

5.12. CEO REPORT FOR PERIOD OCTOBER TO DECEMBER 2020

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DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

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

EXECUTIVE SUMMARY

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

BACKGROUND

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

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

PROPOSAL

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

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 period October to December 2020 [5.12.1 - 73 pages]
2. Organisational Report Card October to December 2020 [5.12.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

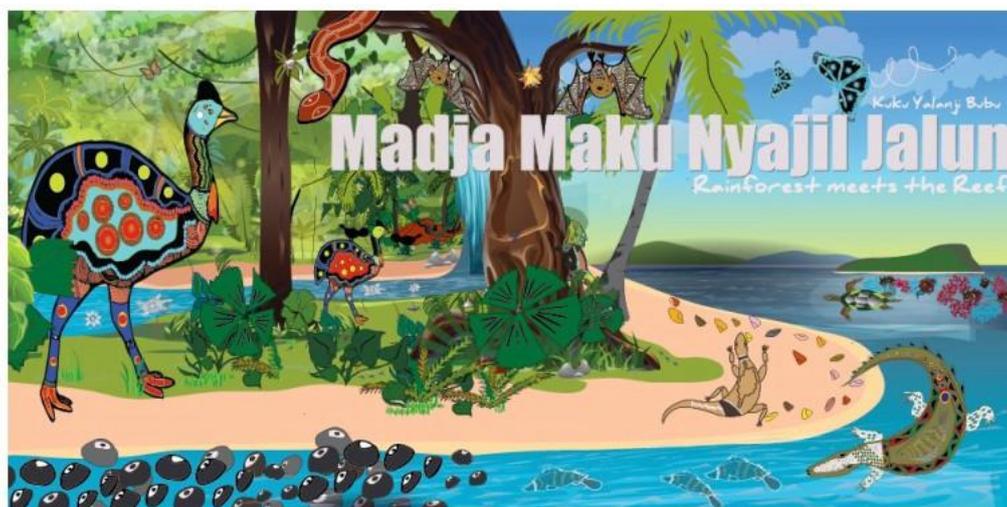
REPORT FROM THE CHIEF EXECUTIVE OFFICER

2020 - 2021

October - December 2020

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





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

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A vertical illustration on the left side of the page depicts a colorful bird, possibly a booby, with a blue head, yellow beak, and a body decorated with intricate patterns in green, yellow, and red. The bird is shown in profile, facing right.

CHIEF EXECUTIVE OFFICER

At the risk of sounding like a cliché, 2020 has certainly been a year of challenges. Over the past quarter, as we attempt to return to a new normal, we have continued to have reminders that Covid-19 is not yet history and we must be ever vigilant.

Of course, the local activity on everyone's mind this quarter was the Daintree Ferry and the survey. While a clear majority of respondents favoured the two-ferry solution leading to a recommencement of contract negotiations, we must acknowledge that 1 in 3 respondents preferred a bridge. While some will be unhappy with the result, I must acknowledge and thank staff for running a robust community engagement exercise. I would also like to thank the community for the massive response on the survey and for asking many reasonable questions.

We also started preparing for what forecasters have promised would likely be an above-average wet season. This year, preparations must not only include our standard practices, but we must also factor in Covid-safe measures, for example at our cyclone shelter. The team has been busy and you can be assured that we are prepared.

Crews have been busy with all kinds of projects from footpaths to culverts to roadworks. I was very pleased to see the completion of the repairs to the landslips on Murphy Street. I believe the finished product is excellent and I am sure everyone is looking forward to watching the plants take hold and green up the hillslope.

Another significant milestone was the adoption of the Port Douglas Sports Complex and Coronation Park Masterplan. It sets out an exciting and clear roadmap for the future of sports on the Douglas Shire, where sports participation is rapidly rising. It also provides the basis for Council to seek funding and will assist in attracting sporting events and more visitors to our region. It is the culmination of exceptional efforts by the team working across the community and the sporting clubs, all of whom are passionate about sports in the Shire.

As we begin a new year, I would like to wish the community, our visitors, our Councillors and our staff a very safe, prosperous and happy 2021. Together, we will continue to work through any challenges we encounter and take advantage of the opportunities that come our way. Please enjoy reading the following report as there is so much more to highlight than I can't cover in these opening remarks.

PEOPLE AND COMMUNITY SERVICES

Libraries

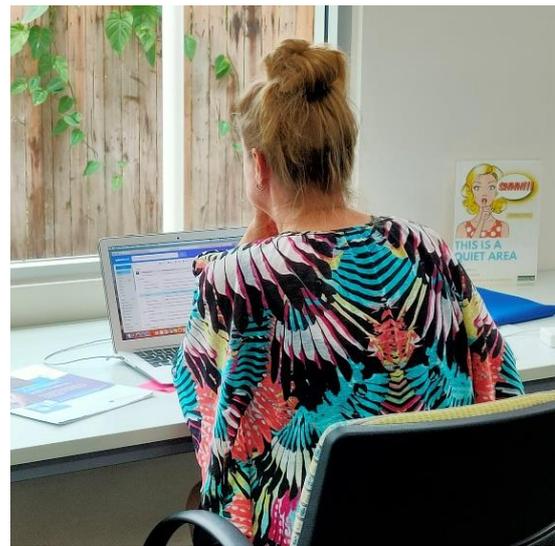
2020 has been an interesting year for all of us (to say the least!) but for Public Libraries it has brought about some major challenges. For years libraries have focused on creating vibrant and welcoming community learning spaces but thanks to COVID the end game has suddenly changed. Library entry is still restricted; Mossman Library is permitted a maximum number of 40 people at any one time, whereas at Port Douglas no more than 4 people can enter the actual library space.

Thankfully we have been able to shuffle things around and set up a couple of PCs in the reading room at Port so that people can still access the internet. There is also outside seating for those who wish to use the Library Wi-fi.

Despite our very best efforts, the impact on Douglas Libraries has been significant. Program and event planning suddenly need to be approached with extra caution and encouraging people back into the library is challenging. Whilst efforts to encourage customers to come in and use our fantastic library space continue, we are also supporting our borrowers to use our on-line services in the comfort of their own home.

We are doing our best to support the community through this time by adapting and discovering new ways in which we can supply materials and services to fulfil our community's fluctuating needs, so whilst this year has seen an expected fall in the number of visitors to the library, there has been a concurrent increase in the numbers using our on-line resources.

It would be great to be able to say that things are starting to get back to the way they were pre-COVID, but COVID has changed people's lives, it's changed the way they do things with many people creating new habits, that in some cases no longer seem to include a weekly visit to the library. On the plus side we have noticed a definite increase in the number of people using the library as a work-space, people who, fed up with working in isolation, bring their lap-tops along, hook up to the library Wi-fi and have a quiet place to work on their own, without being alone. With the temperatures creeping up the air-con doesn't hurt either.



Images: The library is becoming an increasingly popular study space

Library events over the last couple of months have fallen into a steady routine. Baby Rhyme Time and Storytime have been monthly events at the library with strict number limitations, and bookings required, whilst First Five Forever Playdates and Music and Song Activities have taken place at Buff's Hall where bookings are still required but more people can attend.

There were plans for a big First Five Forever end of year Christmas Event at the Mossman Pool but sadly rain on the day stopped play!



Image: Library team members enjoying the last Music and Song event for 2020



Image: The team still managed to smile even when the Christmas First Five Forever event was rained off



Image: The Music and Song team

On 11 December both libraries closed for the day allowing the team time for training and planning. It was great to have the opportunity to brainstorm ways in which we can best serve the community going forward. Top of the list of plans for next year is a survey to see what our customers really want. Plans for First Five Forever and Tech Savvy senior events were also discussed.

On Thursday 17 December we had a fully booked school holiday activity event. Twenty children booked to come to the library to hunt for Santa's Reindeer. It was a great morning and lovely to see the kids having such fun. Working in teams, the group had to solve the clues, that lead to carefully hidden reindeer tokens. There will be another school holiday activity in the New Year and hopefully that will be as well attended.



Image: They seek them here, they seek them there, they seek those reindeer everywhere



Image: Reindeer spotting is serious business

Next year will see the library team strongly focused on re-connecting with the community, encouraging people back in, and finding out ways in which Douglas Shire Libraries can best service our Community – in fact it goes without saying that like everyone else, the library team can't wait to say goodbye 2020 – and welcome 2021!

Community and Economic Development

Douglas Access and Inclusion Group

The Douglas Access and Inclusion Group has brought people from all parts of the shire together to work towards creating a community where everyone has access and is included. Members work on a voluntary basis in partnership with Council staff and other key players where applicable. The first meeting was held in late November and the group will continue to meet every two months.

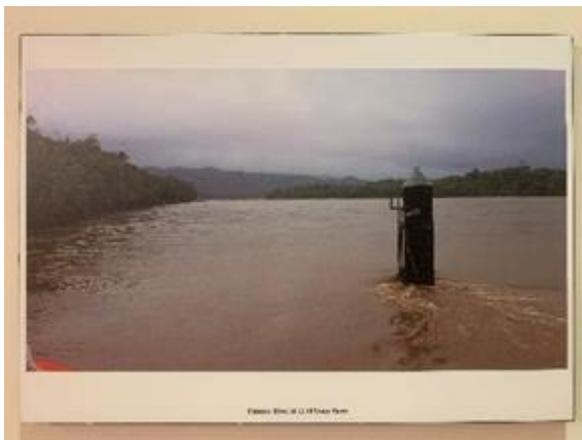
Disaster Preparedness

Council officers have been busy undertaking Get Ready disaster preparedness sessions in preparation for this year's cyclone season, including delivering a business continuity planning session with the Port Douglas Neighbourhood Centre and a session with Seniors from a Community Health program by Mossman Multipurpose Health Service, to assist our vulnerable populations be prepared and connected this cyclone season.

Floods of Far North Queensland Exhibition

A photographic exhibition showcasing images from the 2019 monsoonal trough floods was launched in late November. Working with the communities worst affected by the 2019 monsoon trough, the project was facilitated by a Community Development Officer, who is State Government grant funded to work jointly with Douglas Shire Council, Wujal Wujal Aboriginal Shire Council and Cook Shire Council, with assistance from Council staff.

The exhibition provided a space for residents to discuss their flood experiences, help with recovery from the monsoonal trough and encourage people to get ready for the upcoming cyclone season. The exhibition was first held in Port Douglas before moving to the shops in Daintree Village and will be shown in the foyer of Council's Mossman Administration Building throughout December. Special guest speaker at the launch was local historian and author Pam Willis Burden.



Images: Exhibition photos collected from the community

Economic Recovery and Development

On 22 October Council partnered with the Queensland Reconstruction Authority to hold a workshop with key stakeholders to chart the impacts of COVID-19 on the economy of the Douglas Shire. As expected, major impacts were felt in industries dependent upon tourism, where prolonged border closures and restricted aviation has contributed to the loss of high-volume visitation from key domestic markets of Sydney and Melbourne, exacerbating the loss of international tourists. Agricultural sectors fared much better. The highest occupancy and growth rates in tourism were in the self-drive and caravanning markets.

Future COVID related impacts to the economy are expected as the Federal Government wage assistance schemes are wound back and from a shortage of available labour as international borders keep working-holiday makers from taking hospitality jobs in the Shire.

The detailed results will be used to inform Council's Economic Development Strategy and economic recovery activities.

Council was proud to host Regional Development Australia Tropical North's monthly board meeting at Port Douglas Community Hall on 10 November. Council partnered with the Mossman Botanical Gardens and Great Barrier Reef Legacy to deliver presentations focused on growing a strong & confident regional economy that harnesses its competitive advantages, seizes on economic opportunity and attracts investment.

Officers continue to partner with Tourism Port Douglas and Daintree, the Douglas Chamber of Commerce and other peak industry bodies to monitor potential skills shortages, and to work with Jobs Queensland to develop solutions to support local business.

Netflix series 'Dive Club' to film in Port Douglas

Council officers worked with Brisbane-based production house, The Steve Jaggi Company, to secure the filming of a 12-episode teen mystery drama in the Douglas Shire from late-October to mid-January.

The wholly Queensland-made series will be released in 2021 on an Australian commercial broadcaster, and outside Australia to a global audience of over 190 countries on Netflix. The series is estimated to create more than 110 jobs and inject nearly \$8 million into the economy.

Safe Places Domestic Violence Emergency Accommodation Grant

Council Officers working with Queensland Police and local community service providers have begun work on the design and location of the Federal grant-funded duplex to provide supported accommodation for local families escaping from Domestic and Family Violence. Both the design of the building and a location within walking distance of support services, schools and shops are very important to allow local families to recover from trauma.

Arts and Culture

Council commenced the employment of an Indigenous Liaison Officer, Margaret Ross-Kelly, who will work with staff and community on Indigenous engagement and specific projects including Reconciliation Action Plan and the formation of consultative committees.

In October, the Council hosted a foyer exhibition by graduating art students from Mossman State High School.

The roll-out of Indigenous signage across the Shire continued with three 'Welcome To Country' signs installed on Eastern Kuku Yalanji Country. Further bi-lingual place signs were installed in the region north of Cape Tribulation, including Buru and Dikarba (China Camp and Degarra).



Images: Indigenous signage

'Always Was, Always Will Be' was the theme for the Mossman NAIDOC Week 2020, which was held in November. It was the first year for the new planning team coordinating the events and activities; the team included representatives from Council, Jabalbina Yalanji AC, BBN AC, Kubirriwarra Bamanga AC and Mossman Gorge Centre. Activities included: Traditional Flag Raising Ceremony with speeches, Baby Show, Night Markets under the Mossman rainforests with street food, music and dancing, Elders lunch and NAIDOC Car Rally. There was also an exhibition by Yalanji Arts in the Council building foyer gallery.



Images: NAIDOC Week

The launch of a set of Indigenous Family History Books was hosted by Council in December. Partially funded by the Regional Arts Development Fund (RADF) and Douglas Shire Council, the volume of fourteen books written by Elders from the Eastern Kuku Yalanji community includes language translations and audio CD's. The families whose stories have been told include the Tayley, Johnson, Kooka, Douglas and Buchanan families, with personal stories from Joan Salam, Clare Ogilvy, Linda Burchill and Margaret Rocky.



Image: Indigenous Family History Books

Indigenous Christmas Banners were put up in Mossman town announcing the coming of Jarramali Season, which is storm season in the Yalanji calendar. The banners were designed by the Murruku Group which is a meeting place for Indigenous and non-Indigenous creatives.



Images: Christmas banners

Sport and Recreation

The Active8 free Fitness programs remains a success and has the highest-class attendance per capita than any other Councils programs in North Queensland. Douglas Shire Council was able to share the successes of the program to other council during a recent forum in Townsville. The forum was designed to support other Councils in delivering similar health and fitness outcomes in their region.



Image: Tai Chi at Rex Smeal Park

End of year functions have been created by the Active8 Free Fitness Participants. These functions are to celebrate the individual programs success, health outcome and social benefits.



Image: Tai Chi at Rex Smeal Park – end of year morning tea group

The Port Douglas and Coronation Park Masterplan final was formally adopted by the Douglas Shire Council in November after considerable feedback from the community and sports clubs. The masterplan is designed to open the door for future funding opportunities to improve the facilities and the Douglas Shires main sports facilities.

The project focus was to future develop the grounds for both sports and active recreational activities and to encourage sports tourism opportunities. The masterplan featured high level improvements such as paths and connections to activate the areas as well as sports infrastructure such as a synthetic hockey field, an indoor sports / entertainment facility and new multi-use fields.

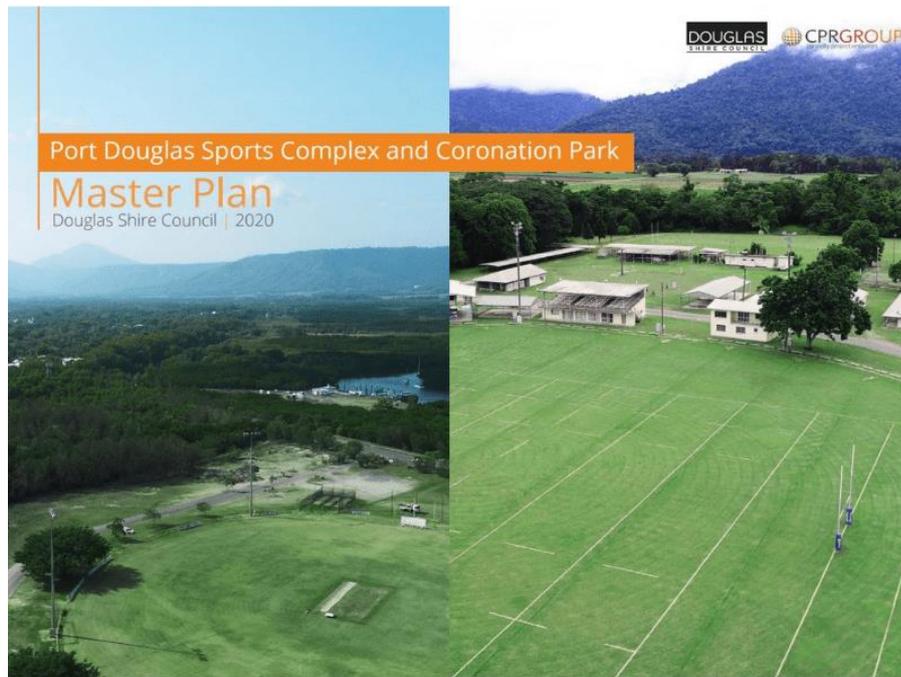


Image: Port Douglas Sports Complex and Coronation Park Masterplan

A masterplan infrastructure project is already underway with a new amenities block scheduled to be built in early 2021. The funding for this project was achieved through the federal Government's Regional Agricultural Show Development Grants Program via the Mossman Show Society's. The grant application was supported by the draft masterplan. The new amenities block will feature a kitchen, multiuse changerooms, disability access and storage areas to service the sports clubs as well as the annual show.

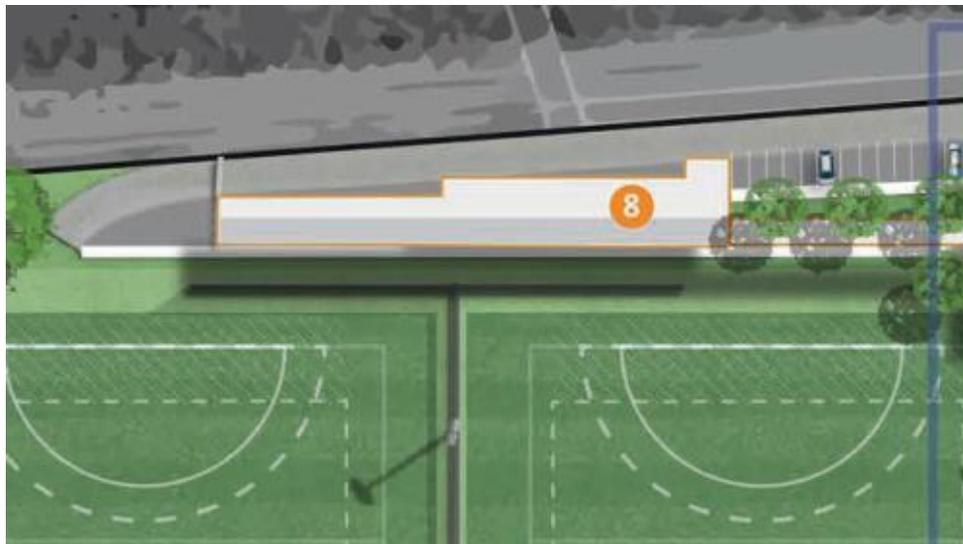


Image: Proposed new amenities location at Coronation Park

Other projects will gradually roll out with planning projects starting in early 2021 to prepare for State and Federal Government grant opportunities.

Mayor's Christmas Appeal

The Mayor's Christmas Appeal saw a new initiative undertaken to raise funds to help those in need given the extra need for hampers due to the economic impacts of COVID 19. Working with local restaurant Salsa's, the inaugural Mayor's Charity lunch saw a full house and a raffle taking place with prizes coming from generous businesses across the shire. The event was considered a success and looks likely to return in 2021.



Image: Mayors Christmas Appeal – Charity lunch

With close to 100 application for hampers being submitted this year it was all hands on deck to get the hampers packed and out to the community. The Jabalbina organisation again assisted with both the packing and deliveries of the hampers.



Image: Mayors Christmas Appeal – Jabalbina assisting with hampers

Port Shorts Funding

Port Shorts Film Festival went ahead this year with the increased funding provided by Council to offer a “Best of The Fest” free to attend event. Given the impact on filmmakers during lock down, the regular festival activities were restricted and organisers saw a way to keep the festival alive and also give the residents of the Shire a fun activity to attend after the uncertainty of COVID lock downs. The event reached the restricted 1,000 capacity figures and showcased some of the winning entries of the past 5 years.

While planning for this event was underway, an opportunity to present the event on a national level came up and Council, along with Tourism Port Douglas and Daintree and Tourism Tropical North Queensland got together to provide funding to host the “Best of the Fest” on the National digital channel 10 Play. The Port Shorts – Best of the Fest, Film festival is currently available for viewing on the 10 Play platform from now until the end of February, with advertising for our region being played during the show. T.P.D.D, T.T.N.Q and the Port Douglas Carnivale have advertising slots that will reach a national audience over the holiday period.



Image: Port Shorts Ambassador Stephen Curry promoting the event

Douglas Christmas Street Party

The Douglas Street Party was back in Front Street Mossman for the first time in a decade. The street was closed to traffic on Friday 18 December to allow a Christmas celebration of market stalls, food trucks and a stage of performances by local artists. Jumping castles for the kids, performances from Lynda’s Music School, Kirsty Burchill, and the Walker Brothers as well as the arrival of Santa ensured everyone had a wonderful time.



Image: Douglas Christmas Street Party



Image: Douglas Christmas Street Party

Port Douglas Markets

COVID-19 restrictions at the Markets have eased to Stage B. After reviewing the Queensland Government’s Recurrent Markets COVID-safe checklist as it was released in November, market coordinators have been able to increase the overall number of stalls at the market and reopen the market to a limited number of buskers, although restrictions on the size and spacing of stalls continues.

The Port Douglas Markets turned on the Christmas spirit with a special festive market day on 13 December. Christmas carols, a roaming tropical Santa and decorated markets stalls all featured at the Markets Christmas Spectacular. Mayor Michael Kerr judged Spa in a Jar and the Coconut Hut inaugural winners of the most creatively Christmassy stall competition and local legend Alteouse De Vaughn brought her choir to join the celebrations.



Images: Decorated stalls, Christmas choir and tropical Santa at the Port Douglas Markets



Images: Decorated stalls, Christmas choir and tropical Santa at the Port Douglas Markets

Community Engagement

Grant Street Dining Precinct – Initial conversations were held with traders in Grant Street to get first impressions of the creation of a dining precinct. After speaking to 19 of the 24 traders, most [15] were very keen on the idea, two were undecided and two were strongly against.

A report was prepared for discussion at the 15 December Councillor workshop and officers have been asked to bring back a report in January.

Front Street Landscaping Improvements – a survey was distributed to Front Street traders and property owners to get ideas on improvements to the streetscape. Traders are in the street every day and can observe shoppers and they talk to many customers. Also, given this initiative sits under the goal to develop strategies that seek to diversify the Shire's economic base, by talking retailers and businesses ensure any streetscape improvements options developed keep in mind the needs of local businesses first and foremost.

This is a starting point only and there will be an opportunity for all residents to provide feedback on any concepts developed.

Macrossan and Owen Street Intersection Upgrade – distribution of Update #2 on upgrade to improve aesthetics and accessibility at this intersection where the road and footpath will be reconfigured to improve vehicle and pedestrian safety and more generally enhance the streetscape aesthetics. Construction is likely to occur in early 2021.

Principal Cycle Network – distribution of proposed plans to create a 218-metre pathway linking cycle path from Davidson Street to Wharf Street. Residents in Port Street do not want to lose three Poinciana trees which would need to be removed should the project go ahead. Council has proposed planting ten new trees and will go back to residents with alternative species which provide shade and colour. Further consultation has also been done with the Disability and Access Group to ascertain the importance of this link.

Marlin Parade Speed Cushions – distribution of proposed plans to install three road cushions in Marlin Parade, Wonga Beach. Leaflets were letterbox dropped in Marlin Drive and left at Servo. Council has received feedback from three resident primarily asking questions, but none who object to their installation.

Port Douglas Service Road between Langley and Atoll Close – consultation re reduction of parking spots. Plans were reviewed and parking will remain as is.



Newell Beach Foreshore Infrastructure – results of the community survey were distributed to those wanting to receive updates on the outcome. In early December, Council officers had a drop-in session on the foreshore to gather further comments on the proposed response to the survey. It was well attended. Essentially, the existing playground will be upgraded given it no longer meets safety standards.

Daintree River Crossing Options – Compass Research Report and Submissions Report published on 1 December 2020 as promised, ahead of the Council meeting on 15 December 2020.

Tropic Court Safety Upgrades – In response to residents' expressing safety concerns because people were forced to walk on the road, Council released a plan for comment which was delivered to all residents. Following consideration of feedback Council amended the plan which was distributed. The amended plan was supported by far more residents and the upgrades proceeded.

Human Resources

Human Resources continues to administer a broad range of generalist human resource functions.

Council's draft Certified Agreement has now received an in-principle agreement from all unions involved with these negotiations. The staff consultation process will commence in mid-January 2021.

As we progress into the end of year staff training activities have included a range of legislative and professional development training from in-house information sessions, short courses and accredited training. Staff have recently participated in specific workplace health and safety training including accreditation in First Aid and CPR, Emergency Warden and Breathing Apparatus. Through funding from Constructions Skills Queensland (CSQ) a number of staff were eligible within Civil Construction and are currently undertaking a range of competency based gap training or formal qualification from Certificate III to Diploma.

Staff turnover due to resignation and retirement of several staff and internal staff movements has seen Human Resources manage the recruitment and selection of several positions.

Workplace Health & Safety

Workplace Health and Safety presented the fifth quarterly report to the Workplace Health and Safety Management Meeting on 2 December 2020.

A safety audit on Council's WHS Management System will be conducted on 12-16 April 2021. WHS advisors and Health and Safety Representatives continue to work on the action plan to help promote and improve safety in the workplace and strengthen safety culture.

A new front-mounted slasher was purchased for the tractor at the Mossman Depot. This front-mounted equipment will help to alleviate operators twisting whilst in reverse operation. Workers and mechanics have been inducted and some minor modifications are being implemented.

Property Services

A Lease Framework project has been undertaken to review all Council leases and templates including shared user agreements which is in its final review stage pending other Council Department comments.

The Property Team are currently finalising new leasing/permit arrangements with:

- Port Douglas Tennis Club
- Mossman Horse-riding Club Inc
- Alexander Bay Sporting Club Inc.
- Douglas Hockey Association Inc.

Council has purchased vacant land in Mossman with settlement date late January 2021 and have purchased the Mossman Golf Club from Douglas Community & Sports Club Inc.

The newly formed Mossman Golf Club has now entered into a Management Agreement with Council for the next 3 years.

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

The re-launch of the **Buy Douglas Build Douglas** Christmas edition and various Christmas events drew the focus of communications output towards the end of the first quarter for the Media and Communications Unit.

Key Highlights:

- Council's website recorded 115,198 page views from 39,762 users during this quarter. (Page views up 26%, Users down 6.9%)
- The average time spent on 1 minute and 41 seconds

Top ranking news posts were:

- Passport for FNQ to get people to Do It In Douglas
- Do It In Douglas 2020 Christmas Events Program unveiled
- Mossman sugar mills sweet new neighbour offers a boost to cane farmers
- Mossman NAIDOC Week 2020
- Mayors 2020 Christmas Appeal

Key October to December Statistics:

Media Releases: 46

Media Enquiries: 16

Public notice advertising: 40

Council Grants Program

Major Grants, with funding up to \$10,000.00 (GST Exc), with an annual Round, closed the last Friday in September, with ten applications received and five offers of funding made in November 2020. Details of successful recipients will be advised when funding agreements are finalised.

Micro Grants, with funding up to \$1,000.00 (GST Exc) have monthly rounds, opening the first Monday and closing the last Friday of each month (until funds are exhausted).

Grants Awarded for the Quarter

Successful Applicant	Project	Amount Awarded (GST Exc)	Stream/Round
Port Douglas Community Services Network Inc	Enhance Community Engagement	\$1,000.00	Micro
Mossman & District Gymnastics Club Inc	MDGC 2021 Open Day 30 January 2021 Come and Try	\$903.00	Micro

Successful Applicant	Project	Amount Awarded (GST Exc)	Stream/ Round
Douglas Theatre Arts Group Inc	Douglas Shire Christmas Carols Online	\$1,000.00	Micro
Mossman Squash and Tennis Club	Club 2021 Come and Try	\$867.00	Micro

Grants Acquitted for the Quarter

Grant Recipient	Project and Outcomes	Amount Acquitted (GST Exc)
Port Douglas Surf Lifesaving Club Inc	Held a one-day Bree Masters Sprinting Clinic for children between 7 and 16 years old.	\$1,000.00
Great Barrier Reef Research Expeditions Inc T/a Great Barrier Reef Legacy	Produced an environmental children's book "Everything flows to the sea" written by Caitlin O'Neal and illustrated by Alyssa Jackson for children of the Shire, launched at Mossman State High School and distributed to children in the Shire. An online version is available at Everything flows to the sea (greatbarrierreeflegacy.org)	\$1,393.00
Lenice Schonenberger	Created a mural on the Newell Beach Esplanade featuring creatures of the Great Barrier Reef and Kuku Yalanji Indigenous artworks.	\$4,000.00



Image: Bree Masters Clinic poster



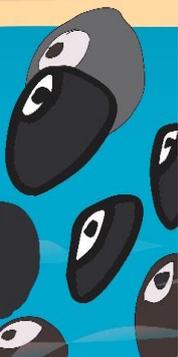
Image: Bree Masters Sprint Clinic



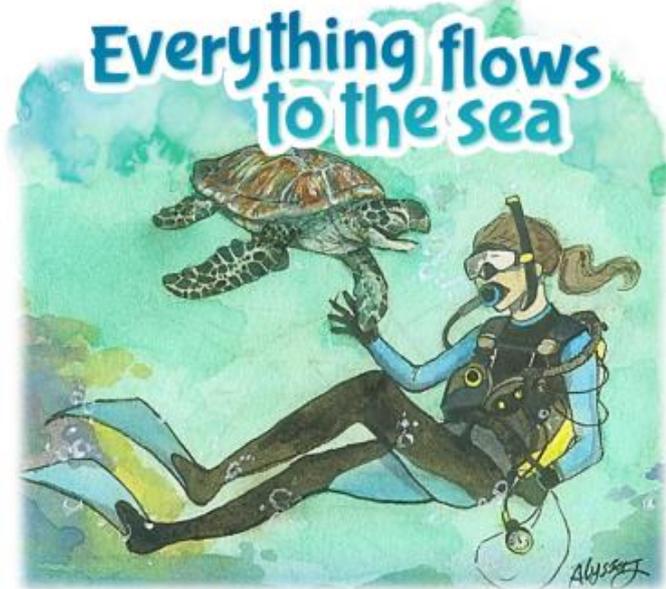
Image: Bree Masters Sprint Clinic



Image: Bree Masters Sprint Clinic



Local teens create children's book
with environmental message



Written by Caitlin O'Neil
Illustrated by Alyssa Jackson



This project was made possible thanks to



Image: Great Barrier Reef Legacy – Everything flows to the sea poster



Image: Everything flows to the sea Illustrator Alyssa Jackson and Author Caitlin O'Neil



Images: Kate Cooper, Loretta Pierce, Lenice Schonenberger – Mural Newell Beach Esplanade

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 December 2020, with value of in-kind assistance and fee waiving approved totaling \$1613.64 (GST Exc).

Further information 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
First 5 Forever Innovation Micro	State Library	Music matters	\$4,601	05/11/2020
First 5 Forever Innovation Micro	State Library	Engage the Disengaged	\$4,545	05/11/2020
SES Support Grant	State Govt	SES vehicle	\$30,000	30/11/2020
SES Support Grant	State Govt	SES Accommodation fit out	\$14,000	30/11/2020
Terrain Building Rainforest Resilience	Aust Govt	Wangetti Habitat Management	\$20,000	02/11/2020

Application Outcome

Grant	Funding Body	Project	Amount	Outcome
First 5 Forever Innovation Micro	State Library	Music matters	\$4,601	Successful
First 5 Forever Innovation Micro	State Library	Engage the Disengaged	\$4,545	Successful
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	Pending
Great Barrier Reef Foundation	Aust Govt	Promotion of Sustainable Fishing Practices	\$15,000	Successful
Queensland Resilience and Risk Reduction Fund	State Govt	Mobile Generator Mossman Wastewater Plant	\$23,933	Unsuccessful
Queensland Resilience and Risk Reduction Fund	State Govt	Three floodgates Wharf Street Port Douglas	\$208,244	Successful
Queensland Resilience and Risk Reduction Fund	State Govt	Concrete Floodway – Forest Creek	\$265,380	Unsuccessful
Community Road Safety Grant	State Govt	Safe Cycling Program 4 K.I.D.S (Kids in Douglas Shire)	\$18,454	Successful
Reef Assist Program	State Govt	Dune Rehabilitation in Douglas	\$445,000	Successful
Regional Arts Development Fund	State Govt	RADF 2020-2021 Program	\$29,500	Successful
Council of the Ageing	State Govt	Tai Chi and High Tea	\$1,000	Pending
Principal Cycle Network	State Govt	Junction Road to Cooya	\$1.25M	Successful

FINANCE AND CORPORATE SERVICES

Procurement

Contracts

- Waste management contract
 - New contract commenced 11 January 2021 with several meetings held (with and without the vendor) during this report period
- Water meter reading tender issued (new contract due to commence 8 February 2021)
- A number of W&WW contracts solicited, evaluated and awarded
- Lawn mowing contracts commenced (x 3)
- Assisting with Daintree River Ferry contract
- Assisting Facilities Manager with various facilities projects/contracts including Sugar Wharf
- Assisting Open Spaces with playground and park contracts
- Prepared responses for vendor inquiries
- Served in an advisory capacity for Wonga Beach Caravan Park lease
- New uniform specification and contract progressed with the aim of releasing the tender documents in Q1, CY2021

Policies / Procedures

- Section 254J of the [Local Government Legislation \(Integrity\) Amendment Regulation 2020](#) provided for a council meeting to be closed to discuss “contracts proposed to be made by it” (s.275(e)). This reason is no longer an option once the amendments came into force on 12 October 2020. Summary as follows:
 - All matters relating to procurement and contracts must be discussed in open session
 - Advertising for commercial requirements = >\$200,000.00 can be done electronically vice the requirement to advertise in newspapers
 - Councils (primarily elected representatives) should consider what level of information they wish to see in Council reports and Council’s procurement processes updated accordingly
 - FNQROC procurement documents have been updated to specifically refer to the updated legislation and will be uploaded to the portal shortly
 - A Notice to Tenderers (attached) was sent to existing tenderers to notify them of the changes
 - Draft award summary sent to the PMO for review/approval
- Supplier Code of Conduct approved, posted to Council’s website and shared with Council’s vendors

Vendor Panel

- Council is using Vendor Panel as its primary means of requesting quotations and tenders
- The response, particularly from local vendors, has been positive
- Process and functionality challenges were raised by DSC personnel and continue to be worked on
- DSC personnel continue to receive practical training from Procurement staff

Grants

- Evaluated grant applications (first time doing so)

Process Reviews

- This reporting period, in particular, provided an opportunity to closely scrutinize Council's commercial actions that required improved contractual mechanisms and, in some cases, rationalisation
- Business cases for specific Council requirements/functions have already been developed with more likely required
- Data analytics to play a major role in assessing Council expenditures
- Annual orders reviewed and recommendations made as to their effective use moving forward
- There appears to be opportunities for additional cost savings across a number of DSC sections
- Council signed up for a platform known as Nex Gen which is a free data analytics offering from Local Buy. Subscribing to Nex Gen also negates the need to pay Council's annual vendor Panel subscription fee (approximately \$16,000.00)

Communication

- Continuing to build relationships with FNQ councils
- Hosted FNQROC Procurement Workshop (in Port Douglas) in November
- Provided Council's Management Team with detailed procurement presentation

Finance

Revised Budget

The Budget Revision for 2020-2021, alike the original budget has been 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 revision was workshopped with Councillors and was adopted by Council on 24 November 2020. Unfortunately, Council finds itself facing a large deficit and the budget revision final operating result is very close to the original budget deficit, despite additional budgetary impacts by Covid-19. Revised budget net operating result \$3.664m deficit (original budget \$3.684m deficit). Council officers managed to mitigate the impacts of Covid-19 by identifying savings in other areas, without any reduction in services (unless Covid-related).

Council wishes to thank the Finance Team for all their hard work creating the revised budget, especially Team Leaders Jo Nicholson and Sandeep Tut.

Covid-19 Relief measures

During the quarter, Council continued to implement measures to support the community during Covid-19:

- 50% rebate of Daintree Ferry Fees for tour buses for October – December 2020.

Financial Statements and Audit Clearance

The audited Financial Statements were adopted at the Special Council meeting on 9 October 2020. The Queensland Audit Office final management report for 2019-2020 was adopted at the 27 October 2020 Council meeting.

Valuation of Assets

Cardno have been engaged to conduct the revaluation of the following asset categories:

- Buildings and Other Structures
- Land and Land Improvements
- Water Assets

The valuations were due to commence early January however have been rescheduled to late January due to Covid-19 developments in Brisbane.

Asset Management

The final Asset Management Plan, the Transport Asset Management Plan, has been drafted and reviewed by the Transport team. Some minor changes are required before it is submitted for acceptance. 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 Q3/Q4 and be reviewed with the Capital Works Project List and Capital Works Budget. Initial work on the priorities for the next 10 years of the Capital Works Project List has been undertaken, however more prioritisation is required 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 awaiting final review by ICT (Information & Communications Technology) before release to the two promising front runners.

Rates

Half Yearly rate 2nd reminder notices (over \$50.00 outstanding) were issued on 8 October and solicitor's letters of demand (over \$1,000.00 outstanding) were issued on 28 October 2020.

Statement of Claims (Summons) were issued to 39 assessments in November 2020 where the rates and charges were owing prior to 31 December 2019. Other Debt recovery processes are also ongoing.

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 financial situation.

Ratepayers who had existing arrangements to pay for outstanding balances on either their rates or water accounts, received a courtesy balance letter during the first week of December with a request to have the account paid in full no later than 31 December 2020. As at 31 December 2020, 92.76% of rates were collected by this date.

Supplementary Rate Levy notices were issued on 30 October 2020 with a due date of 1 December 2020. These notices were for the amendment of charges due to requests (e.g. additional bins), buildings that have been completed or changes in rating valuations.

Water notices were issued on 5 November 2020, with a due date of 8 December 2020.

Council has conducted a full pension verification as per State Government Regulations. This verification process reviews all current pension remission holders to determine the continued eligibility of State and Council pension remission.

ICT (Information & Communications Technology) Service

The project to change Council's ICT environment from its current cloud-hosting model to an "on premises" model went live on 20 November 2020. This date was imposed as the cloud hosting provider unexpectedly announced the closure of the datacentre where Council's systems were hosted. This cut short the time available to finesse systems configurations, scope and re-apply eMail security and generally test.

The day after Go-Live, all systems were available to be used and generally there was no disruption to Council’s function or people’s productivity. This outcome was well received by staff and generally exceeded expectations.

For such a large change, where every system was rebuild from scratch and implemented in a “big bang” fashion, this was a great reflection of the effort the IT Team and it’s service partners put in to “get it right”.

Helpdesk calls surged, as expected, in the two weeks following the Go-Live event and it has taken a month or so to resolve these and get calls under control.

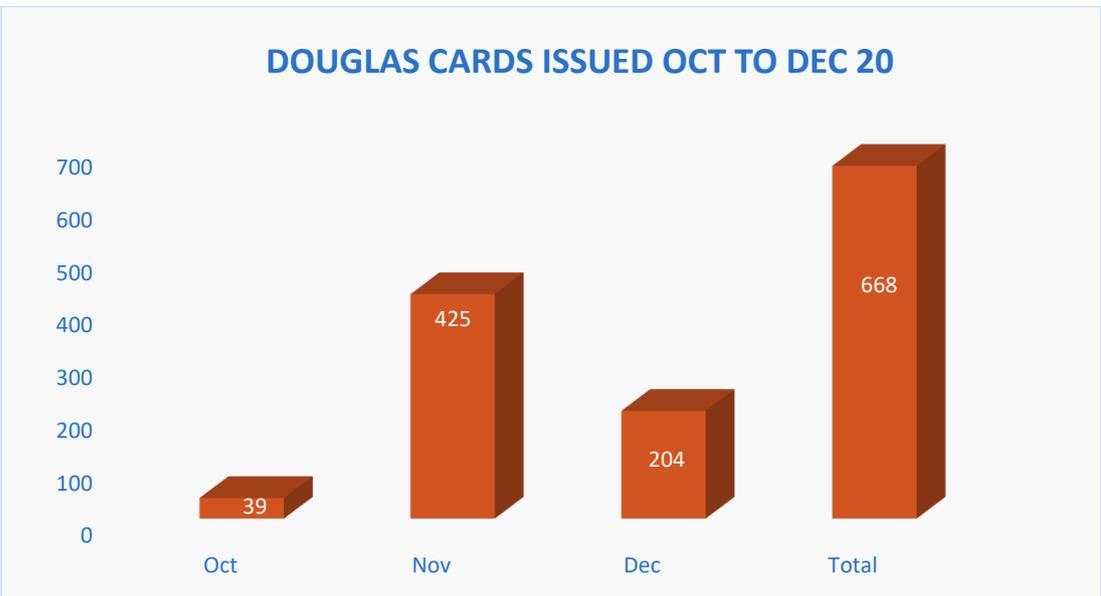
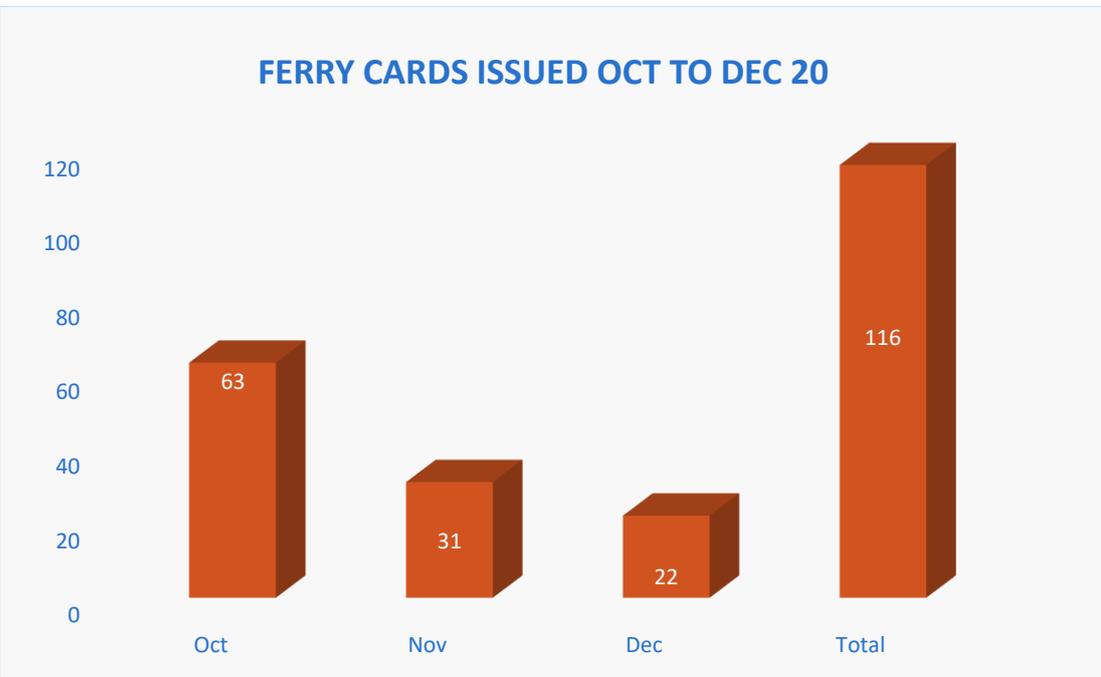
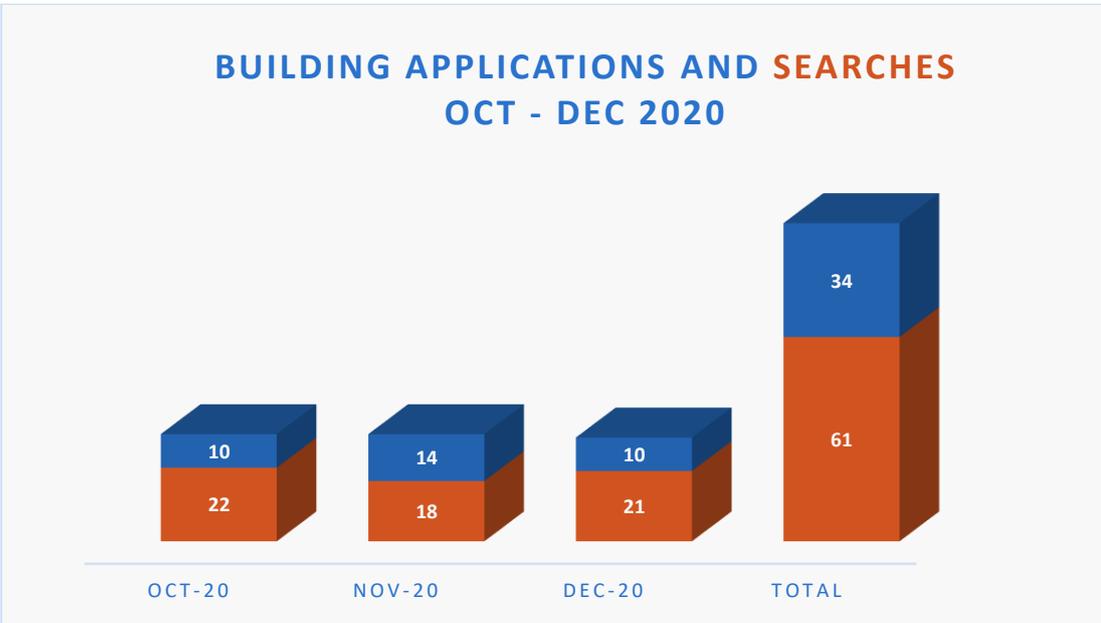
The 3 remaining deliverables; a Cloud Hosted Disaster Environment, Redesign of the remote access infrastructure (for the Post Covid / work from home world) and additional security measures, will be worked on during the next six months.

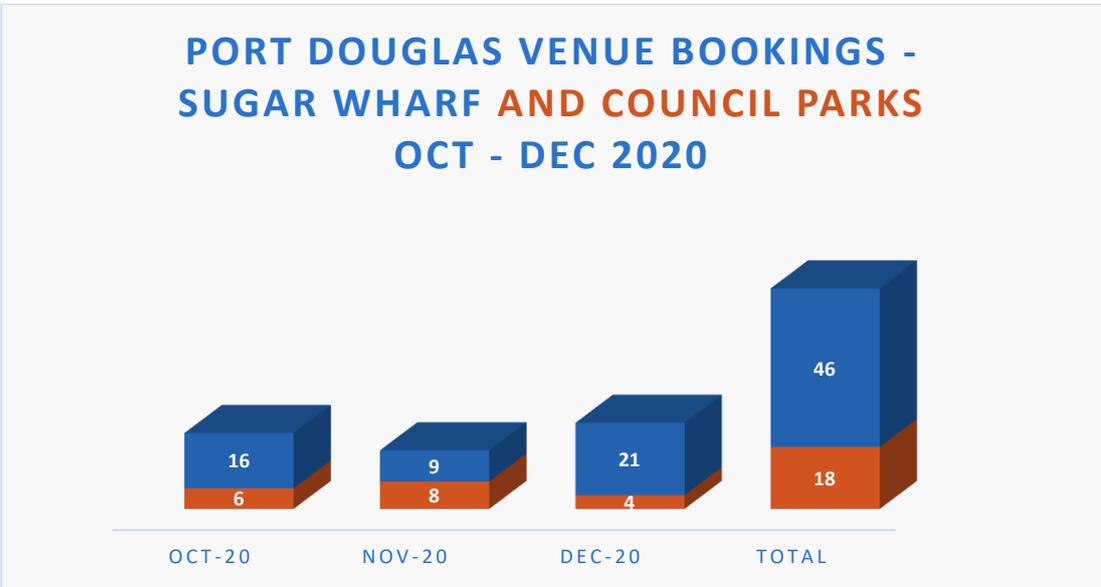
The project to refresh Council’s inter-office network (moving to newer technologies and services, at reduced cost and with great bandwidth) has been delayed by Telstra’s change freeze over the festive season and is now expected to be complete by March.

In the next period, the main operational project is a major upgrade to Council’s Enterprise Software Suite (which is used by all areas within Council). Strategically the main activities will be planning and budgeting the work plan for the next financial year

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







Records

During this period, the Senior Records Management Officer has been heavily involved in assisting the ICT Team with the system and user configuration of various applications for the change to the new work environment bringing everything back locally into the office. This was a successful transition that occurred at the end of November that has had some minor hiccups that have been worked through and most rectified along the way.

The next future project is the revising of Council’s template used for the Council Meeting agenda in preparation for the move forward of training in utilising the minutes component of the same application software used for creating the Council Agenda’s. This is due to commence end of January with testing to occur through to March 2021.

GOVERNANCE

General Governance

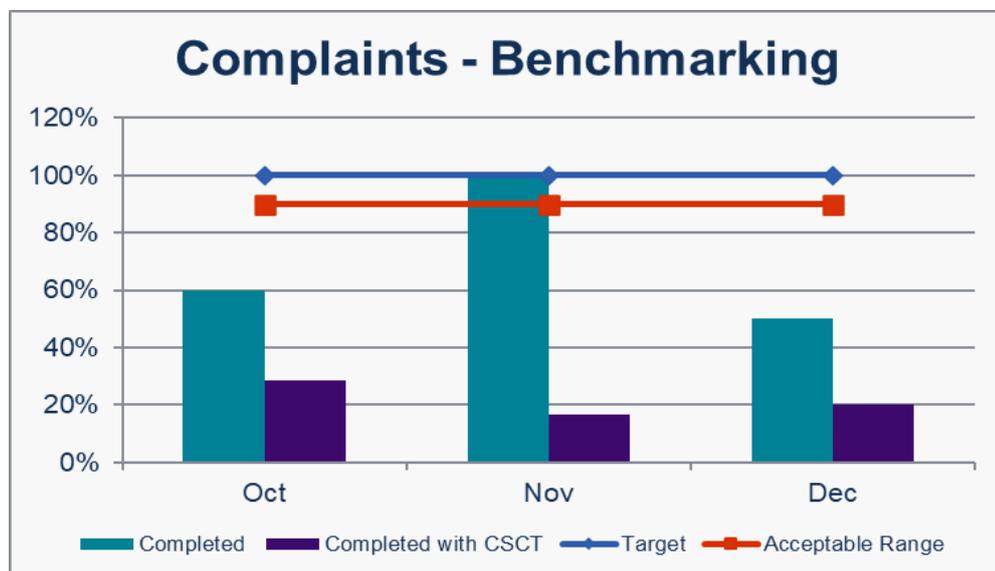
The ongoing review of the Governance Unit of Council has continued and enabled the governance function to work on actions relating to Governance, Compliance and Performance issues in the organisation and to further highlight the actions required.

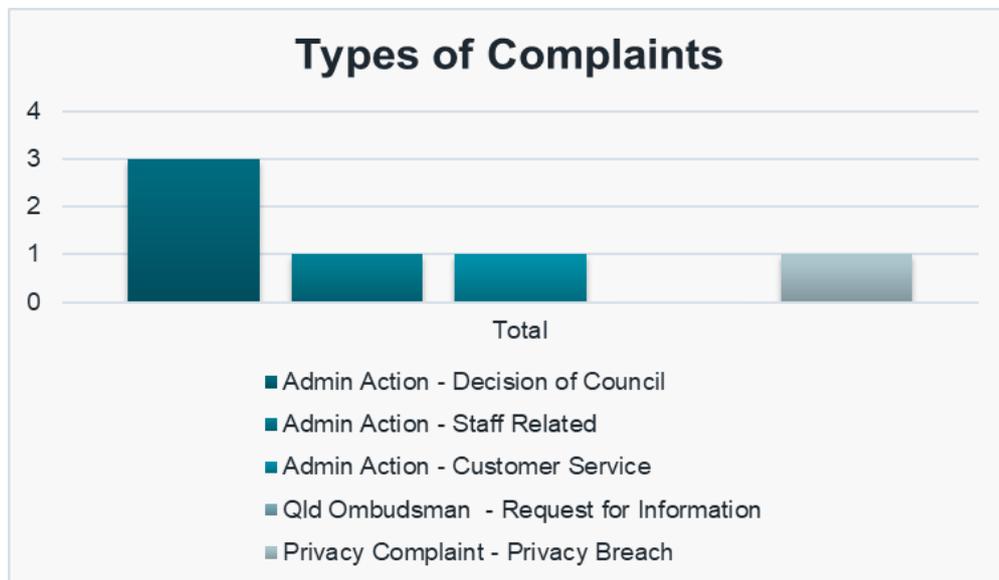
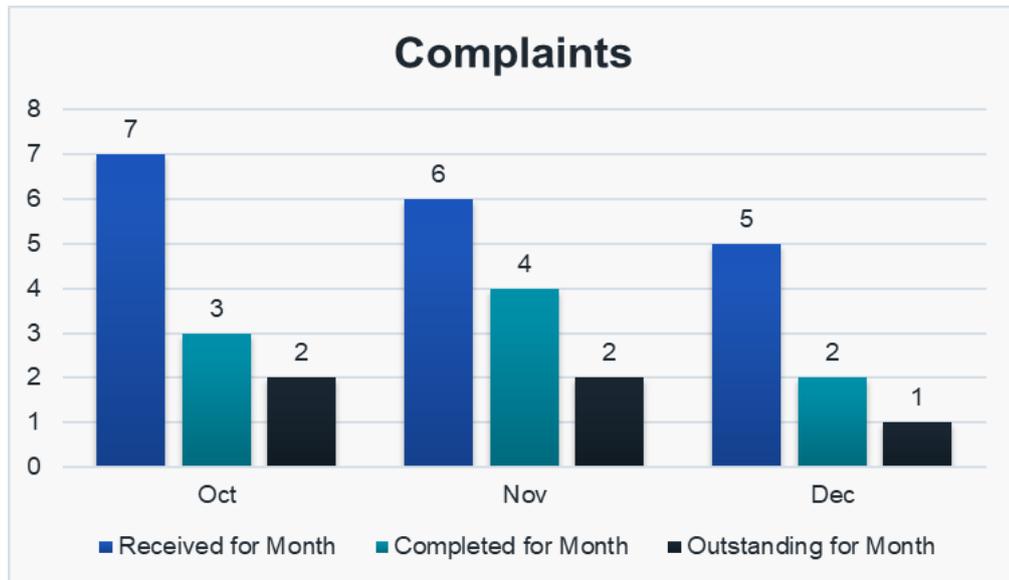
This review has continued to ensure that Council is meeting its statutory requirements and delivering outcomes for the organisation and community.

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.

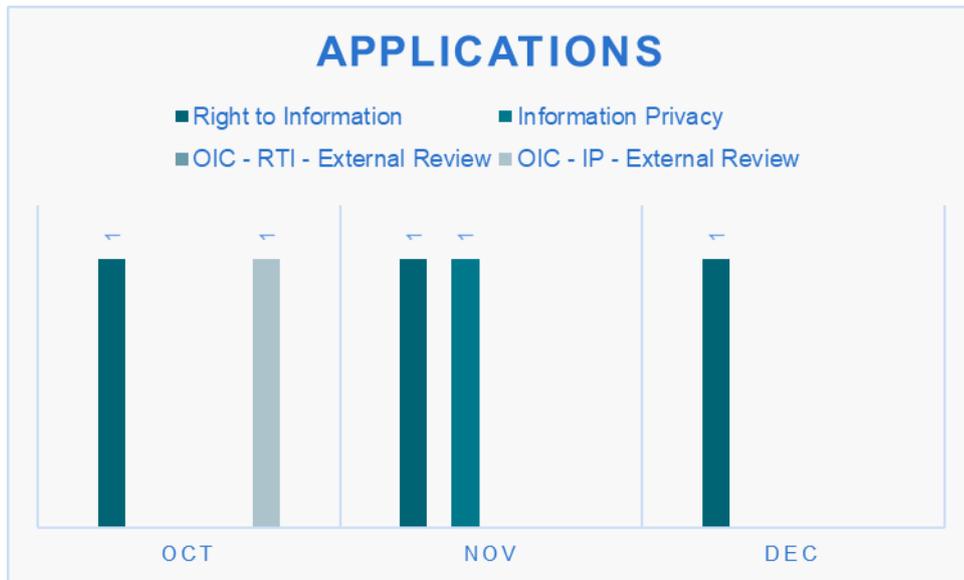




Right to Information and Information Privacy

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.

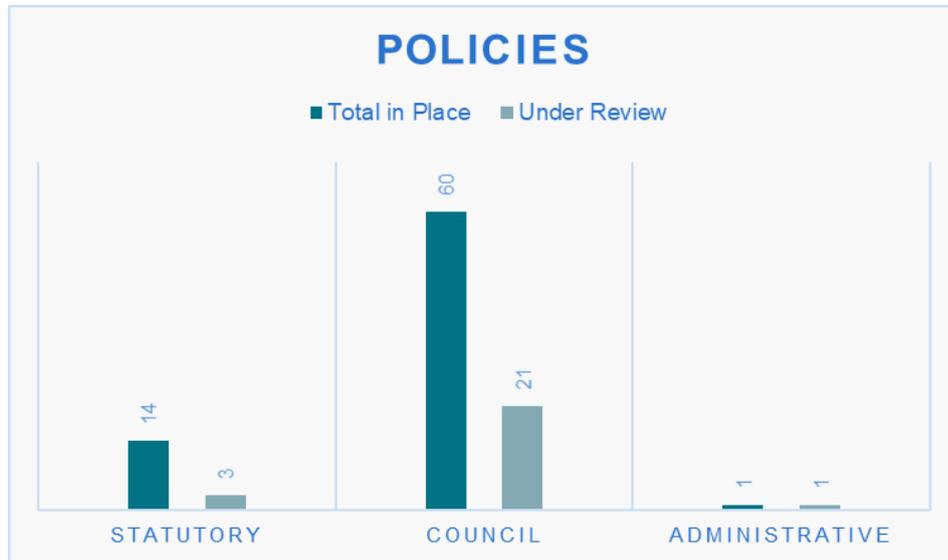
Administrative Access to Information – this refers to the release of information other than a formal access application under the RTI or IP Acts. Administrative access schemes are generally reactive, but also include proactive schemes for disseminating information in advance of requests, such as in publication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

Legislation Compliance Register (LGAQ Compliance Service)

This Compliance Service provides over 4,000 up to date obligations from a wide range of legislation applicable to all of Local Government. Arising from legislation and regulations are certain legal obligations which may cause a council to:

Legislation and regulations must be abided by, due to their non-negotiable and mandatory nature. Failure to abide by legislation or regulations can have consequences to a council. The DSC Compliance database has been a work in progress for a number of months and planned roll out to all staff is to commence in October 2020. Reporting will commence in the 3rd Quarter of 2020.

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.

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 progress

Audit Committee

An Audit Committee acts as an advisory body independent of management and internal and external audit and should report direct to the Council. The purpose of the Audit Committee is to provide assistance to the Mayor and the Council. The Audit Committee Policy and Terms of Reference have been adopted by Council. The Queensland Audit Office identified an internal control issue in the 2019 Interim Report. Council called for Expression of Interests to recruit two external members in December 2019.

Council endorsed the recommendations for the appointment of the External Chair, External Member, Mayor and Deputy Mayor as the Douglas Shire Council Audit Committee. The first meeting of this Audit Committee was held in December 2020.

ENVIRONMENT AND PLANNING

Planning

Storm Tide Flood Investigation Project

The project has progressed with the modelling completed on the nominated urban and coastal communities.

A draft report has been provided to Council from the consultants and this is being reviewed for comments and finalising prior to being reported to Council.

The draft report 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.

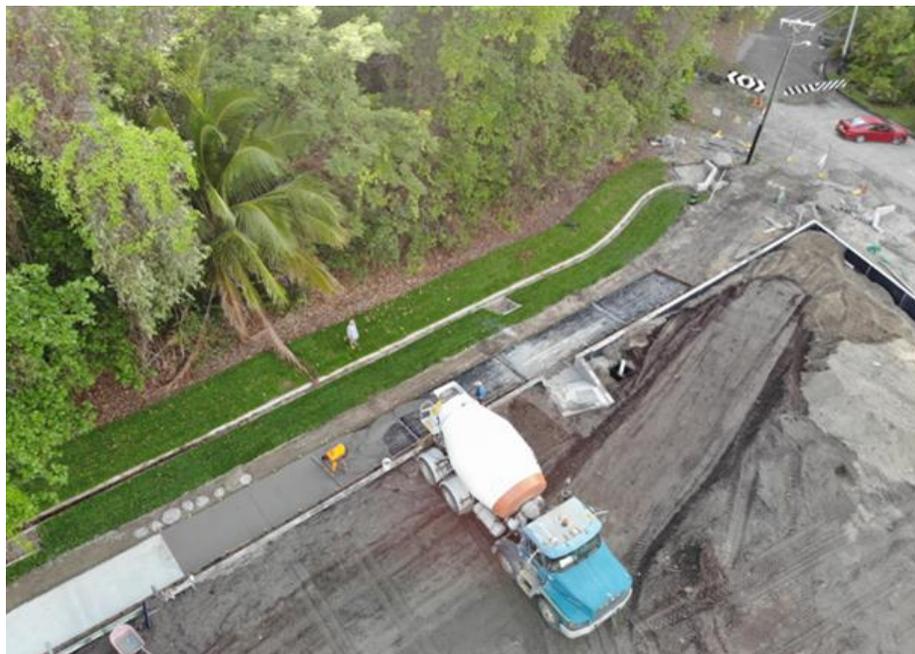
Langley Road - Port Douglas

Construction is nearing completion for the creation of 15 residential lots at Langley Road Port Douglas.

The approval was amended to undertake the development in two stages with the first stage being the residential lots fronting Andrews Close. However, due to better than expected interest in the land release, the developer has progressed with the construction of all lots.

Final as-constructed documentation and other supporting information is being prepared by the consulting engineers at present. It is anticipated that a Works Acceptance inspection will be undertaken in the coming weeks with the civil works (new road, on street works and footpaths) going on-maintenance as part of the delivery of donated assets to Council.

Photos of the development site during construction are provided below.



Images: Photos of the development taken at the end of November 2020



Image: Photos of the development taken at the end of November 2020

Wabul Street - Craiglie

Civil works are well advanced for the approved 32 lot residential subdivision located to the south of Port Pacific Estate at Craiglie.

At the Ordinary Meeting held 28 July 2020, Council provided a commitment of \$1M in the 2021/22 Capital Works Budget towards the delivery trunk infrastructure works being constructed as part of the development.

Despite the full extent of creditable infrastructure works not being finalised, sufficient comfort was provided to the Applicant regarding the extent of creditable works which enabled construction of the estate to commence prior to the on-coming wet season. Discussions on the extent of creditable works are ongoing.

Once established, an Infrastructure Agreement will be entered into between Council and the developer.



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

Fairmont Resort - Port Douglas

A revised development application has been submitted for the proposed Resort located at 71-85 Port Douglas Road as a consequence of a number of discussions held between the Applicant and the Planning Department.

The development application now seeks approval for a Resort Complex as defined under the Planning Scheme which makes the development application Impact Assessable and subject to public notification.

The proposed development includes an integrated resort facility comprising 253 accommodation rooms for the purposes of short-term accommodation, 2 Food and drink outlets with a combined gross floor area of 1,844 m² and a Function facility with a combined gross floor area of 1,866m².

Ancillary uses and services include car parking, reception, office, gymnasium and outdoor recreational facilities.

The proposed Fairmont Resort will be the first Fairmont International Resort in Australia aimed at a 5 Star+ luxury experience.

The revised development application is currently being referred to Cairns SARA (State Assessment & Referral Agency) due to the Port Douglas Road being a State-controlled Road. Council will be issuing an Information Request seeking further clarification and supporting information on a range of planning and infrastructure related items.

A full copy of the application can be viewed on Council's website.

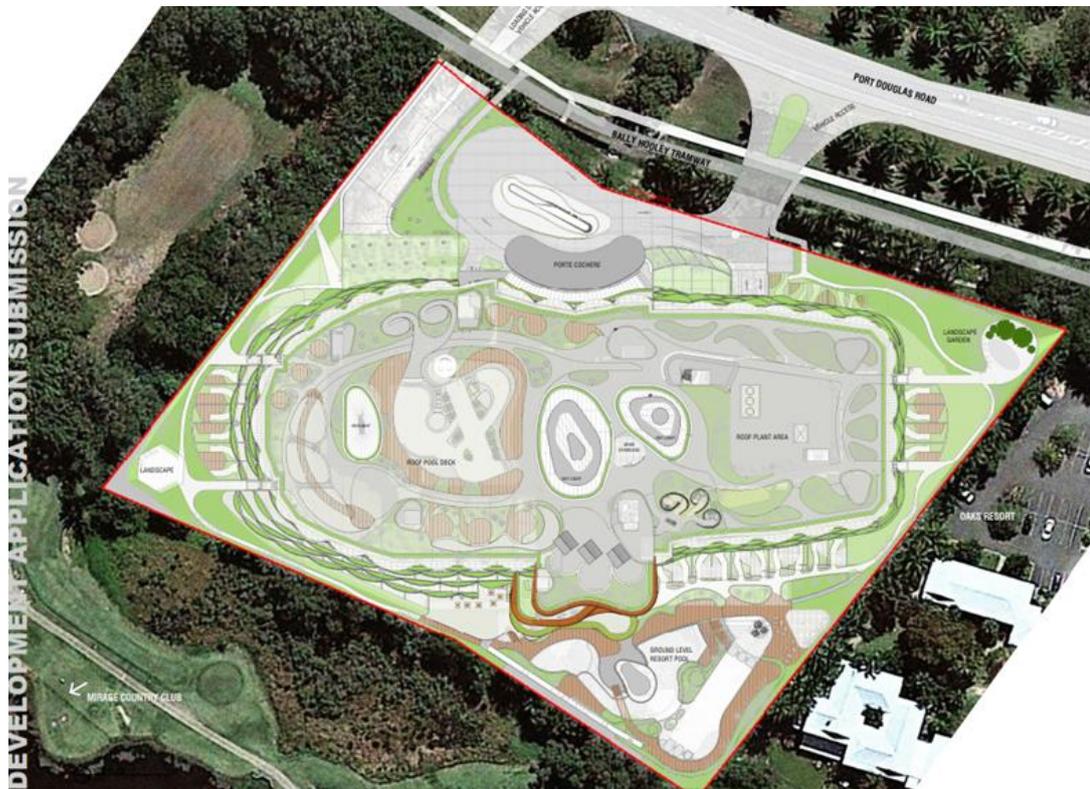


Image: Site Plan

69 – 73 Murphy Street Port Douglas

A development application has been submitted over land located at 69 – 73 Murphy Street Port Douglas seeking approval for Multiple Dwellings, Short Term Accommodation and Food and Drink Outlet.

Plumbing and Drainage

Council has received 35 Plumbing applications in the report period and conducted all required Trade Waste inspections and Notifiable work audits for QBCC.

Local Laws

In the period October to December, Local Laws Officers responded to a total of 248 customer requests/complaints, significantly less than the previous quarter. The reduction may be due in part to people returning to work and school and getting on with the new “normal”. Traditionally there is also a reduction in illegal campers due to the sultry, tropical weather returning.

Local Laws Officer (Identified)

In late December a vacancy for a Local Laws Officer (Identified) was advertised to improve collaboration and compliance relating to local laws and animal management within the local indigenous community.

The role is consistent with Council’s Corporate Plan and draft Reconciliation Action Plan and will improve service, safety and efficiencies. It is envisaged that the role will provide similar success to that of the Police Liaison Officers and provide cultural learning and understanding within the team.

Douglas Pets launched on Facebook

At the beginning of November, Council’s Media team assisted Local Laws to launch the Douglas Pets Facebook page, dedicated to the promotion of responsible pet ownership and helping get pets back with their owners. The page currently has 365 followers, with the number steadily climbing. The page allows the team to tailor content to a specific audience and to address animal related topics.



Image: Douglas Pets Facebook Page

Port Douglas Boat Harbour Pile Moorings

Work is now almost complete on the replacement of damaged and rusty fittings on the pile moorings - 8 out of 46 piles still to be completed. The new infrastructure is marine stainless steel and so the fittings should last past the life of the moorings.

Once boat owners have had the opportunity to tie to the new fittings, all of the old hardware will be removed and disposed of. This work will be completed by February 2020. 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 October to December 2020:

- Domestic waste: 1,134 tonnes
- Domestic recycling: 235 tonnes
- Commercial waste: 283 tonnes
- Commercial recycling: 27 tonnes

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

- Co-mingled recyclables: 37 tonnes
- Scrap metal: 115 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 531 tonnes
- Asbestos: 1 tonne

New Kerbside Collection Contract

Mobilisation activities took place for Council's new kerbside collection contract commencing on Monday 11 January 2021. Whilst the new tendered contract was awarded to the incumbent contractor Cleanaway, the new contract will result in a number of changes which include:

- New larger trucks with enhanced cameras and safety features.
- Approximately 1,300 properties will experience a service day change.
- Commercial properties which are currently over-serviced will be brought in line with their entitlement. This is necessary given the Cleanaway invoicing will change from 'per uplift' to 'entitlement'.

A number of communication activities were undertaken in December 2020, this included:

- Letter drop to properties impacted by a change of service day, delivered either to front doors or attached to empty bins. The letters detailed the change and included a new 2021 bin calendar.
- VMS board for South Mossman advertising the new bin day.
- Council's website was updated: <https://douglas.qld.gov.au/environment-water-and-waste/waste-recycling/wheelie-bin-formation/>
- Information pack prepared for Council's Customer Service Desk preparing officers for customer enquiries.

In order to keep disruption to a minimum, the majority of commercial properties (with the exception of South Mossman) remain unchanged in the new contract.

Mossman Gorge Bin Stickers

Council officers have been working in partnership with the Mossman Gorge community to design and install stickers on the community's 68 household general waste bins. The stickers were designed by Yalanji Arts artists Karen Gibson and Andrew Gibson, and aim to make the bins colourful and provide a sense of ownership.

An artwork licence agreement exists between Council and BBN/Yalanji Arts to restrict the use of the bin stickers to the Mossman Gorge community and for promotional purposes.

Council's kerbside contractor, Cleanaway assisted the project by installing new red lids on the 68 bins and by giving Council permission to place stickers on the kerbside bins.



Images: Mossman Gorge Bin Stickers - 'Keep our community tidy, put rubbish in the bin'.

Sustainability

Port Douglas and Daintree Achieve Ecotourism Level Certification

The Council and destination Port Douglas & Daintree were awarded Ecotourism level ECO-certification after successfully completing 90% of the internationally recognised Green Destinations standard for sustainable tourism. This comes only a year after the Council was awarded a Nature level certification with 80% of the completed criteria. While the destination is kicking goals in working towards sustainable practices, also the local tourism industry has done their part.

This year two different tourism operators in Douglas Shire joined the Ecotourism Australia's Hall of Fame. The Daintree River Cruise Centre and Sailway were recognised for being ECO certified for 20 years. The certification is internationally recognised and shows the operators' commitment to deliver quality tourism experiences that care for the environment we live in.



Image: From right Council's Sustainability Officer Ada Pasanen, Tourism Port Douglas CEO Tara Bennett and Daintree River Cruise Centre Owner Kianna Lafferty

Erosion and Sediment Control

Council staff have been actively involved in erosion and sediment control work by joining Erosion and Sediment Control Regulatory and Compliance Capacity Building Workshop which was led by Healthy Land and Water. During the workshop, Council staff learned about sediment pollutions during construction phase, impacts to receiving environment and how to manage erosion and sediment control accordingly.

Additionally, the Council teams joined Urban Water Stewardship Framework Workshop which was led by the Office of Great Barrier Reef. In this workshop, the Council officers evaluated Council's processes in managing urban waterway quality by means of erosion and sediment control, stormwater management and point source control. The development of Urban Water Stewardship Framework is a requirement of the Reef 2050 Long Term Sustainability Plan. The framework has a goal of encouraging good urban water management practices and improving water quality outcomes.

Disaster Management

Mitigation

LDMG meetings were held during the period and several awareness raising activities were also undertaken by Alexandra Marsh, Georgia Graham, Lisa Golding and Jamie Kleinhans at the CWA Mossman, Internal staff meetings (Toolbox Talks with Civil and Open Spaces), Port Douglas Neighbourhood Centre, BBNAC and interviews with the LDMG chairperson and DMO at Fab FM.

The Douglas Disaster Information 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. As part of the Monsoon Trough Recovery Grant four screens have been rolled out at council locations with another three being planned for remote communities in 2021.

Phase 2 of the feasibility study for the Douglas Shire Multi-Purpose Disaster and Training Coordination Centre has been advertised on Vendor Panel and awarded.



Image: Douglas Disaster Digital Noticeboard at Port Douglas Library

Preparedness

LDMG

From 2 to 6 November the Douglas LDMG participated in the Cairns DDMG annual functional exercise Semper Paratus 2020. This exercise involved completing Requests for Assistance, establishing Resupply training needs, satellite telephony, testing critical power sites and among other things Emergency Alerts (EA).

Two new advisors have been appointed to the Douglas LDMG, namely Michelle Lyons (Principal Mossman State High School) and Rebecca Hayes (Ozcare Port Douglas).

Several official documents have been compiled and signed off for the provision of services in relation to preparing for, responding to, and recovering from emergency events. These include a Memorandum of Understanding (MoU) between Douglas Shire Council and the Australian Red Cross, a MoU between Douglas Shire Council and QFES to support the SES, a MoU between Douglas Shire Council and DTRM Far North District to allow for road operations image sharing and a Memorandum of Agreement (MoA) between the Douglas LDMG and the State of Queensland (Department of Education) to provide temporary access to the Port Douglas Cyclone Shelter.

Douglas Shire Council is an active member of the FNQROC Regional Procurement program for the implementation of Queensland Reconstruction Authority's (QRA) Flood Warning Infrastructure Network Project. Wayne Kristalyn from the PMO will continue to administer and implement this project.

MOSSMAN SES GROUP

In November the Mossman SES Group actively supported and participated in the Mossman Annual Road Crash Scenario. In December a new Group Leader was appointed– Karen Petherbridge. As part of Re-energizing Queensland, the Mossman SES Unit will be better equipped this storm and cyclone season after it received two brand new defibrillators. The donation coincided with International Volunteers Day, raising awareness of people devoting their time to help others. On 14 December, the Mossman SES Group also had a friendly bowls competition with local Mossman RFS and QAS colleagues.

In December the Mossman SES Group received training in Evacuation Centre Management. This training was facilitated and covered the Queensland Disaster Management Arrangements, understanding of the processes and stages of evacuation, as well as specific training in the different roles and responsibilities of evacuation centre personnel.



Images: Interview with the Mossman Local Controller, Mossman SES Group Leader and new resources

On 13 November 2020 TPDD launched their Tourism Operator Strategy. These user-friendly guides have been developed to provide guidance and support for tourism operators across the Douglas Region who may experience the consequence of major incidents, disasters or crisis upon their operators. The DMO was actively involved in the compilation and peer review of the documents. This will assist tourism operators to recover sooner and increase confidence for our visitors. The document can be downloaded from: <https://www.visitportdouglasdaintree.com/>.

This project was jointly funded under the Commonwealth and Queensland State Disaster Recovery Funding Arrangements 2018 with the support of Douglas Shire Council.



Image: SES Area Controller Peter Rinaudo, Emergency Services Co-Ordinator Nadine Oosen, Tourism Port Douglas Daintree CEO Tara Bennett, Douglas Shire Mayor Michael Kerr and QFES Inspector Stephen Tognolini

INCIDENT MANAGEMENT TEAM 2020-21

With the support the QRA Get Ready funding the Douglas Shire Council Incident Management Team and Cyclone Shelter Team have a cool bamboo look.



Image: 2020-21 Incident Management Team and Cyclone Shelter Team

External virtual training attended during this quarter includes the Meteorology for Disaster Managers Masterclass and Coordinating Teams Operating in Disaster Masterclass.

Internal training with the IMT has been ongoing and the Port Douglas Storm Tide Cyclone Shelter storage room has received a complete overhaul with User Guidelines being updated by Jacob Shearer.

Paul Wrobel (Shelter Manager) has completed several inspections with Open Spaces, AE Smith and Queensland Health/Mossman Hospital.



Image: Cyclone Shelter Manager (Paul Wrobel) and the Open Spaces team working through the Plan

WET SEASON 2020-21

The Douglas LDMG is actively monitoring the outlook for the coming tropical cyclone season is influenced strongly by the La Niña underway in the tropical Pacific Ocean. La Niña often means more tropical cyclones and the current outlook indicates a 66% chance of more than average cyclone numbers across the Australian Region this season. The Christmas Break staff roster was finalised in December.

Response

DOUGLAS LDMG: COVID-19

The Douglas LDMG is still activated for COVID-19 at the Lean Forward level. COVID-19 messaging is being maintained through the Disaster Dashboard, the Douglas Disaster Information Facebook page and the website. The Douglas LDMG continues to receive daily COVID-19 updates. Meetings have been initiated with Douglas Shire Aged Care and Ozcare Port Douglas regarding their preparedness and emergency planning for COVID-19.

During November several departments (Civil, Open Spaces, Mechanical Workshop, Local Laws, Disaster Management) were involved in assisting the Mossman Hospital and Queensland Health with setting up a mobile rapid COVID-19 testing clinic in Port Douglas. Council's Pandemic Working Group is continuing with fortnightly meetings. DSC has also been included in weekly wastewater sampling at Port Douglas Sewerage Treatment Plant that will be analysed for SARS-CoV-2 (COVID-19) RNA fragments at CSIRO. Analysis typically takes 2 working days. Currently, results are being used within Queensland Health to inform public health efforts.

Recovery

RECOVERY GROUPS: COVID-19

During this quarter the QRA have assisted Douglas Shire Council in the compilation of Recovery Reports for the Douglas LDMG. The Buy Douglas: Build Douglas (supporting local businesses from mid-May 2020) has been actively implemented during this quarter. QRA recovery projects have been ongoing – refer to PMO and Civil Infrastructure.

Environmental Health

During October, November and December 2020 the Environmental Health (EH) team continued with usual regulatory work where possible; however, a focus was maintained on ensuring businesses in the Douglas Shire understood and were compliant with the constantly evolving COVID-19 restrictions. COVID-19 CRMs, which includes both complaints and requests for information, continued to trend downwards this quarter. Business in the Shire appeared to be more comfortable with understanding and implementing the Qld Government Covid requirements to business without contacting Council for guidance; Qld Health continued as the lead agency to deal with compliance checks.



Image: COVID-19 CRMs

While still at a higher number than the same period in 2019, the following graph shows that there was a downward trend in the total number of CRMs responded to by EH, including enquiries about food businesses.

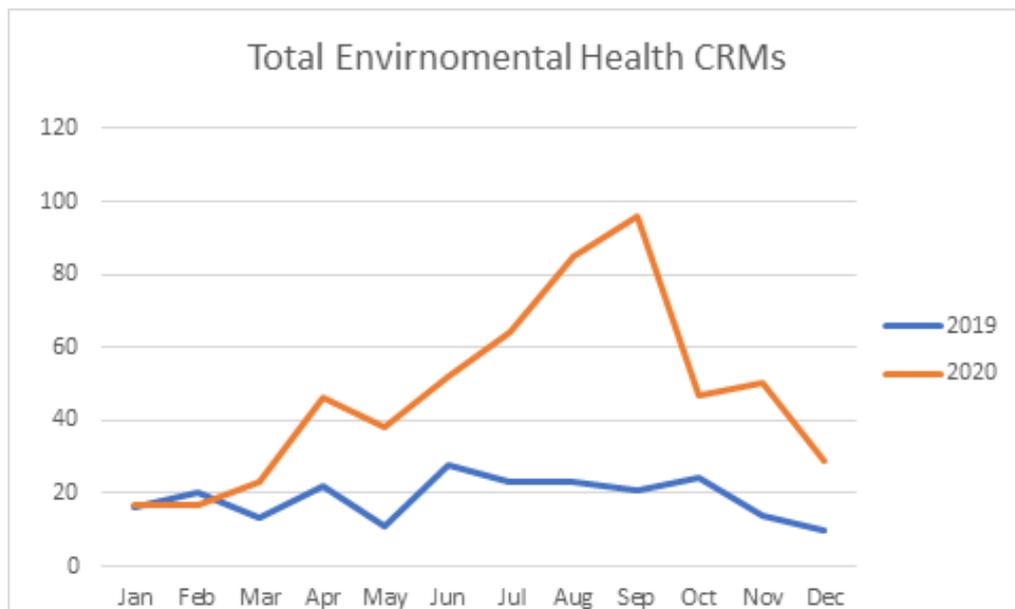


Image: Total Environmental Health CRMs

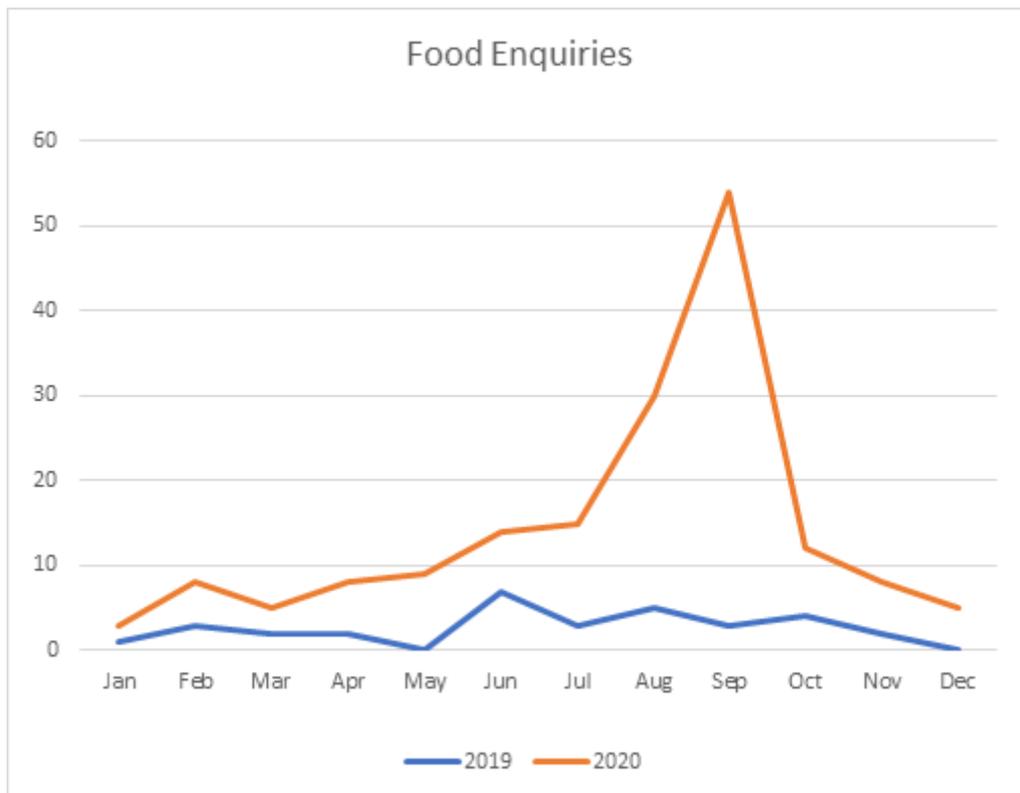


Image: Food enquiries CRMs

However, there was a spike in environmental nuisance complaints.

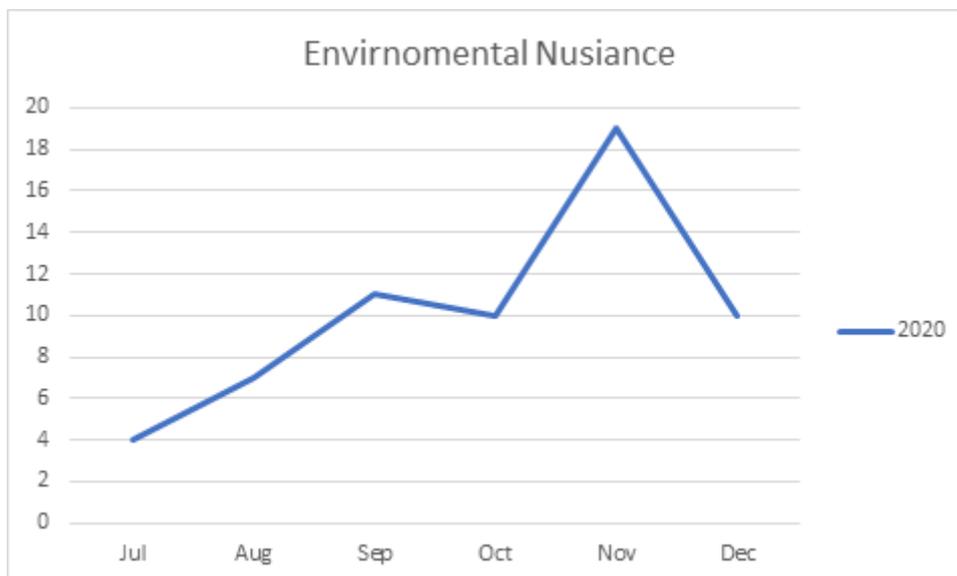


Image: Environmental Nuisance CRMs

Food Licenses

During the quarter EH issued approvals to allow 3 new food businesses to commence operating in Port Douglas and Mossman. 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 enclosures 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.

During the period, EH undertook an estimated 50 annual inspections of regulated businesses with an added check on compliance with COVID-19 restrictions.

COVID Compliance

The EH 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 weekly, then monthly, FNQ Inter-Agency COVID19 Compliance Meetings.

The EH Team became a member and Chair of the newly created Pandemic Working Group and assisted in the development of the Workplace Pandemic Plan and the WH&S COVID Plan.

The Team Leader Environmental Health continued to attend LDMG meetings addressing both the COVID pandemic and the current cyclone season. The EH Team finalised the Environmental Health Disaster Sub Plan for review and adoption by the LDMG.

Erosion and Sediment Control

Environmental Health Officers took part in an erosion and sediment control (ESC) regulatory and compliance capacity building workshop which was held for officers from Local and State Government at major centres along the Qld Coast. The Course is aimed to improve relevant professionals' skills, knowledge and confidence when undertaking ESC enforcement actions on house construction and larger civil sites, land development and linear infrastructure.

Illegal Dumping

Reports of illegal dumping increased over 2020 and continued over this quarter, with extra social media and educational material being used, people are being more proactive in reporting when they see littering and illegal dumping and may old dump sites have been found. It is estimated that a total of 344,450 litres of dumping has been found and removed since July this year. Enforcement continues and in this quarter a number of PINS have been issued.

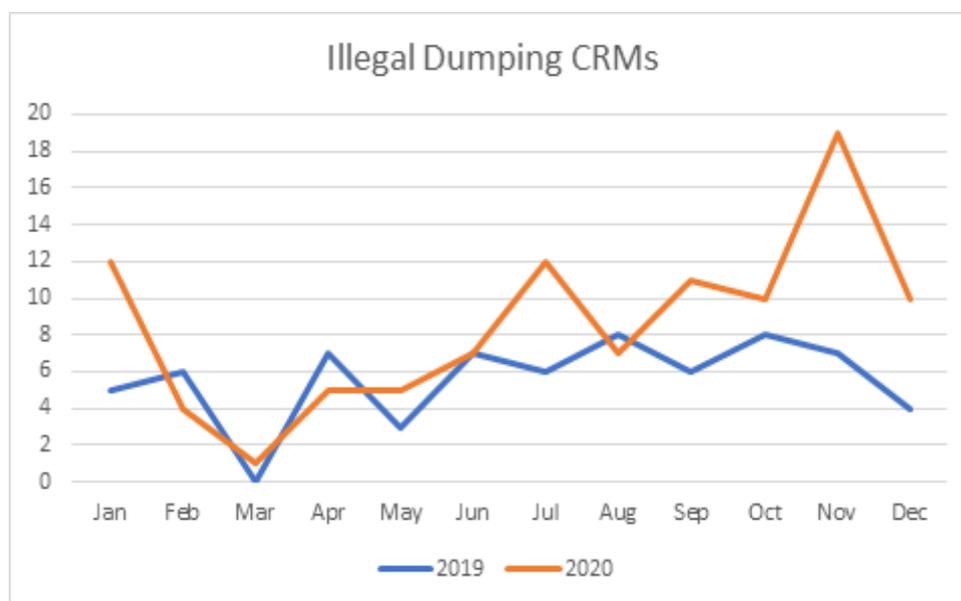


Image: Illegal dumping CRMs

Clean up of a dump site near on DNRMA land in Port Douglas resulted in nearly 7 tonnes collected from the site including car bodies, mattress and household goods.



Image: Illegal dumping hotspot site in Port Douglas



Image: Port Douglas hotspot site after clean up

New signage was placed at the site and monitoring will continue. Other smaller dump sites have also been cleared and new signage placed as warning.



Image: New signage at Newell Beach



Image: New signage at Daintree Village

Prescribed Activity Approvals

16 approvals for events and activities on Council controlled areas and roads were assessed and issued during the reporting period including 5 filming approvals for tourism adverts, documentaries and the filming of The Amazing Race Australia which will be aired on Channel 10 on February 2021. Other approvals include fireworks, community events and other activities. Dive Club, the Netflix series is ongoing with daily contact being made for individual approvals for filming in public areas and Council assets.



Image: The Amazing Race Australia contestants at the mouth of Saltwater Creek

INFRASTRUCTURE

Civil Operations

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

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

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

1. Concrete Crew
 - i. Tara Hills, Major Culvert renewal project;
 - ii. Ordering materials and preparing for Warner Street Phase 2;
 - iii. Repairing trip hazards and Footpath Renewal projects;
 - iv. Installing a Footbridge along Mossman Gorge Rd.
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.

Unsealed Road Maintenance and Gravel Re-sheeting

During the months of October to December the grader crew completed maintenance grading, drain clearing and gravel resheeting on approximately 45km of DSC roads in the following areas:

- Forest Creek;
- Cow Bay;
- Kimberley;
- Diwan;
- Degarra.



Image: Grader Crew cleaning drains before maintenance grading

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 second quarter of 2020/2021 Capital Works Program, Douglas Shire Council's employed contractors to complete asphalt works on roads in Port Douglas and Mossman including:

- Noli Close;
- Johnston Road;
- Wharf Street;
- Beryl Street;
- Garrick Street;
- Sand Street;
- Tide Street;
- St Crispins Avenue;
- Sorrento Crescent;
- Spinnaway Close;
- Curlew Close.



Image: Asphalt overlay Wharf Street, Port Douglas

Ordinary Council Meeting - 27 January 2021

Major culvert renewal, Tara Hills

Council completed the Tara Hills Major Culvert Renewal project. Level two bridge inspection identified the Culverts condition state 4 which triggered its need for renewal.

The culvert is a dual purpose bridge with both rail and road infrastructure incorporated into the design. The old Armco pipe had deteriorated to the point it was collapsing in on itself. Tara hills road services two (2) major cane farming properties adjacent to the Mossman gorge catchment.



Images: Completed new Box culvert

Drainage Program

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

- Installing new inlet kerbs;
- Clearing blocked drains;
- Installing new stormwater culverts;
- Installing new Concrete lined drains;
- Ordered flood gates to install along Wharf street during the next quarter.



Images: Future drainage improvements to increase flood resilience

Footpath Renewal Program

Council staff upgraded the old narrow shared path section north of the Foxton bridge to complete the 3m wide section from Foxton bridge to North Mossman.



Image: Newly constructed 3m wide shared path

Open Spaces and Natural Areas

In addition to regular grounds maintenance, amenities maintenance and street cleaning activities conducted by the Open Spaces teams, the crews achieved many accomplishments during the second 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 to occur 3rd quarter.
- Continuation of concentrated effort on Macrossan Street of irrigation, weeding, fertilising and mulching gardens plus maintenance of weeds coming out of pavers in Macrossan and Grant St.
- Tropic Court palm maintenance work to improve aesthetics, safety and sightlines.
- Landscaping upgrade / plant renewal George Davis Park.
- Pressure cleaning of toilet blocks.
- Revegetation of creek line behind Cowrie Street Port Douglas.
- Annual service of the decorative lighting within trees in Macrossan Street.
- Sport field maintenance Mossman and Port Douglas including dethatching, aeration and fertilizing.
- Commencement of new mowing contracts.
- Contractors completed 1st round of coconut denutting shire wide.
- Continuation of tree maintenance program including visual inspections and remedial works in high pedestrian zones.
- Condition assessment and remedial works on Oil Palm Avenue including replacement of palms on Barrier Street roundabout.



Image: Palm replacement Barrier St



Image: AFL/ Cricket Field after refurbishment

The following table highlights staff accomplishment data captured for the 2nd quarter in the REFLECT Open Spaces data base:

Table: 2nd Quarter Data Capture

Activity Name	Accomplishment for Each Quarter Q2	Person Hours for Each Quarter Q2
Vandal Damage Rectification	2	1.09
Litter Pickup	102	161.88
Mowing	36	266.5
Tree Maintenance	123	306.45
Grounds Maintenance	351	1515.24
Illegal Dumping Removal	8	4.15
Beach/Foreshore Maintenance	78	105.57
BBQ Maintenance	612	532.35
Amenity Cleaning	1829	2283.2

Activity Name	Accomplishment for Each Quarter Q2	Person Hours for Each Quarter Q2
Other Amenity Maintenance	1	1
Park Furniture Maintenance	31	10.17
Playground Furniture Maintenance	24	43.99
Skate Park Maintenance	1	0.16
Irrigation Maintenance	19	130
Landscape Maintenance	29	231.49
Herbiciding	26	143
Signs Install / Maintenance	0	0
Fence/Guardrail Upgrade/Replace/Repair	2	14
Bridge and Footbridge Maintenance	0	0
Footpath Works and Maintenance	53	107.73
Bus Shelter Maintenance	2	0.66
Litter Bin Maintenance	4	36
Inspections General	12	10.45
Burial	11	73.5

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 March 2021. A separate Request for Quote has been released to install softfall to David Jack Park in Mossman.
- Renewal of footpath surfaces throughout George Davis Park playground area. Installation of two new undercover table settings and bike rack.
- A Request for Quote has been released seeking the services of a Landscape Architect or Designer to develop a new Landscape Plan for the Mossman Council Administration Building.
- New post and rail fencing has been ordered to replace the existing chainwire fence along the frontage of the Mossman Cemetery.
- A Request for Quote has been released seeking services of a Landscape Architect or Designer to develop a unique all ages play space in Rex Smeal Park.
- Contract awarded for the installation of two new shelters and additional seating around the BBQ area in Rex Smeal Park. Works will be completed in January 2021.
- New bench seating has been ordered for the Petanque Court at the Port Douglas Community Hall. Existing seating onsite and new seating will be rearranged to better suit play of the game.



Image: New Shelters and picnic tables Rex Smeal Park



Image: New surfacing and picnic tables George Davis Park

Mossman Streetscape Improvement Plan

- Initial consultation has been completed with businesses and landowners within Front Street seeking feedback on the positives, negatives and opportunities for improvement of the streetscape generally between Mossman Hardware and Woolworths. A number of ideas were received, and findings were presented to the Councilor Workshop on the 15 December 2020. A report to Council is to follow in February 2021.

Macrossan Street Landscape Improvements

- Officers have undertaken an audit of public seating infrastructure within Macrossan Street. New seating infrastructure has been ordered and will be installed during February-March 2021.

Macrossan Street Road Works (Owen Street Intersection Construction)

- A Request for Quote has been released for the construction of the Macrossan Street and Owen Street Intersection upgrade. The quoting period closed on the 9 December 2020 and submissions will be evaluated in January 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. The findings were presented to Councilor Workshop on the 15 December 2020. A report to Council is to follow in February 2021.

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 possibly events. A report to Council will be presented during Q3 illustrating options.

Biosecurity

During the 2nd quarter the Nursery operations have been busy producing large orders of native tree species for numerous revegetation project throughout the Shire.

Nursery Statistics as follows:

- Total trees potted up = 7055
- Total supplied to Terrain for river stabilisation works = 3321
- Total plants supplied to community groups, private landholders and council works = 575

Invasive Weeds

Hiptage aerial surveys were successfully completed for 2020, with 63 new Hiptage infestation sites identified throughout the target area. The surveys were conducted over 2 days with a total of nine 1/1.5 Hour flights.

Douglas Council weed management team in collaboration with QPWS will now follow up with ground truthing and treating the new infestation sites.



Image: Hiptage Aerial Survey Crew

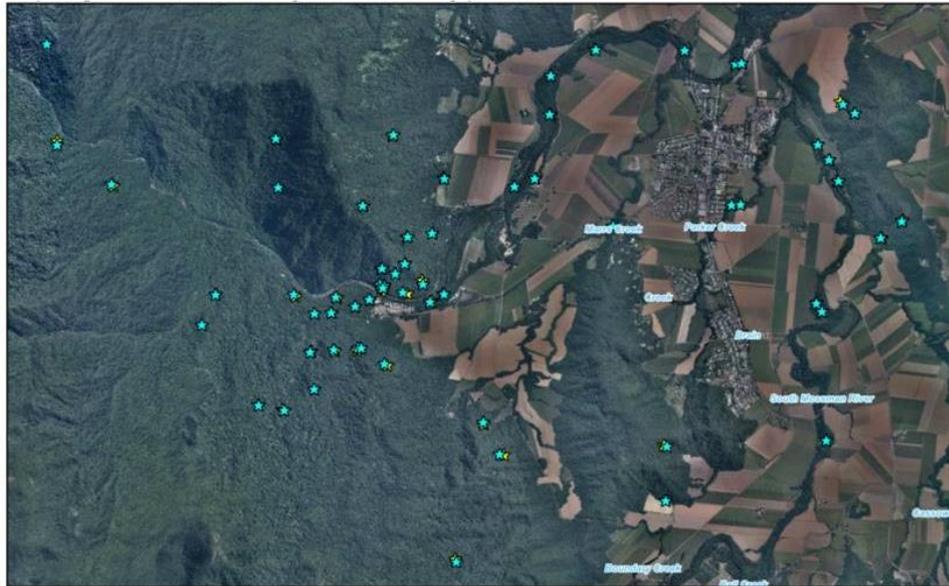


Image: Waypoints from aerial survey Mossman George

Council's weed management team participated in a joint multi target taskforce surveying for the invasive weed species *Cecropia* and luring surveys to detect outlying Electric Ant infestations. The task force brought together local stakeholders with council and agency staff to target multiple species. The objective of the survey operation is to support eradication outcomes for these two regionally significant species by delimiting the current extent of recent detections and known distribution.

Cecropia: Primary objective of the 2020 Taskforce – “Clifton beach *Cecropia* eradication” was to survey and control *Cecropia* plants within the extended buffer found within Macalister Range National Park.

Electric Ant: The primary objective of the 2020 taskforce Electric Ant Proactive Surveillance Project was to determine the current distribution of electric ants and other invasive ants such as yellow crazy ants (YCA) along Freshwater Creek between Crystal Cascades, Redlynch and Ryan Weare Park, Freshwater.



MULTI TARGET TASKFORCE 2020

Electric ant and *Cecropia* blitz

Statistics:

- Total man hours on weed control =782
- Hiptage total man hours = 597
- Feral pigs destroyed = 30

Building Facilities

Operational Works

The Building Facilities team have spent the past three months responding to many maintenance tasks with Robert Ranford taking the reins while mark Halstead took long service leave for a couple of months. The Building facilities team manage on average 33 different tasks a month ranging from minor plumbing issues to major break downs. The BF team also manage general service tasks including servicing of air conditioners, testing of fire equipment, pest inspections, generator servicing, electrical test & tagging and cleaning services to name just a few. With restrictions on Covid winding back it is expected that works will increase moving into 2021.

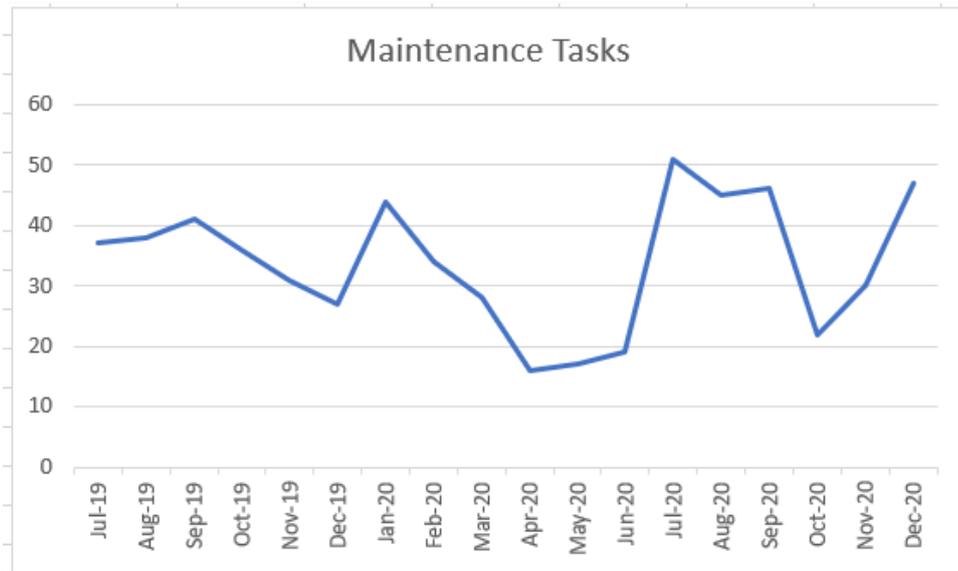


Image: Graph of maintenance tasks completed each month

Capital Works

Diwan Health Clinic Generator

Failure of the Diwan Health Clinic generator has prompted Council to replace the existing Generator with a larger generator with increased capacity to provide a reliable source of power for the health Clinic.



Image: Old generator and New Power Link Generator

Mossman Depot Roof Renewal

The Mossman Depot roof is scheduled for replacement in January after the contractor was delayed on another job.

Port Sugar Wharf

Works at the Port Douglas Sugar wharf have been placed on hold to allow for the filming of the Netflix 'Dive Club' production. Work is scheduled to resume on the 13th January with construction of the new toilets, electrical upgrade, new lighting, new fans and replacement of the floor as time permits with a big season booked in for 2021.

Mossman Show Grounds Amenities Building

Plans for the Mossman Show Grounds Amenities building have been completed with plans to secure a local builder for the project in early February. It is hoped to have the building finished in time for the Mossman Show in July.

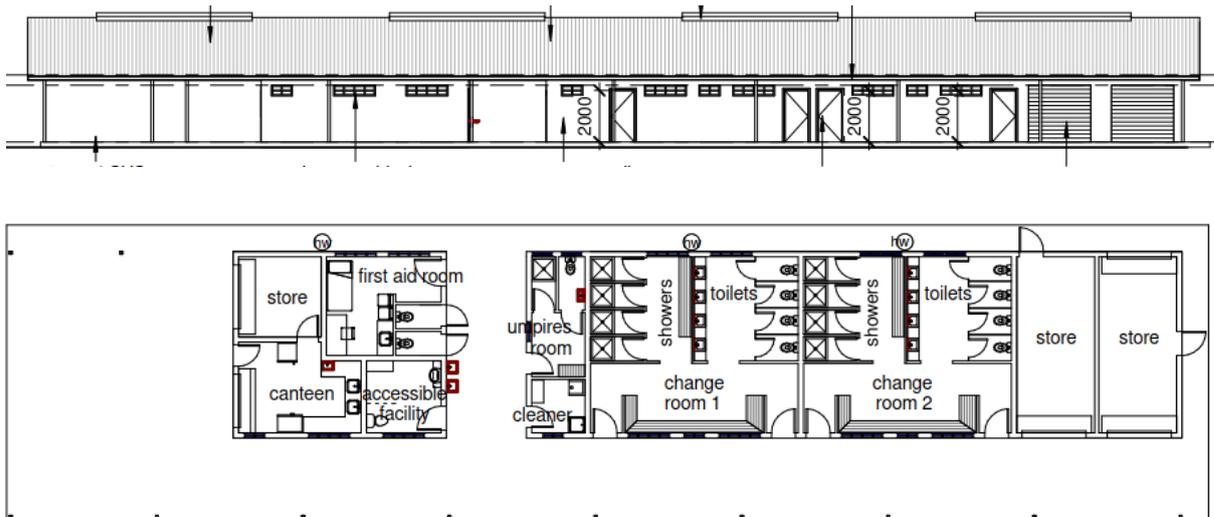


Image: Floor plan for New Amenities building

Mossman Pool Disability Ramp

With the quiet season now upon us, it is hoped to have a local builder engaged to deliver the new disability ramp in time for the start of the new season in early April.

Water and Wastewater Security cards

To improve security at the Council Water Treatment Plants and the wastewater treatment plants Council intends to install a new swipe card system similar to what is in use at the Mossman Administration Building.

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.

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 Deer tractor to prevent injuries;



Image: New front mounted slasher

PROJECT OFFICE

Capital Works

Significant purchasing activities occurred during the reporting period, with the following projects procured and in many instances completed:

- Killaloe Resource Recovery Shed – construction
- Whyanbeel Water Treatment Plant Residual Treatment – design and construction
- Cooya Beach Reservoir Pipeline – design
- Craiglie Reservoir Electro-chlorination – design and construction
- Port Douglas Wastewater Treatment Plant UV Treatment Upgrade – construction
- Port Douglas Wastewater Treatment Plant Aerators & Diffusers – construction
- Mossman Wastewater Treatment Plant Inspection/Refurbishment - construction
- Valve Pit safety Upgrades – design and construction
- Reservoir Accessway renewals – design
- Safe Places Transitional Housing – design.

Craiglie Reservoir Upgrade

Specialist painting works of the Craiglie Reservoir on Hope St Port Douglas were finalised during the period and the existing gas chlorination system replaced with an electro – chlorination system. The refurbishment of this water reservoir brings to 30ML of capacity now available for Port Douglas, Craiglie and Mowbray Valley. This is a significant improvement in total storage available in 2017 of 10ML and hence provides significant additional water security for these areas.



Image: Painting completed inside Craiglie Reservoir
Ordinary Council Meeting - 27 January 2021

Disaster Recovery Projects

All outstanding Reconstruction of Essential Assets (REPA) disaster recovery projects were completed during the period, meaning that there are no REPA projects remaining from 2018 and 2019 events.



Image: Upper Daintree Road landslide repair

Council officers are now working on the delivery of \$10.5M of Category D or betterment projects which consist of sections of pavement and culvert upgrades to Cape Tribulation Bloomfield Rd and Zig Zag roads.

WATER AND WASTEWATER

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

- Training and long service staff awards,
- Potable Water consumption and Water Restrictions,
- Water Education,
- Regulation compliance,
- Rectification of faults and defects,
- Scheduled maintenance
- Business continuity plan for COVID-19 and,
- Capital projects

Training and long service staff awards

In this reporting period three staff from the Water and Wastewater Department attended the FNQ regional mini conference on 8 October 2020 in Atherton hosted by Queensland Water. The event brought members, regulators and water industry together to network and exchange information through interesting and interactive sessions to help inform and engage participants.

On 15 December 2020, eight Water and Wastewater staff members attended their annual breathing apparatus training which is part of their confined space certification with training facilitator Total Management and Training, see images below.

Two water quality staff members completed their gas training remotely due to COVID-19, with their work readiness assessments being delivered by video. All water quality operators can now completely carry out checks and gas cylinder replacements.



Image: Wastewater and Water staff in training

Long service awards were presented to four Water and Wastewater staff members in this reporting period. John Petherbridge has worked 10 years with DSC and Peter White, Jason Sorensen and Gabe Roberts have worked for 15 years at DSC. Congratulations to John, Peter, Gabe and Jason for their dedication and valuable team commitment to the Water and Wastewater Department.



Image: Recognition of Water and Wastewater staff

Nine staff within the Water and Wastewater Department completed their Workplace Readiness Assessment for the Cert III in Water Industry Operations and were all evaluated as competent. On 17 December 2020, six of the nine staff were presented with their Certificate III in Water Industry Operations (Network). A big congratulations to all staff for their hard work and commitment in training and completing the course.



Image: Water and Wastewater staff receiving their Cert III certificate

Water

Potable Water Consumption and Water Restrictions

This reporting period is the start of our summer season. From the beginning of October all intake levels had been on a steady decline, approximately 10mm per day at Rex Creek intake due to the lack of rain in the catchment. Level 1 water restrictions were still in place during this reporting period and occasional rainfall events occurred in October and November to assist slowing the decline of intake level.

Capital works upgrade conducted in the previous year to the Rex Creek intake has resulted in less operator attendance during heavy rain events ensuring continued supply and lower operational costs. There were heavy rainfall events in the latter part of this reporting period which supplied a well needed boost to the water levels at all the intakes.

The Bureau of Meteorology have declared a La Niña phase and forecasted the far tropical north to have a wetter than average wet season during the months December to February 2021.

The average water consumption for the Mossman/Port Douglas scheme for the months October to December was **8.58 MI/day** for the Port Douglas network and **3.19 MI/day** for the Mossman network. The graph below displays the comparison use between Mossman and Port Douglas networks and Rex Creek intake level.

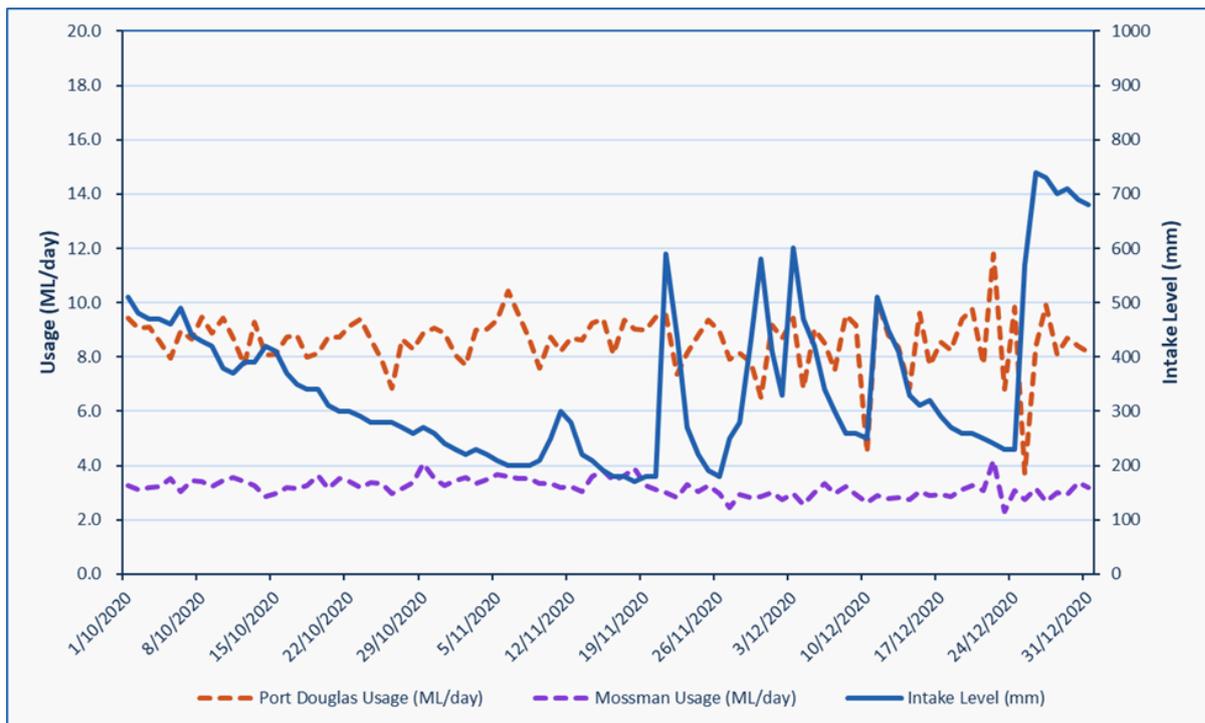


Image: Water Usage and Intake Level Graph

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, National Water Week commenced 19 October 2020. The theme for 2020 is “Reimagining our Water Future”. As our population grows, this will put more stress on our water resources, so how can we reimagine the way we use and reuse water to ensure there’s enough of it in the future? How can we rethink our current water practices to help conserve valuable water resources? What can we do as individuals and as communities to inspire a more sustainable water future? Schools were notified within our shire and encouraged to take part in all the different activities being promoted for this year’s National Water Week.

The Water and Wastewater teams took part in a film shoot around the region to demonstrate what it takes to deliver clean and healthy water to our consumers, and to show how much work is involved in treating the wastewater. Many budding actors showcased their talents on camera and worked hard to ensure that they delivered as much as they could to aid the educational aspects of the videos. Editorial works of the video for A Water Journey (i.e. from source to tap and tap to sea) are planned to be completed by end January 2021.

Development of graphic design images to assist with key messaging is progressing well. The design images are intended to be used for council media posts and publications.

A water presentation was delivered to the Community Health Seniors Group on 5th November at the Mossman CWA Hall. The presentation focused on how water is delivered to residents in the Shire. The seniors group particularly enjoyed learning about how our water is extracted, treated and delivered, and trying to guess which pictures belonged to the various microorganisms that are removed in the treatment process. The group also committed to sharing this knowledge to family and friends, and they were keen to learn more about Council operations.

A capital works project for this financial year is to implement a smart water meter program, which will assist in early leak detection, reduce water losses and inform consumer choice in relation to their water consumption.



Image: Water presentation delivered to the Community Health Senior's Group



Images: Wastewater and Water staff acting in the film shoot for water education

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 three water quality notifications plus one enquiry within a non-potable water supply area 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. The Water and Wastewater team view all water quality notifications and complaints seriously and endeavor to achieve outcomes where customer satisfaction is priority.

Water Quality had a request from the Dive Club film production team to conduct some water quality sampling at Aniches Bridge as part of their risk assessment, prior to filming on location. A sample was collected and analysed for E.Coli in the Council Laboratory and the results sent through the next day.

Rectification of faults, defects and scheduled maintenance

During this reporting period, there were 216 customer request notifications, 111 service repairs and 18 water main breaks that were repaired. There were also 137 settlement meter reads and 15 new service installations. The water reticulation team commenced recording the number of water service renewals and Dial Before You Dig service locations (DBYD). There were 26 new water service renewals and 188 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.

All three water treatment plants have performed well ensuring adequate reservoir levels throughout all schemes.

The refurbishment of Craiglie reservoir has been completed within this reporting period with a new electro-chlorination dosing system to replace the gas chlorine system. The reservoir will be commissioned throughout January to ensure compliance with our Drinking Water Quality Management Plan.



Images: Craiglie Reservoir electro re-chlorination dosing system

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. A plumber contractor has been engaged and is waiting on parts to finalise the repair to the pipe fittings and pipework.

Maintenance, repair and operational activities included:

- Water pressure cleaning at all water plants,
- Repair to UF cartridges,
- CIP cleans undertaken on UF cartridges at all water treatment plants,
- Backwash filters, pre filters and CIP filters were maintained for operational efficiency,
- Service of all generators,
- Service of all gas chlorine dosing plant,

- Reservoir Inspections,
- Service of Calcium Hypo dosing plants,
- Water intake clearing of excessive tree/plant growth from telemetry equipment structure,
- Work area improvements to perform efficient operational activities, and
- Raw water feed pre-filters maintained at Whyanbeel and Mossman Treatment Plants.

A large water main break that occurred on 7 August 2020 within the Whyanbeel water scheme, has occurred again within the same vicinity in October 2020. A quick response from the water quality and water reticulation team repaired the break and kept water losses and interruption of supply to the consumers at a minimum.

These water main breaks are due to the inferior class of product which has come to its end of asset life. The 225mm diameter water main pipe has been earmarked for design and replacement in the 2020/2021 capital works program.

In this reporting period, the leak in the Daintree scheme was repaired and water consumption returned to normal. In October 2020 consumption increased due to the dry weather and the water required for the rejuvenation tree planning program in Daintree scheme.

COVID-19

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

Capital Works

The new financial year 2020/2021 capital works program is well under way and works are progressing as scheduled within water quality and reticulation. Project scoping, designs, procurement contracts and purchasing of new assets are currently being obtained for the valve pits safety improvements, UF cartridge renewal, process control renewal and the water network service renewal programs. The drilling and installation of the new De Meio bore pump project has been completed by the contractor, water quality sampling has been carried out and the project is on track to supply the Dagmar reservoir in early 2021.



Images: De Meio bore site

Wastewater

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

COVID-19

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.

Capital Works

The Mossman Wastewater Treatment Plant lime dosing equipment and shed project has been completed in this reporting period. The lime dosing shed will protect the supplies from the elements with a stand installed for easy forklift access to limit manual handling. Port Douglas Wastewater Treatment Plant have installed new sound-proofing curtains for the main aeration blowers section. New auto-samplers have been delayed in delivery though expected in early January, they will be used for compliance sampling within the Mossman Wastewater Treatment Plant.

FlowPro contractors conducted manhole condition assessment and refurbishment works which will improve the life of the assets and reduce operational costs. Works were done within the Four Mile area (Port Douglas South) and South Mossman area. Works will be completed by the end of January 2021.

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 blow shows the valves and interconnections that require upgrading within the Port Douglas Sewer network scheme.



Images: Valves and interconnections of sewer network an



Images: Lime shed located at Mossman Wastewater Treatment Plant



Images: Soundproof curtains at Port Douglas Wastewater Treatment Plant

DOUGLAS SHIRE COUNCIL

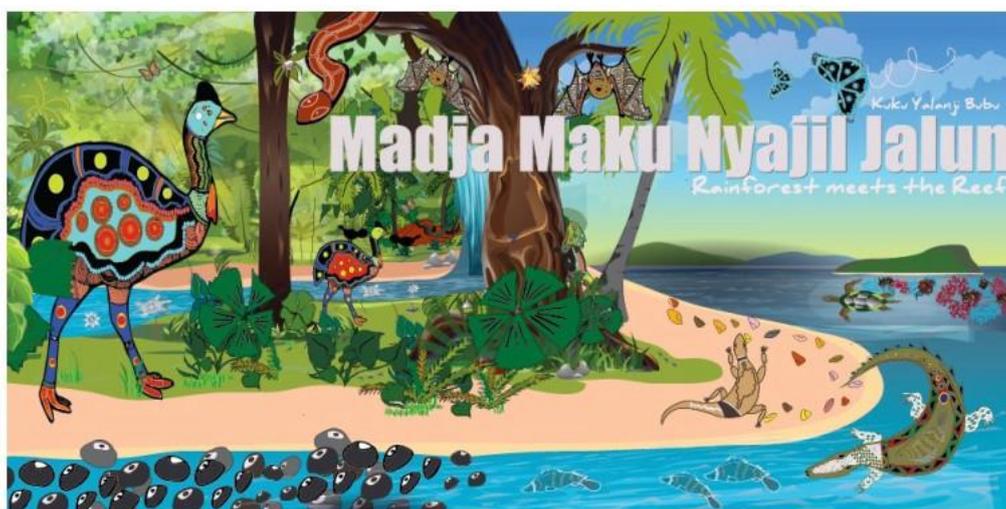
ORGANISATIONAL REPORT CARD

2020 - 2021

October – December 2020

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

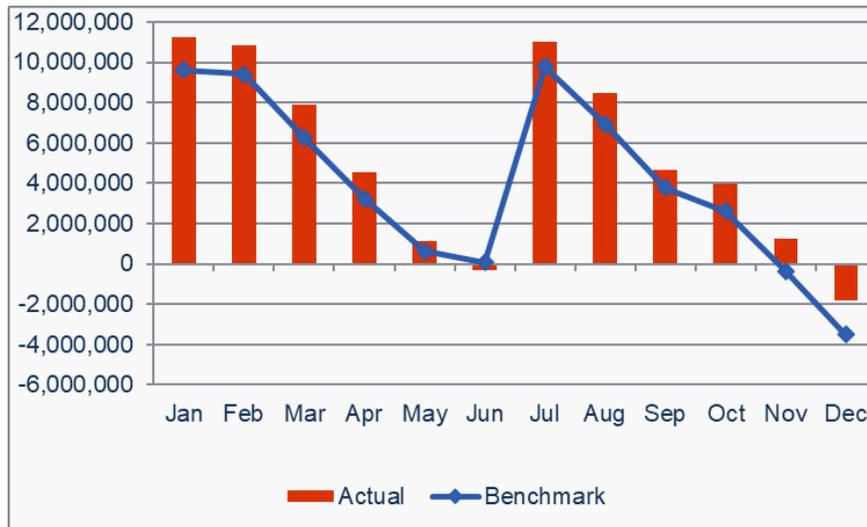
DOUGLAS
SHIRE COUNCIL



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

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget Year To Date

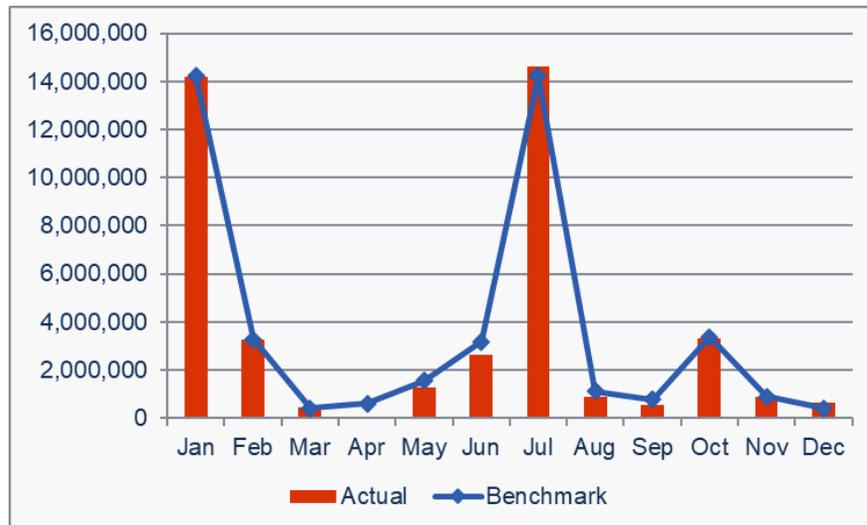


	Year To Date October	Year To Date November	Year To Date December
Benchmark:	2,616,525	-354,951	-3,516,513
Actual:	3,973,111	1,276,953	-1,829,855
Variance:	1,356,586	1,631,904	1,686,658

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

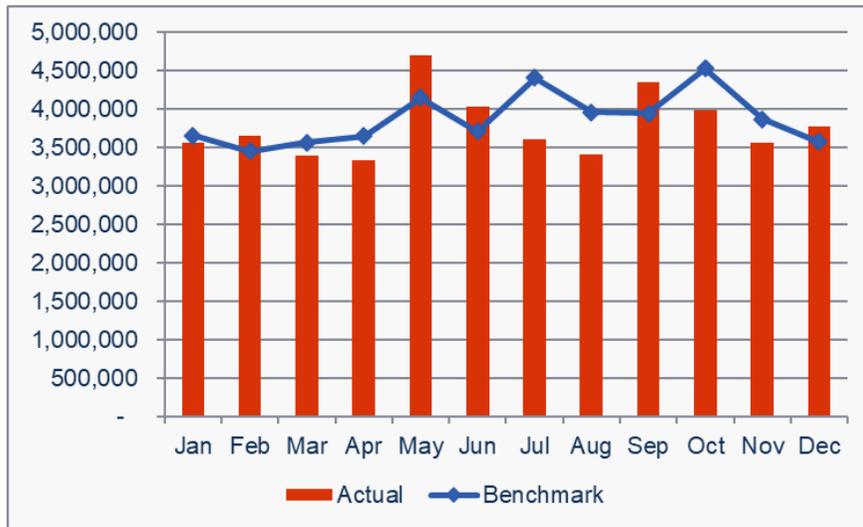


	October	November	December
Benchmark:	3,375,936	902,463	417,588
Actual:	3,298,294	874,152	667,575
Variance:	-77,642	-28,311	249,987

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

Interpretive Comments: Council has collected 47% of its forecasted operational revenue.

1.3 Expenses Against Budget

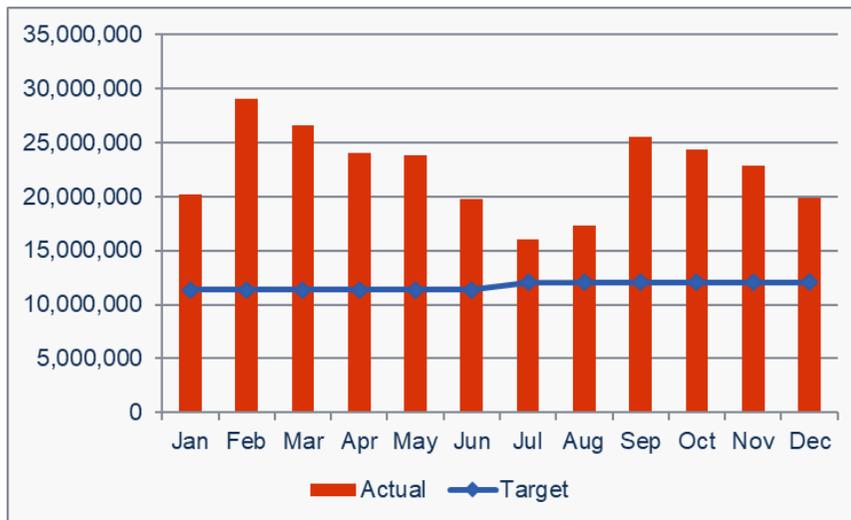


	October	November	December
Benchmark:	4,530,058	3,873,939	3,579,150
Actual:	3,996,882	3,570,309	3,774,384
Variance:	-533,176	-303,630	195,234

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 and capitalisation of assets. Council has expended 47% of its total budgeted expenditure.

1.4 Capacity to Meet Operational Expenses

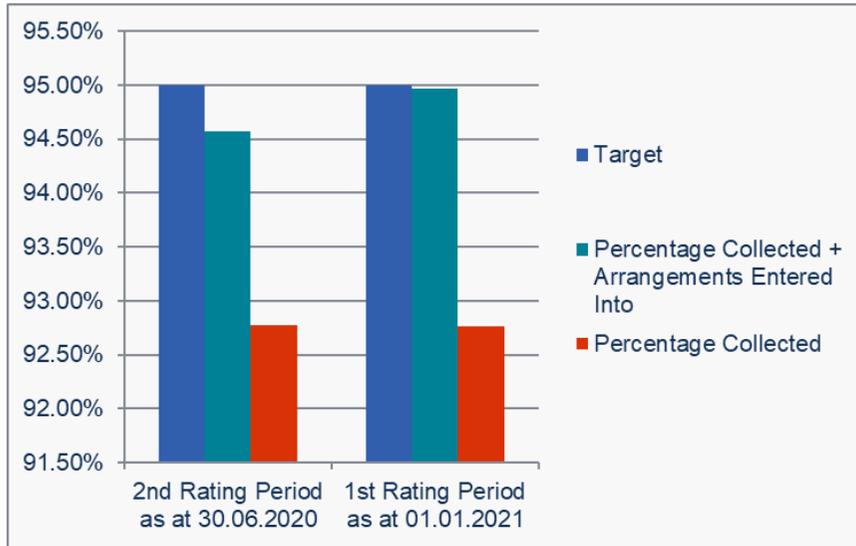


	October	November	December
Target:	12,069,900	12,069,900	12,047,295
Actual:	24,298,183	22,892,841	19,882,000
Variance:	-12,228,283	-10,822,941	-7,834,705

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

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

1.5 Rates Collected



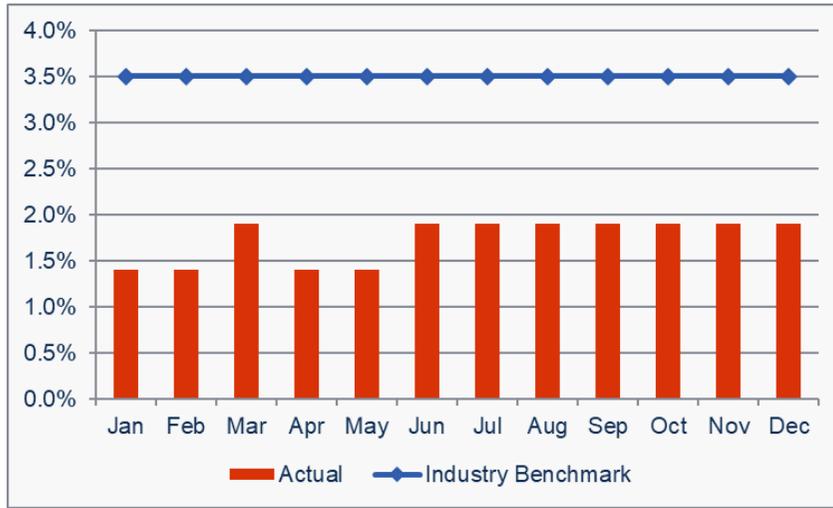
	2 nd Rating Period	1 st Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	94.57%	94.96%
Percentage Collected:	92.78%	92.76%

Explanatory Notes: Demonstrates the collection rate of Council levies which contribute to over 80% of Total Revenue. Target is to have less than 5% of levies outstanding at the end of each six monthly rating period. This graph excludes water consumption charges.

Interpretive Comments: Recovery of outstanding rates is progressing well. Staff continually monitor repayment arrangements and implement corrective action as required.

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

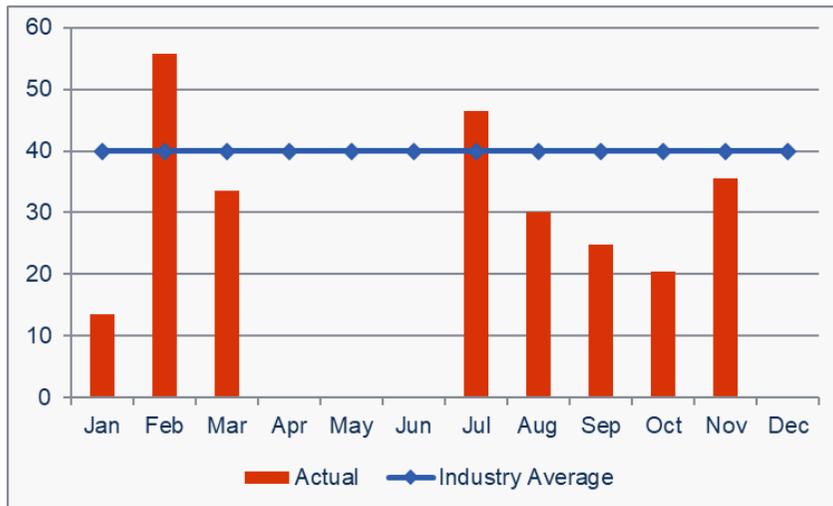


	October	November	December
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	1.9%	1.9%	1.9%

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

Interpretive Comments: For period October to December there were two LTI. Both workers are still totally incapacitated.

2.2 Efficiency of Filling Positions Vacant

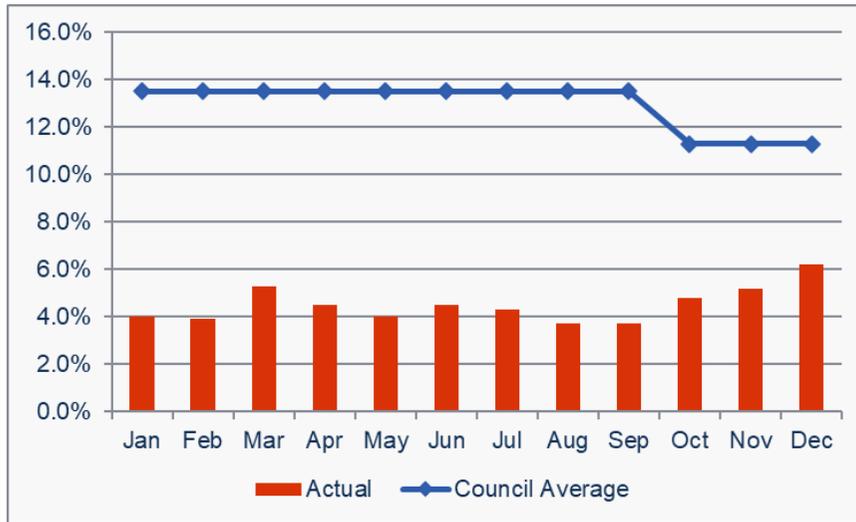


	October	November	December
Maximum:	40.0	40.0	40.0
Actual:	20.43	35.48	0.0
Variance:	19.57	4.52	40.0

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

Interpretive Comments: Council filled 6 roles in the period October to December as external recruitment activities this quarter were the result of a new positions (2020/21 budget), funding via Grant and staff turnover. There are several positions currently being recruited for in December 2020 and January 2021.

2.3 Monthly Staff Turnover



	October	November	December
Maximum:	11.3%	11.3%	11.3%
Actual:	4.8%	5.2%	6.2%
Variance:	6.5%	6.1%	5.1%

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 5.4% for this reporting quarter, which is a yearly average of 9% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



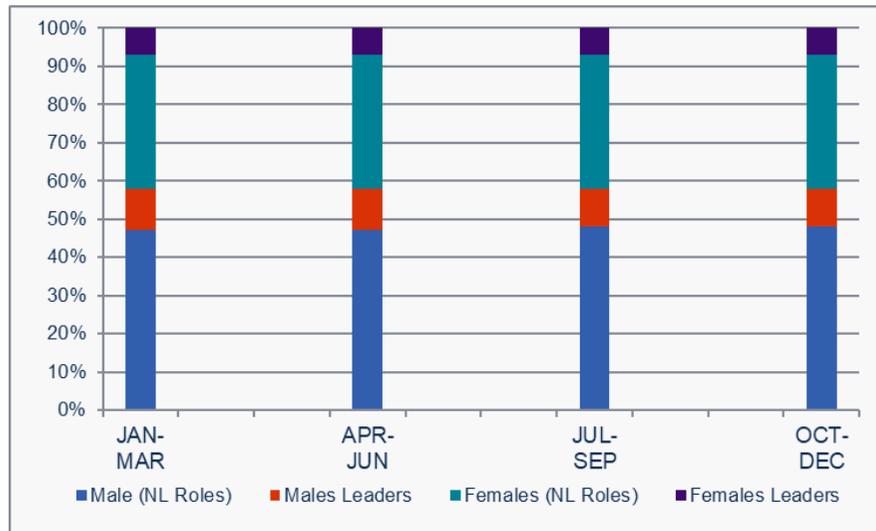
October – December 2020

Maximum:	8.5%
Actual:	5.3%
Variance:	3.2%

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

Interpretive Comments: In this quarter Council employed an average of eleven Aboriginal and Torres Strait Islander staff including the appointment of an Indigenous Liaison Officer.

2.5 Workplace Diversity – Males & Females



October – December 2020

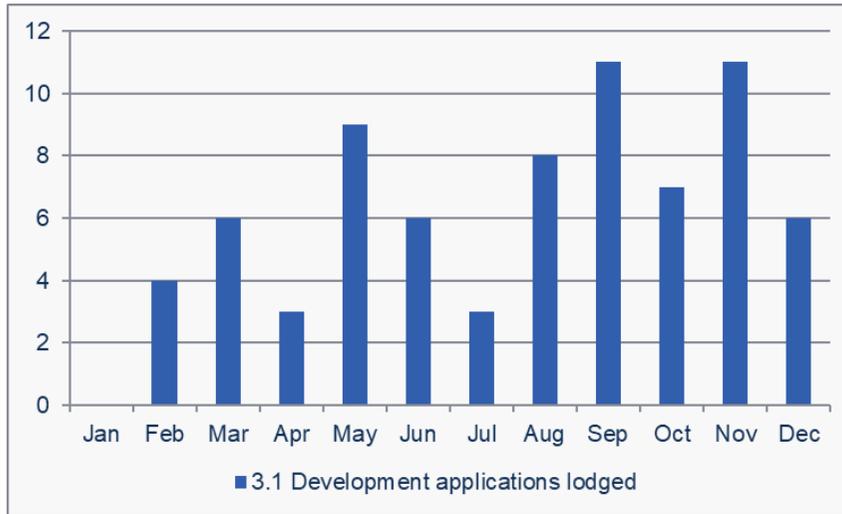
Males (NL roles):	48%
Males	10%
Females (NL roles):	35%
Females:	7%

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 206 staff - 57% male and 43% female. The 20 of the male staff and 13 of the female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged



	October	November	December
Actual:	7	11	6

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

Interpretive Comments: The number of new Development Applications received in the reporting period is not too dissimilar to the previous reporting period. Although, towards the end of the year, an increase in the lodgement of development applications was experienced. This is not uncommon with the Christmas being a deadline to have items submitted to Council for assessment.

3.2 Assessments Completed Within Statutory Timeframe

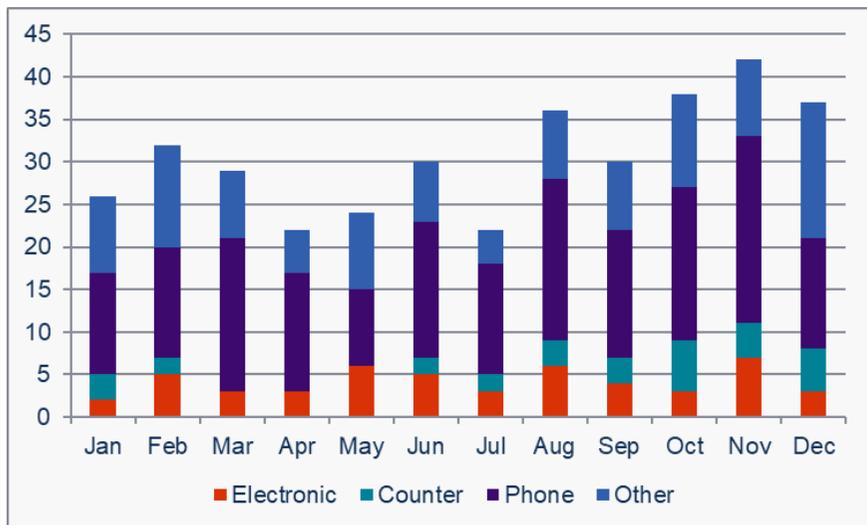


	October	November	December
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

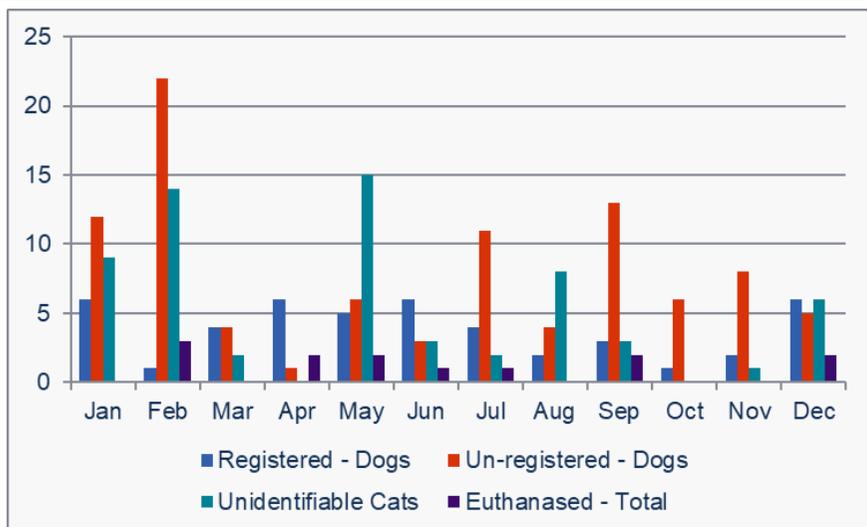


	October	November	December
Electronic:	3	7	3
Counter:	6	4	5
Phone:	18	22	13
Other:	11	9	16

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

Interpretive Comments: This reporting period has seen relatively consistent numbers with previous months. These figures do not include work tasks that are received by Council through correspondence received by records. These figures represent the 'front of house' service provided by the Planning Department. Overall, the Planning Department continues to receive a significant amount of enquiries each month.

3.4 Animal Impoundments

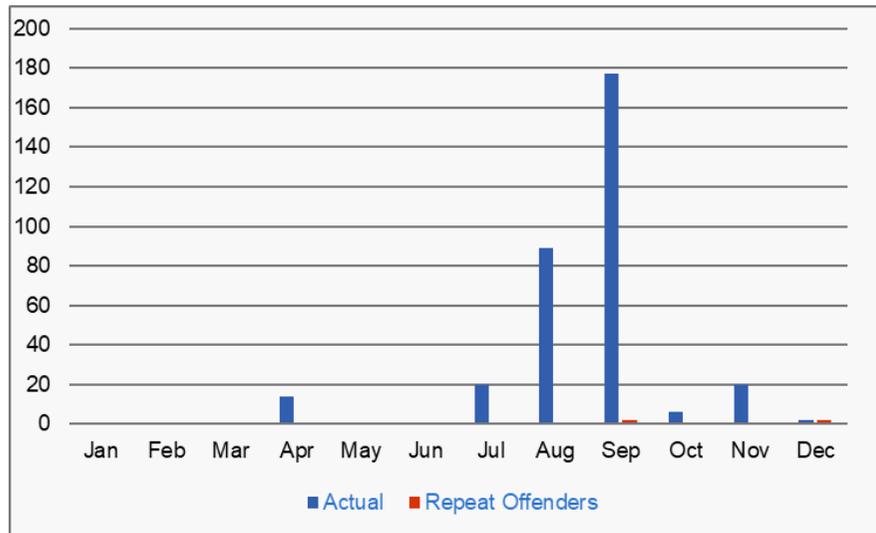


	October	November	December
Registered - Dogs	1	2	6
Un-registered - Dogs	6	8	5
Unidentifiable Cats	0	1	6
Euthanased - Total	0	0	2

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 decreased by 30% this period. This represents a reduction in cats being impounded or surrenders to Council. Local Law Officers continue to promote responsible pet ownership and educate the community on the benefits of desexing and registration. The success of this approach is reflected in the relatively low impound numbers.

3.5 Illegal Camping



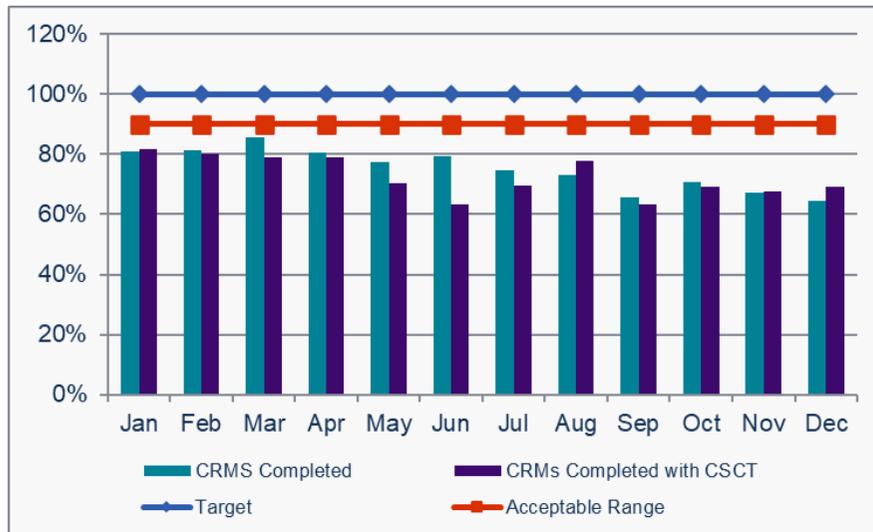
	October	November	December
Actual	14	20	2
Repeat Offenders	1	1	2

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 have decreased significantly both due to the reopening of State borders, with travellers now able to travel south, and the commencement of the hotter and wetter period of the year. The higher number in November reflects a single large illegal camping event identified in Cape Kimberley, resulting in enforcement action taken by Council officers.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	October	November	December
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	70.89%	67.23%	64.47%
CRMs Completed within CSCT:	69.22%	67.54%	69.34%

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

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

4.2 Top 5 CRMs

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

October

	Category	Quantity
1.	Leaking/Broken Service Pipe	51
2.	Planner of the Day	44
3.	Rates – Arrangement to pay	38
4.	Waste – Residential Repair/Replace	27
5.	Rates – General Information	25

November

	Category	Quantity
1.	Leaking/Broken Service Pipe	64
2.	Trees (street/park)	30
3.	Waste – Residential Repair/Replace	27
4.	Planner of the Day	27
5.	Rates – Arrangement to pay	21

December

	Category	Quantity
1.	Leaking/Broken Service Pipe	42
2.	Planner of the Day	23
3.	Trees (street/park)	21
4.	Rates – Arrangement to pay	13
5.	Rates – General Information	12

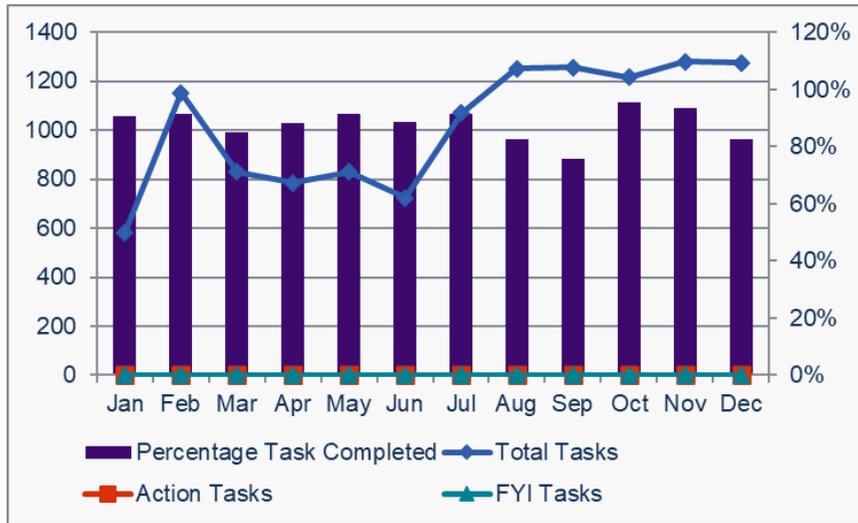
4.3 General Customer Enquiries

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

	October	November	December
enquiries@douglas.qld.gov.au (direct email and via web)	1497	1605	1618
Phone Calls to 4099 9444	2137	2033	1219

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

4.4 Inwards Correspondence Actioned

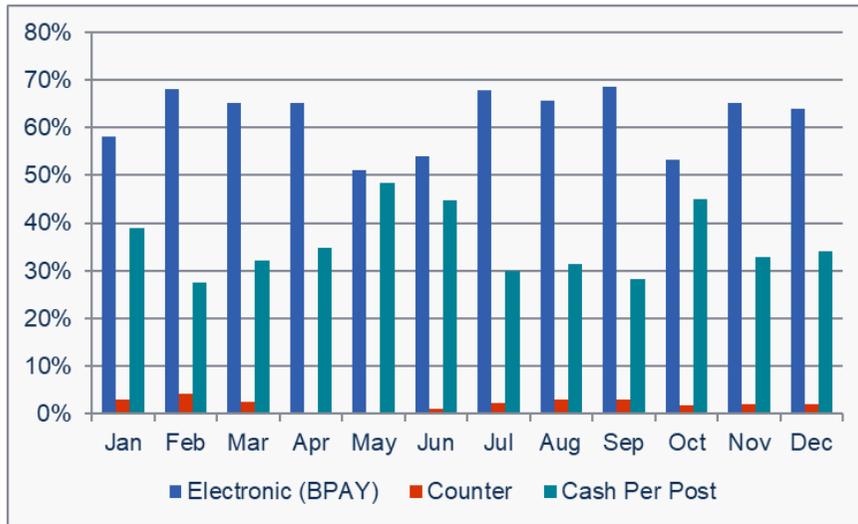


	October	November	December
Total Tasks:	1216	1280	1274
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	95.39%	93.28%	82.73%

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

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

4.5 Rates Payment Methods



	October	November	December
Electronic (BPAY):	53.29%	65.16%	64.04%
Counter:	1.79%	2.06%	1.97%
Cash Per Post:	44.92%	32.78%	33.99%

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.

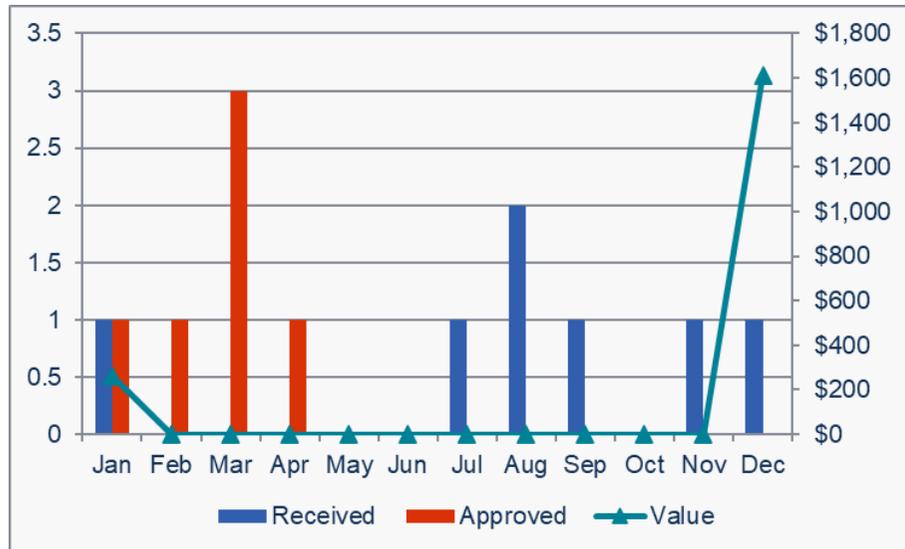
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	October	November	December
Facebook Posts	145	153	201
Website (Page) Views	46,126	43,813	49,116
Public Notice Advertising	14	17	12
Media Releases	14	23	18
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



	October	November	December
Received:	0	1	1
Approved:	0	0	1
Value:	\$0.00	\$0.00	\$1,613.64

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.