

<b>ORDINARY MEETING</b>  <b>8 SEPTEMBER 2015</b>	<b>5.9</b>
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**REPORT FROM THE CHIEF EXECUTIVE OFFICER**

Linda Cardew – Chief Executive Officer #464460

**RECOMMENDATION:**

**That Council receives and notes the report.**

**EXECUTIVE SUMMARY:**

This report presents an outline of the operational initiatives and progress made by Council's administration for the period of mid-July to late August 2015.

**BACKGROUND:**

This report provides an overview of the administration's operations to Council on a regular basis. The aim of these reports is to communicate how the administration is managing the diverse activities and challenges arising in the course of Council's business, and to summarise work in progress and the milestones achieved.

The administration continues to extend an open invitation to the community to provide feedback, at any time, on any aspect of Council's service delivery, or on broader issues that pertain directly to Council's business. The organisational goal of continual improvement will be always better informed if staff has a greater understanding of the community's observations, and so we welcome and encourage all comments.

**REPORT:**
**CEO UNIT**

The CEO Unit continues to be proactively involved with community initiatives and economic development opportunities throughout the Shire.

**Community Partners and Participation**

Officers from the CEO Unit have been involved in a number of initiatives and networks since July 2015:

- Assisted in coordinating meetings with Local Laws and the Elders Justice Group to discuss the management of homelessness/ illegal camping by local Indigenous community members.
- Worked with the Coordinator of the Children and Schooling Program (formally Parents and Community Engagement – PaCE) to address improving educational outcomes for Indigenous students.
- Mossman Gorge Interagency meeting.
- Consultation with DATSIP in relation to changes to the legislation in relation to the Family Responsibilities Commission (FRC).
- Participation and involvement - Mossman Gorge Community Summit – 25 – 27 August.

- The Bloomfield Track project is nearing its final stages with WTMA developing the ebook and Council providing the signage for the project. A regional, collaborative approach has been taken with this project with key stakeholders being from WTMA, TPDD, Wujal Wujal Shire Council and Cook Shire Council.
- It is also exciting to note that the Fish in the Foyer exhibition will be shown in Cairns during Carnival on Collins.

Staff attended the following meetings and networking opportunities:

- Community Agency Network (CAN)
- Liquor Accords
- Cairns Homelessness Taskforce (on behalf of the Douglas Community Housing Group)
- Youth Services network.

Officers are also contributing to the community-produced Wonga Community newsletter.

### **Events and Programs**

The CEO Unit have been involved with the delivery of events and programs including:

- Get Out Get Active – 84 women have registered for 8 week Come and Try Yoga, Tai Chi and High Energy Exercise and six week Come and Try Steady Steps in Mossman and Port Douglas. Yoga, Tai Chi and High Energy Exercise started in the last week in July.
- Seniors Week saw twelve community activities take place throughout the Shire. Officers also arranged two in-house (Ozcare and Mossman Hospital) activities for those that are not as mobile. Council provided financial support for a number of these activities and assisted with the promotion of the events throughout the Shire.
- Officers are co-ordinating the 'Active Games in the Park' activities taking place in both Mossman and Port Douglas. Two local people have been engaged as facilitators for the activities which have proven popular with numbers increasing each week.
- Officers worked closely with the event organisers and across departments for the delivery of The Port Douglas Picnic Horse Races (8 August), Taste Port Douglas (21-23 August). These were both inaugural events that received positive feedback from the community.



(Above) Seniors week celebration at Mossman Courthouse

- Officers participated in a National Science Week workshop in partnership with Tangaroa Blue. Fifteen people attend the work shop that was focused on 'Marine Debris Source Reduction Plans'



(Above) Littering and Dumping – Source Reduction Plan Workshop

### **Economic Development**

Officers have been involved with a number of initiatives that included:

- Commencing planning for the Business Forum as announced by the Mayor. Tentative dates include early to mid November.
- A new Customer Service desk will commence operating from the SpacePort co-working hub allowing for enquiries and electronic transactions for Council customers between 9.00am and 4.00pm Mondays to Fridays.. These facilities are located at the Port Douglas Community Hall
- Conducting an evaluation with officers from across Council of the Trippo Waterslide in Port Douglas and the impacts upon Council's open spaces. Positive feedback has also been received from the community regarding this activity.
- Providing information and assistance to producer of The Code ABC TV series that will be filming for three weeks in and around Mossman in September.
- Officers attendance at the FNQROC Economic Development and Event meeting in Cairns. Regional collaboration and embracing digital innovation was the key message at the meeting.

The SpacePort initiative will be launched on Monday 31 August at 6pm with a guest speaker from theSPACE in Cairns. This initiative will provide opportunity for those that may be just starting a business venture or working from home the prospect of short term hire of an office like environment. This space will also allow for the volunteer Justice of the Peace to establish a regular place to provide this much needed community service.

### **Grants**

The Department of National Parks, Sport and Racing delivered a Grant Writing Workshop and Sport and Recreation funding information session on 5 August. This was very well attended with 26 people, exceeding expectations. Council has received a letter from the Department thanking officers for their support.

The Community Support Program and the new Event Program will opened on Monday 3 August. Council held grant funding information sessions on Tuesday 25 August at 10am and another at 6pm. The two sessions were held to ensure attendance options were provided to suit individual attendees' schedules. The information sessions were promoted

via Council's website, Facebook page, Radio Port Douglas, The Gazette and throughout Council's networks.

The Funding Grant information on Council's web site is updated on a regular basis <http://douglas.qld.gov.au/community/community-grants/>

### **Web site and Facebook**

Council's Facebook page is the most reliable and regular means of communicating with our communities. We have an immediate opportunity to promote Council activities, events and programs along with Community-based initiatives. Over the past six weeks or so, Council has posted 767 items with a total reach of 95,001 (up from 84,547). Top 5 posts: CREB Track closed (23,700), CREB Track open (11,900), found pup at Cooya (5700), Active Games in the Park (3800), found pup at Cooya Beach (2700).

It is interesting to note the huge popularity of the CREB Track and significant jump in page followers.

The website is continuously being reviewed and updated to identify efficiencies and ensure the site is user friendly with the maximum of information. The improved layout and presentation of Supporting Small Business information - <http://douglas.qld.gov.au/supporting-small-business/> and links to **Tourism Tribe** to assist tourism businesses with IT & Marketing support and skills advice <http://douglas.qld.gov.au/information-assist-tourism-business/>

## **CORPORATE SERVICES**

### **GOVERNANCE**

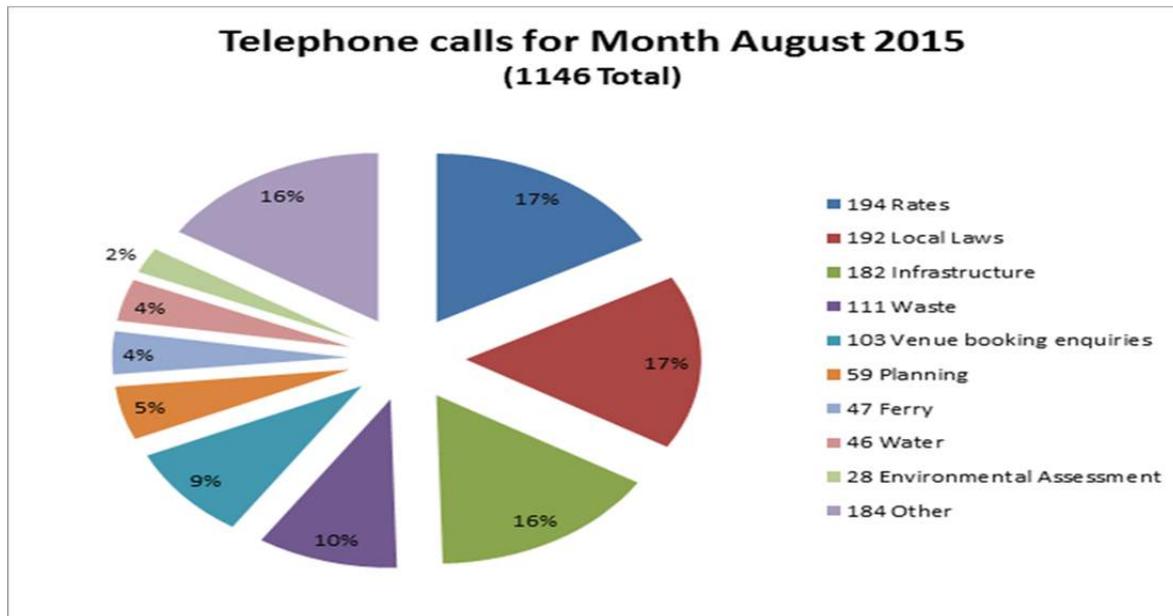
#### **Frontline Services**

Frontline Services has refurbished the small meeting room at the Port Douglas Community Hall to transform it into a Customer Service area for the residents who reside on the South side of the Shire. The Service Centre has been open for business since Monday 31 August 2015 and will complement the new and improved Library Kiosk and the launch of the Port Douglas SpacePort. The Customer Service area will provide a range of Front Line transactions without the need for customers to travel to Mossman. These transactions will be on a non-cash basis; however cheque transactions and EFTPOS facilities will be available.



(Above) New Customer Service area at the Port Douglas Community Hall

The following graph depicts the type of telephone enquiries being received through Front Line Services for the month of August.



Work is well underway on the preparation of the 2014/2015 Annual Report which is required to be adopted by Council within 30 days following the Queensland Audit Office certification of Council's 2014/2015 financial statements. The certification of the financial statements is anticipated to occur around 30 September 2015.

### **Property**

Inspections of Council Properties have now been scheduled with the tenants and physical inspections have commenced. The inspections will ensure that all tenants are abiding by their lease conditions. Any issues that are identified will form a report back to Infrastructure Services for inclusion into relevant Asset Management plans.

### **Markets**

Following Council's resolution of 18 August 2015, application information kits are being prepared for interested parties to lodge submissions to sell hot food at the Port Douglas Sunday Markets. Council has agreed to allow a limited number of vendors to sell snack size, multi cuisine style hot food at the Sunday Markets. It is anticipated that applications will open around mid to late September 2015 and applicants will have to address certain criteria including type of food and how they will comply with all food safety legislation.

### **Human Resources**

The Human Resources section of Council has attended workshops and teleconferences to keep abreast of the current review being undertaken by the Queensland Industrial Relations Commission on the award structure for local government. This is a rapidly changing space and all updates provided are being communicated to the wider organisation upon receipt.

Over the last month staff have attended a range of training and workshops which include:

- Shaun Cram, Nurse Educator for Department of Health has been appointed to ATODS (Alcohol, Tobacco other Drugs) team for a limited period to provide some educational training within our local community. Shaun has kindly offered to deliver educational/awareness sessions to Council staff on ICE and Amphetamines with each session running for approx. one hour. Shaun has already delivered sessions at the Depot and further sessions have been confirmed for the Administration Building over the coming weeks.
- One CPR Refresher course was conducted in late August with a further session scheduled for early September.
- Traffic Management Implementation (reassessment) Cairns 26 August 2015

### **Workplace Health and Safety**

The Management Team and Manager Governance have undertaken a high level review of the functions of the Workplace Health and Safety Committee and the role of the WHS Advisor. Several improvement opportunities have been identified in the existing framework and the structure of the Committee will be revisited and strengthened.

### **Council Meeting Agendas**

Training of all staff is nearly complete on the new Agenda Software DocAssembler with an anticipated “go live” date for this program being the meeting of the 29 September 2015. Business rules are being established to ensure a consistent approach to the report structure and to further complement the Corporate Style Guide.

## **FINANCE AND INFORMATION TECHNOLOGY**

The end-of-financial year process has progressed to the final audit stage and staff from the Queensland Audit Office (QAO) have undertaken their concluding site visit for the year last week. Audit clearance of the annual financial statements is anticipated by 18 September, followed by submission to the Audit Committee and adoption by Council the following week, with final audit certification by the QAO expected by 30 September 2015.

The due date for payment of Council’s half yearly rate notices covering the period from July to December 2015 was 25 August. In early September Council will be issuing reminder notices for unpaid rates (of amounts greater than \$50). Council’s debt recovery program is also continuing.

Council will shortly commence an annual upgrade to the Authority Enterprise Suite, which Council uses to manage all its transactional business (Finance, Rates, Water, Payroll etc.). Council will also be undertaking testing in relation to the rebuild / upgrade of its Cloud hosted environment. Testing will involve key business users across Council as well as being the key focus of the IT team during the next two months.

## **LIBRARY**

The Port Douglas Kiosk relocated to an adjacent room at the Port Douglas Community Hall on 23<sup>rd</sup> July. Feedback has generally been positive – a light, bright, comfortable, cool space with additional public computers.

Libraries received a \$2000 grant to host a “Fun Palace”. The grant is funded by the State Library of Queensland OPAL Program. The State Library of Qld have embraced the “Fun Palace” concept, which was originally established in the UK and is an opportunity to provide the community with a fun, free, local event that celebrates science and the arts.

All “Fun Palaces” are held on the 3<sup>rd</sup> and/or 4<sup>th</sup> of October. The “Fun Palace” manifesto is “We believe in the genius in everyone, in everyone an artist and everyone a scientist, and that arts and sciences can change the world for the better”.

The SLQ “Technology Trendsetters” grant for Wi-Fi in Libraries has been acquitted. The project has enabled Libraries to meet customer service expectations of the 21<sup>st</sup> century. Visitors and members are now able to access free Wi-Fi to stay in contact with family; make travel arrangements; seek employment; to study and research; undertake business transactions and for general entertainment. Wi-Fi is proving popular with 343 users with an average session time of 1.5 hours.

Libraries marked NAIDOC week with celebrations of Aboriginal and Torres Strait Islander culture in the community. As part of a Baby Show at Mossman Gorge, library staff worked in collaboration with the CEO unit to host storytelling sessions and to raise awareness of libraries and literacy. Every child received a board book, toy and fridge magnet. Staff also joined the students of Mossman Primary School for a morning of sharing stories.

In July, 8814 people visited their local Library; 167 people joined; 8162 items were borrowed; 25 inter-library loans were placed and 293 people attended library programs and events.

## **OPERATIONS**

### **DEVELOPMENT AND ENVIRONMENT**

#### **Development Assessment**

Council’s Development Assessment (DA) team have been busy with a total of 52 new applications having been lodged during the year. Of these new applications 34 have been determined.

Council is assessing several large reconfiguration applications at the moment: one (1) lot into 19 lots at 12 Crawford Street, Mossman; one (1) lot into 58 lots, which is Daintree Horizons Stages 4 and 7; and one (1) lot into 72 lots on Vixies Road, Wonga Beach.

An application for Council’s new water reservoir to be located off Ferrero Road and Crees Road, Craiglie, is under assessment.

A request to extend the relevant period of approval for 100 Multiple Dwellings (Tourist), Caretaker’s Residence & Ancillary Facilities at the Pandanus Caravan Park site in Port Douglas was approved. The relevant period now extends to 23 February 2019.

An application for a wedding and reception venue at Trezise Road, Mowbray, is being assessed, as well as a mulch facility on the Captain Cook Highway at Mowbray. A bed and breakfast accommodation was approved in Limpet Avenue, Port Douglas.

Operational Works applications for the next stages of Port Pacific estate and for Coral Gardens at Andreassen Road, Craiglie, are also being assessed.

Application has been received for a Shopping Facility and Restaurant to be located in a warehouse next to the Shell Service Station at Craiglie.

A request for a permissible change to the development approval for the Service Station and Restaurant proposed to be located at the current Paws and Claws site, in which the Restaurant will be deleted from the proposal, is also under assessment.

NBN Co Limited has lodged an application for a Telecommunication Facilities to be developed on 21R Spring Creek Road, Mowbray. Community engagement will be undertaken by NBN Co prior to the application going up to Council for a decision.

Development Assessment received ten (10) new applications during the months July and August.

These applications include:

- Operational Works for a dam at Heritage Lane, Craiglie;
- Operational Works for the removal of a significant tree at Oak Beach, which was in the footprint of a proposed approved House;
- Material Change of Use for a House on Rural Settlement land at Wonga Beach;
- Material Change of Use for a House on Rural Settlement land at Shannonvale;
- Material Change of Use for a Shopping Facility and Restaurant at Craiglie;
- Material Change of Use for a Telecommunication Facilities at Mowbray;
- Request to extend the relevant period for an Aircraft Landing Facility – Commercial at Captain Cook Highway, Port Douglas;
- Request for a permissible change and extension of relevant period – Service Station and Restaurant at Craiglie;
- Request to extend the relevant period for Reconfiguring a Lot (1 Lot into 2 Lots) at Shannonvale; and
- Request for a permissible change and extension of relevant period for a Reconfiguring a Lot (1 Lot into 2 Lots) and create an access easement to a road at Dickson Inlet, Port Douglas.

All the above applications can be viewed on Council's website.

Council's senior staff have also been meeting with and liaising with the representatives of the Sheraton Resort in relation to further development of the site and associated infrastructure matters.

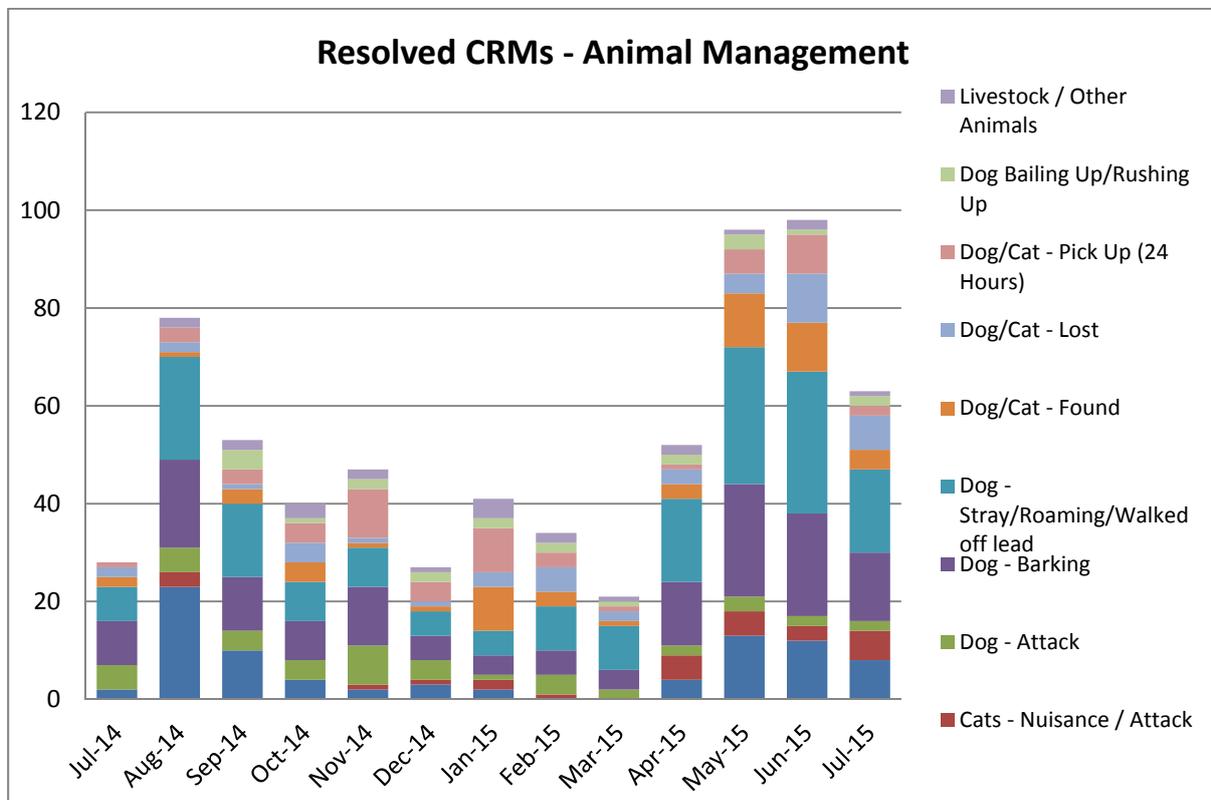
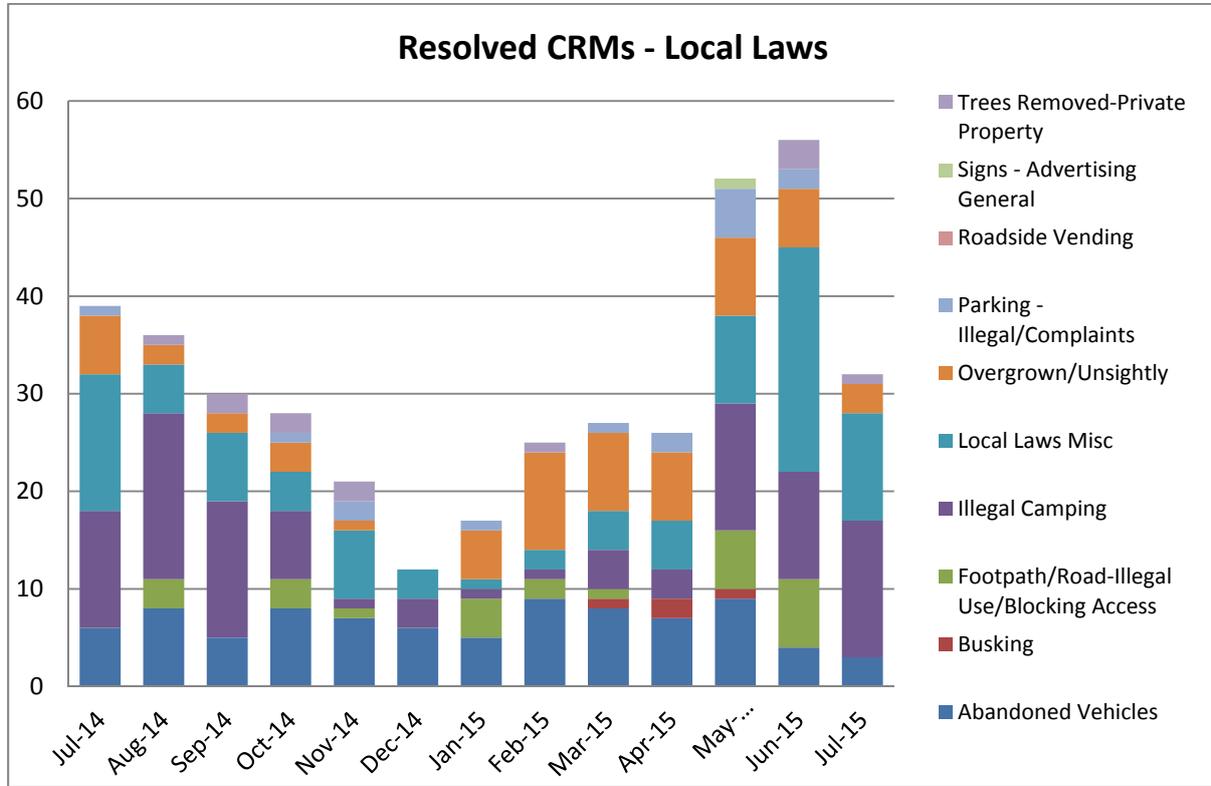
Council's 'Planner of the Day' also responded to 169 email enquiries to the town planning email enquiry inbox during July and August. Telephone enquiry numbers are not logged, but average 5-10 cold calls per day.

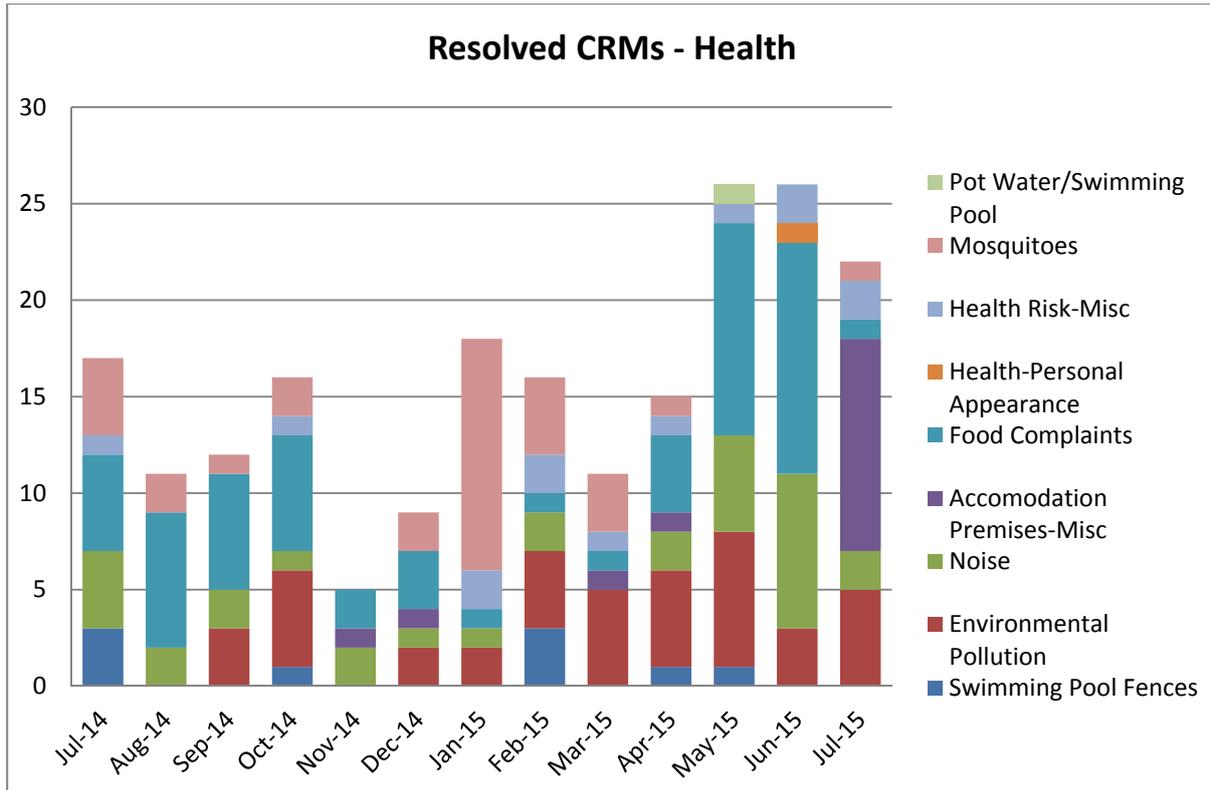
Although the Planning and Compliance Officer role is currently not filled, compliance activity is being undertaken by other officers until the role is staffed again.

The **Draft Douglas Shire Planning Scheme** is currently with the State government for State Interest Check.

**Environmental Health & Regulatory Services**

Customer requests (CRMs) resolved by Environmental Health & Regulatory Services for the month of July 2015 and the year to date are provided below:-





New Staff

Environmental Health & Regulatory Services welcomed three (3) new staff to the team comprising a Full Time Local Laws Officer, a Part Time Local Laws Officer and a Permits & Licencing Officer.

Illegal Camping

A total of 71 illegal camper “move-ons” were undertaken by local laws officers in July. The majority of campers were located at Port Douglas. An approximate breakup of the nationality of the campers is as follows –

46% European      30% Australian      24% Other

Illegal camping signs for installation at key “village” entrances were delivered. Installation of signs have occurred at –

- Port Douglas
- Newell
- Daintree Ferry
- Cooya
- Wonga

Temporary “No Camping” signs were installed in problematic areas.

Officers have further identified a “Wiki-Camps App” promoting free camping sites in Douglas Shire. Regulatory Services staff will be taking steps to address the inaccurate information being posted.

## Denque Fever

An Authorised Prevention & Control Program has been approved for Douglas Shire. The program provides inspection powers for assisting in the management of dengue fever and has been put in place for the approaching 2015-16 wet season.

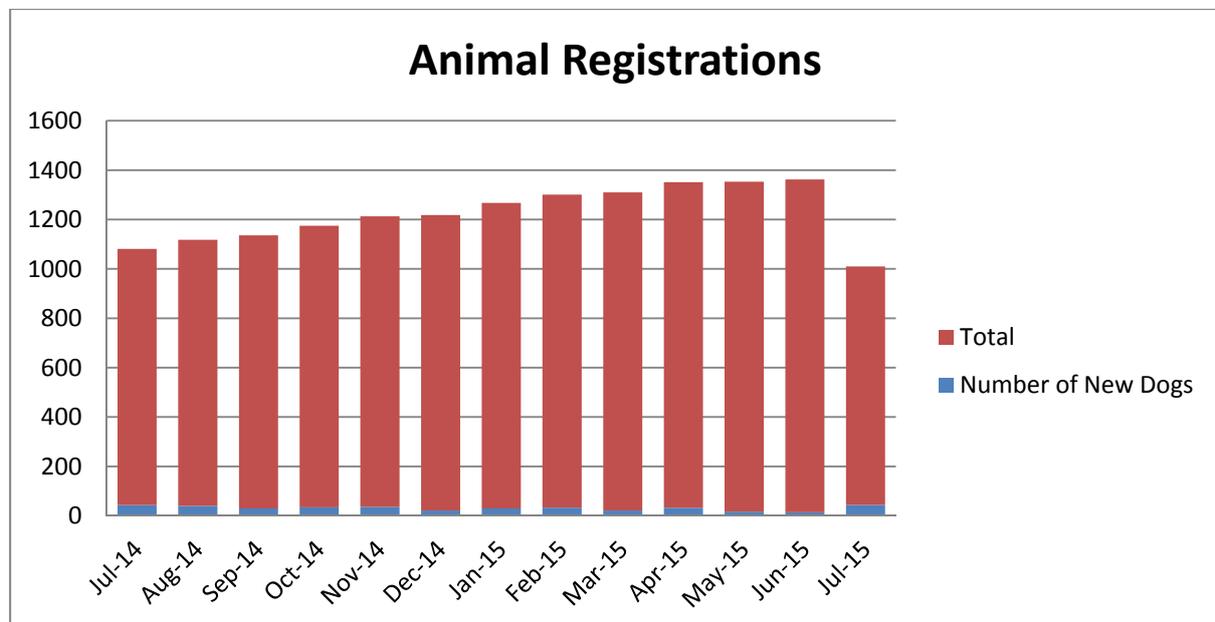
## Administration

New information brochures have been developed for responsible dog ownership within the Shire, and will be provided during the course of dog registration and renewal.

Annual food licence renewals issued to 231 food businesses in the Shire.

Animal registration renewals were sent out on 1 July 2015 with a payment deadline of 31 August 2015.

Note: for the month of July, a purge of the Animal Register is undertaken in preparation for the Renewals, to remove deceased and/or departed animals.



## Waste Management

Statistics for July:

- Process waste collected in kerbside service: 547.74 tonnes, being 393.04 tonnes of domestic waste and 154.70 tonnes of commercial.
- Recyclables processed at the Municipal Recycling Facility (MRF) from Douglas was 138.72 tonnes.
- Mulch purchased from Killaloe amounted to 46.5 cubic metres for the month. Free mulch will be on offer in November.
- Domestic green waste delivered to the Killaloe site amounted to 251 car and trailer visits.
- Scrap metal was collected through the contractor Simsmetal. A total of 684.04 tonnes were exported off site for recycling.

Other Points of Interest:

Site preparations have been occurring for handover to a new contractor to start on site at Killaloe Waste Facility on Tuesday 1 September 2015. A new long term contract will be advertised for tender in the next few months.

A safety consultant has been engaged to complete risk assessments, traffic management plans and prepare an induction procedure for the waste stations.

Feedback Forms have been sent to businesses and residents north of the Daintree River to provide information on the possible commencement of a bin collection service. Responses are due by September 21, 2015.

Staff are currently working on Council's Waste Reduction and Recycling Plan which will form a report to Council for adoption before the end of the year.

**INFRASTRUCTURE**

A number Infrastructure staff have been completing training over the past few months, including CPR refresher training and Traffic Management Level 2 refresher. Open Spaces staff have joined an FNQROC joint taskforce to provide resources in eradicating pest plants in conservation areas.

**Disaster Management**

The Disaster Management Plan will be reviewed over the next eight weeks, both at the local and the district level. A number of key staff and members of the Local Disaster Management Group will be attending a workshop on Storm Tide Cyclone Shelter operations. The objective of the meeting is to ensure operational readiness of the shelter through consideration of the following aspects:

- Dept of Housing and Public Works briefing of program of works for shelter lock down and maintenance;
- Implications of the changes in the revised interim management & operational guidelines;
- State Agency commitment to the operation of the shelters;
- Identification of capability gaps, or misalignment of expectations between stakeholder entities for the operation of the shelters, and commitment to strategies to address any identified deficiencies.

Some intelligence gained from the Cyclone Marcia impact on the Central Queensland area will be used in the workshop and staff from the State Disaster Coordination Centre in Kedron will be in attendance.

**Civil Works**

The annual gravel and grading of local roads commenced in May, starting in at the southern end of the Shire and progressing north. The maintenance grading has progressed to the northern part of the Shire, including China Camp Road and Bloomfield Track. The crew is expected to be north of the Daintree River for the next 6 – 8 weeks.

The 2015/2016 bitumen reseal program has commenced and the contractor has completed approximately 6.96kms of spray seal road works across various locations from Oak Beach to the Daintree River.

The reconstruction of Fischer's Bridge on the CREB Track has been delayed due to wet weather and access issues. The bridge materials are on site and work is expected to start in early September (weather permitting).

Sunken and leaking drainage pipes and broken kerb & channel in Mahogany Street – Port Douglas have been replaced over the past month. This work will protect the integrity of the road surface and pavement.

The fabrication of alloy and recycled hand rails for the repair of the Sand Street footbridge is completed and will be installed in mid September.

Kerb and Channel renewal projects have commenced in Grant Street, Blain Street and Mossman Street. Once the kerb and channel is finished, the small sections of road will be reinstated with asphalt. This work is being undertaken to correct old and sunken section of kerb and channel and will improve stormwater flow and reduce water ponding and weakening the gravel pavements.

### **Public and Natural Areas**

The Port Douglas crews have been busy attending to normal routine maintenance activities and additional projects including:

- replacement of gardens at the Port Douglas Community Hall;
- mulching of mounds and gardens at the Port Douglas Community Hall;
- revegetation of the Esplanade foreshore gardens;
- replant gardens in Wharf Street and in front of the Port Douglas Historical Society building; and
- mulching of various gardens in Port Douglas with the assistance of work for the dole (W4TD) participants.



(Above) Newly planted gardens in Wharf Street outside the Historical Society Building

The Mossman Parks crews have been continuing with routine maintenance and the mulching program in Mossman with assistance from the Work for the Dole (W4TD) participants. This time of year has allowed the crews to catch up on much needed maintenance and with reduced rainfall and a slower growing season, the crews are progressing well.

Teamsters Park in Craiglie is continuing to be improved over time. Recently a spillway and connecting bridge to the cycle track to Glengarry and the Bump track was completed (see below). Rails will now be fitted to the structure and decomposed granite paths installed on the track and up to the bird hide around the wetland. Further improvements to the bird hide, wetland and general area will be undertaken in coming months.



(Above) Before and after pictures of works completed on cycle track to Glengarry

The Pest Management team have been busy:

- completing the Siam survey and treatment programme;
- assisting Biosecurity with Miconia eradication in Whyanbeel;
- commencing the Hiptage survey and treatment programme with the assistance of the Green Army; and
- continuing with the pig eradication programme in Mossman and the Daintree areas with captures increasing.

### Weed Control

Open Spaces staff, the General Manager Operations and the Manager Infrastructure recently attended a workshop on thermal weed control. Investigations are now occurring into suitable areas to undertake a pilot study into the use of thermal weed control in key public areas.

### Fleet

Asset management and maintenance has been the focus for fleet services over the past few months. Fleet services have almost completed a review of the small plant and hand tool registers and have identified and registered over 250 individual items. This review will help identify small plant that needs to be replaced and will allow fleet services to develop a common catalogue of small plant 'preferred items'.

### Facilities Maintenance

The Port Douglas Community Hall upgrade has been completed in preparation for the opening of the new library kiosk and customer service area on 31 August. The upgrade work included the installation of new air conditioners, data points, power outlets and security cameras.



(Above) New Port Douglas Community Hall air conditioners and security cameras

The Thornton Beach waste water system upgrade is well underway with the major components recently being installed. The waste water distribution area has also been completed ready for operation. Once the final works are completed the area will be turfed and the public amenities will be opened for use.



(Above) New Septic Tanks and pump well installed, dispersal area

Emergency works have also been completed at the Wonga Beach Van Park. This work involved the installation of a new underground electrical cable between the northern and southern amenities blocks. This cable will reduce the load on the main circuit supplying the van park and reduce interruptions to the power supply during peak periods.



(Above) New Power Conduit being run between the two Toilet Blocks

Design and documentation of a number of 2015/2016 capital projects has been progressing and requests for quotes will be issued over the coming month.

A Request for Quotation will be released to selected companies in early September for the completion of a concept design and a final costed design for a walking trail linking Four mile Beach and Rex Smeal Park via the Island Point headland.

## **WATER AND WASTEWATER**

### **Progress on the Capital Works Program**

The Water Reticulation Team is currently initiating several new water reticulation projects while are also ensuring that Stage 1 of the Mowbray mains upgrade is nearing completion. This stage of the mains upgrade will be fully commissioned within the next two weeks.

The final commissioning of the chlorination buildings at Craiglie Reservoir and Mossman Wastewater Plant were completed in late July, 2015. During August, Westwater attended the sites for a final inspection of the installation and to fine tune the dosing process.

Stage 2 of operator training in work safe with liquefied chlorine gas has now been completed by Simmonds and Bristow. Additional work is ongoing in the refinement of the WHS risk assessment registers and standard operating procedures for both of the chlorine plants. All safeguards are in place and are being tested on daily and weekly schedules by the operators.



(Above) The chlorination buildings at Craiglie Reservoir and Mossman Wastewater Plant are now fully installed and commissioned

### **DWQMP Risk Assessment Workshop**

After a recent internal audit by a qualified water auditor it became evident that it was necessary to amend the Douglas Drinking Water Quality Management Plan (DWQMP) to include capital improvements and Douglas work procedures. Water staff participated in a risk assessment workshop on 15 & 16 July, 2015 to replace the previous risk assessment framework from 2011. The outcome of the workshop is a more user friendly DWQMP that will provide regulatory guidance to water staff members on a daily basis. The draft DWQMP will be finalised during September.

AWA Conference

Senior staff members from Water and Wastewater attended the Australian Water Association (AWA) Regional Conference in Cairns on 23 & 24 July. Invaluable knowledge was gained on developments within the industry and many trade professionals were available to offer advice on products and services. The theme of the conference was "Driving Efficiency in Water Service Delivery" and complements the Douglas Water and Wastewater compliance excellence drive for the following three years.

## **Compliance**

Drinking water is sampled at intakes, reservoirs, treatment plants and in the reticulation network to ensure compliance with the Australian Drinking Water Guideline (ADWG). Water samples were taken from the four water supply schemes and tested at a NATA accredited laboratory and at the Douglas Water Laboratory for physical, chemical and microbiological parameters. All tested parameters in drinking water samples were compliant with the ADWG. Douglas Shire Council did not receive any water quality complaints during the July and August reporting period.

Wastewater compliance samples are taken from bio-solids, final effluent, receiving waters and bores. All wastewater parameters tested were compliant with licence conditions.

One odour complaint was received from the caravan park adjacent to the Port Douglas Wastewater plant. Operators carried out an inspection and adjusted digester aeration times. There is also a capital project budgeted for this financial year to address odour sources at the plant. This capital project has commenced by odour logging the inlet works and associated tanks.

## **CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE:**

Council's operations are conducted as required by the Local Government Act 2009, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2015 -2016 adopted 24 June 2015.

## **FINANCIAL/RESOURCE IMPLICATIONS:**

Council's operations are conducted in accordance with the 2015-2016 Budget adopted 24 June 2015.

## **RISK MANAGEMENT IMPLICATIONS:**

The new Council's operations have been subjected to an early risk assessment process, which will shortly be followed by the finalisation of the Risk Policy and a comprehensive Enterprise Risk Management Plan.

## **SUSTAINABILITY IMPLICATIONS:**

**SOCIAL:** The diverse communities of Douglas are Council's clients. Council's operations, services and programs are designed and delivered to support the people of Douglas.

**ECONOMIC:** The twin pillars of financial and economic sustainability underpin all Council's operations.

**ENVIRONMENTAL:** Environmental management is a priority consideration in the delivery of all Council operations and services.

## **INTERNAL/EXTERNAL CONSULTATION:**

Council's General Managers and Branch Managers have been consulted and have contributed to the preparation of this report.