

CEO Monthly Report

May 2024



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of April show **133** Customer requests registered with **43** requests remaining open and **90** being closed during the month.

Four Expressions of Gratitude were received for the month of May 2024

- ▶ Gillian called to say thank you to Kelly for acting with the EPA regarding the problem of smoky chimneys in town, she said she has already noticed a difference in reduced smoke.
- ▶ Dianne called to say a huge thank you to Paul and Tony for pruning the trees and collecting the leaves out the front of her property in Mansfield, she is wanting to make sure they get recognition for their great work!
- ▶ A resident came in to say a huge thanks to the Field Services Team for recently collecting the autumn leaves he piled up in Hunter Street Mansfield a few weeks ago.
- ▶ Jody and her daughter were so overjoyed and thankful that the Ranger located her cat that had been missing for a week.

No complaints were received for May 2024

The majority (51%) of total requests opened were for the Field Services Team. Requests consisting of (in order of frequency):

- ▶ Roads/potholes,
- ▶ Drainage,
- ▶ Tree or Limb Removal and,
- ▶ Footpaths,
- ▶ Signs
- ▶ Rail Trail.

Local Laws (33%) was the second largest group. Local Laws requests consisted of (in order of frequency):

- ▶ Animals, Barking dogs,
- ▶ Domestic - Stray/Wandering,
- ▶ Native - Euthanasia,
- ▶ Cat trap register,
- ▶ Livestock - Stray/Wandering,
- ▶ Dumped Rubbish.

At the time of the report there were 9 overdue service requests. Overall organisation performance is **93%**.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Waste	2	0	0	0	2	0
Records and Customer Service	8	8	0	0	0	0
Parks and Garden Services	10	7	2	1	0	0
Engineering Services	11	0	1	0	8	2
Local Laws	44	30	4	3	7	0
Road Maintenance	58	46	3	0	6	3
Total	133	90	10	4	24	5

Mansfield Shire Council | **CEO Monthly Report**

Definition of the tabs on previous page 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

May 2024	Total
Requests	133
Complaints	0

Digitisation Information Management Project

	Total Boxes	Total Files
May 2024	4	63
Since January 2022	224	3663

2. Governance

Confidential Reports at May 2024 Council Meeting

No. of Confidential Reports	Comments
4 (21 May 2024)	<ul style="list-style-type: none"> ▶ Tender Award: Cleaning of Council Assets ▶ FOGO Green Bin Procurement ▶ Tender Award: Rifle Butts Road Upgrade – Construction ▶ Highett/Malcolm St Roundabout Asphaltting Works

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	4	28
June 2024		
TOTAL	28	28

Freedom of Information Requests (FOI) received in May 2024

No. of FOI Requests	Comments
0	

Freedom of Information Requests – FOI – Financial Year to Date

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

3. Capital Works

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

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Mansfield Sports Stadium Complex	\$50,000	Replace laser lite panels – 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 successful application submitted to Growing Regions fund in January. Funding agreement to be executed.	On Budget	Dec 2024
Mansfield Pre-School Centre - Upgrade - HVAC Renewal - Mechanics Institute Amenities	\$102,051	HVAC renewal will be completed as part of Mechanics Institute. Funding agreement executed with Kinder Committee for Council contribution to Centre upgrade, construction in progress. New amenities for Mechanics Institute dependent on external funding opportunities.	On Budget	July 2024
Emergency Resilience Centre	\$300,000	Survey completed. Concept design completed for grant submission. Detailed design finalised in May.	On Budget	Complete May 2024
Goughs Bay Boat Club	-	Construction works in progress managed by the Boat Club. Project Control Group meetings held monthly with RDV to provide governance and oversight of project. Alternative location for wastewater disposal determined.	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	Complete May 2024
Bridges & Culverts				
Gooley's Bridge	\$67,000	Gooley's Bridge Barrier Replacement tender awarded at November Council meeting. Final stakeholder consultation completed in December. Fabrication	On Budget	June 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		commenced; early works for barrier installation commenced in May 2024. Completion scheduled for June.		
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 completed as part of Mansfield Flood Study works. McLeod's culvert upgrade to occur in July 2024.	On Budget	June 2024
Drainage				
Apollo St Drainage	813,000	Design completed. Contract awarded to Alpine Civil. Works underway, completion now expected June due to GVW main.	On Budget	June 2024
Mullum Wetlands Rejuvenation	100,000	Scope determined, contract awarded. Works completed in March.	On Budget	Complete March 2024
Drainage Renewal Program	220,000	Pires – Goughs Bay Rd drain reformation to support resealing – completed Feb. Drainage renewal work completed in May.	On Budget	Complete May 2024
Drainage Upgrade	\$157,000	Design and assessment of Kareen Hills Retention Basin complete. Orifice plate installed (project complete).	On Budget	Complete Mar 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		High Street drainage in front of Foodworks – site investigation and concept design completed. Jamison drainage upgrades (carry forward) completed in September.		
Stormwater Improvement	\$223,000	Design & construct Cambridge Drive – works completed May. 14-18 Malcolm St – Developer has agreed to complete works as part of planning permit. Pinnacle Rd, Sawmill Settlement works completed in December.	On Budget	Complete May 2024
Open Space & Streetscapes				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – works completed early December.	On Budget	Complete Dec 2023
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – completed March.	On Budget	Complete March 2024
Streetscape Renewal Program - Jamieson	\$20,000	Design & deliver renewal at corner of Perkins St and Mansfield-Woods Point – vegetation has been removed, landscaping works to occur in June.	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	June 2024
Lords Reserve Oval Upgrade	\$300,000	Drainage improvements on oval – survey completed; contractor completed design. Contract awarded, works to commenced in April, scheduled for completion June.	On Budget	June 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 & works in progress.	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
Pathways				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) delivered as part of the kerb and channel works. Completed January. Rail Trail Gravel/Stone Renewal in Station Precinct completed in March 2024.	On Budget	Complete March 2024
Footpath New	\$441,950	Pedestrian Refuge Island - Malcolm St/Chenery St to occur in 24/25 program. Design of gravel footpath – Piries-Goughs Bay Rd design complete. Stage 1 construction complete April. Construction of gravel footpath - Monkey Gully Rd – construction to commence March 2024. Construction of Malcolm St footpath (carry forward) – completed.	On Budget	Complete May 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Roads				
Kerb & Channel	\$54,304	Renewal works scope determined. Works completed January.	On Budget	Complete Jan 2024
Re-Seal Program	\$890,343	Scope determined; contract awarded. Works completed in February.	On Budget	Complete Feb 2024
Re-Seal Preparation Program	\$520,365	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Works completed in February.	On Budget	Complete Feb 2023
Car Parks - New	\$498,000	34 High St Mansfield. Design finalised. Contract awarded, works scheduled for completion late June.	On Budget	June 2024
Car Parks – Renewal	\$88,800	Nolan/Baldry St carpark renewal. Contract awarded. Works completed May.	On Budget	Complete May 2024
Gravel Re-Sheeting Program	\$1,197,000	Scope determined; contractor awarded. Works completed.	On Budget	Complete Jan 2024
Township Sealing Program	\$150,000	Goughs Crescent and Katherine St, Goughs Bay – scoping completed. Contractor awarded. Works complete.	On Budget	Complete 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 completed May.	On Budget	Complete 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, works scheduled to complete in June.	On Budget	June 2024
Traffic Calming Device	\$30,000	Donovans Way improvements – contractor engaged, works completed May.	On Budget	Complete May 2024
Boat Ramp Maintenance	\$92,000	Grant funded project under contract (carry forward). Works finished in August.	On Budget	Complete Aug 2023

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

4. New Initiatives

Initiative	2023-24 Budget	Project Update
Community Driven Initiatives		
Library Services - restoration to pre-COVID levels	\$ 88,658	Library has been operating on new hours since re-opening in May 2023 and with increased programs as requested by the community during budget submissions. New programs include: Armchair travel; Coordination of 7 book clubs; Library visits to all schools and kindergartens; School holiday programs; Childrens Book Week celebrations including an author/illustrator workshop; Christmas preschool extravaganza with local musicians; Open mic poetry night.
Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program	\$ 142,000	Two staff members have now been appointed in the roads team. Refer Fields Services update.
Community connections - 12-month extension to assist Aged Care transition (reduce isolation) to MDH	\$ 36,128	The Community Connections Officer 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.
Community Driven Total:	\$ 266,786	
Income Generating / Funded		
Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes	\$ 61,691	Statutory Planning Team is currently fully staffed at 4.0FTE - comprising Coordinator, Senior Planner and 2x Officers
Property Management Booking System - system rollout for management of property & leases	\$ -	Optimo has been rolled out and is being used. Still working on the transition for Council Buildings to move away from Calendar Booking System to Optimo.
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.
Income Generating / Funded Total:	\$ 87,691	
Regulatory / Risk Management Initiatives		
Records Digitisation	\$ 65,000	Role appointed (with a review required in 2024-25). Records Digitisation progressing with files prepared, scanned, and completed. In addition assessment numbers were located for files with incomplete titles and box lists prepared to complete the process.
Tree Inspections and Management - appointment of a fixed term arborist to progress the programs	\$ 40,000	0.4FTE arborist has been appointed and Quantified Tree Risk Assessment training was completed in September 2023.
Regulatory Requirements Total:	\$ 105,000	

Mansfield Shire Council | CEO Monthly Report

Initiative	2023-24 Budget	Project Update
Existing Services Initiatives		
Strategic Planning Officer - Cost effective delivery of Strategic Planning Program with reduced reliance on external consultants through use of undergraduates	\$ 29,000	Strategic Planning Officer role changed from 1.0 FTE to 1.6FTE effective from January. Existing Planning Support Officer (Esther) has moved into the Strategic Planning role. As the 1.0FTE position was not able to be filled successfully, an additional 0.6FTE has been appointed and advertising is currently underway for an addition 0.6FTE. These positions are filled with undergraduate students.
Customer Service - improved response to community requests through increased resources in customer service	\$ 26,148	Employee hours increased to provide full coverage. The increased hours supported 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.
Existing Services Total:	\$ 93,148	
New Initiatives		
Finance Undergraduate Role	\$ 55,000	The Finance undergraduate role has been occupied since mid-July.
Environmental Software - Purchase of Trellis Software to improve tracking and reporting requirements for organisational carbon emissions	\$ 6,800	Since the launch in November the Environmental Team have undertaken training, with more formal training scheduled for June/July 2024.
Outlying Communities Infrastructure Fund Grant	\$ 75,000	Council funded seven projects. All funds have been distributed. Peppin Hub was the first community to complete its project in February this year. Ancona Community Hall, Mansfield Motorcycle Club, Woods Point Progress Association, and Matlock Cemetery projects are all well underway. Howqua Community Group and Goughs Bay Progress Association have liaised with Council on planning and design concepts. All Projects 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	Kitchen caddies were delivered to Council week of 3 June 2024 and pick up by residents who have registered has commenced.
New Initiatives	\$ 211,800	

5. Statutory Planning

Planning Applications Lodged

App No.	Property Address	Proposal
P046/24	414 GLEN CREEK ROAD BONNIE DOON 3720	Use and development of land for a dwelling and outbuilding
P047/24	LAKINS ROAD MANSFIELD VIC 3722	Removal of Native Vegetation
P048/24	67 TOLMIE MAHAIKAH ROAD TOLMIE 3723	Development of land for a dwelling
P049/24	738 DRY CREEK ROAD BONNIE DOON 3720	Use and development of land for a dwelling
P050/24	1629 MAROONDAH HIGHWAY BONNIE DOON 3720	Development of land for creation of access to a road in the Principal Road Network
P051/24	52-54 CHENERY STREET MANSFIELD 3722	Development of land for three (3) Internally Illuminated Business Identification Signs
P052/24	2 CHANRO COURT BONNIE DOON VIC 3720	Two (2) Lot Subdivision
P053/24	2600 MANSFIELD WOODS POINT ROAD HOWQUA INLET 3723	Development of land for Leisure and Recreation (Shared Path)
P054/24	21 MOSES LANE BONNIE DOON VIC 3720	Use and development of land for a dwelling (retrospective) and attached outbuilding
P055/24	2428 MANSFIELD-WHITFIELD ROAD TOLMIE 3723	Development of land for a domestic outbuilding
P056/24	16-24 MOOREY STREET MANSFIELD VIC 3722	Four (4) Lot Subdivision
P057/24	27 WARRAMBAT ROAD SAWMILL SETTLEMENT VIC 3723	Development of land for a (replacement) dwelling
P088A/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, and to externally paint a building within a Heritage Overlay where paint controls apply
P094A/17	160 KIERNANS ROAD BONNIE DOON 3720	Development of land for a dwelling
P113B/16	109 GLENCOE RIDGE HOWES CREEK VIC 3723	Use and development of land for a dwelling, outbuilding and Group Accommodation (1 Cabin), and removal of native vegetation
Total Applications Lodged:		15

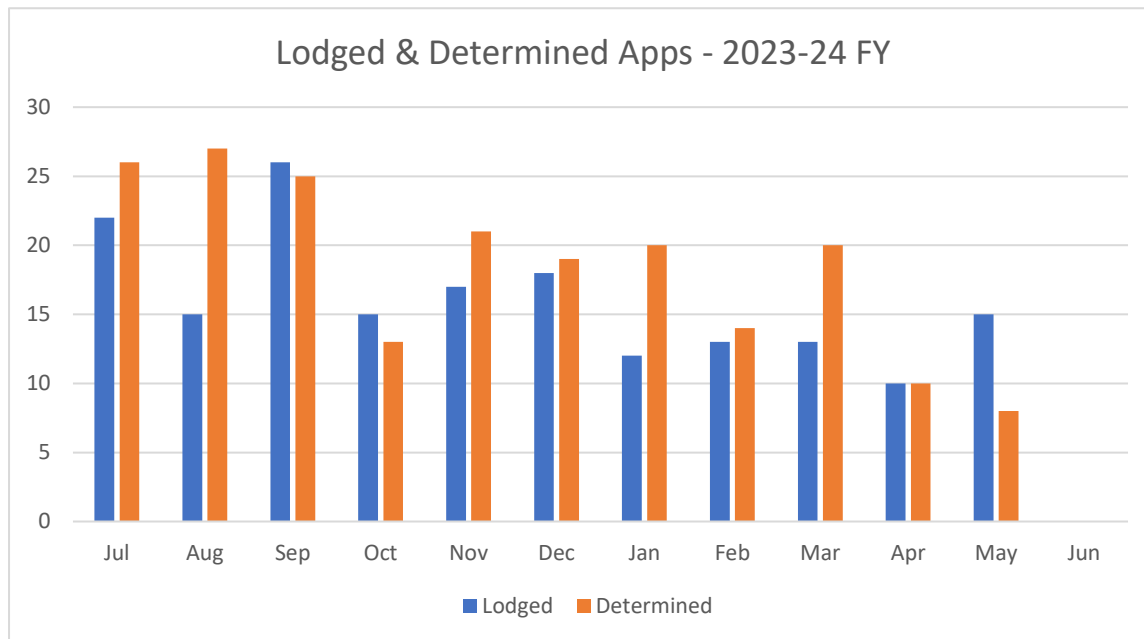
Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P014/24	918 MONKEY GULLY ROAD GOUGHS BAY VIC 3723	Development of land for a habitable outbuilding	Issued
P029/24	33 ALPINE RIDGE DRIVE MERRIJIG 3723	Development of land for a Domestic Outbuilding (Carport & Shipping Container)	Issued
P030/23	152 DAVIES ROAD MERRIJIG 3723	Use and development of land for a dwelling, two (2) outbuildings (Shipping Container and Gazebo), and an agricultural shed	Notice of Decision to Grant a Permit
P030/24	95 DEAD HORSE LANE MANSFIELD VIC 3722	Use and development of land for Industry (storage of vehicles and machinery, and administration)	Issued

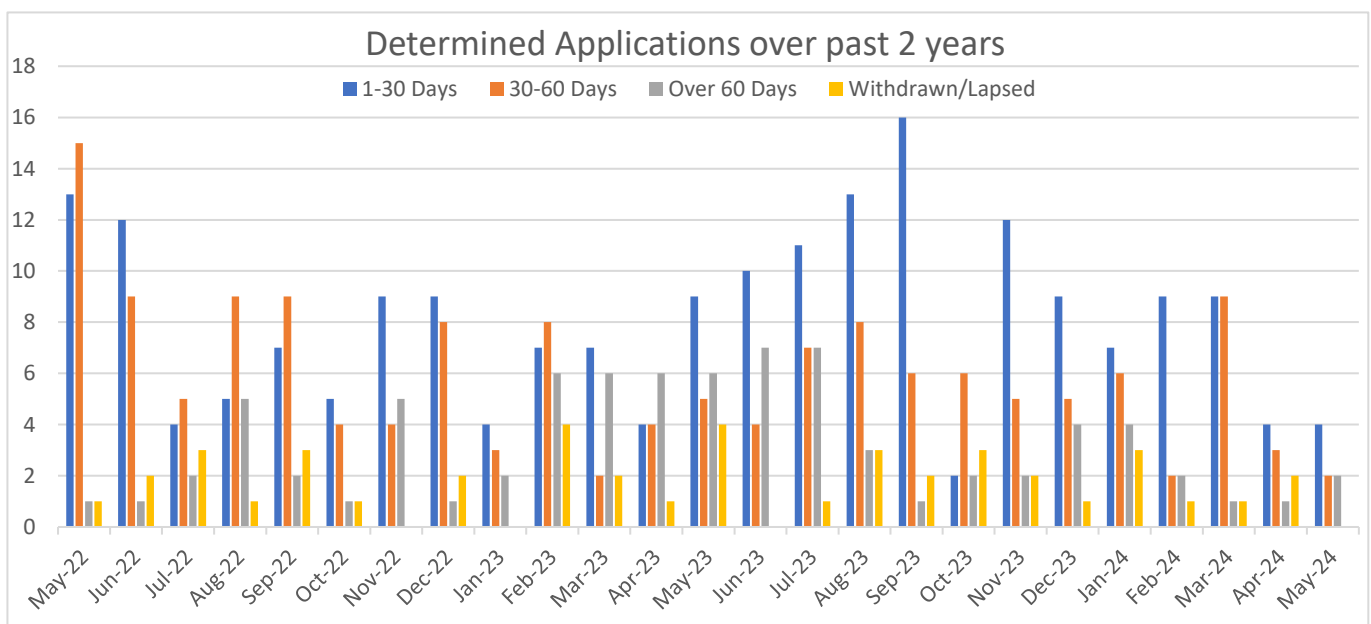
Mansfield Shire Council | CEO Monthly Report

App No.	Property Address	Proposal	Decision Type
P040/24	MIMOSA DRIVE MERRIJIG 3723	Development of land for an agricultural shed (Shipping Container)	Issued
P094A/17	160 KIERNANS ROAD BONNIE DOON 3720	Development of land for a dwelling	Issued
P116/23	MCCORMACKS ROAD MERRIJIG VIC 3723	Removal of native vegetation	Notice of Decision to Grant a Permit
P182/22	29 OLD GOBUR ROAD MERTON 3715	Use and development of land for a dwelling and outbuilding (retrospective)	Issued
Total Applications Determined:			8

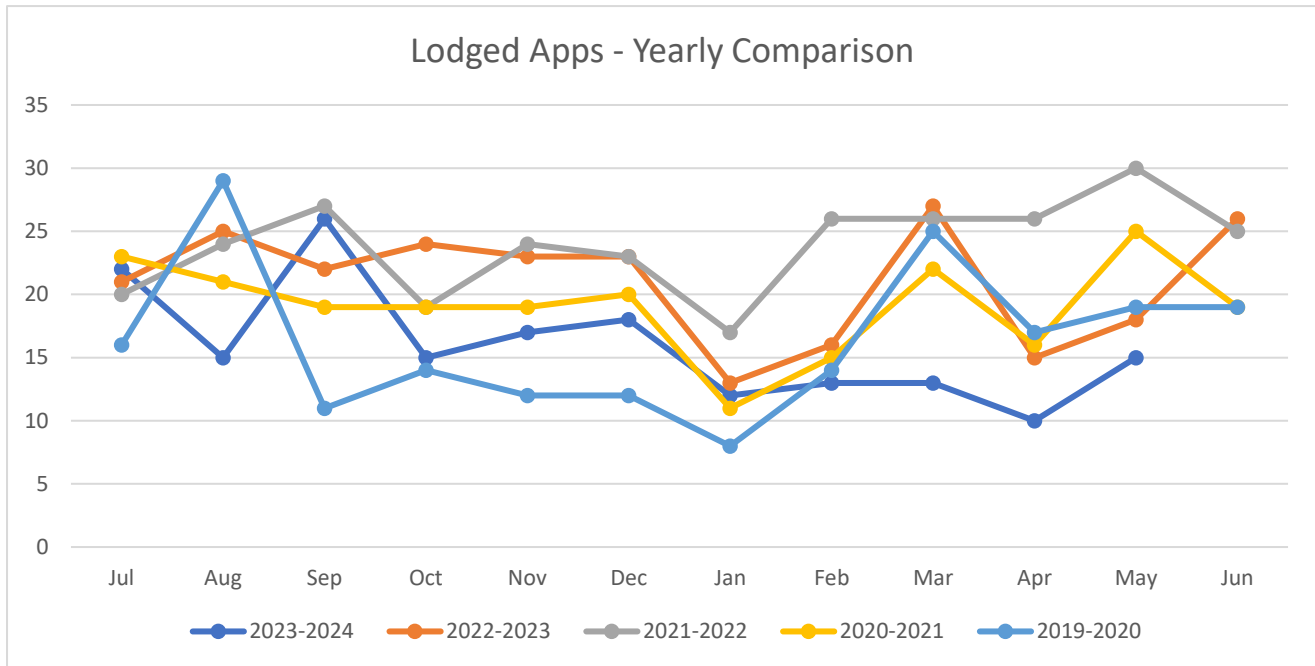
Number of Application Lodged and Determined



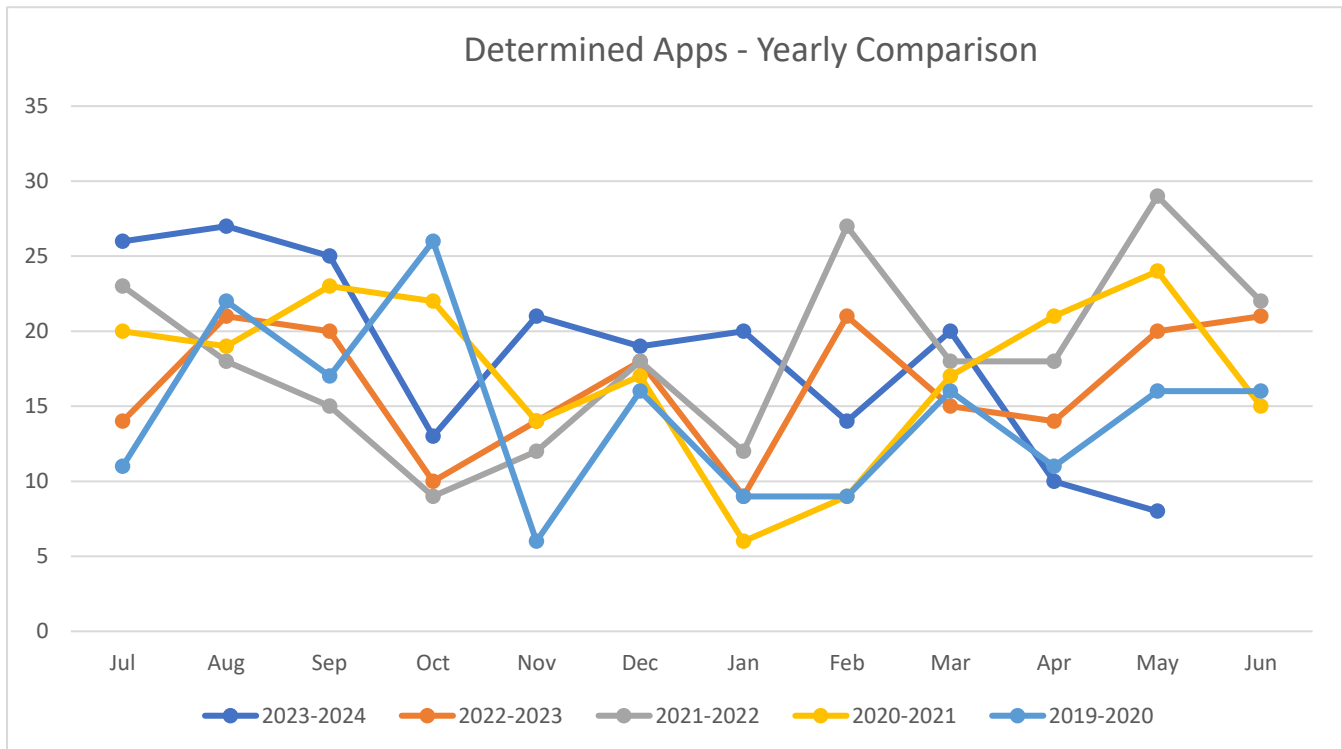
Days Taken to Determine Planning Applications



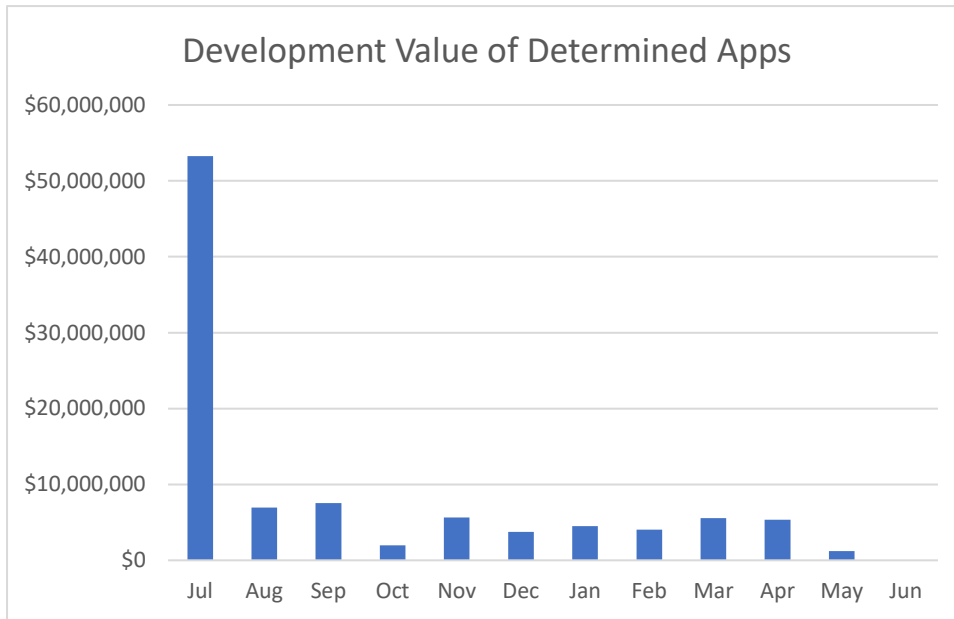
Lodged Planning Applications – Yearly Comparison



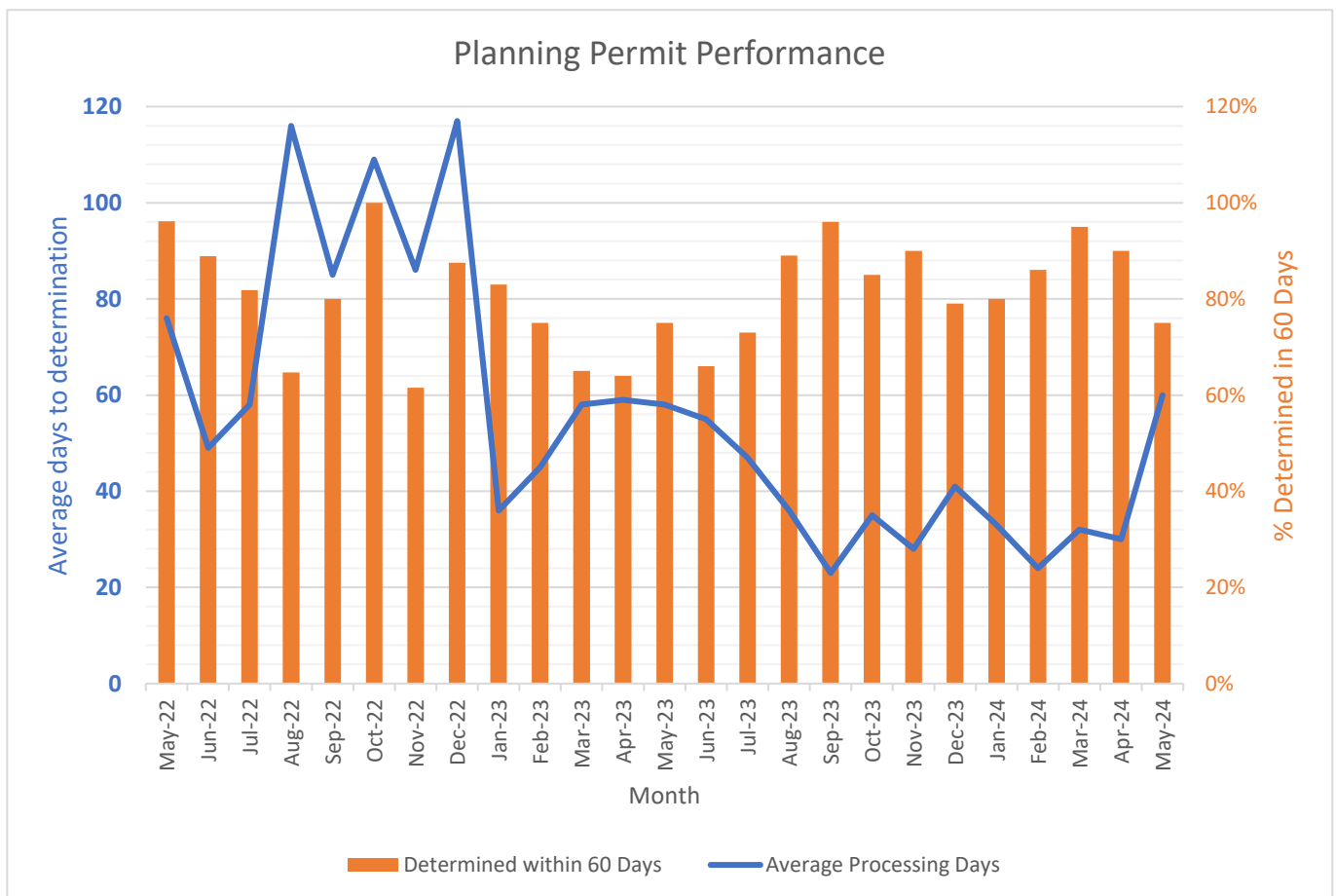
Determined Planning Applications – Yearly Comparison



Estimated Cost of Development of Determined Applications



Overall Planning Permit Performance



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S229057V/24	214 Mountain Bay Drive Mountain Bay	Certification of a Plan	20/05/2024	Lodged
S230096M/24	2-4 & 8-10 Station Street Mansfield	Certification of a Plan	14/05/2024	Lodged
S229742M/24	Lot B Donovans Way Mansfield	Certification of a Plan	06/05/2024	Cert & SOC issued
Total applications received: 3				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition Plans and Engineering Plans for endorsement	
Secondary Consent	4
Extension of Time	4
Written Planning Advice	2
Certification & Statement of Compliance	4
Section 71 Corrected Planning Permits	1
Assessment against a Section 173 Agreement	
Development Plan	
Total applications Issued: 15	

Strategic Planning

Project Name	Status	Description	Comments	Next steps
C55	In Progress	Alters the urban floodway zone at Redgum Rise Estate	DTP have directed further notice be given.	Council officers giving further notice as required by DTP
C56	Ready for Exhibition	Implements the Alpine Approaches Planning Scheme Amendment	Authorised by DTP for Exhibition. Minor alterations exhibition.	Ready to commence Exhibition
C57	Exhibited	Implements the Mansfield Planning Scheme Review and Mansfield Open Space Strategy	Exhibition completed, need to resolve 3 submissions.	3 submissions to resolve, meetings being arranged with all submitters.
C60 Mansfield Planning Strategy	In Progress	Implement Mansfield Planning Scheme Review and Planning Strategy into the Mansfield Planning Scheme.	Further review for Commercial Land in Curia Street re-zoning and application of DPO's.	To go to July Council Meeting to request approval to prepare and exhibit.
C61 Bonnie Doon Plan	Awaiting Response	Create a planning scheme amendment to implement the Bonnie Doon and Merton Plans	Amendment Drafted and submitted to DTP for review in December 2023.	Waiting on response from DTP.
C62 ESO Review	In Progress	Environmental Significance Overlay review to reduce referrals to GMW	Concerns by DTP about GMW consent – Planners are actively engaging with GMW	DTP concerns to resolve. Meeting has been held with GMW and council officers will continue to work with them on the amendment.
C63	New	Proponent led amendment to re-zone land at 73 & 75 Dead Horse Lane Mansfield to Industrial 3 Zone	Received 30 May 2024	Initial Officer assessment being undertaken
Goughs Bay Plan	In Progress	Creates a Structure Plan for Goughs Bay for the next 20 years.	Maps to be completed for draft plan. Expected to be released alongside the IWMP	2 nd Round of Engagement for the Draft Plan planned for July 2024
High Street Design	ON HOLD	Preparation of a study and strategy for the future design of the Mansfield township CBD and Parking Strategy	Engagement plan completed.	On hold, to be undertaken with Parking Study in 2024/25
Delatite Valley Plan	In progress	Create a community, tourism and structure plan applying from Merrijig to Mirimibah	Engagement Plan approved	Initial community engagement opens in June. Plan expected to be adopted at February 2025 Council meeting

6. Building Services

Monthly Comparative Value of Building Permits Lodged

	2023-2024	2022-2023	2021-2022
JUL	\$9,416,143	\$7,830,045	\$6,363,414
AUG	\$9,660,939	\$6,184,961	\$8,284,568
SEP	\$8,285,734	\$7,294,440	\$6,017,668
OCT	\$5,983,269	\$11,189,249	\$3,392,677
NOV	\$4,946,338	\$9,084,874	\$5,573,777
DEC	\$8,675,149	\$3,593,347	\$8,266,461
JAN	\$5,409,263	\$5,829,556	\$3,791,736
FEB	\$4,045,519	\$6,049,268	\$10,806,944
MAR	\$5,631,967	\$10,907,270	\$5,199,799
APR	\$7,796,948	\$3,383,999	\$6,747,987
MAY	\$5,797,218	\$10,536,593	\$4,103,660
JUN		\$9,937,814	\$5,350,889
TOTAL	\$75,648,487	\$91,821,416	\$73,899,580

Monthly Comparison of Permits Lodged for Dwellings

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

- ▶ One permit issued for 3 dwellings at Beolite Village

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	9	\$4,403,562
ALT & ADDITIONS	3	\$979,041
SHEDS & CARPORTS	6	\$218,150
SWIMMING POOLS, SPAS & FENCES	2	\$148,965
COMMERCIAL & PUBLIC AMENITIES	4	\$47,500
TOTAL COST OF BUILDING WORKS	24	\$5,797,218

7. Regulatory Services

Septic Applications Lodged, Approved and Issued for the Month

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

Septic Applications Lodged

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

OWMP Implementation

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

NOTE: Reduced inspections due to staff taking long leave. Short term contract staff commencing in June to continue to undertake proactive inspections during this leave period.

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

8. Revenue Services

General Update

SUPPS

The Revenue Team have worked hard to catch up the backlog of Building Supps and SPLITS, with a backlog of six months to recover due to staff changes. The team have trained new staff members and done a great job of recovering the backlog.

Data Cleansing

The Revenue Team have also been working through updating folders and clearing out to TRIM for transformation to new Records Storage system.

Victorian Electoral Commission (VEC)

Letters have been sent out to all Non Resident Ratepayers to apply to vote in the upcoming Council Elections.

Dog Registrations

The team met with the Compliance area to discuss Dog/Cat Registration arrears. The Revenue Team will take the lead on sending out reminders to reduce processing time for the team.

Project CODI

Greenlight and Open Office Testing. The team have been working on the receipting of payments through a third party online portal to be uploaded into Synergy. New Receipting Codes have been added to Synergy and receipting through in house developments will be an easier process than the initial proposal to add them individually. More testing will be undertaken.

Mt Buller Properties

Updated addressing of new Subdivision and new Property owners for FSPL.

Rate Arrears

Meeting with the CEO held to discuss and review Rate Arrears. A review of all Outstanding Rates was conducted and a plan for approaching arrears was developed.

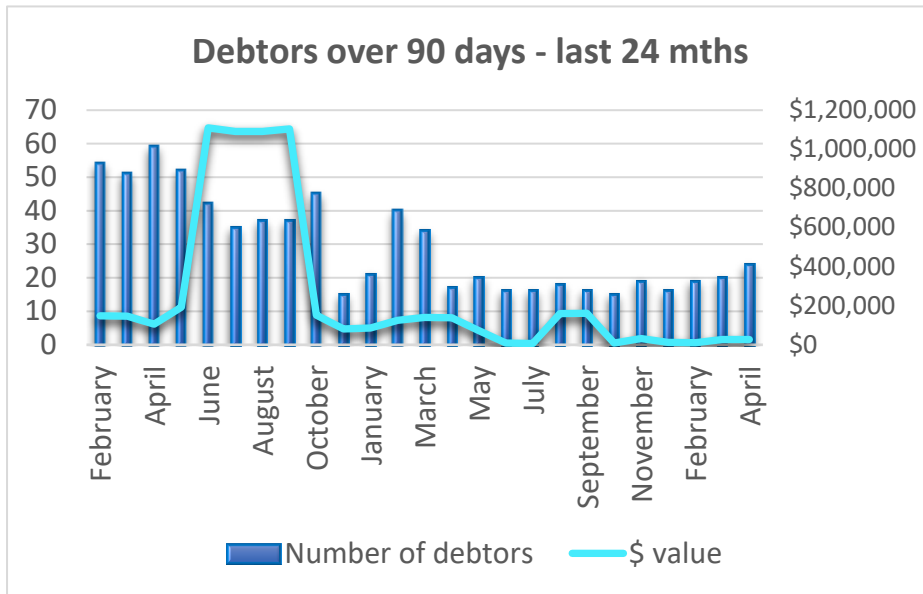
Budget Update

Revaluation data was updated and rates calculated accordingly for inclusion in 2024-25 Budget.

Debtors

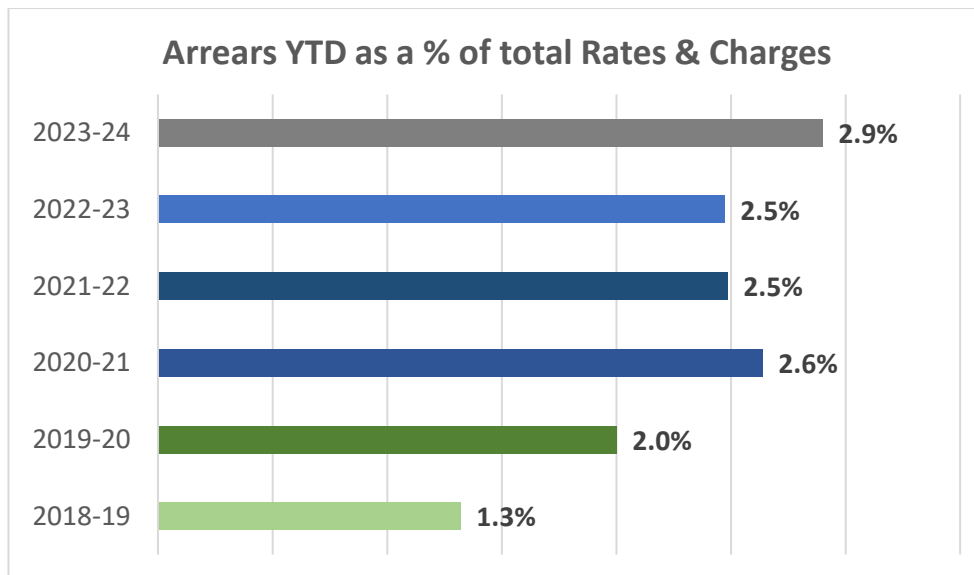
The number of debts outstanding over 90 days has increased by 4 to 24 between March and April. The value of debt outstanding has slightly increased by \$0.7k to \$27.8K.

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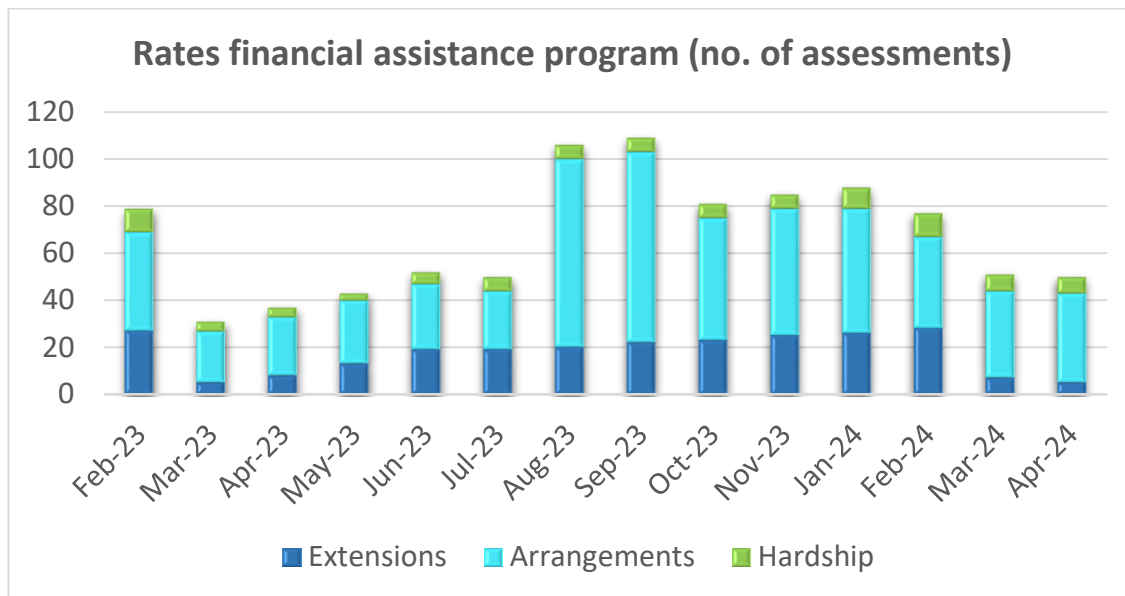
Payment of Rates

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 waste charges related and the remainder rates and municipal charges.



With the LGA Amendments regarding rate payer financial assistance, Council have worked with rate payers 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.

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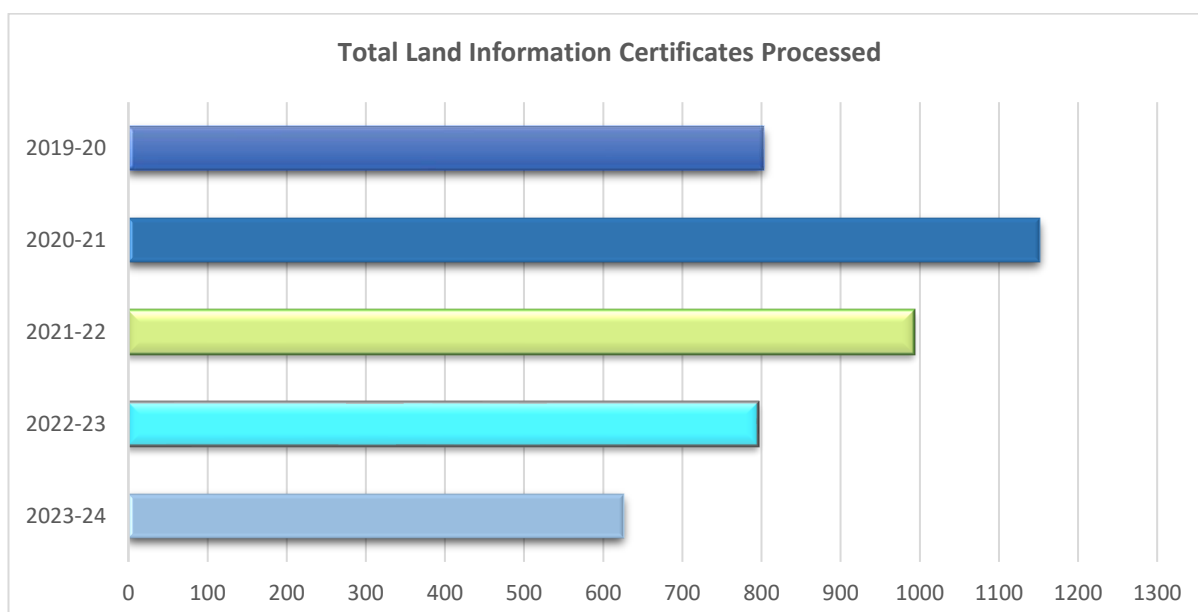
Debt Collection with Midstate Credit Collect

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

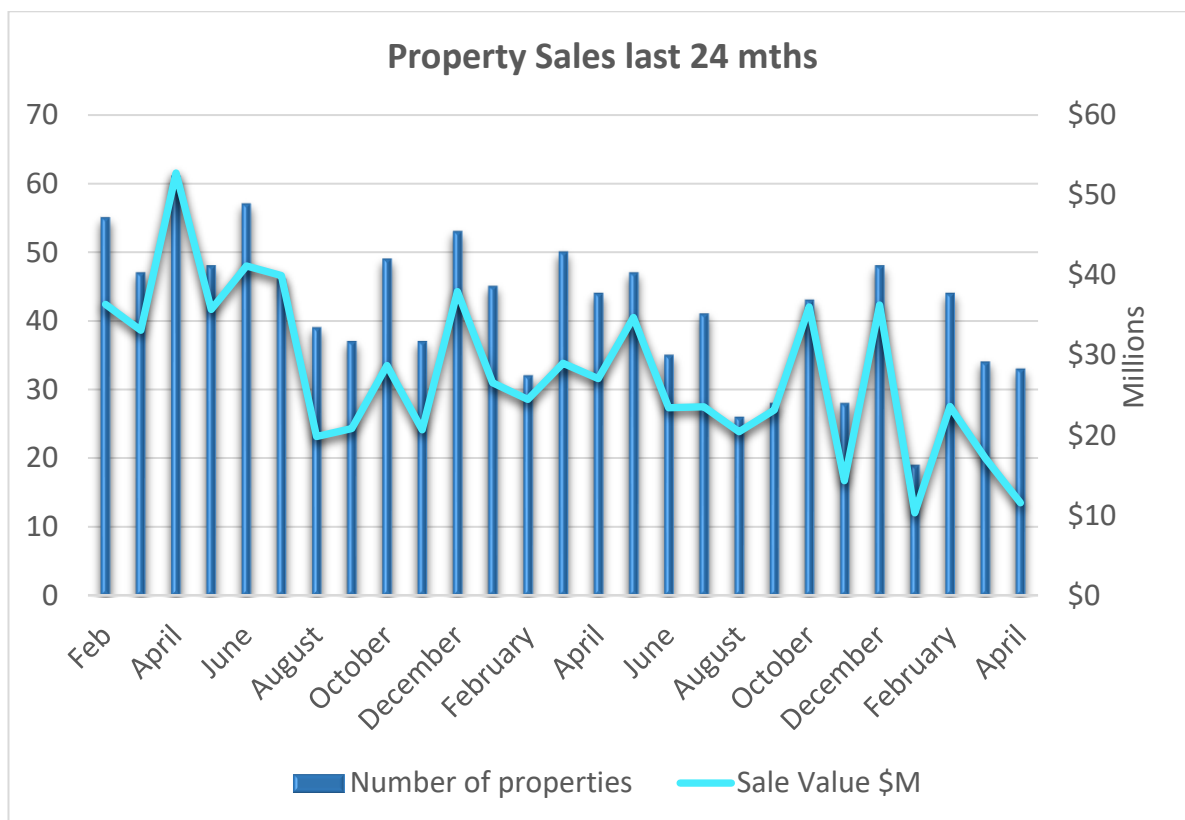
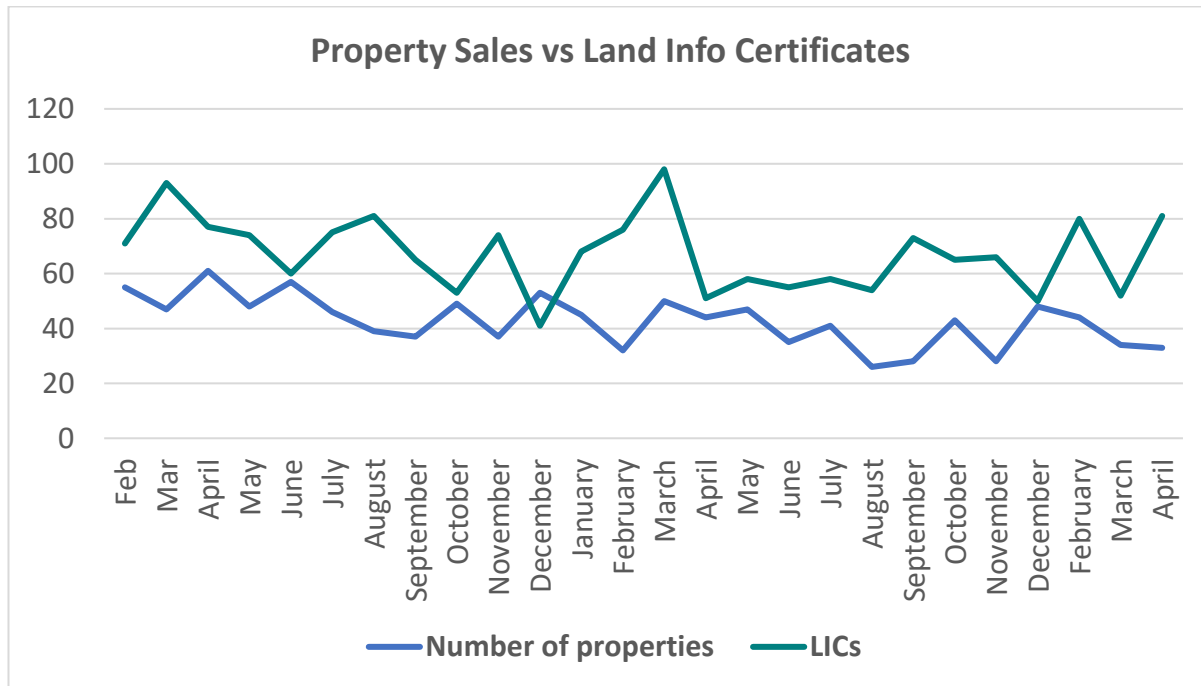
Property sales data

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.



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9. Field Services

Parks and Gardens

- ▶ Mowing – Jamieson, Goughs Bay, Mansfield Township, Bonnie Doon, Merton
- ▶ Leaves – Clean-up of leaves around Mansfield, Bonnie Doon, Merton, Jamieson.
- ▶ Aeration – College and Main Oval, Highett St, High St
- ▶ Spraying – Merton, Bonnie Doon, Jamieson, College Park, Mansfield Cemetery, Chenery and Malcolm St roundabouts
- ▶ Annual planting – Roundabout, Ski Statue
- ▶ Watering – Street trees, Camellias
- ▶ Pruning – Grange, Bonnie Doon, Ailsa St, Wetlands, Information Centre, Redgum Drive, Cummins Reserve,
- ▶ Cemeteries – Burials, Ashes internment, plaques
- ▶ Garden maintenance – Shire Office, Information Centre, Botanic Park, Bonnie Doon main street, ski statue, Collopy St, Village Way
- ▶ Spread soil at College Park
- ▶ Irrigation repairs – Mansfield Pool
- ▶ Ongoing litter collection
- ▶ Oval mowing
- ▶ Softfall – Mairdample Park, Grange Playground
- ▶ College Park Field 2 – seeded, watered, straw and mowed
- ▶ Garden bed mulching – Botanic Park
- ▶ CRMS – Pruning, Spraying
- ▶ Mower and plant maintenance – Blades, cleaning, greasing, clearance flags on chipper, pole saw holder constructed for chipper bin



Roads Crew:

- ▶ 61 CRMS in May of which 48 were closed in time and 2 out of time.

Backhoe and drainage maintenance work:

- ▶ Hutchinsons Rd
- ▶ Table top Rd
- ▶ Bonnie Doon township

Flowcon

- ▶ Shire wide sealed road potholing
- ▶ Edges on Table Top Rd
- ▶ Mansfield CBD sealed potholes

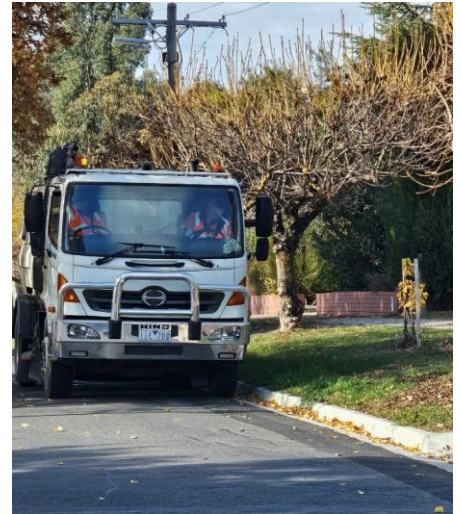
Streetsweeper

- ▶ Mansfield twice a week
- ▶ Bonnie Doon township
- ▶ Jamieson township

Maintenance Grading:

Grading this month was 57km bringing the total to 281.6km including a May in-house re-sheet on Howqua Track of 300 tonne.

The total at end of May 2023 was 250.2km so the team are tracking ahead of last year despite staff illness in April – May.



West District

- ▶ Hutchinsons Rd

North district:

- ▶ Nillahlook Ln
- ▶ Harpers Rd
- ▶ Donkey Hill Rd
- ▶ Peachey's Ln
- ▶ Harpers Rd
- ▶ Youngs Rd
- ▶ Lake Nillahcootie Rd
- ▶ Sandy Creek Rd
- ▶ Lakins Rd



East district:

- ▶ Howqua Trk
- ▶ Wild Dog Road
- ▶ Lovick Ln
- ▶ Davies Rd
- ▶ Powers Rd
- ▶ Monkey Gully Rd
- ▶ Howes Creek Rd
- ▶ Chapel Hill Rd
- ▶ Hearn's Rd
- ▶ Killarney Ln
- ▶ Glenroy Rd
- ▶ Scully Ln

10. Community Health and Wellbeing

Maternal and Child Health

Maternal and Child Health Service	May 2024	Year to date
Birth notifications received	10	63
Key age and stage visits completed	65	660
Enhanced MCH hours provided	57.45	658.6
Sleep and Settling Outreach hours provided	2.42	52.33
Group hours	8.92	65.17

The Maternal and Child Health MCH service will provide a \$10,000 scholarship for an eligible Registered Nurse and Midwife to complete additional tertiary study to become a MCH Nurse through workforce funding provided by Department of Health.

Supported Playgroups

Playgroup planning for special playgroup in NAIDOC Week to celebrate the history and culture of Aboriginal and Torres Strait Islander peoples. 7th – 14th of July.

Playgroup is applying for a grant for to assist in celebrating National Children's week in October. This year the theme for National Children's Week is: "Children have the right to a clean and safe environment". The theme is a simplified version of Article 24 of the UNCRC which promotes:

"Children have the right to good quality health care, clean water, nutritious food and a clean environment so that they will stay healthy."

Financial Counselling

16 active clients in May 2024. Referrals have been from both self-referral and agency referrals.

Cases are getting more complex with increased numbers of people affected by Family Violence. Presenting issues include:

- ▶ Debts: management, overcommitment, payment arrears on rental, mortgage, and utilities.
- ▶ Disputes/issues: insurance
- ▶ Family violence: history of and current experience
- ▶ Financial & Household: budgeting & financial management, failure to share household income, material aid required.
- ▶ Housing: Assistance & transition, repairs, maintenance
- ▶ Income: impacted by illness, accident, lack of employment
- ▶ Physical and social isolation

Emergency Relief distributed totals \$688.90 which has been for fuel, food & gas bottles.

Integrated Family Services

In the month of May Integrated Family Services have been involved in meetings and discussions with primary school staff, regarding concerns for families and referral pathways. Whilst referral numbers have been lower than usual, we have been supporting other professionals and community members who have required assistance with various issues. These include housing crises, refugee history trauma, relinquishing care of severely disabled child, and relationship crisis complicated by disability and care of young baby.

This sometimes occurs due to a dearth of other services in the area, so professionals and families come to IFS for advice and support, this is considered to be a duty of care issue, especially for children and young people.

The Centre Against Violence has recently ceased to travel to Mansfield due to a lack of family violence referrals. We are aware that there is a real need for this service in Mansfield, so this is viewed as a great loss and Council will continue to advocate for this service to return.

Service hours continue to be low due to lack of referrals through The Orange Door and one staff member down for a month. Recruitment is now underway following notice of funding continuation after the State budget announcement.

- ▶ Service hours May: 66.30
- ▶ Service hours year to date: 1702.55
- ▶ Target Hours per year: 2253.59

Regional Assessment Service

Assessment Services has seen an increase in referrals for assessments in May with 12 Assessments and 13 Support Plan Reviews completed.

Notification should be received by 10 June if Mansfield Shire Council has been successful in the tender for a six month extension until December 2024 on the Single Assessment Workforce model. No word received yet on the successful tenderer for assessment after 31 December 2024. Under the new model Victoria has been divided into 4 regions for aged care assessment with Mansfield coming under Hume and Gippsland service areas.

Mandatory training has commenced 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 or those assessors that wish to remain and apply for positions within the region.

Hume RAS meeting held online 9 May, Hume Regional Assessment Agencies are still battling with shortfall of assessors due to unknown outcome of tender and no job security. No update from Commonwealth Agencies regarding transition of new Assessment Module on 1 July.

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

All KPI's met for May with 1 overdue assessment due to client having COVID.

Meeting held with Lifestyle Co-ordinator Mansfield District Hospital with view of streamlining referral process.

Community Connections

Visits with Jamieson Community Craft Group continue every fortnight providing relevant community information. Phone consultations are presently available for the Bonnie Doon Community and will continue during June until knowledge of extension of Community Connector Program.

Activities completed in May:

- ▶ Assisted clients with computer skills, providers of Home Care Packages and their Management/Administration fee pitfalls.
- ▶ Support client with IT in home at Jamieson, carried wood into home for client with chronic illness which will reoccur every fortnight whilst Community Connector visits Jamieson Craft Group.
- ▶ Guided client with support for “No Interest Loan” to support with purchasing electrical equipment for home.
- ▶ Attended training on Wellness and Social Inclusion on Improving Mental Health for older people.
- ▶ May has seen a steady flow of enquiries from Mansfield community with connection to services and social supports groups.

Social Inclusion Action Group

The Social Inclusion Action Group activities in May:

- ▶ Finalising the application documents ready for the first initiative funding round release in June 2024.
- ▶ Working on providing nominal amounts for the projects and ideas spreadsheet – To be confirmed at June meeting.
- ▶ Developing evaluation criteria for the application, expenditure, and acquittal processes.

Following the official launch, a portion of allocated launch funding was utilised to support community activities to increase awareness of the group and the work it will be doing. Partnering with groups such as Red Cross and My Future Academy in activities to facilitate social connection we supported the provision of Red Cross Rural First Aid and Working Dog training and My Future Academy Mighty Movers (3 – 6 YO and 7 – 12 YO) and Adventure series (11 -17 YO).

11. Library

Simultaneous Storytime

Simultaneous Storytime is a national literacy program. A picture book is selected each year and read to children in libraries, at schools and on radio on the same day at the same time. This year's book was *The Bowerbird Blues*. Mansfield Library took the opportunity to visit 5 kindergarten classes (82 children) from Mansfield Kindergarten, The Farmhouse and Mansfield Steiner. The children were treated to a theatrical telling of the story and craft activities.



May the Fourth be with you: Celebrating Star Wars Day

If you had visited the Library on Saturday 4 May, this is what you would have seen...



One-on-One Tech help

This essential community service returned to the Library during May and is expected to run until September. IT expert Graeme Pabst from GJP Computer Services has been contracted to offer 4 hours per week of one-on-one tech help. The program was initially supported by FOML and the

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funding has been matched by Mansfield Shire Council. The joint contributions total \$3200 providing tech help for 4 months.

Purchasing

- ▶ Languages other than English (LOTE): The Library has purchased 38 bilingual picture books in 8 languages spoken by Mansfield families (French, Japanese, Mandarin, Punjabi, Italian, Tagalog, Hindi & Italian). Advice on which languages are spoken in Mansfield homes was sought from MCH team and the latest ABS census.

Armchair Travel

The first of 6 sessions for 2024 was brought to life by the wonderful Liam Wilson who shared photo's of his trip to Rome. 35 people attended Liam's talk titled *Pizza, Pasta, Pompeii and the Pope*. A delicious Italian supper was supplied by Friends of Mansfield Library.

Friends of Mansfield Library (FOML)

FOML have purchased a charging station for the Library and the Mansfield community. The Riley Floor Stand can charge up to 8 devices simultaneously and the custom branding has enabled public acknowledgement of FOML's support.



A snapshot of the Mansfield Library Victoria Facebook page

- ▶ Followers – 1088
- ▶ Posts published – 26
- ▶ Engagement - 713

The Library’s most popular posts for May:

Mansfield Library Victoria
 Posted by Manny Libby
 21 May · 🌐

In preparation for the 2024 National Simultaneous Storytime (NSS) tomorrow, Wednesday 22 May, our staff have been busy collecting all things blue! This years book is Bowerbird Blues by Aura Parker.

Thank you to Helen Clark for her beautiful felt bower birds on display in our cabinet 💙💙💙💙💙💙

Scholastic Australia
 Australian Library and Information Association



4 May · 🌐

May the fourth be with you!! 🍌

A special appearance from Yoda, Princess Leia and the marvellous Jobey Wan Kenobi 😊

Wishing you a galaxy of fun this weekend 😊🍌

👍❤️ 43 6 comments

👍 Like 🗨 Comment 📧 Send 🔄 Share



Statistics for May 2024

	Visits	Loans	Library programs	Program attendees	Room use	IT help	Holds placed	New*
May	3744	4483	18	301	18	136	744	46
April	3462	4280	11	278	7	94	730	52
March	3780	3751	7	102	16	155	654	45
February	3455	3808	10	163	16	204	659	54
January	3059	3867	13	151	11	169	698	41
December	2537	2989	12	167	7	57	447	26
May 2023	2571	2490	2	55	2	113	425	2571

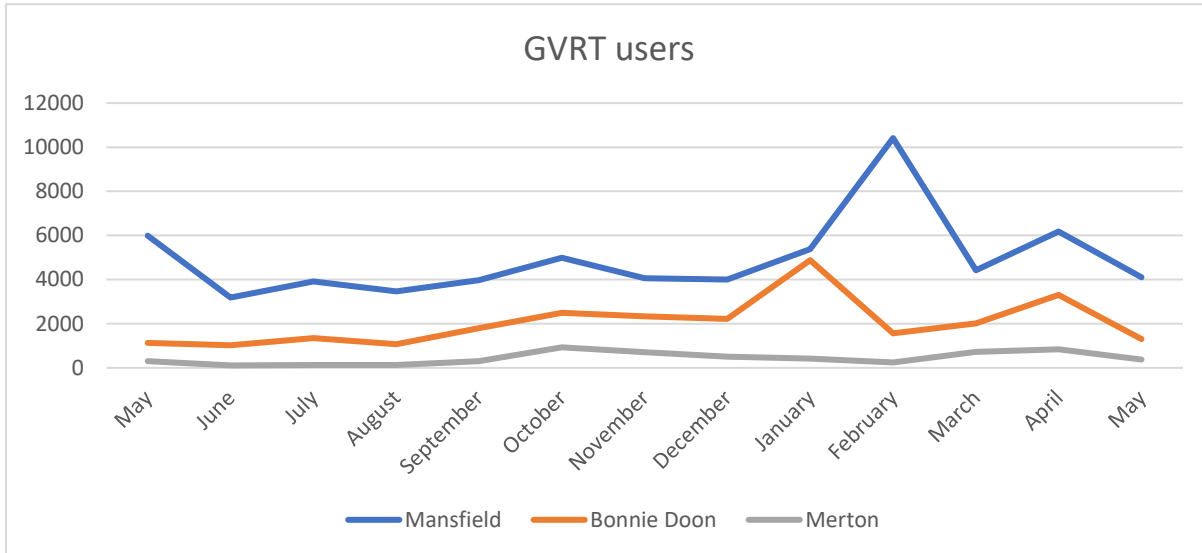
*New memberships

Library was closed between Christmas and New Year December 2023

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

12. Visitor Services

The Great Victorian Rail Trail (GVRT)

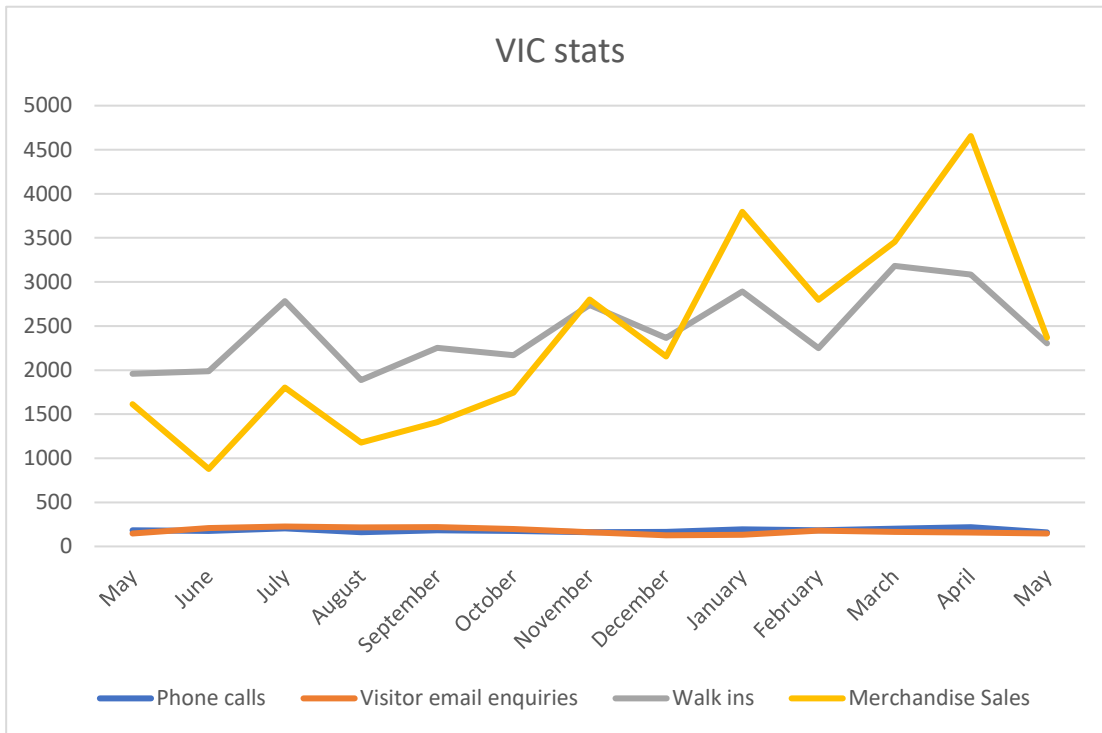


MAY	2023	2024	+/-
Mansfield	5995*	4100	- 1895 (+1079)
Bonnie Doon	1123	1300	+ 177
Merton	300	376	+76
TOTAL	7418	5776	- 1642 (+1332)

- ▶ Hard to compare accurate numbers year on year for the Mansfield counter as we took a yearly estimate for 2023 as the counter was broken. Looking at increases in Bonnie Doon and Merton compared to the huge decrease in Mansfield would indicate inaccuracies. If we apply the same percentage increase of 18% to Mansfield as the other counters the red number is a more accurate reflection.
- ▶ We now have a full year to look at from May to May for the Rail Trail installations and upgraded signage which were officially launched in May 2023.
- ▶ An increase of 13,921 users on May to May FY

	22 – 23	23 - 24
TOTAL	79368	93289

Tourism & Mansfield Visitor Information Centre (VIC)



MAY	2023	2024	+/-
Walk In visitors	1957	2304	+ 347
Retail Sales	\$1613.00	\$2367.00	+ \$1412.00

- ▶ Visitation once again sees a solid increase from May in 2023 with an additional 347 walk ins and an increase in revenue again.
- ▶ A new TV screen has been installed at the VIC in partnership with Alpine Resorts Victoria. This screen will promote both Mansfield and Mt Buller with council programming our own content.

Visitor Survey

Autumn Survey Results

- ▶ 1021 responses received.
- ▶ VIC Autumn Visitor profile:
 - **20%** of visitors were aged 18 – 40, **34%** were 40 – 60, and **46%** were over 60.
 - **56%** adult couples, **15%** families with kids, **21%** Alone, **9%** Group
 - **91%** were overnight visitors with **27%** staying 2 nights, **20%** for 3 nights and **35%** 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. History
- 5. Craigs Hut
- Most popular reason for visiting the VIC:
 - 1. Maps and directions
 - 2. Operator information
 - 3. Souvenir/Gifts & Display/Interest Pieces

Visitor Profiles

This now completes one whole year of seasonal surveys to give us the following picture of Visitors to the Information Centre for 2023/24.

We can now use this data to create a profile of visitors overall and also per season and tailor the Visitor Servicing Experience to each season and therefore offer a better experience to our visitors.

Age Ranges %	18 – 40	41 – 60	61+
Winter	38	32	30
Spring	26	30	44
Autumn	20	34	46
Summer	22	35	43
AVERAGE	26.5	32.75	40.75

Type of Visitor %	Alone	Adult Couple	Family with Children	Group
Winter	21	43	25	11
Spring	8	52	17	8
Autumn	21	56	15	9
Summer	23	58	12	7
AVERAGE	18.25	52.25	17.25	8.75

What Are You Visiting Mansfield For %	Holiday – over one day	Day Trip	Visiting Friends or Relatives	Business	Passing Through
Winter	68	15	8	2	7
Spring	79	7	7	2	6
Autumn	84	5	5	1	6
Summer	81	5	7	1	6
AVERAGE	78	8	6.75	1.5	6.25

Mansfield Shire Council | CEO Monthly Report

How Many Times Have You Been To Our Region %	First Time	1-4	5 or more
Winter	60	34	6
Spring	55	37	8
Autumn	62	33	5
Summer	59	34	6
AVERAGE	59	34.5	6.25

How Long Are You Staying For %	Day Trip	1 Night	2 Nights	3 Nights	Over 3 Nights
Winter	21	8	27	13	32
Spring	12	10	29	16	33
Autumn	9	8	27	20	35
Summer	10	7	28	18	38
AVERAGE	13	8.25	27.75	16.75	34.5

Why Are You At The Information Centre %	Winter	Spring	Autumn	Summer	AVERAGE
Maps/Directions	35	52	56	57	50
Operator Information	21	17	16	16	17.5
Mt Buller Information	16	1.5	2.5	1.5	5.5
Accommodation	2	2	1.5	1	1.625
Souvenirs/Gifts	7	7.5	8.5	7.5	7.625
Display/Interest Pieces	12	11	8.5	9	10
Road Conditions and updates	5.5	6	5	4.5	5.25
Other	3	2.5	1	2.5	2.25

What Activities Are You Interested In %	Winter	Spring	Autumn	Summer	AVERAGE
Rivers, Lakes and water	16	22	21	22	20.25
Bushwalking or outdoors	15	15	14	13	14.25
Food & Wine	6	4	4	4	4.5
Road Cycling	0.15	0.6	0.30	0.8	0.5
Gravel Cycling	0.30	0.8	0.65	0.8	0.65
Mountain Biking	0.15	0.3	0.4	0.6	0.36
Mt Buller	23	8.5	7.5	7.5	11.6

What Activities Are You Interested In %	Winter	Spring	Autumn	Summer	AVERAGE
Attractions – Zoo, Maze etc	14	12	11	11	12
GVRT	4	5	3.5	3.5	4
Camping	3	7	7	9	6.5
Events	1	3	2	2	2
Craigs Hut	2	6	8.5	8	6.125
4WD	2.5	5.5	6.6	7	5.4
Horse Riding	0.5	0.5	0.5	0.7	0.55
History	8.5	7.5	8.5	7	7.8
Other	3	4	5	4	4

Events

Mansfield Marathon

Council assisted with the Mansfield Marathon's third running; this year saw it include the Mother's Day Classic charity run as well as a dual event. The event saw just over 600 entrants take to the Rail Trail for a range of distances. Council has worked closely with Mansfield Athletics and event organisers for the past three years to work out the best way to safely run the event and keep traffic management costs down.

This year Council purchased an additional set of signage that enabled us to conduct all traffic management for this event as well as the Tour de Trail and Lake High walk. Council supported with:

- ▶ Pre event planning
- ▶ Traffic management
- ▶ Equipment loan

Melbourne Good Food & Wine Show

Council attended three days of the Melbourne Good Food & Wine show alongside Ros Ritchie Wines and Swiftcrest Distillery. Over 30,000 people through the doors go to see two of our great producers and also our Tourism team bombarding them with information about the Shire. Mt Buller also had a presence with some 100 years of skiing collateral and the event was very worthwhile for all involved.

Upcoming Events

June	July	August
8 – Bush Market 15 – Mansfield Provedore 15 – Hospital Rally 22 – Lantern Festival 29 – Farmers Market	7 – 14 – NAIDOC Week 20 – Outdoor Provedore 27 – Farmers Market	24 – Outdoor Provedore 31 – Farmers Market

Youth

Future Proof Program

Course	Completed – May	Waitlist for Dates
First Aid	36	15
CPR	35	0
Defensive Driving	0	27
Marine Course	0	18
White Card	30	13
Food Safety	9	6
Chainsaw Operations	0	6
Chemical Safety	0	7
Mental Health First Aid	0	3
Potential Diplomas and other short courses under investigation	0	7

Local Laws Animal Control and the Youth Peer Supporter Worker roles have been begun.



CREATE program (Community **RE**building through **Art** Training and **E**ducation).

Through engagement with our youth, Council identified a strong link to art in our communities and the lack of support or known pathways for youth in this space. From this the CREATE program has been born. Utilising funding from Future Proof to provide a range of art and art therapy opportunities to youth.

A range of projects in this program are currently underway including:

- ▶ Three \$1,000 scholarships being made available in a collaboration with the Mansfield & District Potters aka MAD Potters.
- ▶ Mansfield Youth Centre joining the Mansfield Open Studio Trail (MOST) as a youth art location.
- ▶ Final setup of our youth music room to be used for musician rehearsals and practice.
- ▶ Working with MmUDS Theatre group on a youth led theatre program for a “Play in the park” outdoor activation.

Youth Centre

The “Mansfield Coding Club” has continued to grow in numbers with regular attendance on Monday and Wednesday afternoons of 15-20 students. The club recently worked with code club Australia to offer a mentor training program to one of the students from the Wednesday class.

Mansfield Shire Council | **CEO Monthly Report**

This will enable him to become a trainer himself for the Monday group and build his confidence, skills and capabilities.

The School Holiday program is about to be released and is full of amazing events and a lot of collaborations with local people and groups for the Youth of Mansfield.

Working with Mt Buller and Snow Play Tours we are offering a Snow Day for local youth to explore Mt Buller with skiing/snowboard lessons or tobogganing and sightseeing.

The Youth team is also collaborating with the Hy-Undies Racing Team on a hot laps experience in Winton Raceway and a tour of the aviation Museum.

Teaming up with MAD Potters president Karen Pirie to deliver a youth pottery class.

As well as youth NAIDOC activities and more!

MANSFIELD SHIRE YOUTH

SCHOOL HOLIDAY PROGRAM

WEEK ONE		WEEK TWO	
JULY 1ST	11AM-5.30PM	JULY 8TH	8.30AM-4.45PM
OPEN DAY (basketball court, xbox, pool table and more)		HOT LAPS @ WINTON	
JULY 2ND	11AM-5.30PM	JULY 9TH	AM-PM
BOARD GAMES		MOVIE DAY @ MAC - INSIDE OUT 2	
JULY 3RD	10AM-1PM	JULY 10TH*	10AM-1PM
CHOP & CHAT		CHOP & CHAT	
JULY 4TH	SOLD OUT	JULY 11TH*	AM-PM
SNOW DAY @ BULLER		WEAVING WORKSHOP WITH ISOBEL MORPHY	
JULY 5TH	3PM-5PM	JULY 12TH*	AM-PM
POTTERY CLASS WITH KAREN PIRIE		PYROGRAPHY WORKSHOP WITH ILUKA SAX-WILLIAMS	

LINK IN BIO TO REGISTER

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

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

*AS PART OF NAIDOC WEEK

Economic Development - Business Newsletter Support

Council's business newsletters provide information on grant opportunities, workshops, support, and programs. 435 local businesses were provided with this service, fortnightly, during May.

	Council's Business Newsletter	Industry Benchmark
Open rate	46.61%	19.4%
Click rate	9.61%	2.8%

While the click-through or engagement rate for May is considered high for Government emails, we continue to work on getting our open rates above 10%. Business assistance streams and community-ready topics during May were included to gain higher engagement.

The links with the highest click-through rates during May were for *Stand for Council/ Mansfield Shire Community and Candidate Information*, *Small Business Income Offsets*, the *North East Victorian Jobs Hub* and the *Million Paws Walk*.

The "Jobs Feed" for Mansfield Shire during May was 32 on the employment website "North East Victorian Jobs Hub". Our partners in this site City of Wangaratta's community posted 119 and the City of Benalla's business community posted 57. So, we are gaining on them.

Business Engagement, Support and Advocacy

27 businesses were contacted during May and engagement included follow-up with developers around the Keyworker Housing application process, successes and future funding options, businesses located on the Mt Buller service road works area, High, Highett, and Chenery Street traders, and agriculture/ farming businesses to provide information on funding and events, High Street Car Park works, the Buller Service Road works, event/ market interactions and freight logistics in and around the rear of the High Street (Kitchen/ Nolan/ Baldry streets). Many of these visits support Engineering Services and Operations & Capital Works but also provide opportunity to discuss trader ideas and issues, to discuss information and engagement by and with the Council, and to gain insight into trading matters and trends.

Due to the varied nature of engagement through May, our targeted businesses were as follows 4 micro (1-2 employees), 24 small (2-19 employees), and 2 medium (20-199 employees) were contacted by Economic Development. Contact was a mix of face-to-face and telephone calls.

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.

One enquiry was received:

- ▶ Proposed New business - request for planning/zoning information and construction/permit requirements to develop a small agribusiness.

Projects

Connectivity

Council attended the Federal Government Regional Telecommunications Independent Review Committee – Roundtable, to provide Mansfield Shire’s telecommunications and digital needs information to the review and to advocate for services including improvements to emergency power supply “UPS”, Solar and Generator equipment, bandwidth capacity improvements and greater communications between the services provider/ telcos and our communities.

Council is currently preparing its written submission to the review.

Planning with Telstra and NBNCo is progressing for Councils Connectivity Planning Workshops. Scheduling is currently being discussed and it is hoped to be conducted during September/ October.

Council is continuing to receive a “helpful” increase in the number of telephone and email enquiries around connectivity issues, that will assist greatly with advocacy and planning.

Key Worker Housing Workshop

The Key Worker Housing Workshop in March engaged with 35 business owners and community members, along with financial sector representatives and stakeholders from across Victoria.

Follow up with many of the attendees including the Department of Jobs, Skills Industry and Regions during May provided feedback for Regional Worker Accommodation Fund applicants. Council continues to work with applicants who were not successful during this first “EOI” Round.

Following up provided the following insights –

Across Victoria the Department received 330 EOI applications

58 EOI’s were accepted to progress to the formal application stage.

1 Applicant from Mansfield Shire was successful.

Applicants who were unsuccessful were provided with information for another funding round, provided by the Federal Government, being the Housing Australia Future Fund Facility (HAFFF) and National Housing Accord Facility (NHAF).

13. Communications

Media releases

The 14 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.

- ▶ Waste reduction partnership a big success for Goughs' Bay
- ▶ Armchair travel returns to Mansfield Library
- ▶ Piries-Goughs Bay Shared Path – Stage 1 Completion
- ▶ Mansfield Kindergarten Redevelopment Nears Completion
- ▶ Niche Wall installed at Merton Cemetery
- ▶ Council Releases Proposed Budget 2024-25
- ▶ Friends of Mansfield Library bring back One-on-one Tech help
- ▶ Working Dogs Program a Hit for Rural Connections
- ▶ Asset Plan 2023-33 adopted
- ▶ Buttercup Road Upgrades Complete
- ▶ Hands off our hospital
- ▶ Rifle Butts Road to be upgraded
- ▶ Refurbished toilets for Merton Rec Reserve
- ▶ Mayor's Report

Comments to media

Comments were provided on the following topics:








- ▶ Council governance and integrity standards – Mansfield Courier
- ▶ Federal budget – Mansfield Courier
- ▶ Mansfield Heritage Precinct – Mansfield Courier
- ▶ Celebrating funding Lords Reserve – Mansfield Courier
- ▶ Proposed automotive museum – Mansfield Courier
- ▶ Howqua Track – Mansfield Courier
- ▶ MAV State Council motion on powerline clearance regulations – Mansfield Courier

Social media

Council's Facebook page has seen a big increase in activity in May with 70 new followers recorded.

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

 Winter is fast approaching and we will soon be implementing our annual road closure of the Jamieson-Licola Road. The sec... Mansfield Shire Council	38.2K Reach	24 Reactions
 We're thrilled to have received the news last week that we've been successful in securing a \$1.4m grant under the Growing ... Mansfield Shire Council	20.6K Reach	239 Reactions
 With the awarding of the tender for the upgrade of Rifle Butts Road at last week's Council meeting, the picturesque single l... Mansfield Shire Council	9.4K Reach	42 Reactions
 Asphaltting works on the Malcolm Street/Highett Street roundabout commenced on Sunday 5 May. The works were expecte... Mansfield Shire Council	7.1K Reach	21 Reactions
 In preparation for the barrier replacement works at Gooley's Bridge, contractors will be onsite Tuesday 14 May 2024 to und... Mansfield Shire Council	5.1K Reach	9 Reactions
 Green bins are on the way! 🗑️🌿 Over the next few weeks, if your residence is eligible for a green bin, it will be delivered... Mansfield Shire Council	4.5K Reach	27 Reactions
 We're putting out a call to mobilise our community in support of the Mansfield District Hospital and its Board to fight the a... Mansfield Shire Council	4.4K Reach	45 Reactions

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:

- ▶ Proposed hospital board amalgamation
- ▶ FOGO roll out
- ▶ Lavender farm
- ▶ Rifle Butts Road tender award
- ▶ SES terms of lease
- ▶ Cleaning of assets

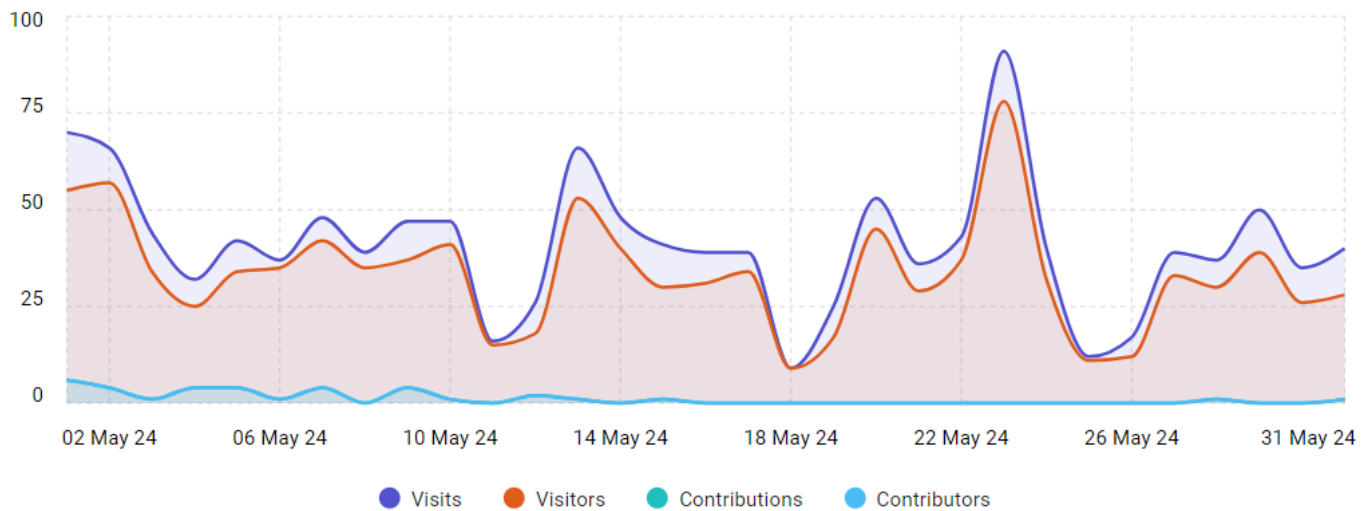
Cr Rabie also attended an interview with ABC Albury to discuss changes to the VEC electoral roll.

Engage Portal

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

The platform received 1,274 visits, 35 contributions and recorded 5 new registrations with an engagement rate of 3.9%. Details of visitation over the month are shown below:

Mansfield Shire Council | **CEO Monthly Report**



The snapshot below shows the projects receiving the most engagement.

Tool	Project	No. of contributions
Survey: Feedback	Gravel Cycle Project	31
Guestbook: Leave a comment	Property Leasing and Licencing Policy	2
Questions: Have a question ab...	Proposed 2024-25 Budget	1
Survey: Red bin collection frequ...	Changes to Recycling and Waste Services...	1

YouTube

We have a steady level of community participation in our online Council meetings. The May Council meeting had 140 views.

14. Digital Transformation Project

Status of activities in Project CODI is:

Planning, Building and Regulatory (Greenlight Solution)

- ▶ The Building Module in Murrindindi went live on 6 May; however defects were identified within the customer portal and some business functions. As a result the module has been under 'hypercare' from eVis and the Murrindindi team to resolve the defects. It is expected that all major defects will be resolved by 14 June and all components of the module will be live and published to the Internet by 17 June.
- ▶ eVis (the software vendor) arranged for all of their available resources to focus on providing hypercare to Murrindindi and as a result work ceased on the Planning and Regulatory modules and rollouts to the other Councils.
- ▶ The Planning Building and Regulatory stream is currently being replanned to accommodate for these delays and eVis' resource capacity constraints.

Information Management

- ▶ A common Business Classification Scheme (BCS) has been agreed by all Information Management co-ordinators and is to be submitted to the Program Control Group and Steering Committee for approval. The common BCS will enable all Councils to align the way they store and manage their records making them easier to store, search, share and control.
- ▶ End-User foundational SharePoint training has been completed in Mansfield and Benalla, Murrindindi and Strathbogie training has been scheduled.
- ▶ Information Management Co-ordinators in each Council are continuing to map existing records (in TRIM and Magiq) to their new destinations in SharePoint.
- ▶ It has been identified that there is significantly more work than expected to define and establish SharePoint and the new Information Management structure. As a result the Information Management stream is currently being replanned to accommodate for the additional work and limited resource availability.

Enterprise Resource Planning

- ▶ Execution copies of the contract with Civica have been distributed to the CEO's for review.
- ▶ A tender to select a partner to lead the data migration efforts has been published and is schedule to close on 19 June.

15. Electoral Roll

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

Month	Owner ratepayer	Occupier ratepayer	Corporation
May 2024	94	0	1
June 2024			
July 2024			
August 2024*			
Total	95		

**Until close of roll*