



Daintree River Crossing

Round Two Public Consultation Plan

Prepared 13 August 2020
Revised 25 August 2020





1 Introduction

The current Daintree ferry contract is due to expire 30 June 2021 and following a tender process, Douglas Shire Council resolved to commence contractual negotiations with local company, Sirron Enterprises Pty Ltd which proposed a two ferry service. This comprised a new 36-vehicle ferry operating in the main channel all year round and the existing 27-vehicle ferry operating downstream during the tourist season.

In April 2020, via a Mayoral Minute, Council resolved to temporarily suspend the Daintree River Ferry contract negotiations and do a second round of community consultation to include a bridge option.

The initial round of consultation was focussed on what the community wanted by way of an enhanced ferry service, and the feedback received was used to prepare tender specifications for a ferry service. It did not include information about the costs involved in either operating a second ferry, or building a bridge.

The Daintree River Crossing Options Assessment Report examines a bridge option and the proposed two-ferry service, includes costs and provides a comparison against the current single ferry arrangement.

This report will be released publicly and the community will be invited to provide feedback on the different options examined, and, if they have one, their preferred Daintree River Crossing option.

2 What will Council do with the Feedback?

Councillors will make the final decision on the Daintree River Crossing, but will do so only after taking into consideration all the community's concerns and aspirations gathered during the consultation process.

The level of public participation as defined by the [IAP2 Spectrum of Public Participation](#) is Involve:

"We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision."

The level of public participation as per [Community Engagement Framework](#) is Actively Participate.

"We will ask:

- What would be the best for our community?*
- What should we consider or may not be aware of?*
- How should we proceed?"*

The IAP2 Spectrum of Public Participation and Community Engagement Framework may be found in Appendix 2.

3 Stakeholders

Douglas Shire Council is primarily seeking feedback from Shire residents and ratepayers, but is happy to receive and consider feedback from anyone.

Key stakeholders groups will include:

- All Douglas Shire ratepayers
- All Douglas Shire residents
- Regular ferry users
- Those who operate a business in the Douglas Shire
- Traditional owners and Eastern Kuku Yalanji Bama either living on country or those with aspirations to live on country
- Tour operators who bring people to the Daintree
- Government agencies plus community and industry groups (refer Appendix 1 for list)

To reiterate, just as occurred in the first round of consultation, no one will be excluded from providing comments. Feedback is welcome from any person or organisation who has an interest.

4 Distribution of Information

The Daintree River Crossing Options Assessment Report will be released across multiple media channels to ensure residents across the shire are aware of the report, and can have access to it.

The three-week consultation period will commence two weeks after the release of the report. This will allow time for people to absorb information, ask questions and participate in public discussions before providing comments.

5.1 Methods of Engagement

5.1 Webpage

Information will be published on Council's Daintree Ferry Contract Renewal webpage providing one stop shop with access to:

- Daintree River Crossing Options Assessment Report for viewing and/or downloading
- Previously released Community Engagement Report on Daintree Ferry Contract
- Previously released Traffic Report
- Ferry Statistics
 - Annual traffic - 2004 to date
 - Monthly traffic – from July 2015
- Current price schedule
- Link to an online survey – uploaded two weeks after release of Options Report
- Fact Checker FAQs – clarification of any misinformation circulating in the community.

The survey will also be published on Council's Have Your Say page.

5.2 Hard Copies of Daintree River Crossing Options Assessment Report

Copies of the Report will be available for viewing at the following locations:

- Rainforest Village – Diwan
- Location in Cape Tribulation – Masons Café
- Mossman Library – Mill Street, Mossman
- Port Douglas Library – Mowbray Street, Port Douglas
- Council's administration building in Mossman
- Croc Espresso – Daintree Village

5.3 Email

An email will be sent out to let people know Douglas Shire Council is seeking feedback on Daintree River crossing options.

Distribution will include:

- all ratepayers with an email address on Council's ratepayer database ~ 5,500
- all those on the Daintree mailing list. The database has 284 addresses is used to update ferry users on any interruptions to ferry services, and when residents apply for a new ferry concession card, or renew their card, they can register to be on the list.
- all relevant Government agencies and community and industry groups ((refer Appendix 1 for list)

The email will have a link to the Daintree Ferry Contract Renewal webpage where the Daintree River Crossing Options Assessment Report may be viewed and/or downloaded.

Two weeks later a second email will be sent with a link to the survey.

5.4 Australia Post

Surveys will be letter box dropped to 5,500 mail boxes in the shire, popped into private mail boxes at Mossman and Port Douglas and post cards will be sent to the mailing address of 4,000 absentee ratepayers.

These Reply Paid, post card-size surveys can be completed and popped into the mail. They will also include the web address for those preferring to do the survey online, and will have a QR code enabling people to scan with their mobile phone to be taken directly to the survey.

5.5 Facebook

Release of the Daintree River Crossing Options Assessment Report will be posted on Douglas Shire Council's Facebook page with link to the Report.

The link can then be shared and posted on third party Facebook pages such as Cow Bay Community Chat/ Noticeboard or Port Douglas/Mossman Buy Swap and Sell, etc.

Facebook will also be used to clear up and/or counter any misinformation which may be circulating during the consultation period. The posting can link back to the Fact Checker FAQs on the website.

Two weeks after the release of the Daintree River Crossing Options Assessment Report, a link to the survey will be posted on Douglas Shire Council's Facebook Page. This second link can then also be shared and posted on third party Facebook pages such as Cow Bay Community Chat/ Noticeboard or Port Douglas/Mossman Buy Swap and Sell, etc.

5.6 Handouts at the Ferry

Survey post cards will be available from the ferry ticket booth to capture residents who may not be ratepayers.

5.7 Posters

Posters advising of the release of the Daintree River Crossing Options Assessment Report and opening of consultation period will be displayed on notice boards located at:

- Daintree Ferry north side of the river
- Rainforest Village
- Daintree Village General Store
- Coles Supermarket in Port Douglas
- IGA in Craiglie
- Woolworths in Mossman

5.8 Media Coverage

An announcement will be distributed to all media outlets to publicise the release of the Daintree River Crossing Options Assessment Report.

5.9 Landowners

Prior to the release of the Daintree River Crossing Options Assessment Report, all landowners who could be directly impacted by any of the bridge options will be contacted either by phone or in person the Community Liaison Officer. They will be invited to provide feedback.

Any feedback from landowners will be kept confidential.

5.10 Managing Disinformation

Comments posted online or in the main stream media will be monitored for any disinformation, and/or misrepresentation of the facts. Council's webpage will have a section where any inaccurate claims are corrected, providing the source of information to substantiate clarifications provided.

To stop the spread of disinformation as soon as possible, an alert will be posted on Facebook immediately, correcting any false statements, with a link back to the webpage for further information.

6 Gathering Feedback

The consultation activities are design to gather both quantitative and qualitative data.

6.1 Quantitative Data

A survey will be conducted to determine where the community sits in relation to the question of a bridge or a ferry across the Daintree River. It will also provide a good indication of which option the community prefers.

6.1.1 Survey Format

People will have the option of responding to the survey online (computer, iPad, mobile friendly) or by hard copy. With the latter, a post card will be delivered to most of the 5,500 households in the shire with a return address and reply paid post. Absentee ratepayers will receive a survey in the mail. The online survey will allow one response per IP Address.

Survey respondents will be asked to include their name and address on the survey, or if doing online, name and address questions will be mandatory and if not filled in, the survey will not be able to be submitted. Address information is requested for two reasons:

1. Quality control:
 - Residents will be confirmed by cross checking name and addresses with the Electoral Roll
 - Ratepayers will be verified by cross checking with Council's ratepayer list.
2. Reporting

The Daintree is of interest to many outside the Shire. To fully understand the community's sentiment, it is important to have the ability to filter out preferences for different groups such as:

 - Douglas Shire residents
 - Douglas Shire ratepayers
 - Residents and ratepayers in the shire broken down by locality i.e. Port Douglas/Craiglie; Mossman Wonga; North of the River, (as well as individual localities such as Forest Creek), Daintree Village
 - Those who live elsewhere in Queensland
 - Those who live elsewhere in Australia
 - Overseas respondents

The reply paid address will be that of the independent research organisation and the online survey responses will be held by the same company who will provide a report to Council. Responses will be reported in aggregate only.

Data files where name and address information is linked to responses will remain with the independent research company which will record them in an electronic database for initial electronic matching with electoral role/ rates database. In analysing the data the company will work with a copy which has the respondent details removed. Respondent details are only required for validation and will be treated as strictly confidential and not be made available to Council. Once validated, records of respondent details will be destroyed.

6.1.2 Risks

The risk with using a post card is that some people may be reluctant to put their name and address on the card for all to see. This was a sentiment expressed with the Corporate Plan post card survey which did not require a name, just locality.

There is however, an online option for those who may be concerned about this, and if respondents have no access to a computer, arrangements can be made to contact the independent research company by phone, and do the survey over the telephone.

6.2 Qualitative Data

6.2.1 Submissions Invited

Surveys are an excellent and economical way to gather quantitative data, but do not provide an insight behind attitudes. To look beyond the numbers, Council will be inviting individuals, companies, community organisations, and others to lodge submissions outlining their reasons for their preference.

These can be emailed to communityliaison@douglas.qld.gov.au or dropped into Council.

People will be encouraged to do the survey, as well as put in a submission if they wish to expand on their preferences.

6.2.2 Community Meetings

Several community meetings will be held in various locations, likely to be Diwan/Cow Bay, Mossman and Port Douglas.

COVID-19 restrictions mean meetings will be limited depending on size of venue. RSVPs will be essential and Council will hold sufficient meetings to enable all those who are interested to attend one meeting.

At the meetings, in addition to a presentation of the Options Report by Council, members of the public can, by pre-arrangement, be given an opportunity to speak for three minutes. The program will allow for a maximum of five speakers. To reduce repetition, speakers selected will present different viewpoints.

6.2.3 Focus Groups

Five focus groups will be held, with one presenter, one facilitator and a maximum of eight participants.

1. Business and tour operators – attractions based north of the Daintree River plus accommodation operators – to be advised – Cow Bay; Diwan or Cape Tribulation [2]
2. Daintree day tour operators – Port Douglas Community Hall or Cairns if more based there.
3. Environment groups – Port Douglas Community Hall
4. Daintree Village – Daintree Riverview Lodge and Van Park

The focus groups will be designed to gather qualitative information from specific interest groups and a report prepared on the findings.

6.2.4 Traditional Owners

All traditional owner groups will receive an email as outlined in Section 5.4. In addition, each group will be invited to nominate a Traditional Owner man and Traditional Owner women to have a face to face meeting to discuss the options presented in the report.

The traditional owner groups identified include:

- Bamanga Bubu Ngadimunku Aboriginal Corporation
- Burunga Aboriginal Corporation
- Goobidi Bamanga Community Advancement Co-op
- Jabalbina Yalanji Aboriginal Corporation
- Kubirriwarra Yalanji Aboriginal Corporation
- Wujal Wujal Aboriginal Shire Council
- Yalanjiwarra Jalunji Marrjanga Aboriginal Corporation

7 Reporting

A report on the consultation findings will be prepared providing a summary of all feedback received. As was done with the first round, the report will not offer opinion on any comments or viewpoints, with the exception of providing context where required.

As was done with the first round of engagement, all comments in their entirety, (de-identified) and submissions in full, will be included in the Appendix. Where organisations are happy for submissions to be published under their organisation's banner, this will be done.

The report to Council will be a presentation of the findings, and will not include any recommendation from Council officers.

To be fully transparent, the report on consultation findings will be released publicly ahead of the Council meeting.

8 Budget

In addition to staff resources to implement the plan i.e. update website, create project on Engagement Hub, coordinate and facilitate focus groups and analyse findings and prepare a report, the anticipated outlays are:

| Activity | Est. \$ |
|--|-----------------|
| Delivery of postcards via Australia Post | \$1,800 |
| Postage to include absentee ratepayers | 4,000 |
| Bulk mail out contractor | 809 |
| Printing 9,500 double sided post cards | \$1,600 |
| Independent research company | \$7,000 |
| Postage charge reply paid [estimate] | \$415 |
| TOTAL | \$15,624 |

9 Timeline

Below is a preliminary schedule.

| Date | Activity |
|-----------------|--|
| August 25, 2020 | Daintree River Crossing Options Report Tabled at Council meeting |
| August 28, 2020 | Daintree River Crossing Options Report Released |
| Sept 14, 2020 | Consultation period opens Focus Groups, community meetings, meetings with TOs |
| Oct 26, 2020 | Closing Date for responses |
| Nov 9, 2020 | Report from Compass Research |
| Nov 20, 2020 | Collation, analysis and report on written submissions received |
| Dec 1, 2020 | Consultation Report discussed at Council Workshop and released to the public |
| Dec 15, 2020 | Report tabled at Council Meeting |

Appendix 1 - Govt Agencies; Community Groups, Indigenous Corporations & Industry Organisations

- Australian Conservation Foundation
 - Bamanga Bubu Ngadimunku Aboriginal Corporation
 - Burunga Aboriginal Corporation
 - Cairns and Far North Queensland Environment Centre
 - Daintree Marketing Cooperative
 - Department of Aboriginal and Torres Strait Islander Partnerships
 - Department of Environment and Science
 - Department of Natural Resources, Mines and Energy
 - Douglas Chamber of Commerce
 - Douglas Shire Sustainability Group
 - Goobidi Bamanga Community Advancement Co-op
 - Jabalbina Yalanji Aboriginal Corporation
 - Kubirriwarra Yalanji Aboriginal Corporation
 - Queensland Health
 - Queensland Parks and Wildlife Service
 - Rainforest Rescue
 - Terrain Natural Resource Management
 - Tourism Port Douglas Daintree
 - Tourism Tropical North Queensland
 - Wet Tropics Management Authority
 - World Wide Fund for Nature [WWF]
 - Wujal Wujal Aboriginal Shire Council
 - Yalanjiwarra Jalunji Marrjanga Aboriginal Corporation
-

Appendix 2 – Level of Public Participation

IAP2 Spectrum of Public Participation



IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

| INCREASING IMPACT ON THE DECISION | | | | | |
|-----------------------------------|--|--|---|---|--|
| | INFORM | CONSULT | INVOLVE | COLLABORATE | EMPOWER |
| PUBLIC PARTICIPATION GOAL | To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions. | To obtain public feedback on analysis, alternatives and/or decisions. | To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered. | To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution. | To place final decision making in the hands of the public. |
| PROMISE TO THE PUBLIC | We will keep you informed. | We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. | We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision. | We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible. | We will implement what you decide. |

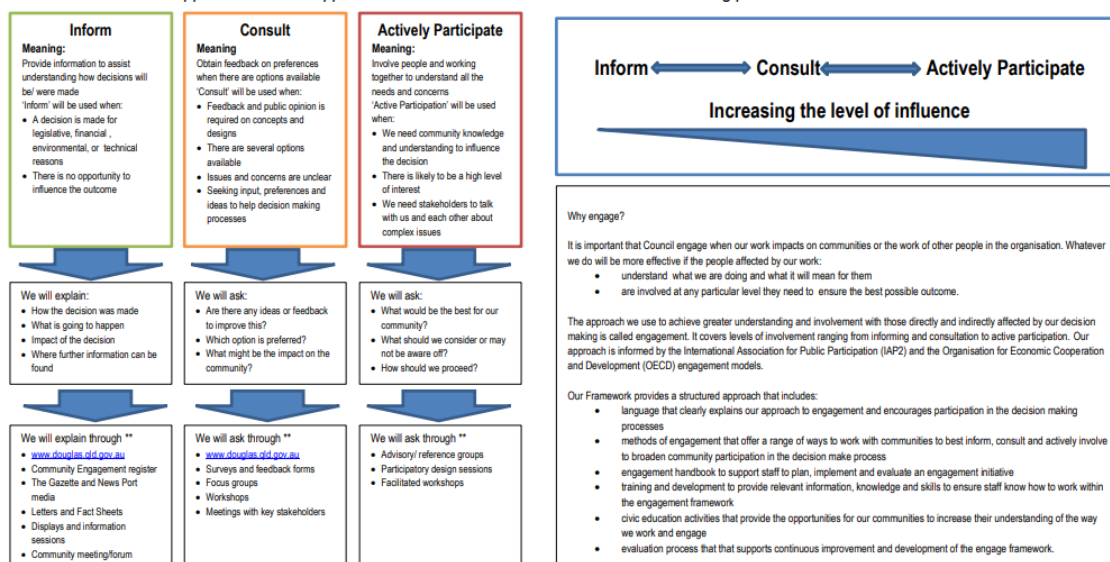
© IAP2 International Federation 2018. All rights reserved. 20181112_v

© IAP2 International Federation 2018. All rights reserved. 20181112_v1



Community Engagement Framework

We are committed to ensuring that our communities are provided with objective, clear and concise information; and are provided with opportunities and supportive environments to be involved in decision making processes that affect them.



**The techniques listed are examples only and do not represent a comprehensive list of methods to be used in all Council engagement activities.