

5.12. CEO REPORT FOR MARCH - MAY 2018

REPORT AUTHOR(S) Darryl Crees, Acting Chief Executive Officer
DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council receives and notes the Organisational Report Card and the Report from the Acting Chief Executive Officer for the period March to May 2018.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from March to May 2018. Included in this report is the "Organisational Report Card" which provides a 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 the report 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 previous years, 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 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 March to May 2018.

FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2017-18 Budget adopted 27 June 2017.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications with presenting an update on Council's operations.

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 2017 - 2018 adopted 27 June 2017.

Corporate Plan 2014-2019 Initiatives:

Theme 5 - Governance

5.2.1 - Provide Councillors and community with accurate, unbiased and factual reporting to enable accountable and transparent decision-making.

5.3.3 - Develop an organisational culture that embraces new technology and innovative business processes to continually improve performance.

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.

The following areas outline where Council has a clear responsibility to act:

Fully-Responsible Funding the full cost of a program or activity

CONSULTATION

Internal: All Departments of Council have contributed to the development of these reports.

External: Nil.

ATTACHMENTS

1. CEO Report for period March - May 2018 **[5.12.1]**
2. Organisational Report Card for period March - May 2018 **[5.12.2]**

DOUGLAS SHIRE COUNCIL

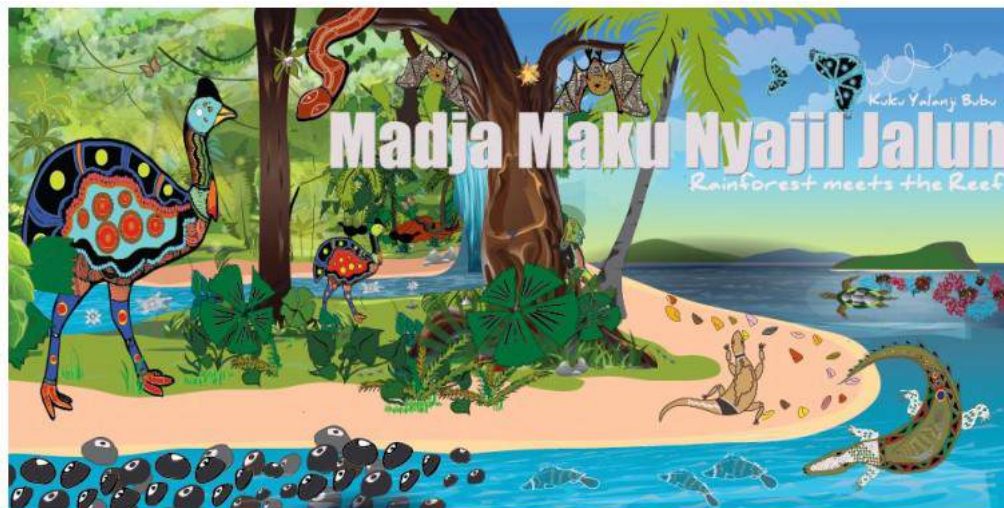
REPORT FROM THE CHIEF EXECUTIVE OFFICER

2017 - 2018

March – May 2018

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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A vertical illustration on the left side of the page depicts a colorful bird with a blue head, yellow beak, and a body adorned with various patterns and colors including green, black, and orange. The bird is shown in profile, facing right.

CHIEF EXECUTIVE OFFICER

This regular CEO report to Council was an initiative commenced in 2014 to provide information to Council and to the Douglas communities and beyond, about the myriad actions, programs and the broad portfolio of operational responsibilities required of Council to support the community, the environment and the lifestyle that all in Douglas enjoy.

The CEO report celebrates the contributions of many officers and teams whose work and dedication to the Shire 'behind the scenes' may otherwise go unnoticed. Looking back over the last four plus years, the de-amalgamation journey has been successful and rewarding with the new Douglas maturing from a fledgling organisation into a capable, skilled Council with a fine reputation among its peers.

I extend my sincere appreciation to the Mayor, Councillors and all staff for the trust and support extended to me as Acting CEO to lead the administration following the departure of Ms Linda Cardew in April. Council is on the threshold of entering into the new financial year with exciting projects and I look forward to continuing the journey until the newly appointed CEO (Mark Stoermer) takes up the role in September.

CEO UNIT – *Connecting Communities*

Officers from the CEO Unit – *Connecting Communities*, continue to work with organisations, groups and in our diverse communities to achieve social and economical outcomes that are empowering and lasting.

Community Partners and Participation

Domestic and Family Violence Response Workshop – 12 March

In response to continued advocacy from Council and local community organisations, the Department of Child Safety, Youth and Women hosted their third Douglas workshop with Council, police and service providers, looking at ways to progress our demand for better services to respond to a lack of facilities for victims of Domestic and Family Violence in Douglas.

NAIDOC Meeting

This year's theme for NAIDOC is 'Because of Her, We Can'. NAIDOC week in Douglas will be held on the 16 – 20 July, 2018. The NAIDOC Committee has been meeting every fortnight to plan and prepare the week's activities. Representatives from the Douglas Shire Council, Mossman Elders Justice Group, Jabalbina Aboriginal Corporation, Cape York Partnerships, BBN, Mossman State High School, HACC, RAATSICC, St Augustine's School, Mossman Gorge Centre, Goodstart Early Learning, Wangetti Girls Academy and Qld Police and Ambulance Services are all working together to produce events throughout the week, including the unveiling of a new public artwork from Indigenous artist Brian 'Binna' Swindley of Janbal Gallery, Mossman.



BECAUSE OF HER, WE CAN!

Image: 2018 NAIDOC Logo

Events and Programs

Regional Arts Development Fund (RADF)

The 2017-18 RADF Grant Program for community art projects opened for applications in January 2018 and 11 applications were received for grants up to \$5,000. The newly formed RADF Committee met in April to assess applications and discuss arts business. In this year's funding round Council encouraged artists to submit proposals for Public Art Concept Development. The committee recommended funding for nine projects, and this was ratified by Council in a closed session Council meeting.

Grants from the 2016-17 RADF round were continued to be acquitted as projects were completed.

The application to Arts Queensland for RADF funds for a 2018-19 grant program was submitted in April, and is pending approval.

National Sorry Day – 24 May

Council held its National Sorry Day Commemorative Service and Flag Raising event on 24 May in front of the Council administration building in collaboration with student leaders from Mossman State High School as flag raisers.

Each year Sorry Day events are held to acknowledge the impact of removing Aboriginal and Torres Strait Islander children from their families under past policies from Australian governments and as a chance for all Australians to come together to show commitment towards reconciliation. Guest speakers offered a tribute to Council Officer Brendan Leishman after his unexpected death, and Kuku Yalanji women sang 'Bubu Ngulkurda Wangkar-Wangkar' in remembrance.

<https://www.facebook.com/douglasshirecouncil/videos/1934450909952138/>



Plastic Free Douglas Reusable Fruit & Veg Bag Campaign

Plastic Free Douglas (Council in partnership with Tangaroa Blue and Boomerang Bags) has commenced a three month campaign in collaboration with supermarkets in the Douglas Shire to educate shoppers about environmentally-friendly choices to replace single-use plastic shopping bags when the Queensland ban commences in July. Council officers and community volunteers are holding stalls at each of the participating supermarkets during May, June and July to ask shoppers to consider extending their use of reusable bags to include finding an alternative to the disposable bags on rolls provided by supermarkets in produce aisles. Shoppers are being asked to complete a survey to provide feedback to supermarkets about stocking alternatives to single-use produce bags, and offered examples of reusable mesh and homemade options. The stalls are being very well received by supermarket customers.



Arts Hotdesk

In collaboration with Arts Nexus, Council has commenced a monthly Arts Hotdesk at the Port Douglas Community Centre. This service is open to all arts practitioners of the Shire who need to access advice, support and information relating to their art practice. It also acts as a meeting point for arts organisations to meet, network and share strategies. The first Hotdesk in June will be a discussion forum for a Creative Arts Summit as identified in the Arts Strategy 2017-2021. Council are providing in-kind support for this service via office space and marketing promotion. This initiative will run for six months to November 2018.

Calling all artists – free help

SERVICES | Moys Stevens
AN innovative and practical new service is coming to the Douglas Shire for people in the arts – an Arts Hotdesk which will provide support, advice and opportunities.
This initiative, a collaboration between Douglas Shire Council and Arts Nexus, will start at the Port Douglas Community Hall next Monday, June 11, and will run from 10am to 2pm every second Monday of each month.
“We will have a formal hour of discussion forums on art related topics, with guest speakers,” Ms Claire Tierney from Arts Nexus said, “and then the rest of the time will be spent providing advice and support for anyone in the arts.
“We hope to help facilitate projects that artists already have in mind – help them make it happen,” she said.
The Hotdesk, which will be free to all, is designed for advice and assistance in art-related matters including grants, discussion groups, idea shar-

artsnexus.com.au
promotions
profile members
websiteNEWS
arts business
training mentoring
BUILD CAPACITY
opportunities
invest projects
employment
advocacy
national dialogue
representing sector

Arts Hotdesk
10am - 2pm
second Monday of the month

Supporting the arts, culture and creative industries of the North, Arts Nexus provides advice and assistance in art-related matters. Make an appointment with our Program Coordinator or drop in to discuss grants, skill development, arts business and planning. Attend forums, discussion groups, networking and Monthly Meetings. Each month a different art form will be featured, covering various topics for open discussion and idea sharing.

Free WiFi and desk space is available for the community to create and inspire.
Community Hall, Howroyd Street, Port Douglas
Join Arts Nexus for advice service, attend events and subscribe to the newsletter to be kept up to date.

Phone: 0437 367 868
DOUGLAS SHIRE COUNCIL

artsnexus.com.au
Growing your creative business and culture

Arts Nexus Inc. is incorporated by the Queensland Government through Arts Queensland

Exhibition - 'Railways 1914-18'

In partnership with Queensland Museum Network, Council hosted a travelling exhibition which looked at the role of the Australian rail network in the First World War. This exhibition ran from 13 March to 13 April 2018.



Carnivale 2018 "Tropical Magic"

Council took on the role of Event Manager for the 2018 Carnivale for the first time and the 3 day event was considered a resounding success with healthy attendance figures reported to all of the events and throughout the town over the weekend.

The program included independently managed events:

- The Longest lunch run by Ochre
- The Seafood Extravaganza run by Hemingways
- Spiegel Tent run by Knockout Events
- Amusements in the Market Park run by Festival Amusements

Council managed the icon events:

- The Carnival "Tropical Magic" street parade
- The Family Beach day
- Tropic Rock concert in Rex Smeal Park featuring Ross Wilson and the Peaceniks

Other Events Council supported were:

- Tropic Night Projection event by The Culture Mechanics
- Tropical Destinations Photography Exhibition by The Douglas Photographic Society
- Tropical Colour at the old Sugar Wharf by The Port Douglas Artists Group
- Out! At Carnivale by the Out! Cairns organization

A comprehensive program can be found at www.carnivale.com.au

Closest estimates of attendance figures are:

Street parade / Amusement park – 29 Float entrants approx. 300 participants & 4000 spectators

Tropic Colour – art exhibition 3 days at sugar wharf approx. 600 attendants

Tropic Night - 2 night event approx. 800 viewers

Longest lunch – 230 guests

Out! At Carnivale – approx. 80

Family Beach Day – approx. 1000

Tropic Rock – 700

Seafood extravaganza – 1,500

The Spiegel Tent ran for 10 days and attracted just over 3000.

This years event also saw contributions from the Mossman High School year 9 art department as well as significant fund raising activities by the Crocs AFL Club and the SES.

Council has already embarked on a thorough review of the event to establish a festival / business model and to determine the best avenue for the events future.

During this period council will engage members of the business public as well as the general public through forums to be held at the Port Douglas Community Hall, the first one was conducted with Members of TPDD and the Chamber of Commerce last Thursday.

Feedback from the sponsors was also positive and a couple have already made enquiries about involvement in next years event.



Game On DS2018!

Clubs and facilitators have been hosting a wonderful array of activities under Game On DS2018! since March. With most activities now complete, and some still to be undertaken/finalised by 30 June, Council will be seeking feedback from participants and facilitators.

The survey is available at <https://www.surveymonkey.com/r/GameOnDS2018> and the hardcopy was distributed via Council's Facebook page, Website and email networks.

As well as giving the community the opportunity to come along, have fun, try out the activities for free and be active; Game On DS2018 may have also assisted clubs in determining actual needs/demands for new programs.

All feedback (positive and negative) will help Council gauge what was done well; and how we can refine/improve elements for the future projects if such opportunities arise again.

Feedback is required by 4.30pm on 10 July 2018.

The projects were delivered under the Queensland Government's Embracing 2018 Legacy Program for the Gold Coast 2018 Commonwealth Games and are funded by the Australian Government.

Game On DS2018 – Come and Try! provided opportunities to participate in a variety of 'come and try' and friendly competition days at various venues across the Shire.

Free sessions included Women's Cricket, Underwater Hockey, Inclusive Lawn Bowls, Lawn Bowls, Table Tennis, Surf Lifesaving, Little Athletics, "Free G" and "Move for Life" Gymnastics, Sailing and Fast Five Netball.

Game On DS2018 – EVEN MORE Active Games in the Park! extended the reach of Council's existing 'Active Games in the Park' to Tea Tree Rd Sports Ground Diwan, Wonga Beach Skate Park and Coronation Park Mossman enabling more children and families to be active. Tai Chi is being held at Mossman Shire Hall and Yoga at Port Douglas Hall. Traditional Indigenous Games (TIG) was introduced at George Davis Bubu KinKari Park weekly until the end of June.

Thank you to PCYC for assisting the Active Games coordinator with this exciting addition to Active Games in the Park, and for enabling the use of their TIGS equipment for Game On DS2018!

Come and Try days and EVEN MORE Active Games in the Park information was regularly posted to Council's Facebook Page <https://www.facebook.com/douglasshirecouncil> and website <https://douglas.qld.gov.au/game-douglas-shire-2018/>.

The acquittal of the grant is due by 31 July 2018.

Economic Development

Economic Development Strategy 2017 - 2021 – Taskforces

In December 2017 Council convened the first meetings of the three different economic development taskforces responsible for helping to drive the Economic Development Strategy 2017 – 2021. The Taskforces which have been established to date include:

- Allied Health and Health Tourism Taskforce;
- Study, Training and Entrepreneur Incubator Taskforce; and
- Sustainable Development and Attracting and Facilitating Investment Taskforce.

A Priority Action and Implementation Plan 2018/19 for each taskforce were prepared and adopted by Council at the 24 April 2018 Council Ordinary Meeting.

Website and Facebook

Council's Communications and Engagement Officer has been very active over the last three months preparing 34 media releases, updating Council's website daily and posting multiple articles on social media. Over the three months to May 2018 there have been 309 Facebook posts that were viewed over 140,000 times and Council's website had around 70,000 page views over the same period.

Grants

Grant Applications Submitted

Grant	Provider	Project	Amount	Closed
Building our Regions Fund <i>(Expression of Interest)</i>	State Government Department of State Development, Infrastructure and Planning	Mossman Caravan Park and Pool Upgrade	\$2,000,000	EOI 25/05/2018
Native Title Officer Funding Scheme	Federal Government	Native Title Officer <i>(Joint application with Cook Shire Council)</i>	\$30,000	01/05/2018
Reef Guardians	Australian Government Department Environment	Keep Paradise Plastic Free Drain Stenciling Program	\$4,000	1/05/2018
Natural Disaster Resilience Program	State Government Department of State Development, Infrastructure and Planning	Ribbon Avenue Port Douglas Drainage Upgrade	\$2,040,500	27/04/2018
Maturing the Infrastructure Pipeline	State Government Department of State Development, Infrastructure and Planning	Daintree River Ferry Capacity Analysis	\$100,000	09/04/2018
Maturing the Infrastructure Pipeline	State Government Department of State Development, Infrastructure	Teamsters Park Master Plan	\$50,000	09/04/2018

	and Planning			
Regional Arts Development Fund	State Government	Douglas Shire Council RADF Program 2018/2019	\$30,000	06/04/2018
Public Library Strategic Priorities Grant	State Government	LEEDR Multi-Touch Hub	\$29,500	23/03/2018
Building Better Regions Fund	Federal Government Department of Industry, Innovation and Science, Department of Infrastructure and Regional Development	Strategic Planning for The Daintree	\$20,000	19/12/2017

Grant Applications Submitted – Outcome

Grant	Provider	Project	Amount	Outcome
Native Title Officer Funding Scheme	Federal Government	Native Title Officer <i>(Joint application with Cook Shire Council)</i>	\$30,000	Unsuccessful <i>(Advised 24/05/18)</i>
Reef Guardians	Federal Government	Keep Paradise Plastic Free Drain Stencil Program	\$2,460	Successful (Partial Funding) <i>(Advised 30/05/18)</i>

CORPORATE SERVICES

GOVERNANCE

Human Resources

Human Resources (HR) activities during the quarter continue to focus on those primary areas of recruitment and selection, learning and development and “return to work” facilitation.

The HR Training calendar is being enhanced to ensure staff attend all training required for their roles. Staff have attended training in First Aid/CPR; Playground Inspection (both Routine and Operational); Microsoft Office in the areas of Project, Excel and Word (with sessions available to target an employee skill level from introduction to advanced). The Go Digital initiative continues to receive positive feedback from all staff. Other training has included courses in Chemical Accreditation and a number of staff completed the final stage of the High Risk Work training for the Forklift Licence completing their formal theory/calculations and practical assessments.

Four staff within the Water and Wastewater teams, including Council’s Trainee Water Operations Officer, completed their Certificate III in Water Industry Operations. Council’s three new trainees have commenced their Certificate III in Business Administration.

Human Resources are currently managing the recruitment and selection of a number of roles both internally and externally with the appointment of four full-time staff, one trainee (fixed twelve month Term) and one casual in the last quarter. Council has said goodbye to two staff who have transitioned onto retirement and two staff members who have moved to other positions within Local Government.

Workplace Health & Safety

An auditor from LGW visited Council in March to conduct an external Safety Audit on our safety systems and worksites. Council received a score of 57.9% which had improved from 36.2% in 2014. Works will continue to improve this score as we move toward the benchmark of 70%.

Crocodile management remains a priority for the Team. A crocodile has been sighted at the Port Douglas Waste Water Treatment Plan on a number of occasions. After consultation with the Department of Environment and Science a trap has now been set up in one of the ponds. Daily contact with the Department will ensure the safe removal of this animal.

The Team also assisted in the delivery of the Carnivale weekend. Support was given by providing safety elements to the event management plans; emergency procedures; safety briefings for the parade, volunteers and emergency services; and on-site support at all events.

Property

The development of the new Master Plan for the Mossman Pool and Caravan Park is progressing well with draft plans presented to Councillors at a recent Workshop. Officers have submitted an Expression of Interest for a grant to help finance the development and are expecting a response to this application in July. Upgrade works are continuing on the pool with the installation of a new pump and associated valves and pipe work, replacement of filter media in existing sand filter vessels, and the upgrade existing dosing system. The works will ensure compliance with Queensland Swimming and Spa Pool Water and Quality and Operational Guidelines.

The Douglas Shire Historical Society has entered into a lease with Council to occupy the former SES premises in Wharf Street. The rent review of the Combined Club has been completed with all parties agreeing to the outcome. Property officers have recently undertaken an audit of Council’s insurances and are awaiting a response from the insurers.

The Port Douglas Markets are progressing well with all stallholders supporting the Market Coordinator's increased focus on the "Cotters Market" theme. An audit of stalls was conducted in February and it is intended to conduct another audit in the third quarter of this year. This quarter stall numbers are down on previous years.

Records

This quarter Records staff commenced the project of scanning the 800 historical 'as constructed' plans for Council's water, wastewater and stormwater network. This task utilises part of the funding Council has received to improve access to Council's infrastructure network information through its mapping system.

The team worked with the Finance Team on the 2018-2019 Fees and Charges documentation to create a user friendly electronic document which is now available on Council's website. In addition, work was undertaken on Council's Agenda and Minutes software, with the vendor providing training in the utilisation of the minutes component of the software, and the updating of report appearances.

Front Line Services (FLS) and Organisational Business Support Unit (OBSU)

OBSU hosted the "Biggest Morning Tea" this month raising \$425 for the Queensland Cancer Council. In March both teams assisted in the compulsory "Temporary Disruption of Service of the Daintree Ferry". OBSU assisted in the community notifications and the organisation of alternative means of transport for residents while the Ferry was out of the water. OBSU are also involved in the development of a new point of sale system for the Daintree Ferry. The new system will enable Council to offer the community alternative options in the future when purchasing tickets for travel on the Ferry.

This quarter OBSU said farewell to Lara Balzarolo, who was successful in her secondment application for the role of Technical Support Officer - Water and Wastewater, and welcomed Susanna Andrews from the Property Team for a one year secondment. Frontline Services said farewell to Kirsty Burchill, who was successful in securing an outback adventure working with the Ngaanyatjarra people of Jameson for a six month career break. Susan Donoghue has joined the Frontline Team as a casual employee.

PROCUREMENT

In this period Procurement has been involved in delivering over 12 tender/quotations through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System). Whilst receiving submissions electronically creates administrative efficiencies, this results in large volumes of submissions being assessed and evaluated with varying degrees of complexities.

Significant procurement activity is still currently centered around Water and Waste Water Capital Works Projects:

- Contract 2018-001 MWWTP Clarifier and associated works – under evaluation;
- Contract 2018-079 Rex Creek Johnson Screens Renewal (Phase 3);
- Contract 2018-080 Whyanbeel WTP Renewals; and
- Contract 2018-081 Whyanbeel Intake - Johnson Screen Renewals.

The Chief Procurement Officer has also commenced procurement planning activity in regards to two bridges:

- Contract 2018-087 Noah Creek Bridge Renewal Project (Project Management of initial options analysis and PM of D&C Contractor) – Design and Construct tender (AS 4902-2000 General Conditions of Contract for Design and Construct)

- Scheduled to be released to market – July 2018; and
- Contract 2018-088 Diggers Bridge Upgrade Project (Major Construction and Civil Works) Construction tender (AS 4000 General Conditions of Contract) release to market – early March.
 - This Contract has been awarded to a Local Supplier Kenmac Constructions Pty Ltd.

Other projects of interest are focused around Daintree River Ferry Channel dredging. This project has two contract elements.

- Contract 2018-089 Dredging of DTR Ferry Channel (commencing approx. 10 April 2018 with Sirron Enterprises (QLD) Pty Ltd).
 - This project has now been completed, and
- Contract 2018-056 Dredge Management Planning (Develop new Technical Specifications, Dredge Environmental Management Plan (DEMP) and amendments to existing Marine Park Permits and Environmental Authority - AS 4122 specialist consultancy awarded (Aug 2017) to KBR Pty Ltd.
 - This project is pending receipt of final draft documents.

In advocating for Douglas on a regional basis, Procurement is currently participating or has participated in:

- FNQROC Procurement and Technical Committee forums;
 - The Procurement Committee has commenced work on a standard suite of contract documents based on the AS 4000 contract suite (DSC has used the majority of this suite since 2015),
 - First suit of documents is now being reviewed by the Chief Procurement Officer, and
 - Regional contract arrangements covering the waste, roads, chemicals and recyclables categories;
- Local Buy Liaison forum (Face to Face and teleconference networks);
- Regional Finance Managers forum;
- Department of State Development (Tendering Briefs and Industry Capability Network (ICN));
- Procurement Best Practice and knowledge library (Local Buy/FNQROC/Other Councils);
- Chief Procurement Officer was part of a procurement panel at this years Local Buy Procurement, Works and Fleet Management Conference held in early March 2018; and
- Chief Procurement Officer attended a 1 day Far North Queensland Procurement Local Buy event.

FINANCE AND INFORMATION TECHNOLOGY

The Queensland Audit Office (QAO) are currently undertaking their interim audit visit to Council to review progress in addressing any outstanding audit issues, review a number of Council's financial processes and controls and review progress towards preparing for end of financial year matters. The final audit will be undertaken in the week commencing 17 September 2018 and final audit certification of Council's annual financial statements is expected by 12 October 2018.

Council's 2018/19 budget preparation process is now complete, with the budget being adopted on 19 June 2018. The budget process occurs over a number of months and has involved input from all key areas of Council and has included many workshops with Councillors to consider the various components of the budget such as the capital works program, fees & charges, rates, materials & services and Council's long term financial forecast. Council's operational plan is also developed and workshopped as part of this process.

Rates second reminder letters were issued on 11 April 2018 with a due date of 26 April 2018. The value of rates outstanding is listed in the organisational report card. Water first reminder letters were issued on 24 April 2018, with a due date of 8 May 2018 and second reminder letters were issued on 24 May 2018, with a due date of 7 June 2018.

Supplementary Rates Levy notices were issued on 17 May 2018 and 29 May 2018, with due dates of 19 June 2018 and 28 June 2018 respectively. These notices were for the amendment of charges due to requests (eg additional bins), buildings that have been completed or new allotments created.

As part of a regular monthly review all of Council's payment arrangements with ratepayers, including direct debits (and where necessary payment amounts), have been adjusted to ensure all required remaining payments are received by 30 June 2018. This process includes the issuing of letters to all properties with such arrangements, advising of outstanding balances. Debt recovery processes are also ongoing.

Council's IT Trainee is progressing well and has eliminated a backlog of computers which were overdue for replacement. In the coming months the Trainee will also move on to any mobile and desktop phones which are also due for replacement. An upgrade to Council's core software suite is due to "Go-Live" in July and it is expected that this upgrade will not cause any disruption to services. This will be followed by a focus on the pilot testing and rollout of Windows 10 to all computers.

LIBRARY

Mossman Library hosted Kids' on Tour, *"Me, Myselfie and I"*, presented by GOMA (Queensland Galley of Modern Art Children's Art Centre). The free program explored representation of self and featured video works by culturally diverse artists. The program included interactive and multi-media art projects that invited children to consider different ways of creating their own portraits. Approximately 170 people attended over a three week period.



Children enjoying the GOMA "Me, Myselfie and I" program with craft activities and interactives displays

The State Library of Queensland Advanced STEM.I.AM Coding and Robotics Grant of \$12,830 was finalised in April. The STEM.I.AM program aims to increase the number of Aboriginal and Torres Strait Islander students pursuing STEM (science, technology, engineering, maths) at university through targeted engagement activities for Indigenous young people.

Fiona Quinn from Stories Galore provided training for library, teaching and youth workers in the Douglas Area. Fiona also conducted a hands-on "Robotics Challenges" workshop at the Youth Centre for indigenous high school students. The Workshop was well attended and feedback was very positive – *Youth were consistently engaged and inspired by the workshop ...Facilitator was very professional and gained respect and had youth curious*".

A "Walk in and Play" session was held at Mossman Library for all community members to explore robots and coding.



"Robotics Challenges" workshop at Youth Centre



"Walk in and play" workshop at Mossman Library

Two library staff members visited the Youth Centre to facilitate three workshops; it was about getting the teens building and learning. Robots allow young people to engage in coding and technology in a fun and creative way. The robots were controlled using an app on an ipad. As well as developing basic coding skills the workshops provided an opportunity for young people to engage with the technology outside of school hours. Participants also got to exercise their problem solving and team work abilities. The workshops took place over three afternoons with 10 teens engaged in building robots, and plenty more watching on from the sidelines. When the robots were finished, participants quickly got down to figuring out how to control them with ipads, making them move, dance and engage in some serious robot wars.



At the end of the workshops, Douglas Libraries presented two robots and ipads to the Mossman Youth Centre to enable the young people to have access to the technology at the Centre.



Presentation of robots & ipads to the Mossman Youth Centre

A second robotics grant was also acquitted during this period – the State Library of Queensland "First Lego League Robotics Grant" which included a Lego EV3 Mindstorm kit and \$2,000.

This project provided an opportunity for staff and children aged nine to 16 years to learn about robotics. The children shared these skills with the community. The project provided all with an opportunity to learn, to explore new technology, to work as part of a group, to prepare a presentation and most of all to have fun. Excellent training and support was provided by James from the State Library of Queensland. One Grandad who came to the presentation remarked "this is the first time I have been in this new Library, it's pretty good isn't it (the new Library is 11 years old).



FIRST Lego League Robotics – EV3 mindstorm robot and presentation of Certificates by James from SLQ

National Simultaneous Storytime was celebrated at Mossman Library on Wednesday 23 May with children and adults enjoying morning tea, "Hickory Dickory Dash" story and craft.

In May library staff also visited the Mossman Primary School to celebrate Under 8's week. A fun time was held reading stories and sharing the enjoy of reading and the love of books.



National Simultaneous Storytime at Mossman Library Celebrating Under 8's day at Mossman Primary School

The Library Board of Queensland along with Vicki McDonald (State Librarian) and Louise Denoon (Executive Director, Public Libraries & Engagement) visited Mossman Library on the 11th May.

It was an opportunity for the Board to observe the ways the community make use of their Library and to provide an insight into the challenges and opportunities of providing library services in a remote area.



Board of State Library of Queensland visit Mossman Library

During this period 20,701 people visited their local library; 256 people joined; 21,015 items were borrowed; 986 people attended library programs/events; 69 people participated in outreach events; 2,217 pc bookings were made and 2,688 free wi-fi sessions were accessed by 586 people.

OPERATIONS

SUSTAINABLE COMMUNITIES

Planning

The Minister approved the Douglas Local Government Infrastructure Plan (LGIP) for consultation on Wednesday 7 March 2018. Council officers are now proceeding to public consultation on the LGIP to ensure it is ready to take effect on 1 July 2018.

Work has been completed, in partnership with the State government, to align the 2018 Douglas Shire Planning Scheme with the Planning Act 2016. Council's Senior Planning Officer will now progress the steps necessary to make an alignment amendment to the Scheme to complete the alignment.

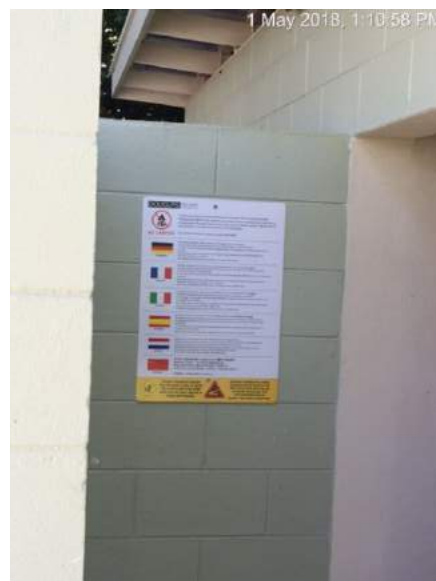
Local Laws

A meeting is scheduled for Wednesday 6 June 2018 to discuss and advocate for the removal of vessel wrecks in the Dickson Inlet. The meeting group includes representatives from Douglas Shire Council (DSC), Maritime Safety Queensland (MSQ), Marine Parks, Department of Agriculture and Fisheries, Douglas Marine Advisory Committee and the Port Douglas Coastguard.

Topics to be discussed include the problems (aesthetics, navigational hazards, post cyclone complications, pollution), how to avoid the problem reoccurring in the future, costs of removal and funding opportunities.



New signs have been installed in all of the public toilets in the Douglas Shire, advising that there is no "free" camping. The wording on the sign was professionally translated into a number of different languages including French, German and Chinese and also includes marine stinger and estuarine crocodile warning messages. The new signage has been well received by visitors to the area and feedback is showing that it is reaching the target audience.



Resource Management

Public Place Bin Audits

Public place bin audits continued in March with the auditing of recycling bins at the Daintree Gateway and on Front Street. These bins generally had lower contamination rates than the public recycling bins audited in Port Douglas and surrounds.



Image: Public place recycling bin audit at the Daintree Gateway, March 2018.

New Design on Trucks – filming 13/3

The waste and recycling trucks were given a makeover in March and now showcase some of the unique native fauna which live in Douglas Shire. The images include a tree kangaroo, cassowary, rifle bird, tree frog and forest dragon.

Max Dowling starred in the video to introduce the new designs and to remind the community to be responsible for their waste. The YouTube video can be viewed on Council's website - <https://douglas.qld.gov.au/douglas-trucks-showcase-native-animals/>.



Image: Max Dowling and Mayor, Julia Leu, with the Boyd's Forest Dragon truck

Free Green Waste and Mulch

Council received approx. 187m³ of green waste during the free green waste period in April and gave away approx. 264m³ of mulch during the free mulch period in May 2018.

Waste and Recycling Education

Cleanaway's Education Officer visited Douglas from Monday 21 - Wednesday 23 May 2018. The Education Officer and Council's Technical Officer for Resource Management visited six schools over these three days, presenting to approximately 200 children. This is expected to be the start of an ongoing education program offered to schools to improve waste management in accordance with Council's Waste Reduction and Recycling Plan.



Image: Education board set up at Alexandra Bay School



Image: Result of bin audit at Alexandra Bay School

Kerbside Collection

The following volumes were collected in Council's kerbside collection service for the period March -May 2018:

- Domestic waste: 1,117 tonnes
- Domestic recycling: 310 tonnes
- Commercial waste: 238 tonnes
- Commercial recycling: 10 tonnes

The following scrap metal was exported from Council's Transfer Stations:

- Killaloe Transfer Station: 445 tonnes
- Newell Beach Transfer Station: 72 tonnes

Sustainability

Resilient Coast Program

The Resilient Coast website was launched in March 2018 and contains information about Council's resiliency to coastal hazards, including coastal erosion and storm tide inundation. It also details Council's progress towards building a Coastal Hazard Adaptation Strategy (CHAS), which considers future hazards up until the year 2100.

The website provides a range of project updates, fact sheets and details upcoming events, such as community workshops. The Resilient Coast website can be accessed via: <https://ourcoast.douglas.qld.gov.au>

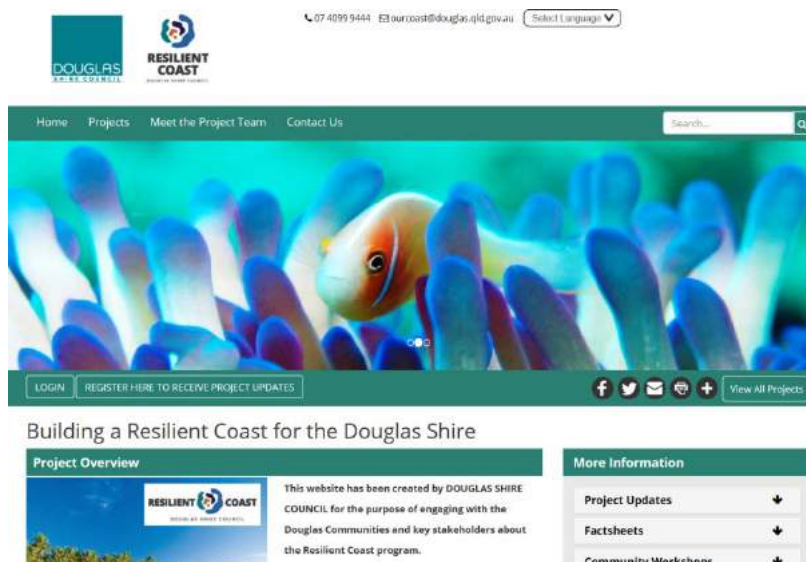


Image: Resilient Coast Homepage

In early May 2018, the Resilient Coast program completed Phase Three (3) of the Coastal Hazard Adaptation Strategy (CHAS) and ran community information sessions over 8-9 May 2018. There were four (4) sessions held in Cape Tribulation, Mossman and Port Douglas, as well as tailored sessions for the Resilient Coast Stakeholder Group, the Douglas LMAC and a group of utility and road providers.

Each session involved an overview of coastal hazards and projections up until the year 2100, as well as the sharing of draft storm tide inundation and erosion maps for three time periods (present day, 2060 and 2100). There will be a second round of community consultation later in the year.



Image: Resilient Coast Stakeholder Advisory Group

Council's Resilient Coast program was recognised at the national Coast to Coast 2018 conference held in Hobart, Tasmania. In its 14th year the Coast to Coast conference brought together coastal engineers, scientists, academics and local government, to share coastal management best practice. Council was recognised in two presentations relating to Council's Resilient Coast program delivered by coastal/geomorphic engineers who have been working closely with Council on the program.

Environmental Policy Adopted

Council adopted the Environmental (Council Operations) General Policy on 24 April 2018. The Policy commits Council to preparing a series of Council team environmental plans to further embed environmental considerations into day-to-day operations. The intent of the Policy is to avoid waste and pollutants generated by Council operations at the source.

Wangetti Trail

After four (4) years work by officers from both Douglas Shire and Cairns Regional Councils and following the support and budgetary contribution from Council, the State Government announced that it would fund the second stage of the Wangetti Trail concept. The second stage includes the detailed design and business case development. The cost of this work is approximately \$1Million and the State Special Projects group has commenced work with ground truthing underway. Council's Manager Sustainable Communities recently spent the day ground truthing the trail area in south Wangetti with World Trail.



Image: View from a section of the proposed Wangetti Trail

Disaster Management

March proved to be a major month for disaster management with three (3) significant events including the event triggered by ex-Tropical Cyclone Nora on 25-26 March, 2018. Major flooding occurred throughout the Shire and Port Douglas received the second highest 24 hour total on record for the town. Flooding from over stretched drainage systems were common and significant landslips occurred in Murphy Street and on the Flagstaff Hill Walking Track. Council was subsequently activated for NDRRA funding for two (2) events and the damage estimate is between 12 and 16 Million dollars, with over 600 defects recorded. Council crews and staff worked diligently in adverse conditions to close and open roads, provide public information and maintain water supplies. Clearing the slip areas was a tremendous effort by all. Council's Disaster Dashboard proved invaluable throughout this years events and in the March events.

Council's Planning Compliance Officer attended the Disaster Management Officers Workshop in Townsville in May. The workshop is a learning forum for Disaster Management Officers arranged by the Inspector General Emergency Management annually.



Image: Council's Disaster Dashboard

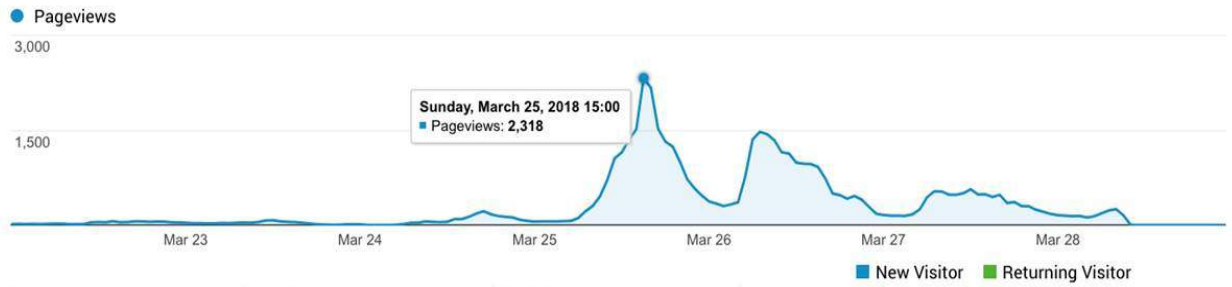
Council's Disaster Dashboard proved invaluable during the recent events. During the late March event the Dashboard had over 49 000 page views and 4620 new users. The majority of users are also directly accessing the URL.

A Dashboard Tutorial video has been produced by staff to assist users in moving around the various information points on the Dashboard.

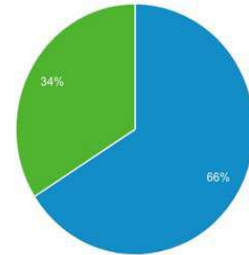
Overview

Pageviews vs. Select a metric

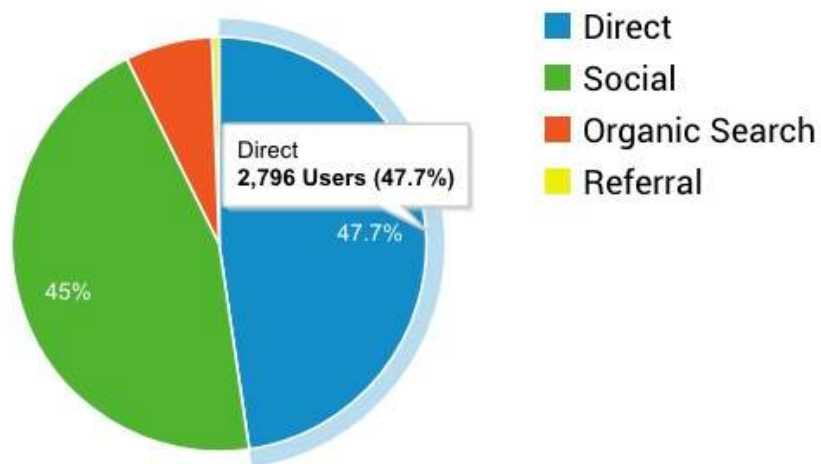
Hourly Day Week Month



■ New Visitor ■ Returning Visitor



Top Channels



Access Methods

INFRASTRUCTURE

Civil Works

Over the past three (3) months, the Civil Works Unit has been busy completing capital projects, routine maintenance, disaster recovery operations and continuing to maintain State Controlled Roads under the Road Maintenance Performance Contract with the Department of Transport and Main Roads.

The maintenance crews have been busy completing routine operational tasks during this period. The following tasks were highlights during this period:

- \$1.2 million re-seal program completed;
- Linemarking of new seal commenced and is scheduled for completed by the end of June 2018;
- Drainage repairs on Atherton Street;
- Clean up operations following major wet weather events in March. These works included landslides on Murphy Street, washouts at Degarra and substantial major damage to public essential infrastructure throughout the shire. The teams recorded and inspected over 800 defects;
- Pressure cleaning of road furniture including all footpaths, bus shelters, boat ramps post wet season;
- Line marking of roads in Port Douglas and Mossman has commenced;
- Repairs to the CREB track; and
- Grading of roads in Upper Daintree completed ready for the tourist season



Image: Murphy Street Landslide

Our construction teams completed the following Capital Works Projects during this period:

- Port Douglas Disability Access Ramp was completed and officially opened in May at Carnivale's Beach Day;
- The reinstallation of the Historic Flagstaff was completed in April. The first flag was raised on Anzac day;
- Storm water drainage Investigation – Ribbon Avenue (Options Analysis);
- Flagstaff Scenic Lookout Upgrade;
- Diggers Bridge Detailed Design;
- Drumsara Washdown Bay; and
- Stewarts Creek Bridge blade pier repairs



Image: Disability Access Ramp

Public and Natural Areas

During this quarterly period the Biosecurity team have conducted 1,769 work hours treating a total of 15 hectares of invasive weed species. A large portion of this time was spent north of the Daintree River treating tobacco weed and sickle pod on roadsides.

Our pest animal controllers have trapped and destroyed a total of 191 feral pigs during this period. Our operators also assisted landholders at Cape Kimberley with a coordinated 1080 baiting program.

The Nursery operations supplied a total of 6,621 native plants for revegetation and landscape works to land care groups, residents and council works. Of these plants supplied over 5,000 were sold contributing to Council's revenue. To date our nursery has supplied 14,979 native plants this financial year.

The Parks and Gardens Team have completed the following tasks:

- Repairs completed to stage 1 of Flagstaff Hill Walking Trail completed;
- Hiptage Task Force completed on Butchers Hill;
- Drink fountains installed at Little Cove, the pump track and the Captain Cook Highway reserve;
- Oil Palms maintenance in Port Douglas was completed prior to Carnivale;
- Biannual Coconut de nutting completed;
- Macrossan Street garden mulching completed; and
- Carnivale preparations, staging and clean up



Image: Oil Palms Pruned
Ordinary Council Meeting - 26 June 2018

Staff training during this period included Playground Inspections Level 1 & 2, Asset Edge, First Aid/CPR, ACDC and iAuditor.

During this period the Parks and Gardens teams have also conducted over 5,000 work hours and completed 3,315 accomplishments/routine maintenance tasks as can be seen below:



Fleet

Council took delivery of three (3) new utilities in this period, continuing the renewal of fleet assets. Two (2) new medium rigid trucks were delivered in early April which will complete the fleet renewal program for 2017/2018.

Fleet services have been busy completing an audit of all plant and vehicles to ensure asset management of Council assets into the future can be completed with a high degree of confidence.

Small plant has continued to be maintained to the required standards in support of Council maintenance crews completing routine maintenance and disaster recovery operations.

Facilities Management

The last three months have seen the roll out of New Asbestos Management Plans by Australasian Safety Services across all Council facilities and all leased facilities on Council owned or managed land. These have now been entered into the Council data base for easy access. The Facility Management unit has also engaged NQ Fire Protection to re-draw the fire evacuation plans for all Council facilities. This will be rolled out over the next couple of months followed by a review of all emergency evacuation instructions.

Capital works projects for 17/18 financial year are almost complete with the following projects in their final stage of deliver prior to the end of the financial year:

- Mossman Library LED lighting (Complete);
- New Chemical Container (Final stage of Installation);
- Sugar Wharf concrete Jetty Vehicle Rails (Complete);
- New Staff lunch area at Mossman Depot (Final stages of installation); and
- Daintree Boom Gates (On order)



Image: Mossman Library lights



Image: New Vehicle Rails at Sugar wharf



Image: Lunch Area (Before)



Image: Lunch Area (After)

The conclusion of this financial year will see the first round of Request For Quotation (RFQ's) sent out through the Vendor Panel for the supply of Kit Toilet blocks. These should be purchased and on site ready for installation well before the end of the year as part of Round 2 of W4Q (Works for Queensland) funding.

WATER AND WASTEWATER

Operations in the Water and Wastewater Group have been completed as planned, with an emphasis on:

1. Regulation Compliance;
2. Capital Project and Carry-over Completions;
3. Strategic Network Planning;
4. Rectification of Faults and Defects; and
5. Scheduled Maintenance.

Water Restrictions

Level 2 water restrictions have continued throughout the reporting period. The Emergency Water Action Group (EWAG) is continuing to monitor water intake levels and consumption. Even though we received a high amount of rainfall in the month of March, it was agreed to keep the water restrictions in place until all Capital Works projects involving water complete their critical stage gates in the month of April and May. A review is currently being undertaken now that all the Capital Works projects have been completed.

Water and Wastewater Compliance

The Environmental authority permit EPPR016905513 was amended and took effect on 9 March 2018. The update of the permit includes amendments specifically requested and additional conditions to address environmental risks. The permit legislates environmentally relevant activities in the following locations:

- Mossman Water Treatment Plant;
- Mossman Sewage Treatment Plant;
- Port Douglas Sewage Treatment Plant;
- Killaloe Landfill;
- Newell Landfill; and
- Douglas Sanitary Depot.

The Drinking Water Quality Management Plan (DWQMP) amended document was submitted to the Department of Natural Resources, Mines and Energy (DNRME) for assessment on 5 February 2018, and was approved with conditions on 04 May 2018. The plan was last amended in 2015 and it is required to be reviewed every four years. The result is a new user friendly health based risk management plan that demonstrates how public health risks are managed. In addition, the plan also describes how Douglas meets the requirements of the environmental authority for the Mossman Water Treatment Plant under the Environmental Protection Act (1994) and Water Licences under the Water Act 2000. The amended DWQMP was presented to the Council at its 5 June 2018 Ordinary Council Meeting and is in effect following Council's endorsement.

All tested parameters in drinking water samples during the reporting period were compliant with the Australian Drinking Water Guidelines and the Public Health Act. Council received two (2) water quality complaints during this period. One notification involved the water quality to be poor and requested flushing of the pipelines at the end of the reticulation network. Another notification involved cloudy water, which was caused by air in the pipeline due to major pipework repairs near the area. Both notifications were resolved and the customers were satisfied with the outcome.

During the reporting period, all wastewater samples tested were compliant with licence conditions. There was an extreme weather event in March which resulted in bypass from Port Douglas Wastewater Treatment Plant. The incident was reported to Department of Environment and Science (DES) and no outcome has been advised to date.

Training

Certificate IV Water Industry Certificate training is continuing during this reporting period for two operators. Four operators have completed a Certificate III in Water Operations.

Two staff members from Water and Wastewater team successfully completed the First Aid and CPR course and a forklift ticket.

Our Environmental Technical Officer attended Australia's international water conference Ozwater in Brisbane. Ozwater is Australian Water Association's yearly conference and trade exhibition, where water industry professionals get to meet, are informed about the latest technology and the water sector projects.

Water

During the extreme wet weather event in March 2018 a number of plant shutdowns were implemented due to the high raw water turbidity and intake blockages. The chlorine residual levels in the water reticulation network remained stable; however there were some low readings in the extremities of the system due to lower water demand in those areas. Mains flushing was undertaken to ensure adequate chlorine residual levels throughout the water supply network.

Water intake levels increased slightly due to intermittent rainfall. The water teams continued to closely monitor intakes levels to ensure Council has adequate supply for customers.

General maintenance was carried out during the reporting period on all schemes, intakes, hydrants and valves maintenance. Flushing programs were also carried out on all schemes to maintain good residuals at dead end mains.

There were 148 service repairs undertaken during this period, and 7 water main breaks that were repaired. There were also 117 settlement reads and 7 new service installations.

Wastewater

General and preventative maintenance duties were carried out at both Wastewater Treatment Plant (WWTP) sites during the reporting period. One bypass during the high rainfall event in March was reported to the Department of Environment and Science (DES) but no action resulted from DES as they understood the situation at the Port Douglas Wastewater Treatment Plant. Ramada Resort had a manhole collapse in one of their car parks due to the high rainfall event, this was repaired and restored by a few local contractors quickly and successfully (see photos below).



Capital Works

The Port Douglas Wastewater Treatment Plant (PDWWTP) had a shed extension, digester blower and power upgrade along with the installation and commissioning of the belt press and conveyors (see photos below). Commissioning of the belt press was carried out in late May with extremely good results that will allow the plant to cope with growth, large tourist numbers in the high season and enable the plant to be compliant during these difficult operating times. The construction of the Mossman Water Treatment Plant (MWTP) forklift bay was completed in this reporting period and the final design phase of the backwash water discharge reuse package plant is complete with demolition of the existing structures (see photos below).



Image: PDWWTP belt press and conveyors installation



Image: MWTP forklift bay



Image: MWTP backwash water discharge reuse package plant



Emergent works have been completed at Mowbray River Road involving the replacement of a section of water infrastructure main. (see photos above)

Other Capital works projects completed include the Manhole Sealing and Rehabilitation Program within the Port Douglas area, installation of Aerator mixers and the construction of the Mossman Riverbank Stabilisation at the Mossman Wastewater Treatment Plant (see photos below).



Manhole and rehabilitation works undertaken in the Port Douglas area



Image: Aerator mixer installed at Mossman WWTP



Image: Mossman WWTP Riverbank Stabilisation Project



DOUGLAS SHIRE COUNCIL

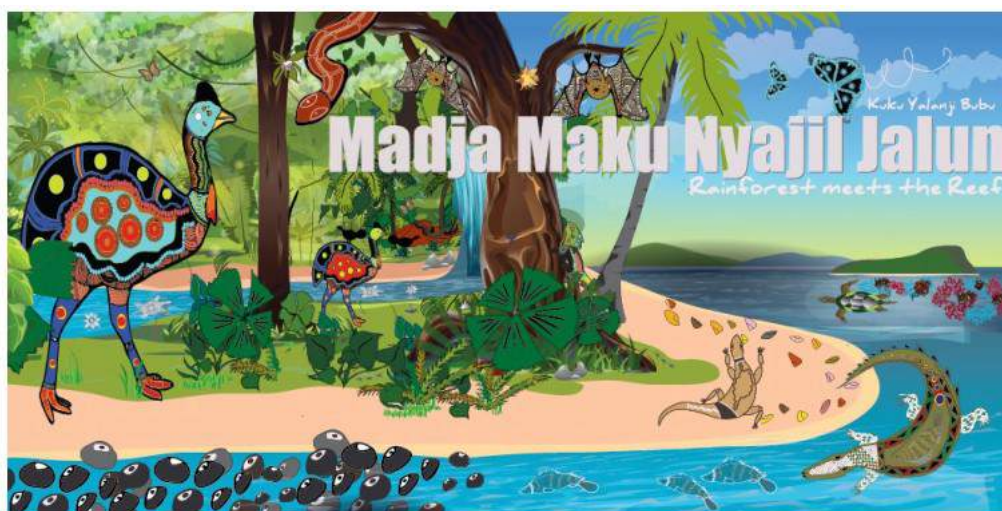
ORGANISATIONAL REPORT CARD

2017 - 2018

March 2018 – May 2018

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

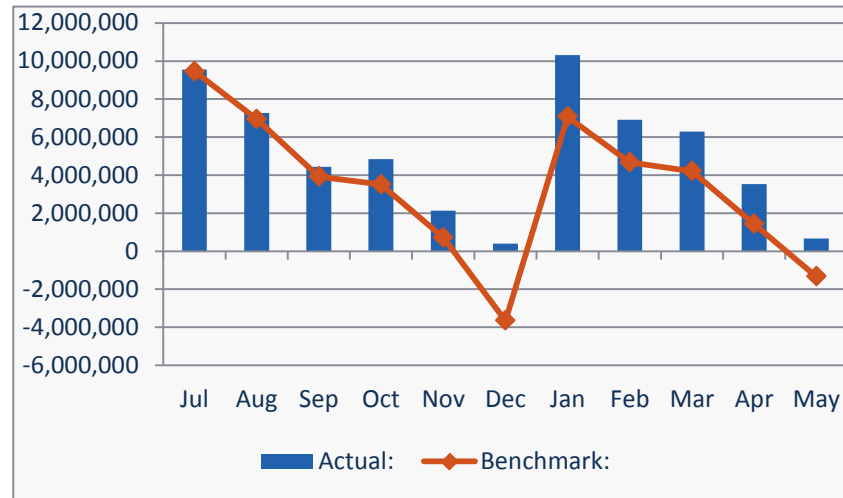
DOUGLAS
SHIRE COUNCIL



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

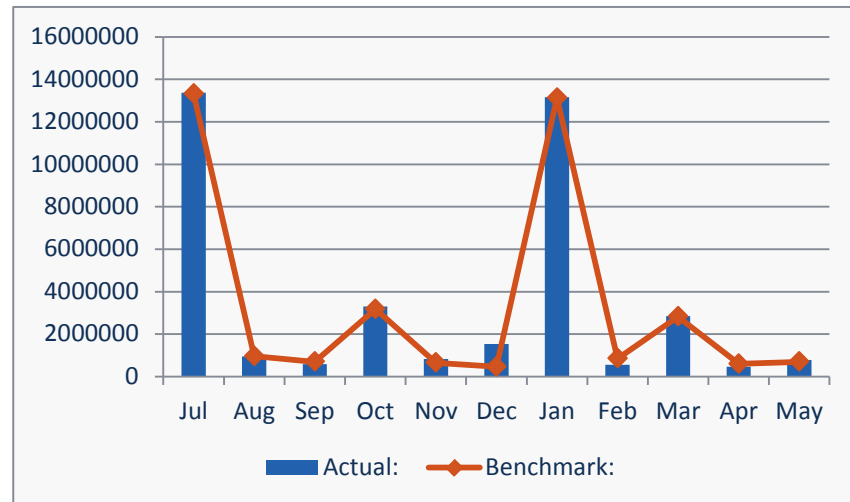


	March	April	May
Benchmark:	4,210,838	1,433,121	-1,334,054
Actual:	6,290,680	3,528,344	663,767
Variance:	2,079,842	2,095,223	1,997,821

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

Interpretive Comments: Council adopted the 2017/18 Annual Budget on 27 June 2017. The operating result is currently ahead of budget.

1.2 Revenue Against Budget

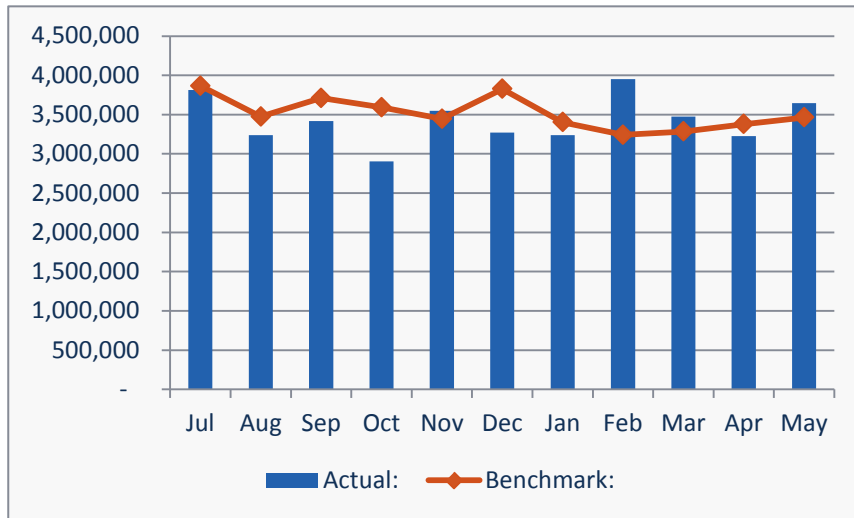


	March	April	May
Benchmark:	2,822,412	600,910	696,311
Actual:	2,849,065	464,775	780,646
Variance:	26,653	-136,135	84,335

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

Interpretive Comments: Council has received 93% of its budgeted operating revenue and is ahead of budget.

1.3 Expenses Against Budget

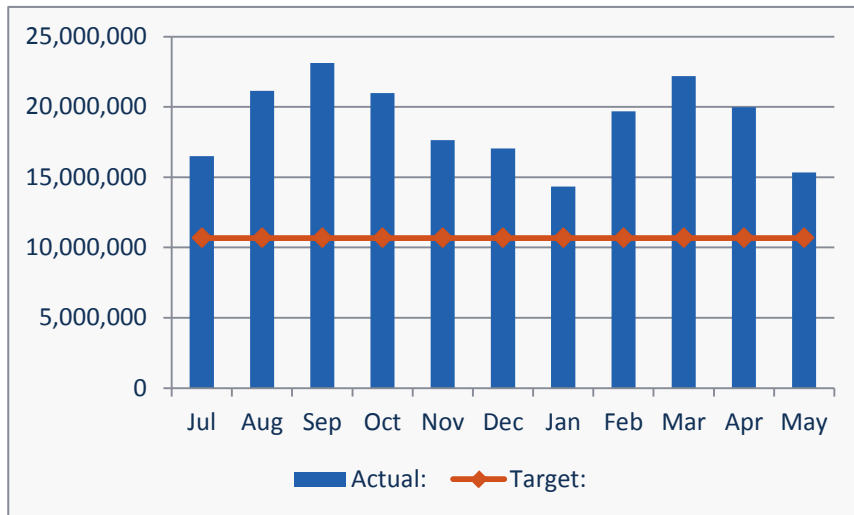


	March	April	May
Benchmark:	3,284,873	3,378,627	3,463,486
Actual:	3,476,710	3,227,111	3,645,223
Variance:	191,837	-151,516	181,737

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

Interpretive Comments: Year to date operating expenditure is currently under budget

1.4 Capacity to Meet Operational Expenses

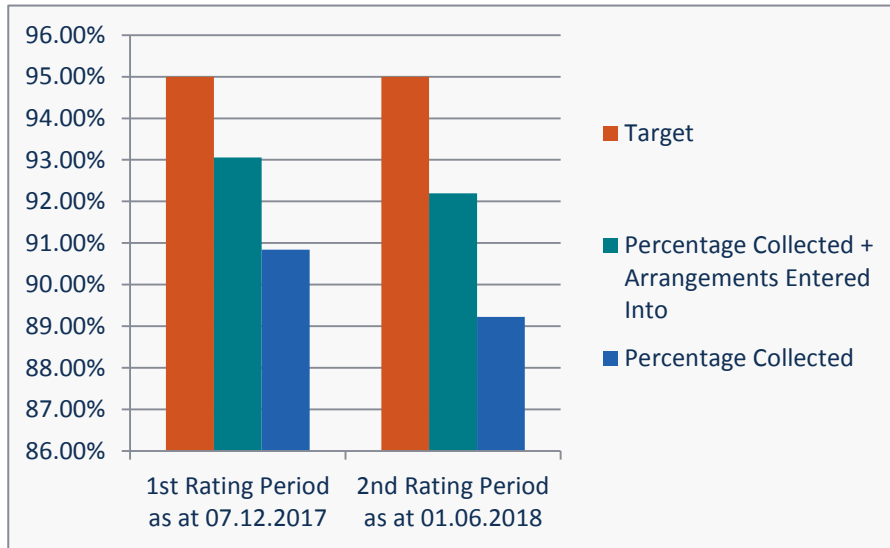


	March	April	May
Target:	10,676,738	10,676,738	10,676,738
Actual:	22,193,798	19,975,041	15,338,907
Variance:	-11,517,060	-9,298,303	-4,662,169

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



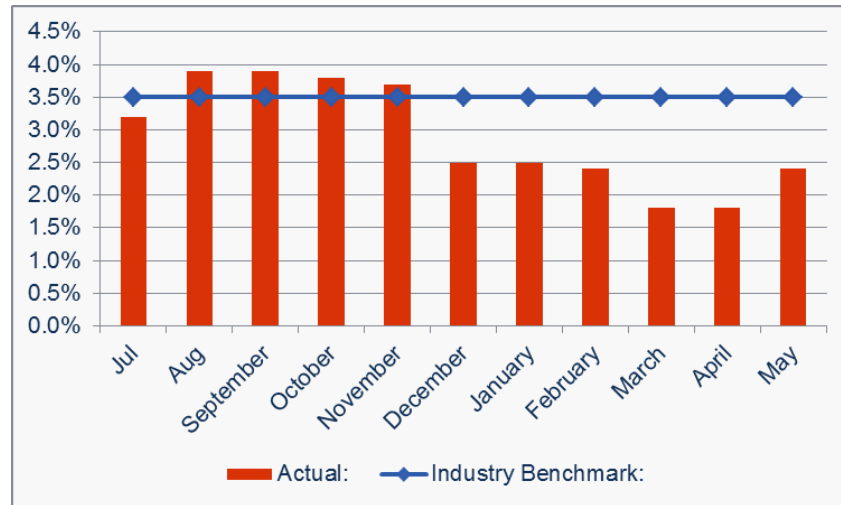
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	93.06%	92.20%
Percentage Collected:	90.84%	89.22%

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

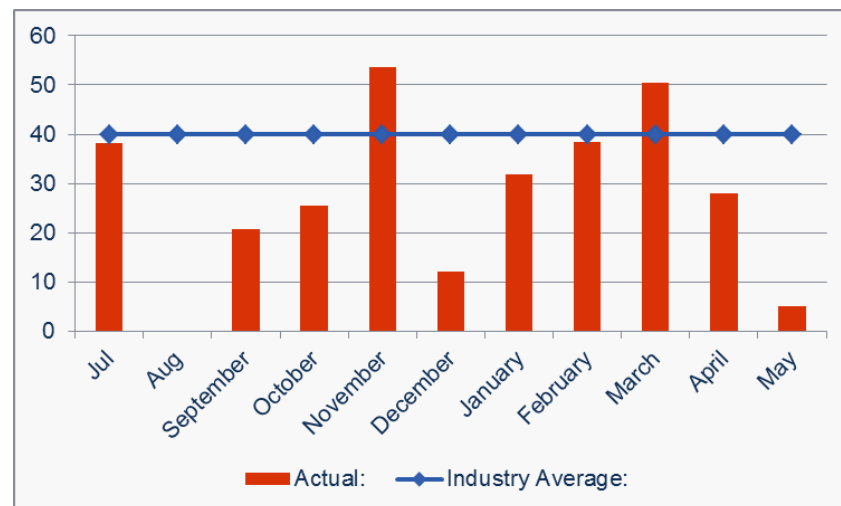


	March	April	May
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	1.8%	1.8%	2.4%

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

Interpretive Comments: For the twelve month periods ending 31 March and 30 April there were three LTIs. This rose to four in the twelve month period ending 31 May. The injuries were: wrist injury, back strain, tendon tear, and injuries from an incident with a high pressure hose. Of the four incidents two are ongoing with only one employee not back at work.

2.2 Efficiency of Filling Positions Vacant

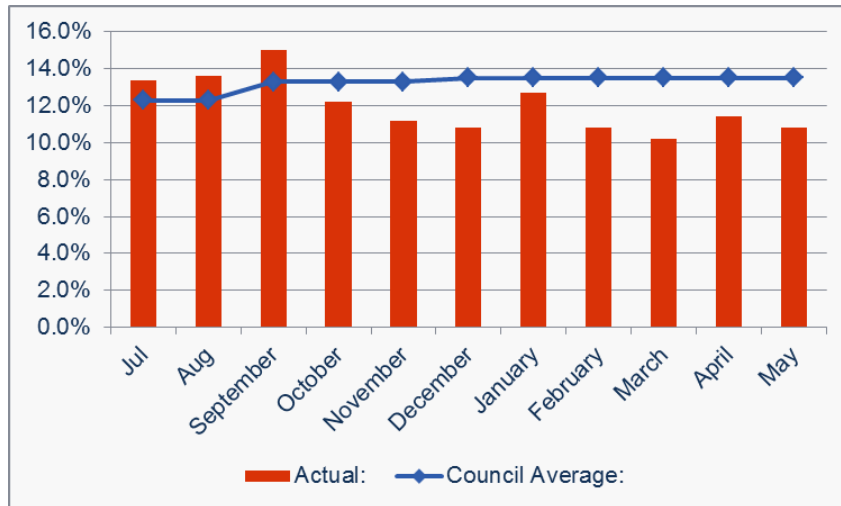


	March	April	May
Maximum:	40	40	40
Actual:	50.4	27.9	5
Variance:	-10.4	12.1	35

Explanatory Notes: 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.

Interpretive Comments: Council filled six roles this quarter with an average turnaround of 38.3 days.

2.3 Monthly Staff Turnover

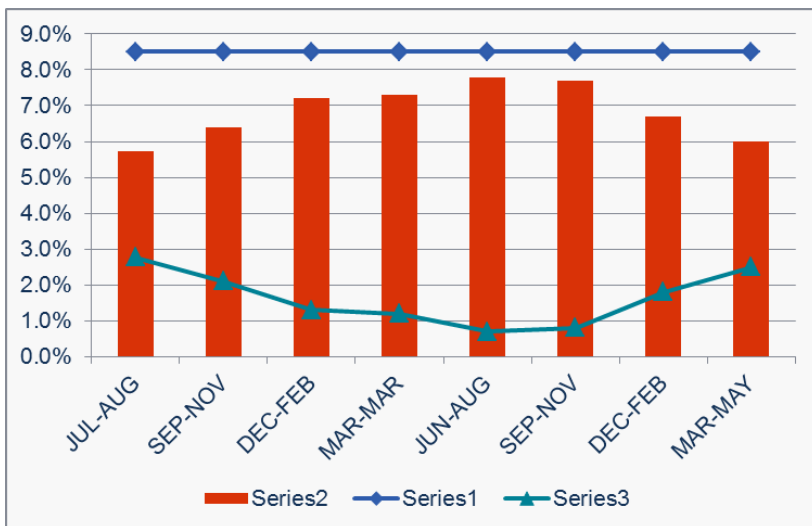


	March	April	May
Maximum:	13.5%	13.5%	13.5%
Actual:	10.2%	11.4%	10.8%
Variance:	3.3%	2.1%	2.7%

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 eighteen for this reporting quarter, which is 10.8% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



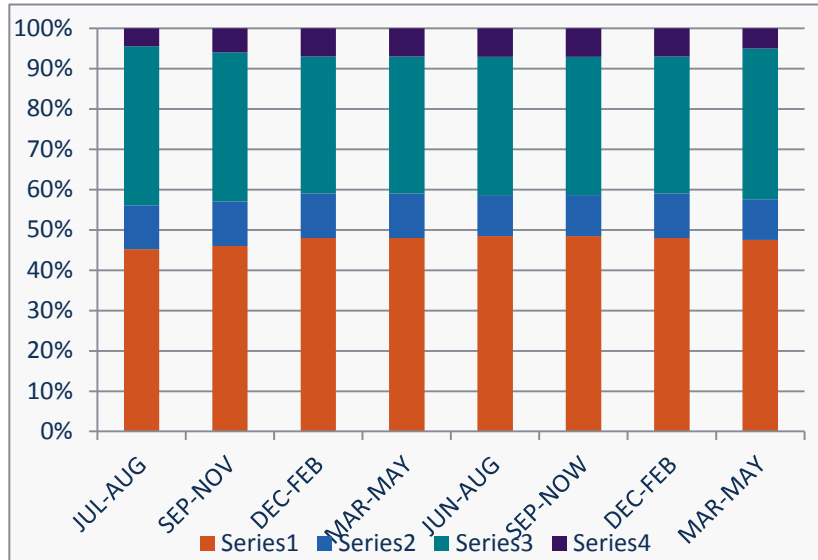
March 2018 – May 2018

Maximum:	8.5%
Actual:	6.0%
Variance:	2.5%

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 ten Aboriginal and Torres Strait Islander staff.

2.5 Workplace Diversity – Males & Females



March 2018 – May 2018

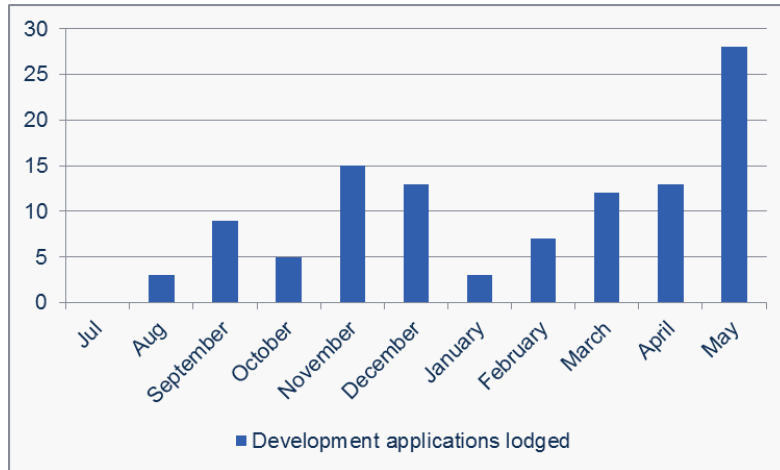
Males (NL roles):	47%
Males	10%
Females (NL roles):	37%
Females:	5%

Explanatory Notes: This graph shows the number of male and female staff expressed as Leaders and Non-Leaders (NL).

Interpretive Comments: In this Quarter Council employed an average of 166 staff - 58% male and 42% female. 17 of the 96 male staff are leaders and 8 of the 70 female staff are leaders.

3.0 SUSTAINABLE COMMUNITIES

3.1 Development Applications Lodged

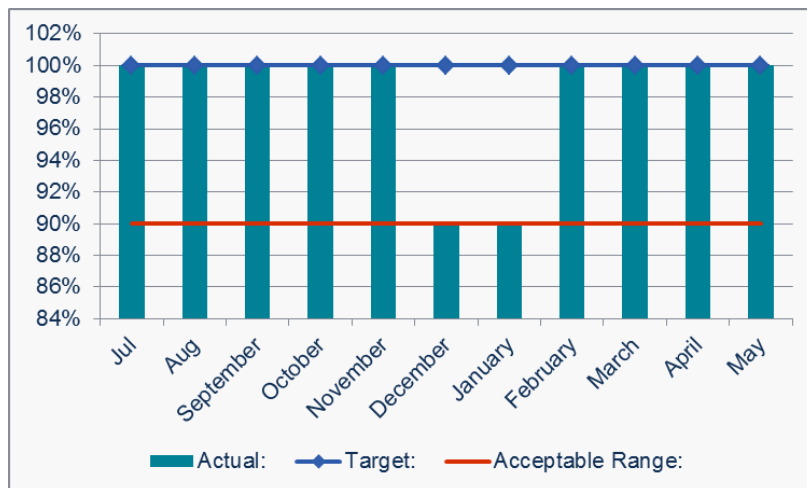


	March	April	May
Actual:	12	13	28

Explanatory Notes: The figures only 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 spike in development application received in the month of May is the result of the end of the wet season with a large number of Operational Works applications being received.

3.2 Assessments Completed Within Statutory Timeframe

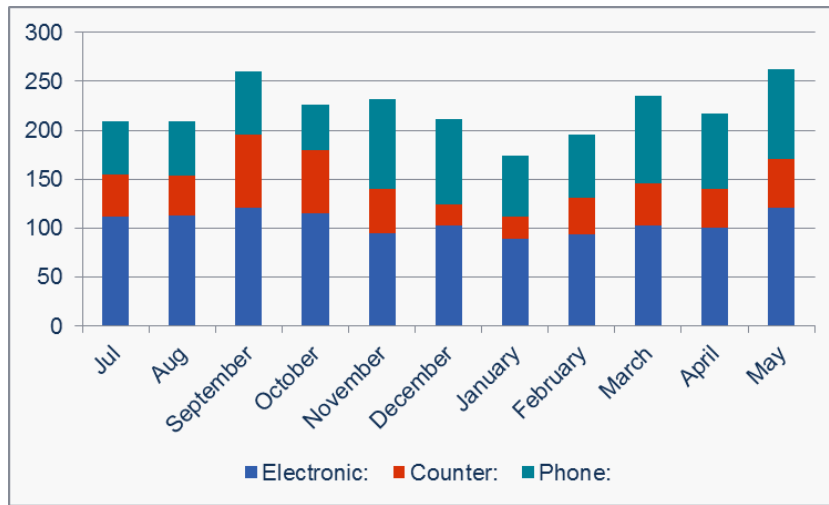


	March	April	May
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	90%	90%	100%

Explanatory Notes: This figure represents the number of delegated authority development applications approved within statutory timeframes. Deemed approvals for the two items not decided within statutory timeframe.

Interpretive Comments: The majority of delegated authority applications continue to be assessed within statutory timeframes.

3.3 Development & Assessment Officer Enquiries

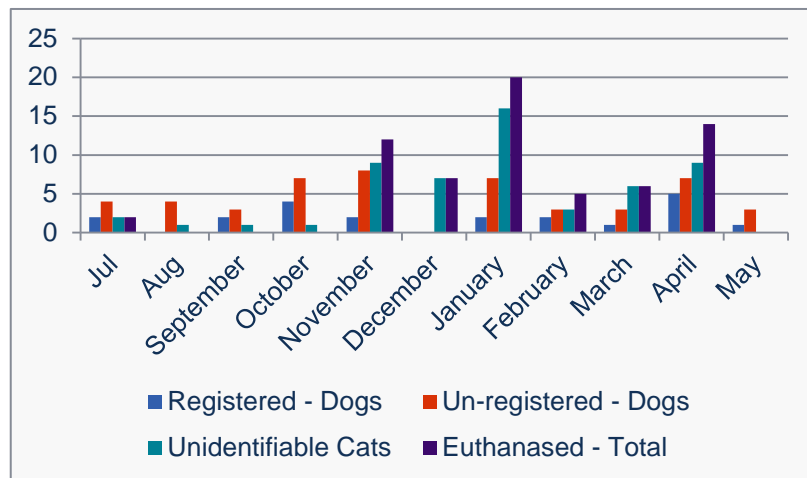


	March	April	May
Electronic:	103	100	121
Counter:	43	40	49
Phone:	89	77	92

Explanatory Notes: Figures capture the number of planning enquiries received via the front counter and via phone.

Interpretive Comments: A steady flow of counter and phone enquiries continue to be received in Planning and Coordination.

3.4 Animal Impoundments

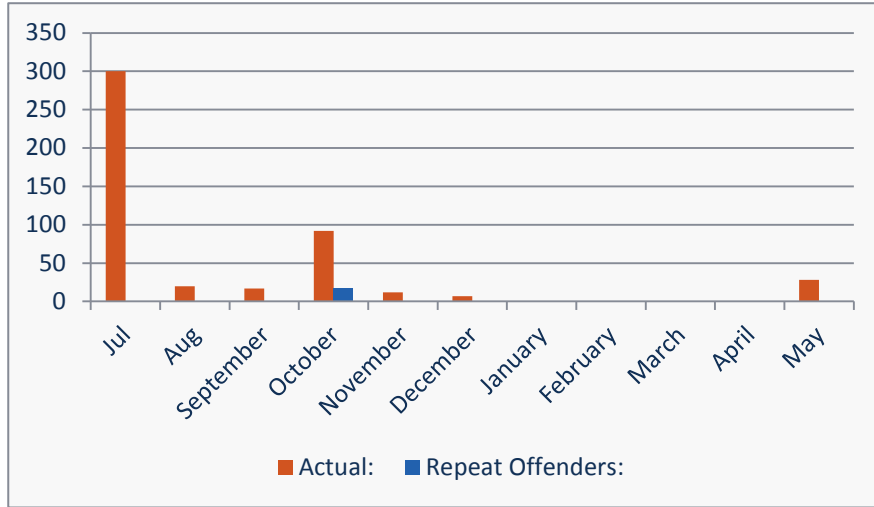


	March	April	May
Registered - Dogs	1	5	1
Un-registered - Dogs	3	7	3
Unidentifiable Cats	6	9	0
Euthanased - Total	6	14	0

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: April spike in euthanased animals represents surrendered cats/kittens and a number of dogs that were surrendered as a result of attacks.

3.5 Illegal Camping



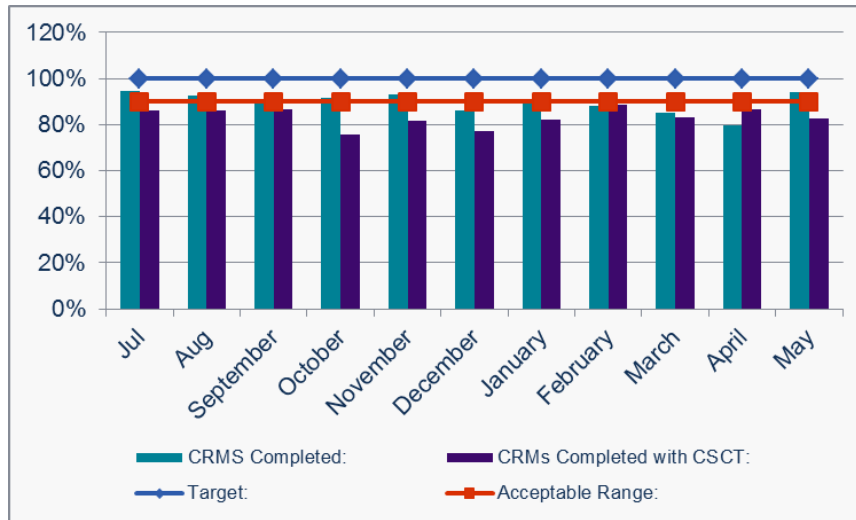
	March	April	May
Actual	0	0	28
Repeat Offenders	0	0	0

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: Local Laws increased patrols during May to coincide with the Carnivale period, but overall numbers are significantly lower than previous years.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	March	April	May
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	85%	80%	94%
CRMs Completed within CSCT:	83%	87%	83%

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: Sound performance in this area continues with CRMs responded to over the last three months being in excess of 80%.

4.2 Top 5 CRMs

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

March

	Category	Quantity
1.	Planner of the Day	57
2.	Leaking/Broken Service Pipe	41
3.	Trees (street/park)	90
4.	Rates – Arrangement to pay	39
5.	Waste-Residential Repair/Replace	

April

	Category	Quantity
1.	Planner of the Day	47
2.	Leaking/Broken Service Pipe	64
3.	Trees (street/park)	41
4.	Rates – Arrangement to pay	45
5.	Waste-Residential Repair/Replace	12

May

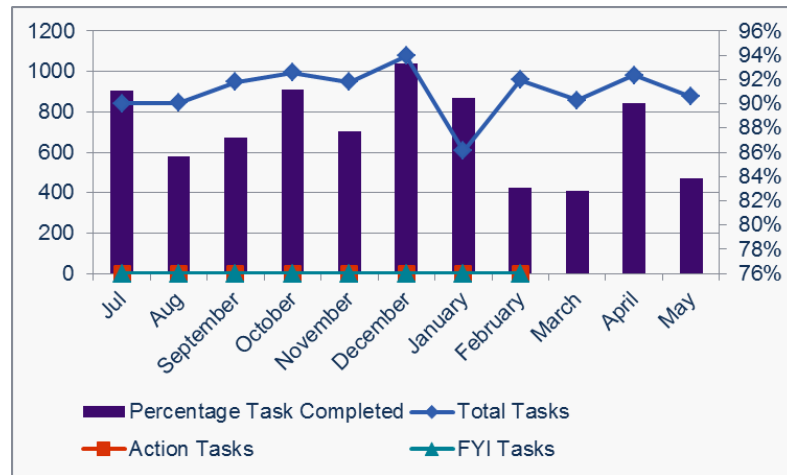
	Category	Quantity
1.	Planner of the Day	51
2.	Leaking/Broken Service Pipe	40
3.	Trees (street/park)	9031
4.	Rates – Arrangement to pay	
5.	Waste-Residential Repair/Replace	18

4.3 General Customer Enquiries

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

	March	April	May
enquiries@douglas.qld.gov.au (direct email and via web)	1760	1850	1978
Phone Calls to 4099 9444	2389	2141	2226

4.4 Inwards Correspondence Actioned

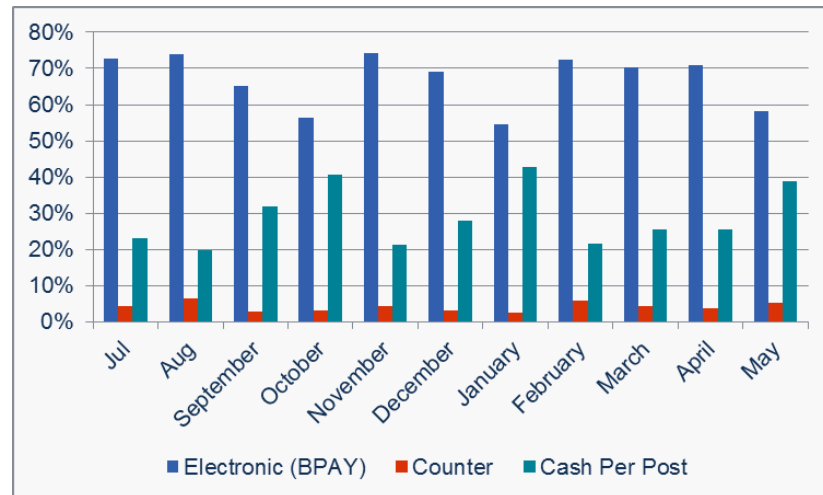


	March	April	May
Total Tasks:	856	981	875
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	82.86%	90.01%	83.89%

Explanatory Notes: This data details the quantity of mail and processed through Council’s records management unit 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



	March	April	May
Electronic (BPAY):	80.99%	80.41%	66.35%
Counter:	5.86%	3.70%	7.72%
Cash Per Post:	13.15%	15.89%	25.94%

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

Interpretive Comments: The trends continue to show a higher acceptance of electronic payments as opposed to counter and mail payments.

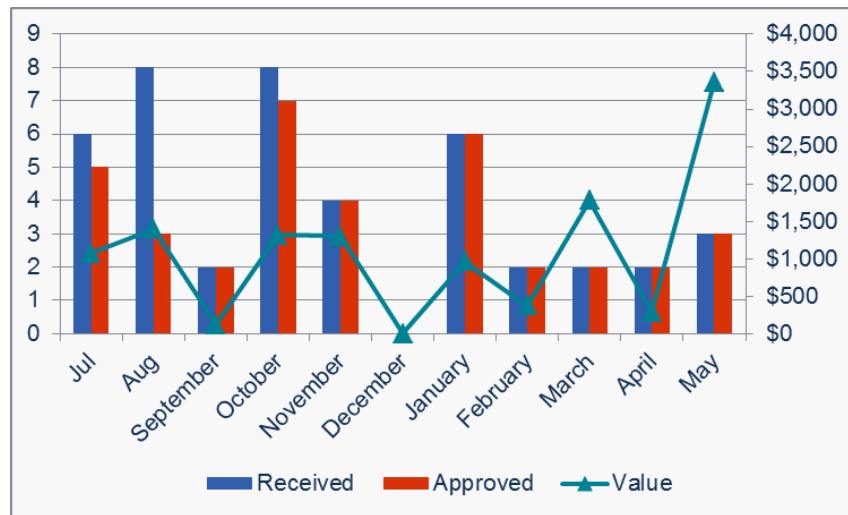
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	March	April	May
Facebook Posts	149	71	89
Website (Page) Views	37,673	15705	16419
Public Notice Advertising	24	13	22
Media Releases	16	7	11
Community Notice Boards	0	0	2

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

5.2 Community In-Kind Request



	March	April	May
Received:	2	2	3
Approved:	2	2	3
Value:	\$1,777.99	\$290.90	\$3,350.22
	2	2	3

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.