

<b>ORDINARY MEETING</b>  <b>31 JULY 2015</b>	<b>5.11</b>
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## **REPORT FROM THE CHIEF EXECUTIVE OFFICER**

Linda Cardew – Chief Executive Officer #461306

### **RECOMMENDATION:**

**That Council receives and notes the report.**

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### **EXECUTIVE SUMMARY:**

This report presents an outline of the operational initiatives and progress made by Council's administration from early June to late July 2015.

### **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.

As in 2014, the 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 has a greater understanding of the community's observations, and so we welcome and encourage all comments.

### **REPORT:**

#### **CEO UNIT**

The CEO Unit continues to be proactively involved with community initiatives and economic development opportunities throughout the Shire.

#### **Community Partners and Participation**

Officers from the CEO Unit have been involved in a number of initiatives and networks since June 2015:

- Hosted and provided administrative support for the NAIDOC meetings
- Attendance at the Eastern Kuku Yalanji – Indigenous Protected Area Steering Committee
- Attendance at the meeting held with Elders Justice Group, the Mayor and Councillors
- Assisted with the development of the community engagement papers for the Hot Food at Port Douglas Markets and the DRAFT Coconut Management Plan
- Assisted with the planning and delivery of the Daintree Forum on 23 July 2015
- Attendance at the CAN meeting, the Liquor Accord, Youth Network, Public Safety, Indigenous Inter Agency meeting

- The CEO Unit is involved in the Bloomfield Track project with WTMA developing the ebook and Council providing the signage for the project. A regional collaborative approach has been taken with this project with key stakeholders being from WTMA, TPDD, Wujal Wujal Aboriginal Shire Council and Cook Shire Council.
- Commenced preparation for eleven public activities during Seniors week in August. These activities are delivered in conjunction with community groups and organisations
- The Get Out Get Active program of activities has been finalised and promoted with 75 women currently registered for a variety of 8 week come and try programs.

### Events and Programs

In this reporting period the CEO Unit has been involved with the delivery of events such as:

- NAIDOC week 2015 which saw a number of initiatives take place including:
  - The Council hosted Flag raising on Monday 13 July
  - Baby Show where the CEO Unit and Libraries worked in collaboration promoting early literacy “First 5 for Life”, and;
  - The March and Family Day in the Park where Council assisted with the organisation, access to facilities and equipment.



(Above) NAIDOC Week 2015 Events

- Cairns Airport Adventure Festival which commenced on Friday 5 June with the first event in Douglas taking place on Sunday 7 June. This was followed by the Ironman event on Sunday 14 June. This event takes significant coordination with a cross departmental approach to ensuring the success of the Douglas events. Council has resolved to enter into a three year agreement with Ironman for the continued delivery of this event.
- Officers are working closely with the event organisers and across departments for the delivery of The Port Douglas Beach Picnic Horse Races (8 August), Taste Port Douglas (21-23 August) and TriPort (23 August).
- Mossman Show Stall - the CEO Unit coordinated the Mossman Show Stall with officers from across Council assisting with manning the stall. The community education campaign: 'Love where you Live, Keep Douglas Clean and Green' was continued with information available to the public explaining what material can be taken to the waste stations, a waste survey and a display of student designed posters regarding waste and our environment.



(Above) DSC Mossman Show Stall

Community member keen to take part in a survey regarding rubbish and recycling should follow <https://www.surveymonkey.com/s/JMRWR86>. The information captured in this survey will assist Council in understanding why people dump rubbish, or not recycle correctly, and will help in preparing future communications.

### **Economic Development**

CEO Unit officers have been involved with a number of initiatives which included:

- In partnership with TheSPACE, Council delivered the 3 hour Startup workshop on 12 June 2015. 20 people participated in the workshop with very positive feedback provided and ideas for future opportunities.
- Arranged the meeting with Tourism Port Douglas Daintree (TPDD) and the Douglas Chamber of Commerce (DCoC) to discuss the proposed Economic Development Forum
- The Port Douglas SpacePort initiative in nearing completion with the opening date to be advised.

- Finalised and coordinated the launch of the Daintree Ferry, feature sign and interpretive signage with the launch taking place on 3 July
- Worked with officers across Council to see the Trippo Waterslide in Port Douglas for the school holiday period
- Provided information for a television scout regarding locations and buildings for a new series
- Attended an Economic Development workshop with officers from across the region to discuss commonalities, ideas, issues and solutions
- Introduced the Event funding and the Economic Development funding streams
- Facilitated the involvement of officers in the current NEATO work experience program which will be extended into the 2015 – 2016 financial year with participants gaining skills in the public spaces program.
- The CEO Unit will commence the Active Games in the Park program. Two contract facilitator positions have been advertised for the delivery of this program.
- The 'Welcome' ebook is now available on the website and a letter will be distributed to new rate payers 'Welcoming' them to the Shire as they arrive.  
[http://douglas.qld.gov.au/download/community\\_development/Wecome%20to%20Douglas%20-%20A%20Guide%20for%20New%20Residents.pdf](http://douglas.qld.gov.au/download/community_development/Wecome%20to%20Douglas%20-%20A%20Guide%20for%20New%20Residents.pdf)

## Grants

Officers have secured the Department of National Parks, Sport and Racing to deliver a Grant Writing Workshop and Sport and Recreation funding information session for 5 August 2015.

The Community Support Program and the new Event Program will open on Monday 3 August 2015 with an information session to be delivered at a date to be confirmed in the near future.

The Grant information on Council's web site is updated on a regular basis <http://douglas.qld.gov.au/community/community-grants/>.

## Web site and Facebook

Council's Facebook page is the most immediate means of communicating with our communities to promote Council activities, events and programs along with Community based initiatives. In this reporting period Council posted 77 items with a total reach of 84,547 (up from 69,779). We have 1784 followers which is a slight increase since June. The top 5 posts over the past six weeks have been:

- CREB Track Open (15,008)
- Indigenous youth career opportunity in police force (11,936)
- potential new location for Paws and Claws (5628)
- more than 350 years service by Council staff (2803)
- residents have their say on coconut palms (2369)

The website is continuously being reviewed and updated to identify efficiencies and ensure the site is user friendly providing maximum information.

## **CORPORATE SERVICES**

### **GOVERNANCE**

#### Human Resources

The month of July has seen five new employees commence with Council with appointments to:

- Animal Pest Controller (newly approved position)
- Labourer Public & Natural Area x two (one full-time and one fixed Term October 2015)
- Local Laws Officer x two (one full-time and a newly created part-time position that was approved by Council with a focus on illegal camping).

Funding for three new positions was approved by Council in the adopted 2015/2016 Annual Budget:

- Senior Procurement Officer - to coordinate and manage tenders and contracts, to monitor and manage legislative compliance, ensure probity, to manage the procurement of goods and services to deliver value for money across Council's operations, and to ensure opportunities for local business and suppliers are optimised. This position will report directly to the General Manager, Corporate Services;
- Sustainability Officer - to provide the strategic management of environmental performance across the organisation responding to Council's policy direction and drive a wide range of initiatives across diverse operational areas. This position will report to the Manager, Development and Environment.
- Grant writing officer (part time) - to identify grant funding opportunities for initiatives across Council, to coordinate and write high quality successful submissions, and to develop a strong, consistent and readily identifiable Douglas brand across all applications to other levels of Government. This position will be located in the CEO Unit.

Prior to the end of the 2015 financial year Council also approved additional funding for a part time local laws officer to focus on illegal camping.

Several further positions have been created through minor organisational changes and funded through operational savings or the consolidation of positions created on de-amalgamation: a shared executive assistant for the CEO and General Managers/Council agenda and minutes officer; an administrative support officer for water and waste water; a pest control officer to replace the contractor position; technical waste officer and labourer public spaces.

An updated organisational chart is attached to this report.

Organisational Training has been a continuing focus for HR with July's training schedule including areas such as Confined Space Entry and Operate Breathing Apparatus Training, Spill Kit Training, LGAQ Economic Development Workshop held at Tablelands Regional Council. The final sessions for the work safely with liquefied chlorine gas training, with the practical exercises and Work Readiness Assessment (WRA) are scheduled for the Monday 27 July and Tuesday 28 July 2015 as Council is now in the final stages of installation of the facilities.

It is nearly twelve (12) months since First Aid and CPR training initially commenced with invitations to be issued to staff for the first rounds of CPR Refresher scheduled for Wednesday 26 August and Wednesday 9 September. Expressions of Interest are to be issued to Managers

and Team Leaders for several LGAQ courses tentatively scheduled for Mossman in December 2015 including Authorised Persons, Animal Management (Cats & Dogs) Act 2008 and Local Government Workers (½ day course). These courses may be held in-house to reduce the cost to Council.

Douglas Shire Council held its first Joint Consultative Committee (JCC) last Thursday 9 July at the Mossman Works Depot with minutes to be available and distributed to all staff members.

#### Workplace Health & Safety

Recent work undertaken within the Workplace Health & Safety (WH&S) Unit has included examining our outdoor Personal Protective Equipment (PPE) standard issue. Following this testing a PPE trial was commenced and is continuing has been completed with block colours in shirts being tested along with different trousers. This should lay the foundation to get a more comfortable uniform and may provide the chance to introduce a more recognisable “brand” for outdoor staff. The overwhelming preference from our outdoor staff is for block HI-Vis Yellow shirts and Khaki trousers.

Updating Asbestos Registers has been identified as another key focus area. It was agreed at the recent WH&S Committee Meeting that further work would be undertaken to identify any omissions and rectification actions that Council needs to address.

Another initiative being undertaken in conjunction with our Infrastructure team is the design and implementation of “Take 5” Booklets for personal risk assessments for individual outdoor team members. These booklets are pocket sized and will enable the user to risk assess their specific work environment whilst complementing standing Work Procedures and Method Statements.

#### Records

There has been a noticeable increase in incoming correspondence due to community engagement activities and surveys.

#### Property & Governance

Property remains to be a very busy area of Council with staff currently working on 46 active cases at the present time.

Governance is currently handling three Right to Information requests, updating all legislative changes to the Council to CEO Delegation Register and assisting in the review of the Corporate Induction process.

## FINANCE AND INFORMATION TECHNOLOGY

The end-of-financial year process is progressing well and to date has included work on a 'shell' set of financial statements for review and comment by the Queensland Audit Office (QAO), finalisation of the non-current asset comprehensive revaluation process (for wastewater assets and transport infrastructure assets), closure, reconciliation and rollover of the rates, debtors, creditors, banking and payroll modules, commencement of the revenue and expenditure accrual process and ongoing work on the asset capitalisation, disposal and depreciation process.

Half yearly rate notices covering the period from July to December 2015 were issued last week, with a due date for payment of 25 August 2015. In early August Council will be issuing reminder notices for unpaid water usage (of amounts greater than \$50) that were levied in June 2015. Council's debt recovery program is also continuing.

Wi-fi installed in the Mossman Library and at the Port Douglas Community Centre has now gone live. The network infrastructure at the community centre has also been upgraded to support the new operating arrangements in the building.

Council's IT staff have been very involved with end-of-financial year related processes during recent weeks and addressing some matters raised during the recent QAO comprehensive interim audit.

## LIBRARY

The 2014/2015 financial year has been a busy, challenging, exciting and rewarding year for Libraries.

	Jan-June 2014	2014 / 2015	Comment
Library membership	6,814	4,091	A membership update resulted in all CRC library cards being deleted from the database.
New members	383	954	This does not include Tourist members
Annual public visits	38,507 Mossman 36,180; Port Douglas 2,327	82,316 Mossman 76,875; Port Douglas 5,441	
Loans	43,907	89,608	This does not include loans for e-resources or loans by Tourist card members.
Reference enquiries	3,740	4,318	
Reservations satisfied	4,040	8,095	
Inter-library supplied to members	114	322	
Library website visitors	1,101	2,504	
PC Bookings	2,179	8,117	
Library events & programs participants	52 programs/events 1,589 attendees	161 programs/events 2,817 participants	

The Port Douglas Library Kiosk is in the process of moving to an adjacent room at the Port Douglas Community Hall. The Library Kiosk commencing operating from the Port Douglas Community Hall in February 2010. At the time this was regarded as a “temporary solution” for a library service to the Port community. The location is ideal with easy access and parking, and is close to the CBD. The current room has not been ideal for a library environment due to a poor layout, only partial air-conditioning and a floor of timber decking that is not suitable for the preservation of library resources and shelving.

The relocation of the Library Kiosk will provide an improvement in level of customer service with customers now having access to two additional public computers with internet access in air-conditioned comfort.

## **OPERATIONS**

### **DEVELOPMENT AND ENVIRONMENT**

#### Planning

A Tidal Works application for the placement of geofabric groynes and beach nourishment on Newell Beach has been lodged and is being assessed.

Staff have had a number of meetings with representatives of the owners of the Sheraton Resort in Port Douglas in relation to the future development of the site. Recent discussions have been positive and a report will be provided to Council for consideration in the near future.

A list of planning applications and links to the common material for each application is provided on Council’s website. Councillors, staff and the general public are encouraged to review the applications.

#### Appeals

No appeals reported.

## **REGULATORY SERVICES**

### Local Laws/Environmental Health

Two (2) new local laws officers commenced work with Council on July 21, 2015. Brad Hensche is a replacement for an officer who recently resigned and John Kenna is an additional resource to assist in a number of duties, in particular illegal camping. Early morning patrols of illegal camping areas, including north of the Daintree River have increased as a result of the additional resources.

Dog registrations and Prescribed Activity Permit renewals have been sent out in the period.

Routine Inspections for Food, Accommodation and Swimming Pools are ongoing. Two (2) new food licenses have been approved for premises located north of the Daintree River.

Customer Requests have been received for a variety of matters including smoke nuisance, smoking at the Port Douglas Markets and the poor condition of accommodation. In addition noise monitoring was carried out at the Ironman event in Port Douglas due to a single complaint.

A Prescribed Activity Applications are being assessed for the Tri Port Triathlon and the Port Douglas Beach Races.

### Waste

Staff are currently preparing tender documents for the Supervision and Maintenance of the Killaloe Waste Station. In addition a Waste Reduction and Recycling Plan for the Council is being developed.

Surveys relating to the kerbside collection of waste north of the Daintree River will be sent out to residents and ratepayers of eligible properties in the catchment area in August.

### **INFRASTRUCTURE**

Infrastructure Group staff have been busy completing various training over the past few months including:

- Diploma of Asset Management through the Local Government Association Queensland;
- Asset Edge Training – two officers attended the user group training in Mareeba which will help our maintenance inspectors administer the Department of Transport and Main Roads annual maintenance contract;
- Road Maintenance Performance Contract workshop – three officers attended this workshop to gain a greater understanding of Council's contractual obligations in maintaining the state controlled road network through the shire.

The Ironman and Coral Coast Triathlon went well and the many hours of preparation ensured the traffic management and event coordination ran smoothly for participants, spectators and residents.

### Disaster Management

Nil to report.

### Civil Works

The annual gravel and grading of local roads commenced in May, starting in at the southern end of the Shire and progressing north. Minor drainage repairs and vegetation management are being carried out along the road corridors to facilitate the gravel re-sheeting and grading work. The crew have made way to the Daintree area and will be moving across into the northern part of the Shire in the next week.

Under Council's Road Maintenance Performance Contract with the Queensland Department of Main Roads, drainage work and vegetation management has been completed on several sections of the Mossman-Daintree Road. The new contract has been signed and Council will continue to benefit from its role as a contractor to the State.

The pedestrian footbridge in Sonata Close, Port Douglas has been completed and the feedback from the local residents has been positive.



(Above) Sonata Close – existing footbridge



(Above) Sonata Close – upgraded footbridge

Girders and bracing for Fischer's Bridge on the CREB Track have been fabricated and pre-drilled ready for transport to site. Due to unseasonal rain in June the bridge work was postponed. The CREB Track has now been opened and the bridge crew are set to head off to complete the work over the next four weeks.

### **Disaster Mitigation and Resilience Funding**

The Spring Creek causeway on Mowbray River Road is complete and has been handed to Council. The new causeway is approximately 1.5m above the existing causeway road level and provides improved flood immunity for the local residents. The dry weather helped with the construction program and work was completed ahead of schedule and under budget.



(Above) Spring Creek Causeway: culverts and link slab

### **Public and Natural Areas**

The Port Douglas crew have been busy over the past few months completing a number of projects. The upgrade of the Community Hall gardens (photos below) has been completed and the new mulch and planting has improved the appearance of the community hall entrance.



(Above) Upgrades to Community Hall Gardens



(Above) Upgrades to Community Hall Gardens

Other projects completed over the past few months includes the installation of two (2) picnic tables/benches at Teamsters Park, the replacement of damaged table/benches at the Esplanade, cyclical routine maintenance and the revamp of the old courthouse garden (at the entrance to Rex Smeal Park car park).

The Mossman Crew have been busy installing bollards at Wonga Skate Park and installing signage at the Daintree Gateway (Intersection). The stainless steel lettering proved to be too reflective and at the time of this report, is being resurfaced.

The mulching program has commenced and gardens at Newell Beach have been the first completed. The nursery has handed out 909 plants, which included a strong sales component.



(Above) Bollards at the Wonga Skate Park



(Above) Daintree gateway signage

The Pest Management crew have been busy reinstating fire break tracks on Butchers Hill which will provide access for future Hiptage control works. This work was funded by Terrain and their ongoing support is appreciated. The crews have conducted 813 man hours on survey and control of declared weeds including 744 hours surveying and controlling 1.5 hectares of Siam Weed. A total of 40 feral pigs were destroyed during this month. The feral pig trapping services contract expired 30 June 2015 and Council has a new position of Pest Animal Controller, which commenced on 6 July 2015.



(Above) Map of access track for Hiptage control

### Fleet

Asset Management and maintenance has been the focus for fleet services over the past few months. Fleet services are continuing to review maintenance scheduling, reporting and fleet procedures and systems. This review will help identify assets that need to be replaced and serviced.

A new small plant register has been created and the mechanics are working with the various crews to identify, log and update our register.

### Facilities Maintenance

An unexpected fault with the generator at the TV reception tower north of the river caused some unplanned maintenance work over the past month. The replacement parts have arrived and will be installed into the generator in the coming week.

Dixie's Shed was relocated to a cleared level pad in the Rex Smeal Park and further planning and design work is underway to make this site secure.

Ongoing maintenance work was completed at the Mossman Show Grounds in preparation for the Mossman Show. The work included testing the electrical systems to ensure compliance with relevant electrical safety standards.

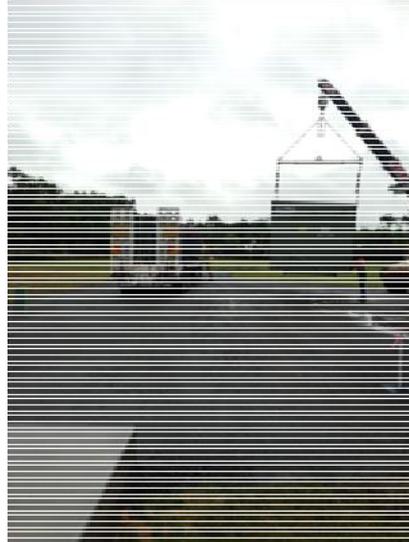
Project planning is underway to develop a project plan for the delivery of all 2015/2016 capital works projects and operational projects. This has involved the review of quality management systems, project scoping and information management.

## **WATER AND WASTEWATER**

### **Water and Wastewater progress on the capital works program**

Capital projects progressed well during June and most are nearing completion. The installation of the Mowbray River Road pipeline commenced on 12 May 2015, and during the month of May and June the reticulation team fully installed 1.2km of the 150mm water main.

Site construction works at Craiglie reservoir and the Mossman Sewer Plant were completed in time for the delivery of the demountable chlorination buildings as reported above. Final commissioning and training will occur on 27 and 28 July 2015.



(Above) Delivery of the demountable chlorination buildings at Craiglie Reservoir and Mossman Wastewater Plant

The Mossman reservoir at the Mossman Treatment Plant was re-commissioned on 30 June 2015 after the Water and Supply Regulator was satisfied with all test results and operational procedures. The structural pipe work modifications, roofing repairs and electrical and plumbing works were carried out by local contractors. New chlorine dosing systems were installed and are ensuring safe drinking water. Integration to SCADA was completed with in-house training of operators on the new operational procedures.

The additional 1.8 mega litres of treated water storage improves assurance in relation to water supply security and will be invaluable in times of plant shutdown due to turbidity events in the Rex Creek intake.

### **Training**

As reported above in this report, Water and Wastewater staff members were fortunate to attend a wide range of training activities during May and June including Excel computer courses, Confined Space Entry (CSE), Operate Breathing Apparatus (OBA), safe chlorine gas handling and the Low Voltage Rescue (LVR) training.

Senior staff members have attended State Water Information Management (SWIM) training presented by QLD-Water Directorate. They also attended a two day workshop presented by the Institute of Public Works Engineering (IPWEA) on water and sewerage condition assessment and asset performance. This workshop was organised by Queensland Water Regional Alliance Program (QWRAP).

### **Water and Wastewater Compliance**

Drinking water is sampled at intakes, reservoirs, treatment plants and in the reticulation network to ensure compliance with the Australian Drinking Water Guideline (ADWG). Water samples were taken from the four water supply schemes and tested at a NATA accredited laboratory and at the Douglas Water Laboratory for physical, chemical and microbiological parameters. All

tested parameters in drinking water samples were compliant with the ADWG. Five water quality complaints were recorded, investigated and resolved to the satisfaction of the complainants.

Wastewater compliance samples are taken from bio-solids, final effluent, receiving waters and bores. All wastewater parameters tested were compliant with licence conditions.

The Water and Wastewater report for the fourth quarter of 2014/2015 is provided as a separate document.

**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 2014 - 2015 adopted 27 June 2014.

**FINANCIAL/RESOURCE IMPLICATIONS:**

Council's operations are conducted in accordance with the 2014-2015 Budget adopted 27 June 2014.

**RISK MANAGEMENT IMPLICATIONS:**

The new 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:**

**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.

**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.

**INTERNAL/EXTERNAL CONSULTATION:**

Council's General Managers and Branch Managers have been consulted and have contributed to the preparation of this report.

**ATTACHMENTS:**

Attachment 1 - Organisational Chart