

5.13. CEO REPORT FOR PERIOD JULY TO SEPTEMBER 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 July to September 2020.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from July to September 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 July to September 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 July to September 2020 [5.13.1 - 70 pages]
2. Organisational Report Card July to September 2020 [5.13.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

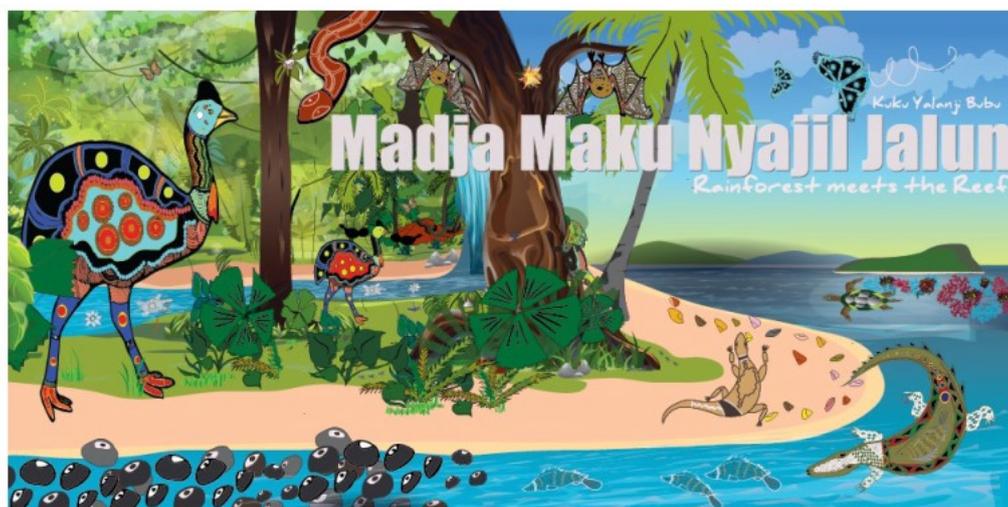
REPORT FROM THE CHIEF EXECUTIVE OFFICER

2020 - 2021

July - September 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 showing a colorful bird with a blue head, yellow beak, and a body decorated with various patterns and colors like green, orange, and black. It is set against a background of green foliage.

CHIEF EXECUTIVE OFFICER

Our tourism industry and all of those businesses and residents who depend on it, continue to be devastated by the impacts of the Covid-19 pandemic. Council officers have doubled their efforts to make sure we are implementing appropriate social distancing measures, getting on with business, and planning for economic recovery. In the past quarter, we welcomed our new Tourism and Economic Development Officer, which is a shared role between two outstanding individuals, and Council services are slowly getting back to normal with appropriate measures in place. For example, the ever popular and important library is open and welcoming back patrons. You can read about their programs below.

One big news story is the Daintree Ferry consultation. I want to thank Council Officers for facilitating information sessions and extend that thanks to members of the public for their participation. I know the community has very strong feelings about the options and I sincerely hope everyone has used the opportunities provided by Council to have a say. Council has already received some well-written and considered opinions for both options and I applaud those who have taken the time to share their views.

On the ground, our outdoors team continued to get on with providing essential services and you may have noticed the Murphy Street landslip project is now complete with plantings. Council finished important upgrade works at Teamsters Park and with help from the Douglas Shire Historical Society, capped it off by preserving, restoring and installing a bridge pylon from the old timber Anzac bridge. We also completed works at the Sugar Wharf with more upgrades to come. Our outdoor crews are doing a fantastic job by tackling challenges head on and producing great results.

During the past quarter, a very important group was formed and began to meet. The Douglas Access and Inclusion Group (DAIG) is made up of community members with a focus on people with limited mobility. This is an important initiative so that ALL people can enjoy our amazing Shire.

Art is everywhere in Douglas! We've seen several terrific projects including a beautiful mural at Newell Beach, a stunning mosaic at Rex Smeal Park, and some fascinating fossil rock sculptures at the Port Douglas Community Hall. Check out the photos if you haven't seen them in person - Douglas has got talent!

Despite an internet outage followed by a power failure, Council continues to live stream its Council Meetings. Unfortunately, Covid-19 restrictions limit the number of people who can be accommodated in Council Chambers and we do not yet know when this will change. When it does, we will be very happy to welcome everyone back.

Thank you to all of our dedicated staff who have adapted to challenging circumstances and continue to deliver projects and services. I cannot possibly do justice to this report in one page, so please have a read and see what Council has been up to.

Finally, thank you to the Mayor, Deputy Mayor and Councillors for their on-going support and to all of the community for your patience while we persevere in trying times. Douglas can and will come out on top!

PEOPLE AND COMMUNITY SERVICES

A vertical illustration on the left side of the page showing several dark-colored mussels with their shells open, revealing their gills, set against a blue background.

Libraries

By July the library team were getting used to the "new normal," and even found we were able to relax some restrictions. At Mossman library, where social distancing meant no more than 40 visitors at any one time, we were confident that the customer traffic flow meant we were able to remove time restrictions and customers could now stay in the library for unlimited periods.

With the Port Douglas Library being a much smaller space, the customer number restrictions proved more challenging but some clever repositioning of our computers meant we were able to find a way to offer the use of 3PCs as per pre-COVID. The ability to open-up the reading room and use the verandah at Port, also means we are able to accommodate those who wish to come and use the WI-FI or stay to study for extended times.

One of the unexpected challenges faced by the library was getting the news out that we were back in business. With the Gazette closing-down we found ourselves relying heavily on building our Facebook following to communicate with the community. To support this, 3 team members attended a Facebook masterclass in July and came away with some valuable new skills. We also had a visit from the Newsport team who ran an article informing the community about changes to opening hours and the library's road back to recovery.



Image: An article in Newsport helped us get the word out that the library doors are open

Libraries can play a vital role in times of high stress. Often this means helping customers to get online for job hunting or communicating with superannuation funds or Centrelink. Dealing with sometimes distressed customers, trying to find a way forward, has been an important part of the recovery service offered by the library.

Restrictions on the use of library space has meant that we have had to look at new ways of delivering our First Five Forever programs. We started by trying to use bigger venues to allow for Social Distancing. On 6 August we held our first Pop-Up Storytime event "We're Going on a Bear Hunt" at Mossman Shire Hall.

The event was gratefully attended by 20 parents and children glad to be able to socialise again. The main change was that instead of staying to mingle after the event attendees were given a story related craft-pack to take home. August also saw us run a Music & Song event at the Shire Hall and attend the Daintree School for a First Five Forever Playdate Event.

In September we celebrated Seniors Week by interviewing some of our library seniors about their lifestyles and the ways in which they engage in the community.

The project was displayed in full at Mossman Library with a small selection of the interviews also placed on display at Port Douglas Library. Our goal was to try and challenge some of the stereotypes associated with Senior Community members many of whom play a vital role in the community.

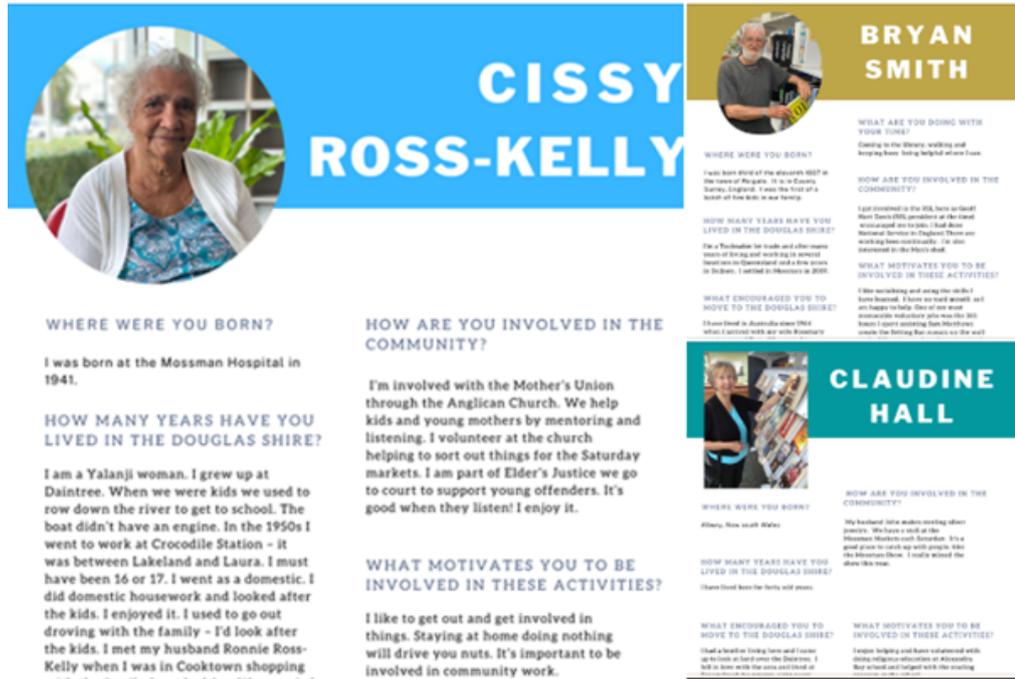


Image: Some of the interviewees from our Senior's Week project

Overall, September has been a very busy month. We are currently holding one First Five Forever Event a week at various locations in the Shire. We have reintroduced our weekly Tech Savvy senior courses, although with reduced capacity due to COVID-19.

We have attended the Child Protection Week Family Fun Day at Rex Smeal Park and have already held the first of two school holiday activity events. We are currently promoting a fees amnesty to encourage community members with long-overdue items to bring them back with no fees levied.



Image: Mums, Dads and Bubs at Mossman Library Baby Rhyme Time



Image: Mum and bub enjoy book time together at Child Protection Week Family Fun Day



Image: School holiday mobile making at Mossman Library

Library Services is working effectively to ensure programs are operational providing a safe space during indoor social distancing restrictions. Library Services anticipate a trial of new computer courses out of the Port Douglas Community Centre in late October and are working on forward planning for 2021 programs.

Community and Economic Development

Douglas Access and Inclusion Group

The new Douglas Access and Inclusion Group presents an opportunity for Council, community groups, businesses and members of the community to work together to improve inclusion and accessibility in Douglas for people with limited mobility.

The need for the group became clear after discussions with Port Douglas Mobility-Friendly, Tourism Port Douglas Daintree and Spinal Life Australia around the work that needs to be done to make the shire mobility friendly for residents, visitors and tourists. Through a collaborative effort, it is hoped that addressing access and inclusion issues will remove barriers, support economic participation and promote social inclusion. Anyone with limited mobility or an interest in access and inclusion in Douglas can apply to participate in the group.



Image: Spinal Life Australia app launch attended by Council, Tourism Port Douglas Daintree and Port Douglas Mobility Friendly.

Red Benches in Douglas

As part of the Red Bench Project, Council installed two new benches in Mossman as a permanent reminder that domestic violence occurs within all of our communities. The aim of the project, initiated by the Red Rose Foundation, is to install red benches in public locations throughout Queensland to encourage conversations about this important social issue. Each bench delivers the message on a plaque, 'Change the Ending: Let's Stop Domestic Violence'. The Open Spaces team installed one red bench outside of Council Chambers and the other outside of Mossman Elders Justice Group's office on Front Street.



Images: Red benches installed outside the office of Mossman Elders Justice Group on Front Street and Council Administration Building.

Netflix series 'Dive Club' to be filmed in Port Douglas

Council's Tourism and Economic Development Officers recently supported an Australian film maker that secured the 12-episode teen mystery drama by Brisbane-based production house The Steve Jaggi Company in Port Douglas for late-October. The wholly Queensland-made series Dive Club will be released in 2021 on an Australian commercial broadcaster, and outside Australia to a global audience of over 190 countries on Netflix.

Council has provided in-kind support of over \$19,000 for the production for use of Council facilities to assist in the production. The series is estimated to create more than 110 jobs and inject nearly \$8 million into the economy.

Work commences on Douglas Shire economic recovery

Continued support of Tourism Port Douglas Daintree (TPDD) was confirmed with a \$250,000 injection to focus on domestic marketing activities for the next 12 months. A further \$50,000 was approved for the Douglas Chamber of Commerce that will provide more support for small businesses in the Shire that will enhance innovation.

Tourism and Economic Development Officer's continue to work with TPDD, the Chamber of Commerce, the Economic Recovery Group and the Economic Strategic Review Committee to deliver a clear strategy of growing the Shire's economy and driving key Shire projects to support existing residents.

Safe Places Emergency Accommodation Grant

Council has been awarded funding of \$760,400 from the Australian Government as part of the Safe Places Emergency Accommodation program to build a duplex to provide temporary accommodation for families in our region escaping domestic violence.

Council will be partnering with local and specialist service providers to ensure women and their children can get the professional support they need to transition from an unsafe situation into safe and secure permanent homes. Council Officer's will commence planning on the location and design of the building to ensure it becomes operational in a timely manner.

The \$60 million Safe Places Emergency Accommodation program is part of the \$78 million funding package which includes \$18 million to continue the Keeping Women Safe in their Homes initiative. This funding forms part of the \$340 million Australian Government investment in the Fourth Action Plan of the *National Plan to Reduce Violence against Women and their Children 2010–2022*.

Public Art

Three public artworks were added to community areas in the Shire. Sam Matthews and the Douglas Arts Studio Gallery (DAB) Mosaic Crew completed an extension of their mosaic mural to the amenities block in Rex Smeal Park, Port Douglas.



Image: Mosaic Artists in Rex Smeal Park
Ordinary Council Meeting - 27 October 2020

Over 40 artists from the Shire collaborated on the mural depicting rainforest tree life. Renowned ceramicist, Ellen Terrell created 'Fossil Rocks' on the front lawn of the Port Douglas Community Centre. Working on site for 2 months, Ellen has created a fascinating look at the evolutionary stages of endemic plant species of our region.



Image: Ellen Terrell 'Fossil Rocks'

Mural artists Lenice Schonenberger, Loretta Lenoy and Kate Cooper continued to deliver colorful painted murals around town, this time with the completion of the Newell Beach Amenities block. These projects were funded through the Regional Arts Development Fund (RADF) and Council's Community Grants Program.



Images: Newell Beach Amenities Block

After receiving support from Council with 3-year Resource and Performance Agreement, Port Douglas Artists held development workshops for artists participating in the 'Call of the Running Tide' Arts Event scheduled for September 2021. Over twenty regional established artists attended workshops over two weekends in July and September. Curator Jill Chism and artist Anna Curtis lead these workshops with assistance and support from DSC.



Image: Jill Chism (front) with artists participating in 'Call of the Running Tide' 2021

Sport and Recreation

Through the Active8 program the Douglas Shire Council provided Tai Chi classes over the river at Cow Bay and then later Alexander Bay Sports Club at Diwan. The classes were well attended and had up to 29 people attend the free fitness class. Council received several emails from residents thankful for the calibre of the class and the ability to take part in the Active8 Free Fitness program in more remote areas.



Image: Advertising Media for Active8 Free Fitness

Douglas Shire Council's Active8 Free Fitness program has been entered into the 'community shaping' division of the LGMA awards and the Community Based Initiative of the Year in the Parks and Leisure Australia awards. The award is designed to recognise the combined effort that is required to successfully plan, organise and manage effective initiatives, projects, programs, events which promote and enhance leisure time for a number of social, environmental and economic benefits to the community.

Council hosted its own live streamed events and were acknowledged as a 'top three' finalist in the Parks and Leisure Australia national award. Congratulations to Council's Sport and Creation Officer Renee Ker for this achievement and implementing the much needed Active8 program in the community

The Sydney Swans arrived in North Queensland to train and play. Although the Douglas region was unable to host the club during the entire season, the Sydney Swans came to the Port Douglas Sports Complex for a training session.

The session was well attended by AFL fans, curious members of the public and AFL junior players. The training session was a good positive outcome to the Douglas Shire community to see A league sport stars in action.



Image: Advertising media for the Sydney Swans training in Port Douglas - Newport

Event Activity

As part of post-COVID economic and community recovery, Council officers engaged with community groups and organisations to assist with bringing events back to the shire. Council was able to secure versions of a number of events initially planned for the cancelled Port Douglas Carnivale, including the favourite, Spiegletent, which presented "Wonderland Under the Stars" - 3 nights of outdoor entertainment in Rex Smeal Park that included well known musical act, Busby Marou.

The event attracted over 1200 attendees and paved the way forward for COVID-19 safe events in the Shire.

Officers have been working with groups through sponsorship, fee-waiving, and COVID-19 planning support, to adapt to the new event landscape.

By encouraging events like the "Douglas Dash"- a 5 km race along 4 mile beach with the final leg running along the Flagstaff Hill trail, "Sandy Sticks and Spokes" - 2 days of competitive Beach Hockey run by Deadly Hockey and a King and Queen of the beach bike race run by the Port Douglas Bike shop, the groundwork has been laid for some new additions to the annual events calendar.



Image: Advertising media for the Beach Hockey tournament - Newport



Image: Wonderland Under the Stars



Image: Catching breath – Douglas Dash finishers

Citizenship Ceremony

Council held two citizenship ceremonies in quick succession to make up for the previous COVID-19 restrictions. The first ceremony on 23 July 2020 saw 17 new citizens sworn in, in a socially distanced ceremony at the Mossman Shire Hall. Although significantly different to pre COVID-19 ceremonies, the warmth and significance of the event still shone through. A much smaller ceremony was held on National Citizenship Day, 17 September 2020. Three new citizens enjoyed an intimate and unique experience as they were sworn in, at the Council Chambers in Mossman.



Image: Citizenship Ceremony – 23 July 2020



Image: Citizenship Ceremony – 17 September 2020

Port Douglas Markets

The Port Douglas Markets are continuing to operate under COVID-19 social distancing requirements with stall numbers remaining capped and activities like busking remaining restricted. As Covid restrictions are still active for all markets, the Port Douglas Markets are at full capacity and unable to accept new stallholders until restrictions ease further.

The good weather, school holidays and travel restrictions easing has seen patronage at the markets high.

Mossman Pool and Caravan Park

Mossman Caravan Park has seen increased patronage over the school holiday period as COVID-19 restrictions ease further and Queenslanders take to the road. The Park has retained a high number of travellers with many extending their stays and with border restrictions easing we should see more interstate travellers looking to visit the beautiful Douglas region.

COVID-19 restrictions in the pool are also relaxing to Stage 3 restrictions, meaning a simple sign in for COVID-19 contact tracing is all that is required. Lane booking is no longer required. Outside of the water social distancing is still required, whereas in the water lane sharing is now available which is a welcome change allowing more and more people to enjoy the cool water temperatures. Mossman pool will be once again increasing its opening hours to 6am – 6pm, giving workers the opportunity to take a dip before starting their working day.

School swimming lessons start again on Saturday mornings and Monday afternoons from the 10th and 12th of October for a 10-week period, providing essential swimming skills to children in the area. Lessons are conducted by experienced Austswim instructors. Council has received a high level of interest and enrolments are coming in continuously.

The Mossman pool will be holding Aquafit classes on Tuesday at 9am (Low intensity), Tuesday 5:15pm (Classic) and Wednesday at 5:15pm (High intensity) for those that want a heart pumping working while staying cool in the 50m pool. Tickets are selling fast.

Numerous schools around the area have been conducting their annual swimming classes and will be holding Swimming carnivals in the coming weeks. Birthday parties have been increasing at the Mossman pool also with children and parents using the new BBQ facilities and inflatable toys to stay cool in the increasingly warming days.

Community Engagement

Murphy Street – Advice to stakeholders of various updates, such as completion of drilling, road closure for 5 hours for new pipework, requirement for resident to turn off irrigation system for 24 hours and requirement to impact part of an individual's garden bed.

Unnamed Road Killaloe – liaison with stakeholders regarding name for access road off the Captain Cook Highway.

Multi-Use Amenities Coronation Park – liaison with sporting clubs, Show Association and other stakeholders re. design and location of the multi-use amenities planned for Coronation Park.

Wangetti Trail – assisted Department of State Development, Tourism and Innovation to disseminate information on the Trail and the opportunity for input.

Name for new Bridge at Whyanbeel – invitation sent to residents, Traditional Owners and Historical Society asking for suggestions for a name for the new bridge.

Asphalting – notices sent out and delivered in letter boxes to advise of asphalting of various roads in Mossman and assisted Department of Transport and Main Roads to publicise asphalting on sections of the Captain Cook Highway.

Daintree River Crossing Consultation – survey and community meetings to gather feedback on preference for either two-ferry solution or bridge crossing for Daintree River.

Newell Beach Foreshore facilities - the existing park infrastructure and amenities at Newell Beach foreshore are scattered over 290m. Other parks throughout the shire have had upgrades however it has been many years since any were done at Newell Beach.

A survey was prepared and released 31 August seeking feedback from the community as to what, if any, facilities they considered were a priority. Council received 102 responses and a report has been provided to the project team.

Daintree Area Scheme - Queensland Rural and Industry Development Authority asked Douglas Shire Council to assist in raising awareness of its COVID-19 Daintree Area Scheme which offers payments of \$200 for eligible households and \$500 for eligible businesses. An email was sent out to Council's Daintree email database.

Human Resources

Human Resources continues its focus in the areas of employee relations, learning and development and Council's Certified Agreement negotiations.

Council's draft Certified Agreement is currently with the unions for review with the expectation to finalise a few outstanding items in the coming month. Council anticipates the commencement of staff consultation process once the in-principle consent is received from the unions.

Recruitment of several roles across Council has seen a spike in applicants for Council positions. The 2020/21 budget created opportunities for Aboriginal and Torres Strait Islander people with the introduction of the Indigenous Liaison Officer in the Community and Economic Development team and three specified positions located in the Open Spaces team.

Postponed face-to-face legislative and professional development training due to COVID-19 restrictions has resumed including Code of Conduct training that was postponed in April and was delivered in August for all staff. A number of staff undertaking either a Certificate III qualification in either Civil Construction or Water Operations have now successfully completed their qualification as part of their ongoing professional development

In partnership with Jabalbina Aboriginal Corporation Council launched the Cultural Awareness Training for all staff which has been well attended. The training is delivered by the Traditional Owners, the sessions are interactive and collaborative, key learnings include:

- Understanding of Traditional Owners and respect for their Country
- Basic knowledge of the history of First Nations People and the contribution of Aboriginal people to it
- Insight and awareness of some key values in First nations People's culture – including family and Country
- Awareness of good communication practices with Aboriginal workmates and community members
- Appreciation of the achievements of Aboriginal people in contemporary society

The training has been valuable in working collaboratively with all First Nations cultures in our community.

Workplace Health & Safety

Workplace Health and Safety is continuing works on Covid-19 to ensure safe work practices are implemented for the health and safety of our workers and the community. Worksafe Queensland Inspector recently visited Council to review worksites and safety systems in which Officers have been implementing recommendations.

The fourth quarterly WHS report of KPI's was presented at the Workplace Health and Safety Management Meeting on 4 June 2020. WHS advisors continue to work on the action plan.

Workplace Health and Safety Advisers have organised for drug and alcohol training to be rolled out to all staff in mid-October.

Safety Advisors have been working on a plan to implement fit testing to staff that are required to wear a personal protective mask for tasks that involve but not limited to chemicals, dust particles.

Property Services

Cape York United Claim QUD 675/14. The Applicant and the State are progressing this matter towards a proposed Consent Determination. The Consent Determination is likely to result in individual groups over separate parts of the claim area.

As part of the Consent Determination process, each Respondent to the proceedings is entitled to protect their interest by including their interest as an "other interest clause" in any Consent Determination. Council Officers are identifying any assets in the claimed area to ensure that they are protected for future use.

A Lease Framework project has been undertaken to review all Council leases and templates including shared use agreements. Inspections of all Council leased properties have now been completed with follow up works to be undertaken in the month ahead.

The Property Team are currently finalising lease arrangements with the Kimberley Rural Fire Brigade and Douglas United Football Club.

Wonga Beach Caravan Park was advertised in September to seek Management Rights of Caretaker Services, the tender will close in October.

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 launch of Daintree River crossing consultation increased communication output towards the end of the first quarter for the Media and Communications Unit.

Key Highlights:

- Council's website recorded 90,947 page views from 42,527 users during this quarter. (Page views down 27%, Users up 19%)
- The average time spent on 1 minute and 33 seconds (Down 14%)
- The Daintree Ferry Contract Renewal page was viewed 1833 times.

Top ranking news posts were:

- Bridge or No Bridge over the Daintree
- First resident at Kubirri Aged Care Centre
- Mayor to back community call on the Daintree River crossing
- Full steam ahead on Sugar Wharf wish list
- Council grants program opening soon

Key July to September Statistics:

Media Releases: 47 (Down 45%)
 Media Enquiries: 8 (Down 33%)
 Public notice advertising: 40 (Down 11%)
 Number of social media posts: 221 (Down 65%)

Council Grants Program

The Council Grants Program for 2020-21 was launched in August 2020.

Information sessions were held 4-6 August, attended by 30 people in Mossman (8), Diwan (9) and Port Douglas (13).

- Major Grants, with funding up to \$10,000 (GST Exc), have an annual Round, closing the last Friday in September.
- Micro Grants, with funding up to \$1,000 (GST Exc) have monthly rounds, opening the first Monday and closing the last Friday of each month (until funds are exhausted).

Grants Awarded

Successful Applicant	Project	Amount Awarded (GST Exc)	Stream/ Round
ICIT Pty Ltd	G'day Port Douglas and Daintree, 3 minutes with a Local – Produce 20, three-minute YouTube videos, featuring Douglas Shire residents; marketing the channel locally and nationally to reach proposed numbers.	\$1,000	Microgrant - July
Port Douglas Surf Lifesaving Club	Bree Masters Sprinting Clinic - Hold a one-day Beach Sprint Clinic with Bree Masters for kids between 7 and 16 years old.	\$1,000	Microgrant - July
Biodynamics FNQ Inc	Everyday Gardens by Everyday People - open garden event 3-5 October 2020 across the Douglas Shire to encourage community members to visit with gardeners who have been out in their gardens during the Pandemic.	\$684	Microgrant - August
Tropical North Steiner School Inc.	Tropical North Steiner School Community Open Days & Activities - Inform and educate the Douglas Shire community through a variety of education and lifestyle topics and the Steiner School curriculum.	\$1,000	Microgrant - August
Mossman Memorial Bowls Club	North Versus South Challenge 31 October – 1 November 2020 - Hosting teams from North Queensland against best of the South of the State.	\$1,000	Microgrant - September

Grants Acquired

Grant Recipient	Project and Outcomes	Amount Acquired (GST Exc)
R Watts	Elements of Drawing - a 10 week drawing course where participants learnt the fundamentals of drawing, culminating in an exhibition at Diwan. As a result of this grant and drawing course a Facebook page called North of the River Arts Group has started where members are encouraged to share their art-works, any tips they have, and provide support and feedback for each other.	\$2,476
Trailblazers Qld Pty Ltd	Daintree Food Trail - 27 small businesses in agriculture and tourism across the region brought together and promoted to the world via a new website https://www.daintreefoodtrail.com/ featuring all members, professionally photographed, map https://www.daintreefoodtrail.com/wp-content/uploads/Daintree-Food-Trail-Map-2020-1.pdf , social media and television and print media.	\$9,700
Bamanga Bubu Ngadimunku Aboriginal Corporation	Afterschool Program – installed basketball rings, equipment and rugby league posts for afterschool program and regular formal and informal sporting activities.	\$4,729
S Matthews	Life Amongst the Trees Part 2 – Facilitated the creation of hundreds of individual ceramic and mosaic on mesh art works by 45 community members, installing on Rex Smeal Park Amenities building extension.	\$5,235



Image: Elements of Drawing



Image: Elements of Drawing. Photo by B Nikora



CELEBRATING FRESH FLAVOURS

The Daintree Food Trail is a celebration of produce and the people who make it. People who are as diverse as their products but bound by a desire to showcase the bounty of this unique part of Australia.

From tea to turmeric, kefir to kombucha, hive to honey, it's all happening right here, against a magical backdrop of towering mountains, rainforest rivers and golden beaches.

TAKE THE TIME TO BREATHE IT IN

Our map will guide you through this amazing landscape. Our producers telling their stories of fruits and foods you may never have seen before.

Take the time to plan your path, as opening hours and seasons vary according to produce and product. Come for a day or stay for a week, if you're in doubt give us a shout on [follow@daintreefoodtrail.com](https://www.facebook.com/daintreefoodtrail) We'll see you soon.

DOWNLOAD THE DAINTREE FOOD TRAIL MAP [DOWNLOAD](#)

Our friendly local producers look forward to sharing their farms and food with you. Supporting families and local businesses. Quality products. Delicious discoveries. Pure, natural flavours.

To join the trail or find out more, email: folow@daintreefoodtrail.com

FOOD TRAIL MEMBERS

Accommodation	Online Shop
Cafe Restaurant	Producer
Cellar Door	Retail Shop
Farm Gate	Supporter
Markets	Tours

For accommodation, tours and a whole lot more about the Daintree.

Visit Port Douglas Daintree Destination Daintree

OUR SPONSORS

Proudly supported by Douglas Shire Council

Image: Daintree Food Trail – Excerpt from website



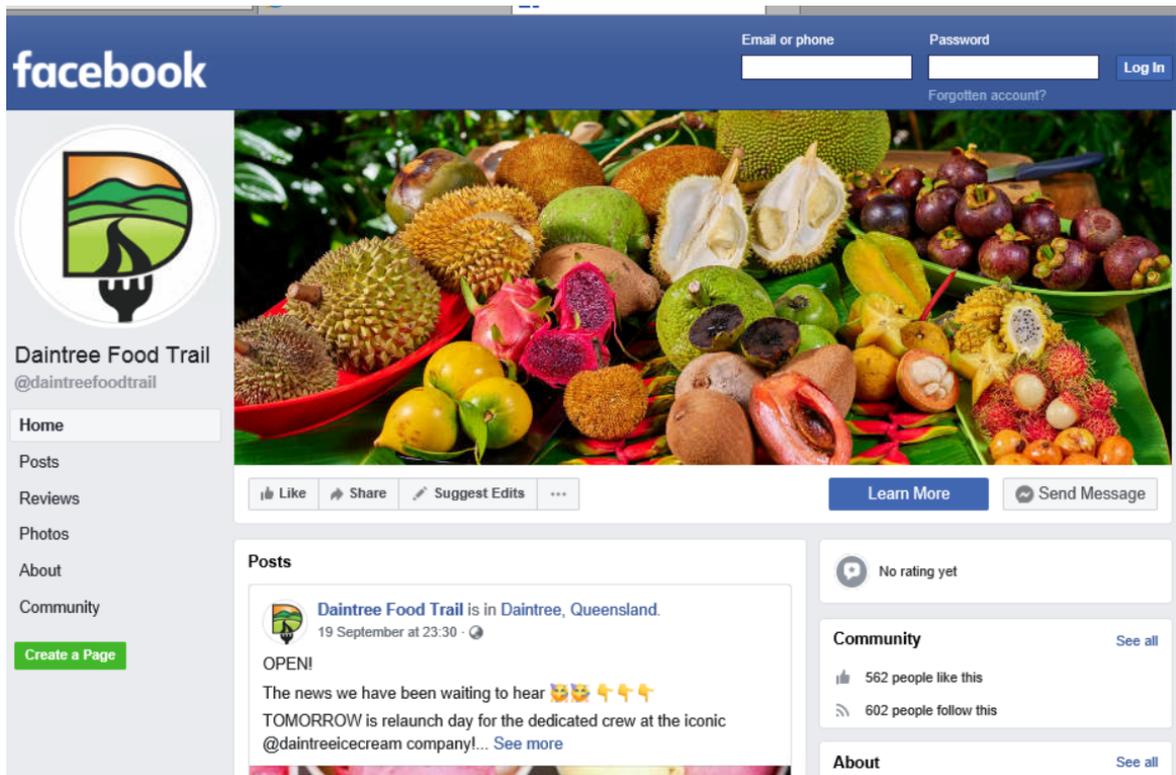


Image: Daintree Food Trail – Excerpt from Social Media site



Image: Bamanga Bubu Ngadimunku Aboriginal Corporation Afterschool Program



Image: Bamanga Bubu Ngadimunku Aboriginal Corporation Afterschool Program



Image: Life Amongst the Trees Part 2 Mosaic Workshop at Douglas Arts Studio Gallery (DAB) March 2020 prior to COVID lockdown



Image: Life Amongst the Trees Part 2 – Installation by S Matthews. Photo by F Adams



Image: Life Amongst the Trees Part 2 – Completed

In-kind Assistance

Since the start of the 2020-21 financial year four requests for in-kind assistance have been assessed to September 2020, with value of in-kind assistance approved totaling \$0 (GST Exc) due to ineligibility of projects under the Grant Guidelines.

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
Works for Qld – COVID	State Govt	Mossman Pool – upgrade front entry access to comply with disability standards	\$120,000	12/06/2020
Works for Qld – COVID	State Govt	Port Douglas Wastewater Treatment Plant - upgrade aerators and diffusers	\$290,000	12/06/2020
Works for Qld – COVID	State Govt	Smart Water Meter Program implementation	\$800,000	12/06/2020
Works for Qld – COVID	State Govt	Mossman Caravan Park and Pool - Replace lean-to camp kitchen roof, upgrade kitchen area, new BBQ, kiosk fit out, landscaping, LED screen purchase and install for Dive In Movies, upgrade office entry and rewire	\$220,000	12/06/2020
Get Ready Qld 2020-21	State Govt	Disaster Management activities	\$11,640	26/06/2020
Queensland Resilience and Risk Reduction Fund	State Govt	Mobile Generator Mossman Wastewater Plant	\$23,933	22/07/2020
Queensland Resilience and Risk Reduction Fund	State Govt	Three floodgates Wharf Street Port Douglas	\$168,244	22/07/2020
Queensland Resilience and Risk Reduction Fund	State Govt	Concrete Floodway – Forest Creek	\$265,380	22/07/2020
Community Road Safety Grant	State Govt	Safe Cycling Program 4 K.I.D.S (Kids in Douglas Shire)	\$19,838	28/07/2020
Local Roads & Community Infrastructure Program	Federal Govt	Concrete Floodway – Forest Creek	\$150,000	29/07/2020
Local Roads & Community Infrastructure Program	Federal Govt	Speed cushions – Marlin Dr Wonga	\$40,000	29/07/2020
Local Roads & Community Infrastructure Program	Federal Govt	Flood gates – Wharf St	\$40,000	29/07/2020
Local Roads & Community Infrastructure Program	Federal Govt	Mossman Van Park – Boomgate and information shelter	\$36,000	29/07/2020
Local Roads & Community Infrastructure Program	Federal Govt	Wifi – Wonga Beach Van Park	\$8,337	29/07/2020
Reef Assist Program	State Govt	Dune Rehabilitation in Douglas	\$445,000	07/08/2020
Spaces and Places Activation - Arts Qld	State Govt	Messages from Trees	\$205,150	10/08/2020
Wastewater Stewardship Strategic Assessment Project Stage 2 - EOI Submission	State Govt	Mossman Treatment Plan Effluent Recycling	\$1,000,000	20/08/2020
Open Air – Arts Qld	State Govt	Call of the Running Tide 2021	\$55,000	10/09/2020

Grant	Funding Body	Project	Amount	Outcome
Works for Qld – COVID	State Govt	Mossman Pool – upgrade front entry access to comply with disability standards	\$120,000	Successful
Works for Qld – COVID	State Govt	Port Douglas Wastewater Treatment Plant - upgrade aerators and diffusers	\$290,000	Successful
Works for Qld – COVID	State Govt	Smart Water Meter Program implementation	\$800,000	Successful
Works for Qld – COVID	State Govt	Mossman Caravan Park and Pool - Replace lean-to camp kitchen roof, upgrade kitchen area, new BBQ, kiosk fit out, landscaping, LED screen purchase and install for Dive In Movies, upgrade office entry and rewire	\$220,000	Successful
Local Roads & Community Infrastructure Program	Federal Govt	Concrete Floodway – Forest Creek	\$150,000	Successful
Local Roads & Community Infrastructure Program	Federal Govt	Speed cushions – Marlin Dr Wonga	\$40,000	Successful
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Local Roads & Community Infrastructure Program	Federal Govt	Mossman Van Park – Boomgate and information shelter	\$36,000	Successful
Local Roads & Community Infrastructure Program	Federal Govt	Wifi – Wonga Beach Van Park	\$8,337	Successful
Get Ready Qld 2020-21	State Govt	Disaster management	\$11,640	Successful
Wastewater Stewardship Strategic Assessment Project Stage 2 - EOI Submission	State Govt	Mossman Treatment Plan Effluent Recycling	\$1,000,000	Unsuccessful
Flood Warning Infrastructure Network Project	Fed and State Govts	Flood warning infrastructure	\$175,000	Successful
Bridges Renewal Program	Federal Govt	Anich Bridge	\$440,000	Successful
Bridges Renewal Program	Federal Govt	Warner Bridge	\$500,000	Successful
Gambling Benefit Fund	State	Interactive Screen for Local Disaster Management Group	\$16,700	Successful
Regional Arts Development Fund	State Govt	RADF 2020-2021 Program	\$30,000	Pending
Council of the Ageing	State Govt	Tai Chi and High Tea	\$1,000	Pending
Safe Places Emergency Accom	Federal Govt	DV Shelter Mossman	\$760,400	Successful
Principal Cycle Network	State Govt	Junction Road to Cooya	\$1.1M	Pending
Open Air – Arts Queensland	State Govt	Call of the Running Tide 2021	\$55,000	Unsuccessful
Spaces and Places Activation – Arts Queensland	State Govt	Messages from Trees	\$205,150	Unsuccessful

FINANCE AND CORPORATE SERVICES

Procurement

Contracts

- The volume of contracts coming our way (for review) increased dramatically during this period. We are pleased to see DSC sections engaging with Procurement as we strive to improve our product.
- Waste management contract
 - New contract commences 11 January, 2021.
- Three new lawn mowing contracts awarded
 - Start date: 12 October 2020
 - Term: base year and two option years.
- Six local vendors engaged for 12 months to meet Water & Waste Water reticulation plant hire needs
 - Start date: 1 October 2020.
- 2020/2021 Coconut de-nutting contract awarded.
- Wonga Beach Caravan Park Request For Tender (RFT) developed and released.
- Playground Renewal Program RFT released.
- Several Water & Waste Water contracting requirements finalized.
- Assisting Daintree River Ferry Project Lead.

Training

- In conjunction with Vendor Panel, an interactive webinar was provided to interested vendors to explain the process of registering and submitting proposals.
- The majority of Council sections attended Vendor Panel training to develop their understanding of the new platform.
- A Contract Management Training Workshop, facilitated by Helix Legal, was attended by key DSC personnel from Water & Waste Water, Infrastructure and the Project Management Office.
- An ongoing program of on-the-job training allows DSC staff to apply newly learned skills to practical examples.
- Cross-training of the procurement role continues for business continuity planning.

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.
- Work continues to fine-tune user permissions, vendor preferences (i.e. category interest) and dynamic reporting.
- Vendor Panel trainers will provide on-site training (to both Council personnel and local vendors) after travel restrictions are relaxed.
- Several Queensland councils, including Gold Coast City Council, have contacted DSC to seek guidance in relation to the implementation phase.

Process Reviews

- The *new and improved* Contracts Register allows Council to track existing contracts with ease and ensures that new contractual suites are prepared well before contracts expire.
- Transparency is key to our (contracting) success and our processes are being closely examined to ensure that they a) are simple to follow, b) ensure full and open competition, c) provide accurate evaluations and d) the outcomes stand up to analysis.
- Naming conventions, folder structures and a standardised approach to document storage (for procurement files) continue to be assessed.

Communication

- Council is focused on providing constructive feedback to those vendors that may have been unsuccessful in securing contracts.
- The decision-making process (to go to contract), preparation of tender documents, evaluation and award are all important phases of the contract process; all of which we are attempting to better explain to our vendor base.

Finance

Audit and End of Year Financials

The QAO final audit was carried out from 14-25 September, with the auditors attending onsite the first week. There were no major audit issues identified. The QAO external audit Closing Report will be tabled at a Council meeting once received. A special thankyou to team leaders Jo, Sandeep and the Finance & Corporate Services Team for successfully managing the audit process.

The Special Council meeting to accept the year-end financial statements is scheduled for 9 October 2020.

Revised Budget

The Finance Team will commence work on the revised budget in late October, with a view to have Council adopt this in December 2020.

Covid-19 Relief measures

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

1. Waive Daintree Ferry Fees for tour buses for August and September 2020;
2. 50% rebate of Daintree Ferry Fees for tour buses for October –December 2020.

Covid-19 Remote working

Due to Covid-19 the majority of the Finance and Corporate Services team continue working remotely. This has necessitated a complete rework of processes and internal controls and has resulted in productivity savings, electricity savings and a large decrease in paper usage. Processes changed will continue post-Covid and have embraced paperless transactions.

Asset Capitalisations

The Finance Team is wrapping up the financials for 30 June 2020. For the 2020 financial year:

- Council spent \$26.4mil on capital expenditure.
- Council spent a total of \$1.89mil on capital wages this year. Of that, \$948k was for project management costs. The remainder was for construction and other project costs.
- Council capitalised over 630 assets worth over \$18mil.
- At 30 June 2019 we had 185 projects in Work In Progress, at 30 June 2020 that number had reduced to 114 projects in Work In Progress.
- Council's transport assets were valued up by \$6.5mil mostly due to increases in unit rates and better condition ratings of the roads, thanks Scott and the Infrastructure team!
- Council earned an additional \$224k of revenue through selling plant and IT assets through auctions.
- Overall, Council's total assets have a fair value of \$384 million.

A big thank you to Managers and your teams for helping Finance get all the asset data over the line this year, given how challenging this year has been. Thank you to Sandeep, Katie and the Finance Team for managing the Capital Works process.

Asset Management

Three of the remaining four Asset Management Plans have been completed and approved for use, the remaining Transport Asset Management Plan draft is well underway, and is forecast to be completed in the next quarter.

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 preliminary review of 3 off the shelf asset management software systems has been undertaken, with two promising front runners. One further system will be reviewed and a business case will be prepared for consideration.

Rates

Water notices were issued on 23 June 2020, with a due date of 28 July 2020. Water account reminder notices (over \$20 outstanding) were issued on 7 August and 31 August 2020.

Half yearly rate notices for the period 1 July to 31 December 2020 were issued on 6 August 2020 with a due date of 9 September 2020. Council officers sent out a courtesy Email and SMS reminder to ratepayers one week prior to the rate notice due date. This reminder was sent to ratepayers where an email address or mobile number was attached to the ratepayers NAR details.

Rate notice reminders (over \$50 outstanding) were issued 22 September 2020.

Council officers have conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. Ratepayers who have defaulted have been contacted to discuss their financial situation.

As part of this regular monthly review, all of Council's payment arrangements with ratepayers (including direct debits and payroll deduction) were reviewed to ensure that the remaining payments will have the account paid in full by 31 December 2020. Where payment amounts have been required to be adjusted, letters were sent to ratepayer.

Debt recovery processes are also ongoing.

ICT

The project to change Council's ICT environment from its current cloud-hosting model to an "on premises" model is now reaching its most active stage. While the infrastructure build is complete, all but one core application is still in the build phase.

The delays have been caused by vendors who have not been able to commit the required resources (people) at the desired time, in the most part due to the unexpected Covid-19 related work that most vendors have been subject to by their clients.

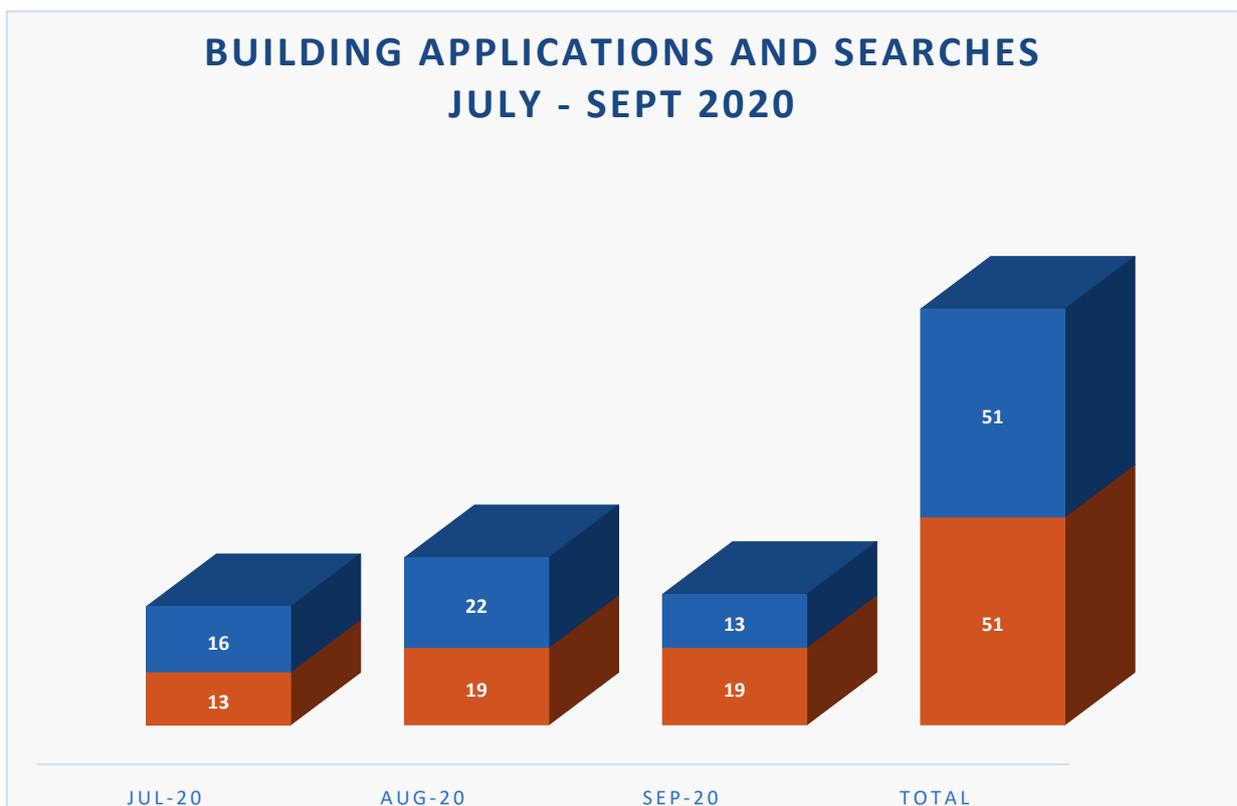
While the project budget allows for a go-live date to slip, to minimise paying for two environments for anything but the minimum period of time, the pressure is on to get all the applications built and tested, so the go live event can be planned.

This project is taking up the majority of the IT Team's time at the detriment of other projects, which have had to take a back seat while this major project is pushed over the line.

The project to refresh Council’s inter-office network, moving to newer technologies and services, at reduced cost and with great bandwidth has commenced. The project is expected to take place progressively, link by link, over several months, starting in November.

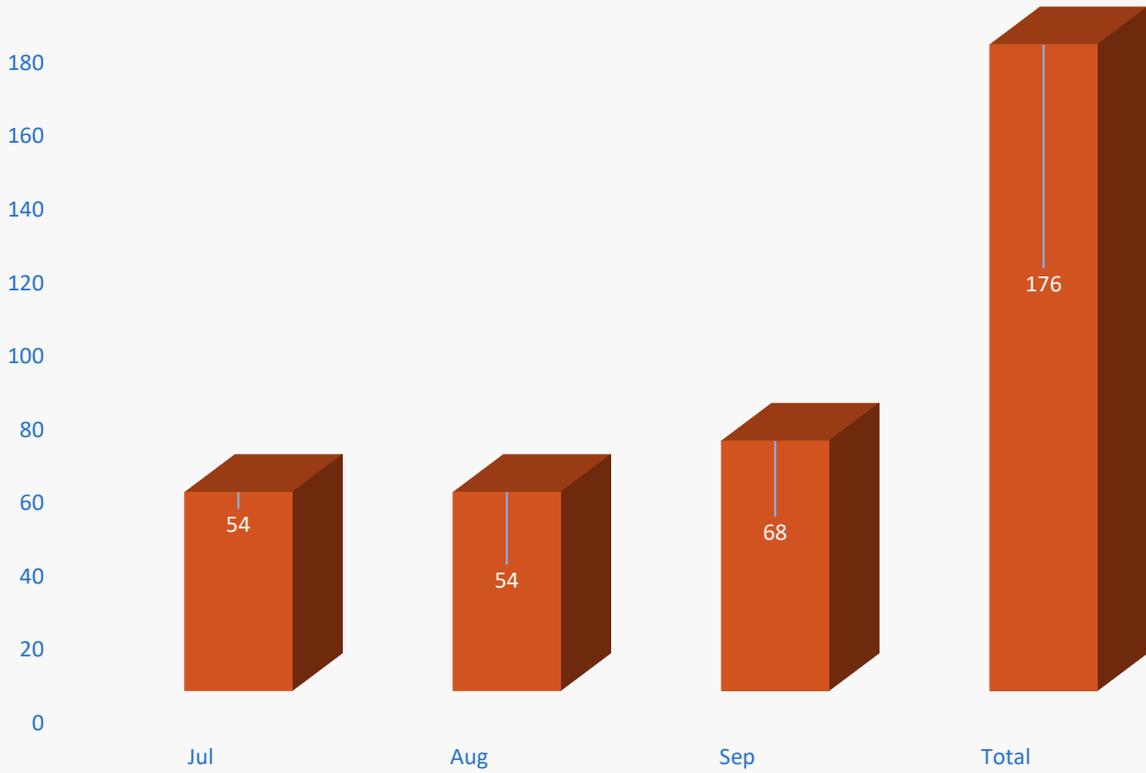
Work on other projects has commenced slowly due to the emphasis on the two above mentioned major project but most are past the procurement phase.

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

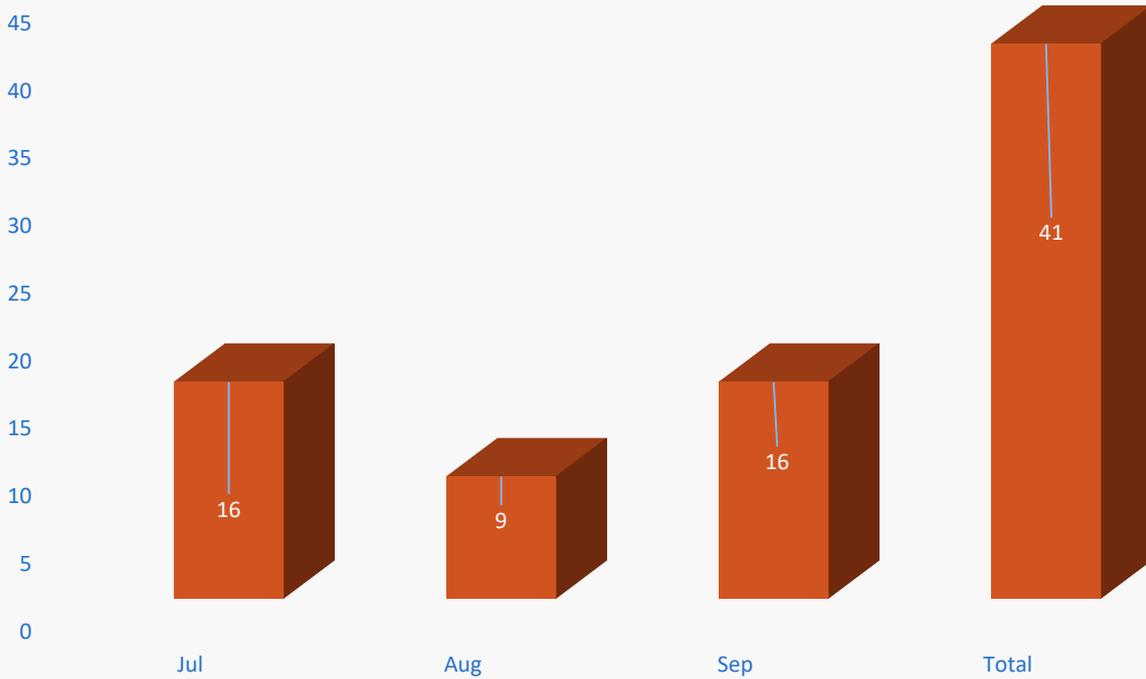




Ferry Cards Issued July - Sept 2020

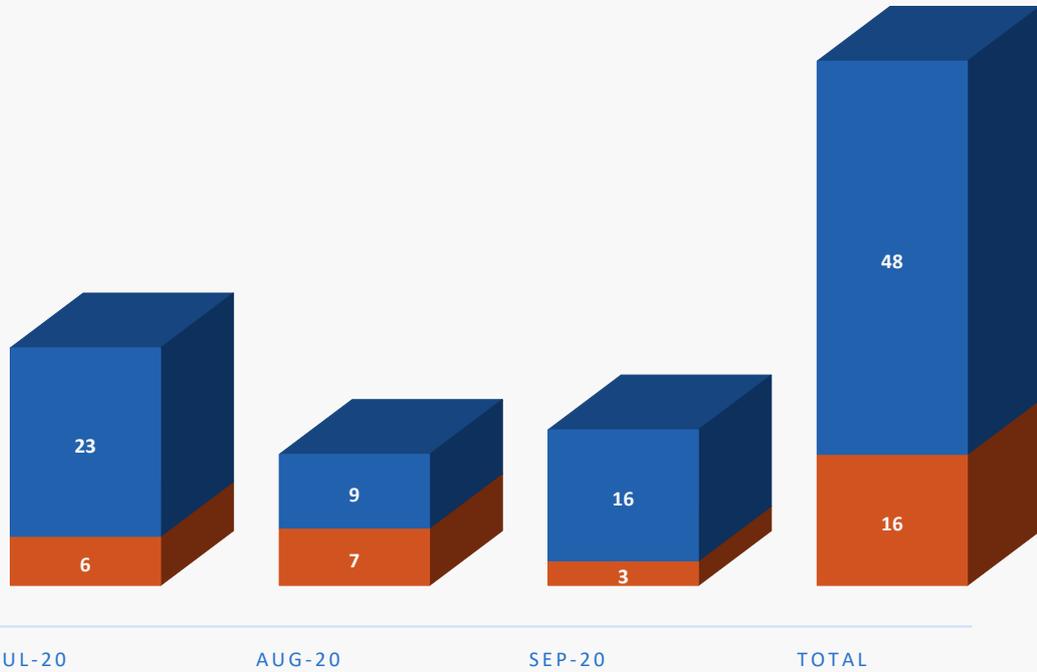


Douglas Cards Issued July - Sept 2020

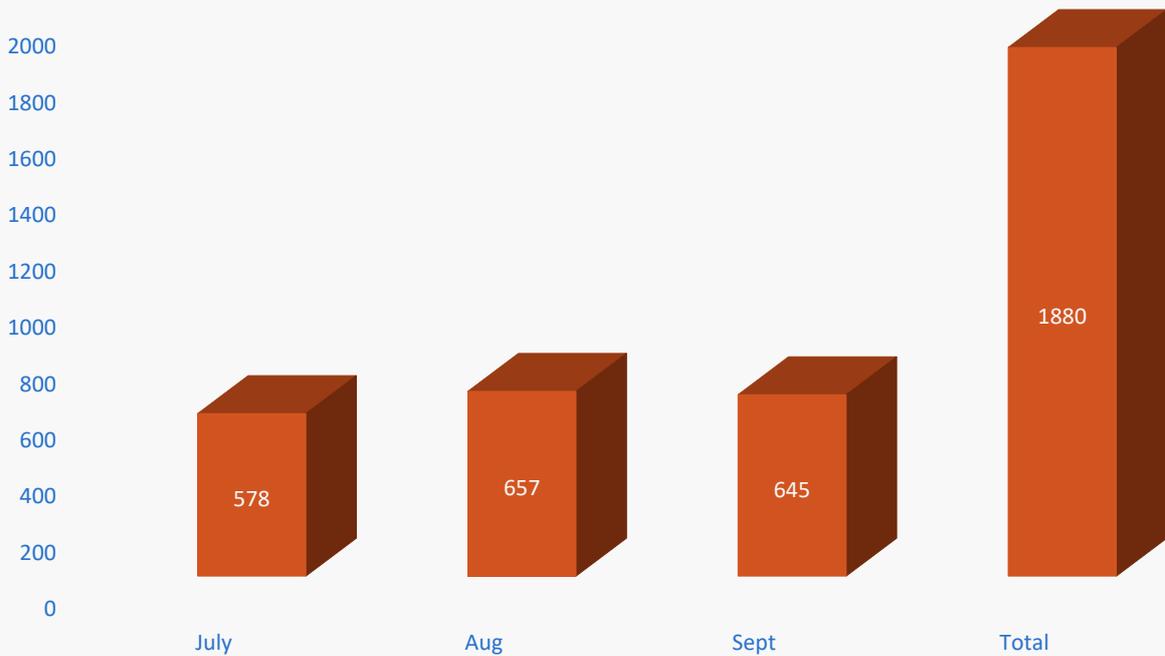


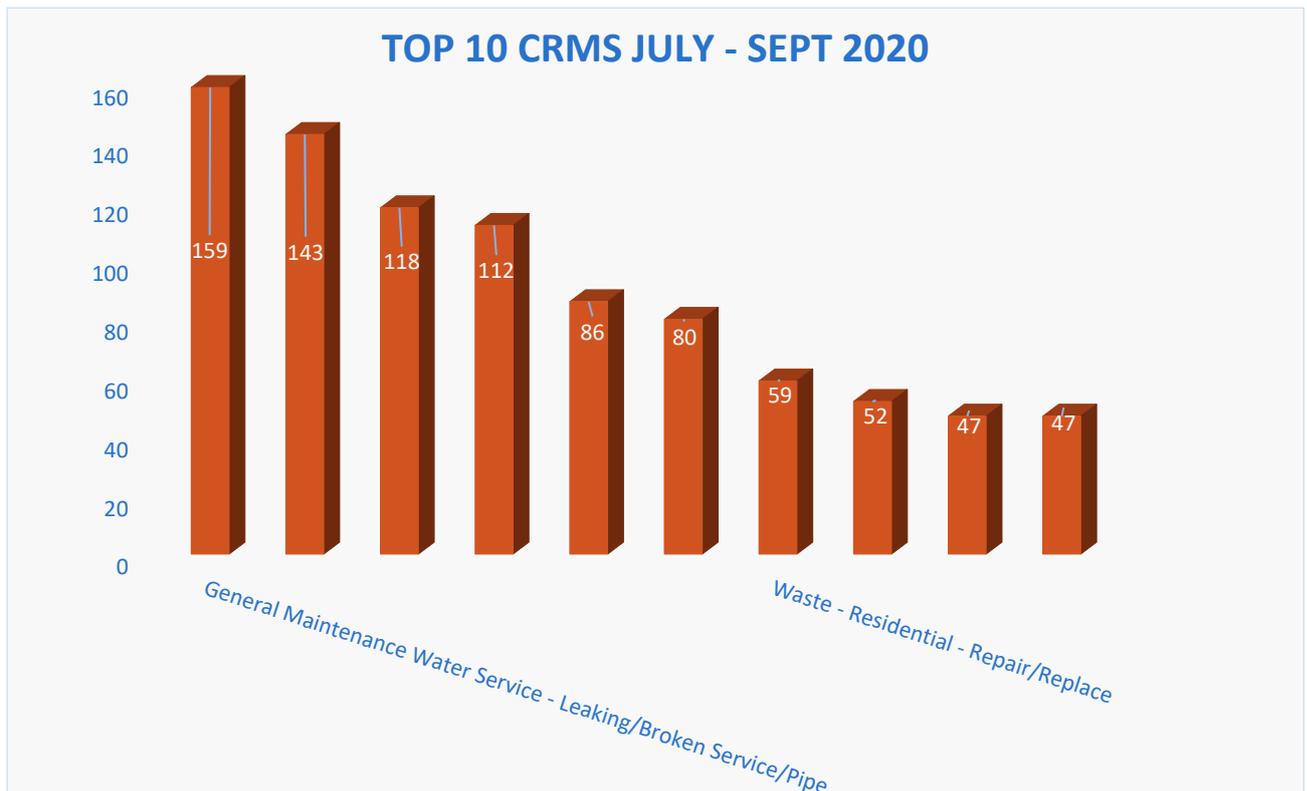


PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF AND COUNCIL PARKS JULY - SEPT 2020



TOTAL CRMS FOR PERIOD JULY - SEPT 2020





Records

The Senior Records Management Officer has been busy maintaining everyday Records tasks whilst performing a support role for the ICT Team in the major ICT Platform Project.

GOVERNANCE

General Governance

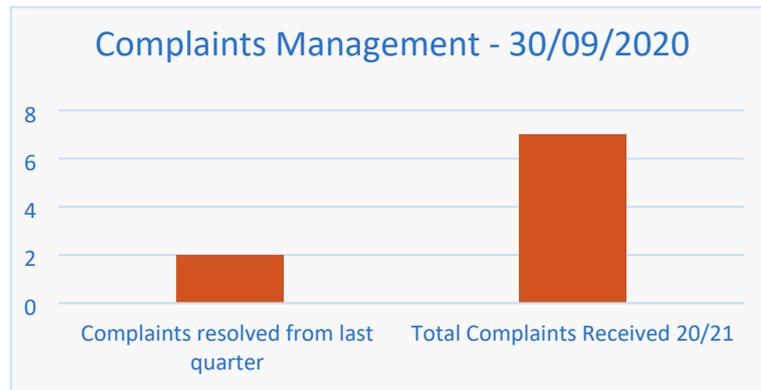
The ongoing review of the Governance Unit of Council has continued and enabled the governance function to work on actions relating to Governance, Compliance and Performance issues in the organisation and to further highlight the actions required.

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.

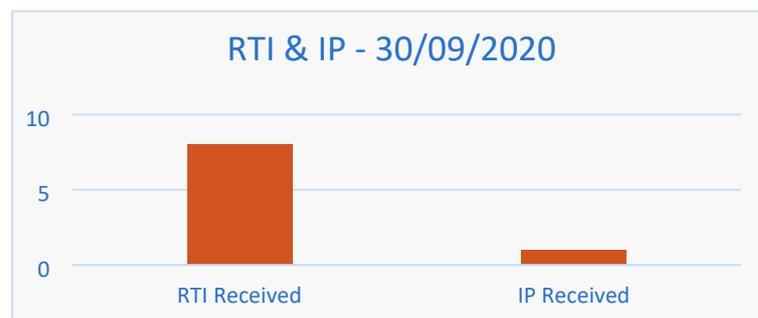
These complaints are classed as **Administrative Action Complaints** and are about an administrative action of a local government. This includes a decision or a failure to make a decision, including a failure to provide a written statement of reasons for a decision; an act, or a failure to do an act; 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.

Policy Type	Total in Place	Currently under Review
Statutory	14	3
Council	60	21
Administrative	1	1

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 2nd 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. Due to a number of factors, the recruitment process has been put on hold.

The recruitment of two external members is now finalised with the recommendation being presented to Council in October for endorsement.

ENVIRONMENT AND PLANNING

Planning

Kubirri Aged Care – Johnston Road, Mossman

The Kubirri Aged Care development being undertaken by The Salvation Army (TSA) at 49 Johnston Road Mossman has officially opened with residents being introduced into the building.

The land contract for the property transfer and the surrender of the Development Lease has been executed by the Chief Executive Officer and it is anticipated that the land transfer will take place in the coming weeks bringing the project to an end.

Storm Tide Flood Investigation Project

The project is being funded by the Queensland State Government with minimal cost to Council that involves limited officer time commitments.

JB Pacific (JBP) Scientists and Engineers were chosen as the successful provider from a group of experienced and qualified Coastal Engineers to undertake the Project.

To date the study has:

- Classified the Douglas shoreline into different shoreline types and vegetation zones; and
- Analysed different Australian and international methodologies to map storm tides over the different shoreline categories.

While the project brief required the consultant to consider 3 different storm tide models, other than the bathymetry model, the consultant is assessing four models.

The consultants are currently evaluating and identifying the best approaches to large-scale application, which can be developed into a new guideline to support other coastal councils. This assessment is being internationally peer reviewed by JBA Consulting who are based in Yorkshire UK with engineers participating from England, Scotland and Singapore.

The group discussion between the consultant, peer review team and Council officers occurred over three different time zones was challenging and a positive aspect of the impact from Covid-19 – we can meet in real time to discuss these issues.

Significant issues determining storm tide inundation levels include vegetation and the density of the vegetation. Preliminary modelling identifies the need to consider the impact of storm tide inundation travelling up streams that may impact on roads further inland.

The next stage is to apply the new methodology to undertake revised shire-wide storm tide mapping. The study outcomes will be included in a written report and will be accompanied by specific required heights for coastal properties. The project will also nominate required planning scheme improvements.

Online Planning Scheme Mapping Tool

The online property reporting tool has been finalised and is available for use on Council's website for use under the tab of 'Planning Services'.

The tool provides a report showing the Council's Planning Scheme mapped zoning and overlays. The report will be suitable for use on a range of devices including mobile phones and tablets as well as the traditional desktop computer. This will provide timely and valuable advice to developers, property vendors and purchasers as well as the general public. The ability to generate the reports on a 24/7 basis substantially improves the availability and content of Council's Planning Scheme as it relates to a particular site.

The generated report also provides links to the relevant Planning Scheme codes and assessment tables. The additional generation of compliance tables will assist the preparation of planning applications.

Langley Road - Port Douglas

Construction has commenced on 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 is progressing with the construction of the entire development.

The development is expected to be completed by Christmas 2020.

Wabul Street - Craiglie

Operational works approval has issued for the creation of an additional 32 residential lots and open space for the future housing estate to the south of Port Pacific Estate at Craiglie.

Council at the Ordinary Meeting held on 28 July 2020 provided a commitment of \$1M in the 21/22 Capital Works Budget towards the delivery trunk infrastructure works being constructed as part of the development.

Discussions are ongoing with respect to finalising all costs associated with the delivery of trunk infrastructure.

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

It is anticipated that construction of the first two stages will commence this year.



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

Fairmont Resort - Port Douglas

Council is in receipt of a development application for a resort complex over the infamous Havana site at 71-85 Port Douglas Road.

The proposed development includes an integrated resort facility comprising 253 accommodation rooms for the purposes of short-term accommodation, 2 Food and drink outlet 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 Planning Department are currently undertaking a review of the development application as submitted which has uncovered a number of items that require further clarification and response by the Applicant. The application will be assessed in accordance with the requirements of the Planning Act 2016.

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



Image: Artist impression

Plumbing and Drainage

Council has received 26 Plumbing applications in the report period and conducted all required Trade Waste inspections and Notifiable work audits for QBCC. The Plumbing Department has set up processes and tested the new Actus App to record inspections directly into Authority.

Local Laws

In the period July to September, Local Laws Officers responded to a total of 427 customer requests/complaints, including 18 dog attack complaints and 78 for illegal camping.

With the easing of Covid-19 restrictions and the re-opening of borders to most States, officers have noted an increase in visitors to the area, which has resulted in the reporting of additional issues around the Shire, including illegal camping and dogs off lead.

Wangetti Rave Party

On Saturday 8 August, Officers attended the site of an illegal “rave” party at North Wangetti with Queensland Police. Officers were on site for several hours and issued a number of \$266 fines for illegal camping.



Image: Illegal campers at Wangetti “rave” party

Dogs Day Out

Council officers attended the Dogs Day Out event, presented by Paws and Claws, on 26 September at Port Douglas Community Hall. The event was well supported by the community and was an opportunity for officers to connect with residents in a fun and friendly atmosphere.



Image: Council set up at Dogs Day Out

Blue Card Certified for working with children

The Local Laws team have all recently been approved and certified to hold Blue Cards for working with children in Queensland. As the officer's work on education projects in the community and regularly encounter children, the community can have added confidence that the officers are police checked and safe for this work.

Port Douglas Boat Harbour Pile Moorings

A maintenance program has commenced to replace the fittings on the Council managed pile moorings. Additionally, a clean-up of the Pile Mooring Carpark (next to the yacht club) has commenced with an initial audit. All dinghies, trailers and other items have been catalogued.

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period July to September 2020:

- Domestic waste: 1,149 tonnes
- Domestic recycling: 214 tonnes
- Commercial waste: 209 tonnes
- Commercial recycling: 30 tonnes

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

- Co-mingled recyclables: 38 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 498 tonnes
- Asbestos: 0.4 tonnes

Operational Works

Operational works undertaken in the July to September 2020 period included:

- Routine quarterly groundwater sampling undertaken at Newell Beach, Sanitary Depot and Killaloe Landfill in September 2020.
- Safety sign audit completed at transfer stations.
- Relocation of existing safety shower at Killaloe Transfer Station Hazardous Bay to meet code.
- Additional emergency eye wash station installed at Killaloe Transfer Station. This was an action from the August 2020 Workplace Health and Safety audit. The new eye wash station is located between the public battery and chemical drop off bays.



Images: Additional emergency eye wash station installed at Killaloe Transfer Station

Preparations were made for the upcoming wet season, which included the following works:

- Sedimentation ponds cleaned out and new sediment traps installed.
- Killaloe Landfill leachate collection well pumps serviced.
- Killaloe Landfill and Transfer Station electrical switchboards and telemetry audited and required works scheduled.

Capital Works Progress

Resource Management's capital works programs are progressing well, during the period the following actions were completed:

- The Killaloe Landfill waste model was updated by an RPEQ engineering, which will allow surveying and profiling works to commence in the new year.
- Killaloe Transfer Station crib room geotechnical soil analysis complete and building plans drafted.
- Killaloe Transfer Station shed earthworks nearing completion.
- Cow Bay Transfer Station phone line installed and awaiting connection.

Waste Engagement

Officers worked with the community to decrease kerbside recycling contamination rates through the following initiatives:

- 'Recycling in Douglas' presentation to Mossman Elders Justice Group on 22 September 2020.

- 'What goes in my Recycling Bin' and 'What goes in my General Waste Bin' stickers printed for use on selected bins across the Shire.
- Mossman Gorge bin stickers designed by local artists and currently with a local printing company.

Sustainability

Coastal Monitoring Program

Council established a coastal monitoring program at five key locations as per recommendations under Council's Resilient Coast Strategic Plan 2019-2029. With a help of a contractor, Council installed five monitoring phone cradles at beach locations in Cow Bay, Wonga, Newell, Cooya and Four Mile beach. The intent of the monitoring program is to utilise citizen science based CoastSnap technology, where the community can assist with creating long-term data of coastal changes.



Image: Newell beach photo monitoring point

Single-Use Plastic Free Policy

Council adopted a Single-Use Plastic Free Policy which will help strengthen Council's environmental commitments by reducing single-use plastics in its operations and in the community. The policy applies to events proposed or held on Council controlled land, which require a permit under Council's Local Laws or are held in Council facilities. The policy also applies to civic functions and ceremonies, including markets and weddings on Council controlled land. Targeted products include plastic bags and balloons, single-use plastic cups, coffee cups with plastic lining, plates, bowls, cutlery, takeaway containers (including sandwich wedges and chip cups), sauce sachets, straws, drink stirrers and lids. These products are to be replaced by reusable, recyclable or compostable options.

Funding for Coastal Rehabilitation Works Secured

Council was successful in receiving Queensland Government Reef Assist program funding that will help the Council deliver dune protection and maintenance works within our coastal regions. This work aligns with the Coastal Hazard Adaptation Strategy and helps deliver priority actions under Council’s Resilient Coast Strategic Plan. While the project will improve resilience to natural disasters, the improvements will also increase native vegetation, reduce runoff to waters and the Great Barrier Reef. While delivering environmental projects, the program will provide local employment, training opportunities, engage local workers and contractors and boost economic recovery.

Funding to Promote Sustainable Fishing Practices

Council was successful in applying for a grant from Great Barrier Reef Foundation to promote sustainable fishing practices. With the proposed project, the Council is planning to create educational material, such as a video, information for a website, signage and a community workshop that would improve engagement and explore sustainable fishing practices that might foster long term improvements in the Douglas Shire fishery. The information would also aim to encourage both locals and tourists to utilise sustainable fishing and boating practices to protect our aquatic habitats and thus help our fish populations. These practices would assist with protection of local marine fauna by addressing threats to the reef by direct use, meanwhile supporting the implementation of Reef 2050 Long Term Sustainability Plan and Queensland Sustainable Fisheries Strategy.

Carbon Footprint Audit Completed

An audit was completed to align Council’s corporate carbon emission data with National Carbon Offset Standard (NCOS) methodology. This data will assist the Council to monitor its emissions and find ways to reduce Council’s carbon footprint. The data shows us that during financial year 2018-2019, Council’s carbon footprint was 8,162 tonnes CO₂-e. The largest source of emissions was electricity used in Council facilities, which accounts for 53% of the emissions. Other emissions sources include landfilling (20%), transport (11%), Council’s waste (9%), small plant (4%) and nitrous oxide emissions from wastewater treatment (2%).



Image: Douglas Shire Council’s corporate carbon footprint 2018-2019

Disaster Management

Mitigation

Monthly and ad hoc LDMG meetings have been held from July to September 2020.

Preparedness

Under Category C Far North Queensland Monsoon Trough Flexible Funding Grants - Round Two Douglas Shire Council has completed (1) appointing the service provider for providing Disaster Digital Noticeboards; and (2) the concept design and layout for the Douglas Shire Multi-Purpose Disaster and Training Coordination Centre Feasibility Study.

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.

The Mossman SES Group has launched an audit of their facility and fleet, attended regional training (Storm Damage, Flood Boat operators, etc.) and have participated in two Land Search simulated exercises.



Image: Mossman SES Group – simulated Land Search training at Mossman and Buchans Point

INCIDENT MANAGEMENT TEAM 2020-21

In August 2020 in preparation for the 2020/21 Wet Season, which officially commences on 1 November, we put the call out for any staff who would be interested in becoming a member of the 2020/21 Incident Management Team (IMT) for working in the Local Disaster Coordination Centre (LDCC) and/or the Port Douglas Storm Tide Cyclone Shelter (PDSTCS). The Cyclone Shelter Team meets every fortnight to prepare and strengthen their resilience. Please take the time to familiarise yourself with:

The 2020-21 Storm Tide Cyclone Shelter Team:

- Cyclone Shelter Manager - Paul Wrobel
- Cyclone Shelter Officers - Serge Todorovic; Jake Shearer; Salgira Rema (proxy Shelter Manager).

The 2020-21 Incident Management Team (IMT) who works in the Local Disaster Coordination Centre (LDCC):

- Local Disaster Coordinator – Paul Hoye

- Admin Support/ Call Logger - Nat Crimmins; Logistics and Planning Leader - Georgia Graham; Intelligence Leader - Liza Dowling; Communications/Technical ICT Officer - Tristan Burrows; Tasking Officer - Louise Dias; and
- Deputy Local Disaster Coordinator– Jamie Kleinhans.

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.

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 receive daily COVID-19 updates. A number of meetings and discussion exercises have been facilitated over this quarter with the result that the available COVID-19 First Nations and LDMG plans have been reviewed.

The Douglas LDMG and Douglas Shire Council has successfully assisted the Mossman Hospital, in providing a Traffic Management Plan and resources, to operate a COVID-19 Drive-Through Testing Clinic at the Mossman Showgrounds. The clinic is testing on average 15 people per day. The Douglas LDMG has been providing support to the Mossman Gorge Community (issuing entry permits. To date 132 entry permits have been approved) and other relevant stakeholders).

DOUGLAS SHIRE COUNCIL: COVID-19

During the past three months Council has successfully moved through three stages of easing of restrictions. In August the Douglas Shire Council established a COVID-19 Working Group, which is now led by Team Lead: Environmental Health Officers. Workplace Health and Safety, WPH&S reps, Environmental Health Officers and the Disaster Management Unit forms part of this group and provide strategic advice to support the health and well-being of our workforce ranging from hard hats to hand sanitiser. This Working Group will alleviate a lot of pressure on the Management Team and they are in the process of formalising a Workplace Pandemic Plan and a Council specific COVID Safe Plan.

Stage three of the Roadmap to easing restrictions was brought forward and implemented on noon on 03 July 2020. Continuing conditions include; social distancing, 1.5 metres and hygiene, stay at home if you're sick, tracking, tracing, rapid response, frequent cleaning and disinfection.

Recovery

RECOVERY GROUPS: COVID-19

The Do It in Douglas Campaign was been launched and is centred around three themes: 40Days in 40Ways (check out the DSC Facebook page), Streetbank (a community-run initiative that supports neighbours) and Buy Douglas: Build Douglas (supporting local businesses with the official launch due for mid-May).

The 40Days in 40Ways campaign was presented to Douglas Shire Councillors and circulated via the Queensland Reconstruction Authority's newsletter. Council received overwhelmingly positive feedback on the campaign and we think the team has done an incredible job of promoting the importance of staying safe while having fun and being part of a community.

DISASTER RECOVERY FUNDING

Two new flood cameras at the Daintree River Ferry crossing are frequently streaming images to the Douglas Dashboard, giving the community a better ability to keep a close eye on river levels this cyclone season. After multiple ferry closures through the 2017/18 and 2018/19 wet seasons, Douglas Shire Council installed the new cameras at the northern and southern banks to better inform the public about the status of the ferry crossing. Furthermore, interested parties can opt in for real-time warnings to be delivered via sms or email via the Douglas Dashboard.

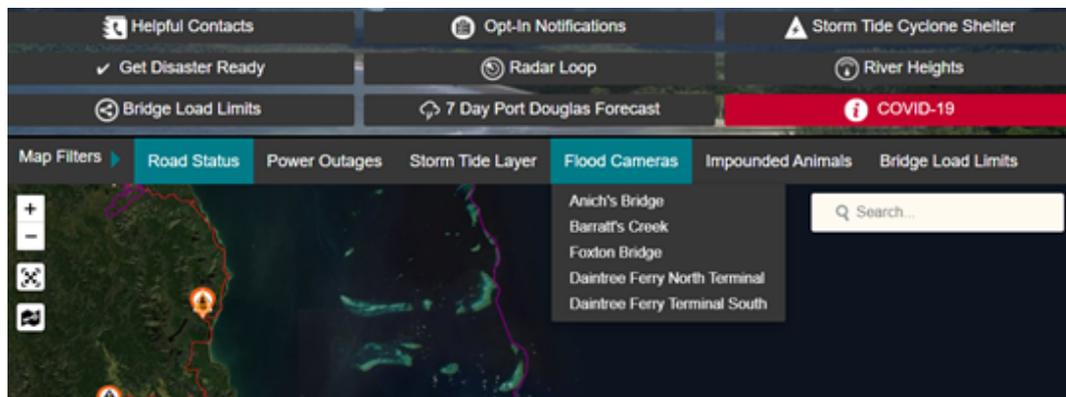


Image: Daintree Ferry flood cameras on the Douglas Dashboard

Environmental Health

During July, August and September 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. EHOs responded to 31 CRMs related to COVID-19 enquiries from businesses and people wishing to undertake events.

In September the recommencement of annual inspections of regulated businesses was prioritised with an added check on compliance with COVID-10 restrictions. As of the end of September no cases of COVID non-compliance in inspected premises were referred to Qld Health for further action.

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 FNQ Inter-Agency COVID19 Compliance Meetings.

During the 3-month period EH issued 4 new Food Business licenses, including one for the Kubirri Aged Care facility.

The position of EHO/Illegal Dumping Officer started mid-July and began with training from Department of Environment and Science with the goal of reducing illegal dumping through compliance and education. Since then, surveillance of dumping hotspot sites has begun with new equipment and signage purchased, this is being done in conjunction with outdoor crews who are the eyes on the ground for dumping issues. Information booklets on Dumping including "Green waste Waste leaflets" have been produced and used to educate and combat hotspots in residential areas. A local media production company has been engaged to make short information clips for social media which will follow in the coming months.

Prescribed Activities Approvals

Environment and Planning have issued 26 Prescribed activities approvals during this period with approvals being assessed and issued for projects ranging from filming, entertainment events and work on roads.

Filming activities including the movie “Kidnapped” – a Steve Jaggi production filmed at Thala Beach Resort and other locations in Port Douglas, promotional advertising projects for local resorts and businesses, the G’Day Port Douglas & Daintree series and more. Officers have been assisting and advising on location information and permit requirements for the upcoming Netflix Series “Dive Club” although applications have not been lodged at this time. Temporary entertainment events including community events and sporting events and other general approvals such as using a crane to access vessels were issued.



Image: Filming the movie “Kidnapped” at the public wharf in Port Douglas in August.

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.

Unseal Road Maintenance and Gravel Re-sheeting

To determine the renewal profiles for unsealed pavements a gravel coverage percentage of a segment is calculated and assessed for network affordability. To calculate the percentage of gravel coverage inspectors log instances of visual subgrade or thinning of gravel in the Virtual RACAS software. Douglas shire council's Average unsealed roads Gravel Coverage by length on the unsealed road network is 88%.

This is a very high gravel coverage with a benchmark of affordability across councils in Queensland approximately 30%. This indicates the Douglas Shire Council has a high service level for the gravel road network. During the months of July to September the grader crew completed maintenance grading and Gravel resheeting on DSC roads in the following areas:

- Whyanbeel;
- Miallo;
- Daintree;
- North of the Daintree River.



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. Council allocated a budget for this program as part of the 2020/2021 CAPEX program. The program was developed based on a project undertaken by Council in 2019 using a Road Asset Condition Assessment System (RACAS). This system rates a road in relation to its condition and prioritises the network to inform pavement and surface renewal programs.

The assessment recommended that a total of 18.25km would be required to be resurfaced or crack sealed over the next 3 years to maintain a suitable level of service. With the available budget for 2020/21 it is proposed to resurface 2.2km (~1% of the road network) as well as undertake crack sealing on 80000 m² of road and some pavement rehab through deep lift asphalt patches.

During the first quarter of 2020/2021 Capital Works Program, Douglas Shire Council's employed Contractors to complete road repairs on councils surfaced roads including:

- Crack Sealing;
- Asphalt patch Repairs;
- Asphalt overlays.



Image: Crack Sealing



Image: Asphalt repairs in Noli Close, Mossman

Major culvert renewal, Tara Hills

Council is currently undertaking Tara Hills Major Culvert Renewal, the works are being constructed by Councils internal Construction crews. 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.



Image: Original Culvert



Image: Construction of the new Box culvert underway

Upgrade of Whyanbeel Causeway No. 1

Council completed the construction of the Whyanbeel Causeway upgrade to a Bridge in August 2020.

The bridge crosses Little Falls Creek which is the collection point for a large catchment area and the old culvert was inundated by floodwater several times each year. The new bridge will reduce the instances of flooding,



Image: Original Whyanbeel Causeway



Images: New Whyanbeel Bridge

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 this period.

The following is a snapshot of the tasks / projects undertaken:

- Continuation of the shire wide beautification program. Removed unsightly boulders and replaced with post and rail fence at Cooya Beach
- Installed bollards around Wonga Beach playground to prevent unintentional vehicle access
- Removed and replaced unsuitable turf species adjacent to Mossman Bowls Club to improve safety and pedestrian access
- Removed unwanted foreshore fencing at Wonga
- Installed obstacles to embellish Mossman dog off leash area
- Installed red bench seats in Mossman (Red rose domestic violence project)
- Mulching of gardens in Mossman and beaches areas
- Pressure cleaning of toilet blocks
- Revegetation of Nautilus Street beach access previously closed due to flood damage
- Vegetation maintenance and cleaning of Warner Street



Image: New fence at Julagi Close



Image: New bollards around playground Wonga Community Park



Image: New turf laid and levelled Johnston Road



Image: Log obstacle placed at dog off leash area



Image: Street Cleaning Warner Street

The following table highlights accomplishment data captured for the 1st quarter in the REFLECT Opens Spaces data base:

Table: 1st Quarter Data Capture

Activity Name	Accomplishment For Each Quarter Q1	Person Hours For Each Quarter Q1	Person Hours
	2	0.00	0
Vandal Damage Rectification	1	6.00	6.00
Litter Pickup	106	190.44	190.44
Mowing	45	410.00	410.00
Tree Maintenance	126	517.85	517.85
Coconut Denutting	1	3.00	3.00
Grounds Maintenance	336	1731.39	1731.39
Illegal Dumping Removal	8	18.34	18.34
Beach/Foreshore Maintenance	64	89.14	89.14
BBQ Maintenance	575	592.18	592.18
Amenity Cleaning	1771	2208.22	2208.22
Other Amenity Maintenance	1	2.00	2.00
Park Furniture Maintenance	12	64.98	64.98
Playground Furniture Maintenance	32	36.14	36.14
Skate Park Maintenance	0	0.00	0.00
Irrigation Maintenance	9	59.50	59.50
Landscape Maintenance	28	300.16	300.16
Herbicide	35	141.49	141.49
Signs Install / Maintenance	1	3.00	3.00
Fence/Guardrail Upgrade/Replace/Repair	2	25.50	25.50
Bridge and Footbridge Maintenance	10	3.90	3.90
Footpath Works and Maintenance	61	218.46	218.46
Bus Shelter Maintenance	4	0.64	0.64
Litter Bin Maintenance	2	16.00	16.00
Inspections General	6	4.36	4.36
Burial	7	65.00	65.00

Capital Works

Parks Renewal Program 2020-21

- Six playgrounds across the Shire have been identified for play equipment and soft fall renewal. In mid-September, the team released a Request to Quote to five playground supply and installation specialists, four of which attended the mandatory briefing session, travelling around the Shire, assessing opportunities for improving these play spaces. The quoting period closed on the 7 October 2020. The team is aiming to award the contract by the Council Meeting on the 27 October 2020.
- In August, a community survey was released seeking feedback on opportunities to improve the Newell Beach Foreshore. Officers are currently analysing the survey responses and will be reporting to Council during the following quarter.
- The team has released a Request to Quote for the installation of two new shelters and additional seating around the BBQ area in Rex Smeal Park. Officers are hoping to complete these new installations by the end of the year.
- The team has released a Request to Quote for the painting of worn concrete surfaces throughout the George Davis Park playground area. A contractor has been selected and Officers anticipate this work will be completed by the end of the year.

Grant Street Dining Precinct

- Initial consultation has commenced with businesses along Grant Street seeking feedback on the possible closure of Grant Street and conversion to a dedicated outdoor dining precinct. Consultation will continue during the following quarter. A report will be presented to Council on the findings and seeking Council provide direction on the project.

Port Douglas Blueprint

- Works on the Port Douglas CBD Blueprint Planning Program were suspended and Council resolved to transfer unspent budget to facilitate investigation of opportunities to utilise Diggers Bridge Park for a Ceremony Venue. Works will commence on this project in the following quarter.

Teamsters Park

- Construction commenced in May 2020 and was completed during September 2020. Upgrades have included new landscaping, irrigation, concrete footpaths, shelters and sealed vehicle parking and access. New bollards have also been installed to discourage illegal camping. As part of the project, an old timber bridge pile from the original Anzac Bridge, which was built by returning World War One soldiers in 1919, has been preserved and erected in the Park.



Image: Historic feature and signage

Biosecurity

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

Council's nursery supplied 800 native trees species that are to be planted by local contractors on Saltwater Creek, as part of the Mossman Integrated Catchment Repair Project. Read more here: <https://terrain.org.au/riverbank-stabilisation-work-resumes-at-mossman/>

Nursery Statistics as follows:

- Total trees potted up = 6754
- Total supplied to Terrain for river stabilisation works = 2278
- Murphy Street repairs = 221 plants plus collection of native seed for hydro mulching. Read more here <https://terrain.org.au/riverbank-stabilisation-work-resumes-at-mossman/>
- Total plants supplied to community groups, private landholders and council works = 4116

Invasive Weeds

The team have been busy in between the Hiptage and Miconia programs targeting a little known weed species called Turbina. Turbina is a vine scrambling over 10 m high. In North Queensland it has invaded rainforest areas displacing native vines and shrubs.

Although it is not a restricted species it has the potential to invade and transform rainforest habits by smothering and out competing the native vegetation. The team have discovered some large vines in the Mowbray, Spring Creek area and have treated numerous sites along the catchment system.

Factsheet: https://www.daf.qld.gov.au/_data/assets/pdf_file/0008/75428/IPA-Turbina-PP105.pdf



Image: Turbina vine at Mowbray Valley

The team are continuing with the Hiptage eradication program. Each year council and QPWS follow up on historic Hiptage locations which have been located predominantly by aerial surveys dating back to 2008.

This year we have revisited 163 individual Hiptage sites conducting follow up treatments prior to the annual aerial surveys in October.

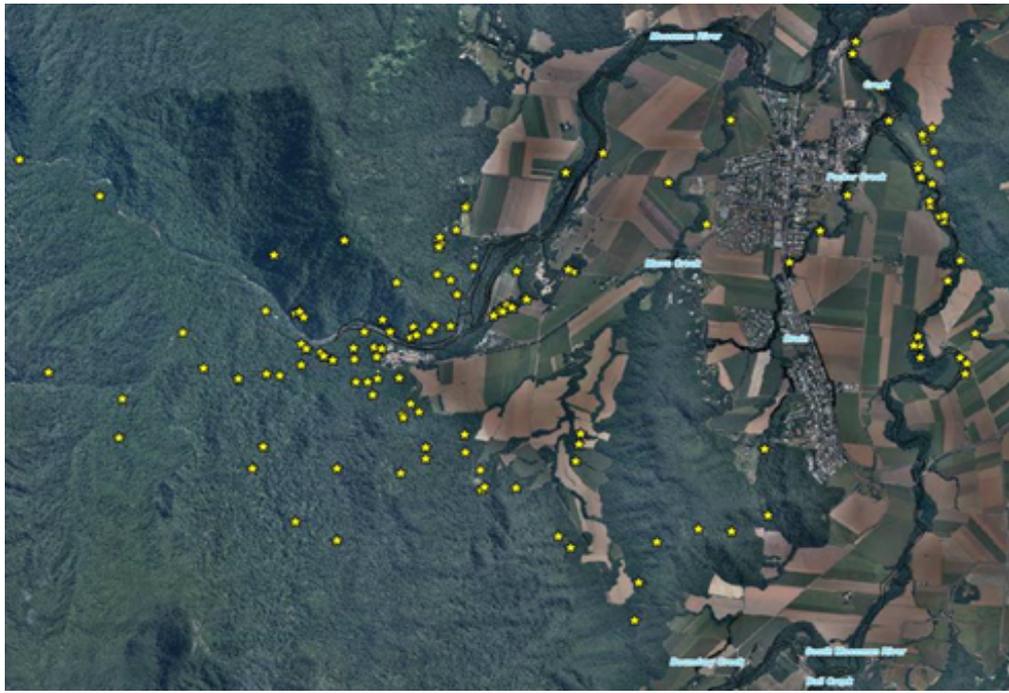


Image: Hiptage revisiting waypoints 2020 Mossman Gorge

The Hiptage eradication project “Stage 3” has been completed as part of grant funding from Terrain NRM “Many hands make light work”. Douglas Shire Council were awarded \$180 000 over a 4 year period. The funding for 2020 was \$50 000 which enabled contractors to target a heavily infested section of Murrumbidgee Creek running through Tara Hills. Crews spent five weeks freeing-up the creek system on a property bordering Mossman National Park in the latest assault on the invasive weed which is smothering rainforest.



Image: The team encountered walls of hiptage to manually cut and treat



Image: Aerial view of treated hiptage site

The electric ant restricted zone was amended on Monday, 10 August 2020 to reflect new detections of electric ant infestations, and operational activities being completed in some areas. Additionally, activities to ensure the destruction of electric ant have been completed and movement controls have been removed from the following areas:

- Miallo 2
- Oak Beach 1
- Port Douglas 4

This new amendment has reduced the electric ant restriction zones in the Douglas Shire down to 3 zones from 5 large restricted zones.

Statistics

- Total man hours on weed control =2481
- Hiptage total man hours = 1752
- Water weeds at Wonga drains total man hours = 49
- Siam weed man hours = 274
- Feral pigs destroyed = 274

Building Facilities

The building facilities team has been assisting the IT staff in creating a new office space at the Mossman Pool with new upstairs offices, including a meeting room, air conditioning, computer room and installation of new data and UPS supply. Maintenance works have also been rolled out with repairs to the roof structure on the rear covered area at the Pool and the implementation of a new Hazchem system.



Image: New meeting room at Mossman Pool Offices

As part of this year's Capital works program, the groundwork for the following projects is well underway.

Mossman Depot Roof Renewal

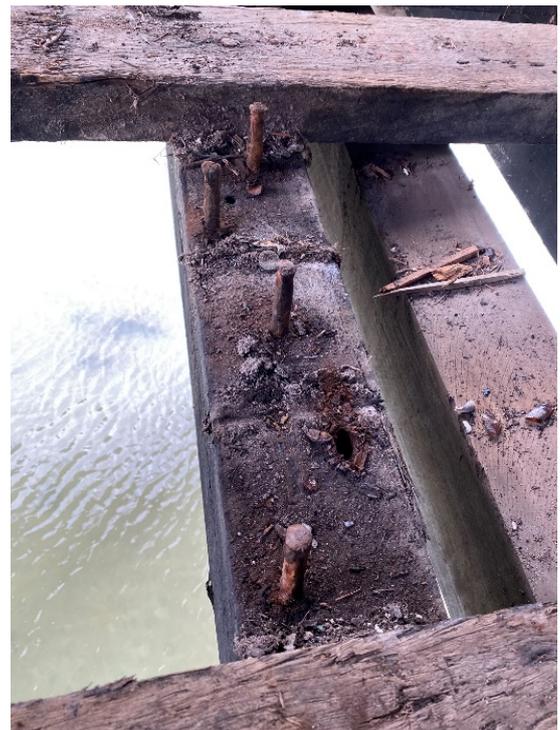
A couple of years ago it was identified that the condition of the Mossman Depot Roof over the main shed was at the end of its life. Due to the size of the roof it was planned to renew the roof in four stages. The first two have been completed and this financial year plans were set in place to renew the roof section above the offices. These works are scheduled to be complete by the end of the year in preparation for the wet season.



Image: Mossman Depot – First bay to have new roofing iron installed

Port Sugar Wharf Toilet Upgrade

Works have started on the new toilets at the Port Sugar wharf. This project is partly funded by the Queensland Government's 'Building our Regions' Grants program. Initial work has hit a small hurdle with the condition of the original decking boards being in poor condition and needing to be replaced in sections. New decking boards are on order and should be fitted soon allowing the Toilet framework to be built.



Images: Sugar Wharf – repairs to decking and floor joists

Sugar Wharf Concrete Jetty

The concrete Jetty at the Sugar Wharf is displaying signs of concrete degradation and requires a level two structural inspection and a rectification plan to address these issues.



Image: Concrete delaminating under jetty

Building Facilities is also assisting with the delivery of several projects at the Mossman Pool and Van Park.

New Disability Access Ramp for Pool Kiosk

The current access to the Mossman Pool is not suitable for wheelchair access and with a number of trip hazards identified, funding was allocated to give the front of the Mossman Pool Kiosk area a face lift with a new access ramp, lighting and vegetation.

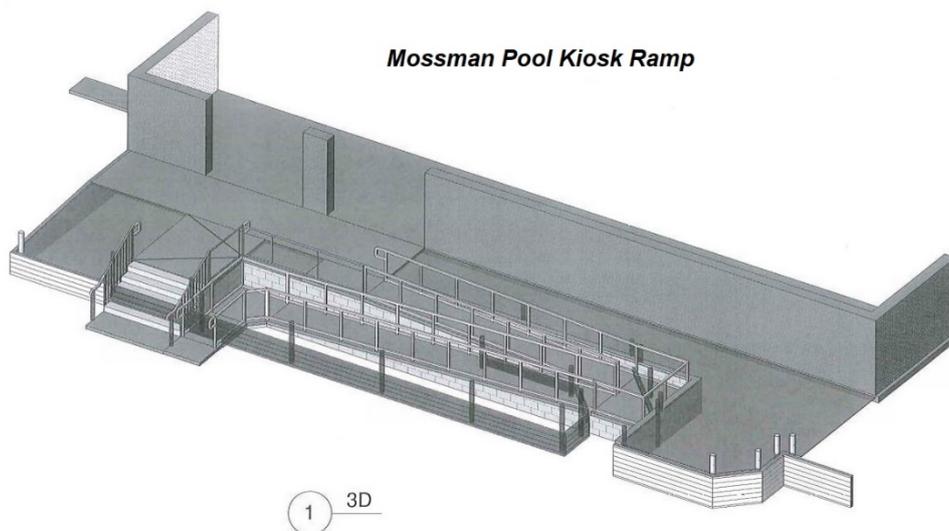


Image: New Disability Access for Mossman Pool Kiosk

New Information Centre and more functional Camp Kitchen

Works have begun on installing new roofing and stainless steel gutters on the camp kitchen and plans are underway to make the space in front of the camp kitchen more functional with the installation of a new deck and information hub.



Image: Camp Kitchen at Mossman Van Park to receive a face lift

Work has also begun on the design for the new Amenities Block for the Mossman show Grounds. Council is working in conjunction with the Mossman Show society to deliver this project which has been funded by 'The Regional Agricultural Show Development Grants Program'.

Building Facilities also continues to deliver it's core business by maintaining Council building infrastructure and monitoring service contracts.

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.

To comply with WH&S regulations improvements to the Workshop area included:

- New signage.
- Line markings.
- Housekeeping.
- Purchasing of new PPE.

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;

PROJECT OFFICE

Capital Works

Killaloe Transfer Station Water Main Replacement

Contractors have completed a renewal of the water main to ensure fire fighting compliance at the transfer station.



Image: New water main and meter at entrance to Killaloe Transfer Station

Killaloe Transfer Station Recycling Shed

Earthworks has commenced on the new 650m² recycling shed at the Killaloe Transfer Station. Over 1800m³ of poor soil and historical dumped rubbish was removed and replaced with suitable imported fill. This was to provide a stable foundation for the new recycling shed slab.



Image: Killaloe Transfer Station recycling shed earthworks

Teamsters Park Upgrade

The Project Office in conjunction with the Open Spaces Department finalised the upgrade to Teamsters Park at the entrance to Port Douglas. New sealed roads, carparking, landscaping, bbq facilities, picnic shelters, bike paths and historical monuments were all upgraded.



Image: Teamsters Park before



Image: Teamsters Park after

Craiglie Reservoir Upgrade

Specialist painting works of the Craiglie Reservoir on Hope St Port Douglas progressed well during the period. Contractors have prepared the surface and applied the first of the three coats of the paint system that will significantly increase the life of the asset.



Image: Walls painted inside Craiglie Reservoir

Disaster Recovery Projects

Disaster recovery projects generally wrapped up outstanding projects during the period with the following accomplished:

- Completion of the Murphy Street Landslip;
- Completion of the 2019 Road repair package;
- Completion of improved flood warning projects.



Image: Revegetating stabilised slopes at Murphy St



Image: Completed flood warning signal at Barratts Bridge



Image: Completed road repairs on China Camp Road

WATER AND WASTEWATER

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

- Training,
- 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

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

Three Water and Wastewater staff members completed their CPR refresher and First Aid renewal training within Douglas Shire Council.

All staff within Water and Wastewater department completed the Code of Conduct and Cultural Awareness training in this reporting period.

Douglas Shire Council's trainee water treatment plant operators have been involved with the weekly shut down tests and becoming familiar with our standard operating procedures. The on the job training involves educating the trainees on how to connect and disconnect gas chlorine drums and cylinders whilst being supervised by a senior plant operator. This training will be an advantage for the trainees when they complete their qualified gas chlorine certificate and become competent operators.

In this reporting period, nine staff within the Water and Wastewater department completed their Workplace Readiness Assessment for the Cert III in Water Industry Treatment and were evaluated as competent. Due to COVID-19, the training was delivered online and all staff participated with enthusiasm, great attention and supported each other during the course delivery. This training session was delivered by Simmonds and Bristow. See photo below



Image: Wastewater and Water staff in training

Water

Potable Water Consumption and Water Restrictions

This reporting period is our winter dry season. 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. Demand steadily increased throughout the reporting period as soil moisture decreased and tourist numbers gradually increased as COVID restrictions were relaxed. A heavy rainfall event occurred on 6 July 2020, which supplied a boost to the water level at Rex Creek intake.

Level 1 water restrictions were implemented on 31 August 2020 due to reducing intake levels, the dry season and the seasonal increase in consumption due to dry soil and seasonally increased population. The end of August 2020 delivered plenty of wind and drizzle rain which helped green up the region, which continued sporadically throughout September as forecast by the Bureau of Metrology. On 29 September 2020 the Bureau of Meteorology declared a La Niña phase, this may offer an early reprieve to the current conditions within the region.

The average water consumption for the Mossman/Port Douglas scheme for the months July to September was **8.04 ML/day** for the Port Douglas network and **3.03 ML/day** for the Mossman network. The graph below displays the comparison use between Mossman and Port Douglas networks and Rex Creek intake level.

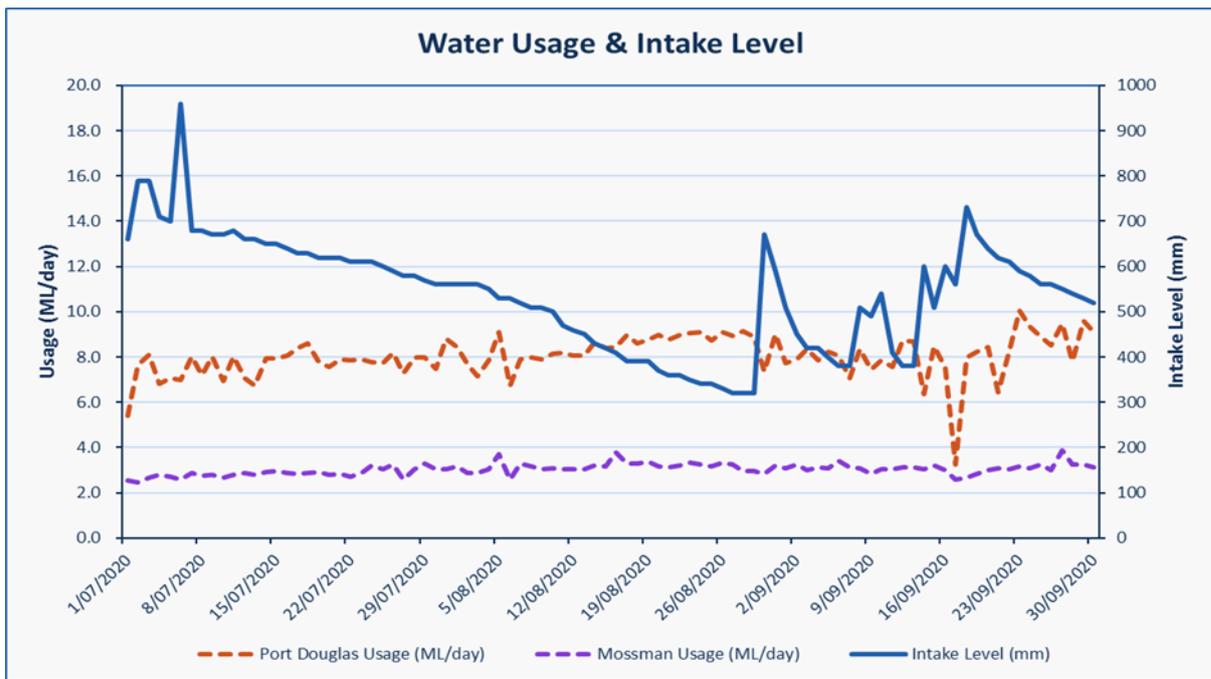


Image: Water Usage and Intake Level Graph

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, we delivered a water presentation to the Mossman Elders Justice Group as part of the Life-Skills program and the development of a professional film production of the water journey (i.e. from source to tap and tap to sea) is under way. The development of the professional short film and the graphic design aspects are for water wise promotions within the region. It is intended to use the videos for school educational visits and at events to promote not only the excellent quality of reticulated water delivered to customers, but also to aid understanding of what is involved to deliver such quality.

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.

Regulation compliance

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

All water quality notifications were handled under customer service standards. The water quality notifications were milky/cloudy water, which is a result of air in the water main pipe caused by a major water main break within the Whyanbeel scheme. Flushing was performed, which improved water quality to all residents within the Whyanbeel network.

Our state-wide water information management (SWIM) report was submitted to the water regulator on 30 September 2020. This report required assistance to compile critical information for the state regulator from numerous departments within council.

Rectification of faults, defects and scheduled maintenance

During this reporting period, there were 173 customer request notifications, 107 service repairs and 23 water main breaks that were repaired. There were also 101 settlements and 9 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 30 new water service renewals and 178 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.

Craiglie reservoir remained offline for remediation work reducing the network storage capacity by 10MI. Crees reservoir (20MI) is the primary storage supply at present and water plant operations are being critically managed to ensure adequate water is supplied to consumers. Craiglie Reservoir is expected to return to service in November 2020.

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.

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



Images: Repairing ultra-filtration cartridges at the Mossman Water Treatment Plant

A large water mains break occurred within this reporting period on 7 August 2020, with a high flow loss of 160 L/s. A quick response from the water quality and water reticulation team repaired the break swiftly and were able to recover the reservoir water level within a two-hour period. The Rocky Point reservoir was restored to its desired high level after two days of water production at Whyanbeel Water Treatment Plant. See photos below.



Images: Whyanbeel water main break

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 programme is well under way and works are progressing as scheduled within water quality and reticulation. Quotes, project designs, contracts and purchasing of new assets are currently being obtained for the process control renewal and the water network service renewal programs.

Our newly elected council team enjoyed a well-informed day touring our water treatment facilities in July 2020. See photos below.



Images: Newly elected Councillors touring water intake and treatment plant site

Wastewater

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

A Douglas Shire Council sweeper truck collapsed a manhole lid on Macrossan street. A temporary steel lid was put in place until the Wastewater team cut in a new manhole lid and concreted around the lid to keep it stable and secure. See photos below.



Images: Repaired collapsed manhole lid in Macrossan Street

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. The effects of COVID-19 created cost savings for the council within the operational process at the Port Douglas Wastewater Treatment Plant. The plant averaged less sewer inflow per day during this reporting period. Whereas COVID-19 has not affected the Mossman sewer network at the Mossman Wastewater Treatment Plant. The sewer inflow increased compared to the same quarter in 2019.

Capital Works

The Mossman Wastewater Treatment Plant lime dosing equipment and shed project has continued throughout this reporting period. It was delayed due to COVID-19 and is now expected to be completed by the end of October 2020. The lime dosing shed eliminates a manual handling process as well as automating a measured dose of lime into the treatment process reducing the quantity of lime required. Aerators and diffusers for the Port Douglas Wastewater Treatment Plant are in the final award procurement stage.

The auto-samplers have been ordered, they will be used for compliance sampling within the Mossman Wastewater Treatment Plant, see photo below. Flow meters at Port Gardens and St Crispin's Avenue (Reef Park) have been installed; these meters will monitor the sewerage flow out of each catchment area, see photo below.

The manhole raising, refurbishment and reseal program is halfway through its delivery. Implementing a proactive refurbishment manhole program will improve the life of the assets and reduce operational costs. See photos below.



Image: An Auto sampler for the Mossman Wastewater Treatment Plant



Images: Before and after images, refurbishment of a manhole on Sawmill Rd, Mossman



Image: Flowmeter installed at Port Gardens Sewer Pump Station

DOUGLAS SHIRE COUNCIL

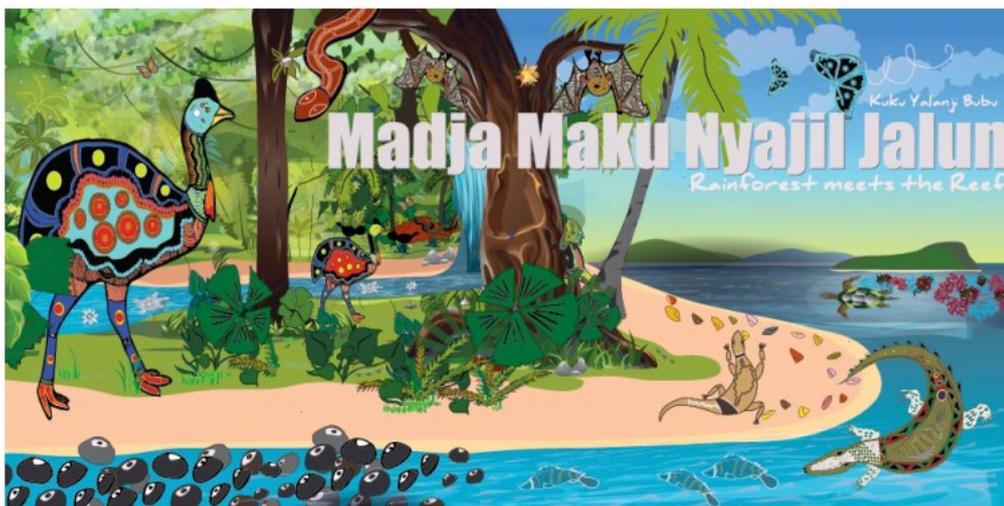
ORGANISATIONAL REPORT CARD

2020 - 2021

July – September 2020

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

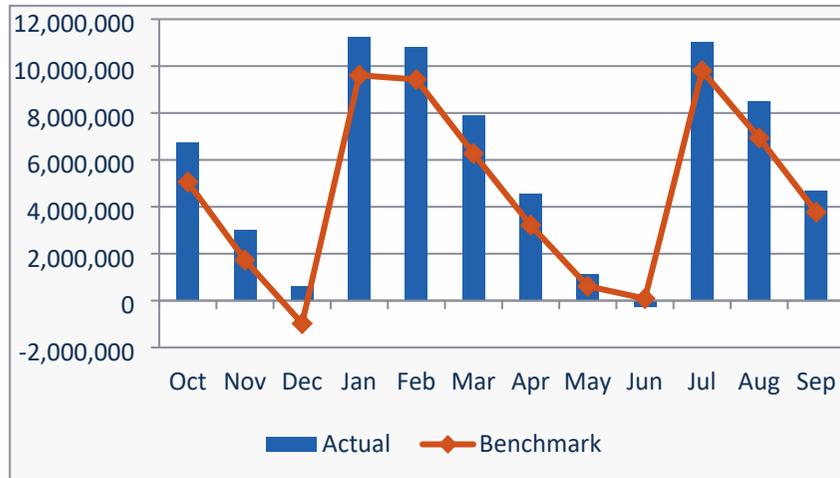
DOUGLAS
SHIRE COUNCIL



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

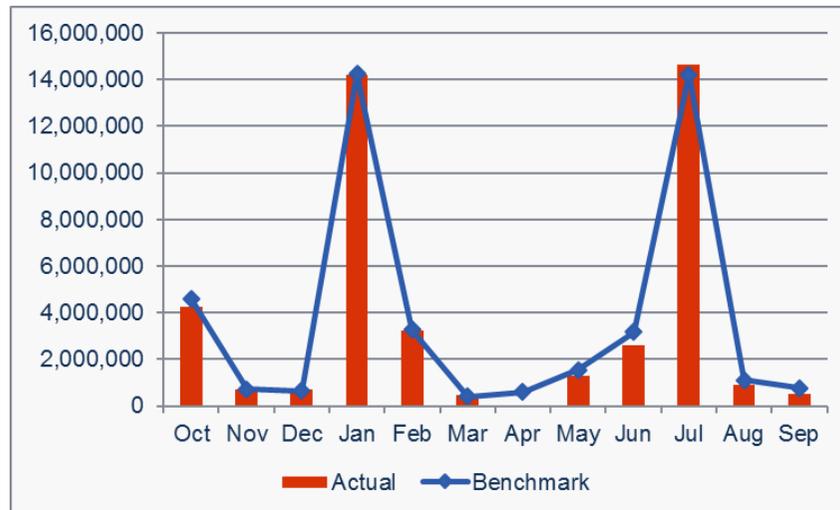


	Year To Date July	Year To Date August	Year To Date September
Benchmark:	9,799,127	6,939,321	3,770,647
Actual:	11,018,519	8,499,104	4,671,699
Variance:	1,219,392	1,559,783	901,052

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.

1.2 Revenue Against Budget

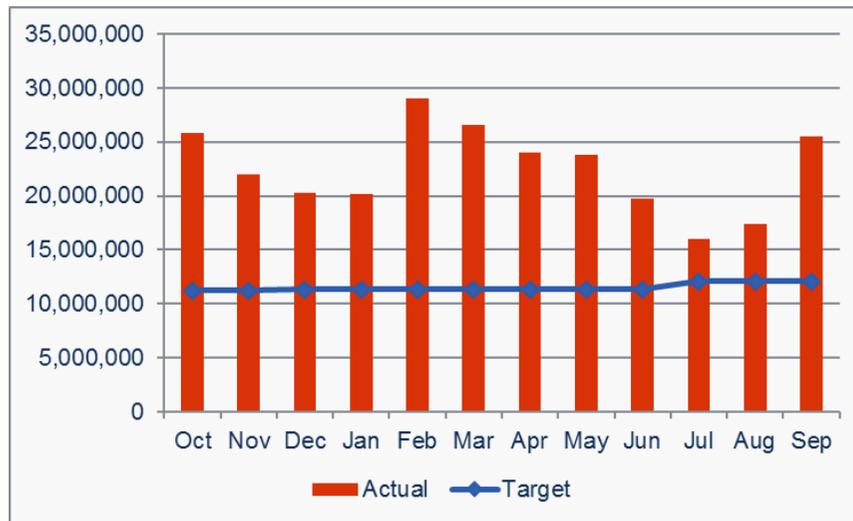


	July	August	September
Benchmark:	14,212,566	1,106,606	782,439
Actual:	14,630,618	892,815	529,764
Variance:	418,052	-213,791	-252,675

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

Interpretive Comments: Council has collected 36% of its forecasted operational revenue.

1.3 Expenses Against Budget

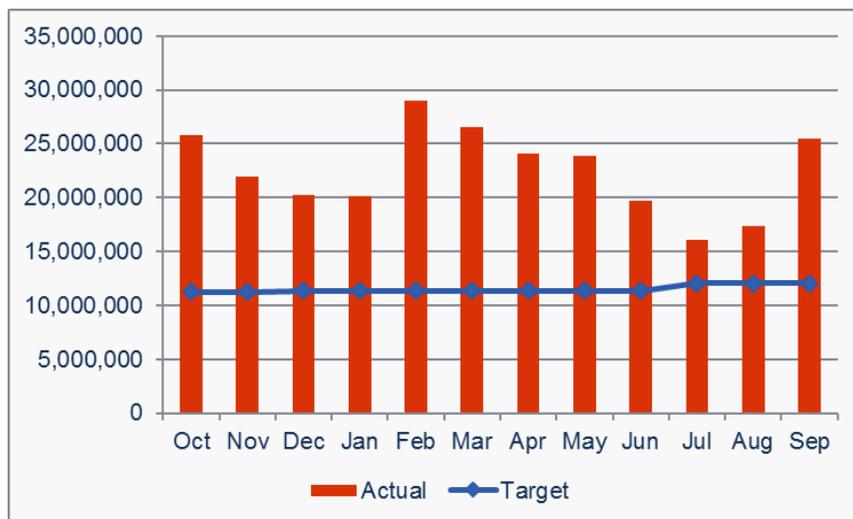


	July	August	September
Benchmark:	4,413,439	3,966,412	3,951,113
Actual:	3,612,099	3,412,230	4,357,169
Variance:	-801,340	-554,182	406,056

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 24% of its total budgeted expenditure.

1.4 Capacity to Meet Operational Expenses

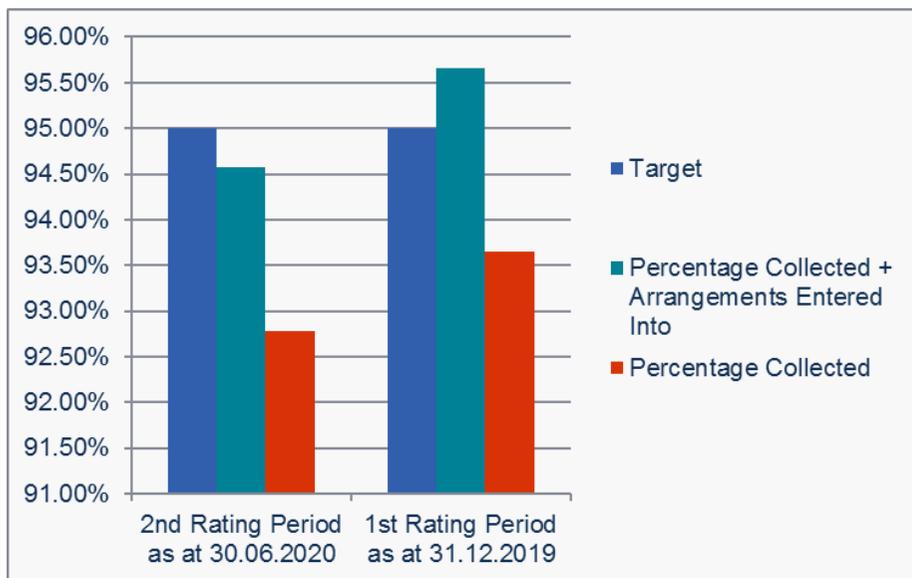


	July	August	September
Target:	12,069,900	12,069,900	12,069,900
Actual:	16,030,929	17,341,937	25,502,801
Variance:	-3,961,029	-5,272,038	-13,432,902

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



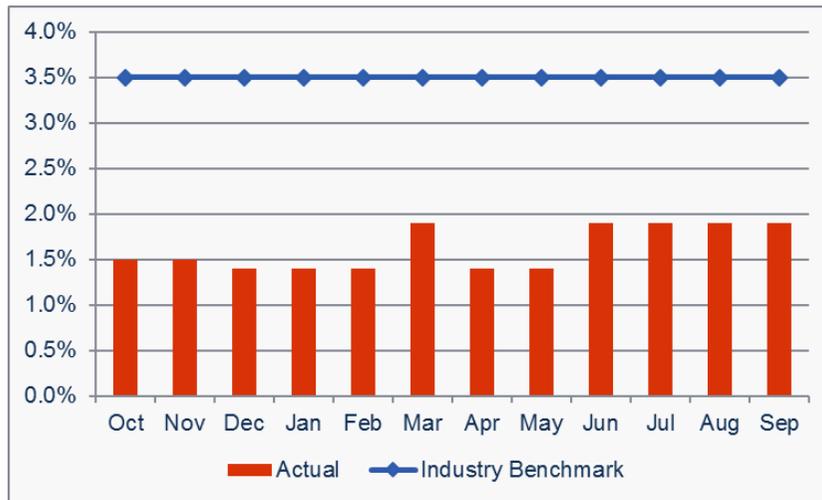
	2 nd Rating Period	1 st Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	94.57%	95.66%
Percentage Collected:	92.78%	93.65%

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

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

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

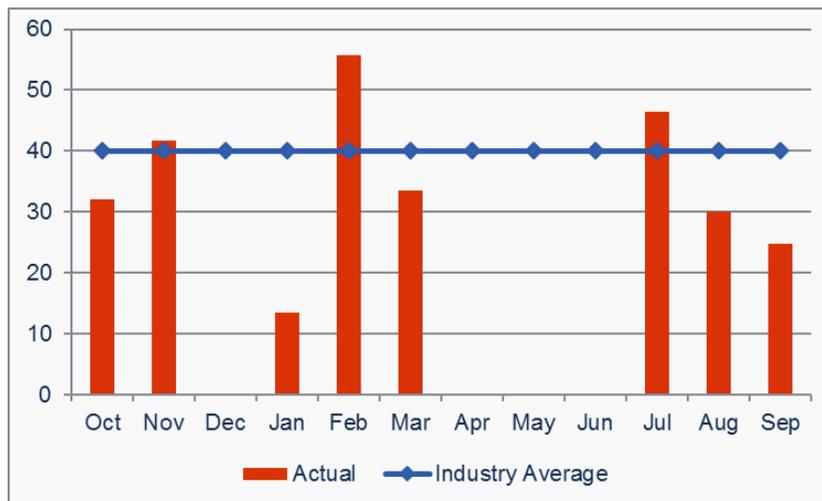


	July	August	September
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	1.9%	1.9%	1.9%

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 ending July, August and September there were two LTI. One worker has returned to work on 23 September 2020 on a restricted duties program whilst the other is still totally incapacitated.

2.2 Efficiency of Filling Positions Vacant

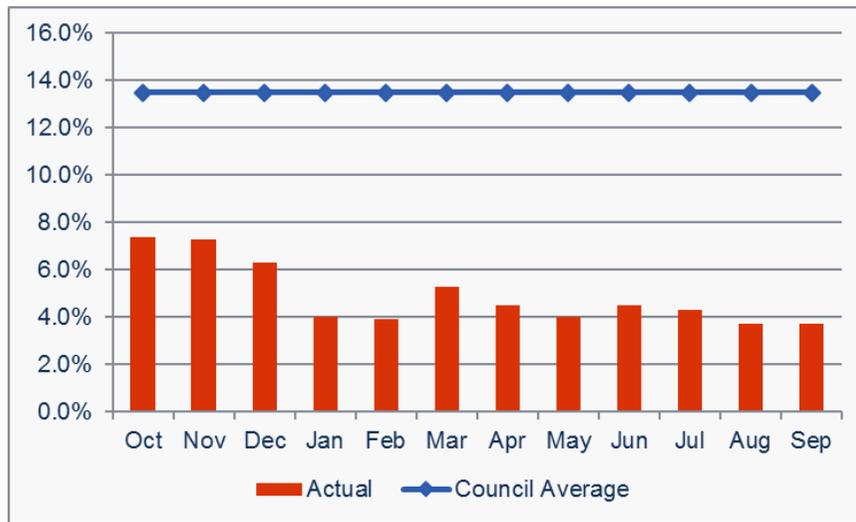


	July	August	September
Maximum:	40.0	40.0	40.0
Actual:	46.43	30.0	24.72
Variance:	-6.43	10.0	15.28

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

Interpretive Comments: Council filled 7 roles in the period July to September as external recruitment activities were initially impacted in the previous quarter due to COVID-19 restrictions. This quarter has seen the approval of several new positions from the 2020-2021 budget and staff turnover remains low.

2.3 Monthly Staff Turnover

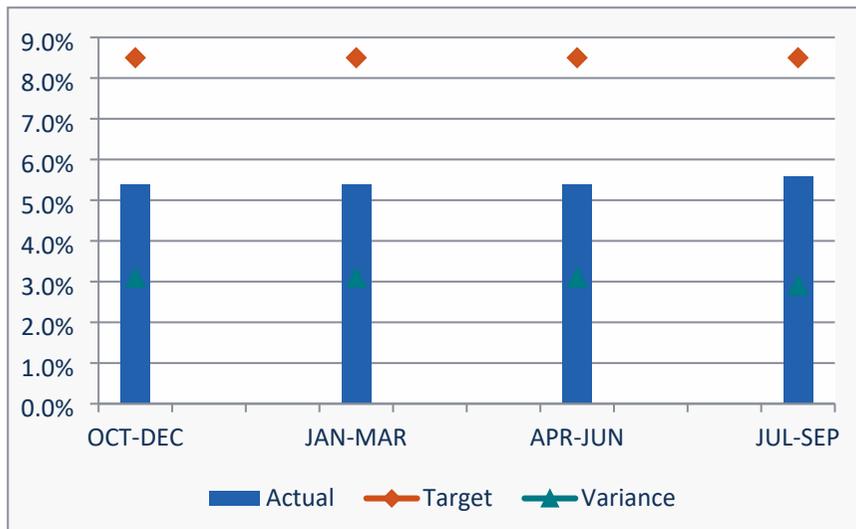


	July	August	September
Maximum:	13.5%	13.5%	13.5%
Actual:	4.3%	3.7%	3.7%
Variance:	9.2%	9.8%	9.8%

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 3.83% for this reporting quarter, which is 8.3% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



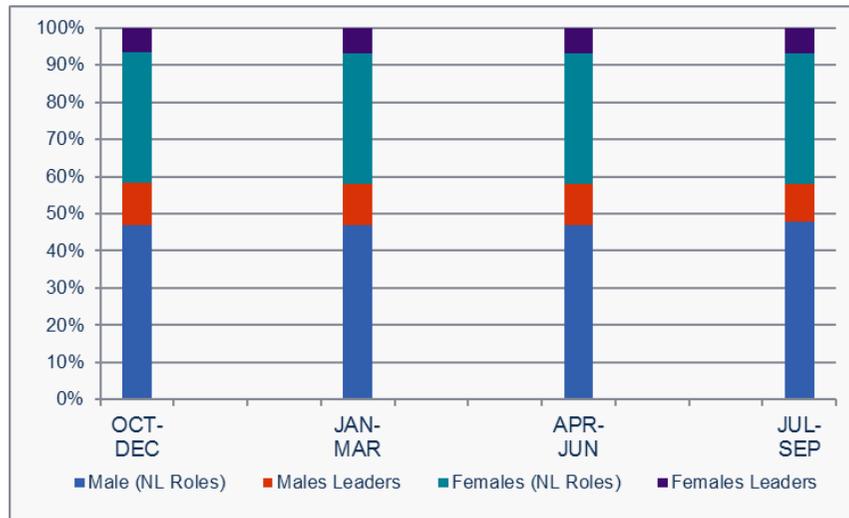
July – September 2020

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

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

Interpretive Comments: In this quarter Council employed an average of eleven Aboriginal and Torres Strait Islander staff. No movement in staff from the last period.

2.5 Workplace Diversity – Males & Females



July – September 2020

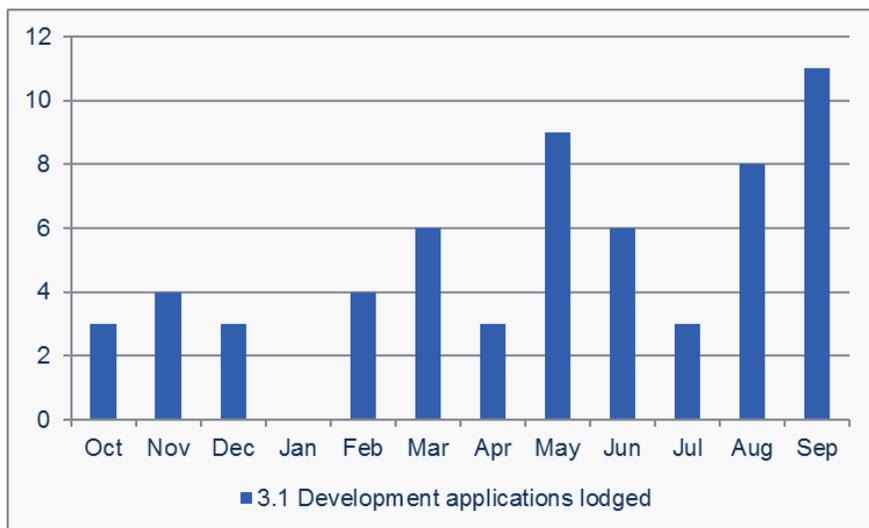
Males (NL roles):	48%
Males	10%
Females (NL roles):	35%
Females:	7%

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



	July	August	September
Actual:	3	8	11

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 there has been a noticeable increase for September.

3.2 Assessments Completed Within Statutory Timeframe

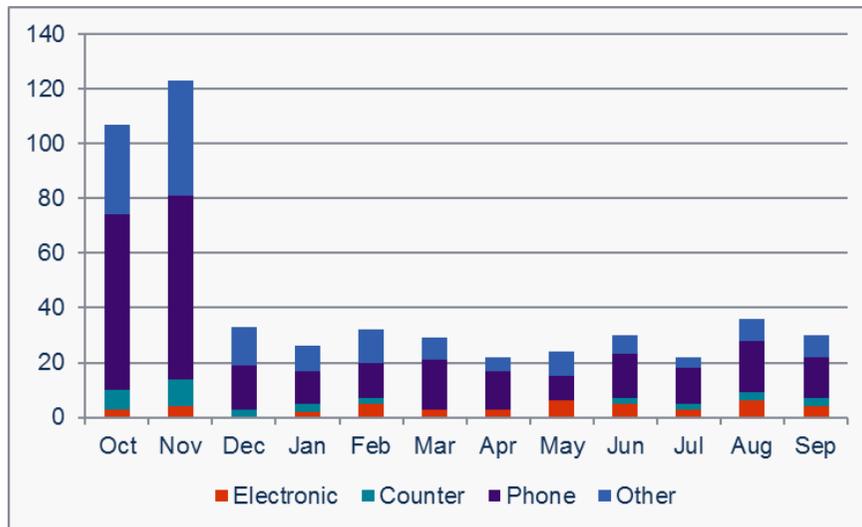


	July	August	September
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

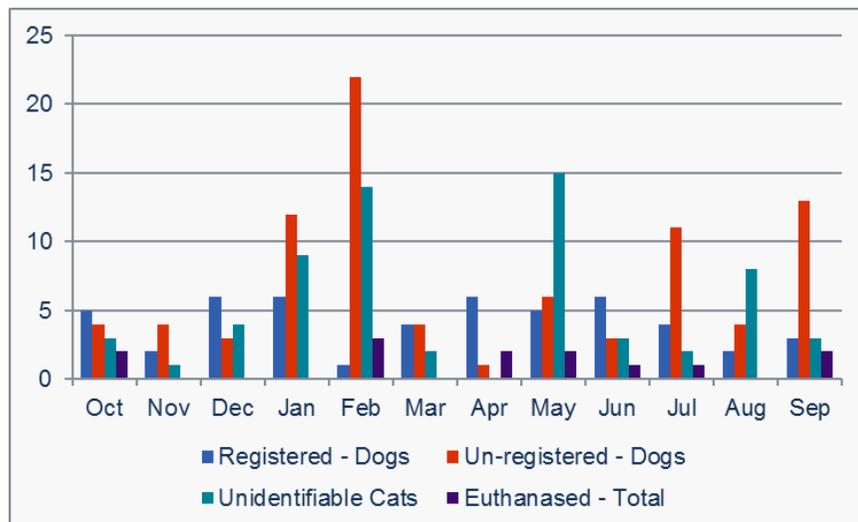


	July	August	September
Electronic:	3	6	4
Counter:	2	3	3
Phone:	13	19	15
Other:	4	8	8

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. The reopening of Council has seen enquiries returning at the front counter.

3.4 Animal Impoundments

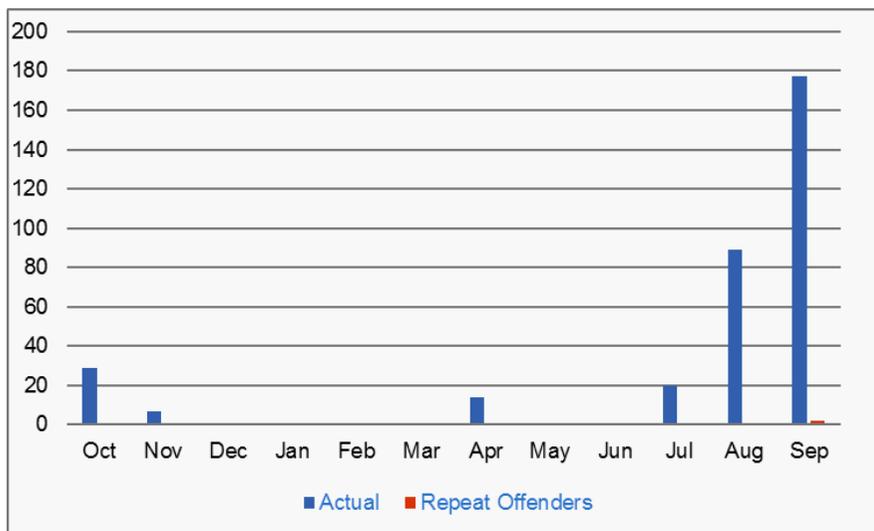


	July	August	September
Registered - Dogs	4	2	3
Un-registered - Dogs	11	4	13
Unidentifiable Cats	2	8	3
Euthanased - Total	1	0	2

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 were steady throughout the period, with a slight increase in cats in August due to the surrender of a litter of kittens.

3.5 Illegal Camping



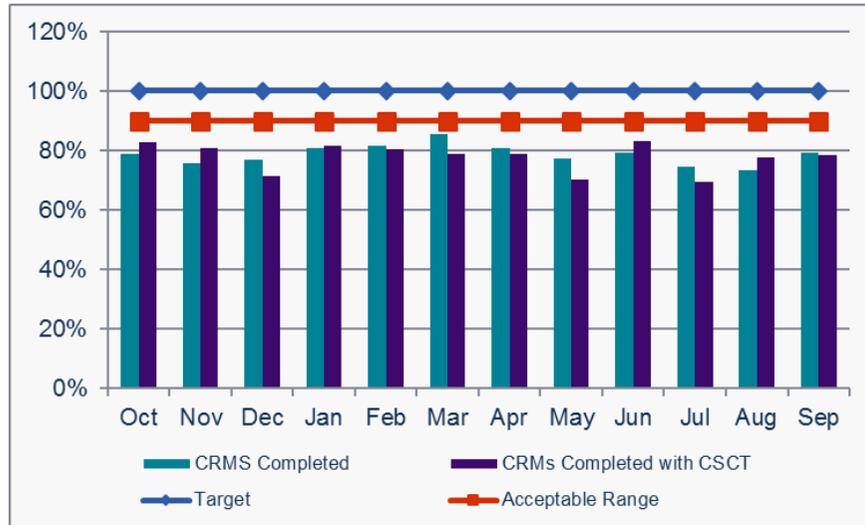
	July	August	September
Actual	20	89	177
Repeat Offenders	0	0	2

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 increase in numbers reflect the easing of Covid-19 restrictions in Queensland and the opening of borders to other States. It is likely these numbers will begin to decrease again as we move into the hotter and wetter period of the year.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	July	August	September
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	74.50%	73.17%	79.18%
CRMs Completed within CSCT:	69.52%	77.64%	78.29%

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.

July

	Category	Quantity
1.	Leaking/Broken Service Pipe	58
2.	Planner of the Day	50
3.	Waste – Residential Repair/Replace	32
4.	Rates – General Information	31
5.	Animal Management – Misc	27

August

	Category	Quantity
1.	Rates – Arrangement to pay	61
2.	Waste – Residential Repair/Replace	57
3.	Planning – Current Application	44
4.	Rates – General Information	39
5.	Trees (street/park)	30

September

	Category	Quantity
1.	Planner of the Day	48
2.	Leaking/Broken Service Pipe	44
3.	Rates – Arrangement to pay	43
4.	Rates – General Information	42
5.	Trees (street/park)	33

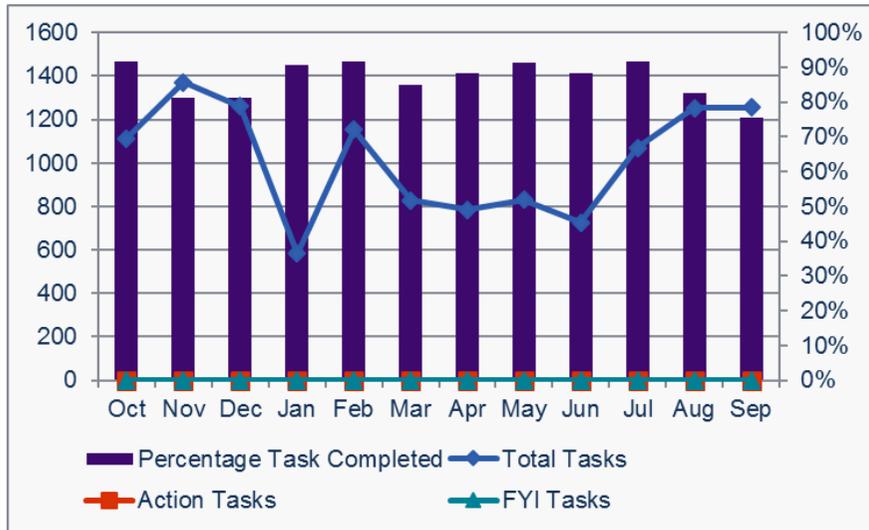
4.3 General Customer Enquiries

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

	July	August	September
enquiries@douglas.qld.gov.au (direct email and via web)	1350	1447	1524
Phone Calls to 4099 9444	2703	2508	2405

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

4.4 Inwards Correspondence Actioned

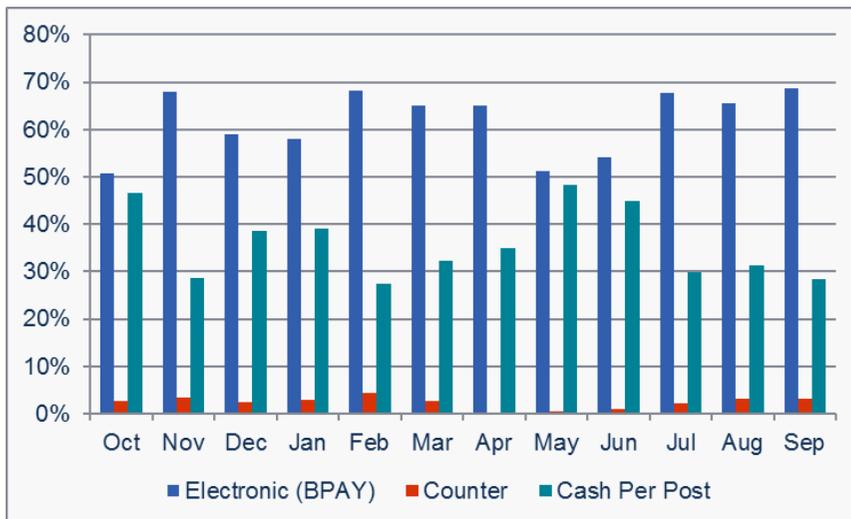


	July	August	September
Total Tasks:	1070	1252	1256
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	91.59%	82.43%	75.64%

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



	July	August	September
Electronic (BPAY):	67.79%	65.64%	68.59%
Counter:	2.28%	3.03%	3.12%
Cash Per Post:	29.92%	31.33%	28.29%

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.

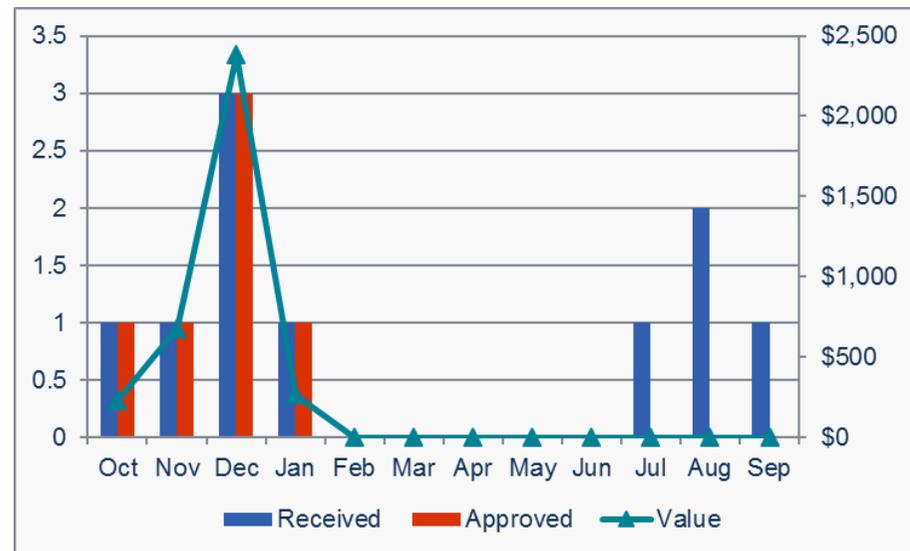
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	July	August	September
Facebook Posts	90	81	14
Website (Page) Views	49,153	48,676	37,358
Public Notice Advertising	13	14	13
Media Releases	16	17	14
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



	July	August	September
Received:	1	2	1
Approved:	0	0	0
Value:	\$0.00	\$0.00	\$0.00

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

Interpretive Comments: Four In-Kind applications were received for this reporting period however none were approved as In-Kind as requests were either ineligible or not required.