

6.10. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD JULY TO SEPTEMBER 2023

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DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council notes the Report from the Chief Executive Officer for the period July to September 2023.

EXECUTIVE SUMMARY

This report presents an outline of the operational initiatives and progress made by Council's staff from July to September 2023. It should be read in conjunction with the Operational Plan Progress Report and Capital Works Tracking report for a full understanding of the activities undertaken in Quarter 1 of 2023-2024.

BACKGROUND

This report continues the practice established in early 2014 to provide an overview of the operations to Councillors and the community on a quarterly basis. The aim of these reports is to communicate how the administration is managing the diverse activities and challenges arising in the course of Council's business, and to summarise work in progress and the milestones achieved.

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

COMMENTS

Council Officers are working hard to undertake the initiatives that Councillors approved in the 2023-2024 Operational Plan and this report highlights Quarter 1 achievements from across the varying departments of Council:

1. We saw more than 500 bike riders and their families converge on Port Douglas following the Council-backed Reef to Reef and Triple R event in August while a few weeks later there were more than 1200 riders in the Grand Fondo Festival.
2. Council is also planning to build cricket nets in Cooya Beach in response to a petition started by a 13-year-old resident. While it will be a relatively small financial investment, it's a great example of Council listening to the community, including teenagers like Max Schwarzer, and responding directly to their grass roots wishes.
3. Our infrastructure team remained active during the past quarter, maintaining our roads at a quality our ratepayers deserve and tourists expect. Much of this work can go unnoticed but we would quickly recognise a deterioration to our transport routes without crews filling potholes, fixing footpaths and spraying weeds.

4. Our libraries continued to provide a vital service, with our members completing more than 12,500 loans. The school holiday programs in July and September also provided a community service for parents struggling to keep their children entertained.
5. A group of 16 new Australians was recognised in a citizenship ceremony held at the Port Douglas Community Hall in September while we encouraged the broader community to nominate a mate for next year's Australia Day Awards.

PROPOSAL

That Council notes the Organisational Report Card and the Report from the Chief Executive Officer for the period July to September 2023.

FINANCIAL/RESOURCE IMPLICATIONS

As this report focuses on Quarter 1 of the 2023-2024 financial year, Council's operations are conducted in accordance with the 2023-2024 Budget.

RISK MANAGEMENT IMPLICATIONS

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

SUSTAINABILITY IMPLICATIONS

Economic:	The twin pillars of financial and economic sustainability underpin all Council's operations.
Environmental:	Environmental management is a priority consideration in the delivery of all Council operations and services
Social:	The diverse communities of Douglas are Council's clients. Council's operations, services and programs are designed and delivered to support the people of Douglas.

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the *Local Government Act 2009*, and in accordance with all applicable policies.

Corporate Plan 2019-2024 Initiatives:

Theme 5 - Robust Governance and Efficient Service Delivery

Strong governance and financial management are the foundations of the way in which Council will conduct its business and implement the initiatives of the Corporate Plan.

Goal 3 - *We will make sound financial decisions by ensuring robust strategic planning, financial management and reporting.*

COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance.

The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

In fulfilling this, Council plays many important roles within the Community as Service Provider, Regulator, Funder, Advocate, Facilitator, Information Provider, Agent, Builder/Owner and Custodian.

Council will balance all of the roles while delivering on the vision of Council in an efficient and effective manner.

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 July to September 2023 [6.10.1 - 89 pages]

DOUGLAS SHIRE COUNCIL

REPORT FROM THE CHIEF EXECUTIVE OFFICER

2023 - 2024

July - September 2023

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



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OFFICE OF THE CHIEF EXECUTIVE OFFICER

While large parts of Australia were shivering their way through a chilly first quarter of 2023-2024, our community well and truly enjoyed the benefits of living in a tropical climate.

Seeking respite from a cold winter, holidaymakers from both overseas and interstate converged on the region in greater numbers. I think we can all agree it's a welcome boost to the local economy with our local businesses busier than usual.

Douglas Shire Council itself made the most of this busy time too, throwing its support behind events and projects that gave people yet another reason to visit where the rainforest meets the reef.

We saw more than 500 bike riders and their families converge on Port Douglas following the Council-backed Reef to Reef and Triple R event in August while a few weeks later there were more than 1200 riders in the Grand Fondo Festival.

Happy snaps of iconic locations like Four Mile Beach and Rex Lookout were shared on social media while many participants stayed on Port Douglas after their events were complete. Free online publicity and people spending money in the region is an irresistible combination.

Our support of an outdoor lifestyle has extended to the local bike brigade as well.

We have been working with the Rainforest & Reef Cycling Club on a mountain bike training centre at the Douglas Sports Complex.

Mountain biking is one of the fastest growing adventure tourism opportunities in the country and Douglas wants to be involved.

Council is also planning to build cricket nets in Cooya Beach in response to a petition started by a 13-year-old resident.

While it will be a relatively small financial investment, it's a great example of Council listening to the community, including teenagers like Max Schwarzer, and responding directly to their grass roots wishes.

The same ethos applied to the bus shelter built for students only metres down the road. The community identified a need and we responded.

Our beaches are waterways are more accessible at this time of the year making the completion of the Recreational Fishing Trail ideal.

The trail is an educational tool for both visitors and local anglers.

There's more to look forward in the great outdoors before Carnivale returns in 2024 but planning is underway for the 30th instalment of this popular festival.

Businesses were invited to have their say about the event in a two-hour session at the Port Douglas Community Hall. The feedback received will be invaluable in driving the Carnivale in years to come.

The success of the peak season relies heavily on backpackers-led workforce but the rental crisis gripping our region is making it tough for these young employees to accept roles in the shire.

We've taken a proactive by surveying accommodation providers, hospitality venues and tourism operators.

The data we collate will help us understand the size of our seasonal workforce and what is needed to eventually improve medium to short-term accommodation options in the region.

Our infrastructure team remained active during the past quarter, maintaining our roads.

Much of this work can go unnoticed but we would quickly recognise a deterioration to our transport routes without crews filling potholes, fixing footpaths and spraying weeds.

July and August were busy for our on-call team, particularly over the Daintree River keeping our roads safe from fallen trees and branches.

Council's drainage and kerb renewal programs for the new financial year began while sand removal in the Daintree Ferry channel ensured the vessel could run without any major disruptions.

Meantime the development application for Mossman River Intake project has been approved and is nearly at shovel-ready status.

Our libraries continued to provide a vital service, with our members completing more than 12,500 loans.

The school holiday programs in July and September also provided a community service for parents struggling to keep their children entertained.

An up close and personal experience with a Wildlife Habitat crocodile, a crime-solving mission with local police and bingo were amongst the highlights.

Kids were also kept busy at the Mossman Pool with swimming lessons on Tuesdays and Thursdays.

16 new Australians were recognised in a citizenship ceremony held at the Port Douglas Community Hall in September, while we encouraged the broader community to nominate a mate for next year's Australia Day Awards.

For locals with a creative flair there are art grants on offer. We announced in July the Regional Arts Development Fund money would be distributed over two streams rather than one.

These services and projects were only possible through rate revenue and Council's half-year notices were issued were issued in late July.

We've provided support for people who were struggling to pay their bill and put forward payment plans as a possible solution.

PEOPLE AND COMMUNITY SERVICES

Libraries

School holidays in July and September made for busy times at the Mossman Library. In July, the team facilitated Dino Romp, which involved digging for fossils and hatching dinosaurs, and activities such as a trivia quiz.

During the September holidays the library hosted the Wildlife Habitat for a showcase of some slithery reptiles, and a visit from Senior Constable Cassandra from Mossman Police, to take our little attendees on an adventure in solving crime and keeping the community safe. The police car was a massive hit!

Activities like these bring new people into the library and promote early learning; a critical foundation for children's development.



Image: Wildlife Habitat at Mossman Library



Image: Children exploring a Mossman Police car

In early September, Douglas Libraries were involved in Child Protection Week by participating in the Family Fun Day at Rex Smeal Park. While the day provides lots of fun activities for children to learn and play, the purpose of Child Protection week is to encourage everyone in the community to reflect on their role in safeguarding children.

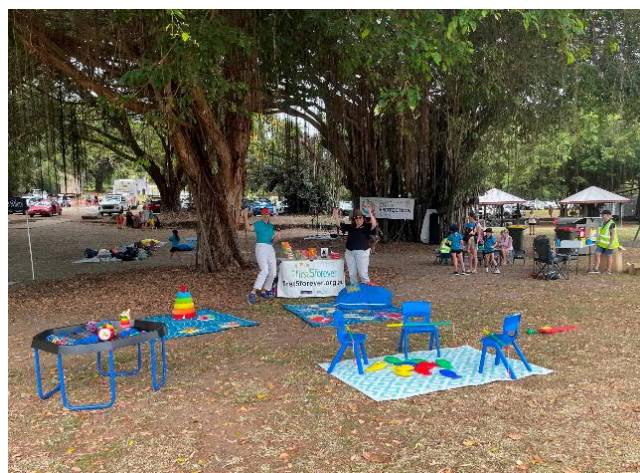


Image: Douglas Libraries staff at Child Protection Week Family Fun Day

The team have also been working on updating programs offered in the Library, including a refresh of Tech Time to a new program called Tech Mini Bytes, which will provide targeted assistance to participants on topics such as getting to know your Apple phone and creating safe passwords.

Douglas Pool and Caravan Park

School Swimming Lessons

At this time of year school swimming lessons make a splash at Mossman Pool. This initiative not only promotes water safety but encourages a healthy and active lifestyle among our young learners. The Mossman Pool provides a safe and inviting environment for students to improve their swimming skills and build confidence in the water. These lessons create lasting memories and valuable life skills for all participants.



Image: Mossman Pool Swim instructors

Mossman Pool continues to host the 'Learn to Swim' program every Thursday and Saturday. This is a fantastic opportunity for swimmers of all ages to develop their aquatic skills, boost their confidence in the water, and have fun while doing it.

Mossman Caravan Park Makeover

Mossman Caravan Park has had a garden makeover, offering visitors a renewed experience. The manicured grounds, improved facilities, and enhanced amenities are sure to make a lasting impression on our guests. This effort not only elevates the aesthetics but also ensures a more comfortable and enjoyable stay for everyone who visits the Mossman Caravan Park.



Image: Mossman Caravan parks revitalised gardens

Doggy bags for our travelling four legged friends

Convenient Dog Waste Collection Bags are now available at Mossman Caravan Park. Visitors can find dog waste collection bags provided throughout the park. These bags are a practical and eco-friendly way to ensure a clean and pleasant environment for all our guests. By making these bags readily available, Council is taking another step towards enhancing the overall experience at our park, promoting responsible pet ownership, and maintaining a clean and beautiful space for everyone to enjoy.



Image: New convenient doggy bags

Community and Economic Development

Small Business Friendly Councils – Annual Report

Douglas Shire Council is a proud member of the Queensland Small Business Friendly (SBF) Council's Program. Council signed the SBF Charter in November 2021, and committed to delivering outcomes to support small businesses. The program aims to enhance the operating environment for small businesses by reducing red tape and helping to provide opportunities they need to thrive. There are 8 charter elements that cover 26 charter commitments.

As part of Council's membership to the program and the commitment to the Charter, Officers have submitted our annual report which showcases our progress and performance against the criteria in the Charter. With events such as our Do It In Douglas capacity building workshops and networking events, our Carnivale Feedback session, and sustainability story event for businesses Council actively encourages collaboration, support, involvement and development for our small business community. With initiatives like Do It In Douglas and the Talent Directory Council actively promotes our small business community. With initiatives like the food safety microsite, Council is working to actively reduce red tape and facilitate easy access to information and resources. The report demonstrates our commitment to our small business community and can be accessed [here](#).



Images: Sustainability Story breakfast

Seasonal Workforce Accommodation Survey

In late September Council distributed a survey to all accommodation providers, hospitality venues and tourism operators in the Shire to understand the size of our seasonal workforce. The purpose of the survey was to collect data to help inform all levels of government, industry and private sector on opportunities to help address the shortage of suitable accommodation for seasonal workers.



Image: Facebook Post

Douglas Supports the Matildas!

On 16 August, Douglas Shire Council hosted two live screenings of the Matildas' semi-final match against England at Dixie Park in Port Douglas and Mossman Showgrounds in Mossman.

Although the results didn't go the Matildas' way, the presentation of both sites was a great example of Council moving swiftly to deliver for the community, and presenting a concept that can be replicated for other similarly significant events in future.



Image: World Cup live screening in Port Douglas

Reef To Reef / Triple R

The Council supported Reef to Reef and Triple R event was held from 17-20 August and saw 527 riders from across Australia and around the world complete in the 4-day stage event. The event starts at the Smithfield MTB Park then onto Davies Creek MTB Park, Mount Molloy and Port Douglas for the famous finish on the beach. The event showcases the best of what Tropical North Queensland has to offer and continues to present our region as an active destination for Mountain bikers.



Image: Triple R – 4-Mile beach

Carnivale Feedback Session

Council hosted a Carnivale Feedback Session at the Port Douglas Community Hall that saw 13 local Business and Community representatives, volunteer their time to help create an overarching vision for the Carnivale. Presented by facilitator Mark Cox, the session covered a range of topics and provided an open forum for all types of feedback and event scenarios to come up. The 2-hour session was very engaging, and attendees were generous with their thoughts. Feedback information collected from this session will be collated and referenced when planning for both the immediate and long-term direction of the Carnivale.



Image: Carnivale feedback session

Citizenship Ceremony

A group of new Australians were recognised in a citizenship ceremony held at the Port Douglas Community Hall on 14 September. The 16 new Australians received a Commemorative Australian Citizenship Certificate from Douglas Shire Deputy Mayor Lisa Scomazzon as well as a native plant from Council's nursery to celebrate this special occasion. The Shire's new citizens are from Belgium, Romania, The Russian Federation, Thailand, the Philippines, The United States of America, Taiwan, Italy, and the United Kingdom.



Image: Deputy Mayor Scomazzon, Cr McKeown and our newest citizens

Gran Fondo Festival

The Council supported Gran Fondo festival was held from 8-10 September and saw 1283 participants from around Australia attending the event. This was the second time the festival was held, and organisers were delighted with all aspects of the event. With new events added and some refinements to existing events, the Gran Fondo brought a unique vibrancy to the region and showcased the incredible Captain Cook Highway for riders of all abilities. Improved event operations across the board saw far fewer issues around road closures and a positive integration into the annual events calendar.

Events as part of the festival weekend of activities included:

- Sprint criterium race – Course laps around Port Douglas Sports Complex.
- Sprint racing – 2 riders at a time race down a 250m stretch of Wharf Street.
- Family Ride – open course riding for families.
- Hartley's Creek to Port Douglas 40km Mountain Bike Race – Finishing on 4 Mile beach.
- Gran Fondo – 136km ride.
- Gran Fondo – 100km ride.
- Semi Fondo– 60km ride.
- Medio Fondo – 48 km ride, starting at Palm Cove.
- 4 Mile beach sprint – Mountain bike sand sprint race.

Organisers worked with local businesses and utilised the Marina precinct for the weekend with market stalls, merchandise tents and entertainment throughout, and as an iconic finish line for riders of all fondo events. Participants were treated to spectacular conditions throughout the weekend and the feedback from participants has been incredibly positive. Entries for the 2023 event were up by 25% and interstate visitors increased by 75% which is a great achievement for the development of the event.



Image: Sprint Race – Gran Fondo 2023



Image: All set to go - Gran Fondo 2023

Occupancy data from the weekend suggests that people made a weekend of the festival with a clear spike on the Friday and Saturday nights.

- Thursday 67%
- Friday 70%
- Saturday 73%
- Sunday 63%
- Monday 56%

Tourism Port Douglas and Daintree provided this feedback; “*Gran Fondo, in 2023, has proven to be a successful event for the Douglas Shire attracting interstate and regional participation during a softening period in visitation. The promotion of the event elevated the Port Douglas and Daintree profile sharing enticing visuals of the region with a large, engaged audience. The organiser, Bade Stapleton, has achieved a great outcome for the Douglas Shire and deserves ongoing support to help this event gain recognition and greater participation in the coming years. The event has the potential be a standout on the Gran Fondo calendar and elevate the profile of the Great Barrier Reef Drive.*”

With the dates of 6-8 September 2024 locked away for next year, organisers hope to achieve even more as the event continues to grow. Council supports the Gran Fondo with a Resource and Performance agreement, and it is hoped the event continues to grow at the same rate for years to come.

Mossman Show

Council Officers attended the Annual Mossman Show on 23 and 24 July 2023 to speak to community members about the wide range of jobs within Council, as well provide information on topics such as disaster preparedness, waste and recycling, water usage, local laws, and library services. Over 160 people visited the Council Stall, with those who downloaded the Douglas Disaster Dashboard app receiving a Douglas Disaster gift bag.



Image: Mayor Kerr holding a Douglas Disaster gift bag at the Mossman Show Council Stall

NAIDOC Week

This year's theme for NAIDOC Week was “For Our Elders” to acknowledge the incredible role that Elders play in the lives of Aboriginal and Torres Strait Islander peoples and Communities. Douglas Shire Council collaborated with Local First Nations organisations – including Jabalabina Yalanji Aboriginal Corporation, Goobidi Bamaga Aboriginal Corporation, Elders Justice Network, and Kubirriwarra Yalanji Aboriginal Corporation to develop a program and event that recognises and acknowledges the First Nations community.

The events operated across NAIDOC week (9-14 July 2023) which included an opening ceremony at the Douglas Shire Council, Kubirriwarra Yalanji Art Exhibition, Goobidi Baby Show Elder Lunch and NAIDOC in the park.



Image: Auntie Margret Rocky, Auntie Elisa Willams and Lena Stevens at the opening ceremony for NAIDOC week



Image: Mayor Kerr before the NAIDOC street parade
 Ordinary Council Meeting - 31 October 2023

Bama Muruku Badin Baderi Album Launch

On 23 September 2023, Deputy Mayor Scomazzon, joined the community for the launch of the 100% First Nations created album, “Bama Muruku Badin Baderi album, held under the raintrees. The album was made possible by a Council – awarded \$10,000 grant to album creator Reuben Dwyer.

The album launch performance opened to a gathering of over 100 community members, with a Welcome to Country by Aunty Lorna followed by two hours of live performances featuring many of the First Nations contributing artist. The album was released nationally following the launch and has been picked up by numerous radio stations and is being recognised as a unique reflection on place by our region's First Nations musicians.



Image: Local First Nations performers Sheanice and Patrica Mclean at the Bama Muruku Music Launch

Regional Arts Development Fund (RADF)

The Regional Arts Development Fund (RADF) has been reinstated and opened its first funding round on 1 August 2023, closing on 26 September 2023. The RADF is a partnership between state and local governments which invests in quality arts and cultural experiences across Queensland based on locally determined priorities.

Eligible individuals, arts collectives and community groups applied for funds of up to \$5,000 to deliver professional development activities, arts and cultural initiatives, creative programs and events that bring vibrancy to the community, strengthen placemaking, support diversity and inclusivity and promote the role of arts, culture and heritage as key drivers of community wellbeing and liveability in Douglas.

The Round One RADF was well subscribed with representation from across a broad range of arts modalities and activities. Formal assessments of each application are made by the RADF Advisory Committee before Councillors determine successful applications in October.

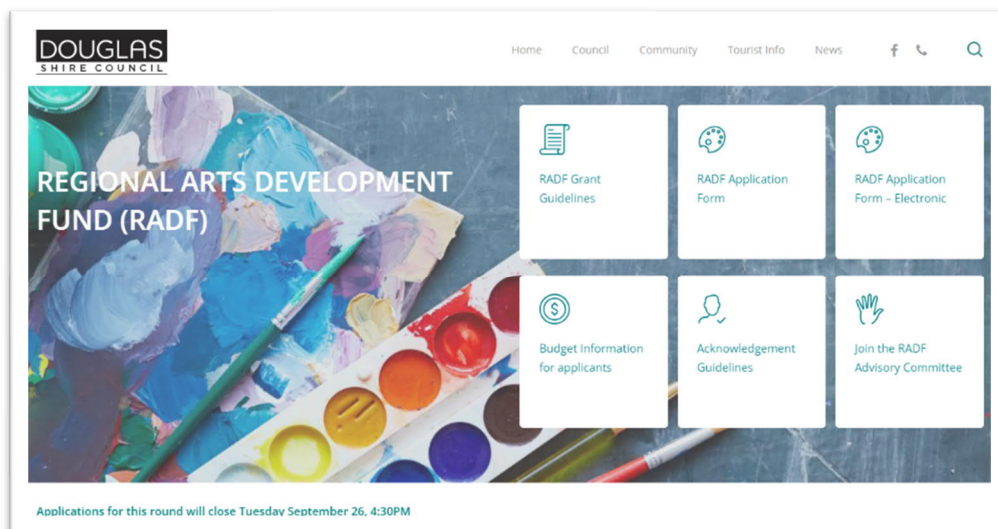


Image: The updated Douglas Shire Council website RADF Grant Portal

Sport and Recreation

The new mountain bike (MTB) learning and training circuit located at the Port Douglas Sports Complex is progressing. This is a vital initiative with participation in MTB riding as both a sport and a recreational activity increasing, and demand for suitable areas to ride growing; and will allow the delivery of off-road cycling opportunities and facilities for children, adults and families. Mountain biking has the potential to provide tourism opportunities and economic development.



Images: Works on the new mountain bike training circuit at the Port Douglas Sports Complex

Cooya Beach cricket nets

A public consultation took place regarding the installation of practice cricket pitch nets located at Lou Prince Park, Cooya Beach. The pitch will be 28 metres long, 5 metres wide, and the nets will be 3 metres tall. It will be fully netted, sides and top, except for the northern end which opens out onto vacant land. The location of the pitch is designed to keep cricket balls well away from homes and pedestrians.

The community was invited to express their feedback through a campaign on social platforms, EDM, and letter drop. The data collected will be vital to make the best-informed decision regarding the implementation of a cricket pitch at this location, ensuring that the facility is not only well-designed but also enjoys community support and fulfills the needs and aspirations of local cricket enthusiasts and residents.



Image: Lou Prince Park, Cooya Beach. Proposed location of practice cricket pitch nets

Community Engagement

- Ongoing liaison with property owners in Bonnie Doon to ensure drainage easement is performing as designed.
- Ongoing liaison with property owners regarding the purchase of land for Mossman River Intake pump station.
- Ongoing liaison with property owners along Gorge Road related to the shared pathway construction. Answering queries and tweaking plans to result in better outcome.
- Engagement with Port Douglas State School and residents in St Crispins, Undine, Ribbon and Ulysses seeking feedback and possible shared pathways to improve safety for students travelling to Port Douglas State School.
- Engagement with Alexandra Bay State School seeking feedback on proposed 250 metre shared pathway fill in a missing link between Hutchinson Bridge and the school. Currently students are walking or riding on Cape Tribulation Road. The new section of pathway will take students off the road. It will require the removal of 50+ trees on the road verge and this is supported by parents and the school because it will improve safety.
- Request for letters of support from users of Cape Tribulation Road to support a funding application for safety upgrades for two sections of road as it winds through Alexandra Range.
- Engagement with residents and traders regarding the Warner Street Drainage Improvement project and changed to traffic conditions.

- Notification to residents whose driveways will be blocked for a few days for the installation of new kerbing and channelling in Alchera Drive.
- Advising residents and traders about reseal works at Seabrook and Solander intersection.
- Advising traders of two planned tree removals in Macrossan Street.
- Advice to residents of the temporary closure of Cape Tribulation playground to repair the softfall.
- Feedback sought on the location of practice cricket nets in Cooya Beach at Lou Prince Park.

Property Services

Tenure

Following adoption of the Tenure Policy by Council in August, the Property team have been working on updating tenure arrangements with organisations who currently have no tenure or where it has expired. This process will continue for some time and will ensure that future tenure arrangements are approached in a consistent and equitable manner.

Off-alignment roads

Staff have been working through the negotiation and acquisition of small parcels of private land, in several different locations across the Shire, to rectify issues with roads that are not located properly within the allocated road reserve. Generally, issues occur when a road was constructed historically and may have been located according to the surrounding natural environment – around trees, creeks or boulders. Often these issues are identified as land is developed for residential purposes, and Council staff work to find the best solution for both parties.

Human Resources

As we advance into the second half of the year Human Resources continues its attention in those principal areas of employee and industrial relations, learning and development and recruitment and selection.

Council, as outlined in our Certified Agreement, continues its commitment to the learning and development of our employees, offering a range of training aimed to enhance the effectiveness of our employees within their current position and to build capacity for future position opportunities within Council.

A range of accredited training has been delivered in first aid and CPR, Health and Safety Representative (HSR) refresher, Fire Warden, Fire Safety and Prepare to work safely in the construction industry. Several internal training sessions were delivered including introduction Maps (Council's online mapping tool), Communication and the Douglas Organisational Learning (DOL) in-house training suite. Specialised sessions in Mental Health First Aid and Mental Health Awareness have continued to be delivered and demonstrate Council's support and commitment to the wellbeing of our employees.

A third round of Council's compulsory Code of Conduct training sessions was delivered by Local Government Managers Association Queensland (LGMAQLD) in July for our new employees and for those employees unable to attend a previous scheduled session.

In August six council officers successfully completed Local Government Managers Australia IGNITE Leadership Course. In the final day of the program all participants were required to deliver group presentations highlighting their learnings from their time in the programme whilst refining their developed skills in their day-to-day habits in achieving team and organisational based goals.

Recruitment activities have resulted in a range of staff changes within several departments over the last quarter. A progression of staff movements has been the result or flow-on due to staff turnover, internal staff appointments, secondment opportunities and the appointment of new staff members to Council.

During Term 3 Council hosted students from Mossman State High School in relation to their work experience placements. These placements provided students with the opportunity to sample and shadow officers and to provide them with an appreciation of the various aspects of work in Council. In August 2023 Council participated in the Mossman State High School Subject and Career Expo. Along with other local business the Human Resources team was available to talk with students in relation to identifying career pathways into Local Government and how to achieve them including real-life examples of the types of traineeships and apprenticeships available with Council.

Council Grants Program

Details from the third quarter of 2023

Community Grants – all open during this quarter

Facilities Grant

Activities and Events Grant

Applicants – pending

Micro Grant

Applicants – 2

In-kind

Applicants – 0

Fee Reduction

Applicants - 3

Community Grants – Micro Grant Applications

Successful Applicant	Outcome	Project	Grant	Amount Awarded (GST excl)
U3A	Successful	Senior Week Event	Micro	\$1,000
Mossman Support Services	Successful	Disability Week Event	Micro	\$948

Community Support – Fee Reduction / In kind Applications

Successful Applicant	Outcome	Project	Grant	Amount Awarded (GST excl)
Fee Reduction	Successful	Circa Cairns	Fee Reduction	\$322
Fee Reduction	Successful	Mt Molloy State School P and C	Fee Reduction	\$50
Fee Reduction	Successful	Taste Port Douglas	Fee Reduction	\$1,616

External Grants - Grant details for the third quarter of 2023.

Council staff have been busy applying for grant funding for a variety of projects, from road safety upgrades to improved access infrastructure around our schools.

External Grants - Applications - Submitted

Applications Submitted	Project	Amount applied for
School Transport Infrastructure Program	Alexandra Bay State School	\$361,500
Flying Fox Roost Management Rd 6 – Steam 1	Lake Estate and Barrier St - Tree Management	\$14,104
NAB Foundation	SES Alexandra Bay Wash area	\$9,546
Reef Guardian 2023-2024	Various	\$900,000
Growing Regions - EOI	Rex Smeal Park - Adventure Park	\$750,000
Growing Regions - EOI	Alexandra Range Safety Upgrades	\$1,686,360

External Grant - Application – Outcomes

Application Outcomes	Outcome	Project	Amount
Q Coast 2023-2024	Unsuccessful	Cape Tribulation - Boardwalk	\$439,920
Q Coast 2023-2024	Unsuccessful	Foreshore erosion	\$216,200

FINANCE AND CORPORATE SERVICES

Procurement

Procurement activities for the quarter were:

Contracts

- Mowing Services awarded
- W&WW Lab Services awarded
- Four Mile Beach Lifeguard Services Contract awarded
- Resource Management Laboratory Services awarded
- Commenced engagement via Local Buy Temporary Labour Hire Panel (LB273)
- Commenced engagement via Local Buy Traffic Management Control Panel (LB325)
- Replacement cleaning contracts awarded (Depot, Nursery & Mossman Admin.)
- Drug and Alcohol Testing option year exercised
- Sports Field Turf Maintenance option year exercised
- Corporate Uniform Contract option year exercised

Tenders

- RoPS Wet and Dry Plant and Equipment Hire
- Engineering SCADA Control System Support

Projects (with procurement elements)

- QAO Audit
- Mowing Services
- Daintree River Ferry
- Killaloe Landfill Capping
- Killaloe operations rise and fall adjudication
- Landfill cartage and disposal contract departures assessment

- Port Douglas Aquatic Precinct
- Landfill Waste Disposal
- Rex Smeal Park Playground
- Concrete Crushing
- Engineering SCADA Control Systems Support
- Cleaning contracts
- Slashing services
- Pressure cleaning services

Training

- Tablelands Regional Council Procurement Officer visited DSC to learn

Audit

- External auditors assisted during remote and on-site audits

Processes

- Working with Council's WHS team to improve communication and collaboration in relation to contracting, compliance, inductions and project management
- Procurement Policy update
- Review and update internal procurement department procedures
- Draft Tender and EOI procedures
- Sole and Specialised Supplier Register Interim Review
- Refresh of Supplier Code of Conduct
- Development of termination correspondence and consequences document for unacceptable vendor performance

Communication

- Monthly procurement drop-in sessions continue at Council's Mossman Depot
- Monthly meeting with Infrastructure Team Leaders
- Procurement networks extended to six other councils
- Joined Procurement Matters working group which includes 12 councils thus far (knowledge sharing)

Events attended

- FNQROC Procurement Workshop (in Cairns) in September
- LGMA Procurement Village Exchange

Finance

Budget 2023-2024

The budget for the year ended 30 June 2024 was adopted at the special Council meeting on 11 July 2023. The budgeted result for the year ended 30 June 2024 is a surplus of \$257,659.

Revised Budget 2023-2024

The finance team have commenced preparation of the revised budget for 2023-2024 financial year. The revised budget will be presented for adoption at the October Council Meeting. The revised budget will be workshopped with the Councillors prior to adoption.

External Audit/Financial Statements 2022-2023

The external final audit was conducted by the Queensland Audit Office (QAO) and commenced on the 11 September 2023. The Financial statements will be workshopped with Councillors and the Douglas Shire Council Audit Committee on 10 October 2023. The QAO audit report for the financial statements is scheduled to be signed off on 11 October 2023. The financial statements and the QAO Final Management Letter for 2023 will be presented at the October Council meeting.

Asset Management

The implementation of Water, Building and Community facilities assets into the Asset Management System is nearing completion. The Assets team is finalising a reconciliation of the Asset Register to the Finance Fixed Asset register to ensure alignment. The maintenance system is ready for use by the Water team and integration with Council's CRM system is almost complete. Council's GIS system is linked with the new Asset Management System, for all assets except Sewerage and Transport assets.

Rates

Half yearly rate notices for the period 1 July to 31 December 2023 were issued on 25 July 2023 with a due date of 29 August 2023. Rates 1st notice reminder (over \$50 outstanding) were issued 12 September 2023, Final reminder letters issued 28 September 2023.

Supplementary Rate Levy notices were issued 26 September 2023. These notices were for the amendment of charges due to requests (e.g. additional bins), building that have been completed, changes in rating valuations.

Water notices were issued on 27 June 2023, with a due date of 1 August 2023. Water account reminder notices (over \$20 outstanding) were issued on 9 August and 4 September 2023.

Council officers have conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. Ratepayers who have defaulted have been contacted to discuss their financial situation. As part of this regular monthly review, all of Council's payment arrangements with ratepayers (including direct debits and payroll deduction) were reviewed to ensure that the remaining payments will have the account paid in full by 31 December 2023. Where payment amounts have been required to be adjusted, letters were sent to ratepayer.

Debt recovery processes are also ongoing.

Information Technology

Cyber training of staff continues in an ongoing fashion. This has been supplemented with on-going phishing eMail testing of staff's capability to spot malware.

Work continues on Cyber resilience and this continues to take resource away from projects and support activities. The Microsoft eMail protection tool was replaced with an industry leader and this has resulted in the removal of an additional 83% of spam items and an additional 16% of malware items. Backup tapes are now being encrypted and will shortly be stored in a safe in a different building.

These cyber initiatives have added two more products for the IT team to manage. We have also seen demand for more niche computer software continuing. In the period, three more tools have been proposed by the business. These are being investigated and their business cases evaluated. If these are approved the IT budget will need to be adjusted in the coming budget review. These additional services continue to stretch the IT staff needed for implementing and running these additional services.

The IT steering group have sponsored a pilot to see if we can remove the need for a niche reporting tool by engaging a consultant to build the equivalent in Microsoft's business intelligence software. If successful, this paves the way to retire the numerous niche reporting tools used by the various service areas to meet regulatory and other reporting / strategic trend analysis needs – thus saving costs and reducing the IT support overhead.

Front Line Services and Integrated Services

Frontline Services

Following the issue of half yearly Rates notices and water notices due for payment Frontline saw an increase in counter transactions and telephone calls assisting customers with setting up arrangements to pay and emailing copies of notices.

There was an influx of enquiries following our Local Laws section reminding residents about renewing annual Dog registrations.

As visitors flock to FNQ to make the most of our warm winter weather we fielded phone enquiries about road conditions on the Bloomfield and Creb Track plus general enquiries about travelling on the Ferry over the Daintree River.

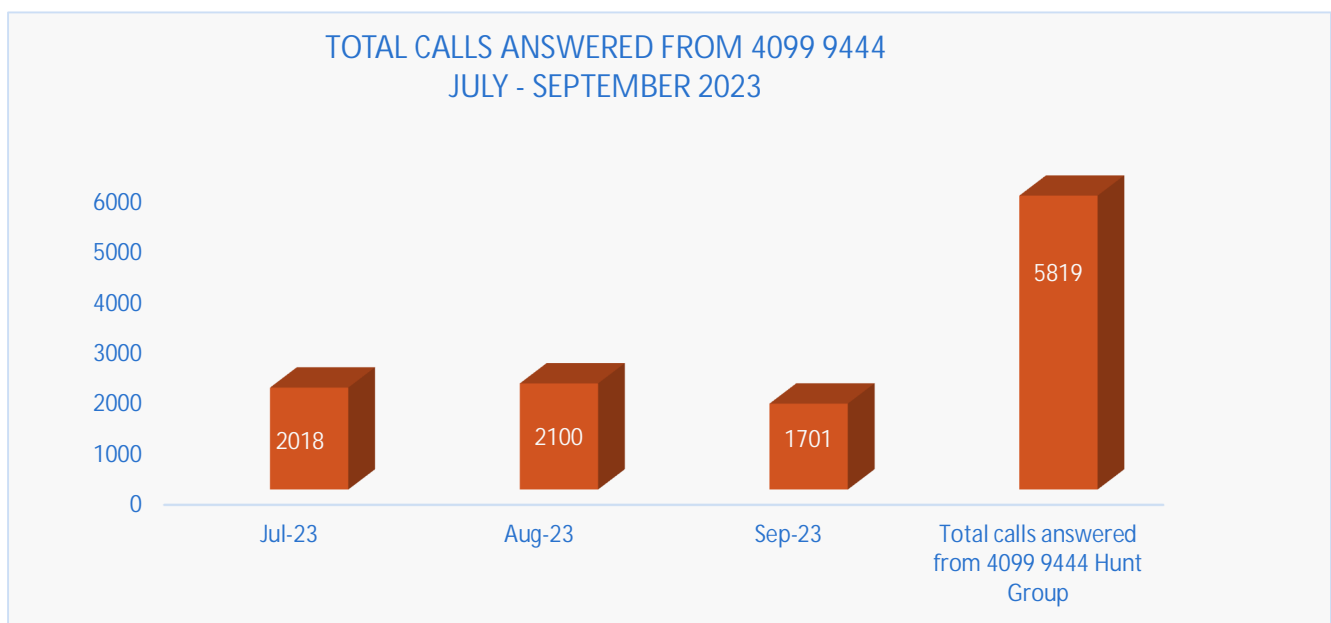


Fig 1. Total Calls July-September 2023

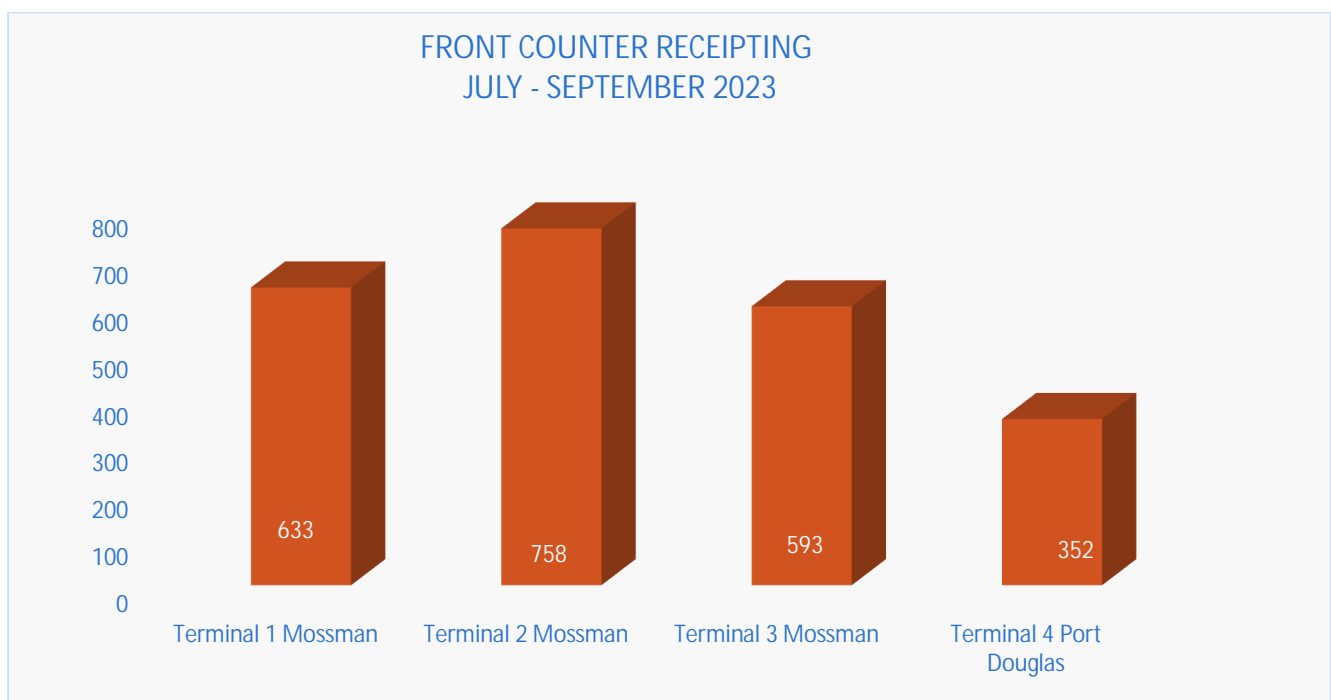


Fig 2. Receipting July - September 2023

Integrated Services

Cemetery Records go LIVE. Following a few months of planning Integrated Services have created a new and improved Cemetery page on Council's website. This is very exciting and thanks to having an awesome team with the foresight and ambition to get this project off the ground this will benefit the community and families from afar researching their loved ones.

Within this dedicated area the public can view Cemetery forms, burial information, frequently asked questions etc.

Mangoes Mapping, with our assistance, have been creating a user-friendly interactive map of both Mossman and Port Douglas cemeteries, this will show aerial imagery of both cemeteries and the layout of plots and different sections.

We are in the final stages of the mapping part of this project and will arrange a social media advertisement (including flyers available at customer service counters and libraries) when this goes Live.

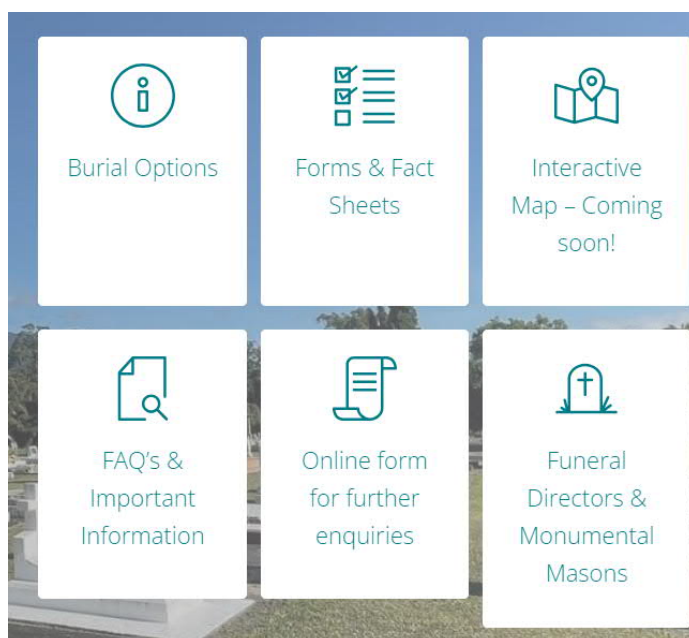
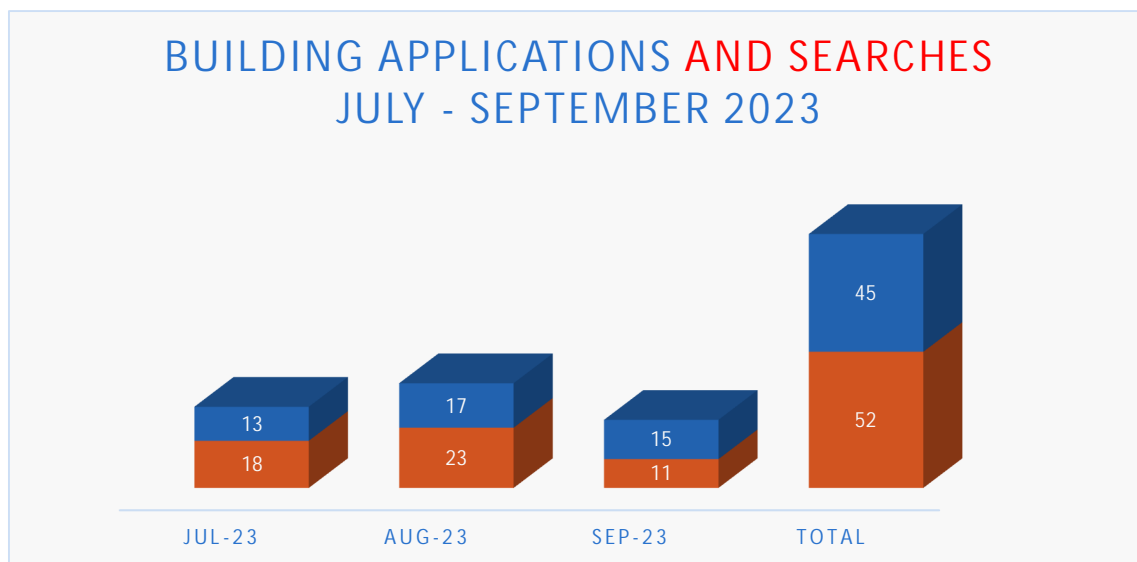
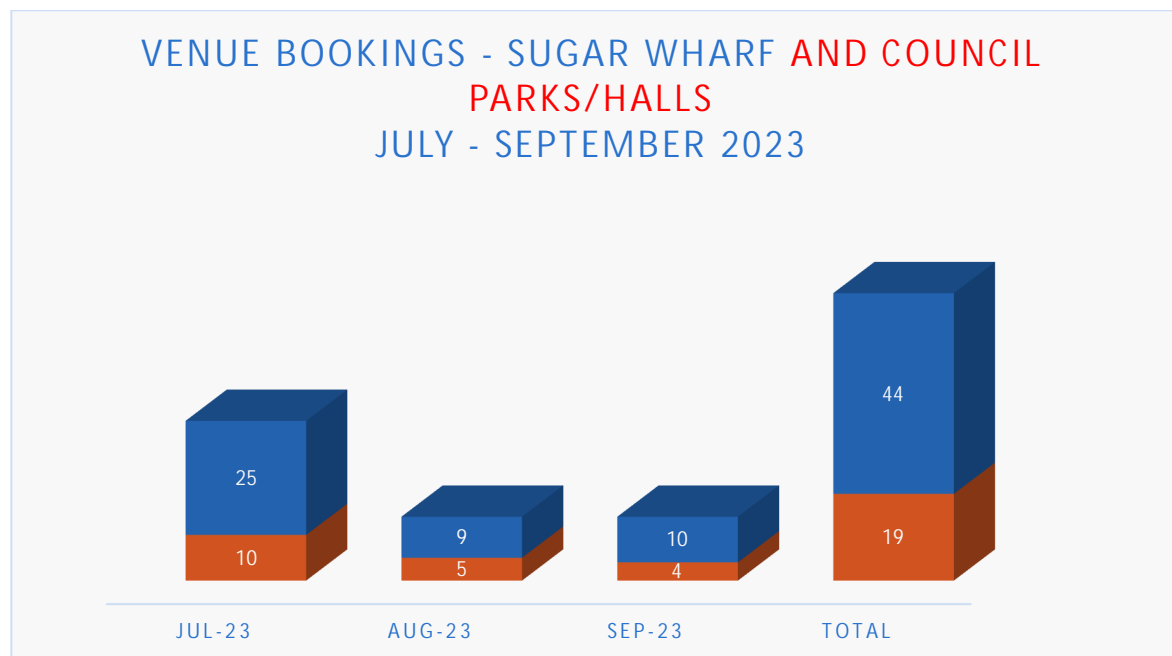
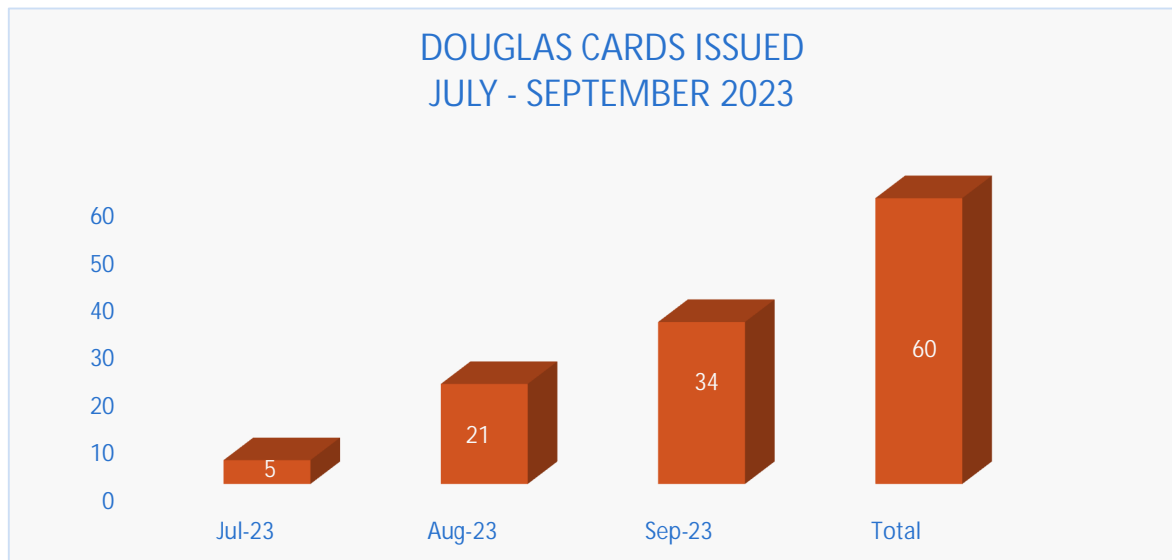
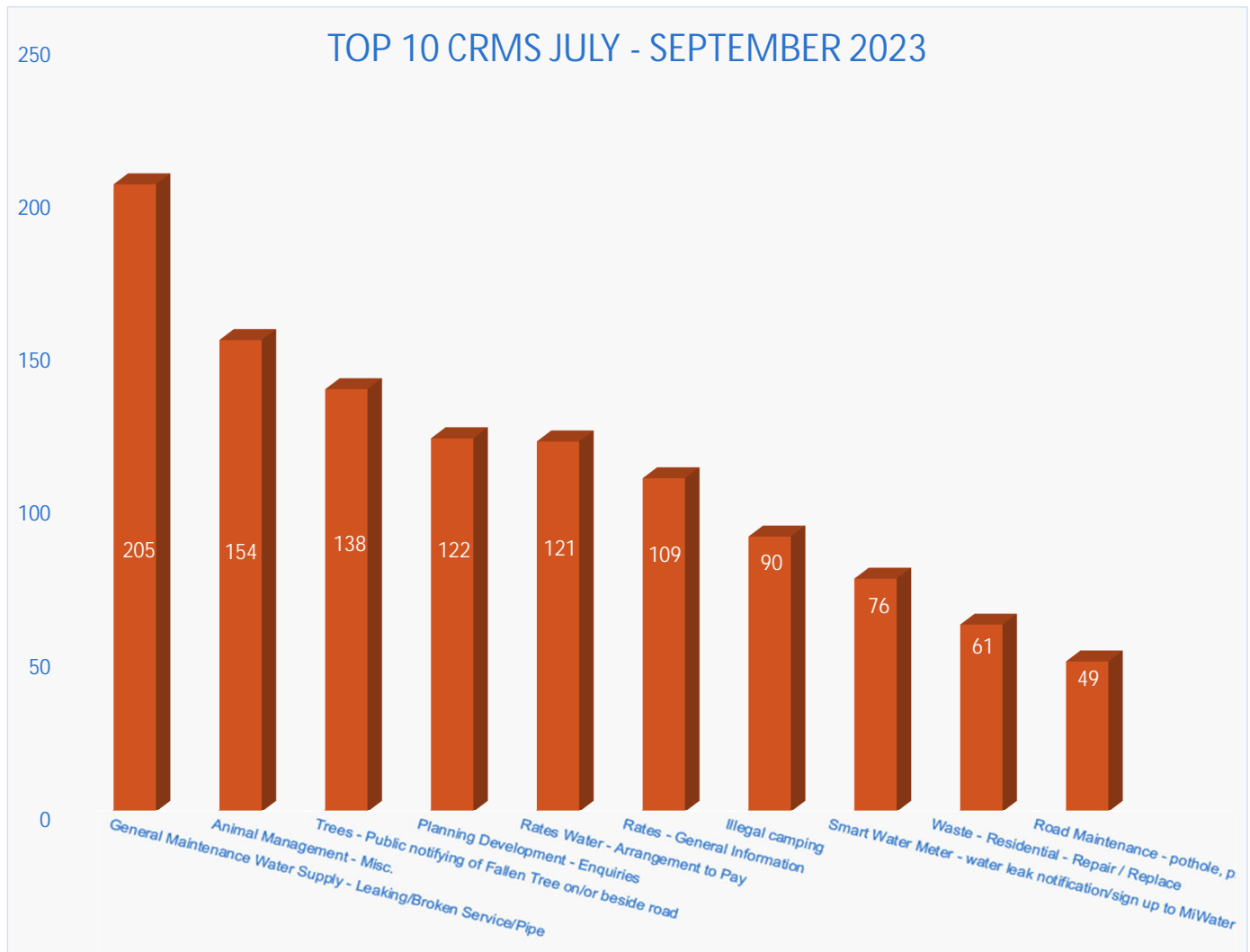


Image: New and improved Cemetery page on Council's website









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

Fairmont Appeal – Port Douglas Road, Port Douglas

The hearing for this appeal has been heard in the Planning & Environment Court in Brisbane. The hearing was set down from Tuesday 5 September to Friday 15 September 2023.

Both parties had multiple experts over a range of disciplines that gave evidence to the Court regarding the appropriateness of the development and explored the grounds on which the development was refused. Council Officers were pleased with the efforts of our legal team and how the appeal was heard.

Closing written submissions from each party of the appeal are now being tendered to the Court. The Judge presiding over the matter will then review all material and the expert evidence provided and will hand down the Judgement in due course. A Judgement before the end of the calendar year is unlikely.

Retirement Facility – Johnston Road Mossman

A development application has been received for the proposed Retirement Facility at 47 Johnston Road Mossman. The lodgement of the application furthers the advancement of the Development Lease entered into between Council and Cooloola Waters Pty Ltd for the delivery of such a facility in Mossman.

The proposed facility provides for 57 dwelling units and a central facilities building. Principle access to the development is provided via Johnston Road with a secondary access intended to be provided via Jack Street. The proposed access between the site and Jack Street is subject to further discussions at present which has a bearing on whether the application is properly made under the Planning Act 2016.

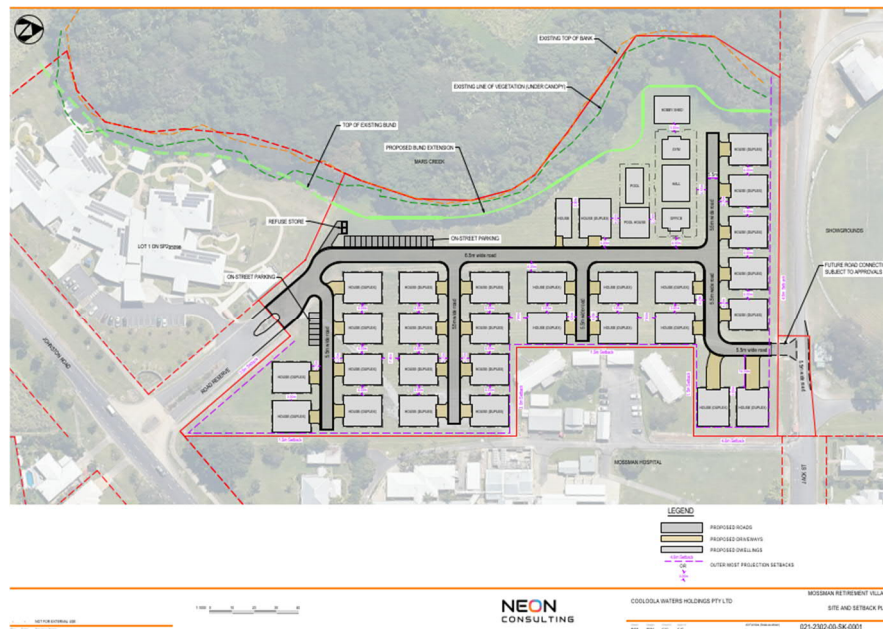


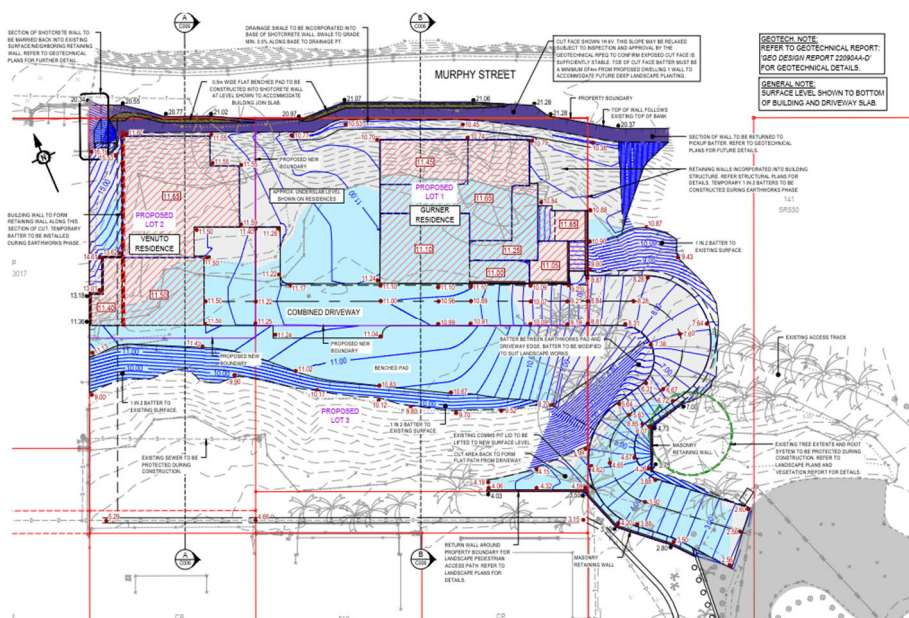
Image: Layout of proposed Retirement Facility

Gurner Development 69 – 73 Murphy Street Port Douglas

Following the approval of 4 houses to be constructed on 4 separate allotments at 69-73 Murphy Street Port Douglas, the operational works application has been made seeking approval to commence construction works.

The works consist of substantial earthworks and stabilisation works to the Murphy Street road reserve in addition to drainage and sewer works to service the development.

Approval of the Operational Works application issued on 19 September 2023. It is unclear when works will commence on the site. In accordance with construction procedures of the FNQROC Development Manual, the Applicant is required to request a pre-start meeting prior to commencing works.



97 – 113 Davidson Street Port Douglas

A development application has been resubmitted over land comprising Dougies Backpackers & Pandanus Caravan Park seeking approval for a 110 room hotel, guest facilities, food and drink outlets and 44 villas that have the ability to be used for short term accommodation and multiple dwellings i.e., permanent accommodation.

The application was originally submitted for a range of land uses. However, the Applicant has reconsidered this position and reapplied for a Resort Complex, Short-Term Accommodation and Multiple Dwellings along with the proposal to subdivide the allotment into 45 allotments that will be form part of a Body Corporate arrangement.

The application is impact assessable and will be publically notified in due course.

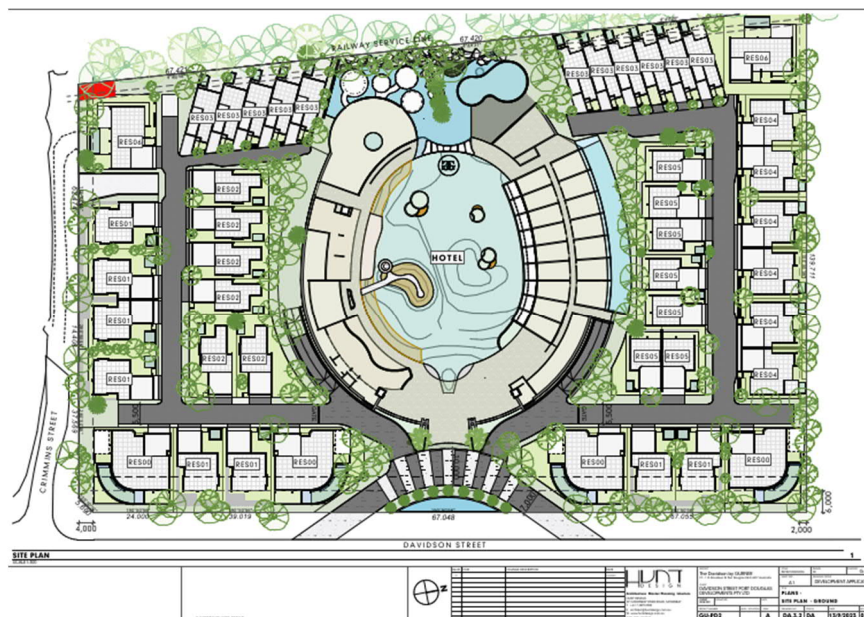


Image: Site Plan illustrating proposed development

Nautilus Aviation Appeal - Port Road Port Douglas

This appeal is being pursued and continues to be worked through in line with the Planning & Environment Court process.

The matter was listed for review in the Planning & Environment Court on Wednesday 8 September 2023. A Court order was subsequently made on 8 September 2023 outlining a timetable for the parties to adhere to. Each party has now finalised the grounds on which the development ought to proceed or be refused.

Experts to be relied upon are to be nominated in the near future with those experts having joint conclaves during the coming months.

The matter is set down for review again on 15 November 2023.

Plumbing and Drainage

Council has received 36 Plumbing applications in the reporting period (1 July 2023 to 30 September 2023) and conducted audits on 5% of all Notifiable work applications lodged with Queensland Building & Construction Commission (QBCC).

Local Laws

Local Laws officers responded to a total of 523 CRMs for the 3 months from July to September 2023.

During the months of July to September:

- 38 animals were impounded
- 2 were euthanised
- 18 were reclaimed, and
- 17 were rehomed.

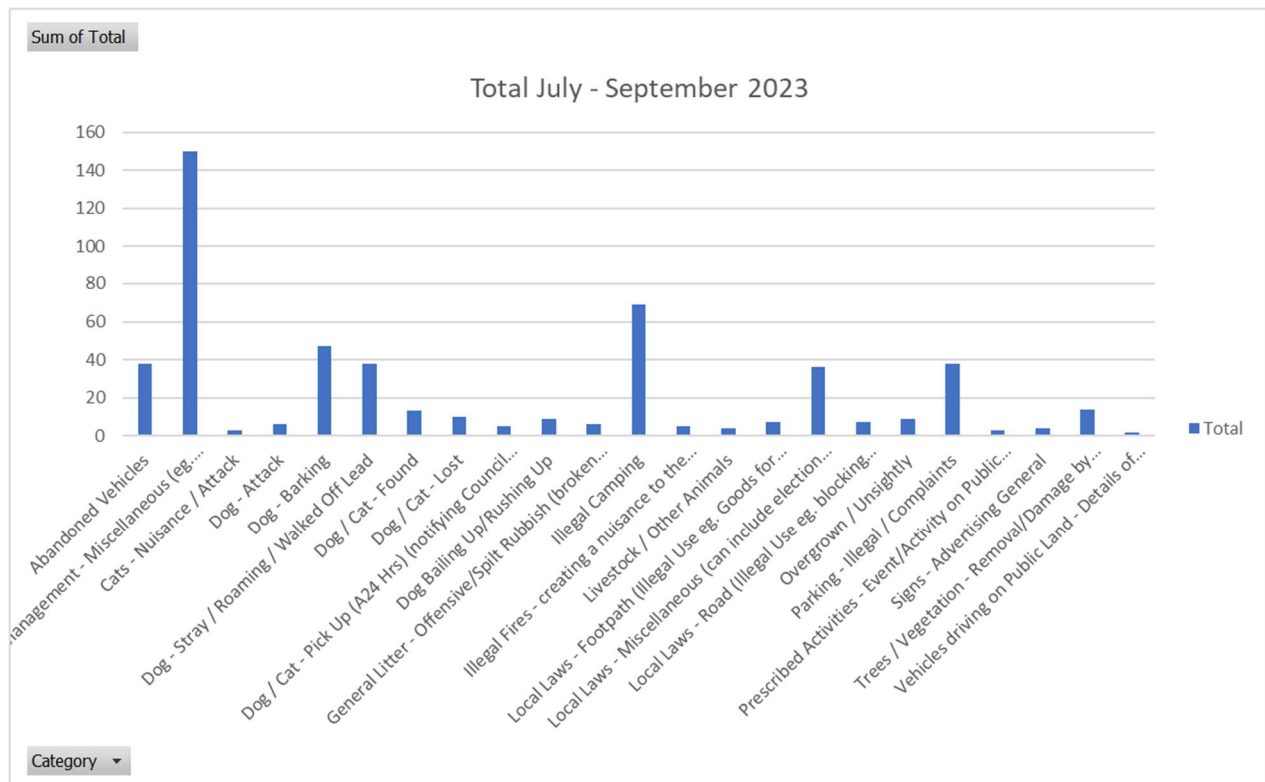


Image: Customer requests/complaints for the quarter

Other Issues

Illegal campers continued to be an issue during the current quarter and Local Laws officers have increased patrols, starting at 5am to check out hot spot areas before people move on. First and final notices were issued along with Penalty Infringement Notices for repeat offenders.

In addition to increased camping patrols officers have also been targeting illegal parking where it creates a safety risk, especially in Disabled Parking Zones, Loading Zones and no stopping signs.

Environmental Health

In the period of 1 April to 13 June 2023, Environmental Health staff responded to a total of 69 CRMs and conducted 65 inspections.

Four (4) temporary food applications were received.

Other Matters

Taste Festival

In August Environmental Health Officers worked with the Taste festival organisers to assist in getting all required licences for the event. The food festival was across several days and venues.

Website Updates

The food section on Councils Website has been updated - [Business Food Safety & Licensing - Douglas Shire Council](#).

The new look page is there to guide new and existing businesses with information and resources relating to licencing and food safety.

To assist businesses to meet their requirements under the new standard, Council has developed a suite of record templates which are now available.

These templates are available to businesses to download and amend as required depending on what will suit their food handling operations. There are also clustered forms that group several of the above activities onto one form and are designed to be completed daily by their staff.

As well as these templates, businesses may also use other forms of evidence, including electronic records and written instructions that have been verified (e.g. a validated recipe or standard operating procedure).

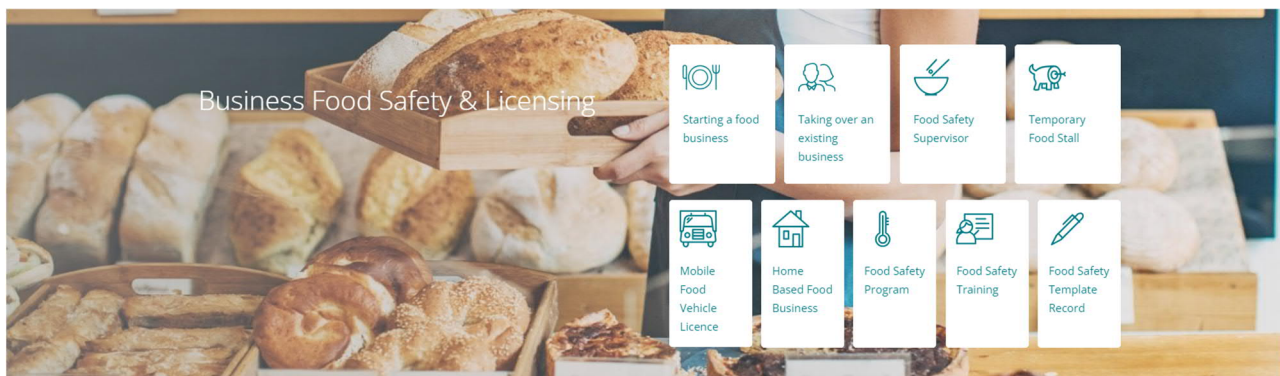


Image: New Website – Food Safety and Licencing

Sediment and Erosion Field Day

Water by Design held a Sediment and Erosion control workshop session with Council officers looking at Council projects and the sediment and erosion controls in place. Water by design provided information to assist Council to assess, manage and facilitate compliance on all construction sites (house and civil).

The loss of soil from a construction site can be costly in terms of remediation and replacement. Sediment deposition and suspension in water bodies impacts on water quality and aquatic life.

Council officers continued monitoring of construction sites to ensure compliance with the Environmental Protection Act and provided education to work with builders in the first instance to get adequate controls in place.

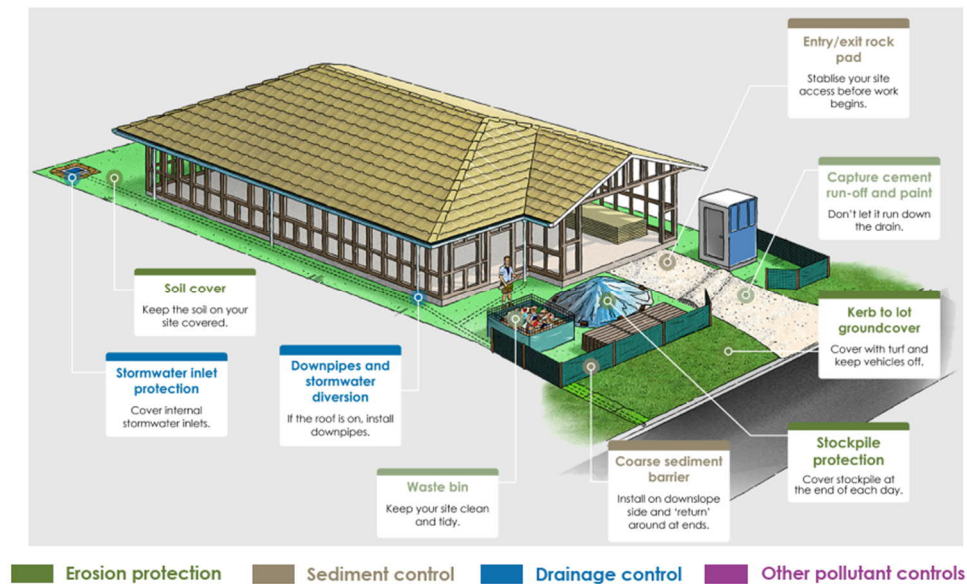


Image: ESC Educational Material

Illegal Dumping

The Local Laws – Illegal Dumping Officer has been kept busy over the last few months with several investigations into vehicles, green waste, white goods and building waste / materials being illegally dumped around the Shire.

With the increase in electric ant areas in the Shire, Green Waste dumping has been targeted with officers speaking with residents in areas where green waste dumping occurs. Education and guidance on how and where to take your green waste and the implication to the health of the environment when this occurs including the spreading of electric ants.

Prescribed Activities

25 prescribed activity applications were lodged in the period from 1 July to 30 September 2023 including six (6) filming applications, one (1) sporting event (Gran Fondo), and 10 temporary entertainment events.

Some of the activity approvals issued include:

Starlight Cinema's

Open air theatre at Rex Smeal Park and Reynolds Park, Port Douglas. Raising money for Kid's Cancer charities.

Unreasonable East Running Event

This event is a 200 (and 100) mile long endurance foot race, starting at the Northern end of 4 Mile Beach. The participants walk/run/jog their way to Cairns, they start on Tuesday 22 August 2023 and have until Sunday 27 August to make it to Cairns. This is the third in the series of 200 miler events and the first event being held in Far North Queensland. The event organisers expect around 50 people to be at the start line.

Gran Fondo Festival

Detailed assessments were required for the issuing of the approval to cover the multiple events of the Gran Fond Festival.



Image: Set up for Gran Fondo Festival in Port Douglas

Sh*tbox Rally

An approval was issued to Box Rallies for the starting line for the Sh*tbox Rally line (Port Douglas to Adelaide) at the Port Douglas Sports Complex on Saturday 14 October 2023 between 6:30am-11:00am. There will be 500 participants, and 250 rally vehicles, 14 support 4WDs with 7 trailers.



Image: Sh*tbox Rally route starting in Port Douglas

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period July to September 2023:

- Domestic waste: 900 tonnes
- Domestic recycling: 268 tonnes
- Commercial waste: 633 tonnes
- Commercial recycling: 40 tonnes

The following was exported for recycling from Council's Transfer Stations for the period between July to September 2023:

- Tyres: 226 exported under the Tyre Stewardship Program
- Mattresses: 182 received, over 91% suitable for processing and recovery by the Endeavour Foundation
- Ag/Chemical drums: 294 collected under the DrumMuster stewardship program, pending collection
- Co-mingled recyclables: 10.76 tonnes
- E-waste: 4.10 tonnes
- Cardboard: 13.12 tonnes received
- LPG Bottles: 148 units received
- Illegal dumping collected by Council: 17 tonnes
- Air conditioners and fridges: 108 and 225 respectively

The following approximate volumes were exported and disposed of in Springmount Landfill:

- General waste: 560 tonnes

Waste Education and Community Engagement

The following waste education and community engagement activities were undertaken:

- Engagement with event organisers: 2
- Display set up at community events: 1
- Waste education visits to commercial properties: 5
- Recycling contamination warning letters sent: 2

Recycle Mate

Recycle Mate is an initiative of the Australian Council of Recycling (ACOR) and was developed with Federal Government investment as a national education platform that can be utilised by all governments and organisations. Council Officers attended a Recycle Mate workshop arranged by Queensland's Officer of Circular Economy to learn more about this program and how it can benefit the Douglas community. The background data is still being finalised however the Recycle Mate app is currently available for use, allowing users to take photos of items and be directed to the best reuse or disposal method.

Upgrades to Hazardous Waste Storage at Cow Bay Transfer Station

The capital works project for upgrades to the hazardous waste storage shed at Cow Bay Transfer Station is now complete. Upgrades were required to prevent public access to the hazardous waste storage area and provide compliant chemical storage, while maintaining a community donation and collection shop within the same area.



Image: Upgrades to Hazardous Waste Storage at Cow Bay Transfer Station

Killaloe Landfill Final Capping

The capital works project for the final cap on Killaloe Landfill has commenced. Killaloe Landfill will be closed and fully capped on completion of this project, resulting in all residual waste being exported for offsite disposal.



Image: Construction of the final cap on Killaloe Landfill has commenced

Sustainability

Reef Guardian Council Funding

As a Reef Guardian Council, Douglas was eligible to apply for funding under the Reef Guardian Councils Program. It is closed non-competitive federal funding of \$920,000 over 3 years. The application was submitted in August and, if successful, will include the installation of six (6) additional water refill stations, additional solar for Council Facilities, and projects involving feral pig management program, on-site wastewater treatment plants program and erosion and sediment control education and compliance program to improve water quality impacting the reef.

Ordinary Council Meeting - 31 October 2023

Sustainable Fishing

The Recreational Fishing Trail project was completed during the reporting period. The project deliverables included holding community engagement sessions, creating and installing interpretative signage based off input received at community engagements sessions and creating an interactive map of the fishing trail on Council's Fishing for the Future webpage.

The project was funded by the Commonwealth Government and being administered by the Queensland Fishing Infrastructure Grants Program.

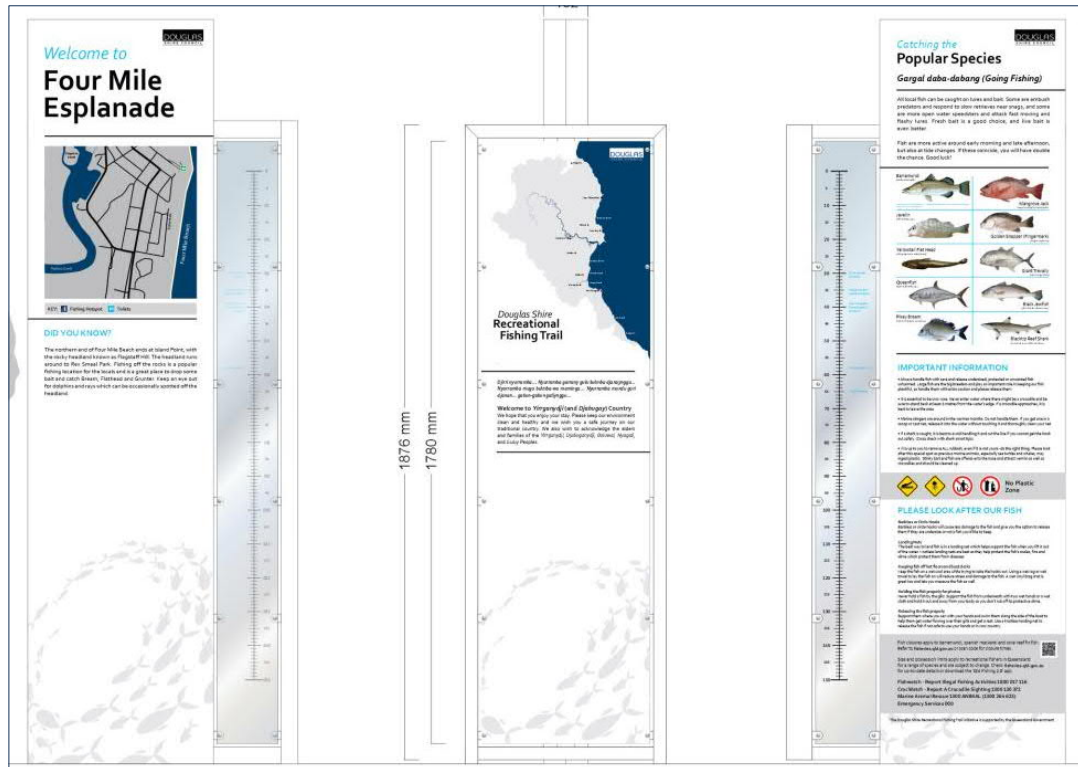


Image: Main Interpretative Fishing Sign design concept

FISH SPECIES INTERPRETATIVE SIGN: Port Douglas (Boat Ramp)

FOOTINGS FOR THIS SIGN: In the ground.

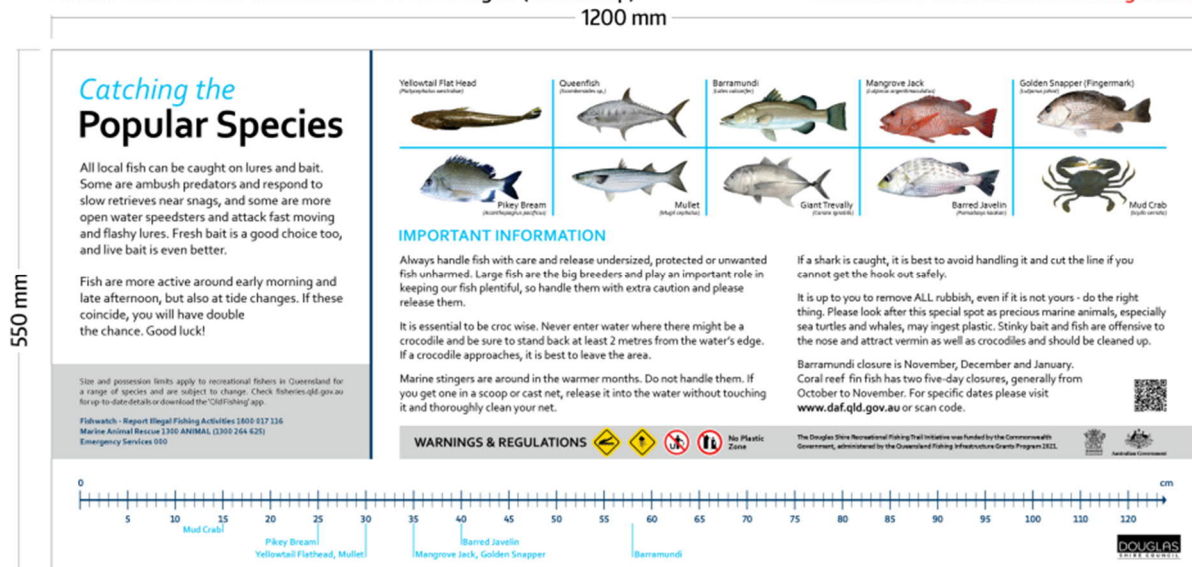


Image: Fish Species Interpretative Sign design concept

Disaster Management

Q1 2023/2024 has been a very busy time for the Disaster Management (DM) Unit with preparation, training and awareness raising activities in full swing.

Prevention, Preparedness, Response and Recovery

Prevention

The DM unit attended the Mossman Show handing out give away bags for residents promoting the Douglas Disaster Dashboard – both the website and app. A promotional pamphlet was included in all recent rates notices and disaster material was disseminated at the Mossman High School careers event. New resident packs are available at frontline and include a swathe of Douglas merchandise promoting our website and dashboard app, coupled with some very handy general information about the Shire and services offered by Council.

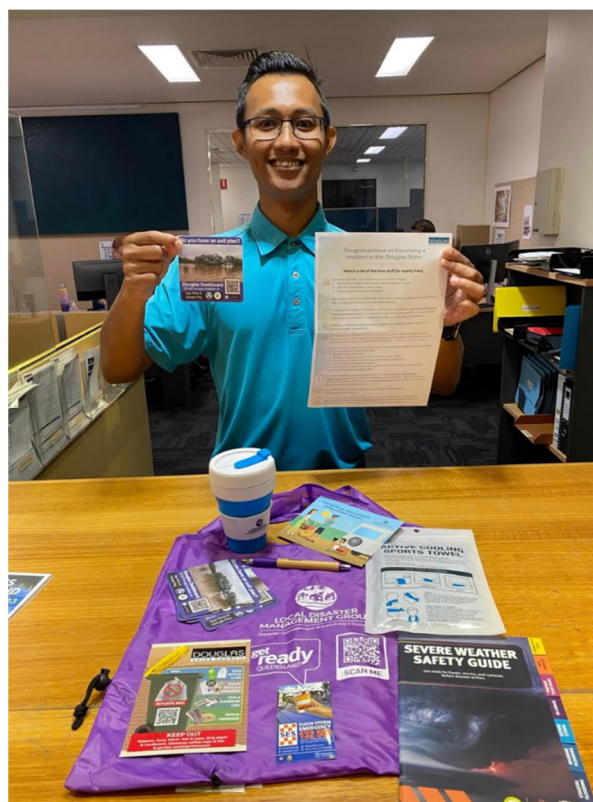


Image: New resident packs with Douglas merchandise

Douglas Shire Disaster Unit has been proud to assist in the establishment of Douglas' first Grass and Roots Community of Practice. A panel of volunteering experts discussed the benefits of volunteering and some best and worst practices out there. It was a huge success and the volunteer community got behind the second meeting to further flesh out the groups roles and what they hope to achieve. With a focus on flexible voluntary arrangements and youth, the Group should continue to strengthen networks and relationships, resulting in greater resilience and opportunities for all volunteers in the Shire, especially during times of disaster.

Preparedness

Training

Training for Council's media unit has included specific internal disaster management arrangements, basic QFES Queensland Disaster Management Arrangements, and Warnings and Alerts. With the new Australian Warning System (AWS) being rolled out nationally, the media unit, together with the disaster management unit, are working with the AWS project team to align our public information strategies with AWS in preparation for the upcoming severe weather season.

QFES held two highly coveted masterclasses which our Incident Management Team (IMT) were lucky enough to secure places. The masterclasses were on Leadership in Recovery Operations and Meteorology. More training is programmed for the Port Douglas Storm Tide Cyclone Shelter team as we prepare for our upcoming annual LDMG Exercise – Exercise Eon.

Port Douglas Storm Tide Cyclone Shelter

We will be conducting a functional field exercise in October to be conducted at the Port Douglas Storm Tide Cyclone Shelter. Exercise planning is currently underway. As part of the Douglas Resilience Project, we will be producing at the time of the exercise instructional/induction style videos for each role/position. This will help strengthen recruitment and retention of Shelter staff going forward.

Douglas Resilience Strategy

The final drafts of the community scorecards are now out for final community comment. A link can be found for comments on the Councils website at the project page. Once these scorecards are finalised, they will form part of the Douglas Disaster Dashboard, publicly available for all.

Queensland Evacuation Facilities Working Group

Douglas Shire has held two QEFWG meetings this quarter with some excellent presenters being involved. From relationships created through this group, led by Douglas Shire Council, we have been able to partner with James Cook University (JCU) Cyclone Testing unit and their project SWIRLnet. This involves securing a permanent anchor spot for a mobile weather station (anemometer) which JCU will position prior to any large weather event. This will have significant benefits for our Shire, in that wind speed and data that we rely on to inform times around activation of Shelters etc will be accurately measured ensuring safe and effective ventilation for the Shelter and its temporary occupants.

Response

There have been no activations during this quarter.

Local Disaster Management Group

The Douglas Disaster Management Group has its next meeting in October with a major review of the local disaster management plan underway for endorsement at the next meeting. Community consultation, with oversight from Meridian Urban planning consultants helped to inform the local plan updates.

Mossman Gorge LDMG Sub-Group met and undertook a site survey walk to establish best positioning of the river rescue markers. This will assist emergency services in the future to strengthen their search and rescue capacity at the Gorge.

Ferry Sub-Group have met several times and are working on providing the community with a plan for ferry services during the necessary maintenance upgrades. These will ensure that the communities north of the Daintree River have access to emergency services if needed.

Recovery

QRA should be in its final stages with the formation of a draft Recovery Plan for the Shire. The plan will be informed by previous community workshops and meetings with CAN.

SES

Alex Bay and Mossman SES Groups

Racking for both SES units will be purchased from grant monies recently received through the SES Support Grant 2023/2024.

Two major grants were applied for on behalf of the Alexandra Bay SES Unit. These grants, if successful, will enhance the current shed, by enclosing a part of the carport to create extra workable space, a small kitchen and laundry facility will be installed and a concrete pad for Road Crash Rescue training to occur on site. This will potentially be a huge improvement to the facilities over the river and will buoy morale of the local crews and reduce travel time as much of the compulsory training will be able to be conducted on site, reducing the need to travel to locations such as Cairns to train.

INFRASTRUCTURE

Civil Operations

Civil After Hours

The months of July and August were busy for our on-call team, particularly over the Daintree River keeping our roads safe from fallen trees and branches.



Images: Tree clearing at Cape Tribulation Road (July) & Stewart Creek Road (August)

Programmed Maintenance

- Line marking of parking bays, loading zones and bus zones around Port Douglas, including Wharf Street and Macrossan Street. Line marking renewal of Council's administration building visitor car park was also included in this schedule of works.
- High priority defect repairs were undertaken on the Bloomfield Track.
- Quarterly programmed slashing along Council's Road network.
- Quarterly programmed herbicide spraying on Council's Road network.
- Quarterly scheduled inspections of Council's transport assets
- Programmed street sweeping around Port Douglas and Mossman
- High priority defect on Council's unsealed roads networks.
- Programmed pothole patching.



Image: Bus zone linemarking, Egret Street, Port Douglas

Civil Maintenance Accomplishments for the 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 **1629** accomplishments for the July to September quarter. (April to June Quarter recorded **1214**)

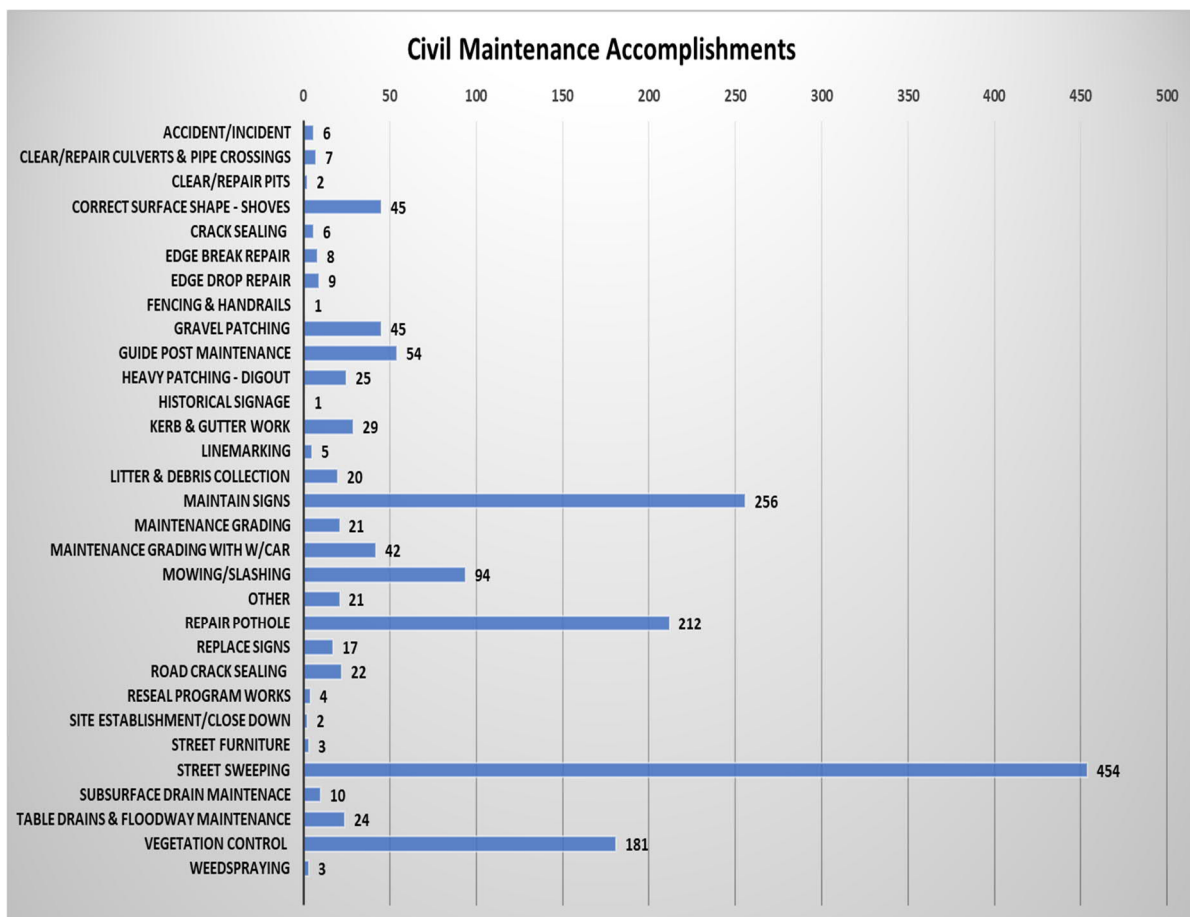


Image: Civil Maintenance accomplishments

Ordinary Council Meeting - 31 October 2023

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

There were **544** recorded CRMs across all Civil Infrastructure teams from July to September.
(April to June quarter recorded **421**)

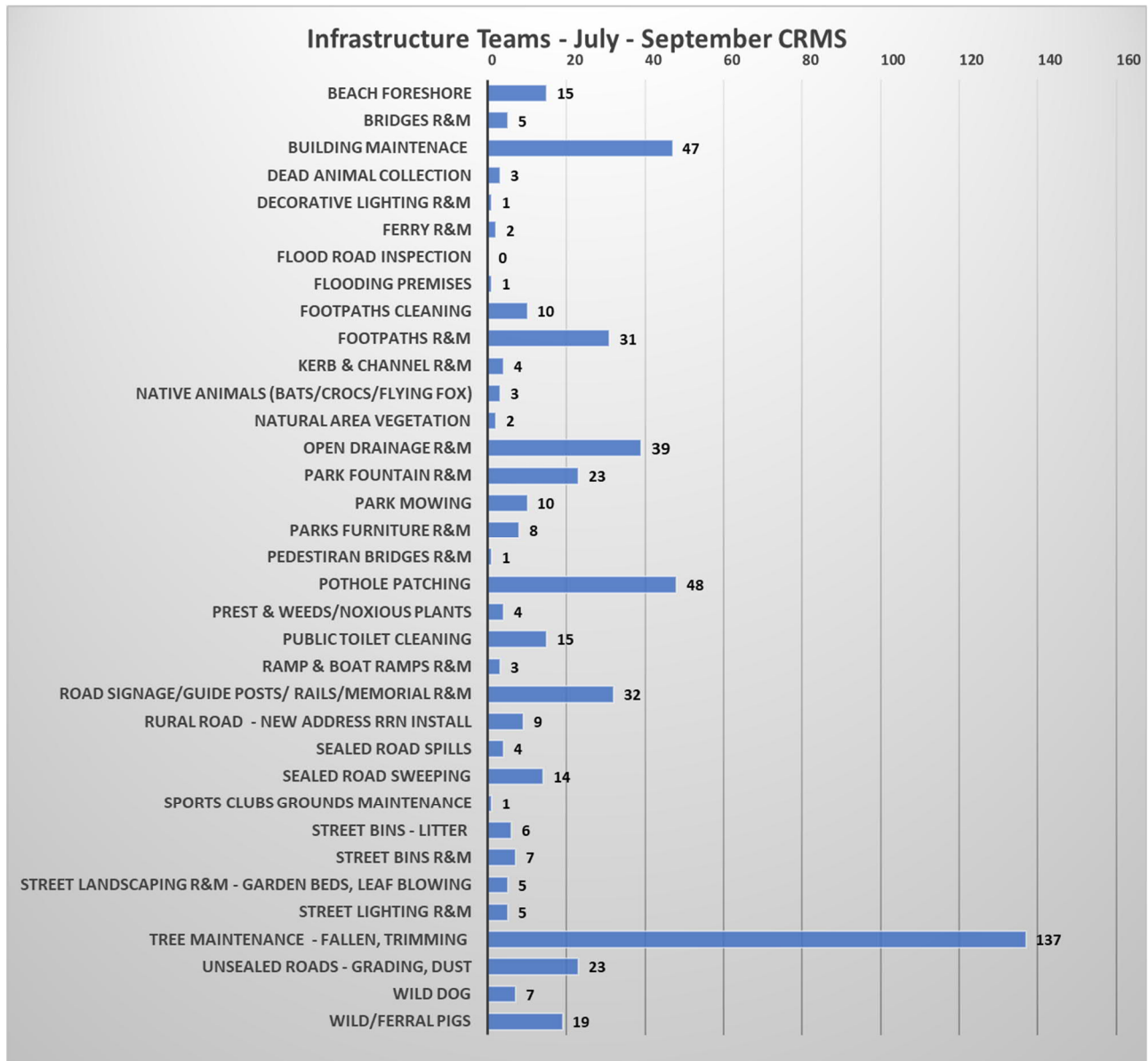


Image: Infrastructure CRM Statistics for the quarter

Capital Renewals Programs 2023-2024

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 Renewal Program 2023-2024

Council's Grading crew have commenced the Gravel Re-sheet Program in the Daintree Valley.



Image: Grading along Douglas Creek Road, Cape Tribulation



Image: Grading renewal along Douglas Creek Road

Drainage Renewal Program 2023-2023

Civil's Drainage Renewal Program for the new financial year commenced with the installation of a field grate in Coronation Park to improve drainage.



Images: Field grate installed over the drain at Coronation Park
Ordinary Council Meeting - 31 October 2023

Kerb & Channel Renewal Program 2023-2024 - Alchera Drive, Mossman Stage 2

The second section of kerb and channel renewal along Alchera Drive commenced early July. Works included construction of access driveways, new turf along the nature strips, also the inclusion of parking bays outside Council's Nursery.

The old kerbing was taken to the Drumsara resource re-cycling facility for crushing to be re-used in future pavement construction projects.



Image: Pre-works of the Kerb & Channel Renewal – Alchera Drive



Image: Post-works of the Kerb & Channel Renewal – Alchera Drive



Image: Installation of an access driveway, Alchera Drive

Cooya Beach Bus Shelter Project 2023-2024

Cooya Beach residents identified the need for a bus stop to provide school children shelter at a safe location to wait for the bus. The designated location is approximately 140 metres from the turn off to Bonnie Doon Road. This project was completed end of September 2023.



Images: New Cooya Beach Bus Shelter

Civil Operations Maintenance – Daintree Ferry

Daintree Ferry – Channel Sand Removal

Sand removal activities at the Daintree Ferry channel took place between 18 to 29 September in accordance with Council's permits. Regular maintenance of the Daintree Ferry channel is required to ensure ferry service is not disrupted. Approximately 2,500m³ of material was removed and relocated to the temporary stockpile site at the Daintree Gateway. Once the material is treated and testing is complete the material will be relocated to one of Council's three approved sand nourishment areas.

Daintree Ferry – Davit Maintenance Works

Planning work is underway for contractors to modify the four davits (crane-like devices) which are used to raise and lower the ferry's ramps. Council officers are working with the ferry operator, emergency services and Tourism Port Douglas Daintree to ensure the critical works are completed with minimal impact to residents, businesses and tourists.

Drumsara Recycle, Reuse Facility - Mossman

Concrete and soil have been crushed and treated at Council's Recycle, Reuse Facility at Drumsara and organised ready for the upcoming projects over the wet season.



Images: Drumsara Recycle Reuse Facility, Mossman

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 **115** defects for this financial quarter. These works include:

- Multiple large pavement repairs to eliminate future pavement failures such as potholes.



Image: Pavement repairs Captain Cook Highway

- Cleaning of surface drains, signage and guard rails along Mossman-Mount Molloy Road.



Image: Surface drainage, signs and guard rail improvements

- Herbicide spraying along Captain Cook Highway, Mossman-Mount Molloy Road, and Mossman Daintree Road, in preparation for roadside slashing.
- Roadside slashing of Captain Cook Highway, Mossman-Mount Molloy, and Mossman-Daintree Roads.
- Tree clearing along Port Douglas Road, Captain Cook Highway and Mossman-Daintree Road to remove low hanging vegetation within the road corridor.
- Installation of new guideposts around culverts for safety at various locations.
- Litter collection on Captain Cook Highway.

- Clean up minor land slips on Mossman-Mount-Molloy Road.
- Pothole patching at various locations.

Works to Marine Assets

These works include:

- Dredging of the Daintree Village boat ramp.
- Programmed pressure cleaning of all marine infrastructure including ramps, public pontoons, and floating walkways.



Image: Rocky Point boat ramp pressure cleaned

- Installation of a new washdown tap at Newell Beach boat ramp.

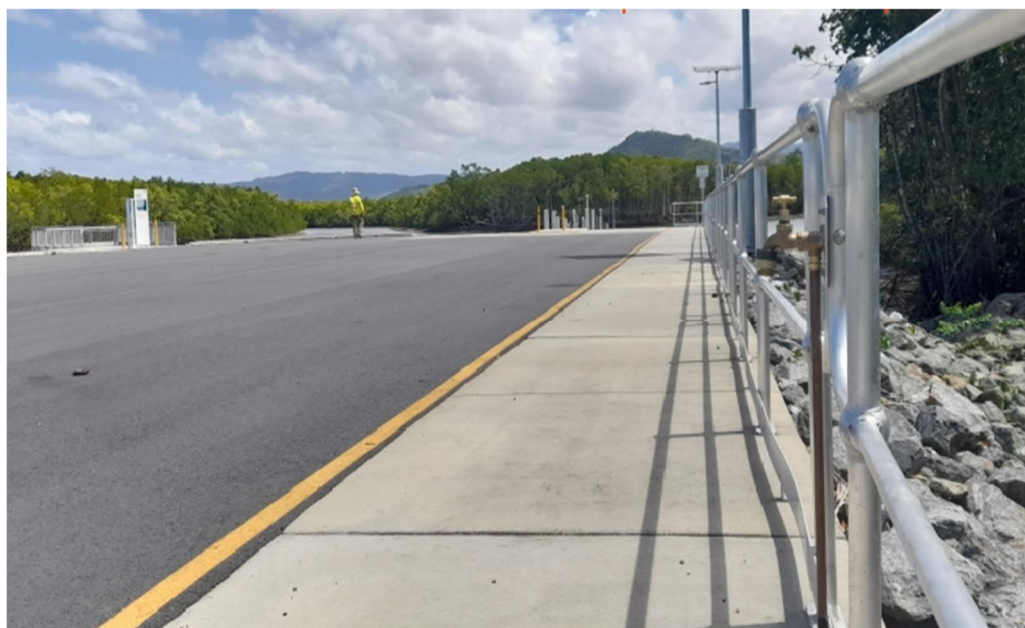


Image: New washdown tap - Newell Beach boat ramp

Infrastructure Designs & Investigations 2023-2024

Council's Infrastructure Team complete investigations and designs to find solutions, prepare for future projects and to prepare shovel-ready projects. The following designs and investigations were completed during this quarter:

- Completion of design for Cooya Beach cycle way from Bonnie Doon Road to Bougainvillea Street.
- Completion of design for Port Douglas Road cycleway from Lakeland Drive to the Captain Cook Highway.
- Drainage easement investigation into localised flooding complete on Cooya Beach Road.

Workshop

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

Table: Quarterly Accomplishment Report

Fleet and Plant Services		No.
Light Vehicle- Hilux / Nissan Xtrail Services		25
Light/Heavy Truck Services		7
Plant Services (Tractors, Ride on Mowers		10
Small Plant (Chainsaws, Brush cutters, Pole Saws)		35
Major Repairs Vehicles & Plant		8
Total		85

Purchased Fleet

New Council fleet arrived in August; two 2023 Yaris Cross Hybrids and a 2023 Hino Heavy Rigid Tip Truck. This purchase included a trade-in of a 2012 Isuzu Gigger truck.



Image: 2023 Toyota Hybrid Cross



Image: Hino Heavy Rigid Truck

Open Spaces and Natural Areas

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

1. Cemetery renovations on the Port Douglas Memorial Garden and the entrance to Mossman Cemetery
2. Mulching of garden beds at Daintree Gateway
3. Plant displays and set up for events (NAIDOC and Douglas Citizenship celebrations, Mossman Show)
4. Tree replacement in Macrossan Street due to decay and severe decline
5. Softfall maintenance on playgrounds
6. Germination control of coconuts in environmentally sensitive areas
7. Little Cove Garden renovations
8. New signage has been installed in George Davis Park advising, No Smoking, No Alcohol and No Dogs allowed.
9. Clean up of illegal dumping in public areas including a problem camp site at South Mossman



Image: Clean-up of camp and rubbish at South Mossman
 Ordinary Council Meeting - 31 October 2023



Image: Coconut Germination Control



Image: Tree replacement in Macrossan Street

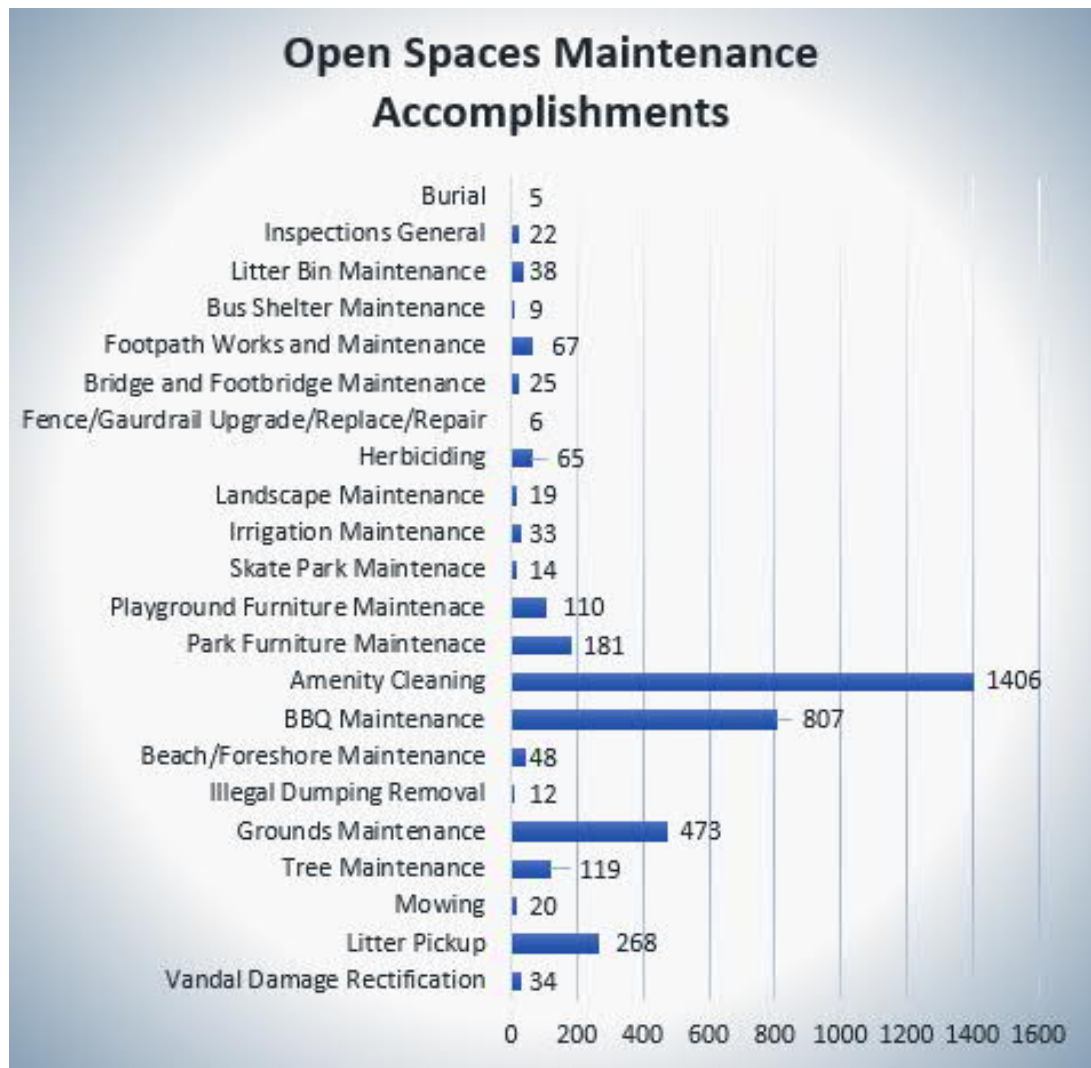


Image: Open Space Quarterly Accomplishment Report

Capital Works 2022-2023

The team has progressed several projects including:

- William Street planter boxes have been constructed. The final external finish is being discussed around possible mosaic artwork to match the existing theme.
- Flagstaff Hill Walking Trail will have some major maintenance works commencing soon including additional precast steps and rock armouring. Materials are ordered awaiting delivery
- Cape Tribulation Playground received a Softfall upgrade
- Port Douglas Mountain Bike trail / Skills Park is nearing completion. Our staff have assisted with the provision of materials and a water drinking fountains for riders to stay hydrated.
- Renewal of four water bubblers on Port Douglas Esplanade
- The David Jack Playground in Mossman recently had new shade sails installed after the previous shade sails were vandalised.



Image: Fourmile Beach Esplanade water bubbler



Images: Mountain bike trail construction



Image: Shade sail renewal David Jack Playground

Biosecurity

Council's Biosecurity team have been targeting Hiptage. The crew have revisited and checked over 150 historical sites throughout the Mossman River Catchment. Total of 40 man days have been completed assisting the Tropical Weed Eradication program targeting Miconia in the Whyanbeel Valley. This is a joint agency program with Biosecurity Qld (DAFF) and Queensland Parks and Wildlife Service (QPWS) and DSC.

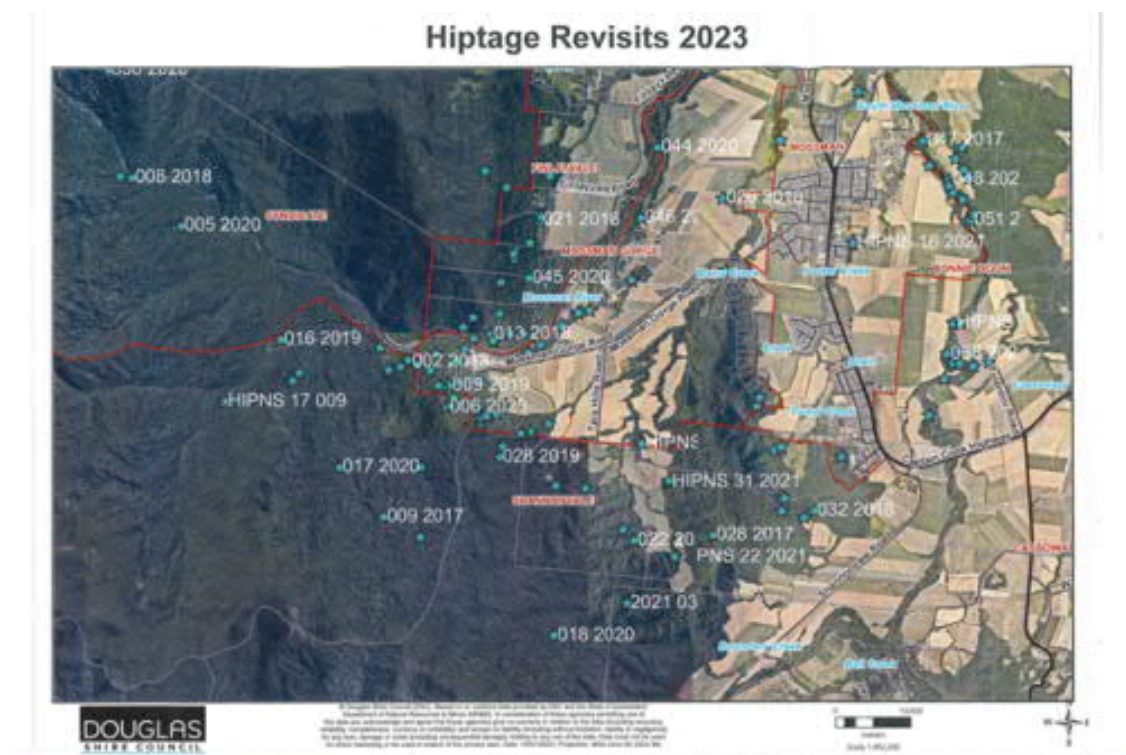


Image: Hiptage waypoint locations Mossman



Image: Miconia Plant Leaves

Over the last several months Douglas Shire Council had received numerous reports / complaints of Dingos within the Port Douglas township area. The reports of encounters with one particular Dingo have ranged from the problem animal stalking numerous residents on a number of occasions, attacking domestic dogs and scavenging food scraps from within Port Douglas resorts. Unfortunately, once the animal had shown increasingly dangerous behavioural signs it became an unacceptable public safety risk.

The biosecurity team generally do not interfere with dingo populations unless the animals are being a pest on private or council controlled lands. For example threatening the safety of the public, preying on domestic pets and/or livestock. Dingoes have the potential to be dangerous to humans and the risk of dangerous behaviour is greatly increased when they have become familiar and habituated to humans through feeding or other encouragement. Our trained staff will respond to individual wild dog issues as they arise on a case by case basis. On 19 September 2023 the problem Port Douglas dingo/wild dog was trapped and humanely euthanized by a trained, competent authorised officer under the Biosecurity Act, in response to an escalation in negative interactions from this animal.

Dingos/wild dogs are a category 3, 4, 5 and 6 restricted invasive animal under the *Biosecurity Act 2014*. It must not be moved, kept, fed, given away, sold, or released into the environment. Under the *Biosecurity Act 2014*, Douglas Shire Council and landholders are to take all reasonable and practical measures to minimise the biosecurity risks associated with invasive animals under their control.



Image: Dingo/ Wild dog

Biosecurity Statistics:

- Total man hours on weed / electric ant control = 1204
- Feral pigs terminated = 116

Nursery Statistics

- Plants produced = 4426
- Plants distributed to community including sales, land care groups and project works = 3283

Building Facilities

Operational Works

The Building Facilities team continues to deliver operational works across the Council in line with service requirements. Contractors from various trade areas were engaged to deliver these works to ensure that Council infrastructure was maintained to a high standard for the benefit of staff and external customers.

Table: Quarterly Activity Report

Activity Name	No. of jobs assigned to Contractors 1 July to 30 September 2023
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
Communication towers	3
Fire services	3
Painting	3
TOTAL	192

Operational Works

During the final Quarter of this financial year the Building Facilities team have been working hard to set up new service contracts in Bathroom Services, Airconditioner Servicing, Pest Control, Security Services and Generator Servicing. The team has also been attending to over 192 daily maintenance issues over this three month period. These jobs have included general breakdowns with nearly 50% being plumbing related. We also had a variety of other breakdowns and several acts of wilful damage.



Images: Mossman Show Grounds – (Before) Car struck power outlet and after repair



Images: Mowbray Street Toilet – Steel Post before and after repair

The Building Facilities team have also dealt with an infestation of termites in the Reynolds Room at the Mossman Administration Building. These have now been treated and a further inspection will be initiated to ensure that there are no other active locations within the building.



Images: Mosman Admin – Termites located inside of window in Reynolds Room

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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

Capital works completed in the last three months include new screws, gutter guard and flashing on the DAB Art's Centre in Mossman with further works to be finalised in the coming weeks.



Image: DAB Arts Base roof repairs

Fisheries Infrastructure Grant

New CCTV cameras have now been installed at Port Douglas and also at Newell Beach Boat Ramps. The installation has been completed with the exception of the installation of mains power to both sites which Ergon will complete in the near future.



Image: New LED Light and CCTV system at Newell Beach Boat Ramp



Image: New LED light and CCTV systems at Port Douglas Boat Ramp

PROJECT OFFICE

Capital Works Projects

Killaloe Landfill Final Capping – Stage 3

The Killaloe landfill final capping project is underway with just over 18,000 tonnes of clay and topsoil material have been carted to the Killaloe waste transfer facility to form the final capping layer for the now disused landfill.

The capping layer consists of 300mm clay (non-permeable), 200mm of topsoil for grass growth and 100mm of mulch for temporary erosion and sediment control as shown by the layers in the below photo. Once earthworks are completed, the entire site will be hydroseeded to establish grass.



Image: Final landfill capping underway, Killaloe

Mossman Gorge Shared Pathway

The Mossman Gorge Shared Pathway project continues to progress and is nearing completion which is expected in early November.

The Marrs Creek pedestrian bridge was installed by contractors in August representing a major milestone for the project.



Image: New pedestrian bridge over Marrs Ck being installed

Mossman Water Treatment Plant Ultrafiltration Upgrade – Phase 2

Mossman Water Treatment Plant ultrafiltration upgrade phase 2 was completed in September. Three of the five racks have now been upgraded, all while continuing to provide compliant drinking water to the communities of Douglas during the changeover. The racks have been replaced due to the unavailability of replacement parts for the existing rack system.

It is anticipated that the remaining two racks will be replaced early next financial year.



Image: New Mossman water treatment plant ultrafiltration rack

Smart Water Meters

The final round of smart water installations was completed in August, signaling the end of a 2 year project with over 4100 meters replaced or retrofitted to provide users and Council with up-to-date water usage figures.

Rate payers will receive a pamphlet with their next round of water rates reminding them to sign up for MiWater and explaining how they can read their new meter.

Mossman River Intake

The Mossman River Intake project has progressed to nearly shovel ready status. The Water Security Strategy and Implementation Plan has been adopted by Council and will now be issued with the water extraction licence application required for the new intake facility.

The development application has been approved. The Environmental Protection and Biodiversity Conservation referral is nearing completion with minor additional information requested to finalise, and the cultural heritage clearance report has been received in draft, to be finalised after a meeting with the local indigenous elders in mid-October.

Remaining works include the review of the detailed design and finalisation of the Mossman Water Treatment Plant Ultraviolet disinfection system project which is an integrated project to enable the Intake project to commence.

Disaster Recovery/Resilience Projects

2023 Monsoon Trough Event

Throughout December 2022 to April 2023 a prolonged and continual monsoon resulted in damage across much of the road network. This resulted in applications for Emergent Works and Reconstruction of Public Assets disaster grant funding.

Council was successful in receiving approval of funding for \$3,579,620.88 for Taylors Crossing replacement and \$474,746.73 for emergent works through the Disaster Recovery Funding Arrangements provided by the Commonwealth and Queensland Governments.



Image: Taylors Crossing on Stewart Creek was partially destroyed in the latest monsoonal event

WATER AND WASTEWATER

Water

Smart Water Meter Rollout

Smart water meter rollout is nearly complete within the Council water reticulation area.

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 since the installation of smart water meters at the start of 2022.

Table: Results since installation of Smart Water Meters at start of 2022

Metric	Total (as of 30/9/2023)
Total Number of Meters	4113
Meters With Leaks	497
% of Meters With Leaks	12
Leaks Ceased During Period	6519
New Leaks in Period	6985
% of Leaks Ceased During Period	93
Total Volume Lost to Leaks (kL)	361709
Average Leak Rate During Period (L/hr)	126.94
Average Leak Days (Ceased Leaks)	13
Average Leak Days (Continuing Leaks)	66
Registered Properties to MiWater	1110
Leak Notifications	
SMS Notifications	1730
Email Notifications	1363
Letter Notifications	1612
TOTAL Notifications	4705

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 has been used by residents to view the water usage on their property.

Table: Technical Support Officer activities for period

Activity	Number in period
Customer smart water meter enquiries and MiWater assistance	63
Property Owner - MiWater Approvals	331
InfoXpert Tasks - As Constructed	32
Email Daily Reports – Treatment Plants	432
Backflow Account Billing	32
Backflow Device Tests Received	104
Trade Waste Renewals Issue	174

Water Quality

Level 0 water conservation measures continued. Douglas Shire has been on Level 0 since 10 January 2023.

The water level at Rex Creek intake averaged 643 mm for the duration of the reporting period, peaking at 940 mm on 2 July 2023.

The average water consumption was 9,012 kL/day for the Port Douglas network and 2,370 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.

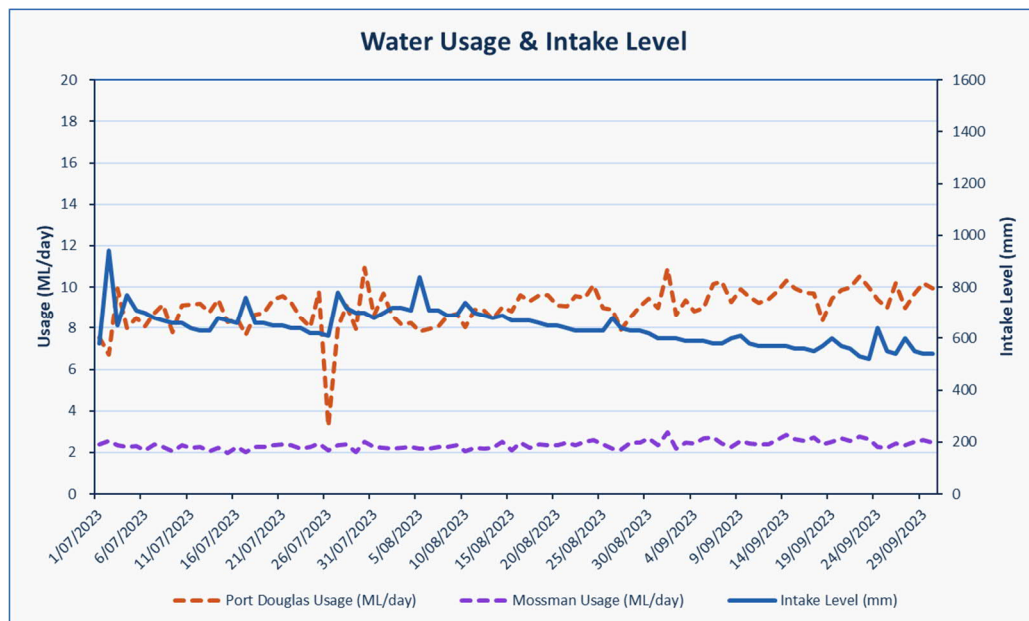


Image: Water Usage for Mossman/Port Douglas Scheme and Rex Creek Intake Level

Total water consumption for the current period:

- Mossman area consumed 218 ML
- Port Douglas area consumed 829 ML
- Whyanbeel water scheme consumed 73 ML
- Daintree water scheme consumed 4.4 ML

Mossman/ Port Douglas Scheme

During the reporting period, some rainfall events were experienced, causing turbidity spikes.

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.

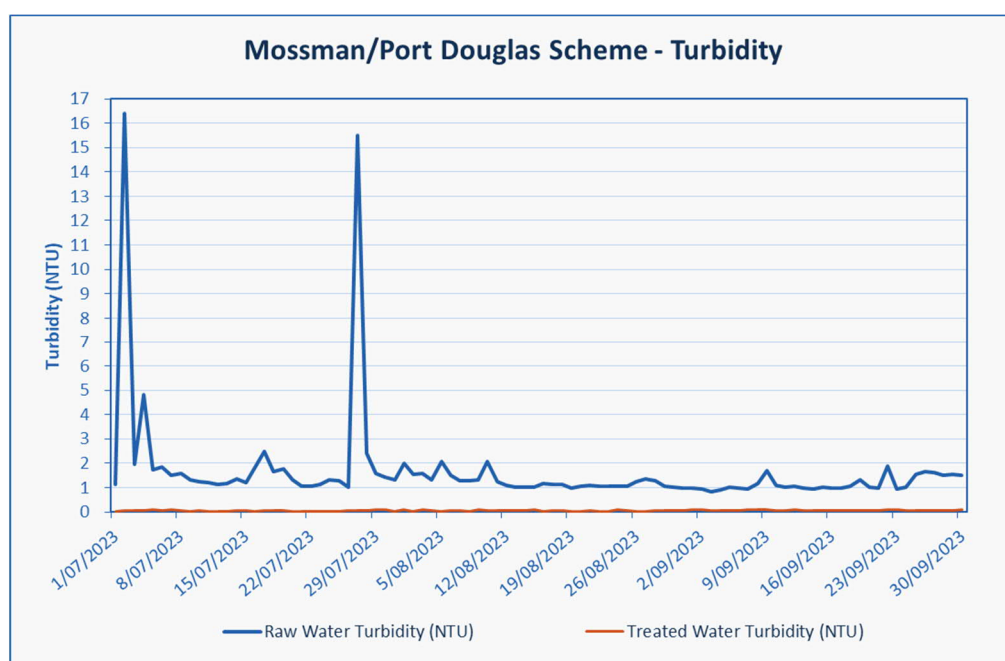


Image: Mossman/Port Douglas Scheme - Turbidity

Mossman/Port Douglas water scheme met all demand requirements and there were no water quality incidents during the reporting period.

All routine inspections and planned maintenance operations were carried out within the Mossman/Port Douglas scheme throughout the period. Reservoirs and pump stations were regularly inspected, while flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable limits.

Negotiations are continuing with the regulator to have the surface water release limits modified to a less restrictive requirement.

Whyanbeel Scheme

Whyanbeel water scheme met all demand requirements and there were no water quality incidents during the reporting period.

All routine inspections and planned maintenance were carried out within the Whyanbeel scheme throughout the period. Reservoirs and pump stations were regularly inspected, while flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable limits.

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.

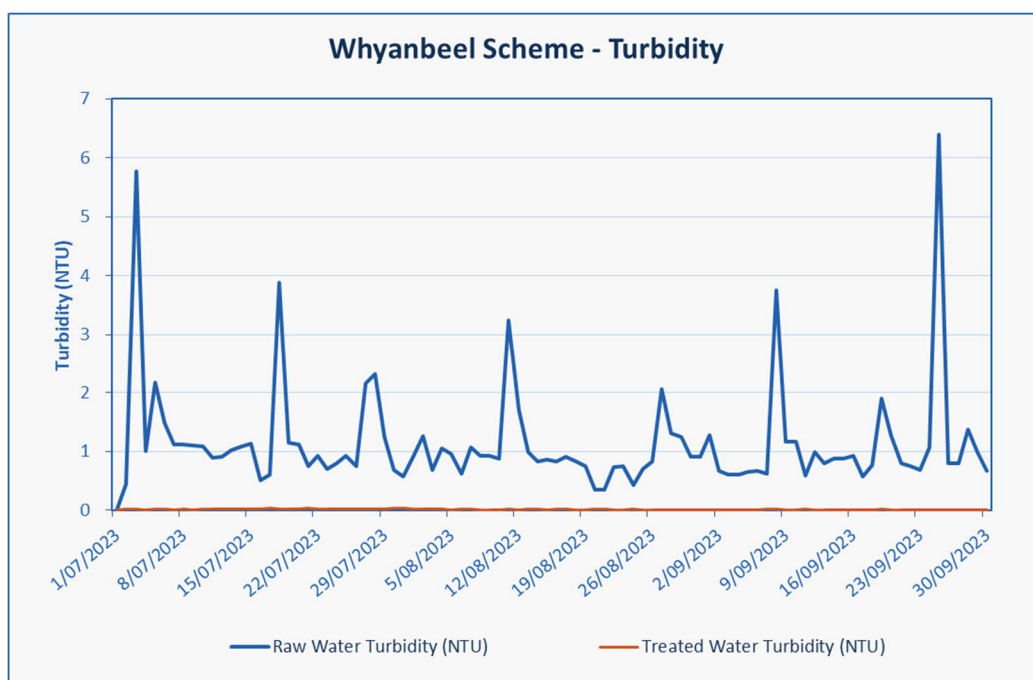


Image: Whyanbeel Scheme – Turbidity

Daintree Scheme

Daintree water scheme met all demand requirements and there were no water quality incidents during the reporting period.

All routine inspections and planned maintenance were carried out within the Daintree scheme throughout the period. Reservoir was regularly inspected, while flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable limits.

The graph below indicates the trends for daily turbidity recorded from Daintree bore and for treated water recorded at the Daintree water treatment plant for the reporting period.

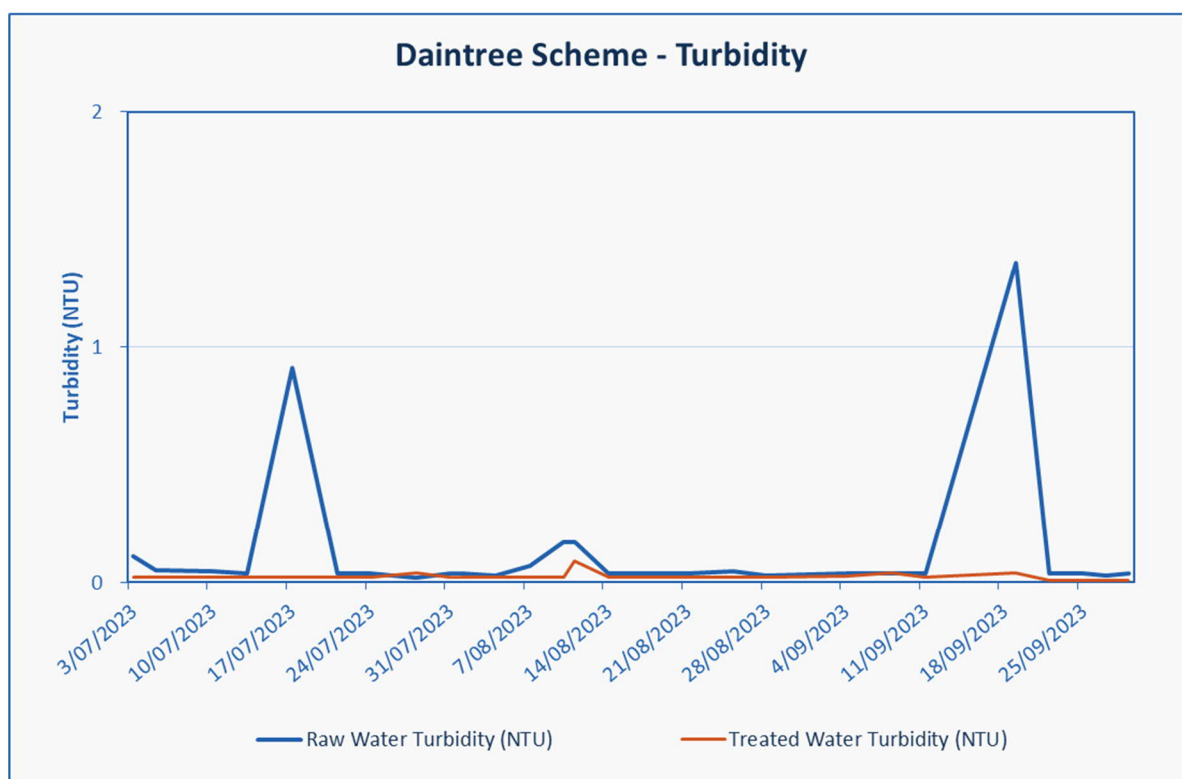


Image: Daintree Scheme – Turbidity

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.

Table: Water reticulation team maintenance activities

Activity	Number in period
New water service connections	6
Service repairs	80
Water main repairs	39
Water quality notifications	3
Water quality complaints	0
Dial-Before-You-Dig enquiries	340
Total CRMs attended	179

All water quality customer notifications were investigated and resolved. One water quality notification was related to chlorine level. The request was resolved with chlorine levels found to be within Australian Drinking Water Guidelines (ADWG). Two water quality notifications were received regarding dirty/cloudy water. These notifications were resolved by flushing the water network.

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 81 treated water *E. coli* compliance samples were taken across the drinking water schemes. A total of 37 *E. coli* samples were tested in the Douglas water laboratory and 44 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 12 raw water *E. coli* samples. Raw water sampling assists Council to understand the treatment needs and health-based targets.

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	<i>E. coli</i> MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0 - 200	<15	<1	<0.3	<0.1	<1
July-23	7.0	23.9	1.0	5.0	<1	0.005	<0.015	<0.0002	<1
Sept-23	7.0	23.5	1.2	5.4	<1	0.008	<0.015	<0.0002	<1
Aug-23	6.9	24.2	1.1	5.2	<1	0.007	<0.015	<0.0002	<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	<i>E. coli</i> MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0 - 200	<15	<1	<0.3	<0.1	<1
July-23	7.3	24.4	1.5	8.3	<1	0.003	0.020	0.0005	<1
Sept-23	7.3	23.9	1.3	8.2	<1	0.005	0.018	0.0004	<1
Aug-23	7.3	24.6	1.3	7.9	<1	0.029	0.018	0.0003	<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	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	<i>E .coli</i> MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
July-23	6.8	24.1	1.6	<1	0.008	<0.015	0.0004	<1
Sept-23	6.7	23.5	1.5	<1	0.010	<0.015	0.0010	<1
Aug-23	6.8	24.2	1.6	<1	0.010	<0.015	0.0019	<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	18	1
Sewer Chokes	1	0
Sewer Main Breaks	0	0
HCB Repairs	0	1
Odour Complaints	2	0
Public Complaints	1	0
Reportable Incidents	1	0

Port Douglas Wastewater Treatment Plant

Rainfall

Total rainfall on site during the reporting period was measured as 187.5 mm. The highest daily rainfall of the period at Port Douglas WWTP was 22.5 mm on Thursday 27 July 2023.

Flows

Port Douglas WWTP received a total influent flow of 279.5 ML during the reporting period. The average daily inflow was 3.038 ML/day. Contractors delivered 0.885 ML of septage to the plant and 2.509 ML of leachate from the Killaloe Landfill and Transfer Station. Daily inflow data for Port Douglas WWTP is presented below.

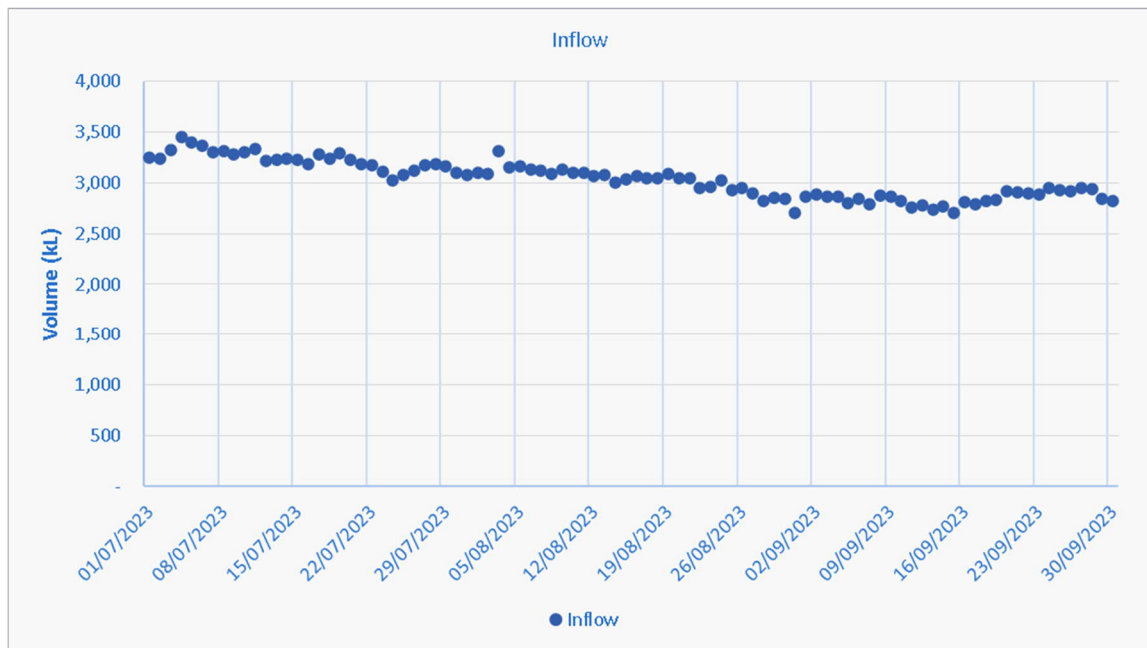


Image: Port Douglas WWTP daily inflow

Recycled Water

55% of treated effluent was pumped to two resort golf courses for irrigation purposes and the remainder discharged into the Dickson Inlet.

The Sheraton Grand Mirage Resort Port Douglas received 96.755 ML and Palmer Sea Reef Golf Course received 73.661 ML of treated effluent during this period.

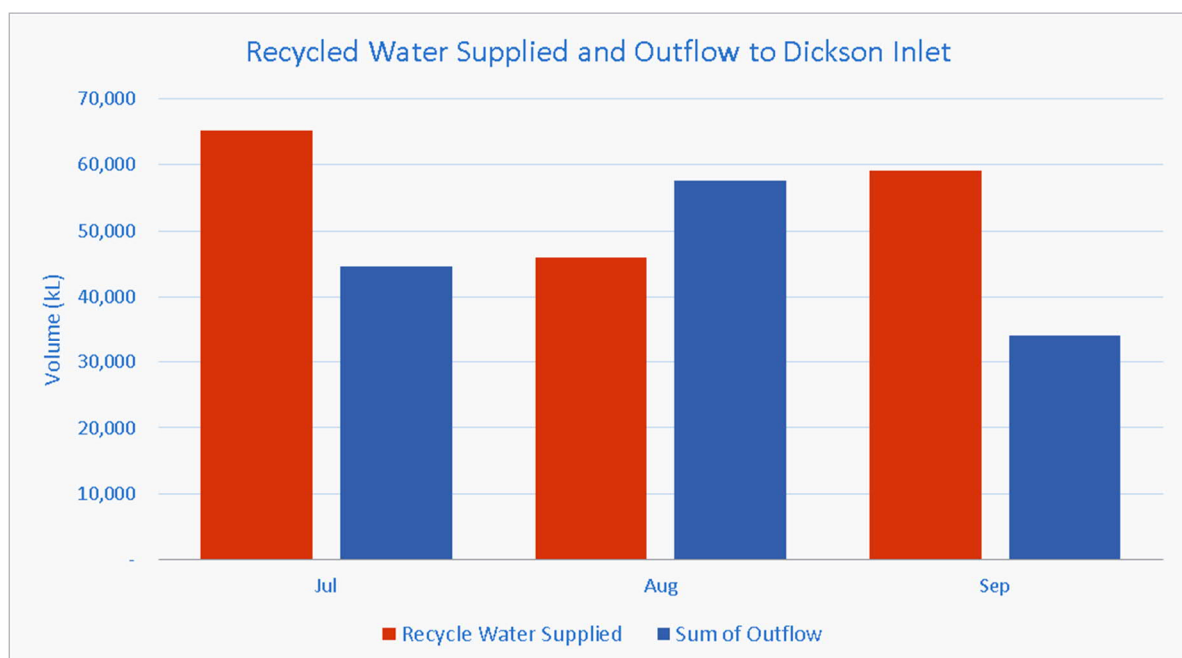


Image: Port Douglas WWTP monthly recycled water supplied and outflow

Biosolids

At Port Douglas WWTP, 691.38 tonnes of wet bio-solids (12% 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.

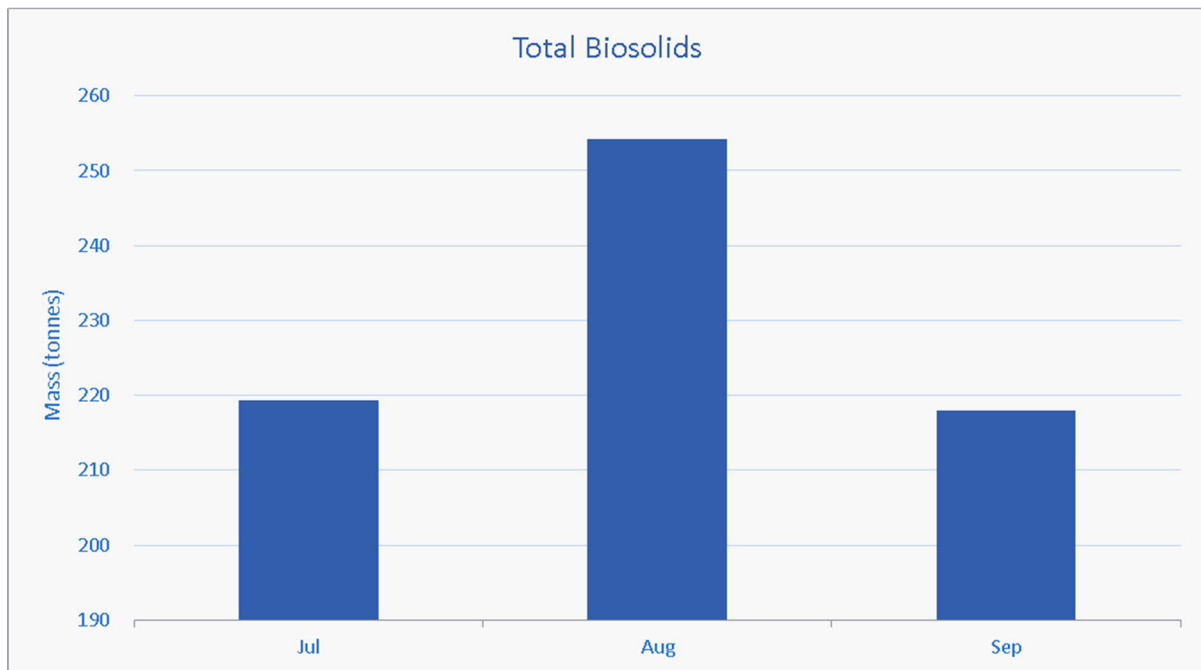


Image: Port Douglas WWTP monthly biosolids produced

Mossman Wastewater Treatment Plant

Rainfall

Total rainfall on Mossman WWTP site during the reporting period was measured as 293.0 mm. The highest daily rainfall for the period was on 22.5 mm on Thursday 27 July 2023.

Flows

Mossman WWTP received a total influent flow of 87.151 ML during the reporting period. The average daily inflow was 0.947 ML/day. Daily inflow data for Mossman WWTP is presented below.

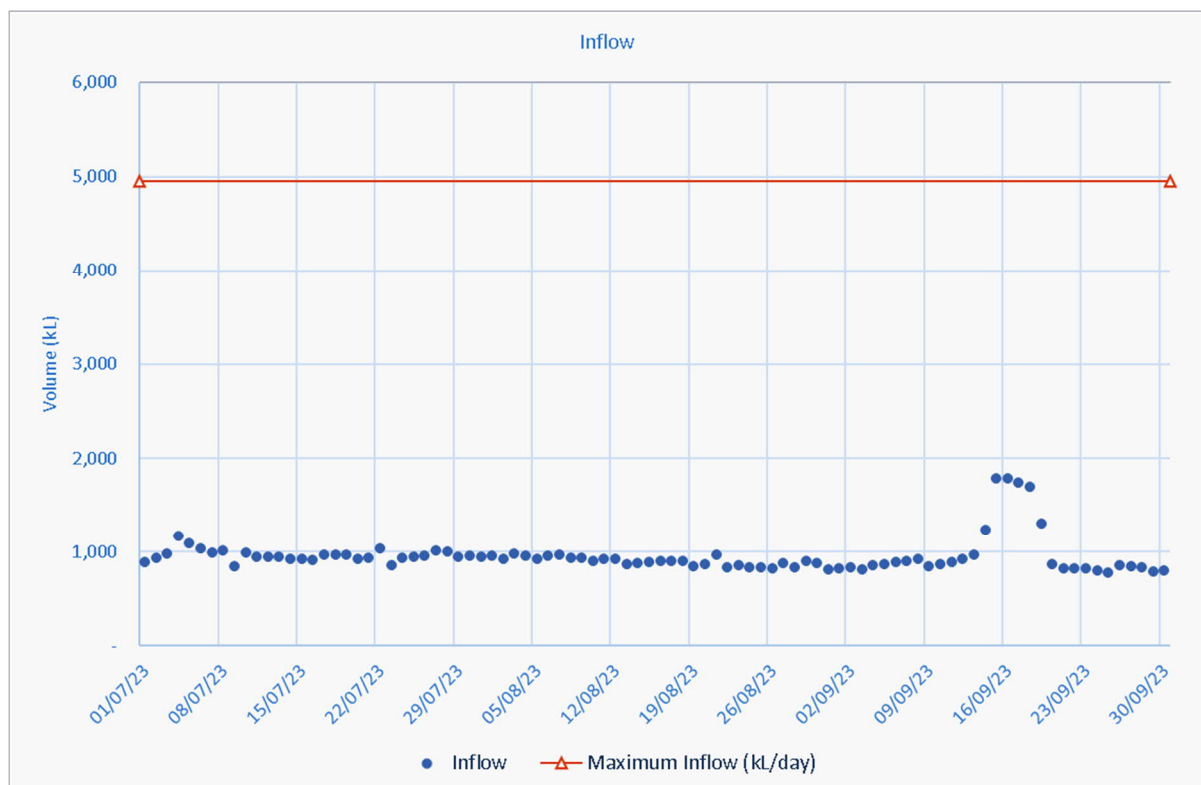


Image: Mossman WWTP daily inflow

Biosolids

At Mossman WWTP, 99.22 tonnes of wet biosolids (comprising 14% 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.

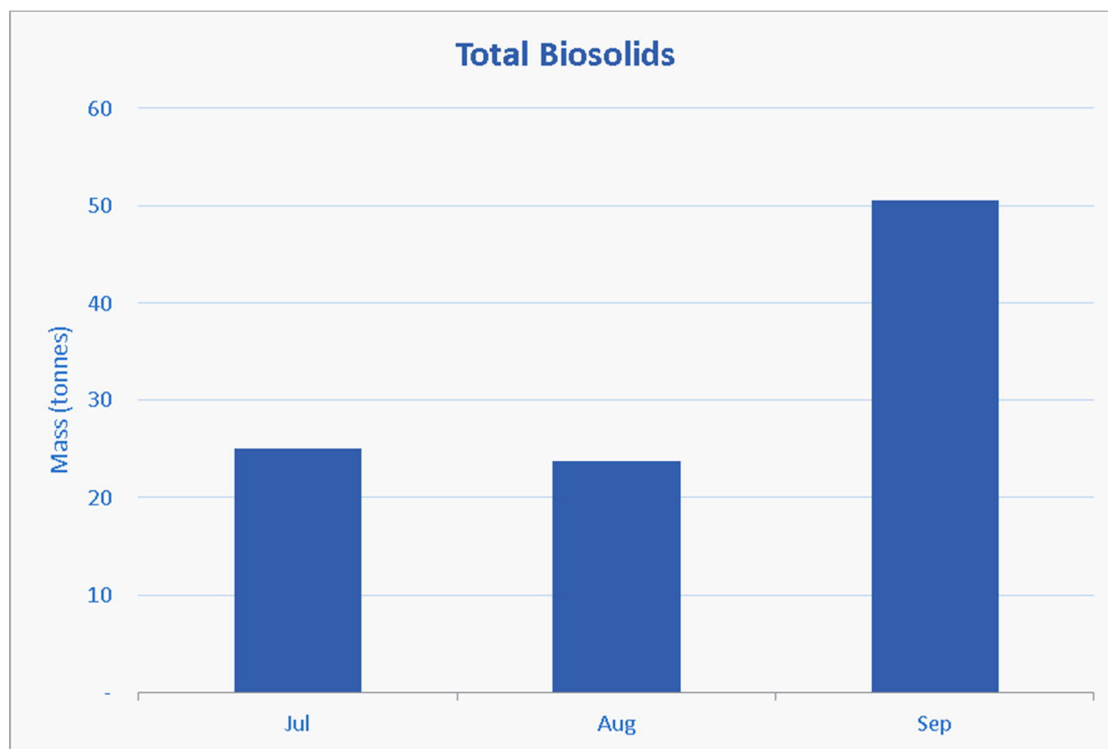


Image: Mossman WWTP monthly biosolids produced

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 the Mossman WWTPs were compliant. Port Douglas WWTP had one reportable incident under Environmental Authority permit, where Total Nitrogen 50th percentile limit 5 mg/L was exceeded four times in six consecutive samples. This incident occurred concurrent to aerator diffuser upgrade, which required the operators to find a new balance with the new equipment. To ensure better aeration monitoring and control, a new dissolved oxygen controller and probes have been installed since the incident. The incident was reported to the regulator with appropriate information.

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 the images below:

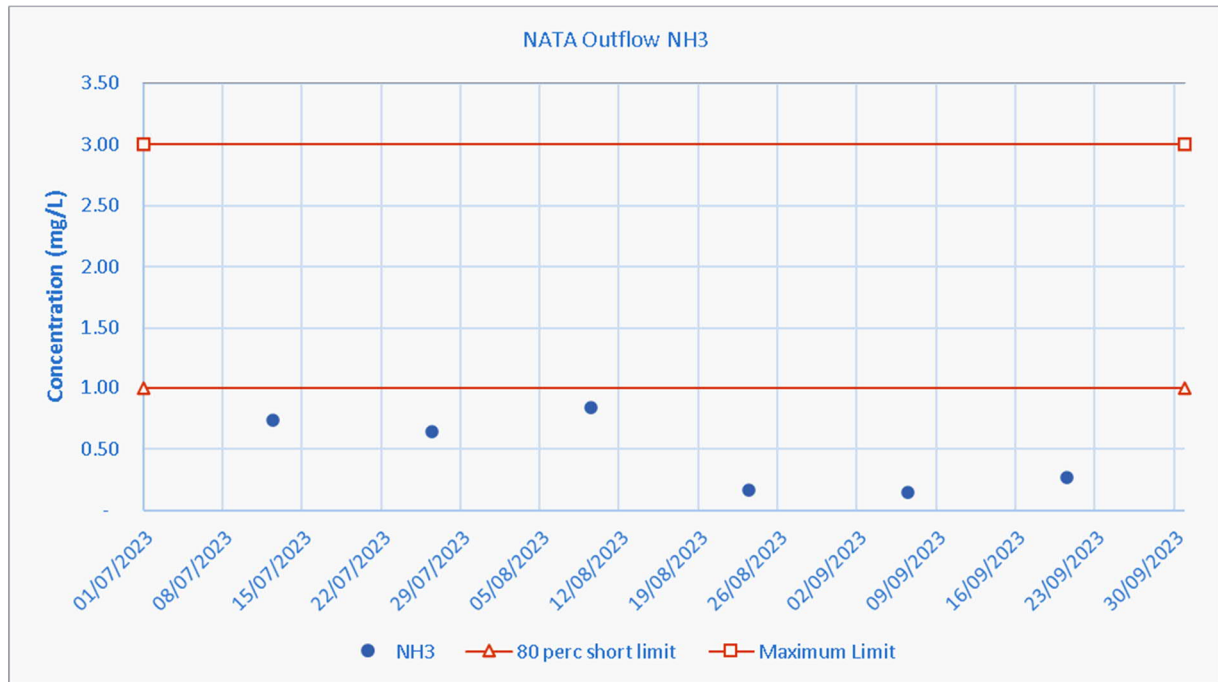


Image: Port Douglas WWTP final effluent – ammonia (NH₃)

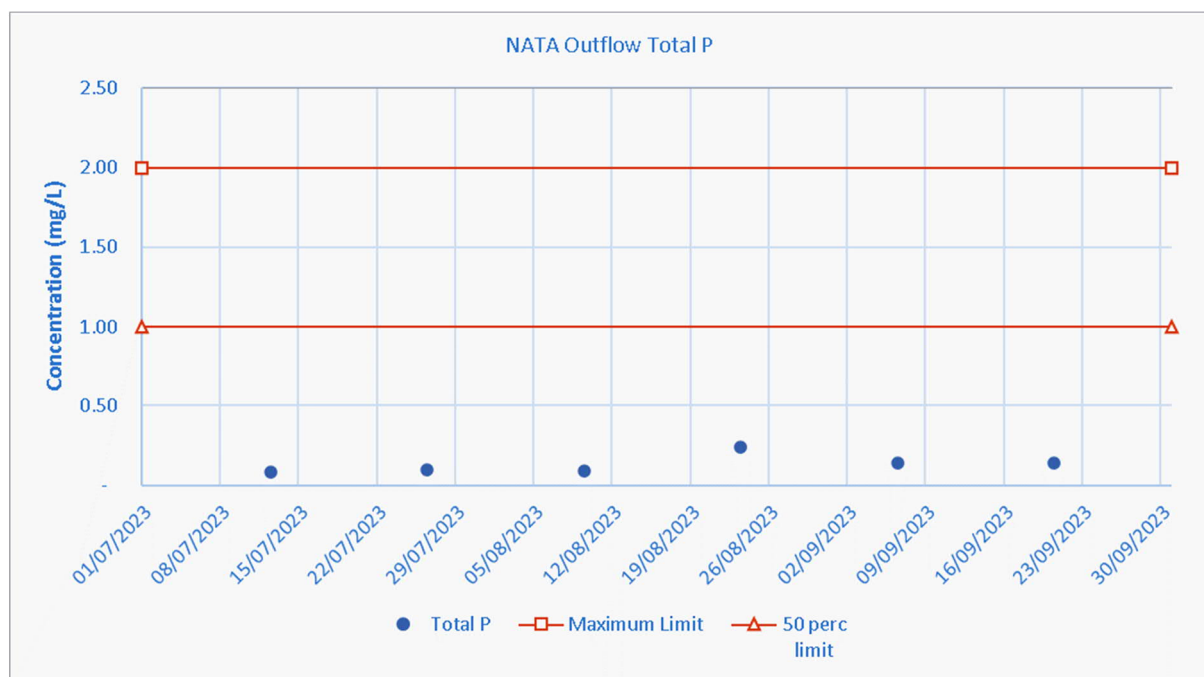


Image: Port Douglas WWTP final effluent - total phosphorous

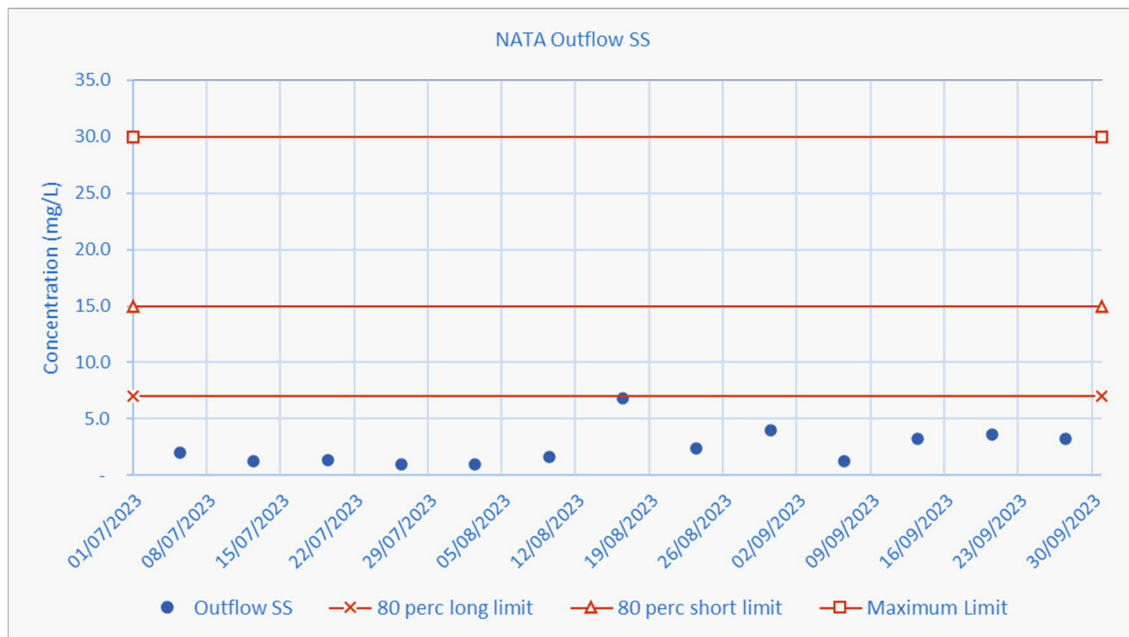


Image: Port Douglas WWTP final effluent - total suspended solids

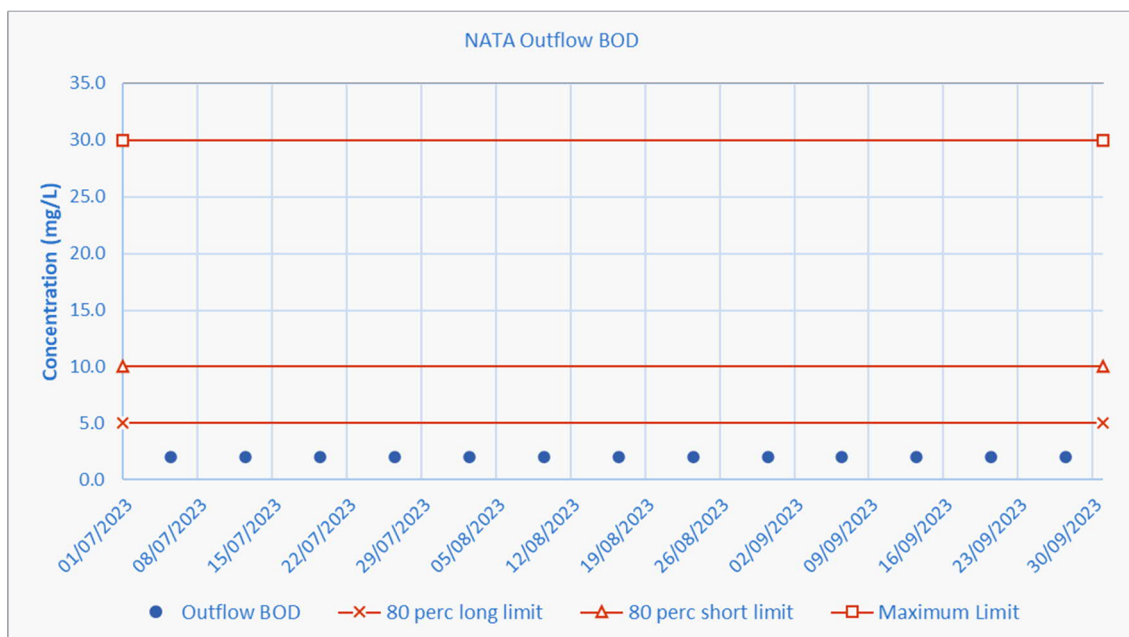


Image: Port Douglas WWTP final effluent - BOD₅ (biochemical oxygen demand)

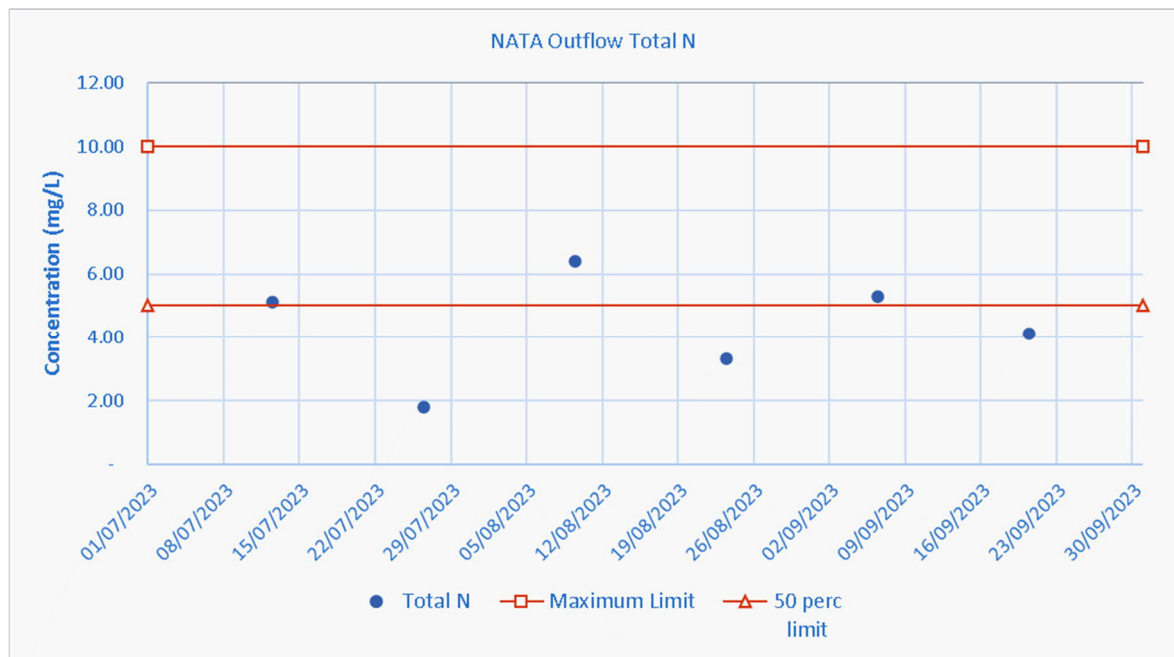


Image: Port Douglas WWTP final effluent - total nitrogen

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:

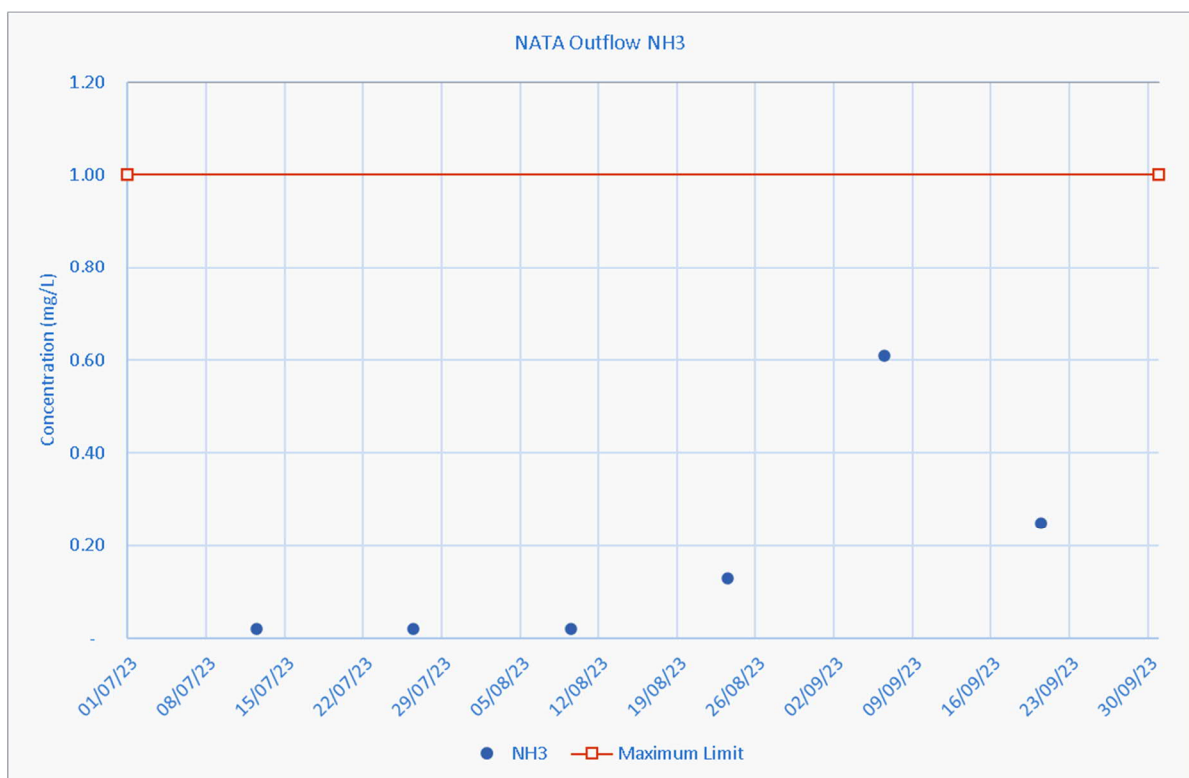


Image: Mossman WWTP final effluent – ammonia (NH₃)

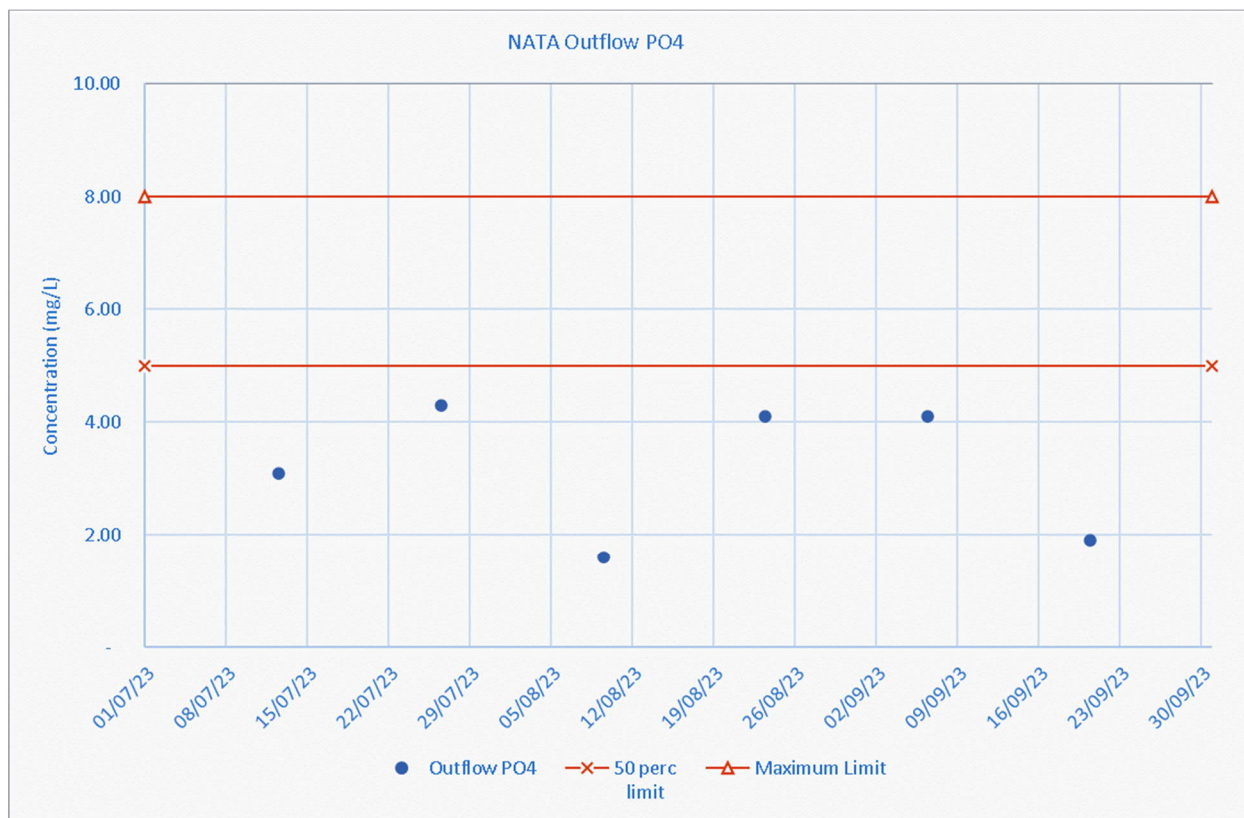


Image: Mossman WWTP final effluent - total phosphorous

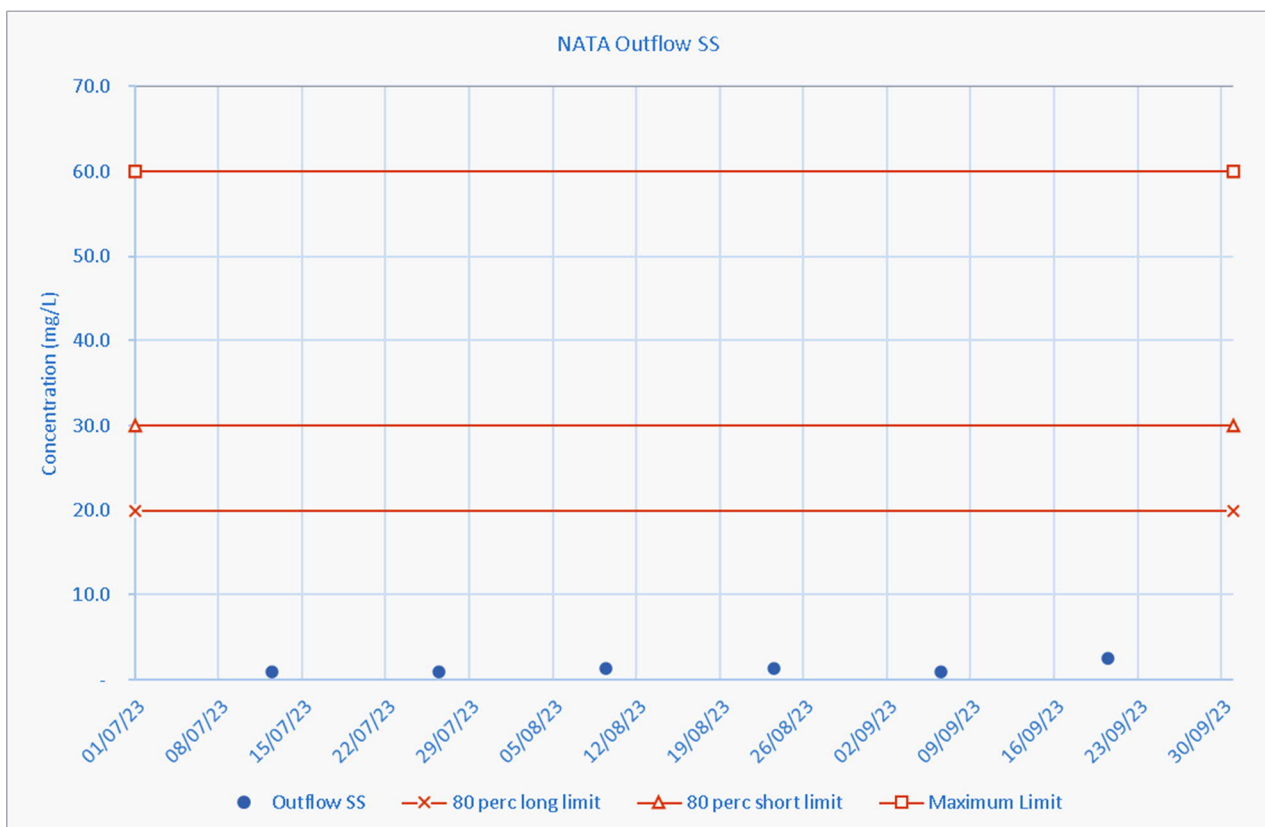


Image: Mossman WWTP final effluent - total suspended solids

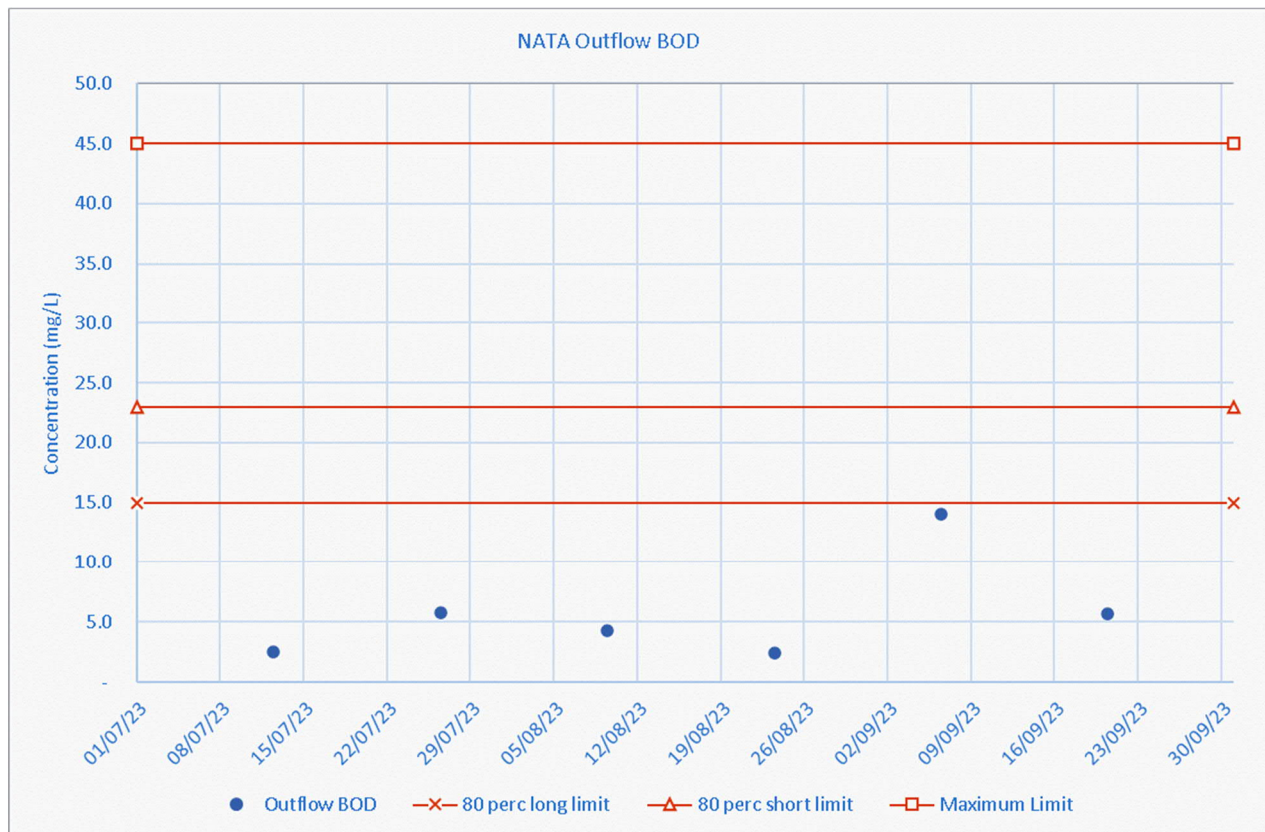


Image: Mossman WWTP final effluent - BOD₅ (biochemical oxygen demand)

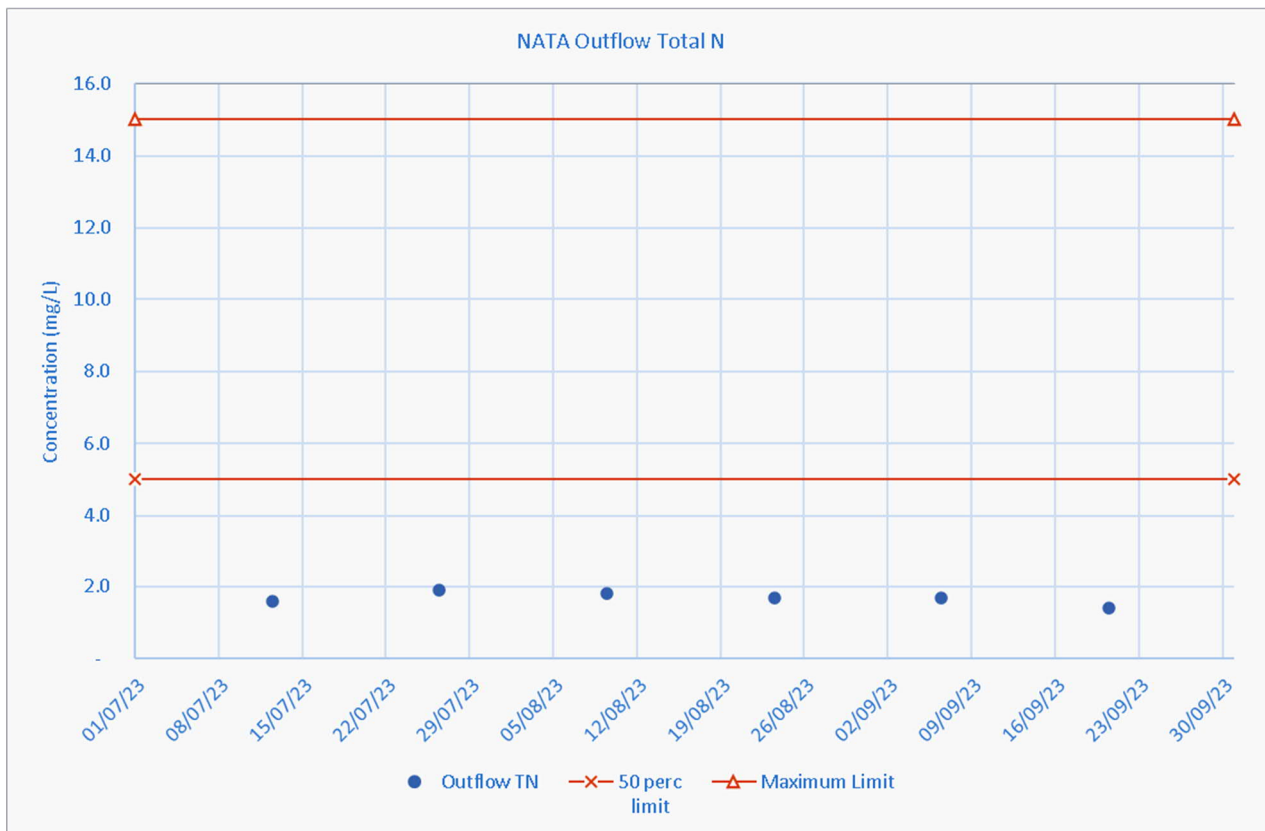


Image: Mossman WWTP final effluent - total nitrogen

Backflow

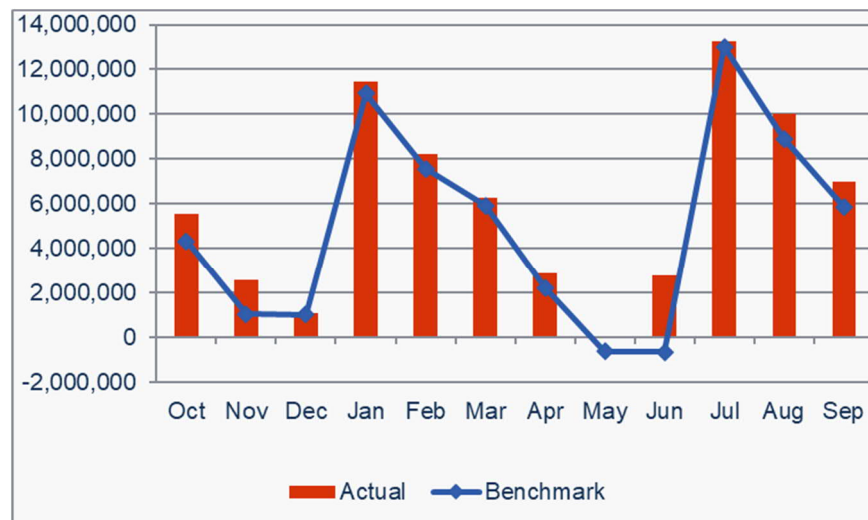
Council received 104 backflow prevention test results in the July to September reporting period. After the test results were received, Council's Plumbing Inspector conducted audits on four different premises upon request from our administration team. As part of this process, serial numbers and risk areas have been identified with direction to rectify.

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 is currently assessing benefits and risks related to the application, as well as the possibility of a trial that would utilise Douglas Shire Council owned backflow prevention devices.

ORGANISATIONAL REPORT CARD

Financial Performance

Operating Result – Actual vs. Budget Year To Date

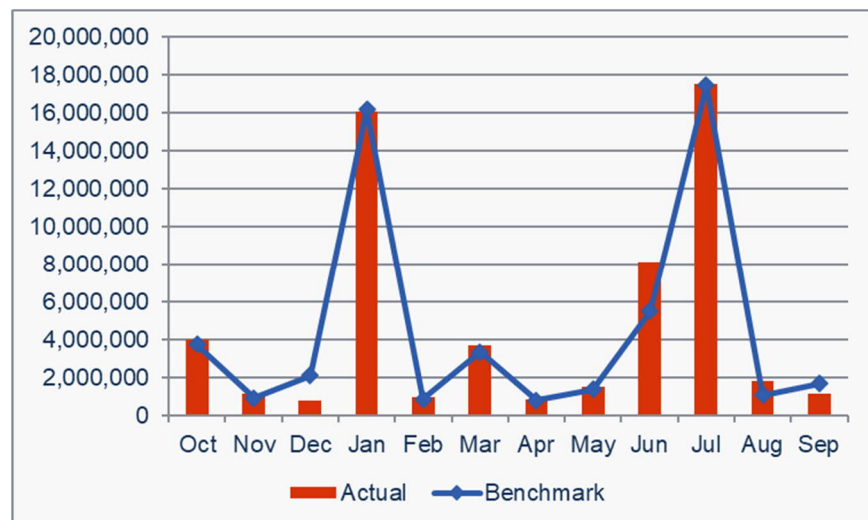


	Year To Date July	Year To Date August	Year To Date September
Benchmark:	13,013,346	8,898,258	5,860,037
Actual:	13,252,852	9,995,743	6,998,022
Variance:	239,506	1,097,485	1,137,985

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

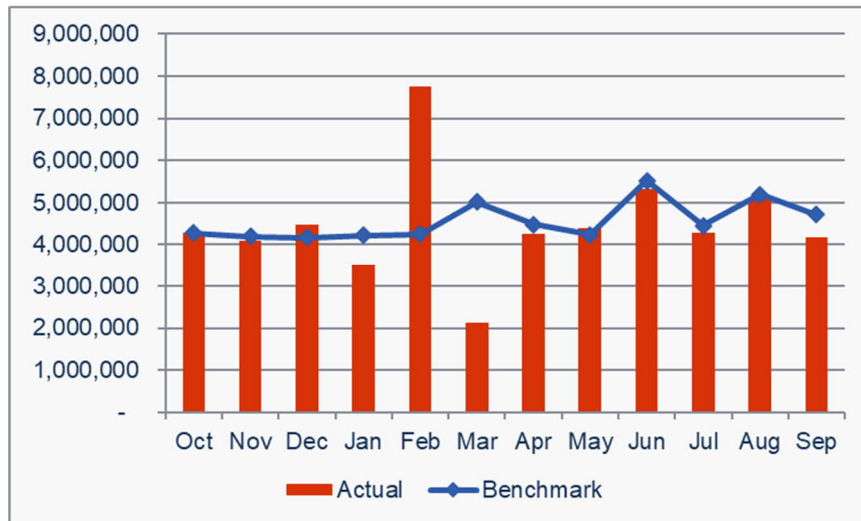


	July	August	September
Benchmark:	17,469,581	1,073,406	1,676,384
Actual:	17,525,149	1,810,841	1,170,413
Variance:	55,568	737,435	-505,971

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

Interpretive Comments: Council has collected 35% of its forecasted operational revenue.

Expenses Against Budget

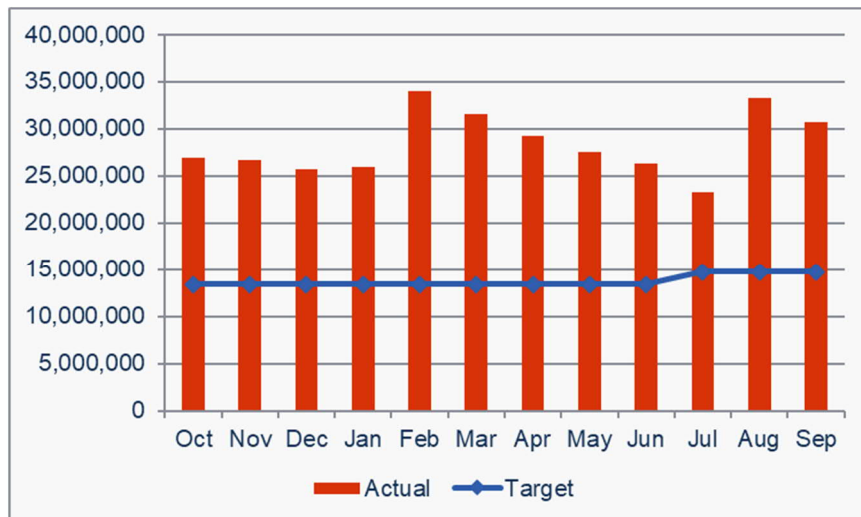


	July	August	September
Benchmark:	4,456,235	5,188,494	4,714,605
Actual:	4,272,297	5,067,949	4,168,135
Variance:	-183,938	-120,545	-546,470

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

Interpretive Comments: Year to date operating expenditure is currently behind budget, predominantly due to the timing of works.

Capacity to Meet Operational Expenses

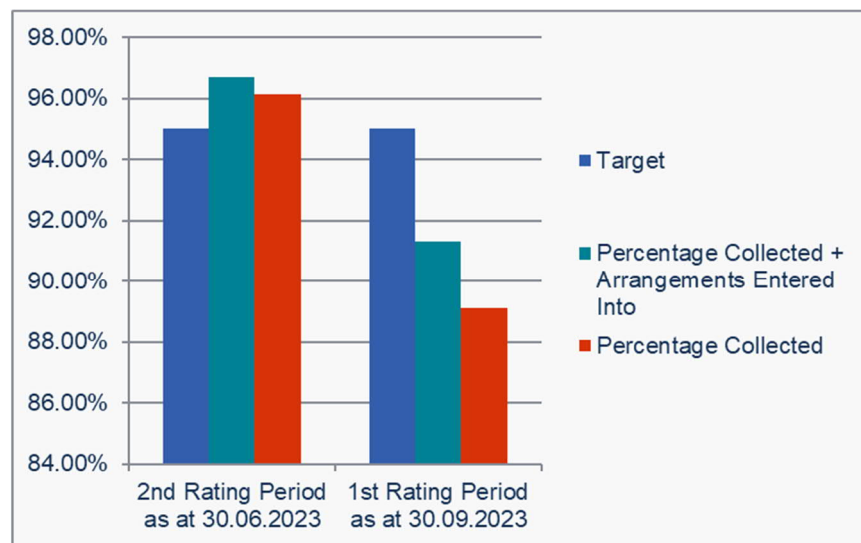


	July	August	September
Target:	14,734,924	14,734,924	14,734,924
Actual:	23,239,851	33,256,758	30,726,571
Variance:	-8,504,928	-18,521,834	-15,991,647

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



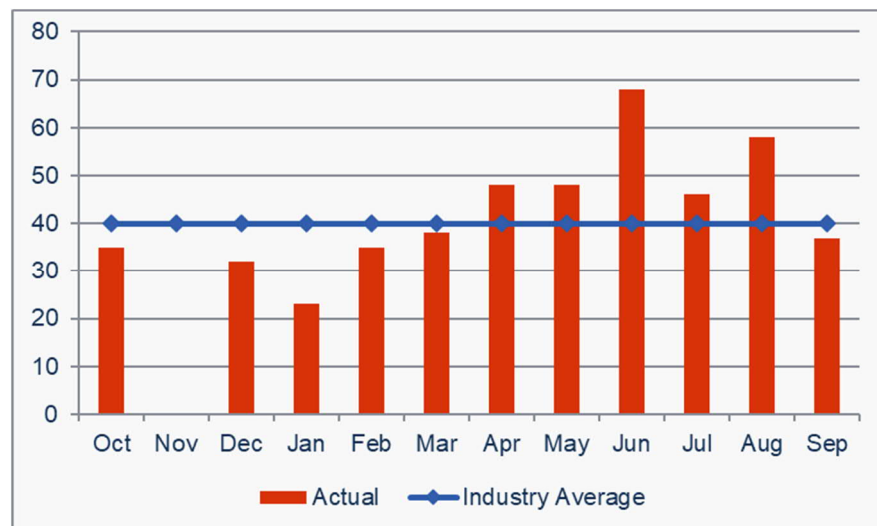
	2 nd Rating Period	1 st Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	96.68%	91.31%
Percentage Collected:	96.14%	89.12%

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

Efficiency of Filling Positions Vacant

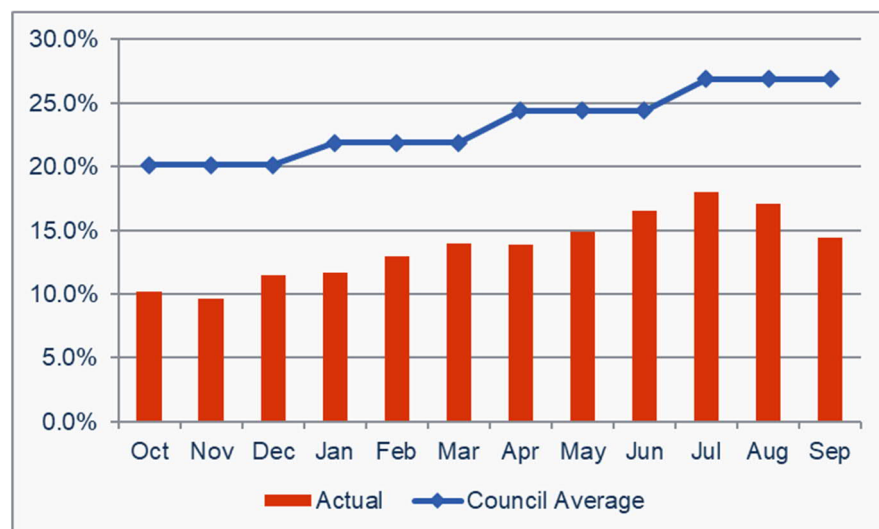


	July	August	September
Maximum:	40	40	40
Actual:	46	58	37
Variance:	-6	-18	3

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 during July to September 2023 remain consistent with external advertising dates extended on several positions to ensure sufficient pool of suitably qualified candidates and is reflected again in this quarter.

Monthly Staff Turnover

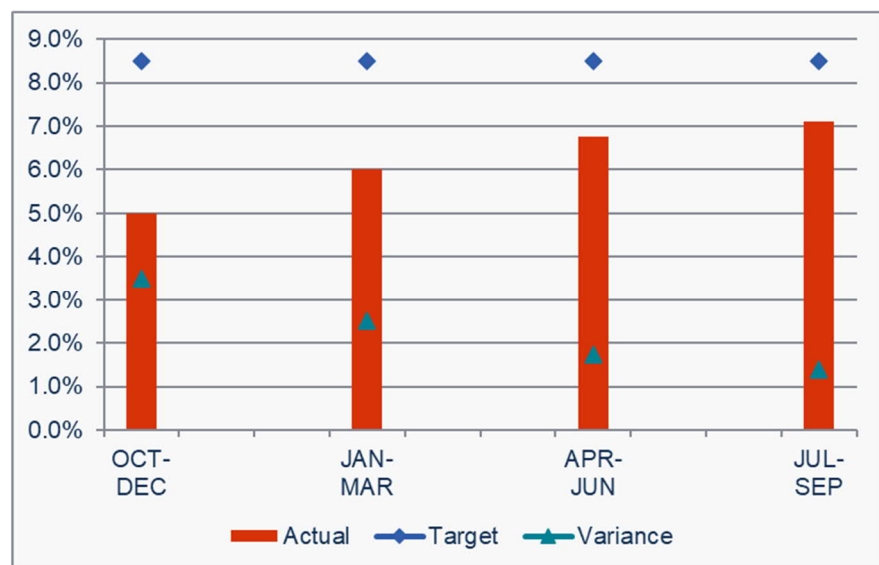


	July	August	September
Maximum:	26.9%	26.9%	26.9%
Actual:	18.0%	17.1%	14.5%
Variance:	8.9%	9.8%	12.4%

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 16.55% for this reporting quarter, which is yearly average 26.9% 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



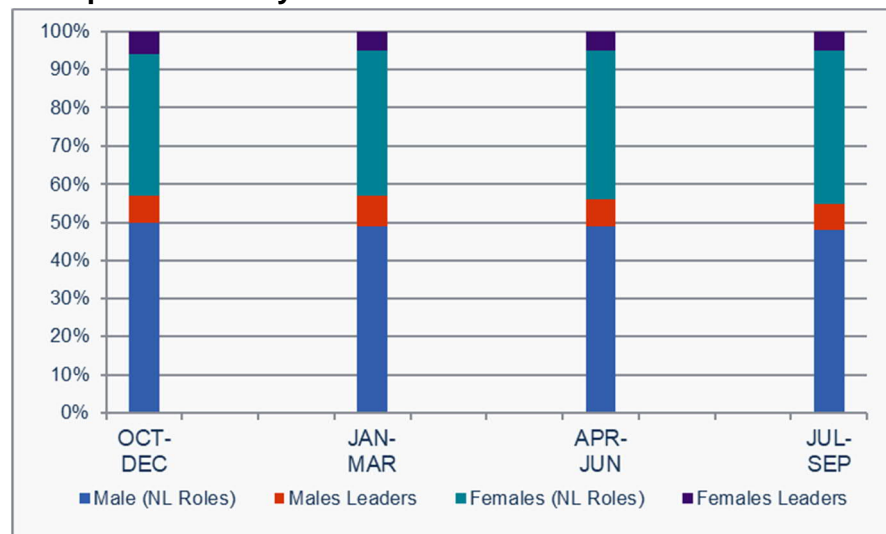
July – September 2023

Maximum:	8.5%
Actual:	7.1%
Variance:	1.4%

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



July – September 2023

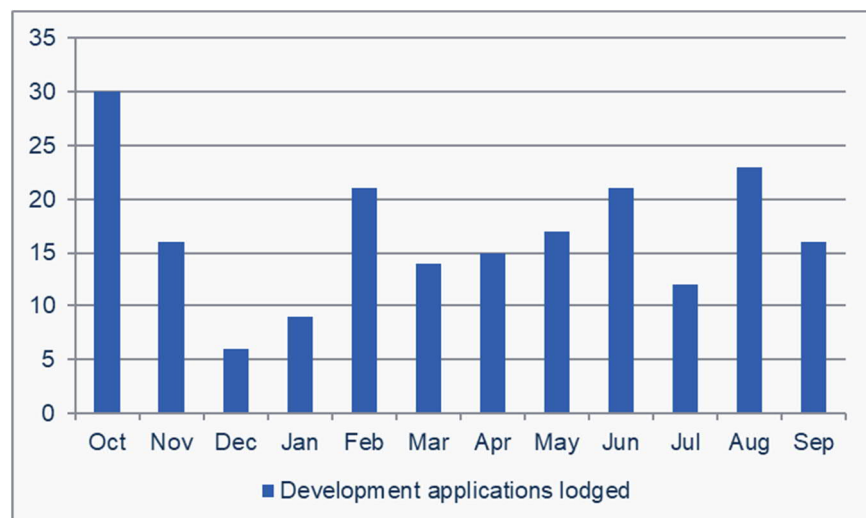
Males (NL roles):	48%
Males	7%
Females (NL roles):	40%
Females:	5%

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 226 staff - 55% male and 45% female. The number of leadership roles remained unchanged with 16 male staff and 11 female staff holding leadership roles.

Environment and Planning

Development Applications Lodged



July

August

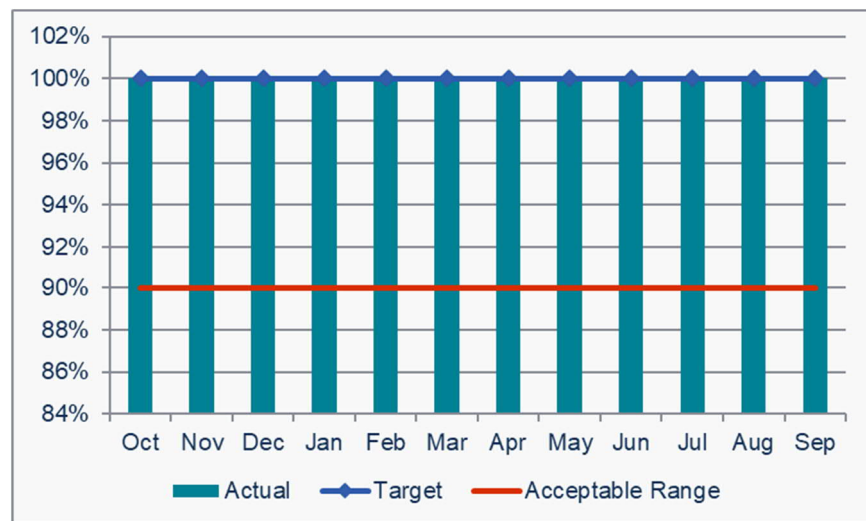
September

Actual:	12	23	16
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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: There has been an increase in the number of development applications received especially in the months of August and September. These numbers are expected to remain elevated leading in towards the end of the year.

Assessments Completed Within Statutory Timeframe

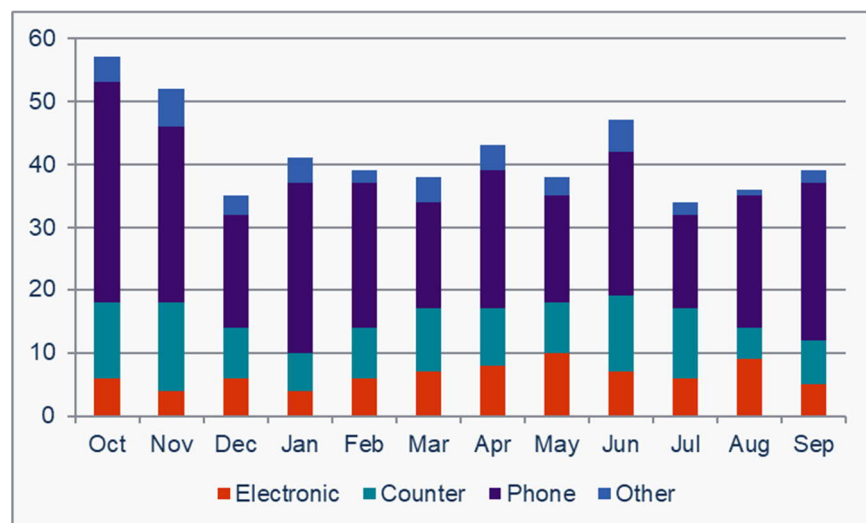


	July	August	September
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

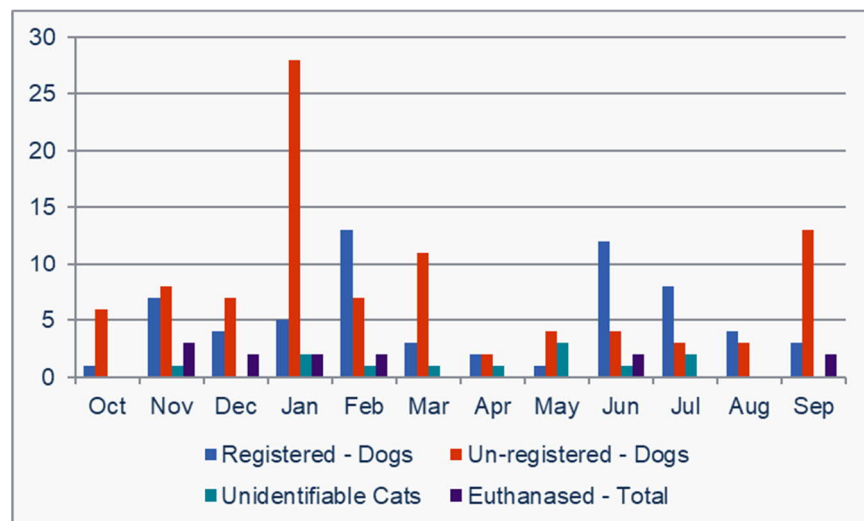


	July	August	September
Electronic:	6	9	5
Counter:	11	5	7
Phone:	15	21	25
Other:	2	1	2

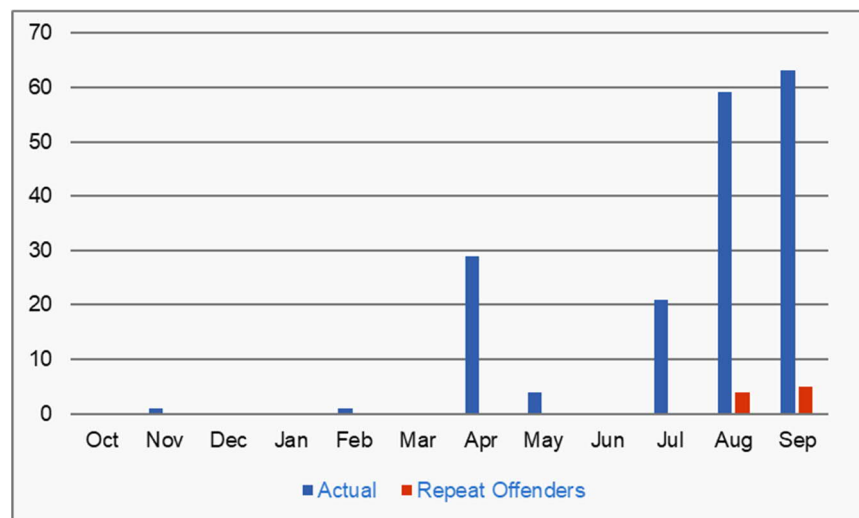
Explanatory Notes: Figures capture the number of planning enquiries received via the front counter and via phone when Officers are available to take the call. When Officers cannot take the enquiry, CRM's are entered. A significant amount of overall planning related enquiries are received each month.

Interpretive Comments: Number of enquiries received by the Planning Department have remained relatively consistent with previous reporting months.

Animal Impoundments



Illegal Camping



	July	August	September
Registered - Dogs	8	4	3
Un-registered - Dogs	3	3	13
Unidentifiable Cats	2	0	0
Euthanased - Total	0	0	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. A large litter of puppies was handed over by their owner and several dogs had to be impounded in collaboration with RSPCA.

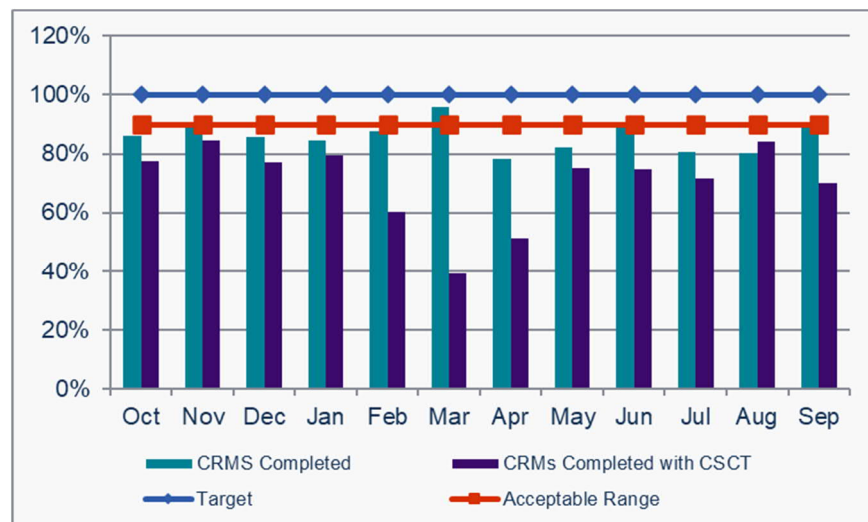
	July	August	September
Actual	21	59	63
Repeat Offenders	0	4	5

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 given an information brochure that details the laws surrounding camping and provides a list of alternative camping options. Several penalty infringement notices have been issued. Local Laws officers saw a marked increase over this reporting period for several reasons: The dry season always attracts a lot of travellers to our region, and a lot of travellers indicated that they were moving through the area. With the approach of the wet season it is anticipated that the numbers will begin to decrease.

Customer Service

Customer Request Management (CRM) Records



	July	August	September
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	80.47%	80.25%	90.58%
CRMs Completed within CSCT:	71.55%	83.97%	70.18%

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 consistent with the previous quarter.

Top 5 CRMs

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

July

Category	Quantity
1. Leaking/Broken Service Pipe	65
2. Animal Management - Misc	61
3. Planner of the Day	51
4. Trees (street/park)	47
5. Smart Water Meter Assistance	33

August

Category	Quantity
1. Leaking/Broken Service Pipe	78
2. Rates – Arrangement to Pay	74
3. Trees (street/park)	55
4. Rates – General Information	44
5. Planner of the Day	32

September

Category	Quantity
1. Leaking/Broken Service Pipe	62
2. Animal Management - Misc	62
3. Rates – General Information	43
4. Planner of the Day	40
5. Illegal Camping	38

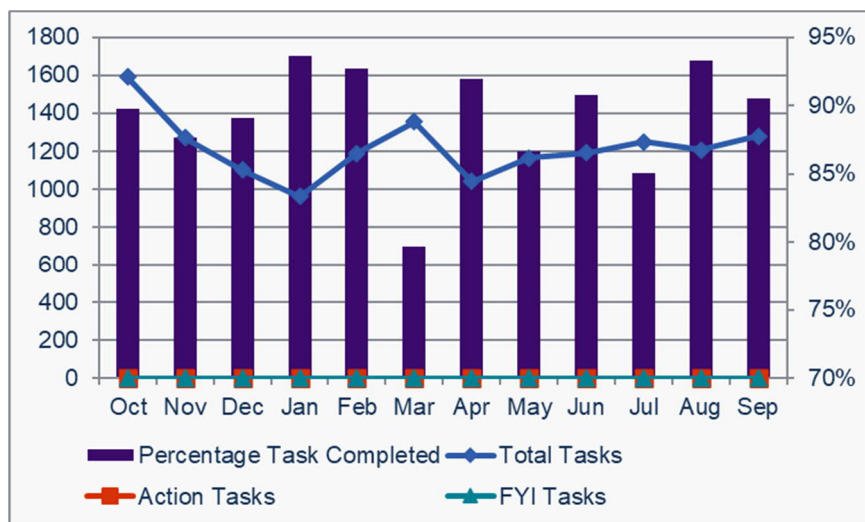
General Customer Enquiries

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

	July	August	September
<u>enquiries@douglas.qld.gov.au</u> <u>(direct email and via web)</u>	1690	1820	1997
Phone Calls to 4099 9444	2136	2219	1807

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

Inwards Correspondence Actioned

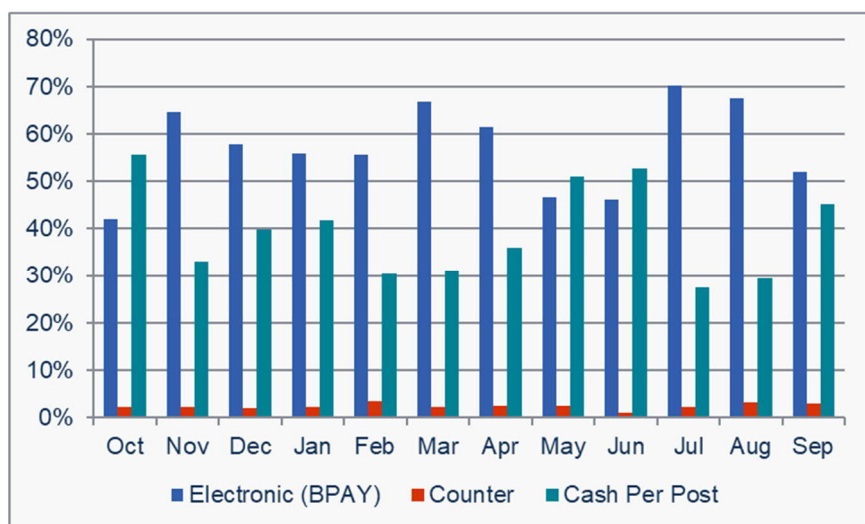


	July	August	September
Total Tasks:	1247	1205	1280
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	85.08%	93.28%	90.55%

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 consistent with previous quarters.

Rates Payment Methods



	July	August	September
Electronic (BPAY):	70.25%	67.47%	52.05%
Counter:	2.28%	3.18%	2.84%
Cash Per Post:	27.47%	29.35%	45.10%

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.

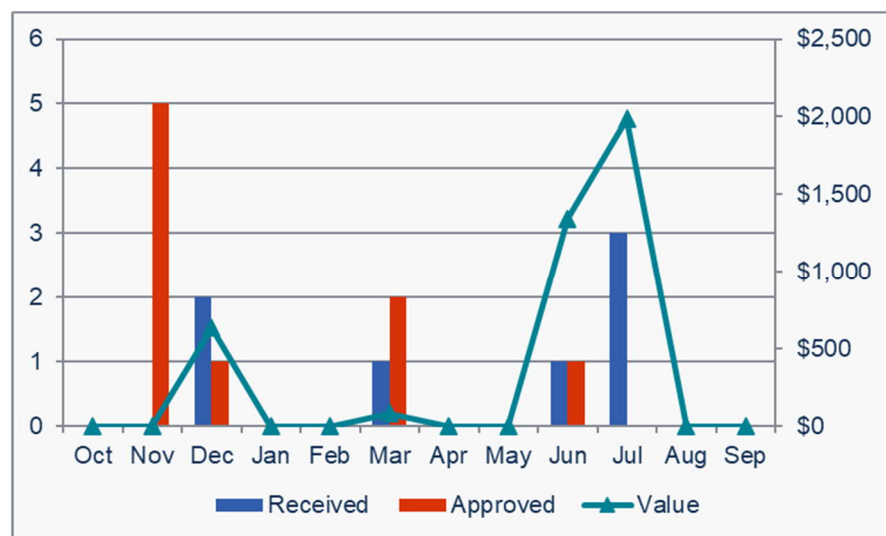
Media and Communications

Council Communications to Communities

	July	August	September
Facebook Posts (people reached)	27,477	38,439	12,146
Website Views	46,941	48,655	35,967
Public Notice Advertising	5	7	7
Media Releases	12	8	17

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



	July	August	September
Received:	3	0	0
Approved:	3	0	0
Value:	\$1,988.00	\$0.00	\$0.00

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.