

5.10. CEO REPORT FOR PERIOD APRIL TO JUNE 2020

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DEPARTMENT The Office of the Chief Executive Officer

RECOMMENDATION

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period April to June 2020.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from April to June 2020. As part of the administration's review and continual improvement in the way the business of Council is communicated, the "Organisational Report Card" was developed to provide a regular snapshot for Councillors and the community on a selection of operational indicators.

BACKGROUND

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

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.

PROPOSAL

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period April to June 2020.

FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2019-2020 Budget adopted on 25 June 2019.

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 and the Douglas Shire Council Operational Plan 2019 -2020 adopted on 25 June 2019.

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 April to June 2020 [5.10.1 - 60 pages]
2. Organisational Report Card April to June 2020 [5.10.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

REPORT FROM THE CHIEF EXECUTIVE OFFICER

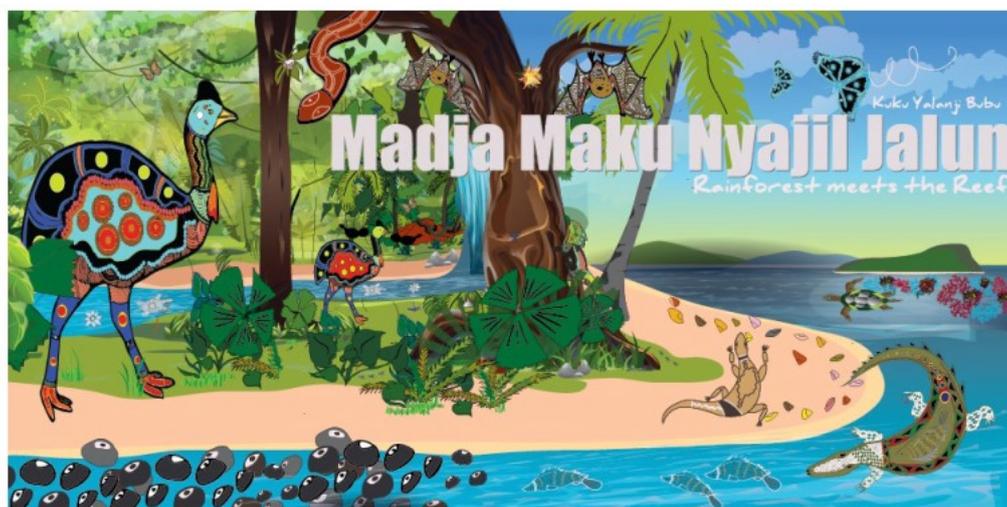
2019 - 2020

April - June 2020

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

DOUGLAS
SHIRE COUNCIL





Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"



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CHIEF EXECUTIVE OFFICER

I am pleased to present the CEO report for the April – June 2020 quarter. To say that it has been a challenging period is a significant understatement. The Shire's businesses and residents are doing it tough. The loss of tourism has been extreme and some say that Douglas is ground zero for economic dislocation. While I am not one to want to sound negative, it is important to state that the Administration understands how you – the ratepayer and reader of this report – are facing unprecedented times. At Council, as you know, we have taken measures to protect the public and staff. I would like to thank everyone for their patience and cooperation as we have learned to adapt.

During the quarter, we also had an election. I would like to congratulate our new Mayor, Michael Kerr and thank the outgoing Mayor Julia Leu for her support of the organisation over many years. I would also like to congratulate our new Councillors, Deputy Mayor Lisa Scomazzon and Cr Peter McKeown as well as our returning Councillors, Cr Roy Zammataro and Cr Abigail Noli. With a new Council comes new direction and the organisation is working closely with the new Council to ensure that its plans are implemented. Despite Covid-19 and the challenges of meetings that it has presented, we completed the new Council's first Operational Plan. I encourage you to go on line and read it as it will give you an excellent sense of the priorities of the Council. (And it will also give you a clue as to what you might read about in future editions of this report!)

The Administration also worked closely with the new Council to pass a very challenging budget. While the budget reflects a deficit position, the organisation will work very hard throughout the year to find savings and efficiencies to claw back the deficit. Importantly, Council has no debt.

Noting the challenges of Covid-19 and the excitement of working with the new Council on its plans, the Administration has been very busy on many initiatives, projects, services and capital works that you will see in this report.

Finally, as the Shire begins to re-open and we welcome our visitors back, it is important that we not become complacent with appropriate social distancing and Covid-safe practices. And while times are tough, let's welcome everyone back to Douglas with a big warm tropical smile for which we are famous.

PEOPLE AND COMMUNITY SERVICES

Libraries

At 5pm on Wednesday 25 March as per Queensland Government regulations Douglas Shire Libraries closed the doors to the public. With the community in lock-down, the library team was very conscious of the fact that now was the time when library services were of vital importance. With a service that offers access to books, e-books, free-on-line learning resources, music streaming, video streaming and downloadable audio-books we knew that members of the community would find these services invaluable at a time like this. So, it was decided that the doors may be closed but it would be business as (un)usual!

First order of business was telephone support for customers keen to take advantage of our on-line resources. Many of our customers were aware of the great service on offer but had not yet tried them out and now seemed like the perfect time. Team members were able to talk customers through how to log on to the Aurora Montage catalogue and access e-books and e-audio books.

Of course, for some of our customers who may not have tech skills or internet access, the digital option wasn't an option at all. The answer? Team members offered to select up to 10 titles for customers based on their reading history. Customers were given a time slot to make a non-contact collection from the front of the library. Pick-up times were carefully staggered at 15-minute intervals to ensure social distancing restrictions were observed.



Images: Library team member Alison Richardson organising contact-free item collections.

With the library doors closed, our Communications Team decided the time was right to get the library Face Book Page up and running. In April, Douglas Shire Libraries became the proud owner of our own Facebook page offering another way for us to connect with the public and keep people up to date with what's happening.

With the COVID close-down bringing an abrupt end to all of our First Five Forever children's programs, Facebook offered us the opportunity to keep connected with the younger members of our community and a star was born! Dei Whiteley, our First 5 Forever coordinator, donned her dungarees and took our weekly Storytime sessions online. This initiative proved to be a huge success. The little ones, who are used to visiting Mossman Library every Thursday for Storytime, are now able to tune in online and are very excited to catch up with Miss Dei and Barry the Bilby for some classic stories. Virtual Storytime continues to be the most popular post on our Facebook page with viewers tuning in weekly to follow, in fact it proved to be so successful that we followed up with an abridged version of our Music and Song program.



Images: On 22 April we posted our first Virtual Storytime on Facebook. That was soon followed by an online First 5 Forever Music and Song session

The support from State Library of Queensland during this time cannot go unmentioned. State Library really stepped up, they quickly organised contact-free on-line digital membership, meaning that customers could join up on-line without having to even visit the library, giving them immediate access to all digital resources. They also organised blanket extensions of loan times, meaning that items were able to remain on-loan for a few months at a time, taking away the stress of people concerned about returning their items on time.

There certainly wasn't a dull moment during the shut-down. The team undertook a stock take of the whole collection, supported council in its 40 days in 40 ways campaign by organising a free giveaway of some beautifully crafted thank-you cards, kindly supplied by a member of the public. We created craft bags to give away to families when collecting loan items and were delighted to be able to share these with young visitors to Mossman Youth Centre. Team members Bill Wilkie and Dei Whiteley and finance department's Salgira Rema took to the streets to capture some images for historical reference of the town during shutdown. The library was also given a significant boost when we became the recipient of four State Library grants to the total value of \$40,000. These will allow us to finance some exciting projects this year.



Images: It was important to capture images of COVID's impact for historical reference

On 18 May we were delighted to be able to re-open the doors but with great caution. Numbers were restricted at both branches and visiting times limited. Most members of the public have been very understanding of the restrictions put in place with the overall consensus being they were just delighted to be able to get back in to the library.

<p style="text-align: center;">Douglas Shire Libraries are re-opening on Monday May 18th.</p>	<p style="text-align: center;">Please Note these changes</p> <ul style="list-style-type: none"> • Mossman - 10 customers at a time • Port - 2 customers at a time • Visits - 30 minutes max • Reduced number of PCs available • PC bookings essential • Visits for loans and PC use only • No personal devices inside library
<p style="text-align: center;">Help us Protect our Community</p> <ul style="list-style-type: none"> • Social distancing rules must be observed • Please use hand sanitiser before entering • Please stay home if you are sick 	<p style="text-align: center;">Monday-Friday Opening Hours</p> <p style="text-align: center;">Mossman 10am - 3pm</p> <p style="text-align: center;">Port 9.30am - 1pm & 1.30pm-3.30pm</p>

Image: The library doors were reopened on 18 May
Ordinary Council Meeting - 28 July 2020

There is a strict cleaning regimen in place, all returned items are now quarantined for 72 hours, in keeping with emerging recommendations about handling of library items. Certain restrictions will need to remain in place for the time being and it may be a while before we are able to offer the same programs in the same way as we did pre-COVID.

A pre-Covid plan to attend Under 8's day at Mossman State School and perform a reading of Whitney and Britney Chicken Divas for National Simultaneous Storytime had to be re-worked. The original plan would have seen all the preppies in our local area in attendance. Once again the answer was digital. Working with Mossman State School we were able to create a special video that was shared with all of the local schools on an Education Queensland approved platform. As part of the project we were also able to offer First 5 Forever toolkit bags, each containing a book, in support of our teachers who were keen to make-sure that every preppie had a least one book at home.



Images: Miss Dei and Miss Deb bling up as Chicken Diva's for National Simultaneous Storytime

And so now we have a 'new normal' it is not quite service as usual and probably won't be for some time but we are looking forward to rising to the challenge of finding new opportunities to offer services and programs to the public in COVID safe ways.

Community and Economic Development

Domestic and Family Violence Month – Community Creative Art Project

Council partnered with Port Douglas Neighbourhood Centre, Mossman Support Services, Mossman Youth Centre, Cairns Regional Domestic Violence Service, and Mossman Elders Justice Group to hold an online art event during Domestic and Family Violence Month in May that highlighted the impacts of domestic violence.

The 17 impressive submissions were showcased on Council's website and the public were invited to vote for their favourite entries.

Community Creative Art Project winners:

- Best Entry – “This Needs to Stop” by Stephen Oldham and Victoria Park
- Most Quirky or Resourceful Entry – “No More Walking on Eggshells” (Name withheld by request)
- Best Teen Entry – “Traumatic Love” by Emily Oorthuysen
- Best Pre-teen Entry – “Thinking” (Name withheld by request)



Images: “This Needs to Stop” by Stephen Oldham and Victoria Park, and “Traumatic Love” by Emily Oorthuysen

Campaigns to Stop the Spread of Single Use Plastic

Council joined Tangaroa Blue Foundation’s ReefClean Don’t dump on our Reef campaign and Ditch the Flick campaign to help reduce single-use plastic dog poo bags and cigarette butts from ending up on the Great Barrier Reef. As part of these campaigns, sticker signage was rolled out on Macrossan Street and at Four Mile Beach in Port Douglas in June.



Images: *Ditch the Flick* signage on Macrossan Street

Arts and Culture

Douglas Shire Council in partnership with Cook Shire Council and the Regional Arts Network (RASN) have produced free on-line learning workshops for artists across the two Shires. Courses in Lino Printing, Painting and Drumming are underway or have been completed, with each course oversubscribed in the number of interested participants. Two further courses, in Lino Printing and Paper Sculpture have now been added to the program.

Registrations OPEN NOW!

Art Online Live
for beginners, intermediate and professional

FREE! DRUMMING AND PERCUSSION
Starting Wednesday, 27 May. Register now to join musician Fiona Mitchell for four weekly online workshops. Learn how to find your rhythm using found objects and drums. **REGISTER BY 25 MAY.**

FREE! INTRODUCTION TO LINO PRINTING
Starting Thursday, 4 June. Register now to join artist Jane Dennis for four weekly workshops. Learn how to create lino prints, design and print cards. **REGISTER BY 29 MAY.**

FREE! PAINTING TECHNIQUE
Starting June 11-12. Register now to join artist Arone Meeks for six weekly workshops. Learn how to draw with colour exploration, brush and painting techniques. **REGISTER BY 29 MAY.**

Contact Cape York and Torres Strait Island RASN
Regional Arts Officer to register by email to
mail@cook.qld.gov.au or phone on 4082 0500.



Image: Advertising media for on-line learning workshops

Sport and Recreation

Douglas Shire Council has been successful in obtaining funding once again to extend the Active8 fitness program through to December 2020. Council has been quick to act when restrictions came into effect due to COVID 19, with classes moving to online live streaming. In many cases, classes increased as many Douglas Shire residents looked for different fitness engagement opportunities as gyms, sports facilities and sports clubs closed their doors. In late June, Council resumed the open space park-based sessions with number restrictions, social distancing and registration requirements for tracing. The participation numbers are on par as of pre-COVID Active8 fitness programs. Most of the participants who engaged in the online streaming platform continued on with the park-based programs, which is a fantastic result. The desired key performance indicators of the program are forming habits, continued or growing activation and new participation pathways.



Image: Advertising Media for Active8 Free Fitness

Council is please to introduce a program soon in Cow Bay so that local residents can also enjoy the benefits of the Activate8 Free Fitness program. The classes are due to start in early August for a 10-week trial.



Image: Advertising Media for Active8 Free Fitness - Cow Bay Beach

Douglas Shire Council's Active8 Free Fitness program has been entered into the 'community shaping' division of the LGMA awards. The LGMA Queensland Awards are designed to recognise excellence and outstanding achievement in Queensland local government. The awards are expected to be announced in August and each local government will host their own live streamed event due to travel restrictions.



Image: LGMA Awards for Excellence

Reactivation of Sports Clubs

COVID-19 bought about a series of challenges for sports clubs and together working with sport's governing bodies and the club committees, clubs were able to reactivate sport in the Douglas Shire community. Council's Sport and Recreation Officer assisted clubs in becoming compliant under Queensland laws and creating site specific COVID safe plans. A large number of sports clubs are already undertaking training and have planned events and games.



Image: COVID safe fitness programs

Sports Club – Stay and Play

A campaign was initiated with the Sport and Recreation department for sports clubs to encourage tourism visitation through their sporting activities. The Stay and Play campaign was designed to provide tools to sports clubs to host events in the Douglas Shire for regional games, events and training invitationals. Douglas Hockey Association and the Coral Coast Judo Club were one of the first clubs to initiate a Stay and Play program, facilitating host regional events almost immediately to assist the tourism industry in its reactivation.



Image: Advertising media for the Stay and Play campaign

Port Douglas Sports Complex and Coronation Park Masterplan

The Port Douglas Sport Complex and Coronation Park Sports Masterplan is reaching its final stages with the draft masterplan being adopted by Council in June allowing community consultation to open up again, which again will be managed by CPR Group. The general feedback for the draft masterplan has been very positive with the clubs and the community well represented in the plans.

The Port Douglas Masterplan features wide paths connecting the main entrance with Mowbray Street with fitness stations along the way for recreational users, a youth parkour space. A focus was made on Port Douglas featuring as a sporting destination to attract sports tourism opportunities. The Port Douglas Sport complex will feature upgraded club facilities, new netball courts, a synthetic hockey pitch and an indoor sports facility.



Image: Port Douglas Sports Complex Masterplan, Port Douglas

Coronation Park in Mossman features a new disability access amenities facility, new grass hockey field, basketball court, lighting upgrades and foot paths to improve pedestrian safety.



Image: Coronation Park Masterplan, Mossman

The next stages of the masterplan will be for the consultants to collate the next round of feedback from the consultation, changes will be made based on relevant feedback ready for Council to endorse as the final plan. The masterplans will play an integral part of future grant funding applications for infrastructure upgrades and building new facilities. The masterplans will also assist in council's future direction in planning for sport and recreation over a ten-year period at the two sports facilities.

Buy Douglas, Build Douglas Campaign

While events in the shire were put on hold, staff from the People and Community Service department were involved with the Buy Douglas, Build Douglas Campaign. Along with economic objectives, at its heart the campaign was about supporting businesses and their owners and promoting them to the community. A series of short ads were filmed to be shared on social media and on a dedicated website aimed at encouraging locals to buy and shop locally, but also to assist businesses who were struggling to remain open during the stage 1 restrictions. It was hoped that by sharing these real-life stories, other businesses may follow suit, remain hopeful during these challenging times and feel connected and supported by the wider business community.

One of the first Ads asked how businesses had changed direction or pivoted to adjust to restrictions and offered advice and words of inspiration to others doing it hard.

<https://www.facebook.com/BuyDouglasBuildDouglas/videos/630109517583793/>

These local businesses want you to Do it in Douglas

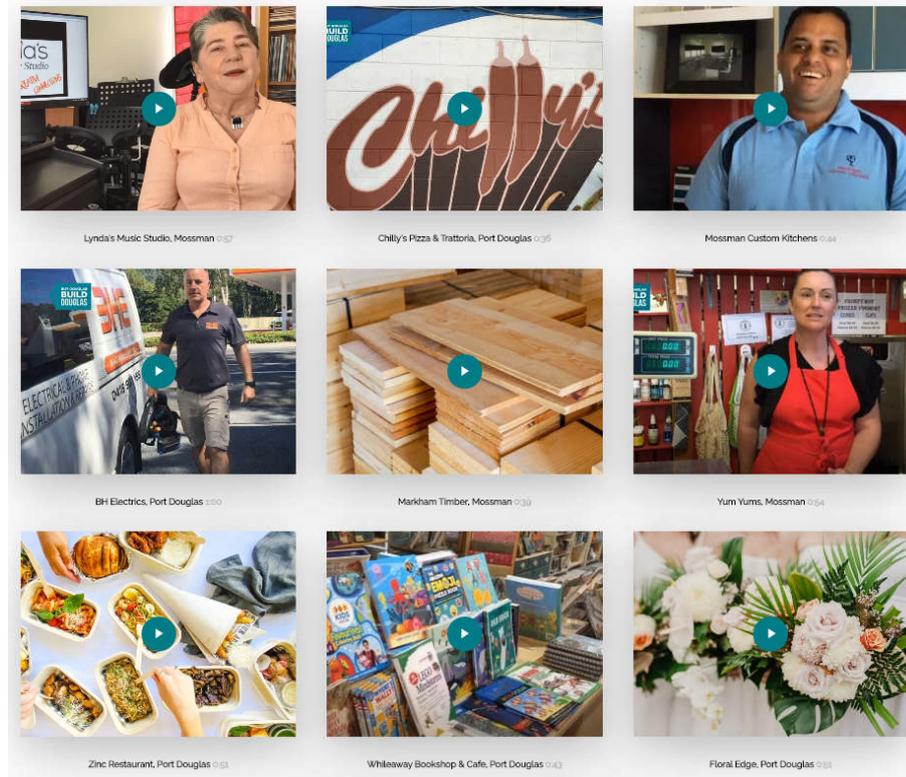


Image: Screenshot of some of the Videos for the Buy Douglas, Build Douglas campaign

Port Douglas Markets

The Port Douglas Markets reopened on 28 June after the Covid-19 hiatus. Strict limitations were imposed on the number, size and services offered by stalls to ensure compliance with Queensland Government Health Directives. Only half the usual number of stalls for this time of year have been allowed at the first week's return to ensure appropriate distancing between stalls. Stallholders and public are very happy to have the markets up and running and appreciative of Council's efforts to reopen the markets as early as practicable. The restrictions will be eased over coming weeks if social distancing and Covid-safe requirements can be maintained.

Community Engagement

April

- Advice to 27 households in **Old Port Road** to advise five days of asphaltting work and changes to traffic conditions.
- Contact with school bus contractors to ascertain if bus shelter in **Oriole Street** used as it has been earmarked for relocation to Ulysses. Result, both companies confirmed no children are picked up at that stop.
- **Grant Street** traders advised of pressure cleaning of the pavers and gutter planned for 20 April. [5]
- Advice to 20 homes in **Oak Beach** to advise drain cleaning scheduled in the coming weeks. Excavator will be used to clear vegetation from drains, and truck movements to be expected, taking away material. [20]
- Advice to properties between **Mowbray and Macrossan Street**, backing onto drain advised drain clearing scheduled in coming weeks. [6]

May

- **Grant & Warner Street** - advice to businesses of paver maintenance and removal of four palm trees [5]
- **Warri Park** – notice to adjacent home owners to advice park maintenance planned, also a reminder to not remove vegetation, or drive vehicles into the park. [20]
- Cattle Grids – liaison with three cattle property owners re retention of cattle grids on **Douglas Creek Road**
- **Cow Bay** Coastal Recovery Program – liaison with Andrew Solomon to obtain TO approval for beach replenishment works
- **Milman Street** Playground – keeping all parties apprised of progress and eventual advice playground to proceed as planned.
- **Whyanbeel** Road Closure – advice to residents of road closure for installation of bridge decking
- **Nautilus Street**– advice to residents of stormwater drain cleaning and to expect noise from plant and equipment for a couple days.
- **Warner Street** – advice of footpath construction and releveling pavers at both ends of the street.

June

- **Murphy Street** – progress report to stakeholders [58] advising drilling to be completed 10 July and completion of project mid-August.
- Distribution of **Daintree Ferry Fees and Charges** for 20/21 to tour bus companies

Mossman Pool and Caravan Park

With Covid-19 restrictions easing and some borders reopening, Mossman Caravan Park has seen increased patronage, particularly over the school holiday period. With at least 20 sites now consistently booked and forward bookings being accepted, it is exciting to see the caravan park ramping up. Recent reviews have been excellent, complimenting the customer service and friendliness of the staff and all importantly, the cleanliness of the amenities.

The Mossman Pool remains restricted to a 20-person maximum in the pool area and bookings essential. During peak hours, 8 lanes are full with Meteors Swimming Club members and public swimming.

Pool hours have been extended to 6pm Monday to Friday to allow after work swim training, which has been well received from our diehard swimmers who use the pool year-round for training.

Human Resources

Human Resources remains focused on the administration of a range of HR functions particularly in the areas of employee relations, learning and development and Council's Certified Agreement negotiations.

Council's draft Certified Agreement is currently with the unions for review and comment with Council hoping to receive in-principle agreement in order to commence staff consultation.

Over the last quarter recruitment activities, due to limited staff turnover and newly approved positions has seen minor movement within Council's workforce.

During the first two phases of Covid-19 restrictions staff continued to participate in range of eLearning that are specific for Local Government. For those staff undertaking a Certificate III qualification the finalisation of assessments and work readiness assessments were undertaken with Council staff adhering to a limit on classroom numbers and through virtual training sessions with our training providers.

Postponed face-to face training sessions that form part of Council's staff training calendar have either been conducted or rescheduled to future date whilst ensuring safe social distancing practices, limit on classroom numbers and location of training.

Workplace Health & Safety

Workplace Health and Safety is continuing works on Covid-19 to ensure safe work practices are implemented for the health and safety of our workers and the community.

The fourth quarterly WHS report of KPI's was presented at the Workplace Health and Safety Management Meeting on 4 June 2020. WHS advisors continue to work on the action plan.

Property Services

After 15 months of research and identifying Council's assets and roads within Daintree National Park a final resolution has been achieved. Now these Council assets can be preserved for future use within the National Park. The Daintree National Park will now be jointly managed by Queensland Parks and Wildlife Services and a Traditional Owner entity.

The Property Team finalised lease arrangements with the Port Douglas Tennis Club and has also entered into a new freehold lease with Alexandra Bay Sports Club Diwan.

The relinquishment of joint trusteeship of Lot 900 SP238233 Flametree Road known as Blue Pools, between Douglas Shire Council and Jabalbina Yalanji Aboriginal Corporation has now been completed. The Department of Natural Resources, Mines and Energy has been notified of Council's decision.

The Property Team continues to deal with ongoing matters such as road opening and closures, lease arrangements, use of reserve land, reconfiguration of boundary alignments, Native Title issues and encroachments.

Media and Communications

The impact of COVID-19 continued to significantly increased communication output towards the end of a busy fourth quarter for the Media and Communications Unit.

Covid-19 and the Buy Douglas Build Douglas campaign resulted in a large increase to media releases and social media statistics shown below.

- The website recorded 125,833 page views from 35,676 users during this quarter.
- The average time spent on Council's website was 1 minute and 49 seconds.
- The dedicated COVID-19 webpage was viewed 4,593 times.
- The 'Your Douglas' community page was visited 1,961 times.

Top ranking news posts were:

1. Apply for a job at Kubirri Aged Care Centre Mossman
2. Keep Active in isolation with Active8 Live
3. Killaloe Transfer Station re-opens to the public
4. 'Do It In Douglas' a Campaign for the community
5. Staged Re-open set for Port Douglas Markets

Key April to June Statistics:

Media Releases: 101
 Media Enquiries: 24
 Public notice advertising: 45
 Number of social media posts: 338

Media Monitoring editorial mentions:

- Online: 401
- Broadcast: 98

Council Grants Program

The Council Grants Program for 2019/20 was officially launched on 2 September 2019, introducing new funding streams and processes to support applicants. Successful grant recipients since the program's inception, up until the June quarter are:

Successful Applicant	Project	Amount Awarded (GST Exc)
CE Kerr & DC Pinson	Daintree Life Beach Restoration North Myall Beach Cape Tribulation	\$10,000
SG Matthews	Life Amongst the Trees – Part Two	\$5,235
Port Douglas Artists Inc	Call of the Running Tide 2021: Further development, Operational Plan and Website Creation	\$10,000
Trailblazers Qld Pty Ltd	Daintree Food Trail	\$9,700
Great Barrier Reef Research Expeditions Inc	Biorock Reef Restoration	\$6,995
R Watts	Elements of Drawing – Community Art Classes Cow Bay	\$2,532
L Schonenberger	Newell Beach Amenities Marine Mural	\$4,000
Marine Rescue Douglas Shire Inc	Youth Coxswain Grade 1 Trainee Program	\$5,800
Port Douglas Outrigger Canoe Club Inc	Marquee	
Mossman Squash and Tennis Club Inc	Marquee	
Douglas Integrated Riders and Trailbuilders Club Inc	Marquee	
Douglas Chamber of Commerce	Making the unknown known	\$5,000
Douglas Shire Historical Society	Charles May Memorial	\$1,000
Douglas Shire Community Services Assoc	Christmas Day Lunch	\$500 (under 3 year Resource & Performance Agreement)
Great Barrier Reef Research Expeditions Inc	Environmental Children's Book	\$1,393
AN Weare	"This Upstart Port Douglas" a different view of Port Douglas – as reported by newspapers between 1873 and 1911	\$2,000
Homeless Animal Society and Boarding Kennels Inc	Paws and Claws Refuge Centre – Building Application for New Facility	\$2,000

Since the start of the 2019/20 financial year 20 applications for inkind assistance have been assessed from July 2019 to June 2020, with value of inkind assistance approved totaling \$9,417.70 (GST Exc).

External Grants**Applications Submitted**

Grant	Funding Body	Project	Amount	Submitted
Bridges Renewal Program	Federal Govt	Anichs Bridge	\$440,000	29/05/2020
Bridges Renewal Program	Federal Govt	Warners Bridge	\$500,000	29/05/2020
Strategic Priorities Grant	State Library	Renew, Rebrand Refresh (Port Douglas Library)	\$30,000	29/4/2020
Strategic Micro Grant Realising our Potential	State Library	Celebrating our local history	\$3,000	29/4/2020
Gambling Benefit Fund	State	Interactive Screen for Local Disaster Management Group	\$16,700	30/04/2020
FNQ & NQ Monsoon Trough	State	Feasibility Study for Disaster Centre	\$62,000	23/04/2020
FNQ & NQ Monsoon Trough	State	Arts Program – Cook Wujal and Douglas Shires	\$40,000	23/04/2020
FNQ & NQ Monsoon Trough	State	Digital Noticeboards	\$69,000	23/04/2020

Application Outcome

Grant	Funding Body	Project	Amount	Outcome
Strategic Priorities Grant	State Library	Renew, Rebrand, Refresh (Port Douglas Library)	\$27,000	Successful
FNQ & NQ Monsoon Trough	State	Feasibility Study for Disaster Centre	\$62,000	Successful
FNQ & NQ Monsoon Trough	State	Arts Program – Cook Wujal and Douglas Shires	\$40,000	Unsuccessful
FNQ & NQ Monsoon Trough	State	Digital Noticeboards	\$69,000	Successful
Regional Arts Development Fund	State Govt	RADF 2020-2021 Program	\$30,000	Pending
Strategic Microgrant – Realising our Potential	State Library	Celebrating our Local History	\$3,000	Successful
State Library Qld	State Govt	The Power of Music and Song	\$5,000	Successful
State Library Qld	State Govt	Pop up Library	\$5,000	Successful
Council of the Ageing	State Govt	Tai Chi and High Tea	\$1,000	Pending
Safe Places Emergency Accom	Federal Govt	DV Shelter Mossman	\$760,400	Pending
Principal Cycle Network	State Govt	Junction Road to Cooya	\$1.1M	Pending
Driving Social Inclusion through Sport & Physical Activity	Federal Govt	Social Inclusion in Douglas	\$433,950	Unsuccessful
Building our Regions	State Govt	Mossman CBD to Mossman Gorge Shared Pathway Stages 2 and 3	\$2M	Unsuccessful
Building our Regions	State Govt	Port Douglas Sugar Wharf Upgrade	\$250,000	Successful
Building our Regions	State Govt	Swimming Lagoon Business Case	\$190,000	Unsuccessful

FINANCE AND CORPORATE SERVICES

Procurement

Contracts

- Council generated the surf lifesaving contract for the first time allowing Council to specify deliverables and establish terms and conditions (one base year with two option years)
 - Surf Life Saving Queensland is the provider
 - Two other coastal councils (Noosa and Cassowary Coast) have requested to utilise DSC's contract model
- Waste management contract in the process of being awarded to Cleanaway (eight base years with two option years)
 - New contract commences 11 January, 2021
- Existing lawn mowing contracts (three) extended for two months with a view to awarding new contracts effective 1 September 2020
- Numerous Water & Waste Water contracts being tendered for WWTP upgrades
- Assisting Community Development and Facilities with changes/improvements to Mossman Pool and Caravan Park
- Reviewing Daintree River Ferry options and providing advice to the new Project Lead

Policies

- Revised Procurement Policy uploaded to DSC website
- Major changes disseminated to DSC personnel
- New Service Provider - Health and Safety Requirements policy endorsed by DSC stakeholders and uploaded to DSC website
 - This policy will be included with all new DSC service-based contracts clearly stipulating DSC requirements
 - This document will be referenced in all new service-based contracts

Vendor Panel

- Interest in registration has been buoyed by the *Buy Douglas: Build Douglas* promotion and direct outreach
- Training for internal stakeholders, via Teams, commences 19 July
- Vendor Panel trainers will provide on-site training (to both Council personnel and local vendors) after travel restrictions are relaxed
- We received requests from several Queensland Councils to duplicate our approach to a) Vendor Panel implementation and b) advertising via the *Buy Douglas: Build Douglas* campaign

Process Reviews

- Collaboration continues with Council sections in an effort to identify efficiency gains
- Naming conventions, folder structures and a standardised approach to document storage (for procurement files) all being assessed

Communication

- Focus on improving channels of communication with Council stakeholders and local businesses
- Exploring more effective means of harnessing e-commerce and digital outreach

Finance

Audit

The Queensland Audit Office (QAO) conducted their interim audit remotely from 18-27 May. The interim Audit Management letter was tabled at the 30 June 2020 Council meeting. There were no new audit issues reported. There were two outstanding issues carried over from the prior year being the register of legislative requirements and implementation of the Audit Committee. These two issues were delayed by Covid-19 and are progressing well.

The final audit visit in September is likely to be conducted remotely at this stage due to travel restrictions.

The QAO commended all Council staff on their adaptability during Covid-19 and provision of all required information in line with original Audit Timelines. Thanks to Council's IT team for doing an amazing job of mobilising Council's workforce at short notice and at minimal cost, due to Covid-19. Thank you to all the staff in general who have been flexible and who have created new streamlined paper free processes during this time.

Budget

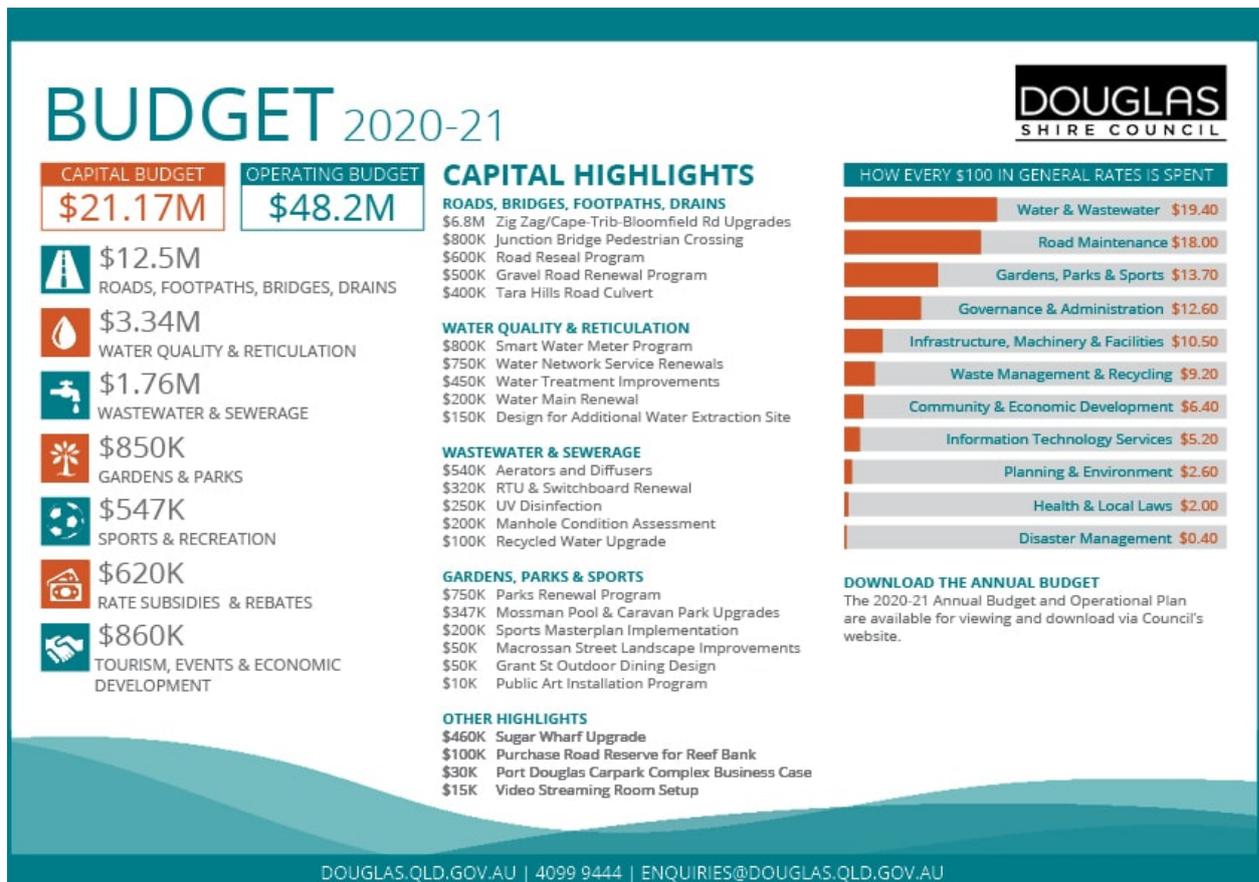
After extensive consultation, the 2020-21 budget was adopted at the 30 June 2020 Special Council meeting. Unfortunately, Council finds itself facing a large deficit, however, this is not dissimilar to the situation faced at de-amalgamation in 2014 and with hard work, this can eventually be turned around.

The Budget for 2020-2021 has been a difficult process due to the timing of elections and also due to the financial and physical constraints imposed by Covid-19. The Chief Financial Officer wishes to thank the Chief Executive Officer and Managers for all their support throughout the process.

Special thanks to the Finance Team - especially Team Leaders Jo Nicholson and Sandeep Tut for all their hard work creating the budget. Thanks also to rates and records for assisting with the reporting.

The budgeted net operating result is a \$3.7m deficit. Council resolved to restrict the increase to general rates and utilities charges to 2.2%, in line with increases to the Consumer Price Index (CPI). An exception to the 2.2% CPI rise is the waste management charges, which will increase by 5.38% due to changes in the new waste management contract.

An early bird discount will be available for Douglas Shire ratepayers who pay their general rates on time - general rates will be reduced by 1.2% if the bill is paid before the due date, keeping an estimated \$140,000 in the pockets of ratepayers.



Covid-19 Relief measures

During the quarter, Council implemented a number of measures to support the community during Covid-19:

1. Waive interest on rates and water from 24 March 2020 to 30 June 2020
2. Remove rates dishonor administration fees from 24 March 2020 to 30 June 2020
3. Pensioner remission application dates extended to 30 June 2020
4. Credit or refund all outdoor dining fees 23 March 2020 to 30 June 2020
5. Refund all cancelled venue hire fees 23 March 2020 to 30 June 2020
6. Rent relief – waive rent for all Council commercial tenants suffering financial stress or hardship due to Covid-19, as defined by their eligibility for the Commonwealth Government's Jobkeeper program (excluding not for profits, sporting entities, Government entities) for the period 1 April – 30 June 2020
7. Wonga Beach Caravan Park – top up for lost commission 1 April – 30 June 2020
8. Waive Ferry Fees/lockdown effect on travel
9. Waive Charges for backflow registration

Covid-19 Remote working

Due to Covid-19 the majority of the Finance and Corporate Services team are working remotely. This has necessitated a complete rework of processes and internal controls and has resulted in productivity savings and a large decrease in paper usage.

Asset Valuations

The Asset Accounting Team worked successfully alongside our external consultants (Cardno) on the revaluations of the transport asset category. The transport assets are Council's largest asset category. The valuations have been reviewed and approved by the external auditors.

Asset Management

The Asset Management Steering Committee has reviewed and updated the Asset Management Policy and Asset Management Framework, which are aligned with the 2019-24 Corporate Plan and Council has approved these amendments. The Steering Committee has progressed a number of Asset Management Plans, three AMPs have been approved for use by the CEO.

Of the remaining four AMPs one is undergoing final review by the Steering Committee, two are drafted and undergoing reviews by the Business Unit's responsible for the included assets. The remaining AMP is awaiting results from the revaluation process to be updated in Authority, which feeds into the AMP.

Work has commenced on some of the improvements recommended during the AMP process including development of asset registers aligned to the AMPs to record physical details and components below the Capital Value Register financial threshold limit.

Asset registers currently in preparation include Water, Transport, Drainage, and Council and Community Facilities. The transport and drainage asset registers have been updated with desktop based information and are being used by Operations. An audit of Council's parks and playgrounds has been undertaken to populate the Council and Community Facilities register, in conjunction with the Sports and Recreation Officer's review of recreation facilities.

An initial review/presentation of two available off the shelf Asset Management Systems were undertaken.

Rates

Supplementary Rate Levy notices were issued on 26 May 2020. These notices were for the amendment of charges due to requests (e.g. additional bins), buildings that have been completed, changes in rating valuations.

Water notices were issued on 23 June 2020, with a due date of 28 July 2020.

Due to Covid-19 pandemic outstanding rates and water debt recovery was placed on hold and an Interest freeze placed on all assessments with outstanding balance until 30 June 2020.

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. Courtesy balance letters were sent to all arrangement advising balance owing to be paid by 30 June 2020.

Ratepayers who have not subsequently contacted Council regarding outstanding monies will be emailed or phoned to discuss their financial situation.

ICT

The Covid-19 related work from home (WFH) arrangement have settled in and people are getting used to using the eCollaboration tool (Microsoft Teams).

There have been a number of unintended positive consequences as WFH required the urgent replacement of manual / paper process with electronic workflows. Although many of the revised workflows were ad-hoc and not in Council's core systems, this change has highlighted the benefits of using systems as they are intended to be used. The "pain" & inefficiencies associated with the ad-hoc electronic workflows are likely to see wider adoption of Council's core systems over time. For example, electronic timesheets. Similarly, the need for a true / verifiable electronic signature system, which can be used with outside bodies has also been raised.

The project to change Council's ICT environment from its current cloud-hosting model to an "on premises" model has progressed. While the new hardware and servers have been built, application installation and configuration are behind the desired timeline. At this time the delays have been caused by vendors who have not been able to commit the required resources (people) at the desired time. This is in part due to the unexpected Covid-19 related work that most vendors have been subject to.

By the end of July, it is hoped that testing of systems by Council staff will begin. There are many applications to test and the planning of the go-live date will depend upon the successful testing of all core applications.

This project is a major undertaking for the IT team and its primary service partner, which will inhibit the team's ability to progress other projects in the next 2 to 3 months.

A review of Council's inter-office network was started, with the goal of obtaining more internet bandwidth to support overnight backup to the cloud and a cloud-based disaster recovery system. This review has turned up an unexpected benefit - by moving to newer technology and services, more bandwidth can be obtained for less cost. Unfortunately, the work required to replace the existing services may see the network changes implemented over a slightly longer time, delaying the build of the cloud-based disaster recovery site.

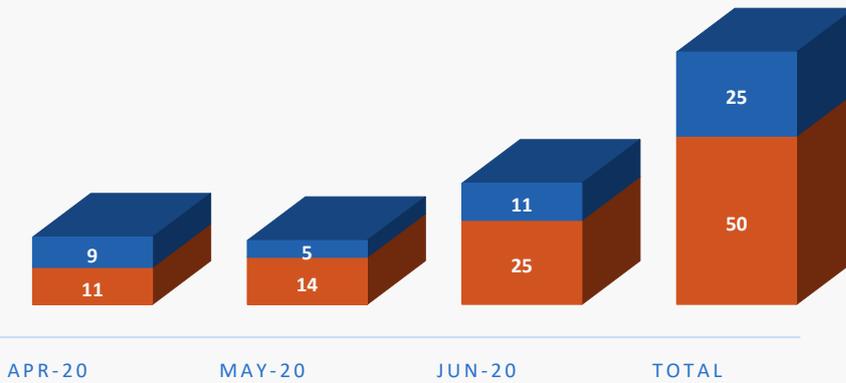
Work on new Capital projects is beginning with proposals and quotes being worked on.

Front Line Services (FLS) and Integrated Services (IS)





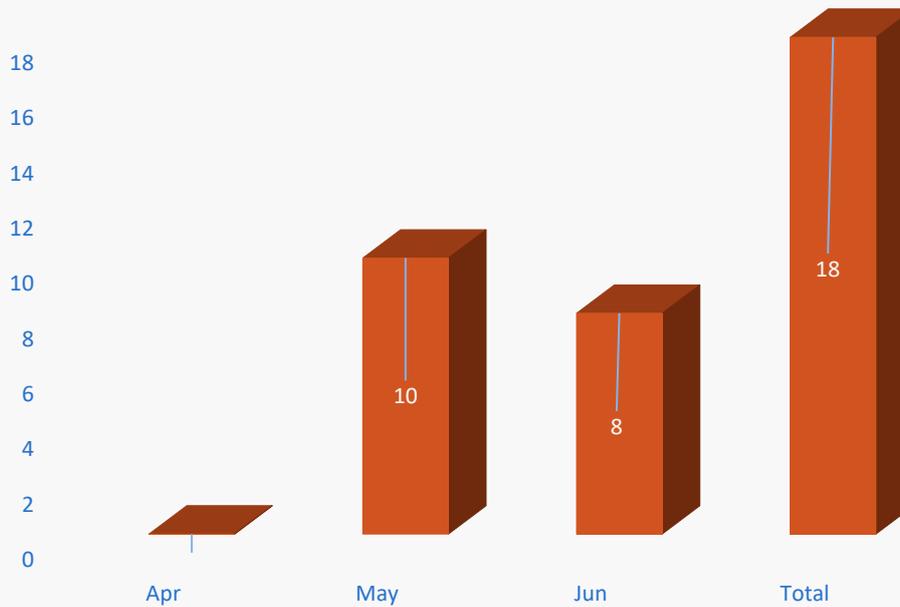
BUILDING APPLICATIONS AND SEARCHES APRIL TO JUNE 2020



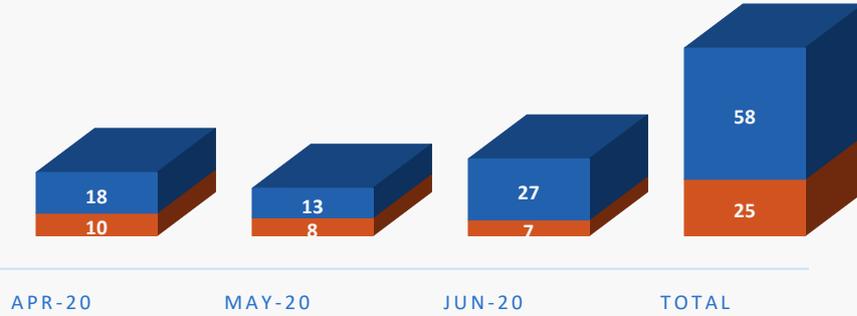
FERRY CARDS/VISITOR TICKETS ISSUED APRIL TO JUNE 2020



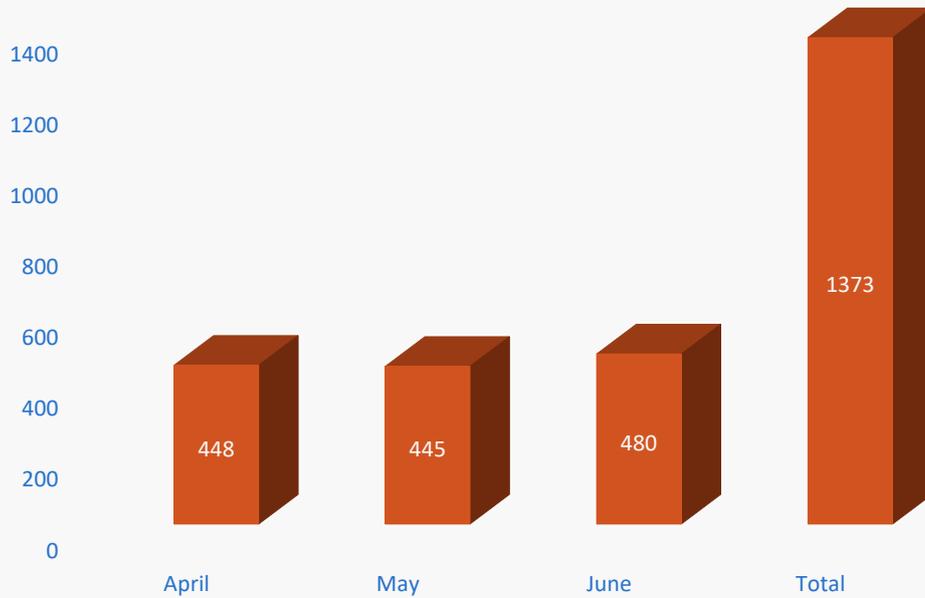
DOUGLAS CARDS ISSUED APRIL TO JUNE 2020



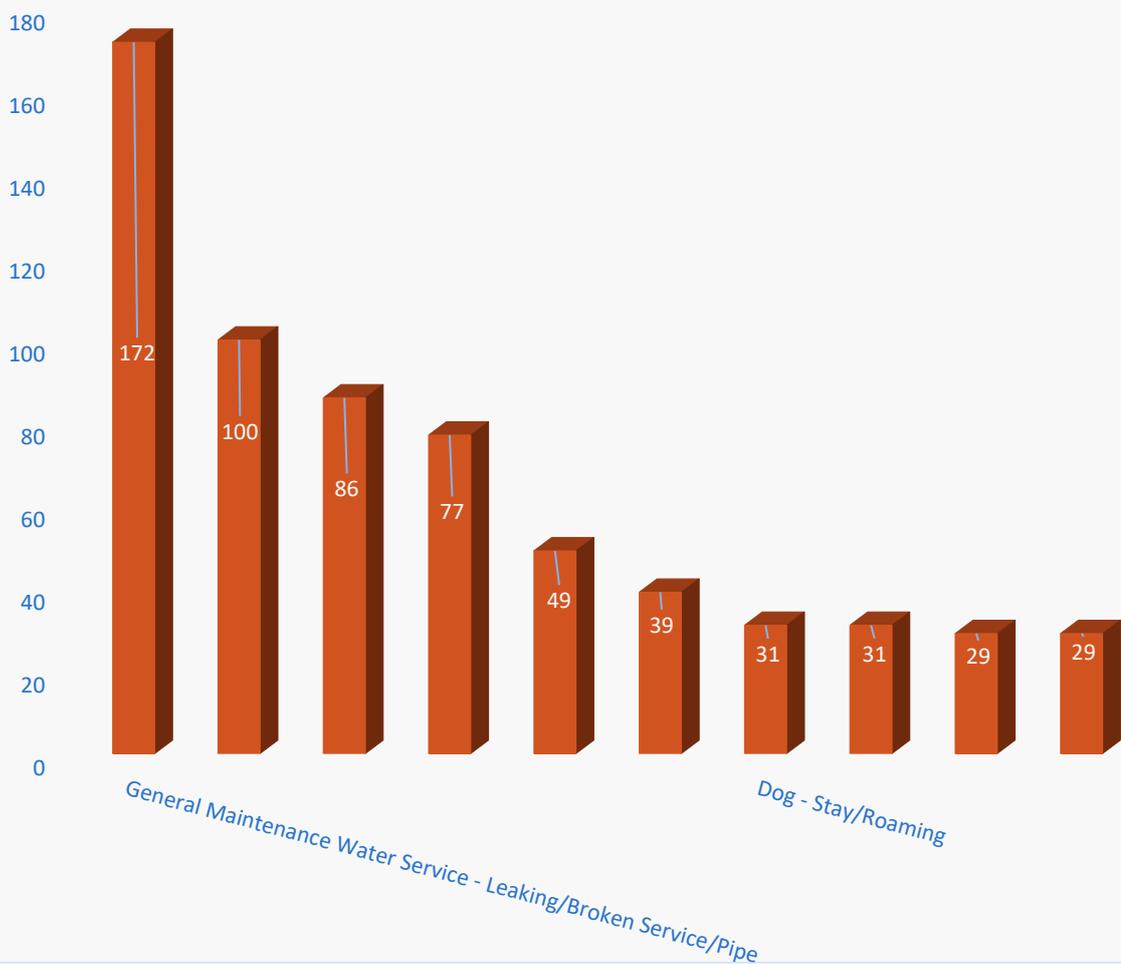
PORT DOUGLAS VENUE BOOKINGS PAID - SUGAR WHARF AND COUNCIL PARKS APRIL TO JUNE 2020



TOTAL CRMS FOR PERIOD APRIL TO JUNE 2020



TOP 10 CRMS APRIL TO JUNE 2020



Records

The Senior Records Management Officer has been working with the staff from ICT, establishing Work from Home (WFH) practices, setting users up and getting used to using the eCollaboration tool (Microsoft Teams). The platform meets the requirement for Council to continue to communicate with staff and meet the requirements of Covid-19 social distancing. This work included assisting staff in revising their work practices, particularly users with manual practices, transferring them into an electronic format, ensuring the workflow was documented and worked effectively, to be able to successfully work from home.

During the WFH period records have identified some areas for improvement in record keeping. The Library has reviewed their current practices and modernised some areas such as applying for Library membership on line, rather than completing and submitting a form.

GOVERNANCE

General Governance

The ongoing review of the Governance Unit of Council has continued and enabled the governance function to work on actions relating to Governance, Compliance and Performance issues in the organisation and to further highlight the actions required.

This review has continued to ensure that Council is meeting its statutory requirements and delivering outcomes for the organisation and community.

A number of Governance related areas was chosen in the initial review. Documentation was checked to ensure that compliance had been met; findings detailed and general recommendation identified to complete. This has been captured into a compliance register with actions classed into Low, Medium and Critical Priorities. All areas from initial review have been completed.

It has been pleasing to find that Council is compliant in all areas that are required under legislation. Those areas that need review have been highlighted and in progress to be completed by the middle of 4th Quarter.

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. S268 (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** 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 decisions; 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.

Policies and Procedures

All 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 managements of the day to day operations of council.

Polices which have been adopted by Council this quarter:

- Procurement Policy
- Corporate Credit Card Policy
- Revenue General Policy
- Debt General Policy
- Concealed Leak Financial Policy
- Rates Financial Hardship Policy
- Expense Reimbursement Policy
- Information Privacy Policy
- Councillor Renumeration Policy

Legislation and Compliance

As the legislative landscape within QLD 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 Councils website * and can also be inspected at Frontline services reception areas.

Updated Registers:

- * Delegation Register
 - Council to CEO
 - CEO to Council Staff and Contractors
 - Delegations under S257 LGA 2012
- * Councillor Conduct Register
- * Declaration of Conflict of Interest
- * Declaration of Material Personal Interest
- Administrative Action Complaints
- Right to Information Register
- Local Law Register
- Register of Cost Recovery Fees

Legislation Compliance Register (LGAQ Compliance Service)

This Compliance Service provides over 4000 up to date obligations from a wide range of legislation applicable to all of Local Government. Arising from legislation and regulations are certain legal obligations which may cause a council to:

- Prevent something from happening e.g., prevent accidents from happening
- Make something happen e.g., keep a register of certain information
- Report certain information e.g., allegations of fraud must be reported
- Instruct an employee to conduct themselves in a certain way eg, drive a vehicle that has been provided by the employer in accordance with relevant road usage legislation and regulations
- Retain and dispose of specific items in a certain way e.g. Corporate record
- Engage with certain government bodies from time to time e.g. workplace accident that may involve site visits and meetings with Worksafe Queensland

Legislation and regulations must be abided by, due to their non-negotiable and mandatory nature. Failure to abide by legislation or regulations can have consequences to a council. The DSC Compliance database has been a work in progress for a number of months and planned roll out to all staff is to commence in October 2020. Reporting will commence in the 2nd Quarter of 2020.

Right To Information and 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. Our scheme is being reviewed and updated to ensure that the information is put out to the community faster and at a lower cost, reduce time and resources spent on processing requests and demonstrate a commitment to openness, accountability and transparency of Council.

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 to provide independent assurance that Council's risk management, governance and internal control processes are operating effectively. Pacifica Chartered have been engaged to provide the internal audit function. There are 3 Scopes for the 2019/2020 financial year. Unfortunately to limited resources, it was decided to only conduct Scope 1 and 2. Scope 3 has been revised to be included in the 2020/2021 Internal Audit Plan.

- Scope 1 – Revenue, Assurance and Cash Handling - Completed
- Scope 2 – Review of Water Management Practices – Completed

ENVIRONMENT AND PLANNING

Planning

Kubirri Aged Care – Johnston Road, Mossman

Building works and surrounding landscaping and site works are nearing completion for the Kubirri Aged Care development being undertaken by The Salvation Army (TSA) at 49 Johnston Road Mossman.

The land containing the development has been excised from the parent parcel and contained on its own allotment ready for transfer to TSA.

The Project Team and Council Officers are working through the requirements of the Development Lease that Council entered into with TSA in 2015 to ensure all requirements of the Development Lease have been satisfied and to facilitate a seamless transfer of the land to TSA.

All external road works and drainage works have been completed to the satisfaction of Council and have been handed to Council as donated assets.

Storm Tide Flood Investigation Project

The project involves the assessment and categorisation of coastal types against three different storm tide inundation models and the result analysed. The most appropriate model will then be applied to the Douglas coastal sites.

The finalised project brief was distributed to a select number of Queensland and Australian expert coastal engineering firms. The responding submissions have been assessed and a chosen consultancy has been selected to undertake the study.

Selected coastal sites focus on existing and future areas to be developed. The outcomes of the Study are envisaged to provide more refined data to establish flood immunity levels generated from storm tide events in addition to factoring in 0.8m sea level rise up to the year 2100. Those wishing to build a house along the coastline will have a greater understanding about the potential risk of storm tide.

The outcomes for the study will provide more precise data for Douglas Shire neighborhoods and how potential storm tides will impact them. The study outcomes will be transferable to other coastline councils and have a wide-reaching impact on local planning and improvements throughout Queensland.

The project is funded by the State Government under the Planning Innovation projects. It is anticipated the study project will be completed by the end of the 2020.

Stage 1 - Wangetti Trail

Works continue to take place on the construction of the pedestrian bridge, underpass and crocodile viewing platform as part of the 1st stage of the Wangetti trail. These works commenced in February 2020. The concrete pylons to support the new bridge are under construction at present with drainage pipes to formalize drainage from the car park and external catchment stored onsite.

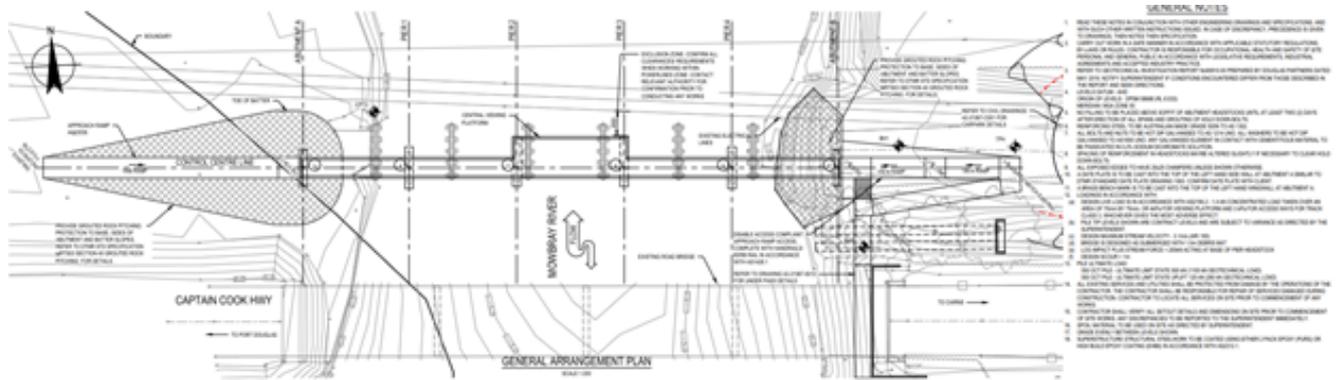


Image: Plan illustrating the pedestrian crossing of the Mowbray River

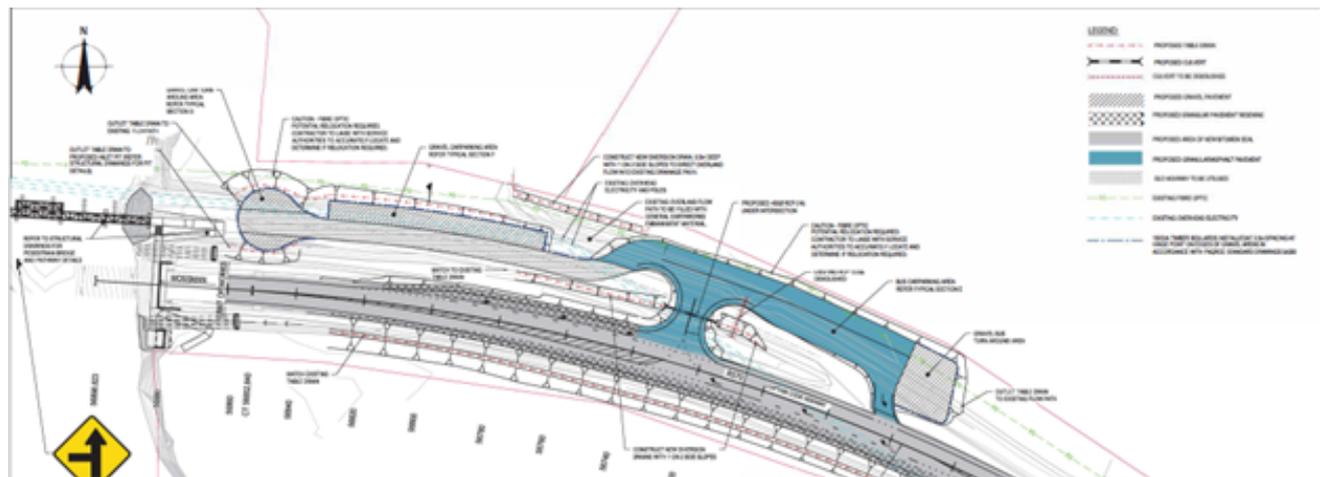


Image: Plan illustrating the public car park layout and pedestrian underpass

The Department of Innovation and Tourism Industry Development (DITID) is continuing to further investigate and refine the alignment of the trail into Port Douglas which involves having the trail on private freehold land. DITID are currently working with several landholders to finalise the alignment.

Recent representations have been made to Council advising that the Department of Transport and Main Roads (DTMR) will be seeking to construct the car park for the project and will be responsible for the ongoing maintenance of the carpark. This position has come about due to discussions over the construction standard of the carpark if Council were to inherit the asset.

Online Planning Scheme Mapping Tool

This project is being finalised and will shortly be available for public use. The tool provides a report showing the Council’s Planning Scheme mapped zoning and overlays. The report will be suitable for use on a range of devices including mobile phones and tablets as well as the traditional desktop computer. This will provide timely and valuable advice to developers, property vendors and purchasers as well as the general public. The ability to generate the reports on a 24/7 basis substantially improves the availability and content of Council’s Planning Scheme as it relates to a particular site.

The generated report also provides links to the relevant Planning Scheme codes and assessment tables. The additional generation of compliance tables will assist the preparation of planning applications. The tool will soon be supplemented by compliance tables for the remaining land use and other development codes bringing together a suite of improvements for those interested in property development and the general public.

Langley Road - Port Douglas

Operational works approval has issued for the construction of 15 residential lots at Langley Road Port Douglas. The Applicant has advised they seek to develop the site in two stages with the first stage being the allotments fronting Andrews Close and the second stage being the remainder.

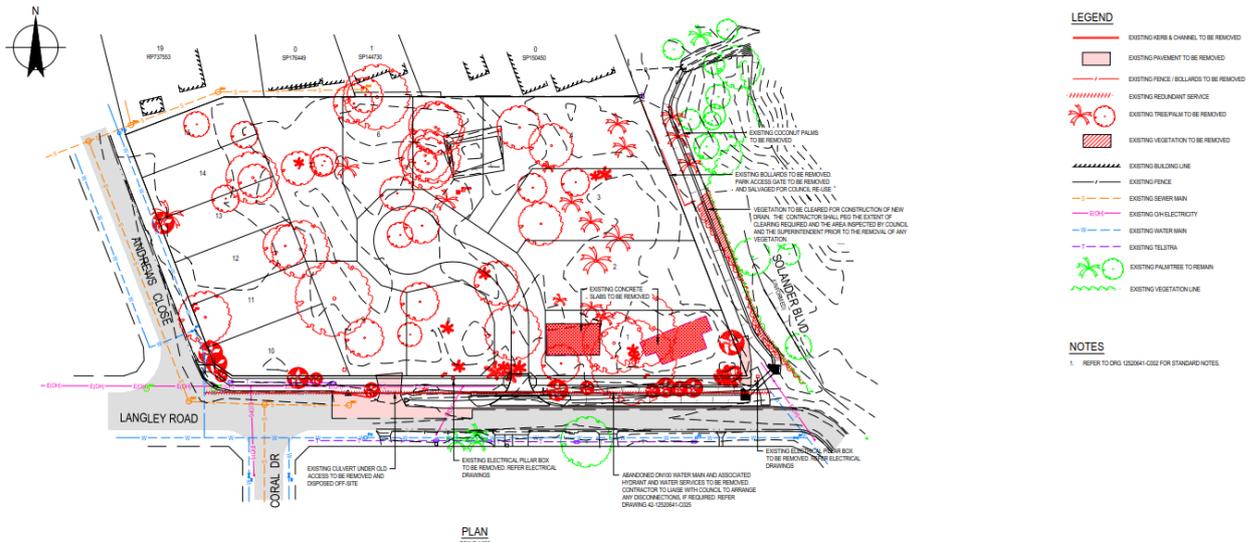


Image: Plan illustrating development layout and trees to be removed

The Applicant is seeking to negotiate several conditions of the approval which primarily relate to external works. Council officers are currently considering the request and will be seeking to finalise the request in the near future.

The subdivision approval and subsequent operational works approval does necessitate the removal of the trees from the site due to storm tide inundation levels and the requirements to fill the site to achieve the desired level of flood immunity.

Wabul Street - Craiglie

Operational works approval has issued for the creation of an additional 32 residential lots and open space for the future housing estate to the south of Port Pacific Estate at Craiglie.

Council at the Ordinary Meeting held in May 2019 approved the first two stages of the future residential estate located between with Port Pacific Estate and Andreassen Road Craiglie.

The development also involves the delivery trunk infrastructure works being the extension of Wabul Street across the southern diversion drain, extension of Council’s trunk sewer and water mains. Such works are creditable works under the Local Government Infrastructure Plan (LGIP).

The developer has requested Council provide a monetary commitment for the delivery of the trunk infrastructure in 2021/22 Capital Works Budget. A separate report on this matter is being presented to Council.



Image: Development footprint of first two stages – Stage 1A and 1B

Local Laws

In the period April to June, Local Laws Officers responded to a total of 259 customer requests/complaints, including 10 dog attack complaints. Officers noted a marked increase in complaints about fires and backyard burning, and other nuisance type complaints, which may be attributed to people being forced to stay at home during Covid-19 restrictions.

De-sexing Drive

Officers have been working with members of the community to reduce unwanted animals by facilitating the de-sexing of dogs and cats. Officers have specifically targeted individuals with limited means who have recently required assistance to re-home litters of puppies or kittens. Officers have achieved this by putting eligible residents in touch with animal charities and other assistance services.

Mossman Gorge Boom Gate

Local laws officers have been assisting Mossman Police during the Covid-19 restrictions to man the Mossman Gorge boom gate from Monday to Friday. This has relieved Mossman Police to focus on other duties and provided an opportunity for the officers to strengthen their knowledge and ties with the community.



Image: Local Laws Officers at Mossman Gorge Boom Gate

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period April to June 2020:

- Domestic waste: 883 tonnes
- Domestic recycling: 167 tonnes
- Commercial waste: 136 tonnes
- Commercial recycling: 21 tonnes

The following approximate volumes were exported from Council's Transfer Stations for recycling:

- Co-mingled recyclables: 26 tonnes
- Scrap metal: 265 tonnes

The following materials were sold in Financial Year 2019/20:

- 2,628.10 tonnes of ferrous and non-ferrous scrap metal separated and sold.
- 13 tonnes of lead acid batteries sold.

Free Mulch Giveaway

Council offered four days of free mulch from Friday 29 May until 1 June 2020, for domestic customers at Killaloe Transfer Station. Approximately 426 m³ of green, uncured mulch was given away to 401 vehicles (including repeat visits by the same vehicle). Saturday was the most popular day, followed by Sunday.

Killaloe Electricity Lines

The overhead powerlines at Killaloe Transfer Station were tightened and hazard identifiers were installed to improve the safety of the site. The new hazard identifiers improve the visibility of the powerlines and remind trucks and plant operating in the area to 'take care and stay line aware'.



Images: Killaloe Transfer Station Powerline Hazard Identifiers

Killaloe Volumetric Survey

The Waste Reduction and Recycling (Waste Levy) Amendment Regulation 2019, requires Council to undertake an annual volumetric survey to estimate the volumes of stockpiles at Killaloe Landfill and Transfer Station. Local surveyors were commissioned to undertake the work in June 2020, which involved a drone, on ground targets and sophisticated software.



Image: Volumetric Survey Drone

COVID-19 Measures

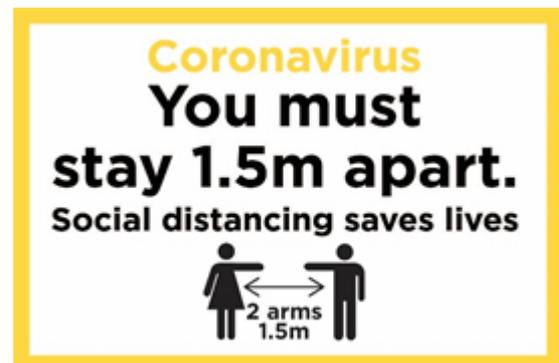
A number of COVID-19 measures were deployed at Council's transfer stations and officers have worked closely with contractors to ensure waste services continued throughout the reporting period.

- Transfer Stations – signage was erected at transfer stations reflecting advice from the Chief Health Officer. Hand sanitiser and gloves were provided to transfer station operators and only essential waste deliveries were accepted at sites for a period of time whilst clarification was sought from the State Government. Killaloe Scrap Shack drop offs and collections were temporarily closed for a period and resumed to normal opening hours in June 2020 with hand sanitiser and social distancing in place.
- Kerbside Collection – officers liaised with its various contractors to ensure the kerbside general waste and recycling collection service continued to operate. To date the service delivery has not been impacted due to COVID-19, however additional safety measures have been deployed by contractors.



**CARD OR
ACCOUNT ONLY**
ESSENTIAL WASTE DELIVERIES ONLY

Home confinement measures in place



Images: COVID-19 Signage deployed at Transfer Stations

New Financial Year Preparations

Preparations were made for the new financial year, which included the new fees and charges, staff training and new site signage.

- New Fees and Charges – a review of the existing fees and charges was undertaken, which included a fee comparison with neighbouring councils and alignment with cost recovery. The new fees and charges were uploaded into Council's data and payment system and staff training took place at Council's remote transfer stations.
- Site Signage – site entry conditions and new fees and charges signs were designed and erected at transfer stations.

Sustainability

Erosion and Sediment Control Systems Review 2020

Douglas Shire Council partnered with Healthy Land and Water to work on Water by Design initiative that implements sustainable erosion and sediment control practices. After field trips, workshops and a policy review, Water by Design undertook a review of the Council's erosion and sediment control. As part of the review, an Erosion and Sediment Action Plan was created with future actions. These actions will help reduce the risk of sediment mobilising into the Shire's pristine waterways and further onto the Reef.

Resilient Coast Strategic Plan – Photo Monitoring

Council worked together with University of New South Wales (UNSW) to establish a Photo Monitoring Program under the Resilient Coast Strategic Plan. Additionally, the Council engaged another contractor to help fabricate and install five monitoring phone cradles at beach locations in Cow Bay, Wonga, Newell, Cooya and Four Mile beach. The intent of the monitoring program is to utilise citizen science based CoastSnap technology, where the community can assist with creating a long-term data set of coastal changes.

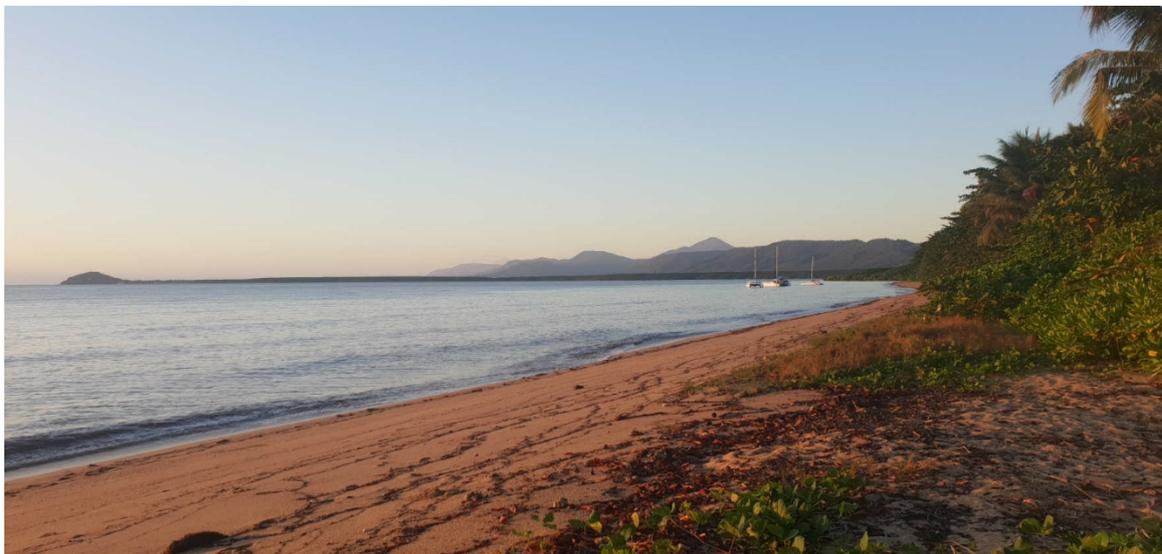


Image: Sunrise at Cooya Beach photo monitoring point

Council Joins Reef Guardian Council Program

After a presentation by Great Barrier Reef Marine Park Authority to Councilors, the Council re-joined Reef Guardian Council Program to support a healthy Great Barrier Reef. By joining the program, Council committed to undertake five annual actions in relation to climate change, coastal development, land-based runoff, direct use and heritage values.



Image: Doon McColl from Great Barrier Reef Marine Park Authority delivering a presentation to Councillors

Disaster Management

Mitigation

Monthly and ad hoc LDMG meetings have been held from April to June 2020.

Preparedness

Under Category C Far North Queensland Monsoon Trough Flexible Funding Grants - Round Two Douglas Shire Council was successful in being awarded two grants for:

- procuring Disaster Digital Noticeboards; and
- for delivering a Douglas Shire Multi-Purpose Disaster and Training Coordination Centre Feasibility Study. Both of these projects are fully funded with in-kind contribution from council officers' time and energy.

Douglas Shire Council has been awarded funds for the implementation of Queensland Reconstruction Authority's (QRA) Flood Warning Infrastructure Network Project. Council is essentially looking at doubling the number of flood warning assets and sites range from the CREB track, Mossman Treatment Plant to Stewart Creek valley.

In May 2020 a Bushfire Hazard workshop was held with relevant stakeholders and the Douglas Shire's Bushfire Risk Management Plan (*Operation Coolburn*) has been successfully updated for 2020.

A new Local Controller, Stephen Bigby, and Group Leader, Allan Walters, have been appointed for the Mossman SES Group.

COVID-19

A Business Continuity Pandemic Activity was facilitated by Continuity Planners Australia with the Management Team and their 2ICs on 15 May 2020. This provided council with an opportunity to review the current Douglas Shire business continuity plans.

A QPS Police Cell Discussion Exercise was successfully held on 4 June, 2020 with relevant stakeholders. The aim was to review the response specific to the Mossman Gorge community should a Tier 4 or 5 health planning response be activated relating to suspected and confirmed COVID-19 outbreak. It provided an opportunity to test the Douglas LDMG's Short-term self-isolation guideline for First Nations Communities.

Response

DOUGLAS LDMG: COVID-19

The Douglas LDMG is still activated for COVID-19 at the Stand-Up level. COVID-19 messaging is being maintained through the Disaster Dashboard and via Social Media. The Douglas LDMG dials into weekly District Disaster Management Group (DDMG) meetings and receive daily COVID-19 updates.

Council's disaster Incident Management System has been in operation during Covid-19, recording decisions, tasks, Dashboard Emergency News and reporting. A Covid-19 button and the Douglas Local Disaster Coordination Centre activation level is now displaying on the Dashboard.

The Douglas LDMG has been providing support to the Mossman Hospital, the Mossman Gorge Community (issuing entry permits and assisting Voyages with their planned soft re-opening. To date 121 entry permits have been approved) and other relevant stakeholders. QPS Mossman, Local Laws Officers and Environmental Health Officers are working on rosters to manage the Mossman Gorge boomgate.



Image: We're all in this together: QPS Mossman, Apunipima Cape York Health Council, Bamanga Babu Ngadimunku Aboriginal Corporation (BBNAC) and Douglas Shire Council

DOUGLAS SHIRE COUNCIL: COVID-19

During the past three months Council has successfully moved through three stages of easing of restriction. A Covid-19 Management Team working group has been established and weekly meetings have been held. Business Continuity Plans have been finalised for each department. This includes a COVID-19 communication plan.

Stage two of the Roadmap to easing restrictions was brought forward and implemented on noon on 01 June 2020. Stage three of the Roadmap to easing restrictions was brought forward and implemented on noon on 03 July 2020.

Council facilities, customer services, libraries, pool, the Mossman caravan park and open spaces are applying the Chief Health Officer's Direction and working closing with WHS. Continuing conditions include; social distancing, 1.5 metres and hygiene, stay at home if you're sick, tracking, tracing, rapid response, frequent cleaning and disinfection.

Port Douglas markets re-opened on 28 June 2020. Great feedback received in terms of the social distancing and adherence to guidelines.

Council's Environmental Health Officers and Local Laws Officers have been actively working with businesses to help them meet the COVID-19 compliance requirements for operating. Stage 3 information e-mails and site visits by EHOs have been conducted to businesses, pool operators, accommodation premises, local businesses requiring site specific COVID-safe plans.

Frontline Frequently Asked Questions (FAQs) are continuously updated. Logistics for the allocation and distribution of PPE are ongoing. Critical services have been prioritised for Council to continue delivering essential services. Working from home forms and pandemic leave have been finalised and implemented.



Image: Council employees distributing corflutes and practicing social distancing

Recovery

RECOVERY GROUPS: COVID-19

As part of Recovery the Economic Recovery Group and Human and Social Recovery Group have been activated. Surveys have been circulated to gather information from communities and local businesses.

The Do It in Douglas Campaign has been launched and is centred around three themes: 40Days in 40Ways (check out the DSC Facebook page), Streetbank (a community-run initiative that supports neighbours) and Buy Douglas: Build Douglas (supporting local businesses with the official launch due for mid-May).

The Economic Recovery Group has been very active. More detail can be found at the website here: <https://buydouglasbuilddouglas.com.au/>. Council has adopted further measures to help local businesses e.g. increasing weighting for local suppliers to 20% and waiving Backflow Registration charges.

As part of data collection around the impacts of COVID-19, a Recovery Template for Quarter 1 (March April May) has been compiled and circulated to stakeholders of the LDMG and the two Recovery Groups. This is mandated by the Queensland Reconstruction Authority.

DISASTER RECOVERY FUNDING

The Project Management Office is progressing well with executing projects relating to the 2018-19 Disaster Recovery Funding Arrangements. This includes completing the Ponzo Road landslip repairs, sign and camera upgrades at Foxton and Anich's bridge and coastal recovery works at Cow Bay, Oak Beach and Pretty Beach. Prospect Environmental was engaged to supply and install an automated river water level sensor and flood monitoring cameras at the Daintree Ferry with two systems being installed at the site in June, 2020.

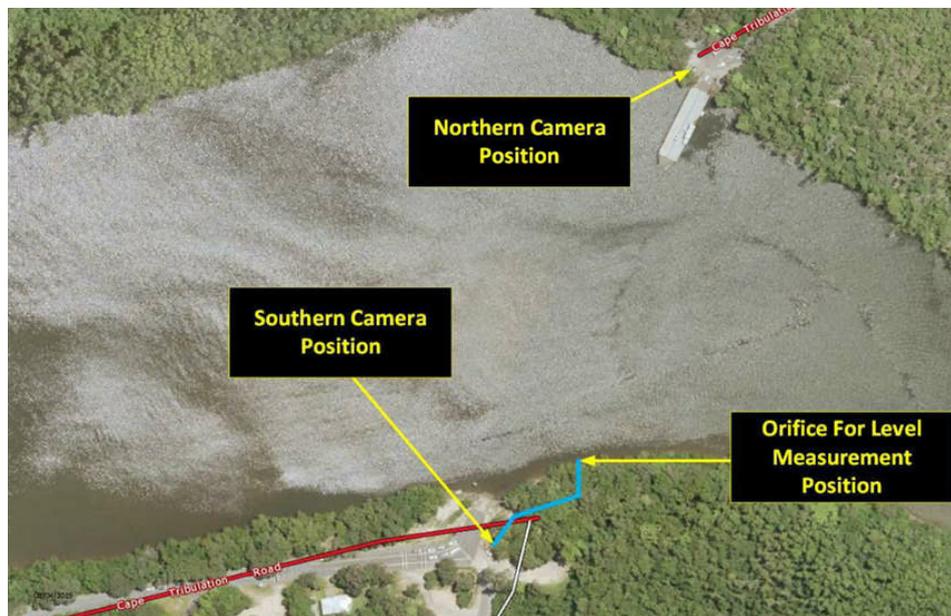


Image: Location of Daintree Ferry flood cameras

MONSOON TROUGH 2019/20

Kathrina Southwell has been appointed as the Community Development Officer to conduct recovery work between Cook Shire Council, WWASC and Douglas Shire Council. This position is funded by the QRA/Department of Communities and a primary objective is to stimulate community cohesion, resilience and recovery.

Environmental Health

During April, May and June, the Environmental Health (EH) team continued with usual regulatory work where possible; however, our focus was on ensuring businesses in the Douglas Shire understood and were compliant with the constantly evolving COVID-19 restrictions. For example, we condensed necessary information links to crucial templates that were available across multiple State government websites into a single email that was sent to all registered premises. Similar information was compiled and put on Council's website for other, non-regulated businesses to access. Written advice was supported by visits to premises (mainly in Port Douglas) to further educate business operators about the requirements.

During the 3-month period, approximately 30% of the 147 CRMs responded to by EHOs related to COVID-19. The majority of the 42 COVID-19 CRM's were enquiries, and only 7 (15%) were complaints of non-compliance, which can perhaps be attributed to the education work conducted by the EH Team. The EH Team is also working in coordination with the FNQ COVID-19 Compliance Group which meets weekly. It is led by Qld Health's Tropical Public Health Unit and includes representatives from other local government Environmental Health units, Qld Workplace Health & Safety, Qld Police, and Office of Liquor Licensing & Gaming.

EH received 8 applications for new food businesses over the 3-month period and issued 4 new licenses.

INFRASTRUCTURE

Civil Operations

The Maintenance Crews have been busy conducting routine maintenance during the dry period. The following is a snapshot of activities:

1. Grading Crew – continuing with maintenance grading and clearing trees on road shoulders
2. Backhoe and Maintenance – clearing trees, continue drainage and road shoulder works
3. Water Truck – working on Capital projects
4. Patching Crew – Pothole repairs for Transport and Main Roads and on Councils roads
5. Concrete Crew – repairing trip hazards on footpaths in Mossman and Port Douglas.

The Construction Crews have been busy completing renewal projects and ongoing maintenance:

1. Concrete Crew – Constructed concrete slabs for Open Spaces including footpath repairs across the shire.
2. Civil Crew – Completed repairs to Anich and Warners Road Bridges including Level 1 bridge Inspections of all bridges.

Warner Street Upgrade Phase 1

As part of the 2019/2020 Capital Works Program, Douglas Shire Council's own Construction crews installed underground drainage, kerb and channel, footpath and extended paved sections to a new design height to alleviate localised flooding.



Image: Warner street before



Image: Warner Street with completed footpath

Ordinary Council Meeting - 28 July 2020

Diggers Bridge Pedestrian Bridge and Revegetation Project

Delivering on Council's commitment to keeping the existing wooden bridge, the first part of the project was refurbishing the bridge. Based on an engineer's report completed in June 2018 the refurbishment included:

1. Concrete repair to all concrete piers
2. Twelve new girders;
3. Six new corbels;
4. Thirty new Deck Units;
5. Further information is available from the website - <https://douglas.qld.gov.au/diggers-bridge-replacement-project/>



Image: Diggers Bridge pedestrian bridge

Upgrade of Whyanbeel Causeway No. 1

Council completed a public tender for the construction of the Whyanbeel Causeway upgrade to a Bridge. The contract was awarded to Kenmac. Whyanbeel Road that runs over Little Falls Creek and provides connection for several sugar cane farms, grazing properties and rural residential allotments.

Little Falls Creek is the collection point for a large catchment area, which means it is inundated by floodwater several times each year. To reduce the instances of flooding, Council removed the existing causeway and constructed a new, single lane bridge over the creek.



Image: Original Whyanbeel Causeway



Image: New Whyanbeel Bridge

Open Spaces and Natural Areas

In addition to regular grounds maintenance, amenities maintenance and street cleaning activities conducted by the Open Spaces teams, the crews achieved many accomplishments during this period despite Covid-19 restrictions impacting on some works with several parks and amenities closed and additional cleaning required to toilets and drink fountains.

The following is a snapshot of the tasks / projects undertaken:

- Playgrounds closed and taped due to Covid-19 restrictions and re-opened with the easing of restrictions.
- New drink fountains in Port Douglas Road, Lou Prince Park, Bougainvillea St. (northern end) Cooya Beach, Jim Holdsworth Park, George Davis Park and Wonga Community Park.
- Upgrades to all outdoor basketball full and half courts at Reynolds Park, Four Mile Park, Jim Holdsworth Park, Newell Beach Esplanade, Wonga Community Park and Bells Park (x 2).
- New outdoor exercise equipment in Hutchings Park Port Douglas, George Davis Park Mossman, Bougainvillea St (northern end) Cooya Beach and Newell Beach.



Images: Exercise equipment recently installed at Hutchings Park and George Davis Park

- Installation of new play equipment/soft falls in Milman Drive, Rex Smeal Park, Bruno Reidwig Parks, Forest Glen Park, Bougainvillea St (southern end) Cooya Beach, Lou Prince Park, George Davis Park, Bells Park, Cape Tribulation and Wonga Community Park.



Images: Play equipment recently installed at Milman Drive, Bruno Reidwig, Rex Smeal Park and Cape Tribulation

- Upgrades to gardens in Macrossan Street and The Esplanade Port Douglas.
- Restoration and cleaning of the FDA Carstens Memorial in Macrossan Street.
- Completed garden mulching to garden beds in the Davidson Street, Port Douglas Road, Buluru Park and Warri Park Port Douglas.



Images: Freshly mulched garden beds

- With assistance from Works Civil Construction Crew completed the installation of 12 new shelters. Shelters are in George Davis Park (2), Lou Prince Park, Bougainvillea St Cooya Beach (2), Mossman North Park, Wonga Community Park, Bruno Reidwig Park, Four Mile Park (2), and Teamsters Park (2). Additionally 4 new double BBQs were installed to either replace single units or older units.



Images: Shelters at Four Mile Park during construction

- Mulching of gardens in Daintree and cleaning around and lifting trees along Cooya Beach Foreshore. Lifting of trees at the old Rocky Point School site.
- Garden hedging in Johnston Road and Front Street, Mossman.
- Plant refills at the Daintree Gateway Garden.



Images: Crews hedging in Front Street Mossman and hand weeding Daintree Gateway Gardens

- Construction of a new pathway and Dog Off Leash Park in George Davis Park.
- New fencing at Foxton Park, Lou Prince Park and Port Douglas Cemetery.
- New recycle plastic signs installed in parks.



Image: Recycled plastic signage

- Amenities Crew pressure cleaned bins in Mossman and picnic tables and sprayed amenity buildings for pests. Sanitisation of bus shelters.
- Steam weeding of Mossman township footpaths.
- Deadwood removed from the Mossman Raintrees to minimise public risk.
- Continued with the Glyphosate Reduction Strategy including Steam weeding and hand weeding gardens.



Images: New signage and Steam Weeder

- Installation of decorative lighting to the Mossman Raintrees. The project included the lighting of 11 Raintrees within Foxton Avenue, Mossman and consisted of 1,718m of Fairy Lighting (31,710 individual LED diodes).



Images: Installation of lights with boom lift and final test night

- Refurbishment of Teamsters Park, Craiglie including new asphalt access and parking areas, as well as new footpaths, landscaping and shelters (x2).

Biosecurity

- Biosecurity weed management team surveyed the South Mossman River for Siam weed as part of the annual Siam eradication program. Unfortunately they have found new infestations along this river system which we think is due to the Australia Day floods last year. Siam seed has been washed down the river from infestations upstream and has been deposited along the flood zones.



Images: Siam plant and infestation along the South Mossman River

- Our Pest Animal Controller targeted feral pigs north of the Daintree River as part of the feral pig trapping program. 154 feral pigs destroyed between April and June. The frequency of requests for trap placement are continuing to rise throughout the Shire. Feral pig activity is increasing due to the changing weather season and food supply.



Image: Successful capture

- Historic Thumbergia sites are continuing to be revisited by the Weed Management Team focusing on sites in the Cape Tribulation area. A large Thumbergia site in Whyanbeel required extra help from an excavator to dig up the very large tuberous root system as part of the treatment process.

<https://douglas.qld.gov.au/biosecurity-team-digs-deep-to-treat-invasive-weed/>



Image: Thumbergia tuberous root system being removed via excavator root system

- The Biosecurity Team have completed the final stage of a large revegetation planting in Cassowary Valley as part of the Mossman Integrated Catchment Repair Project. This project is run through Terrain NRM and is funded by the Queensland Government's Natural Resources Investment Program, with the implementation of a collaborative effort by local cane growers, industry, Council and natural resource management. Just over 500 native tree species were planted in the final stage with over 1500 native tree species planted in total to this one site. Link to the Mossman Integrated Catchment Repair project- <https://terrain.org.au/streambank-resilience/>

- The Biosecurity Weed Management Team conducted roadside spraying targeting numerous weed species in the northern part of the shire. This is part of the annual Sicklepod Eradication Program, which targets a plethora of weed species that infest our northern road networks. Roadside verge and Sicklepod-
https://www.daf.qld.gov.au/_data/assets/pdf_file/0013/51052/IPA-Sicklepod-PP18.pdf



Images: Sicklepod

- The Biosecurity Weed Management Team surveyed the Cassowary Range for Siam weed as part of the annual Siam Eradication Program. The Siam taskforce started on Monday 18th May and ran until 29th May 2020. It was an interagency collaboration of Douglas Council, QPWS Rangers and Department of Agriculture and Fisheries. This site is one of the largest infestations of Siam in the Douglas Shire and the eastern face of the range needs to be foot surveyed in order to successfully locate and treat Siam weed.
- Nursery operations are busy preparing native tree species for the numerous revegetation projects scheduled throughout the Shire. Approximately 870 native trees are to be planted at two property's as part of the Mossman Integrated Catchment Repair Project in Saltwater Creek.
- Request for quotes were released to contractors for the Hiptage Eradication Project Stage 3 with funding through Terrain NRM. This four-year 'Native Vegetation – Many Hands Make Light Work Project' will tackle 'transformer' weeds like Hiptage, which is particularly invasive. In doing so it will increase the resilience of big patches of native vegetation containing endangered eco-systems and 'of concern' habitat.
<https://terrain.org.au/native-vegetation-many-hands-make-light-work/>
Terrain newsletter report for last year's stage1 and 2 Hiptage Eradication Project 2019 -
<https://terrain.org.au/gaining-ground-on-hiptage/>
- Nursery operations are busy preparing native tree species for the numerous revegetation projects scheduled throughout the Shire.

Mossman Council Nursery are supplying 800 native trees species that are to be planted by local contractors on Saltwater Creek as part of the Mossman Integrated Catchment Repair Project. Read more here:

<https://terrain.org.au/riverbank-stabilisation-work-resumes-at-mossman/>

A further 336 native tree are to be planted on the South Mossman River as part of Terrains \$4.9 million disaster recovery package for river systems north of Cairns and is being jointly funded by the Commonwealth and Queensland governments under the Disaster Recovery Funding Arrangements (DRFA). Find out more here: <https://terrain.org.au/3-2m-for-new-projects-to-restore-waterways/>

- The Biosecurity Weed Management Team have also been targeting a little know weed species called Turbina. Turbina is a vine scrambling over 10m high. In North Queensland it has invaded rainforest areas displacing native vines and shrubs. Although it is not a restricted species it has the potential to invade and transform rainforest habits by smothering and out competing the native vegetation. The team have discovered some large vines in the Mowbray, Spring Creek area and have treated numerous sites along the Catchment system. Factsheet: https://www.daf.qld.gov.au/_data/assets/pdf_file/0008/75428/IPA-Turbina-PP105.pdf



Images: Biosecurity Team treating large Turbina vines

Total weed hours for April to June – 1026 Hrs

- Siam – 561 Hrs
- Thumbergia – 58 Hrs
- Grader Grass/GSP and miscellaneous – 76 Hrs
- Hiptage – 50 Hrs
- Miconia – 120 Hrs
- Salvinia – 30 Hrs
- Roadside verge and Sickpod – 131 Hrs

Total amount of Feral Pigs destroyed – 154

Nursery figures for April to June

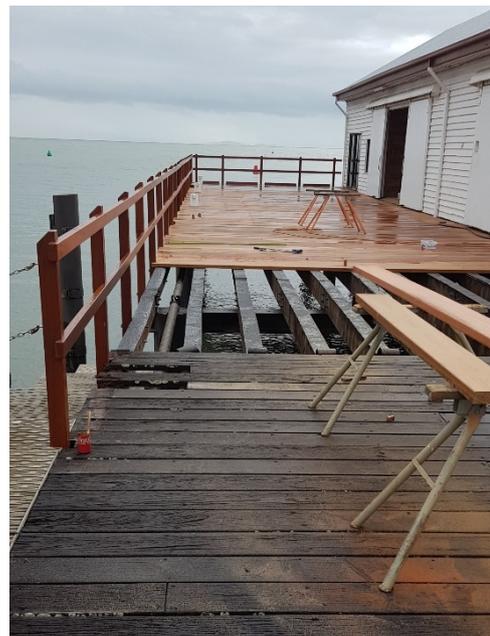
- Potted up – 7,245
- Plants out to Council/Community – 1,341
- Total plants out – 3,532

Building Facilities

With Covid-19 came the cancellation of bookings at the Port Douglas Sugar Wharf. This opened the way for the completion of structural repairs to the sugar wharf. Repairs included the replacement of twelve steel pylons, multiple tie down brackets, installation of extra timber to offset timber rot in some of the head stock and bracing timber under the sugar wharf deck.

As part of the Capital works program, the remainder (50%) of the decking has now been replaced.

Funding was also approved from the 'Building our Regions' grant to assist with the installation of the new Toilets at the Port Douglas Sugar Wharf. A local builder (Lanmac Constructions Pty Ltd) was engaged to carry out this work supporting the Buy Douglas, Build Douglas Campaign.



Images: Replacement of the remaining decking outside of the Port Douglas Sugar Wharf



Image: One of Twelve new pylons installed under the Port Douglas Sugar Wharf



Image: Proposed new toilets being built at the Port Douglas Sugar Wharf

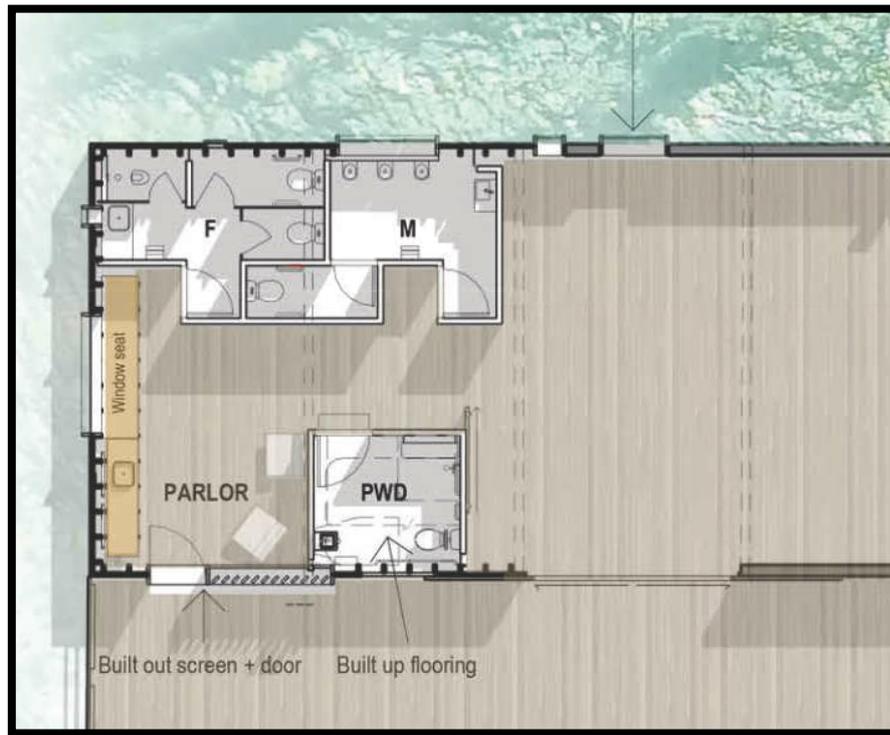


Image: Proposed new toilets being built at the Port Douglas Sugar Wharf

Australian Heritage Specialists are continuing work on improvements for the Mossman Shire Hall and a design for air-conditioning the hall. Once the design is finished Council will be in a position to look for future funding opportunities to fund these projects. The design improvements will complement the Heritage component of the building while improving its functionality for the community.

Building Facilities also finalised new contracts with local suppliers for the following services:

- Cleaning of toilets North of the Daintree River
- Security patrols and alarm monitoring
- Fire equipment servicing
- Servicing of air conditioners

Preliminary design works have also begun on the new amenities block to be located at the Mossman Show Grounds. The preliminary design is currently out for community consultation. Council will be project managing this project on behalf of the Mossman Show Society.

Fleet Services

All ordered vehicles have been delivered.

Small plant has continued to be maintained to the required standards in support of Council Maintenance Crews. We continued to renew old small plant to improve productivity and ensure all equipment (small plant, hand tools and generators) are operational.

The new Maintenance Management System is being utilised to ensure all plant is serviced on time and details recorded. The new system integrates service actions, scheduling and financial records for each piece of plant and will improve maintenance compliance and Work Health and Safety compliance.

PROJECT OFFICE

Capital Works

Mowbray River Rd Water Main Replacement

Contractors have completed a renewal of the water main which was at end of life and causing continual unplanned maintenance issue for the Water Department. Continuity of supply to over forty customers were necessary during the works.

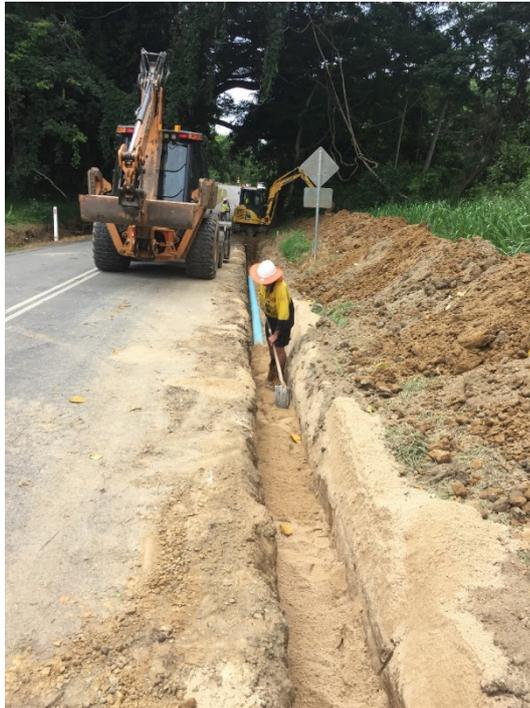


Image: Installing new water main on Mowbray River Road

Mossman Alternative Raw Water Intake

Consultants have finalised the design for the Mossman alternative raw water intake. Environmental approvals and extraction permits are scheduled to be obtained next financial year.

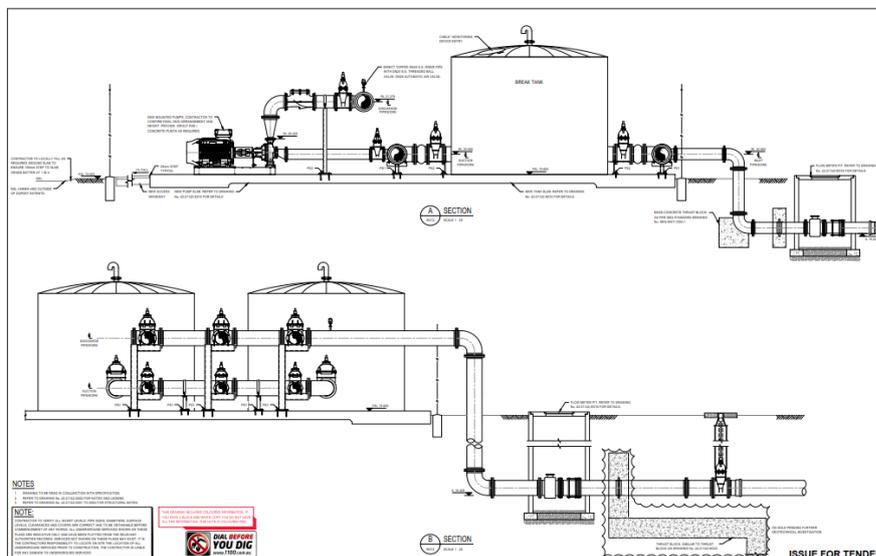


Image: High Lift Pump Station component of design

Mossman Daintree Road Water Main repair

Works were commenced to repair a water main along the Mossman Daintree Road and were completed in the reporting period by installing a 140 metre bypass to the service that is located on a major road.



Image: Thrust block being installed to new water main

Disaster Recovery

Disaster recovery projects continued at pace during the period with the following accomplished:

- Completion on the Ponzo Road Landslip;
- Nearing completion on the Murphy Street Landslip;
- Recommencement of the 2019 Road repair package
- Completion of improved flood warning and rainfall data capture; and
- Finalisation of the design for pavement upgrades to Donovans Range on Cape Tribulation Bloomfield Road.
- Completion of coastal damage repair projects
- Successful grant applications for pavement and culvert improvements to Cape Tribulation Bloomfield and Zig Zag Road sites



Image: Completed Ponzo Road Landslip – Site 3



Image: Installing soil nails Murphy Street – Site 3



Images: Installing flood warning camera at Daintree Ferry



Image: Completed flood warning signal at Foxton Bridge



Images: Completed coastal damage repairs Cow Bay

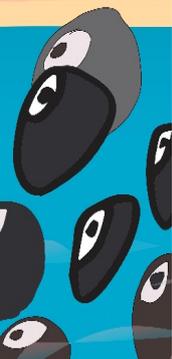
WATER AND WASTEWATER

Operations in the Water and Wastewater Department proceeded well during the April to June 2020 reporting period with an emphasis on:

- Regulation compliance,
- Capital projects,
- Water consumption,
- Business continuity plan for COVID-19,
- Rectification of faults and defects, and
- Scheduled maintenance.

Water Consumption

In this reporting period, water consumption remained steady within Port Douglas and Mossman residential and commercial areas. Welcome winter rains came early in late April, May and June to maintain a favorable water level at the Rex Creek intake.



In June 2020, emergent works were performed to repair a major water leak within the Mossman water network at Newell Beach. The water leak commenced in December 2019 as a slow leak, due to wet season effects the leak was very difficult to locate as it was under the bed of a creek and took a few months to find. Once located at the start of this reporting period planning the difficult repair commenced with environmental factors a major consideration. Negotiations occurred with the Department of Transport and Main Roads to achieve a cost effective and environmentally favourable solution. Since the repair of the water leak, the consumption of water within the Mossman network has stabilised to the levels seen in late 2019.

The average water volume supplied to the Mossman/Port Douglas scheme for the months April to June 2020 was 7.03 ML/day for Port Douglas and 3.8 ML/day for Mossman. The graph below displays the comparison use between Mossman and Port Douglas supply and Rex Creek intake levels. On 20 May 2020, a heavy rainfall event occurred which created high turbidity at the Rex Creek intake, the water treatment plant was temporarily shut down and water was supplied from the Crees Road Reservoir to Port Douglas water users.

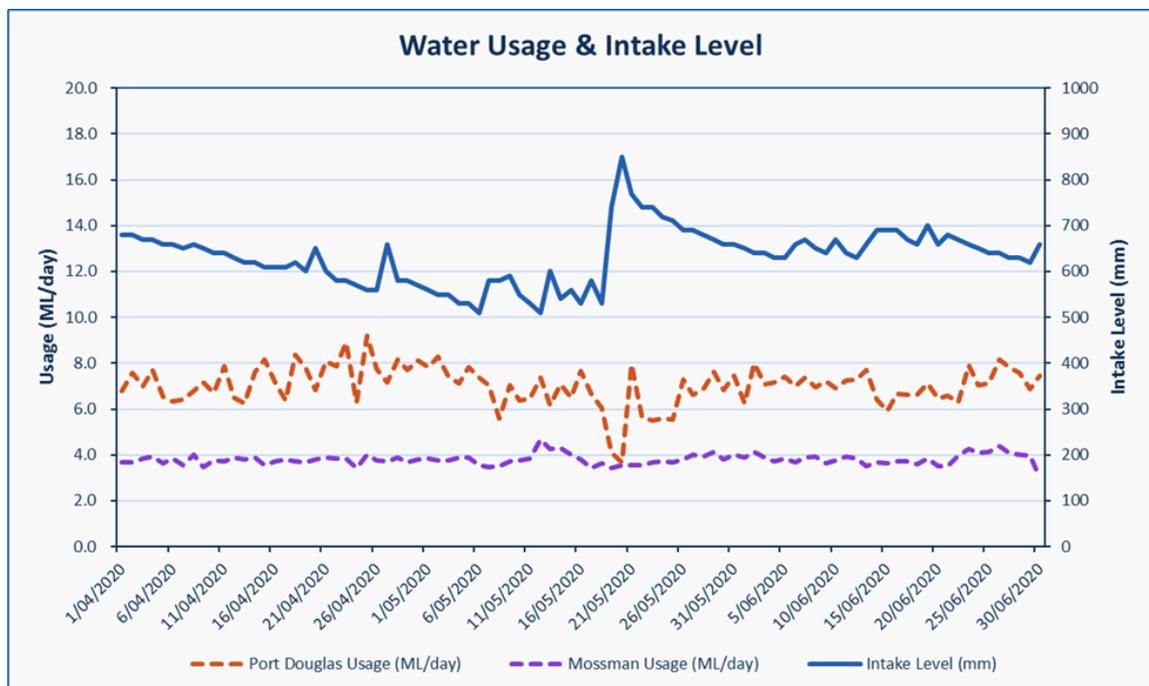


Image: Water Usage and Intake Level Graph

Training

Cert IV Water Industry Certificate training continued for two plant operators. Two water and wastewater staff members participated in their CPR refresher half day course.

In May 2020, nine staff within the Water and Wastewater department completed the second stage of the Certificate 3 course in water treatment and water operations. Portions of this training session was delivered through online video interaction with the trainer due to COVID travel restrictions. This was a fantastic outcome with the trainer moving to this delivery method, previously finding a trainer to visit a regional council with small numbers of trainees was problematic and led to delays in training.



Images: Wastewater and Water staff in training

Water

All drinking water parameters analysed were compliant with the Health Guideline Values of the Australian Drinking Water Guidelines (ADWG) and the Public Health Act 2005. There were four (4) residents within the Mossman and Whyanbeel water scheme that experienced discoloured water. Water main flushing was performed, which improved water quality for three of the residents. One notification was investigated extensively and was found to have a faulty hot water system which caused the discoloured water. All customers were satisfied and happy with the outcome.

In this reporting period, water consumption remained at a steady level. There has been wetter than average rainfalls in this reporting period, which has assisted in keeping the Rex Creek intake level at a healthy water level. All three intakes operated at favorable water level flows over the reporting period. Photos below shows repair works of the water main leak located before Newell Beach turnoff.



Images: Water main repair located before Newell beach turnoff

All water plants have performed well ensuring adequate reservoir levels throughout all schemes. Craiglie reservoir remained offline for remediation work reducing the network storage capacity by 10MI. Crees reservoir (20MI) is the primary storage supply at present and water plant operations are being critically managed to ensure adequate water is supplied to consumers. Craiglie Reservoir is expected to return to service in September 2020.

Maintenance, repair and operational activities included:

- Water pressure cleaning at all water plants,
- Repair to UF cartridges,
- CIP cleans undertaken on UF cartridges at all water treatment plants,
- Backwash filters, pre filters and CIP filters were maintained for operational efficiency,
- Service of all generators,
- Service of all gas chlorine dosing plant,
- Reservoir Inspections,
- Service of Calcium Hypo dosing plants,
- Water intake clearing of excessive tree/plant growth from telemetry equipment structure,
- Work area improvements to perform efficient operational activities,
- Raw water feed pre-filters maintained at Whyanbeel and Mossman Treatment Plants, and
- CIP filters maintained at the Whyanbeel and Mossman Treatment Plants.

General maintenance was carried out during the reporting period on all schemes, including all intakes valves. Regular inspections of reservoirs and pump stations and flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable guideline limits.

During this reporting period, there were 207 customer request notifications, 143 service repairs and 9 water main breaks that were repaired. There were also 61 settlements and 4 new service installations. The water reticulation team commenced recording the number of water service renewals and Dial Before You Dig service locations (DBYD). There were 35 new water service renewals and 214 DBYD in this reporting period. Water service renewals are replacing water services which have reached their life expectancy and are at risk of failing. Providing DBYD service locations on council infrastructure assists in preventing damage and disruption to water, sewer and drainage services within the Douglas Shire.

The COVID-19 response continued throughout this reporting period and all water and wastewater staff adhering to the social distancing rules and safety requirements. All units continued to work as separate teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered. A COVID-19 business continuity plan and an operational business continuity sub plan have been developed which identifies the minimum level of acceptable performance to be maintained in the event of a disruption.

On 30 June, we celebrated the retirement of Mark Howarth who has worked for the Douglas Shire Council for 42 years within the water reticulation department. The Mayor, CEO and his colleagues within Water and Wastewater, farewelled Mark with a presentation of special mementoes and a barbeque lunch.

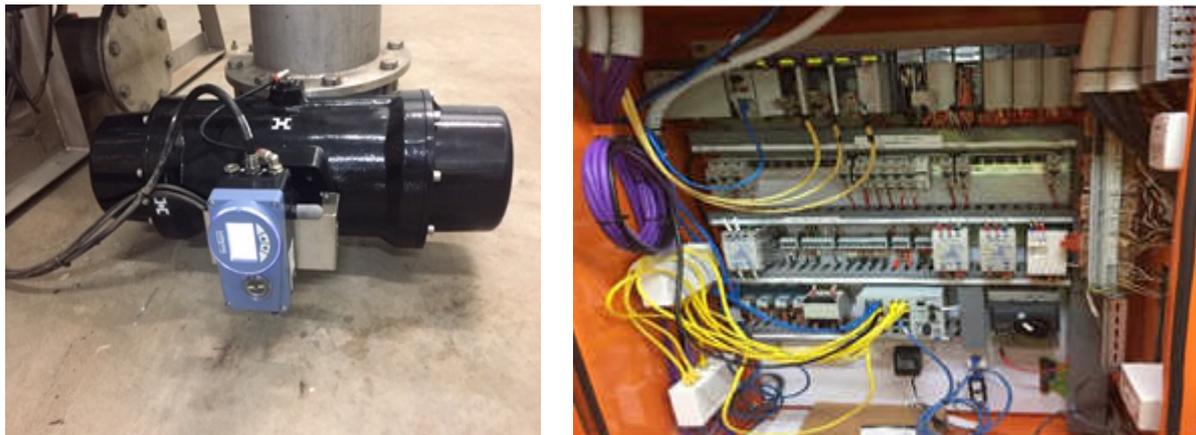


Images: Mark Howarth retirement farewell
Ordinary Council Meeting - 28 July 2020

The 2019/2020 capital works program for water quality and reticulation progressed well with the majority of projects completed and under budget. Completed projects include the Mowbray River Road water main renewal, water treatment plants instrument process control renewal program, an assessment upgrade of the RTU and SCADA software as well as SCADA/PLC equipment renewals and the Daintree water treatment plant genset structural renewal. Photos below of some of the completed capital works projects within Water.



Images: Mowbray River Rd water main renewal



Images: New valve installed and SCADA/PLC equipment renewal at Water Treatment Plants

Wastewater

General and preventative maintenance duties were carried out at both Wastewater Treatment Plants sites during the reporting period.

The Wastewater team have responded to the pandemic virus COVID-19 by splitting the workforce into two teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered.

In this quarter, the completed 2019/2020 wastewater capital works projects include a new crossover road for the delivery of leachate at the Port Douglas Wastewater Treatment Plant, wastewater pump renewals and the outfall flow meter pit. The purpose of the outfall flow meter is to measure the volume of the effluent discharging into Dickson Inlet. The Mossman Wastewater Treatment Plant lime dosing equipment and shed is expected to be delayed due to Covid-19, it is expected to be slightly over budget and completed by the end of July 2020. The lime dosing shed will protect the supplies from the elements, a shelf installed for easy forklift access which will limit manual handling.



Images: Before and after images of the outfall flow meter pit at the PDWWTP



Images: New road at PDWWTP for leachate truck delivery and new pumps installed part of the wastewater pump renewals



Images: Before and after images, construction of the lime dosing shed at Mossman WWTP

DOUGLAS SHIRE COUNCIL

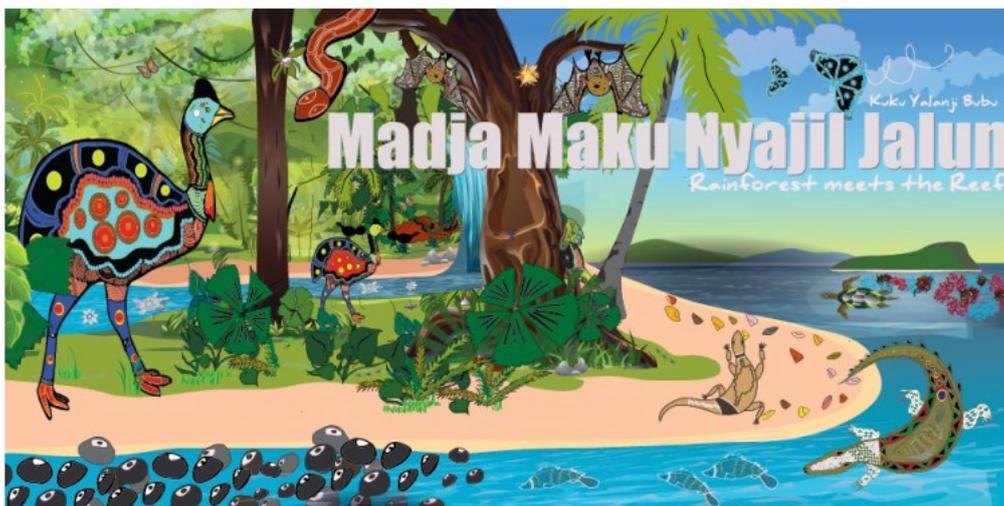
ORGANISATIONAL REPORT CARD

2019 - 2020

April – June 2020

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

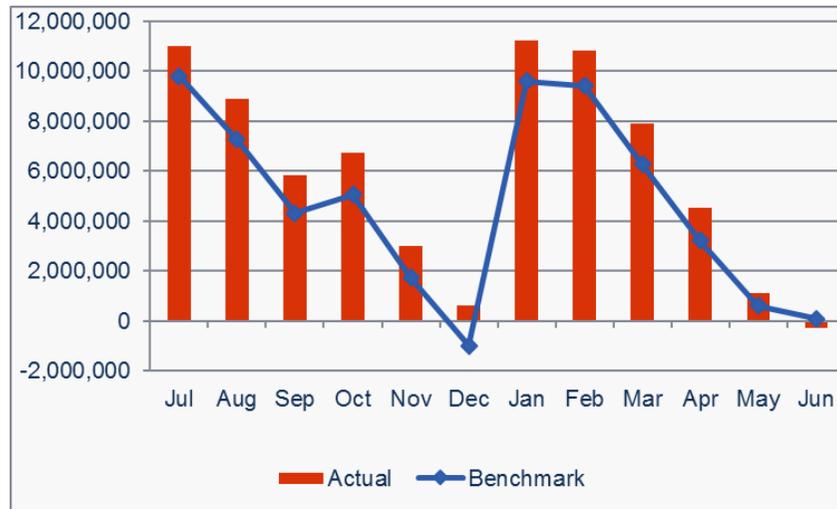
DOUGLAS
SHIRE COUNCIL



Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget Year To Date

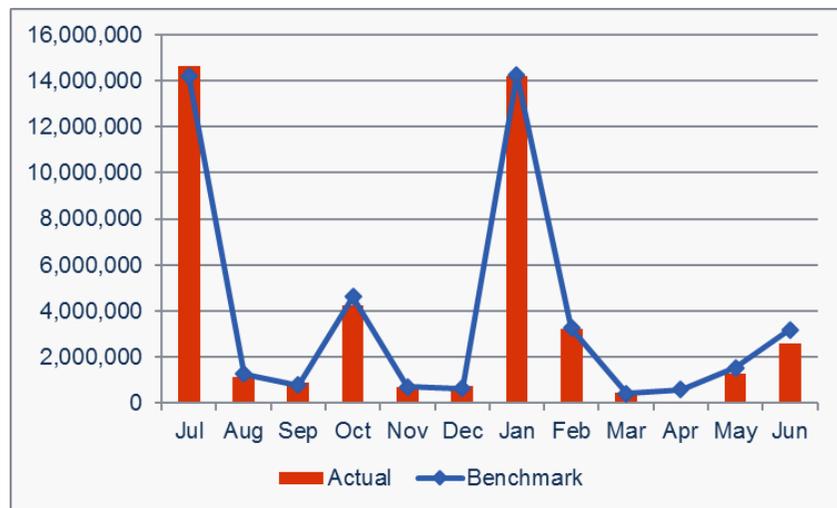


	Year To Date April	Year To Date May	Year To Date June
Benchmark:	3,221,763	614,781	86,917
Actual:	4,544,846	1,122,507	-298,845
Variance:	1,323,083	507,726	-385,762

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

Interpretive Comments: Council adopted the 2019/20 Annual Budget on 25 June 2019 and the Revised Annual Budget on 3 December 2019. The interim operating result to 30 June 2020 is currently behind budget. Please note the interim result is prior to end of financial year adjustments including but not limited to: provisions, accruals, revaluations, capitalisation. The estimated operating result for the year ended 30 June 2020 is \$1.4m deficit.

1.2 Revenue Against Budget

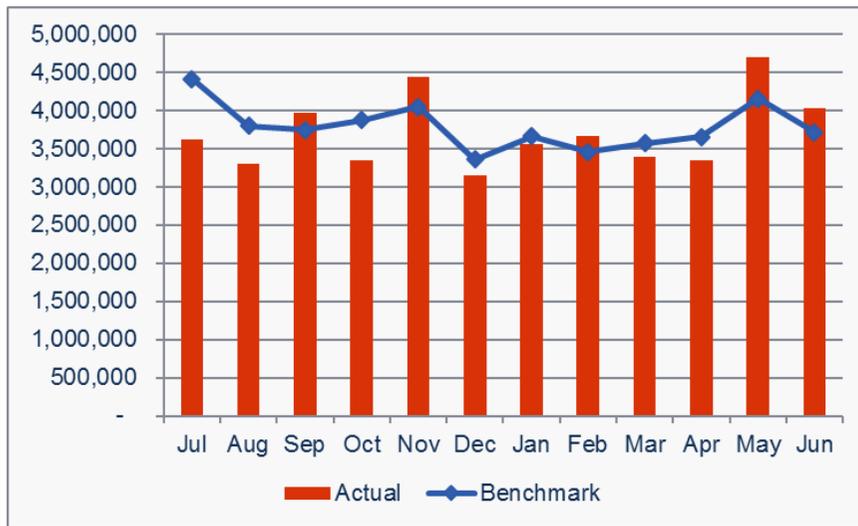


	April	May	June
Benchmark:	601,425	1,542,564	3,183,249
Actual:	735	1,279,174	2,613,553
Variance:	-600,690	-263,390	-569,696

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

Interpretive Comments: Council has collected 97% of its forecasted operational revenue.

1.3 Expenses Against Budget

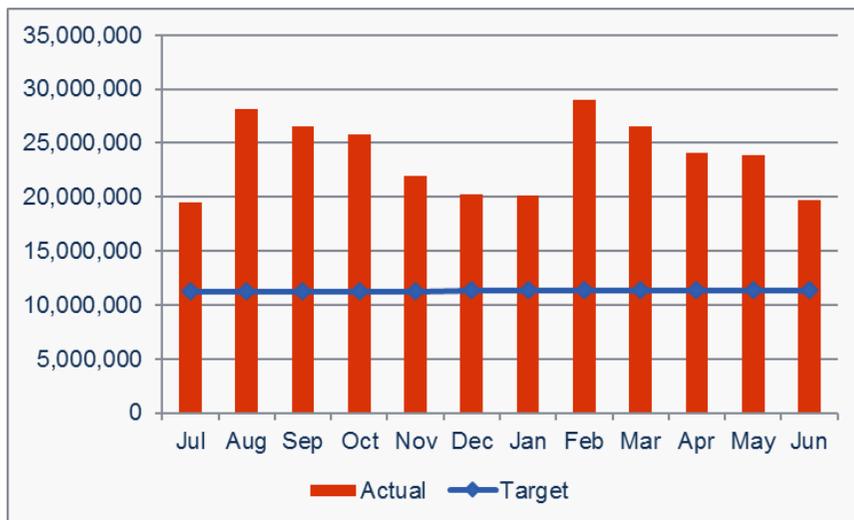


	April	May	June
Benchmark:	3,650,843	4,149,546	3,711,113
Actual:	3,342,885	4,701,513	4,034,905
Variance:	-307,958	551,967	323,792

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

Interpretive Comments: Interim year to date operating expenditure is currently under budget, predominantly due to the timing of materials and services and capitalisation of assets. Total final recurrent expenses are estimated to exceed budget by \$327k.

1.4 Capacity to Meet Operational Expenses

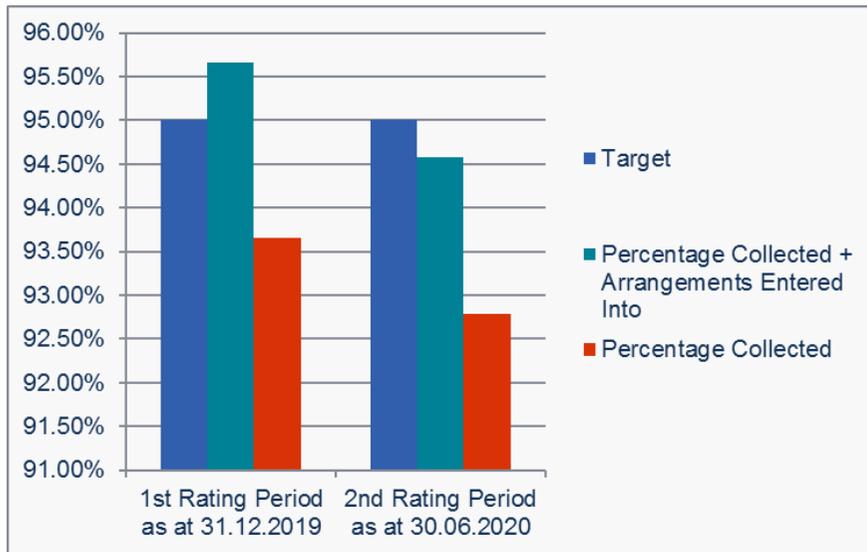


	April	May	June
Target:	11,354,587	11,354,587	11,354,587
Actual:	24,050,473	23,837,616	19,726,616
Variance:	-12,695,886	-12,483,029	-8,372,029

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.

1.5 Rates Collected



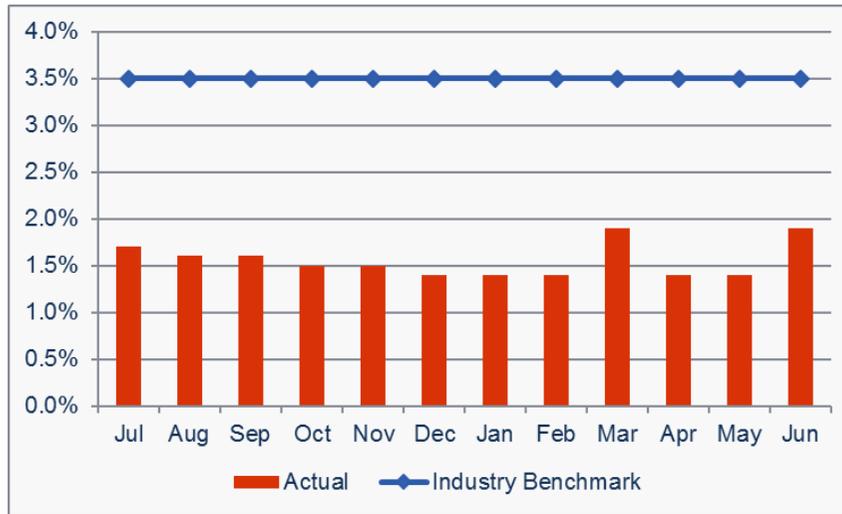
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	95.66%	94.57%
Percentage Collected:	93.65%	92.78%

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.

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

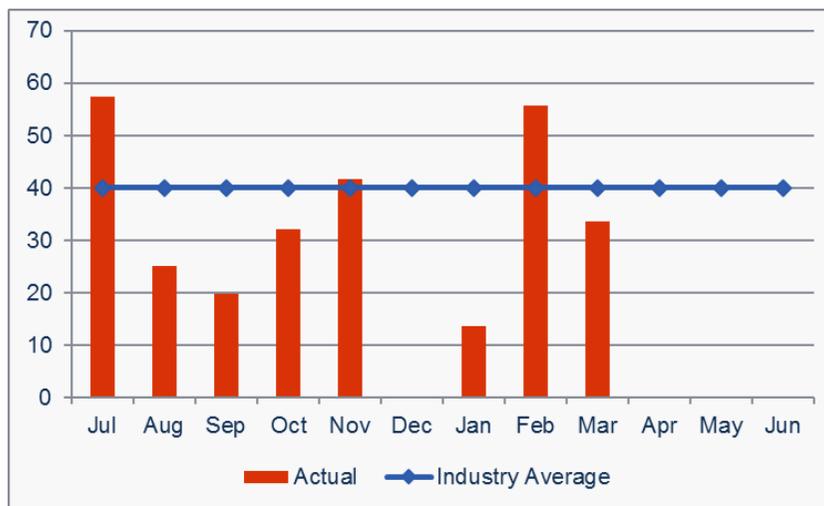


	April	May	June
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	1.4%	1.4%	1.9%

Explanatory Notes: This ratio is the number of Lost Time Injuries (LTIs) in a year per 100 workers. It is calculated as a twelve month rolling average.

Interpretive Comments: For period ending April, May and June there were two LTI. One worker has returned to work on 26 May 2020 whilst the other is still totally incapacitated.

2.2 Efficiency of Filling Positions Vacant

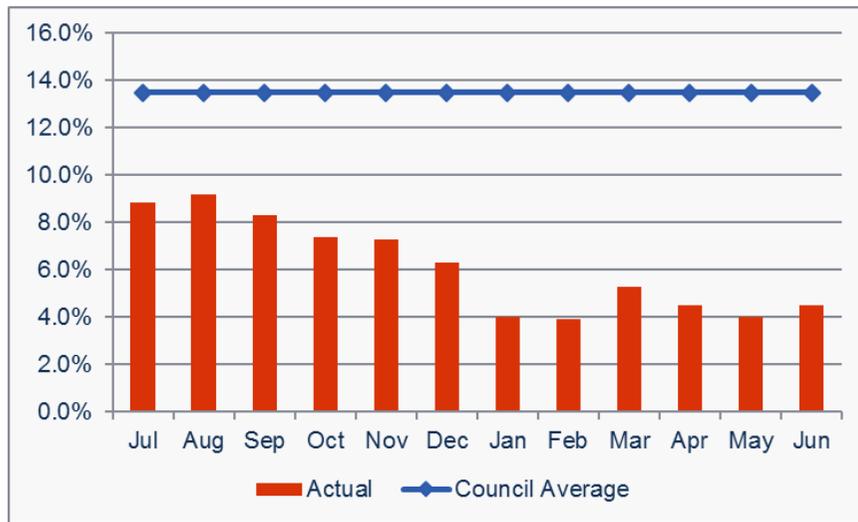


	April	May	June
Maximum:	40.0	40.0	40.0
Actual:	0.0	0.0	0.0
Variance:	40.0	40.0	40.0

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: Council filled 0 roles this period as external recruitment activities were initially impacted due to Covid-19 restrictions, limited staff turnover and approval new positions.

2.3 Monthly Staff Turnover

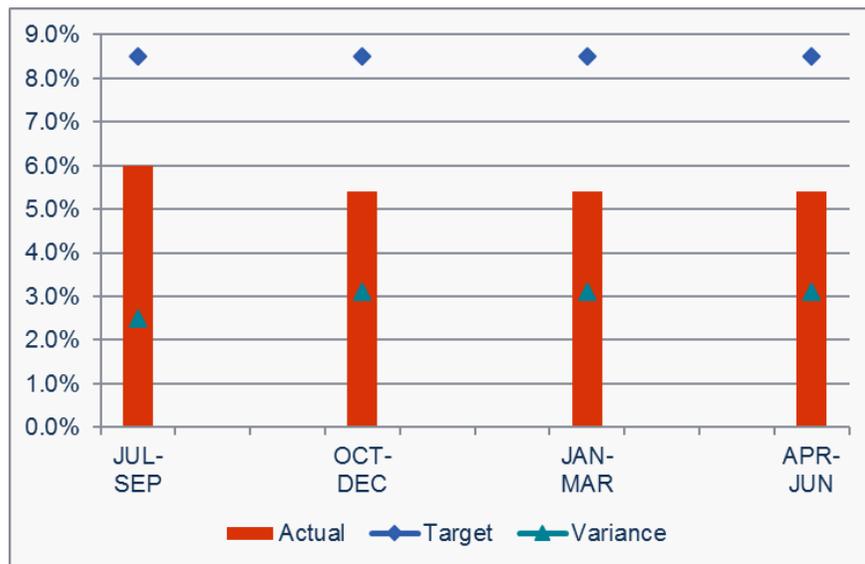


	April	May	June
Maximum:	13.5%	13.5%	13.5%
Actual:	4.5%	4.0%	4.5%
Variance:	9.0%	9.5%	9.0%

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 was 4.3% for this reporting quarter, which is 8.6% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



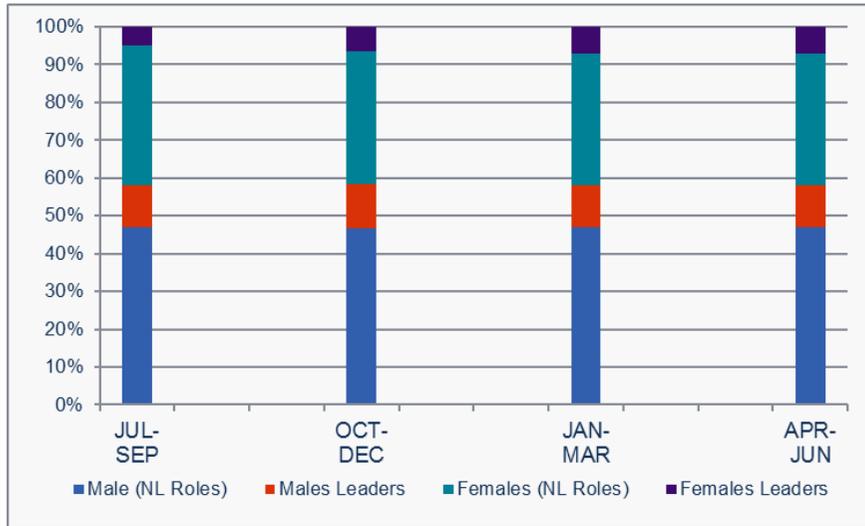
April – June 2020

Maximum:	8.5%
Actual:	5.4%
Variance:	3.1%

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 eleven Aboriginal and Torres Strait Islander staff. No movement in staff from the last period.

2.5 Workplace Diversity – Males & Females



April – June 2020

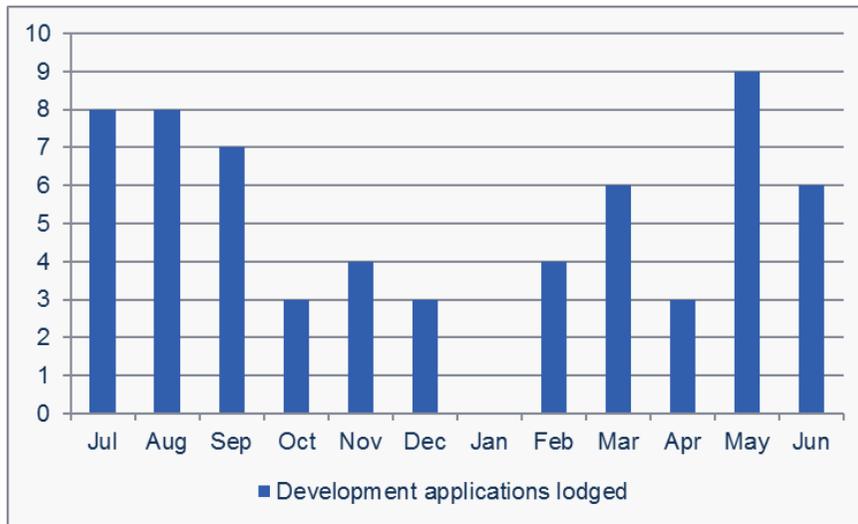
Males (NL roles):	47%
Males	11%
Females (NL roles):	35%
Females:	7%

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 201 staff - 57% male and 43% female. The 20 of the male staff and 12 of the female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged



	April	May	June
Actual:	3	9	6

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: The number of new Development Applications received in the reporting period is not too dissimilar to the previous reporting period. Applications received are domestic in nature along with minor reconfiguration applications. The next reporting period may see a reduction in the number of applications received.

3.2 Assessments Completed Within Statutory Timeframe

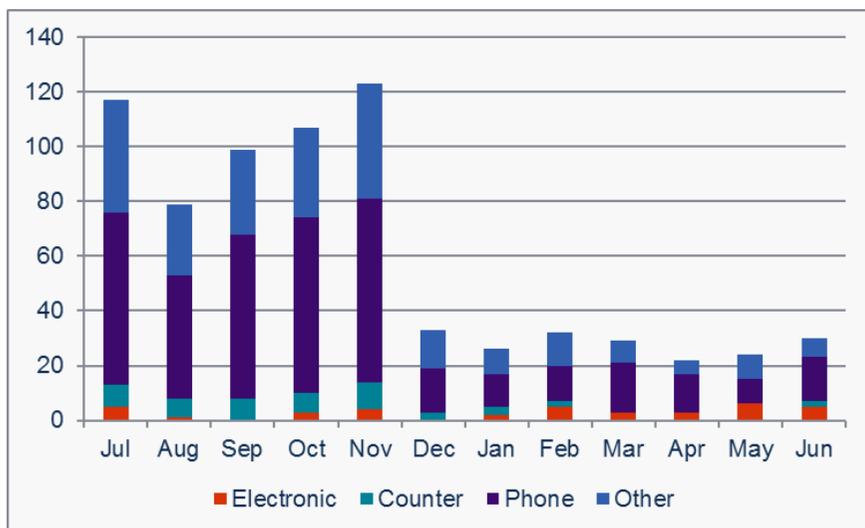


	April	May	June
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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.

3.3 Development & Assessment Officer Enquiries

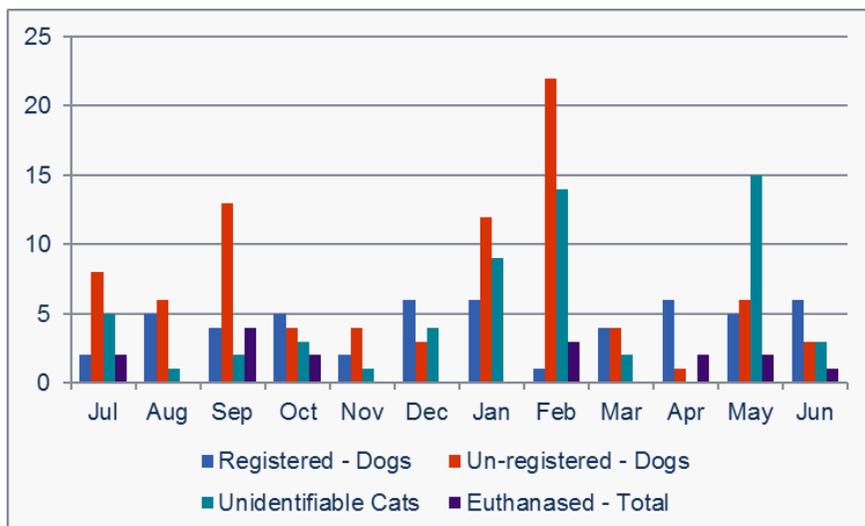


	April	May	June
Electronic:	3	6	5
Counter:	0	0	2
Phone:	14	9	16
Other:	5	9	7

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: This reporting period has seen relatively consistent numbers with previous months. These figures do not include work tasks that are received by Council through correspondence received by records. These figures represent the 'front of house' service provided by the Planning Department. The closure of the front office due to Covid meant no counter enquiries were possible during April and May.

3.4 Animal Impoundments

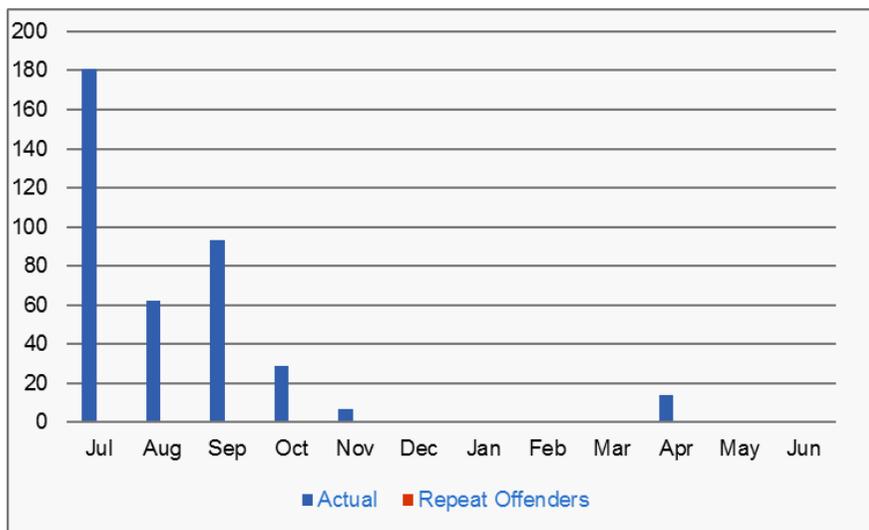


	April	May	June
Registered - Dogs	6	5	6
Un-registered - Dogs	1	6	3
Unidentifiable Cats	0	15	3
Euthanased - Total	2	2	1

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 euthanased.

Interpretive Comments: The increased numbers from May for cats includes a litter of 9 kittens from a single address that were surrendered to Council.

3.5 Illegal Camping



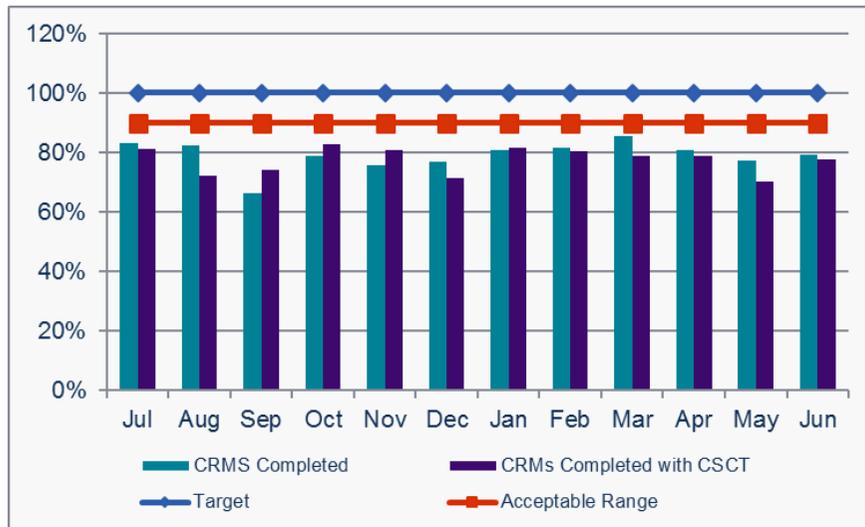
	April	May	June
Actual	14	0	1
Repeat Offenders	0	0	0

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

Interpretive Comments: Very few campers were identified during the period, likely as a result of Covid-19 restrictions. It is expected that until international borders are re-opened, this trend will continue.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	April	May	June
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	80.65%	77.46%	79.19%
CRMs Completed within CSCT:	79.04%	70.33%	77.64%

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.

4.2 Top 5 CRMs

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

April

	Category	Quantity
1.	Leaking/Broken Service Pipe	67
2.	Trees (street/park)	33
3.	Planner of the Day	24
4.	Rates – General Information	23
5.	Waste – Residential Repair/Replace	22

May

	Category	Quantity
1.	Leaking/Broken Service Pipe	52
2.	Trees (street/park)	41
3.	Waste – Residential Repair/Replace	31
4.	Planner of the Day	31
5.	Dog – Stray/Roaming/Off Lead	15

June

	Category	Quantity
1.	Leaking/Broken Service Pipe	53
2.	Planner of the Day	31
3.	Trees (street/park)	26
4.	Waste – Residential Repair/Replace	24
5.	Public Health Covid-19	19

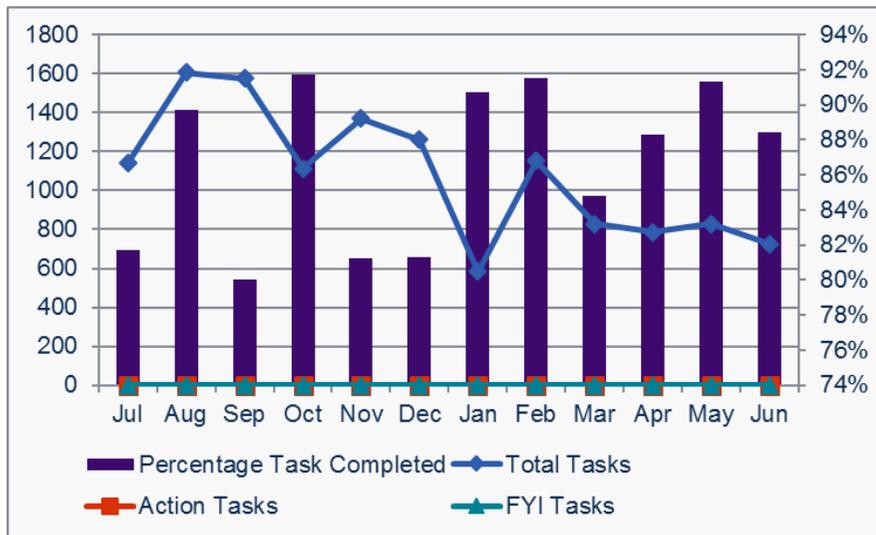
4.3 General Customer Enquiries

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

	April	May	June
enquiries@douglas.qld.gov.au (direct email and via web)	1412	1205	1311
Phone Calls to 4099 9444	1936	1954	1852

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

4.4 Inwards Correspondence Actioned

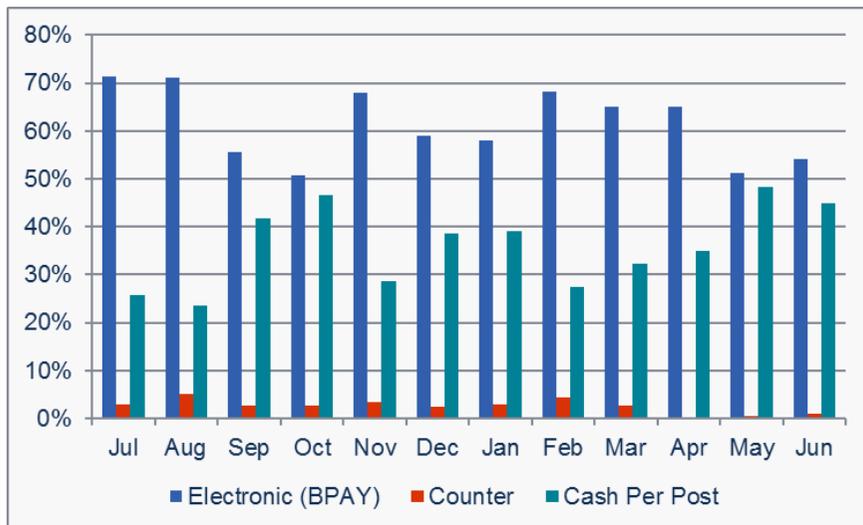


	April	May	June
Total Tasks:	786	830	725
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	88.30%	91.33%	88.41%

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

Interpretive Comments: A high completion rate of tasks has been achieved over the last three months.

4.5 Rates Payment Methods



	April	May	June
Electronic (BPAY):	65.15%	51.17%	54.10%
Counter:	0.00%	0.46%	1.02%
Cash Per Post:	34.85%	48.37%	44.88%

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

Interpretive Comments: Payments received at the counter were lower in this quarter due to the closure of Council offices during the Covid-19 pandemic.

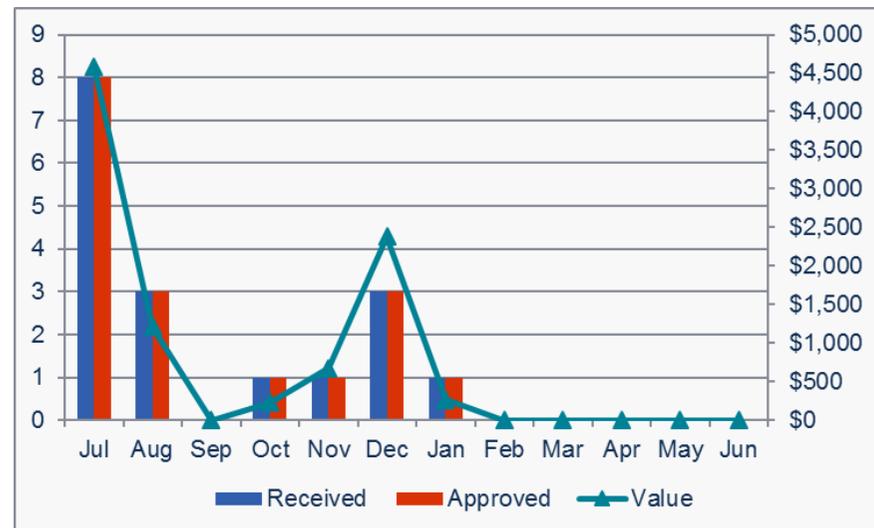
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	April	May	June
Facebook Posts	96	132	110
Website (Page) Views	40,915	39,234	45,684
Public Notice Advertising	15	15	15
Media Releases	34	42	48
Community Notice Boards	0	0	0

Explanatory Notes: This table details the various means we use to communicate with our communities.

5.2 Community In-Kind Request



	April	May	June
Received:	0	0	0
Approved:	0	0	0
Value:	\$0.00	\$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.