

5.12. CEO REPORT FOR PERIOD JANUARY TO MARCH 2021

REPORT AUTHOR Mark Stoermer, Chief Executive Officer

DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period January to March 2021.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from January to March 2021. 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 January to March 2021.

FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2020-2021 Budget adopted on 30 June 2020.

RISK MANAGEMENT IMPLICATIONS

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

SUSTAINABILITY IMPLICATIONS

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

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the *Local Government Act 2009*, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2020-2021 adopted on 30 June 2020.

Corporate Plan 2019-2024 Initiatives:

Theme 5 - Robust Governance and Efficient Service Delivery

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

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

COUNCIL'S ROLE

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

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

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

CONSULTATION

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

ATTACHMENTS

1. Report from the Chief Executive Officer for January to March 2021 [5.12.1 - 76 pages]
2. Organisational Report Card January to March 2021 [5.12.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

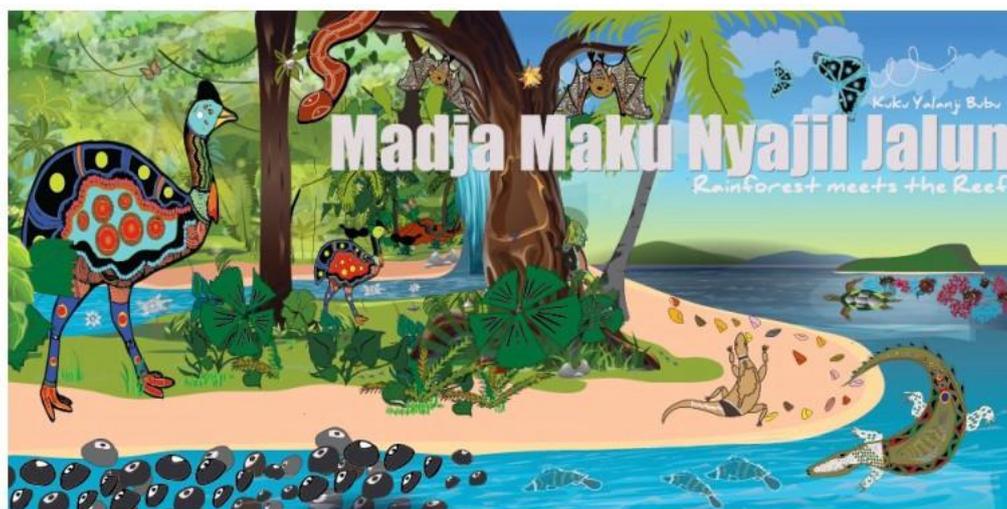
REPORT FROM THE CHIEF EXECUTIVE OFFICER

2020 - 2021

January - March 2021

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

DOUGLAS
SHIRE COUNCIL



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

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A vertical illustration on the left side of the page depicts a colorful bird, possibly a lorikeet, with a blue head, yellow beak, and a body adorned with vibrant patterns in green, yellow, and red. The bird is set against a background of green foliage and a blue sky.

CHIEF EXECUTIVE OFFICER

After a very challenging 2020 for most people, 2021 has arrived and with it, we are all looking forward to a recovery from Covid-19. In fact, we are seeing many Australians return to our beautiful Shire on holiday as our international borders remain closed. I've had conversations with tourists from down south who haven't been here in some time and who have been thrilled to return.

If you have not previously read this publication, I invite you to peruse the pages and see what Council has been up to in the first quarter of 2021. It is always hard to select a few highlights from the pages that follow... but here goes.

Our libraries welcomed a new team leader, Amy Inglis. For those of you who are regular patrons of the library, you know that they are so much more than just books. Our libraries play a vital function in community activities. Amy and the team are re-introducing many of the engaging programs that bring people together (in a Covid safe way!) and that so many of you enjoy. Whether it's a trivia night, story time for our children, or a photo exhibition, I encourage you to check out our wonderful libraries.

The Douglas Chamber of Commerce, in collaboration with Council, hosted a fantastic Business Expo. I attended the sold-out event and the resilience shown by our community and the enthusiasm for moving forward was uplifting. We all know that businesses have been hit hard during Covid-19, but it is clear that the "*Do it in Douglas*" spirit is alive and well.

January is of course the month in which we announced our Australia Day Award winners including our Citizen of the Year. This year, the well deserved honour went to Maria Atkinson for her work as the founder of the breast cancer support group, "Pink in the Tropics" and her work in numerous other fundraising events. It is people like Maria who makes this such a great Shire and who give us hope during difficult times.

Our crews continue to work hard on keeping our Shire beautiful. Little things make a difference. Whether it is new benches on Macrossan Street, upgraded footpath lighting, or landscape maintenance in Mossman, we know that residents and tourists care about the details.

Our biosecurity team is also hard at work dealing with invasive species. They recently assisted in the Daintree Life Myall Beach restoration project. This is a stand out project for me because it shows how a community led project with support from Council can make a huge difference in protecting the environment that we all cherish. Well done to everyone involved.

Please enjoy this edition of the Report from the Chief Executive Officer.

PEOPLE AND COMMUNITY SERVICES

Libraries

The new year has brought much enthusiasm and change for Douglas Libraries. We farewelled Deb Somersall and welcomed a new team leader, Amy Inglis. Our focus has been to streamline our Covid-safe practices and safely reintroduce many of our regular programs. Customer feedback has strongly suggested a desire to feel a part of the community again.



Image: New team leader, Amy Inglis

Did you know the 14 February is Library Lover's Day? Mossman Library hosted a special trivia night to celebrate all things library! It was an amazing opportunity to welcome people back into the library and enjoy a little healthy competition.



Images: Library Lover's Trivia Night fun

Mossman Library has introduced a new photo wall. The community has jumped right in – we even have a picture of chickens on a trampoline!



Image: The new photo wall at Mossman Library has been very well received – our first theme is Pets

Our local history collection features many wonderful photos and documents. Utilising a Celebrating Local History Grant, staff have begun the task of digitising many of these. The community engages strongly with the photos on social media, and later in 2021 the library will host some local history digitising programs, with opportunities for the community to get involved. There will also be a special session on family history.



Image: Local History Collection - Daintree river crossing, circa 1985

Our preschool programming is expanding rapidly. We have added in more Baby Rhyme Time and Storytime sessions each week. Music and Song continues to be very popular. Our library staff are highly trained in delivering early literacy programs to our local kids and parents/guardians. We have also begun making outreach visits to local kindergartens.



Image: A Music and Song event held in March at Buff's Hall, Mossman



Image: A storytime session at Mossman Library

For school-aged children, we have reintroduced holiday programming. We started with a hunt for the Easter bunny's tail, enjoyed a 'Covid-safe bubbled' family movie afternoon (complete with popcorn!), and created an Escape Room for older kids.



Image: Baby Rhyme Time regular Ted safeguarded the treasure while the kids searched for Easter Bunny's Tail



Image: Family movie afternoon was a hit

Among some new programming is our monthly Book Chat. It's an informal and relaxed setting based on a theme, and not a particular title. Our first chat was held on April 6, and a wonderful time was had by all, with a wide and varied, lively conversation.



Image: Some of the attendees at the inaugural book chat – cookbook edition!

Tech Help of all kinds remains a vital library service, with our regular Tech Savvy Courses frequently booked out. We have expanded the program to include even more sessions based on customer requests and needs. Staff are also available to assist with basic enquiries at any time.



Image: A Tech Help Introduction to Computers session

To assist some of our most vulnerable members, we are beginning a Home Library Service. This service will provide those who are unable to safely leave home with an invaluable resource and connection to their community. Home Library can be tailored to suit any level of restrictions, from contactless delivery and collection, through to a relaxed, volunteer-led visit with the member. In the coming months, we will refine and expand the program.

Douglas Libraries are also proud to be partnering with the new Douglas branch of the University of the 3rd Age. Programs will start in May, and will include Mahjong, gardening, iPad training, creative writing and learning to sketch. The library will curate collections based on each course and provide extra assistance with using our free online resources and courses.

'More Than Books' is the focus of our website refresh, with a clean look and easy-to-follow layout. Not everyone realises just how much a library membership provides, or that they can use the internet for free. We have so many fabulous online resources available to the public for FREE!

We have loved seeing our regulars and new faces all returning to the library – nothing makes us happier!

Community and Economic Development

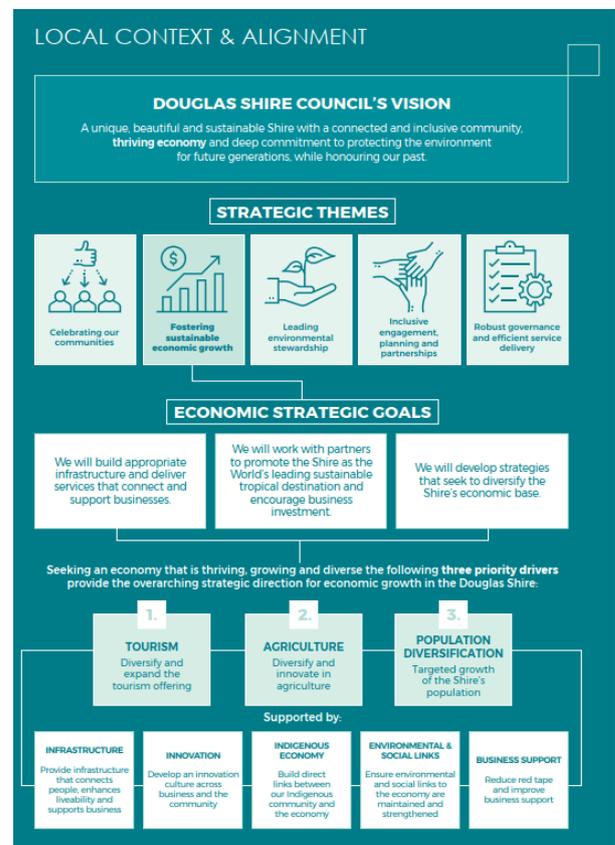
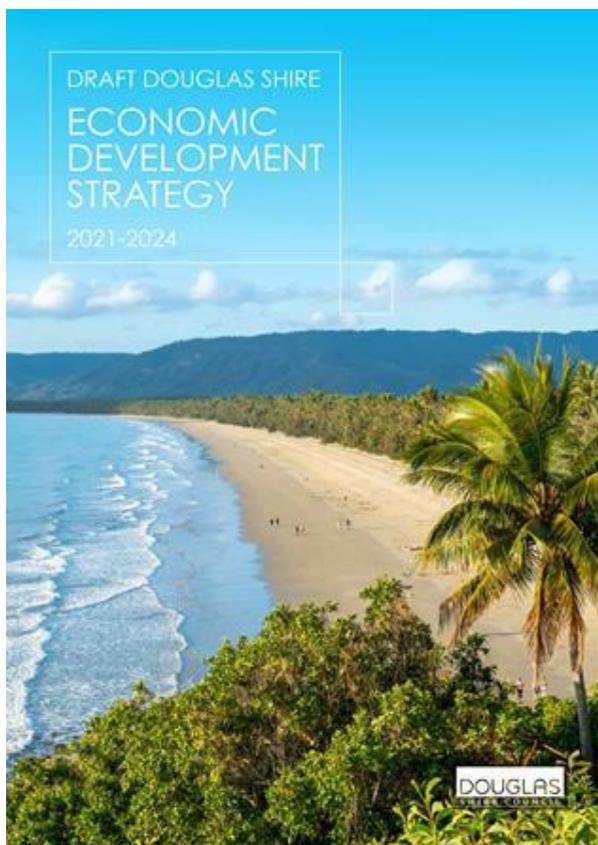
Draft Economic Development Strategy released for public consultation

Council’s Economic Development Strategy, designed to leverage sensible economic drivers and diversify the economy, was released for public consultation at the beginning of February.

The 2021-2024 strategy, which was open for public comment until 28 February 2021, prioritises three drivers that provide the overarching strategic direction for economic growth in the region.

- Diversify and expand the tourism offering
- Diversify and innovate in agriculture
- Targeted growth of Shire’s population

This Strategy formalises the findings of the Economic Strategic Review Committee and considers the impact of COVID-19 and markets trends on the Douglas economy.



Images: 2021-2024 Economic Development Strategy

Douglas Business Expo

In collaboration with the Douglas Chamber of Commerce, Council hosted the Douglas Business Expo on Friday, 26 March connecting attendees with other business, government and industry experts to share knowledge and discuss ideas for the future of business in the Shire.

A sold-out event saw over 100 attendees learn how to leverage employment and economic opportunities for their businesses by engaging with an esteemed panel of guest speakers, networking with members of both the local and regional business community and by visiting a diverse range of trade booth stallholders.



Images: Douglas Business Expo

Capacity Building Workshops and Events for small businesses

Between February and March, Council’s Tourism and Economic Development team organised the following workshops and mentoring opportunities to build the capacity of small businesses in the Shire through learning opportunities that addressed skills shortages and knowledge gaps.



Council welcomed business mentor Lesley Van Staveren from YEP Entrepreneurship Facilitators Cairns to provide advice to people with a business idea on idea feasibility, business development, pitching with precision, raising your personal and business profile, importance of qualifying your market, honing your delegation skills and negotiating with confidence.

Cindy Perry, Principal Program Officer from the Department Employment, Small Business and Training hosted a pop-up information stall in Port Douglas to provide one on one advice to business owners on eligibility of DESBT funded programs and advice on COVID adaptation grants applications.

Council partnered with the National Drought and North Queensland Flood Response and Recovery Agency to host a grant writing workshop for community groups and small businesses, which was a fantastic opportunity to get helpful tips on writing a competitive grant application.

Council collaborated with Tourism Port Douglas Daintree to invite local businesses owners and workers to attend Mental Health Awareness Programs in Port Douglas and Cape Tribulation, which were designed to help and support the business sector in response to possible psychological challenges of COVID-19 and create awareness about mental health and provide tangible tips to creating a healthy workplace.

Douglas retailers had the opportunity to meet and learn from celebrated Australian Visual Merchandiser, Monique Haney from Mon + Co for a free workshop on the art of visual merchandising. The sold-out workshop brought together local market stall holders and retailers who learned important tips and tricks using real life examples of how you can work the magic of visual merchandising to entice customers and convert sales.

Arts and Culture

Douglas Shire Council sponsored artist Wendy Wajer to participate in the FLAME 2021, a mentorship program to give young women experience in the professional arts industry. Ten established artists from Cairns, Atherton Tablelands, Cassowary Coast and Douglas Shire were asked to mentor emerging artists, whose talents had been identified in the 2020 ENERGY Exhibition at the Tanks Arts Centre, Cairns.

Two young artists from the Douglas Shire, Abbi White and Hannah Jane Skennerton, both recent graduates of Mossman High School, showcased their work at the FLAME 2021 International Women's Day Exhibition at Tanks Art Centre in Feb/March 2021.

FLAME is a project of the Year 13+ Program. Flame Roadtrip is delivered by Cairns Regional Council in partnership with Cassowary Coast Regional Council, Douglas Shire Council, Etheridge Shire Council and Tablelands Regional Council.

Council sponsored arts festival 'Call of the Running Tide' is coming to Port Douglas in September 2021 for its second event, after the successful inaugural festival in 2019.

In advance of the main event, a satellite exhibition was shown at Northsite Contemporary Arts (formerly Kickarts) in Cairns. This exhibition, featuring artists from the Douglas Shire, was in February and March 2021, and helped increase the awareness and recognition of the festival.

The 'Call of The Running Tide' is a festival of ephemeral environmental art supported by the Douglas Shire Council, with over 40 professional and emerging artists from across the regions creating site specific works around Port Douglas and Mossman.



CALL OF THE RUNNING TIDE
CURATED BY JILL CHISM

Barbara Dover, Adrift (detail), Assemblage, found marine plastic
recyclable lights. Photography Michèle Marzic

20 FEBRUARY - 01 APRIL 2021

Image: Call of The Running Tide

First Peoples

The Douglas Shire Council are drafting Terms of Reference to re-establish the former Bama Working Group as the First People's Consultative Committee (FPCC). The committee will include representatives from each Traditional Owner group of the Douglas Shire area and provide advice to Council on matters relating to Indigenous Australians. Once members are confirmed, a schedule of FPCC meetings will be arranged.

Sport and Recreation - Active8 Free Fitness

The Douglas Shire Council was successful in obtaining a further \$20,000 for the continuation of the Active8 Free Fitness programs. The programs can be continued in Port Douglas, Mossman and Diwan. The classes continue to be a success and have been presented to other councils as an example of how to create successful programs in the community.

The most popular sessions since the start of the year have been the Aquafit class at Mossman Pool. The classes are well attended by the local seniors' group and other members of the public including visitors to the Mossman Caravan Park and have well over 40 people in attendance to the classes.



Image: Low Intensity Aquafit -Active8 Free Fitness at the Mossman Pool

Sport and Recreation - Port Douglas Sports Complex Masterplan

Stage One of the Port Douglas Sports Complex Masterplan encompasses a large area of the Port Douglas Sports Complex, identifying the highest priorities of the plan such as the extension of the main complex building, female friendly change rooms, car parking, footpaths, formal entry statement and ticketing booth. Stage One will secure an architectural or engineering professional to undertake the detailed design, stakeholder consultation and planning in line with the sports masterplan. The focus is to provide facilities that are fit for purpose, provide value and are in keeping with Douglas Shire Councils clean green vision.

The procurement process will take 6 weeks before the winning architectural or engineering firm is announced. Once the plans are finalised Council will have 'shovel ready' projects to put forward for State and Federal funding.

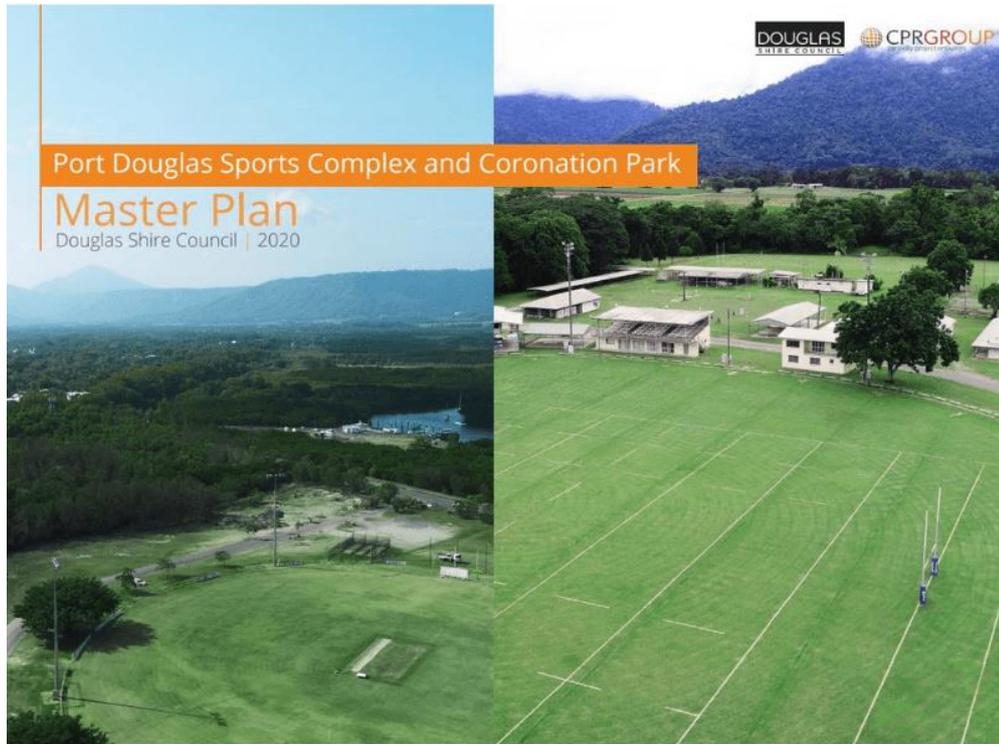


Image: Port Douglas Sports Complex and Coronation Park Masterplan

Social Media for Sports Clubs

In February Council hosted two social media workshops to support sports club in how to use Facebook to 'target' campaigns based on their demographics. Through early consultation it was identified one of the key areas missing from the Douglas Shires Clubs skillsets was understanding social media as a business would.

Social media is a valuable tool and will give the clubs the best 'bang for their buck' in terms of advertising come and try days, events, and sign ups at the start of the season. The workshop was designed specifically with clubs and membership drives in minds.

The workshops were run by Accelerate Digital Marketing and were well received by the clubs that attended.



Image: Social Media for Sports Clubs at the Port Douglas Community Hall

Australia Day Awards and Citizenship Ceremony

The Douglas Shire Council recognised 24 residents for their contributions to the community and welcomed 27 new citizens to the Shire at the 2021 Australia Day Awards. A free BBQ breakfast, catered by the Port Douglas Neighbourhood Centre, started off the day and was well attended.

Due to COVID-19 restrictions, the regular Australia Day single event was delivered in two halves and with only family and friend allowed to attend.

The Citizenship Ceremony was first and guest dignitaries for the day included the Honourable Warren Entsch and the Honourable Cynthia Lui with Welcome to Country presented by Kuku Yalanji representative Alfred Diamond and Yirrgaydji representative Gavin Singleton.

It was smiles all round as our new Australians accepted their certificates to the National Anthem lead by Cara Fregoni. After a short break, it was on to the Australia Day Awards where 8 people over 7 categories were recognised for their achievements.

Performances by Cara Fregoni, Jenn Kerr and Bec Waters contributed to a delightful awards presentation.

The list of winners:

- 2021 Volunteer Award Craig Mitchell
- 2021 Arts & Culture Award Rose Watts
- 2021 Environmental Award Alyssa Jackson & Caitlin O'Neal
- 2021 Junior Sports Awards Couper Smith
- 2021 Senior Sports Award Jack Murday
- 2021 Young Citizen of the Year Angela Brischetto
- 2021 Citizen of the Year Maria Atkinson
- 2021 Australia Day Civic Recognition Award Presented to Noel Weare



Image: MP Cynthia Lui, Citizen of the year Maria Atkinson, Mayor Michael Kerr



Image: Gavin Singleton, Alfred Diamond, Targa and Bo Jenkins, Mayor Michael Kerr

Hot & Steamy Festival funding

The Hot & Steamy festival, with funding through a Council resource and performance agreement, attracted close to 1000 attendees over the course of 3 days. The second installment of the event overcame border closures, showers and COVID-19 restrictions, to provide a successful festival. The Festival will align itself with the Better Together conference taking place in January 2022.



Image: Hot & Steamy Festival – Central Hotel

Carnivale 2021

Preparations are well underway for the return of the Carnivale in 2021.

Headline act Spiderbait are confirmed for the return of the Tropic Rock Concert at Rex Smeal Park where visitors and locals will get a chance to blow off some steam after the event was cancelled due to COVID-19. Many of the favorite events will return with the Spiegel Tent back in town, the Longest Lunch, Family Beach Day and of course the Macrossan Street Parade. A full program of events over the Canivale week will see art exhibitions, Professional Wrestling and monster kites flying as the region celebrates the wonderful tropical lifestyle of Far North Queensland in its own wonderful way. A full run down of this year's event program can be found at www.carnivale.com.au.



Image: Carnivale website

Port Douglas Markets

The Port Douglas Markets are still operating under COVID-19 restrictions with limits to stall sizes and processes to encourage social distancing. Numbers of stalls and patrons at the markets are increasing as the wet season draws to a close and internal border closures are easing.



Image: Stallholders setting up for a vibrant and busy market

Community Engagement

Milman Street Playground – Post Installation Review – Completed

Installation of the playground at 49 Milman Drive was completed in June 2020, and in accordance with a Council Resolution, a six-month post installation review was done. A survey was letter box dropped to 70+ homes in the neighbourhood in January 2021. It was also emailed to 19 people who had expressed an interest in the playground early in 2020. Residents were asked to respond by 29 January 2021. The survey found 96% of respondents had a positive response and 4% of respondents had a negative response towards the playground. The survey findings were presented in the Councillor Workshop on the 16 March 2021 and to preserve the privacy of all survey respondents these findings will not be made public. The survey highlighted some minor maintenance, landscaping and infrastructure improvements including installation of bench seating and planting of additional shade and screening landscaping. Other more significant improvements, such as installation of a shade sail would need to be reviewed, if this is an outcome Council desires.

Request to name bypass on Ponzo Road – Completed

Council received a request from a property owner to give a name to a bypass running off Ponzo Road. The owner said people had trouble finding his property which was in part due to an error on Google Maps. The bypass led to three other properties. Consultation with neighbours found they were reluctant to rename the road as this would result in having to go through the tedious process of having to change their address. Councillors decided not to name the bypass and instead it was suggested to the property owner he install two signs, one on Ponzo Road, and a second at the T intersection to help provide visitors with directions, and to report the error to Google Maps.

Foreshore Management Plans – Underway

Council is developing foreshore management plans for Wonga, Newell, Cooya, Four Mile and Oak Beach. Alluvium Consulting Australia Pty Ltd and Wild Environmental have been awarded the contract to prepare the plan and the community consultation element is being managed by Council. An Engagement Plan has been prepared and the objectives of the process are to:

- Raise awareness of the development of the five foreshore management plans
- Raise awareness of how shire residents will benefit from having the plans in place.
- Promote the opportunity for residents, ratepayers and relevant industry and community groups to have input into the management plans; and
- Provide the opportunity for Councillors to fully understand the project and have input.

All residents in the shire and all absentee ratepayers will have the opportunity for input into the five Foreshore Management Plans, there will however be targeted communications to residents and ratepayers in the five localities; traditional owners; tourism sector and community groups. A survey was released 31 March 2021 with responses requested by 23 April 2021.

Wonga Beach ATVs on the beach – Underway

The Interim Foreshore Management Plan for Wonga Beach includes provision for residents to apply for a permit to drive their ATV on the beach and calls for the formation of a Community Group to assist in managing any issues arising from the use of vehicles on the beach. A Communications Plan has been prepared setting out how Council will raise awareness of the conditions around residents being able to use quad bikes on sections of Wonga Beach and how the proposed community group will be formed and how it will operate. Implementation of the plan has commenced with a letterbox drop to households in February, a meeting at Wonga Beach State School and a page on the website created.

Cattle Grids Upper Daintree Road – Ongoing

Council is liaising with three cattle farmers in Douglas Creek Valley, and Upper Daintree to bring cattle grids up to Australian Standards.

Reef Park Street Light Renewal Program – Completed

A leaflet was letterbox dropped to 66 homes in Reef Park providing information on a program to improve the street lighting in the neighbourhood. The work started 1 February and is scheduled for completion by 31 May. In all, 23 new lights will be installed and all existing lights, most of which are unserviceable, will be removed. At the same time, Council will take the opportunity to improve safety by trimming vegetation on road verges to make way for new lights, improve sight lines for both vehicles and walkers, and to allow space for pedestrians to walk off the road.

Alchera Drive New Kerb and Channelling – Underway

Kerbing along Alchera Drive from Connolly Street through to Quaid Road will be replaced. Work will include removal of old kerbing and replacement with new, layback kerbing. Work will commence mid-April and be completed by 31 May 2021 and will impact properties in Alchera Drive from 89 through to 133.

Specifically, when new driveway crossovers are poured for residential properties, the concrete will require 48 hours to set. Vehicles will not be able to exit or enter for 48 hours. Residents will be advised a few days ahead of work commencing to allow enough time for people to move their vehicles out and park on the street. With commercial properties, a heavier duty concrete will be used to handle trucks, and this will require 5 days to cure. A notice has been delivered to all properties informing residents of the work.

Human Resources

Human Resources (HR) continues its focus in the areas of employee relations, learning and development, recruitment and selection and return to work facilitation.

As part of Council's Certified Agreement process and prior to sending its draft Certified Agreement to vote Council was required to undertake a staff consultation process. The consultation process was held over a two (2) week period during January 2021 with two (2) Human Resources staff and one (1) union representative present at each session. Council undertook twelve (12) information sessions at a range of workplace locations to explain the progress of negotiations and the negotiated outcome.

On Wednesday 3 February 2021 employees made a confidential vote through a secret ballot process. The vote outcome result was the majority of staff voting in support of the proposed Certified Agreement with staff and union organisers notified of the ballot outcome. Council's application for certification of the Certified Agreement is listed for hearing at the Queensland Industrial Relations Commission (QIRC) for 22 April 2021.

As we commence into the new year the gradual increase in staff training activities scheduled for specific hard and soft skill programs is reflected within the Human Resources Training calendar. For this quarter staff have attended specific workplace training including accreditation in First Aid and CPR, Playground Inspection (routine and operational), Licence to Operate Forklift, Creating Customer Service Experience and Essential Supervisory Skills.

Workplace Health & Safety

Workplace Health and Safety presented the sixth quarterly report to the Workplace Health and Safety Management Meeting on 17 March 2021.

WHS Advisors are working on tasks in preparation for the audit on Council's WHS Management System on 12-16 April 2021. WHS advisors, along with respective workgroups, have been reviewing System Procedures, Safe Work Method Statements (SWMS) and Safe Operating Procedures (SOP) across the Civil, Public and Natural Areas and Water departments.

WHS Systems Procedures have been reviewed and all staff have received induction training. Most teams received face-to-face training.

The WHS team have developed a 'Safety Box' for each Council vehicle, containing the relevant SWMS, SOPs, safety data sheets, incident report forms and risk assessment booklets. This allows workers access to all necessary safety information when on site.

Property Services

The purchase of the Mossman Golf Club from The Douglas Community Sports Club Inc. was finalised in late December 2020. A 3-year Management Agreement has been executed between Douglas Shire Council and the Mossman Golf Club Inc. Capital Works expenditure approved by Council is in the process of being completed.

Kevin and Eileen Robinson have commenced an interim three-month caretaker contract at Wonga Beach Caravan Park. The Property Team are seeking to acquire a site manager's residence. Once the residence is in place, the process to re-advertise will commence.

All risk assessments associated with Council's insurance renew have now been completed and property is now in the final stages of the renewal process.

As of 1 July 2020, the Land Regulation 2020 ("Regulation") introduced the prescribed terms framework for trustee leases over reserves which replaced the previous Mandatory Standard Terms format. A report will be presented to the Council meeting in May with the required amendments as per the Regulations for Council approval prior to lodgment with the Titles office.

The Property Team are working on various tasks of road opening and closures, lease arrangements, use of reserve land, reconfiguration of boundary alignments, Native Title issues and encroachments.

Media and Communications

Douglas Shire Council launched a fortnightly e-newsletter to improve our ability to regularly communicate directly with residents and ratepayers who wish to subscribe. Published fortnightly, it will contain key Council news items, project updates, council works notices, consultation opportunities and other topics.



Image: Fortnightly e-newsletter advertising

We already have 733 subscribers and growing!

Key Digital Highlights:

- Council's website recorded 132,585 page views from 47,599 users during this quarter
- The average time spent on 1 minute and 39 seconds
- Council's Corporate Facebook account reached 124,389 people during this quarter

Top ranking news posts were:

- Rare Tropical Beachfront Opportunity at Wonga Beach Caravan Park
- Passport for FNQ to get people to Do It In Douglas
- Pop-up COVID-19 Clinic
- Consultation Opens for Active Douglas Strategy
- Draft Economic Development Strategy Open for Consultation

Key January to March Statistics:

Media Releases: 40
Media Enquiries: 23
Public notice advertising: 16

Council Grants Program

The annual round of the Major Grants stream, with funding up to \$10,000 (GST Exc), closed the last Friday in September, with ten applications received and five offers of funding made in November 2020. All funding agreements were finalised in this Quarter.

Successful Applicant	Project	Amount Awarded (GST Exc)	Stream/Round
Douglas Hockey Association Inc	Beach Hockey in Douglas – Purchase a second inflatable Hockey Pitch and a storage container for beach hockey tournaments and activities across the Douglas Shire.	\$8,225	Major
Lenice Schonenberger	Artists Mural for Daintree River Ferry Amenities Block – Design and paint a mural depicting estuarine life, in particular bird species inhabiting the Daintree River.	\$4,000	Major
Daintree Marketing Cooperative	Destination Daintree on the Map - Reproduce a fresh map including a brochure that promotes the region in all its natural diversity and expand its current distribution through Visitor Information Centres throughout wider Queensland.	\$10,000	Major
Douglas Shire Community Services Association Ltd	Community Centre Art Project - Create two pieces of artwork to be displayed on the 'Hub building,' representing inclusiveness and community engagement.	\$4,813	Major
Mossman Port Douglas Senior Rugby League	Seniors Recycling Program – Purchase a trailer to pick up recyclable bottles and tins from a bin for Shire's Seniors with bottles and tins counted and the money value given to the residents.	\$10,000	Major

The monthly Micro Grants stream, with funding up to \$1,000 (GST Exc) opens the first Monday of the month and closes the last Friday of each month until funds are exhausted.

Grants Awarded for the Quarter

Successful Applicant	Project	Amount Awarded (GST Exc)	Stream/ Round
FNQ Hospital Foundation - Friends of the Foundation Cow Bay Clinic	Wisdom and Handy Hints for Living in the Wet Tropics	\$1,000	Micro

Grants Acquitted for the Quarter

Grant Recipient	Project and Outcomes	Amount Acquitted (GST Exc)
Marine Rescue Douglas Shire Inc	Youth Coxswain Grade 1 Trainee Program provided training, theory and practice to allow Year 11/12 students to complete a Certificate II in Maritime Operations (Coxswain Grade 1). Two graduation ceremonies have been held since the program started, with the program continuing in 2021.	\$5,800
Biodynamics FNQ Inc	Everyday Gardens by Everyday People – Douglas Shire Open Garden Project was held over the Queen’s Birthday long weekend, with 13 gardens open to the community. There were over 450 attendances with local and regional visitors from Herberton, Cairns, Kuranda and Innisfail.	\$684
Mossman & District Gymnastics Club Inc	Mossman Gymnastics Community Come & Try hosted an open day for all community members to come along to the club, to be introduced to the programs on offer and try out a little of the gymnastics coaching and equipment. The day was attended by over 200 people as attendees, participants, facilitators and volunteers. As a result of the come and try over 40 new memberships resulted.	\$903



Image: Youth graduates December 2020

Mossman State High School Coxswain trainees' graduation ceremony Friday 11 December 2020 <https://fb.watch/4hhLgdyqdi/>

Mayor Michael Kerr officiates at Mossman State High School students' Coxswain Graduation at Marine Rescue Port Douglas 15 November 2020 [Marine Rescue Port Douglas - Mayor Michael Kerr officiates at Mossman State High School student Coxswain Graduation at Marine Rescue Port Douglas 15 November 2020 | Facebook](#)

Biodynamics FNQ Inc. presents

OPEN GARDENS

DOUGLAS SHIRE

OCTOBER 3-5



EVERYDAY GARDENS BY EVERYDAY PEOPLE

WHEN OTHER THINGS SHUT DOWN, WE OPEN OUR GARDENS.
 Now more than ever it is time to dig up some soil, expand your gardening knowledge and start picking your own produce in no time, no matter how small or large your garden is!

WELCOMING | SUSTAINABLE | BIODYNAMIC
ENGAGING | ORNAMENTAL | FOOD PRODUCING

Find the inspiration to create the green space of your dreams, while gaining valuable insight on how to be able to harvest your very own fruit and vegetables at your front door.

Come and join us over the Queen's Birthday long weekend with an eagerness to share and learn any gardening tips and tricks while venturing through several food gardens full of new ideas. Whether you are a beginner or an expert, be part of likeminded individuals that share a passion for gardening in an ecologically sensible and sustainable way.

COSTS: GOLD COIN DONATION TO ENTER EACH GARDEN
VENUES: MOSSMAN | COOVA BEACH | PORT DOUGLAS | OAK BEACH SHANNONVALE

FOR MORE INFORMATION, VISIT OUR WEBSITE
BIODYNAMICSFNQ.ORG.AU/OPEN-GARDENS-DOUGLAS-SHIRE

MADE POSSIBLE THANKS TO THE COLLABORATION OF THE COMMUNITY AND



Image: Open Gardens Flyer



OCT 3 | 9AM - 12 NOON
11-13 NANCY CL, OAK BEACH

Set in four acres of lush natural surroundings, Ben and Rachel work in a constantly evolving garden with mango and kaffir lime trees and a vast array of Southeast Asian herbs and vegetables which they use in their cooking.

+ Park @ the end of the cul-de-sac and walk up the driveway
 + Toilets available

OCT 3 | 10AM - 2PM
194 PONZO RD, SHANNONVALE

An acre full of inspiration with both old and young trees, raised garden beds with organic vegetables and established rainforest. Bianca and Jose have a wealth of knowledge wanting to be shared. A treat for everyone who loves nature!



OCT 3 | 12 - 3PM
20 MILL STREET, MOSSMAN

This educational garden uses a small space in the most efficient ways. Pallet gardens, raised garden beds & a well stocked plant nursery grow mainly herbs & vegetables to fuel the Kitchen for the Community lunch program. Currently they run an Emergency Relief Program with a commitment to building community through gardening with a focus on food production in the wet tropics.

+ Plants for sale | Toilets available

OCT 3 | 12 - 3PM
WILLIAM STREET ENTRY

A vibrant array of different flowers mixed with an edible plant or two. A raised garden bed gives abundant crop of greens and is fun for all involved to work on. Best part is to still harvest juicy tomatoes and be greeted by showy pockets of flowers in different parts of the school grounds.



OCT 4 | 9AM - 12PM
48 COOYA BEACH RD, COOYA

This garden is an effort to experiment with many ideas in self sufficiency. Most sectors of the space are producing food or medicine but are interspersed with interesting functional elements like carnivorous and mosquito inhibiting plants and early attempts at companion planting.

OCT 4 | 11AM - 2PM
END OF WARNER ROAD, CASSOWARY

Nestled amongst cane fields lies this beautiful family property with a history. You will be lead though colorful front gardens and a diverse traditional vegetable garden. All around you there are a large number of older rare fruit trees with stories attached. The owners, Lynn and Jee, will give you a tour around the place where your questions get answered. A treat for fruit lovers!



OCT 4 | 12 - 3PM
END OF BOUGAINVILLEA COOYA - OPPOSITE THE BOAT RAMP - THE SPIT

Over the last months Bennet's Food & Medicine Garden morphed from a vision to reality. As an elder, he would like his knowledge to be shared for the benefit of future generations. He will be there to talk about the new plantings and give short explanations as to why a tree or plant made it into his collection. An opportunity to learn about Aboriginal food plants.

OCT 4 | 12 - 3PM
6188 CAPTAIN COOK HWY, PORT DOUGLAS

Alan & Roberta's rather large yard includes a few recently planted fruit trees and they plan to expand. A perfect example of what a difference a few months of interaction with nature can make.



OCT 5 | 9AM - 12PM
MARTIN SCULLETT DRIVE, PORT DOUGLAS

The showiest places in Port Havens: A jewel of a mini garden with an artistic flair. Pretty flowers wherever you look. Did you spot the many edible additions? No space is too small for an eye candy. Meet the lovely owner Avery in her element. Follow the markings two doors down to find Heathers hidden treasure box garden.

+ Please follow parking signs

OCT 5 | 7AM - 12PM
12 CORELLA STREET, PORT DOUGLAS

Keen to learn how to grow food in the tropics, Alyson focuses on growing food crops predominantly but also native flowers, plants and trees to attract the pollinators sadly missing. She is passionate about her garden and likes to share her experience.



OCT 5 | 11AM - 2PM
REEF STREET 57, PORT DOUGLAS

Coconuts, guinea grass, golden cane and dirt. That was the garden when we moved into Reef Street. There is still all the above, but we have added a veggie garden, lots of ornaments from cuttings from friends gardens, some turf, a potting area, a worm farm and our chooks. And turned our home into an extremely popular BBQ. We have a beautiful chook house, and our chooks free range all day.

OCT 5 | 11AM - 2PM
REEF STREET 59, PORT DOUGLAS

The garden illustrates the history with the house. The original owners built the swimming pool which provides shade, sitting places and shops the whole of the garden which is set around it. The sacred bamboo is loved and planted by Colin, who got it from a neighbour. The budha belly bamboo came from over the Daintree, sulking for years before it felt happy enough to grow.



OCT 5 | 12 - 3PM
14 NOLI CLOSE, MOSSMAN

A place inspired by nature. Herald and Monika started a few years ago with the idea to transform a neglected suburban ornamental garden into an edible forest. They experiment with and integrate all sorts of agroecological principals to mimic and even speed up nature's regenerative power to grow into abundance. They look at people, animals and soil in a holistic way and want them all to thrive. Find chooks, bees, a pond, vegetables and a fruit orchard with small syntropic trial patches paired with the enthusiasm of a gardener keen to learn every day anew.

BIODYNAMICS FNQ PRESENTS
OPEN GARDENS DOUGLAS SHIRE
 OCTOBER 3 - 5
 EVERYDAY GARDENS BY EVERYDAY PEOPLE

GARDEN VISITOR ETIQUETTE

We ask visitors to observe the following courtesies:

Open Days: Gardens are only open on the dates and times specified.

Privacy of the Garden Opener: Remember that you are visiting private property so please do not enter the house.

Etiquette in the garden: Please do not remove any part of any plant from the garden.

Please ensure you take away with you anything you brought into the garden and please do not litter.

Have your own drink bottle, filtered water stations available.

Toilets: See venue description for indication if toilets are available.

Children: Welcome! Please ensure children are well supervised so their behaviour does not distract from the quality of the experience of other visitors.

Dogs: Sorry, no dogs (except Guide Dogs) are permitted in the gardens.

Car Parking: Please park your car so that others including neighbours can enter and leave the parking area without inconvenience and please don't park where your car will damage the garden or its surroundings.

Photography: Please check that the owner is happy for you to photograph the garden before doing so. Photographs taken in the garden cannot be used for commercial purposes without prior permission of the garden owner.

Plant sale: At certain venues plants are available for sale. Proceeds go to the owner of the property.

COVID-19 | ACT RESPONSIBLY

AREA MAP | SATURDAY | SUNDAY | MONDAY

TO OAKS KITCHEN & GARDEN
 11-13 Nancy Close Oak Beach

MADE POSSIBLE THANKS TO THE COLLABORATION OF THE COMMUNITY AND

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COSTS: GOLD COIN DONATION PER GARDEN

VENUES: MOSSMAN | SHANNONVALE
COOYA BEACH | OAK BEACH
PORT DOUGLAS

BIODYNAMICSFNQ.ORG.AU

MADE POSSIBLE THANKS TO THE COLLABORATION OF THE COMMUNITY AND

Images: Open Gardens Brochure



Image: Come & Try Flyer

In-kind Assistance

Since the start of the 2020-21 financial year five requests for in-kind assistance and fee waivers have been assessed to March 2021, with value of in-kind assistance and fee waiving approved totaling \$1,613.64 (GST Exc).

Further information on the Council Grants Program is available at <https://douglas.qld.gov.au/community/community-grants/council-grants-program/>.

External Grants**Applications Submitted**

Grant	Funding Body	Project	Amount	Submitted
Mental Health and Wellbeing Package	State Government	Localised mental health initiatives	\$75,000	19/03/2021
Recovery & Resilience Grant	Federal Govt	Various projects submitted for consideration for funding allocated under the National Drought and North Queensland Flood Response and Recovery Agency	\$857,000	31/03/2021
Cycle Network Local Government Grants Program 2021-22	State Govt	Port Douglas Road – Detailed Design	\$50,000	24/02/2021
Cycle Network Local Government Grants Program 2021-22	State Govt	Cooya beach Road – Detailed Sign	\$50,000	24/02/2021
Building Better Regions Fund	Federal Govt	Mossman Shire Hall Upgrade	\$770,000	08/03/2021
Building Better Regions Fund	Federal Govt	Cooya Reservoir Connection	\$1,500,000	05/03/2021
Building Better Regions Fund	Federal Govt	Shared Cycle Path and Bridge – Marrs Ck to Mossman Gorge Centre	\$2,500,000	05/03/2021
Stronger Communities Fund Expression of Interest	Federal Govt	Port Douglas Hall Shade Sail for Petanque	\$20,000	26/02/2021
Transport infrastructure Development Scheme (TIDS) and ATSI	State Govt	Mossman Gorge Cycle Way - Stage 3 (Pathway Only - 1.54km)	\$577,500	15/02/2021

Application Outcome – Applications submitted in previous quarters

Grant	Funding Body	Project	Amount	Outcome
SES Support Grant	State Govt	SES vehicle	\$30,000	Pending
SES Support Grant	State Govt	SES Accommodation fit out	\$14,000	Pending
Terrain Building Rainforest Resilience	Aust Govt	Wangetti Habitat Management	\$20,000	Successful
Council of the Ageing	State Govt	Tai Chi and High Tea	\$1,000	Pending

FINANCE AND CORPORATE SERVICES

Procurement

Contracts

- Daintree River dredging
 - 24 March to 31 March and 19 April to 25 April inclusive
- Daintree River Ferry interim tender documents issued
- Port Douglas Sports Complex Masterplan (Stage 1) – Consultation and Design tender documents released
- Wonga Beach Caravan Park lease being considered
- New Corporate Uniform tender documents issued

Projects (with procurement elements)

- Retirement village (stage 2) - market research continues
- Land sales
- Splash park
- Sugar Wharf
- Increasing local procurement awards
- Foreshore management plans
- Waste management (Cleanaway contract)
- Preparation of an *Anticipated Projects* concept with the idea being to advertise programmed capital works in advance
- Collaborated with DSC WH&S personnel in an effort to ensure that WH&S requirements were appropriately referenced in DSC contract documents
- With generous assistance from Council's media team, a revamped Procurement/Tenders website was introduced

Vendor Panel

- Representatives from Vendor Panel attended the Mossman offices in February to provide training to, and answer questions from, DSC personnel and local businesses
 - Local businesses were strongly encouraged to:
 - Review their Vendor Panel profiles (to ensure accuracy)
 - Consider responding to requests for proposals from neighbouring councils
 - Provide feedback to Council regarding our working partnership/s
 - Contact the newly created *Vendor Panel Supplier Relationship Manager* with any inquiries related to the platform

Nex Gen

- Nex Gen is a multi-million-dollar ecosystem, designed to connect governance and reporting, guided buying, capability development, and analytics to provide a simple platform for council procurement requirements.
 - Nex Gen is funded by the State Government through the Local Government Association of Queensland (nil cost to Council)
 - The platform empowers Council to collate relevant expenditure data with a view to reducing costs via strategic sourcing
 - Nex Gen has the ability to integrate multiple Council functions such as procurement, finance, stores and asset management
 - Subscribing to Nex Gen also negates the need to pay Council's annual vendor Panel subscription fee (approximately \$16,000)

Training

- Construction contracting training provided to DSC Civil and Project Management personnel by Helix Legal
- Additional procurement training provided to new personnel and those requesting refreshers

Grants

- Assisted in the drafting of several grant applications

Processes

- Drafted a number of new "How To" guides for both DSC personnel and vendors
 - The idea being to simplify the entire process
- Commenced the development of a Work Improvement Plan (WIN) for inclusion in the majority of Council contracts
- Introduced a Vendor Performance Management (VPM) program
- Contributed to further development of Far North Queensland Region Of Councils (FNQROC) contract templates
- Conducted a number of expenditure analysis' in an effort to identify areas of potential cost savings

Communication

- Continuing to build relationships with FNQ councils
- Attended FNQROC Procurement Workshop (in Cairns) in March
 - Discussions regarding the leveraging of combined expenditure across multiple councils and a focus on social enterprise were front and centre
- Addressing RFIs

Finance

Actual v Budget 2020-2021

At this stage the final operating result for 2020-2021 is likely to be close to the 2020-2021 budget revision deficit, despite additional budgetary impacts by Covid-19. The revised budget net operating result \$3.664m deficit (original budget \$3.684m deficit). Council officers have managed to mitigate the impacts of Covid-19 by identifying savings in other areas, without any reduction in services (unless Covid-related).

Budget 2021-2022

Work has commenced on the Budget for 2021-2022, alike the 2020-2021 budget and revised budget, this will be a difficult process due to the prolonged financial constraints imposed by Covid-19. Thank you to the CEO and Managers for all your support throughout the process. The budget will be workshopped with Councillors in April and May 2021 and is scheduled for adoption by Council on 1 June 2021. Unfortunately, Council will likely find itself once again facing a large deficit.

External Audit 2020-2021

Queensland Audit Office attended Council for the week 15-19 March 2021 to conduct their planning visit. The interim audit will be conducted from 17-21 May 2021 and the final stage of the audit will be from 13 September 2021.

Valuation of Assets

Cardno have conducted site visits for the revaluation of the following asset categories:

1. Buildings and Other Structures
2. Land and Land Improvements
3. Water Assets

Asset Management

The final Asset Management Plan, the Transport Asset Management Plan, has been submitted to the CEO for approval. The remaining document in the suite of Asset Management documents is the Strategic Asset Management Plan which considers Council's high level view of our Assets. The document has been developed to be linked to the 10 year capital works plan and will be updated in Q4 after the Capital Works Project List and Capital Works Budget has been finalised. The 10 year plan for Capital Works Projects has been prepared and is ready for final prioritisation by Council to align with Council's forecast Capital budget.

A Request For Quote for an off the shelf asset management software systems has been prepared and is awaiting allocation of budget. Preparation works for a smooth implementation have commenced with close liaison with the Asset Accounting team. The current plan is to upload data related to Stormwater Drainage and Resource Management in preparation for the 2021/2022 revaluation process.

Rates

Half yearly rate notices for the period 1 January to 30 June 2021 were issued on 11 January 2021 with a due date of 16 February 2021. Council officers sent out a courtesy email and SMS reminder to ratepayers one week prior to the rate notice due date. This reminder was sent to ratepayers where an email address or mobile number is attached to the ratepayers NAR details.

Half yearly rates reminder notices (over \$20 outstanding) were issued on 23 March 2021.

Supplementary Rate Levy notices were issued on 19 March 2021. 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 4 March 2021, with a due date of 8 April 2021.

Council officers have conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. Ratepayers who have defaulted have been contacted to discuss their financial situation. As part of this regular monthly review, all of Council's payment arrangements with ratepayers (including direct debits and payroll deduction) were reviewed to ensure that the remaining payments will have the account paid in full by 30 June 2021. Where payment amounts have been required to be adjusted, letters were sent to ratepayer.

ICT (Information & Communications Technology) Service

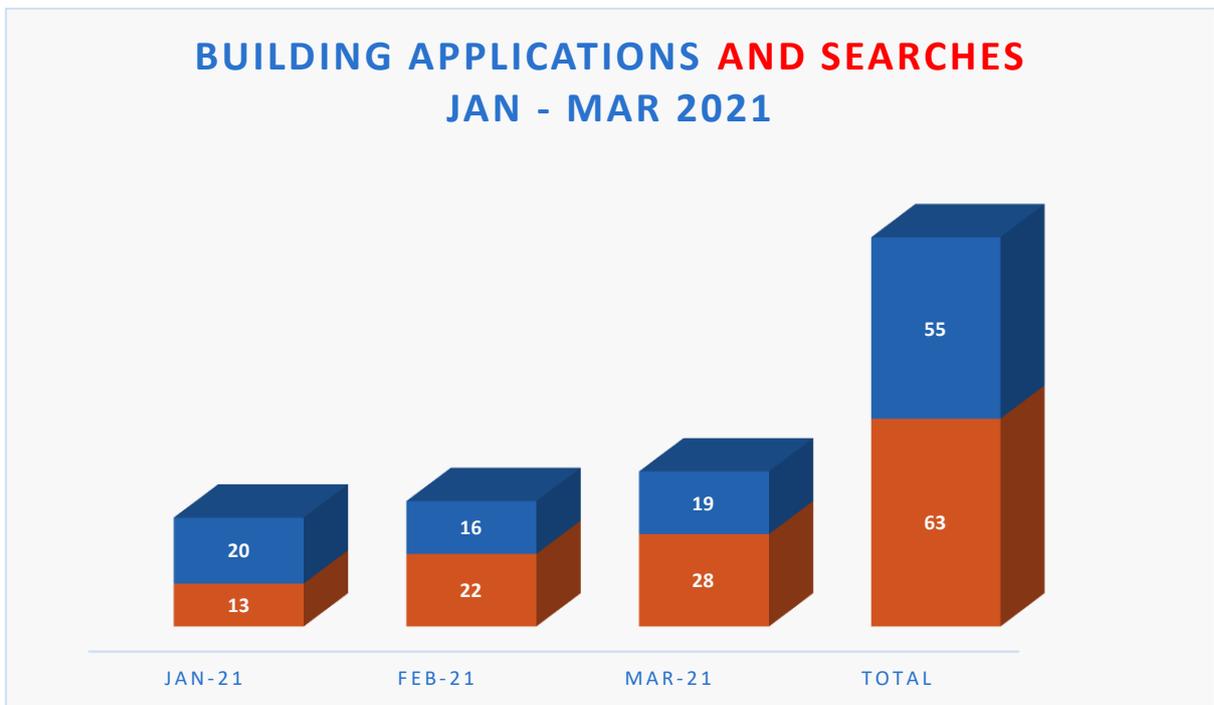
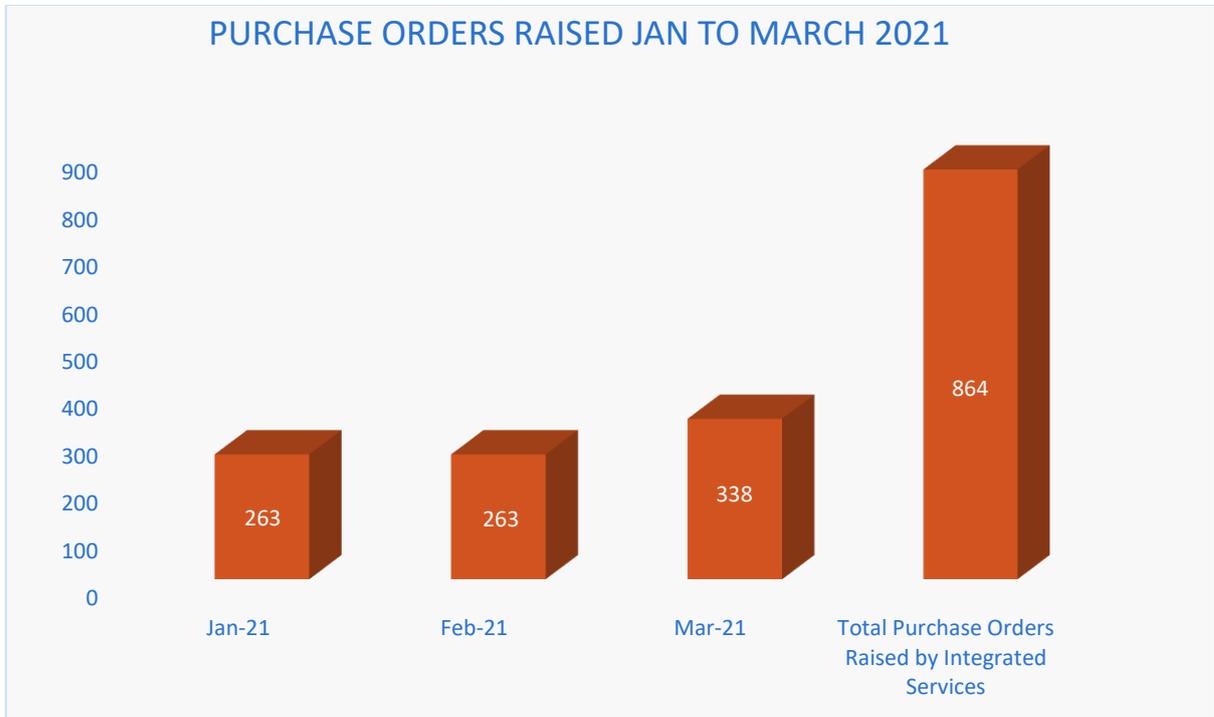
Work continues on the remaining tasks related to the recent change from Cloud to on-premises environment.

The Team have been down one member for nine months now, so fine tuning and completing the remaining work is occurring at a slower than desired pace. Another consequence of the reduced staff count has been that a number of other projects have also had to be placed on hold until resources allow. Recruitment is now being finalised, with the candidate expected to start within 6 weeks.

The project to refresh Council's inter-office network (moving to newer technologies and services, at reduced cost and with great bandwidth) has been delayed by issues at Telstra's end. This project is now expected to be complete by the end of April 2021.

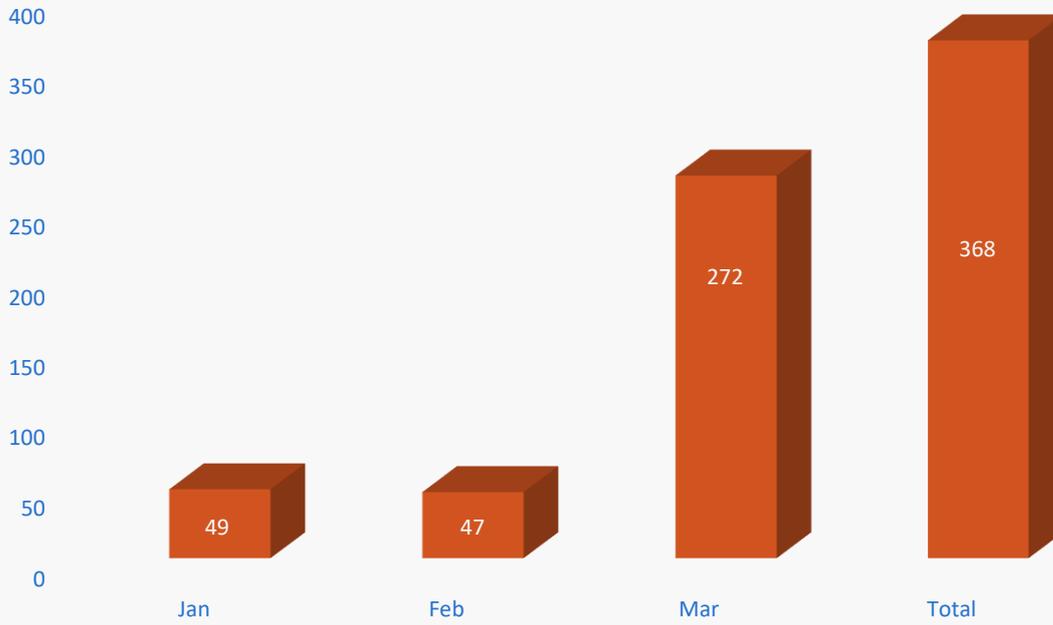
The main project for the period has been a major upgrade to Council’s Enterprise Software Suite (which is used by all areas within Council). This work has been delayed by the vendor. The project is now due to complete in July or August 2021. While this does not impact Council’s business function, it does place undesired demand on the IT and Finance teams around the already busy “end of financial year” timeframe.

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

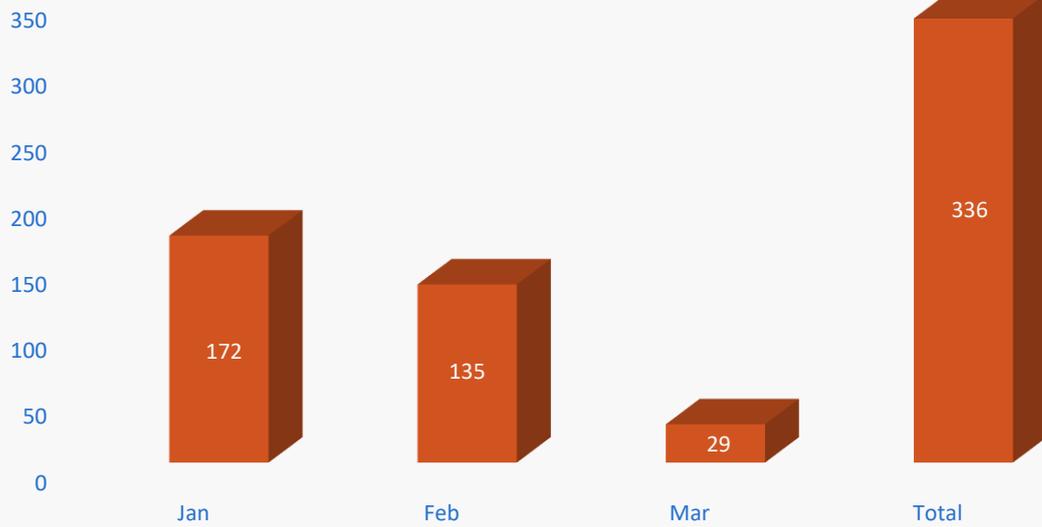




Ferry Cards Issued Jan - Mar 2021



Douglas Cards Issued Jan - Mar 2021

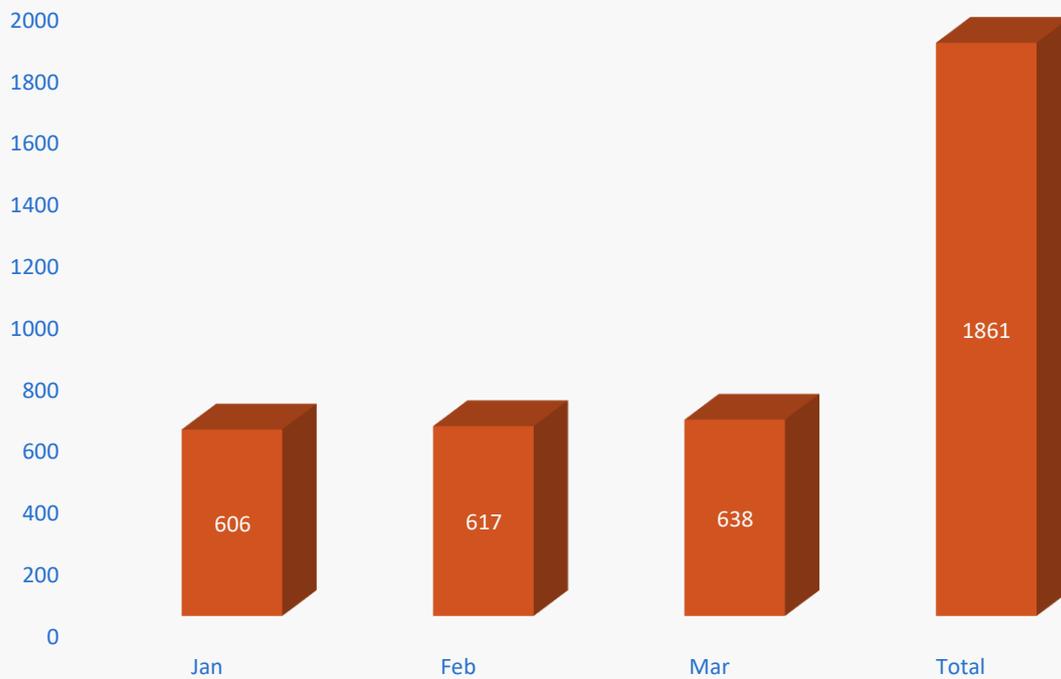




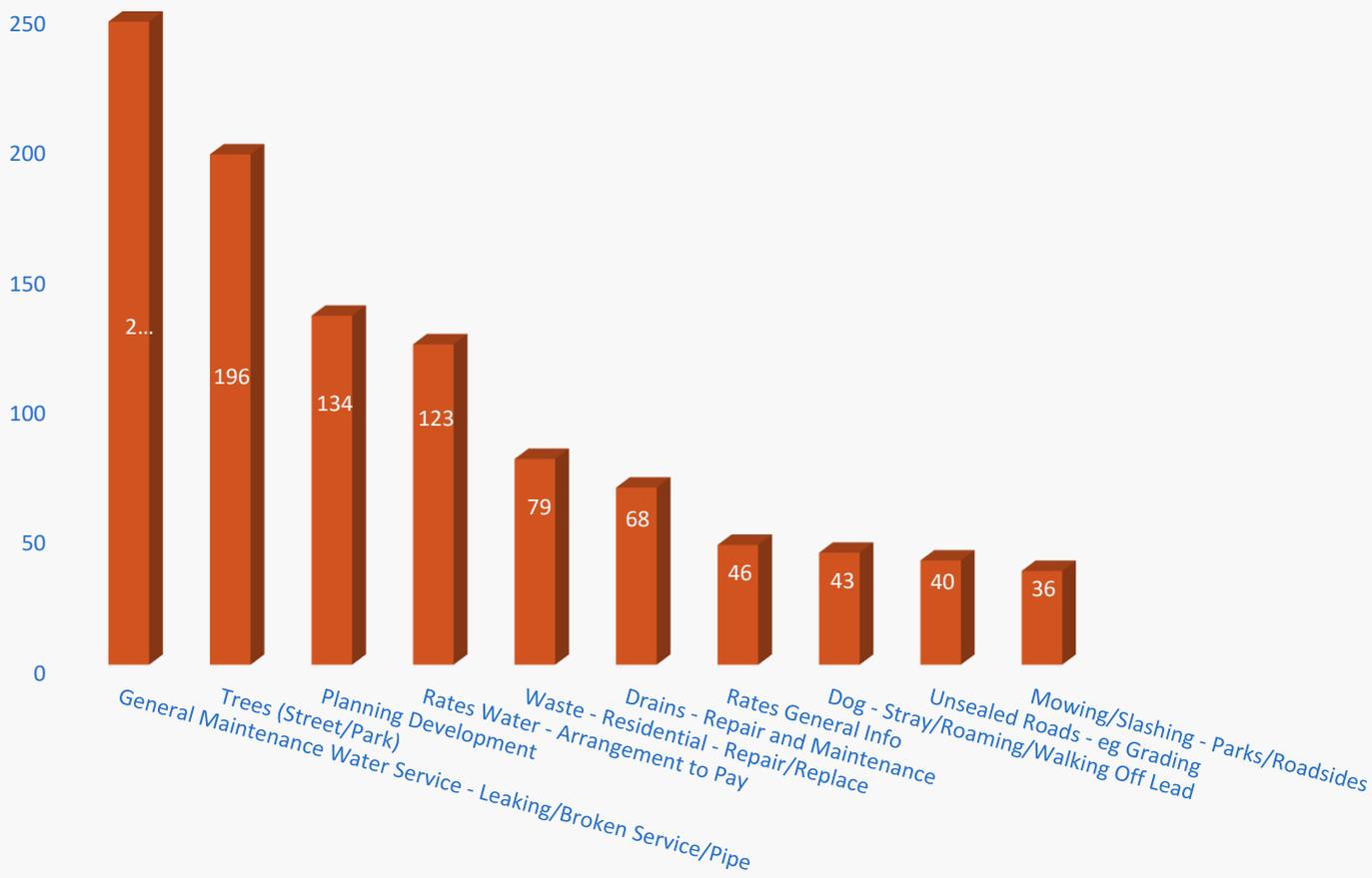
PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF AND COUNCIL PARKS JAN - MAR 2021



TOTAL CRMS FOR PERIOD JAN - MAR 2021



TOP 10 CRMS JAN - MAR 2021



Records

The project revising Council's template used for the Council Meeting agenda is progressing into the testing phase with the template being finalised by the end of April. Preparation is underway for training in utilising the minutes component of the same application software.

Other works include the quality assurance of the various Department folder structure requirements within the records system, with formal procedures being implemented to ensure the move to working on a local drive is a smooth transition for Council's records system.

GOVERNANCE

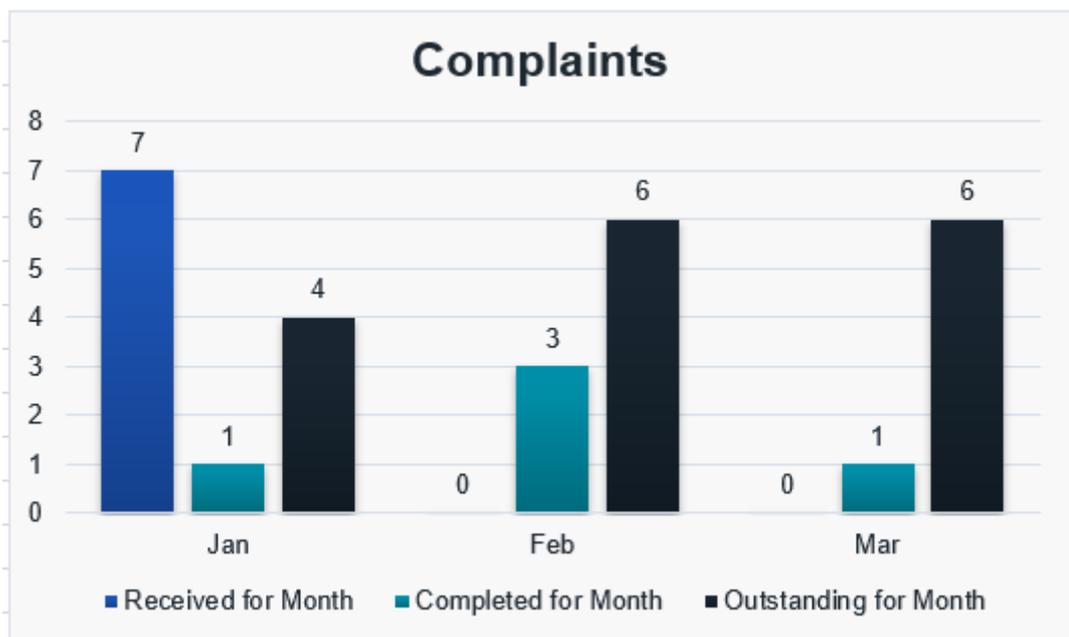
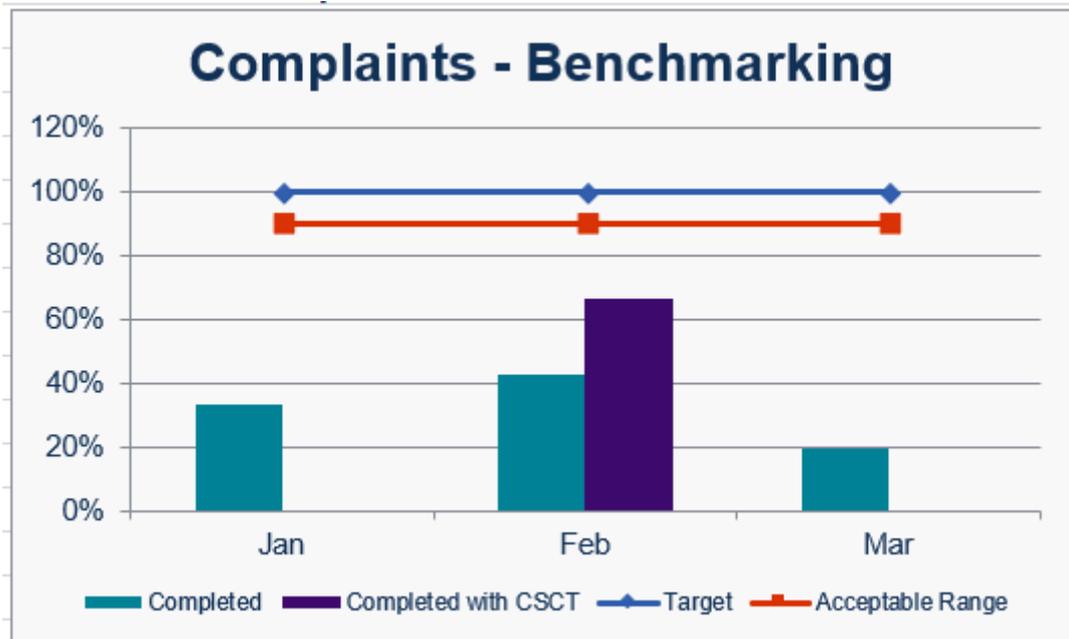
General Governance

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

Complaints Management

This is to support Council's continuing commitment to inclusive and ethical governance for the community by appropriately addressing complaints from external sources. S268 (1) of the *Local Government Act 2009* requires Council to establish a complaints management system for resolving administrative action complaints. This has been established to ensure complaints are dealt with fairly, objectively, professionally, respectfully and subject to any legal requirements, in confidence.

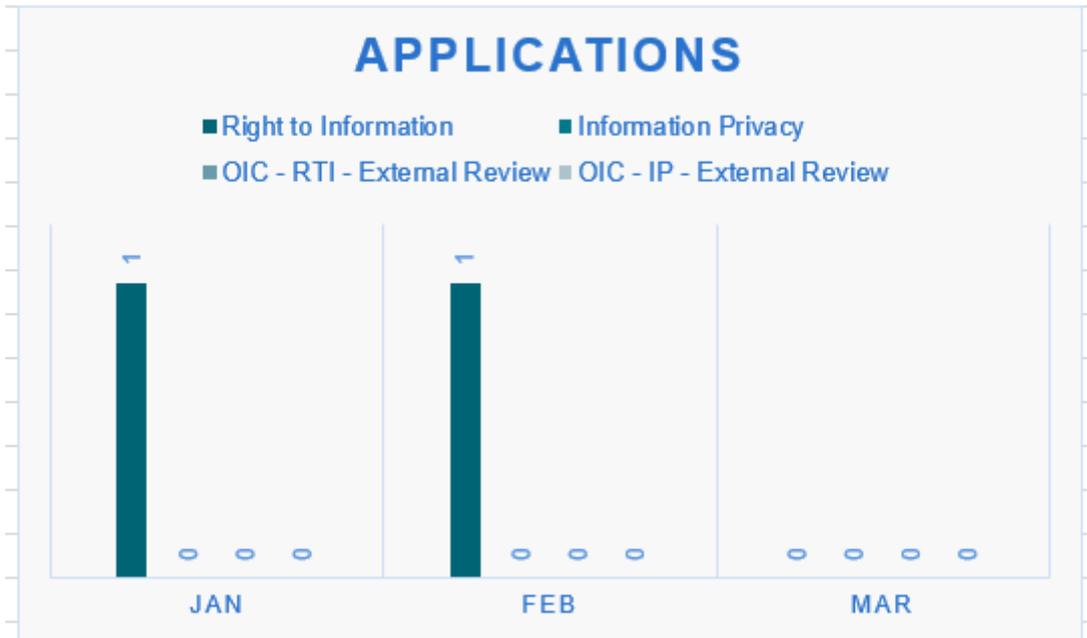
These complaints are classed as Administrative Action Complaints and are about an administrative action of a local government. This includes a decision or a failure to make a decision, including a failure to provide a written statement of reasons for a decision; an act, or a failure to do an act; the formulation of a proposal or intention; the making of a recommendation; and is made by an affected person.



Right to Information and Information Privacy

The *Right to Information Act 2009* and the *Information Privacy Act 2009* aims to make more information available, provide equal access to information across all sectors of the community and provide appropriate protection for an individual's privacy.

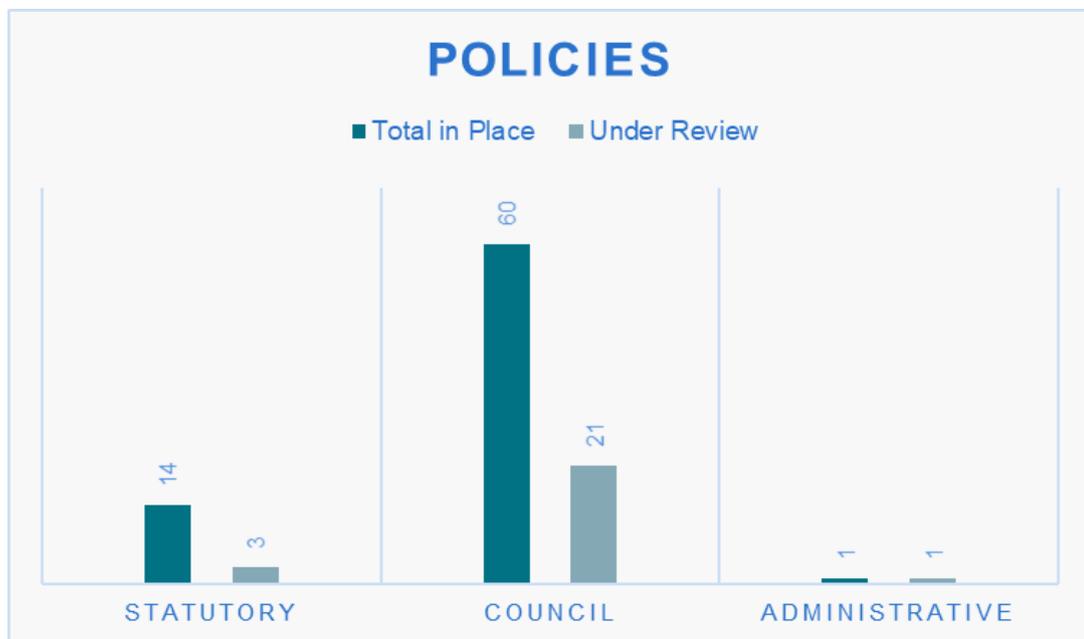
Administrative Access to Information – this refers to the release of information other than a formal access application under the RTI or IP Acts. Administrative access schemes are generally reactive, but also include proactive schemes for disseminating information in advance of requests, such as in publication schemes.



Policies and Procedures

All policies are made by resolution of Council in accordance with the provisions of the *Local Government Act 2009*. Policies are subject to regular review. Council policies have been structured into 3 distinct types:

- Statutory Policies – Required by legislation as part of Council’s business operations
- Council (Strategic) Policies – Have direct impact on the Community
- Administrative Policies – Direction for the operation and internal management of the day to day operations of Council.



Policies can view viewed on Council website at:
<https://douglas.qld.gov.au/council-information/policies/>

Legislation and Compliance

As the legislative landscape within Queensland continues to shift and evolve, Councils are faced with increasing responsibilities in terms of compliance and management of stakeholder

requirements and expectations. Local Governments must comply with a range of statutory requirements prescribed by the Local Government Act and Local Government Regulations.

There have been a range of checklists and registers updated and developed to assist in complying.

Registers

A local government must keep a register for a number of functions. These registers are available on Council's website * and can also be inspected at Frontline services reception areas.

Registers available for the public to inspect:

- Administrative Action Complaints Register
- Asset Register
- Conflict of Interest / Material Personal Interest Declarations Register *
- Corporate Risk Register
- Cost Recovery Fees Register (Fees & Charges) *
- Councillor Conduct Register *
- Delegations Register (including financial) *
- Local Laws Register
- Register of Interests Councillors *

Risk Management

Managing Risk is an essential component of Councils operations to ensure that the corporate and operational goals and objectives can be achieved. Council's policy outlines the commitment to the development and maintenance of the Risk Management Framework. Risk Management is a regular topic at the Strategic monthly discussion of the Management Team.

Internal Audit

The Internal Audit function is one component of Douglas Shire Council's (Council) governance framework. In addition to key management controls and the organisation-wide risk assessment process, the Internal Audit function provides the organisation's stakeholders with a level of assurance that business processes are operating appropriately and effectively in accordance with organisational and legislative requirements.

Supported by legislation, the Internal Audit function is directed to examine, assess and evaluate the operational and financial control measures that Council has adopted, or plans to adopt, to manage business risks that have the potential to impact the achievement of the corporate objectives. In doing so, the Internal Audit function must review the key corporate-wide risks and consider the areas of the organisation, in consultation with Management, that require or would benefit from internal audit activity.

The outputs of the Risk process are best utilised by Internal Audit to develop an Internal Audit Plan that assesses the effectiveness of the existing systems, processes and controls that are implicitly relied upon by the Executive Team.

By assessing the application and effectiveness of existing systems and controls (Risk Treatments) as they operate in the organisation, Internal Audit provides independent and objective information to the Leadership Team (Council, Executive Team and Audit Committee, where one exists) about the level of reliance that should be placed on existing systems and processes and will also identify improvements required.

Furthermore, Management is best placed to continue to progress actions that strengthen existing systems and controls where there are known deficiencies, lower than expected (or unacceptable) effectiveness ratings or further initiatives/management actions are required to move the risk to a level that is tolerable.

A vertical illustration on the left side of the page shows a colorful bird with a blue head, yellow beak, and a body with various patterns and colors including green, orange, and black. It is set against a background of green foliage.

It is important that Internal Audit is conscious of the work being undertaken and planned by Management to reduce or mitigate risks and leave enough time for these initiatives, systems and controls to become embedded before Internal Audit assess their effectiveness. Exceptions to this may be reviews designed to establish a baseline position as a guide to future Management initiatives or to provide assurance that the implementation status or progress of an initiative is adequate and can achieve the desired objectives.

Scopes Identified for the 2020/21 Financial Year:

- Corporate Cards, Standing Accounts, Staff Reimbursements and Fuel Cards
- Customer Request Management Practices *
- Environmental Compliance – Waste Services *

*Currently in close out report stage

Audit Committee

The Audit Committee is an internal governance process, which is intended to contribute to the improved performance of the organisation. It plays a key role in assisting Council to fulfil its governance and oversight responsibilities in relation to a number of areas including, financial reporting, internal control systems, risk management, legal and regulatory compliance and audit functions.

The second meeting of the Audit Committee was held in March 2021, with attendance from QAO and several key officers.

Further information regarding the Audit Committee including minutes can be located at - [Audit Committee - Douglas Shire Council](#)

ENVIRONMENT AND PLANNING

Planning

Storm Tide Flood Investigation Project

The project has progressed to practical completion with the findings of the Storm Tide investigations reported to Council on 27 January 2021.

Minor changes and clarification of a number of items were requested of the Consultants to assist with the implementation of the findings. The amended report was received on 8 April for further review and final adoption.

The study includes maps of the modelled expected inundation levels. Council officers have also been liaising with the consultant for the transfer of digital data to identify modelled future storm tide inundation levels for individual properties.

Council officers are also investigating ways in which the data can be utilised by Council and shared with the community in meaningful ways.

Langley Road - Port Douglas

Construction of 15 residential lots at Langley Road Port Douglas is complete with Works Acceptance being achieved for the development subject to several conditions. It is anticipated land titles for the individual lots will be released by the Titles Office over the next 2-3 weeks. The development generated infrastructure charges of \$272,000 that were paid to Council.



Image: Photo of final works being undertaken

Wabul Street - Craiglie

An application for Stage 2 has been lodged for the construction of an additional 34 residential lots at Craiglie. A detailed assessment of the application has commenced and the Applicant has referred the application to Department of Main Roads for review



Image: Extent of Stage 2

Construction works on Stage 1 comprising 32 residential lots and park is well advanced. The cost of trunk infrastructure works being delivered in Stage 1 will be finalised over the coming weeks and detailed within an Infrastructure Agreement between Council and the owner of the land.

Wangetti Trail

The development application for the Wangetti Trail being a State Government initiative extending from the Wangetti Village to the southern extent of the local government boundary has been received by Council.

A separate development application will be lodged for the section of trail from Wangetti Village to the Mowbray River.

While the proposed trail is low impact in nature, the development application is impact assessable and will be publicly notified in due course.

The application triggers referral to a number of State Government departments. It is anticipated that the Applicant will undertake referrals in the near future.

A copy of the development application is available for viewing on Council's website.

Kecap Manis Research & Technology Industry- (Pilot Plant)

Application has been made by CocoNutz Australia Pty Ltd for a new food processing business that utilises the sugar cane billets and processes these into kecap manis.

The company is a food technology company with Singaporean and Australian patents for fermentation biotechnology to produce natural flavours and flavour precursors. The patented technology is capable of developing a variety of natural sweeteners to transform sugar cane juice into food ingredients and condiments that are 100% natural. One application is the creation of a natural sweetener that replaces the expensive coconut sugar component in Kecap Manis, a sweetened soy sauce used widely throughout Southeast Asia. The commercial application of this process is the first for this technology and that which is being proposed in the pilot plant operation at Mossman Mill.

CocoNutz will lease and occupy an area at the Mossman Mill. The proponent will utilise some existing buildings, together with a new building and associated works (car parking, vehicle turning areas, billet storage etc). It is intended that the pilot plant will operate throughout the year, not just the normal crushing season, provided sugar cane billets can be harvested and transported to the Pilot plant operation. The Mossman Mill currently employs 90 people during the cane season and 60 people during the off season. The proposed development will result in local job creation, employing 6 people during construction and 15 during operations.

The application is code assessable and requires referral to the State for the ERA (Environmentally Relevant Activity). The development will be a change to the Mill and provide diversity to this industrial site and to the local Mossman economy. The developer is supported by significant funding and Council officers are assessing the application as expeditiously as possible.

Plumbing and Drainage

Council has received 37 Plumbing applications in the report period and conducted all required Trade Waste inspections and Notifiable work audits for QBCC.

Local Laws

In the period January to March, Local Laws Officers responded to a total of 275 customer requests/complaints.

Promotion and education of Mandatory De-Sexing Requirements

Officers have commenced a campaign to educate the public on the requirement for the mandatory de-sexing of their cats and dogs, as adopted by Council in the new local laws early last year. Some exemptions do apply and the Local Laws Officers are ready to assist residents who are eligible for a concession, to obtain lower cost de-sexing.

In February 2020 changes were introduced to Local Law. These changes include mandatory desexing.

- The purpose of introducing mandatory desexing was to reduce anti-social behaviour such as roaming and aggressive behaviour. The majority of dogs we see involved in dog attacks are not desexed!

- Council rehomes heaps of unwanted puppies and kittens each year due to accidental litters.

- Desexing can reduce the risk of mammary and prostate cancers.

- Discounted registration applies to desexed dogs.

- Financial assistance towards desexing can be provided by Animal Welfare League if you are a pension card holder. They can be contacted on 4051 4862.

-The RSPCA offer discounted desexing through Operation Wanted every year between June and August.

- Mandatory de-sexing applies to new registrations only so if your dog was registered with Council before 01 February 2020 you are exempt.



Image: Mandatory De-Sexing post on Douglas Pets Facebook Page

FNQROC Animal Management Technical Committee

The Team Leader Local Laws and a Local Laws Officer attended a meeting of the FNQROC Animal Management Technical Committee. The committee meets on a quarterly basis and is an opportunity for information sharing and collaboration between regional Council's. The committee is currently working on a Memorandum of Understanding between the participating Local Governments and the Queensland Police Service, to formalise information sharing and establish appropriate measures and safeguards.

Port Douglas Boat Harbour Pile Moorings

All fittings on the pile moorings have been replaced and work has commenced on removing the old hardware. The pile mooring car park is also undergoing a clean-up with rubbish being removed and abandoned vehicles and dinghies to be removed.

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period January to March 2021:

- Domestic waste: 989 tonnes
- Domestic recycling: 235 tonnes
- Commercial waste: 360 tonnes
- Commercial recycling: 28 tonnes

The following approximate volumes were exported from Council's transfer stations for recycling:

- Co-mingled recyclables: 21 tonnes
- Scrap metal: 0 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 0 tonnes*
- Asbestos: 0.5 tonnes

*Killaloe Landfill was closed for the wet season to control leachate levels.

New Kerbside Collection Contract Commenced

On 11 January 2021, Council’s new kerbside collection contract commenced. Incumbent contractor, Cleanaway was the successful tenderer. The fleet of three new waste trucks and one recycle truck have been fitted with specialist technology which track the truck paths and record bin lifts as well as any bin incidents (e.g. non-presented bins and contamination). Council officers, including Customer Service Staff have access to the Cleanview portal which provides access to this data, this greatly assists with customer enquiries.

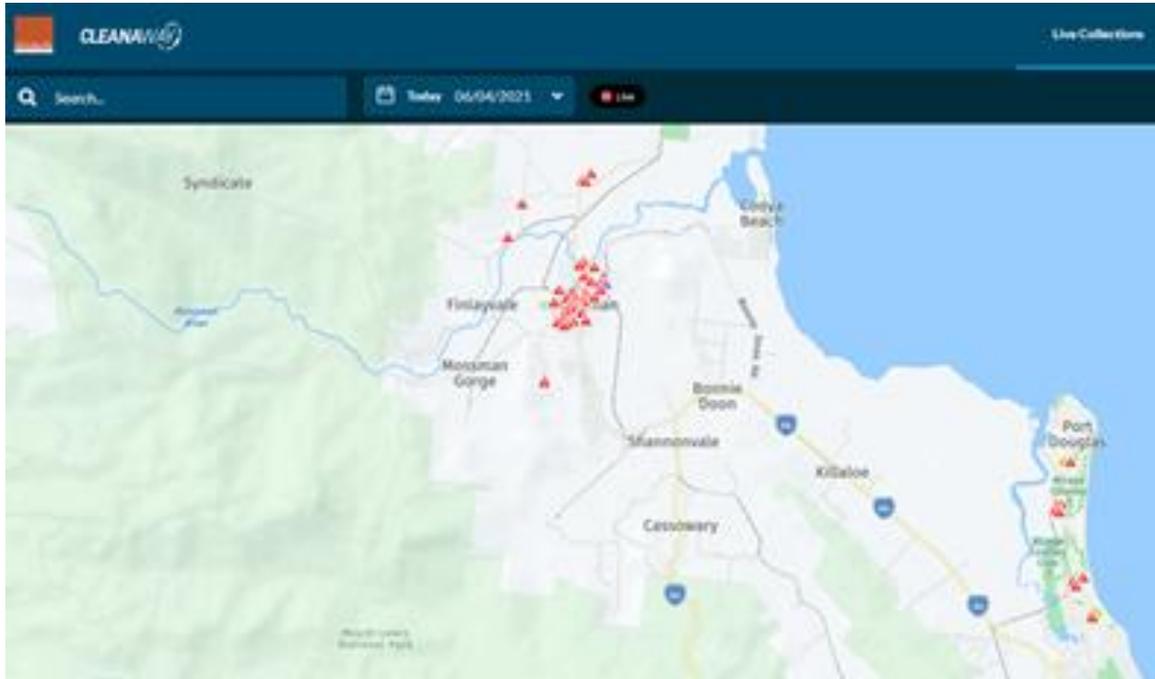


Image: Cleanview Portal Dashboard

Newell Landfill Environmental Investigations

Newell Landfill was profiled and capped to improve stormwater and leachate management. Eight new bores were installed at the site, this included four for leachate monitoring and four for methane gas monitoring.



Images: Drilling rig digging bores and Consultant analysing bore samples

Sanitary Depot Landfill Remediation Plan

At the Sanitary Depot Landfill, located in Miallo, actions in the remediation plan commenced. This included finalising the profiling plan to improve stormwater management and finalising the planting plan for the phytocap. A phytocap is an alternative to a clay cap, where trees are planted to minimise percolation of water into the waste. In addition, sap flow and groundwater monitoring continues to take place in conjunction with Griffith University.



Images: Sap flow monitoring

Material Recovery Facility and Smithfield Transfer Station Site Visit

The Resource Management Team visited the Cairns Regional Council Material Recovery Facility (MRF) and Smithfield Transfer Station on 4 March 2021. The team were given a tour of both facilities and the chance to talk to staff about various opportunities and challenges in the waste and recycling sector.



Image: Exploring the MRF Education Centre

Sustainability

Sustainable Fishing

Council held 'Fishing for the Future in Douglas Shire' community workshop. A pleasing 25 people representing recreational fishers, traditional owners, commercial fishers and charter fishers attended the event. A positive and constructive environment was maintained throughout the workshop while discussing sustainable fishing practices, future needs for the local fishery and the development of a Recreational Fishing Strategy.



Image: Fishing for the Future in Douglas Shire community workshop

Disaster Management

Mitigation

TRAINING AND MESSAGING

The Douglas Disaster Information Facebook page has actively been updating its followers on local weather warnings, road closures and emergency advice and advertising the subscription service on the Douglas Dashboard. King tide messaging has been updated on the Douglas Disaster Information Facebook page and the DSC website. During TC KIMI Douglas Disaster Information social media stats included (15/01 to 18/01): Page Followers: 1,341 (55% increase in 48 hours), People reached: 163,644 and Engaged Users: 14,501; and Top performing posts (people reached): Road closures - Mossman Gorge & other roads – 63,000 people; Initial TC Kimi BOM Advice – 36,000 people; and Daintree Ferry stopping/re-opening – 25,000 people.

On 27 – 28 January 2021 TAFE Qld facilitated a free Volunteers and Events Training Program as part of the Queensland Government's Tourism Recovery Package and the overall response has been very positive. Douglas Shire Council partnered with the National Drought and North Queensland Flood Response and Recovery Agency to host a grant writing workshop for community groups and small businesses. In March 2021 the Incident Management Team received refresher training on the Guardian Incident Management System.



Image: TAFE Qld Volunteers and Events Training Program

Preparedness

THE WET SEASON

During the month of January, the LDMG and Council proved their readiness in preparing for and responding to TC Imogen and TC Kimi. A Severe Weather Preparedness Level with trigger levels was compiled with Council's Infrastructure Team. Sand and sandbags have been distributed to Wonga, Diwan, Daintree Village, Port Douglas and Mossman.

The current La Nina has likely passed its peak, with all of the international climate models surveyed by the Bureau indicating it will return to borderline or neutral values by mid-autumn.

EXERCISE ZULU

Exercise Zulu was conducted on 14 January 2021 during day light hours only, in real time with participation limited to disaster management personnel operating in a simulated environment within the Local Disaster Coordination Centre (LDCC) and Port Douglas Storm Tide Cyclone Shelter (PDSTCS). It involved the Port Douglas Open Spaces Team, Technical Officer Building Facilities, Shelter Management Team, the Incident Management Team, Ozcare Port Douglas, Mossman SES, Mossman QAS, Port Douglas QFES, QFES Emergency Management Coordinators and the State Disaster Coordination Centre's Watch Desk.

The exercise was designed around a hypothetical but realistic severe weather event affecting the Douglas Shire. The scenario worked through the response and immediate recovery activities.

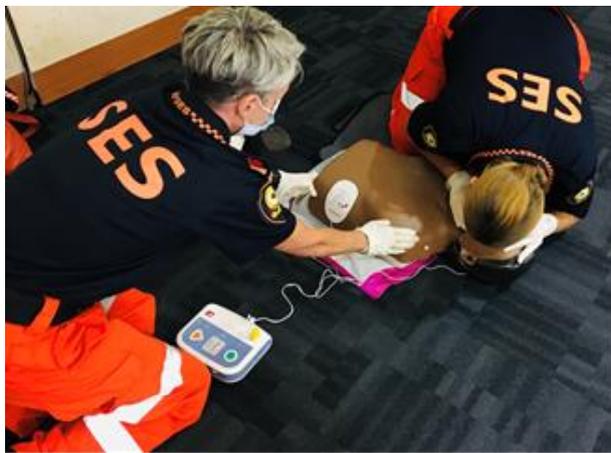
The Exercise Zulu Post-Evaluation Report there are 30 opportunities to strengthen disaster preparedness for the 2022-2023 season. The Douglas LDMG through the DMO will monitor implementation of the identified lessons through to completion to ensure recommendations identified become lessons learnt. Enhancements and negotiations with the Department of Education on reprioritisation of the Port Douglas Storm Tide Cyclone Shelter is ongoing.



Images: Incident Management Team and the Executive Shelter Management Team during Exercise Zulu

MOSSMAN SES

The Mossman SES Group have actively been upskilling their members – from First Aid, CPR to Working Safely At Heights. Awareness raising was provided to the Port Douglas Neighbourhood Group’s Mens’ Brekkie.



Images: Mossman SES Unit training

The Mossman SES Unit has actively been involved in regional simulated training exercises. On 07 March 2021 the Buchan Point SES Group conducted a flood boat/Remote Pilot Aircraft System/ Land search exercise to evaluate the capability of a joint land and sea response in the location of a missing person within the designation search areas on and around Double Island.



Images: Operation Sea Devil on and around Double Island

Response

DOUGLAS LDMG: COVID-19

The Douglas LDMG is still activated for COVID-19 at the Lean Forward level. Several LDMG meetings were held this quarter.

All COVID-19 testing can be booked online and completed at the Mossman Hospital. In January 2021 the QML pop-up Port Douglas testing facility successfully tested 288 clients over an 8-day period. In addition, this pop-up clinic was activated on 31 March 2021 to 01 April 2021.

DSC PANDEMIC WORKING GROUP

The Pandemic Working Group has been having monthly meetings regarding COVID-19 and the recent vaccine roll-out campaign. Current information is being distributed to all staff, which during this quarter pertained to mandatory mask wearing and the Brisbane lockdown. The Workplace Pandemic Plan has been updated with the latest information.



Images: Mandatory mask wearing and the Check In Qld App

Recovery

COVID-19 RECOVERY

Several themes have been launched under the “Buy Douglas: Build Douglas” banner. Please join the Facebook page and visit the website here: <https://buydouglasbulddouglas.com.au/>. To increase access to grants, Douglas Shire Council is in the process of organising Grant Writing workshops for all interested stakeholders.

Environmental Health

Food Licenses and Accommodation Approvals

Since 1 January Environmental Health received applications for 9 new food businesses to commence operating.

Current Licenses and Approvals for registered business were initially extended for 6 months from 1 October 2020 to 31 March 2021 as a concession to the many businesses that suffered from forced closures and losses during various stages of the Government's regulatory response to the COVID Pandemic. In December, it was decided that the Licenses and Approvals would be extended again to bring them in line with the end of the 20/21 financial year.

Food Business License Renewals invoices will be sent out on 1 May 2021. The full annual fee will be due for payment by 30 June 2021. The standard food business licence and accommodation approval period will now be from 1 July – 30 June in line with financial year.

COVID Compliance

The Environmental Health team continues to work closely with Qld Health to ensure that COVID compliance information and actions in the Douglas Shire are consistent with other local governments in the Far North Qld region. To facilitate a consistent approach, a representative of the EH team attended monthly FNQ Inter-Agency COVID19 Compliance Meetings. The EH Team continues to compile and disseminate regulatory COVID information to our registered businesses and undertake follow-up monitoring to ensure that they comply with current Public Health directives.

The Environmental Health Team continues to Chair of the Pandemic Working Group and provide updates to WH&S and Management to ensure the latest Public Health directives and advice are implemented by Council where necessary.

Illegal Dumping

Media

A NEW illegal dumping campaign was launched to encourage more people to report suspected offenders to Douglas Shire Council. A video showcasing the region and some of the problems Illegal Dumping can cause, was released via the Website and social media and the campaign gained local attention on TV and Newspapers. The "If You See It, Report It" campaign follows increased reporting and enforcement of illegal dumping towards the end of 2020.



Image: Media Release for Illegal Dumping Campaign

Update

Green Waste continues to be a problem in this Shire with council crews regularly cleaning up dumped garden waste in parks and council land. Council continues to clean up illegal dump sites to send the message that waste doesn't belong there and remove environmental and health risks. Where risks are minimal and the time can be taken to allow for residents to clean up - there has been success with issuing Warning Letters in the first instance. These letters instruct clean-up of sites by the resident when the offender is known or obvious, which is the optimum outcome as Council crews don't need to clean up.



Image: Green waste dumped

Daintree River Dump Site

Several CRM's were received to alert Council to rubbish dumped on the Daintree River banks on the way to Daintree Village. On inspection of the first dump site Council's Illegal Dumping Officer found two more large dump sites within a 1km stretch of the road. The sites were extremely steep and with rubbish right down the bank into to the river, contractors were engaged and used climbing equipment and traffic control to get to the rubbish safely. Nearly a tonne of rubbish was removed and is under investigation.



Images: Daintree River Dump Site

Prescribed Activity Approvals

Eleven (11) approvals for events and activities on Council controlled areas and roads were assessed and issued during the reporting period including two (2) minor filming approvals for a current affairs program and a commercial advertisement. The Amazing Race Australia was aired in February 2021 and showcased the beauty of Mossman and surrounds. Other approvals include school sporting days, use of parking bays for signage replacement and other minor activities.

INFRASTRUCTURE

Civil Operations

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

- Grading Crew – continuing with maintenance grading and clearing trees on road shoulders
- Backhoe and Maintenance – clearing trees, continue drainage and road shoulder works
- Sweeping streets and killing weeds in gutters
- Water Truck – working on Capital projects
- Patching Crew – Pothole repairs for Transport and Main Roads and on Councils roads



Image: Maintenance on bridges while completing Level 1 bridge inspections

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

1. Concrete Crew
 - i. Ordering materials and preparing for Warner Street Phase 2;
 - ii. Repairing trip hazards on footpaths in Mossman and Port Douglas.;
 - iii. Level 1 bridge inspections and repairs.
2. Civil Crew
 - i. Completed repairs to Anich and Warners Road bridges.
 - ii. Completing inspections and repairs on Noahs Creek timber bridge;
 - iii. Completing Level 1 bridge inspections of all bridges;
 - iv. Repairing drainage issues in Port Douglas and Wonga.

Footpath Safety

Council Technical staff completed Footpath inspections on all Council owned Footpaths south of the Daintree and compiled a list of repairs to be scheduled.



Images: Concrete crew repairing trip hazards and cleaning footpaths in Port Douglas

Unsealed Road Maintenance and Gravel Re-sheeting

During the months of February to March Council employed contractors to commence with the Gravel resheet program on the following roads:

- Kahana Road;
- Davidson Road;
- High Falls Road;
- Sciacca Road;
- Schilds Road;
- Scomazzon Road;
- Santarossa Road;
- Tolentini Road;

- Rasmussen Road;
- Mahogany Road;
- Mangrove;
- Bamboo Creek Road;
- Rutherford Road;
- Dadonna Road;
- Daly Road;
- Assman Road;
- McDowall Road.



Image: Gravel Resheeting on Bamboo Creek Rd

Resurfacing Program

Council manages a total of 235km of sealed roads throughout the region and undertakes an annual resurfacing program in order to maintain the network to an acceptable standard. With the available budget for 2020/21 there was 2.2km (~1% of the road network) resurfaced and crack sealing on 80,000 m² of road and some pavement rehab through deep lift asphalt patches.

During the third quarter of 2020/2021 Capital Works Program, Douglas Shire Council's employed contractors to complete asphalt works on the following roads:

- Warner Street;
- Wharf Street;
- Miallo Bamboo Road;
- Miallo Road.



Image: Wharf Street, Port Douglas prior to pavement repairs and asphalt overlay



Image: Asphalt overlay Wharf Street, Port Douglas

Reef Park Street Lighting Renewal, Port Douglas

Council employed a contractor to renew the old failing street lighting in Reef Park. Phase 1 commenced during the month of February and are scheduled to be completed in May 2021. The following list of streets are included in Phase 1:

- Agincourt Street;
- Jewel Street;
- Opel Street;
- Undine Street;
- Ribbon Avenue.



Image: Reef Park Lighting Renewal Phase 1

Cooya Beach Intersection Upgrade

Local Contractor, MC Group commenced with the Cooya Beach Road Intersection Upgrade as part of the DA approvals for the Ocean Breeze Estate Development to improve safety and the traffic flow along this section of the road. Highlights of the scope of works are:

- Earthworks to improve drainage;
- Roadworks involving pavement works, asphalt;
- Signage and line marking;
- Stormwater drainage;
- Concrete pathways, kerbs, ramps and islands.

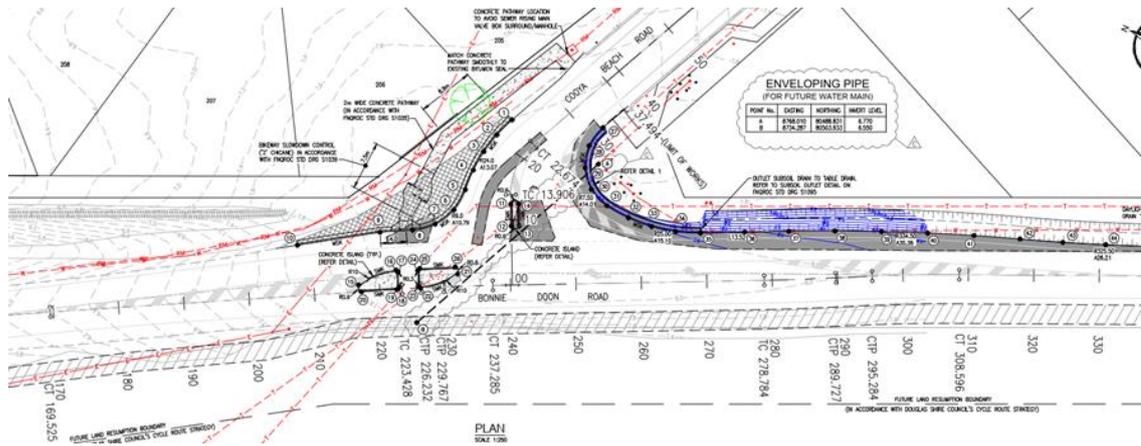


Image: Cooya Beach Road Intersection Upgrade

Junction Pedestrian Bridge Project

Junction pedestrian bridge construction commenced during the month of March 2021. The Pedestrian bridge is important to complete the shared path link between Mossman and Cooya Beach and to improve safety along the Bonnie Doon Rd. Project scheduled to be completed early June 2021.

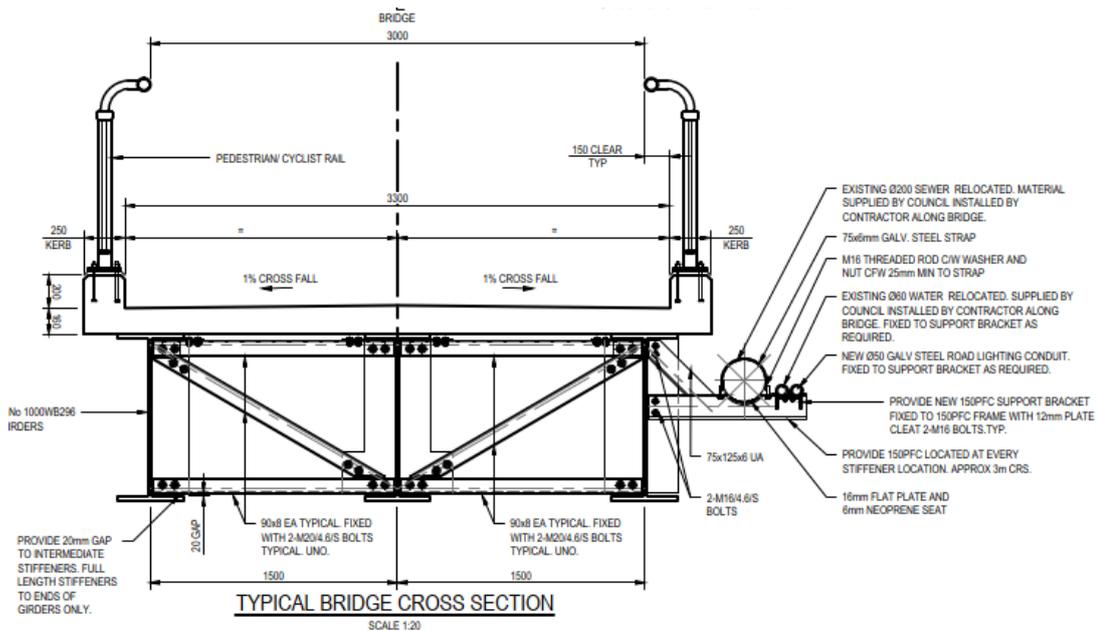
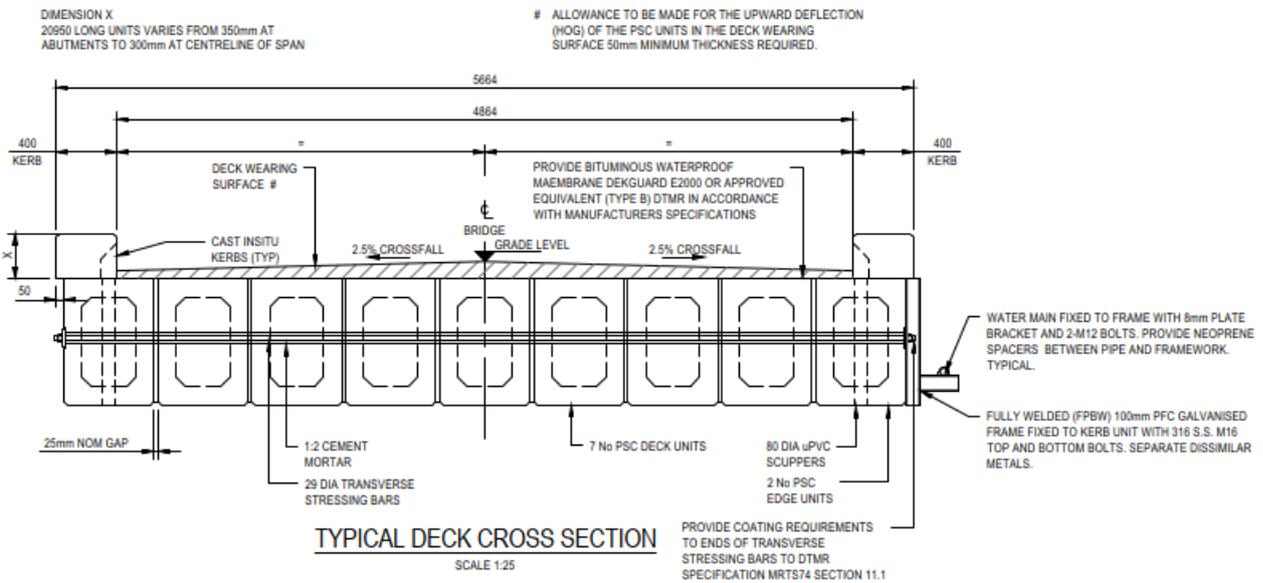
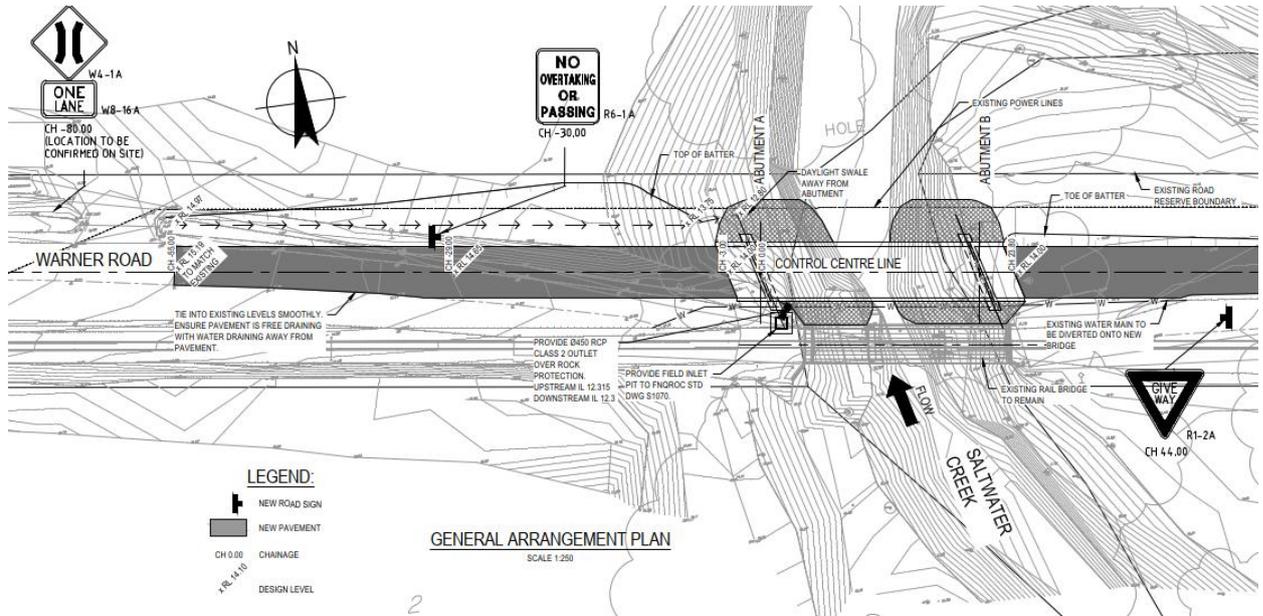


Image: Junction Pedestrian Bridge

Design and Planning

Council officers working with Engineering Consultants to complete designs and plans for future projects and to be prepared to apply for future grants. The following list of future projects will be completed during the fourth quarter:

- Parking Assessment Port Douglas and Mossman;
- Anich Bridge renewal;
- Warners Bridge renewal;
- Murphy Street drainage improvements;
- Whyanbeel Road upgrade from gravel to bitumen surface;
- Mossman Gorge Shared Path Design;
- Mossman to Newell Shared Path Design.



Images: Warners Bridge Design Drawing

Kerb and Channel Renewal Program

During the third quarter Council’s construction crew renewed old failing kerb and channel along Warner street, Grant street and Wharf Street. The major improvement will be the section along Alchera Drive, Mossman between Sawmill road and Connally Street. The project will focus on replacing old kerb and channel and is scheduled to commence in the Fourth Quarter.

Drainage Program

During the third quarter Council’s construction crew improved Council’s drainage infrastructure and renewed failed sections including:

- Relining stormwater pipes on Nautilus Street;
- Clearing blocked drains;
- Installing new stormwater culverts;
- Installing new concrete lined drains;
- Repairing drainage issues North of the Ferry.



Image: Drainage improvements North of the Ferry

Open Spaces and Natural Areas

The start of the wet season this year provided consistent sporadic rain and sunshine resulting in perfect conditions for vigorous growth of plants, grasses, and weeds. Staff are concentrating on upkeep and maintenance of the Open Spaces areas while adapting to the operational changes associated with the Glyphosate Reduction Policy. A substantial portion of the crew's time this period has been spent consistently hand weeding, brush cutting with an emphasis on the higher profile and heavily frequented zones taking priority.

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

- Continuation of the shire wide beautification program through CAPEX planning and procurement of materials. Construction / installation of infrastructure to occur 4th quarter.
- Continuation of tree maintenance program including visual inspections and remedial works in high pedestrian zones.
- Milman Drive Playground Equipment follow up survey.
- Mowing contractors completed fortnightly runs with Sports fields serviced weekly.
- The implementation of battery powered blowers on Macrossan And Grant Streets has reduced noise complaints.
- Pressure washing Port Douglas sports oval white fence and public furniture.
- Steam weeding sensitive areas.
- Graffiti removal from public furniture.
- Beach access repairs.
- Vegetation works Flagstaff Hill Walking Trail.
- Plant renewal Port Douglas Esplanade.
- Shade Sail maintenance (cleaning and repair).



Image: Landscape maintenance Mossman

The following table highlights staff accomplishment data captured for the 3rd quarter in the REFLECT Open Spaces data base:

Table: 2nd Quarter Data Capture

Activity Name	Accomplishment for Each Quarter Q3	Person Hours for Each Quarter Q3
Vandal Damage Rectification	1	0.34
Litter Pickup	55	75
Mowing	59	11
Tree Maintenance	131	488
Grounds Maintenance	365	398
Illegal Dumping Removal	6	1678
Beach/Foreshore Maintenance	64	11
BBQ Maintenance	593	81
Amenity Cleaning	1682	522
Other Amenity Maintenance	0	0
Park Furniture Maintenance	10	14
Playground Furniture Maintenance	16	20
Skate Park Maintenance	0	0
Irrigation Maintenance	1	8
Landscape Maintenance	14	209
Herbiciding	34	217
Signs Install / Maintenance	1	1
Fence/Guardrail Upgrade/Replace/Repair	0	0
Bridge and Footbridge Maintenance	4	3
Footpath Works and Maintenance	32	25
Bus Shelter Maintenance	0	0
Litter Bin Maintenance	10	24
Inspections General	15	28
Burial	14	97

Capital Works

Parks Renewal Program 2020-21:

- Contract awarded for the renewal of five playgrounds across the Shire including, Diwan, Forest Creek, Newell Beach, George Davis Park and Hutchings Park. Installations are expected to commence in April 2021.
- Landscape Architect completed a new Landscape Plan for the Mossman Council Administration Building.
- New post and rail fencing to replace the existing chain wire fence along the frontage of the Mossman Cemetery. Materials delivered. Installation programmed for April.
- Landscape Architect engaged to develop a unique all ages play space in Rex Smeal Park.
- Completed Construction of two new shelters and additional seating around the BBQ area in Rex Smeal Park.
- Renewal of street furniture completed replacing seating in Macrossan Street.
- Soft fall upgraded from sand to rubberized foam at David Rex Park.



Image: New Soft fall at David Rex Park



Image: New timber seating at Macrossan St Port Douglas

Mossman Streetscape Improvement Plan

- Initial consultation was completed with businesses and landowners within Front Street seeking feedback. A number of ideas were received. Preliminary landscape concept designs were presented to the Councilor Workshop on the 9 March 2021. Installation of irrigation infrastructure and landscaping have been costed. Construction to occur fourth quarter pending budget confirmation.

Macrossan Street Landscape Improvements

- Officers have undertaken an audit of public seating infrastructure within Macrossan Street. New seating infrastructure was installed in 19 locations during February-March 2021.

Macrossan Street Road Works (Owen Street Intersection Construction)

- A Request for Quote has been completed for the construction of the Macrossan Street and Owen Street Intersection upgrade. Construction to commence April/May 2021.

Grant Street Dining Precinct

- Initial consultation has been completed with businesses along Grant Street seeking feedback on the possible closure of Grant Street and conversion to a dedicated outdoor dining precinct. The outdoor dining precinct concept is generally supported by traders within Grant Street, however there are a number of issues that would need to be considered. A drainage study will now be undertaken.

Diggers Bridge Park Area

- Budget from the suspended Port Douglas Blueprint Project has been reallocated to improving Diggers Bridge Park Area as a Public Space for gathering and events. Beautification has commenced with vegetation works, and layout design. Engineering consultants have been engaged to assess handrail options on the old bridge.

Biosecurity

During the 3rd quarter the Nursery operations have been busy producing large orders of native tree species for numerous revegetation project throughout the Shire as follows:

- Terrain NRM's Building Rainforest Resilience Project – Wangetti;
- Daintree Recovery Project.



Image: Daintree Recovery Project Site
Ordinary Council Meeting - 25 May 2021

Nursery Statistics as follows:

- Total trees potted up = 6,292
- Total supplied to Terrain for river stabilisation works = 1,112
- Total plants supplied to community groups, private landholders and council works = 1,232

Invasive Weeds

The Biosecurity Team completed the annual roadside weed spraying throughout the Douglas Shire. This is part of the annual Sicklepod Eradication Program which targets a plethora of weed species that infest our northern road networks including invasive grasses.



Image: Sicklepod

On the 23 February the Douglas Council's Nursery and Biosecurity Team helped facilitate a revegetation planting at North Myall Beach, Cape Tribulation. This was part of the Daintree Life Beach Restoration North Myall Beach Cape Tribulation project which planted 1,200 plants on Myall Beach North foreshore to reduce the impacts of erosion and to restore natural vegetation. Local not-for-profit Daintree Life, which has an aim to plant 500,000 trees by 2030, shared in \$54,262 worth of grant funding awarded to local projects council's grants program for community projects.



Image: Revegetation at Myall beach



Image: Revegetation at Myall beach

Statistics:

- Total man hours on weed control = 481
- Revegetation total man hours = 37
- Feral pigs destroyed = 59

Building Facilities

Operational Works

The Building Facilities team have continued to address ongoing maintenance issues over the third quarter with the focus on improved response times. Issues continue to include plumbing, electrical, air-conditioning, building and generator breakdowns. The Building Facilities Team have also been managing the rollout of several service contracts over this time including Fire servicing, Pest treatments, Termite inspections, First Aid Kit servicing, Electrical Testing and Height lifting equipment testing.

The Building Facilities Team have also carried out a comprehensive review of all Fire evacuation plans and are in the process of implementing changes to these plans across the organization to make sure that each plan is fit for purpose in relation to its location. This has been a large task with completion expected towards the end of April.

Capital Works

Port Douglas Concrete Jetty (Beside Sugar wharf)

A recent RFQ was released through Vendor Panel seeking Quotes to carry out a level 2 inspection of the Concrete Jetty. The Successful company ARO industries will begin the inspection in the coming weeks.

Mossman Depot Roof Renewal

The Mossman Depot roof is scheduled for replacement in the coming days after the project was delayed due to a need to carry out an Asbestos clean on the ceiling space. This has now been completed and works are due to begin shortly.

Port Douglas Sugar Wharf

Works at the Port Douglas Sugar wharf are well under way with the Toilets taking shape. Supply difficulties continue to hinder the progress of the project however the contractor is aiming to have the Toilets online prior to Carnival this year. Electrical improvements will also be rolled out over the coming few months with the installation of a new switch board, new wiring, lights and fans.

These works will be rolled out around functions that have been booked previously so as to minimise their impact.



Images: Setting up new floors and walls for the new amenities

Mossman Show Grounds Amenities Building

Construction of the new amenities block is well under way with the slab now poured and the walls being erected. These works have been made possible by the hard work of the Mossman Show Society in conjunction with Douglas Shire Council to secure an external Grant to fund this project. It is hoped that the building will be finished in time for the Mossman Show in July 2021.



Images: Setting up new floor and walls for Amenities building.

Mossman Pool Disability Ramp

Works on the new disability ramp at the Mossman Pool are being rolled out currently. These will include a new disability ramp, front entrance, boom gates and a new deck adjacent to the camp kitchen.



Image: Works underway for new Disability ramp at Mossman Pool

Security cards

To improve security across many of Douglas Shire Councils buildings, Council recently sent out an RFQ through Vendor panel seeking to have a new and updated security swipe card system rolled out across many of its key infrastructure sites to help improve security and have these interlinked to a central control system. The first stage of this project is planned for completion prior to the end of the financial year.

Workshop and Fleet Services

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

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



Image: All plant serviced on regular intervals and information recorded

As part of the 2020/2021 Capital Works Program, the fleet manager ordered the following fleet:

- Two new Hilux utes;
- Water Jetter;
- Front mounted slasher unit for the John Deere tractor to prevent injuries;
- Zero Turn Mower.



Image: New Water Jetter replacing old equipment for the cleaning out blocked pipes



Image: Zero turn Mower renewal

PROJECT OFFICE

Capital Works

Progress was made on the following projects during the period:

- Additional water extraction site – environmental and constructability review;
- Noah Creek Bridge – Minister approval in principle to purchase land;
- Killaloe Resource Recovery Shed – construction commenced;
- Whyanbeel WTP – new residual treatment plant – construction almost complete;
- Smart water meters – tenders received and being assessed;
- Cooya Beach reservoir pipeline – land tenure being finalised;
- Daintree Ferry Infrastructure – consultants engaged;
- Mossman WWTP Recycled Water Upgrade – design progressing;
- Port Douglas WWTP UV Treatment – awaiting equipment from overseas;
- Port Douglas WWTP Aerators & Diffusers - awaiting equipment from overseas;
- Valve pit safety improvements – completed;
- Mossman WTP Chemical handling – Pending chlorination project;
- Mossman WTP Raw water Intake Repairs – investigation complete;

- Switchboards Upgrades – procurement complete;
- Mossman Electro Chlorination – design and construction underway;
- Reservoir Infrastructure Access renewals – design and construction underway;
- Water main designs (various) - consultant engaged.

Killaloe Resource Recovery Facility

Construction activities have been minimally impacted by the wet season, with concrete slabs installed and erection of structural steel framework commenced within the period.



Image: Structural steel erection – Killaloe Resource Recovery Facility

RTU Upgrades – Water and Wastewater

Council's water and wastewater pump stations communicate with a central control system via an internal telemetry system. This system is end of life and requires upgrading. Procurement of 32 telemetry systems consisting of RTU and radios has been completed during the period, with electrical installation and communication software upgrades scheduled to occur over the next few months.



Image: Typical switchboard to be renewed

Disaster Recovery Projects

The Donovan's Range pavement upgrade on Cape Tribulation Bloomfield Road contract was awarded during the period with construction expected to commence after the wet season.

Design for the Cape Tribulation Bloomfield and Zig Zag Road culvert and pavements are expected in early April, with a tender to be issued shortly thereafter.

WATER AND WASTEWATER

Operations in the Water and Wastewater Department proceeded well during the January to March 2021 reporting period with an emphasis on:

- Potable Water consumption and Water Restrictions;
- Water Education and training;
- Regulation compliance;
- Rectification of faults and defects;
- Scheduled maintenance;
- Business continuity plan for COVID-19; and
- Capital projects.

Water

Potable Water Consumption and Water Restrictions

This reporting period was the start of our wet season, the highly expected La Nina weather pattern did not bring the above average rainfall to the region. However, good rain events did occur in early January 2021 which lifted water restrictions from Level 1 to No restrictions with effect 4 January 2020. The climate outlook forecasted with BoM have indicated a wetter than average Autumn which may help us through the upcoming dry season within our shire.



Images: Daintree Intake and falls after heavy rain in January 2021

All intakes and reservoirs had adequate water supply during the reporting period, all water treatment plants met all demands requirements and performed well with no incidents.

The average water consumption for the Mossman/Port Douglas scheme for the months January to March was **6.72 MI/day** for the Port Douglas network and **2.64 MI/day** for the Mossman network. The graph below displays the comparison use between Mossman and Port Douglas networks and Rex Creek intake level.

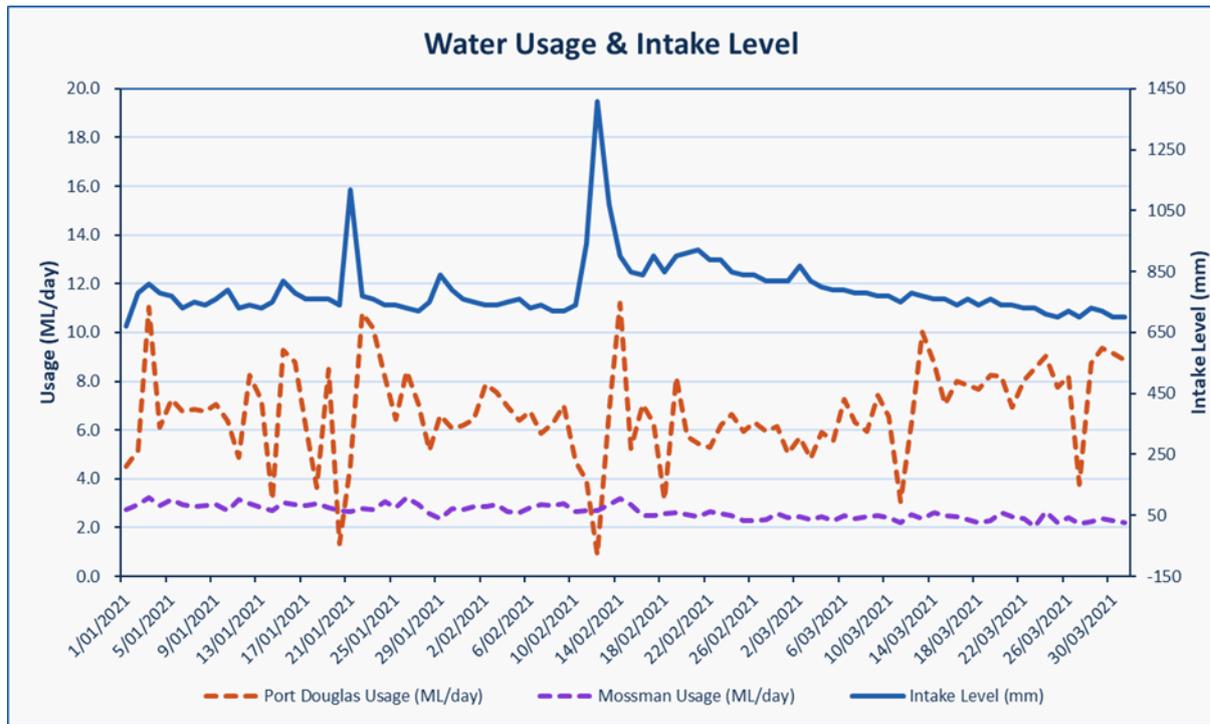


Image: Water Usage and Intake Level Graph

Water Education

As a water service provider, water education is a high priority, particularly when we are faced with changing climate conditions and reduced rainfall events within our shire. In this reporting period, students from the Cape York Girl Academy toured the Rex Creek Intake, Mossman Water Treatment Plant and Mossman Wastewater Treatment Plant, it was a great educational experience for all.

Today, water is under extreme threat from a growing population, increasing demands of agriculture and industry, and the impacts of climate change. The “World Water Day” occurred on 22 March 2021. Celebrating World Water Day is an opportunity to reflect on what water means to you now and in the future, how you use your water in everyday life, do you use water minimally and reduce wastage where you can?

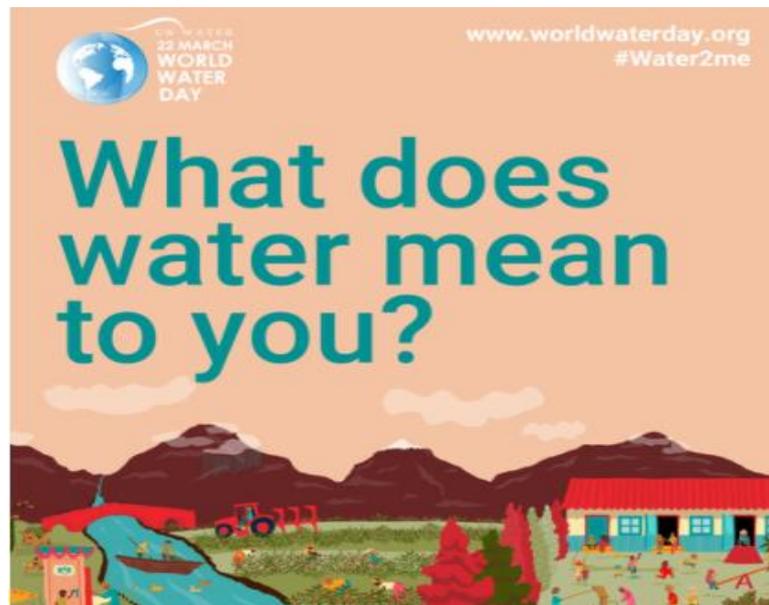


Image: World Water Day promotion

A vertical illustration on the left side of the page depicts a colorful fish with a blue head, yellow body, and a tail with orange, red, and black patterns. The background shows green foliage and a blue sky.

Training

All water quality operators are currently members of the Water Industry Association (WIOA). Water quality operators have access to information shared by other operators and providers within the industry. This will ensure our operators are up to date with industry best practice and evolving technologies best suited to our environment.

Three Water Quality staff attended a forum on 24 March 2021 for the Drinking Water Regulation in Cairns. Outlining the regulatory framework and the hazard identification in risk assessments within the Drinking Water Quality Management Plan.

On 26 March two staff attended the Drinking Water Quality inception meeting for the upcoming external audit to determine how compliant council is with the approved Drinking Water Quality Management Plan. The external audit is planned for the 29-30 of April 2021.

Regulation compliance

All drinking water parameters analysed were compliant with the Health Guideline Values of the Australian Drinking Water Guidelines (ADWG) and the Public Health Act 2005. There were two water quality notifications during the reporting period.

All water quality notifications were handled under customer service standards. Issues were rectified by investigating the situation, testing the water quality and flushing of the reticulation system. Water and Wastewater team views all water quality notifications and complaints seriously and endeavor to achieve outcomes where customer satisfaction is priority.

Rectification of faults, defects and scheduled maintenance

During this reporting period, there were 261 customer request notifications, 154 service repairs and 22 water main breaks that were repaired.

There were also 172 settlement meter reads and 16 new service installations. One of the major water main breaks occurred in March 2021 along Miallo-Bamboo Creek Rd, see image below.

The water reticulation team continued recording the number of water service renewals and Dial Before You Dig service locations (DBYD). There were 46 new water service renewals and 200 DBYD in this reporting period.

Water service renewals are replacing water services which have reached their life expectancy and are at risk of failing. Providing DBYD service locations on council infrastructure assists in preventing damage and disruption to water, sewer and drainage services within the Douglas Shire.

Studies were conducted at the Daintree bore to adjust the pH levels. A small-scale calcite test assemble was made by the water quality team to simulate a full-sized calcite filter. The test results were promising as the team were able to obtain an acceptable pH without adding additional chemicals.

The results will be used to calculate size and scope requirements for any future plans requiring the bore to be regularly utilised.



Image: Water Reticulation team repairing water main in Miallo



Images: Water Quality team assembling and testing pH levels at Daintree Bore

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.

The water treatment plant backwash recovery system failed in November 2020 due to engineering issues, on investigation the issue has been reoccurring with prior attempts to repair not successful. Parts have been ordered and the repair will be completed in house by the water quality team.

Maintenance, repair and operational activities included:

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

Process control improvements have continued with the handling of sodium hypochlorite at the Daintree water treatment plant. Frequent drum changes of fresh hypochlorite are performed to limit risks of possibilities of chlorates forming within the water supply system.

COVID-19

The current COVID-19 safe workplace update within this reporting period has continued with staff within water adhering to the social distancing rules, wearing masks in indoor places and in vehicles.

All units continued to work as separate teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered. A COVID-19 business continuity plan and an operational business continuity sub plan have been developed which identifies the minimum level of acceptable performance to be maintained in the event of a disruption.

Capital Works

The new financial year 2020/2021 capital works programme is well under way and works are progressing as scheduled within water quality and reticulation. Completed projects so far are the valve pits safety improvements and the pump overhaul program within Water Quality.

Water Reticulation projects include the De Meio bore, water sampling stations, new water main installations and water main renewals program which has been awarded to a contractor and is in the design stage. Several large water main breaks have impacted on the water network service renewals budget due to higher than usual number of water main breaks.

The backwash water pH correction/treatment upgrades are in progress, new tanks are installed and equipment monitoring discharge to the environment is 80% completed.



Image: New tank installed at Whyanbeel Water Treatment Plant



Images: De Meio Bore pump installation



Image: New water main installed on Davidson Rd, Whyanbeel



Image: Water sampling station installed at Mowbray

Wastewater

General and preventative maintenance duties were carried out at both Wastewater Treatment Plants sites during the reporting period. In this reporting period there were a few urgent emergent works to repair sewer house connection branch lines within the Port Douglas area caused mainly from tree roots.



Images: House connection branch line repaired, backyard restored to its original state in Sands Estate, Port Douglas



Images: House connection branch line repair on a property located on Davidson St, Port Douglas

As part of preventative general maintenance, a new fence was constructed around a gross solids interceptor for pump station MA which will ensure easy access for the wastewater team to the screens in an extreme rain event.



Image: New fence installed at pump station MA

COVID-19

The current COVID-19 safe workplace update within this reporting period has continued with staff within wastewater adhering to the social distancing rules, wearing masks in indoor places and in vehicles. The Wastewater team have responded to the pandemic virus COVID-19 by splitting the workforce into two teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered.

From December 2020, Queensland Health have commenced a state-wide wastewater surveillance program for COVID-19. The program will run until 30 June 2021, and has strong support from the Chief Health Officer. The Wastewater team will be assisting Queensland Health by conducting weekly wastewater sampling from the Port Douglas Wastewater Treatment Plant.

Results from the testing will be used within Queensland Health to inform public health efforts. COVID-19 was not detected at the Port Douglas Wastewater Treatment Plant since December and within this reporting period

Capital Works

Completed capital work projects include the replacement of an auto sampler at the Wastewater Treatment Plant. The auto sampler was replaced due to its expired asset life expectancy and failure to refrigerate.

All other capital works within wastewater are progressing well and on track for completion within the 20/21 financial year. Such as, the mobile generator replacement, Port Douglas Wastewater aerator/diffusers project, manhole condition refurbishment, installation of flow meters at sewer pump stations, pump and sluice valve renewals programs.

The sluice valve renewal program is well underway, the wastewater team have identified and checked the integrity of the sewer trunk mains within the network. The layout in the photo below shows the new valve cut in on the sewer main network at the corner of Seabrook Ave and Port Douglas Road.



Images: Valves and interconnections of sewer network

Continuing capital works project from last financial year, the wastewater operations staff engaged in local contractors to install flow meters on sewer pump stations, to record sewer flow rate from each gravity sewer catchment scheme. This will aid wastewater operators and engineers for future hydraulic modelling, pinpoint illegal dumping and analyse increase in flow rate trends to identify sewer leaks/breaks in the sewer system.



Images: Before and after flow meter installation



Images: Old and new autosampler at Port Douglas Wastewater Treatment Plant

DOUGLAS SHIRE COUNCIL

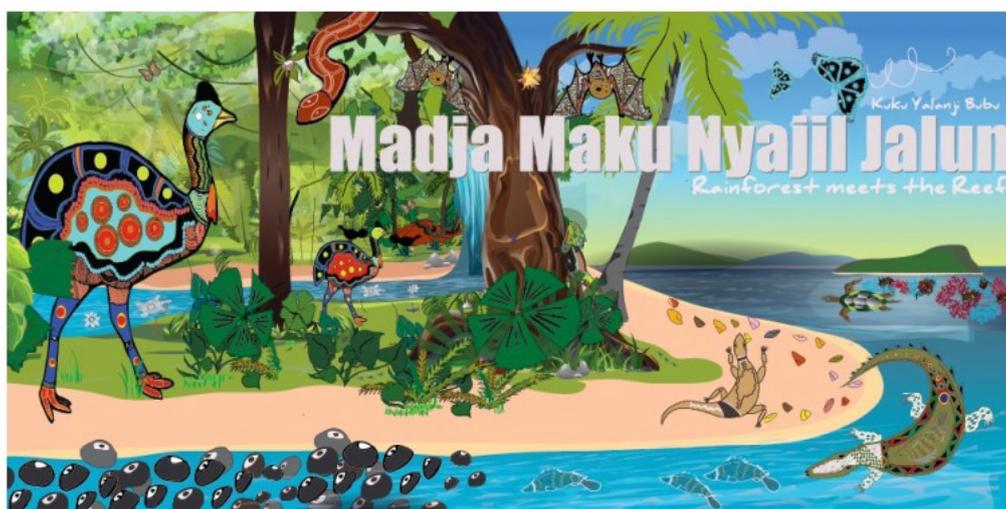
ORGANISATIONAL REPORT CARD

2020 - 2021

January – March 2021

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

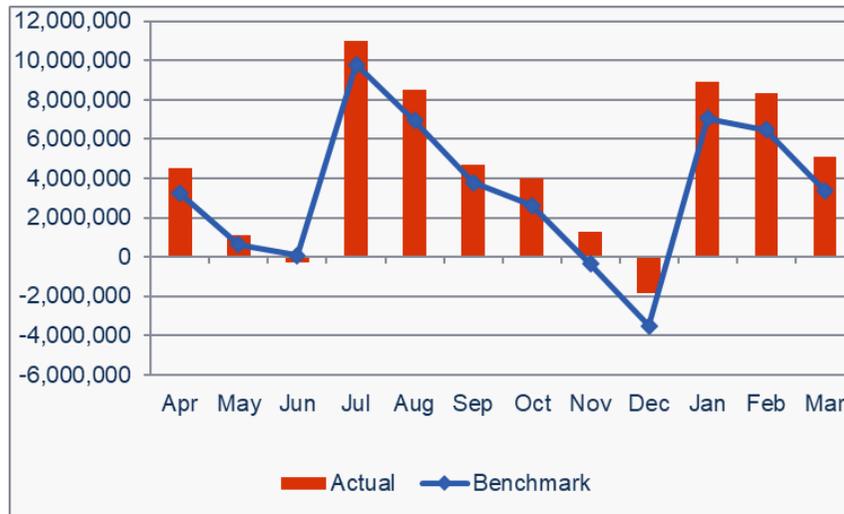
DOUGLAS
SHIRE COUNCIL



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

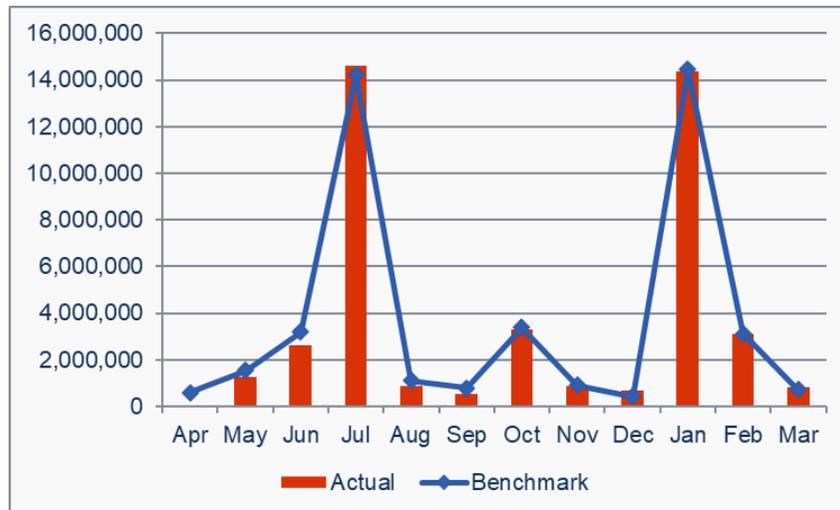


	Year To Date January	Year To Date February	Year To Date March
Benchmark:	7,041,077	6,479,056	3,364,757
Actual:	8,891,657	8,347,436	5,105,718
Variance:	1,850,580	1,868,380	1,740,961

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

Interpretive Comments: Council adopted the 2020/21 Annual Budget on 30 June 2020 and the Revised Budget on 24 November 2020.

1.2 Revenue Against Budget

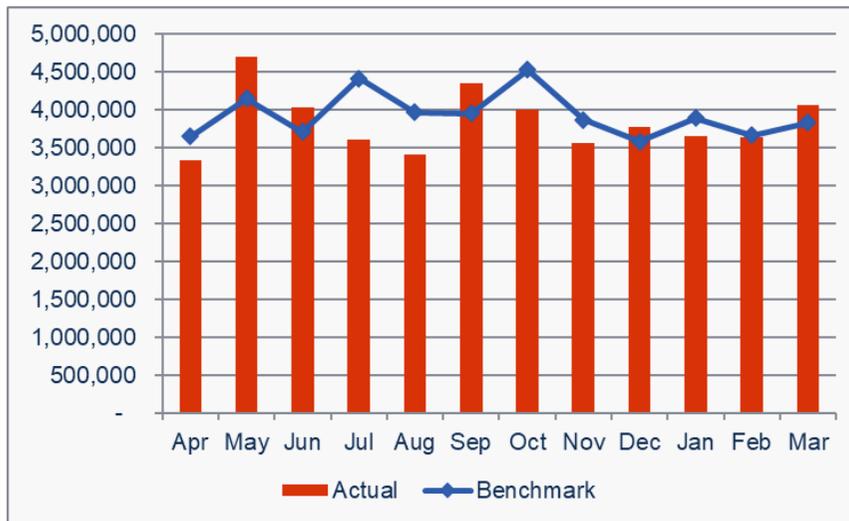


	January	February	March
Benchmark:	14,453,299	3,104,354	715,725
Actual:	14,379,303	3,095,554	816,370
Variance:	-73,996	-8,800	100,645

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

Interpretive Comments: Council has collected 88% of its forecasted operational revenue.

1.3 Expenses Against Budget

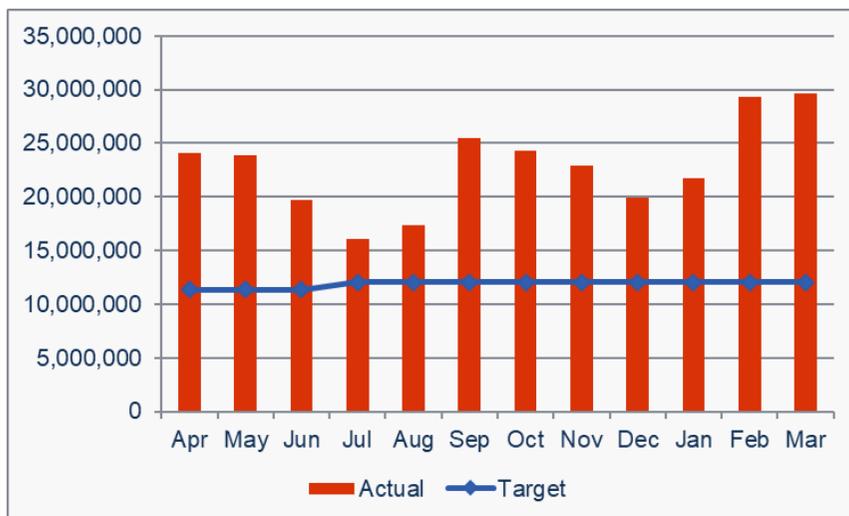


	January	February	March
Benchmark:	3,895,709	3,666,365	3,830,034
Actual:	3,657,791	3,639,775	4,058,088
Variance:	-237,918	-26,590	228,054

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 the timing of materials and services, employee expenses and capitalisation of assets. Council has expended 71% of its total budgeted expenditure.

1.4 Capacity to Meet Operational Expenses

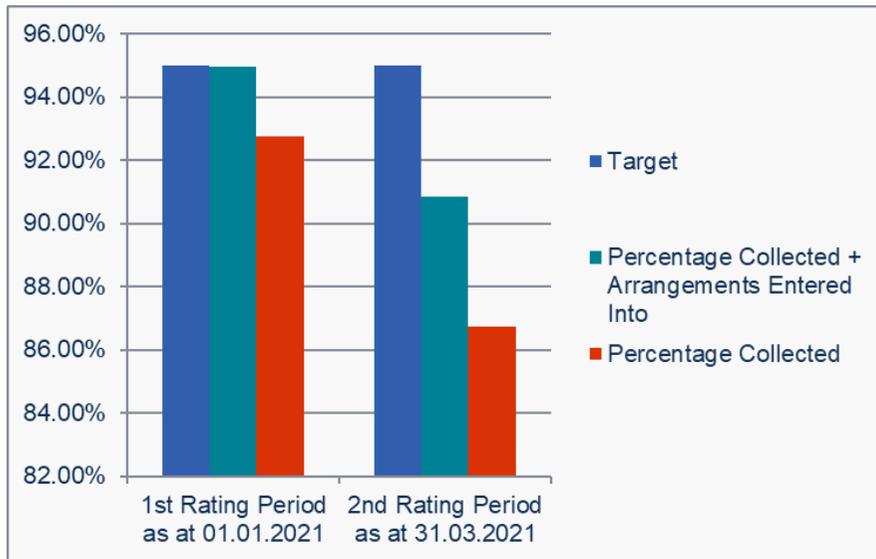


	January	February	March
Target:	12,047,295	12,047,295	12,047,295
Actual:	21,753,753	29,348,813	29,628,378
Variance:	-9,706,458	-17,301,518	-17,581,083

Explanatory Notes: The Queensland Treasury Corporation has a benchmark that Councils should have at least the equivalent of 3 months expenditure (based on annual budget) held in available cash to have adequate capacity to meet short and medium term financial commitments.

Interpretive Comments: The target set in this graph is 3 months expenditure and actual results of unconstrained cash exceed this target indicating Council is in a strong position to meet its short to medium term financial commitments.

1.5 Rates Collected



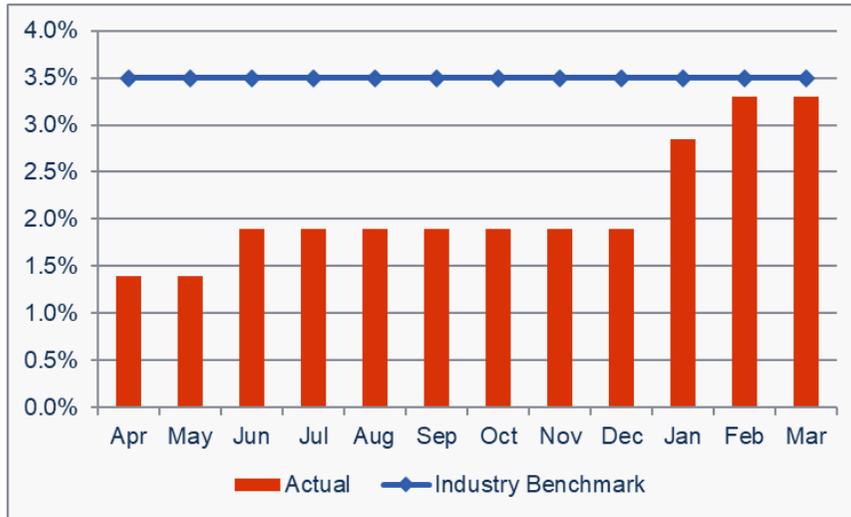
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	94.96%	90.86%
Percentage Collected:	92.76%	86.75%

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

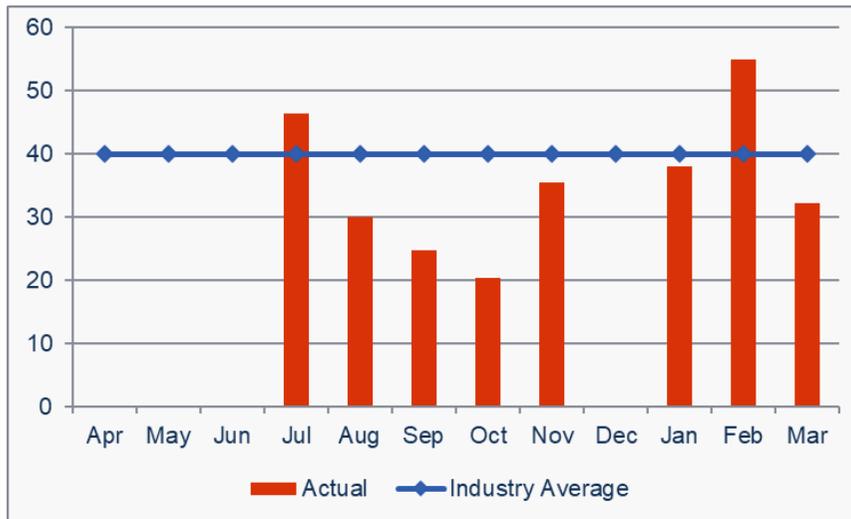


	January	February	March
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	2.9%	3.3%	3.3%

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 the month of November there were two LTI. Both workers are still totally incapacitated.

2.2 Efficiency of Filling Positions Vacant

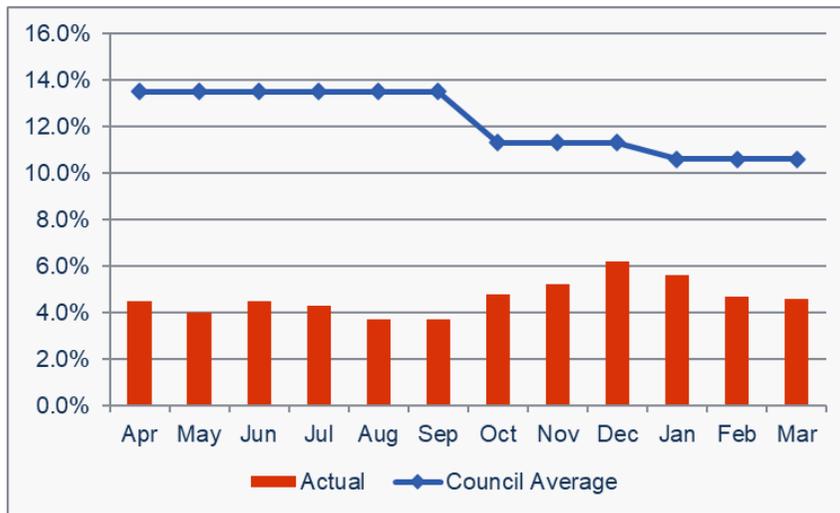


	January	February	March
Maximum:	40	40	40
Actual:	38.09	55	32.15
Variance:	1.91	-15	7.85

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 7 advertised roles in the period January to March as external recruitment activities this quarter were the result of a new positions (2020/21 budget) and staff turnover. There are several positions currently being recruited for in the January to March 2021 quarter.

2.3 Monthly Staff Turnover

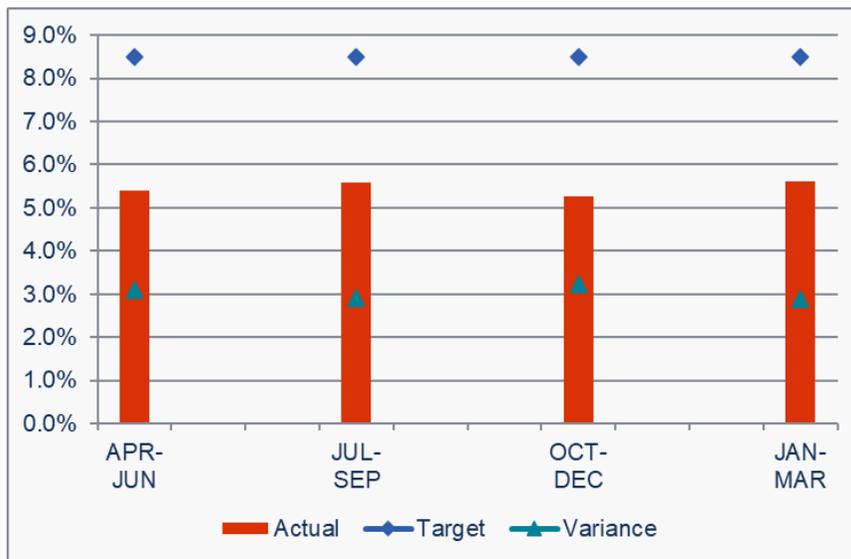


	January	February	March
Maximum:	10.6%	10.6%	10.6%
Actual:	5.6%	4.7%	4.6%
Variance:	5.0%	5.9%	6.0%

Explanatory Notes: This is the number of resignations received as a percentage of total staff. It is calculated as a twelve month rolling average.

Interpretive Comments: The average number of staff exiting Council in the last 12 months is 4.9% for this reporting quarter, which is a yearly average of 10.4% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



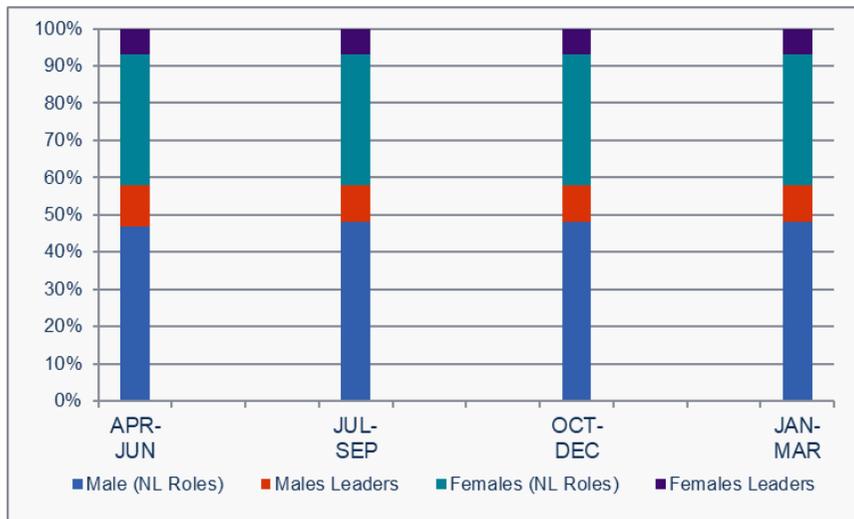
January – March 2021

Maximum:	8.5%
Actual:	5.6%
Variance:	2.9%

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 twelve Aboriginal and Torres Strait Islander staff.

2.5 Workplace Diversity – Males & Females



January – March 2021

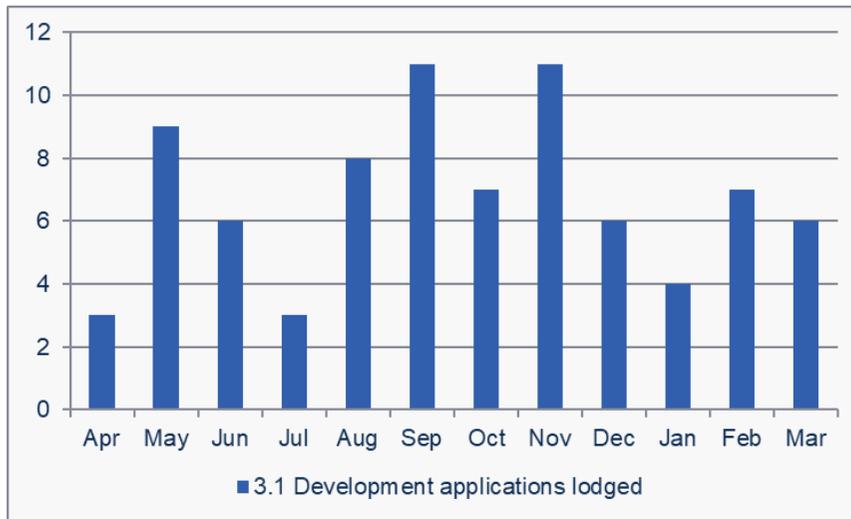
Males (NL roles):	48%
Males	10%
Females (NL roles):	35%
Females:	7%

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

Interpretive Comments: In this quarter Council employed an average of 214 staff - 57% male and 43% female. The 18 of the male staff and 13 of the female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged

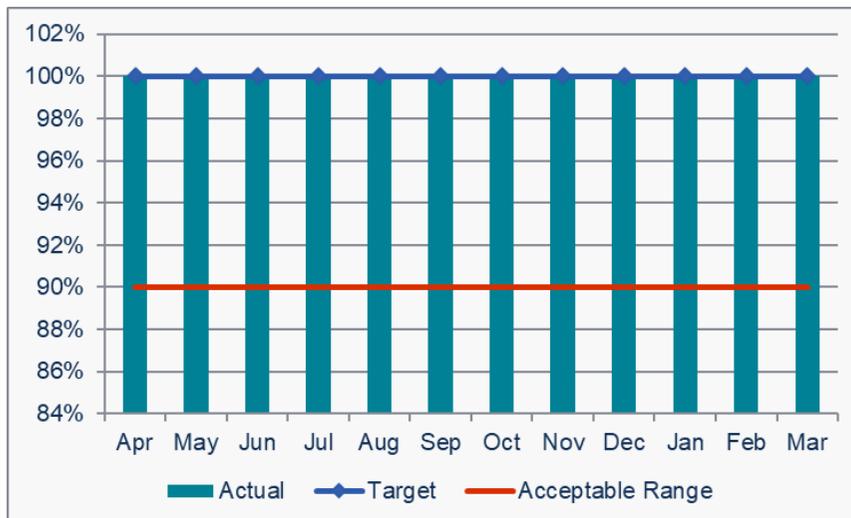


	January	February	March
Actual:	4	7	6

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

Interpretive Comments: The number of new Development Applications received in the last three months is slightly lower than the previous reporting period leading into Christmas which often sees an increase in applications lodged for assessment.

3.2 Assessments Completed Within Statutory Timeframe

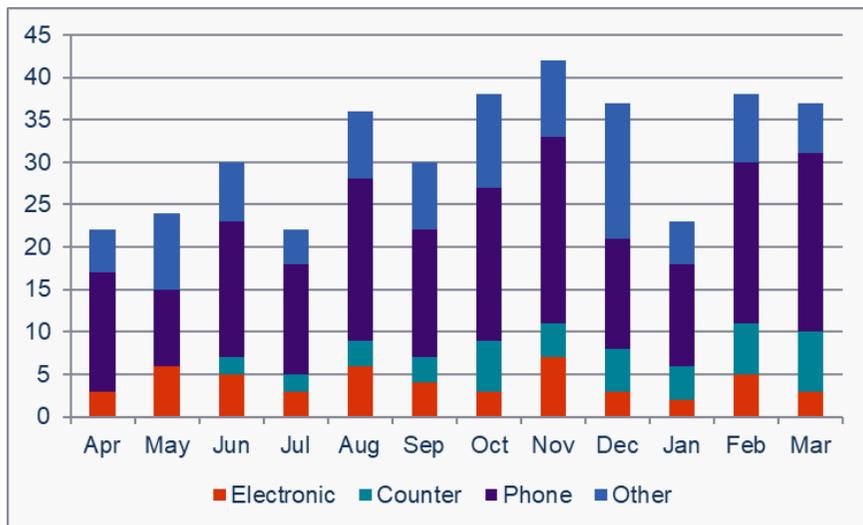


	January	February	March
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

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

3.3 Development & Assessment Officer Enquiries

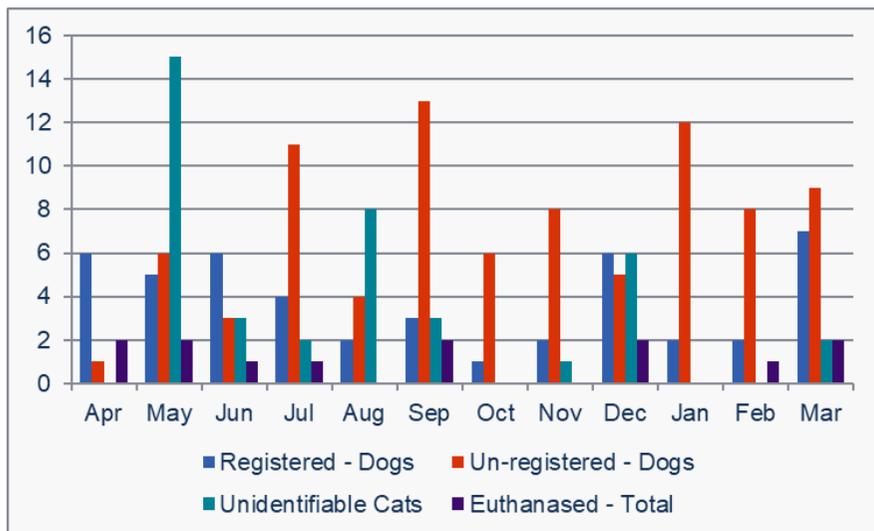


	January	February	March
Electronic:	2	5	3
Counter:	4	6	7
Phone:	12	19	21
Other:	5	8	6

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

Interpretive Comments: Number of enquiries have remained relatively consistent with previous reporting months.

3.4 Animal Impoundments

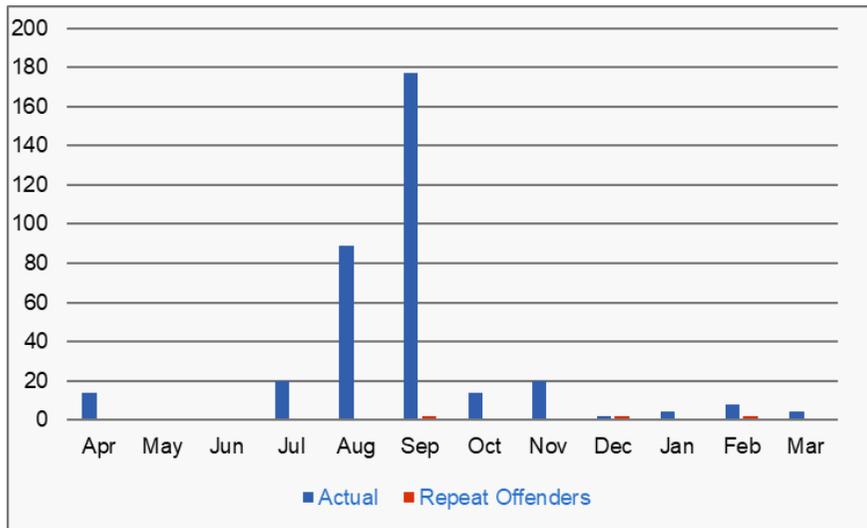


	January	February	March
Registered - Dogs	2	2	7
Un-registered - Dogs	12	8	9
Unidentifiable Cats	0	0	2
Euthanased - Total	0	1	2

Explanatory Notes: The figure represent the numbers of dogs and cats impounded over the period and the number of animals that were not claimed or rehomed and instead were euthanased.

Interpretive Comments: Numbers have decreased by 56% compared to the same period last year. Local Law Officers continue to promote responsible pet ownership and the success of this approach is reflected in the relatively low impound numbers.

3.5 Illegal Camping



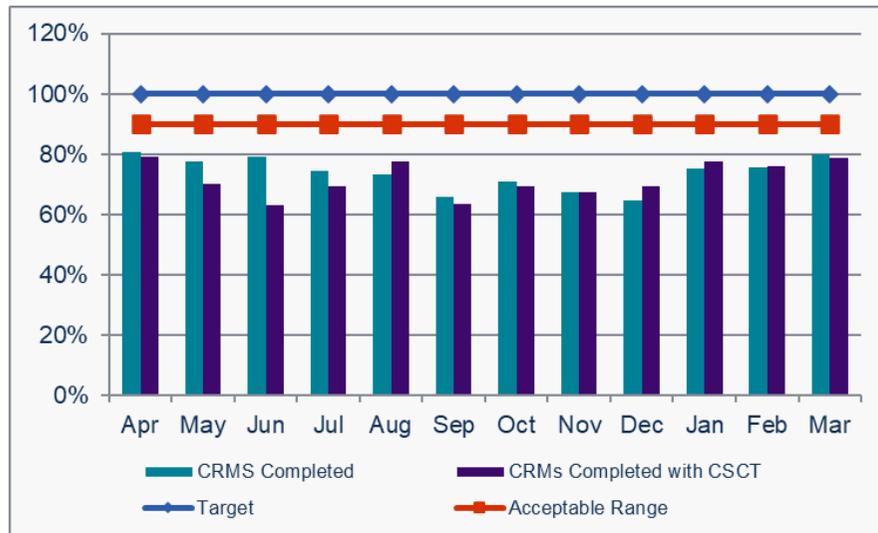
	January	February	March
Actual	4	8	4
Repeat Offenders	1	2	1

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 numbers are slightly up from the same period last year. This reflects people electing to travel in the hotter and wetter period as travel has been restricted for over 12 months.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	January	February	March
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	75.13%	75.76%	80.13%
CRMs Completed within CSCT:	77.57%	76.16%	78.93%

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 slightly higher than the previous quarter.

4.2 Top 5 CRMs

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

January

	Category	Quantity
1.	Trees (street/park)	94
2.	Leaking/Broken Service Pipe	88
3.	Planner of the Day	38
4.	Rates – Arrangement to pay	32
5.	Waste – Residential Repair/Replace	31

February

	Category	Quantity
1.	Leaking/Broken Service Pipe	75
2.	Rates – Arrangement to pay	67
3.	Planner of the Day	46
4.	Trees (street/park)	44
5.	Open Drains – Unblock/Cleaning	24

March

	Category	Quantity
1.	Leaking/Broken Service Pipe	84
2.	Trees (street/park)	57
3.	Planner of the Day	50
4.	Waste – Residential Repair/Replace	25
5.	Rates – Arrangement to pay	24

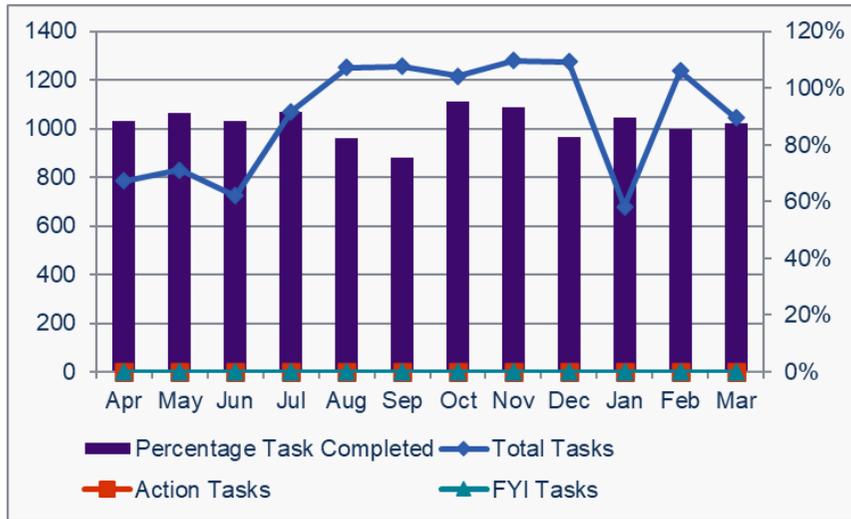
4.3 General Customer Enquiries

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

	January	February	March
enquiries@douglas.qld.gov.au (direct email and via web)	1624	1713	1785
Phone Calls to 4099 9444	2155	2235	2192

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

4.4 Inwards Correspondence Actioned

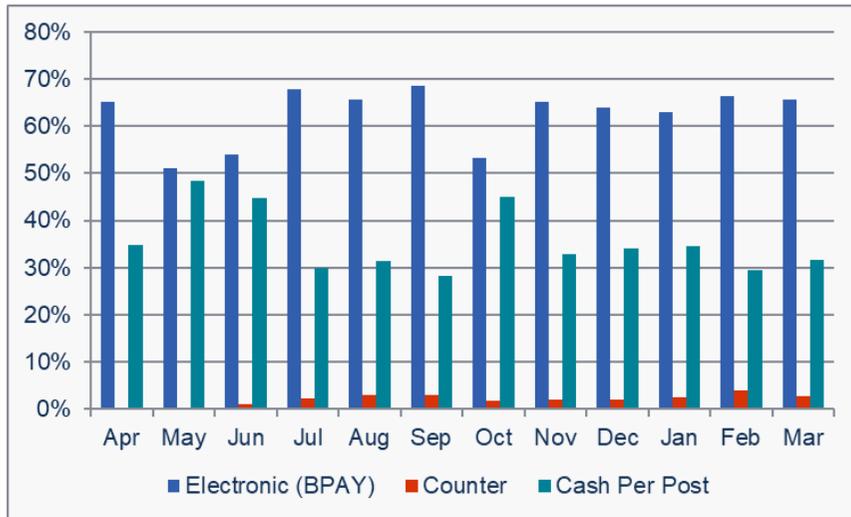


	January	February	March
Total Tasks:	678	1237	1044
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	89.53%	85.53%	87.45%

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



	January	February	March
Electronic (BPAY):	63.02%	66.34%	65.57%
Counter:	2.48%	4.06%	2.83%
Cash Per Post:	34.49%	29.60%	31.60%

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.

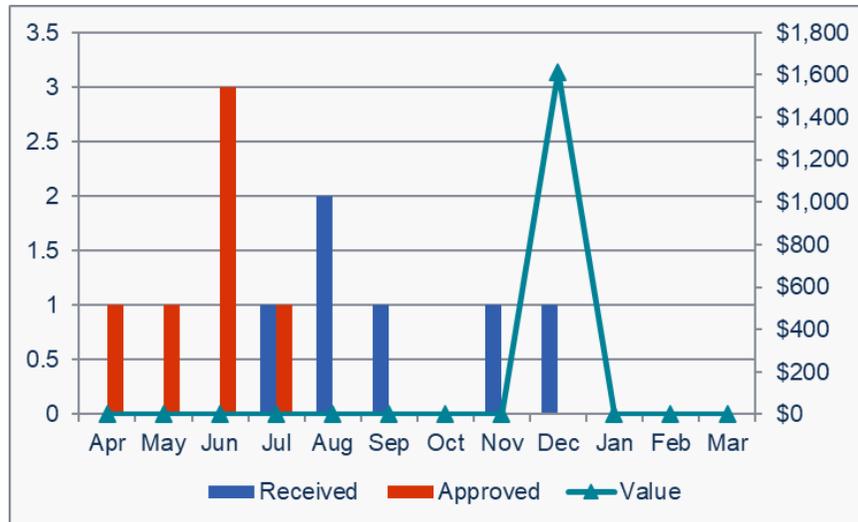
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	January	February	March
Facebook Posts	144	92	90
Website (Page) Views	50,468	45,214	47,942
Public Notice Advertising	4	6	10
Media Releases	25	12	25
Community Notice Boards	0	0	0

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

5.2 Community In-Kind Request



	January	February	March
Received:	0	0	0
Approved:	0	0	0
Value:	\$0.00	\$0.00	\$0.00

Explanatory Notes: Not for profit organisations are eligible to apply for Council supplied services or venues to a maximum of \$2,000 per financial year. If not incorporated or a charity the CEO has delegation to negotiate fees and charges where circumstances warrant.