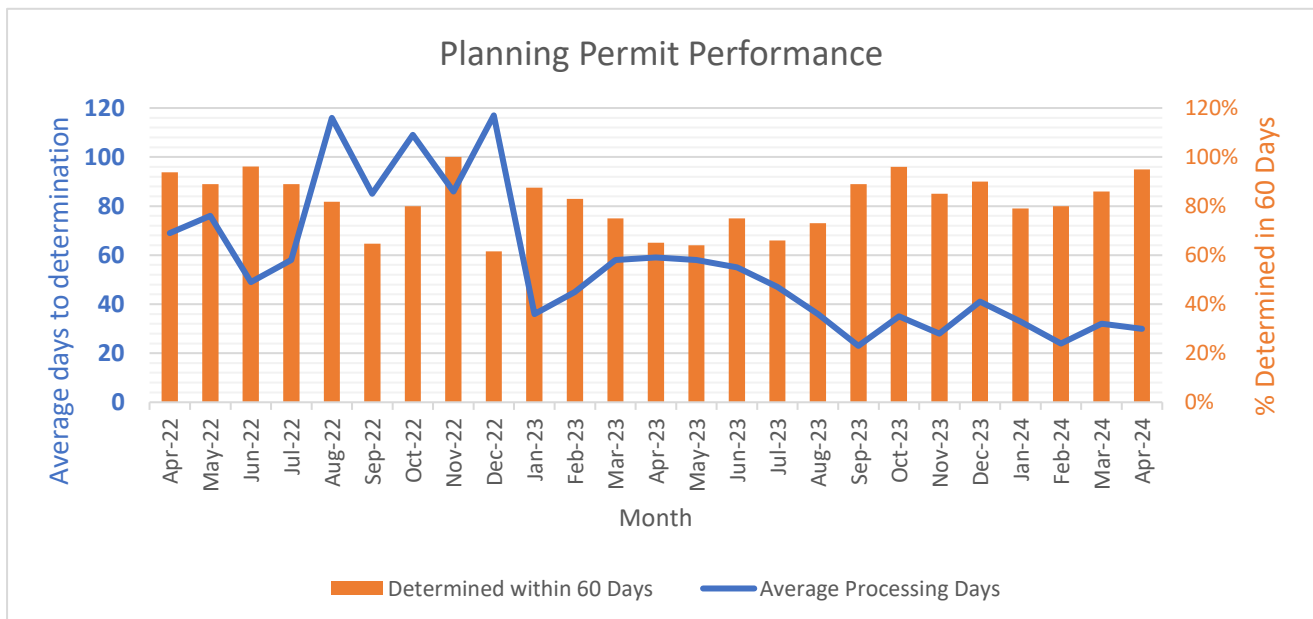
**Determined Planning Applications – Yearly Comparison**



**Estimated Cost of Development of Determined Application**



**Overall Planning Permit Performance**





**Subdivision Certification Applications Lodged**

| App No.                               | Property Address             | Type                    | Date Lodged | Application Stage |
|---------------------------------------|------------------------------|-------------------------|-------------|-------------------|
| S229391T/24                           | 99 Highett Street Mansfield  | Certification of a Plan | 30/04/2024  | Referred          |
| S229390A/24                           | 81 Highett Street Mansfield  | Certification of a Plan | 30/04/2024  | Referred          |
| S229389P/24                           | 91 Highett Street Mansfield  | Certification of a Plan | 30/04/2024  | Referred          |
| S229388T/24                           | 82A Malcolm Street Mansfield | Certification of a Plan | 30/04/2024  | Referred          |
| S229387A/24                           | 82B Malcolm Street Mansfield | Certification of a Plan | 30/04/2024  | Referred          |
| S229385H/24                           | 92 Malcolm Street Mansfield  | Certification of a Plan | 30/04/2024  | Referred          |
| S229026V/24                           | 235 Shaws Road Merton        | Certification of a Plan | 22/04/2024  | Referred          |
| S228235M/24                           | 40 Highton Lane Mansfield    | Certification of a Plan | 06/04/2024  | Referred          |
| <b>Total applications received: 8</b> |                              |                         |             |                   |

**Other Planning Consents & Assessments Determined**

| Type of Request                                       | Number Issued |
|---|---------------|
| Condition Plans and Engineering Plans for endorsement | 2             |
| Secondary Consent                                     | 4             |
| Extension of Time                                     | 4             |
| Written Planning Advice                               | 1             |
| Certification & Statement of Compliance               | 9             |
| Section 71 Corrected Planning Permits                 | 1             |
| Assessment against a Section 173 Agreement            |               |
| Development Plan                                      |               |
| <b>Total applications Issued: 21</b>                  |               |



## Strategic Planning

| Project Name                        | Status               | Description  | Comments  | Next Steps  |
|-------------------------------------|----------------------|--|---|---|
| C55mans                             | In Progress          | Alters the urban floodway zone at Redgum Rise Estate   | Planners attempting to resolve submissions at DTP's request   | 2 submissions to resolve                                |
| C56mans                             | Ready for Exhibition | Implements the Alpine Approaches Planning Scheme Amendment   | Authorised by DTP for Exhibition. Meeting with Mansfield Matters Group – minor changes to update before exhibition. | Ready to commence Exhibition                            |
| C57mans                             | Exhibited            | Implements the Mansfield Planning Scheme Review and Mansfield Open Space Strategy                            | Exhibition completed, need to resolve 3 submissions.  | 3 submissions to resolve                                |
| Goughs Bay Plan                     | In Progress          | Creates a Structure Plan for Goughs Bay for the next 20 years.   | Draft Plan being finalised, send to upcoming EMT meeting.   | Engagement round 2 expected July                        |
| High Street Design                  | ON HOLD              | Preparation of a study and strategy for the future design of the Mansfield township CBD and Parking Strategy | Engagement plan completed.  | On hold, to be undertaken with Parking Study in 2024/25 |
| C60mans Mansfield Planning Strategy | In Progress          | Implement Mansfield Planning Scheme Review and Planning Strategy into the Mansfield Planning Scheme.         | Councillors have requested more information about commercial strategy and clarification on Curia St Rezoning.       | To go to June or July Council Meeting                   |
| C62 ESO Review                      | In Progress          | Environmental Significance Overlay review to reduce referrals to GMW   | Concerns by DTP about GMW consent – Planners are actively engaging with GMW   | DTP concerns to be resolved                             |
| Delatite Valley Plan                | In progress          | Create a community, tourism and structure plan applying from Merrijig to Mirimibah                           | Engagement Plan drafted for EMT approval.   | Engagement expected to open June                        |
| C61 Bonnie Doon Plan                | ON HOLD              | Create a planning scheme amendment to implement the Bonnie Doon and Merton Plans                             | Amendment Drafted and submitted to DTP for review.  | Waiting on response from DTP.                           |

## 6. Building Services

### Monthly Comparative Value of Building Permits Lodged

|              | 2023-2024           | 2022-2023           | 2021-2022           |
|--------------|---------------------|---------------------|---------------------|
| JUL          | \$9,416,143         | \$7,830,045         | \$6,363,414         |
| AUG          | \$9,660,939         | \$6,184,961         | \$8,284,568         |
| SEP          | \$8,285,734         | \$7,294,440         | \$6,017,668         |
| OCT          | \$5,983,269         | \$11,189,249        | \$3,392,677         |
| NOV          | \$4,946,338         | \$9,084,874         | \$5,573,777         |
| DEC          | \$8,675,149         | \$3,593,347         | \$8,266,461         |
| JAN          | \$5,409,263         | \$5,829,556         | \$3,791,736         |
| FEB          | \$4,045,519         | \$6,049,268         | \$10,806,944        |
| MAR          | \$5,631,967         | \$10,907,270        | \$5,199,799         |
| APR          | \$7,796,948         | \$3,383,999         | \$6,747,987         |
| MAY          |                     | \$10,536,593        | \$4,103,660         |
| JUN          |                     | \$9,937,814         | \$5,350,889         |
| <b>TOTAL</b> | <b>\$69,851,269</b> | <b>\$91,821,416</b> | <b>\$73,899,580</b> |

### Monthly Comparison of Permits Lodged for Dwellings

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

\*One permit issued for 3 dwellings at Beolite Village

### Value of Building Permits Lodged with Council

| Type                                | Number    | Value              |
|-------------------------------------|-----------|--------------------|
| RESIDENTIAL                         | 8         | \$6,576,673        |
| ALT & ADDITIONS                     | 5         | \$456,514          |
| SHEDS & CARPORTS                    | 6         | \$268,655          |
| SWIMMING POOLS, SPAS & FENCES       | 5         | \$495,106          |
| COMMERCIAL & PUBLIC AMENITIES       | 0         | \$0                |
| <b>TOTAL COST OF BUILDING WORKS</b> | <b>24</b> | <b>\$7,796,948</b> |

## 7. Regulatory Services

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

|              | Applications Lodged |            |       | Permits to Install Issued | Permits to Use Issued |
|--------------|---------------------|------------|-------|---------------------------|-----------------------|
|              | New                 | Alteration | Total |                           |                       |
| JUL          | 3                   | 3          | 6     | 8                         | 8                     |
| AUG          | 5                   | 7          | 12    | 14                        | 10                    |
| SEP          | 5                   | 4          | 9     | 5                         | 5                     |
| OCT          | 6                   | 1          | 7     | 8                         | 5                     |
| NOV          | 2                   | 1          | 3     | 2                         | 7                     |
| DEC          | 1                   | 2          | 3     | 7                         | 5                     |
| JAN          | 0                   | 0          | 0     | 0                         | 8                     |
| FEB          | 4                   | 3          | 7     | 10                        | 9                     |
| MAR          | 3                   | 2          | 5     | 10                        | 1                     |
| APR          | 7                   | 0          | 7     | 7                         | 5                     |
| MAY          |                     |            |       |                           |                       |
| JUN          |                     |            |       |                           |                       |
| <b>TOTAL</b> |                     |            |       |                           |                       |

### Septic Applications Lodged

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

**OWMP Implementation**

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

|              | <b>Outcome of OWMP Inspections</b> |                  |                           |                  |                     |                  |                         |                  |                  |                  |               |                  |
|--------------|------------------------------------|------------------|---------------------------|------------------|---------------------|------------------|-------------------------|------------------|------------------|------------------|---------------|------------------|
|              | 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          |                                    |                  |                           |                  |                     |                  |                         |                  |                  |                  |               |                  |
| JUN          |                                    |                  |                           |                  |                     |                  |                         |                  |                  |                  |               |                  |
| <b>TOTAL</b> |                                    |                  |                           |                  |                     |                  |                         |                  |                  |                  |               |                  |

## 8. Waste Services

### Kerbside Waste Collection Statistics

The landfill diversion rate for the month of March 2024 was 29.35%. And the current yearly average landfill diversion rate for FY23/24 is 30.16%.

|   | 2023-2024                 |                          |                         |
|---|---------------------------|--------------------------|-------------------------|
|   | Recycling (total tonnage) | Landfill (total tonnage) | Landfill Diversion Rate |
| Jul   | 83.15                     | 195.72                   | 29.82%                  |
| Aug   | 88.59                     | 203.32                   | 30.35%                  |
| Sep   | 90.14                     | 207.86                   | 30.25%                  |
| Oct   | 96.26                     | 204.08                   | 32.05%                  |
| Nov   | 100.94                    | 218.18                   | 31.63%                  |
| Dec   | 98.24                     | 226.71                   | 30.23%                  |
| Jan   | 120.44                    | 311.08                   | 27.91%                  |
| Feb   | 85.48                     | 200.86                   | 29.85%                  |
| Mar   | 86.84                     | 209                      | 29.35%                  |
| Apr   |                           |                          |                         |
| May   |                           |                          |                         |
| Jun   |                           |                          |                         |
| <b>Total Tonnage</b>                          | <b>850.08</b>             | <b>1976.81</b>           |                         |
| <b>Avg Landfill Diversion Rate for the FY</b> |                           |                          | <b>30.16%</b>           |

### Projects Update

#### ▶ Glass & FOGO drop-off facility at MRRC

The construction of the Glass & FOGO drop-off facility at the MRRC has been completed. The final acquittal payment has been completed as well.

Garden Organics has started to be collected through the drive through facility. The Food Organics and Glass Waste will be accepted starting from July 2024 onwards.

Currently liaising with Cleanaway Pty Ltd for providing 15m3 skip bin for the glass waste on a lease arrangement.

#### ▶ Food Organics & Garden Organics (FOGO) Roll Out

The FOGO processing contract with BioMix has been signed with an initial meeting completed. Council officers are scheduling monthly progress meetings for the completion of contractual requirements.

The kerbside collection, recyclables and glass waste material acceptance contracts with Cleanaway have been now signed by the contractor. Monthly progress meetings have been completed for both Cleanaway Collection team and VCRR Coolaroo Cleanaway team.

Bins have been ordered for the FOGO green bin roll out, with a quantity of 3050, 240 litre green bins ordered for the roll out in May 2024.

The Opt-In registration system has been established and letters provided to households as part of this. The Opt-In registration is open until 10 May 2024. The final list of the households requiring the service by 1 July 2024 will be compiled and provided to Cleanaway after 10 May. The bins will be delivered during the month of June.

▶ **MV Lights Change Over Project**

LED changeover of Mercury Vapour lights has started. There are 62 MV lights within the shire that require change over to LED lights. Project inception meeting with Ironbark has been completed and the consultant has started to work on the lighting design.

▶ **Neighbourhood Battery Initiative**

The project will develop a business case and project plan, this year for 'behind-the-meter' batteries on the following sites that service a high-value community need. This site-specific business case and project plan can be used to support the application for funding (up to \$300,000 with a 10% financial contribution) in the next round.

Following the initial assessment by Indigo Power, follow up inspections and technical analysis were undertaken, and Bonnie Doon Recreation Club identified to be suitable. The business case and project plan is currently being developed for this location. For Bonnie Doon Recreation Reserve, a 30kW/100kWh battery is recommended along with an additional 10kW solar system.

## 10. Revenue Services

### General Update

#### FOGO

The mail out has been completed for FOGO services.

#### Rate Revenue for Budget Calculations

Preliminary valuations (Stage 3) have been presented to Council and included in the Proposed 2024-25 Budget.

#### Victorian Electoral Commission (VEC) Data Wash

Updated data wash information from the Victorian Electoral Commission (VEC) has been loaded into Synergy.

#### Current percentage of Resident vs Non-Resident Ratepayers

There are currently 8,659 ratepayers in the Mansfield Shire Council area, with 57% or 4,944 Resident Ratepayers and 43% or 3,715 Non-resident Ratepayers.

#### 4<sup>th</sup> Instalment Rate notices issued

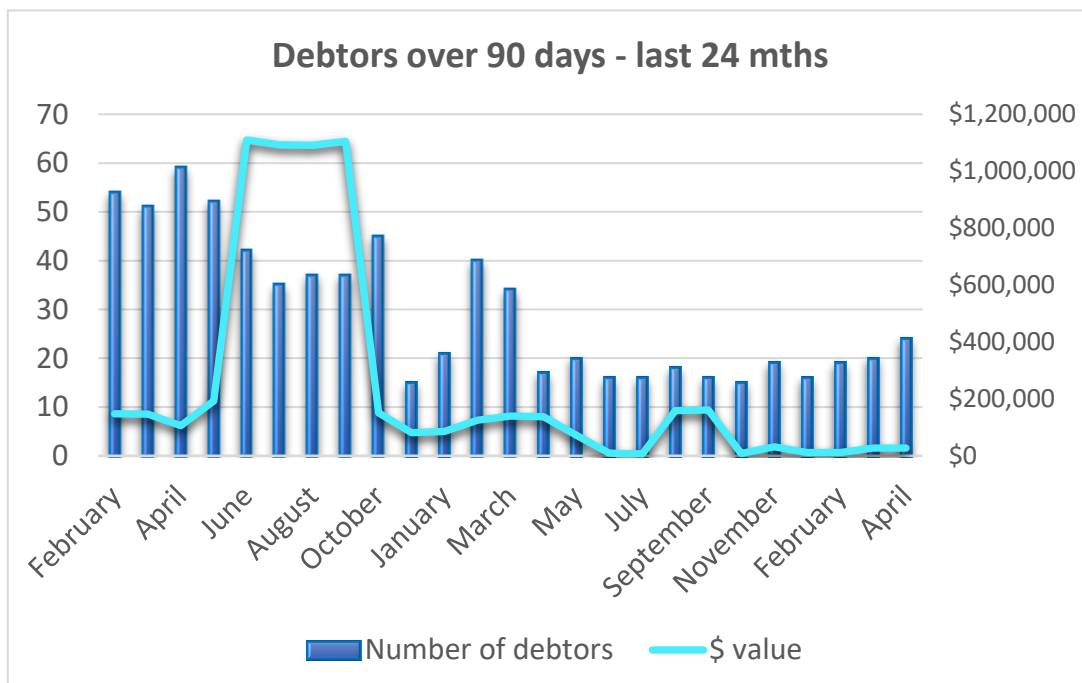
7065 Rate notices were issued with 27% having been paid in full prior to the 4<sup>th</sup> instalment been issued.

#### Greenlight Integration with Synergy

Initial discussions have begun regarding the revenue requirements for this integration.

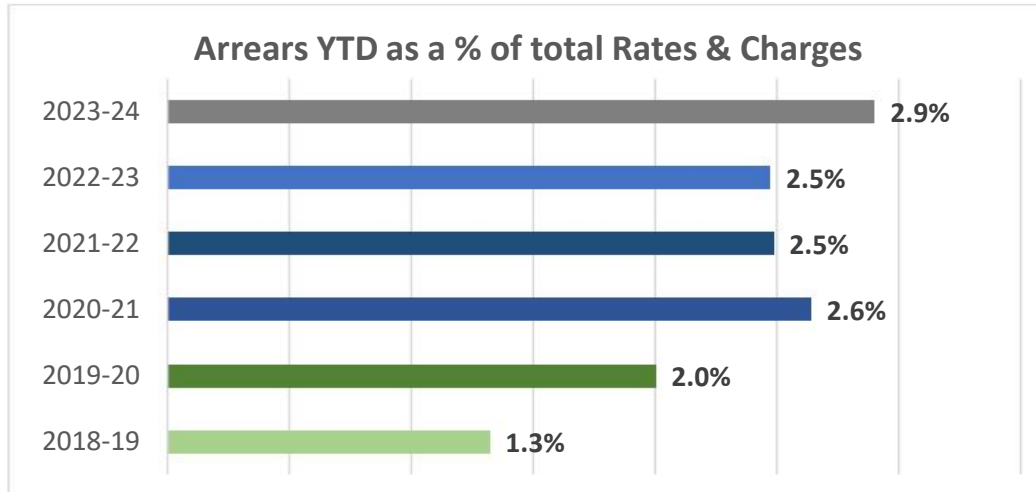
### Debtors

The number of debts outstanding over 90 days has increased by 4 to 24 between March and Apr. The value of debts outstanding has slightly increased by \$0.7k to \$27.8K.

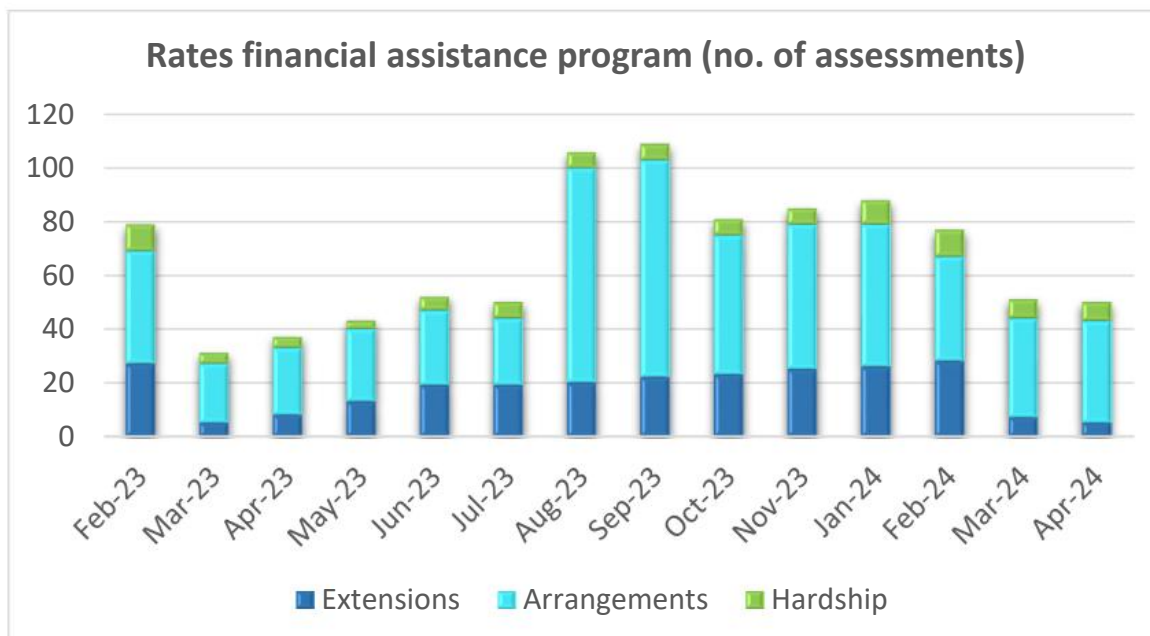


**Payment of Rates**

Rates Arrears of 2.9% at the end of April reflects arrears payments associated with the first three quarter’s invoices for this financial year. Rates arrears are \$139,872 higher than compared to April 2023, of which approximately \$106k is related to waste charges and the remainder rates and municipal charges.



With the LGA Amendments regarding rate payer financial assistance, Council have worked with ratepayers who are in arrears to enter into payment plans. From August 2023 these payment plans are captured in the Arrangements category in the chart below – hence the step up.



**Debt Collection with Midstate Credit Collect**

The number of active files at Midstate Credit Management is 24, down from 25 in March.

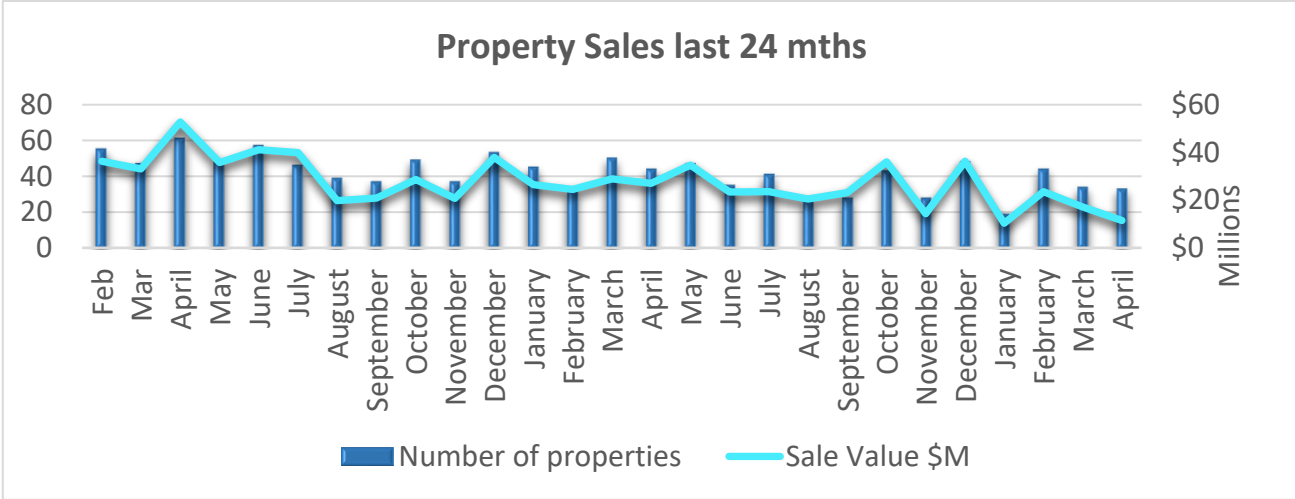
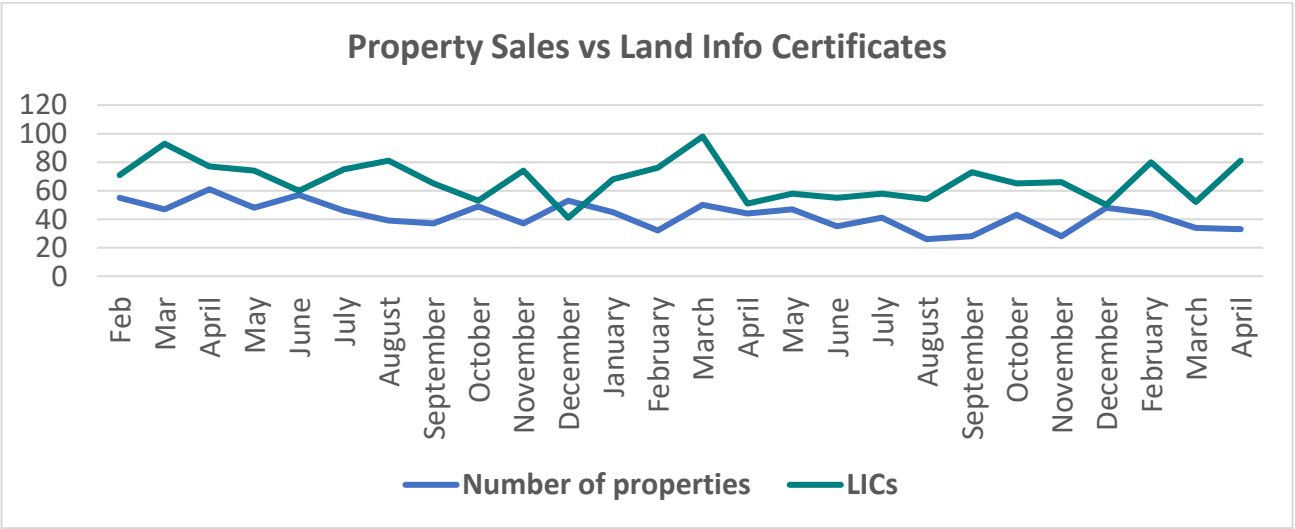
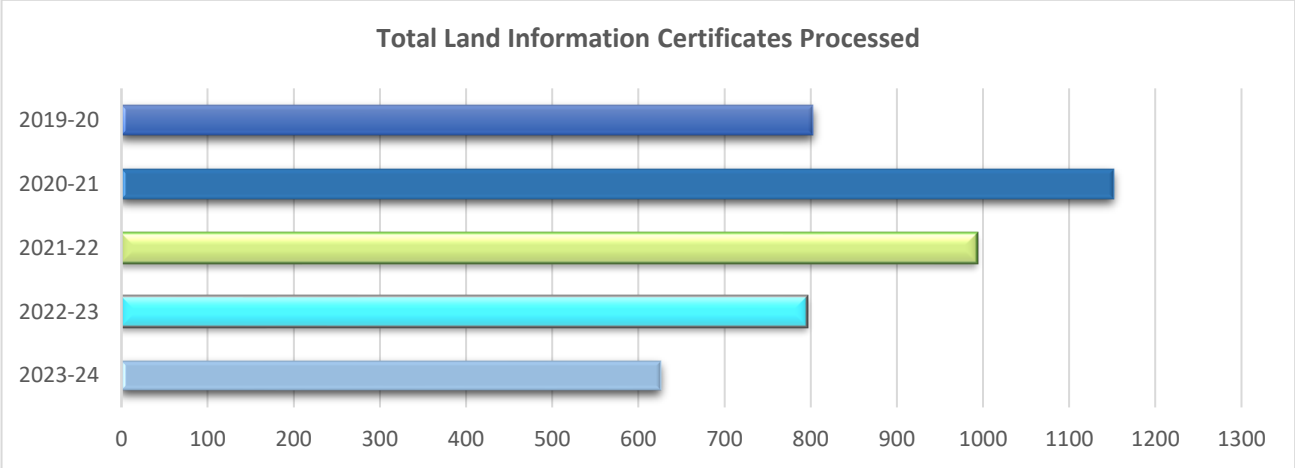
**Property sales data**

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 April is 81, which compares to 51 in the prior year. The processing of certificates for the year to April is 626, which is 56 lower than the previous year result.



## 11. Field Services

### Parks and Gardens:

- ▶ Mowing – Stockman’s, Wetlands, Hwy, Nillahcootie Sign, Highett, Cummins, Lords, Bonnie Doon, Cemetery, Merton, Maindample, Botanic Park, Whitfield Rd, Len Lynch, Cemetery Old section
- ▶ Rubbish pick up – High St, Highett St, Skate Park, Nolans
- ▶ CRMS – various jobs around Shire
- ▶ Tree Pruning – Jamieson, CRMS requests, Links Rd, Hwy, Broadbent Ct
- ▶ Jamieson – brush cutting, mowing, fallen branches, spraying
- ▶ Ovals – mowing, brush cutting
- ▶ Cemeteries – Burials, internments, mowing, brush cutting, plaques
- ▶ Mower maintenance – blades, back lapping cylinder, greasing, repairs
- ▶ Roundabout beds – changeover of summer display to Winter. Geraniums and Salvias potted up and placed in Nursey. Garden beds tilled, weeded, fertilised, and planted out with Pansies, Daffodils and Tulips
- ▶ Botanic Park – watering, mowing, mulching, brush cutting, garden bed maintenance
- ▶ Skate Park – weed, spot spray
- ▶ Top-dressed wheel ruts and low spots on Maroondah Hwy
- ▶ Softfall – Macs Cove, Botanic Park, and Goughs Bay
- ▶ Spraying – Jamieson, Cemetery, Cummins, Jamieson, Macs Cove, College, Nolans, Merton, Maindample
- ▶ Rubbish pick up – High St, Highett Street, Bonnie Doon, Skate Park
- ▶ Irrigation repairs – College, Pool, High St
- ▶ Garden maintenance – Shire Office, Nolans carpark, Collopy Carpark, Ski Statue, Bonnie Doon
- ▶ Watering – annuals, street trees, Camellias, shrubs
- ▶ Erril St – pruning, weeding
- ▶ Lake High Country walk – Traffic management signage
- ▶ Lawn aeration – Highett St, High St, Botanic Park, College, main oval
- ▶ College Park field 2 – seed, straw, irrigation

### Roads Crew:

- ▶ CRMS numbers for the month were 63 Field Services of which 55 have been closed in time.
- ▶ Weekly street sweeping underway.

### Backhoe work:

#### Culvert installation

- ▶ Pipe installation in Shorts Rd & Strathbogie Rd

#### Drainage

- |                  |                   |                   |
|------------------|-------------------|-------------------|
| ▶ North Creek Rd | ▶ Merton Township | ▶ Monkey Gully Rd |
| ▶ Ancona Rd      | ▶ Lonergan’s Rd   | ▶ Eighty Acre Rd  |
|                  | ▶ Donaldson       | ▶ Victoria St     |

#### General backhoe work

- ▶ College Third oval
- ▶ Botanic Park
- ▶ Cambridge Drive

**Maintenance Grading:**

46.7 km graded, with a total for the year of 224.6 km, which is 34.1 km ahead of the same time last year.

**West District**

- ▶ Eighty Acre Rd
- ▶ Magills Ln
- ▶ Black Swamp Rd
- ▶ Adams Ln
- ▶ Greens Rd

**North district:**

- ▶ Johnstons Rd
- ▶ Glen Creek Rd (Barjarg)
- ▶ Harpers Rd

**East district:**

- ▶ Rifle Butts Rd
- ▶ Carlisle Hill Rd
- ▶ Howqua Trk
- ▶ Mimamiluke Crt
- ▶ Banumum Rd
- ▶ Baalwick Ct
- ▶ Hollams Rd
- ▶ Ross Rd
- ▶ Howes Creek Rd
- ▶ Cummins Rd -
- ▶ Monkey Gully Rd

## 12. Community Health and Wellbeing

### Maternal and Child Health

| Maternal and Child Health Service          | April 2024 | Year to date |
|--|------------|--------------|
| Birth notifications received               | 9          | 53           |
| Key age and stage visits completed         | 58         | 595          |
| Enhanced MCH hours provided                | 56.49      | 646.75       |
| Sleep and Settling Outreach hours provided | 5.58       | 50.16        |
| Group hours                                | 16.75      | 73           |

### Supported Playgroups

The Supported Playgroups have resumed for Term 2 with 5 groups running weekly.

Playgroups have been promoted through parent group and INFANT sessions and have seen an increased number of families participating.

### Integrated Family Services

In April Integrated Family Services were operating at lower FTE with recruitment waiting until the outcome of the state budget in May 2024. Support was maintained to all families due to good demand management and the program did not have to close any cases. Issues families are facing include escaping from family violence, ex partners using the legal system to perpetuate abuse, cost of living pressures, housing stress and a lack of accessible mental health, allied health and general health (GP's) in the area. We work very closely with families to support them with strategies to address these problems.

- ▶ Service hours March: 101.00
- ▶ Service hours year to date: 1636.25
- ▶ Target Hours per year: 2253.59

### Health and Quality

Respond participated in two activities in April:

- The “say no to sugary drinks” campaign.
- The youth adventure Plain Creek walk.

Currently recruiting for a new Community Health and Wellbeing Quality Officer.

### Regional Assessment Service

Assessment Services has seen a steady flow in referrals for assessments for April with 6 Assessments and 19 Support Plan Reviews completed.

Expression of interest in form of Tender for Single Assessment Workforce extension until 31 December was opened by the Commonwealth Government and Mansfield Shire Council has expressed interest for this short term.

Mandatory training will commence for the new Integrated Assessment Tool in May with one face to face session and two online learning sessions with a Certificate of Attainment achieved after completion, this course is compulsory for all assessment agencies moving forward.

Hume Regional Assessment Agencies are still battling with shortfall of assessors due to unknown outcome of tender.

Majority of referrals continue to have a strong focus on Personal Alarms, Occupational Therapist, Domestic Assistance and Property Maintenance.

Clients have been provided during assessments Community Support Register details, Emergency Tool Planning Kit, Power of Attorney Documentation, Prepare for a Heatwave, Will Kits and Advance Health Care Directives for future planning.

All KPI's met for April with no overdue assessments.

Spoke to new Care Finder Kirsty Chapman of Mansfield District Hospital with view of working together for the Mansfield Community.

Uniting AgeWell are new CHSP providers servicing Mansfield area offering Domestic Assistance, Personal Care and In Home Respite, with the view of providing more services if there is a need in Mansfield. Mansfield Support at Home are currently rejecting domestic assistance referrals so Uniting AgeWell can pick-up referrals and provide support to those in the community that have been waiting for an extended period of time.

### **Community Connections**

Visits with Jamieson Community Craft Group continues every fortnight providing information. Phone consultations presently available for Bonnie Doon Community.

Assisted clients with computer skills, completing Advance Health Care Directive, comparing energy rates, accessing My Aged Care for view of assessment services, provided Victorian Concession Booklets for 11 clients, Medical Travel Claims forms for 2 clients.

Information provided to 2 clients with complaints pathways, supported client with urgent medical travel arrangements.

April has seen a steady flow of enquiries from Mansfield Community members.

Attended Advance Care Planning event with a client conducted by Rosehaven and held at Delatite Hotel.

Attended events with MACE and Rosehaven at Bonnie Doon, Merton, Tolmie and Merrijig providing clients with knowledge of services.

**Social Inclusion Action Group**

The Social Inclusion Action Group held its third meeting in April following on from the February official launch. The group is well underway in identifying the needs in the local community and how to address social isolation and loneliness. The group is currently working on identifying and prioritising achievable actions in the short, medium, and long term. Working groups have been formed to explore two key areas in transportation and equal access. The next steps for the group will be completing the needs analysis document and identifying the first initiatives that will be funded.

SIAG is sponsoring a working dog training session in partnership with Red Cross scheduled for May.



## 13. Library

### School holiday activities

158 children participated in the 5 activities on offer during the autumn school holidays.

- ▶ **Adam Wallace:** Over 80 children were entertained by author Adam Wallace during two successful writing and cartooning workshops. Friends of Mansfield Library (FOML) generously purchased one of Adam's books for all children participating.
- ▶ 2 x sessions on making **friendship bands** for different age groups. Thank you to Eliza From Made in Mansfield for sharing her skills with the children. The Library made the most of the resurgence in popularity of this craft due to Taylor Swift.
- ▶ **Movie + craft:** *Abominable* + make an abominable snowman.
- ▶ **Movie + STEM (Science, Technology, Engineering and mathematics) activity:** *Argonuts* + make a boat powered by an elastic band.

### Improvements to children's area

- ▶ New shelving layout for Picture books - The picture book section is now ordered alphabetically thanks to FOML purchasing a colourful set of shelf dividers. This is of great benefit to both patrons and staff. Picture books that address difficult situations such as loss or dealing with emotions are still easy to find on separate shelves.
- ▶ New home for Junior DVDs - The popularity of junior graphic novels has grown rapidly and there is no longer enough space for graphic novels and junior DVDs on the shelves. FOML have purchased a spinner for junior DVDs. Library borrowers of all ages still regularly borrow DVDs.



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

- ▶ Followers – 1079
- ▶ Posts published – 26
- ▶ Engagement - 838

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

What an exciting event we had at the Mansfield Library this week!

A huge thank you to all who joined us for a cartooning and writing adventure with the talented author and cartoonist Adam Wallace 🎨✎

Everyone unleashed their creative energy, with lots of laughs and fun along the way! Thank you to Adam for running this fantastic event 😊

We hope you have a great rest of the school holidays, and we can’t wait until next time! ❤️

[#schoolholidays](#)



Our two bracelet making sessions over the Autumn school holidays has been a huge hit! 🧺

A big thank you to Eliza for sharing her wonderful skills and knowledge, and thank you to all children and parents who joined in on the creative fun! 🧺👧👦🌈

[#LibrariesAreForEveryone](#)



**Activate Community · Follow**

Zali absolutely loved it and has been practicing home with the book she received. Thank you!



**Vincenza Di Filippo**

Miss E loved this school holiday activity! She has not stopped drawing since!

Thank you so for organising 🙌🙌🙌🙏🙏🙏🙏🙏

**Statistics for April 2024**

|              | Visits      | Loans     | Library programs | Program attendees | Room use | IT help   | Holds placed | New*      |
|--------------|-------------|-----------|------------------|-------------------|----------|-----------|--------------|-----------|
| <b>April</b> | <b>3462</b> | <b>NA</b> | <b>11</b>        | <b>278</b>        | <b>7</b> | <b>94</b> | <b>730</b>   | <b>52</b> |
| March        | 3780        | 3751      | 7                | 102               | 16       | 155       | 654          | 45        |
| February     | 3455        | 3808      | 10               | 163               | 16       | 204       | 659          | 54        |
| January      | 3059        | 3867      | 13               | 151               | 11       | 169       | 698          | 41        |
| December     | 2537        | 2989      | 12               | 167               | 7        | 57        | 447          | 26        |
| November     | 3538        | 3823      | 17               | 144               | 9        | 106       | 579          | 59        |
| April 2023   | 1994        | 2541      | 3                | 40                | 0        | 48        | 263          |           |

NA – Not available at the time this report was due

\*New memberships

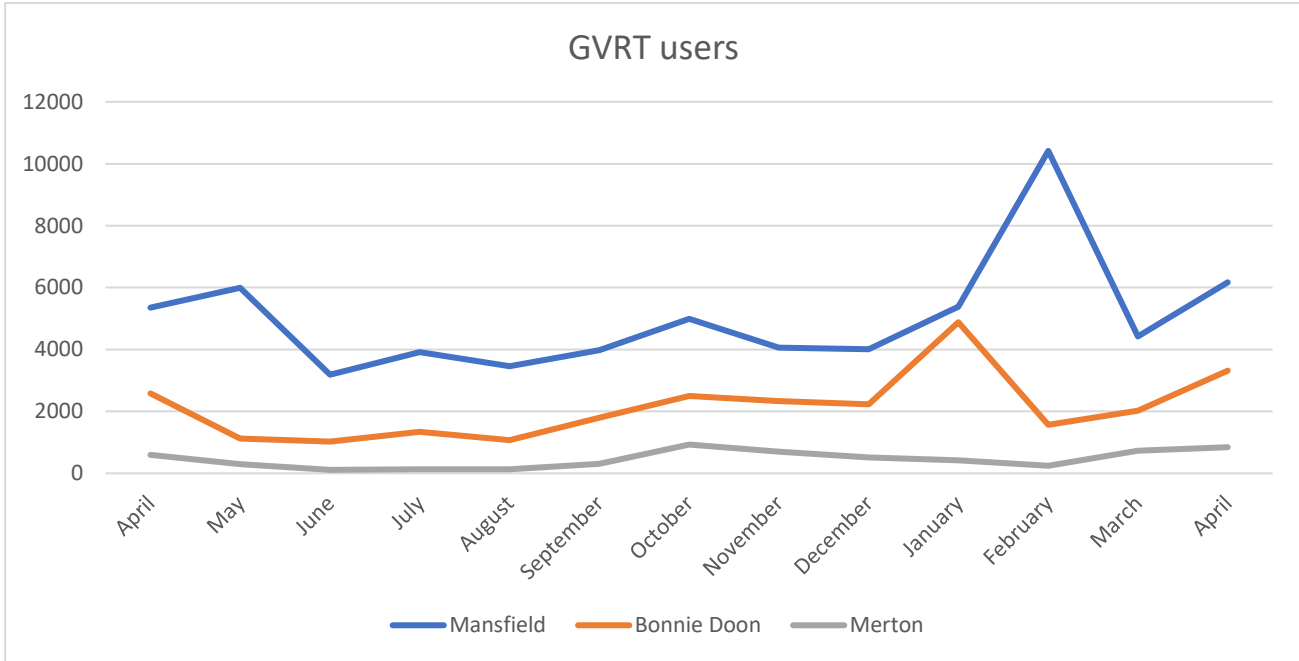
Library was closed between Christmas and New Year December 2023.

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



## 14. Visitor Services

### The Great Victorian Rail Trail (GVRT)



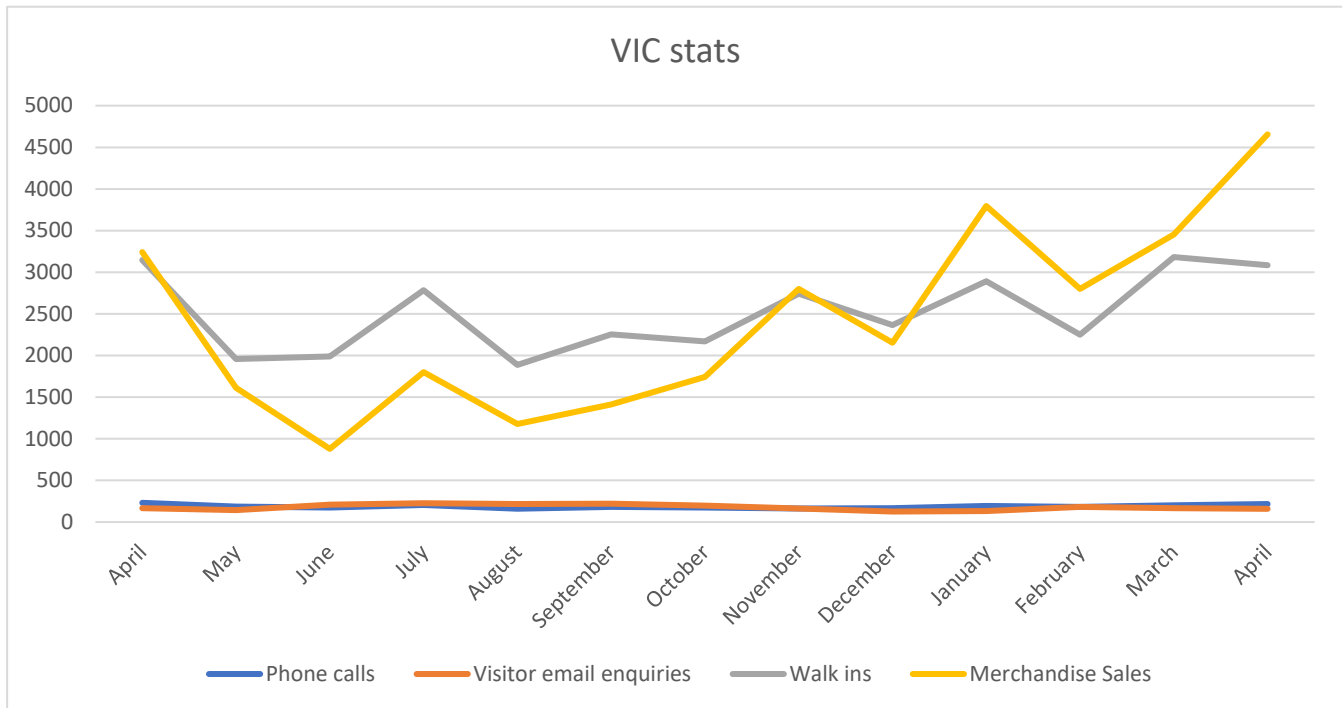
| APRIL       | 2023 | 2024  | +/-    |
|-------------|------|-------|--------|
| Mansfield   | 5352 | 6172  | +820   |
| Bonnie Doon | 2579 | 3313  | +734   |
| Merton      | 598  | 842   | +244   |
| TOTAL       | 8529 | 10327 | + 1798 |

A fantastic result for April on the GVRT. People were making the most of the weather, plus increased usage from horse trail rides through Packsaddling Australia tour group.

Results were reviewed for the Rail Trail for the past three years and since the new artworks were installed, with new wayfinding signage, upgrades to the Mansfield end with bike repair station and a renewed focus on marketing have produced the following results for the first quarter of each year and a significant increase in usage.

| Year (January to April) | Rail Trail Count |
|-------------------------|------------------|
| 2022                    | 30732            |
| 2023                    | 32582            |
| 2024                    | 40405            |

**Tourism & Mansfield Visitor Information Centre (VIC)**



| APRIL            | 2023      | 2024      | +/-         |
|------------------|-----------|-----------|-------------|
| Walk In visitors | 3144      | 3083      | - 61        |
| Retail Sales     | \$3243.00 | \$4655.00 | + \$1412.00 |

A great month for the Visitor Information Centre and good response to the change in Merchandise offering. Down 61 walk-ins, but up \$1412 in sales. The team will now look at Winter merchandise to lift that up to other seasonal levels. The debut of souvenirs/gifts could be a reason to visit the Information Centre.

VIC Staff continue to discuss ATDW listings and inform businesses of why they should renew and continue with the now paid listings.

**Visitor Survey**

**Autumn Survey Results up to April**

- ▶ 667 responses received
- ▶ VIC Autumn Visitor profile:
  - **24%** of visitors were aged 18 – 40, **36%** were 40 – 60, and **40%** were over 60.
  - **55%** adult couples, **19%** families with kids, **17%** Alone, **9%** Group
  - **94%** were overnight visitors with **27%** staying 2 nights, **23%** for 3 nights and **37%** staying more than 3 nights
  - **62%** were visiting Mansfield for their first time
  - Most popular attractions/experiences in order:
    1. Rivers, lakes and water.
    2. Bushwalking & outdoors.

3. Attractions
  4. Craigs Hut
  5. Camping
- Most popular reason for visiting VIC
    1. Maps and directions
    2. Operator information
    3. Souvenir/Gifts

## Events

### Jamieson Autumn Festival

The return of the Jamieson Autumn Festival after a 4 year hiatus due to COVID and volunteer issues saw a very successful day with over 2,000 in attendance and positive feedback from all involved. Council supported with:

- ▶ Council Youth team held a FReeZA stage, paying for musicians, sound setup and staffing for the day.
- ▶ Council Youth team provided outdoor games and also had a marquee promoting the programs available at the youth centre.
- ▶ In kind event equipment loan including signage, marquees, umbrellas, fencing and more.
- ▶ Organised a photographer to capture the event and provide these images to assist with future marketing and grant opportunities for both the Community Group and Council.
- ▶ Traffic Management.
- ▶ General events assistance during organisation and running.
- ▶ Organisation and in kind support with waste and recycling bins.

### Merton Campdraft

The Merton Campdraft approached Council for financial support, which resulted in a discussion over their needs and what they are paying for currently. They were hiring a skip bin to handle waste which was costly and also meant mingling of waste. Council offered to cover the cost of waste and recycling bins for the event.

Assistance provided with organisation and in kind support with waste and recycling bins.

### ANZAC Day

Three Anzac Day events were held across the Shire with Council involvement at: Mansfield, Merrijig and Jamieson. Council supported with:

Traffic Management for all three events saving over \$7,500 in traffic management fees.

### Lake High Event

Council assisted the Mansfield Autistic Statewide Services inaugural running of the Lake High event. This involved participation in the Project Steering Committee from the inception and offering guidance, assistance and advice on the event. The event saw over 120 entrants and raised over \$30,000. Council supported with pre event planning, traffic management, equipment loan and promotion.

| Upcoming Events  |   |   |
|--|---|---|
| May  | June  | July  |
| 3-5 – Harvest Moon<br>12 – Mansfield Marathon<br>25 – Farmers Market | 8 – Bush Market<br>15 – Mansfield Provedore<br>22 – Lantern Festival<br>29 – Farmers Market | 7 – 14 – NAIDOC Week<br>20 – Outdoor Provedore<br>27 – Farmers Market |

## Youth

### Future Proof Program

| Course   | Completed – April | Waitlist for dates |
|--|-------------------|--------------------|
| First Aid  | 5                 | 6                  |
| CPR  | 0                 | 0                  |
| Defensive Driving  | 0                 | 14                 |
| Marine Course  | 0                 | 8                  |
| White Card   | 5                 | 1                  |
| Food Safety  | 4                 | 4                  |
| Chainsaw Operations  | 0                 | 6                  |
| Chemical Safety  | 0                 | 4                  |
| Potential Diplomas and other short courses under investigation | 0                 | 7                  |

Local Laws Animal Control Position has been offered to applicant.

Youth Peer Supporter Worker position has been offered to applicant.

### Youth Centre

Slower start to this term for regular youth attending the centre however many Winter sports and activities have begun.

Mansfield Youth Centre has become the home for a new “Mansfield Coding Club” which has seen a great uptake. Held on Mondays and Wednesday from 4pm – 5pm the coding club has seen an average of 14 young people coming into the computer room to be taught basic coding by local volunteers. Working with local volunteers the youth team have been able to assist the startup of this amazing program.

Mansfield Youth Team are working with Mt Buller on some Winter holiday programs for Mansfield youth who may not have been able to afford to head up to Mt Buller to be able to see and play in the snow. There will be a snow day with a mixture of skiing/snowboard lessons and snow play available. Mt Buller are working with us by providing free toboggan hire, sightseeing lift tickets and assisting on the day. Also the youth FReeZA group are working on a Winter concert series for our FReeZA musicians to play in the Village Square at Mt Buller. We are hoping to continue to grow these connections with Mt Buller.

## Resilience Benchmarking

### Resilience Benchmarking Second Survey Results

The second survey closed on 5 April with 52 responses received from 13 rural communities.

What we heard from the survey was that bushfire is the biggest emergency for rural communities. Other concerns raised were floods, access, back up communications and power during outages, isolation, ambulance time, storm damage and trees blocking roads.

Feedback from the two surveys and the workshops has shown a major increase in filling resilience gaps across most communities, particularly those who participated in the district emergency mapping workshops and the community led action planning stage.

Communities who recorded a low score in the first survey on *having access to AEDs* and *having your property clearly displayed*, showed a marked increase with their responses to the second survey. This was evidenced with 6 communities receiving AEDs and 237 properties now displaying reflective property numbers.

Other findings from the second survey indicated an increase in:

- ▶ Awareness of risks in your area
- ▶ Awareness of need to have an individual emergency plan
- ▶ Awareness of what things can mitigate risks
- ▶ Awareness of knowing what resources are accessible, what is missing, and the action needed to address these gaps

Community discussion and action has now focused on the following priorities:

- ▶ Improving back up communications and power options
- ▶ Local emergency action planning
- ▶ Awareness of vulnerable people in their community

Overall, individuals and communities are activated and more connected within and across communities. Community leadership has strengthened through participating in community led actions. Local Emergency Action Planning has become imbedded in four rural communities to further address resilience at a local level (Tolmie, Sawmill Settlement, Bonnie Doon, and Jamieson).

### Resilience Community Luncheon

A community luncheon attended by 45 people was held on Saturday 20 April at the Mansfield Golf Club to showcase the outcomes of the Resilience Project and to say thank you to volunteers who participated in the project and led community actions. The event was opened by Mayor Cr Steve Rabie and the first district emergency map was launched with the Woods Point District map being on display. Guest speaker, Paul Ryan spoke about how we process trauma and the importance of our relationships with each other and who's not involved. Two community speakers, Janene Ridley from Jamieson and Nick Hyslop from Howqua Inlet spoke on their resilience journey which inspired other volunteers attending to reach out and connect with them.

Here is a link to a snapshot of the event for your information.

<https://vimeo.com/manage/videos/938592902>

### **Resilience Benchmarking final milestone**

The project is in the final stage with an evaluation, acquittal, audit, and report to be finalised.

The district emergency maps will be finalised in May. The mapping signage and community noticeboards' scoping is underway, and installation will be delivered through the capital works team during the second half of the year.

The Resilience Benchmarking Project Officer Kerry Craig will finish with Council on 30 June 2024 and was congratulated at the Community Luncheon for her excellent work on the project, which has made real progress in increasing community resilience.

## 15. Communications

### Media releases

Throughout April the 7 media releases below were generated and distributed. All media releases produced are also shared via Council's corporate Facebook page, driving visitation back to the website.

- ▶ New food and garden scraps bin coming soon
- ▶ Register for MAV's Stand for Council information sessions
- ▶ Mayor's report
- ▶ VCAT decision protects alpine approach
- ▶ Disability parking improvements
- ▶ Graven cycling routes open for feedback
- ▶ Feedback open on leasing & licencing policy

### Comments to media

In April responses for comment were provided on the following topics:

- ▶ Bush market fee waiver – Mansfield Courier
- ▶ Budget priorities – Mansfield Courier
- ▶ Resilience luncheon – Mansfield Courier
- ▶ Planning power to Spring St – Mansfield Courier

### Social media

Council's Facebook page has seen a big increase in activity in April compared with March. 87 new followers were recorded taking our total number of followers to 7,028.

Our majority of followers are women at 58.9%, with the majority aged 35-54 years.

Statistics on the Facebook page activity are provided below:

- |                   |        |
|-------------------|--------|
| ▶ Post reach      | 98,333 |
| ▶ Post engagement | 11,947 |
| ▶ Comments        | 276    |
| ▶ Reactions       | 1,657  |
| ▶ Clicks          | 580    |
| ▶ Shares          | 103    |









### Media undertaken by the Mayor

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

- ▶ Gravel cycling routes
- ▶ Battery farm at Tolmie and planning powers



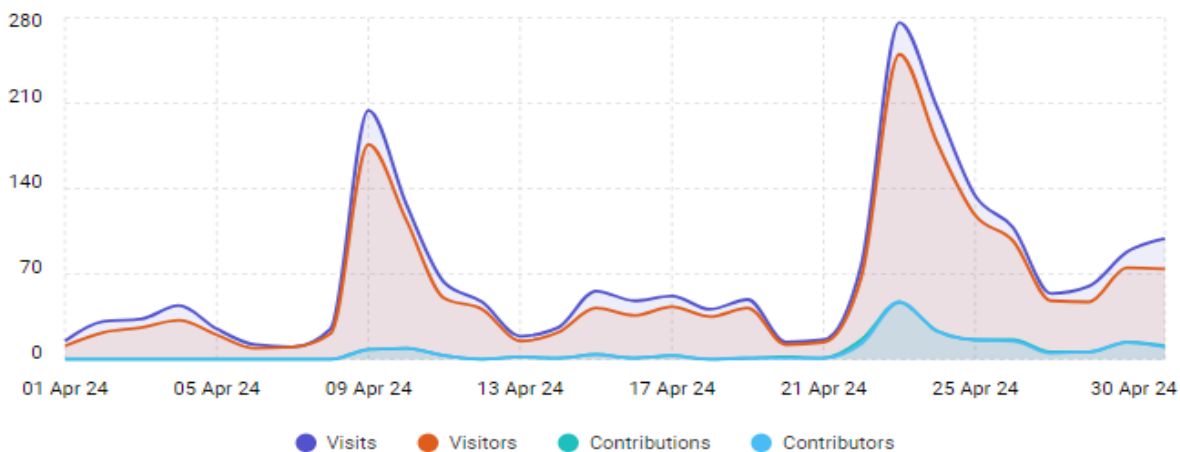
Information on the month's top-performing posts is provided below:

|   |   |                      |                     |
|---|---|----------------------|---------------------|
|    | Don't miss this opportunity to tell us what you think of the seven cycling routes that are proposed on existing gravel roads in our Shire for inclusion in a network of routes across the Victorian High Country, including neighbouring shires. This exciting new tourism offering is made possible through grant funding for an app and associated...           | Post reach<br>46,535 | Engagement<br>4,694 |
|    | Did you know that we maintain 844.7 kilometres of the vast road network within Mansfield Shire? However, that's not all of the roads. Major arterial roads and highways in our Shire are managed by Regional Roads Victoria (RRV), including the Jamieson-Woods Point Road, Maroondah and Midland Highways and Mt Buller Road. Before reporting...                | Post reach<br>29,514 | Engagement<br>1,499 |
|    | It's that time of year again when we say farewell for now to the flora display in the central roundabout garden. Early next week, we will be pruning the salvias and relocating them to gardens around town. Whilst this is being done, we invite the community to come along and collect any salvia cuttings or the petunias to take home and use in their ow... | Post reach<br>13,503 | Engagement<br>881   |
|    | Exciting progress is being made on the Mansfield Heritage Visitor Facility. Over the past few weeks rammed earth walls have been going up bringing us closer to completion. Once the structure is complete it will house historical items that are currently being held in storage, and will provide a community cultural hub that will offer visitors and...     | Post reach<br>11,586 | Engagement<br>751   |
|    | Chenery Street's roundabout is about to have a facelift with beautification works beginning on 12 March. New landscaping in the centre of the roundabout will feature a design that represents five leaves. The flat sculptures consist of timber stems with a rust-finish edging and will be topped with a loose granite surface in alternating colours. The...  | Post reach<br>8,372  | Engagement<br>348   |
|   | Although we've undertaken some maintenance and remedial work recently on the Ash tree in Ultimo Street to remove several main branches lost over the last couple of months, the recent storm has resulted in the tree losing another significant branch. This has left the tree very unbalanced and prone to more branch failures in strong winds. So, for...     | Post reach<br>6,651  | Engagement<br>296   |
|  | The long-awaited upgrade of Highton Lane has moved another step closer with Council awarding a \$4.27 million construction contract to Alpine Civil. The project will upgrade single-lane sections to two lanes, construct and widen footpaths, ensure that there is kerb and channel along the road and upgrade stormwater infrastructure to reduce the...       | Post reach<br>5,536  | Engagement<br>450   |
|  | Works to improve the drainage on the corner of Apollo St and High St, Mansfield have commenced today. The upgrade will significantly improve drainage and reduce the localised flooding which has occurred in this area for many years during heavy rain events. Works are expected to be completed by mid-April 2024 during this time there will be...           | Post reach<br>5,303  | Engagement<br>80    |

## Engage Portal






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

In April, the platform received 2,060 visits, 190 contributions and recorded 3 new registrations with an engagement rate of 12%. 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: Feedback                     | Gravel Cycle Project                  | 179                  |
|  Survey: Survey                       | Mansfield Flood Study                 | 3                    |
|  Guestbook: Leave a comment           | Property Leasing and Licencing Policy | 2                    |
|  Places: Nominate a flood affected... | Mansfield Flood Study                 | 2                    |
|  Survey: Survey                       | FOGO Roll Out                         | 2                    |

## YouTube

We have a steady level of community participation in our online Council meetings. The April Council meeting had 82 views.

## 16. Digital Transformation Project

Status of activities in Project CODI is:

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

- ▶ The Building Module is scheduled for go-live in Murrindindi on 6 May. Mansfield and Benalla pre-production Building Module environments are in the process of being established with Benalla's environment scheduled to be available to them by 13 May.
- ▶ The second round of User Acceptance Testing has been completed on the Planning Module. There are still some outstanding functions to be completed and it is expected a 3<sup>rd</sup> round of User Acceptance Testing will be required.
- ▶ The first round of User Acceptance Testing has been completed on the Regulatory Module which identified several functions that required further development. It is expected that 3 rounds of User Acceptance Testing will be required.
- ▶ Resource capacity constraints across the Councils and eVis are putting the project schedule under pressure.

### Information Management

- ▶ A common SharePoint site structure has been agreed with the 'Level 2' common folder structure nearing finalisation.
- ▶ Scanning of all existing records has been completed with Information Management Co-ordinators in the process of mapping records from their current location to their new locations in SharePoint. This is proving to be a very time consuming task and taking longer than anticipated.
- ▶ End-User foundational SharePoint training has been developed and will commence rollout across all Councils within the coming weeks. An advanced End-User SharePoint training course is under development and will be rolled out after the Foundational training has been completed.

### Enterprise Resource Planning

- ▶ Execution copies of the contract with Civica have been distributed to the CEO's for review and consideration of signing.
- ▶ A tender to select a partner to lead the data migration efforts is under development and expected to be released within the next 3 weeks.

# 17. Electoral Roll

Flyer included in the 4th instalment rates notice (pictured below) regarding the entitlement changes to the voters' roll.

Enrolment applications numbers will be included in the CEO report from May until the close of Roll (7 August 2024).

## Don't lose your right to vote



The state government is changing who is automatically enrolled to vote in local government elections. This means many community members will need to apply to enrol to vote.

**ENROL NOW**

[mansfield.vic.gov.au/Enrol-to-Vote](https://mansfield.vic.gov.au/Enrol-to-Vote)

Many community members will lose their right to vote in Mansfield Shire's local government election unless they enrol to vote.

**You will need to apply to retain your right to vote if you:**

|   |  |  |
|---|--|--|
| <p>own property and pay rates in Mansfield Shire but your primary residence is in another municipality.</p> | <p>pay rates for a property that you occupy in Mansfield Shire but do not own, such as a commercial lease.</p> | <p>are a director or company secretary of a business corporation that pays rates (either as an owner or an occupier) in Mansfield Shire.</p> |
|---|--|--|

If your primary residence is listed in Mansfield Shire with the VEC, you are automatically enrolled.

 **03 5775 8555**

 [governance@mansfield.vic.gov.au](mailto:governance@mansfield.vic.gov.au)

 [mansfield.vic.gov.au](https://mansfield.vic.gov.au)

