

CONSULTATION

Internal: All Departments of Council have contributed to the development of these reports.

External: Nil.

ATTACHMENTS

1. Report from the Chief Executive Officer for period January to March 2024 [6.11.1 - 101 pages]

DOUGLAS SHIRE COUNCIL

REPORT FROM THE CHIEF EXECUTIVE OFFICER

2023 - 2024

January – March 2024

BUILDING OPPORTUNITIES FOR DIVERSE DOUGLAS
PROVIDING COMMUNITY BENEFITS AND SERVICES
SUPPORTING ECONOMIC GROWTH
PROTECTING THE ENVIRONMENT
ENGAGING WITH OUR COMMUNITIES

DOUGLAS
SHIRE COUNCIL

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OFFICE OF THE CHIEF EXECUTIVE OFFICER

The Easter re-opening of Cape Tribulation Road, and the plight of tourism operators and residents, recently received national media coverage.

What the television reports failed to capture however was the impressive feats achieved by Council staff and contractors to bring the route back online following Cyclone Jasper. More than 2250 truckloads of landslip debris were removed with more than 7500 hours dedicated to the task. These are staggering statistics in what was a delicate and complex operation where the safety of crews and road users was always our priority. Work continues to restore some of our most remote roads but staff should already feel proud of what was achieved during the first three months of 2024.

A few unavoidable water outages, caused by high sediment levels (turbidity) in our catchment, continued in the new year and understandably many people were left frustrated. In response Council has worked hard to improve the water security and the community are now seeing tangible outcomes. There is more capacity to produce drinking water at our Whyanbeel treatment plant and we'll soon have the ability to divert water between Mossman and Whyanbeel schemes.

Crews have fixed more than 200 leaking pipes while we've added water tanks to or public conveniences and caravan parks to ensure toilets, showers and washing machines are available if another natural disaster wreaks havoc on our water network. Overwhelmingly, businesses and residents did a fantastic job reducing water consumption and staff continued to educate the community how excessive usage can impact on the whole community.

Council's frontline team need to be applauded for their hard work during this period. They received a high number of phone calls with many enquiries related to road access, water bills, leaks and rates notices. Thanks to the team's patience and willingness to help, many callers were satisfied customers by the end of their conversations with staff.

Meantime our Local Laws officers dedicated more of their time to monitoring whether the community were following Level 4 water restrictions.

Fixing roads and water networks is an enormous job but so too is improving the lifestyle, livelihood and mental wellbeing of residents. A FNQ creative recovery group began meeting in January, with the aim of providing our community with creative outlets following disaster, and several community meetings were organised to assist people with emotional and financial support. We are now seeing government assistance and grants flowing into the community which is most welcome! While recovery is a part of the Shire's "new normal", there was a greater focus on business-as-usual activities during this quarter.

On Australia Day we celebrated the achievements of some community-minded residents and officially recognised some new citizens who now call the Shire home.

Congratulations to Mossman Elders Justice Group manager Christine Lynch for being named our citizen of the year. She did a mountain of work restoring the service after the floods in December but received the award for her contribution to the youth justice system and overall support of the region's indigenous community. It was pleasing to see so many people in attendance for both the ceremony and a barbecue at the Port Douglas Community Hall. The Port Douglas and Mossman markets returned with an energy and positive atmosphere that reminds us on a weekly basis why we love where we live.

Recovery works are now considered business-as-usual activities, and our post-Jasper environment is the "new normal" but Council will continue to work tirelessly to provide the best services and support to our community.

PEOPLE AND COMMUNITY SERVICES

Libraries

January saw the resumption of normal opening hours at the Port Douglas Library following electrical damage caused by the rain following TC Jasper. Visitor numbers continue to grow with a total door count of 4782 for the first quarter of 2024.

Mossman library hosted two school holiday activities in January. Lifesaver for a day was well attended and very informative about the importance of beach and water safety. The presenters took the long way around to come to the library as the Captain Cook Highway was still closed.



Image: Lifesaver for a Day presentation

Drop in and build was attended by 45 individuals and allowed families to be creative with Lego, Duplo, Mobilo and magnetic tiles.

With an Australiana theme for 2024, 25 people (and a baby) attended the fourth annual Library Lovers trivia night held on 15 February. It was a fun filled evening with lots of laughs and fierce competition, especially from opposing U3A tables. It proved so popular that a second event is planned for August of this year.



Image: Attendees at the Library Lovers Trivia night

Also in February, Mossman Library hosted an author event for local author, Ali Lee, who discussed the process of writing and getting her first book published. Eleven attendees had an opportunity to talk with Ali and purchase a copy of her book.



Image: Local author, Ali Lee

With the start of the 2024 school year, Baby Rhyme and Story Time re-commenced with good attendance for the sessions. Two special Story Time events were held in February and March hosted by Kinder Beat. The focus was on patterns in sound, rhythm, and motor movement for the 2 to 5 years age group.



Image: Kinder Beat advertising

Douglas Pool and Caravan Park

Cyclone Recovery Efforts

In the aftermath of Cyclone Jasper, our team displayed unwavering determination, swiftly restoring operations by 6 January 2024. Despite the adversity, Mossman Pool emerged stronger, showcasing our resilience and dedication to providing uninterrupted services to our patrons.

Australia Day 2024

Yet another triumphant Australia Day celebration, held jointly with the Mossman Rotary Club, drew a significant crowd, with our Aquaglide proving to be a beloved highlight.



Image: Australia Day celebrations enjoying the cool waters

Easter Celebrations

Our Easter celebrations were met with enthusiastic participation, with over 40 children engaging in colouring competitions and Easter egg hunts. These events highlighted Mossman Pool's status as a family-friendly destination offering engaging activities for all ages.



Image: This year's Easter colouring competition winner!

Community and Economic Development

Australia Day Awards and Citizenship Ceremony

Councill celebrated Australia Day by recognising those in the community who made a contribution or excelled in community life.

The Free BBQ breakfast presented by Rotary started off the morning as people turned up for a feed and then at 9:30 the event started with a citizenship ceremony that saw 8 new citizens to the region, followed by the awards presentation. The Port Douglas Community Hall was a full house with over 230 attendees present.

The coordinator of Mossman's Elders Justice Group, Christine Lynch, was named Douglas Shire Council's Citizen of the Year.

The Elders Justice Group is a safe, inclusive centre that offers help and support for anyone who walks through the door. Christine contributes in many ways, helping families with child safety, youth justice, the family relationship commission, family reunification, stolen wages, mediation as well as simple things like putting credit on phones, or offering advice on understanding Centrelink.

Other award winners included:

Junior Sports – Caitlyn Butland

Senior Sports – Rod Johnson

Environmental Achievement – Sid Murthy

Arts and Culture – Eliza Eggins

Civil Recognition Courage and Mateship – Dan Cherpillod, Marlin Ketteringham and Dakota Santarossa

Volunteer of the Year – Walter Gray

Volunteer of the Year – Amber Yendle

Senior Citizen of the Year – Wendy 'LuLu' Cowan



Image: the Rotary Club provided the BBQ Breakfast



Image: Australia Day Award Nominees



Image: Mayor Kerr and New Citizen

First Nations Community Development

Community Hubs

Community Hubs have been operating in the Douglas Shire region to help support the community after TC Jasper. These hubs are to assist community members with grant applications, government grants and disaster relief support. Hubs were set up in the Mossman Gorge and Mossman Elders Justice Group to provide a safe and private space for residents to access Community Recovery, Lifeline, Red Cross, The Salvation Army and other essential services.

Important Dates

Throughout the months of January – March there are several important Aboriginal and Torres strait Islander significant dates that represent First Nations people's history, the importance of reconciliation and closing the gap.

National Apology Day – 13 February

To mark the anniversary of the formal apology by the Parliament of Australia to Aboriginal and Torres Strait Islander people, particularly the Stolen Generations, for past injustices.

National Close the Gap Day - 20 March

This is the annual event held to raise awareness about the Aboriginal and Torres Strait Islander health crisis in Australia and promote equality in life expectancy and health status between Indigenous and non-Indigenous people.

Harmony Day – 21 March

International Day for the Elimination of Racial Discrimination (Harmony Day) celebrates the cultural diversity of Australia and the importance of inclusiveness, respect and sense of belonging for everyone.



Image: Harmony Day

Elders Abuse Prevention Unit “Keeping Senior Safe in Community” Events

The Douglas Shire Council worked in collaboration with the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islanders Partnerships, and UnitingCare to raise community awareness around Elder and Senior Abuse, and to support organisations in the Douglas Shire to assist our elderly needs. There were two events held at Mossman Elders Justice Group and Mossman Gorge Apunipima Health Care Centre to promote the right of all older people to live free from abuse and provide information around elder abuse, and ways to support our elders.

The event was facilitated by Deanne and Dulcie from UnitingCare Community - and provided a platform for yarning, connecting, and discussing ways to support elders and seniors in the Douglas Shire community. UnitingCare provided elders and seniors with packs filled with information– including 13YARN Hotline, Elders Abuse Prevention Hotline, Time for Grandparents Program - and other vital resources to support elders and seniors to be safe, listened to and understood. The event was well attended by elders, seniors and local and external community organisations that are committed to spreading awareness and working in collaboration to continue to support elders and seniors health and wellbeing.

If you know anyone experiencing Elder or Senior abuse – please reach out to 13YARN Hotline (13 92 76) or Elders Abuse Prevention Hotline Queensland (1300 651 192).



Images: Elders Justice Prevention Unit, Sarah Sedan (DATSIP), and Nakaya Tompkins Douglas Shire Council First Nations Community Development Officer attended Mossman Gorge Apunipima Health Care Centre and Mossman Elders Justice Group

I respectfully acknowledge the Traditional Owners as custodian of the land and acknowledge and pay respect to their Elders past, present and emerging. I also acknowledge the important role that Aboriginal and Torres Strait Islander peoples continue to have within the Douglas Shire community.

Arts & Culture

Creative Recovery – A Tri-Shire Initiative

In the immediate aftermath of TC Jasper and the associated flooding event that severely impacted the Wujal Wujal, Cook and Douglas Shires, the FNQ Creative Recovery group was established to workshop, develop, facilitate and deliver a creative recovery program for those at the frontline of the disaster.

Creative Recovery involves the utilisation of a range of creative activities to facilitate healing, build resilience and foster community cohesion and connection following climate disasters. It is grounded in participatory, community-centered engagement and is one of the most effective ways for communities to recover from catastrophic experiences.

Members of the FNQ Creative Recovery group have met weekly since January 10, to collaboratively design a recovery program which centres First Nations youth and children. The resultant 'Kuku Bakal Kaykayanda (Giving Words to all the Children) program is now before various funding and philanthropic agencies and a revenue model for its delivery is being finalised.

The proposed program will span two years and bring to each community, several weeklong creative immersion opportunities including song, dance, film, theatre, visual arts, and performance. The program's diverse range of creative activities and the program's ethos to create a safe and validating space for participants to articulate their experiences and emotions, can deliver powerful healing and growth to participants.



Image: Stakeholders and supporters of the Tri Shire Creative Recovery Initiative:
 'Kuku Bakal Kaykayanda (Giving words to all the children)

Community Canvas

The concept of creative recovery is central to the 'Community Canvas' project developed by Council's Community Development team. This program offers the Douglas community a bi-weekly creative recovery space at the CWA Hall in Mossman and has the agility to operate in a satellite format at sites across the region, as individual communities move forward through the recovery phase.

Arts, culture and creativity have a profound role to play in responding to the challenges raised when communities face adversity. Aligning to the broader objectives and aims of the human and social recovery principals of disaster recovery and resilience, the creative recovery program involves a wide variety of activities, facilitated by local creators.

Activities include a music program for youth, mosaic workshops, creative mending, weaving, crafting, theatre sports, circus skills and more. Programs such as this have been shown to decrease symptoms of PTSD and depression, and help people process trauma, thereby experiencing significant reductions in anxiety, depression, and stress.

The Community Canvas project will be operating bi-weekly across the next six months.



Image: Local Artist Sam Matthews will facilitate mosaic workshops for a placemaking project as a part of the Community Canvas Project

Sport and Recreation

Back to play disaster recovery for sporting groups and clubs

Site visits with clubs, State representatives, and council teams were conducted to assess the extent of damage caused by the floods to clubs and sporting facilities. Work was conducted to identify the clubs and groups most affected and prioritise assistance based on their needs.

Work has also occurred to assist clubs and sporting groups with funding and assistance after the floods to best aid any recovery needed for their continued operation with minimised disturbance.

Council's Sport and Recreation Officer and Grants Officer have been identifying funding pathways for clubs and sporting groups to help cover essential cleaning, rebuilding and recovery. In some cases, this has included recognising a council asset that would be able to temporarily accommodate a club during the rebuild period.

There has also been recognition of the emotional price that the disaster has on club members and volunteers. Council officers have offered direction to help individuals manage trauma and stress related to the flooding event.

Steps forward for Douglas Shire parkrun

After a successful expression of interest, the first steps are off the mark to get a Douglas Shire parkrun up and running.

Parkrun is a free, weekly, 5k global community event where everyone is welcome. It fosters active living in a social dynamic creating continuous involvement. Those who participate in parkrun often seek out a parkrun when choosing a destination to visit.

Work has included researching existing parkruns to understand their structure, route, and logistics. Additionally, officers have been identifying potential spaces and pathways suitable for hosting the run and working on a design for a safe route with points of difference within the Douglas Shire that is best suitable for runners of all abilities.

Port Douglas Markets

Stallholders and visitors are welcoming the beautiful weather that Autumn is bringing, with cooler days and sunny skies.

Easter Sunday is always an exciting day at the Markets as it marks the start of our busy season, welcoming returning seasonal stallholders, buskers and shoppers.

Many new stallholders have been invited to attend the Markets, bringing unique products and tasty treats. Stallholder capacity is expected to be reached again by the end of the quarter.

Stallholders have once again expressed their gratitude for Council's generous "wet season" discounted fees as they returned to normal fee prices on 1 April. It is a great incentive for stallholders to continue to attend through some unfavourable weather, keeping the Markets a vibrant and inviting atmosphere for the community and visitors alike.



Image: A stallholder enjoying the view of an incredible high tide on market day

Community Recovery

The impact of Tropical Cyclone Jasper continues to be ongoing for many residents across the Douglas Shire. The Community Development and Economic Development Team is working closely with a range of services to ensure communities receive necessary support and can recover from the associated flood event.

Work has included establishing multi-agency recovery subgroups to address economic, and human and social recovery needs, as well as setting up recovery services in impacted areas.

For the January to March period, 27 Community Recovery Pop-Up Hubs were held across the region, offering residents face-to-face access to grant support, mental health assistance, and referrals to other organisations.

The team continues to support monthly meetings of the Local Disaster Recovery Group to coordinate recovery and resilience activities.

Property Services

Property staff spent the first part of the year working with lessees who were affected by TC Jasper with relief measures and other assistance, as Council's focus shifted to recovery. While repairs are ongoing, some services have been relocated to ensure continued community involvement.

Additionally, business as usual activities such as renewal of leases resumed and continue to be ongoing.

Human Resources

Human Resources attention remains on the administration of a range of human resource functions in the predominant areas of employee and industrial relations, learning and development and recruitment and selection.

The annual training calendar schedules a range of legislative and professional development training opportunities. During February and March staff attended specific training (accredited and non-accredited) in First Aid and CPR, Working in Proximity to Traffic Awareness Parts 1 and 2, Local Government e-learning modules and the Microsoft Suite from Teams to Basic Computer training that aligns with our Connected Employee Project. Employees undertaking the Certificate III Water Industry Operations (Network) or the competency-based gap training and formal qualifications in Civil Construction continue to progress well in their studies as they advance in industry specific training that supports Council's commitment to ongoing professional development.

The Douglas Organisational Learning (DOL) program provides all employees with in-house training aligned to Council's policies, procedures and associated legislation. These interactive training suites have recently focused on the areas of Recruitment and Selection, Council's records management system (InfoXpert), Customer relations management system (CRM) and Online Timesheets and Employee Kiosk that is another function within the Connected Employee Project.

Converge International, Council's Employee Assistance Program continues to provide specialised services to support individual staff members (their immediate family members) and teams impacted or requiring support post TC Jasper. As we move into the new year an on-site counselling support service has been scheduled for an interim period for all staff to access.

Staff turnover and internal staff movement continues across all areas of Council with recruitment activities at varying stages of the recruitment process. Council is committed to providing career opportunities through internal appointments and secondments that provide career progression and assist in the retention of our skilled and experienced employees in addition to several new staff members who are highly qualified and experienced in their field of expertise in this currently tight recruitment market.

Council Grants Program

Council provides support to eligible not for profit organisations through various funding opportunities including; Councils Community Grant Program, offering two streams, Facilities and Events, allocated on an annual basis, with each round opening around October. In addition, Council provides an ongoing Micro Grant program, providing up to \$1,000 per eligible applicant per calendar year. Other supports include In Kind and Fee Reduction considerations.

Council actively seeks and applies for several external grants to assist with the development of priority projects for the Shire. The following information provides an overview of the grant activity January to March 2024.

Micro Grant

Applicants - 2

In-kind

Applicants - 1

Fee Reduction

Applicants - 1

Community Grants – Micro Grant Applications

Successful Applicant	Outcome	Project	Grant	Amount Awarded (GST excl)
Mossman Gymnastics	Successful	Restore Kinder Gym and sensory programs	Micro	\$1,000
Douglas Shire Community Services Association LTD.	Successful	Mossman Support Services Community/Youth Event	Micro	\$1,000

Community Support – Fee Reduction / In kind Applications

Successful Applicant	Outcome	Project	Grant	Amount Awarded (GST excl)
RSL QLD Mossman Sub-branch Inc.	Successful	Assistance with Rubbish removal	Fee Reduction	\$682.50
Far North Queensland Hospital Foundation	Successful	Fundraising activity at the Port Douglas Market	In Kind	\$400

External Grants

Grant details for the third quarter of 2023, Submitted and outcomes of previous applications.

External Grant Applications – Outcomes

Application Outcomes	Outcome	Project	Amount
School Transport Infrastructure Program	Successful	Alexandra Bay State School	\$361,500
School Transport Infrastructure Program	Successful	Port Douglas State School	\$345,000
Old Destinations Events Program	Successful	Carnivale 2024	\$40,000
Flying Fox Roost Management Rd 6 - Stream 1	Successful	Lake Estate and Barrier St - Tree Management	\$14,104
NAB Foundation	Successful	SES Alexandra Bay Wash area	\$9,546
Reef Guardian 2023-2024	Successful	Various	\$900,000

Application Outcomes	Outcome	Project	Amount
Growing Regions - EOI	Invited to proceed to the full application process	Rex Smeal Park - Adventure Park	\$750,000
Growing Regions - EOI	Invited to proceed to the full application process	Growing Regions - EOI	\$1,686,360

External Grant Applications – Submitted

Applications Submitted	Project	Amount applied for
Access Projects Grants - Accessible Tourism Elevate Fund 2023-2024	Mossman Pool - Accessibility for All (Hydraulic Lift)	\$79,000
SES Support Grant 2024 -2025	Alexandra Bay State Emergency Services (SES) Shed Fundamentals Upgrades	\$68,280
Queensland Resilience and Risk Reduction Fund 2023-2024	Additional resources to enhance our regions resilience and reduce impacts of future events.	\$672,353
Celebrating Reconciliation Grants Application 2024	Reconciliation Community Day/Workshops	\$10,000
Queensland Reconstruction Authority Disaster Ready Fund 2024-2025	Construct Local Disaster/Multi-Purpose Coordination Centre	\$6,000,000
Community Sustainability Action Grants – Round 8 (Community Heritage) 2024	Court House Museum - Rectify Roofing/Veranda works	\$13,157

FINANCE AND CORPORATE SERVICES

Procurement

Procurement activities for the quarter were:

Tenders

- Expression Of Interest (EOI) for Daintree River Ferry
- Disaster recovery support (advice and engagement)

General

- Advice/guidance for:
 - emergent engagements
 - VendorPanel use
 - FNQROC documentation
 - utilising Local Buy arrangements and supplier matrices
- Standards Australia royalties reporting

- Renewal of Standards Australia arrangement for another term: February 2024 – January 2025
- Review WH&S requirements for Council contracts
- Forging closer ties with Council Grants Officer
- Ongoing finalisation of Wet/Dry RoPS arrangements

Projects with a procurement element

- Civil – Mossman Cemetery Truck Request for Quotes (RFQ)
- Community – 2024 Carnivale
- IT – Reynolds Room Audio Visual Upgrade RFQ
- Environment & Planning – New Landfill Options Report RFQ
- Environment & Planning – On-Site Wastewater Treatment System Improvement and Education Program (Septic Study) RFQ
- HR – Strategic Recruitment Project RFQ
- Project Management Office (PMO)/Corporate – Daintree River Ferry
- Property - Cape Tribulation diesel custodian and Refilling arrangement
- PMO – collation of Daintree Ferry EOI process/info/outcome

Policy & Procedures

- Review and updates to Douglas Shire Council (DSC) Procurement Policy
- Review and provide input to Integrated Services team for the updated Purchase Order Request Form
- Applied DSC branding and defined procedure for use of FNQROC document suite
- Meeting with WHS to discuss policy and integration with procurement activities
- Review of Significant Procurement Plan samples with a view to implementation
- Review of quarterly expenditure data via Council's analytics platform - NexGen

Training attended

- Local Buy Information Session - Trucks, Buses, Specialised Trucks, Bodies & Trailers NPN1.23
- Local Buy Information Session - New Civil Construction Arrangement (Road, Water, Sewerage & Civil Works) LB313/LB314

Events attended

- Local Buy Advancing Local Government Procurement Summit - Cairns Thursday, 21 March

Audit

- Assistance provided to periodic Queensland Audit Office (QAO) audits

Finance

External Audit 2023-2024

The planning phase for the External audit for 2023-24 was conducted by QAO in March 2024.

Revised Budget 2023-2024

The revised budget for 2023-2024 financial year was adopted on 31 October 2023. The revised budget 2023-2024 was workshopped with the Councillors prior to adoption.

The revised budget operating surplus is \$118k. The 2023-2024 original budgeted operating surplus for 2023-2024 was \$258k.

Budget 2024-2025

Work has commenced on planning for the preparation of the 2024-2025 budget.

Disaster Recovery Reporting

Monthly reports are being prepared to track and approve Disaster related expenditure following from the Tropical Cyclone Jasper flooding event.

Asset Management

Asset register

The assets and financial data for Sewer has been internally audited and checked against our financial asset register. Integration between the asset register and authority CRMs has undergone rigorous testing, and issues are being resolved, prior to being rolled out in the live environment, with this upgrade the Water teams in the field will be able to record completion of works in the Assetic App onsite and this information is fed back to the CRM allowing office staff to have up to date information on where a request is at, reducing paperwork back at the desk.

\$3.75m in new assets have been added to our register this year.

Predictive Asset renewal modelling

The computer modelled asset replacement plan for Water assets was revised and is being analysed for future Capital Works projects.

GIS

Our GIS system is being systematically review for the accuracy of the Water infrastructure and modified based on recent changes and repairs.

Rates

Half yearly rate notices for the period 1 January 2024 to 30 June 2024 were issued on 31 January 2024 with a due date of 6 March 2024. Rate 1st Reminders (over \$50 outstanding) were issued 22 March 2024. Letter of Demands with updated balances were sent by Collection House Limited (CHL) in March 2024 for those accounts already active with CHL. Some legal action commenced on a small number of selected rate accounts in late March 2024. Debt recovery is still in progress and ongoing.

Council officers conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. Ratepayers who have defaulted are contacted and encouraged to discuss their financial situation.

Water meter reads were conducted during February 2024, with Water notices for the period October 2023 to February 2024 being issued on 20 February 2024 and a due date of 26 March 2024.

Council has conducted a full pension verification as per State Government Regulations. This verification process reviews all current pension remission holders to determine the continued eligibility of State and Council pension remission.

Supplementary Rates levy notices were issued 19 March 2024 with a due date for payment of 23 April 2024. These notices were for the amendment of charges due to requests (e.g. additional bins), buildings that have been completed, changes in rating valuations.

Budget reporting Information has been requested from the relevant Rural Fire Brigades in relation to their 2024/2025 for budget preparation.

Information Technology

This IT status report provides an overview of IT department, highlighting the impact of a recent cyclone event and the challenges associated with external Emergency Management Team and Recovery members rotating through the cyclone and recovery period. The resilience of our IT Systems and infrastructure held up well, and we were able to address the challenges that presented during the course of the event.

The recent cyclone event has had an impact on IT infrastructure and systems. Some areas in particular:

- Port Douglas Hub and Mossman Depot and were disrupted due to power outages.
- While Council never failed over to Satellite Communications, several land-based carrier services failed, requiring creative workarounds. Consideration will need to be given as to whether a wider investment in Satellite services is needed to remove dependencies on land-based service for these “exceptional” situations.
- IT computer / laptop resources were stretched during the event due to rotating internal and external staff through the Emergency Management team and changing requirements – way beyond the “usual” / agreed requirements.
- Some IT Projects schedules have been pushed back whilst key staff have been busy during the recovery process.

Cyber Security preparedness and mitigation strategies are continuing, further education and phishing testing for all staff is being scheduled for the coming months.

Staff shortages due to rolling leave entitlements and the loss of a member of the Team to another Council, has meant that little project progress has occurred in the period from January. Customer service levels have however been sustained.

The “Connected Employees” Project, which aims to give all inside and outside staff access to eCommunications, policy documents and an ePayroll app, was pushed through, due to a committed training schedule. Key design and preparations were not able to be done with limited staff – so considerable re-work will be needed to reduce the ongoing maintenance of these system to manageable levels.

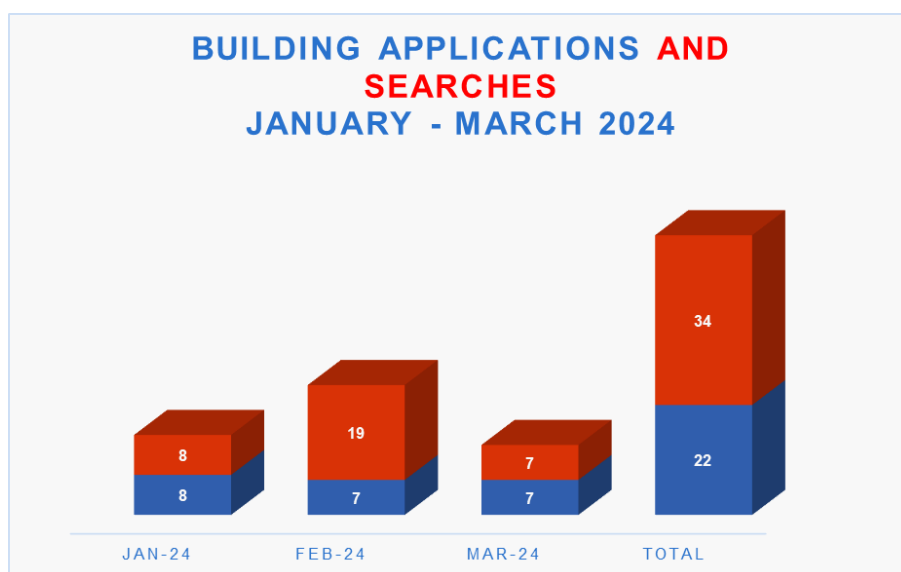
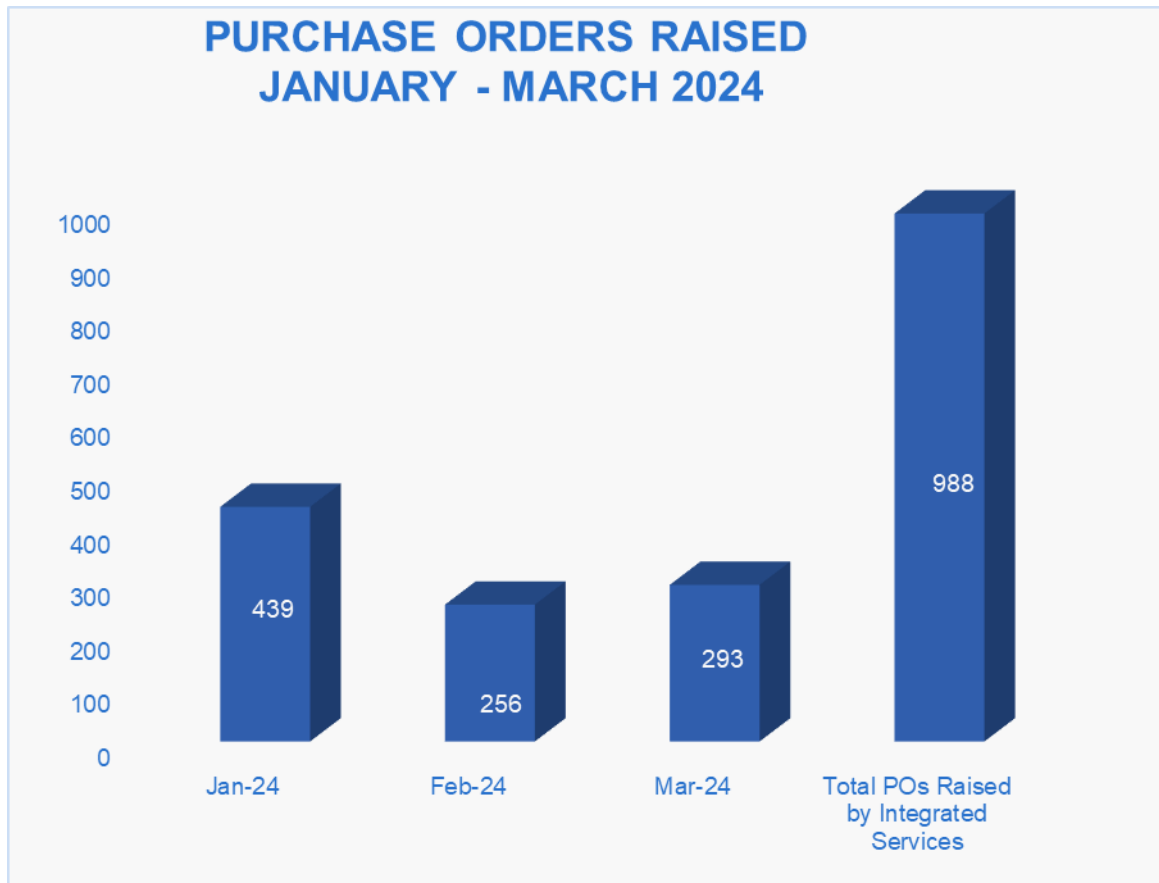
Front Line Services

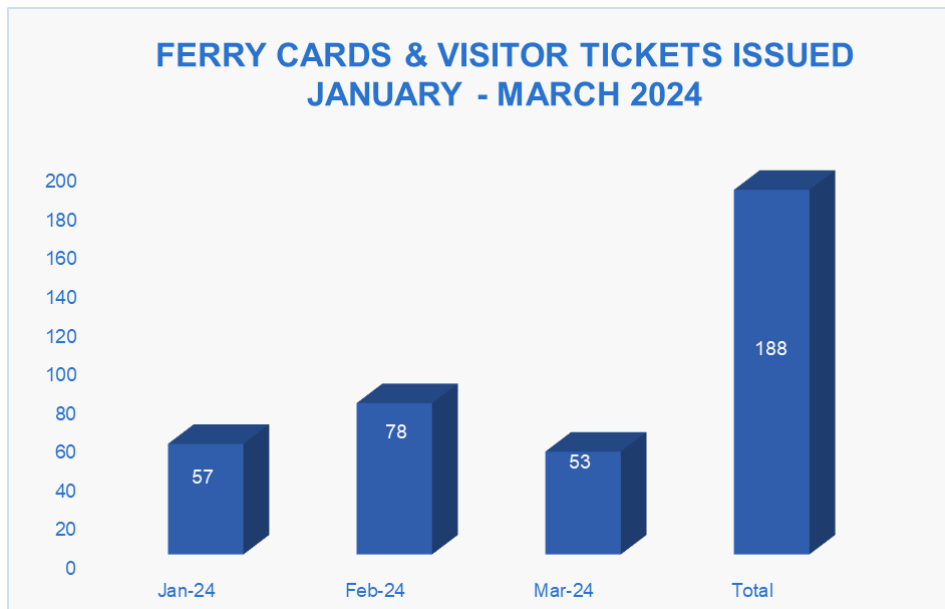
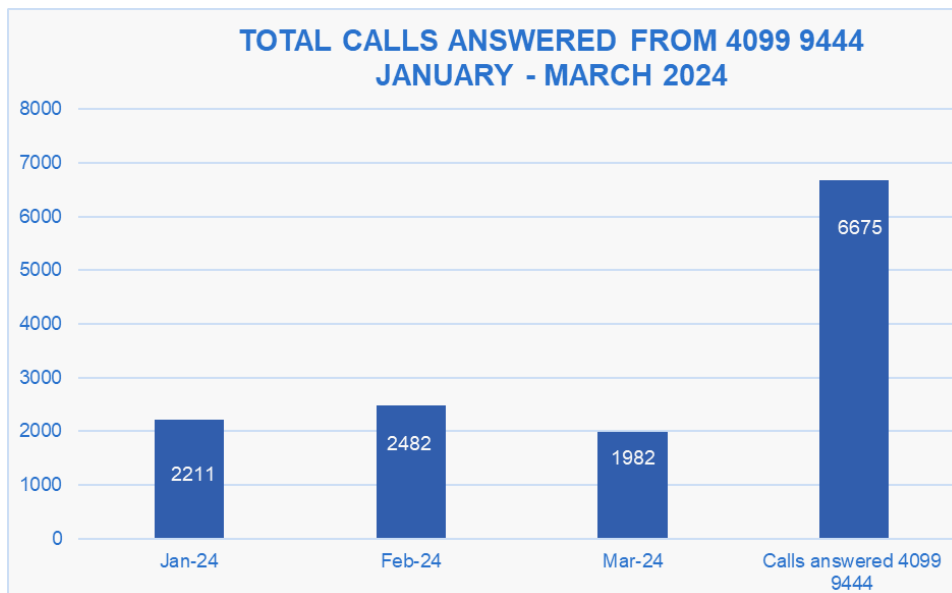
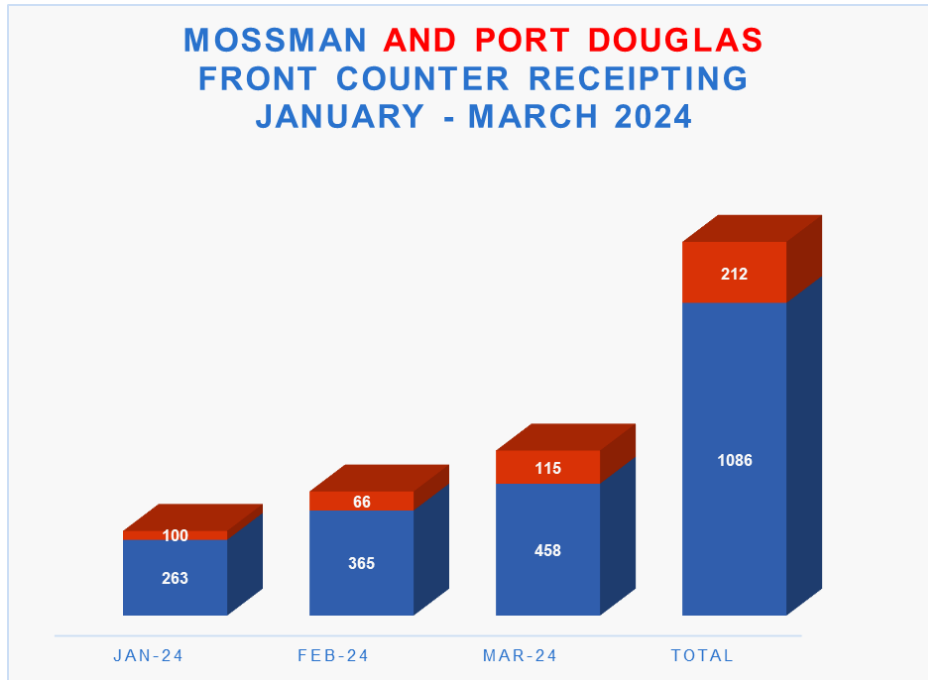
- Hall bookings have been busy this quarter due to the Disaster recovery services and flood damaged businesses requiring temporary spaces utilising Council halls.
- Sugar Wharf bookings are always quieter during these months as wedding season is not due to start until next month as we head into Douglas Shires, annual “dry” season, however this sees an increase in enquiries. This trend is due to the Event Planner’s preparing for the busy time of the year, rather than hosting events.
- Frontline have been busy this quarter with Rates and Water payments due within a few weeks of each other, this was due to the issue of Rates Notices delayed following TC Jasper.
- There have been a lot more enquiries handled in relation to smart water meters and customers requesting assistance in understanding their water bills due to incidence of water outages in the region.
- Overall marked increases have occurred, compared with same period last year, within the following areas:
 - More than 700 phone calls have been answered,
 - Over 420 more CRMs were entered with over 100 of these relating to water leaks, and
 - 42 more bookings of Council venues occurred, but
 - 189 less Douglas Cards were issued this year.

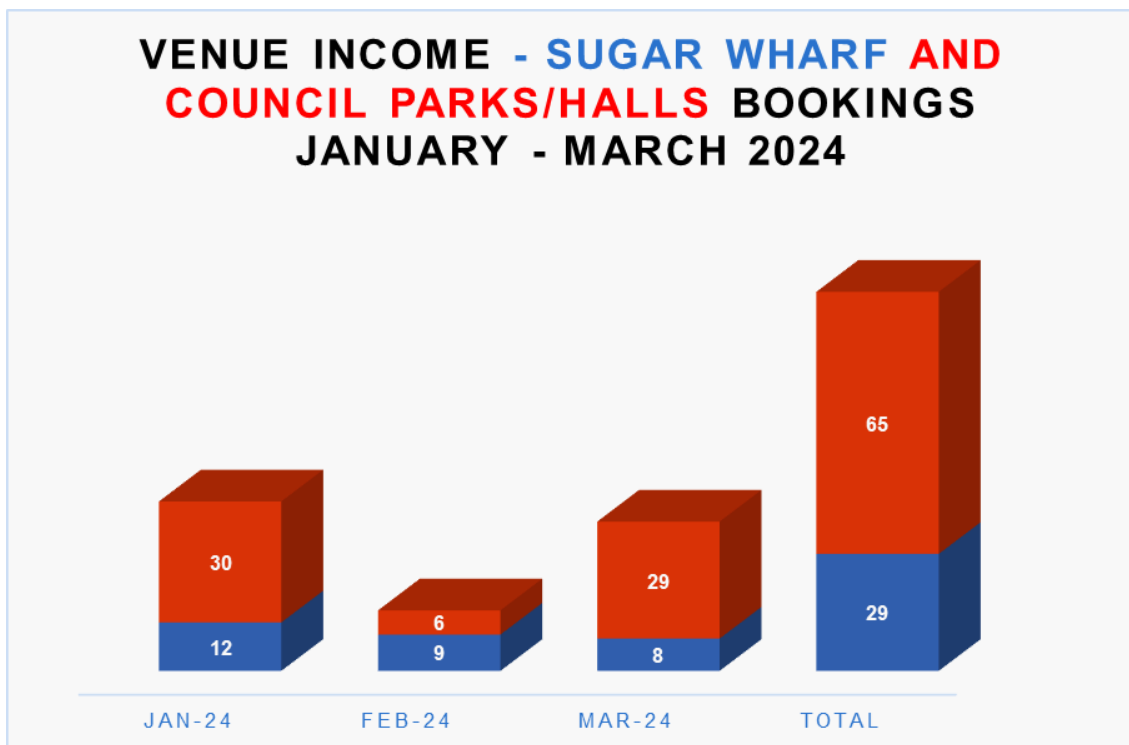
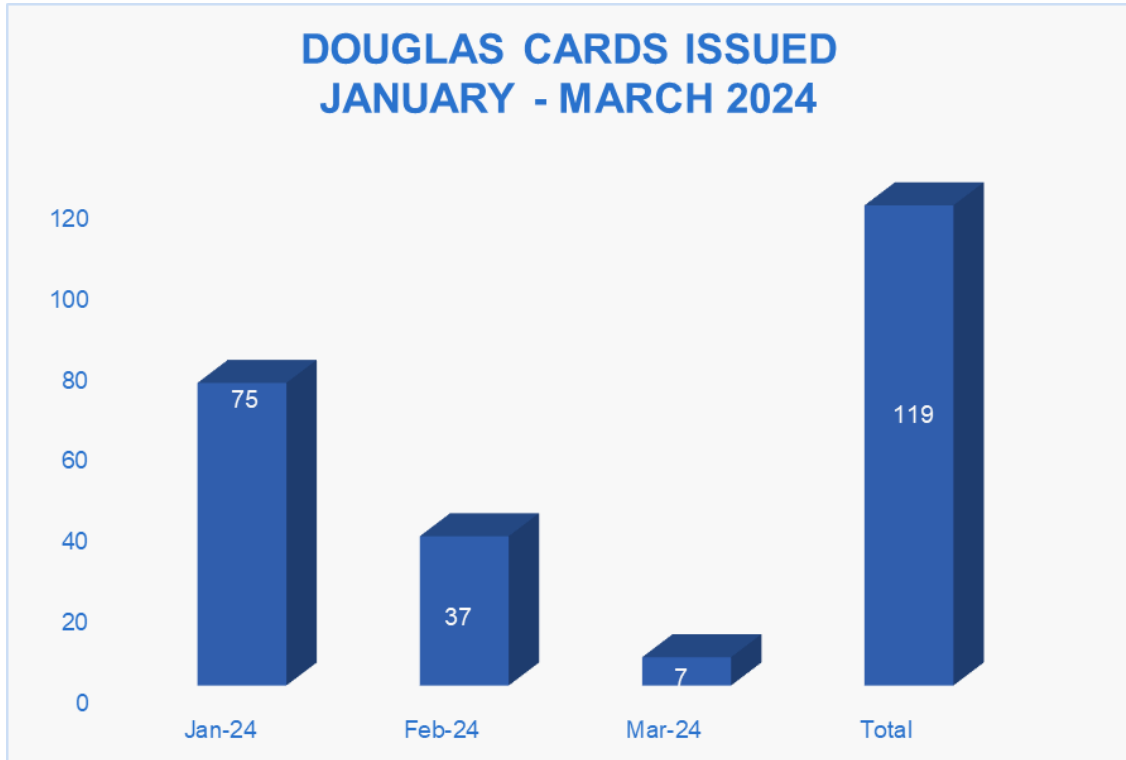
Integrated Services

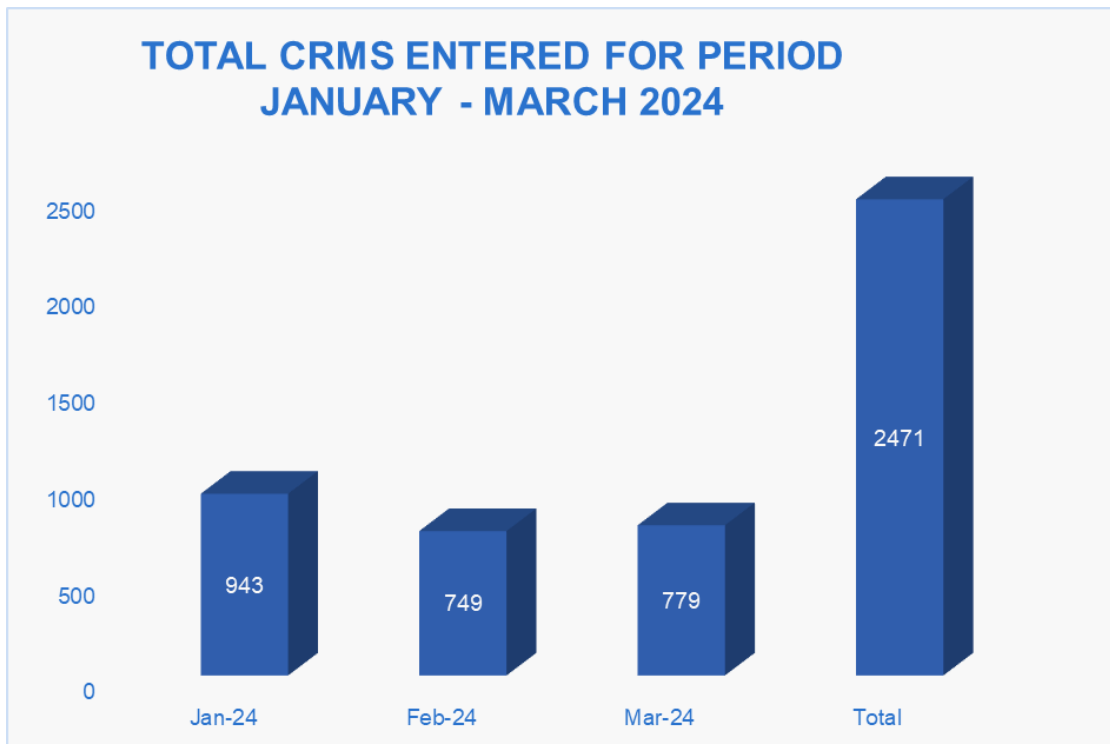
We have undertaken Training internally with Council Teams in both CRM and Purchasing processes. This has been received enthusiastically by participating staff with more Training to be scheduled.

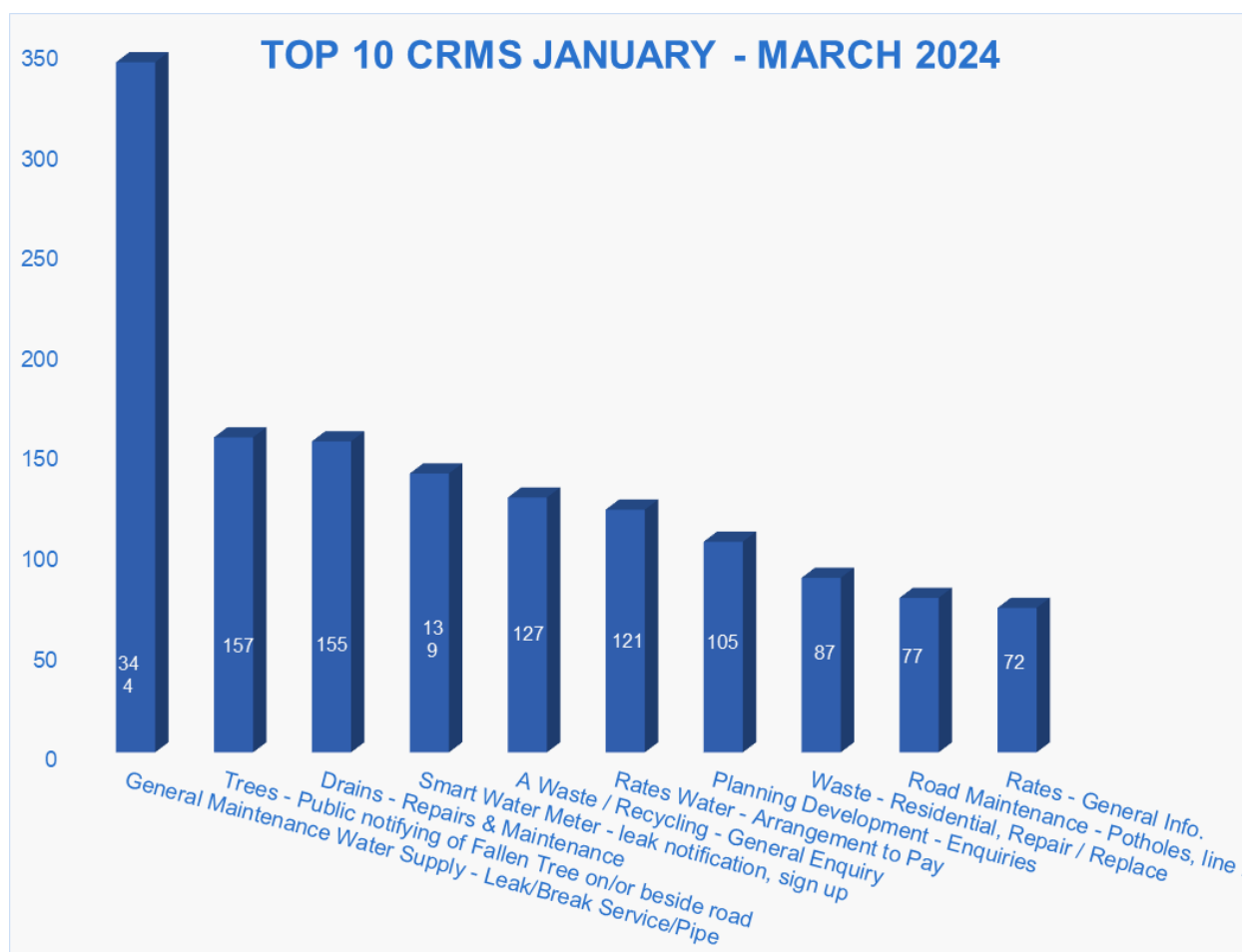
With the commencement of a new calendar year and the disaster repair works undertaken across Douglas Shire we have seen marked increases during these last 3 months in comparison to the same period last year with over 200 more Purchase Orders raised by Integrated Services officers.











GOVERNANCE

General Governance

The ongoing review of the Governance processes of Council continues which enables the governance, compliance and performance developments in the organisation to strengthen.

Complaints Management

This is to support Council's continuing commitment to inclusive and ethical governance for the community by appropriately addressing complaints from external sources. S 268(1) of the *Local Government Act 2009* requires Council to establish a complaints management system for resolving administrative action complaints. This has been established to ensure complaints are dealt with fairly, objectively, professionally, respectfully and subject to any legal requirements, in confidence.

These complaints are classed as Administrative Action Complaints (AAC) and are about an administrative action of a local government. This includes a decision or a failure to make a decision, including a failure to provide a written statement of reasons for a decision; an act, or a failure to do an act; the formulation of a proposal or intention; the making of a recommendation; and is made by an affected person.

Right to Information and Information Privacy

The *Right to Information Act 2009* and the *Information Privacy Act 2009* aims to make more information available, provide equal access to information across all sectors of the community and provide appropriate protection for an individual's privacy.

Administrative Access to Information – this refers to the release of information other than a formal access application under the RTI or IP Acts. Administrative access schemes are generally reactive, but also include proactive schemes for disseminating information in advance of requests, such as in publication schemes.

Policies and Procedures

Policies are made by resolution of Council in accordance with the provisions of the *Local Government Act 2009*. Policies are subject to regular review. Council policies have been structured into 3 distinct types:

- Statutory Policies – Required by legislation as part of Council's business operations
- Council (Strategic) Policies – Have direct impact on the Community
- Administrative Policies – Direction for the operation and internal management of the day to day operations of Council

Policies can be viewed on Council website at:

<https://douglas.qld.gov.au/council-information/policies/>

Legislation and Compliance

As the legislative landscape within Queensland continues to shift and evolve, Councils are faced with increasing responsibilities in terms of compliance and management of stakeholder requirements and expectations. Local Governments must comply with a range of statutory requirements prescribed by the Local Government Act and Local Government Regulations.

There have been a range of checklists and registers updated and developed to assist in complying.

Registers

A local government must keep a register for a number of functions. These registers are available on Council's website * and can also be inspected at Frontline services reception areas.

Registers available for the public to inspect:

- Administrative Action Complaints Register
- Asset Register
- Conflict of Interest / Material Personal Interest Declarations Register
- Corporate Risk Register
- Cost Recovery Fees Register (Fees & Charges)
- Councillor Conduct Register
- Delegations Register (including financial)
- Local Laws Register
- Register of Interests Councillors

Risk Management

Managing Risk is an essential component of Councils operations to ensure that the corporate and operational goals and objectives can be achieved. Council's policy outlines the commitment to the development and maintenance of the Risk Management Framework. Risk Management is a regular topic at the Strategic monthly discussion of the Management Team.

Internal Audit

The Internal Audit function is one component of Douglas Shire Council's (Council) governance framework. In addition to key management controls and the organisation-wide risk assessment process, the Internal Audit function provides the organisation's stakeholders with a level of assurance that

business processes are operating appropriately and effectively in accordance with organisational and legislative requirements.

The outputs of the Risk process are best utilised by Internal Audit to develop an Internal Audit Plan that assesses the effectiveness of the existing systems, processes and controls that are implicitly relied upon by the Executive Team.

Furthermore, Management is best placed to continue to progress actions that strengthen existing systems and controls where there are known deficiencies, lower than expected (or unacceptable) effectiveness ratings or further initiatives/management actions are required to move the risk to a level that is tolerable.

It is important that Internal Audit is conscious of the work being undertaken and planned by Management to reduce or mitigate risks and leave enough time for these initiatives, systems and controls to become embedded before Internal Audit assess their effectiveness. Exceptions to this may be reviews designed to establish a baseline position as a guide to future Management initiatives or to provide assurance that the implementation status or progress of an initiative is adequate and can achieve the desired objectives.

Audit Committee

The Audit Committee is an internal governance process, which is intended to contribute to the improved performance of the organisation. It plays a key role in assisting Council to fulfil its governance and oversight responsibilities in relation to a number of areas including, financial reporting, internal control systems, risk management, legal and regulatory compliance and audit functions.

ENVIRONMENT AND PLANNING

Planning

Gurner Development 69 – 73 Murphy Street Port Douglas

Following the approval of 3 houses to be constructed on 3 separate allotments at 69-73 Murphy Street Port Douglas and issue of the operational works approval, site works have recently commenced.

The development involves significant earthworks and stabilisation works of Murphy Street along with substantial water, sewer and drainage works which will take place within the site and the adjoining Jalan Park.

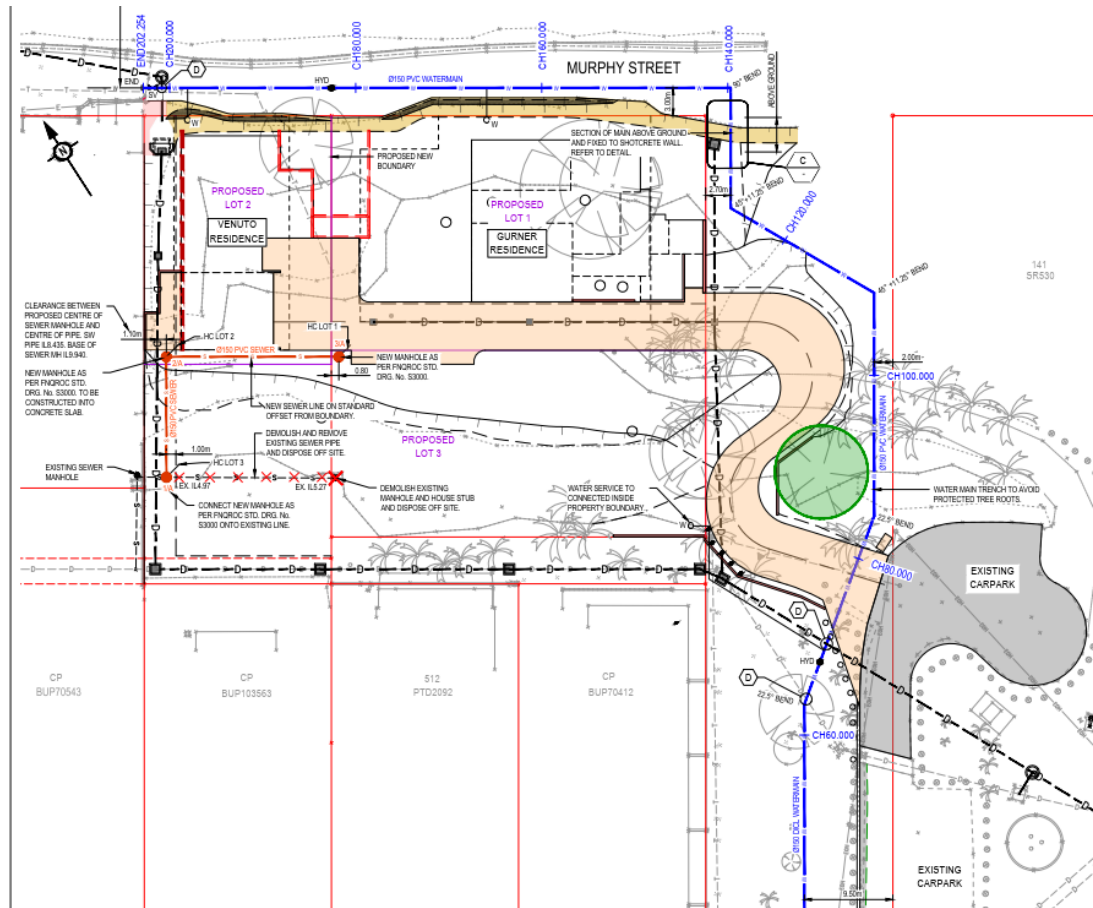


Image: Water supply, sewer and drainage works

The development approval stipulates that the dwelling houses are to be constructed at the same time in order to reduce disturbance to the foreshore area and to complete the development in a timely manner. Following completion of the build, the land will be reconfigured into separate titles.



Image: East Elevation (Ocean Side)

Stage 3 – Ocean Breeze Estate

Operational works application was received for Stage 3 of Ocean Breeze Estate containing 24 residential lots. A request for further information was issued by Council.

The Applicant responded to the request for further information in late December 2023 and the Operational Works approval for the construction of the development has since issued.

The development of Ocean Breeze Estate is nearing completion since first being approved in 2007. Stage 3 represents the last significant stage of the development.

The works involve substantial drainage works including a new concrete piped crossing of Cooya Beach Road that will service Stage 3 and other existing stages of the estate.

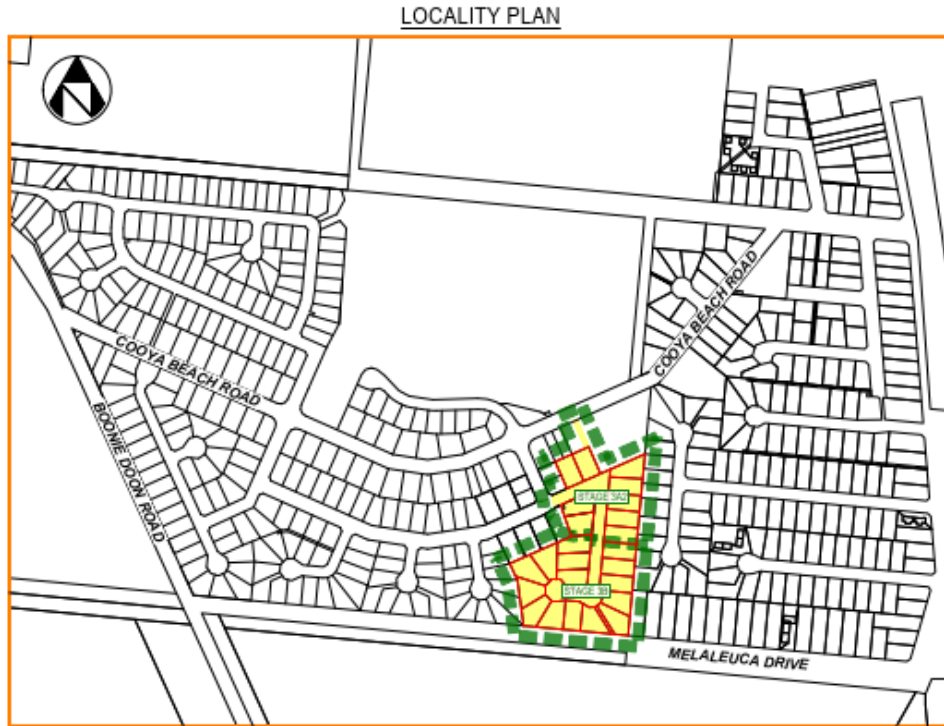


Image: Location of Stage 3



Image: Bulk Earthworks Plan

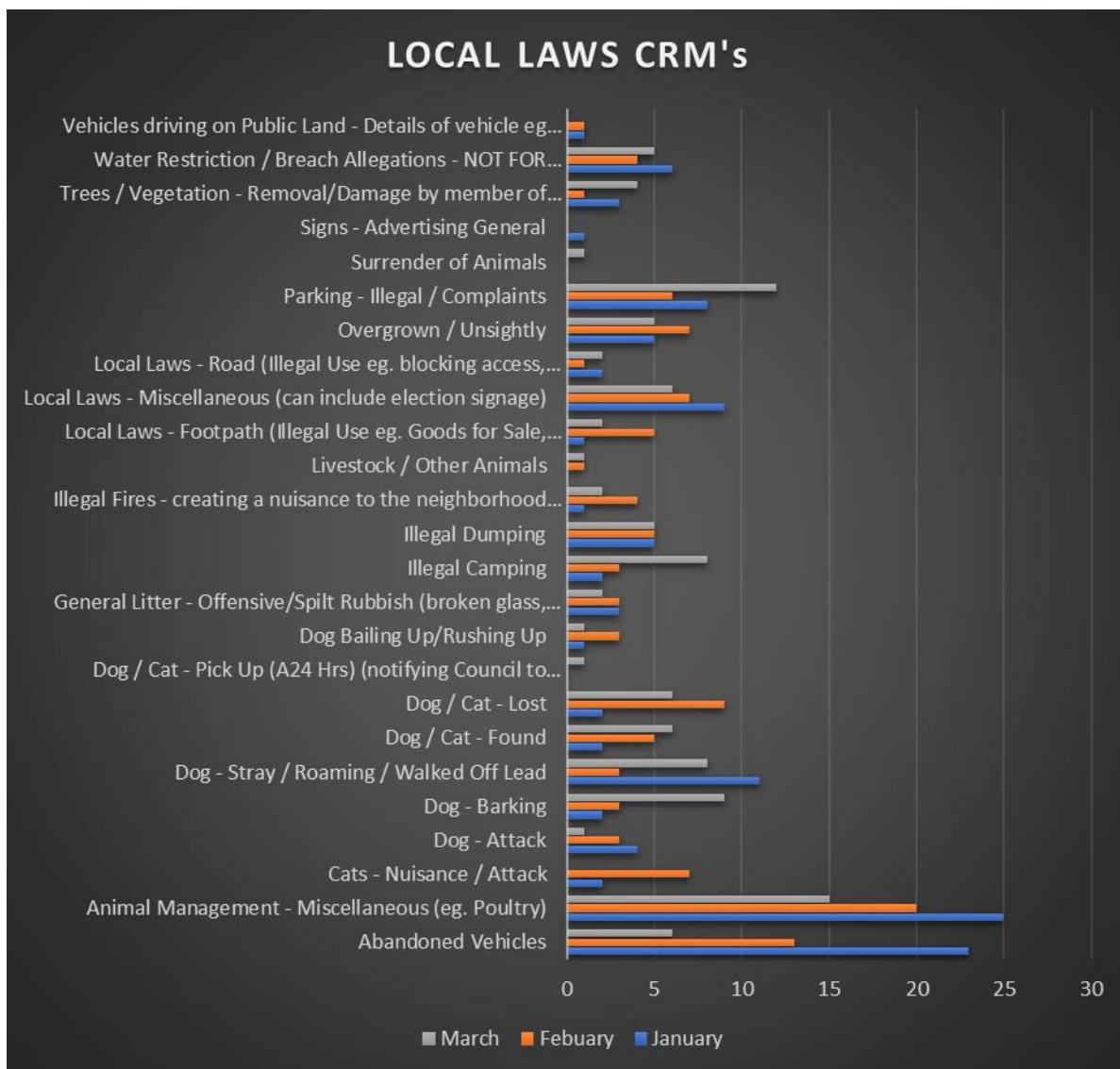


Image: Customer requests/complaints for the quarter

Other Issues

In the January to March quarter Local Laws noted an increase in dog attacks, abandoned vehicles, and illegal clearing, with 17 reported dog attacks, 42 abandoned vehicles reported, and 8 Illegal clearing complaints received.

In addition, Local Laws Officers identified some abandoned vehicle hot spots such as one street in Mossman where 12 cars were identified.

Providing education and taking enforcement action in terms of water restriction breaches also formed a large part of Local Laws workload with many residents leaving sprinklers on timers and filling pools during a period of water instability. Local Laws Officers also unloaded and distributed numerous pallets of bottled water to the Whyanbeel and Wonga areas.

Since December Local Laws Officers have been working to remove a boat and its owner from the public jetty as it is in breach of the 1-hour restriction and is impeding access for other users. This is an ongoing issue and a joint operation with QPS, Local Laws and MSQ.

Local Laws Officers have continued to collaborate with internal and external stakeholders including assisting residents with desexing their dogs in the Mossman Gorge, assisting the Wujal Wujal Aboriginal Council with relocating and providing emergency boarding for dogs that were impacted by the floods.

And finally Local Laws opened a pop-up dog grooming parlour in the water board shed recently!



Images: Dog grooming – Before and After

Environmental Health

In the period 1 January to 31 March 2024:

- 5 new applications for food business licences were received.
- 0 new applications for an accommodation approval were received.
- 0 new applications for personal appearance services were received.

Completed Inspections Env. Health 1 January to 31 March 2024

- 44 inspections were conducted in this period.

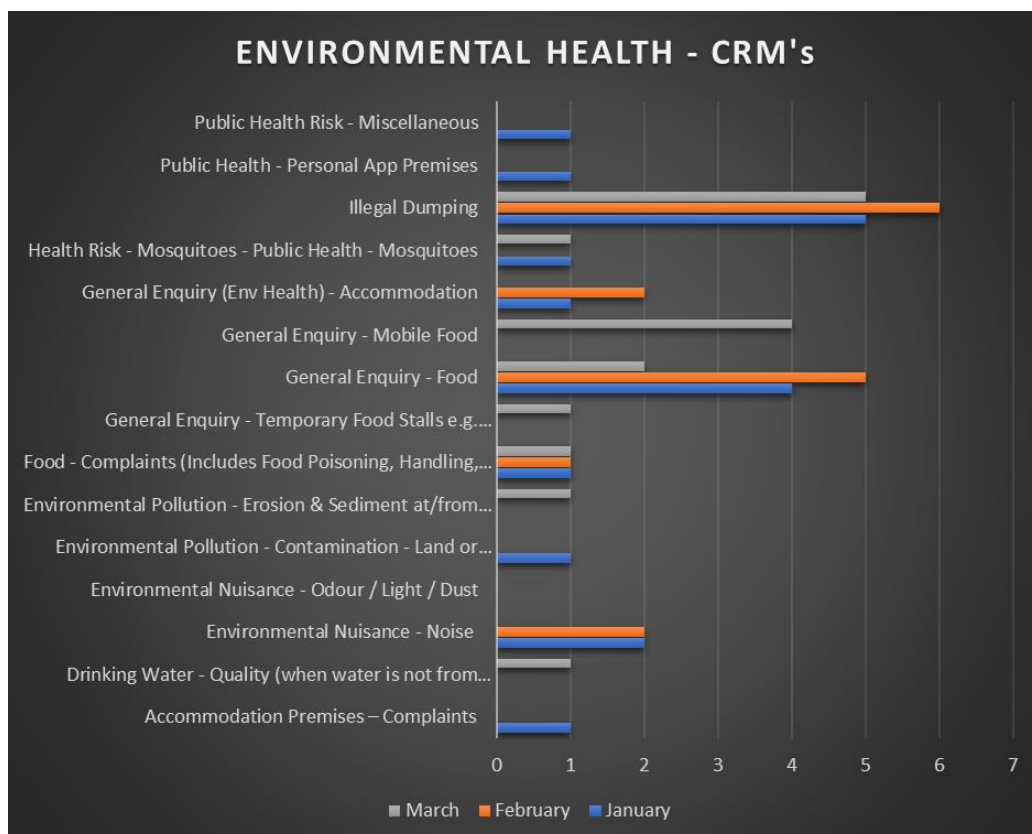


Image: Customer requests/complaints for the quarter

Tropical Cyclone Jasper and Floods

Emergency Water

Throughout the recent disaster period water outages resulting from Cyclone Jasper and flooding, Council's Environmental Health department guided the Emergency Water response to the affected communities and functioned as a liaison with QLD Health Public Health department. The primary aim of a public health response to a water outage, following a disaster, is to ensure that a sufficient and safe quantity of potable water is available to the community and a supply of non-potable water for hygiene purposes. Also, to provide toilet facilities such as portaloos as an interim measure.

Bottled Water

Drinking water to the community was provided through bottled water being distributed from designated areas and over **100,000** bottles of water were handed out to the community during the recent water outages. Moving and distributing bottled water is logistically difficult due to the size and weight of the pallets and access to forklift not always possible, road closures and staff resources were also factors to work around. Staff worked into the night unloading deliveries and through the weekends to ensure there was bottles available to the community.



Images: Bottled water being provided to the community

Non-potable water was provided by Water Carriers and limited toilet facilities available through portaloos, as with many things in FNQ availability of resources was an issue. Council also provided directly both bottled water and non-potable water to Vulnerable Groups such as aged care to ensure the ability of the services to meet the needs of their clients.

Public Health Concerns and Messaging

Environmental Health provided public information with concerned members of the public on a range of issues, including concerns about flood waters, mould, pests and water. Also though social media public health concerns were addressed where possible.

Boil Water Fact Sheet
If you have collected rain water or got water from a non-potable source

1. Fill a kettle or pot with water
2. Boil the water
3. Let the water cool
4. Store in a clean, covered container

When the water has been boiled and is cool, use it for:

- drinking
- making baby formula
- making ice
- preparing and cooking food
- washing plates and cutlery
- brushing teeth
- sponge-bathing babies

Tap water is still safe for:

- showers and baths
- shaving
- flushing toilets
- washing clothes
- watering plants

Mosquitos after a flood
Mosquito numbers and black flies can increase after floods or heavy rain. To find out more about preventing mosquitoes visit <https://www.qld.gov.au/.../prevent-mosquito-borne-diseases>

Mould after a flood
Floods and cyclones are usually associated with excess moisture, long periods of heat and humidity, and pooling of water. These factors all help to create an environment that is favourable to the growth of mould. Find out how to clean up mould safely and stop mould growth after a disaster <https://www.qld.gov.au/.../phys-health-wellbeing/mould>

BOIL WATER
Be aware of water contamination due to recent weather events. Previously safe water sources may not be safe after flooding.

Douglas Shire Council
 26 February at 09:53

WATER UPDATE FOR WONGA, ROCKY POINT, MIALLO, WHYANBEE AND SURROUNDING AREAS

Reservoir levels continue to build and the team is fixing/cleaning the treatment plant's filtration system.

Council is expecting to start feeding water into the network later today.

However, this needs to be done slowly to avoid further leaks and while looking for existing network breaks.

The showers and toilets at Mossman Pool are available for use.

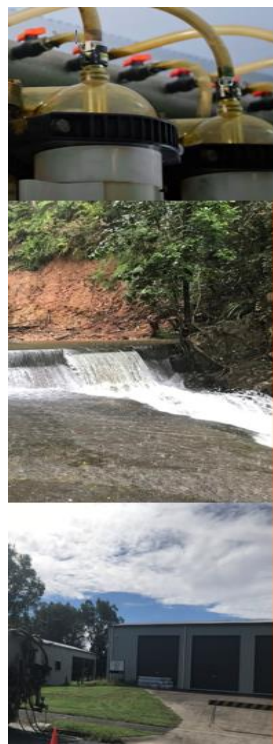
We understand this is a difficult time for the affected communities and Council is investigating options for additional treatment processes/fixing the current process, alternate water supplies and improvements to the water network.



Image: Community Messaging

Getting prepared – Emergency Water

Part of Council’s overall plan on water security an Emergency Water Supply Plan has been drafted, this plan details how Council can be better prepared to ensure the drinking water and public health needs of the community are met in the case of a water outage. The plan includes the provision of water to the general public as well as the vunerable communities and schools in the area.



EMERGENCY WATER SUPPLY PLAN

7 March 2024

DOUGLAS SHIRE COUNCIL

Engaging, Planning, Partnering
 Maraku Kirraji – Eastern Kuku Yalanji
 Ngangji jina ngunda-lam ... Malngijirri-ngaku – Yirrganydji

Type picture caption here.

Image: Emergency Water Supply Plan

The plan includes the following:

Water Tanks

Water tanks have been installed to service toilet and shower blocks across the community. This will ensure facilities continue in the event of an outage. The communities of Port Douglas, Cooya, Newell, Mossman and Wonga have all had selected amenities blocks installed with 3,000L – 7,000L water tanks. In total 14 tanks have been installed, plumbed, and set up with required pressure pumps.





Images: Water tanks

Licensed Water Carrier

Council has purchased and licenced a 10,000L water carrier. Water carriers are used to cart water for human consumption, are considered a mobile food premises, and are licensable under the *Food Act 2006*.

Alongside the water carrier, food grade water tanks have been purchased and will be available in the event of a water outage.

These water tanks can be placed in multiple areas throughout the shire for the public to access safe drinking water, this will allow for more convenient access and the servicing of the whole community rather than limited access points.



Image: Licenced Water Carrier

Food Safety Monitoring Tools

Under the new Food Standard 3.2.2A that came into effect on 8 December 2023, food business inspections now incorporate the requirement to assess a business's compliance to their new food safety monitoring tools. Throughout 2023, Council officers developed a raft of food safety monitoring templates for businesses to adopt and implement into their food handling operation, which then became a mandatory requirement in December.

Inspections conducted thus far in 2024 require Environmental Health Officers not only to inspect the suitability of the premises but also to review completed food monitoring records for up to 8 prescribed activities that they may conduct within their food handling operation. Businesses are making a concerted effort to ensure their compliance and the continued implementation of these will remain a primary focus of officers in the coming months. Site visits to kitchens to provide training as well as a suite of documents and templates have been made available to business operators to make the process as easy as possible.

Food Safety Supervisor

Since the new food standard were gazetted in December 2022, Council have been active in their pursuit to ensure all licensable food businesses have a suitably qualified food safety supervisor nominated for their business. This involved first acquiring a copy of their existing certification and assessing its currency against the requirements of the standard. In many cases, communication was required to the businesses to advise of a course of action where the nominated person required gap training and resubmission of a new certificate. To date, 171 certificates have been collated and filed against the 220 food businesses required in the Douglas Shire to have a nominated food safety supervisor. Most of the remaining businesses are in active communication with Council officers working towards submitting their certificates.

Illegal Dumping

The Local Government Illegal Dumping Partnerships Program project PP2A22, has provided a further 12-month extension for our full-time Illegal Dumping Compliance Officer. This current project activity end date will now be April 2025, with future ongoing funding for the program being sought for statewide LGA's.

With this funding agreement secured and in place now the new Illegal Dumping Compliance Officer is now onboard and looking at dumping hotspots, reviewing surveillance approaches to illegal dumping, updating our compliance approach to abandoned vehicles, catching up on the illegal dumping activities post-Jasper.

The Illegal Dumping Compliance Officer has continued to remain busy over the last few months with several investigations into vehicles, green waste, white goods and building waste and materials being illegally dumped around the Shire.



Prescribed Activity Approvals

Tastes Of The Tropics: Catering On Country (Iconic FNQ)

The filming of Episode 1 of "Taste of the Tropics" was conducted in the local area and is now available to view on SBS OnDemand. The television programme is an immersive journey through the vibrant food scene of Far North Queensland and its community. Guided by the knowledgeable First Nation host Samantha Martin, notable food enthusiasts from around the Douglas region share their unique insights into tropical flavours amid breathtaking iconic landscapes, inspiring viewers to visit and savour the local cuisine firsthand.

Featuring:

- Cooya Beach with Brandon Walker
- Great Barrier Reef/Newell Beach with Liquid Desire

- Alan and Suzi Carle at The Botanical Ark
- BBQ with Rodney Rasmussen and Hideki Ishizaki (Seashells Seafood Port Douglas)

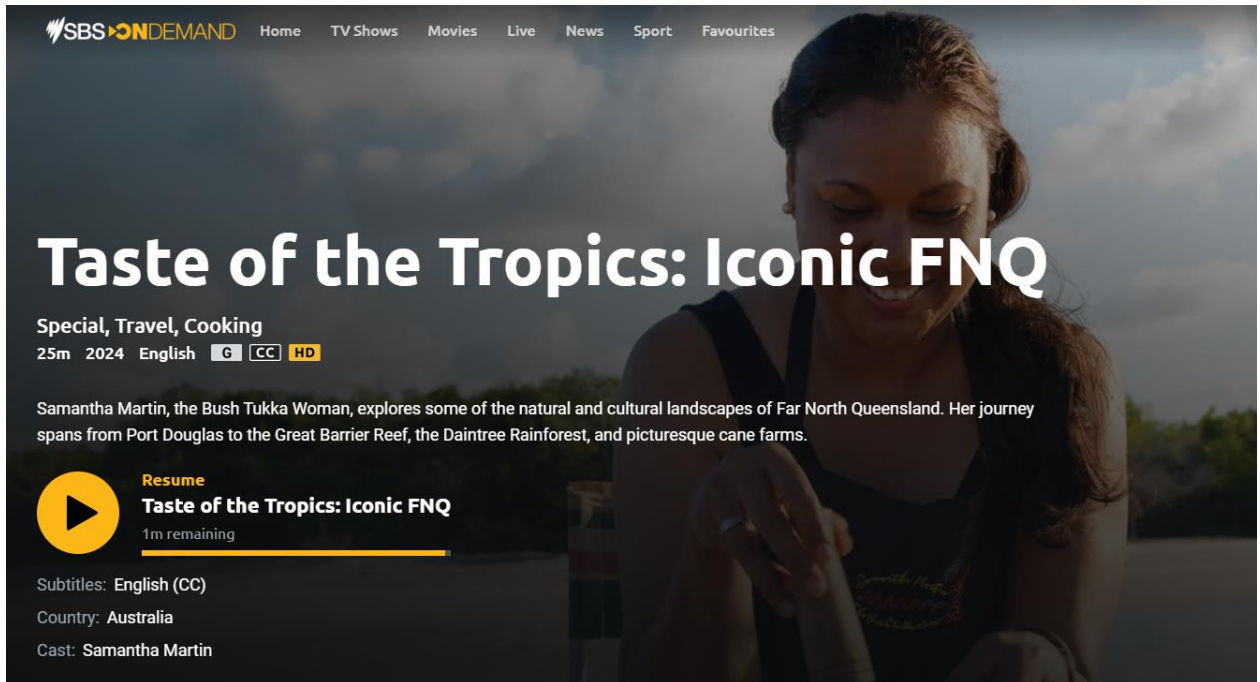


Image: Taste of the Tropics episode on SBS OnDemand

Can be viewed on SBS OnDemand.

[Taste Of The Tropics: Iconic FNQ Ep1 | SBS On Demand](#)

Tourism Australia – Come Say G'Day – Local Insider Shoot

A filming approval was issued to film local content for Tourism Australia’s digital platforms to encourage international visitation.

<https://www.tiktok.com/@australia/video/7322545039790361857>

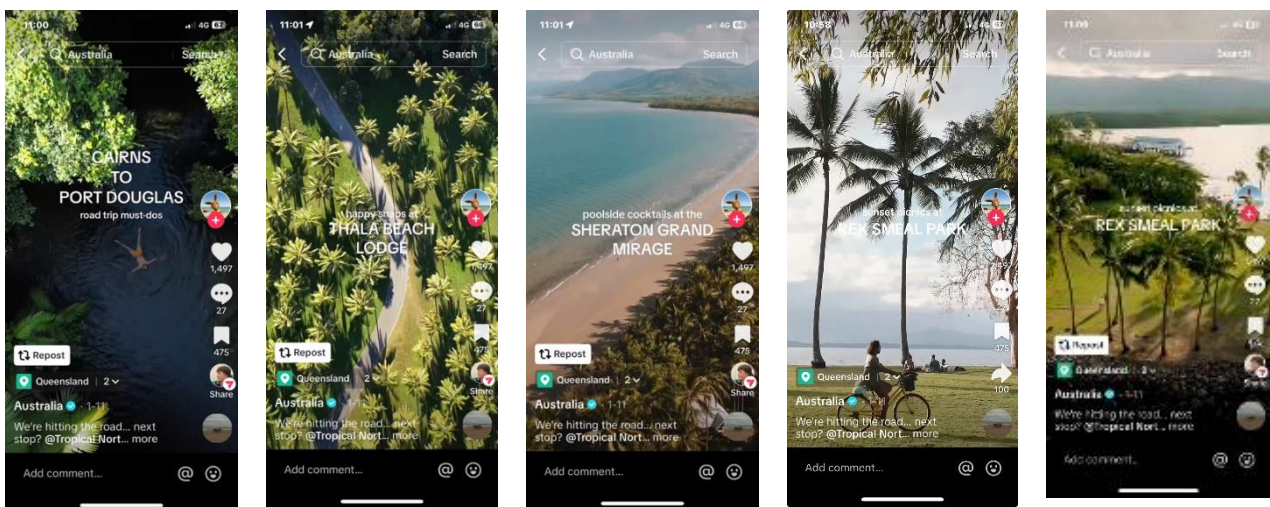


Image: Promotional video on TikTok (Hitting the Road – Cairns to Port Douglas)

Australia Bound – Educational Documentary (Awesome Australia)

A filming approval was issued for an educational documentary for American primary and middle schools and beyond. Each year, this program features a different country, with kids showing their country’s

highlights. Australia was recently featured, including a day in Far North Qld with Windswell Standup Paddleboarding at Low Isles.

[Meet Maddie - Day 1 Preview of Gospel Adventures: Awesome Australia](#)



Image: Awesome Australia Education Video (USA)

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period January – March 2024:

- Domestic waste: 922 tonnes
- Domestic recycling: 214 tonnes
- Commercial waste: 385 tonnes
- Commercial recycling: 17 tonnes

The following was exported for recycling from Council's Transfer Stations for the period between January – March 2024:

- Tyres: 439 exported under the Tyre Stewardship Program
- Mattresses: 350 received, with 244 mattresses suitable for processing and recovery by the Endeavour Foundation
- Ag/Chemical drums: 718 collected under the DrumMuster stewardship program, pending collection
- Fertiliser bags: 84 received
- Co-mingled recyclables: 2.64 tonnes
- E-waste: 4.84 tonnes
- Cardboard: 11.24 tonnes received
- LPG Bottles: 27 units received
- Used Lead Acid Batteries: 9 tonnes exported for recycling
- Illegal dumping collected by Council: 17 tonnes
- Air conditioners and fridges: total of 416 (176 were disaster waste)

Approximately 857 tonnes of general waste was exported and disposed of in Springmount Landfill, approximately 74.5 % of this was disaster waste.

Disaster Waste

One tonne fertiliser bags continued to be used for the storage and removal of putrescible waste from Cape Tribulation in January. Large skip bins were put on the barge in Cairns which landed on Cape Tribulation beach on 1 January 2024, bringing back 6m³ of waste on its return journey. A skip bin was

placed in Cape Tribulation in mid-January for residents to use, which was removed when the kerbside collection service for commercial properties resumed on 1 April 2024.

The collection of hardwaste from flood affected properties continued from January – March 2024, with the following areas completed between January-March 2024:

- Phase 1: covered majority of the Shire, from Oak Beach to Daintree Village and included Mossman and all surrounding areas which were impacted. These collections were completed on 25 January 2024 with approximately **840** tonnes of waste collected, this included 475 tonnes of green waste.
- Phase 2: covered properties north of the Daintree River to Thornton Beach, including Forest Creek, Cape Kimberly, Cow Bay and Diwan. Approximately 20 tonnes of waste was collected during this phase.
- Phase 3 of the collection, which includes Cape Tribulation, was scheduled to commence in April 2024 due to accessibility.
- Degarra: the clean-up commenced in early January and worked around the wet and muddy ground conditions. 10 semi tipper loads were sent out from flood waste collected in and around the impacted properties amounting to **110** tonnes of waste.
- An environmental clean-up in Degarra commenced at the end of March 2024 and is expected to continue for 4 weeks. Around **12,000m³** of material will be removed or chipped in the first phase.



Image: First stages of the clean-up in Degarra



Images: Disaster waste from flood affect properties

Waste Education and Community Engagement

Council’s Waste Collection Contractor continued to log contamination events from bins serviced in the Shire during this quarter. These events were handled sensitively with an education first approach given many residential and commercial properties were suffering with ongoing issues from the disaster. Council’s Resource Recovery Officer engaged with 3 commercial properties regarding their waste management practices during this quarter.

Council officers have also been working with COEX, the scheme administrator for Containers for Change in Queensland, to help with increasing participation rates in the scheme with the closure of the container refund point in Craiglie.

Waste Operations

Transfer Stations worked toward getting back to business as usual during this quarter, with ongoing recovery efforts from being flooded. Daintree Transfer Station was flooded to a level of 400mm.



Image: Daintree Transfer Station had floodwater to a level of 400mm go through the site during the flood event after TC Jasper



Image: Floodwater at Killaloe Transfer Station, December 2024

Killaloe and Cow Bay Transfer Stations have recently been accepted to participate in the battery stewardship program administered by B-Cycle. Co-branded signage is going through the approval process so advertising can begin.



Image: Battery stewardship program administered by B-Cycle

Love Food Hate Waste Campaign

The winner of Council's Love Food Hate Waste Campaign which ran in December 2023 was thrilled to receive the prize of a compost bin and aerator. Jo is an avid gardener and is looking forward to reducing food waste while improving the soil in her garden.

Over 70 Douglas Shire residents participated in the Love Food Hate Waste Campaign which was a three-week program to reduce food waste. The program included lots of tips for meal planning, food storage and included a database of recipes to reduce food waste: Love Food Hate Waste recipe database.

Results from pre and post campaign surveys showed significant increases in waste reducing behaviours after the campaign, with participants now meal planning, shopping with a list, considering quantities needed for the meal, checking what's in the fridge or freezer before shopping, using up leftovers, freezing unused items and determining best storage conditions for different food items to prolong the shelf life.

Details and resources for the Love Food Hate Waste Program remain on Council's website for residents to access.



Image: Jo was thrilled to receive the compost bin and aerator as winner of Council's Love Food Hate Waste campaign

Sustainability

Reef Guardian Council Funding

In August 2023, Douglas Shire Council applied for funding under the Reef Guardian Council's Program. It was a closed non-competitive grant worth a total of \$920,000 over 3 years. In November 2023, Council was advised it had been successful in getting funding for four (4) out of five (5) projects. The Grant Agreements have been finalised and Council has commenced delivering the successful Projects. Council is still under an embargo from the funding body.



Image: Reef Guardian Council Funding Logo

Sustainable Fishing

Douglas Shire Council and the Douglas Shire Fishing for the Future Working Group were successful in receiving funding from the Queensland Government's Community Fishing Grants Program 2022 to continue its promotion of responsible fishing. The grant funding will be used to host two free community-led kids fishing day events and to produce an educational fishing flyer.

The first of these free Fishing for the Future with kids' day events will be held in Port Douglas in the Easter School Holidays, with the second held in June 2024 at a location to be confirmed. A draft of the education flyer has been completed and feedback from key stakeholders is underway.



Image: Fishing for the Future with Kids

Disaster Management

The period was a very busy time for the Disaster Management (DM) Unit with disaster recovery activities.

Preparedness

Weather events with flood watches issued by the Bureau of Meteorology have been monitored with communication tailored to the Douglas Dashboard, Council's Facebook pages, Degarra community and the Incident Management Team. Stockpiles of sand and bags were closely monitored and replenished.

The FNQROC Climate Resilience Technical Committee meeting was attended to discuss the future of regional disaster management. The Douglas Area Fire Management Group (AFMG) meeting and draft Douglas AFMG Plan for 2024 has been completed.

Response

The Douglas LDMG stood up during TC Jasper and the associated subsequent flooding event and remained in standup until 31 January 2024. This is followed by a long and ongoing recovery process.

The Douglas Disaster Management Group held 48 meetings before, during and after TC Jasper. An initial debrief has been conducted.

Recovery

The impacts of TC Jasper and the resulting flooding on affected individuals and communities is profound, long lasting and life changing. Therefore, recovery is a long-term, multilayered social and developmental process that is more than simply the replacement of what has been destroyed and the rehabilitation of those affected. Disaster recovery resupply to affected communities of Degarra and Cape Tribulation have been ongoing.

17 Local Disaster Recovery Group meetings have been held to discuss and collaborate on the local recovery. Numerous community recovery hubs and Small Business Disaster Recovery Pop-Ups have been held across the region to assist affected communities. The *Local Recovery and Resilience Action Plan, TC Jasper Event 2023/24* is in the process of being finalised with support from the QRA who facilitated a recovery plan workshop in February 2024.

Douglas Shire Council is advocating for additional funding for the region to assist with recovery and resilience.

Council's *Emergency Water Disruption Plan* has been finalised and communicated with relevant stakeholders. In line with this plan vulnerable communities (aged care, childcare and schools) were identified and supported. In March, Expressions of Interest to join the Cape Tribulation Community Reference Group was launched. Its purpose is to enable two-way communication between Council and the community while all the road works are going on.

INFRASTRUCTURE

Civil Operations

Civil After Hours

The post-Tropical Cyclone Jasper inclement weather kept our on-call crew busy in all conditions for this third quarter, clearing fallen trees and debris and closing flooded roads. Our officers, also assisted in providing bottled water to residents whose main supply was shut off and in February, were called to assist Police in relation to a car accident in the Bonnie Doon area.



Image: Tree over along Cape Tribulation Road



Image: Removal of a tree branch - Macrossan Street



Image: Tree clearing - Cape Tribulation Road
Ordinary Council Meeting - 30 April 2024



Image: Car lodged under a tree - Junction Road, Mossman

Programmed Maintenance

Our maintenance works progressed for this quarter concentrating on routine scheduled works and the post Tropical Cyclone Jasper clean-up:

- Quarterly programmed slashing along Council's Road network, including Cooya Beach.
- Quarterly programmed herbicide spraying on Council's Road network including the kerb and channels around Miallo.
- Quarterly scheduled inspections of Council's transport assets including bridge inspections.
- Programmed street sweeping around Port Dougals and Mossman.
- Routine and post TC Jasper repair and replacement of road signage, guideposts and flood markers at various locations, including the Upper Daintree



Image: Sign replacement - Upper Daintree Road



Image: Flood marker replacement – Bamboo Creek Road

- Repairing high priority defects on Council's unsealed roads networks including Cape Tribulation Road prior to its re-opening.
- Programmed pothole patching on Local and Main roads, including North of the River.
- Programmed roadside tree trimming and vegetation removal around Port Douglas and the Daintree.
- Drain clearing and cleaning at various locations around the Shire, post TC Jasper flooding even including Whyanbeel, Cassowary, Oak Beach, Mowbray Valley, Miallo and Bamboo Creek Road.



Image: Drain clearing - Mowbray River Road



Image: Drain clearing – Syndicate Road



Image: Drain cleaning - Mowbray Street



Image: Drain clearing – Bamboo Creek Road

- Post TC Jasper bridge repairs at Pollocks Bridge, Syndicate Road, Miallo, Upper Cassowary Road.



Image: Before the repairs to Pollocks Bridge



Image: Repairs to the approach of Pollocks Bridge



Image: Drain repairs - Upper Cassowary Road
Ordinary Council Meeting - 30 April 2024

Civil Maintenance Accomplishments for the January to March Quarter

Tasks in relation to maintenance 'Defects' are logged in our 'Reflect' system. Once the tasks are completed, Officers record the information and capture an image of the completed task as an 'Accomplishment'. Reflect recorded **1160** accomplishments for the January to March quarter.

(October to December quarter recorded **1215**)

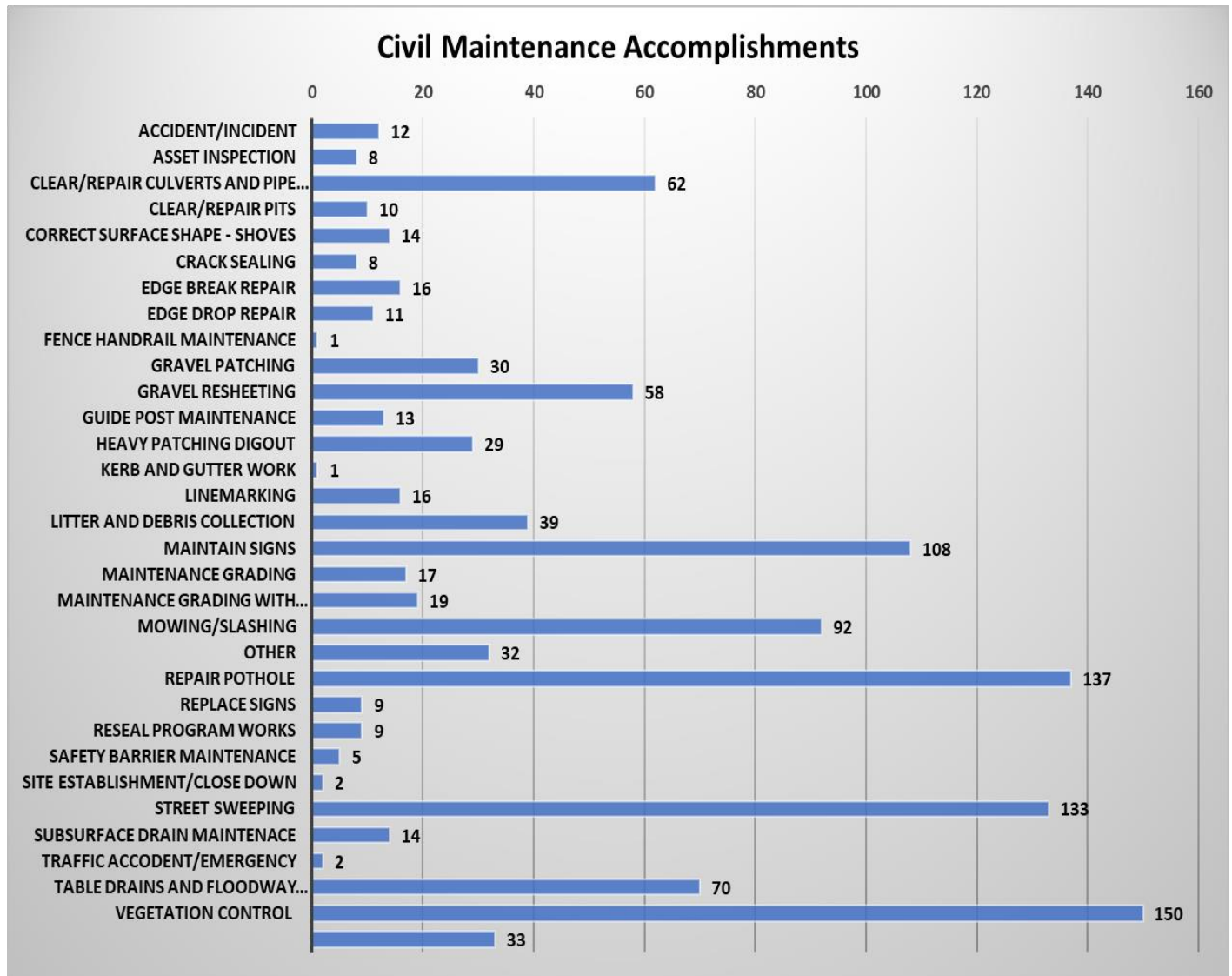


Image: Civil Maintenance accomplishments 1160

Civil Construction

Works were also scheduled for our Construction Crew outside of the Capital Works and Operational Programs this quarter:

- Repairs to the concrete footing along the side of Spring Creek Road, Mowbray Valley caused during the post-Tropical Cyclone Jasper flooding event.



Images: Before and after footing repairs alongside Spring Creek Road

- During early March, repairs were made to a damaged seat at a Port Douglas bus shelter.



Images: Before and after bus shelter seat repairs - Port Douglas

- Cleaning and repairing of road edges to provide more room for pedestrians walking up to the lookout at Island Point Road.



Image: Drain and road edge clearing at Island Point Road

Infrastructure Teams CRM Statistics for the Quarter (Civil, Building Facilities, Open Spaces)

There were **710** recorded CRMs across all Civil Infrastructure teams for the January to March quarter. (October to December quarter recorded **400**).

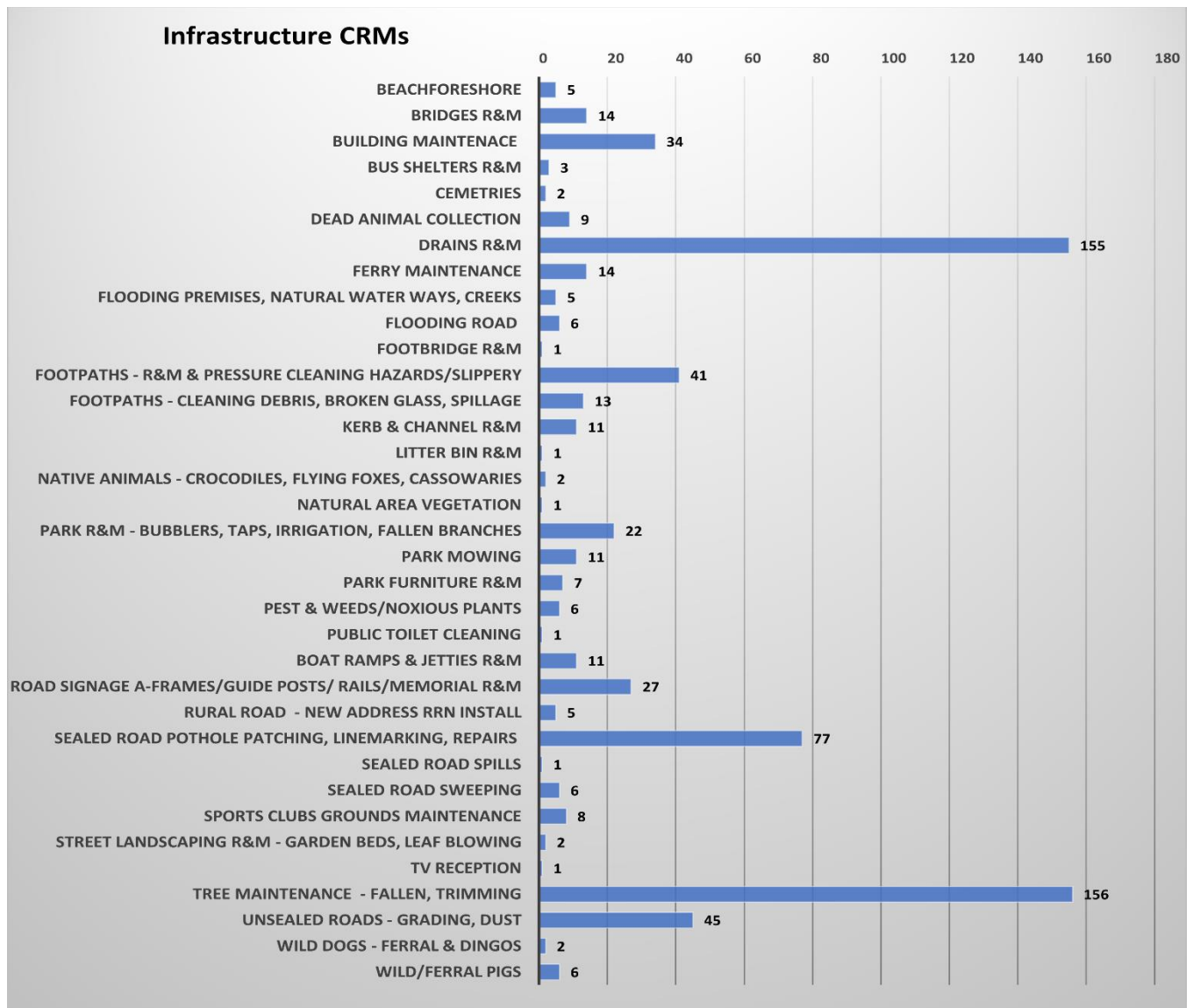


Image: Infrastructure CRM Statistics for this Third Quarter – 710

Capital Renewals Programs

As part of Council's Transport and Drainage Asset Management Plan, we manage asset renewal programs each financial year. During this financial quarter, the following projects were completed:

Gravel Re-Sheet Renewal Program 2023-2024

- Programmed February gravel road re-sheet along Cape Kimberley and Port Douglas.
- Scheduled grading renewal of unsealed roads around Killaloe area.

Drainage Renewal Program 2023-2024

- Post TC Cyclone works cleaning and clearing drains, waterways and pipe heads around the Shire, this also including sink hole repairs and the renewal of entry pit lids.



Image: Drain cleared – Port Douglas



Images: Before & after entry pit repairs – Andrews Close, Port Douglas



Image: Newly replaced side entry pit lid

Road Re-Seal & Pavement Renewal 2023-2024

- Scheduled line marking along Front Street, Mossman and Macrossan Street, Port Douglas and various locations around the Shire.

Footpath Renewal Program 2023-2024

- Renewal of a damaged section of footpath on Macrossan Street East is complete. Works also included the improvement of the parking area.



Images: Footpath renewal progress - Macrossan Street East



Images: Macrossan Street, East footpath renewal complete

Infrastructure Operations

Daintree Ferry – Clean up after Tropical Cyclone Jasper

Ferry operations were reinstated on a reduced schedule one day after river levels were out of flood. This was a significant endeavour, given the amount of debris covering the cables and mud washed up on the approaches. Sand removal in the river channel commenced in late January and resulted in approximately 3,320 m³ of sand being relocated to Rocky Point Beach. Normal ferry operations returned (5am to midnight) on 29 January and work continues to reinstate the landside infrastructure and vegetation.



Image: Day 2 of Clean Up at Ferry Southern Approach



Image: Day 2 of Clean Up at Ferry Southern Approach



Image: After Clean Up at Ferry Southern Approach

Flood Camera Update

Council's flood camera network is typically maintained once per year prior to the wet season, this financial year this occurred in late September 2023. Following TC Jasper, technicians returned in late January 2024 to undertake a damage assessment, some of which were submerged during the floods. This work also involved undertaking minor repairs. In early March 2024 technician returned with the appropriate parts to undertake repairs and additional servicing.

Council's flood cameras can be viewed on the Douglas Dashboard: <http://dashboard.douglas.qld.gov.au/>

RMPC Contract

Council manage and maintain approximately 65km of State-owned roads as part of the conditional agreement (RMPC Contract) between Douglas Shire Council and Department of Transport and Main Roads (DTMR). Council also has an agreement with Maritime Safety Queensland to maintain State-owned marine infrastructure within our Shire.

Council have accomplished **134** defects for this financial quarter. These works include:

- Pothole repairs along all roads due to extreme rainfall.
- Pavement repairs to rectify large pavement failures.
- Cleaning and clearing surface drains and culverts along Captain Cook Highway and Mossman
- Daintree Road and Port Douglas Road.

- Tree clearing along Captain Cook Highway and Mossman Daintree Road to remove low hanging vegetation within the road corridor at **26** locations.
- Installation of **49** new road signs across Captain Cook Highway, Port Douglas Road and Mossman Daintree Road programmed from the defects identified during recent night audits.
- Heavy shoulder grading was completed along Captain Cook Highway and Mossman Daintree Road to repair potholes and edge drops in unsealed road shoulders.

Works on Marine Assets

- Scheduled programmed maintenance on Council's boat ramps and jetties.
- Pressure cleaning of all boat ramps to ensure safety in the extremely wet conditions.
- Heavy shoulder grading along all Main Roads
- Pothole patching along Captain Cook Highway and Mossman Daintree Road.
- Dredging of the Daintree Village boat ramp for up to 1000m³ of sand.
- Reconstruction of Daintree Village boat ramp and car park post damage from the post Tropical Cyclone Jasper inclement weather event.



Images: Post flood damage to the Daintree Village boat ramp car park
Ordinary Council Meeting - 30 April 2024



Image: Re-construction and revegetation progress

- Hydro mulching of the slopes at the Daintree Ferry car park. Hydromulching is also known as hydro seeding which is a method of planting grass in a mixture of water, fibre mulch, tackfier (an adhesive substance). Seeds are then sprayed to prevent soil erosion and promote re-vegetation.



Image: Daintree boat ramp slopes in preparation for hydro mulching



Image: Hydromulching in action
Ordinary Council Meeting - 30 April 2024

- Road Tek have completed the repairs to the floating walkway at the Lower Daintree boat ramp due to damage after the TC Jasper flooding event. The ramp is fully operational with the inclusion of new solar lights.



Image: Post TC Jasper damage to the floating walkway – Lower Daintree boat ramp



Image: Road-TEK repairs complete – Lower Daintree boat ramp



Image: New solar lights - Lower Daintree boat ramp

Depot Workshop & Fleet/Plant Renewal

The Workshop completed the following services to Council vehicles for this quarter:

Fleet and Plant Services	No.
Light Vehicle- Hilux / Nissan Xtrail Services	23
Light/Heavy Truck Services	6
Plant Services (Tractors, Ride on Mowers	9
Small Plant (Chainsaws, Brush cutters, Pole Saws)	28
Major Repairs Vehicles & Plant	8
Total	74

Purchased Fleet

As part of Council’s Fleet Renewal Program for 2023-2024, a new Super Dog Trailer arrived for Infrastructure crews. The trailer which is also a tipper, is used for the removal and cartage of vegetation, soil, gravel and road base materials.



Image: Super Dog Trailer & Tipper

A replacement Variable Message Sign (VMS) was purchased to use for traffic management and real-time communication for road projects, safety alerts and traffic flow for travel efficiency and accident prevention.



Image: New VMS Board & Trailer

Open Spaces and Natural Areas

The team has achieved many accomplishments during the third quarter. The following is a snapshot of the tasks / projects undertaken:

- Extensive clean up of debris and damage caused by Cyclone Jasper across the shire.
- Recutting the Bloomfield track to Degarra to enable access for damage assessments and road crews.
- Vegetation remedial works throughout the Shire removing dangerous trees and defects.

- The topdressing sand was finally spread on the AFL field following a nice dry spell, this task was a follow-up to the de-thatching and aerating of the field which was conducted in December prior to Cyclone Jasper.
- Herbicide treatments of Sports Fields



Image: Technical Dangerous Tree Removal



Image: Vegetation Clearing Cape Tribulation Road



Image: Clearing Bloomfield Track



Image: Surviving cattle washed ashore near Donovan Range

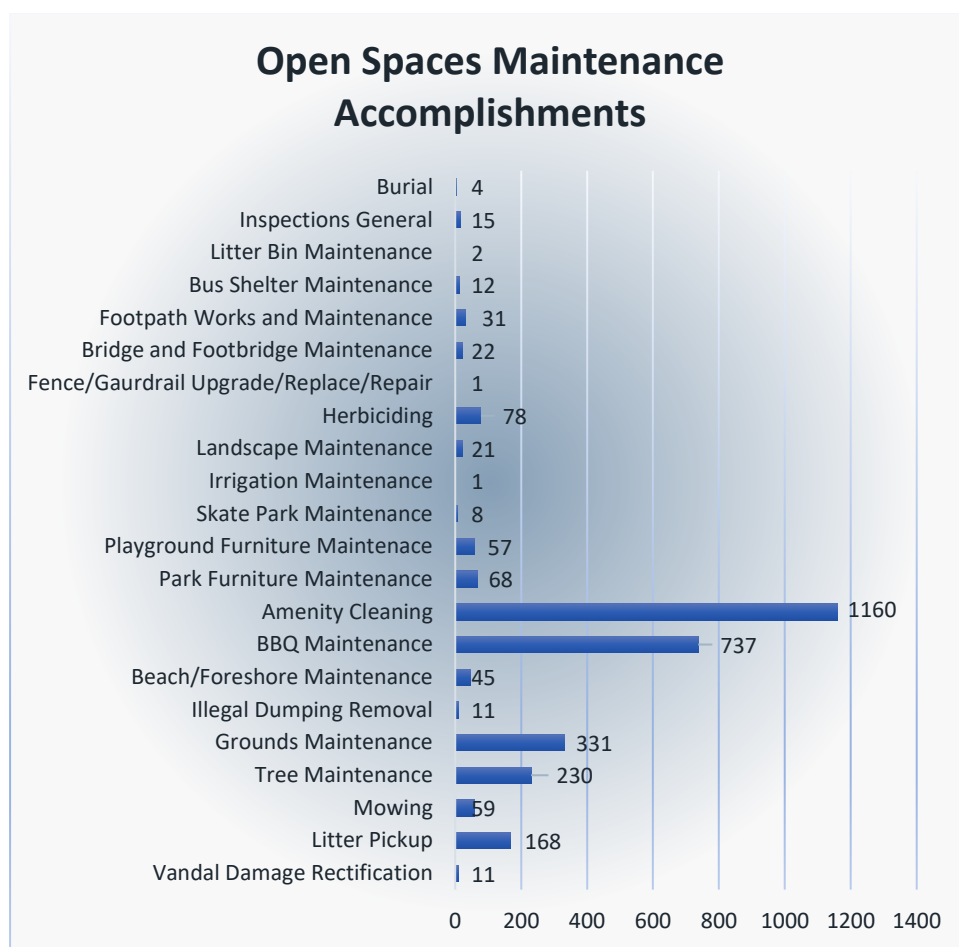


Image: Open Space Quarterly Accomplishment Report

Capital Works and Grants

The team has progressed several projects including:

- Rex Smeal Playground – Playground marked out and survey completed by RPS. Playground equipment is ordered and will be delivered to site at the end of March. Arborist Report received identified a dying fig tree now removed for safety to the public. Tenders out for boardwalk and park accesses to provide connectivity to the new playground. A total of 450 plants have been ordered. Park seating (3) and water bubbler have been delivered ready for installation. Rubbish bins will be relocated once construction kicks off. Drainage design is currently being undertaken by RECS.
- Macrossan Street Decorative Lighting stage 2 (underground conduit installations) – Contract signed with Cairns based drilling specialist ADK (Aussie Drill Kings Pty Ltd).ADK postponed the commencement of works in mid-December due to cyclone Jasper and have rescheduled the works commenced in mid-February.
- Council Administration building landscaping stage 2 – Contract signed with local landscaping company Hortulus Australia Pty Ltd, with works scheduled to commence after Anzac Day 2024.
- Replacement of the 4 outdoor showers on the Esplanade at Port Douglas is scheduled to commence in late February and be completed by end of March.
- The Port Douglas Skate Park design drawings have now reached 100% and have been issued to Council as “Drawings for Tender”. Council will require a government Sporting Grant to enable the construction works to proceed in the future.
- Council was recently successful in applying for a government grant under Round 6 Flying Fox Roost Management Program for vegetation management around the Lake Estate and Barrier Street sites in Port Douglas. This work will be carried out after consultation with our environmental consultants to identify the best time for vegetation works to be undertaken.



Image: Works in Progress Little Cove Upgrade

Biosecurity

Douglas Council's Biosecurity Team have started the annual foreshore weed management program for beach foreshores throughout the Shire, targeting invasive species that have moved into our littoral forest environments. These ecosystems are experiencing ongoing disturbance as a result of erosion, vehicle and pedestrian access, weeds and pest species, illegal clearing and run-off from stormwater and agricultural land. These factors are threatening dune stability and reducing the erosion buffer, often result in vegetation loss, impacts to native fauna species, and changes in ecosystem structure.



Image: Singapore Daisy growing to the high tide mark

The Biosecurity Weed Management team are focusing on numerous water weed species such as Salvinia, Water Lettuce and Amazon Frogbit throughout the Douglas Shire during the wet season. Surveys have been conducted to detect any infestations that may be present in creeks, dams, water features and fishponds.



Image: DSC Authorised Person removing water lettuce

Biosecurity Statistics:

- Total person hours on weed / electric ant control = 334 hours
- Feral pigs terminated = 20

Nursery Statistics

- Plants produced = 856
- Plants distributed to community including sales, land care groups and project works = 2594

Building Facilities

Operational Works

The Building Facilities team have encountered many challenges in the first three months of 2024 with road closures and supply issues hampering efforts to obtain materials and to be able to have contractors on site. Despite these challenges and with the local support of staff and local contractors, building facilities have been able to meet operational objectives to a reasonable degree.

Table: Quarterly Activity Report

Activity Name	No. of jobs assigned to Contractors 1 January to 31 March 2024
Plumbers	81
Electricians	42
Builders	12
Air conditioning repairs/replacements	8
CCTV/security systems	7
Generators/batteries	5
Roof and gutter cleaning	1
Pressure cleaning/demoulding/spring cleaning	5
Metal fabricating	4
Locksmiths	14
Pest control	3
Blinds	1

Activity Name	No. of jobs assigned to Contractors 1 January to 31 March 2024
Communication towers	3
Fire services	3
Painting	3
TOTAL	192

Cyclone Jasper

Cyclone Jasper made landfall just north of Port Douglas on the 13 December 2023 followed by a significant rain event in the following days. With extensive wind and flood damage across the Douglas Shire, the council was left with a major clean up. The building facilities team have been very busy assisting in developing and actioning a response to these works over the following three months. The Coordinator Building Facilities has concurrently been assisting staff in organising the insurance claim for Council's buildings and facilities. We also saw a large increase in day to day reactive and emergency works requests because of the continual monsoon rainfall causing electrical/plumbing and other issues.

Some of the buildings effected were:

Daintree Ferry

Both ticket offices were inundated by flood water including the the ferry house residence, the electrical switch board, waste water system, water pumps and the stand by generator.



Images: Daintree Ferry Ticket Office and power supply after flood
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Daintree Toilet Block

The Toilet block on the North Side of the ferry was also inundated by flood water requiring repairs and cleaning. The toilet block was back in operation after only a few days thanks to the hard work of Council staff.



Images: Daintree Ferry Toilet Block North Side

Mossman Shire Hall

During the weather event flood water entered many of the businesses down the main street of Mossman. The Mossman Shire hall was also effected by this with many of the old shops being inundated with flood water



Image: Mossman Shire Hall Shops – Youth Centre and DV Centre

Port Douglas Sugar Wharf

Wave action from Cyclone Jasper effected the pipe work Under the Sugar Wharf causing significant damage to the sewer System and water pipes that required repairs



Images: Damaged pipes beneath the Sugar Wharf

Capital Works

This financial years Capital Works program is currently in the procurement phase as the Building Facilities team prepares to roll out numerous projects under the renewal program. These projects include:

1. Sharks Club House – refurbishment of side and rear steps
2. Daintree Dump Point – repurpose holding tank to caravan dump point
3. Mossman Show Grounds – upgrade aging power supply to food area
4. Mossman Pool Change rooms – rebuild sky lights
5. Port Sports Complex – replace ceiling in dining area and kitchen
6. Public Toilet block (Wonga) - paint toilet block
7. Mossman Library – install new smoke detectors
8. Port Community Hall – install new smoke detectors
9. Mossman Shire Hall – upgrade and install new smoke detectors
10. Mossman Shire Hall – upgrade ceiling fans
11. Port Community Hall – upgrade boardroom air-conditioner
12. Numerous locations – install ladder access and harness points

PROJECT OFFICE

Capital Works Projects

Progress on most of the capital works projects between January and March 2024 was slowed or halted due to resources being involved in the disaster recovery work after TC Jasper. Some design projects progressed but project managers and contractors were generally engaged with emergent works.

Mossman Splash Park

The Mossman splash park was completed in March 2024, and was opened to the public for Easter. There were 67 people who enjoyed the park in the first weekend.



Image: Mossman Splash Park being enjoyed by locals

Port Douglas Wastewater Plant Inlet Works Design

The inlet works at Port Douglas Wastewater Treatment Plant requires upgrading. A consultant was engaged to provide design for both short term and longer-term solutions.

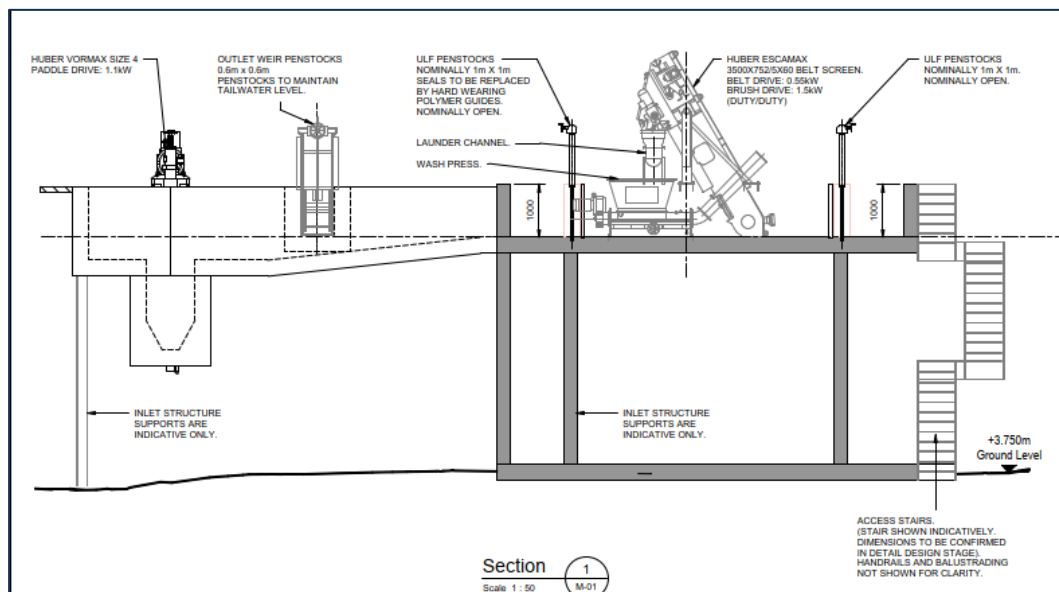


Image: Draft design of the longer-term inlet works structure

Projects currently being managed by Project Office

There are 24 projects being managed by the project team, although the last five in the list below will be absorbed by Reconstruction of Essential Public Assets efforts.

- UV renewal Program
- BBRF Pedestrian Cycleway - Bridge and Pathway
- Footpath & Road Lighting Program 23/24
- Mossman Splash Park
- Mossman River Intake
- QRRRF21-22 Warner-Mowbray St Trunk Drainage
- Water Treatment - WHS Improvement
- Port Douglas WWTP - Inlet Works Renewal
- SPS Switchboard Renewals 23/24
- Critical Water Mains Replacement
- Macrossan-Grant St Water Main Integration
- SPS - MA Rising Main Upgrade
- Coronation Park Field Light replacement
- Fire Fighting Compliance
- District metering and pressure management
- Port Douglas WWTP - Recycled Water Upgrade
- Killaloe Final Capping - Stage 3
- Port Douglas Aquatic Precinct
- Ferry Landside Infrastructure
- Ferry Landside Infrastructure
- Whyanbeel WTP Ultrafiltration Upgrade
- Mossman WTP Ultrafiltration Upgrade
- Alexandra Range Stabilisation - TIDS
- Alexandra Range Surfacing - TIDS

- Noah Creek Bridge
- Disaster Repair Lee's Bridge
- Taylors Crossing Replacement

WATER AND WASTEWATER

Water

Smart Water Meter Rollout

The smart water meter rollout is complete within the Council water reticulation area. The water reticulation team is continuing to install smart water meters to new properties around the Shire.

The smart water metering devices have allowed property water leaks to be detected in their earliest stages, allowing property owners the autonomy to act on reducing water leak volumes and thus their water bills. The table below shows the leak summary, registered properties and leak notifications issued during the reporting period.

Table: Results smart water meter data for reporting period

Metric	Total (as of 31/03//2024)
Total Number of Meters	4,206
Number of Meters recording leaks at a property	443
% of Meters With Leaks	11%
Leaks Ceased During Period	2,718
New Leaks in Period	2,786
% of Leaks Ceased During Period	86%
Total Volume Lost to Leaks (kL)	141,946
Average Leak Rate During Period (L/hr)	158
Average Leak Days (Ceased Leaks)	9
Average Leak Days (Continuing Leaks)	28
Registered Properties to MiWater	1,440
Notifications issued to residents	
SMS Leak Notifications	2,790
Email Leak Notifications	1,786
Letter Leak Notifications	295
High consumption Alert Notification	281
TOTAL Notifications	5,152

Once a resident is informed of a potential leak on their property, any decision to repair a leak is that of the property owner. Douglas Shire Council does not have any legal ability to enforce a leak to be repaired.

The MiWater customer platform is being utilised by residents to view the water usage on their property. As a curtesy the Water and Wastewater department is currently issuing leak alerts once a month. As a result, the MiWater Portal has seen an increase in sign-ups. Residents appreciate the ability to monitor their consumption and comparing it to the areas average.

Table: Technical Support Officer activities for period

Activity	Number in period
CRM's Customer smart water meter enquiries and MiWater assistance	137
Property Owner - MiWater Approvals	372
InfoXpert Tasks - As Constructed	20
Email Daily Reports – Treatment Plants	450
Backflow Account Billing	52
Backflow Device Tests Received	158
Water Restriction Exemption Certificates issued	141
Water Restriction Breach Allegations processed	47

Water Restrictions

The Douglas Shire has been on Level 4 water restriction since 12 January 2024, after implementing water restriction Level 3 from the 5 January 2024 to 8 January 2024 and Level 1 from 8 January 2024 to 11 January 2024.

While residents around the Shire reported dissatisfaction with current restrictions, overall water consumption dropped effectively by 30% by the end of the reporting period.

Water saving measures by the community and the reduction in overall water consumption across the Shire allowed reservoir levels to replenish at a faster rate and improved drinking water availability.

As a result of conservation measures the Water and Wastewater Department was able to issue 141 water restriction exemption certificates to support businesses in recommencing operation. The majority of certificates were issued to cleaning and pressure cleaning businesses supporting other businesses and residents in their clean-up efforts after TC Jasper, with health and safety concerns ticked as the main reason for exemption requests.

During this period no exemptions were approved for residential irrigation purposes. With consistent rainfall Council Officers could see no reason to issue exemption certificates for residential irrigation purposes.

The Water and Wastewater Department received a total of 47 water restriction breach reports from the public in in the January to March reporting period. All allegations were followed up by Technical Support Officers and Local Laws Officers.

Leak Detection in Public Infrastructure

During the month of March, The Douglas Shire Council engaged the services of a team of Leak Detection experts. They were employed to detect water leaks around the shire's water pipe network that was put under strain due to the saturation of soil and ground movement following Cyclone Jasper.



Image: Leak Detection expert

Over 8 days the team of Leak Detection experts searched more than 300 kilometres of water network which identified 178 leaks. Our water reticulation team have been tirelessly fixing these leaks in the network and they have already saved the water system more than 371 litre per minute.

The Council have also been working with the larger resorts on the network to determine if any leaks are occurring on their sites.

This proactive approach underscores Douglas Shire Council’s commitment to preserving water resources, maintaining infrastructure resilience, and ensuring the continued wellbeing of our community following the unprecedented storm event.

Table: Leaks in Council Infrastructure – Type of Leaks with Estimated Flow Rate

Type	Estimated Flow Rate Litres per Minute	Count of Leaks
Customer Leak	250.95	96
Ferrule	19	3
Hydrant	24.9	14
Main to Meter Line	120.5	21
Mains	312	3
Meter	0.22	3
Stop Tap	9.7	7
Valve	102.7	16
Grand Total	839.97	163

Table: Value of Current Leaks in Council Infrastructure

TOTAL LEAKS		163
TOTAL EST SAVINGS	840.0	l/m
	14.0	L/s
	1209.6	m3/d
	441.5	MI/Yr
Ordinary Council Meeting - 30 April 2024		

TOTAL LEAKS		163
Leakage		
\$ Savings / day		\$ 2,902.94
\$ Savings / yr		\$ 1,059,571.76
Payback Time (Days)		1.35
Leakage		
\$ Savings / day		\$ 2,035.65
\$ Savings / yr		\$ 743,013.39
Payback Time (Days)		1.93
Extra Customers Supplied (@ 150l/person/day)		8064

Backflow and Trade Waste

Council received 158 backflow prevention test results in the January to March reporting period.

To streamline the transmission of testing results and improve data integrity, a meeting about the possible introduction of Backflow ID was held in July 2023. The team has assessed the benefits and risks related to the application and is planning to progress with streamlining the processing of results utilising a system that is able to be integrated into Councils current operating systems.

In addition to backflow administration, an audit of Council's trade waste register was conducted in February to capture new and existing businesses requiring trade waste licenses ahead of the annual trade waste renewals this year.

Water Quality

The Rex Creek intake level dropped to 740 mm during the reporting period and peaked at 2,010 mm on the 12 January 2024.

The average water consumption was 5,760 kL/day for the Port Douglas network and 2,061 kL/day for the Mossman network.

The graph below displays the water usage for the Mossman/Port Douglas scheme and shows the creek level recorded at Rex Creek intake throughout the reporting period.

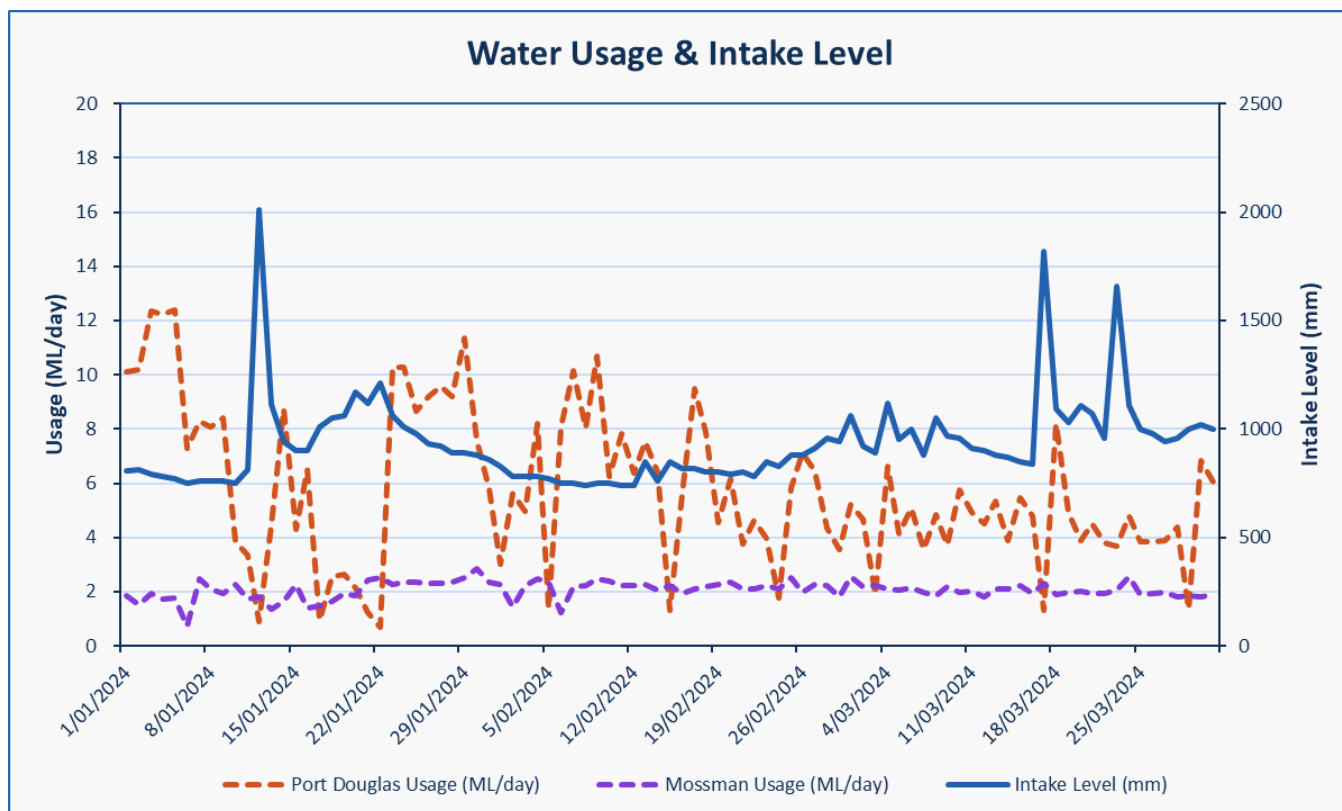


Image: Water Usage for Mossman/Port Douglas Scheme and Rex Creek Intake Level.

Total water consumption for the current period:

- Mossman area consumed 187 ML
- Port Douglas area consumed 524 ML
- Whyanbeel water scheme consumed 71 ML
- Daintree water scheme consumed 4.4 ML

Mossman/ Port Douglas Scheme

During December 2023, tropical cyclone Jasper (and the very heavy rainfall following) caused landslips at and above the intake locations. This landscape instability has continued to impact water production due to high turbidity. Water treatment processes and production interruptions have continued in the current reporting period as turbidity issues associated with current rainfall events triggered plant process shutdowns. Despite production interruptions, the Mossman and Port Douglas Scheme maintained water supply during the reporting period with the exception of 21-24 January when there was a water main break and Port Douglas lost water.

The graph below indicates the daily turbidity trends at Rex Creek intake and treated water as recorded at the Mossman water treatment plant for the current period.

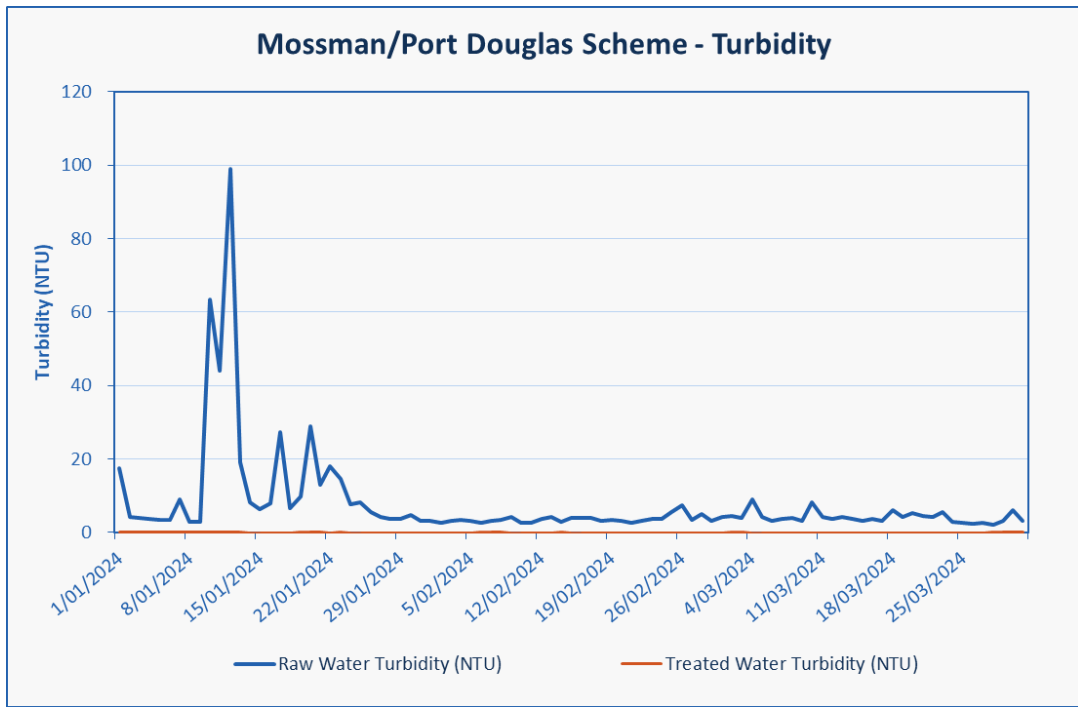


Image: Mossman/Port Douglas Scheme – Turbidity

Whyanbeel Scheme

The Whyanbeel water scheme faced greater challenges, with intermitted and total loss of water between 17 – 24/25 January and again on the 24 – 27 February following a high rainfall event and water mains breaks. On the 11 March a brief outage was experience for 2 hours due to a burst water main that was quickly repaired.

The Wonga township also lost water temporarily (≥ 1 day) both on 2 January and 3 February due to water main disruptions.

The graph below indicates the trends for daily turbidity recorded at Little Falls Creek intake and for treated water recorded at the Whyanbeel water treatment plant for the reporting period.

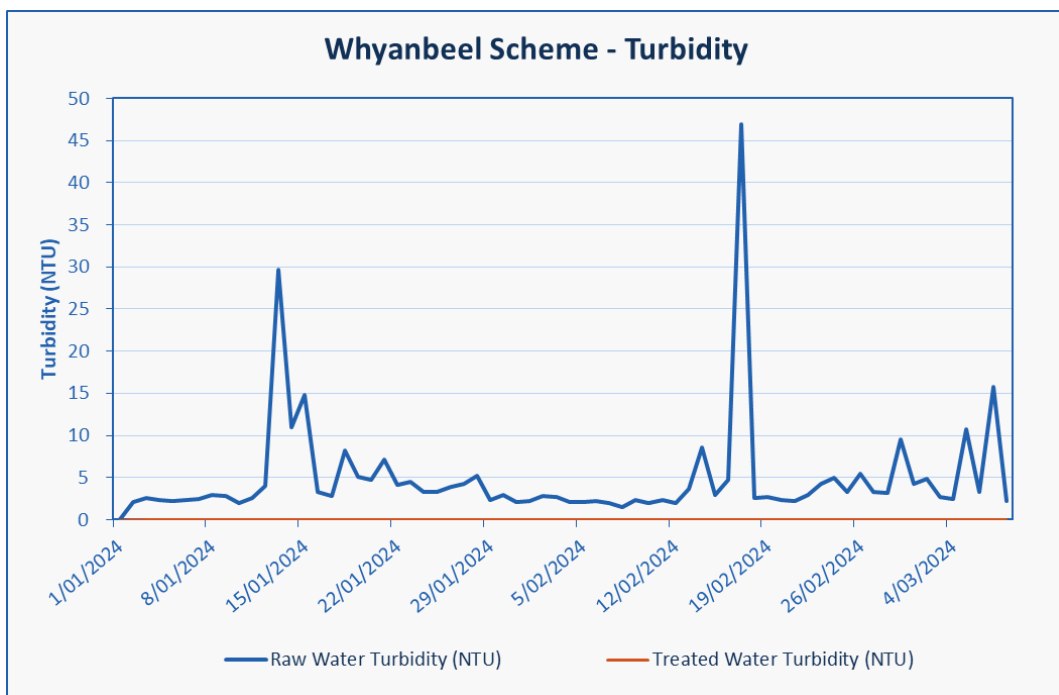


Image: Whyanbeel Scheme – Turbidity

Daintree Scheme

The Daintree Scheme is not affected by turbidity issues as water is from a bore. It met all demand requirements and there were no water quality incidents during the reporting period.

Water Reticulation

The table below details the significant activities carried out on the water reticulation network across all schemes.

Regular general reservoir, pump station checks, and maintenance were performed across all three water supply schemes. Additional cyclone preparation activities were conducted prior to the disaster event.

Table: Water reticulation team maintenance activities

Activity	Number in period
New water service connections	4
Service repairs	93
Water main repairs	40
Water quality notifications	8
Water quality complaints	8
Dial-Before-You-Dig enquiries	369
Smart water meter investigation request received	39
Smart water meter replacement	3
Repairs to damaged parts of smart water meters	5
Total CRMs attended	446

All water quality customer notifications were investigated and resolved. Three of the notifications were about air in water which resulted from the pipes being refilled after the Whyanbeel water outage. Water appeared milky due to minute air bubbles. Air in water is not a health risk and is temporary. DSC staff assisted these customers by flushing the pipes- removing aerated water. Two customers reported dirty water in their taps which resulted from a mains pipe repair. DSC staff resolved these issues by flushing the line. DSC also replaced piping to one property to resolve water quality concerns.

One customer reported low pressure and dirty water. DSC staff have flushed the pipes. Testing of the water was offered. Still awaiting customer contact.

One customer requested DSC to stop putting chlorine in water- which is not possible as chlorine is necessary for safe drinking water. When used in drinking water, chlorine is effective against micro-organisms that are likely to pose a threat to your health if consumed, including bacteria such as *Escherichia coli*, *Listeria*, and *Salmonella*.

Regulatory Compliance

Drinking water sampling occurs at intakes, reservoirs and in the reticulation network to ensure compliance with Council's approved Drinking Water Quality Management Plan (DWQMP) and the Australian Drinking Water Guidelines (ADWG).

Water quality verification monitoring includes regular testing of individual reticulation zones with monthly sampling at the reservoirs. Supporting programs for the verification of drinking water quality include:

- Water treatment plants and reservoirs that have SCADA alarms for action and critical limits, are operated under critical control points;

- Reservoir inspections that are done regularly to ensure that the reservoirs are intact and that any points of ingress are repaired; and
- Network operations that have a flushing program that ensures the chlorine residual is above 0.2 mg/L.

For the reporting period, a total of 223 treated water E. coli compliance samples were taken across the drinking water schemes. A total of 74 E. coli samples were tested in the Douglas water laboratory and 150 in a NATA accredited laboratory. Other parameters monitored allow the Water and Wastewater Department to observe trends in water quality across the schemes.

All tested parameters in drinking water samples during the reporting period were compliant with ADWG health guideline values and standards required by the Water Supply Regulator and Queensland Health.

Non-potable water supplied to Dagmar residents was also monitored monthly for metals and E. coli and once for pesticides throughout the period.

In addition, water quality was monitored at all of the intakes, including 11 raw water E. coli samples. Raw water sampling assists Council to understand the treatment needs and health-based targets.

Douglas Shire Council received a warning letter from the Department of Regional Development, Manufacturing and Water on the 27 March 2024, for not providing timely updates to the appropriate Department about the disruption to water and sewerage services caused by TCJ. It is noted that on 18 January 2024, Council did provide notification to another unit within this department.

Mossman/ Port Douglas Scheme

Average monthly values for key monitoring parameters are detailed in the following table for treated water in the Mossman/Port Douglas water scheme.

Table: Average monthly values for key monitoring parameters in the Mossman/Port Douglas scheme

Month	pH	Temp °C	Free Cl mg/L	Alkalinity mg CaCO ₃ /L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E. coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0 - 200	<15	<1	<0.3	<0.1	<1
Jan-24	6.63	27.6	2.56	3.7	<1	0.009	<0.017	<0.0002	<1
Feb-24	6.57	28.3	1.77	4.1	<1	0.011	<0.021	<0.0003	<1
Mar-24	6.72	27.6	0.84	4.4	<1	0.009	<0.02	<0.0003	<1

Whyanbeel Scheme

Average monthly values for key monitoring parameters are detailed in the following table for treated water in the Whyanbeel water scheme.

Table: Average monthly values for key monitoring parameters in the Whyanbeel scheme

Month	pH	Temp °C	Free Cl mg/L	Alkalinity mg CaCO ₃ /L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E. coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0 - 200	<15	<1	<0.3	<0.1	<1
Jan-24	7.61	28.92	0.99	9.5	<1	0.002	<0.016	0.0004	<1
Feb-24	7.48	29.25	0.89	11	<1	0.002	<0.021	0.0004	<1
Mar-24	7.69	27.91	1.17	11	<1	0.003	<0.039	0.0008	<1

Daintree Scheme

Average monthly values for key monitoring parameters are detailed in the following table for treated water in the Daintree water scheme.

Table: Average monthly values for key monitoring parameters in the Daintree scheme

Month	pH	Temp °C	Free Cl mg/L	Alkalinity mg CaCO ₃ /L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E .coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0 - 200	<15	<1	<0.3	<0.1	<1
Jan-24	7	29	2.59	18.3	<1	0.015	<0.015	0.0008	<1
Feb-24	6.11	29.15	1.53	16	<1	0.02	0.027	0.0023	<1
Mar-24	6.2	27.6	1.2	12	<1	0.01	<0.015	0.001	<1

Wastewater

Operations

General maintenance programs continued on the reticulation networks, and, pump stations in the Mossman and Port Douglas catchments.

The table below shows the number of activities and complaints across the two wastewater schemes.

Table: Sewerage activities for the current period

Issue	Port Douglas WWTP Catchment	Mossman WWTP Catchment
Pump Blockages	5	3
Sewer Chokes	0	0
Sewer Main Breaks	1	0
HCB Repairs	5	0
Odour Complaints	0	1
Public Complaints	0	0
Reportable Incidents	0	0

Port Douglas Wastewater Treatment Plant

Rainfall

Total rainfall on site during the reporting period was measured as 1,876 mm compared to 1,420mm same time last year. The highest daily rainfall of the period at Port Douglas WWTP was 143 mm on the 12 January 2024.

Flows

Port Douglas WWTP received a total influent flow of 365.68 ML during the reporting period. The average daily inflow was 4.018 ML/day. The inflow has increased by 353,000 litres per day compared to last year. The Port Douglas WWTP has been upgraded to a diffuser system which has resulted in a reduction of 753Kw of power usage per day.

Contractors delivered 328.6 ML of septage to the plant and 2.21 ML of leachate from the Killaloe Landfill and Transfer Station. Daily inflow data for Port Douglas WWTP is presented below.

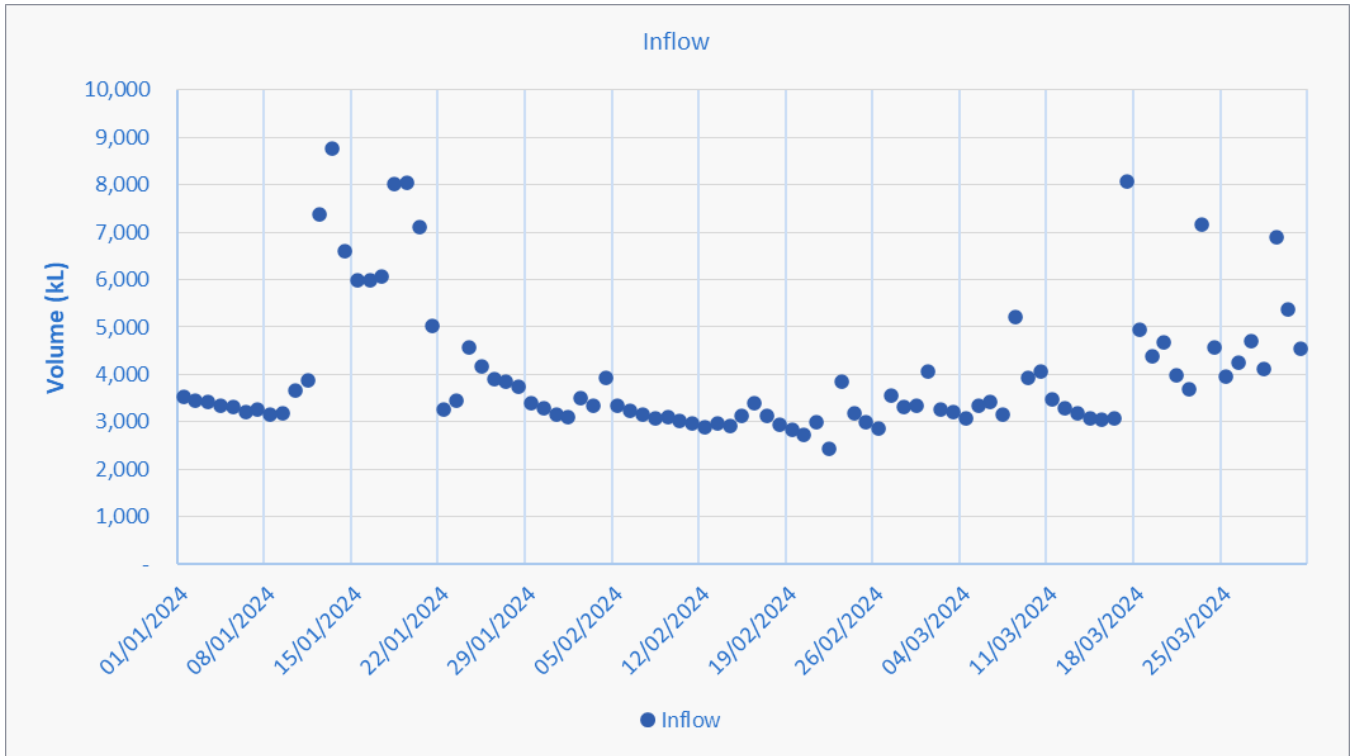


Image: Port Douglas WWTP daily inflow

Recycled Water

3.5% of treated effluent was pumped to two resort golf courses for irrigation purposes and the remainder discharged into the Dickson Inlet. Recycling of water for this period was minimal due to increased rain events.

The Sheraton Grand Mirage Resort Port Douglas received 2.4 ML and Palmer Sea Reef Golf Course received 10.56 ML of treated effluent during this period.

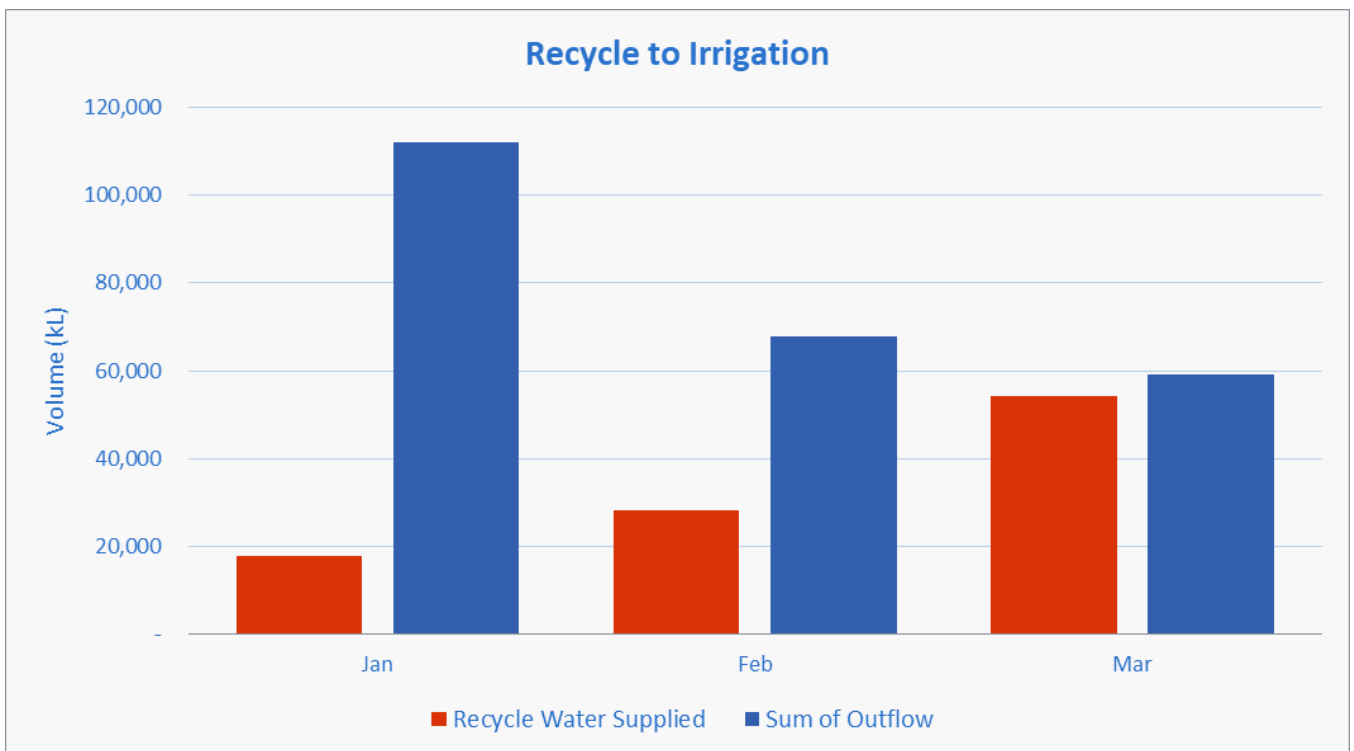


Image: Port Douglas WWTP monthly recycled water supplied and outflow

Biosolids

At Port Douglas WWTP, 249.72 tonnes of wet bio-solids were produced during the reporting period. Biosolids were transported by Arkwood Organics to farms across the region for use as organic fertiliser and soil conditioner. 10.88 Tonne of sand and grit was captured before entering the treatment system.

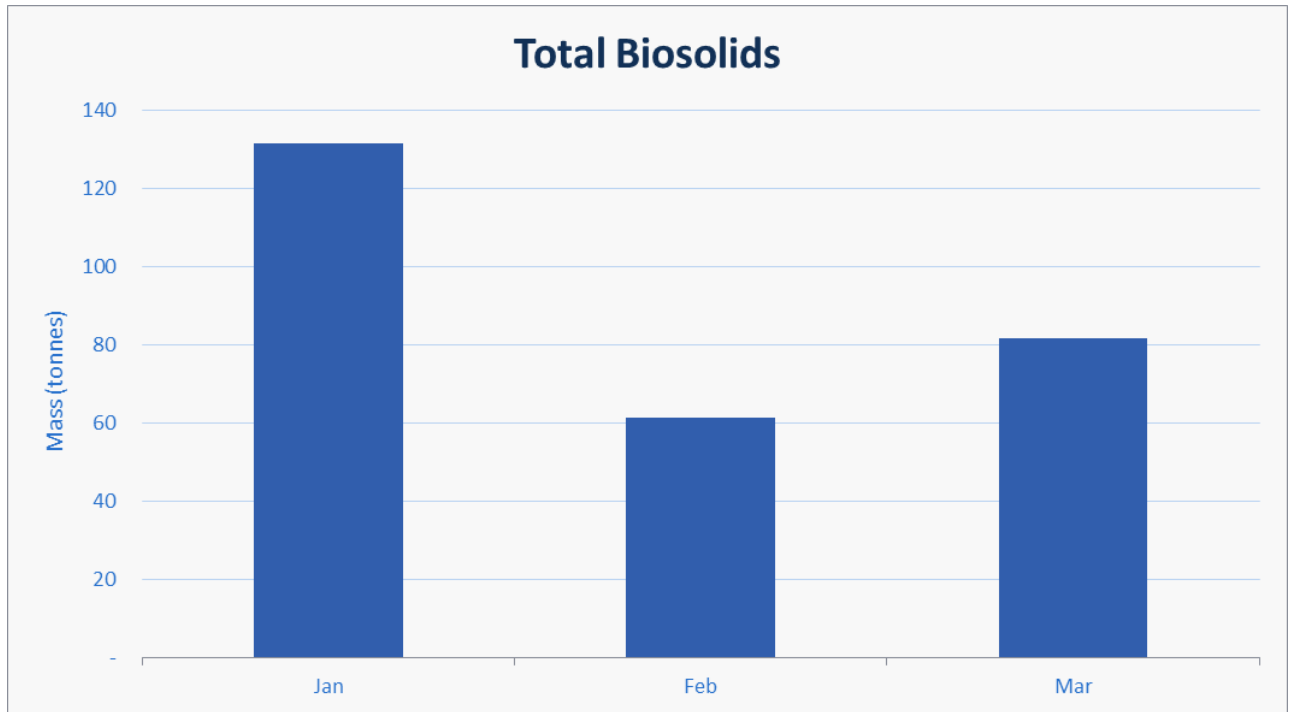


Image: Port Douglas WWTP monthly biosolids produced

Mossman Wastewater Treatment Plant

Rainfall

Total rainfall on Mossman WWTP site during the reporting period was measured as 2,023.5 mm. The highest daily rainfall for the period was 164.0 mm on Sunday, 17 March 2024.

Flows

Mossman WWTP received a total influent flow of 206.884 ML. Average daily inflow was 2.273 ML/day (82,000 litres higher per day than last year). Daily inflow data for Mossman WWTP is presented below.

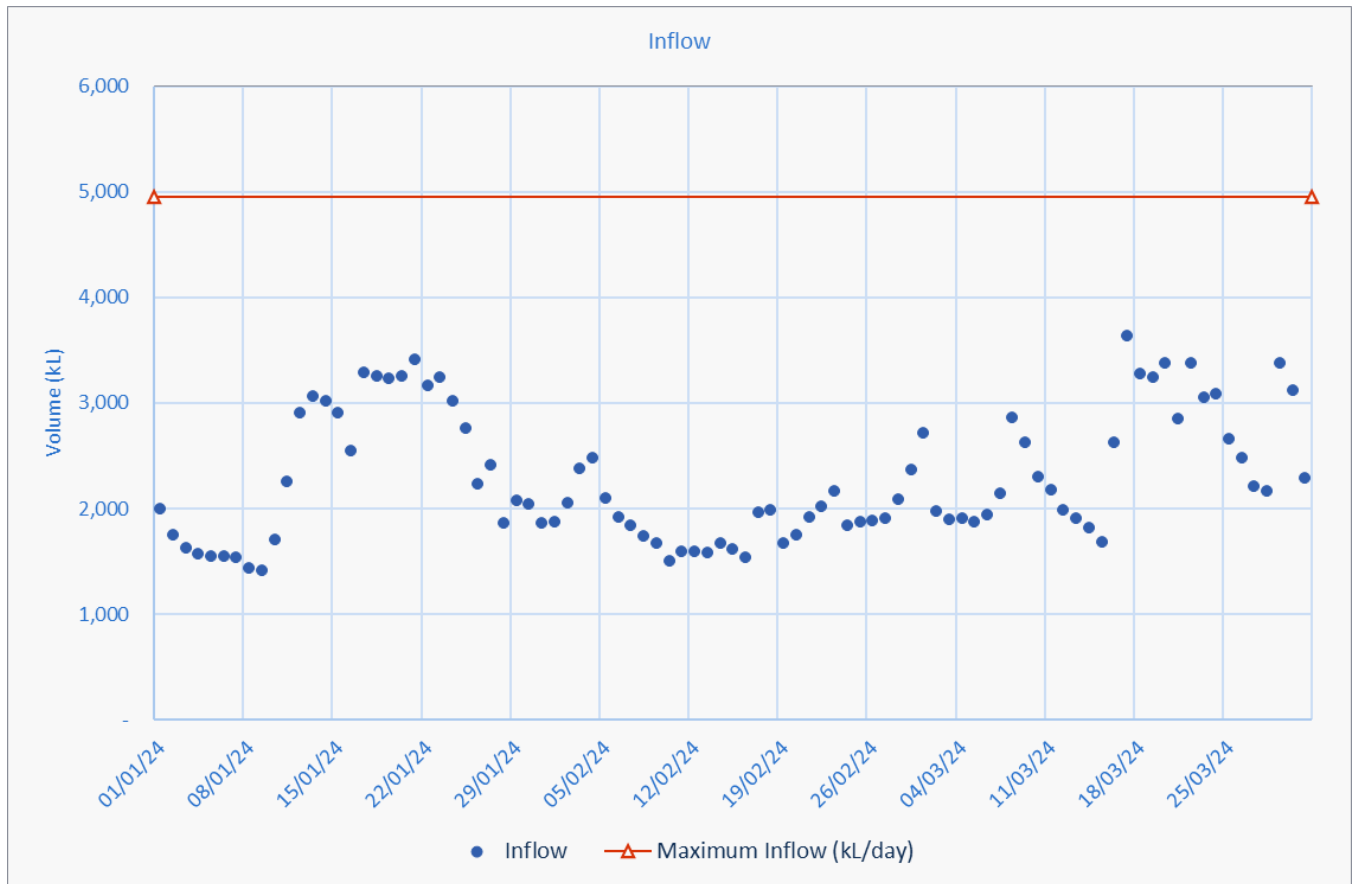


Image: Mossman WWTP daily inflow

Biosolids

No biosolids were produced in the reporting period. This was due to flooding during TC Jasper causing damage to the infrastructure which is awaiting final repairs.

Regulatory Compliance

During the reporting period, compliance sampling was performed, as per EPPR01790513 licence conditions. Treatment process and in-house monitoring was carried out each day at both WWTPs. Additionally, more samples were taken from the treatment processes, biosolids, receiving waters and bores. External samples were tested by a NATA-accredited laboratory for physical, chemical, and microbiological parameters. Process settings, effluent quality, flow rates, pump station performance and maintenance aspects were monitored and controlled with SCADA Citect via an extensive telemetry network. All parameters tested during the reporting period from both of the WWTPs were compliant.

Port Douglas Wastewater Treatment Plant

The results for wastewater effluent licence compliance parameters (i.e. ammonia, total phosphorous, total suspended solids, BOD₅ and total nitrogen) are shown in in the images below:

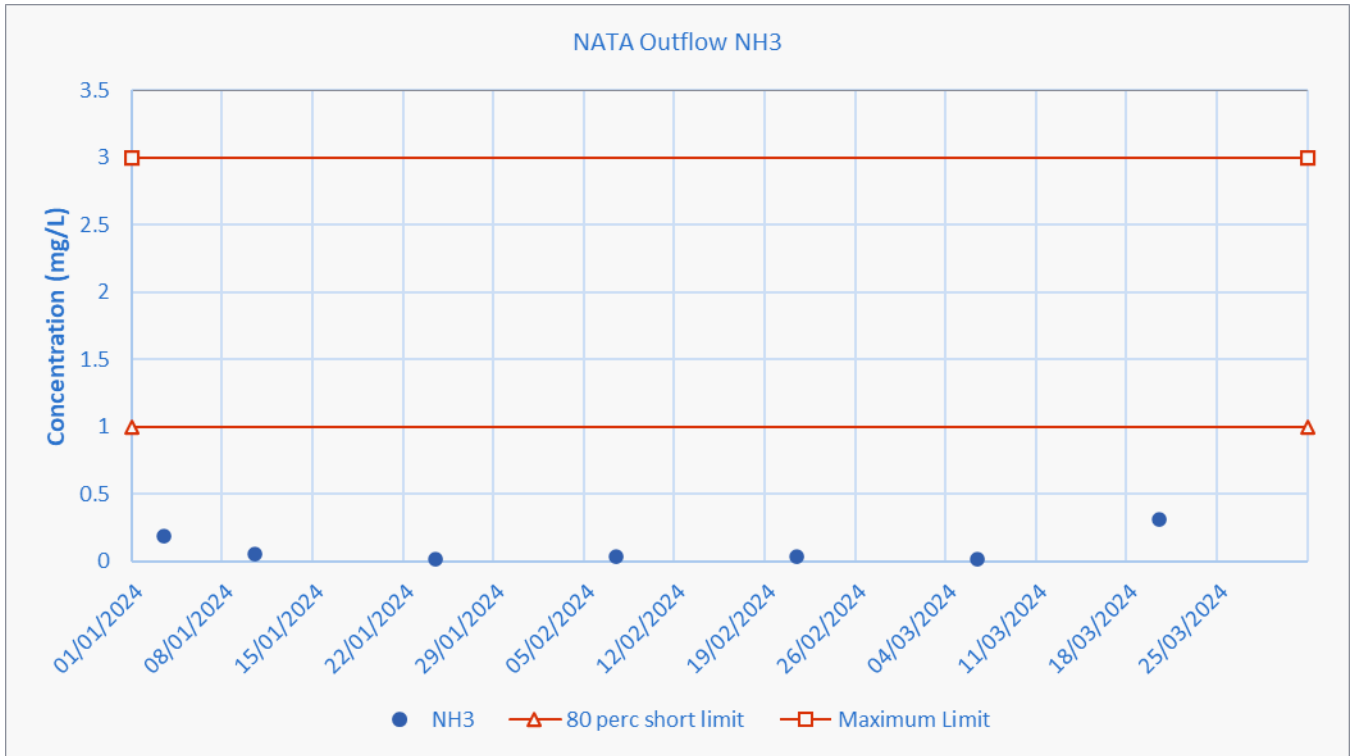


Image: Port Douglas WWTP final effluent – ammonia (NH₃)

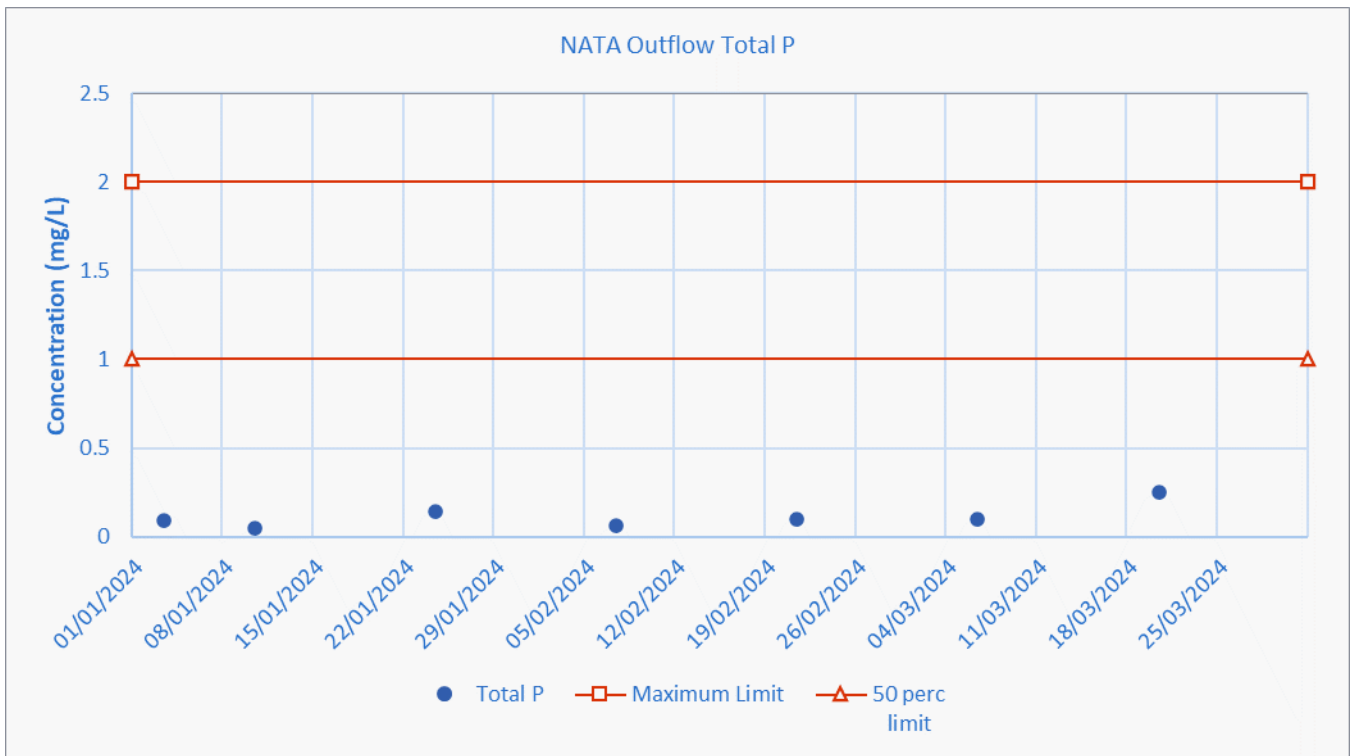


Image: Port Douglas WWTP final effluent - total phosphorous

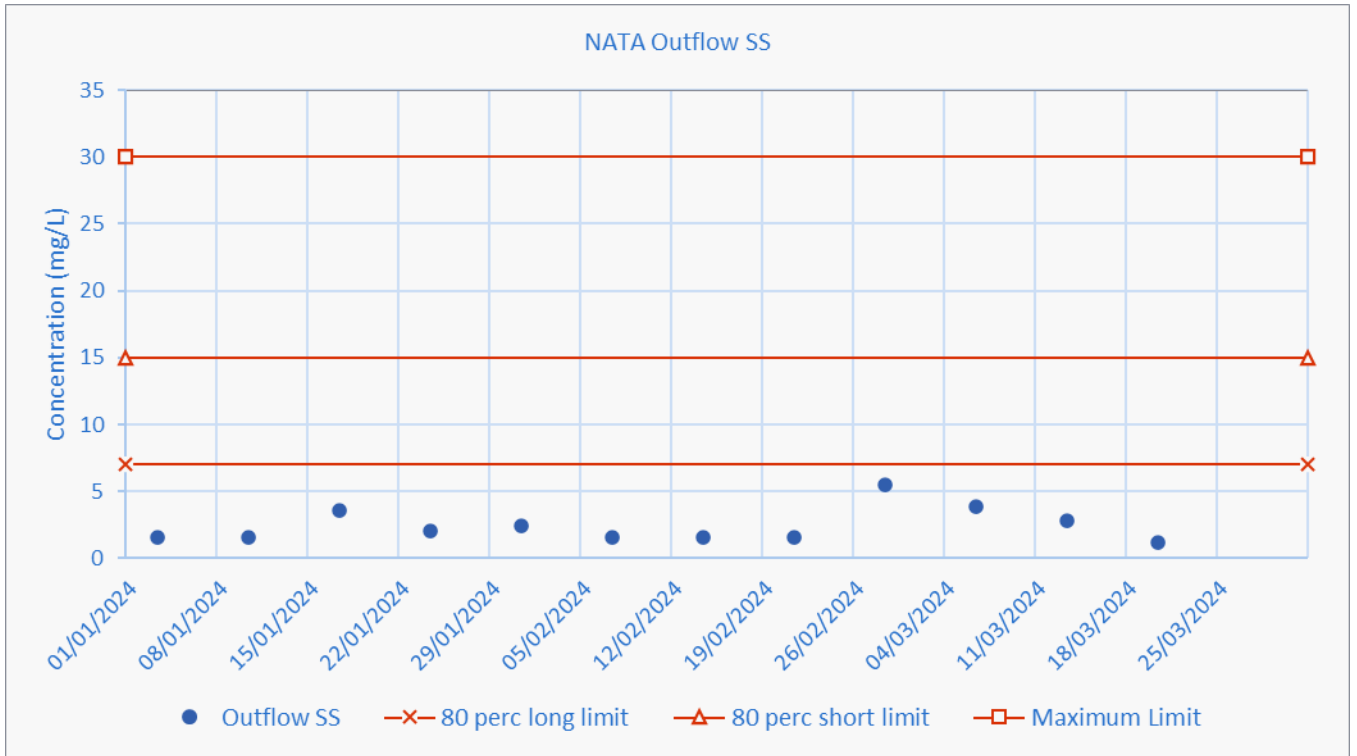


Image: Port Douglas WWTP final effluent - total suspended solids

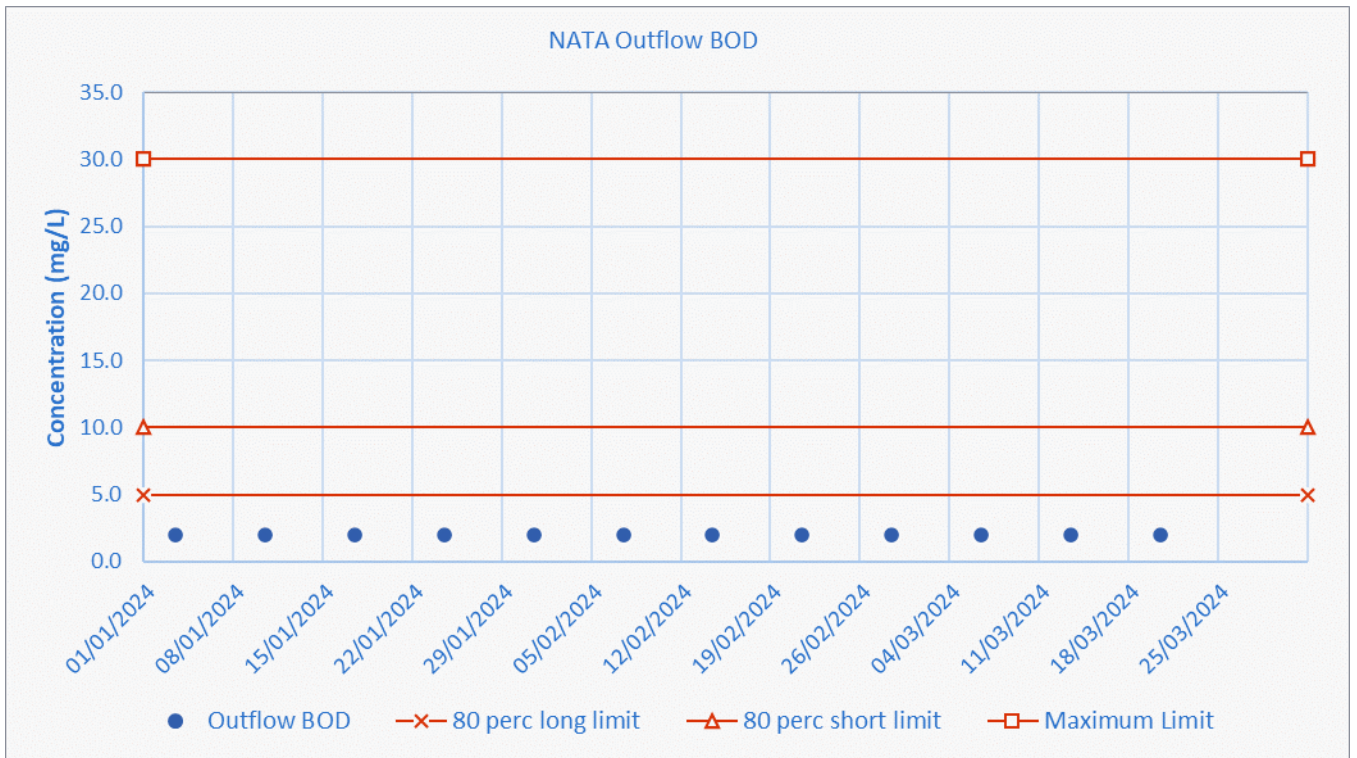


Image: Port Douglas WWTP final effluent - BOD₅ (biochemical oxygen demand)

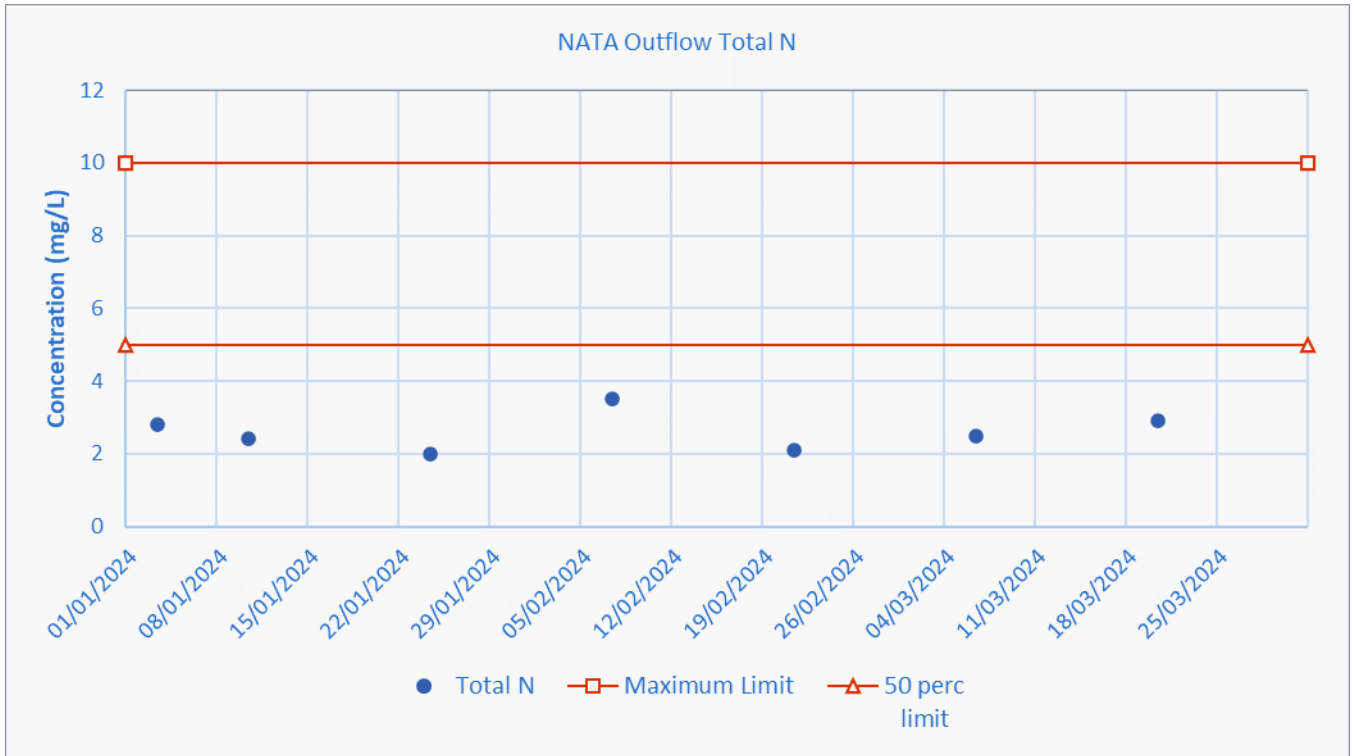


Image: Port Douglas WWTP final effluent - total nitrogen

Mossman Wastewater Treatment Plant

The results for final effluent key licence compliance parameters (ammonia, total phosphorous, total suspended solids, BOD5 and total nitrogen) are shown in the following graphs:

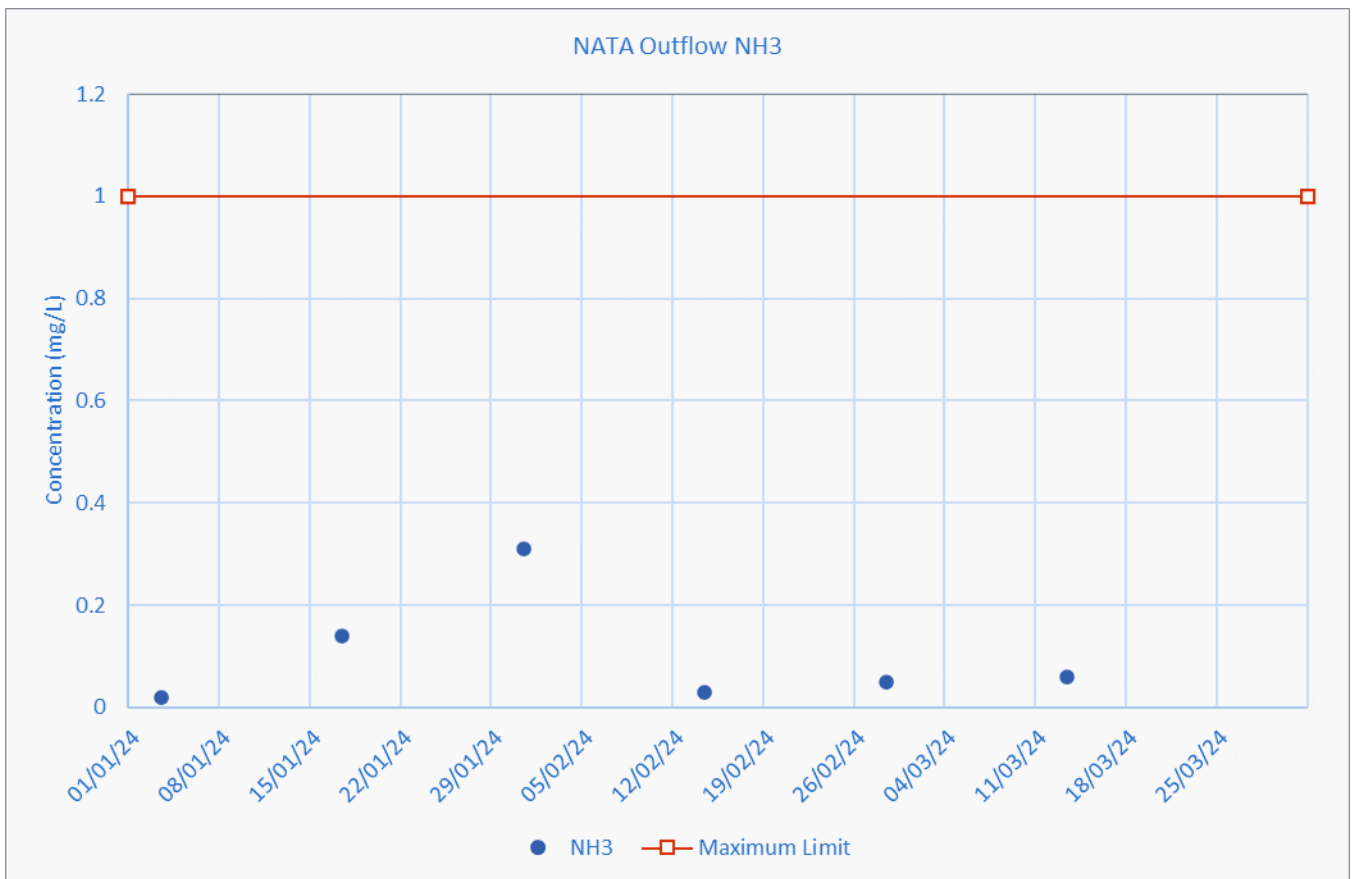


Image: Mossman WWTP final effluent – ammonia (NH₃)

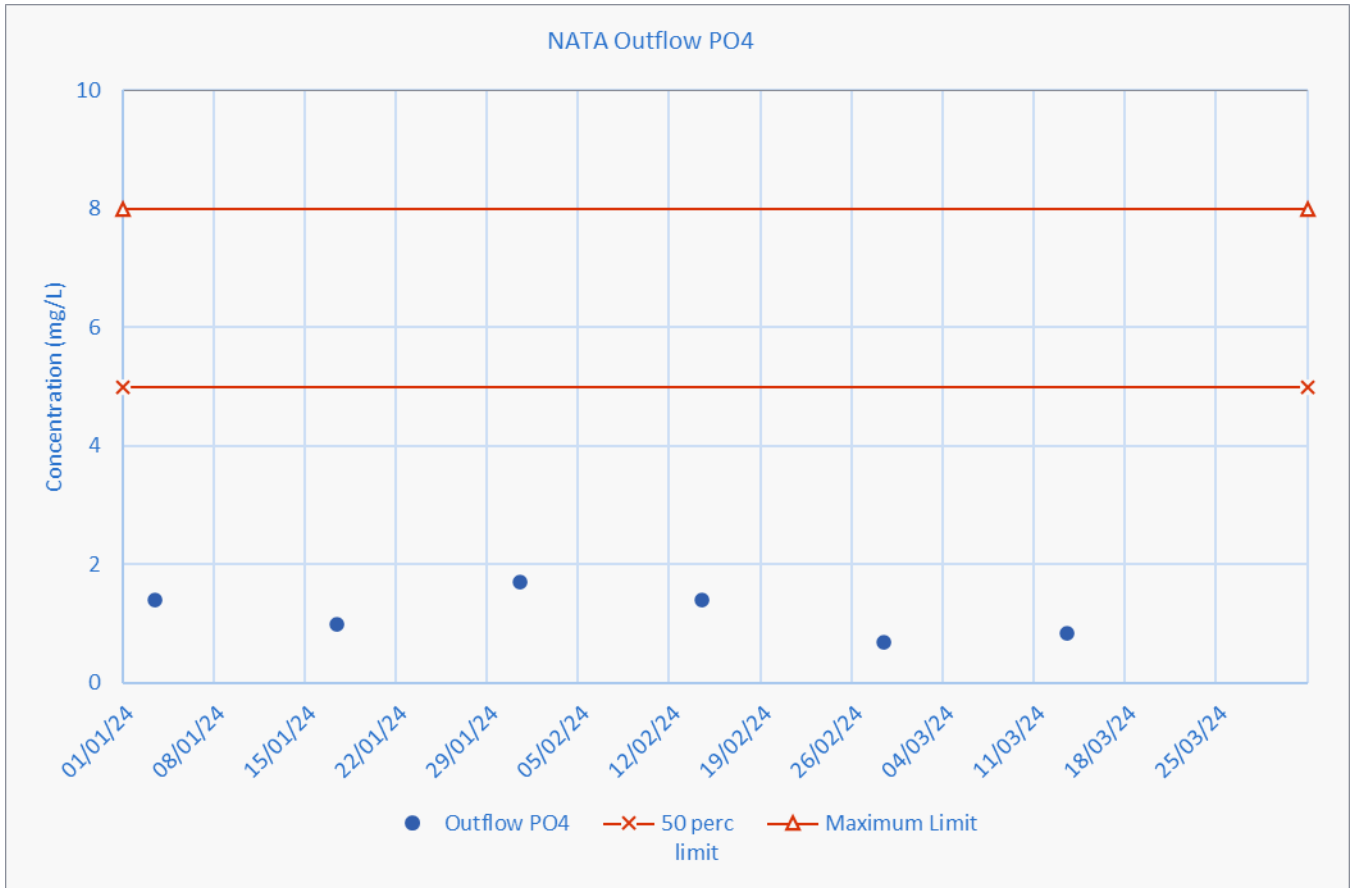


Image: Mossman WWTP final effluent - total phosphorous

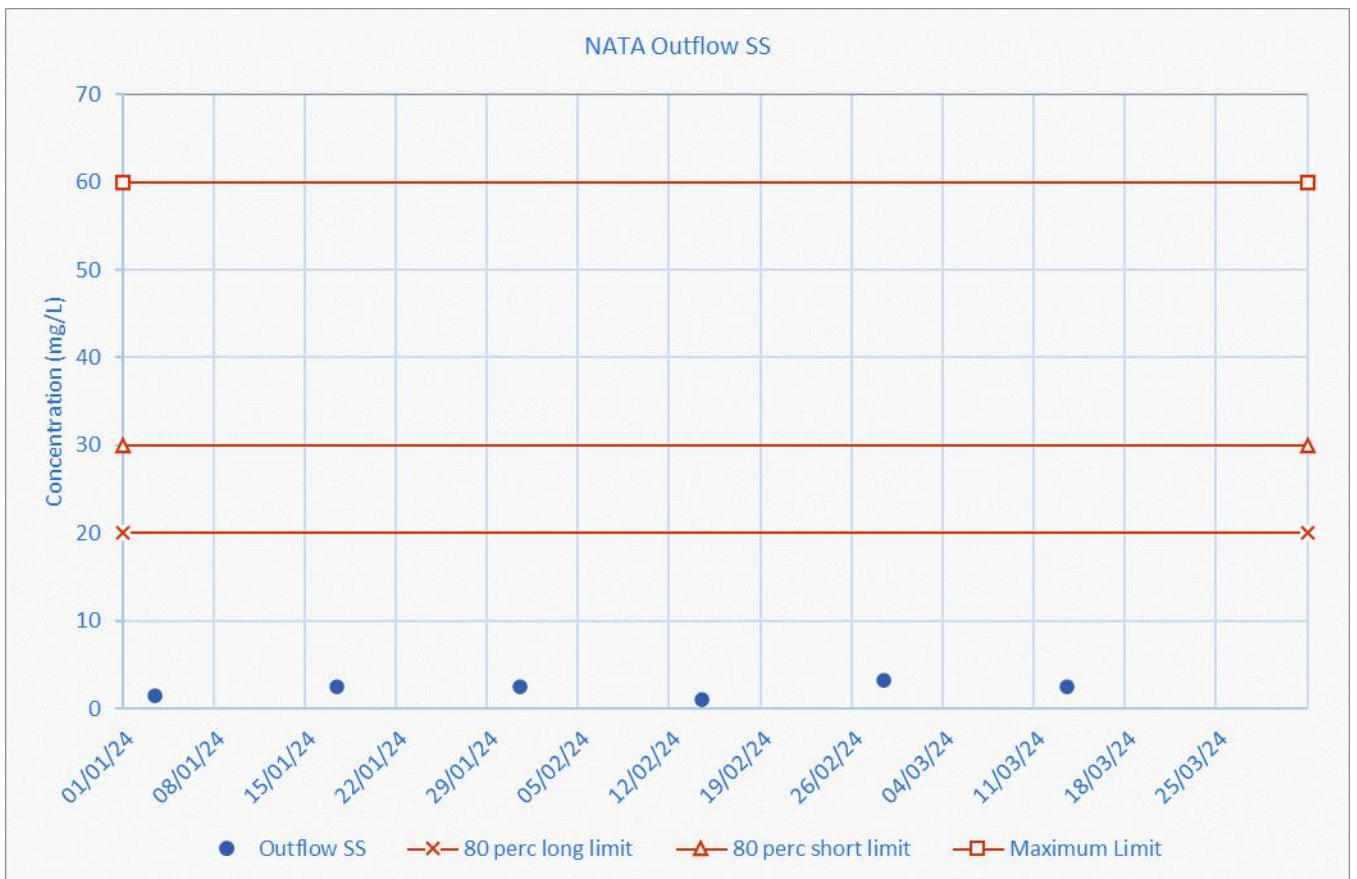


Image: Mossman WWTP final effluent - total suspended solids

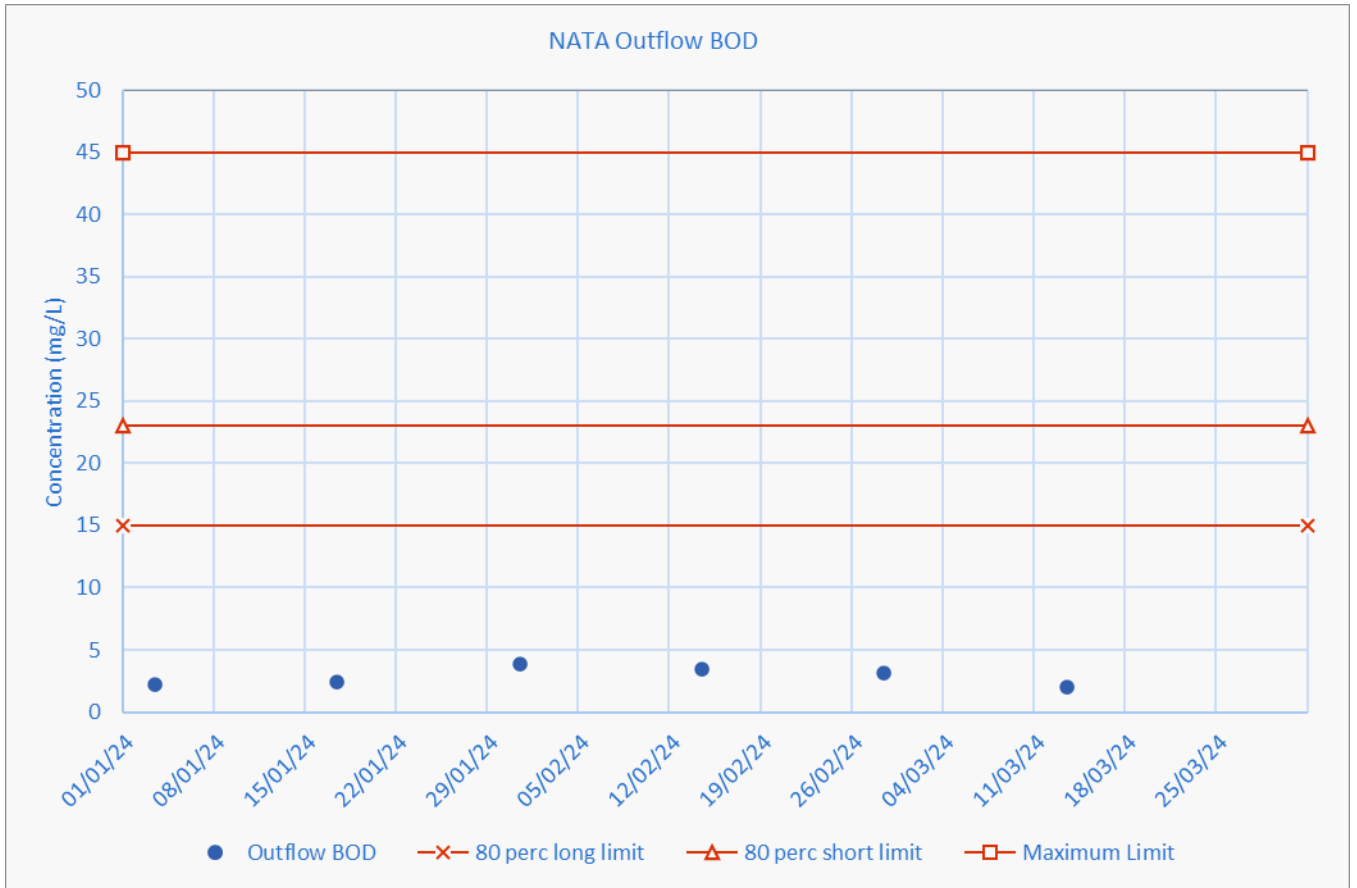


Image: Mossman WWTP final effluent - BOD₅ (biochemical oxygen demand)

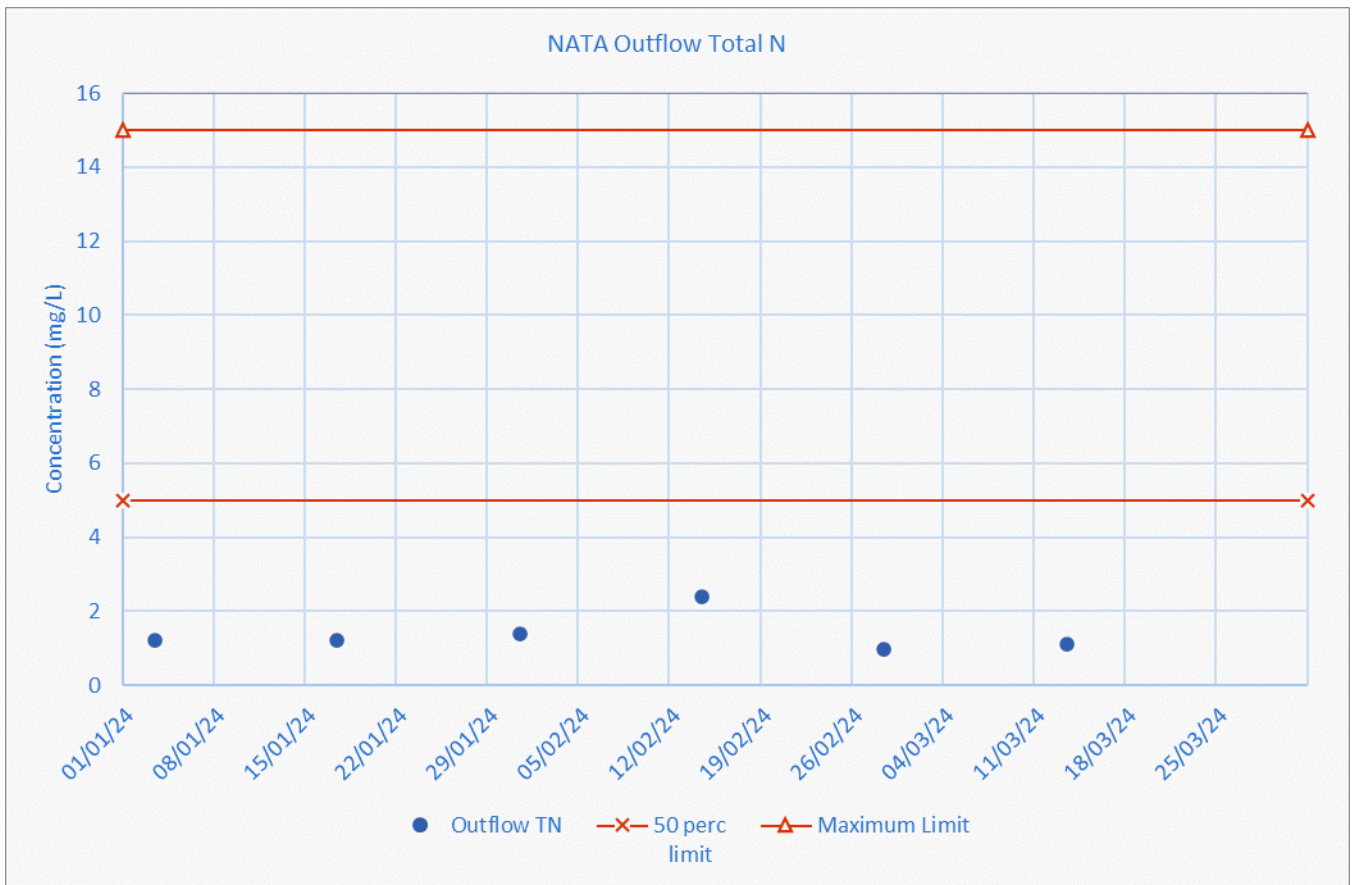
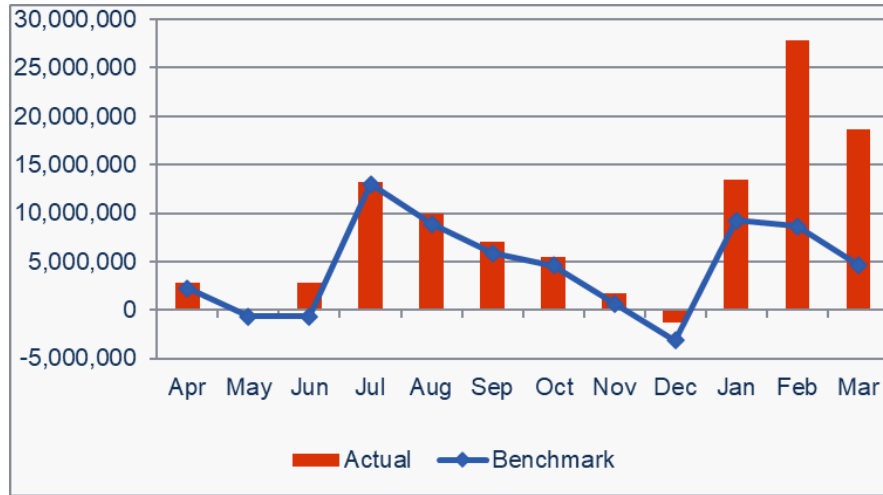


Image: Mossman WWTP final effluent - total nitrogen

ORGANISATIONAL REPORT CARD

Financial Performance

Operating Result – Actual vs. Budget Year To Date

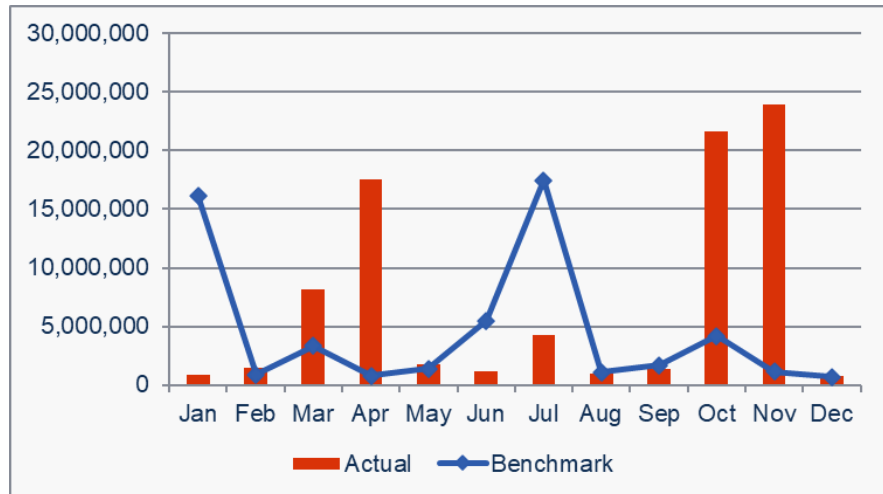


	Year To Date January	Year To Date February	Year To Date March
Benchmark:	9,229,070	8,633,344	4,681,660
Actual:	13,479,510	27,864,136	18,593,205
Variance:	4,250,440	19,230,792	13,911,545

Explanatory Notes: This graph displays the actual operating results compared to budget forecasts for each month year to date.

Interpretive Comments: Council adopted the 2023/2024 Annual Budget on 11 July 2023.

Revenue Against Budget

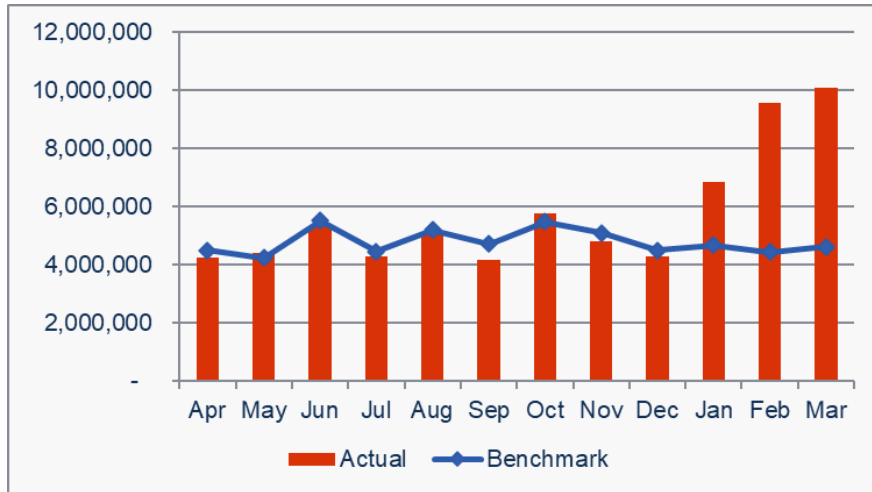


	January	February	March
Benchmark:	17,030,505	3,841,005	664,330
Actual:	21,587,497	23,945,693	805,379
Variance:	4,556,992	20,104,688	141,049

Explanatory Notes: This graph displays the actual revenue generated compared to budget forecasts for each month.

Interpretive Comments: Council has collected 124% of its forecasted operational revenue. This is due to Disaster related funding advances.

Expenses Against Budget

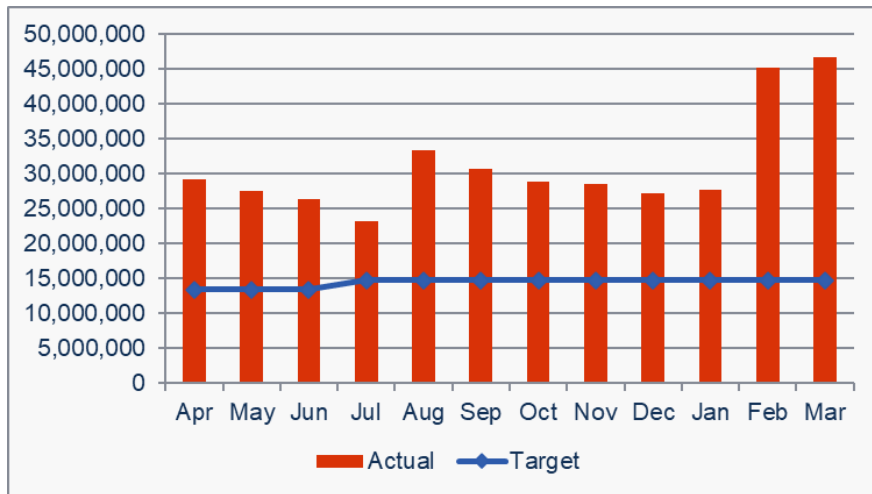


	January	February	March
Benchmark:	4,677,596	4,436,731	4,616,014
Actual:	6,858,883	9,561,067	10,076,310
Variance:	2,181,287	5,124,336	5,460,296

Explanatory Notes: This graph displays actual expenditure incurred compared to budget forecasts for each month.

Interpretive Comments: Year to date operating expenditure is currently ahead of budget, due to Disaster related expenditure.

Capacity to Meet Operational Expenses

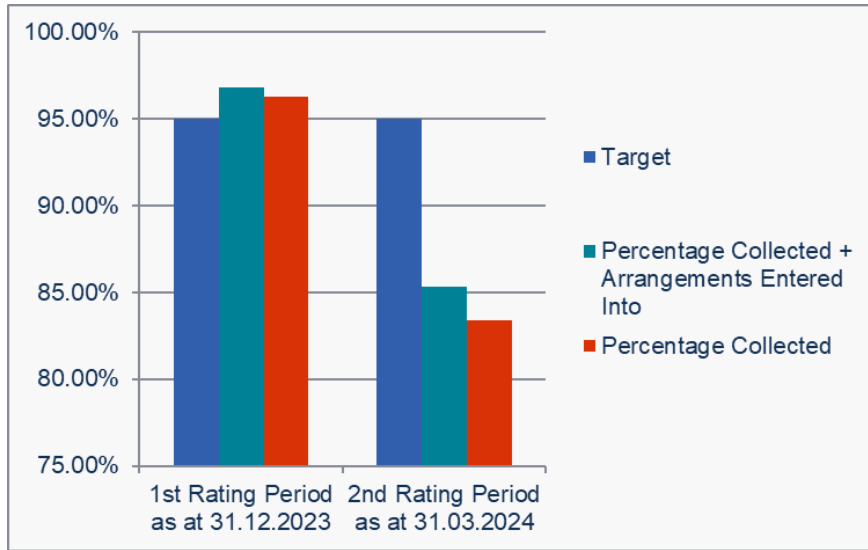


	January	February	March
Target:	14,734,924	14,734,924	14,734,924
Actual:	27,607,781	45,206,219	46,624,418
Variance:	-12,872,857	-30,471,295	-31,889,494

Explanatory Notes: The Queensland Treasury Corporation has a benchmark that Councils should have at least the equivalent of 3 months expenditure (based on annual budget) held in available cash to have adequate capacity to meet short and medium term financial commitments.

Interpretive Comments: The target set in this graph is 3 months expenditure and actual results of unconstrained cash exceed this target indicating Council is in a strong position to meet its short to medium term financial commitments.

Rates Collected



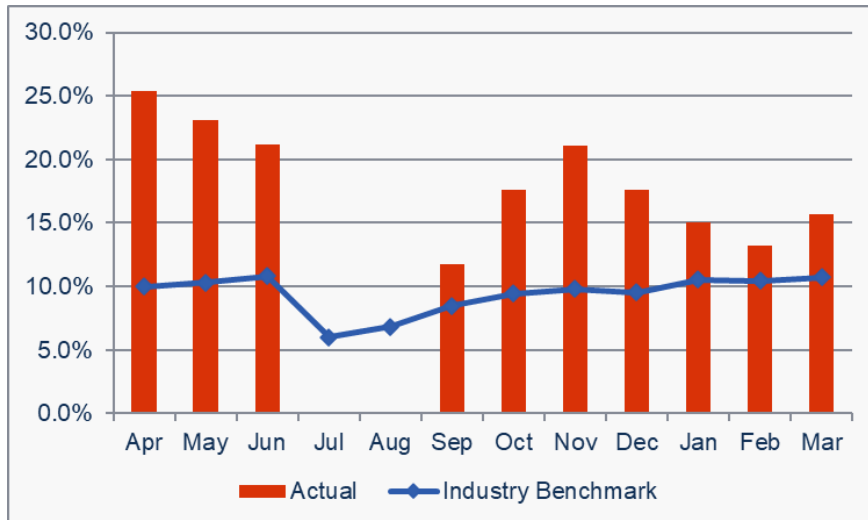
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	96.79%	85.32%
Percentage Collected:	96.24%	83.38%

Explanatory Notes: Demonstrates the collection rate of Council levies which contribute to over 80% of Total Revenue. Target is to have less than 5% of levies outstanding at the end of each six-monthly rating period. This graph excludes water consumption charges.

Interpretive Comments: Recovery of outstanding rates is progressing well. Staff continually monitor repayment arrangements and implement corrective action as required.

Human Resources

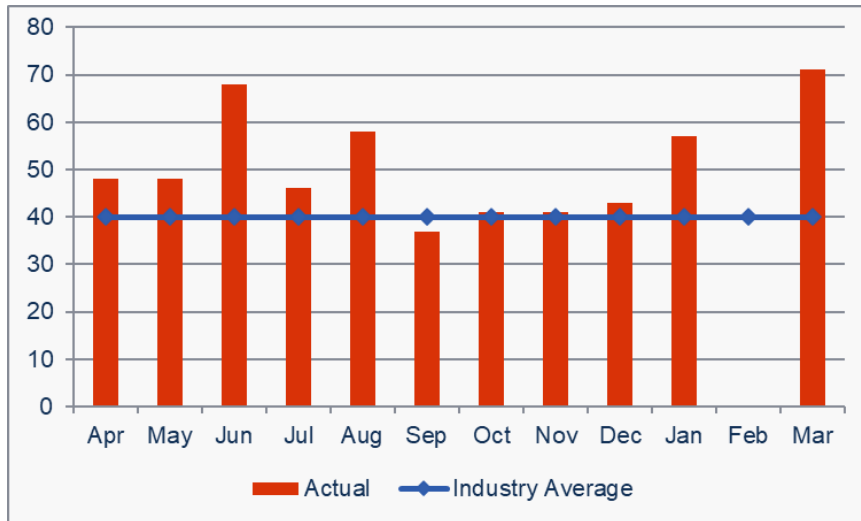
Lost Time – Workplace Injury



	October	November	December
Industry Benchmark:	10.52%	10.45%	10.74%
Actual:	15.08%	13.20%	15.64%

Explanatory Notes: This frequency rate is calculated as a rolling monthly average within a financial reporting year.

Efficiency of Filling Positions Vacant

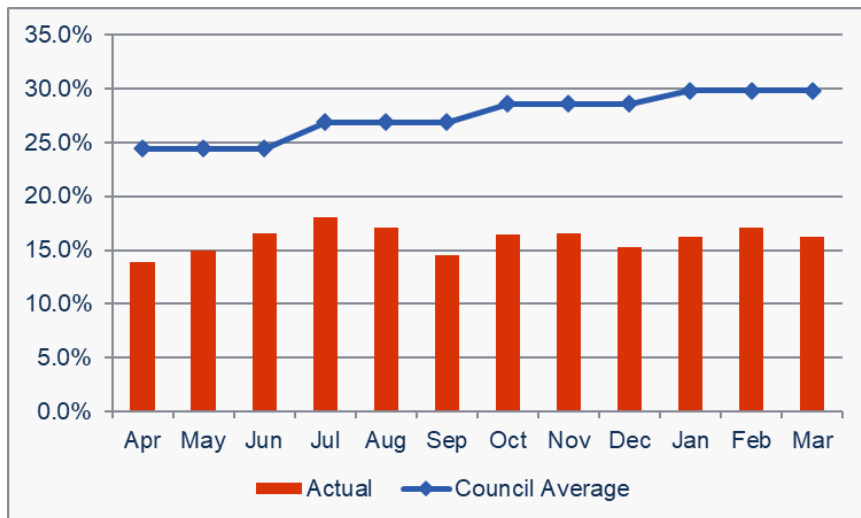


	January	February	March
Maximum:	40	40	40
Actual:	57	0	71
Variance:	-17	40	-31

Explanatory Notes: This is calculated as the number of working days from advertisement of a role to when an offer is made. Council expects roles to be filled within eight weeks however will extend this as needed in order to secure quality staff for our organisation.

Interpretive Comments: External recruitment activities have remained consistent with this quarter, a slight reflection on recruitment activities post TC Jasper.

Monthly Staff Turnover

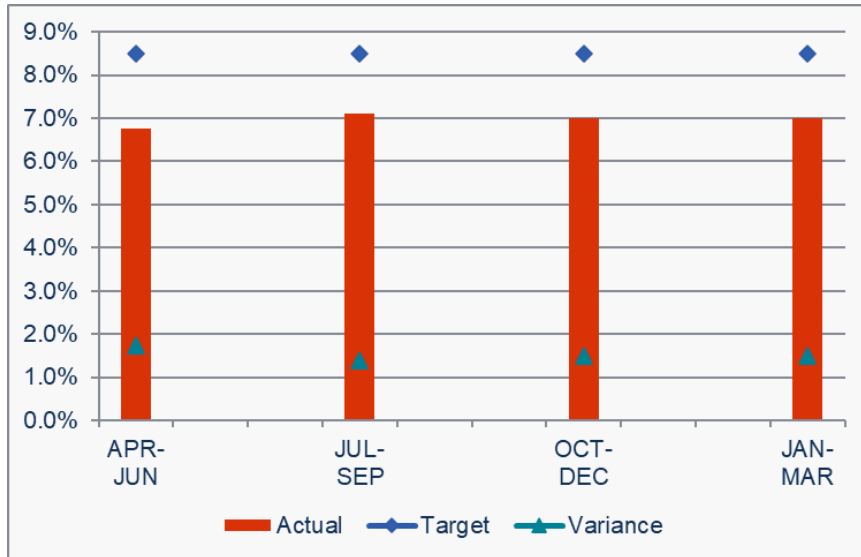


	January	February	March
Maximum:	29.8%	29.8%	29.8%
Actual:	16.2%	17.1%	16.2%
Variance:	13.6%	12.7%	13.6%

Explanatory Notes: This is the number of resignations received as a percentage of total staff. It is calculated as a twelve month rolling average.

Interpretive Comments: The average number of staff exiting Council in the last 12 months is average 16.50% for this reporting quarter, which is yearly average 29.8% of total staff. Council average turnover figures since continues to rise from previous years which has been the trend identified across Local Government and other industry sectors.

Workplace Diversity – Aboriginal & Torres Strait Islanders



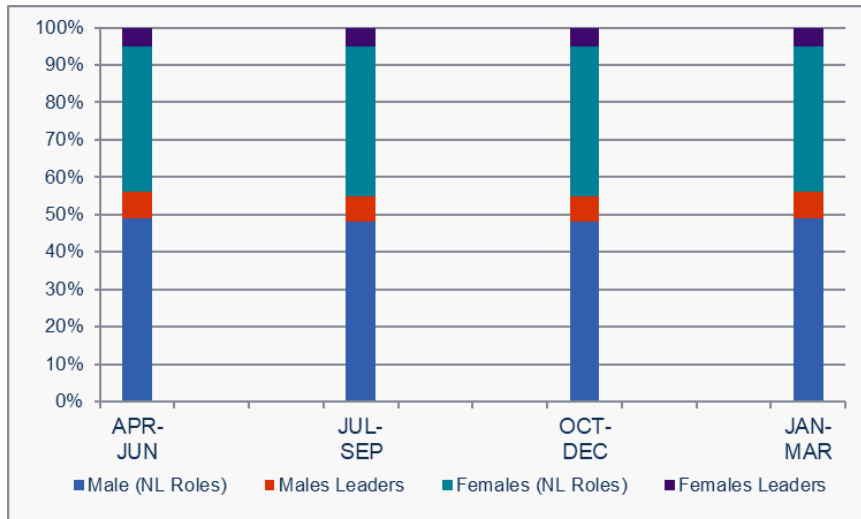
January – March 2023

Maximum:	8.5%
Actual:	7.0%
Variance:	1.5%

Explanatory Notes: This is the number of Aboriginal and Torres Strait Islander employees as a percentage of total staff numbers.

Interpretive Comments: In this quarter Council employed an average of 16 employees who identify as Aboriginal and Torres Strait Islander.

Workplace Diversity – Males & Females



January – March 2023

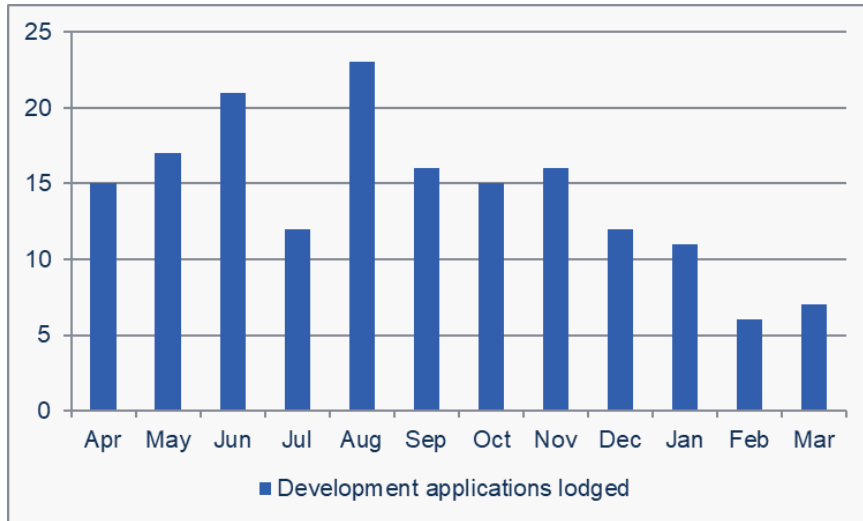
Males (NL roles):	49%
Males	7%
Females (NL roles):	39%
Females:	5%

Explanatory Notes: This graph shows the number of male and female staff expressed as Leaders and Non-Leaders (NL).

Interpretive Comments: In this quarter Council employed an average of 228 staff - 56% male and 44% female. The number of leadership roles remained unchanged with 16 male staff and 12 female staff holding leadership roles.

Environment and Planning

Development Applications Lodged

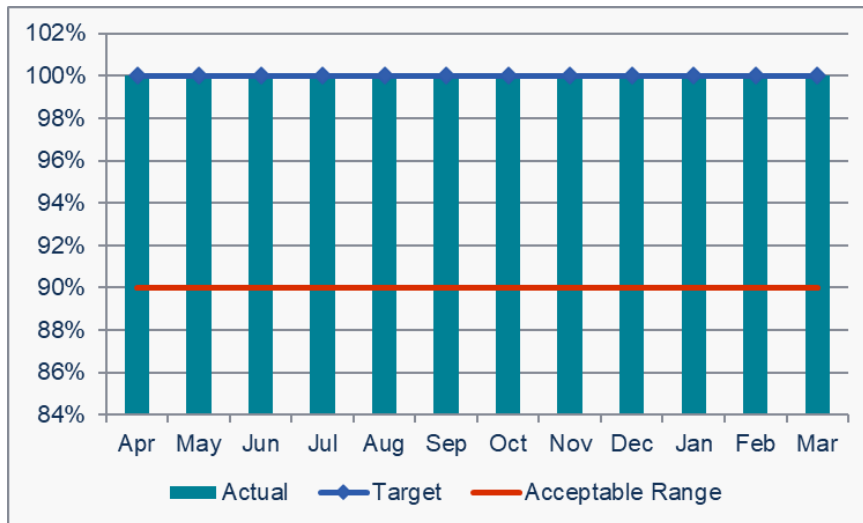


	January	February	March
Actual:	11	6	7

Explanatory Notes: The figures reflect the number of new Development Applications lodged in the months indicated. It does not include other requests associated with existing applications.

Interpretive Comments: Development application numbers are softer in the last few months when compared with previous quarters. It will be interesting to see if numbers pick up over the next few months.

Assessments Completed Within Statutory Timeframe

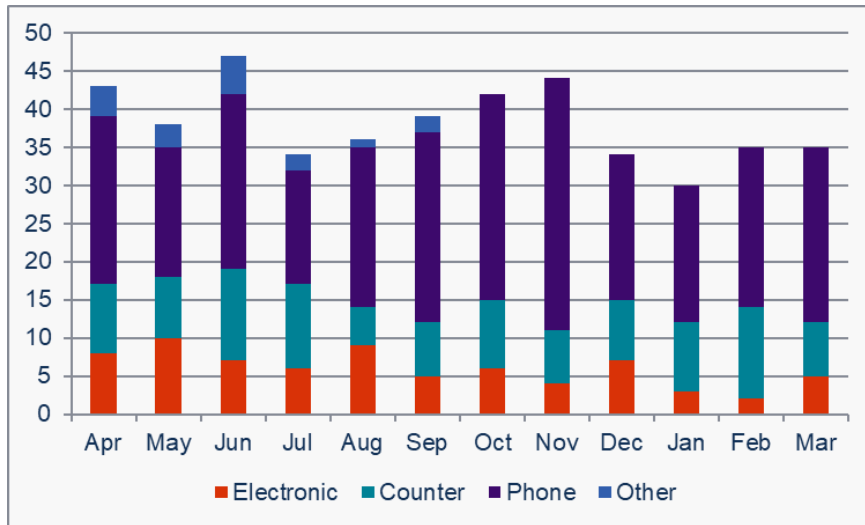


	January	February	March
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

Explanatory Notes: This figure represents the number of delegated authority Development Applications approved within statutory timeframes.

Interpretive Comments: Delegated authority applications continue to be assessed within statutory timeframes.

Development & Assessment Officer Enquiries

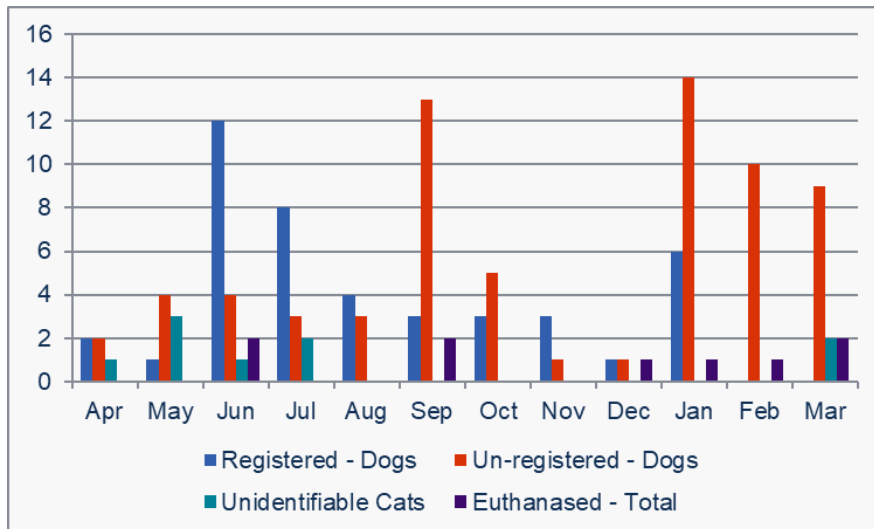


	January	February	March
Electronic:	3	2	5
Counter:	9	12	7
Phone:	18	21	23
Other:	0	0	0

Explanatory Notes: Figures capture the number of planning enquiries received via the front counter and via phone when Officers are available to take the call. When Officers cannot take the enquiry, CRM's are entered. A significant amount of overall planning related enquiries are received each month.

Interpretive Comments: Number of enquiries received by the Planning Department has decreased compared to previous reporting months.

Animal Impoundments

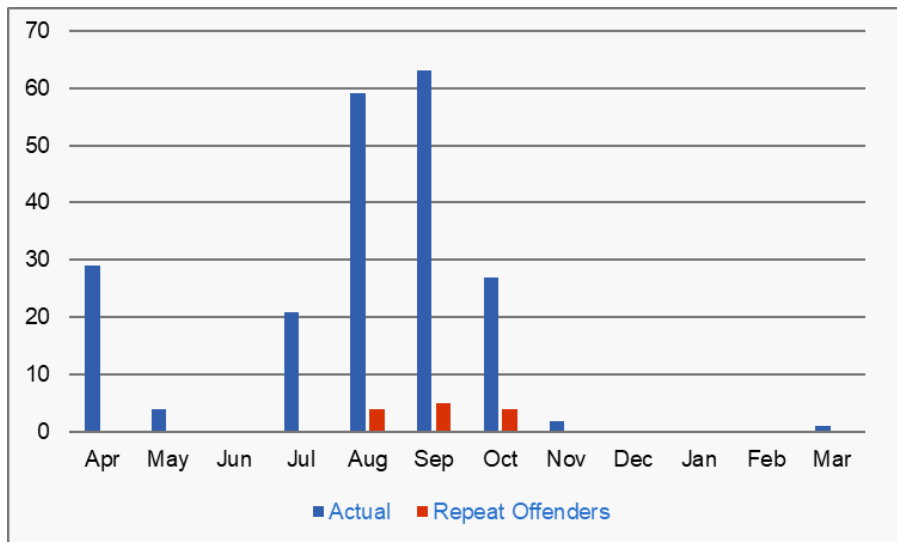


	January	February	March
Registered - Dogs	6	0	0
Un-registered - Dogs	14	10	9
Unidentifiable Cats	0	0	2
Euthanased - Total	1	1	2

Explanatory Notes: The figure represent the numbers of dogs and cats impounded over the period and the number of animals that were not claimed or rehomed and instead were euthanised.

Interpretive Comments: This period saw a marked increase in dog impoundments compared to the previous quarter.

Illegal Camping



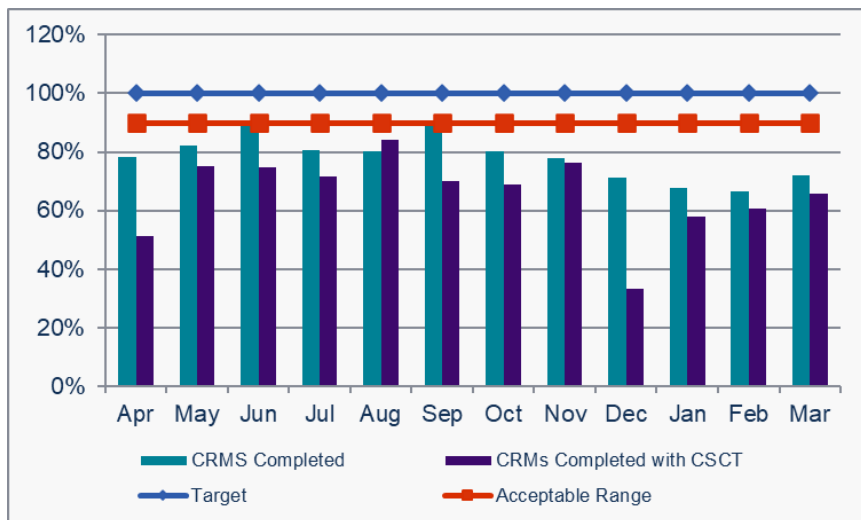
	January	February	March
Actual	0	0	1
Repeat Offenders	0	0	0

Explanatory Notes: The figures give an overall indication of the number of illegal campers that the local laws officers had direct contact with and reflect actual campers rather than vehicle numbers.

Interpretive Comments: Campers have been issued with verbal warnings and with an information brochure that details the laws surrounding camping and provides a list of alternative camping options. Local Laws officers saw a marked decrease over this reporting period for several reasons: The wet season discourages a lot of travellers to our region, and TC Jasper and the subsequent flood event acted as a further deterrent.

Customer Service

Customer Request Management (CRM) Records



	January	February	March
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	67.72%	66.67%	71.90%
CRMs Completed within CSCT:	57.83%	60.61%	65.61%

Explanatory Notes: In accordance with service standards, all customer requests have accepted timeframes in which these requests are completed. This graph depicts performance against these standards.

Interpretive Comments: Managers continue to work with staff to improve performance and this quarter has seen completion rates slightly lower than previous quarters.

Top 5 CRMs

The following tables detail the top 5 Customer Requests received by category by month.

January

Category	Quantity
1. Leaking/Broken Service Pipe	148
2. Drains – Repair / Maintenance	76
3. Waste General – Enquiry	71
4. Smart Water Meter Assistance	60
5. Trees (street/park)	52

February

Category	Quantity
1. Leaking/Broken Service Pipe	110
2. Rates – Arrangement to Pay	56
3. Trees (street/park)	47
4. Drains – Repair / Maintenance	46
5. Planner of the Day	35

March

Category	Quantity
1. Leaking/Broken Service Pipe	87
2. Trees (street/park)	58
3. Rates – Arrangement to Pay	58
4. Smart Water Meter Assistance	57
5. Planner of the Day	35

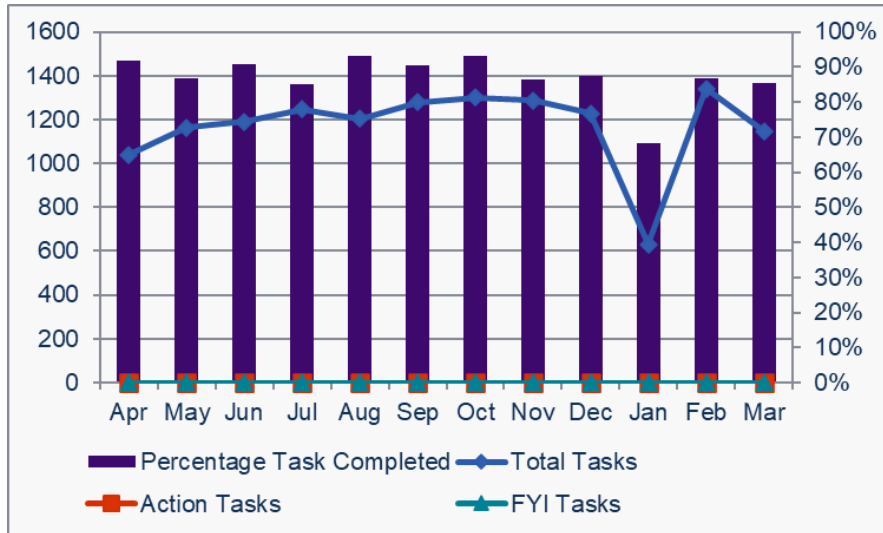
General Customer Enquiries

The following table details the number of telephone calls received to Council's main enquiry number by month.

	January	February	March
<u>enquiries@douglas.qld.gov.au</u> <u>(direct email and via web)</u>	1577	2512	1750
Phone Calls to 4099 9444	2612	2335	2082

Explanatory Notes: Depicts number of emails and telephone calls received per month.

Inwards Correspondence Actioned

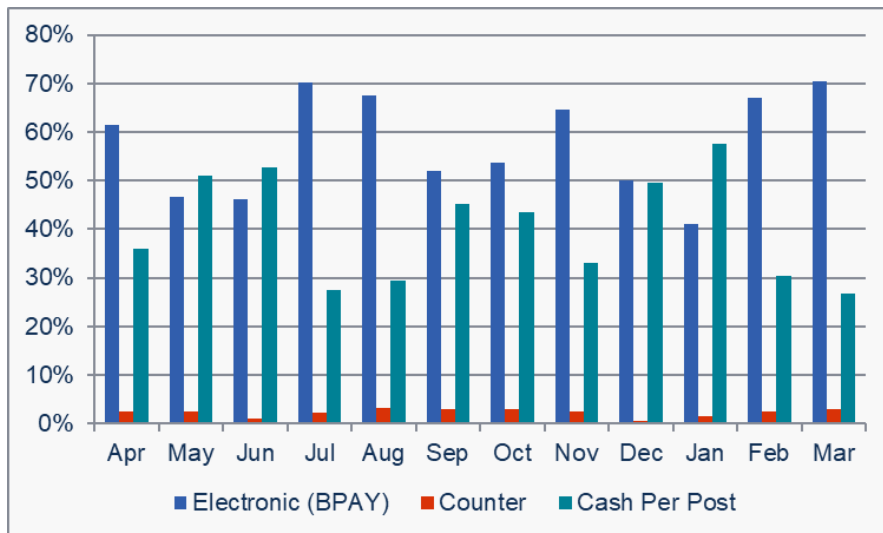


	January	February	March
Total Tasks:	631	1340	1148
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	68.15%	86.79%	85.37%

Explanatory Notes: This data details the quantity of mail received and the percentage of tasks completed within time frames.

Interpretive Comments: The completion rate of tasks for this quarter is slightly less than previous quarters.

Rates Payment Methods



	January	February	March
Electronic (BPAY):	41.14%	66.99%	70.34%
Counter:	1.41%	2.53%	2.97%
Cash Per Post:	57.46%	30.48%	26.69%

Explanatory notes: Graph records the means by which rates and water billing payments are received.

Interpretive Comments: The trends continue to show a higher acceptance of electronic payments as opposed to counter and mail payments.

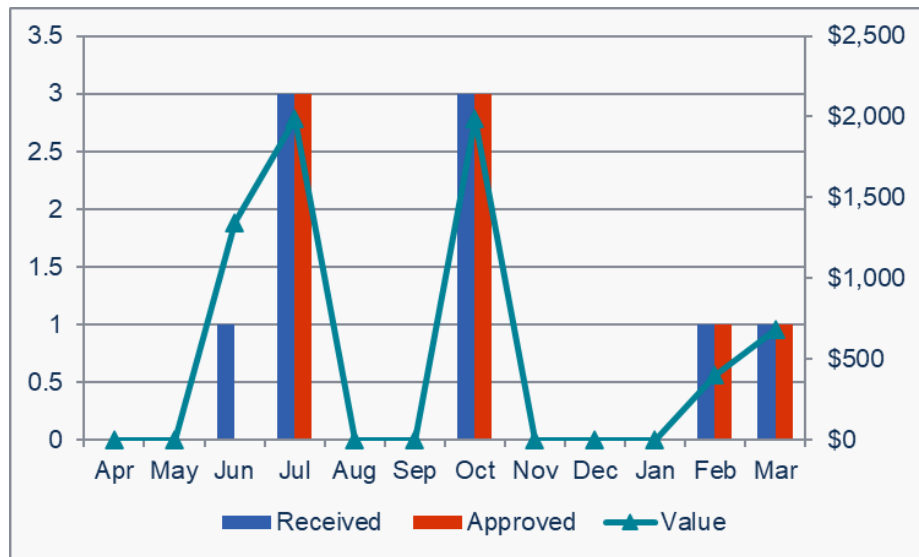
Media and Communications

Council Communications to Communities

	January	February	March
Facebook Posts (people reached)	682,200	210,377	174,100
Website Views	93,024	43,006	51,097
Public Notice Advertising	53	16	9
Media Releases	25	15	12

Explanatory Notes: This table details the various means used to communicate with our communities. The media release count includes releases, enquiries and statements made to the media.

Community In-Kind Request



	January	February	March
Received:	0	1	1
Approved:	0	1	1
Value:	\$0.00	\$400.00	\$682.50

Explanatory Notes: Not for profit organisations are eligible to apply for Council supplied services or venues to a maximum of \$2,000 per financial year. If not incorporated or a charity the CEO has delegation to negotiate fees and charges where circumstances warrant.