

## **5.12. CEO REPORT FOR OCTOBER TO DECEMBER 2019**

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**DEPARTMENT** Office of the Chief Executive Officer

### **RECOMMENDATION**

**That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period October to December 2019.**

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### **EXECUTIVE SUMMARY**

These reports present an outline of the operational initiatives and progress made by Council's Administration from October to December 2019. As part of the administration's review and continual improvement in the way the business of Council is communicated, the "Organisational Report Card" was developed to provide a regular snapshot for Councillors and the community on a selection of operational indicators.

### **BACKGROUND**

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

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

### **PROPOSAL**

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period October to December 2019.

### **FINANCIAL/RESOURCE IMPLICATIONS**

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

### **RISK MANAGEMENT IMPLICATIONS**

The Council's Risk Management Policy was adopted 25 June 2019 and that operations are subject to a risk assessment process and follows a comprehensive Enterprise Risk Management Plan.

## SUSTAINABILITY IMPLICATIONS

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

## CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the Local Government Act 2009, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2019 - 2020 adopted on 25 June 2019.

### Corporate Plan 2019-2024 Initiatives:

#### Theme 5 - Robust Governance and Efficient Service Delivery

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

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

## COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance. The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

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

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

## CONSULTATION

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

**External:** Nil.

## ATTACHMENTS

1. Report from the Chief Executive Officer October to December 2019 [5.12.1 - 47 pages]
2. Organisational Report Card October to December 2019 [5.12.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

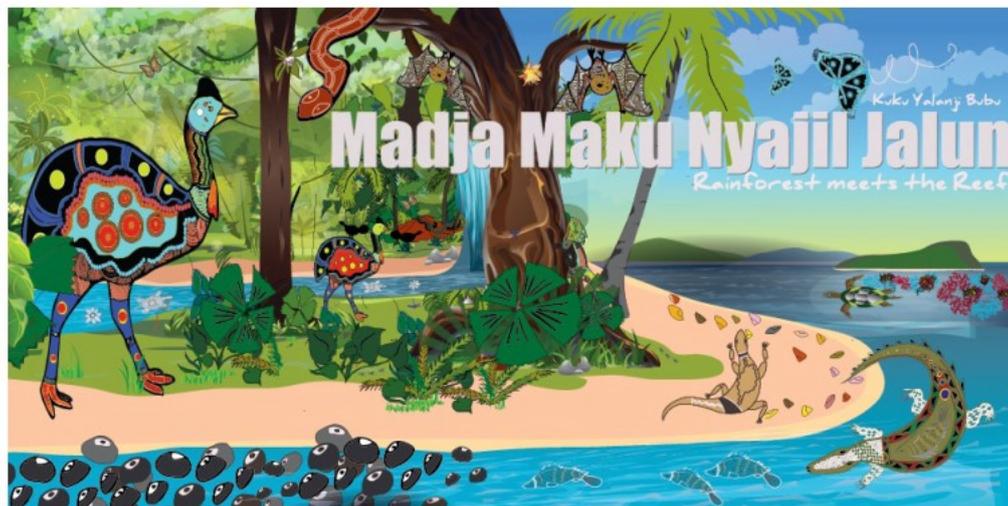
# REPORT FROM THE CHIEF EXECUTIVE OFFICER

2019 - 2020

October 2019 – December 2019

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





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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    All operational Water and Wastewater staff participated in a breathing apparatus refresher, CPR refresher sessions, confined space, chlorine gas refresher and Asset Edge testing training. .... 43

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## CHIEF EXECUTIVE OFFICER

I am very pleased to have completed my first year as CEO at the Douglas Shire Council. It has been a privilege to get out and about and to meet so many of our fantastic residents in so many of the great places throughout the Shire. One observation is that my first year has been dominated by weather headlines and this past quarter was no different with a lack of rainfall. I'd like to thank everyone for their efforts in saving water and I am certainly glad that as of writing this, we are back to no restrictions. Staff have had productive conversations with a number of residents and businesses about water plans and we are actively planning for the future. However, this is a report about last quarter and as you can see from the details that follow, Council has been very busy. It is always a challenge to draw out some highlights as there have been many initiatives, but here I go.

While everyone helped save water during water restrictions, the dry weather enabled our outdoor crews to deliver all kinds of basic infrastructure from disaster repairs on landslips to the placement of culverts and road improvements. Open Space crews have been mowing, de-nutting and planning landscape works while the water team has been busy improving basic water infrastructure.

One of my personal favourite initiatives is the Active8 program that saw some of the best participation in Queensland. In fact, it has been so popular that Council has sought and received additional funding. This program has provided opportunities for the public to engage in free fitness programs.

I am very proud of the job that Council staff have done in managing the takeover of the Mossman Pool. We have a whole new friendly team of lifeguards and staff who have cleaned up the facility and who are hoping that you will come over to enjoy it.

The Macrossan Street lights look great! Better than I could have imagined. I enjoy watching residents and visitors alike taking selfies next to the trees (and hopefully sharing them with the world!) The lights have been so popular that Council will look at a phase 2, so watch this space. That includes Mossman where we have lit up some of the beautiful rain trees. And how great were the Christmas banners in Mossman... we have some very talented artists in our community!

There have been many new faces at Council over the last few months but things are now settling down and staff are busy delivery day to day services, capital projects, and all of the Operational Plan initiatives. I hope you will get a sense of the dedicated work from staff as you read this report.

## PEOPLE AND COMMUNITY SERVICES

### Libraries

The library had a busy run up to the end of year with a variety of events. The October School holidays saw 20 children take part in a trivia event while the Christmas holidays saw two craft workshops including painting on canvas and decorating ceramics.



Image: School holiday Activities at Mossman Library

First Five Forever Music and Song events continued to be popular with 25 children, parents and grandparents attending the event at the Port Douglas Neighbourhood Centre in October and another 50 attending the Mossman event in November.



**Image: First Five Forever Music & Song at Port Douglas Neighbourhood Centre**

In December the library partnered with Mossman Youth Centre to give six young people a chance to have fun building Jimbu robots.

Noel Weare's new book of local history 'This Upstart Port Douglas' was launched at the Mossman library on 11 December. Mayor Julia Leu opened the event and Noel talked to the group of 30 about the new work.



**Image: The launch of Noel Weare's book 'This Upstart Port Douglas' was well attended**

It was a sad day for the Douglas libraries when, on 18 December, a morning tea was held to farewell long-serving Team Leader of Libraries Judy Coulthard who is handing over the reins after 26 years. Deputy Mayor Abigail Noli thanked Judy for her years of service to the libraries and people of Douglas Shire.



**Image: Libraries Team Leader, Judy Coulthard, said farewell after 26 years of service to the community**

## Community and Economic Development

### Arts & Culture



#### Arts Ablaze

Queensland Regional Art Conference. 2-6 October 2019 Ramada Resort Kooralbyn Valley - Focusing on the TRANSFORMATION of regional communities and arts practice through ATTITUDES, ACCESS, PEOPLE and PLACE. Three days of forums, workshops and presentations from leaders in Regional Arts across Queensland.



Image: Speakers at the Arts Ablaze Conference

#### Alison Gotts Exhibition – November 2019

Local artist who passed away this year given retrospective exhibition in DSC Foyer, Mossman



Images: Alison Gotts' Exhibition

#### Christmas Banners for Mossman Town

Eight Christmas Banners celebrating Jarramali (Storm) season were commissioned from the Muruku Group, a local community group of Indigenous and non-indigenous creatives. Banners were designed by Fiona Creek, Alison Creek, Margaret Rocky and Janine Paterson.



Image: Christmas Banners celebrating Jarramali (Storm) season

### Sport and Recreation



Douglas Shire Council has had exceptional feedback from the public participating in the free fitness programs in the Douglas Shire. 183 people attended the first week across five programs and the numbers remain incredibly well attended. The program has now been running for 13 weeks and has already delivered some real success stories in the community with participants attaining health and fitness rewards. One participant has lost 7 kilos through Zumba and Aquafit. Participants of the Seniors Parkour program have noticed a large improvement in their coordination and balance and community members in the Just Start Fitness program in Port Douglas have been noticing substantial changes to both their strength and aerobic fitness. The program was made possible from funding by Queensland Primary Health network. The program is expected to run to at least March 2020.



Image: Seniors Parkour Instructor delivering balance and coordination training



Image: Tai Chi for Health at Rex Smeal Park



**Image: Just Start Fitness participants working out in Julian Park**

CPR Group was engaged as the Consultant for a Masterplan of the Port Douglas Sports Ground and Coronation Park, Mossman. Their extensive experience in sport complex and showgrounds planning is welcomed in carving the future of sport in the region.

The communities' response to the initial consultation has been overwhelming with 180 members of the community engaging in the initial community online phase.

Council will seek further community feedback next year when the consultants draft plan is complete. Once it is finalised the masterplan will assist Council and local clubs to seek government funding for future infrastructure projects with the aim to provide the community with improved sporting facilities.

A Sport and Recreation Sports Strategy is now underway to guide Council in its direction to assist sport and recreation in the Douglas Shire and increase participation.

The Sport and Recreation Strategy will support key elements, such as activation of parks and community facilities, growth of sport in the region, major sporting event support, inclusive sport, shared facilities planning, promotion and activation of cycling and walking and active youth programs.

Consultation with the public will be initiated in January with a very broad range of community members invited to be engaged to shape the future of sport and recreation in the region.

### **The Butt it – Bin it Campaign Launch 25 – 26 October**

The Butt it – Bin it campaign to raise awareness of cigarette butts as plastic litter was launched by Plastic Free Douglas (Council and community volunteers) in collaboration with the Tangaroa Blue Foundation and Port Shorts at the Port Shorts Film Festival. Prior to the Festival a cigarette butt collection and count was undertaken at Rex Smeal Park resulting in 2003 butts being collected in two hours. Council staff manned the gates of both nights of the festival, handing out 73 mint tins repurposed with Butt it –Bin it stickers as personal ashtrays and talked to people about the dangers of cigarette butts in the environment. Another butt audit was conducted on the Monday following the festival to attempt to gauge the impact of butt bins.



**Image: Butt audit Rex Smeal Park**



**Image: Tangaroa Blue & Council volunteers**



Image: recycled mint tins

### Remembrance Day 2019

Council and the Mossman RSL paid their respects to fallen Service personnel with a service at the Mossman Administration building. Moving speeches by young leaders from the Mossman High School, the Mayor and the Mossman RSL preceded a minute silence at 11:11 followed by a morning tea that was well attended.



Image: Remembrance Day 2019

### Mayor's Christmas Appeal 2019

Council and community agencies worked together from October to mid-December to ensure that families and people in need received a hamper for Christmas. Council, Mossman Support Services, Mossman Elders Justice Group, Goobidi Homecare, Goobidi Playgroup, Port Douglas Neighbourhood Centre and Christian Mission Fellowship assisted families with applications and spent two days packing and delivering hampers.

From the efforts of the 2019 Mayor's Christmas Appeal and the Quicksilver appeal, 96 hampers were assembled - ensuring that no one missed out on a little Christmas cheer in Douglas.

The Mayor's Christmas Appeal received \$1, 845 in donations from the community, with special thanks to the Rotary Club of Mossman and Livelife Pharmacy, as well as to Quicksilver for their annual contribution of donated goods.



Images: Mayors Christmas Appeal 2019

**Christmas Trees and Lighting project.**

In an effort to put the Douglas Christmas spirit on display, lighting and Christmas trees were installed along Macrossan Street in Port Douglas and Front Street Mossman. Fairy lights were installed in October and after much testing were switched on by the Mayor on the 7 November. To get the display ready in time for Christmas required lighting designer, bore drillers and electricians to work in record time to install cables under the road.

In total, nine trees along Macrossan Street and two in Front Street have had permanent lighting installed along with colored floodlights installed in Market Park in Port Douglas and the Raintrees in Mossman.



Image: Macrossan Street Lighting Project

New Christmas trees were installed in early December in Market Park Port Douglas and at Triangle Park in Mossman to bring some festive cheer. The 6 metre trees stood proudly in both locations and were well received by the public.



Image: Port Douglas Christmas Tree being installed



Image: Mossman Christmas Tree

**2019 Christmas Retail Display Challenge: Merry and Bright**

Douglas Chamber of Commerce and Council launched the Christmas Retail Display Challenge on 9 December, inviting Mossman and Port Douglas businesses to decorate their stores and inject holiday spirit into the townships, with the chance to win a \$100 fuel voucher or Carnivale gift pack, donated by Council, or two nights at Hibiscus Resort and Spa, donated by Sanctuary Stays Port Douglas.

Judging was undertaken by Douglas Chamber of Commerce President, Liz Ross, and Deputy Mayor Abigail Noli, on 20 December.

First prize winners of the challenge were K&M Auto Centre Mossman, and runner ups included Jungle Road Clothing, The Flower Lady, Whileaway Bookshop Cafe and Starwin Shopfront.



Image: Christmas Retail Display Challenge Judges: Deputy Mayor Cr Noli and Chamber President Liz Ross



Image: Winner of the Christmas Retail Display Challenge - K&M Auto Centre Mossman

**Carols by Candlelight.**

Carols by Candlelight held on Sunday 15 December was well attended by a great mix of young and old, who gathered in song and celebration. Council supported this wonderful community event through both funding and ground management and worked with the Douglas Theatre Arts Group to provide this annual free Family event.

The hundreds in attendance were treated with traditional Christmas carols as well as more contemporary songs in what has become a showcase for the many talents of the Douglas Theatre Arts Group and a much-loved part of the Douglas Shire community events calendar.



Images : Carols by Candlelight

**New Year's Eve.**

Hundreds of people turned out to celebrate New Year's Eve at Dixie's Park and enjoyed the UV Kids Disco provided by the Council. Attendance exceeded expectations and by the time the family friendly fireworks went off at 8 pm, the park was packed with revelers. The event was proudly sponsored by local businesses and is set to be a popular addition for New Year's Eve celebrations in the Shire.



Images: UV Kids Disco NYE



Image: Hundreds gather to enjoy the 8 pm Fireworks show at Dickson Inlet

## Economic Development Strategy Review

Council, in collaboration with Tourism Port Douglas and Daintree and the Douglas Chamber of Commerce, has started the process of reviewing the Economic Development Strategy 2017-21, which is to be completed by June 2020. In November, a survey was opened to garner feedback from business operators in the Shire on needs and direction for economic development in the region. More than 100 responses were gathered by end of December.

Expressions of interest were sought from people representing businesses of all sizes and types to join the Economic Strategic Review Committee, which will meet for six workshops over January - February to be chaired by Mayor Julia Leu and to offer advice on Council's economic development strategy.

The public interest in this process has been gratifying with 35 expressions of interest submitted from well-qualified individuals representing a wide range of businesses. A panel of Council and Chamber of Commerce officers selected the final 14 to represent the spread of industries, locations and business sizes in the shire. These representatives will join Mayor Julia Leu and Council Officers to compose the committee.

## Community Engagement

- **Murphy Street Landslip Repairs** – in October Council advised stakeholders that the tender had been released. In December Council advised that the tender had been awarded to GEO Design Pty Ltd, and provided an update on Council's preferred design and likely construction start dates.
- **Warner Street Soft Approach Upgrade** – project updates issued and liaison with Warner Street residents and businesses when construction activity impacted traffic conditions and access to private homes.
- Miallo residents were advised that repairs to the landslip in **Syndicate Road** would commence onsite 14 October 2019. The notice advised works would take 6 weeks and that during construction, the road would be reduced to a single lane under the control of traffic signals.
- Bus and tour companies and Wujal Wujal and Cook Shire Councils were advised that repairs to the **landslip on Bloomfield Road** near Wujal Wujal, would commence 21 October 2019. The notice advised repairs were expected to take eight weeks and that during work, the road would be reduced to single lane with traffic control (give way signage) in place.
- **Cemetery Creek** is a small waterway which flows parallel to Four Mile Beach. The waterway had become overgrown and clogged with debris. Homes and resorts backing onto the creek, between the end of Solander Boulevard and Barrier Street in Port Douglas were advised by direct email and letterbox drop that contractors would be on site in November, clearing out the creek.
- **Whyanbeel Causeway No. 1 Upgrade** – website updated to advise Kenmac Constructions was awarded the contract to build the new bridge, and were expected on site April 2020, with a completion date of June 2020.
- Six presentations providing information on the **Lagoon Vision** were held 10/11 December encompassing meetings with immediate neighbours of the proposed site; the business community at a Douglas Chamber of Commerce breakfast; three community meetings and meeting with Queensland Health. Comments written on the graffiti wall at the presentations has been published on Council's website.

- Two **environment workshops** were held 12 December, one in Cow Bay and one in Port Douglas to gather community input into and to build on Council's environmental initiatives. Feedback gathered at the workshops will guide Council's future direction.
- Under the current capital works budget, several parks throughout the Shire are proposed to be renewed, one of which is **Forest Creek Park**. In early December, Council sent a letter to all ratepayers living in Forest Creek inviting them to complete a short survey about how the park could be improved. Council had a poster at the ferry booth and traffic controllers handed out leaflets at the ferry. A total of 29 people responded, and findings will be used to guide future enhancements to the park.
- Residents were advised that Council would be working on a 900 metre section of **Ponzo Road** from Monday, November 25 to repair pavement failures and reseal this section of road. Residents were advised the road would be under traffic control for two weeks, weekends inclusive, while work is underway.
- Port Douglas market stallholders and event organisers were emailed information and asked how **Rex Smeal and Market Park** could be improved as part of master planning currently underway. The purpose of seeking comments at this early stage is to give the consultants an understanding of what the community thinks before they embark upon developing up different concepts. Leaflets were also handed out to all stallholders on 27 October, to capture those without email addresses. A summary of the findings has been distributed and published on Council's website.
- Council will be upgrading the toilet facilities at the **Sugar Wharf** in early 2020. The 29 frequent users of the facility, plus the Douglas Historical Society were invited to an onsite meeting with the architect and a representative from Australian Heritage Specialists to have input into the upgrade. Twelve people attended and it was a very constructive meeting. Feedback was sought on the proposed number of toilets, as well as a wish list of other improvements. A summary of the feedback was published on Council's website.

## Human Resources

Council's Certified Agreement discussions with the unions have continued over the last quarter with the draft Certified Agreement based on the Log of Claims and an explanatory document of the proposed changes was issued prior to the Christmas Shutdown to each union for consideration and discussion at the next Certified Agreement meeting scheduled for late January 2020.

Recruitment activities due to internal change within departments and newly approved positions specific for the Mossman Caravan Park and Swimming Pool has seen a movement of existing and new staff within Council.

The delivery of legislative and professional development training was held in the last quarter with staff participating in the following sessions:

- 31 - CPR
- 8 - Confined Space
- 19 - Breathing Apparatus
- 125 - Domestic Violence Awareness
- 27- Risk Assessment and Management
- 5 - Body Worn Camera
- 8- Investigative interviewing
- 12 - Managing Aggressive and Difficult Behaviour
- 8 - Microsoft Excel (Intermediate)

- 38 - Silica Awareness
- 172 - Professional Conduct by CEO
- 16 - Well of Wellbeing
- A range of eLearning sessions have been released to staff to undertake online:
  - Reporting of Corrupt Conduct
  - Introduction to Queensland Human Rights Act 2019
  - Authorised Persons
  - Understanding Local Government
  - Local Government Worker

## Workplace Health & Safety

Workplace Health and Safety auditors from Local Government Workcare conducted the final part of the audit which involved inspecting Killaloe Transfer Station, Mossman Depot, Port Douglas Depot and Port Douglas Wastewater Treatment Plant. No major issues were identified and the auditors were impressed with the excellent standard of general housekeeping at our sites and the level of engagement in safety from the sample staff interviewed.

The second quarterly report of WHS KPI's was finalised with 100% of compliant actions completed.

One Workplace Health and Safety Advisor position became vacant in November and is currently in the recruitment phase.

## Property Services

Council has now been successfully operating the Mossman Pool and Caravan Park for 4 months. While the caravan park is seasonally slow, the pool has been well utilised with very positive feedback from users. Over the period the pool has hosted every primary school in the region for their learn to swim lessons which culminated in Miallo, Mossman Primary, St Augustine's, Port Douglas, Daintree and Wonga holding end of year swimming carnivals. The largest of the school carnivals, the Port Douglas Cluster carnival, saw 200 children compete from schools around the region, cheered on by almost 200 friends and family. Trophies were presented by the Mayor and Deputy Mayor.

The pool had also hosted three "Dive In Movies" over the summer school holidays. Being able to float in the pool and watch a blockbuster movie on a warm school holiday Saturday afternoon was incredibly well received and a very 'refreshing' idea for participants.

A Learn to Swim school holiday intensive program has been launched which will flow into a well-developed Learn to Swim program scheduled for Term 1 and Term 4. These training sessions are conducted by the existing Lifeguard staff who are fully qualified and experienced to teach the Learn to Swim programs.

The pool is also hosting 3 Aquafit sessions each week – 1 session is free through the Active8 program and 2 additional classes have been scheduled costing a very reasonable \$10. All sessions continue to be well received.

Patronage from the general public has been steadily increasing and we are seeing public lanes well utilised throughout the day together with a strong contingent of Meteor Swimming Club members each morning and afternoon.

An Expression of Interest was published for the provision of swimming coaching and aquatic programs on 19 December 2019. This will complement the existing programs and activation of the pool for a diverse variety of community members.

The Property Team is currently finalising the lease arrangements and facility handover of Thornton Beach café. Refurbishment works will be completed in time for handover on 28 January.

The Property Team is currently facilitating the land purchase to allow for the Noah Creek Bridge replacement project. The freehold land purchase has been finalised which saw the Property Team negotiating the land purchase with National Parks and relevant traditional owners.

## Media and Communications

Another busy quarter for the Media and Communications Unit. In November, Council rolled out a new design for its official website. The new, cleaner version is more mobile-friendly with improved navigation and functionality. The new design also features the Your Douglas page, which is a space for locals to keep up with the latest Council news, project updates and community events. The Your Douglas page was viewed 1,565 times during December.

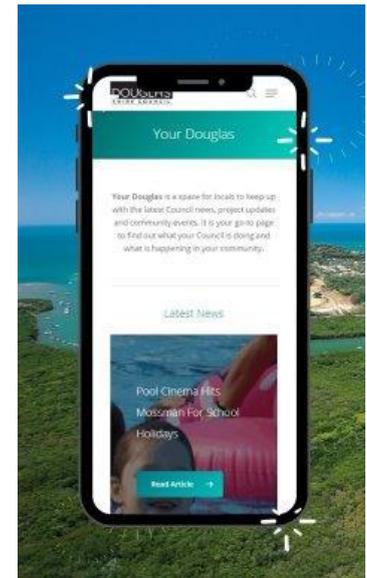
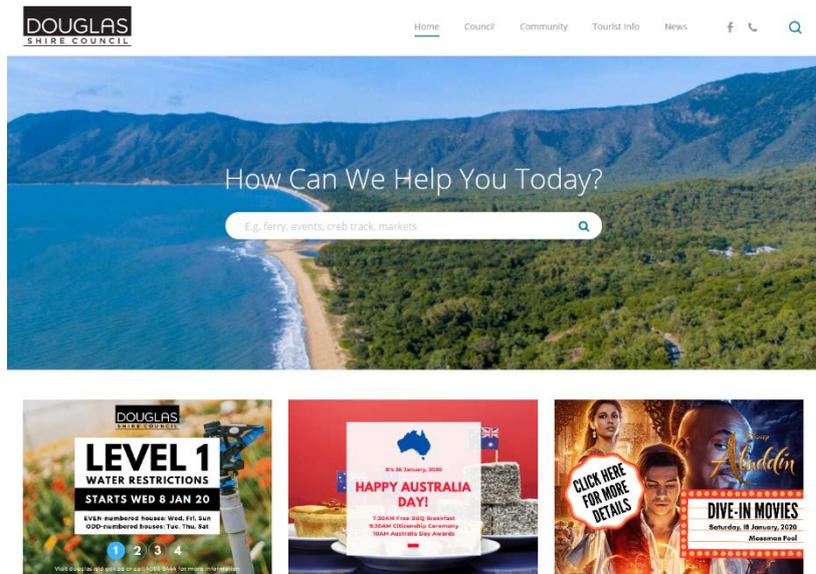


Image: Douglas Shire Council's new Website

Some key highlights:

- Revamped Project Updates page
- Improved functionality and navigation
- Mobile-friendly design
- New home page menu structure
- Improved Book a Venue page
- Simplified Applications and Permits page
- Dedicated page for Mossman Pool & Caravan Park

The website recorded 135,000 page views from 36,552 users during this quarter.

The average time spent on Council's website was 1 minute and 57 seconds.

Top ranking news posts were:

- Lagoon consultation
- Heatwave predicted for Douglas
- Level 3 Water Restrictions turned on
- Pool cinema hits Mossman for school holidays
- Plans for solar powered ferry to boost ranks at Daintree River

A vertical decorative border on the left side of the page. It features a stylized, colorful bird with a blue head, yellow beak, and a body decorated with various patterns and colors like green, orange, and black. The background of the border is a mix of green and blue, suggesting a natural setting.

Oct-Dec statistics;

**Media Releases: 57**

**Media Enquiries: 21**

**Public notice advertising: 68**

**Number of social media posts: Facebook: 161**

**Media Monitoring editorial mentions:**

- Online: 459
- Broadcast: 129

### **Council Grants Program**

The Council Grants Program for 2019/20 was officially launched on 2 September 2019, introducing new funding streams and processes to support applicants.

The Marquee round and Major Grants Round, with funding up to \$10,000 (GST Exc), closed 25 October 2019. Applicants will be advised of the outcome of their applications and marquee requests after the January 21, 2020 Council Meeting.

Micro Grants with funding up to \$2,000 (GST Exc) has monthly rounds. Since the start of the program six applications have been assessed, with four approved, totalling \$4,893 (GST Exc).

Since the start of the 2019/20 financial year 17 applications for inkind assistance have been assessed from July to December, with value of inkind assistance approved totalling \$9,154.07 (GST Exc).

**External Grants****Applications Submitted**

<b>Grant</b>	<b>Funding Body</b>	<b>Project</b>	<b>Amount</b>	<b>Submitted</b>
Principal Cycle Network	State Govt	Junction Road to Cooya	\$1.1M	19/12/2019
Tech Savvy Seniors	State Govt	Tech Savvy Seniors @ Douglas	\$7,200	11/12/2019
Driving Social Inclusion through Sport and Physical Activity	Aust Govt	Social Inclusion in Douglas	\$433,950	11/12/2019
Regional Recycling Transport Assistance Package	State Govt	Transport of Recycling in Douglas	\$812,372	29/11/2019
Building our Regions	State Govt	Mossman CBD to Mossman Gorge Shared Pathway Stages 2 and 3	\$2M	27/11/2019
Building our Regions	State Govt	Port Douglas Sugar Wharf Upgrade	\$250,000	27/11/2019
Disaster Recovery Funding Category C and D	State Govt	Monsoon Event 25-29 Jan 2019 – Buchanan Ck Rd, Camelot Cl, Ferrero Rd, Palm Ave, Stewart Ck Rd, Syndicate, Foxtan Park, Daintree Intake, Mossman WWTP Fence; Donovan Range		
Swimming Aust	Swimming Aust	Inclusive Aquatic Pathways	\$9,841	08/11/2019

**Application Outcome**

<b>Grant</b>	<b>Funding Body</b>	<b>Project</b>	<b>Amount</b>	<b>Outcome</b>
Disaster Recovery Funding Category C and D	State Govt	Donovan Range Upgrade	\$3.2M	Successful
Swimming Australia	Swimming Aust	Inclusive Aquatic Pathways	\$9,841	Unsuccessful
Building our Regions	State Govt	Swimming Lagoon Business Case	\$190,000	Pending
Illegal Dumping Program	State Govt	Illegal Dumping Field Officer	\$85,322	Pending
Illegal Dumping Hotspot	State Govt	Education and Awareness	\$22,053	Pending
Coastal Recovery Program	State Govt	Monsoon Trough Damage 4 sites	\$42,088	Successful (Partial Funding)
School Transport Infrastructure Program	State Govt	Miallo School Car Park	\$100,000	Successful
TEQ Destination Events program	State Govt	Carnivale media and PR	\$55,000	Successful

## FINANCE AND CORPORATE SERVICES

### Procurement

- Cleaning contracts are up and running.
- DSC will play host to the FNQROC Procurement Forum in late March. RSVPs have already exceeded any attendance recorded at these meetings, which may be due to the fact that the meeting will be held in the historical Sugar Wharf.
- Procurement are on track to launch VendorPanel Enterprise in mid-February. The new platform will promote fair and open competition and provide DSC with improved reporting capabilities.
- Preliminary work has been conducted to identify qualified and suitable vendors to establish contractual actions for pre-employment medicals, periodic drug testing and police checks.
- The team are assisting Community Development Sport & Recreation Officer with administering the Port Douglas & Mossman Sports Masterplan contract.
- We are working closely with our colleagues in Property to finalise the Thornton Beach Café lease. This is expected to occur on/about Wednesday 29 January. The new Lessee will be formally announced on Tuesday, January 28. Thank you to the property staff for their ongoing support and patience.
- Collaboration continues on the Resource Management contract (waste removal) for the period 2021-2028. Preparation of documents are ahead of schedule.
- In conjunction with Property, advertising for swimming pool bookings and working to identify a cleaning solution for both the caravan park and pool. A stronger than expected response to the lane hire EOI was a positive sign of things to come (and benefits to the community). A cleaning company has been selected to take on the cleaning role from February-June, 2020 (inclusive).
- Successful evaluations were completed for the Playground Renewal Program and for repairs to the Sugar Wharf. Our thanks to Open Spaces and Building Facilities for their inclusive approach.
- Site visit held at Flagstaff Hill communications tower. Some of the contractors attending the visit highlighted informational deficiencies, which has triggered a more in-depth review of documentation.
- In an effort to further develop our understanding of DSC sections' procurement needs, conversations continue with key personnel. The nature of what the Council is required to achieve, via the procurement and contracting of goods & services, is hugely diverse in nature. An informed procurement section will result in better outcomes for Council, DSC personnel, ratepayers and vendors.
- Several requests to review existing and proposed contracts have come our way. The Procurement Team are happy to assist staff with this service.

Procurement activity is currently focused on:

#### Vendor Panel – Request for Quotes

2020-053 – Port Douglas Blue Print Project - undertake a review, and revival of the current Port Douglas Waterfront Master Plan in line with both Council and Community's current needs and aspirations.

2020-091 – Depot Fleet Renewal – 2 x Hilux and 1 x Land Cruiser

2020-094 - Daintree Flood Forecasting – Develop an URBS hydrology model, performance testing for recent events, using achieved BoM rainfall forecasts, Forecasting System framework and continued service.

### **LG TenderBox**

2019-087 – Coconut De-Nutting 2019-2020

2020-025B – Sugar Wharf – Structural Repairs and Maintenance

2020-036 - Diwan Depot – Solar Power System

2020-040 – Mossman Facilities Cleaning Services

2020-041 – Port Douglas Facilities Cleaning Services

2020-042 – Fire Control System Servicing

2020-044 - Pest Control

2020-047 - First Aid Kits – Supply & Servicing

2020-057 – Playground Renewal – Supply & Install – Recreational Facilities

2020-057 – Playground Renewal – Automated Irrigation – Coronation Park

2020-057 – Playground Renewal - Outdoor Exercise Equipment

2020-067 - Hiptage Eradication Program

2020-076 - Murphy Street – Treatment of Slope Instabilities and Urbanisation Upgrade

2020-093 – Ponzon Road – Landslip Repair Rehabilitate and Reconstruct

2020-099 – Mowbray River Road Water Main Replacement

2020-104 - Upper Daintree Road Slip Repair – Rehabilitate and Reconstruct

2020-105 - Flagstaff Hill Communications Tower – supply and application of a protective coating system

### **Finance**

#### **Audit**

Following the completion of the annual audit process the Queensland Audit Office (QAO) presented an audit closing report to a Council workshop on 9 October 2019, outlining any issues raised during the process. Once the audited annual financial statements were formally adopted by Council and provided to the QAO, Council was issued with an unmodified audit opinion on the financial statements and on its current year financial sustainability statement.

The internal auditors – Pacifica continue work on the internal audit program for 2019-20.

#### **Budget**

The 2019-20 revised budget was adopted at the 3 December 2019 Council Meeting. The budgeted operating result is a surplus of \$86,915. The operating result for year to date 31 December 2019 was \$610k (budget YTD -\$978k). Preliminary work has commenced for the 2020-21 budget with the early draft 10-year forecast model developed.

#### **Reporting**

Finance prepared the community financial report for inclusion in Council's annual report and coordinated the completion and submission of Council's annual financial return to the Queensland Local Government Grants Commission.

#### **Asset Management**

The Asset Management Steering Committee has revised the Policy for Asset Management and this has been adopted by Council. The Committee has also prepared an Asset Management Framework for submission to Council. These two documents align with the 2019-24 Corporate



Plan, current Council organisational structure and ISO 55000 (Asset Management Standard). Work is continuing on the development of the Asset Management Plans (AMPs) for Asset classes. The Plant & Equipment AMP has been completed and approved; three others are drafted and progressing through internal reviews. Current focus over the last couple of months has been on collecting, compiling and reviewing asset related data, to determine where there are gaps in required data for capital, operations and maintenance tasks. If gaps are uncovered, a proposal to obtaining missing data will be prepared and submitted for approval.

## Rates

Supplementary Rate Levy notices were issued on 28 October 2019 with a due date of 28 November 2019. These notices were for the amendment of charges due to requests (e.g. additional bins), buildings that have been completed, changes in rating valuations.

Water notices were issued on 30 October 2019, with a due date of 3 December 2019. Water account reminder notices (over \$20 outstanding) were issued on 6 December 2019.

Ratepayers who had existing arrangements to pay for outstanding balances on either their rates or water accounts received a courtesy balance letter during the first week of December with a request to have the account paid in full no later than 31 December 2019.

## ICT

Council's service partner who maintains the existing Mossman ICT environment performed a Detailed Design and Costing feasibility project around moving Council from its current cloud hosting model to an "on premises" model. The "on premise" model will see all core systems run from the Mossman computer room and not via an external network link. This model was chosen based upon a combination of poor internet availability / resilience in the area, cost and its ability to deliver the best user experience and performance.

The Detailed Design continued to show a cost advantage over the current "cloud" model. This being the case Council decided to proceed with building and migrating to the "on premise" model during the 2020 calendar year.

This is a significant undertaking for the ICT team and will limit ICT to a few low impact, low resource projects next year.

A number of projects to improve efficiency that were delayed due to vendor issues are now starting to progress. It was hoped that these projects would have been completed by Christmas – freeing the Team to work on the new IT environment. This will continue to add pressure on ICT resourcing.

The fleet maintenance module training has been completed and configuration is now taking place. The fixed CCTV installations have been completed and the mobile units are due to arrive shortly. Governance has assisted greatly by taking on the privacy, policy and procedural aspects of these systems.

Operationally activity has been high, with new requests and changes keeping the team busy. This is a reflection of overall Council activity and in particular the activity generated by the management of the Mossman Pool & Caravan Park. Since July, we have created over 35 new computer users, many with associated equipment requirements. This has the flow on effect for additional support, with increased maintenance and costs. Should this level of activity not settle, resource levels will need to be reviewed. There are outstanding internal governance activities not yet completed that will need to be completed in the first few months of 2020.

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

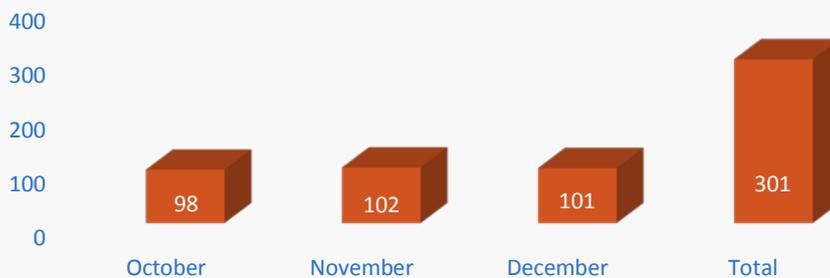
#### PURCHASE ORDERS RAISED OCTOBER TO DECEMBER 2019



#### BUILDING APPLICATIONS AND SEARCHES OCTOBER TO DECEMBER 2019



#### FERRY CARDS ISSUED OCTOBER TO DECEMBER 2019





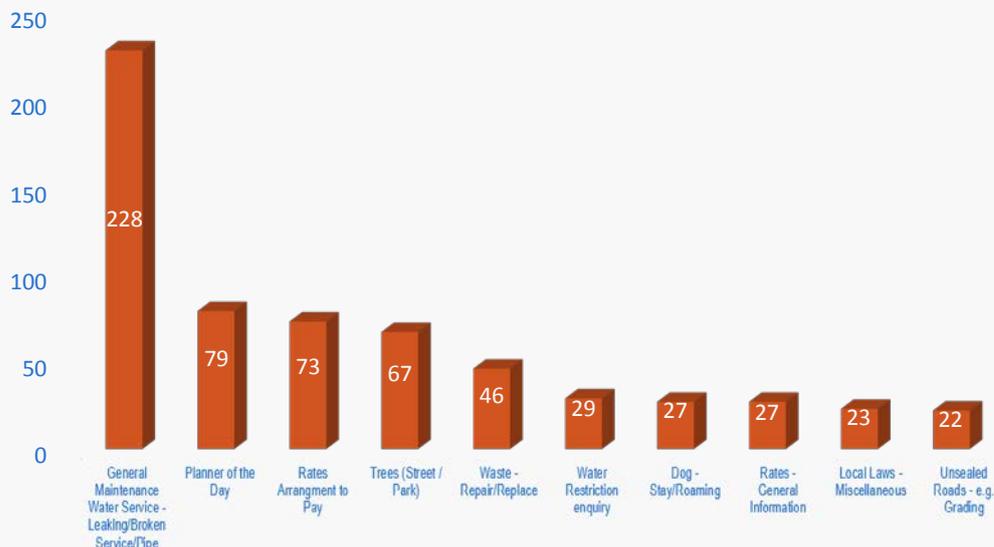
### TOTAL CRMS FOR OCTOBER TO DECEMBER 2019



### DOUGLAS CARDS ISSUED OCTOBER TO DECEMBER 2019



### TOP 10 CRMS OCTOBER TO DECEMBER 2019



## Records

Records and ICT are working with the vendor for Council’s electronic records system on enhancements to some areas that were not included in the upgrade.

Design phase has commenced for creating a Human Resources portal to provide staff a one-stop access point for anything HR related such as completing a form for leave or accessing the Training schedule calendar. This portal is scheduled to be released for testing by the end of February 2020.

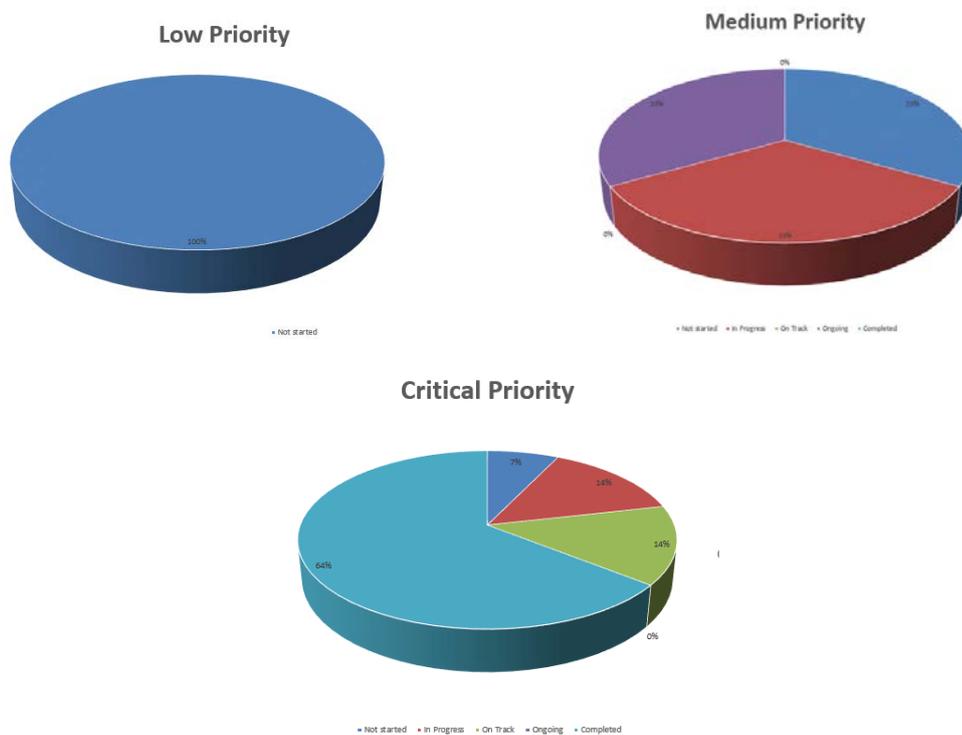
## GOVERNANCE

### Governance

The review of the Governance Unit of Council that was undertaken during last quarter has enabled the governance function to work on actions relating to Governance, Compliance or Performance issues in the organisation and to further highlight the actions required.

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

A number of Governance related areas have been chosen in the initial review. Documentation has been checked to ensure that compliance is met; documents have been sited to ensure that they are available, reviewed, findings have been detailed and general recommendation to complete. A number of key legislative requirements were identified that required attention. These were classed into Low, Medium and Critical Priorities.



Images: Low, Medium and Critical Priorities of Legislative requirements.

It has been pleasing to find that Council is compliant in almost all areas that are required under legislation. Those areas that need review have been highlighted and in progress to be completed by the middle of 3<sup>rd</sup> Quarter.

The following areas have been finalised:

- Annual Report: Adopted 11/11/2019 – Within Legislative timeline requirements
- Ethics: Ongoing training for staff –Human Rights Act
- Risk Management: - Discussions at MT Strategy Fortnightly meetings
- Audit Committee: Advertised an EOI for 2 external applicants
- Internal Audit: Scope 1 & 2 have been submitted in draft for Management Response
- Internal Audit: Audit Issue Register developed and updated as issues completed
- Policies: Template updated, Policies linked to Corporate Plan, Policies numbered, Policy Register updated
- Registers: Legislative Registers have been developed and are now in use
- Website: Ongoing compliance checking of various areas e.g.: Right to Information

## ENVIRONMENT AND PLANNING

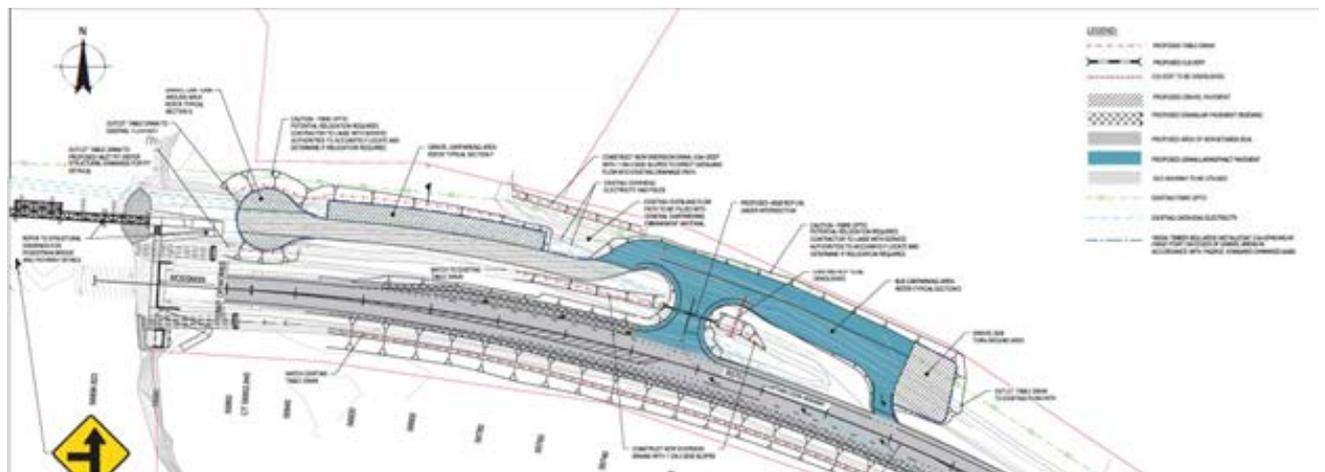
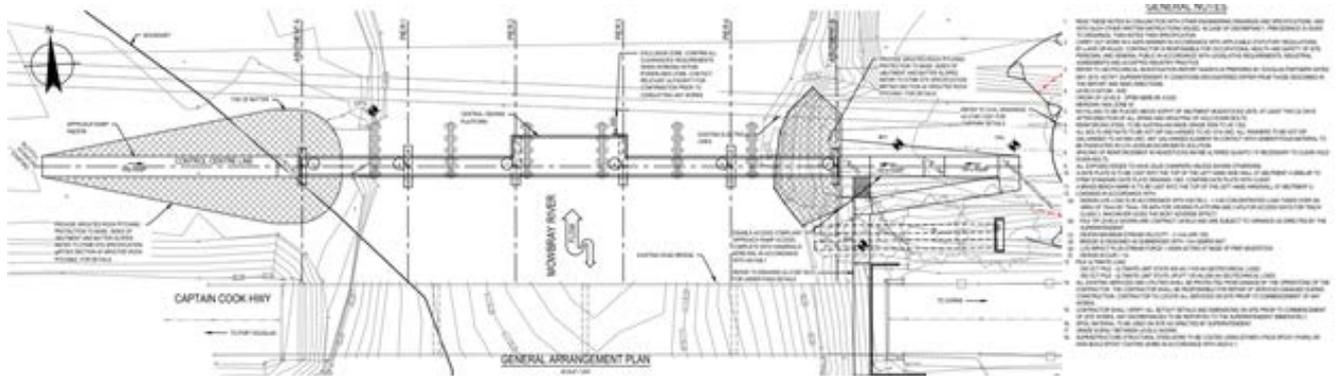
### Planning

#### Stage 1 - Wangetti Trail

Approval for Stage 1 of the Wangetti Trail comprising the pedestrian crossing of Mowbray River, the crocodile viewing platform and the public car park was issued on 6 December 2019.

The tender for the construction of the pedestrian crossing and crocodile viewing platform has been awarded with works anticipated to start the week commencing 3 February 2020.

A plan illustrating the pedestrian crossing of Mowbray River and the public car park layout is provided below:



Stage 2 of the walking trail connecting the pedestrian bridge into Four Mile Beach is being progressed under a separate development application. It is anticipated that this application will be lodged with Council within the next few months.

### Langley Road - Port Douglas

At the Ordinary Council Meeting of 3 December 2019, Council resolved to approve the development of a 15 lot subdivision at 20-30 Langley Road, Port Douglas.

The subdivision allows for the creation of allotments which vary in size from 450 square metres to 1,100 square metres. Six of the allotments will be accessed from Andrews Close with the remaining nine allotments being accessed via a new road and cul-de-sac being developed off Langley Road.

The Applicant is finalizing detailed civil design drawings for the development and it is anticipated that an Operational Works application will be submitted to Council in the near future.



### Wabul Street - Craiglie

The creation of an additional 32 residential lots and open space is progressing for the future housing estate to the south of Port Pacific Estate at Craiglie.

Council at the Ordinary Meeting held in May 2019 approved the first two stages of the future residential estate located between with Port Pacific Estate and Andreassen Road Craiglie. Detailed civil design drawings were received as part of the Operational Works application in November 2019.

An Information Request was issued by Council requiring additional details on stormwater, road gradients and extent of proposed earthworks. The Applicant is preparing a response to the information request which is expected to be received by Council in the coming weeks. The Applicant has advised they expect to commence work on the development as soon as the wet season comes to an end.

The development footprint of the first two stages is provided below.

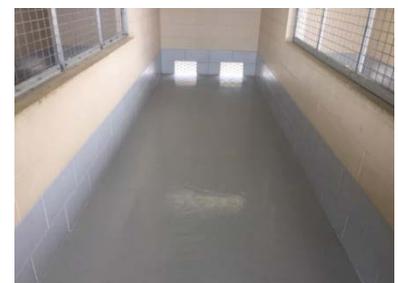


### Local Laws

In the period October – December, Local Laws Officers responded to a total of 230 customer requests/complaints, including 6 dog attacks. Relevant officers also attended a hearing at the Queensland Civil and Administrative Tribunal in December, to defend an appeal application to declare a dog to be a Dangerous Dog, which resulted in the tribunal confirming Council’s original decision.

### Mossman Pound Upgrade

The Mossman Pound upgrade is nearing completion. The exercise pen and outer perimeter fence is complete, the storage container has been properly anchored for high wind weather events and the floor has been re-coated to create an impervious surface for disease mitigation. The final stages will include a feline enclosure with purpose-built feline pens and the planting of some trees in the exercise yard for shade.



Images: Upgrades to Mossman Pound

### Resource Management

#### Waste & Recycling Surveys

Waste and recycling surveys were developed to determine the level of satisfaction with Council’s kerbside service including bin sizes, bin days and service frequency. This information was used to inform Council’s waste and recycling collection tender which is opening in February 2020, for

contract commencement in January 2021. Results of the surveys will also be used to inform an education program which is expected to be included in Council's 2020/21 budget.

Results from the surveys were reviewed in October 2019 and indicated the following:

- Multi-unit dwellings are generally satisfied with the kerbside waste collection service, however there is a lack of participation in the kerbside recycling service;
- Recommendations for multi-unit dwellings included education and a more tailored recycling service to ensure bin size, type and service days are more suitable. As a result, a council officer visited many of the larger properties in Port Douglas to discuss the service and alternative bin sizes have now been included in the collection contract tender. Properties will be contacted once the new collection contract commences in January 2021 to ensure maximum participation in the kerbside recycling service;
- Residents are generally satisfied with the kerbside collection service however results were skewed due to a number of surveys being completed by properties which are outside of the kerbside collection area, particularly north of the River. The area north of the Daintree River has been included as an optional service in the collection tender. The results of the tender will be presented to Council for consideration prior to award;
- The surveys also indicated interest in a green waste collection service, this has been included an optional service in the collection contract tender for consideration by Council.

### **Chemclear**

Chemclear provides Australian agricultural and veterinary chemical users with a collection and disposal pathway for unwanted chemicals. Douglas Shire Council allowed Chemclear to utilise Killaloe Transfer Station as the collection point in Douglas in October 2019.

### **Waste & Recycling Education at Mossman State School**

Mossman State School requested a visit from Council to discuss waste and recycling in October 2019. A presentation was given to year 4/5 with a PowerPoint presentation showing where Douglas' waste and recycling goes with an interactive game at the end.

### **Wet Season Preparation at Killaloe Landfill**

A temporary landfill cap was installed on Killaloe Landfill in December 2019 to reduce water infiltration over the 2019/20 wet season. Landfill waste is still being accepted as usual at Killaloe Transfer Station with this waste being sorted and separated with the landfill proportion exported to a private landfill near Mareeba during the closure.



**Image: Temporary landfill cap installed on Killaloe Landfill for the 2019/20 wet season**

## Kerbside Collection Trial – North of Daintree River

Council Officers arranged site visits to commercial properties north of the Daintree River in December to determine the feasibility of a kerbside collection trial. Many properties were interested, and details were discussed for the trial to commence in January 2020. Results of the trial will be presented to Council in 2020.

## Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period October-December 2019:

- Domestic waste: 995 tonnes
- Domestic recycling: 250 tonnes
- Commercial waste: 330 tonnes
- Commercial recycling: 31 tonnes

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

- Co-mingled recyclables: 11.5 tonnes
- Scrap metal: approx. 22 tonnes from Newell Transfer Station was exported, leftover from the collection in September

## Sustainability

### ECO Destination Certification

On 4 December 2019, the Douglas Shire became the world's first destination to be awarded Ecotourism Australia's ECO Destination certification. The extensive application process required the Shire to demonstrate compliance with 80 criteria, which was followed up by a desktop and onsite audit. The Douglas Shire achieved the Nature level with flying colours, achieving 88 compliant criteria. The following organisations were involved in the audit:

- Daintree Life
- Douglas Local Marine Advisory Committee
- Great Barrier Reef Marine Park Authority
- Jabalbina Aboriginal Corporation
- Mossman Gorge Centre
- Quicksilver Group
- Thala Beach Nature Reserve Resort
- Tourism Port Douglas Daintree
- Wildlife Habitat



**Image: Rod Hilman, CEO of Ecotourism Australia; Dr Clare Ellis, Chair of Ecotourism Australia; Mayor Julia Leu; Tara Bennett, CEO of TPDD**



Image: Douglas Shire achieves the ECO Destination certification at the Nature level.

### Council's Carbon Footprint

A consultant was appointed to assist with bringing Council's carbon footprint in line with the National Carbon Offsetting Standard (NCOS) methodology. Council officers have been collecting data on additional Scope 3 emissions, which include refrigerant gases, consumables, postage and employee commute.

### Environmental Workshops

Council ran two Environmental Workshops on 12 December 2019 in Cow Bay and Port Douglas to discuss Council's environmental direction with the community and other stakeholders. The feedback will inform the Corporate Sustainability Strategy 2020-2023 and preliminary planning for the Daintree Block.

### Disaster Management

#### Mitigation

Three interactive community-engagements took place:

- At the Mossman Community Centre;
- At the Port Douglas Neighbourhood Centre; and
- At the Port Douglas market with the Department of Employment, Small Business and Training: Back on Track roadshow and the Mossman SES.

#### Preparedness

One functional exercise took place on 28 to 29 November 2019 the Port Douglas Storm Tide Cyclone Shelter (PDSTCS):

- This was a multi-agency functional exercise attended by QPS, QAS, QFES, SES and the Cyclone Shelter Management Team;
- Classrooms were evacuated to the shelter and students acted as "evacuees"; and
- The exercise was also able to:- Test communications between the LDCC and shelter; Practice relevant plans and procedures; and Practice the Lock Down process.



Image: Multi-stakeholder collaboration at the Port Douglas Storm Tide Cyclone Shelter

From September to December two (2) Douglas Local Disaster Management Group (LDMG) meetings were held and the LDMG and Incident Management Team (IMT) have been finalised:

- On 03 December 2019 the new 2020/21 LDMG, core members and advisors, was endorsed by the Douglas Shire Council. This occurred in accordance with sections 33, 34 and 35 of the Disaster Management Act 2003.
- The IMT received Guardian Incident Management Systems training on 14-15 November 2019. Complications of Guardian IMS (cloud-based system) redundancy and a return to a paper-based system was addressed via redundancies available from the NBN and the Sierra (QFES).

During this quarter the following plans have been updated and ad hoc community engagements were facilitated:

- The Disaster Management Officer (DMO) reviewed all Silky Oaks Lodge's emergency plans;
- The Local Disaster Management Plan has been updated;
- The DMO participated as an evaluator in the Cairns- and Tablelands RC functional exercises;
- The Douglas Shire building evacuation ("places of refuge") register was updated for 2020;
- The DMO provided a review and feedback on the first Bushfire Risk Mitigation Plan of the Douglas Area Fire Management Group Meeting;
- On 06 December 2019 a full day familiarisation was conducted with the District Disaster Manager. The focus was to give him an understanding of the high-risk communities and areas in the Douglas Shire; and
- A roundtable discussion was held focusing on the Emergency Management Framework north of the Daintree River.

A Memorandum of Agreement with the DTMR was signed off to gain video access for Bushy Creek and Rifle Creek, which will assist informed decision-making and data to be displayed via the Disaster Dashboard. A three-phase 12KVA Kubota mobile generator has been procured. This generator has been procured to deploy to remote communities and is compatible with the Telstra hardware. In preparation for the upcoming wet season, Council has distributed a satellite phone to Daintree Village as a communication back-up. Another satellite phone is also located north of the Daintree River.

## Response

To date the QRIDA have assisted 72 Primary Producers in Douglas with \$3,32M in Special Disaster Assistance Recovery Grant funding. Flood mapping is being completed for the Daintree system by Jeremy Benn Pacific (JBP).

## Recovery

A successful Queensland Reconstruction Authority (QRA) board meeting and site visit to Murphy Street, Port Douglas was completed in the Douglas Shire.

## Environmental Health

Between October and December, the Environmental Health team continued with usual regulatory work, including 71 food and accommodation premises inspections, and completing investigations into 49 environmental and public health complaints on issues including:

- public health
  - rats and mice
  - mosquitoes
- building noise
- noise from regulated devices
- environmental nuisance
  - odour
  - light
- water contamination
- food hygiene

In addition, renewed License and Approval Certificates were issued to regulated food, accommodation and public swimming pool businesses. There were a small number of outstanding Food Licence renewals at the end of December which were still awaiting the licensees' confirmations relating to potable drinking water supply.

Environmental Health Officers attended:

- Silica Awareness training;
- Investigative Interviews training; and
- the Far North Qld Environmental Health Forum in Cairns.

Through the Forum, Douglas Shire Council EHOs are taking a lead in a collaborative regional approach on the regulation of private water supplies and the regulation of temporary food stalls.

EHOs undertook background freshwater quality tests in the Wangetti area to gather supporting information for a major tourism development project.

The Environmental Health Unit conducted inspections and assisted the Property Unit in obtaining the necessary Local Law Approvals associated with Council's taking over management of the Mossman Riverside Leisure Centre (caravan park and public pool).

12 Prescribed Activity approvals were issued during October to December including three filming permits.

## Plumbing and Trade Waste

Thirty plumbing applications were processed during the reporting period. In addition, the Plumbing Inspector conducted the required number of notifiable work audits for the QBCC.

## INFRASTRUCTURE

### Civil Operations

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

1. Grading Crew – maintenance grading – continuation Stewart Creek Road
2. Backhoe and Maintenance – continue drainage and road shoulder works – Whyanbeel Road
3. Water Truck – working in Warner Street
4. Patching Crew – guide post replacement in the Daintree area.

The Construction Crews have been busy planning stormwater renewal projects prior to the wet season and are busy in construction phases on the following projects:

1. Concrete Crew – kerb repairs in Port Douglas and Depot maintenance
2. Civil Crew – continuation of Warner Street works, including laying of sub base, “Geofabric” to stabilise stormwater foundations, laying pipes and constructing pits.

### Diggers Bridge Pedestrian Bridge and Revegetation Project

1. Local frog has made itself at home in the recently planted vegetation – picture below.
2. Picnic table installed – picture below.
3. Feature trees planted.
4. Handrail options are currently being investigated.
5. Further information is available from the website - <https://douglas.qld.gov.au/diggers-bridge-replacement-project/>



Image: Frog enjoying the new vegetation



Image: Diggers Bridge pedestrian bridge

### Poletti's Bridge Replacement Project

Council completed a public tender for the construction of the Poletti Bridge Replacement Project and a contract was awarded to Civform. The original two span timber bridge has been removed and new bridge piles (twelve piles) have been driven into the river bank. The headstocks and bridge deck units have been installed and roadworks on the approaches has been completed. This project is scheduled to be completed late December 2019.



Images: Poletti's Bridge construction works

## Open Spaces and Natural Areas

The parks and gardens team have completed a number of projects and maintenance activities during this period. In total, our parks teams completed 1,615 accomplishments and conducted 1,417 man-hours of maintenance tasks. The following is a snapshot of the tasks / projects undertaken:

### Port Douglas

- Installation of drink fountains/ water bottle refill stations in Market Park;
- Irrigation infrastructure installed in Macrossan Street gardens;
- Landscape upgrades to Macrossan Street gardens between Grant and Own Streets;
- Installation of information signage at the Flagstaff Hill Walking Trail;
- Installation of bench seats at the petanque courts; and
- Christmas tree installation.



Image: Drink fountains / locations



Image: New signage Flagstaff Hill

### Mossman

- Graffiti removal in park areas;
- Pressure cleaning barbecues and surrounds;
- Mulching of all gardens from South Mossman to Daintree Village;
- Installation of new picnic table at Cooya Beach;
- Staff removed 12 truckloads of palm fronds from beach esplanades;
- Amenities team scrubbed all urinals Mossman to Daintree township and cleaned and sanitized all bin surrounds in Mossman;
- Weeding and hedging of Front Street and Johnson Road gardens;
- Rotary hoeing all playground sand softfall areas;
- Bollards installation on foreshore areas (Cooya and Newell) to prevent vehicle access to the beaches;
- Installation of a new bench seat in the Mossman Cemetery; and
- Contractors completed a round of Coconut de-nutting in the shire.



Image: Coconut Maintenance Newell beach

### Capital Works

As part of the 2019/2020 Capital works program, contracts have now been awarded for the following items:

- Supply and installation of outdoor exercise equipment (total of 13 pieces for 4 sites);
- Repair and resurfacing including line marking to all half and full court basketball courts (6 half and 2 full courts including a bicycle learn to ride track in Bells Park);
- Supply and installation of new playground equipment and rubber soft-fall surfacing across 10 of Council's parks;
- Supply of ten park shelters;
- Supply and installation of new shade sails;
- Supply of 5 new double BBQ's;
- Supply of new drink/water bottle refill stations;
- Supply and install automated irrigation to Coronation Park Mossman; and
- Surface upgrades for Teamsters Park.

The following components of capex projects were also completed during this period:

- Installation of Macrossan Street Decorative Lighting;
- Macrossan Street garden bed upgrades;
- Design concepts for Newell Beach Foreshore Esplanade and Phil Lund Park;
- A park user survey was undertaken for Forest Creek Park to generate ideas for improvements;
- Design phase of four centre island garden beds in Macrossan Street;
- Public briefing sessions for the Port Douglas Water Park / lagoon;
- Design phase Macrossan-Owen Streets Intersection upgrade;
- Concept Design for shade structure over Four Mile Beach disability ramp; and
- Asset renewal of park signage.

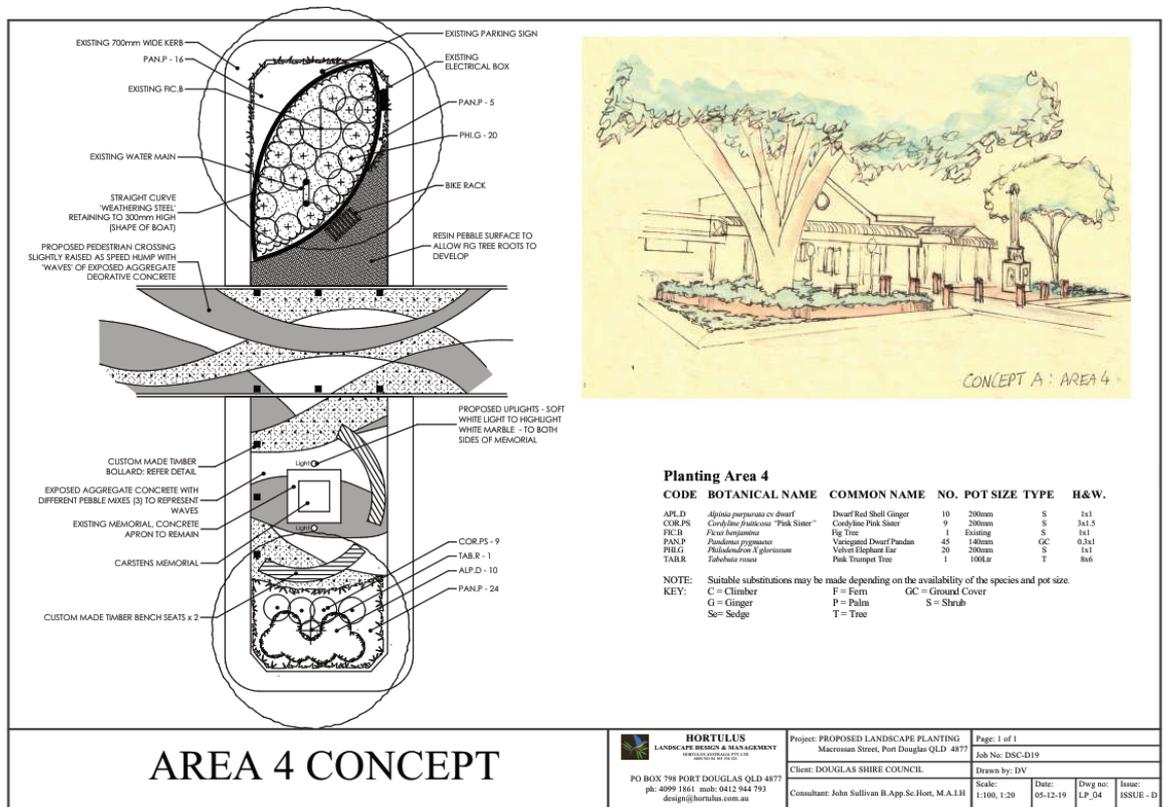


Image: Concept Design Plan Macrossan St

## Biosecurity

The Hiptage Eradication Project commenced on 14 October in the Tara Hills Area with contractors and our Biosecurity team treating a large target area of two creek systems in the Mossman River catchment. This area is heavily infested along the remnant riparian rainforest vegetation of the creek systems and involves cutting vines with chainsaws then treating the cut stumps with herbicide. Hiptage smothers native vegetation and forms impenetrable thickets along banks of creeks and rivers in coastal areas as well as invading rainforests and seasonally dry, lowland closed forest.

Hiptage has significant impacts on composition, structure, function of local ecosystems, and will out compete native seedlings and saplings. Council was successful in obtaining external grant funding of \$180,000 for a four-year period through Terrain's 'Native Vegetation – Many Hands Make Light Work' project.

<https://douglas.qld.gov.au/council-crews-set-plan-to-tackle-pests-weeds/>

The project, when completed in early December 2019, had treated 11 hectares with a total number of 1,150 man hours of activities.



Image: Cutting Hiptage with chainsaws

Our Biosecurity team also worked in collaboration with the Mossman Queensland Parks and Wildlife Services (QPWS) ground truthing 2019 aerial points in the upper Mossman Gorge. A Hiptage taskforce was established to cover the 62 new aerial survey points as well as revisit 98 points from previous years. Some of these waypoints are over 3 km upriver from the QPWS circular track located near the Mossman community.

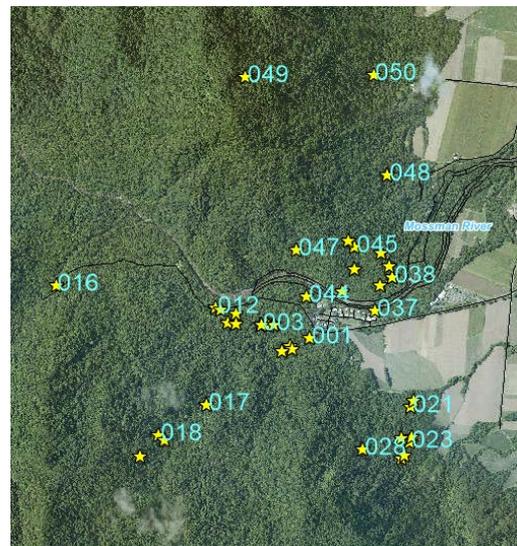


Image: Crew ground truth and treat aerial waypoints

The team also completed the following accomplishments:

- 37 feral pigs were trapped and destroyed during this period;
- A total of 4,069 native trees were supplied for revegetation projects;
- The team completed 2,449 man hours and treating 2 hectares of invasive weed species. The majority of time was spent treating pond apple in Daintree.



Image: Pond apple

## Building Facilities

Work has continued on the Mossman CCTV with the installation of the three camera poles in Mossman. All cameras are now operational with the final positioning of cameras to take place with input from the local Mossman Police. Preliminary work is now complete for the installation of stage one solar lighting for the Wharf Street – Port Douglas path with poles to be ordered in January 2020.

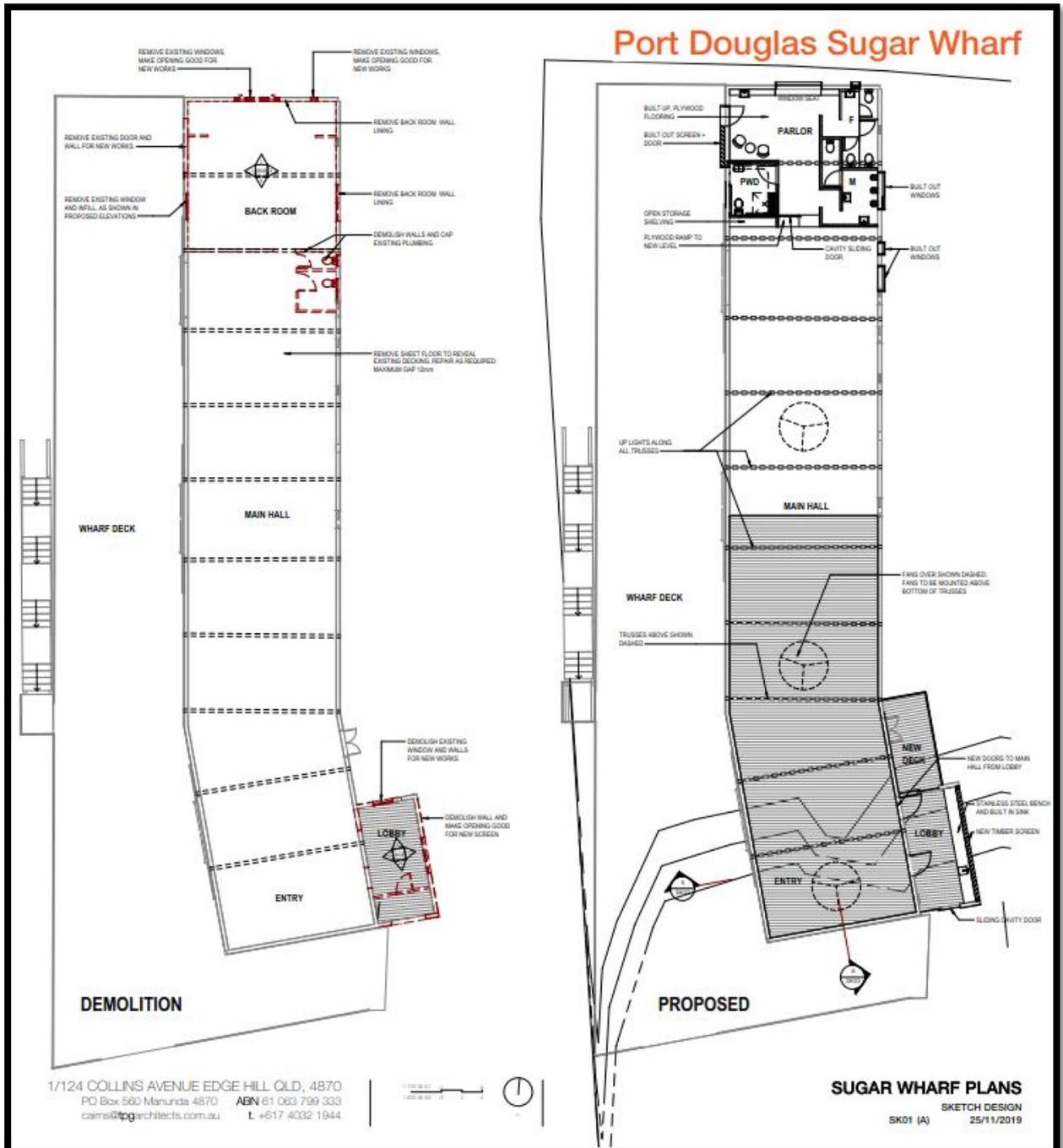


Images: New CCTV Poles in Mossman

Building Facilities finalised new service contracts for the following services:

- Cleaning of Council buildings;
- Servicing of Fire Systems;
- First Aid Kit servicing; and
- Pest Control.

Capital works preparation has continued on the Sugar Wharf with consultation completed with user groups, leading to design improvements to help make the Sugar Wharf a more functional space. Heritage specialists were used to prepare a design which has now been approved by the Queensland Department of Heritage. Appropriately qualified contractors will begin works early in 2020 starting with maintenance and followed by building improvements.



Proposed New Sugar Wharf Layout

## Fleet Services

Progress continued this quarter with the renewal of fleet assets. Six (6) new Nissan X-trails have been delivered as part of the fleet renewal program. Delivery of new utes is expected in February 2020.

Small plant has continued to be maintained to the required standards in support of Council Maintenance Crews. As we approach the cyclone season, additional hazard inspections and maintenance activities have been planned to ensure all equipment (small plant, hand tools and generators) are operational.

A new Maintenance Management System was implemented during this period. The new system integrates service actions, scheduling and financial records for each piece of plant and will improve maintenance compliance and Work Health & Safety compliance.

## PROJECT OFFICE

### Capital Works

#### Sewer Pump Station 4E Replacement

Contractors have installed a new packaged sewer pump station unit adjacent to OzCare in Port Douglas to replace the existing sewer pump station.



Image: Installing new packaged sewer pump station 4E

#### Craiglie Reservoir Roof Replacement

Roofing contractors have substantially completed the new roof on the reservoir with finalisation anticipated in early February. Further contractors are scheduled to begin works after the roof is finished.



Image: Internal view of reservoir with new roof

### Disaster Recovery

Disaster recovery projects continued during the period with the 2018 road repairs, Cape Tribulation Bloomfield Road landslip commenced and was completed during the period. In addition the 2019 roads repair and Syndicate Rd landslip projects commenced.

Tenders were released for the Murphy Street Rehabilitation project and a contractor appointed. Tenders were also released for the Ponzo Road landslip and Upper Daintree landslip



Image: Damage on Cape Tribulation Bloomfield Road



Image: Repair to Cape Tribulation Bloomfield Road



Image: Contractor preparing to install soil nail bar into slope at Syndicate Road. Drill rig in background



## WATER AND WASTEWATER

Operations in the Water and Wastewater Department proceeded well during the October to December 2019 reporting period with an emphasis on:

1. regulation compliance;
2. capital projects;
3. water restrictions;
4. water and sewer education;
5. strategic network planning;
6. rectification of faults and defects; and
7. scheduled maintenance.

### Water Restrictions

In this reporting period, Council implemented three separate water restrictions level increases due to an unusually long dry period, diminishing water levels at Rex Creek intake and high consumer demand. Rex Creek intake levels dropped below 80mm, which triggered level 3 water restrictions commencing on 22 November 2019. Council had numerous minor instantaneous water extraction exceedances during this reporting period, this was reported to DNRME whom we liaised with closely at this critical time, so they were kept aware of our water supply situation. DNRME were appreciative of this and assisted by providing timely advice as part of our contingency planning for emergency extraction of water from the Mossman River. The average water consumption for the Mossman/Port Douglas scheme since the start of level 3 water restrictions was 9.8 ML/day, compared to 12.4 ML/day in November before level 3 was implemented. This is a 26% drop in water consumption, which has been assisted by the seasonal reduction in tourist numbers and productive engagement with landscaping, resorts, hotels and gardening/maintenance businesses within the shire, providing a flexible framework to assist them in adhering to council approving industry water exemptions.

### Training

Cert IV Water Industry Certificate training continued for two plant operators.

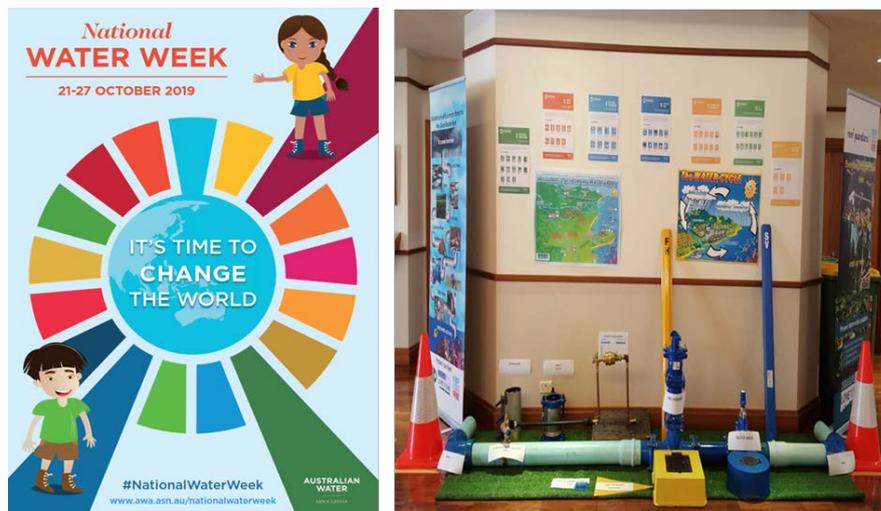
The Water Quality and Water Reticulation teams completed an Aqua Card Certificate online that provided an overview of drinking water quality and how it can be affected by working on or around drinking water infrastructure.

In October, Water Quality participated in a Membrane Water Filtration Operation training session with a Water and Wastewater consultant.

All operational Water and Wastewater staff participated in a breathing apparatus refresher, CPR refresher sessions, confined space, chlorine gas refresher and Asset Edge testing training.

### Water

National Water Week took place between 21 – 27 October and was a feature display in the Mossman Administration foyer, see below poster/image 1 & 2. The theme this year was “it’s time to change the World” which focused on the United Nations Sustainable Development Goals, and predominantly those that involve water. To support National Water Week, and particularly at this time where water restrictions are in force, Water and Wastewater staff delivered some displays in the foyer for visitors to experience. The foyer was brimming with posters, presentations on screen, ‘props’ and other information for everyone to enjoy. As well as ‘4-minute shower timers’ were offered to members of the community to be water wise in the shower.



*Image 1 & 2: National Water Week poster and display at Mossman Administration foyer*

Water education talks were conducted with various resorts in Port Douglas and to the residents of the Port Haven Retirement Village. Additionally, a water presentation and tour of the Mossman Water Treatment Plant was attended on 4 December involving the Daintree State School students who were studying water as part of their curriculum.

All tested parameters for drinking water samples were compliant with the health guideline values of the Australian Drinking Water Guidelines (ADWG) and the Public Health Act. There were a small number of residents within the Mossman and Whyanbeel water schemes that experienced discoloured water and a bad odour, extensive flushing was performed to improve water quality and all customers were satisfied with the outcome.

A prolonged dry season with minimal rainfall leading into the summer months has affected the water levels at all three intakes. Level 3 water restrictions were justified across the whole Shire due to each scheme experiencing water supply stress. The completion of the Rex Creek intake upgrade involved changing to Johnson screens, which established adequate water supply to the head of the Mossman Treatment Plant even with low water intake levels. At the end of this reporting period, the water intake level had increased to over 500 mm due to scattered ongoing showers and storms.

All water plants have performed well ensuring adequate reservoir levels throughout all schemes. Consumer demand had decreased when level 3 water restrictions were implemented which the landscaping, resorts, hotels and gardening/maintenance businesses within the Shire adhered to Council approving industry water exemptions.

Craiglie reservoir has continued to be off line for repair work reducing our storage capacity by 10 ML. Creees reservoir (20 ML) is our primary storage supply at present and water plant operations have to be critically managed to ensure adequate water is supplied to consumers.

Maintenance, repair and operational activities included:

- Repair to UF cartridges;
- Service of all generators;
- Repairs to pipework;
- Service of all gas chlorine dosing plant;
- Reservoir Inspections;
- Service of Calcium Hypo dosing plants.
- Line marking completed at all three water treatment plants identifying WH&S areas.
- Work area improvements of workbench construction and toolbox access at Mossman WTP.
- Service pump repairs.

- Raw water feed pre-filters maintained at Whyanbeel and Mossman Treatment Plants.
- CIP filters maintained at the Whyanbeel and Mossman Treatment Plants.

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

During this reporting period, there were 266 customer request notifications, 171 service repairs and 19 water main breaks that were repaired. There were also 114 settlements and 6 new service installations. The hot and dry weather conditions within the Shire inundated the Water Reticulation Team workload and increased the number of work requests by 32%. The ground was dry and lacked moisture, which created a lot of ground movement, therefore causing multiple water mains to break. A huge shout out to the Water Reticulation Team for their massive effort to maintain water services within the Shire during a level 3 water restriction.

The 2019/2020 capital works program for water quality and reticulation is progressing well with most projects expected to be under budget and anticipated completion to be within the set time. Projects such as the Mossman and Port Douglas Reservoir condition inspections and the Daintree bore field scour valve installations. Contracts were awarded to various suppliers to complete major pump overhaul and replacements at the all three water treatment plants as well as structural renewal works at the Daintree Water Treatment Plant. Completed capital works in this reporting period are the new air compressors installed at the Water Treatment Plants, CIP filter replacement at the Mossman Water Treatment Plant and the completion of the Daintree Intake upgrade renewal. See images 3, 4 & 5 below.

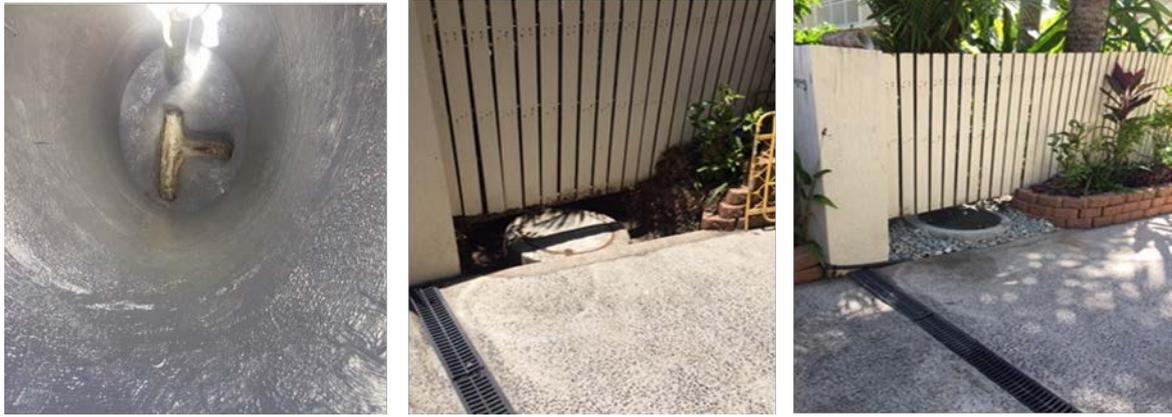


*Image 3, 4 & 5: WTP air compressor renewal, MWTP CIP filter replacement and Daintree Intake stairs renewal*

## Wastewater

General and preventative maintenance duties were carried out at both Wastewater Treatment Plants sites during the reporting period. A contractor performed an annual service on approximately 100 sewer pumps, with a pump replacement condition report submitted to Wastewater. Several pumps have been ordered as part of the sewer pump renewal project. The 2019/2020 capital works program for Wastewater is progressing well with most projects expected to be on budget and completed within the set period. In this reporting period, wastewater mainly focused on the sewer network renewal program with sewer manhole raising occurring in Port Douglas and relining of sewer manholes in North Mossman.

These works involve identifying, digging up sewer manholes to surface level and re-sealing sewer manholes with an epoxy material. This will increase the longevity of the asset and additionally reduce storm water infiltration into the sewer network. See images 6 to 10 of sewer works taking place within the shire.



*Image 6, 7 & 8: relining of a sewer manhole and before and after rectification works of a sewer manhole*



*Image 9 & 10: Rectification works of a sewer manhole, which was under a deck in Port Douglas*

The Wastewater team have nearly completed this financial year’s capital work projects, such as the replacement of sewer valve pits, sewer pump station lids and renewal of sluice valves within the sewer infrastructure network. See images 11 to 15.



*Image 11 & 12: before and after sewer valve pit and sewer pump station lid replacement*



*Image 13, 14 & 15: not operational old valves located at Port Douglas which were upgraded to operational Sluice valves*

Generator shed structure works are nearly complete for two sewer pump stations, one in Port Douglas and one in Mossman. See images 16 & 17. These will house new generators to run the pump stations that will assist with our sewer network resilience during power outages and emergency events.



*Image 16 & 17: before and after of slab and structure works for sewer pump station generators*

At the Mossman Wastewater Treatment Plant, we commenced an adjustment trial to improve the pH and alkalinity. The most cost-effective system that was trialed was hydrated lime and operational staff are investigating the best design and practical dosing system, see image 18. Operational changes were put in place for the capital project relining and fencing of the sludge lagoon, see images 19 & 20.



*Image 18, 19 & 20: dosing trial and sludge lagoon reline and fencing at Mossman WWTP*

DOUGLAS SHIRE COUNCIL

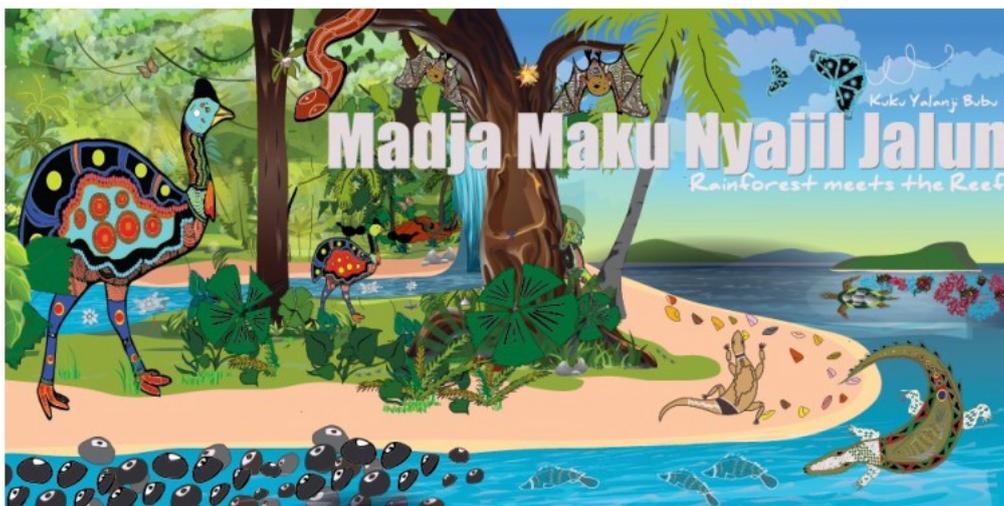
# ORGANISATIONAL REPORT CARD

2019 - 2020

October – December 2019

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

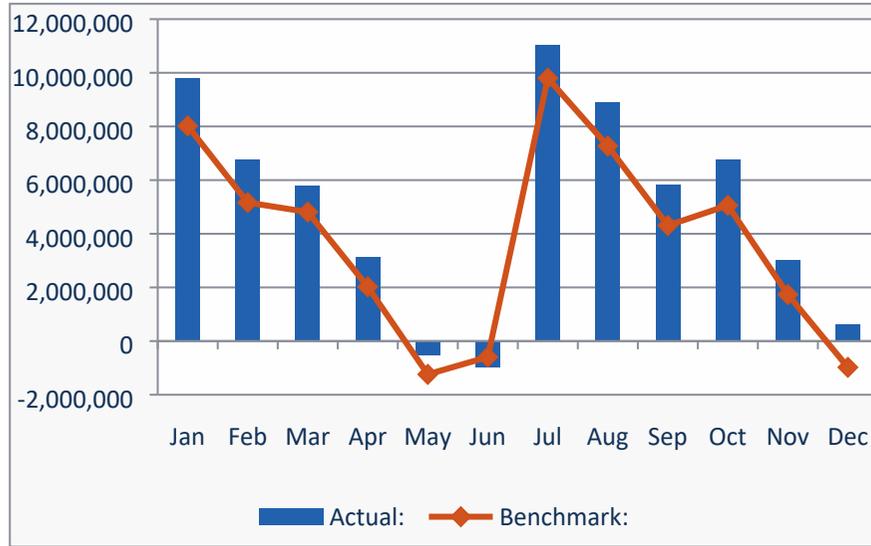
DOUGLAS  
SHIRE COUNCIL



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

# 1.0 FINANCIAL PERFORMANCE

## 1.1 Operating Result – Actual vs. Budget Year To Date

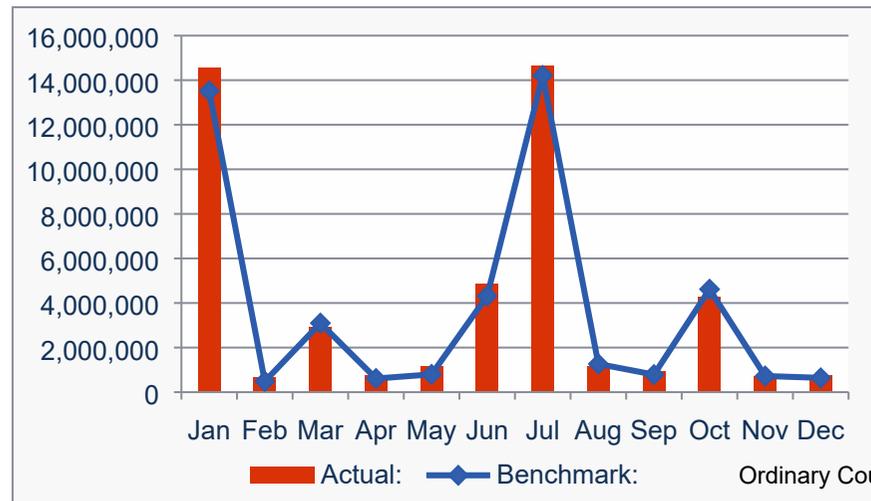


	Year To Date October	Year To Date November	Year To Date December
<b>Benchmark:</b>	5,057,714	1,734,270	-978,064
<b>Actual:</b>	6,751,303	3,023,730	610,351
<b>Variance:</b>	1,693,589	1,289,460	1,588,415

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

**Interpretive Comments:** Council adopted the 2019/20 Annual Budget on 25 June 2019 and the Revised Annual Budget on 3 December 2019. The operating result is currently ahead of budget.

## 1.2 Revenue Against Budget

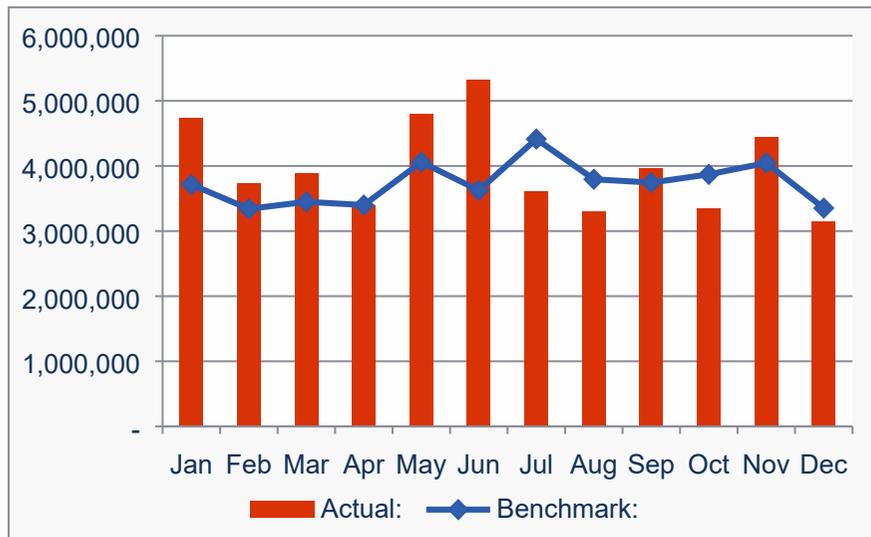


	October	November	December
<b>Benchmark:</b>	4,618,695	723,148	640,384
<b>Actual:</b>	4,261,520	716,639	729,561
<b>Variance:</b>	-357,175	-6,509	89,177

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

**Interpretive Comments:** Council has collected 49% of its forecasted operational revenue.

### 1.3 Expenses Against Budget

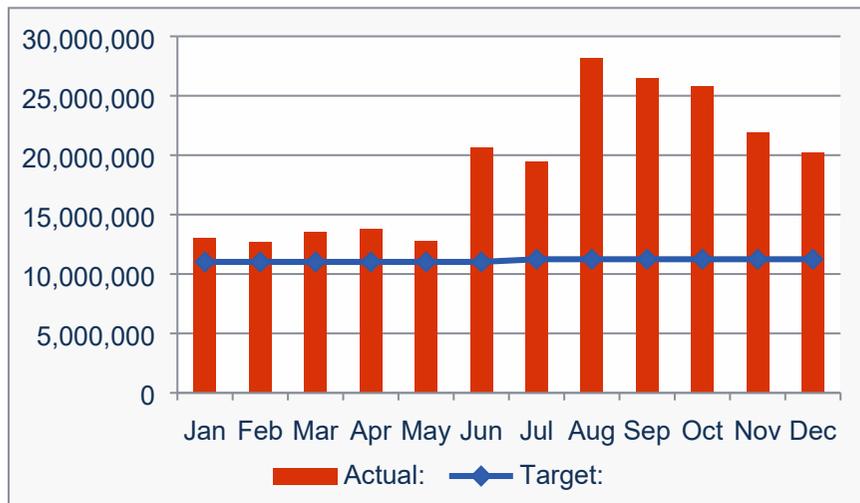


	October	November	December
<b>Benchmark:</b>	3,870,744	4,046,592	3,352,718
<b>Actual:</b>	3,343,445	4,444,211	3,142,941
<b>Variance:</b>	-527,299	397,619	-209,777

**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, predominantly due to a saving in employee benefits and materials and services.

### 1.4 Capacity to Meet Operational Expenses

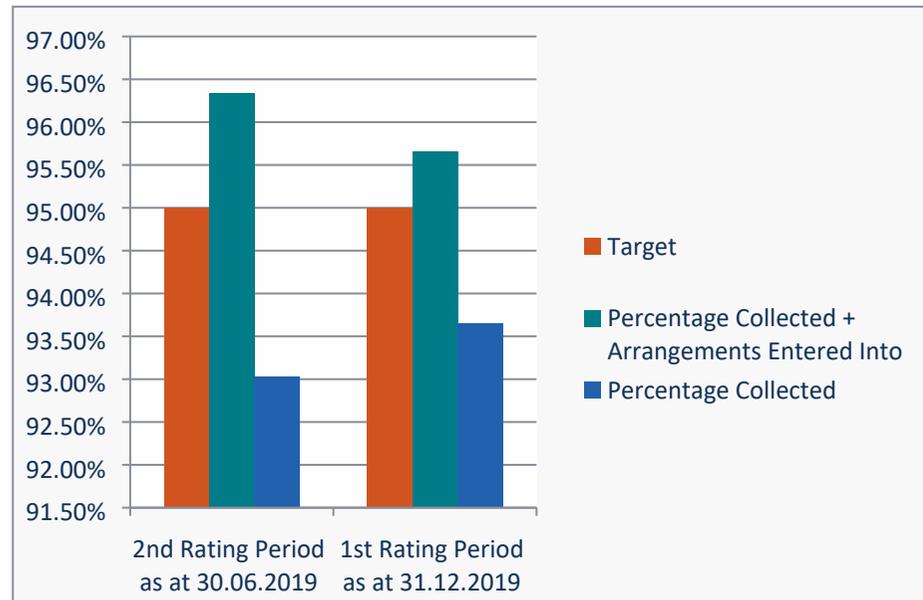


	October	November	December
<b>Target:</b>	11,242,783	11,242,783	11,242,783
<b>Actual:</b>	25,813,409	21,937,969	20,224,757
<b>Variance:</b>	-14,570,627	-10,695,187	-8,981,975

**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



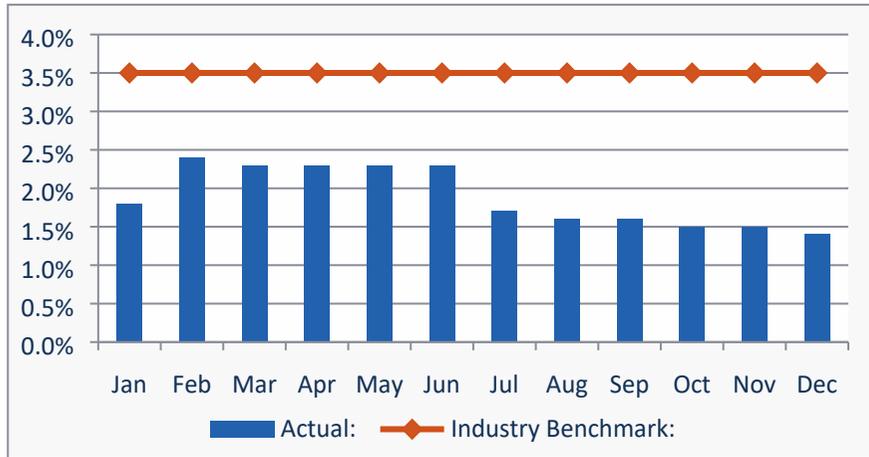
	2 <sup>nd</sup> Rating Period	1 <sup>st</sup> Rating Period
<b>Target:</b>	95.00%	95.00%
<b>Percentage Collected and arrangements entered into:</b>	96.34%	95.66%
<b>Percentage Collected:</b>	93.03%	93.65%

**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

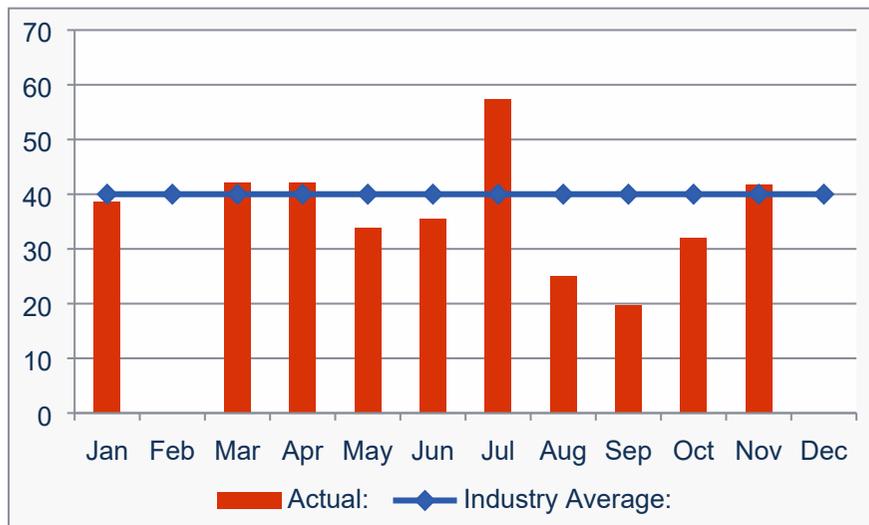


	October	November	December
<b>Industry Benchmark:</b>	3.5%	3.5%	3.5%
<b>Actual:</b>	1.5%	1.5%	1.4%

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

**Interpretive Comments:** For periods ending October, November and December there was one LTI. This incident was closed 4 October 2019.

### 2.2 Efficiency of Filling Positions Vacant

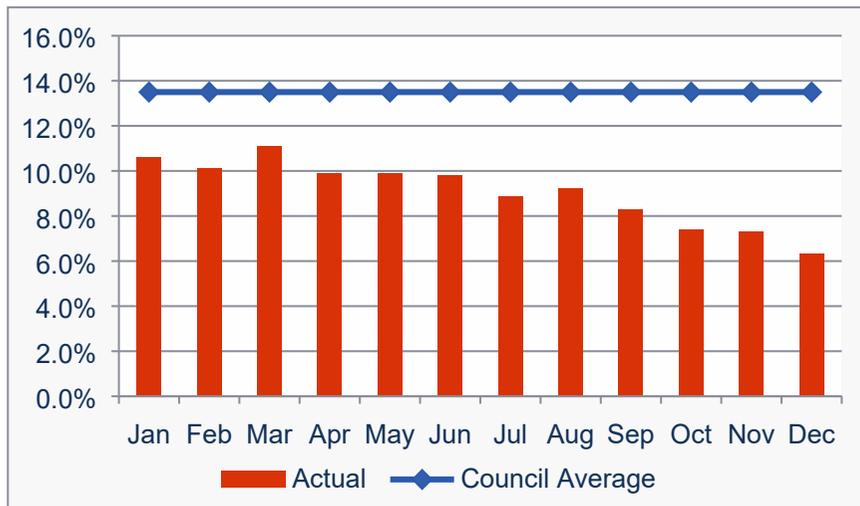


	October	November	December
<b>Maximum:</b>	40.0	40.0	40.0
<b>Actual:</b>	32.1	41.7	0
<b>Variance:</b>	7.9	-1.7	40

**Explanatory Notes:** This is calculated as the number of working days from advertisement of a role to when an offer is made. Council expects roles to be filled within eight weeks however will extend this as needed in order to secure quality staff for our organisation.

**Interpretive Comments:** Council filled 13 roles this period with an average turnaround of 36.9 days. Of the 13 positions filled 10 of those positions were for the Mossman Caravan Park and Swimming Pool with some varying commencement dates from initial advertisement of positions.

## 2.3 Monthly Staff Turnover



	October	November	December
<b>Maximum:</b>	13.5%	13.5%	13.5%
<b>Actual:</b>	7.4%	7.3%	6.3%
<b>Variance:</b>	6.1%	6.2%	7.2%

**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 7 for this reporting quarter, which is 10.4% of total staff.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



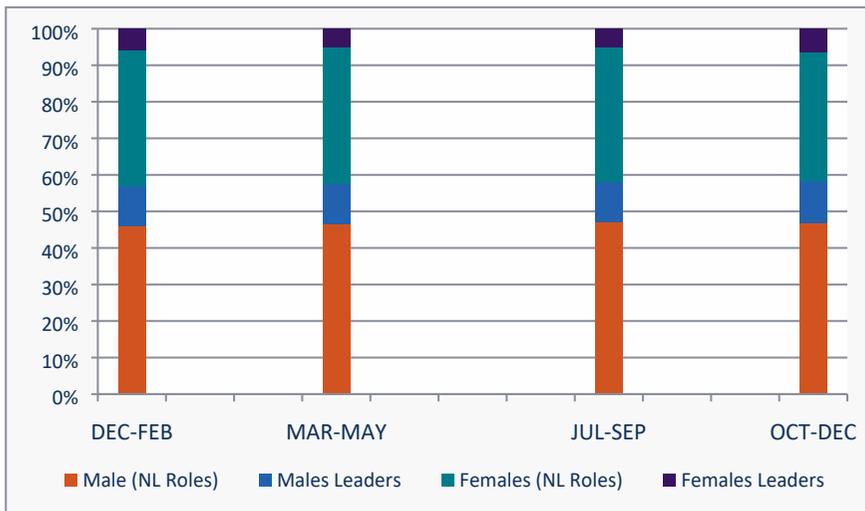
### October – December 2019

<b>Maximum:</b>	8.5%
<b>Actual:</b>	5.4%
<b>Variance:</b>	3.1%

**Explanatory Notes:** This is the number of Aboriginal and Torres Strait Islander employees as a percentage of total staff numbers.

**Interpretive Comments:** In this quarter Council employed an average of eleven Aboriginal and Torres Strait Islander staff.

## 2.5 Workplace Diversity – Males & Females



### October – December 2019

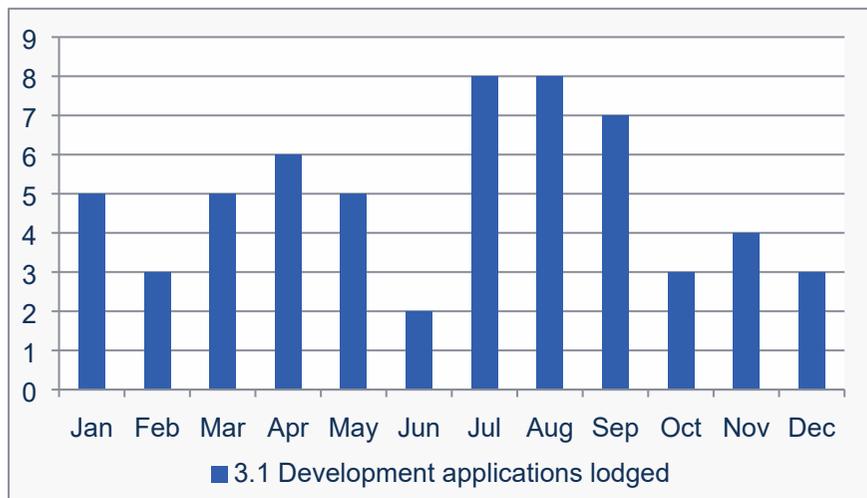
<b>Males (NL roles):</b>	47%
<b>Males</b>	11%
<b>Females (NL roles):</b>	35%
<b>Females:</b>	7%

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

**Interpretive Comments:** In this Quarter Council employed an average of 205 staff - 57% male and 43% female. 21 of the male staff and 12 of the female staff held leadership roles.

## 3.0 ENVIRONMENT & PLANNING

### 3.1 Development Applications Lodged

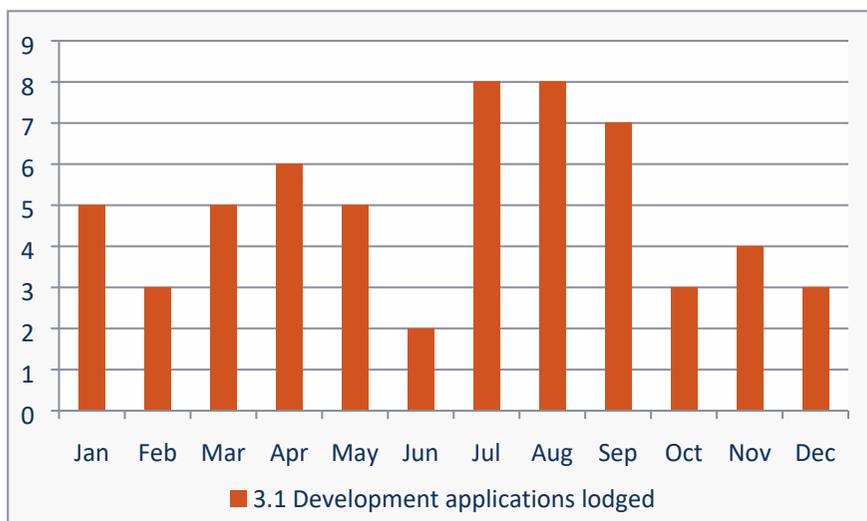


	October	November	December
<b>Actual:</b>	3	4	3

**Explanatory Notes:** The figures reflect the number of new Development Applications lodged in the months indicated. It does not include other requests associated with existing applications.

**Interpretive Comments:** The number of new Development Applications received in the reporting period has seen a decline when compared to previous months. This may have been a result of leading into the Christmas period. However a lot of planning and land use related enquiries continue to be received by the Department.

### 3.2 Assessments Completed Within Statutory Timeframe

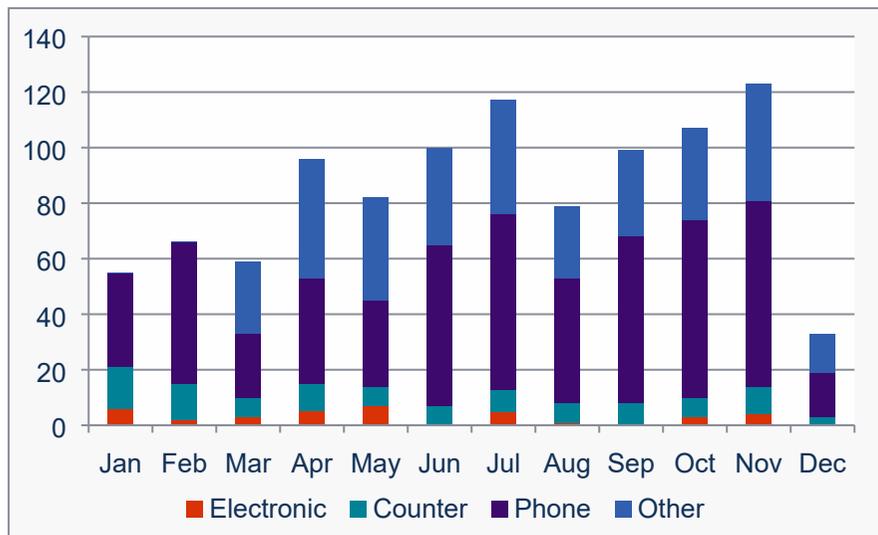


	October	November	December
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>Actual:</b>	100%	100%	100%

**Explanatory Notes:** This figure represents the number of delegated authority Development Applications approved within statutory timeframes.

**Interpretive Comments:** Delegated authority applications continue to be assessed within statutory timeframes.

### 3.3 Development & Assessment Officer Enquiries

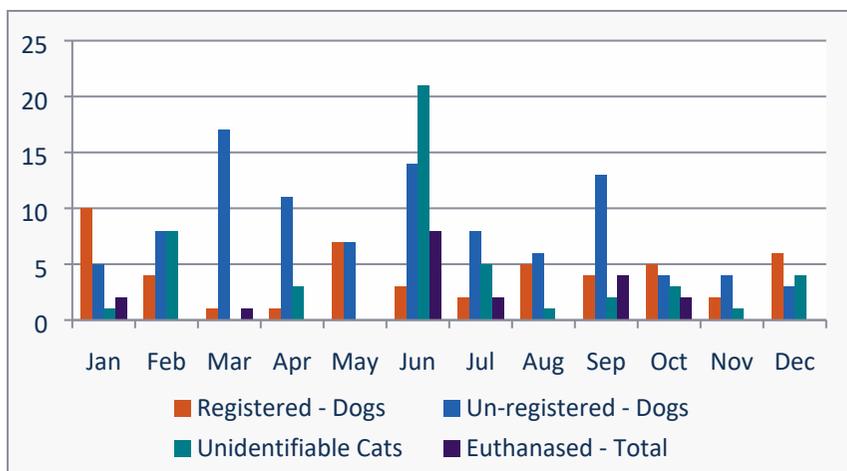


	October	November	December
<b>Electronic:</b>	3	4	0
<b>Counter:</b>	7	10	3
<b>Phone:</b>	64	67	16
<b>Other:</b>	33	42	14

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

**Interpretive Comments:** This reporting period has seen phone enquiries remain consistent to those experienced over the previous reporting period. These figures do not include work tasks that are received by Council through correspondence received by records. These figures represent the 'front of house' service provided by the Planning Department.

### 3.4 Animal Impoundments



	October	November	December
<b>Registered - Dogs</b>	5	2	6
<b>Un-registered - Dogs</b>	4	4	3
<b>Unidentifiable Cats</b>	3	1	4
<b>Euthanased - Total</b>	2	0	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:** The number indicates a normal period of activity for impounds.

### 3.5 Illegal Camping



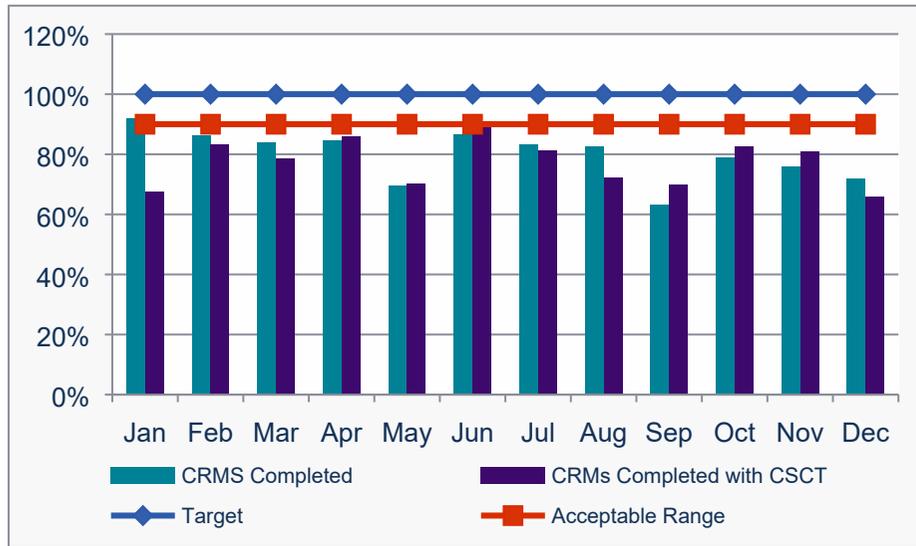
	October	November	December
<b>Actual</b>	29	7	0
<b>Repeat Offenders</b>	1	1	0

**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:** The significant reduction in offenders compared to same period last year demonstrates that the compliance conducted in this area has been effective in addressing the illegal camping issue. No patrols were undertaken during the month of December.

# 4.0 CUSTOMER SERVICE

## 4.1 Customer Request Management (CRM) Records



	October	November	December
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>CRMs Completed:</b>	78.70%	75.89%	71.90%
<b>CRMs Completed within CSCT:</b>	82.65%	80.88%	65.65%

**Explanatory Notes:** In accordance with service standards, all customer requests have accepted timeframes in which these requests are completed. This graph depicts performance against these standards.

**Interpretive Comments:** Managers continue to work with staff to improve performance and this quarter has seen completion rates consistent with the previous quarter.

## 4.2 Top 5 CRMs

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

### October

	Category	Quantity
1.	Leaking/Broken Service Pipe	67
2.	Rates – Arrangement to pay	44
3.	Planner of the Day	30
4.	Waste – Residential Repair/Replace	20
5.	Trees (street/park)	19

### November

	Category	Quantity
1.	Leaking/Broken Service Pipe	70
2.	Planner of the Day	39
3.	Trees (street/park)	29
4.	Rates – Arrangement to pay	18
5.	Waste – Residential Repair/Replace Water Restriction Enquiry	16

### December

	Category	Quantity
1.	Leaking/Broken Service Pipe	91
2.	Trees (street/park)	19
3.	Water Restriction Enquiry	13
4.	Rates – Arrangement to pay	11
5.	Planner of the Day Waste – Residential Repair/Replace	10

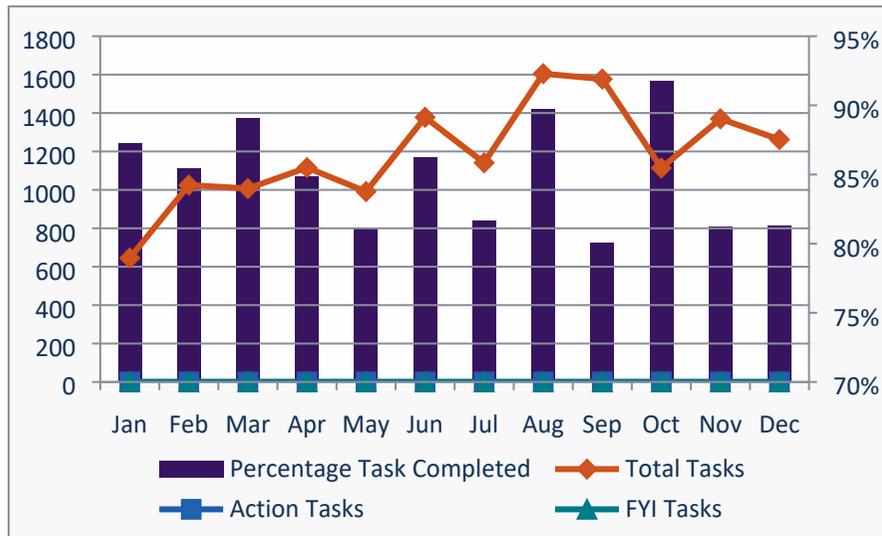
## 4.3 General Customer Enquiries

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

	October	November	December
enquiries@douglas.qld.gov.au (direct email and via web)	1370	1317	1024
Phone Calls to 4099 9444	2046	2085	1370

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

### 4.4 Inwards Correspondence Actioned

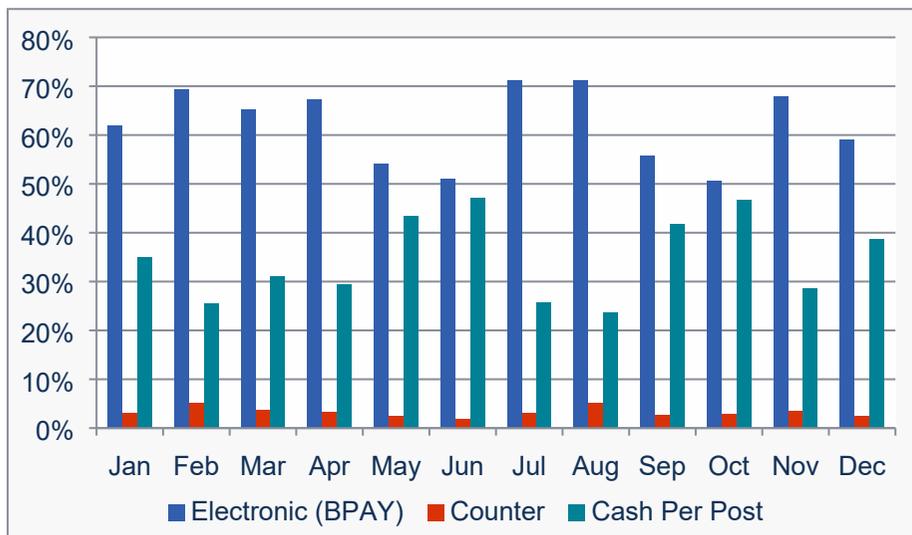


	October	November	December
<b>Total Tasks:</b>	1114	1370	1262
<b>Action Tasks:</b>	0	0	0
<b>FYI Tasks:</b>	0	0	0
<b>Percentage Task Complete</b>	91.74%	81.24%	81.30%

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

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

### 4.5 Rates Payment Methods



	October	November	December
<b>Electronic (BPAY):</b>	50.62%	67.91%	58.96%
<b>Counter:</b>	2.76%	3.45%	2.35%
<b>Cash Per Post:</b>	46.62%	28.64%	38.69%

**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.

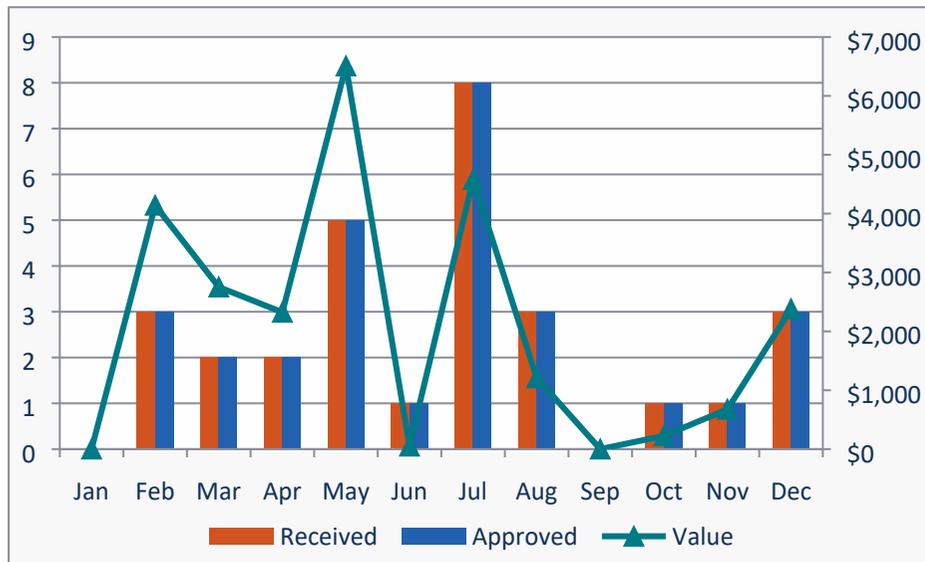
## 5.0 MEDIA AND COMMUNICATIONS

### 5.1 Council Communications to Communities

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

	October	November	December
Facebook Posts	30	58	73
Website (Page) Views	45,635	49,924	39,641
Public Notice Advertising	18	29	21
Media Releases	19	29	9
Community Notice Boards	0	0	0

### 5.2 Community In-Kind Request



	October	November	December
<b>Received:</b>	1	1	3
<b>Approved:</b>	1	1	3
<b>Value:</b>	\$225.45	\$676.36	\$2,380.45

**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.