Welcome to Douglas
A guide for New Residents
Welcome to Country

The Douglas Region is the traditional homeland of Aboriginal Rainforest People (Bama) who have lived within the area and maintained their cultures and languages for thousands of years. The two main language groups within the Shire are the Eastern Kuku Yalanji to the north and Yirrganydji to the south.

The Traditional Owners of the region place great importance on the protection and sustainability of the land and sea (country); as well as sites of great cultural significance to their people.

Visitors and new-comers are asked to respect the culture and spirituality of Bama by helping to look after and protect the environments of our area. You can help achieve this by keeping to hiking trails and by not removing plants, stones and other natural resources from our reefs, beaches and forests.

Please enjoy and respect this country as the Traditional Owners have done for centuries, so that it can be appreciated for many more generations to come.
Douglas Shire

QUICK STATISTICS

Population: 11,470 people
Area: 2,435.8km²
Mean January Temp: 23.7°C - 30.3°C
Mean July Temp: 16.8°C - 24.6°C
Mean January Rainfall: 400.9mm
Mean July Rainfall: 26.6mm
Mayor’s Welcome

On behalf of Councillors, the CEO and staff, it is with great pride that I welcome you to the Douglas Shire. Staff have put together this ‘Welcome Booklet’ to help you settle into our beautiful part of the world.

Douglas has a diverse range of communities and we value cultural identity, heritage and inclusiveness. I really encourage you to join any number of our local community organisations and participate in the large number of community events and celebrations that are held throughout the year.

These include weekly Storytimes at the Mossman Library, Australia Day, NAIDOC celebrations, ANZAC Day and Citizenship ceremonies, as well as an exciting and growing number of quite unique community festivals and celebrations. Information on these and other events are regularly updated on our Community Events Calendar, Council website and Facebook page.

The uniqueness of our area and extraordinary natural landscapes are the basis of our tourist industry and local economy, alongside a thriving agricultural sector. Port Douglas, Daintree and Mossman are well known names, synonymous with environmental splendour and beauty in the reef and rainforest World Heritage listed areas. Douglas Shire provides so many great opportunities to explore – whether it is the Daintree Rainforest, adventurous cycling, beaches or the Great Barrier Reef – the Douglas Shire is truly where the ‘Rainforest meets the Reef’.

Throughout this booklet you will find a host of Council and local information. We are here to assist and if there is any additional information you require please do not hesitate to contact our Frontline Services Officers, or contact us via our website and Facebook page.

Council is committed to working closely with all sectors of the community and business to achieve a strong, vibrant, diverse and sustainable economy with long term job opportunities and a fantastic lifestyle.

I congratulate you on your choice to live in the Douglas Shire, and wish you and your family every success and happiness for the future.

Mayor Julia Leu

www.douglas.qld.gov.au
As a new resident of the Douglas Shire, we would like to extend a warm welcome and say ‘congratulations’ on choosing such a stunning and diverse location to now call home.

This booklet is intended as a guide to some essential information that may assist you and your family as you settle into life in Douglas. It is important you get to know Douglas and engage with our diverse communities. Joining a sporting club, community organisation or becoming a volunteer can help you feel more settled in your new surroundings.

Douglas Shire is situated between Cairns in the south; the Tablelands to the west and the World Heritage listed Wet Tropics in the north. Douglas covers an area of 2,435.8km$^2$, beginning just north of Ellis Beach through to the Bloomfield River.

Douglas is home to over 11,000 residents. Approximately 70% of the population lives in the two primary residential centres of Port Douglas - the foremost tourist destination; and Mossman - the administrative, service, agricultural and industrial hub of the region.

Other outlying residential locations include the beachside communities of Wonga Beach, Newell Beach and Cooya Beach. The remaining residents live in small, decentralised communities scattered along the 100km stretch of coastal road, tucked into the rainforest or in small rural townships in the valleys of the Shire’s hinterland.

The Traditional Owners, the Eastern Kuku Yalanji and Yirrganydji peoples, occupied this area for thousands of years prior to first contact. With such a diverse population, Aboriginal and Torres Strait Islander people represent the largest minority cultural group in Douglas; 8.4% of the population compared to 3.6% of the overall population of Queensland.

As a result of its substantial rural and decentralised communities, the Shire has a comparatively large number of schools and small student populations.

While Douglas is a thriving tourist destination, with 1.2 million visitors annually, much of the rural area that is farmed is used for sugar cane production, the primary agricultural industry in Douglas.
Work....
Play....
Lifestyle....

Relocating to Douglas
Be captivated by the Douglas Shire’s tropical environment, world famous attractions, beautiful beaches, laid-back lifestyle and a rich sense of community. Douglas is a great place to live, work and visit. With a full calendar of events celebrating our cultural heritage, arts and cultural programs, music and local food and wine there are certainly plenty of things to keep you busy.

Relocating to ‘Over the River’
If you are moving north of the Daintree River, the ‘Daintree Landholders Kit’ is full of information specific to matters for those further north.
Getting Around the Shire
A range of bus and transportation services to the area makes the region highly accessible, being only a picturesque 60 minute drive from Cairns airport.

Accessibility
Access and equity in Douglas is about ensuring equal opportunity and the allocation of resources and services in a fair, consistent and inclusive manner; irrespective of an individual’s or group’s cultural or linguistic background, their religion or spiritual beliefs, socio-economic status, gender, age or abilities.

Council is committed to helping to support and create a region which is inclusive and accessible to enable all residents and visitors to enjoy our environment, tourist attractions and community life and participate to the best of their ability.

Council has created the Access Douglas Directory which aims to assist locals and visitors who may be living with a disability and/or have mobility issues with a listing of businesses and services which may be able to best meet their needs.

www.douglas.qld.gov.au/community/access-equity

Our Environment
The environment is important to the communities of the Douglas Shire and Council is doing its part in the preservation of the natural environments.

Douglas Shire Council is working together with the Great Barrier Reef Marine Park Authority (GBRMPA) on the Reef Guardian program to protect The Great Barrier Reef. We also work alongside Tangaroa Blue, focusing on reducing marine debris.

For more Council environmental initiatives visit the website.
Your Council
Council has five elected members: the Mayor and four Councillors. These positions are elected by the residents at local elections every four years.


Council Meetings
Council welcomes and encourages the public to attend Council meetings. Ordinary Meetings are generally held at the Council Chambers every third Tuesday, however the dates may vary to avoid public holidays or religious festivals.

Ordinary and Special Meetings are open to the public although the discussion of certain topics may occur in ‘Closed Session’ as required by the Local Government Act 2009.

Dates, agendas and minutes are available on Council website.
Council Office
Council’s office is located at: 64-66 Front St, Mossman, and is open for business Mondays to Fridays from 8.30am to 4.30pm. Rates and fees can be paid by credit card, EFTPOS, cheque, money order or cash. Inquiries regarding planning matters will generally require an appointment with the ‘Planner of the Day’. Email enquiries can be sent to enquiries@douglas.qld.gov.au. Mail can be sent to PO Box 723, Mossman QLD 4873. Further information on Council business is directly available by contacting Frontline Services on (07) 4099 9474 or www.douglas.qld.gov.au.

If you need to contact Council after hours, phone (07) 4099 9444. For emergencies phone 000.

www.douglas.qld.gov.au

Community Information

Internet
Council operates its own internet site - www.douglas.qld.gov.au. Council meeting agendas, minutes, strategic plans, employment opportunities and other information about Council services can be accessed at this site.

Tourism-specific information is also available on Council’s website and Facebook page.

Council advertisements can be found at The Newsport Daily - local online newspaper.
Noticeboards

Noticeboards advising both Council and community activities are located:
- Mossman Library - 14 Mill St, Mossman
- Port Douglas Kiosk - 13-29 Mowbray St, Port Douglas
- Ferry noticeboard, southside of Daintree River

Radio

<table>
<thead>
<tr>
<th>AM</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>ABC Cairns</td>
<td>801AM</td>
</tr>
<tr>
<td>ABC Cairns (Mossman/Port Douglas)</td>
<td>639AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FM</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Radio Port Douglas</td>
<td>90.9FM</td>
</tr>
<tr>
<td>The Lounge</td>
<td>106.3FM</td>
</tr>
<tr>
<td>ABC Cairns</td>
<td>106.7FM</td>
</tr>
<tr>
<td>ABC Cairns (Mossman/Port Douglas)</td>
<td>90.1FM</td>
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NOTE: For the latest advice and updates in the event of a natural disaster, tune into local ABC radio.
Council Services

Daintree Ferry
Get yourself a Ferry Card from the Mossman Admin Building and head for a drive north. Enjoy a ride on the Daintree Ferry to an ancient destination with an impressive array of plants and wildlife. From the Daintree River extending north, the Wet Tropics and Great Barrier Reef World Heritage areas collide in breathtaking style. It is here that ‘the rainforest meets the reef’.

Setting up a Business
The Douglas Shire has a diverse economy with many opportunities for a new or expanding business or for a lifestyle change within the region. To assist you getting your business up and running, Douglas Shire Council has put together a number of links to tools and information to help you establish your business in Douglas.

Small business information can be found on Council’s website.
General Waste Collection (Green bin)

<table>
<thead>
<tr>
<th>Day</th>
<th>Areas</th>
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</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>Port Douglas (areas north of Barrier St to main centre), Finlayvale, Mossman, Shannonvale, Mossman Gorge, Also a few properties on Syndicate Rd, Mossman – Daintree Rd &amp; Newell Rd.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Mowbray, Oak Beach, Craiglie, Port Douglas (Four Mile, Port Gardens &amp; Reef Park areas), Daintree Village, Forest Creek, Lower Daintree, Rocky Point, Wonga Beach, Some properties on Bamboo Ck Rd &amp; Trezise Rd.</td>
</tr>
<tr>
<td>Thursday</td>
<td>Bonnie Doon, Cooya Beach, Killaloe, Cassowary, Miallo, Bamboo, Newell Beach, Syndicate &amp; Whyanbeel.</td>
</tr>
</tbody>
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Recycling Waste Collection (Yellow lid bins)
Recycling bins are collected on the same day as general waste, every second week. For exact collection dates contact Frontline Services or see Council’s website.

Recycle at Council
Residents are able to place their used printer cartridges and old mobile phones in the recycling boxes provided at the Mossman Administration Building as part of Council’s Green Buildings Program.

Waste Transfer Stations

<table>
<thead>
<tr>
<th>Location</th>
<th>Opening Times</th>
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</thead>
<tbody>
<tr>
<td>Killaloe</td>
<td>8am – 5.30pm Mon – Sat 9am – 5.30pm Sun</td>
</tr>
<tr>
<td>Lot 170 Killaloe Dump Rd Ph: 07 4098 4904</td>
<td></td>
</tr>
<tr>
<td>Newell Beach</td>
<td>7am – 11.45am Mon &amp; Fri 12pm – 5.45pm Wed 7am – 5.45pm Sat</td>
</tr>
<tr>
<td>Lot 87 Rankine St</td>
<td></td>
</tr>
<tr>
<td>Cow Bay</td>
<td>7.30am – 3.30pm Mon 9am – 5.45pm Wed 7am – 11.45am Fri &amp; Sat</td>
</tr>
<tr>
<td>Lot 88 Quandon Rd Ph: 07 4098 4904</td>
<td></td>
</tr>
<tr>
<td>Daintree</td>
<td>3pm – 5.45pm Wed 7am – 11.45am Sat</td>
</tr>
<tr>
<td>Lot 364 Mossman-Daintree Rd</td>
<td></td>
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</tbody>
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**Pets in Douglas**

All dogs aged 12 weeks and over are required to be registered with Council. This is necessary even though pets may already be micro-chipped. Discounted registration is offered for dogs that have been de-sexed and to those residents who have an Aged Pension card or whose residence is classed as rural productive. Dog registration renewals are generally released in August each year. Visit Council’s [website](#) for further information or drop into Council to register.

**Permits**

**Burn Off**

Council does not encourage backyard burning of rubbish or plant material within Douglas, particularly in residential areas. Burning without a permit may result in an on-the-spot fine. Waste material, especially from land clearing, should be taken to one of the Waste Transfer Stations and not burnt. Alternatively have you considered using excess plant waste as mulch and compost?

**Facilities for Hire**

Council has a number of indoor and outdoor facilities across the Shire that are available for hire by the community, community organisations and businesses. These include parks, foreshores, buildings and meeting rooms. **Application forms** are available on Council’s website or at the Mossman Administration building. Please see the [Fees and Charges](#).
Libraries
Douglas Libraries provide services to the community through the main library in Mossman and a branch in Port Douglas; each offering a vast number of services. Free membership allows access to online services 24/7 at Rural Libraries Queensland (RLQ) through the Library Services webpage.

Membership is FREE

- Over 300,000 books
- E-books
- E-magazines
- E-music
- DVDs
- Audiobooks
- Magazines
- Free Wifi
- Computers
- Internet
- Printing
- Photocopying
- Scanning

Each Thursday, Mossman Library hosts a number of events for children. Starting at 10.30am, Baby Rhyme Time and Storytime sessions are aimed at babies and children under school age.

Following at 3.30pm-4.30pm, 7-17 year olds are invited to participate in Lego and K’nex Junior Builders sessions.

On the first Saturday of each month children and fathers are invited to attend ‘Dad’s Read’ sessions starting at 10am.

Other community activities include school holiday activities, introductory computer classes and various workshops, which are held throughout the year.

Bookings are essential and all activities are free of charge.
Payment Options
At various times throughout the year you may need to make a payment to Council. We accept payment using the following options:

In Person
At the Mossman Administration Building, 64-66 Front St, Mossman. We accept cash, cheque, money order, EFTPOS, Visa or Master Card payments.

Direct Debit
An arrangement will allow you to make regular payments in advance towards your Rates and Water Usage Notice. To establish a Direct Debit arrangement contact Frontline Services on 4099 9444 or download a New Direct Debit Request form from our website and return to Council.

Mail
You can send a cheque or money order, along with any necessary paperwork, to Douglas Shire Council, PO Box 723, Mossman QLD 4873.

BPAY
You will need to contact your bank or financial institution to make this payment.

For more information refer to Payment Options on Council’s website.

Rates
Rates notices are issued bi-annually, generally in February and July. The date for payment is approximately 31 days after the date of issue. Remissions / Concessions and Rebate information can be seen on Council’s website.

Water Billing
Water notices are issued three times each financial year.

If you are having issues making a payment, please contact Council prior to the due date of your rate or water notice to discuss payment options.
Business & Community Services

Community Directory
Douglas Shire is well serviced by many active community groups, sports and recreation, cultural, educational, religious and volunteer organisations. Council maintains a Community Directory database of these organisations. It is the responsibility of the respective organisations to ensure their details are kept up-to-date.

If you have an interest you would like to pursue then you might like to join one of the many arts, craft and sporting clubs in the area. View the Community Directory on Council’s website for a comprehensive list of clubs in Douglas.

Education
Douglas provides excellent schools across the region, including one high school and seven primary schools, as well as numerous early learning and childcare facilities. Only 45 minutes south, James Cook University has a campus at Smithfield in Cairns along with a TAFE campus and many other educational facilities. Many higher learning organisations offer online courses, allowing residents to further their education without the restrictions of commuting.

Health Care
There are a variety health facilities available in the Shire. The Mossman Multi-Purpose Health Service (the local hospital) is located at 9 Hospital St, Mossman.

<table>
<thead>
<tr>
<th>Health Service</th>
<th>Phone No.</th>
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<tbody>
<tr>
<td>Mossman Multi-Purpose Health Service</td>
<td>4084 1200</td>
</tr>
<tr>
<td>Cow Bay Clinic</td>
<td>4098 9296</td>
</tr>
<tr>
<td>Mossman Medical Centre</td>
<td>4098 1248</td>
</tr>
<tr>
<td>Mountain View Medical Centre</td>
<td>4098 1711</td>
</tr>
<tr>
<td>New Horizons Medical Centre</td>
<td>4099 1110</td>
</tr>
<tr>
<td>Port Village Medical Centre</td>
<td>4099 5043</td>
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Police - Licences / Registrations
Drivers’ licences can be obtained from both Mossman and Port Douglas Police Stations. There are restricted days that licencing occurs and it is essential to phone ahead for clarification.

<table>
<thead>
<tr>
<th>Police Station</th>
<th>Phone No.</th>
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<tbody>
<tr>
<td>Police - Mossman Bow St</td>
<td>4098 2177</td>
</tr>
<tr>
<td>Police - Port Douglas 31 Wharf St</td>
<td>4087 1999</td>
</tr>
</tbody>
</table>
**Magistrate’s Court**
The Magistrate’s Court operates as an agent for a number of Government Departments including Transport and Housing. The Court House also offers Justice of the Peace services.

- **Magistrate Court – Mossman**
  Cr Front and Bow St
  4098 1500

**Department of Transport and Main Roads**
The Magistrate’s Court is an agent for the Department of Transport and Main Roads. Staff are available Monday to Friday between 8.30am - 4.30pm, to assist you with vehicle and vessel registrations; boat licensing; industry licensing; and assistance with driver authorisations and operator accreditations.

**Justice of the Peace / Commissioner for Declarations**
Volunteer Justice of the Peace services are offered at the Court House on Tuesdays and Fridays between 10am - 12.30pm. It is recommended to phone to ensure a volunteer will be available.

A volunteer Justice of the Peace or Commissioner for Declarations can also be found at Ramada Resort, Port Douglas on Mondays between 10am - 1pm.

**Enrol to Vote**
Your voice does matter - ensure you are correctly enrolled to vote. It is compulsory to vote and once you are enrolled on the State Electoral Roll you are automatically registered to vote in all relevant government elections. To change your address, you can obtain an enrolment form by contacting the Electoral Office or any Australia Post office or Frontline Services at Mossman Administration Building. Enrolment can also be completed online at [Australian Electoral Commission](#)

**Post Office**
Mossman and Port Douglas each have an Australia Post office, both offering a number of services.

- **Mossman**
  Front St
  131 318
- **Port Douglas**
  Owen St
  4099 5210
Community & Entertainment

Events Calendar
For entertainment, there is a wide range of events to choose from throughout the year: events for all ages, sporting, stage or celebratory. The Events Calendar on Council’s website, is your guide to a large variety of Council, Community and Special events. Your organisation’s events can also be added to the calendar by contacting Council on 4099 9444 or enquiries@douglas.qld.gov.au.

Major events include: Carnivale - May; Ironman - June; Mossman Show - July; Crocodile Trophy - October. For confirmed dates please view the Events Calendar.

Sporting Events
The Douglas Shire is the destination of choice for numerous iconic sporting events throughout the year.

These events include Crocodile Trophy, Coral Coast Triathlon, RRR, Great Barrier Reef Marathon and the Ironman, which provide a wide variety of opportunities for the community to become involved.
**Sport & Recreation Clubs**
The district offers a wide range of sport and recreational activities to the community. Club and sporting information can be found in the Community Directory. Groups may be eligible for funding through our [Community Support Program](#).

**Playgrounds**
Numerous playgrounds are located throughout Douglas, including an accessible park at George Davis Park in Mossman and for the young skating/biking enthusiast, three skate parks in the region can be found in Port Douglas, Mossman and Wonga Beach.

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**Arts & Culture**
For those residents interested in arts and culture, a number of organisations run classes throughout the year to suit different skill levels. View the [Community Directory](#) on Council’s website for the organisations that specialise in this area.
Be Alert

Natural Disasters
November - April in the tropics is generally known as the ‘wet season’. This is the time of year to expect plenty of rain, possible flooding and cyclones.

It is vital that you are prepared well before a major weather event. Your complete emergency and evacuation kit checklist can be viewed at Get Ready.

In the event of a natural disaster, when information comes to hand it is immediately placed on Council’s website and Facebook page to ensure you are kept up-to-date with the lastest developments.

Council has provided credit card style USBs containing vital information in preparation for natural disasters, including fact sheets and contact phone numbers. The data capacity on the USB enables residents to upload copies of personal information, i.e. birth certificates, insurance policies, etc. These cards are available for collection from Mossman Administration Building and Libraries.
If it’s flooded, forget it.

Every year people are hurt, or die, trying to cross or play in flooded waterways. The size of your vehicle doesn’t matter, nor whether you’ve driven the road a hundred times before. Never enter floodwaters and discourage others from doing so.
Crocodiles
Crocodiles inhabit our waters and it is important to be ‘Croc Wise’ in and around the waterways. Always take note of any signage in the area.

Marine Stingers
Marine stingers are another creature to be wary of in the ocean. Stinger season is between November to May and generally a stinger net is installed on Four Mile Beach, in front of the Port Douglas Surf Lifesavers, during this period.
Snakes
Snakes may occasionally be found around your property. If one has become an issue for you, wildlife catchers may be able to assist with the removal of your unwanted guest.

Mosquitos
Our tropical climate provides the perfect breeding ground for mosquitos which can carry dengue. Take precautions by wearing mozzie repellent and light coloured, long clothing; use mosquitos coils; and empty any items that may collect water in and around your home.