

CEO Monthly Report

July 2023



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of July show **111** Customer requests registered with **36** requests remaining open and **75** being closed during the month.

No complaints were received for July 2023. Two expressions of gratitude were received for July 2023:

- ▶ I wish to thank Council for the enhancement of the round-about at the intersection of Malcolm and Highett Street; I did suggest this in previous correspondence and appreciate the action taken. Is Council also planning to enhance the round-about at the intersection of High and Chenery Street (near the Botanical gardens). This would complement the work done at the gardens. Thanks again. S Kinloch
- ▶ Patrick Dawson called 2 weeks ago notifying of bad potholes on Soldiers Road Barwite. Mr Dawson called back to say thank you for the quick action as it had made a significant difference.

The majority (46%) of requests received were for Road Maintenance (Field Services). Road Maintenance (Field Services) requests consisted of (in order of frequency)

- ▶ Roads/potholes
- ▶ Signs
- ▶ Limb/tree removal
- ▶ Parks and Gardens
- ▶ Drainage
- ▶ Footpaths

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

- ▶ Lost, Stray and Wandering animals,
- ▶ Dumped rubbish,
- ▶ Barking Dogs
- ▶ Euthanasia of injured wildlife,
- ▶ Cat trap register
- ▶ Surrendered animals

At the time of the report there were **9** overdue service requests. Overall organisation performance for the month is **89%**.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Asset Management	1	1	0	0	0	0
Records and Customer Service	2	0	0	0	2	0
Waste	2	2	0	0	0	0
Engineering Services	8	3	1	0	4	0
Parks and Garden Services	9	6	1	0	1	1
Local Laws	38	27	1	0	8	2
Road Maintenance	51	36	5	5	4	1

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Total	111	75	8	5	19	4
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Complaints Versus Requests

July	
	Total
Requests	111
Complaints	0

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.

2. Governance

Confidential Reports at July 2023 Council Meetings

No. of Confidential Reports	Comments
1 (4 July 2023)	CEO Performance Review
1 (18 July 2023)	Tender Award – Project CODI Digital Transformation Project

Confidential Reports - Financial Year to Date

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

Freedom of Information Requests (FOI) received in July 2023

No. of FOI Requests	Comments
4	<ol style="list-style-type: none"> 1. Councilwatch - Councillor training register, training courses, and agendas provided by Council or external training providers (including solicitors) between 1/7/21-30/6/23. 2. William Hunt - All complaints reports and correspondence including interaction with third parties in Councils possession regarding activities and 109 Walshs Road Goughs Bay. 3. HD Lawyers - Nolan Street carpark routine inspections of incident area, maintenance and repair works, complaints in relation to surface and any incidents from 2019 to 11 July 2023. 4. Right To Know – Tender reseal preparations stage 2 name of companies that submitted a tender proposal.

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2023	4	4
August 2023		
September 2023		
October 2023		
November 2023		
December 2023		
January 2024		

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Month	No. of FOI Requests	Year to Date
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
TOTAL	4	4

3. Capital Works

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

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

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Causeway & Culvert Upgrade Program	\$200,000	Assessment of Graves Rd, O'Halloran Rd, Ogilvies Rd, Withers Lane and Byrne Lane, Buttercup Creek, and McLeod's Lane currently under procurement.	On Budget	June 2024
Drainage				
Apollo St Drainage	813,000	Design completed. Recommendation for award of tender for construction to August Council Meeting.	On Budget	Apr 2024
Mullum Wetlands Rejuvenation	100,000	Scope determined, RFT to go out in August.	On Budget	Mar 2024
Drainage Renewal Program	220,000	Pires – Goughs Bay Rd drain reformation to support resealing – under procurement as part of reseal prep. Inspect & Jet and renewal of drainage network – currently being scoped. Ausnet substation drainage improvement (carry forward) – follow up with Ausnet and Beolite required.	On Budget	June 2024
Drainage Upgrade	\$157,000	Design and assessment of Kareen Hills Retention Basin – scoping in progress. High Street drainage in front of Foodworks – scoping and site investigation in progress. Jamison drainage upgrades (carry forward) to recommence in September.	On Budget	Mar 2024
Stormwater Improvement	\$223,000	Design & construct Cambridge Drive – temporary works completed, final design works being progressed together with 14-18 Malcolm St. Pinnacle Rd, Sawmill Settlement – out for RFQ in August.	On Budget	Apr 2024
Open Space & Streetscapes				
Bonnie Doon Community Centre	\$43,111	Basketball Court renewal – scoping in progress.		
Replace benches to recycled plastic	\$20,000	Replacement program at recreation reserves – scoping in progress.	On Budget	Nov 2023

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Streetscape Renewal Program - Jamieson	\$20,000	Design & deliver renewal at corner of Perkins St and Mansfield-Woods Point – scoping in progress.	On Budget	Feb 2024
Mansfield Station Precinct	\$20,000	Turntable Renewal to be scoped.	On Budget	May 2024
Streetscape Renewal Program – Mansfield	\$60,000	High Street East streetscape design in scoping and procurement stage. High/Chenery St roundabout beautification works – RFQ to be issued in August.	On Budget	Dec 2023
Pump Track - Station Precinct	\$150,000	Design and construct new pump track – scoping and stakeholder engagement in progress.	On Budget	May 2024
Lords Reserve Oval Upgrade	\$300,000	Drainage improvements on oval – scoping and procurement in progress.	On Budget	May 2024
Woods Point Open Space Renewal	\$45,000	Shelter & picnic table (carry forward) – final stakeholder engagement in August prior to installation.	On Budget	Nov 2023
Bonnie Doon Irrigation	\$52,000	Installation of Irrigation – stakeholder consultation completed, works to proceed in September/October.	On Budget	Oct 2023
LED Street Lighting Upgrade	\$60,000	Conversion to LED streetlights – audit in progress.	On Budget	Jun 2024
Horse Statue	-	Install statue on the High St median Mansfield – foundation works currently being scoped.	On Budget	Oct 2024
Street Tree Planting Program	\$20,000	Street tree plantings – stakeholder consultation completed and planting in progress (see Field Services update in this report).	On Budget	Jun 2024
Pathways				
Footpath Renewal	\$97,990	Hunter St South (Highett St to Chenery St) will be delivered as part of the kerb and channel works. Rail Trail Gravel/Stone Renewal in Station Precinct currently under procurement.	On Budget	Jun 2024
Footpath New	\$441,950	Pedestrian Refuge Island - Malcolm St/Chenery St design to be progressed.	On Budget	Jun 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
		Design of gravel footpath – Piries-Goughs Bay Rd under scoping, application proposed to TAC for funding. Construction of gravel footpath - Monkey Gully Rd – concept design prepared ready for community engagement. Construction of Malcolm St footpath (carry forward) – concrete portion completed; stage 2 works due to recommence in October.		
Roads				
Kerb & Channel	\$54,304	Renewal works scope determined.	On Budget	Nov 2023
Re-Seal Program	\$890,343	Scope determined, RFT out in August.	On Budget	Feb 2024
Re-Seal Preparation Program	\$520,365	Pavement re-seal preparation works including patching and drainage improvements prior to resealing. Scope determined, RFT out in August.	On Budget	Dec 2023
Car Parks - New	\$498,000	34 High St Mansfield. Design being finalised. RFT to go out in August.	On Budget	Dec 2023
Car Parks – Renewal	\$88,800	Nolan/Baldry St carpark renewal. RFT in August as part of reseal program.	On Budget	Feb 2023
Gravel Re-Sheeting Program	\$1,197,000	Scope determined, RFT out in August.	On Budget	Jan 2024
Township Sealing Program	\$150,000	Goughs Crescent and Katherine St, Goughs Bay – scoping completed and procurement in progress.	On Budget	Mar 2024
Heavy Vehicle Alternate Route Stage 2 – Mt Battery/Greenvale	\$1,838,000	Mt Battery roadworks and intersection upgrades currently under construction (carry forward) and progressing well.	On Budget	Oct 2023
Heavy Vehicle Alternate Route Stage 2 – Dead Horse Lane	\$955,523	Dead Horse Lane design review completed and construction to commence in October (carry forward).	On Budget	Nov 2023
Buttercup Road	\$200,000	Design and resealing works being scoped.	On Budget	Feb 2024

Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Coster St Woods Point	\$50,000	Improvements to Coster St – scoping in progress.	On Budget	Feb 2024
Mt Buller Service Road Renewal	\$500,000	Scope determined, RFT for design out and closing in August.	On Budget	June 2024
Traffic Calming Device	\$30,000	Donovans Way improvements – scoping and community engagement in progress.	On Budget	Nov 2023
Boat Ramp Maintenance	\$92,000	Grant funded project under contract (carry forward), construction to finish by November.	On Budget	Nov 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	Recruitment commencing mid-August
Field Services - additional resourcing to achieve road management objectives, including maintaining fire access tracks and street sweeping program	\$ 142,000	The additional resourcing recruitment is in progress and nearing completion
Community connections - 12 month extension to assist Aged Care transition (reduce isolation) to MDH	\$ 36,128	Existing role continued for additional 12 months
Community Driven Total:	\$ 266,786	
Income Generating / Funded		
Statutory Planning Officer - increased resourcing to assist planning permit processes and timeframes	\$ 61,691	Role currently advertised
Property Management Booking System - system rollout for management of property & leases	\$ -	Project implementation planning has commenced by the supplier, with the project roll-out expected to start in mid-September
Compliance - increase local laws presence to focus on Domestic Animal Management Act & Building Regulations compliance	\$ 26,000	Current local laws officer role increased from 0.8 to 1.0 FTE
Income Generating / Funded Total:	\$ 87,691	
Regulatory / Risk Management Initiatives		
Records Digitisation	\$ 65,000	Role has been appointed
Tree Inspections and Management - appointment of a fixed term arborist to progress the programs	\$ 40,000	Fixed term arborist role is currently advertised
Regulatory Requirements Total:	\$ 105,000	
Existing Services Initiatives		
Strategic Planning Officer - Cost effective delivery of Strategic Planning Program with reduced reliance on external consultants through use of undergraduates	\$ 29,000	Strategic Planning Officer role has changed from 0.6 FTE to 1.0 FTE effective from mid-August
Customer Service - improved response to community requests through increased resources in customer service	\$ 26,148	Existing employee hours changed to provide full coverage
HR Trainee - to provide better HR support to the organisation and improve operational efficiency	\$ 38,000	Continuation of a fixed term trainee role to an ongoing role
Existing Services Total:	\$ 93,148	
New Initiatives		
Finance Undergraduate Role	\$ 55,000	Undergraduate commenced July 2023

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Environmental Software - Purchase of Trellis Software to improve tracking and reporting requirements for organisational carbon emissions	\$ 6,800	Project progressing with data currently being input into the system
Outlying Communities Infrastructure Fund Grant	\$ 75,000	Planned for release late September 2023. Website updated to inform the community of the pending grant funding
Events Program - ongoing commitment to events funding, with increased support for community events	\$ 25,000	Funding contribution to support traffic management planning and implementation support for this month's Maindample plant sale.
FOGO Kitchen Caddies - supplied to residences in support of the rollout of FOGO service	\$ 50,000	Discussions with Cleanaway have commenced, mid-September FOGO implementation strategy meeting planned to organise the purchase of household green bins and the kitchen caddies.
New Initiatives	\$ 211,800	

5. Statutory Planning

Planning Applications Lodged

App No.	Property Address	Proposal
P105/23	31 JENKIN ROAD MACS COVE VIC 3723	Alterations and additions (deck) to an existing dwelling
P107/23	135 FORD DRIVE MANSFIELD VIC 3722	Development of land for a (replacement) dwelling
P108/23	1 ULTIMO STREET MANSFIELD VIC 3722	Development of land for a Swimming Pool associated with an existing Camping and Caravan Park
P109/23	292 GLEN CREEK ROAD BONNIE DOON VIC 3720	Development of land for an outbuilding
P110/23	26 ROSELLA STREET SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling and outbuilding
P111/23	70 FENTONS LANE MANSFIELD 3722	Development of land for an agricultural shed
P112/23	265 FORD DRIVE MANSFIELD VIC 3722	Development of land for a (replacement) dwelling
P113/23	582 BUTTERCUP ROAD MERRIJIG 3723	Two Lot Re-Subdivision
P114/23	44 MALCOLM STREET MANSFIELD VIC 3722	Use and development of land for a second dwelling
P115/23	165 ROSS ROAD HOWES CREEK VIC 3723	Development of land for an agricultural shed
P116/23	MCCORMACKS ROAD MERRIJIG VIC 3723	Removal of native vegetation
P117/23	3 LIGHTWOOD COURT MERRIJIG 3723	Use and development of land for two (2) dwellings for Group Accommodation
P118/23	35 BAYSIDE BOULEVARD GOUGHS BAY 3723	Use of land for a Licenced Premise (Restaurant)
P119/23	217 DESMONDS ROAD BOOROLITE VIC 3723	Use and development of land for a Place of Assembly (Wedding Venue)
P120/23	410 RIFLE BUTTS ROAD MANSFIELD 3722	Development of land for an outbuilding
P121/23	811 GLEN CREEK ROAD BONNIE DOON 3720	Development of land for an outbuilding
P122/23	46 HARBOUR LINE DRIVE GOUGHS BAY 3723	Development of land for a dwelling
P123/23	164 DRY CREEK ROAD BONNIE DOON VIC 3720	Development of land for an outbuilding
P124/23	19 HILLS ROAD GOUGHS BAY VIC 3723	Development of land for a domestic outbuilding
P125/23	90 MCMILLAN POINT DRIVE MANSFIELD 3722	Development of land for two (2) domestic outbuildings
P126/23	44 WARRAMBAT ROAD SAWMILL SETTLEMENT VIC 3723	Development of land for a dwelling
P127A/21	21 BANK STREET JAMIESON VIC 3723	Development of land for a dwelling
Total Applications Lodged: 22		

Planning Applications Determined

App No.	Property Address	Proposal	Decision Type
P005/23	520 GLEN CREEK ROAD BONNIE DOON 3720	Development of land for a dwelling and outbuilding	Issued
P013/23	68 RANGE VIEW COURT MANSFIELD VIC 3722	Use and development of land for a dwelling and outbuilding	Issued
P015/23	162 DRY CREEK ROAD BONNIE DOON VIC 3720	Use and development of land for a dwelling and outbuilding	Issued
P023A/19	8 TIMOTHY LANE MANSFIELD VIC 3722	Buildings and works for an extension to camping and caravan park, and use and development of land for a Residential Village	Issued

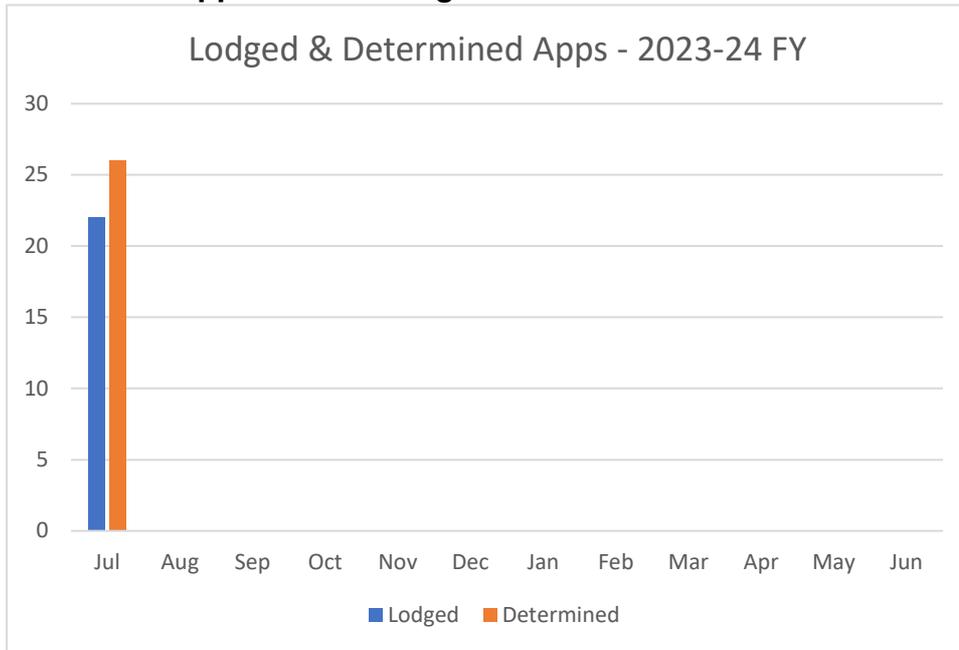
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App No.	Property Address	Proposal	Decision Type
P027/23	52 RANGE VIEW COURT MANSFIELD VIC 3722	Development of land for a dwelling and outbuilding	Issued
P028/23	LOT 29 OWENS CREEK DRIVE MANSFIELD VIC 3722	Use and development of a dwelling and outbuilding	Issued
P032A/21	195 MT BULLER ROAD MANSFIELD 3722	Use of land for Service Industry (Commercial Laundry) and development of a semi-detached extension to the existing buildings and four Shipping Containers, and a reduction of car parking	NOD – Refusal
P048/23	57 DRAKES HILL ROAD MANSFIELD VIC 3722	Use and development of land for a dwelling and ancillary outbuilding	Issued
P049/23	214 FORD DRIVE MANSFIELD 3722	Development of land for an outbuilding	Issued
P052A/20	875 TABLETOP ROAD TOLMIE 3723	Use and development of land for a dwelling and outbuilding	Issued
P054/23	92 HIGHETT STREET MANSFIELD 3722	Development of land for alterations and extensions of a Residential Aged Care Facility and removal of Native Vegetation (6 trees)	Issued
P061/23	1 SADIE COURT MANSFIELD 3722	Two (2) Lot Subdivision	Issued
P072/23	696 CAMBATONG ROAD TOLMIE 3723	Development of land for an outbuilding	Issued
P074/23	955 OLD TOLMIE ROAD TOLMIE VIC 3723	Development of land for an outbuilding	Issued
P077/23	10 PAXTONS LANE MANSFIELD VIC 3722	Two (2) Lot Subdivision	Withdrawn
P082/23	1942 MAROONDAH HIGHWAY BONNIE DOON 3720	Development of land for a domestic outbuilding	Issued
P097/23	98 RIFLE BUTTS ROAD MANSFIELD 3722	Development of land for an extension to an existing dwelling	Issued
P101/23	16A MINERVA STREET MANSFIELD VIC 3722	Two (2) Lot Subdivision	Issued
P105/23	31 JENKIN ROAD MACS COVE VIC 3723	Alterations and additions (deck) to an existing dwelling	Issued
P106/23	64-66 Ailsa Street MANSFIELD VIC 3722	Alterations to the existing Heritage Building	Issued
P108/23	1 ULTIMO STREET MANSFIELD VIC 3722	Development of land for a Swimming Pool associated with an existing Camping and Caravan Park	Issued
P112/22	2995 MAINTONGOON ROAD BONNIE DOON VIC 3720	Two Lot Subdivision	Issued
P186/22	33 CHRISTENSEN STREET SAWMILL SETTLEMENT VIC 3723	Use and development of land for a second dwelling	Issued
P207/22	14 SHAWS ROAD MERTON VIC 3715	Two (2) Lot Re-Subdivision and Creation of an Easement	Issued
P228/22	344 TOLMIE MAHAIKAH ROAD TOLMIE 3723	Development of land for a dwelling and outbuilding	Issued
P231/22	255 DEAD HORSE LANE MANSFIELD VIC 3722	Use and development of land for an Exhibition Centre (Motor Car Museum) and Restaurant (Café), development of land for Warehouses, display of business identification signs, reduction of car parking requirements, removal of native	Issued

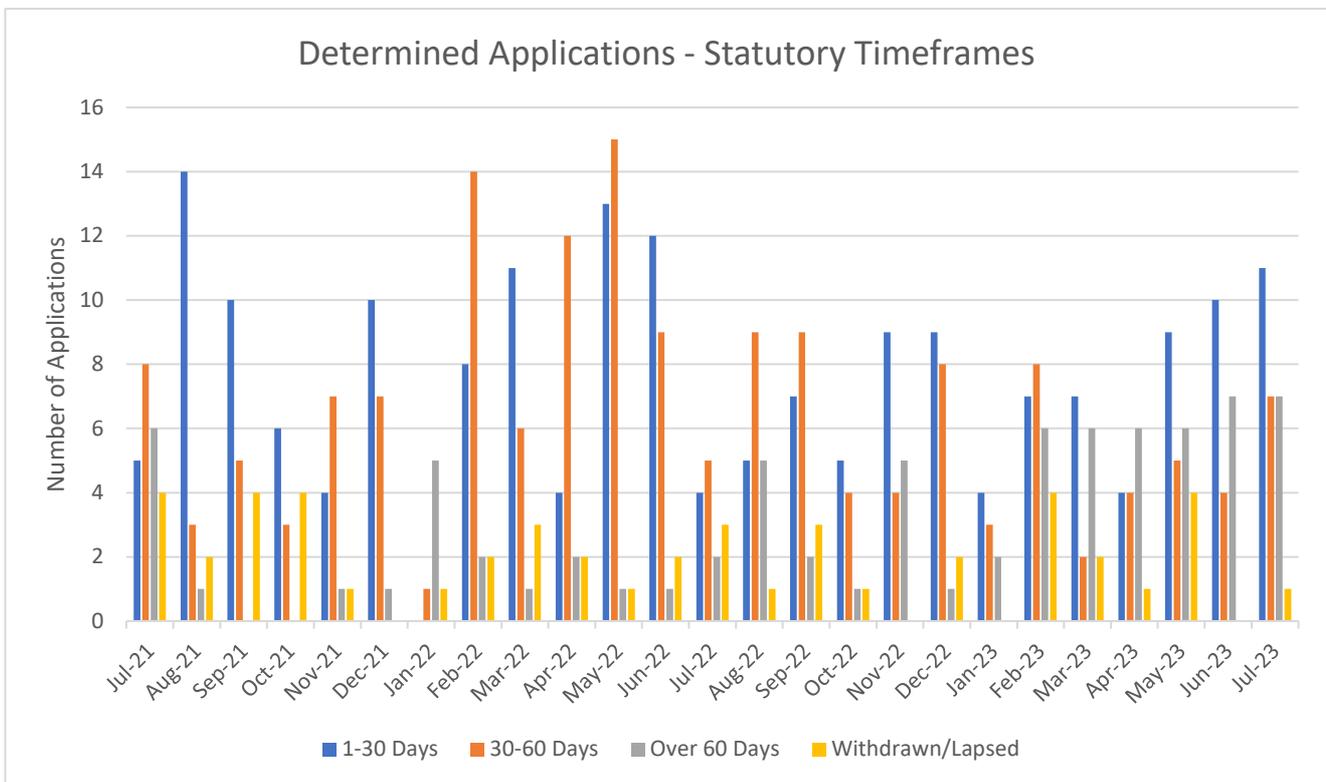
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App No.	Property Address	Proposal	Decision Type
		vegetation (5 trees) and creation of an easement	
Total Applications Determined:			26

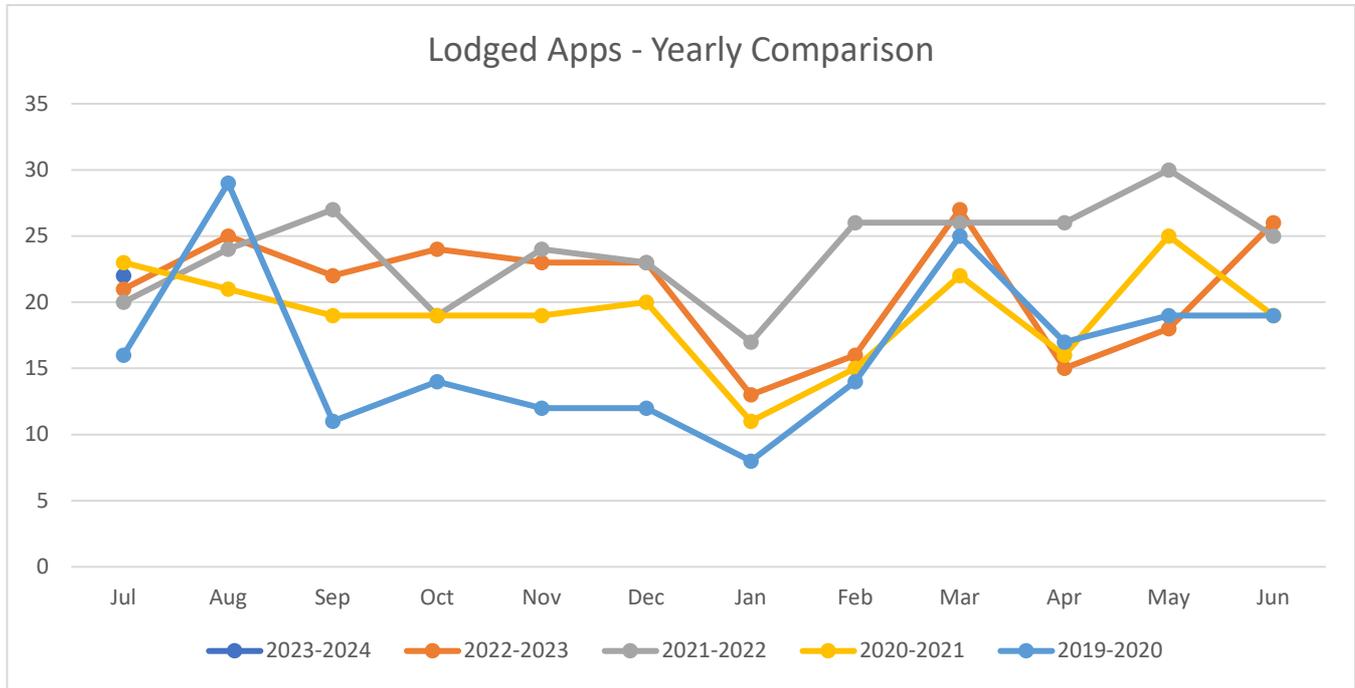
Number of Applications Lodged and Determined



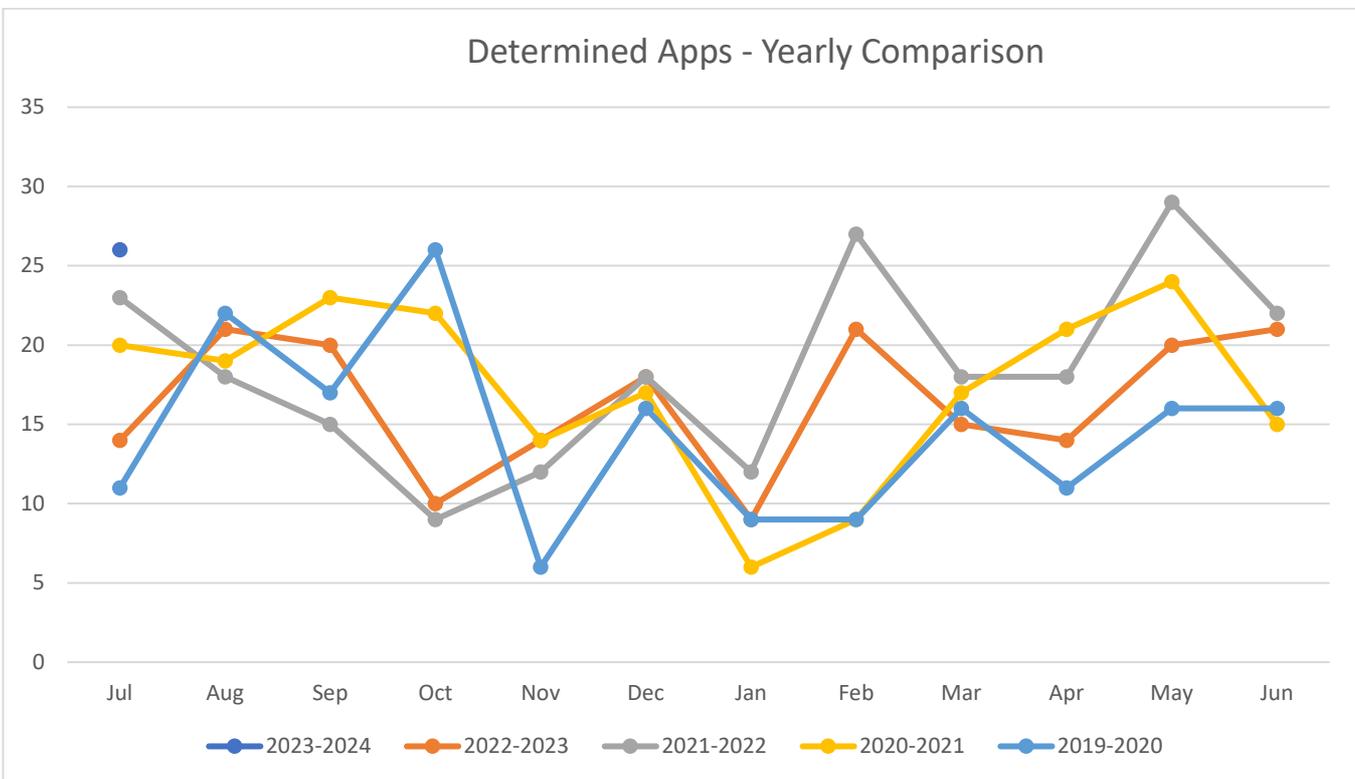
Days Taken to Determine Planning Applications



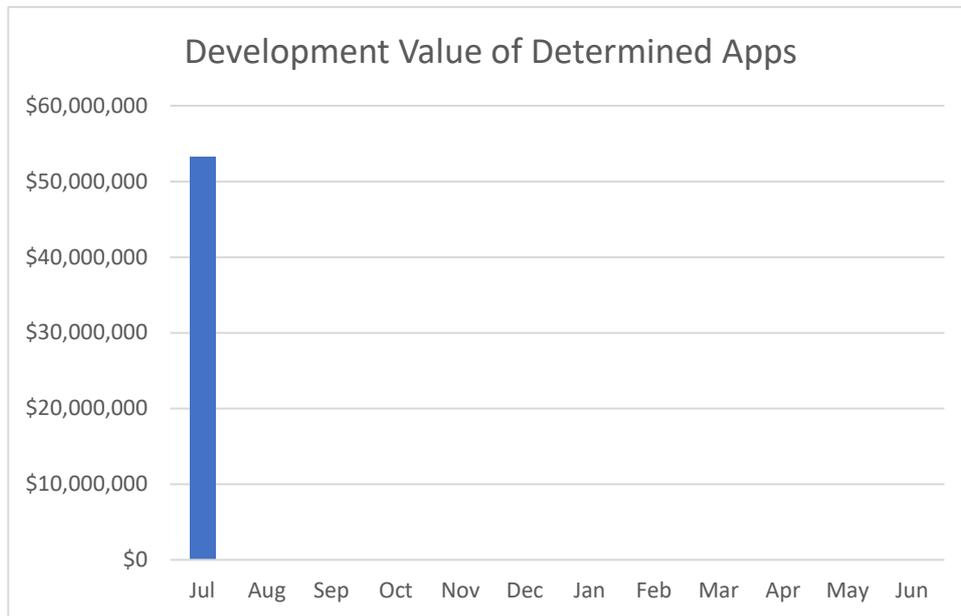
Lodged Planning Applications – Yearly Comparison



Determined Planning Applications – Yearly Comparison



Estimated Cost of Development of Determined Applications



Subdivision Certification Applications Lodged

App No.	Property Address	Type	Date Lodged	Application Stage
S215886S/23	26 Highton Lane Mansfield	Sixty-Four (64) lot subdivision	17/07/2023	On referral
Total applications received: 1				

Other Planning Consents & Assessments Determined

Type of Request	Number Issued
Condition 1 plans and engineering plans for endorsement	4
Secondary Consent	5
Extension of Time	3
Written Planning Advice	1
Certification & Statement of Compliance	1
Section 71 Corrected Planning Permits	1
Assessment against a Section 173 Agreement	
Total applications Issued: 15	

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		\$6,184,961	\$8,284,568
SEP		\$7,294,440	\$6,017,668
OCT		\$11,189,249	\$3,392,677
NOV		\$9,084,874	\$5,573,777
DEC		\$3,593,347	\$8,266,461
JAN		\$5,829,556	\$3,791,736
FEB		\$6,049,268	\$10,806,944
MAR		\$10,907,270	\$5,199,799
APR		\$3,383,999	\$6,747,987
MAY		\$10,536,593	\$4,103,660
JUN		\$9,937,814	\$5,350,889
TOTAL	\$9,416,143	\$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			5	29	15	30
SEP			5	34	18	48
OCT			11	45	6	54
NOV			30	75	9	63
DEC			5	80	9	72
JAN			7	87	4	76
FEB			5	92	11	87
MAR			5	97	10	97
APR			6	103	5	102
MAY			13*	116	7	109
JUN			12*	118	5	114
TOTAL	5	5	118		114	

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL	5	\$2,170,825
ALT & ADDITIONS	2	\$550,000
DOMESTIC SHEDS & CARPORTS	17	\$993,415
SWIMMING POOLS & FENCES	5	\$603,553
COMMERCIAL & PUBLIC AMENITIES	3	\$5,098,350
TOTAL COST OF BUILDING WORKS	32	\$ 9,416,143

7. Regulatory Services

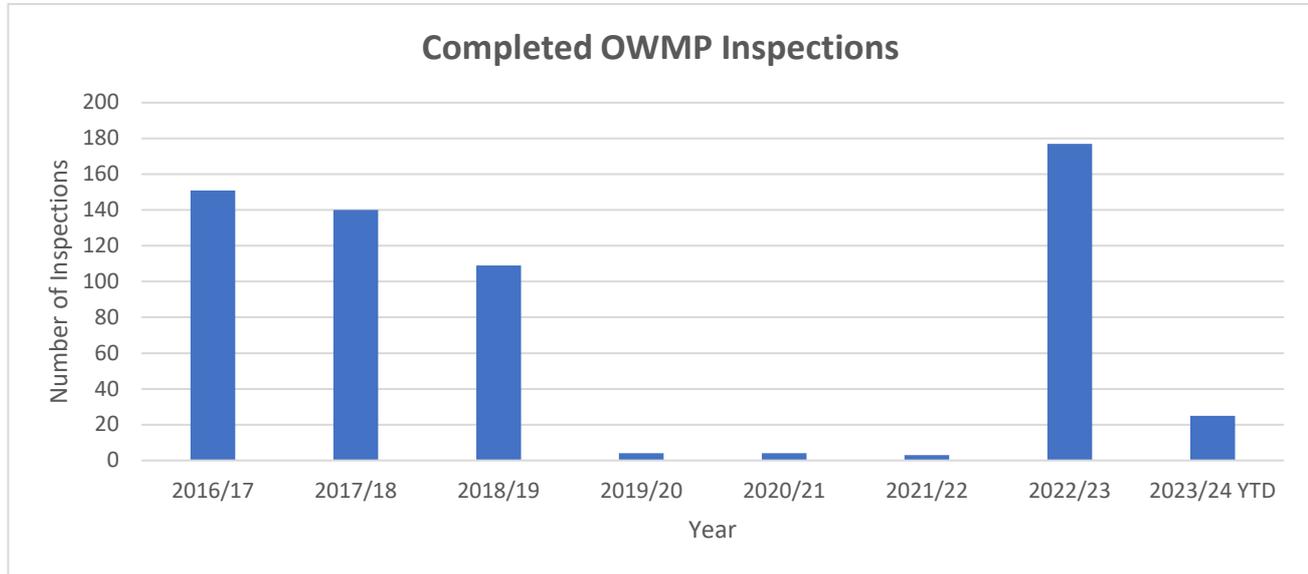
Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged			Permits to Install Issued	Permits to Use Issued
	New	Alteration	Total		
JUL	3	3	6	8	8
AUG					
SEP					
OCT					
NOV					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
TOTAL	3	3	6	8	8

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			7	13	2	6
SEP			13	26	5	11
OCT			3	29	8	19
NOV			12	41	8	27
DEC			6	47	5	32
JAN			2	49	6	38
FEB			5	54	8	46
MAR			4	58	11	57
APR			10	68	2	59
MAY			4	72	8	67
JUN			4	76	6	73
TOTAL			76		73	

Onsite Wastewater Management Plan Implementation



Note: OWMP Inspections undertaken between 2016 and 2019 were completed by an external consultant. This was not continued between 2019 and 2022, leading to a significant drop in the number of OWMP inspections undertaken for existing systems. Increased residential development resulted in the need to increase resources in this area and as part of the new initiatives in the 2022-23 Budget, Council allocated additional internal resources to undertake these inspections, resulting in a significant increase in inspections at a much lower cost than using external consultants.

2023/24 FY OWMP Inspections conducted		
	Monthly Total	Cumulative Total
JUL	25	25
AUG		
SEP		
OCT		
NOV		
DEC		
JAN		
FEB		
MAR		
APR		
MAY		
JUN		
TOTAL	25	25

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												
SEP												
OCT												

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NOV												
DEC												
JAN												
FEB												
MAR												
APR												
MAY												
JUN												
TOTAL	2	2	4	4	2	2	6	6	0	0	11	11

8. Waste Services

	2023-2024	
	Recycling (total tonnage)	Landfill (total tonnage)
JUL	83.15	195.72
AUG		
SEP		
OCT		
NOV		
DEC		
JAN		
FEB		
MAR		
APR		
MAY		
JUN		
TOTAL	83.15 t	195.72 t

The landfill diversion rate for July 2023 is **29.81%**.

9. Revenue Services

General Update

Essential Services Commission (ESC) Return – the ESC return was completed showing 2023-24 revenue balanced to the 3.5% rate cap.

Supplementary Rates – 176 supplementary rate returns were loaded into Synergy and interim rates were raised in readiness for the Annual Rate Notices to be dispatched.

Annual Rates Notices – are prepared and will go to the printer on Thursday 10 August. Ratepayers will receive the notices around 17 August.

Council Website – the website has been updated for the 2023-24 charges, and information relating to the LGA payment plans amendments.

Rate Concessions – a 2022-23 claims verification report to support the annual DFFH audit was completed and submitted. Also, the annual rates concessions claim for 2022-23 has been lodged.

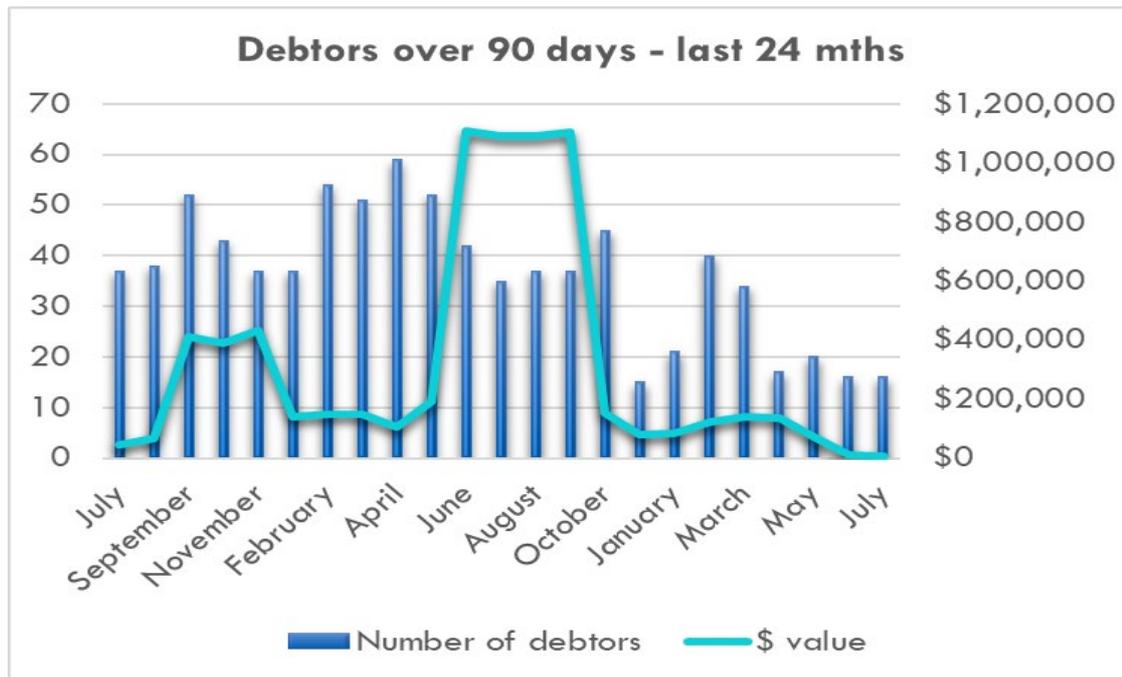
Debt Recovery Procedure – Payment Plans – the procedure has been updated to reflect the LGA payment plans amendments, and the team is progressively working through updating current Payment Plans to meet the new LGA notification requirements. A new online payment plans form has been prepared and loaded onto Council's website.

Debt Recovery – an existing team member has agreed to work an additional 6.5 hours a week for three months to manage the increased workload associated with the implementation of the LGA payment plans amendments.

Staff Matters – a new team member was welcomed to replace the recently retired team member. Additional work hours were completed by two team members to process end of financial year rollover of rates, debtors, and payroll.

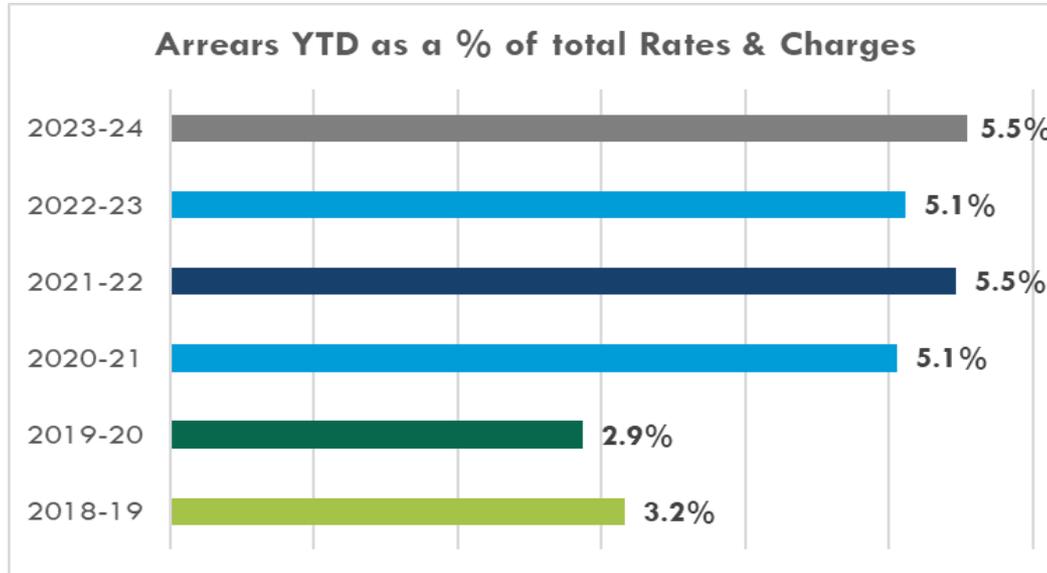
Debtors

The number of debts outstanding over 90 days has remained the same over June and July at 16, however the value has declined from \$9k to \$7k. The July balance of \$7k is the lowest balance over the past 24 months.

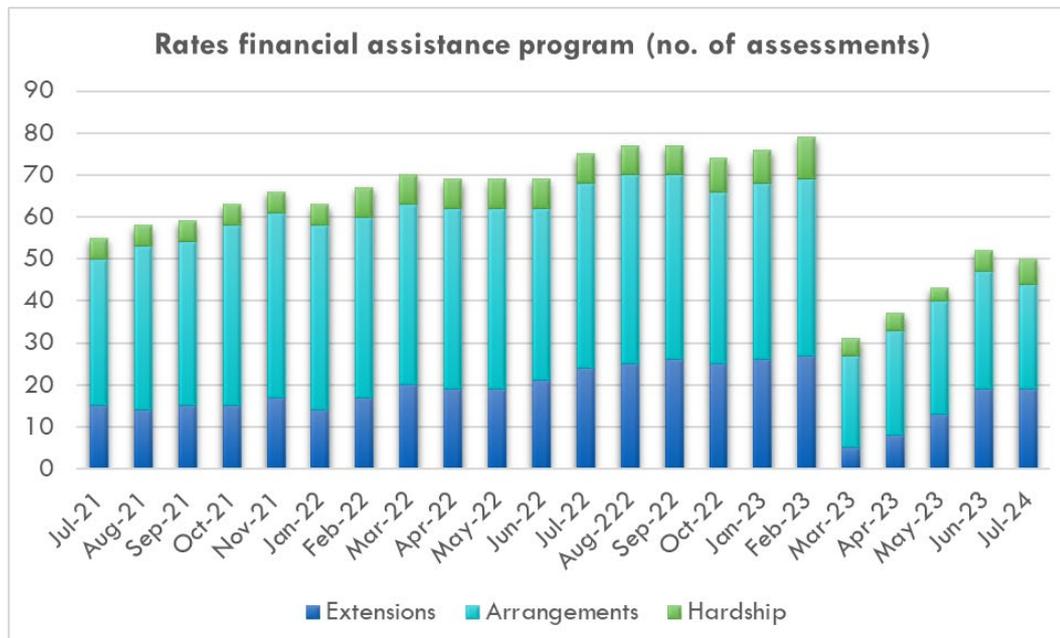


Payment of Rates

Rates Arrears has increased from 1.0% in June to 5.5% in July, largely reflecting an additional month of rates charges to be paid. The equivalent for this time last year was 5.1%.



Rates Financial Assistance numbers show an increasing trend in the three categories listed in the below table – noting a minor reduction in the July 2023-24 result. The increased need for financial assistance could be reflective of the current economic situation, with assistance agencies also reporting increases in required support.



Debt Collection with Midstate Credit Collect

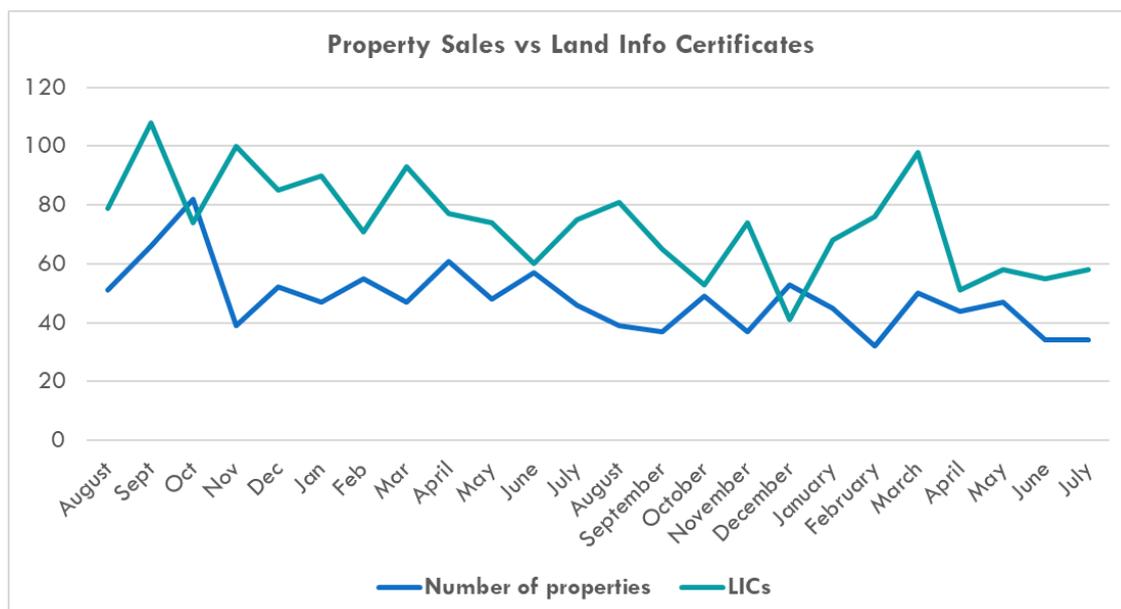
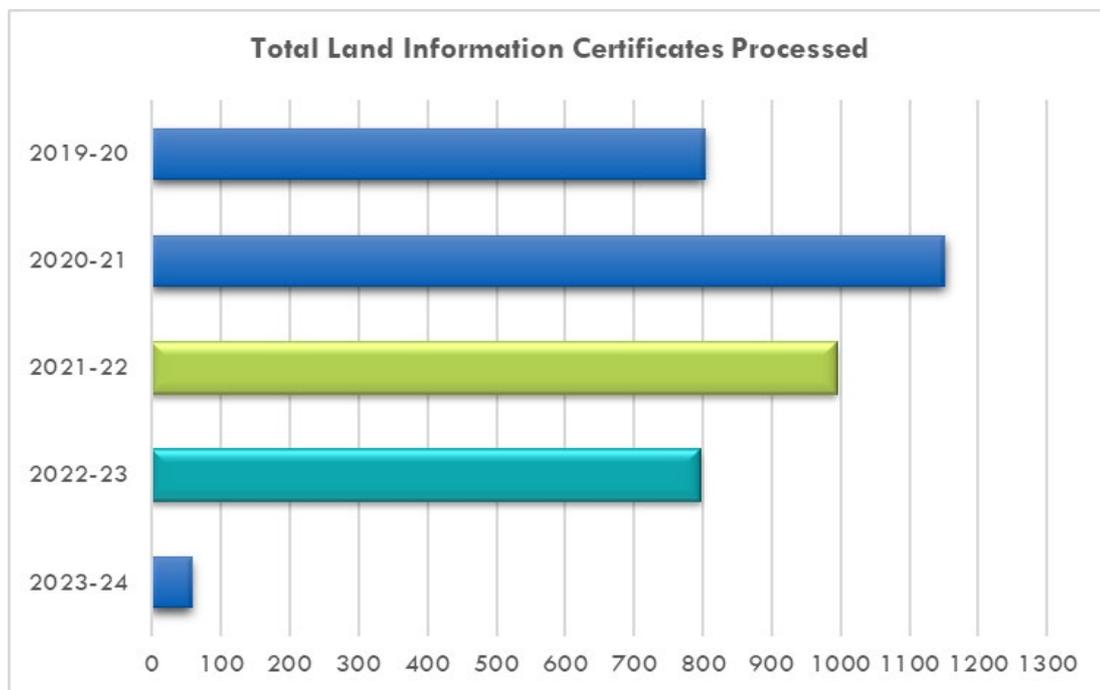
The number of active files at Midstate Credit Management is unchanged at 37 in July 2023.

Property Sales Data

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

The volume of LIC's processed can provide an indicator of the buoyancy of the property market. The Mansfield Shire saw a slowing down in the property market in 2021-22. For 2022-23 the market has also slowed down and is closely aligned with the pre-COVID 2019-20 figures.

The number of LICs processed in July (2023-24) is 58, which compares to 75 in the prior year.



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Note – June data is incomplete due to timing

10. Field Services

Parks and Gardens:

- ▶ Scheduled oval maintenance and mowing.
- ▶ Tree planting Botanic Park, Benalla Road, Hunter Street, Mansfield Cemetery, Stockman's Rise, Highett Street, View Street and Oaksford Drive.
- ▶ Traffic management training and spotter's ticket competencies completed.
- ▶ Springtime planting and equipment maintenance and preparation.
- ▶ Spraying and mulching in Botanic Park.



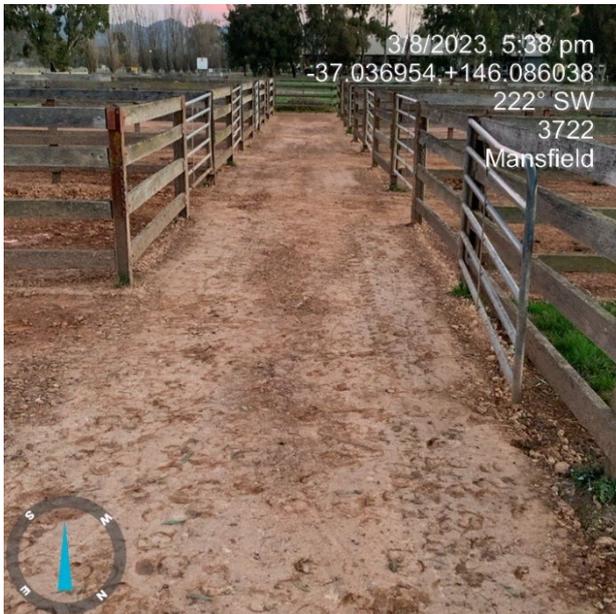
Roads Crew:

- ▶ Drainage maintenance – Merton district and Goughs Bay districts.
- ▶ General potholing works on unsealed and sealed roads.
- ▶ Street sweeping Mansfield, Sawmill, Bonnie Doon, and Jamieson.
- ▶ Stormwater pit cleaning in Jamieson, Mansfield, and Bonnie Doon, with added street sweeping truck suction capabilities and reduction of manual handling.
- ▶ Roadside envelope clearing in Merton District with use of tractor and long reach mulcher.
- ▶ Road shoulder gravel works.
- ▶ Spotters' competency training.
- ▶ Grading works set to re-commence in August.

Generally:

- ▶ Buttercup Road flood damage reconstruction works – completed by contractor.
- ▶ Piries Goughs Bay Road emergency culvert works – completed by contractor.
- ▶ Trans-shipment Yard re-levelling and resheeting works – completed by contractor.

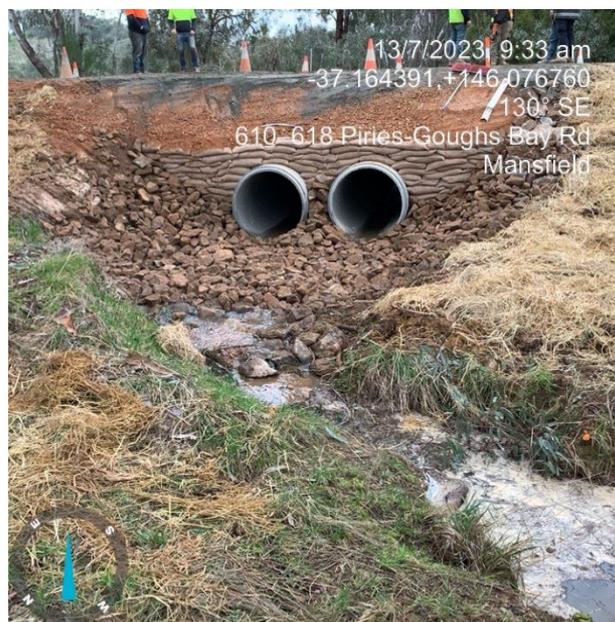
Lakins Road Stock Yards



Buttercup Road Flood Repair



Goughs Bay Culvert collapse – before and after repair works



11. Community Health and Wellbeing

Maternal and Child Health

Maternal and Child Health Service	July 2023
Birth notifications received	5
Key age and stage visits completed	68
Enhanced MCH hours provided	64
Sleep and Settling Outreach hours provided	10
New parent groups conducted	2

A Family Liaison Officer joined the Enhanced Maternal and Child Health team on 24 July 2023 to provide additional support to families. They have commenced actively seeing clients.

The Supported Playgroups recruited a new part time facilitator and finalised the Term 3 timetable with five playgroups Monday, Wednesday, Thursday and Friday at various locations with all information available on Council's website.

Financial Counselling

2023		2024			
July	Activity	Clients	Hours	YTD Clients	YTD Hours
	Service Delivery	24	34.5	24	34.5

Financial Counselling casework demand is very high with referrals received from a range of sources. There were 15 case files opened in July and 18 case files closed. There are 6 open case files for the end of July.

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

In July there were 13 requests for assistance, totalling \$1,674:

Food	\$1,100
Fuel	\$550
Taxi	\$24
Total	\$1,674

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

Youth Service

Jul-23	Program	Activity		Jul Attendees / frequency	Year to date Attendees	Plan Categories	Annual Targets (calendar year)	Target Achieved
	Engage	PRISM Group	Weekly	15	15	Youth support groups PRISM	15	Yes
		Leadership Program	Annual	N/A	N/A	Youth Development LEAD	10	Due November
		Workshop attendance		20	88	Youth Development Life Skills	80	Yes
		Workshop frequency	1-4 per term	6	11	Youth Development Life Skills	4	Yes
		Breakfast Club	Monthly	150	1045	Youth Celebration Youth Direction	100	Yes
		IDAHOBIT- Flag Raising, School Lunch Activities, Movie Night	Annual	0	170	Youth Celebration PRISM	175	On track
					1329		384	
	FreeZa	FreeZa Events	6 per year	N/A	3	Events	6	On track
		Event attendance		0	180	Attendance	1525	On track
		Committee members	Per year	5	9	Committee	12	On track
	L2P	Current Active Learners	per quarter	14	15	Learner drivers	15	On track
		Current Active Mentors		8	8	Mentors		
	Disaster Recovery	Trainees		1	1	N/A	15	Update below
		Event 1		1	N/A	N/A	1	Yes
		Event 2		N/A	N/A	N/A	1	Due February 2024
		Event attendees		N/A	130	N/A	140	On track
		Workshop 1		1	1	N/A	1	Yes
		Workshop 2		1	1	N/A	1	Yes

Engage!

The Engage school holiday program was completed in July with six successful workshops and events held and our target reached for the calendar year.

Future Proof Disaster Recovery

We are awaiting YACVic's response to our proposal for rescoping and will implement the new plan for training opportunities for young people once received. Safe Food Handling and First Aid courses were conducted in the July school holiday program and two more events are scheduled for August and October 2023.

Integrated Family Services

In the month of July, the Integrated Family Services team provided 153.55 hours of intensive family support to families in Mansfield Shire. Families face challenges from time to time and need additional support, Mansfield Integrated Family Services provide a range of supports for parents-to-be and parents with children from birth to 18 years of age. This service is free and confidential and is funded through Department of Families Fairness and Housing.

Service hours year to date: 153.55

Target hours of service per year: 2253.59

Health and Quality

Health and Quality July Update:

Playtime at the Library occurred on the 14 and 28 July and provided activities and a space for families to come indoors in poor weather. We will review this activity at the end of August 2023.

The Health and Quality Officer attended a VicHealth workshop in Data Monitoring and Evaluation and is currently planning for Women's Health Week promotion and activities.

The Soup for Schools Program continues with pumpkin soup delivered to St Mary's and Merrijig Primary Schools, with the addition of an activity on the important benefits of vegetables to health and to highlight the need for more vegetables in everyday diets.

Community Connections

In July the Community Connections Officer has been spending time with community members and assisting with computer literacy in writing emails and using the web, understanding intake documents from their service provider, and in talking with DFFH on public housing maintenance issues.

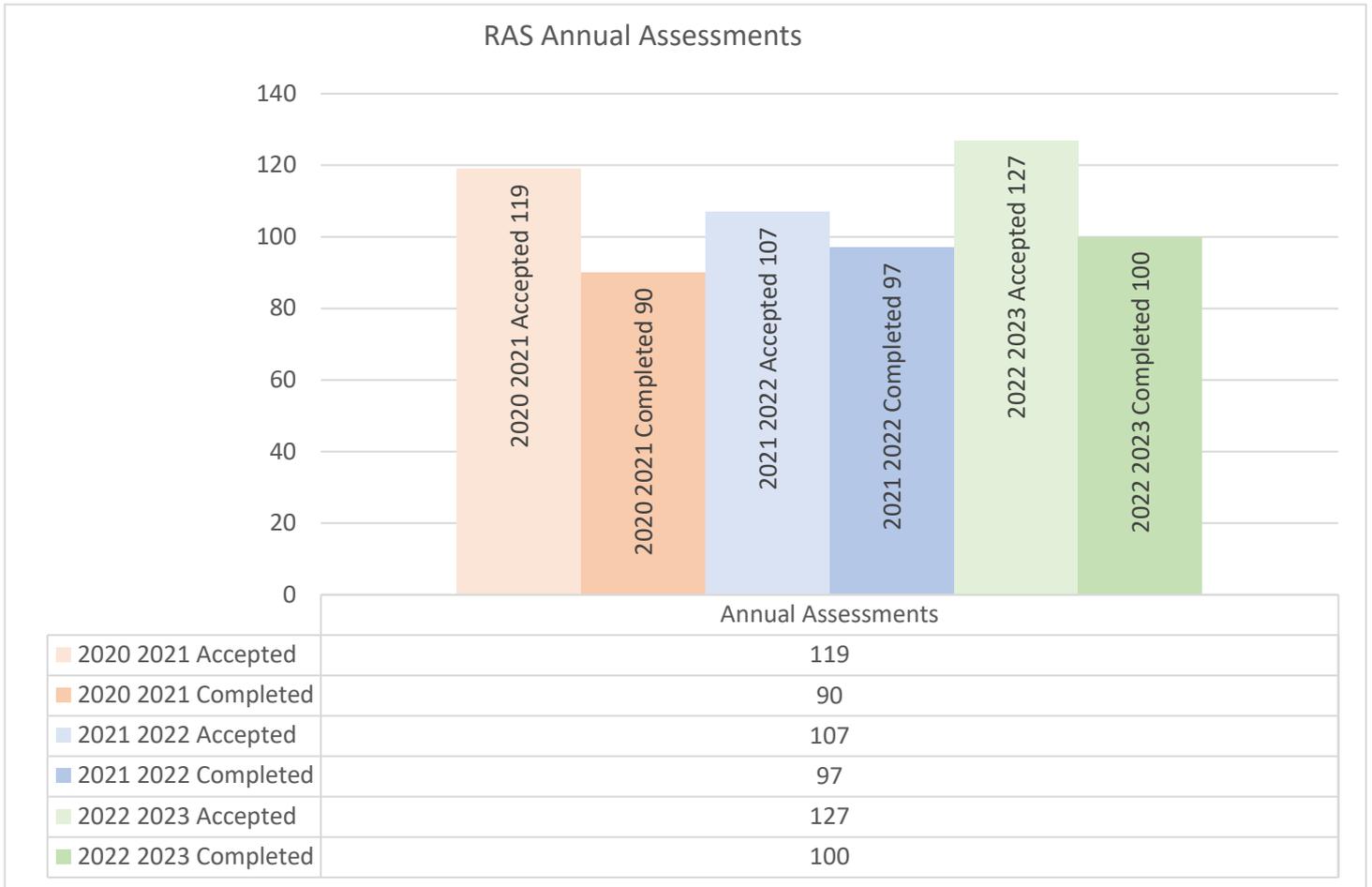
There has also been support provided to several community members to register with My Aged Care to request support and services to remain living at home.

A town walk was conducted with interested members of the community to gain their personal experiences in accessing and attending to their daily activities with a report and plan of actions being prepared for council officers.

Regional Assessment Service

The Regional Assessment service has been very busy in July. All assessments were completed on time totalling 13. Additionally, 8 support plan reviews were completed with a further 8 outstanding. The data table below demonstrates the increase in referrals for assessments through My Aged Care with 127 accepted for assessment in 2022-23 and 100 of those being completed. The reason assessments may not be completed are often related to clients changing their mind on the type of services they need or want, or not wishing to have Commonwealth Home Support services and requesting to directly access Aged Care Packages.

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12. Visitor Services

Tourism & Events - Economic Development

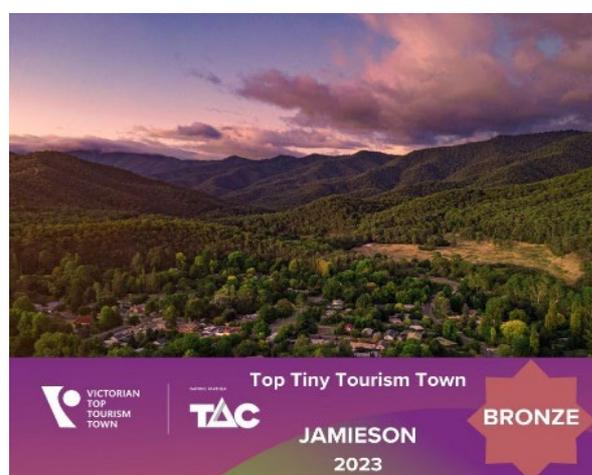
Jamieson – Top Tiny Town – Bronze

Jamieson was awarded Bronze for the Top Tiny Town Award 2023 (population under 1500) at the Victorian Tourism Industry Council annual awards held in Ballarat on 26 July.

Victoria Tourism Industry Council is Victoria's peak tourism industry body and is the leading advocate for Victoria's tourism and events industry, so to receive this award is a high achievement for the town and for Mansfield Shire as a whole.

The Jamieson Community Group led by Franzi Weiss worked hard in collaboration with the Visitor Information Centre team and Tourism North East to submit Jamieson's nomination.

Council officers supported the nomination through the funding of the campaign video which is now an asset that can be used for years to come to promote Jamieson. Council also assisted with the itinerary planning section of the submission utilising the extensive knowledge of the Visitor Information Centre team.



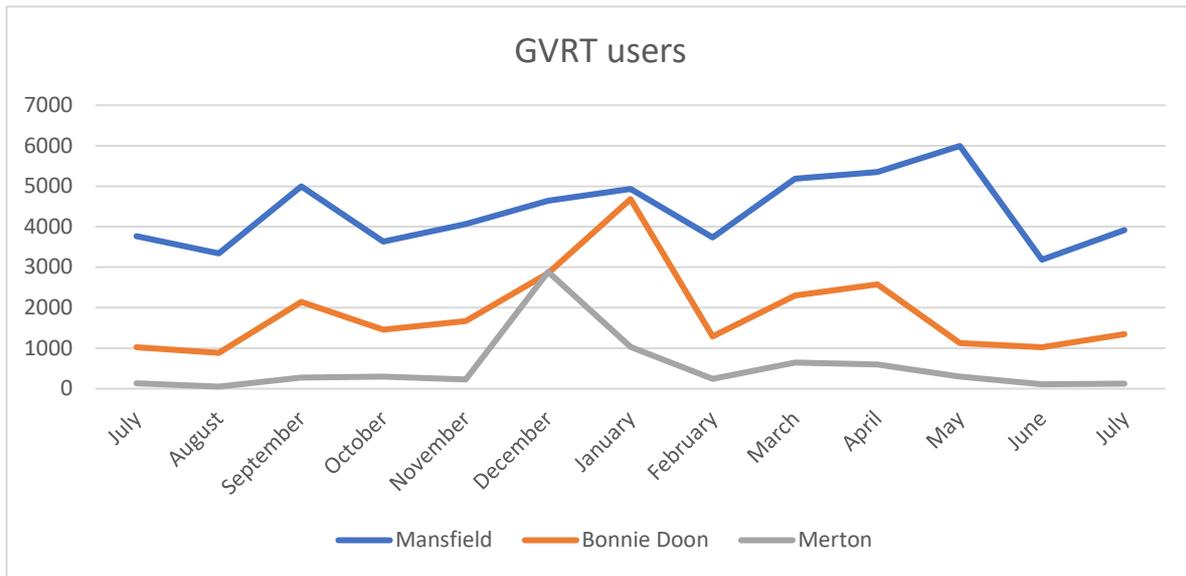
The Great Victorian Rail Trail (GVRT)

JULY	2022	2023	+/-
Mansfield	3766	3916*	+ 150
Bonnie Doon	1026	1344	+ 318
Merton	130	125	- 5
TOTAL	4922	5385	+ 463

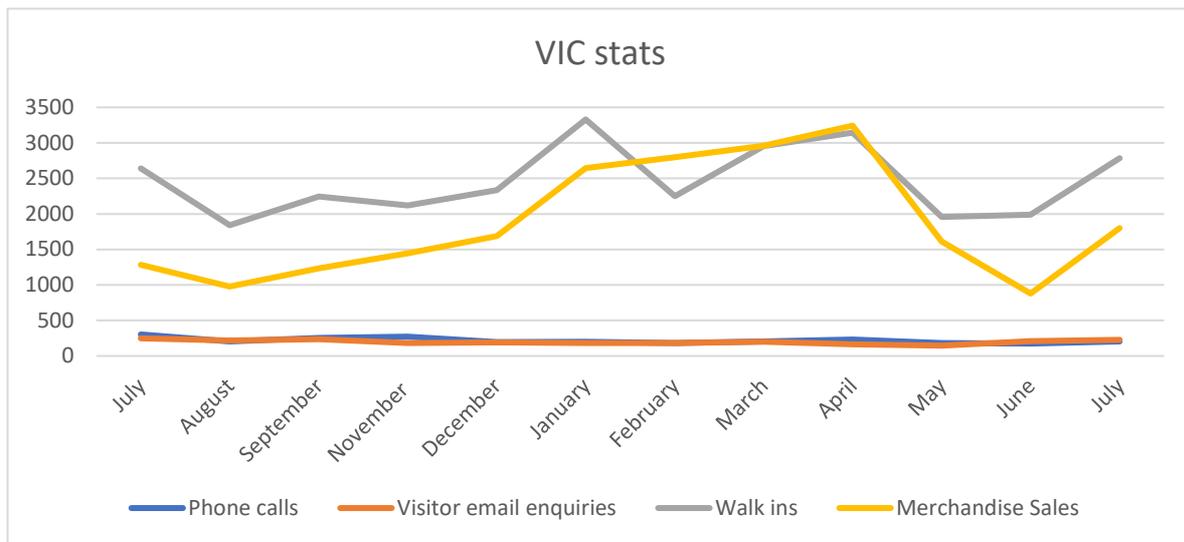
* Broken Mansfield counter: estimate based on the average increase across previous months in comparison to 2022.

- ▶ The broken counter has been ordered and will be replaced when it arrives, estimated to be mid-August.
- ▶ Installation of the wayfinding and interpretive signage has commenced with scheduled completion early September.
- ▶ Tourism North East is collaborating with Murrindindi, Mitchell and Mansfield Councils (GVRT Council Partners) to deliver a promotional campaign with a scheduled in market date of 20 September.
- ▶ The GVRT Council Partners contributed \$1500 to cover The Friends of the GVRT's site fee at the Melbourne 'Around the Bay' event. The Friends will promote the Trail, including the new art project.

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Mansfield Visitor Information Centre (VIC)



July	2022	2023	+/-
Walk In visitors	2641	2783	+ 142
Retail Sales	\$1285.25	\$1800.60	+ \$515.35

- ▶ A first sale was recorded from the Aboriginal Art Exhibition at the VIC, with Council receiving a 10% commission.
- ▶ Several sites of interest within the Station Precinct have been added to Google Maps which have received over 500 clicks in July which may have contributed to the increased traffic.

Visitor Survey

- ▶ 777 responses received.
- ▶ A change in visitor profile has been recorded compared to warmer months:

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- A 5% increase in International tourists (Singapore, Indonesia, England and Canada).
- A 15% drop in the 60+ age group.
- ▶ VIC Visitor profile:
 - 40% of visitors were aged 18 – 40, 34% were 40 – 60, and 26% were over 60.
 - 40% adult couples, 28% families with kids
 - 80% were overnight visitors with 26% staying 2 nights, 13% for 3 nights and 32% staying more than 3 nights
 - 63% were visiting Mansfield for their first time
 - Most popular attractions/experiences in order:
 1. Mt Buller
 2. Rivers, lakes and water.
 3. Bushwalking & outdoors.
 4. Attractions
 5. Ned Kelly & Historical
 - Most popular reason for visiting VIC
 1. Maps and directions
 2. Operator information
 3. Mt Buller

Events

NAIDOC Week:

This was the second year Council has committed to increased NAIDOC week events. The growth and success of the events has been well received by the Mansfield community .

Throughout the week, a Gadhaba photo display was set up at the Visitor Information Centre showing members of the group, what they do and their past projects.

A reduced version will be set up permanently to complement the Aboriginal Exhibition Gallery on site.

Sunday 2 July: Official Opening, Station Precinct, Gadhaba Gathering Place (NAIDOC)

- ▶ Smoking Ceremony and Welcome to Country by Aunty Bernadette Franklin
- ▶ Official opening of the Gadhaba Gathering place and unveiling of the new Mosaic by artist Sue Binzer Jones
- ▶ Speech from Deputy Mayor Steve Rabie, attendance from MP Cindy McCleish, Councillor Paul Sladdin and CEO Kirsten Alexander
- ▶ Attended by over 130 people, making it the largest NAIDOC event to take place in the Shire.

Tuesday 4 July: Mullum Wetlands Walk (NAIDOC)

- ▶ Over 25 people joined Gadhaba members Vern Simsen and Peter Roberts for a guided tour through the wetlands to discuss native plants and their uses for Indigenous medicines, food and resources.

- ▶ Discussions have commenced to offer the walk on a seasonal basis, hosted by Vern Simsen and bookable through the VIC.

Thursday 6 July: Weaving & Clay Ochre Workshop – Thu 6 July (NAIDOC)

- ▶ Hosted by Taungurung Artist Cassie Leatham, providing insight into culture, bush resources and Indigenous art. Participants were taught traditional grass weaving, how to make clay crockery and use natural Ochre to create paint.
- ▶ 50 tickets were made available. The event sold out in 3 days with a waiting list of another 12 people. The event was attended by children through to elderly.
- ▶ Council is negotiating further bookings for events such as the High Country Festival.

Thursday 6 July: Film - The Last Daughter (NAIDOC)

- ▶ This Adelaide Film Festival award winning documentary was released for NAIDOC week and is now streaming worldwide on Netflix.
- ▶ Due to popular demand a second screening was added, both sold out with a further waiting list of 7 people.
- ▶ Taungurung Elders and Gadhaba members shared their stories after the film.

Friday 7 July: Kids Storytime at Mansfield library (NAIDOC)

- ▶ Gadhaba Chair Miranda Connaughton-Kerr read from several Indigenous books attended by 15 people.

Saturday 22 July - Farmers Market

Due to poor ground conditions caused by rain, the Farmers Market was moved to the Mansfield Hotel Highett St carpark. Local Laws assisted with communication with buses and carpark signage. Council supported with site organisation, promotion, parking assistance, and signage for bus stops and carparks. Positive feedback was received:

“A quick email to thank everyone from Council who was involved in the organisational lead up to the Farmers' Market on Saturday. From the in-person communication to the staff on the BSL bus on Friday morning, the signage placed near the carpark and the assistance on Saturday morning at the site, your help was much appreciated” – Alli Walker, Farmers Market Owner.

Upcoming Events

August	September	October
26 – Farmers Market 27 – Maindample Plant Sale	15 -17 – Jamieson Hot Rod TBC due to unforeseen circumstances the event organiser may need to cancel the event. 30 – Farmers Market	2 - 6 – Seniors Festival 5 – Seniors Ball 7 – High Country Halls Music Festival – Merrijig 28 – High Country Halls Music Festival – Merton 28 – Farmers Market

Economic Development - Business Newsletter Support

Council's business newsletters provide information on grant opportunities, workshops, business support, and programs. 459 local businesses received this service during July.

	Council's Business Newsletter	Industry Benchmark
Open rate	52.94%	19.4%
Click rate	10.71%	2.8%

Business Engagement, Support and Advocacy

- ▶ Due to annual leave, only 14 businesses were visited by Economic Development staff during July.
- ▶ Business support was collected for Telstra's grant application to the Regional Connectivity Program. The application proposes the construction of a new Mobile Base Station in the vicinity of Kennedy's Point, indicated to service the Peppin Point Area, Sun Valley, remote sections of Maindample and the Banumum Road/ Ford Arm area.
- ▶ Economic Development – Business and Industry have advocated on behalf of local Civil Construction businesses for GOTAFE to conduct more training sessions for this sector. A Civil Construction White Card (Induction training session) was held with 13 attendees successfully completing the induction.
- ▶ A local business was assisted with a letter of support for the Skilled Migration Program.

Better Approvals

Businesses seeking assistance to commence operations in Mansfield Shire or to vary their products or services through change, expansion, or the creation of new entities.

- ▶ Assistance provided to existing business looking to vary its product/ service offering in the tourism sector.

Projects

Affordable Housing

A Housing Forum and Think Tank is currently being planned with local property developers, legal and financial stakeholders, and government representatives. Housing Victoria and Municipal Association of Victoria's Social and Affordable Housing Advisor John Smith have been requested to assist with co-ordination of the presenters.

Library

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help	Holds placed
July 2023	3374	4135	8	248	7	121	597
June 2023	5205	4212	7	577	12	93	556
May 2023 (16 th – 31 st)	2571	2490	2	55	2	113	425
April 2023	1994	2541	3	40	0	48	263
March 2023	1886	2558	3	39	0	47	244
Feb 2023	2004	2457	5	105	0	52	248
July 2022	2530	3738	3	42	1	89	-

Library Programs

Harry Potter Night

Friends of the Mansfield Library held two “Magical World of Harry Potter” events in the July School holidays. The Library was transformed into Hogwarts School for Wizardry and Witchcraft and the Forbidden Forest. Library staff assisted with the event.

62 children and 16 adults attended over two consecutive nights.

NAIDOC week

The Library ran a NAIDOC Preschool Storytime with 31 children and 18 adults in attendance.

A second Storytime for school aged children and a weaving/ceramics workshop was also held at the Library.

Armchair Travel

35 adults attended the first Armchair Travel event for 2023. Friends of Mansfield Library catered, providing a light supper with a Japanese theme.

Preschool Storytime

Attendance has been consistently high since the Library refurbishment, averaging 20-30 children and 18 adults per session.

Community Groups using the Library

- ▶ Mansfield District Hospital and Mansfield Shire Council are collaborating under the umbrella of the Respond project to run a regular playtime session providing families an indoor meeting place during colder winter months.
- ▶ Mansfield Bush Poets, Delatite Book Club, U3A, MCH New Parents group, and Shire L2P training used the library space in July.

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Christine Dale

Absolutely loved the first episode of Armchair Travel with Nicky, fascinating information & photos. The Japanese soup & chocolates were delicious & just complimented the theme of the night beautifully. Looking forward to the upcoming episodes. Well done to all & thank you to Library staff, especially Sharon, Nicky & the amazing chefs!!



Care Reply Hide Send message 5 d



Shelley Cios

Thank you so much for putting on such a fabulous event. My kids came home on such a high from having such a great time. What a fantastic library we have. **Congratulations** to all involved.

Love Reply Hide 3 w



Stacey Clingan

So amazing!! 🍪🍪🍪 Huge well done everyone! ...

Love Reply Hide 3 w



Top fan

Agnes Robinson

My kids had the best time as well. Well done to the library staff and friends of the library for organising it all. It looked amazing for I have seen at pick up time.

Love Reply Hide 3 w Edited



Heather Hunter

Thank you so much for an amazing evening, one my daughter will never forget. You guys are amazing!! 🥰

Love Reply Hide 3 w



Amy Sklifas

Amazing!!!! Kids had a blast! Thank you so much for all your efforts!!!! ...



13. Communications

Media Releases

Throughout July the 10 media releases below were generated and distributed. All media releases produced are also shared via Council's Corporate Facebook page, driving visitation back to the website. Five have been printed in the Mansfield Courier at present, with some likely to be printed in the following month.

- ▶ HVAR Stage 2 commencement
- ▶ Lords Oval Drainage Funding
- ▶ Shock Squad Defibs
- ▶ Mayor's Report
- ▶ Council Welcomes New Citizens
- ▶ Community Satisfaction Survey
- ▶ Goughs Bay Boat Club Redevelopment
- ▶ L2P Program
- ▶ TARGA Not Returning
- ▶ Street and Public Lighting Audit

Two media releases from last month were printed in the Mansfield Courier in July, including Budget Adoption and Mechanics Institute Refurbishment,

Comments to media

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

- ▶ NAIDOC week
- ▶ Library Harry Potter nights
- ▶ Buller Sports traffic flow
- ▶ Bindaree expansion (comments taken from council meeting)
- ▶ Missing pets
- ▶ Car museum (comments taken from council meeting)
- ▶ Accessibility town walk
- ▶ Public hearing House of Representatives Standing Committee
- ▶ Roundabout toilet cleaning
- ▶ Supported playgroup and Crawl & Play

Social Media

For the July period, Council’s Facebook page saw an increase in follows of 40.

Statistics on the Facebook page activity are provided below:

- Post reach 54,802
 - Post engagement 14,952
 - Comments 324
 - Reactions 1,199
 - Photo views 3,237
 - Clicks 321
 - Shares 111
- ▶ The top performing post in July was about the redevelopment of the Goughs Bay Boat, Sport and Receration Club; the post achieved a reach of 27,987 and engagement of 4,459.
 - ▶ Another high performing post was about snow chain requirements, which achieved a reach of 15,047 with and engagement of 2,305.
 - ▶ Posts on ‘Puddin’ the cat finding his forever home and the refurbishment of the Recreation Reserve Playground toilet also performed well, reaching 9,196 and 5,897 people respectively.
 - ▶ Further details on post results for June are provided below.

	<p>*UPDATE 26/7/23: Pickles has found her new home and forever family. *UPDATE 25/7/23 - Unfortunately we haven't been successful in tracking down this girls owners. She is now up for adoption looking for her forever home. CAT FOUND - Looking for owners! 🐱🐱 Our local laws team has picked up a female cat from the corner of Mt Battery...</p> <p>Mon, 17 Jul</p>	<p>Post reach 5,813</p>	<p>Engagement 1,440</p>
	<p>*UPDATE 17/7/23 - Petes owners have been found and he has been returned home. CAT FOUND - Looking for owners! 🐱🐱 Our local laws team has picked up a male cat from the Peppermint Lane area off Old Tolmie Road. If this cat looks familiar, please give our Local Laws officers a call on (03) 5775 8555 and we can arrange for him to be returned...</p> <p>Fri, 14 Jul</p>	<p>Post reach 5,252</p>	<p>Engagement 635</p>
	<p>*UPDATE 21/7/23: Apollo has now been rehomed with his forever family! Cat surrendered - looking for a new family 🐱🐱 Apollo, a desexed domestic short-haired cat, has been surrendered to us and we are looking to find him his forever home/family. If you think he would be the perfect addition to your family please contact our Local Laws tea...</p> <p>Thurs, 20 Jul</p>	<p>Post reach 3,578</p>	<p>Engagement 682</p>
	<p>Works are underway to replace termite damaged weatherboards on the Lych Gate at the Mansfield Cemetery. The works will be undertaken by Endgrain Industries. Upon completion of these works, The Rotary Club of Mansfield will be repainting the building with their network of volunteers and will be supplying the paint. Access may be blocked o...</p> <p>Tues, 11 Jul</p>	<p>Post reach 2,414</p>	<p>Engagement 101</p>
	<p>We are proposing to reduce the speed limit from 50km/h to 10 km/h in a section of Highett Street service road, located directly in front of Mansfield Rudolf Steiner School and Mansfield Autism Statewide Services. This reduction will make it a shared zone where pedestrians will have priority over vehicles with the intention to improve the safety ...</p> <p>Fri 21 Jul</p>	<p>Post reach 2,172</p>	<p>Engagement 1,041</p>

Media Undertaken by the Mayor

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

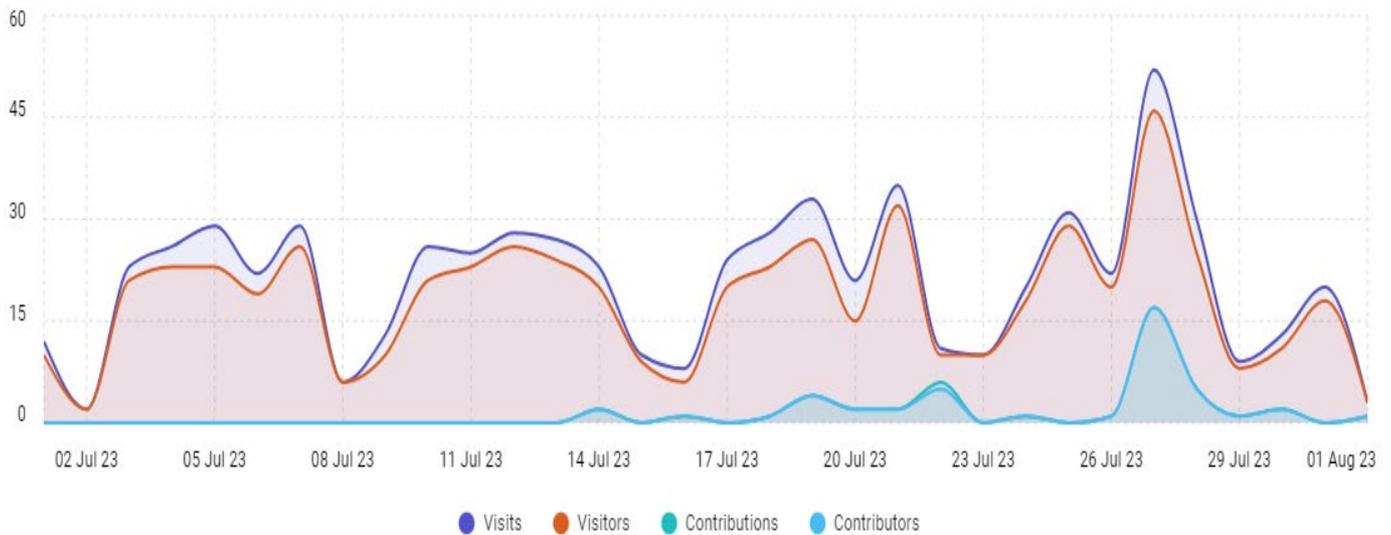
- ▶ Bindaree Development
- ▶ EVIE Car Charger
- ▶ Lords Oval Funding for Drainage
- ▶ Community Satisfaction Survey
- ▶ Shock Squad
- ▶ Kindergarten Redevelopment and Mechanics Institute Restoration

Engage Portal

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

For the July period, the platform received 671 visits, 46 contributions and recorded 2 new registrations with an engagement rate of 8.8%.

Details of visitation for the past 30 days are below:



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

Project	No. of contributions
Proposed Speed Reduction - Highett Street Service Road	34
Water Tank for Bonnie Doon Lawn Irrigation System	10
Changes to Recycling and Waste Services in Mansfield Shire	2

YouTube

We have a steady level of community participation in our online Council meetings. The July Council meeting has received 77 views.

In Development

Council is continuing to investigate the possibility of obtaining audio from the mayor's monthly discussion on Mansfield Community Radio for use on a council branded RSS feed/podcast platform and will be discussing this with radio representatives in the coming month.

We are also progressing the reinstatement of our Instagram channel, which has required some background work within the Meta suite involving two-factor authentication and will provide an update on this in future reports.

The weekly Mansfield Matters piece in the Mansfield Courier has been redefined to allow more space for news and community updates by reducing the size of the headers, including more information and fewer graphics, and including perennial stories for consistent messaging and community engagement.

For example, alongside updates on Council works and community engagement, we have recently included reminder messaging for Local Laws on Disabled Parking Permits, for Community Safety on our Animal Desexing Program, and Compliance on Real Estate signage.

14. Digital Transformation Project

Momentum of Project CODI is building quickly with the following achieved in the previous month:

- ▶ Onboarding of the new Project Manager, Craig Willingham and Business Analyst, Robert Zuzaniak
- ▶ The Project Vision and Objectives have been refined to focus on business outcomes and a phased approach, ensuring there is clear agreement on the outcomes of the project through a phased delivery approach
- ▶ The Program Governance Framework has been simplified, accountabilities clarified and reporting standardised across all groups
- ▶ Finalisation of the Enterprise System Replacement Tender. Solution Providers were selected for 'Building, Planning and Regulatory' and 'Information Management', being eVis/Greenlight and Logicalis/Avepoint respectively. All Councils have approved the selection of these Solution Providers
- ▶ Solution Providers were not selected for the Finance, Customer Relationship Management and 'Property & Rates' modules. The Project Team is working under the direction of the Project Control Group to undertake a 'Market Assessment' of the three leading ERP Solution Providers to Local/Small Victorian Councils with the objective of providing options, and a recommendation, to engage an ERP Solution Provider.
- ▶ Maddocks Lawyers have been engaged on behalf of all Councils, and contract review and negotiations have commenced with both Vendors
- ▶ Completion of the 'Microsoft 365 Security and Governance' Evaluation Tender. Logicalis was selected as the preferred supplier and the Project Control Group has approved this selection.
- ▶ 'Information Management' and 'Planning, Building and Regulatory' Working Groups have been established. These Groups consist of functional leaders and subject matter experts from each Council and will be accountable for driving the design and implementation of aligned business processes and technology platforms.
- ▶ Implementation planning has commenced for 'Information Management' and 'Planning, Building and Regulatory'