

5.13. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD APRIL TO JUNE 2021

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DEPARTMENT The 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 April to June 2021.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from April to June 2021. As part of the administration's review and continual improvement in the way the business of Council is communicated, the "Organisational Report Card" was developed to provide a regular snapshot for Councillors and the community on a selection of operational indicators.

BACKGROUND

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

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

PROPOSAL

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

FINANCIAL/RESOURCE IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

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

SUSTAINABILITY IMPLICATIONS

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

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

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

Corporate Plan 2019-2024 Initiatives:

Theme 5 - Robust Governance and Efficient Service Delivery

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

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

COUNCIL'S ROLE

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

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

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

CONSULTATION

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

ATTACHMENTS

1. Report from the Chief Executive Officer for period April to June 2021 [5.13.1 - 100 pages]
2. Organisational Report Card April to June 2021 [5.13.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

REPORT FROM THE CHIEF EXECUTIVE OFFICER

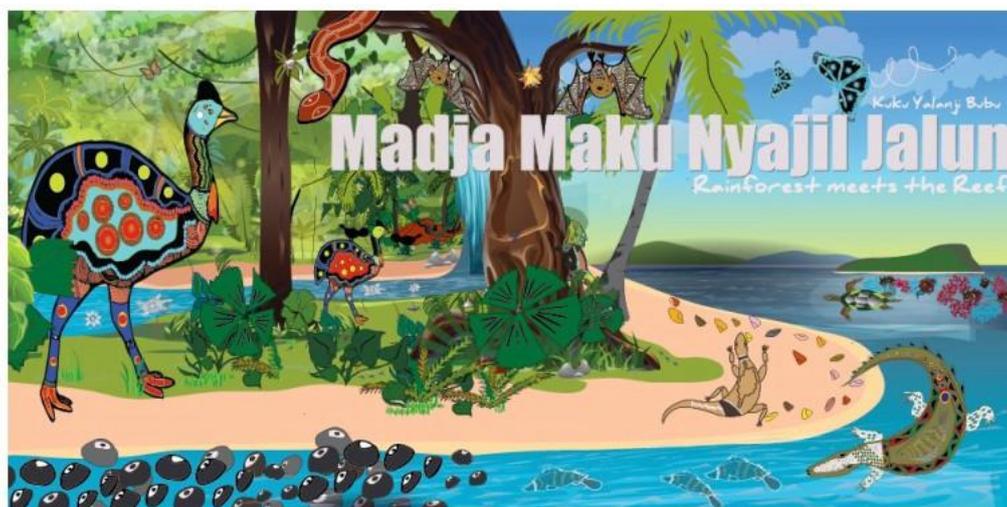
2020 - 2021

April - June 2021

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

DOUGLAS
SHIRE COUNCIL





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

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CHIEF EXECUTIVE OFFICER

I am pleased to present the final quarterly CEO Report for the 2020-21 financial year. This is a report for the record books and it has been particularly challenging to select a few highlights.

I must of course start with Carnivale in May. After an absence last year, Carnivale was back big time. Whether you rocked out to Spiderbait, enjoyed the shows at the ever-popular Spiegel Tent, participated in or supported the always amazing street parade, or partook in any of the many other fun events, I think everyone can say how thrilling it was to celebrate Carnivale's return.

And while we continue to deal with the challenges of Covid, it is great to see a return of so many tourists. We know that not all businesses are benefiting from the surge in domestic visitors, particularly with challenges faced by staffing shortages, and we will continue to work with our partners TPDD, the Chamber, and Jabalbina to help support small businesses across the Shire

The Shire welcomed 36 new citizens from all corners of the World in June at a wonderful ceremony in Mossman. We congratulate all our newest citizens!

After many months of consultation, Council approved the Shire's Economic Development Strategy in May. The Strategy recognises the importance of our tourism and agriculture sectors while highlighting the importance of diversification. The Strategy also recognises the importance of our Traditional Owners in our economy, the critical links that our economy has with the environment, the essential role that supporting infrastructure such as water plays in our economy, and the need to cut red tape. I would like to thank everyone who has had a say and/or contributed to the development of this important Strategy and I encourage others to read it and provide additional feedback. As with all good strategies, it will need to evolve as circumstances change.

Please check out all the great programs our Library is running. From creative writing, to school holiday programs, to reptile demonstrations, and tech classes, the team continue to deliver an outstanding array of activities.

Finally, I would like to thank the Douglas Shire Indigenous Events Committee for working with Council officers to deliver an excellent National Reconciliation Week program – without a doubt one of the best we've ever had.

There are so many other great initiatives and I am sadly out of space. Please enjoy this edition of the CEO Report and see what Council is up to!

PEOPLE AND COMMUNITY SERVICES

Libraries

Libraries preschool programming is always popular. Officers have added more Baby Rhyme Time and Storytime sessions each week, and are introducing a new category, Toddler Time. Toddler Time will enable an easy transition for the largest age group of little ones. Music and Song continues to be very popular. Library staff are highly trained in delivering early literacy programs to our local kids and parents/guardians and are continuing to expand visits to local kindergartens, schools and playgroups, providing expert advice to parents and teachers, and reaching people who may not be aware of the library's services.



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



Image: A storytime session at Mossman Library

For school-aged children, Libraries have reintroduced holiday programming. In the coming school holidays, kids can look forward to a reptile demonstration by Wildlife Habitat, make their own custom candles, and get creative with mosaic and fabric decorating classes featuring presenters from Douglas Arts Base. Covid-19 restrictions permitting, Libraries hope to be able to once again offer after-school fun in the 3rd school term.

The monthly Book Chat is continuing to grow in popularity. It's an informal and relaxed setting based on a theme, and not a particular title. Participants are so keen that they have created a timetable of topics for the rest of the year!



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

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



Image: A Tech Help Introduction to Computers session

The Home Library Service to retirement homes is going very well, with homebound and vulnerable individuals particularly grateful for the care and effort put into the selection of items. Staff are constantly tweaking the process, to improve and streamline this new offering. Over time, Libraries are seeking to expand this service further.

Douglas Libraries are also proud to be partnering with the new Douglas branch of the University of the 3rd Age. Programs started in May, and include Mahjong, gardening, iPad help, creative writing and learning to sketch classes. The library curates collections based on each course and provides extra assistance for attendees using our free online resources and courses. For example, with Books in Boots, the first session was held in the library, with staff on hand to demonstrate how to log in and download audiobooks with your library card.



Image: The inaugural Creative Writing Class, held at Port Douglas Library

The fabulously knowledgeable and engaging Julia Toft presented two 'Healthy Hives' talks, one session at Port Douglas and one at Mossman Library. The new smart TV is making library events and programs much easier, with presenters able to mirror their device on the big screen.



Image: Julia Toft's 2nd presentation at Mossman Library



Image: Some of the feedback from attendees

The library survey has recently closed, with a wide range of responses, including people who don't use the library (yet!). Some points of note are that:

- 25% of respondents have said that they didn't know the library was free to use – especially the online library resources, such as audiobooks, and reserving books or DVDs via the catalogue
- Over 96% of responses are requesting more library programs, events, and social groups
- 70% would like increased opening hours
- There is enormous interest in a coffee van based at the library
- Port Douglas residents would like a full-size library
- The most-loved part of the library are the staff (go team!)
- And a few quotes:
 - "Lots of books available through online reserve system"
 - "Oasis of peace"
 - "It has such a beautiful community feel"
 - "It's one of the best libraries in the region"
 - "Good aircon in summer!"
 - "My boys love going to the library! It's great seeing them so excited about reading."

Libraries officers look forward to gleaning further information and feedback so that Douglas can best tailor services to the community's needs. The survey has highlighted the importance of outreach into the community by library staff.

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

As part of the Port Douglas Library refresh grant, an electrician has installed new powerpoints with USB ports. These have been very well-received by the public, and in full use all day long! New office chairs and portable tables have been purchased to provide extra study/work space. Port Douglas Library also has 2 new PCs on their way to increase accessibility for this important service, bringing the total to 5. Soon the painting will be finished and new shelving and permanent desks installed.



Image: The USB powerpoints are in constant use at Port Douglas Library

Libraries Facebook presence is steadily growing, with over 75 new page likes in the past 4 weeks. Staff are working to establish a consistent, relevant and interesting range of posts and fast replies to comments and messenger queries to encourage another point of contact for the community.

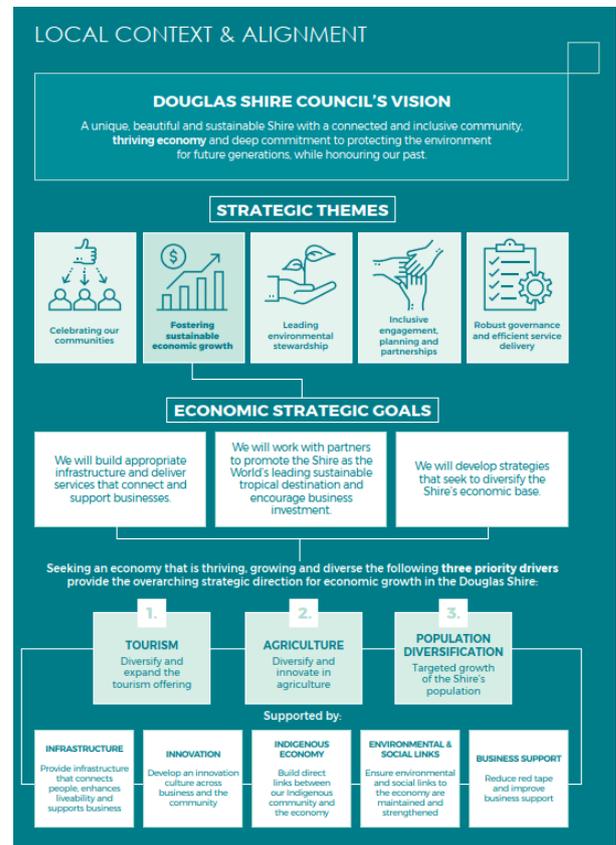
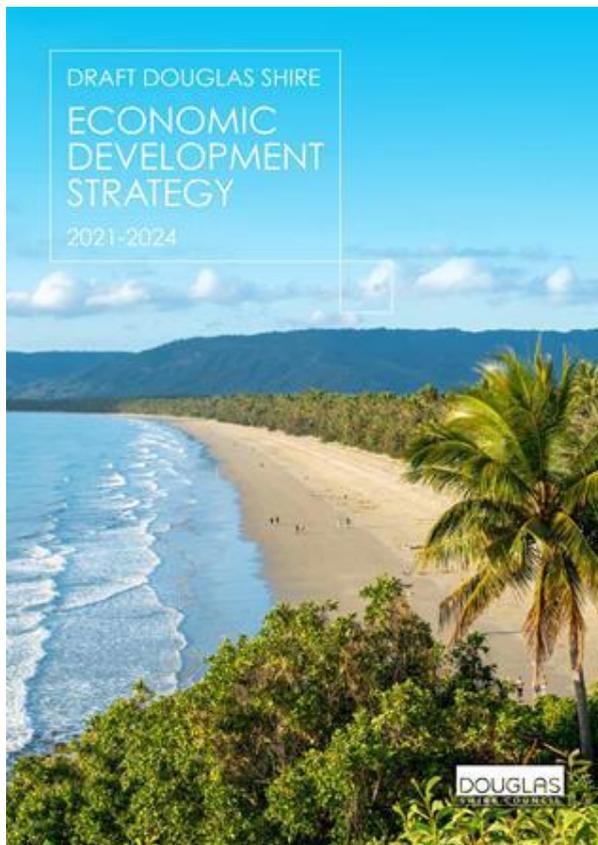
Community and Economic Development

Economic Development Strategy Adopted

The four-year strategy for sustainable economic growth was adopted by Council in May and will guide local industries through the post-COVID world.

The new strategic vision prioritises three drivers that provide the overarching strategic direction for attracting exciting new industries, creating jobs and achieving sustainable economic growth in a post-COVID world.

The strategy will not only grow the economy, but it also lays the platform for Douglas Shire Council to continue to look for solutions to the new economic constraints that COVID has brought. It will address vital issues that continue to block economic growth such as the low availability of affordable housing, a shortage of local workers and the limited opportunity for higher paying jobs.



Images: 2021-2024 Economic Development Strategy

New charter locks in support for local businesses

Douglas Shire Council will formalise its commitment to the region's 1377 locally owned businesses by joining the Queensland Government's Small Business Friendly Councils initiative, recognising local small businesses role in creating attractive, liveable communities.

The SBFC initiative recognises local Councils that are actively supporting small businesses in their region and helping small businesses recover and build resilience following disasters and economic challenges.

The Charter is a non-legally binding set of commitments which Councils can agree to in support of a prosperous small business sector within their community.

Some commitments include reducing red tape, raising the profile of the sector and increasing engagement with small business owners, to name a few.

A ceremonial signing event involving the Commissioner, Maree Adshead, will be arranged to launch the initiative later this year.

Council backs tourism plan with million-dollar injection

Tourism and Economic Development Officers facilitated Douglas Shire Council's endorsement of Tourism Port Douglas Daintree's (TPDD) strategies to lead the region's tourism sector into the future, committing \$1.35 million into the destination marketing organisation over the next three years.

With international borders remaining closed until at least mid-2022, the path to the tourism economic recovery for the region relies on re-positioning the region as a destination of choice for domestic travellers.

TPDD plans to increase activities in the events market, focusing on those that take advantage of our unique tropical lifestyle, food and culture. An estimated 37,000+ people attended significant events in the Port Douglas Daintree region during 2019.

The development and delivery of a Destination Tourism Plan, Events, Brand, and Digital strategies has positioned TPDD to achieve greater market share and cut through.



Image: TPDD Strategies

Arts and Culture

Douglas Shire Council hosted an exhibition 'HeART' in May 2021, showcasing artworks by residents of correctional and detention facilities in Townsville and Mareeba which reflect the lived experiences of acute rheumatic fever and rheumatic heart disease. This exhibition was presented in partnership with Queensland Health.



Image: HeART Exhibition, Council Foyer, May 2021

Other exhibitions during this period included two events as part of the Port Douglas Carnivale celebrations: the Douglas Photographic Society annual exhibition at the Community Centre and Tim Ellis' 'Folk Stories' at the Sugar Wharf.

The 2020-21 Regional Arts Development Fund (RADF) Grant Round saw twelve community art projects funded for a wide range of creative initiatives through this grant program, to a total value of \$49,227. Recipients are:

| Name | Project | Funding Amount |
|--|--|--------------------|
| Jill Chism | 'Marine Flowering' & 'Can You See The Trees?' artworks for CRT21 | \$4,250.00 |
| Tim Ellis | 'Melting Earth', artwork for CRT21 | \$5,000.00 |
| DAB - Ellen Terrell | Screen-printing Workshop | \$1,090.00 |
| Mossman Support Services | Youth Music Enrichment - Music Lessons | \$5,000.00 |
| Pamela Willis Burden | 'Beneath Tropic Skies' - Book Research | \$2,500.00 |
| Andrea Collisson | 2 x Artworks for CRT21 | \$5,000.00 |
| Port Douglas Artists - Chrissie McLaughlin | Art Event Hosting | \$5,000.00 |
| Port Douglas Artists - Gail Shaw | Tropical Sketchfest Event, 2021 | \$5,000.00 |
| North Of The Daintree River Arts Society Inc | 'Stop in the name of art'- Art Classes | \$2,887.00 |
| Port Douglas Artists - Rosey Cummings | Marketing for CRT21 | \$5,000.00 |
| Victoria Park | 'Alien Landscape' - artwork for CRT21 | \$5,000.00 |
| Danielle Piat | Artwork for CRT21 'Microfibre Pollution' | \$3,500.00 |
| | | \$49,227.00 |

National Reconciliation Week 2021

National Reconciliation Week (NRW) is a time for all Australians to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia. This year's NRW theme was More Than A Word – Reconciliation Takes Action.

In partnership, Douglas Shire Council, Jabalbina Yalanji Aboriginal Corporation, Bamanga Bubu Ngadimunku Aboriginal Corporation, Mossman Gorge Centre, and local organisations and businesses, worked together to deliver an exciting, engaging and inclusive program of events and activities to celebrate NRW 2021. The following list are the events that took place in the various venues and locations in the Shire during the Week.

NRW Opening Ceremony (Mossman)

Due to Sorry Business, NRW 2021 commenced in a subdued celebratory manner. Opening Day commenced with emcee Trevor Tim giving an outline of the morning's event followed by a Welcome to Country and Smoking Ceremony conducted by Kuku Yalanji representative Karen Shuan. Mayor Michael Kerr spoke on what Reconciliation means to Council and what efforts Council are doing to support and implement good will towards reconciling our/all differences or the Reconciliation Process.

Due to Sorry Business the planned community event including the Walk for Reconciliation and Sea Of Hands were cancelled out of respect for the families and friends.

The Opening Ceremony was attended by Elders, traditional owners, Indigenous leaders, local politicians and community members.



Image: Opening Ceremony



Image: Smoking Ceremony

Sea of Hands (Mossman and Port Douglas)

ANTaR's (Australians for Native Title and Reconciliation) Sea of Hands is an iconic symbol of reconciliation and a way forward for communities around Australia to engage with Aboriginal and Torres Strait Islander issues and events.

The community got behind the Sea of Hands and wrote messages of reconciliation on their respective Hands. The Hands were loaned out to the various schools and daycares within the Shire and brought back to Council to add into the overall display at the Port Douglas. The Hands were made available to the people who attended the Community Day at Port Douglas.

Both students and community came out in force and participated in contributing to creating a colourful display of unity and solidarity. Some of the inspirational messages that were written were "I Am Sorry", "Know Your Local History", "Lest We Forget", "Be Kind", "We Are One", "Treat First People How You Want To Be Treated", "More Than A Word – Reconciliation Takes Action", "I'm Sorry For All The Things That Have Happened In The Past", "Respect and Listen", "We Are One", and "Acknowledge Everyone" whilst others chose to just simply write their names.



Image: Students from the Port Douglas Primary School with their messages of Reconciliation



Image: Participants with their messages of Reconciliation at the Community Day on the Waterfront

NRW Community Day on the Waterfront (Port Douglas)

This event was a fun filled day. Throughout the day there were performances from the Yalanji dancers, Torres Strait Islander dancers, Belly Dancers and Yalanji entertainer Patrick Nandy. Bumma Bipperra Media were onsite and interviewing people live on air as they were broadcasting live across the Nation. DJ Rocking Rick provided music in between performances.

Indigenous and non-indigenous market stall holders were available onsite selling and exhibiting their arts and crafts and various food vans were available for people to purchase food from.



Image: Kuku Yalanji Dancers at the Community Day on the Waterfront



Image: Kuku Yalanji Entertainer Shaun Creek playing Didgeridoo at the Community Day on the Waterfront



Image: Torres Strait Islanders dancers performing at the Community Day on the Waterfront

Other NRW events included: Rainforest Markets at Mossman Gorge, a Youth Lunch hosted by Mossman Youth Centre focused on the importance of Reconciliation and how to be an inspiration for a collective voice, a Film Night held at the Port Douglas Yacht Club, a church service at the Mossman Showgrounds, Mens BBQ Breakfast, Ladies Lunch, Port Douglas Neighbourhood Centre Children’s Cultural Playtime, Fast5Netball Competition, and The Colour FunRun, a short distance untimed event where the runners were covered from head to toe in different coloured powder.



Image: A splash of colour at the Community Day on the Waterfront



Image: Colour FunRun participants at the Community Day on the Waterfront

The Inaugural Breakfast was hosted at the Sea Temple Spa and Resort, Port Douglas. The event was attended by local community leaders, businesses and dignitaries with emcee Trevor Tim overseeing the coming together of the morning's activity. Activities included an Acknowledgement of Country, Smoking Ceremony, Cultural Performances and Guest Speakers who spoke on the Reconciliation Process, Uluru Statement (From The Heart), Reconciliation Action Plans and individual positive insights and experiences in the Reconciliation Process.

Guest Speakers were Douglas Shire Deputy Mayor Lisa Scomazzon, From the Heart Director Mr Dean Parkin, Mossman Gorge Centre General Manager Ms Rachel Hodges, ACCOR Group CEO Mr Chris Northman, Jabalbina Yalanji Aboriginal Corporation Chairperson Ms Lynette Johnson, and Dawul Wuru Aboriginal Corporation and Yirrganydji Representative Gavin Singleton.



Image: Rachel Hodges from the Mossman Gorge Centre receiving her painting representing Reconciliation – The Inaugural National Reconciliation Week Breakfast held at the Sea Temple Spa and Resort



Image: Attendees at The Inaugural National Reconciliation Week Breakfast held at the Sea Temple Spa and Resort



Image: Attendees at The Inaugural National Reconciliation Week Breakfast held at the Sea Temple Spa and Resort



Image: Jabalbina Ranger performing the Smoking Ceremony at the NRW Youth Lunch.



Image: Community members who attended the NRW Youth Lunch



Image: NRW Fast 5 Netball Competition



Image: NRW Men's BBQ Breakfast

Sport and Recreation - Oceania Cup

The Douglas Shire had a unique opportunity to host a professional triathlon in the lead up to the Tokyo Olympics. The event was originally planned for another location, however with Council's offer to financially support the traffic management costs and support with logistics, it was made possible for the event to be held in the heart of Port Douglas.



Image: The Men's Swim Leg – Oceania Cup Sprint Race

The event was designed to help athletes acclimatise to temperatures like that in Japan and to complete 'race specific training' and for professional athletes to gain valuable points that support their ranking and the possibility of racing for Australia in the 2021 Olympics. The Oceania Cup sprint event was planned for Saturday 26 June, and then council was offered a second event for Saturday 12 June, a standard distance event with the added bonus of the New Zealand team joining the Australians with restrictions for travel being lifted for the kiwis and the Trans-Tasman rivalry emerged.



Image: The Men's Swim Leg – Oceania Cup Sprint Race

Some Douglas Shire Clubs such as the Rainforest to Reef Cycling Club and the Port Douglas Surf Life Saving Club provided a myriad of volunteers as marshals to ensure the safety of spectators and the athletes. The Douglas Shire Councils Community Development Team, Civil crew and Media and Communications Team went over and beyond to ensure that the event was safe, well promoted and organised.



Image: The Ladies Sprint finish– Oceania Cup Sprint Race

There was great feedback from the community with a good number of people spread across the course to watch the professional athletes in action. The athletes themselves commented on the race positively stating that the course was fast, technical and a beautiful location and would happily come and race again if given the opportunity.



Image: Para-Athlete Lauren Park in the Oceania Cup Sprint Race

The Mother's Day Community Ride

The Sport and Recreation / Community Development Department hosted a Mother's Day community bike ride which started at the Wildlife Habitat where riders were able to obtain a free yellow vest with the 'stay wider of the rider' messaging upon registration. Around 50 riders and ride leaders attended the event and there was a train of yellow cyclists making their way along the footpaths to the Port Douglas Marina.



Image: Participants of the Mother's Day Community Bike Ride

The ride finished back at the Wildlife Habitat carpark where there was a free healthy breakfast of bacon, egg and spinach wraps and a snake made an appearance with a handler from the park. The children that took part in the ride were treated with some wildlife education; being able to touch the snake and ask questions about our native wildlife.



Image: Ready to go, children in the Mother's Day Community Bike Ride

The Mother's Day community ride was a Council initiative, funded by both the Douglas Shire Council and the Department of Main Roads.



Image: An Olive Python makes an appearance post bike ride for the children

Active8 Free Fitness

The Douglas Shire Councils Active8 Free Fitness program has still been a great hit with the locals and tourists with classes being well attended over the last six months. Available funding has been lower with each grant application and council was able to contribute some funding through to the operational budget.

A new Seniors' Aquafit class was being hosted at the Mossman Pool and had a regular attendance of 40-50 people. Tai Chi has had between 30-50 people attending with the Just start Fitness and Zumba 15-25 people.

Council will have to look for other funding opportunities in the future for the classes to continue.



Image: Low Intensity Aquafit Classes at Mossman Pool

ANZAC Day 2021

Under steady rain, Council, working with the Mossman RSL commemorated the 106th anniversary of ANZAC day with a dawn service at the Mossman Cenotaph and a parade to the Port Douglas Cenotaph. After the year hiatus, large crowds returned to the services as the community was able to recognise the fallen after significant lifting of COVID 19 restrictions.

Rain couldn't dampen the ANZAC spirit as hundreds gathered at both the Mossman and Port Douglas Cenotaphs to hear speeches from the Mossman RSL president Ron Savage, Lieutenant Commander Ashleigh Payne, Mayor Michael Kerr, Chaplin Deborah Katchel, while Mossman High School captains Angus Brunsdon and Ellie Zillifleisch and, the Douglas Shire Citizen of the year Maria Atkinson read the Uniform Resolution. The Mossman High School band played the National anthems of Australia and New Zealand with Cohen Barnes and Nathan Deuble playing The Last Post and Rouse.



Image: ANZAC Day dawn service Mossman.



Image: ANZAC Day service Port Douglas

Carnivale 2021

After the disappointment of having to cancel the Carnivale in 2020 and with a fortunate lifting of some COVID 19 restrictions as the dates got closer, it was great to be able to celebrate our tropical lifestyle and present the 2021 Carnivale in all its glory. This was the third time Council had overseen the running of the event and working with a myriad of different event organisers and performers were able present a program of events that both fulfilled the destination marketing activities Carnivale was originally created for, as well as provide community focused events that brought locals together in meaningful ways.

Council staff from all departments are involved in presenting the Carnivale, whether it be part of their regular work tasks or by contributing time to be part of the crews on the day, staff from the whole organisation have a role to play in bringing this event to life.

Tropical Destinations Photography Exhibition

The Douglas Photographic society held their annual show as Part of Carnivale again in 2021. Incorporating the newly acquired Exhibition hanging walls, the exhibition presented high quality photography by photographers from the region.

Council Supports the Douglas Photographic society each year by providing the Port Douglas community Hall as In-Kind support for their involvement with the Carnivale program.



Images: Tropical destinations Photography Exhibition – Credit Paul De Groot

Spiegeltent

The return of the Wonderland Spiegeltent signifies the start of the weeklong festivities and this year they raised the bar for the 2021 season. Presenting a diverse program that included Australian Music legend Tex Perkins, family friendly magic show, a waterside Bar and festival site, the Spiegeltent continues to bring a sense of excitement and energy to the Carnivale and

the Dixie Park area. The standout show for this year was Popcorn Underground which had the whole town talking. Council works with the Wonderland Spiegeltent to provide funding for the management and delivery of the Spiegeltent.



Image: Spiegeltent Dixie Park



Image: Popcorn Underground - Spiegeltent

Carnivale Carnage

A new event in the Carnivale program, Carnivale Carnage, was presented by the Pro-Wrestling Power team, with local Port Douglas wrestler 'Prince' Marshall Sampson leading the charge. In front of a sell-out crowd in the Oaks Resort Ballroom, the very much tongue in cheek battle saw The Prince of Port Douglas dominate all challengers to take out the tournament.



Images: Pro wrestling Power – Carnivale Carnage

Tim Ellis Folk Stories

Local artist Tim Ellis presented an exhibition of current works at the Sugar Wharf over the Carnivale weekend. With recently upgraded lighting, the art popped off the walls and provided a high-quality art experience.



Image: Tim Ellis Folk Stories – Sugar Wharf

Longest Lunch

Having run the Longest Lunch now for 4 years, the team from Ochre have mastered the art of offering quality local produce expertly prepared, an unparalleled dining experience as well as great music and entertainment. Just over 280 guests were once again treated to an iconic Port Douglas experience that continues to be a premier event in the Carnivale program. Council provides Rex Smeal Park as In-Kind support for their involvement with Carnivale.



Image: Longest Lunch – Rex Smeal Park

Street Parade

Bringing life and vibrancy back to the streets of Port Douglas after a year break, the Carnivale Street Parade was able to go ahead in its traditional format as COVID restrictions eased. In what is essentially a community celebrating itself, the Carnivale Street Parade's 26th running brought smiles and cheers back to the people of the Douglas Shire. Groups from across the shire braved blustery rain squalls right up until the start time, to strut their stuff, raise awareness and simply have fun together as they competed for various prize categories.

With 23 entries this year, 300 or so participants took part. The overall quality of the Floats was good, with the winners of each category deserving their prizes. A judging panel consisting of the Mayor Michael Kerr, The Hon Warren Entsch and President of Douglas Chamber of Commerce, Liz Ross awarded the Port Douglas State School with Best Overall Float, the Friends of the Mossman Hospital with Best Community Float, The Wildlife Habitat with Best Business Float and Kids entertainer, Sweet K with best individual.

Restaurants and pubs were packed and thousands of spectators lined Macrossan Street to be part of the celebrations. Following the Parade, the traditional Fireworks show lit the sky while lasers colored the Sugar Wharf and Families enjoyed themselves at the rides and amusements in Market Park.

As a solely council run event, the street parade requires staff from many different departments to work together for the safe delivery of the event. With public safety of paramount importance and so many moving parts for an event of this nature and size, all staff who contributed their time and energy to assist with the street parade went above and beyond to ensure the parade was conducted without incident.



Images: Carnivale Street Parade – Macrossan Street



Images: Carnivale Street Parade – Macrossan Street

Douglas Dash

The Douglas Dash is a 4 km cross terrain run that starts in Rex Smeal Park and goes along the flagstaff trail, down to the surf club, back along the beach returning to the flagstaff trail and finishes back at Rex Smeal Park. Hosted by Dynamic Running, this new event offers adventurous cross-country runners of all ages a chance to experience the Flagstaff trail as a competitive race circuit and ultimately bragging rights as the fastest runner on such a challenging course.



Images: Douglas Dash – Dynamic Running

Dogs Day Out

The Dogs Day out at Carnivale this year was held in the shaded surrounds of Julan Park and was very well attended. A mix of dogs, their owners and spectators filled the park for this new addition to the Carnivale program that was run by the local charity Paws and Claws.



Images: Dogs Day Out – Paws and Claws

Family Beach Day

Clear skies and a steady breeze meant the Family Beach Day drew large crowds to the iconic 4 Mile Beach. For the second time, Kites Queensland joined the activities, bringing their larger-than-life kites and leaving both young and old looking to the skies in amazement. From the long running Sandcastle competition, through to new activities like the Samba in the sand meant families were kept busy and engaged for the day as the Quicksilver race week activities took place on the horizon.

Food trucks were kept busy and community stalls were active at the market area of the Beach Day as perfect conditions and scores of locals and tourists flocked to the esplanade. Dream State Entertainment ran the traditional beach day activities such as the tug of war, treasure dig and three legged race as well as running Hoola-hoop, balloon animals and Acro balance workshops, keeping the kids and parents busy. Special thanks go to Skydive Australia for sponsoring and coordinating a skydive show.

Council manages the Family beach day which is run by council staff on the day who again delivered a great incident free community focused event.



Images: Family Beach Day



Images: Family Beach Day

Tropic Rock featuring Spiderbait

Iconic Aussie rock band Spiderbait filled the headline slot at the Carnivale Tropic Rock Concert where 900+ fans were treated to a high energy show, filled with hits, that saw generations of rock fans come together under the Rex Smeal Palms.

Support act Machine Machine warmed up the crowd before Spiderbait hit the stage and took the party to another level. Playing for well over an hour and a half, Spiderbait brought their years of experience to the stage and created a real buzz for Carnivale punters.

Taking care of the bar, The Port Douglas AFL Crocs worked hard to keep everyone happy and also generated funds for their club. Another Council run event with Council managing production, staffing the ticket area and liaising with security, Tropic Rock went off without incident.



Images: Tropic Rock featuring Spiderbait

Picnic in the Park

Picnic in the Park was a collaborative effort that saw Council work with the Plantation Resort and Rocking Rick Entertainment to provide an afternoon in Rex Smeal Park with free entertainment and a licensed bar with Japanese street food. Families were treated to an afternoon of all local entertainment featuring musicians from across the Shire. Throughout the afternoon close to 2,000 people attended the event which saw locals and visitors soaking up the laid back, quintessential Port Douglas vibes. Hometown favourites, Lady Valiant finished off a spectacular day for an event that looks likely to return for Carnivale in 2022.



Images: Picnic in the Park – Rex Smeal Park

Ironman

The 10th running of the Ironman event was held in its traditional June time after last year's event was rescheduled due to the pandemic. In an effort to make the most of the event entering into Port Douglas, a spectator viewing area was created at the turning point on Port Douglas Road where an MC and DJ kept the vibe upbeat and announced the athletes as they arrived as well as providing race updates throughout the day. Lunch and refreshments were provided by the Friends of the Mossman Hospital group. The inaugural event drew close to 200 spectators throughout the day, with people being able to track their friends via the ironman app and send a shout out through the MC as they raced by.



Images: Ironman Spectator Site

Citizenship Ceremony

Douglas Shire welcomed another diverse group of new Aussies at a Citizenship Ceremony in Mossman. 36 new Aussies were welcomed from a range of countries including United States of America, Taiwan, Italy, France, India, Belgium, United Kingdom, Argentina, Canada, South Africa, Zimbabwe, Nepal, Germany, New Zealand, Vietnam, Finland, Kiribati, Wales and Israel.

Local Eastern Kuku Yalanji representative Raymond Lafragua provided the Welcome to Country address before Douglas Shire Mayor Michael Kerr welcomed our new citizens. Deputy Mayor Lisa Scomazzon presented each new Aussie with their certificate along with a native plant from the Mossman Nursery.



Image: New Citizens of the Douglas Shire

Port Douglas Markets

The Port Douglas Markets are back operating at the pre-Covid size and density of stalls after eleven months of restrictions and are busier than ever as locals and domestic tourists flock for a great day out. Market Coordinators are asking all patrons to ensure social distancing and to obey all Queensland Health directives.

Community Engagement

Draft Foreshore Management Plans – Stage Two – Released for Comment

Draft foreshore management plans for Wonga, Newell, Cooya, Four Mile and Oak Beach were released for comment. Emails were sent to stakeholders registered to receive updates and face to face community sessions were held in all five locations. Comments are currently being collated and considered by the consultants.

Cattle Grids Upper Daintree Road – Ongoing

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

Mossman to Newell Beach Shared Pathway – Underway

Leaflet mailed to owners in Cedars Street, North Mossman (3-15) to advise proposed alignment of the shared pathway is past their homes. Telephone conversations with cane farmers alongside route to advise share pathway alignment in front of their properties will require removal of roadside vegetation and discussions with one resident concerned the current route was dangerous for kids and parents with prams.

RV Park Mossman – Survey

A total of 381 people responded to the RV Park survey and support for an RV Park was overwhelming.

- 94% of respondents agreed an RV Park would be good for the Mossman economy.
- 72% of respondents preferred 50 sites over 20 sites.
- 72 businesses responded to the survey of which 71 agreed an RV Park would be good for the Mossman economy; one was neutral.
- 234 residents responded to the survey. 93% agreed an RV Park would be good for the Mossman economy.
- Council contacted all 13 caravan park owners in the shire. Five responded and all five strongly objected to Council creating an RV Park in Mossman, or indeed anywhere in the Shire.

The results are being collated and analysed for inclusion in a business case being prepared. Further discussions will take place with existing caravan park operators.

Food Van Precinct – Survey of Operators

The suggestion for the creation of a sundowner pop-up food van precinct from 5.00pm to 8.00pm daily was put to Council by Tourism Port Douglas Daintree (TPDD) based on visitor feedback received during the Easter school holidays. The inability of people staying in Port to get dinner was impacting negatively on their experience. TPDD asked Council to consider the idea of a pop-up food van precinct for the July and September school holidays to alleviate the issue.

An initial survey attracted 18 responses. Councillors requested broader consultation and the survey was then sent to all food operators in Port Douglas attracting 51 responses. With a larger response rate, the results indicated mixed feelings:

- All respondents - 33 supported; 16 opposed; 2 undecideds.
- Port Douglas outlets only: 19 in supported; 12 opposed; 2 undecideds.
- Operators open after 5pm Port Douglas: 14 in supported; 8 opposed; 1 undecided.

Because of the mixed feelings revealed by the survey, the recent lock downs in various states making it hard to judge the impact on visitor numbers for July and the fact that at Easter not all restaurants were open, and a new 100 seat restaurant opened in July, the decision was made to not proceed with the idea for now.

Council has advised operators that it will continue to monitor the issue by doing two surveys at the end of July. The results will be used to inform any decisions made about actions for September school holidays and results will be shared with operators.

Port Douglas Yacht Club Carpark and Dinghy Rack Clean Up and Repair

Prior to cleaning up the car park and dinghy rack area adjacent to the Port Douglas Yacht Club, a notice was placed at the car park, a leaflet was dropped on the windscreens of all cars parked in the vicinity and leaflets were left with the Port Douglas Yacht Club to distribute to members. An email was sent to all those with a pile mooring to request dinghies be removed.

Council had intended to remove 13 coconut trees growing in the mangroves. The fronds hide the rubbish (old tyres, white goods, etc) and are unsightly. Neighbours also dump their own coconut fronds in the mangrove rather than dispose of properly, and those dumping the fronds cannot be identified because of the existing trees.

The removal of the coconuts did not proceed as insufficient notice was provided for people to comment.

Warner Street Trees

As a follow up to the trimming and monitoring of the Warner St trees, residents were advised of work planned to aerate all root zones and treat with antifungal, plus apply a broad-spectrum fertilizer. Residents and businesses were asked not to park vehicles under the trees on the days work was planned.

Port Street – Upgrade

In November 2020, the four residents at 3 Port Street were advised of a proposal to upgrade the pathway in Port Street, requiring the removal of three poinciana trees on the nature strip.

- A leaflet explained how the pathway fitted into the FNQ Principal Cycle Network Plan 2016, which proposes a coastal route extending along the coast, with seven off-shoots – one being Cook Highway to Macrossan St loop in Port Douglas.
- Over recent years, the pathway has been gradually extended from the Cook Highway to Macrossan St. At Port Street, there is a 218-metre gap – a missing link if you like. This project will connect the shared pathway to achieve a pathway running the length of Wharf Street to the marina.
- On receipt of leaflet, residents contacted Council to say they would be disappointed to see the three trees go without at least the opportunity of on-site discussion.
- An onsite meeting with residents was held. None of the residents wanted the trees to go. They say the trees provide shade for the property and their removal would have a detrimental change to the visual presentation of not only this property, but various others on the street. Residents also asked whether cyclists, users of motorised scooters, walkers, pram pushers, etc. had approached Council for the upgrade. At the time of the meeting, this was unknown. The residents suggested several ways they thought the pathway could be upgraded and still retain the three trees.

- Following the meeting, all options to avoid removing the trees were investigated as well as whether there was demand from the potential users, working through the Douglas Access and Inclusion Group. The group does want this upgrade done and it is their no.1 priority.
- A decision on whether and how the project will proceed has yet to be made.

Public Swimming Pool and Splash Park

Stakeholders registered for updates on this project were advised Council had determined the project which would be delivered in phases. The more immediate priority is the Splash Park, and the Pool is more long term. Council has committed to completing designs and doing community engagement by 30 June 2022.

Human Resources

The Douglas Shire Council Certified Agreement 2020 that was listed for hearing in the Queensland Industrial Relations (QIRC) on the Thursday 22 April 2021 was certified by the QIRC. The new agreement commenced from date of certification by the QIRC and will remain in force for a three (3) year period from 22 April 2021.

The Human Resources (HR) Training calendar ensures staff attend training that coincides with the required industry standards for review and provides the opportunity to staff to participate in a range of professional development training from in-house information sessions, short courses and accredited training. Staff have recently participated in specific workplace health and safety training (accredited and non-accredited) from Overhead Awareness Electrical Assets, Work Safely at Heights, Asbestos Awareness, Perform Rescue from a Live LVR Panel including Provide CPR and First Aid and CPR Training.

Council continues to support staff in range of learning and development opportunities in order to meet the challenges of local government including opportunities for professional development from Certificate III to graduate and post-graduate qualifications. A number of staff are well underway in their competency-based gap training or formal qualification from Certificate III to Diploma within Civil Construction via funding secured through Construction Skills Queensland (CSQ).

Recruitment activities due to staff turnover and internal staff movement have seen HR manage the recruitment and selection of several positions that are currently at varying stages of the recruitment process.

Workplace Health & Safety

Douglas Shire Council's workplace health and safety system was audited by Local Government Workcare (LGW) on 12-16 April. This was the first time the system was audited by an external consultant engaged by LGW. Council received a score of 81.7%, well above the benchmark requirement of 70%. Key strengths noted of the safety system include:

- Consultation and communication
- Quality of Safe Work Method Statements and work procedures
- High performing organisational safety team
- Excellence in OHS performance reporting.

The WHS team are currently reviewing the Safety Management Plan for the development of the next three-year plan in alignment with ISO 45001.

The WHS team provided assistance for the safe delivery and operation of Carnivale. The team was involved in the preparations and inspections of event sites and attended all Carnivale events.

Property Services

All risk assessments associated with Council's insurance renew have now been completed and property has now finalised all insurance renewals.

As of 1 July 2020, the Land Regulation 2020 ("Regulation") introduced the prescribed terms framework for trustee leases over reserves which replaced the previous Mandatory Standard Terms format. A report was presented to Council in June which was adopted. The Department of Resources have now registered the agreement without change.

The Land Management Plan for the inconsistent use of Lot 85 SP219631 Forest Creek Road has now been approved by the Department of Resources. The Kimberly Rural Fire Brigade are now in occupation. Property Officers are now working on Land Management Plans for the Port Douglas Sporting Complex and updating Mossman Showgrounds. These LMP's are required before trustee leases can be entered into.

The transaction for the purchase of land for access to the Mossman water intake has been completed.

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

Media and Communications

Douglas Shire Council's Media and Communications Unit was busy communicating key information for three major sporting events: The Cairns Ironman 2021 and two Triathlon Australia events in Port Douglas.

Dedicated webpages were set up and a variety of communications channels were used to inform the public of the various road closures and spectator opportunities. These events contributed to increased engagement with Council's online channels.

Key Digital Highlights:

- Council's website recorded 190,270 page views from 72,071 users during this quarter
- The average time spent on 1 minute and 30 seconds
- Council's Corporate Facebook account reached 116,065 people during this quarter.
- Council's E-newsletter now has 864 subscribers.

Top ranking news posts were:

- Ironman Changed Traffic Conditions
- Trans-Tasman Rivalry Re-ignites in Port Douglas
- COVID Vaccine arriving in Douglas
- CREB Track re-opened
- Upcoming Major Events

Key April to June Statistics:

Media Releases: 41
Media Enquiries: 40
Web Posts/Public Notices: 34

Council Grants Program

The Indigenous Youth in Sport Micro Grant, with funding up to \$1,000 (GST Exc) closed on 7 May 2021, with two applications received and one offer of funding made.

| Successful Applicant | Project | Amount Awarded (GST Exc) | Stream/Round |
|--------------------------------|--|--------------------------|--------------|
| Mossman Squash and Tennis Club | Tennis Program for Indigenous Girls – a four-week program focusing on tennis skills, fitness, confidence building and having fun. | \$1,000 | Micro |

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

Grants Awarded for the Quarter

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

Grants Acquitted for the Quarter

| Grant Recipient | Project and Outcomes | Amount Acquitted (GST Exc) |
|---|---|----------------------------|
| Dave Pinson and Connie Kerr T/A Daintree Life | Beach Restoration at North Myall Beach, Cape Tribulation – a community planting day of 1,200 plants on Myall Beach North foreshore was held on 23 February 2021 with the aim of reducing the impacts of erosion and to restore natural vegetation. A total of 41 community members attended. | \$10,000 |
| ICIT Pty Ltd | G'Day Port Douglas & Daintree, 3 minutes with a local – a series of videos produced by ICIT Pty Ltd celebrating our communities independence, changing diversities, lifestyles and cultures. The videos are on Youtube and linked from the DSC website. | \$1,000 |

| Grant Recipient | Project and Outcomes | Amount Acquired (GST Exc) |
|--|--|---------------------------|
| Mossman & District Gymnastics Club Inc | Mossman Gymnastics Community Come & Try hosted an open day for all community members to come along to the club, to be introduced to the programs on offer and try out a little of the gymnastics coaching and equipment. The day was attended by over 200 people as attendees, participants, facilitators and volunteers. As a result of the come and try over 40 new memberships resulted. | \$903 |
| Mossman Squash and Tennis Club | Club 2021 Come and Try Day was hosted by the Mossman Squash and Tennis Club for the community to come along to sign on to the club. The day was well attended and they signed up over 80 people. | \$867 |

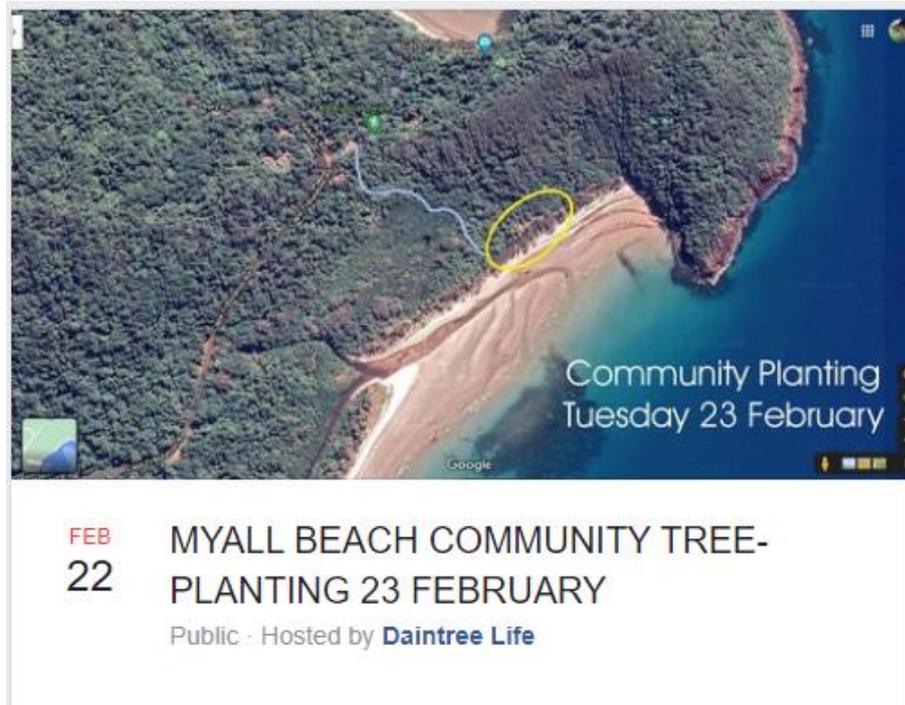


Image: Facebook Page for Myall Beach Community Planting Day



Image: G'day Port Douglas – 3 minutes with a local YouTube Page



SAT 30TH JAN
9AM - 11AM
3-7 Mill St,
Mossman

MDGC
MOSSMAN & DISTRICT
GYMNASTICS CLUB

**COMMUNITY
COME & TRY**

2021 Sign-On | Sausage Sizzle & FREE Face Painting!



THERE'S A CLASS FOR
EVERYBODY!
BABIES - KIDS - ADULTS -
SENIORS

SUPPORTED BY THE DOUGLAS SHIRE
COUNCIL - MICROGRANT

DOUGLAS
SHIRE COUNCIL

Image: Come & Try Flyer



**COME & TRY DAY
SIGN ON DAY**



Saturday 6th February 2021
At Mossman State School
8.30am - 10.30am

Supported by
the Douglas
Shire Council
- Microgrant

DOUGLAS
SHIRE COUNCIL

Mossman Squash & Tennis Club

Image: Mossman Squash and Tennis Come and Try Day Flyer

In-kind Assistance

Since the start of the 2020-21 financial year six requests for in-kind assistance and fee waivers have been assessed to June 2021, with value of in-kind assistance and fee waiving approved totaling \$3,613.64 (GST Exc).

Further information on the Council Grants Program is available at:

<https://douglas.qld.gov.au/community/community-grants/council-grants-program/>.



External Grants**Applications Submitted**

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

Application Outcome – Applications submitted in previous quarters

| Grant | Funding Body | Project | Amount | Outcome |
|---|---------------------|---|---------------|----------------|
| SES Support Grant | State Govt | SES vehicle | \$30,000 | Successful |
| Small Business Recovery Advisory Council | State Govt | Buy Douglas Build Douglas The Local Business Hub | \$55,000 | Successful |
| Move It NQ | State Govt | Active8 Extension | \$8,000 | Successful |
| Arts QLD | State Govt | RADF 2021-22 Program | \$30,000 | Successful |
| Safe Places Emergency Accommodation | State Govt | Safe Places Emergency Accommodation | \$860,400 | Successful |
| Mental Health and Wellbeing Package | State Government | Localised mental health initiatives | \$75,000 | Successful |
| SES Support Grant | State Govt | SES Accommodation fit out | \$14,000 | Unsuccessful |
| Terrain Building Rainforest Resilience | Aust Govt | Wangetti Habitat Management | \$20,000 | Successful |
| Council of the Ageing | State Govt | Mossman Seniors Make a Splash | \$1,000 | Successful |

FINANCE AND CORPORATE SERVICES

Procurement

Contracts

- Daintree River
 - Dredging completed
 - Interim ferry service contract awarded to Entrada
 - Council and Entrada collaborated on a successful service transition
- Port Douglas Sports Complex Masterplan (Stage 1) – Consultation and Design specification in the process of being revised
- Wonga Beach Caravan Park lease extended until 24 September, 2021
- New corporate uniform contract awarded to Southern Cross Workwear (effective 1 July 2021)
- Revised Port Douglas Aquatic Park scope of work in draft status
- First option year for surf lifesaving contract (Four Mile Beach) exercised

Projects (with procurement elements)

- Retirement village (stage 2) - market research continues
- Splash park
- Sugar Wharf
- Buy Douglas; Build Douglas project expansion (website and video production)
- Leachate carting (environment)
- Heritage strategy (planning)
- New, large TV screen (on a trailer) purchased and used at a couple of Council supported events
- Outreach continues with local businesses (both new and existing)
- Preparation of an *Anticipated Projects* concept with the idea being to advertise programmed capital works in advance
- Considered engagement of Wujal Aboriginal Shire Council to maintain roads inside Douglas Shire boundaries

Vendor Panel

- Both DSC personnel and vendor driven/requested enhancements lodged with the Vendor Panel Support Desk
- Improved reporting noted as a result of increased uptake/use of Vendor Panel as Council's primary means of soliciting tender requirements

Nex Gen

- Nex Gen is a multi-million-dollar ecosystem, designed to connect governance and reporting, guided buying, capability development, and analytics to provide a simple platform for council procurement requirements.
 - DCS is in the process of finalising the Nex Gen implementation

Training

- Additional construction contracting training provided to DSC Civil and Project Management personnel by FNQROC & Helix Legal at Cairns Regional Council

- Additional procurement training provided to new personnel and those requesting refreshers

Audit

- QAO audit required provision of requested contract documents
- DRF Probity Audit requirements released for tender

Events

- Assisted with procurement requirements for 2021 Carnivale

Grants

- Assisted with the review of several grant applications

Processes

- Review of Council's approach to labour hire underway

Communication

- Continuing to build relationships with FNQ councils but also councils of similar size (i.e. Noosa and Livingstone)
- Attended FNQROC Procurement Workshop (in Cairns) in June
- Addressing RFIs

Finance

Actual v Budget 2020-2021

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

Budget 2021-2022

Budget for 2021-2022 was adopted by Council on 15 June 2021. This budget was again a difficult process due to the prolonged financial constraints imposed by Covid-19. Thank you to the CEO and Managers for all your support throughout the process. The budget operating deficit for 30 June 2022 is \$2.35m (was \$3.66m 2020-21). The long-term financial forecast is for an operating surplus by year 8 (2028-2029).

The Capital Works Budget for 2021-2022 is \$16.05m.

External Audit 2020-2021

Queensland Audit Office conducted the interim audit on 17-21 May 2021 remotely and the final stage of the audit will be from 13 September 2021. The interim audit management report was presented to Council's ordinary meeting on 29 June 2021.

Council received an overall rating of 'Effective' internal controls (green traffic light). There was one significant deficiency identified during the audit in relation to payment file security. Appropriate and timely action was taken by management to resolve this issue.

There were no Financial reporting issues identified. There was one unresolved current year 'other matter' marked 'work in progress' whereby the risk register had not yet been presented to Council. The register was adopted by Council on 29 June 2021.

There were two prior year issues which were both resolved in the current year.

Valuation of Assets

The following asset categories have been comprehensively revalued by Council's external valuer for the year ended 30 June 2021:

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

Overall, the valuation process resulted in a cumulative fair value increase of \$16.066m, or 12% for these asset classes.

Asset Management

The 2021-2022 capital works budget has been approved to include procurement and implementation of an Asset Management System (AMS). A Request For Quote (RFQ) will be issued shortly.

The 2021-2022 operational budget includes funding for a Geographic Information System (GIS) Officer, the Position Description has been prepared and is with Human Resources for recruitment.

Rates

Half yearly rates 2nd reminder notice (over \$50 outstanding) was issued on 10 May 2021 with a due date of 25 May 2021. Solicitor's letters of demand (over \$1,000 outstanding) were issued on 9 June 2021. As at 30 June 2021, 93.79% of total rates were collected.

Supplementary Rate Levy notices were issued on 28 May 2021. These notices were for the amendment of charges due to requests (e.g. additional bins, buildings that have been completed, changes in rating valuations).

Water account reminder notices (over \$20 outstanding) were issued on the 20 April 2021 and 17 May 2021.

Council has conducted a full pension verification as per State Government Regulations. This verification process reviews all current pension remission holders to determine the continued eligibility of State and Council pension remission. Council were also audited by Services Australia in April to ensure Council are following pension remission guidelines and procedures.

Council officers have conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. As part of this process, letters containing balance amounts to be paid by 30th June 2021 had been sent to all properties with arrangements. Ratepayers who have defaulted have been contacted to discuss their financial situation.

Rates Model Review

Douglas Shire Council included an objective in the Operational Plan 2020-2021 to perform a review of the General Rates structure, to ensure the model provides equity to ratepayers and to work through any issues associated with the general rates structure.

Council has a statutory obligation to levy general rates. Levying general rates in local government is a complex matter considering Council has to balance the services to be delivered to the communities of Douglas Shire and the revenue required to fund these operations, ensuring future financial sustainability.

Mead Perry Group was engaged by Council as an independent consultant company to assist with the review. The Mead Perry Group conducted a thorough analysis of Council's general rates structure and provided various alternative proposals for change. Council decided to focus the 2020-21 review on the residential categories budget.

To ensure ongoing sustainability and longevity of Council and the communities which it serves, it is paramount that an equitable rating regime is established to distribute the rate burden.

As a result of the review, Council has made the decision to adopt the following rating categories effective from 1 July 2021:

| Category | Rate in the Dollar | | Minimum Differential General Rate |
|---|--------------------|---------------------|-----------------------------------|
| 1 - Residential – Principal Place of Residence. Valuation \$1 - \$250,000 | .772456 | cents in the dollar | \$1,075 |
| 2 – Residential – Principal Place of Residence. Valuation \$250,001 - \$500,000 | .766187 | cents in the dollar | \$2,168 |
| 3 - Residential – Principal Place of Residence. Valuation \$500,001 - \$1,000,000 | .719624 | cents in the dollar | \$4,192 |
| 4 - Residential - Principal Place of Residence. Valuation \$1,000,001 - \$1,300,000 | .706632 | cents in the dollar | \$7,655 |
| 5 - Residential - Principal Place of Residence. Valuation \$1,300,001 - \$2,00,000 | .618822 | cents in the dollar | \$8,999 |
| 6 - Residential - Principal Place of Residence. Valuation Greater than \$2,000,000 | .449203 | cents in the dollar | \$11,813 |
| 7 - Residential – Non Principal Place of Residence. Valuation \$1 - \$250,000 | .772456 | cents in the dollar | \$1,125 |
| 8 – Residential – Non Principal Place of Residence. Valuation \$250,001 - \$500,000 | .769842 | cents in the dollar | \$2,268 |
| 9 - Residential – Non Principal Place of Residence. Valuation \$500,001 - \$1,000,000 | .726362 | cents in the dollar | \$4,387 |
| 10 - Residential – Non Principal Place of Residence. Valuation \$1,000,001 - \$1,300,000 | .713127 | cents in the dollar | \$8,011 |
| 11 - Residential – Non Principal Place of Residence. Valuation \$1,300,001 - \$2,00,000 | .624407 | cents in the dollar | \$9,417 |
| 12 - Residential – Non Principal Place of Residence. Valuation Greater than \$2,000,000 | .453186 | cents in the dollar | \$12,363 |

| | | | |
|--|--------------|------------------------|-----------|
| 13 - Residential Units – Principal Place of Residence | 1.11000 9 | cents in the dollar | \$1,075 |
| 14 - Residential Units – Non Principal Place of Residence | 1.45792 9 | cents in the dollar | \$1,125 |
| 15 - Residential Flats 2 | 1.04250 6 | cents in the dollar | \$1,611 |
| 16 - Residential Flats 3-4 | 1.04250 6 | cents in the dollar | \$2,081 |
| 17 - Residential Flats 5-6 | 1.04250 6 | cents in the dollar | \$2,552 |
| 18 - Residential Flats 7+ | 1.04250 6 | cents in the dollar | \$3,022 |
| 19 - Residential – Section 50 | .772456 | cents in the dollar | Nil |
| 20 - Rural Productive | 1.21831 6 | cents in the dollar | \$1,107 |
| 21 - All Other Land | .772456 | cents in the dollar | \$1,075 |
| 22 - Commercial North | 1.11964 1 | cents in the dollar | \$1,107 |
| 23 – Commercial South | .917387 | cents in the dollar | \$1,107 |
| 24 - Commercial – Not for Profit | .821762 | cents in the dollar | \$1,075 |
| 25 - Commercial Marina | 4.42475 2 | cents in the dollar | \$322,812 |
| 26- Heavy Industry (Sugar Mill) | 1.11964 1 | cents in the dollar | \$1,107 |

ICT (Information & Communications Technology) Service

A replacement staff member has started with the team. After a short period of training, the new team member is already tackling some of the backlog of project work.

One of the backlogged projects was the upgrade to the Council Chamber Audio / Video equipment that is used for Web Streaming Council meetings. The new equipment should be finalised by the end of July – vendor allowing. This should improve the quality of the audio and video experienced by the public.

The project to refresh Council's inter-office network (moving to newer technologies and services, at reduced cost and with great bandwidth) has been completed after being delayed by a combination of Telstra and configuration issues.

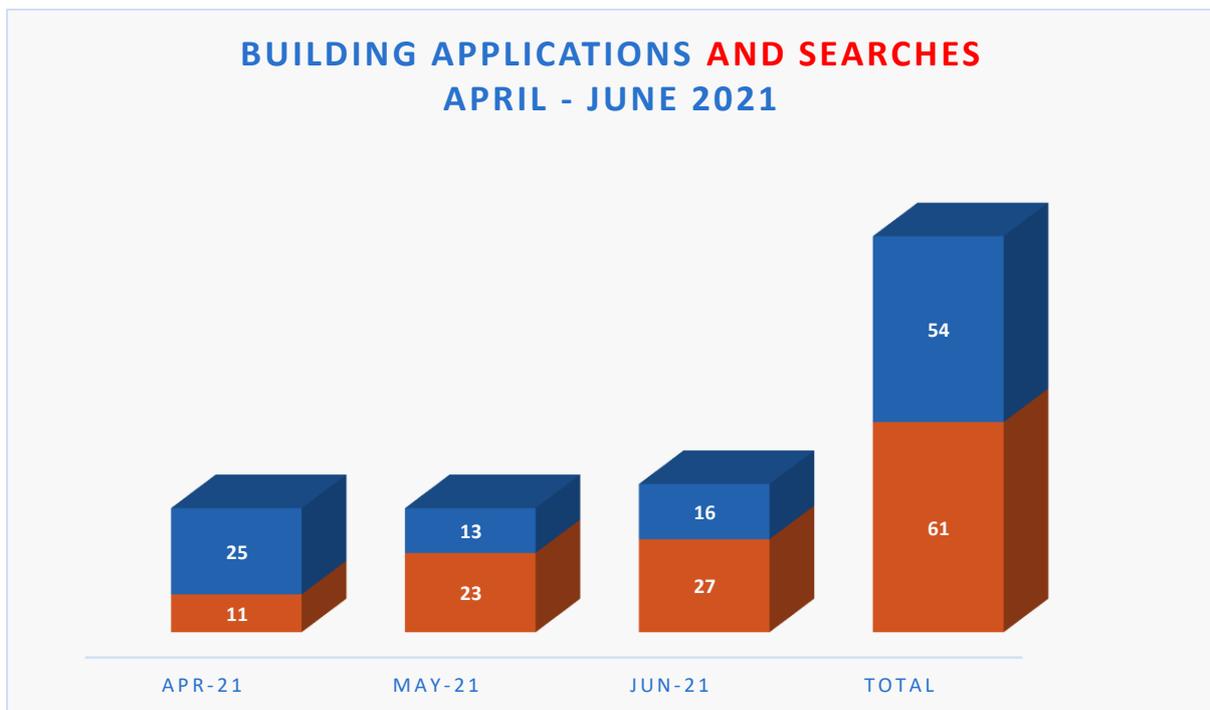
Work can now begin on a Cloud based disaster recovery environment, which will service Council's needs should the Mossman computer room be damaged.

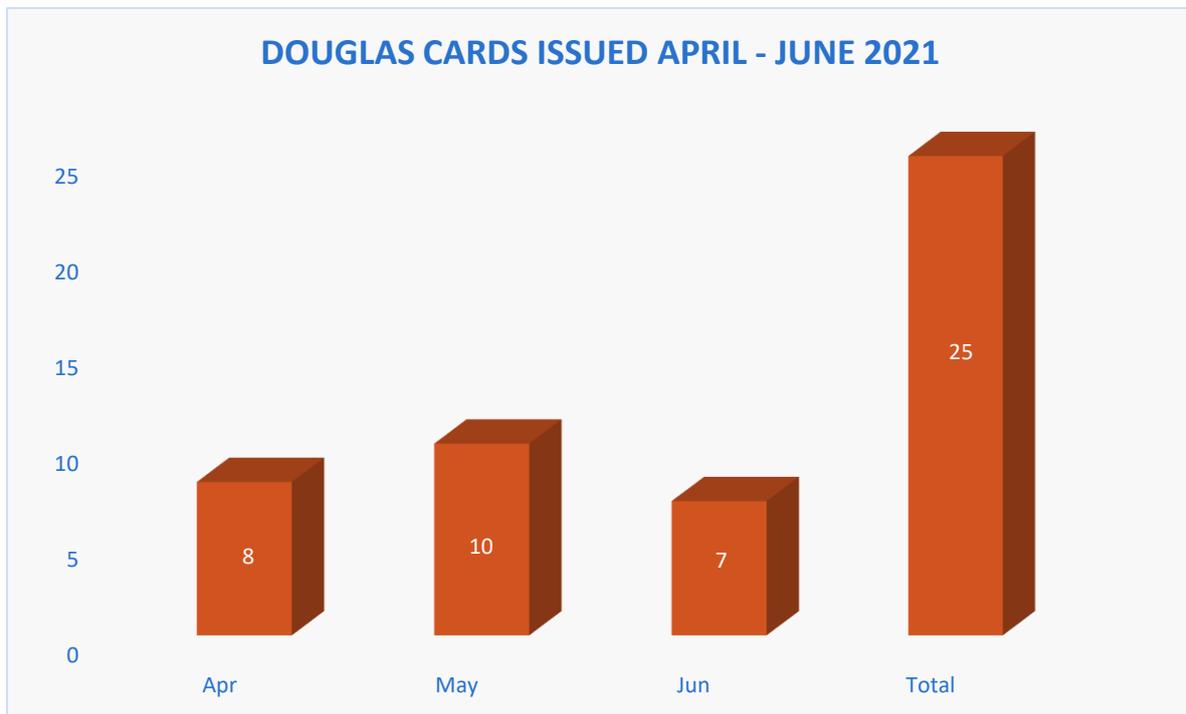
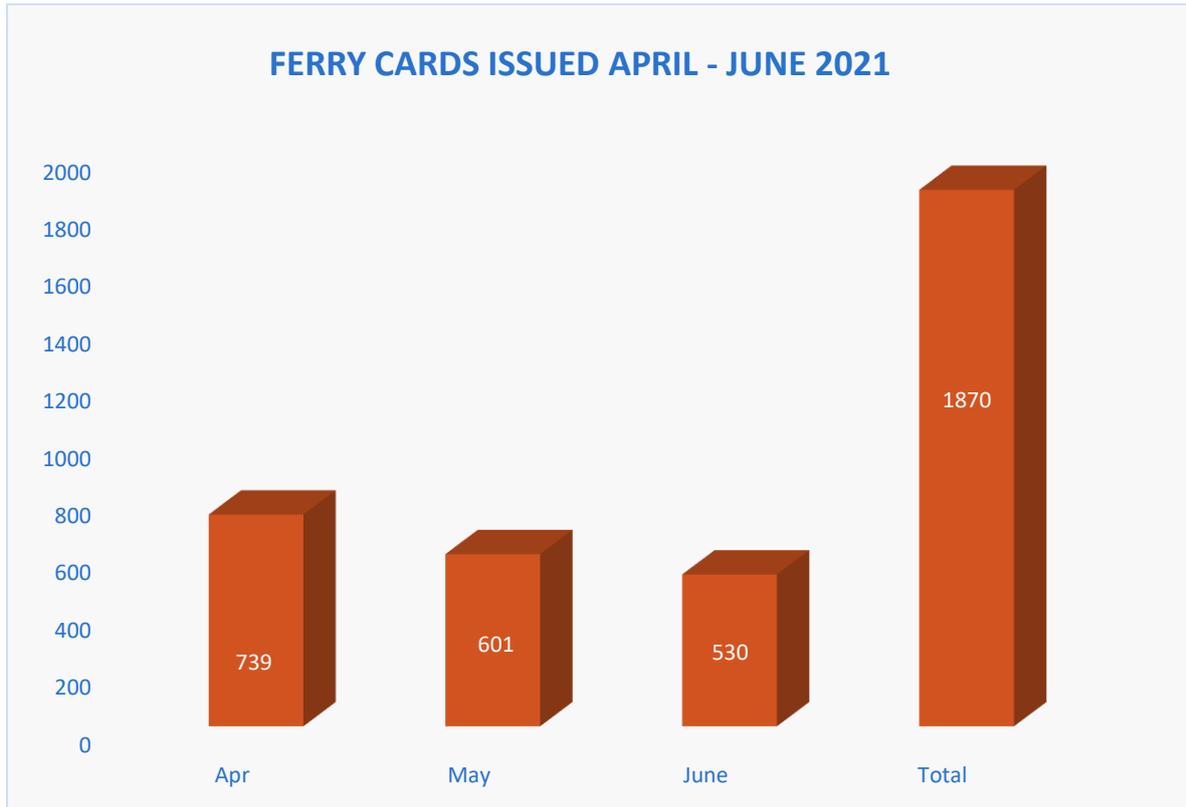
A network consultant recently completed a penetration test, whereby they try to "hack" into Council's systems. While opportunities for improvement were identified, overall, the results were comforting. Additionally, Council is investigating a Cybersecurity fraud prevention system directed at spotting changes in bank details before transactions are committed with the bank.

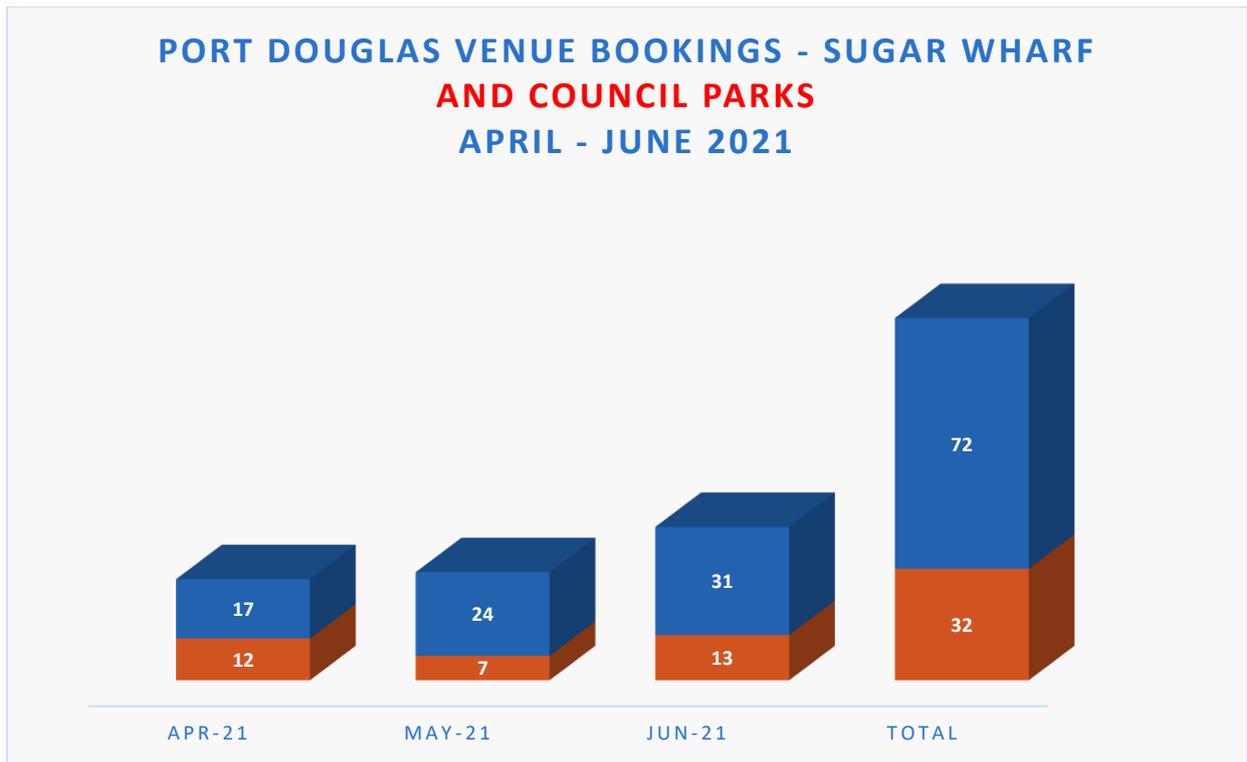
The project to upgrade to Council’s Enterprise Software Suite (which is used by all areas within Council), has recommenced following vendor delays. A Go-Live date is now scheduled for late August.

While this does not impact Council’s business function, it does place undesired demand on the IT and Finance teams around the already busy “end of financial year” timeframe.

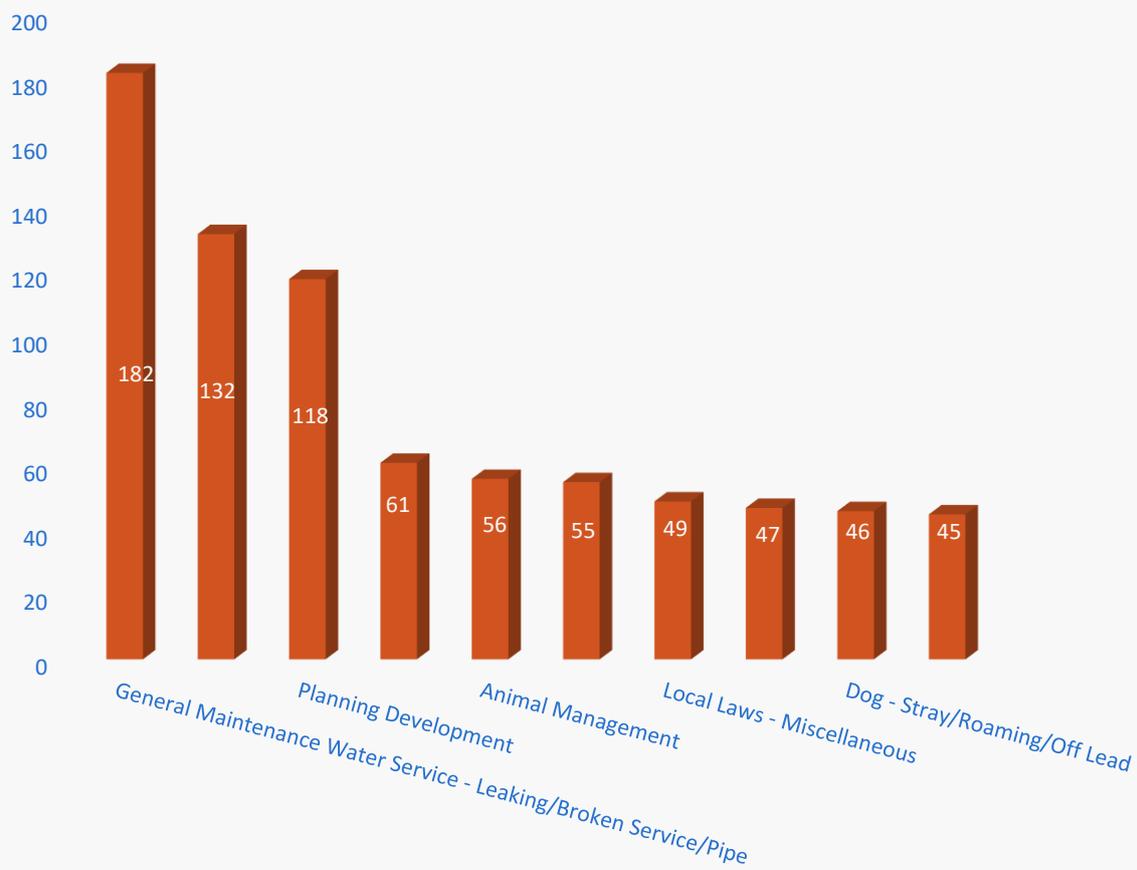
Front Line Services (FLS) and Integrated Services (IS)







TOP 10 CRMS APRIL - JUNE 2021



GOVERNANCE

General Governance

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

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.

Training with the Qld Ombudman has been undertaken which has provided the appropriate resources to start the complete review of the Complaints Management Model in the 2021/22 financial year.

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.

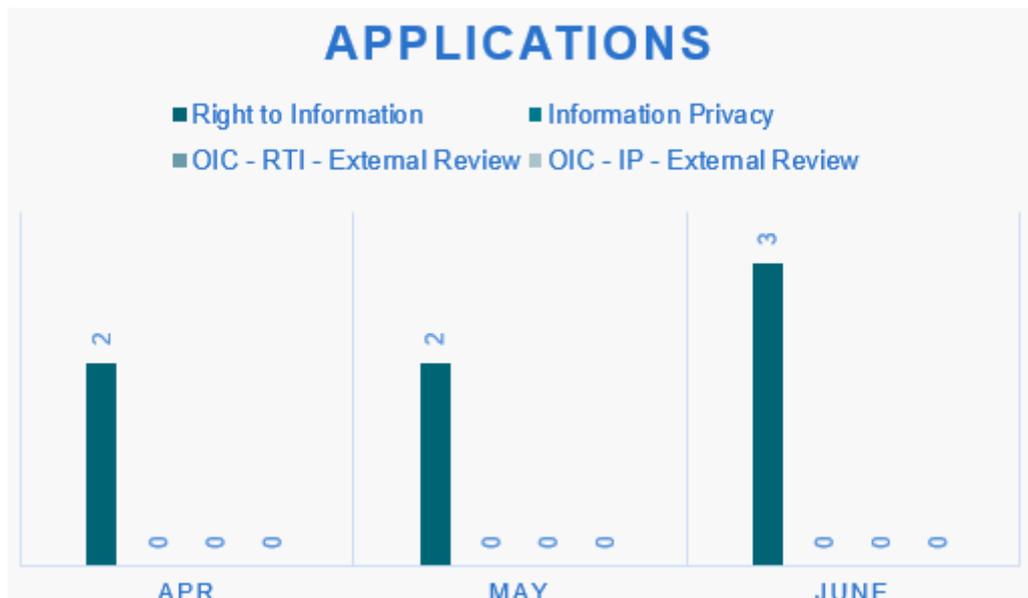


Image: Right to Information Applications received for this quarter

Policies and Procedures

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

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

Policies can view viewed on Council website at:

<https://douglas.qld.gov.au/council-information/policies/>

Legislation and Compliance

As the legislative landscape within Queensland continues to shift and evolve, Councils are faced with increasing responsibilities in terms of compliance and management of stakeholder requirements and expectations. Local Governments must comply with a range of statutory requirements prescribed by the *Local Government Act* and *Local Government Regulations*.

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

Registers

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

Registers available for the public to inspect:

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

Risk Management

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

Internal Audit

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

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

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

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

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

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 - Completed
- Customer Request Management Practices - Completed
- Environmental Compliance – Waste Services - Completed

Audit Committee

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

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

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

ENVIRONMENT AND PLANNING

Planning

Ocean Breeze Estate – Stage 5C & 5D

Construction is due to commence in the near future on the next two stages of Ocean Breeze Estate being Stage 5C & 5D located at Cooya Beach.

The two stages comprise a total of 31 residential lots and involve the removal of the temporary drain constructed to service Stage 4 and involves the construction of a sewer pump station.

Operational works approval was issued in August 2019.



Image: Development Footprint of Stage 5C & 5D
Ordinary Council Meeting - 27 July 2021

Wave Park - Mowbray

A development application has been lodged for a Resort Complex comprising a Wave Park and a range of ancillary and associated uses which are intended to be complimentary and subordinate to the primary use. Such uses are identified as comprising:

- A Wave Park;
- Ancillary outdoor water-based recreational activities (Lagoon and Waterpark);
- A Hotel complex of around 160 rooms to be used for short term accommodation;
- A Village precinct containing shops, restaurants and a function facility;
- A residential precinct to provide for short term accommodation around a lagoon;
- A Tourist Park containing 35 self-contained cabins;
- A helipad; and
- Caretaker's Residence;

The application also includes a subdivision component whereby the parent parcel will be reconfigured into 4 large allotments which will reflect the Precinct Plan.



Image: Master Plan for the Resort Complex

The development application is within the Confirmation and Information request stage. The development application triggers referral to State Assessment & Referral Agency (SARA) due to development proposal containing multiple triggers for assessment by various State Government Agencies.

The proposed development is impact assessable development under the 2018 Planning Scheme and public notification of the proposal will be undertaken in due course.

Residential Estate - Craiglie

Construction continues on the 1st Stage of the residential development at Craiglie with construction activities progressing well over the last quarter. There has been some issues with construction vehicles entering the site via Port Pacific estate in recent times. These matters have been raised and addressed through the principal contractors responsible for the construction of the development.

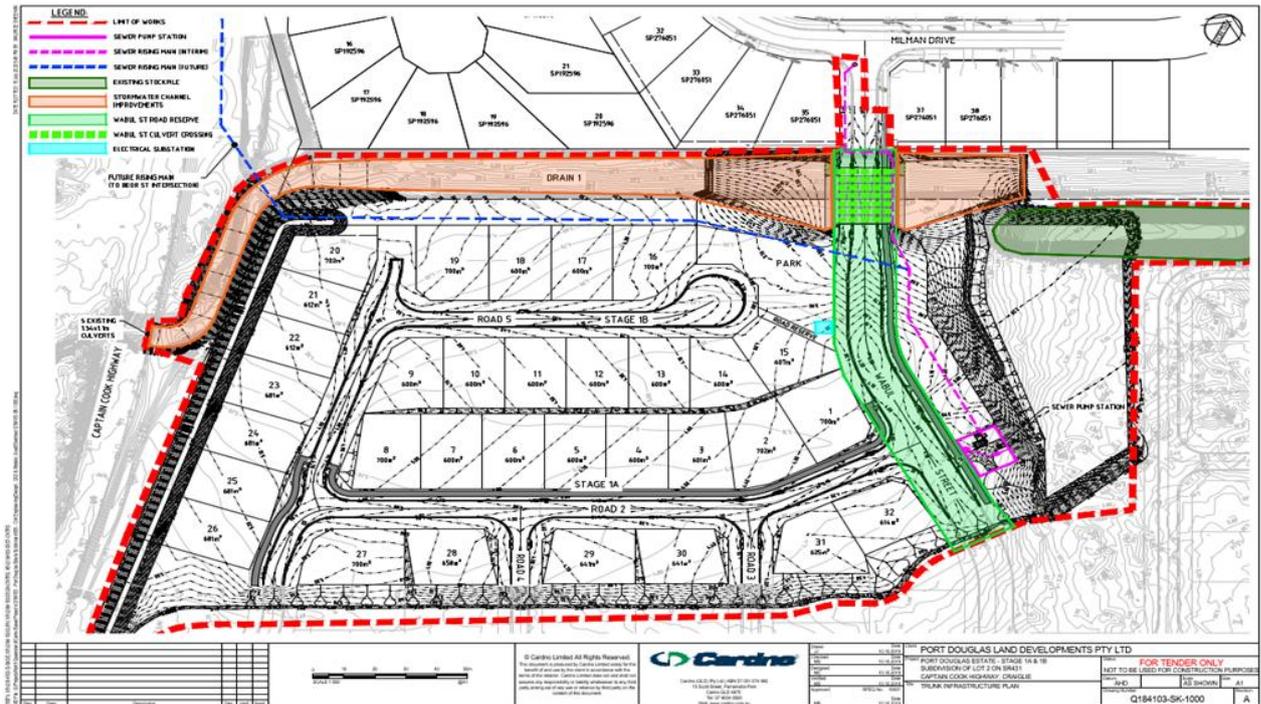


Image: Various components of trunk infrastructure being developed as part of the 1st Stage

Assessment of Stage 2 of the development comprising 32 lots is continuing. Council has issued a request for further information which is yet to be responded to by the Applicant. The Applicant has until September 2021 to respond to the information request unless a further extension is provided.



Image: Extent of Stage 2

Plumbing and Drainage

Council has received 30 Plumbing applications in the report period and conducted all required Trade Waste inspections and Notifiable work audits for QBCC.

Local Laws

In the period April to June, Local Laws Officers responded to a total of 334 customer requests/complaints.

Microchipping Days

Officers held two microchipping days for residents, one in Port Douglas during Carnivale and the other in Mossman in June.

With thanks to the help of our friends at Port Douglas Vets, we were able to offer subsidised microchipping, resulting in 1 microchip being implanted every 3 minutes and a number of new dog registrations being received. Officers will assess the viability of doing a similar campaign in the future.



Image: Mossman Microchipping Day, George Davis Park

Re-homed animals

Officers have re-homed 31 dogs, puppies, cats and kittens throughout the reporting period. Local laws officers are fortunate to have great relationships with rescue groups in the region but continue to work with owners, where possible, to access discounted de-sexing to stem the flow of unwanted litters.



Image: "Mick" & "Gaz", re-homed through YAPS

4WD Driver Training

In June, officers attended 4WD Driver training, to improve their skills and safety in the field. They are often required to traverse all the far-reaching places of the Douglas Shire, where there is no mobile signal, in all types of conditions, and the training has given them the confidence to do this.



Image: Local Laws vehicle in a hole at driver training

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period April to June 2021.

- Domestic waste: 1,063 tonnes
- Domestic recycling: 265 tonnes
- Commercial waste: 424 tonnes
- Commercial recycling: 54 tonnes

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

- Co-mingled recyclables: 43 tonnes
- Scrap metal: 2 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 333 tonnes*
- Asbestos: 0.7 tonnes

*Killaloe Landfill was closed in April 2021 to control leachate levels.

Cleanaway Truck Inspection and Photo Shoot

Five new and improved kerbside collection trucks were inspected by Council officers at Newell Beach Boat Ramp on 6 May. The trucks feature images provided by local photographer Dean Jewell and include a sunbird, mantis, Ulysses butterfly and cassowary. The new fleet meet Euro 6 standards and are fitted with enhanced safety features, including automatic braking and perimeter cameras. Multiple cameras, including one in the hopper, allows the drivers to take geotagged photos and create alerts for when a wheelie bin is not presented, obstructed or containers contaminated material.



Image: Cleanaway and Council staff meet for the unveiling of the new trucks

Waste Education

Council staff visited Petit Early Learning, Port Explorers Port Douglas and Port Douglas Creche & Kindergarten as part of Council's Waste Education Program. The kindy kids were delighted with a visit from the rubbish truck and a presentation about littering and why it's important to put waste items in the correct bins. In addition, a presentation about recycling was delivered to the Mossman Justice Group.



Image: Kindy Kids at Petit Early Learning watch the Council rubbish truck
Ordinary Council Meeting - 27 July 2021

Market Park Bin Audit

A bin audit of the Market Park general waste and recycling bins was undertaken on 21 June. Council staff categorised the material and found the recycling bins were highly contaminated. Work is now underway to prepare educational bin stickers and toppers to help people attending the markets identify the correct bin for their waste.

Volumetric Survey

The annual volumetric survey took place on 16 June to fulfil Council's obligations under the Waste Reduction and Recycling (Waste Levy) Amendment Regulation 2019. Local surveyors were commissioned to undertake the work, which involved a drone, on ground targets and sophisticated software.



Image: Drone footage of Killaloe Landfill

Sustainability

Sustainable Fishing

Council held 'Fishing for the Future in Douglas Shire Part 2' community workshop in April. A pleasing 12 people representing recreational fishers, traditional owners, commercial fishers, charter fishers, fisheries compliance and tourism attended the event. This was a continuation from the first workshop held in February, with the focus of the discussion on the development of the Recreational Fishing Strategy. Positive and constructive conversations were held with the emphasis on Douglas being an abundant and resilient fishery cared for by the community.



Image: Fishing for the Future in Douglas Shire Part 2 community workshop

Ordinary Council Meeting - 27 July 2021

A draft Fishing Strategy has been developed with Council finalising the document before going out to public comment. The Strategy involved extensive community and stakeholder consultation and reflects the community's vision for an abundant and resilient local fishery cared for by the community.

Dune Rehabilitation Reef Assist Project

Council received Reef Assist funding from the Queensland Government for Dune Rehabilitation within the Douglas Shire. The funding aligns with the shire wide actions identified in the Resilient Coast Strategic Plan 2019-2029 to reduce the impacts of coastal hazards and activities in the coastal zone. Some of the deliverables of the funding are discussed in further detail below:

Foreshore Management Plans

Council engaged consultants Alluvium to develop Foreshore Management Plans for Wonga Beach, Newell Beach, Cooya Beach, 4 Mile beach and Oak Beach. The purpose of the Foreshore Management Plans is to guide Council in the protection, maintenance and management of the coastline and foreshore, while maintaining the natural character of the area and respecting ecological, cultural, and social values of these coastal reserves.

The development of the Plans involved surveying the local community to identify their values and a three (3) week public comment period including five (5) face-to-face community consultation sessions with the local community. The drafts are currently being finalised and will be workshopped to Council soon.

Coastal Rehabilitation Project

Council engaged local workers and contractors to undertake coastal rehabilitation works. To date, we have planted 1884 trees at various locations including Wonga beach, Newell beach and Port Douglas, and treated approximately 12400m² of weeds including Singapore Daisy (*Spagneticola trilobata*), Guinea Grass (*Megathyrsus maximus var maximus*), Rhoec (Rhoec *sp.*), Agave (*Agave sp.*), Mother in laws Tongue (*Sansevieria trifasciata*), Yucca plant (*Yucca sp.*) and Tecoma (*Tecoma stans*).



Image: Wonga Beach tree planting at Giblin Street.

Erosion and Sediment Control Workshop

Council held a couple of Erosion and Sediment Control Workshops in April. The workshops were facilitated by Water by Design Principal Engineer Adrian Crocetti. The first workshop involved training Council staff in erosion and sediment control compliance, offering pollution solutions, site visits of various developments in the Shire, and flocculation experiments.

The second was a community Erosion and Sediment Control Workshop where the local community was encouraged to come along and learn about what erosion and sediment control is, why it is important, different methods for controlling erosion and sediment and legislation and compliance. We had four (4) people attend the workshop including, machinery operators and environmental groups. We also had a lot of interest from the building industry, who may not have been able to make the workshop however, requested information from the workshop.



Image: Council staff visiting one of the development sites in the shire as part of the erosion and sediment control workshop.

Disaster Management

Mitigation

Training and Messaging

Local Disaster Coordinator, Paul Hoyer, and Disaster Management Officer, Jamie Kleinhans, attended the 2021 Queensland Disaster Management Conference in Brisbane from 9 to 11 June. Day 1 of the Conference featured the new Disaster Management Officer's (DMO) Network Forum which included 66 participants from 39 councils across Queensland.

It was a valuable platform to engage with our peers (the first time in three years), showcase resilience projects and exchange ideas on how to overcome shared challenges such as activating a COVID-safe cyclone shelter and increasing visibility of the profession.



Image: 2021 Queensland Disaster Management Conference

The Douglas Disaster Information Facebook page has actively been updating its followers on local weather warnings, road closures and emergency advice. On 22 to 23 April the *Strengthening Connections and Pastoral Care Workshop* was facilitated in Port Douglas by Lifeline.



Image: Lifeline Pastoral Care Workshop

On 24 May 2021 the Cyclone Shelter Manager (Paul Wrobel), Cyclone Shelter Ventilation Officer (Jake Shearer) and DMO (Jamie Kleinhans) met with Jo Moloney, Weipa Town Authority’s Disaster Management Officer, to introduce her to Council’s disaster protocols, share resources and conduct a site visit of our dedicated cyclone shelter (which shares the most similarities with Weipa’s cyclone shelter).



Image: Jake Shearer, Jamie Kleinhans and Jo Moloney

Preparedness

The Wet Season

During the wet April weather – preparedness messaging such as backing it up when its flooded and the location of sandbagging sites were promoted. A meeting was also initiated by the Douglas LDMG with the Voyages Centre, QPWS and QFES regarding strengthening informed decision making for emergency support at Mossman Gorge.

Flood camera platform transition commenced in June 2021. What this means for the Douglas Dashboard user is that the images portrayed now have a clear heading with the time, date, location, and disclaimer that the image updates every 30 minutes and may be more or less frequent depending on telecommunication outages.

Exercise Zulu

The Exercise Zulu Post-Evaluation Report highlighted 30 opportunities to strengthen disaster preparedness for the 2022-2023 season. The first progress meeting has been held with all responsible stakeholders regarding their progress in addressing the recommendations highlighted during Exercise Zulu.

As part of addressing the 30 opportunities core members of the Douglas Incident Management Team (IMT) attended Disaster Coordination Centre Module 2, facilitated by QFES Alan Hatcher, in Cairns on 15 April 2021. Furthermore, three members of the Douglas IMT and LDMG attended a QFES facilitated High Consequence Decision Making Masterclass.



Image: Douglas IMT and Cairns IMT receiving training in Disaster Coordination Centre Module 2

The Infrastructure Crews have been supportive in installing Storm Tide Shelter signs on local roads in Port Douglas.



Image: Dedicated Storm Tide Shelter Road signs in Port Douglas

Resilient Queensland

As part of Queensland Reconstruction Authority's *Resilient Queensland 2018 – 2021: Delivering the Queensland Strategy for Disaster Resilience* Douglas Shire Council attended two Big Map workshops for the *Wet Tropics Regional Resilience Strategy and Action Plans*. The purpose of this work is to identify tangible actions, projects and initiatives that can be mapped against possible funding opportunities to meet identified disaster resilience needs either locally or regionally. Also, as participants need to take their shoes off and walk the "Big Map" we are happy that our Local Disaster Coordinator won the Sock Challenge on the day.



Images: QRA Big Map Workshop with Wet Tropics Mayors and CEOs; Paul Hoye winning the Sock Challenge

Drones

Douglas Shire Council now has an active RPAS Drone Advisory Committee with Daryl Cheer (Maintenance/Training), Fionnuala Blayney (Maps/Data) and Jamie Kleinhans (Planning/Admin). Field guides for each of council’s four drones have been completed, and a Drone Charter and Safety Induction Sheet is being finalized to guide council and the dozen Remote Pilots into the future.

Mossman SES

Approximately \$589,000.00 has been secured through the 2021-2022 SES Support Grant applications. The Mossman SES Unit has been successful in securing \$30,000.00 of this grant towards the cost of a new or replacement SES vehicle. April to June activations include call-outs for Storm Damage responses in the Douglas Shire Council.

The Mossman SES Unit has actively been involved in local training exercises on Monday evenings, providing support to the Port Douglas Carnivale and in May 2021 Port Douglas Fire Station QFES Fire provided swift water level 1 (dry ground) training to the Mossman SES Unit, which will lead to strengthened decision-making in supporting emergency services for activations such as at Mossman Gorge.

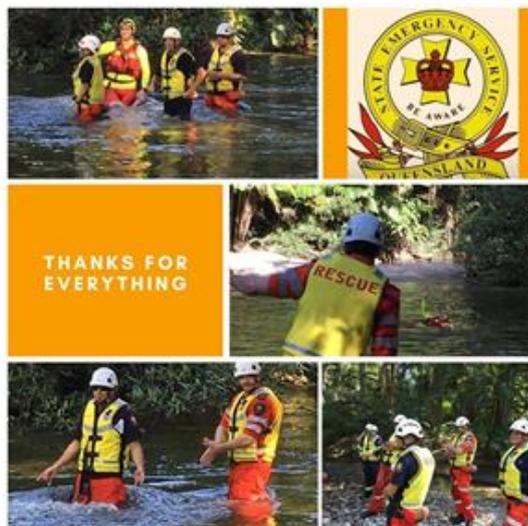


Image: Mossman SES Unit receiving Swiftwater Level 1 (Dry Ground) training
Ordinary Council Meeting - 27 July 2021

Response

Douglas LDMG: Covid-19

The Douglas LDMG is still activated for COVID-19 at the Lean Forward level. One LDMG meeting was held this quarter and several updates was circulated to the LDMG. Through the Douglas LDMG we were able to secure an information session with Cairns Hinterland Hospital and Health Service and their medical specialists for a COVID-19 vaccination information session facilitated on 16 April to all Douglas Shire Council staff.



Image: COVID-19 information session with Douglas Shire Council staff

Douglas Shire Council's Pandemic Working Group

The Pandemic Working Group has been having monthly meetings regarding COVID-19 and the recent vaccine roll-out campaign. Current information is being distributed to all staff, which during this quarter pertained to mandatory mask wearing, the rolling out of mandatory Queensland Check-in App and the Brisbane lockdown. The Workplace Pandemic Plan has been updated with the latest information and was recently discussed with the Infrastructure Department at their weekly Toolbox Talk.

Recovery: Monsoon Trough-related

The purpose of Douglas Shire Council's North and FNQ Monsoon Trough event-specific recovery plan was to identify and describe our priorities, strategies, issues, activities and actions taken to inform your impacted communities' recovery from the North and FNQ Monsoon Trough of 25 January – 14 February 2019. This report is now in the process of being closed out.

On 21 June 2021 the Department of Employment, Small Business and Training provided a workshop to council, industry and business on how small businesses can access information, grants and advice specifically tailored to their needs to help them prepare, respond and recover when disaster strikes. The recently launched [Small business disaster hub](#), which provides tailored information to help different small business sectors manage nine different types of crises from natural disasters to workplace emergencies and reputation incidents was also introduced.

As part of the last three months of her 18-month contract to provide support to communities affected by the Monsoon Trough, Community Development Officer Kath Southwell delivered awareness-raising activities such as the distribution of guidebooks and goodie bags to Daintree Village State School scholars. Kath's role included providing support to Cook Shire Council, Wujal Wujal Aboriginal Shire Council and Douglas Shire Council.



Image: Daintree Village scholars with Community Development Officer, Kath Southwell

Environmental Health

Food Licenses and Accommodation Approvals

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

COVID Compliance

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

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

Erosion and Sediment Control

EHOs attended sediment and erosion control workshops conducted by Water by Design with a focus on compliance. Further detail of the workshops is included under the Sustainability section of this report.

Noise Monitoring

Environmental Health Officer, Fionnuala Blayney attended the Environmental Health Australia noise monitoring course held in Brisbane in May. The course provided Fionnuala with new skills and knowledge to enable her to conduct noise nuisance investigations. A considerable proportion of environmental nuisance complaints received by Council are noise related.

In June, the Environmental Health Unit purchased a new Bruel & Kjaer Sound Level Meter (SLM) and Analyzer to replace the one that had been in use since amalgamation with Cairns Regional Council. The new SLM will provide us with the latest technology to support our investigation and enforcement of noise offences under the Environmental Protection Act.

Mosquito Prevention and Control Program

Qld Health has re-authorised a mosquito Prevention and Control Program (PCP) in the Douglas Shire Council local government area allowing EHOs to participate in implementing prevention measures, inspections, and treatments of properties to minimise risks associated with dengue and Zika outbreaks. The program targets the dengue mosquito *Aedes aegypti*. Fortunately, since the introduction of the Wolbachia bacteria in the local *Aedes aegypti* population, there have been no incidents of local transmission on dengue or Zika, so it is unlikely that there will be any need to implement the PCP in the Douglas Shire.

Additional, data provided by Qld Health shows that there have been minimal incidents of other mosquito borne diseases (such as Ross River Fever) in the Douglas Shire local government area for an extended period.

Illegal Dumping

Clean ups

A clean up funded by the State governments "Hotspot Grant" of a site near Killaloe resulted in nearly 12 tonnes of rubbish being cleared from the site, much of it historic.



Image: Illegal Dumping near Killaloe



Image: Illegal Dumping near Killaloe

Clean and Green Art Competition

As part of the Illegal Dumping Strategy, Council officers created a Littering Activity Booklet with fun puzzles, games and useful educational material about littering and the problems it can cause.

Alongside the Activity Booklet, council is inviting local primary school children to create a Poster promoting keeping our environment "Clean and Green"



Clean and Green Art Competition

Littering Activity Booklet

As part of our Illegal dumping Strategy, Douglas Shire Council have created a Littering Activity Booklet which has some fun puzzles and games and useful educational material about littering and the problems it can cause.

Please let Council know how many activity booklets are required by emailing enquiries@douglas.qld.gov.au.

Poster Competition

Alongside the Activity booklet, Council is inviting local primary school children to create a Poster promoting keeping our environment "Clean and Green".

The top 3 Posters will be made into signs which will be displayed at littering and dumping hotspots in the Douglas Shire.

How do Schools Submit Student's Posters?

Students create a poster on an A3 sheet of paper around the theme of 'Clean and Green' and give to their teacher for collection by Council by 31 May. Council will contact each school to arrange pick up.

Please make sure the student's name, age & school are written in pencil on the back of their entries.

For more information on our "Green and Clean" signs competition, call Council on 4099 9444 or email enquiries@douglas.qld.gov.au



Image: Clean and Green School Competition

CRM's

Reporting of Illegal Dumping has decreased slightly over the past quarter and household waste continues to be the most common waste dumped. Along with Green Waste which is still an issue for outdoor crews. Enforcement continues where possible and surveillance equipment is used to monitor Hotspot dumping areas.

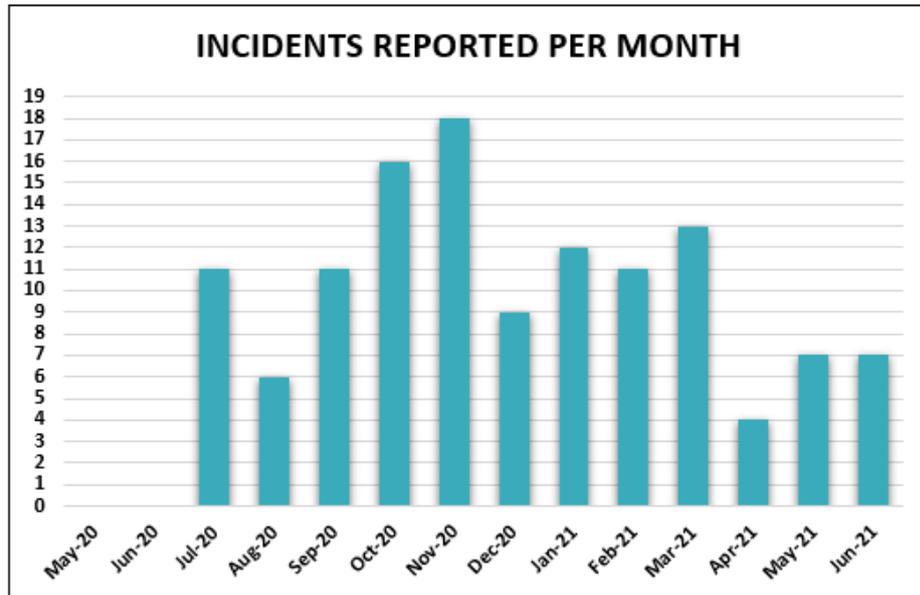


Image: Illegal Dumping Incidents by month

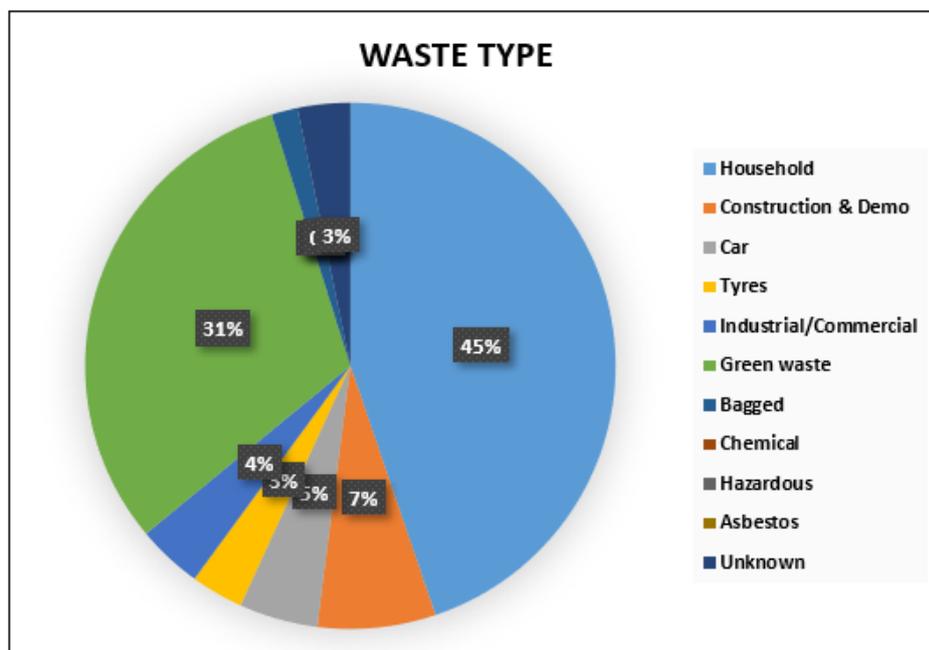


Image: Waste type dumped by %

Prescribed Activity Approvals

Twenty five (25) approvals for events and activities on Council controlled areas and roads were assessed and issued during April to June period including seven (7) approvals for sporting events (charity bike rides and triathlons), one (1) filming approval for a reality series. Additionally, Council has been working with Location Managers and producers on a high profile filming production that will be in the region from August to November.

Council has received several expressions of interest from businesses interested in operating e-Scooters in Port Douglas. Officers are currently investigating further.

INFRASTRUCTURE

Civil Operations

The Maintenance Crews have been busy conducting routine maintenance during the fourth quarter and repairing damaged infrastructure after the rain event in April 2021.

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



Image: Damage on Upper Daintree Road after the rain event in April 2021



Image: Repaired section on Upper Daintree Road after the rain event in April 2021

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

1. Concrete Crew
 - i. Planning for next year's projects;
 - ii. Repairing trip hazards on footpaths in Mossman and Port Douglas.;
 - iii. Level 1 bridge inspections and repairs;
 - iv. Works at the Yacht Club including boat ramp upgrade.
2. Civil Crew
 - i. Completing inspections and repairs on Noahs Creek timber bridge;
 - ii. Repairing drainage issues in Port Douglas and Wonga.
 - iii. Inspecting and cleaning blocked stormwater pipes;
 - iv. Repair Sinkholes.

Repairs and upgrade to Port Douglas Yacht Club and Boat Ramp

DSC Civil Construction crews recently completed a thorough clean up and renewal of Port Douglas Yacht club Carpark. Illegal dumping was cleaned up and the old rusted boat rack was removed. The upgrade included a new dinghy rack and line markings. The crew also completed repairs to the old Boat ramp replacing the old, damaged section and improving safety.



Image: New boat racks and line marking at Port Douglas Yacht Club



Image: Repaired boat ramp at the Port Douglas Yacht Club

Reef Park Street Lighting Renewal, Port Douglas

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

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



Image: Reef Park Lighting Renewal Phase 1
Ordinary Council Meeting - 27 July 2021

Cooya Beach Intersection Upgrade

Local Contractor, MC Group completed the Cooya Beach Road Intersection upgrade as part of the DA approvals for the Ocean Breeze Estate Development. The new design will improve safety and the traffic flow along this section of the road. Highlights of the scope of works are:

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



Image: Upgraded Cooya Beach Road Intersection

Kerb and Channel Renewal Program

During the final quarter Council's construction crew renewed a section of the old failing kerb and channel along Alchera Drive, Mossman. The renewal will reduce the ongoing maintenance along the section between Sawmill Road and Connolly Street. The Kerb and Channel renewal program will continue to renew old damaged kerb and channel during the new financial year.



Images: Alchera Drive curb and channel before and after photos

Forest Creek Floodway

Council has employed a contractor to construct a section of concrete causeway on Forest creek road to avoid yearly maintenance and to improve the accessibility during the wet season.



Image: Completed section of concrete floodway to prevent yearly flooding damage

Junction Pedestrian Bridge Project

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

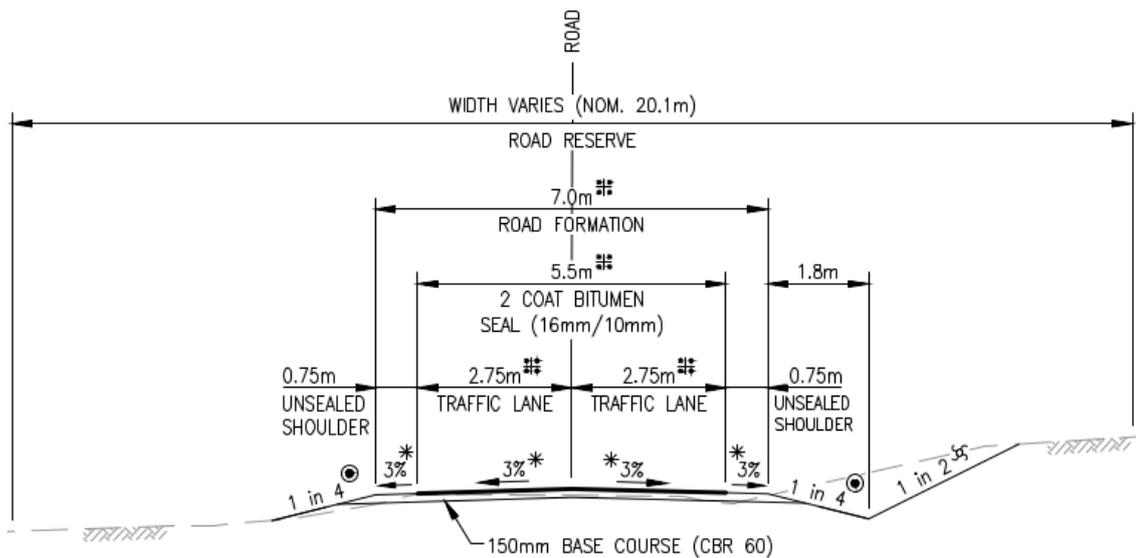


Image: Junction Pedestrian Bridge Abutment Concrete Pour

Whyanbeel Road upgrade from gravel to bitumen surface

Council's Technical Staff engaged Consulting Engineers and completed the Construction ready Drawings for Whyanbeel Road upgrade to bitumen surface. The Construction ready drawings can now be utilised to apply for grant opportunities when available. The completed design include:

- Drainage review;
- Longitudinal design;
- School bus turn area;
- Pavement improvement;
- 5,5 m wide bitumen surfacing;
- Signage review;



CH 4820.000 - CH 5165.548
CH 5209.808 - CH 6200.000

Images: Whyanbeel Road Type Cross Section

Design and Planning

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

- Parking Assessment Port Douglas and Mossman;
- Anich Bridge renewal;
- Warners Bridge renewal;
- Murphy Street drainage improvements;
- Mossman to Newell Shared Path Design.

Open Spaces and Natural Areas

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

- Continuation of the shire wide beautification program through the Capital Works Program. Construction / installation and renewal of park infrastructure was completed during the 4th quarter. Landscape upgrades are underway in Mossman.
- Continuation of tree maintenance program including visual inspections and remedial works in high pedestrian zones.
- Shade sail maintenance (cleaning and repair) following cyclone season removals. Renewals to occur July.
- Seasonal pressure cleaning of Macrossan Street to remove bird faeces.
- Tree maintenance of Warner St Rosewoods- Aeration, fungicide, fertilizing and pruning.
- Pressure cleaning of picnic tables and BBQ's.
- Weeding, spraying landscape maintenance of high-profile gardens.
- Vegetation maintenance- pruning of oil palms and raintrees. Biannual coconut denutting.
- Event preparation and route maintenance. Carnivale, Ironman and triathlons.
- Graffiti removal off park assets.
- Drainage improvements at Port Douglas Sports Complex.



Images: Landscape renewal Mossman

The following table highlights staff accomplishment data captured for the 4th quarter in the REFLECT Open Spaces data base:

Table: 4th Quarter Data Capture

| Activity Name | Accomplishment for Each Quarter Q4 | Person Hours for Each Quarter Q4 |
|-----------------------------|------------------------------------|----------------------------------|
| Vandal Damage Rectification | 7 | 7.34 |
| Litter Pickup | 43 | 75 |
| Mowing | 26 | 11 |
| Tree Maintenance | 107 | 488 |
| Grounds Maintenance | 478 | 398 |
| Illegal Dumping Removal | 7 | 1678 |
| Beach/Foreshore Maintenance | 60 | 11 |
| BBQ Maintenance | 683 | 81 |
| Amenity Cleaning | 1716 | 522 |
| Park Furniture Maintenance | 20 | 14 |

| Activity Name | Accomplishment for Each Quarter Q4 | Person Hours for Each Quarter Q4 |
|-----------------------------------|------------------------------------|----------------------------------|
| Playground Furniture Maintenance | 30 | 20 |
| Skate Park Maintenance | 0 | 0 |
| Irrigation Maintenance | 6 | 8 |
| Landscape Maintenance | 20 | 209 |
| Herbicide | 23 | 217 |
| Signs Install / Maintenance | 0 | 1 |
| Bridge and Footbridge Maintenance | 3 | 3 |
| Footpath Works and Maintenance | 38 | 25 |
| Bus Shelter Maintenance | 0 | 0 |
| Litter Bin Maintenance | 4 | 24 |
| Inspections General | 14 | 28 |
| Burial | 14 | 97 |

Capital Works

Parks Renewal Program 2020-21:

- Renewal of five playgrounds across the Shire including, Diwan, Forest Creek, Newell Beach, George Davis Park and Hutchings Park. Installations were completed in May 2021.
- Landscape Architect completed a new Landscape Plan for the Mossman Council Administration Building.
- New post and rail fencing replaced the chain wire fence along the frontage of the Mossman Cemetery
- Landscape Architect completed a concept design for a unique all ages play space in Rex Smeal Park. The concept design will be released for public comment in August.
- Diggers Bridge Park Area – Clearing of weeds, dead trees and overgrown grass to reclaim open space and improve aesthetics. Parking upgrades occurring in July. Engineering consultants have been engaged to assess handrail options on the old bridge.
- Mossman Streetscape Improvement Project – Directional drilling and installation of 110mm sleeve underground to facilitate a new irrigation system for existing garden beds. Landscape upgrade to be completed by August.



Image: New Soft fall at George Davis Park



Image: New play unit at Newell Beach

Macrossan Street Road Works (Owen Street Intersection Construction)

- A Request for Quote has been completed and the contract awarded for the construction of the Macrossan Street and Owen Street Intersection upgrade. Construction to commence July 2021.

Biosecurity

During the 4th quarter the Nursery operations have been busy delivering large orders of native tree species for numerous revegetation project throughout the Shire as follows:

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



Image: Native plant production

Nursery Statistics as follows for end of 2020/2021 financial year:

- Total trees potted up = 28,310
- Total supplied to Terrain for river stabilisation works = 17,373
- Total plants supplied to community groups, private landholders, and council works = 3730
- Total plants supplied by nursery = 27,065

Invasive Weeds

The Biosecurity Team completed the annual roadside weed spraying throughout the Douglas Shire. As part of the annual Sicklepod Eradication Program the team target the northern parts of our shire such as China Camp, Bloomfield Track and Degarra.



Image: Sicklepod Control on The Bloomfield River

During this quarter 8,500 native tree species were planted at Stewart's Creek in the upper Daintree River catchment area as part of the Terrain NRM project which is jointly funded by the Commonwealth and Queensland governments under the Disaster Recovery Funding Arrangements (DRFA). Tree planting and earthworks have strengthened the riverbanks near the Daintree Village, where land washed away in record floods in recent years.



Image: Remediation works at Upper Daintree

As part of the annual Siam eradication program. A Siam taskforce was held on 7 - 11 June. The taskforce is an interagency collaboration of Douglas Shire Council, QPWS rangers, Jabalbina Yalanji Aboriginal Corporation and Department of Agriculture and Fisheries.



Image: 2021 Siam Taskforce

This site is one of the largest infestations of Siam (70 hectares) in the Douglas Shire and the eastern face of the range needs to be foot surveyed to successfully locate and treat Siam weed infestations. Siam Weed is considered one of the world's most invasive weeds.



Image: Large Siam removed by Council staff

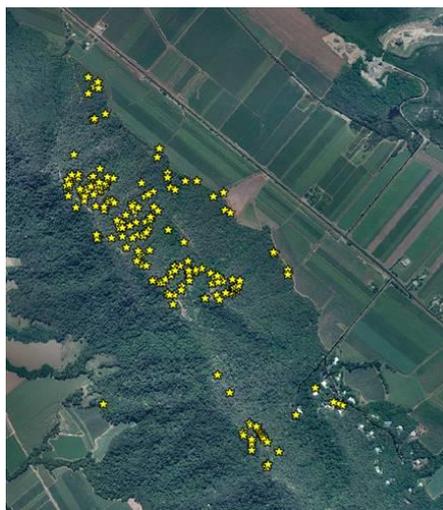


Image: Siam Waypoints



Image: Siam Taskforce tracks

Statistics:

- Total man hours on weed control = 1,100
- Feral pigs destroyed = 85

Building Facilities

Operational Works

The Building Facilities team have continued to address ongoing maintenance issues over the fourth quarter with this period proving to be one of the team's busiest times, particularly in managing service contracts for compliance testing, including plumbing, electrical, air-conditioning and generators. With an increase in visitor numbers to the area the Building Facilities Team have also been busy managing an increase in maintenance issues with its infrastructure.

Building facilities have also rolled out some smaller operational projects including a new rear exit door in the Admin Donga, new exit ladder for the pool offices, a new timber enclosure for the Sugar Wharf Bins, repairs to Mossman Shire Hall after repeated break-in's, and renewal of many of the broken tactiles at the Port Community Centre,

Capital Works

Mossman Depot Roof Renewal

The Mossman Depot roof, (bay 4) has now been replaced with new stainless steel valley guttering installed.



Image: Setting up edge protection for roof replacement.

Port Douglas Sugar Wharf

Works on the new Toilets at the Port Douglas Sugar wharf have now been completed in time for a busy wedding season. New electrical light fittings and other components have been ordered and will be fitted as time permits to compliment the improved facilities.

Mossman Caravan Park Disability Ramp

Works on the new Disability ramp at the Mossman Van Park have now been finalised which include a new wheelchair compliant ramp, new lighting, new entrance stairs and a side access ramp. These have been complimented with the installation of turf and new gardens.



Images: Before and after – Mossman Pool entrance

Mossman Caravan Park – New Deck and Boom Gates

As part of the caravan park improvements a new Deck area has been installed to compliment the tourist information now located at the kiosk. New Boom gates have also been installed to assist security of the Park after the kiosk closes in the evening.



Images: New Boom Gates and Timber Deck Area

Mossman Pool Shade Sails

New shade sails have been installed on all four pools including a water proof shade sail over the BBQ area. One of the biggest accomplishments though, has been the installation of a new shade sail over the main pool which can now be extended and retracted in 1 minute and forty seconds with the push of a button. This will assist in enabling the shade sail to be extended during the hot summer days and retracted in the evening for utilizing the new lighting.

Back-up Generator for Daintree Ferry

The old Generator from the Diwan Health Clinic was repurposed and installed on an elevated platform to assist with mitigating the risk from flooding events. This will provide power to the ticket offices and lighting at the ferry loading ramp during power outages.

Mossman Show Grounds Amenities Building

Construction of the new amenities block is due for completion in time for the Mossman Show. The new building will provide two new change rooms, two store rooms, a disability access toilet, two ambient toilets, First aid room, coaches room, cleaning room and a room to be set up as a future canteen/storeroom as funding becomes available.



Images: Before and After construction of new Amenities building

Workshop and Fleet Services

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

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



Image: Local Laws Vehicles receiving a suspension upgrade

PROJECT OFFICE

Capital Works

Progress was made on the following projects during the period:

- Additional water extraction site – environmental and constructability review completed;
- Noah Creek Bridge – Scheduled to go to November QLD Parliamentary sitting to purchase land;
- Killaloe Resource Recovery Shed – shed complete, hydraulics being finalised
- Whyanbeel WTP – new residual treatment plant – completed;
- Smart water meters – tender recommendation to July meeting;
- Cooya Beach reservoir pipeline – land tenure being finalised;
- Daintree Ferry Infrastructure – survey completed, concept completed;
- Mossman WWTP Recycled Water Upgrade – completed;
- Port Douglas WWTP UV Treatment – completed;
- Port Douglas WWTP Aerators & Diffusers – to be completed in July;
- Valve pit safety improvements – completed;
- Mossman WTP Chemical handling – Pending chlorination project;
- Mossman WTP Raw water Intake Repairs – investigation complete;
- Switchboards Upgrades – installation underway;
- Mossman Electro Chlorination – design and construction underway;
- Reservoir Infrastructure Access renewals – design and construction underway;
- Water main designs (various) - consultant engaged.
- Mossman pool upgrades – works continuing, though scope increased due to unexpected issues.

Port Douglas Wastewater Treatment Plant – Aerators and Diffusers Upgrade

The provision of air to enable microbes to consume the solid waste component of sewage is an important part of the sewage treatment process. In order to increase efficiencies within the plant, upgrades to the aerators (or blowers) have achieved the milestone of receipt of equipment from Europe despite COVID-19 delays affecting manufacture. They will be installed in July.

Another component of the air supply are diffusers which diffuser (or spread) the air evenly across the relevant ponds. They were installed in June.



**Images: Before and after – Desludging pond in preparation for new diffusers (Old diffusers are the pipes).
Clean water commissioning test of new diffusers.**

Killaloe Resource Recovery Facility

The Killaloe Resource Recovery Facility shed is fully constructed and final hydraulic systems are being installed to finalise the building.



Image: Building envelope completed – Killaloe Resource Recovery Facility

Port Douglas Wastewater Treatment Plant – UV Disinfection Equipment Upgrade

Council's recycled water for Port Douglas is sourced from treated wastewater and one of the treatment processes is to sterilize recycled water with ultraviolet light (UV) to destroy harmful pathogens. The existing UV system was at end of life and did not communicate with the central control systems of the plant, necessitating staff to physically monitor the equipment to ensure performance. A more efficient and now fully integrated UV disinfection system has been installed and completed.



Image: Installing new UV disinfection equipment at Port Douglas Wastewater Treatment Plant

Mossman Pool Upgrades

Upgrades including resealing pool joints, new lighting, new shade covers, new shelters, upgrades to grandstands and patios and new pathways were on track for completion by 30 June, until during refilling of the pool, it was found there continued to be a substantial leak. Subsequent investigations have found significant damage to the pool plumbing that requires rectification and will take a further 2 months to repair including some knock on effects to other works such as lighting upgrades.

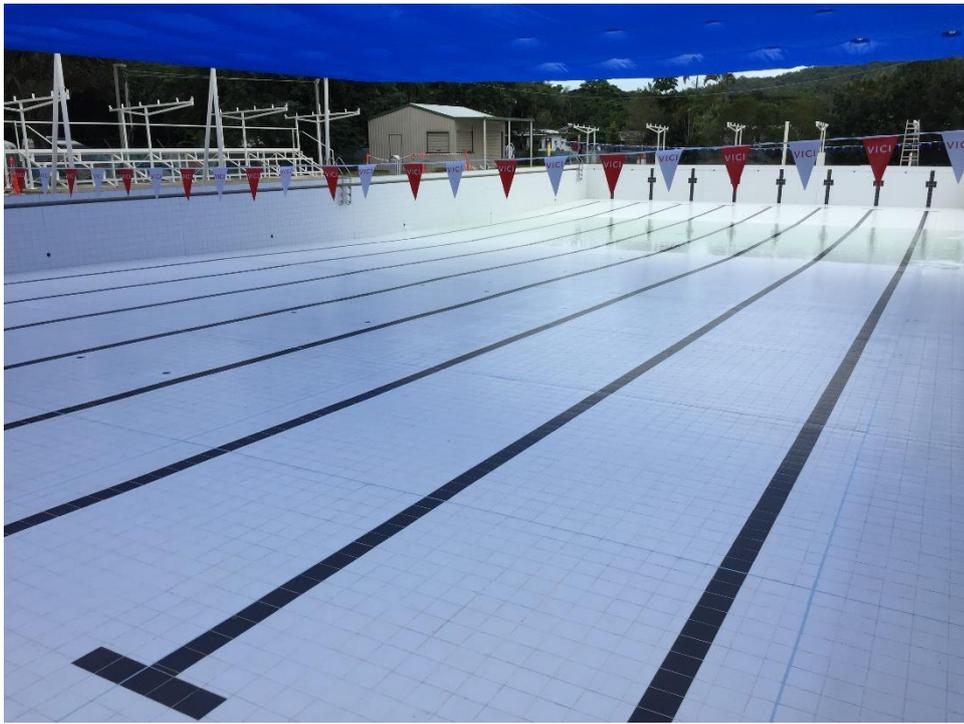


Image: Mossman Pool – rejoining completed, new shade sails installed and refurbishment of grandstands underway

Disaster Recovery Projects

The Donovan's Range pavement upgrade on Cape Tribulation Bloomfield Road contractor has commenced works.

The Cape Tribulation Bloomfield and Zig Zag Road culvert and pavements upgrades were awarded with the contractor expected to commence onsite in July.

WATER AND WASTEWATER

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

- Potable Water consumption,
- Water Education,
- Training and DWQMP audit,
- Regulation compliance,
- Rectification of faults and defects,
- Scheduled maintenance,
- Business continuity plan for COVID-19, and
- Capital projects.

Water

Potable Water Consumption

This reporting period is the start of Autumn and is generally our dry season, however April and May did produce some heavy rain fall events. The climate rainfall outlook forecasted by BoM is likely to be above average which may help us through the 2021 winter/spring period within our shire. It is important for our community within Douglas Shire to maintain water conservation practices to defer or prevent water restrictions being implemented.

21 April 2021 was our wettest day in this reporting period, over 200 mm of rain was recorded at various weather stations within our shire. The turbid water from this heavy rainfall event created operational issues at the Mossman Water Treatment Plant. The intake recorded a water level of 1490mm, resulting in high turbidity which caused the Mossman Water Treatment Plant temporarily to shut down until the turbidity cleared.



Images: Rex creek intake after heavy rain event on 21 April 2021

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

The average water consumption for the Mossman/Port Douglas scheme for the months April to June was **7.91 ML/day** for the Port Douglas network and **2.37 ML/day** for the Mossman network. The graph below displays the comparison use between Mossman and Port Douglas networks and Rex Creek intake level.

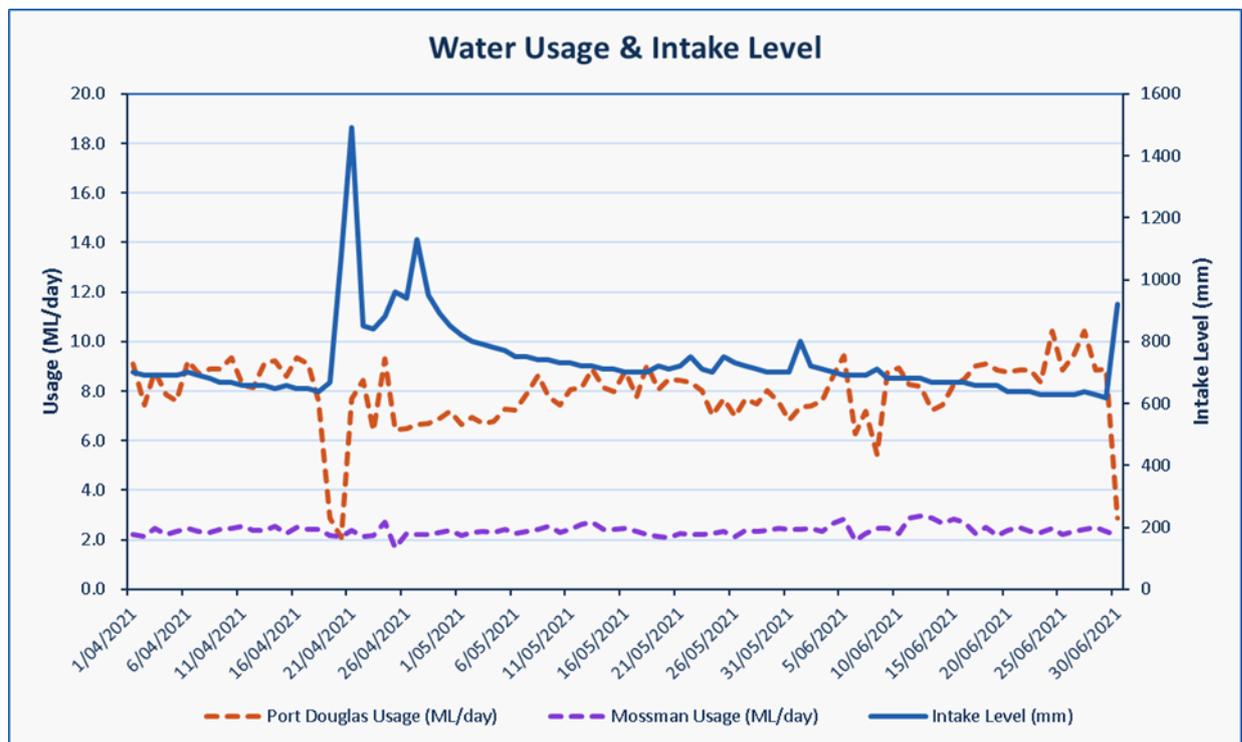


Image: Water Usage and Intake Level Graph

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 May, two education site visits were delivered to two Kindergartens.

The 4-year-old groups were very well behaved and showed great interest in the various activities delivered. Topics ranged from discussing where water comes from, what needs water to live, why it's important not to waste water, and the 3 P's (Pee, Poo, Paper). Activities included creating posters with various types of life that need water to live, and an interactive toilet game to choose what should or should not go down the loo. Both groups committed to trying to conserve water by using their 4-minute shower timer gift and reporting back in the future on how they are progressing.

Further activities were also discussed for the Kindy groups to do in-house, such as making their own signs for the toilet area to remind everyone about the 3 Ps, and using their new Whizzy Water Wise books during story time to learn more about looking after their water and environment.

The Water and Wastewater educational videos were launched to the public in June. The new videos showcase the journey that Douglas Shire's reticulated water supply follows from source to sea and are intended to assist the community with understanding the complexities of how their water is extracted, treated and delivered, and to convey how important it is to value the good quality water they have on tap.

In addition to the education videos, 360-degree interactive footage of various locations throughout the water and wastewater network, video shorts, and new images of the Douglas Shire intakes, treatment plants and staff at work are also now available on Council's website for the public to explore.

The revived Water and Wastewater pages on the council's website now include information on vulnerable persons. This information will inform those in our community who are vulnerable and may require some additional aid during water supply issues such as mains breaks or water quality incidents. Details are available via "Water Service Interruptions" on the Douglas Shire Council website.



Images: Port Explorers Kindy visit in May 2021

Training

In this reporting period we had a year 10 high school work experience student completed a couple of days within our water quality team. He performed duties that involved water quality sampling and testing as well as general office duties.

The water and wastewater teams attended and completed training in “Working Safely at Heights” and “Look up and Live” workshop.



Image: Water & Wastewater team “Working safely at heights” training



Image: Work experience student

Three staff from the water reticulation team completed leak detection training in this reporting period. Their training skills and knowledge will be passed onto the rest of the water reticulation team members. The leak detecting instrument connects to a water main, water acoustics are interpreted and the display screen of the unit can pinpoint the water leak within the water main. This technology will greatly assist our water reticulation team to implement proactive maintenance by identifying water leaks within the shire.



Image: Water reticulation staff performing a leak detection test

Water and Wastewater's Drinking Water Quality Management Plan (DWQMP) was audited in April 2021 by the regulator. This was a two-day audit covering water treatment with the water quality team, the reticulation network with the water reticulation team and water sampling with the environmental technical officer. The DWQMP sets the standard and performance criteria for the delivery of safe drinking water to our customers.

All Councils within the FNQROC area were audited over the two-week period and the feedback from the auditor was that he was impressed with our DWQMP and how well it was being implemented. The Douglas Shire Council team was a standout from all the audits.



Image: Regulator auditor inspecting Reservoir with Council's Water Quality Officer



Image: Regulator auditor inspecting Rex creek intake with Council's Water Quality Officer

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 was one water quality notification during this reporting period. The customer was concerned about the colour of their water. Our water quality staff investigated the issue and tested the water internally and within the council's water network. The results indicated that the water quality both internal and within the water network was within the Australian Drinking Water guidelines. The water was found to be clean and clear during testing. All water quality notifications/complaints were handled under customer service standards.

Water and Wastewater team views all water quality notifications and complaints seriously and endeavor to achieve outcomes where customer satisfaction is priority.

Rectification of faults, defects and scheduled maintenance

During this reporting period, there were 203 customer request notifications, 142 service repairs and 9 water main breaks that were repaired. There were also 228 settlements and 11 new service installations. The water reticulation team records the number of water service renewals and Dial Before You Dig service locations (DBYD). There were 12 new water service renewals and 216 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.

The swift response from our water reticulation team to repair a water issue in Noli CI, Mossman was greatly appreciated from a young boy who lives in the street. He was so grateful to the team that he made them a "Superhero Thank You" card to show his appreciation.



Image: Thank you letter received from Alex in Noli Close, Mossman

The water reticulation team are continually replacing old infrastructure with renewals to improve our water security. 221-meter (100 mm diameter) water main was installed along McCracken road, Bonnie Doon. The renewal of this water main service and realignment of the water meters will benefit both council and residents with increased reliability of supply and decreased maintenance.

The team also installed a new 100 mm magflow zone meter at the intersection of Melaleuca Drive and Bonnie Doon Rd, this meter will provide council with data to monitor how much water flows in and out of Cooya Beach as well as identify any water leaks in the area. Also installed were two new irrigation water meter services at the corner of Bonnie Doon Rd and Cooya Beach Rd, for the intersection upgrade and new gardens.



Image: McCracken Rd, Bonnie Doon completed installation of the new water main



Image: Register of Vulnerable Persons available via Council's website

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

The water treatment plant backwash recovery system failed in November 2020 due to engineering issues. On investigation, the issue had been reoccurring with prior attempts to repair not successful. Successful rectification works were conducted and trialed in-house and the plant is now operational.

A successful major repair was performed by the water quality officers on the 600-diameter water main flange located at the Mossman Water Treatment Plant.



Image: Backwash recovery system pipework at MWTP



Images: Water Quality officers repaired a 600-diameter water pipe flange leak

Maintenance, repair and operational activities included:

- Flange leak on the 600-diameter water main at Mossman Water Treatment Plant
- Water pressure cleaning at all water plants,
- Repair to UF cartridges,
- CIP cleans undertaken on UF cartridges at all water treatment plants,
- Backwash filters, pre filters and CIP filters were maintained for operational efficiency,
- Service of all generators,
- Service of all gas chlorine dosing plant,
- Reservoir Inspections,
- Service of Calcium Hypo dosing plants,
- Work area improvements to perform efficient operational activities,
- Raw water feed pre-filters maintained at Whyanbeel and Mossman Treatment Plants, and
- CIP filters maintained at the Whyanbeel and Mossman Treatment Plants.

COVID-19

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

This reporting period is the end of the financial year 2020/2021 capital works program. Completion of most projects are progressing as scheduled within water quality and reticulation. Completed projects include the Craiglie Reservoir and chlorination system upgrade, installation of fencing around the Flagstaff reservoir, security swipe card installations and the final stages to repair the raw water line at the Mossman Water Treatment Plant. Water Reticulation projects completed include the Killaloe transfer station water main renewal, McCracken Rd water main renewal, De Meio drive water bore and the final water sampling stations have been installed at Davis Park, Mossman and Daintree township. The commissioning of the Craiglie reservoir and salt chlorination system is expected to occur in July 2021.

Smart water meters project trialed two external candidates with their services and products at several properties within the shire. Several properties throughout Douglas Shire were selected to test the equipment and connectivity to its full extent. As part of a smart water meter demonstration a leak was discovered at Four Mile Beach Park. The leak was located and repaired, this clearly shows the benefits of this technology. The trial did not impact residents water service in any manner.



Image: New De Meio Dr bore pump installed



Images: New water main installed on Killaloe Dump Rd, Killaloe



Image: Water sampling station installed at Daintree township

Wastewater

General and preventative maintenance duties were carried out at both Wastewater Treatment Plants during the reporting period. In this reporting period there were a number of emergent works to repair sewer house connection branch lines within the Mossman area.



Images: Broken house connection branch line located under the bitumen kerbside at Pringle Street, Mossman



Images: House connection branch line repaired, Front Street, Mossman

COVID-19

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

From December 2020, Queensland Health have commenced a state-wide wastewater surveillance program for COVID-19. The program is expected to run until the end of 2021 and has strong support from the Chief Health Officer. The Wastewater team will be assisting Queensland Health by conducting weekly wastewater sampling from the Port Douglas Wastewater Treatment Plant. Results from the testing will be used within Queensland Health to inform public health efforts. COVID-19 was not detected at the Port Douglas Wastewater Treatment Plant since December and within this reporting period.

Capital Works

Completed capital work projects include the replacement of the UV disinfection unit at the Port Douglas Wastewater Treatment Plant, installation of flow meters to pump stations, pump renewal program and the replacement of the mobile generator. The existing mobile generator was only providing half its capable output on load which couldn't run some of our high-power rated pumps. It also was a loud generator with inadequate sound proofing panels, the new soundproof 90kva mobile generator will be used to run sewer pump stations and wastewater treatment plant pumps during power failures and upgrades.

Most of the capital works projects within wastewater are progressing to be completed by the end of the 20/21 financial year. The Port Douglas Wastewater Treatment Plant digester 1 diffusers was completed prior to 30 June, which should improve the effectiveness of the digester process. The aeration blowers have been delayed for delivery due to Covid-19 restrictions.



Images: Soundproof 90kva mobile generator and flow meter installed at pump stations



Image: New pump purchased for the pump renewal program



Images: UV disinfection unit installed at Port Douglas Wastewater Treatment Plant



Images: Digester 1 diffuser replacement at Port Douglas Wastewater Treatment Plant

DOUGLAS SHIRE COUNCIL

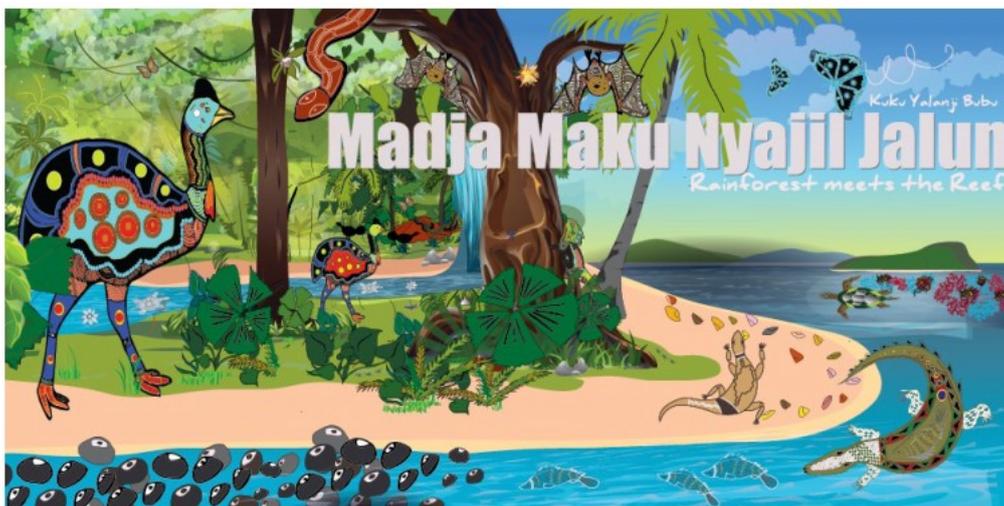
ORGANISATIONAL REPORT CARD

2020 - 2021

April – June 2021

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

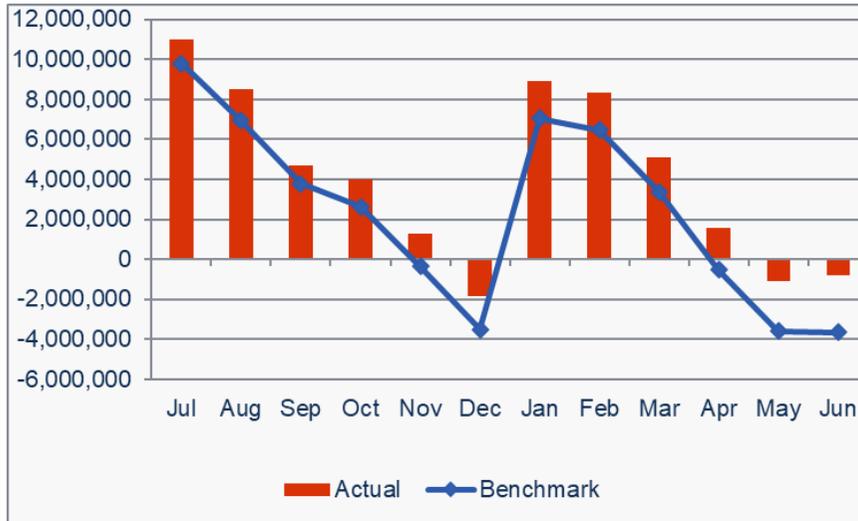
DOUGLAS
SHIRE COUNCIL



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

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget Year To Date

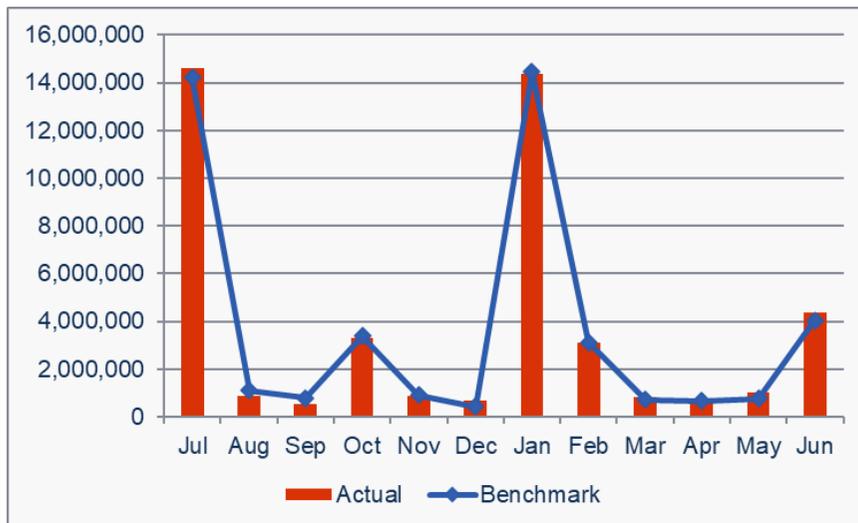


| | Year To Date April | Year To Date May | Year To Date June |
|-------------------|--------------------|------------------|-------------------|
| Benchmark: | -524,894 | -3,598,250 | -3,663,648 |
| Actual: | 1,543,606 | -1,095,570 | -816,200 |
| Variance: | 2,068,500 | 2,502,680 | 2,847,448 |

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 Budget on 30 June 2020 and Revised Budget on 24 November 2020.

1.2 Revenue Against Budget

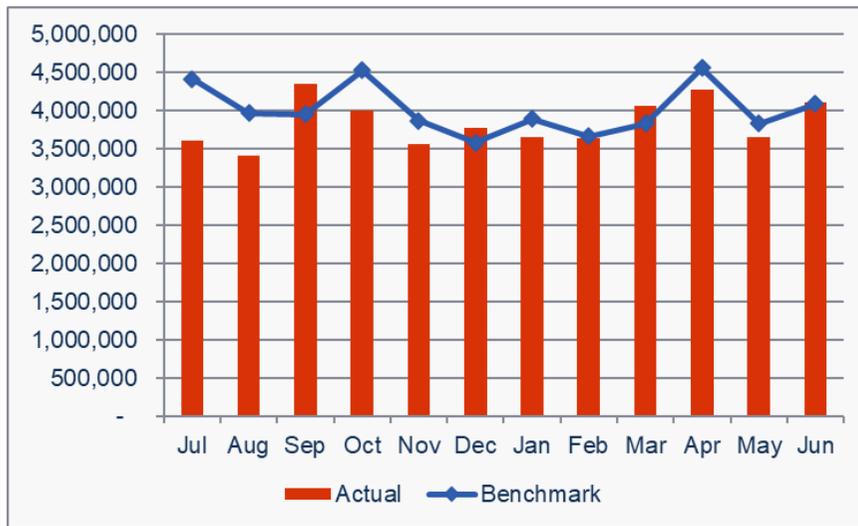


| | April | May | June |
|-------------------|---------|-----------|-----------|
| Benchmark: | 669,573 | 757,040 | 4,027,942 |
| Actual: | 708,452 | 1,007,847 | 4,381,471 |
| Variance: | 38,879 | 250,807 | 353,529 |

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

Interpretive Comments: Council has collected 102% of its forecasted operational revenue.

1.3 Expenses Against Budget

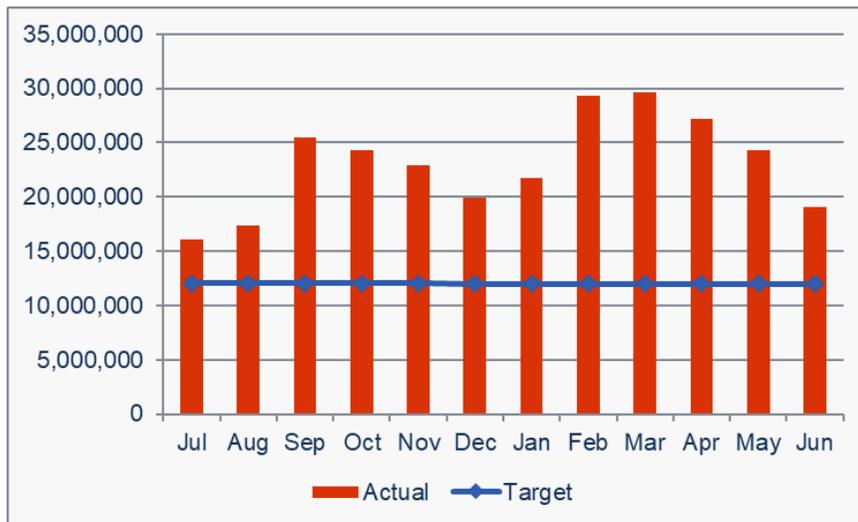


| | April | May | June |
|-------------------|-----------|-----------|-----------|
| Benchmark: | 4,559,224 | 3,830,396 | 4,093,340 |
| Actual: | 4,270,564 | 3,647,023 | 4,102,101 |
| Variance: | -288,660 | -183,373 | 8,761 |

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

Interpretive Comments: Year to date operating expenditure is currently under budget, predominantly due to the timing of materials and services, employee expenses, capitalisation of assets and end of financial year adjustments.

1.4 Capacity to Meet Operational Expenses

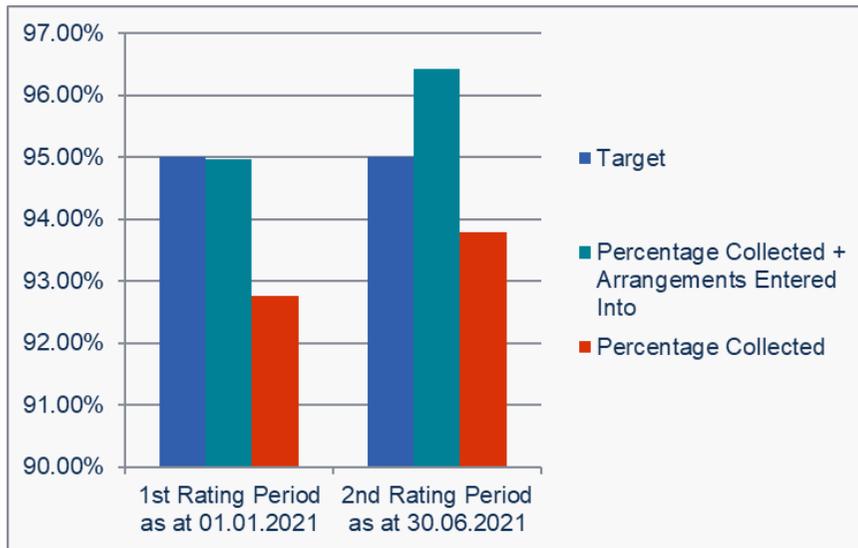


| | April | May | June |
|------------------|-------------|-------------|------------|
| Target: | 12,047,295 | 12,047,295 | 12,047,295 |
| Actual: | 27,158,649 | 24,334,626 | 19,110,038 |
| Variance: | -15,111,354 | -12,287,331 | -7,062,743 |

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

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

1.5 Rates Collected



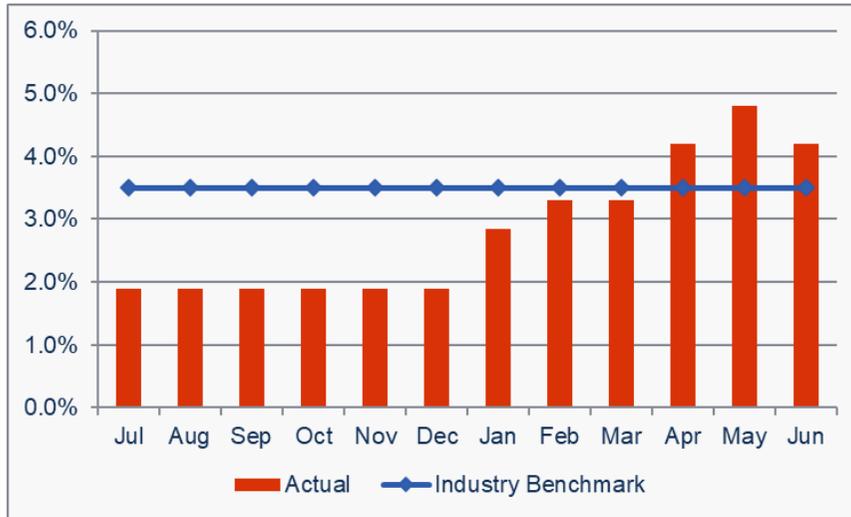
| | 1 st Rating Period | 2 nd Rating Period |
|--|-------------------------------|-------------------------------|
| Target: | 95.00% | 95.00% |
| Percentage Collected and arrangements entered into: | 94.96% | 96.43% |
| Percentage Collected: | 92.76% | 93.79% |

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

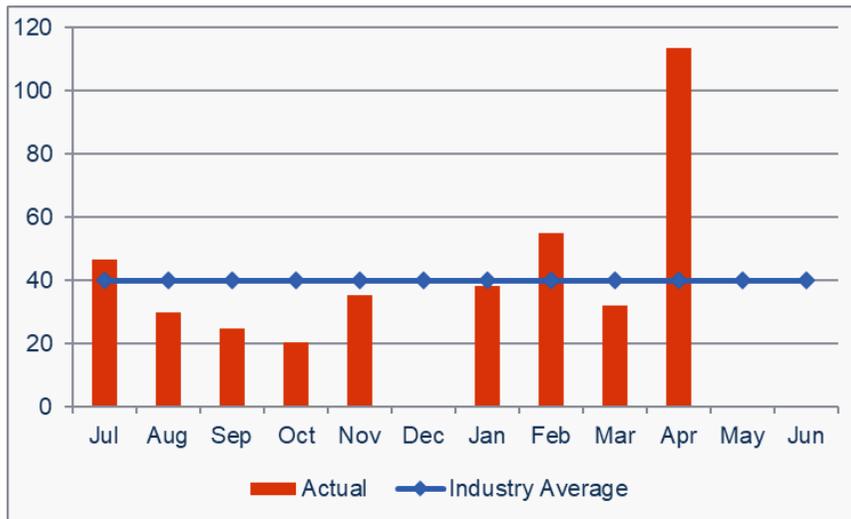


| | April | May | June |
|----------------------------|-------|------|------|
| Industry Benchmark: | 3.5% | 3.5% | 3.5% |
| Actual: | 4.2% | 4.8% | 4.2% |

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: The rate for this reporting quarter is higher than the industry benchmark, reflective of an increase in lost time/rehabilitation and return to work cases.

2.2 Efficiency of Filling Positions Vacant

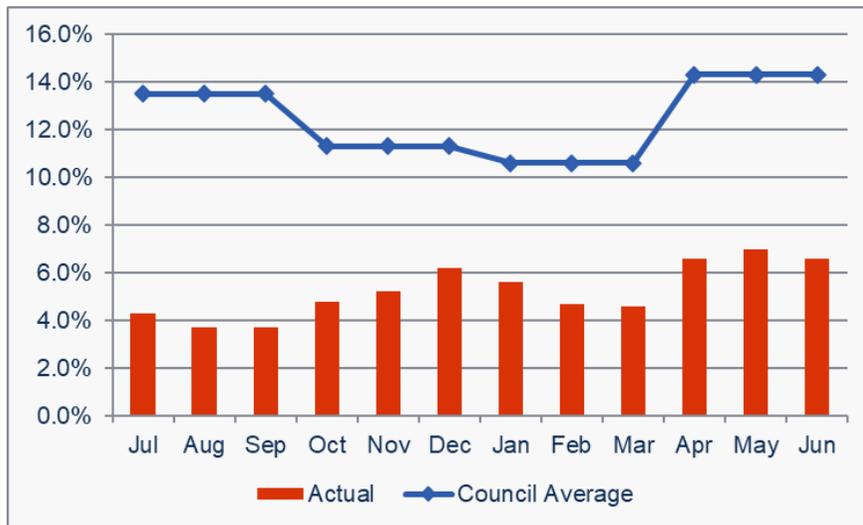


| | April | May | June |
|------------------|--------|-----|------|
| Maximum: | 40 | 40 | 40 |
| Actual: | 113.57 | 0 | 0 |
| Variance: | -73.57 | 40 | 40 |

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

Interpretive Comments: Council filled 2 advertised roles in this period (one position undertook a rigorous recruitment process with two (2) rounds of interviews) as external recruitment activities slowed in the lead up to the next quarter with a number of positions to be advertised in the new financial year.

2.3 Monthly Staff Turnover

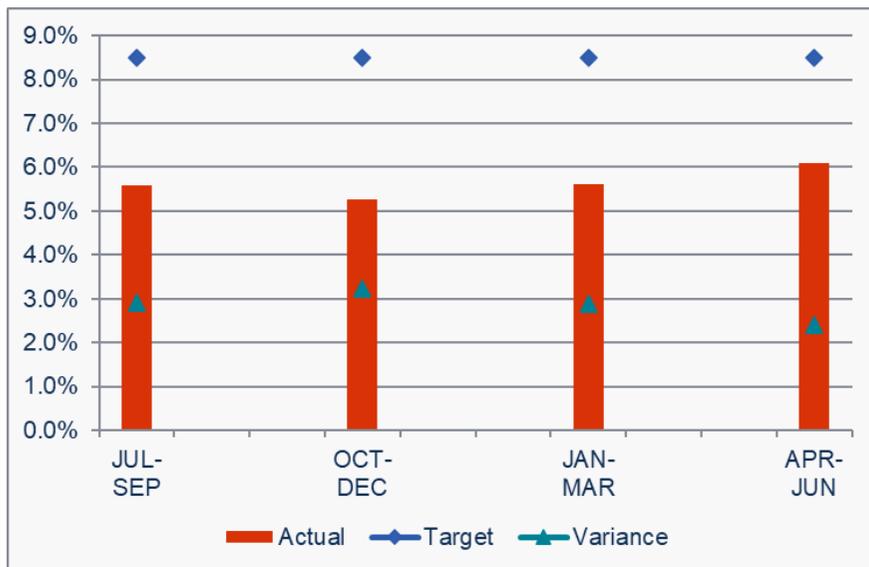


| | April | May | June |
|------------------|-------|-------|-------|
| Maximum: | 14.3% | 14.3% | 14.3% |
| Actual: | 6.6% | 7.0% | 6.6% |
| Variance: | 7.7% | 7.3% | 7.7% |

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

Interpretive Comments: The average number of staff exiting Council in the last 12 months is average 6.7% for this reporting quarter, which is a yearly average 9.9% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



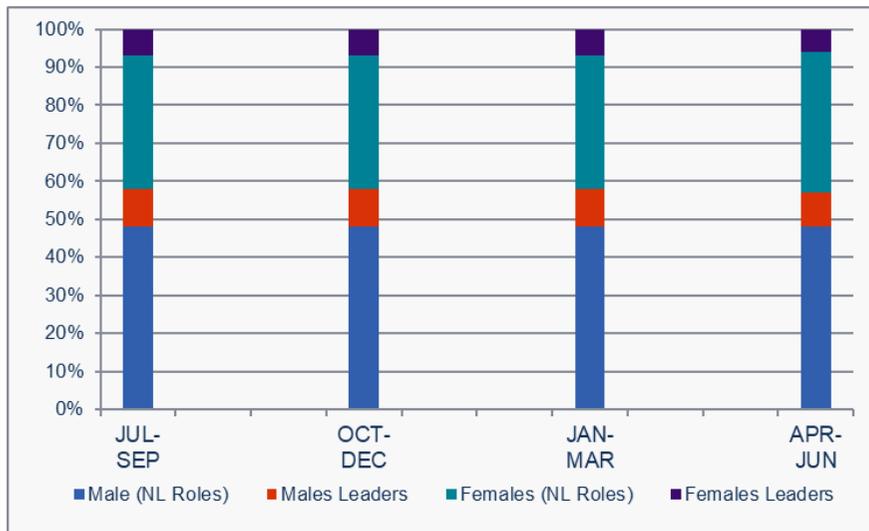
April – June 2021

| | |
|------------------|------|
| Maximum: | 8.5% |
| Actual: | 6.1% |
| Variance: | 2.4% |

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

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

2.5 Workplace Diversity – Males & Females



April – June 2021

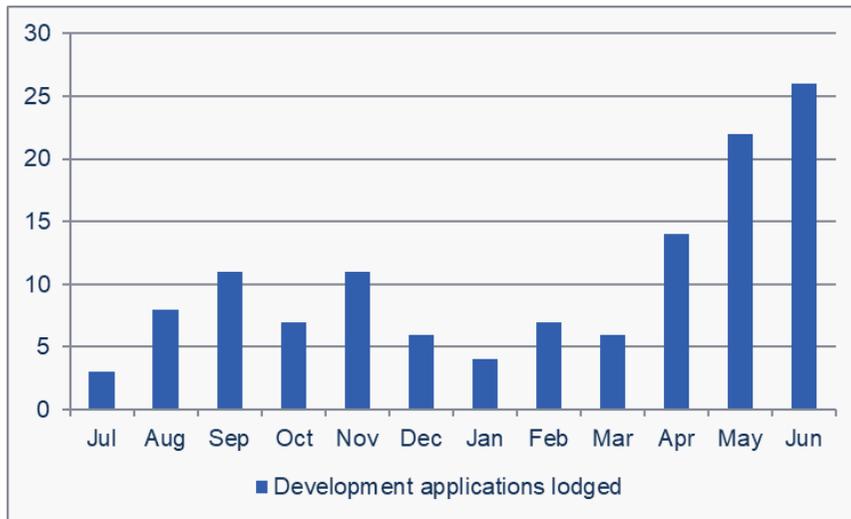
| | |
|----------------------------|-----|
| Males (NL roles): | 48% |
| Males | 9% |
| Females (NL roles): | 37% |
| Females: | 6% |

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 212 staff - 57% male and 43% female. The 18 of the male staff and 13 of the female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged



| | April | May | June |
|----------------|-------|-----|------|
| Actual: | 14 | 22 | 26 |

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 identified has increased significantly due to the inclusion of other applications relating to building siting requests where Council is a Concurrence Agency (residential buildings) and exemption requests.

3.2 Assessments Completed Within Statutory Timeframe

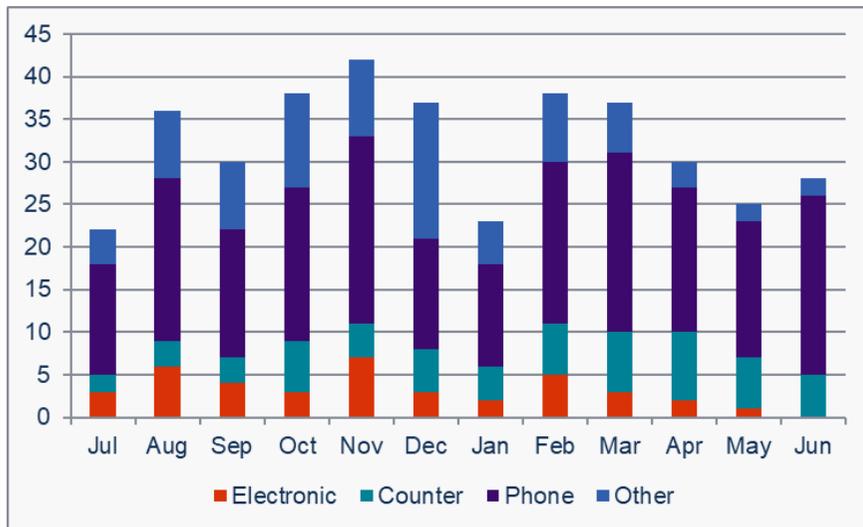


| | April | May | June |
|--------------------------|-------|------|------|
| Target: | 100% | 100% | 100% |
| Acceptable Range: | 90% | 90% | 90% |
| Actual: | 100% | 100% | 100% |

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

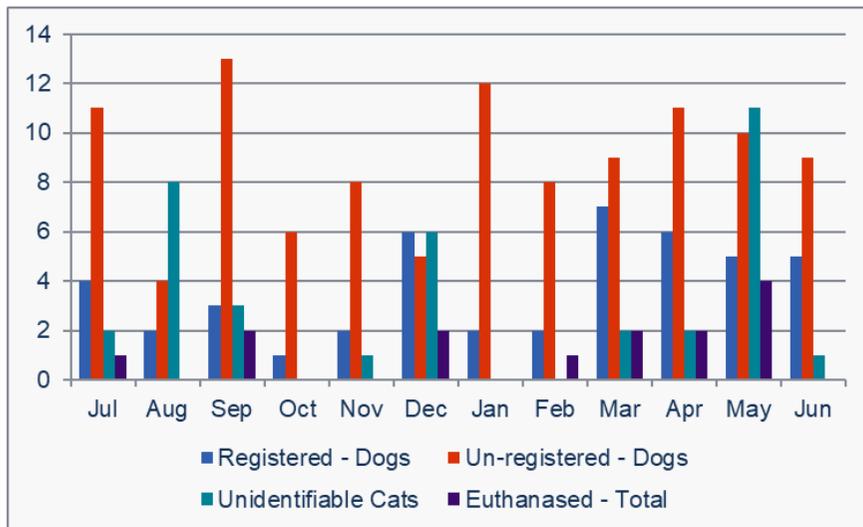


| | April | May | June |
|--------------------|-------|-----|------|
| Electronic: | 2 | 1 | 0 |
| Counter: | 8 | 6 | 5 |
| Phone: | 17 | 16 | 21 |
| Other: | 3 | 2 | 2 |

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

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

3.4 Animal Impoundments



| | April | May | June |
|-----------------------------|-------|-----|------|
| Registered - Dogs | 6 | 5 | 5 |
| Un-registered - Dogs | 11 | 10 | 9 |
| Unidentifiable Cats | 2 | 11 | 1 |
| Euthanased - Total | 2 | 4 | 0 |

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

Interpretive Comments: The spike in cats in May was the result of kittens being surrendered to Council.

3.5 Illegal Camping



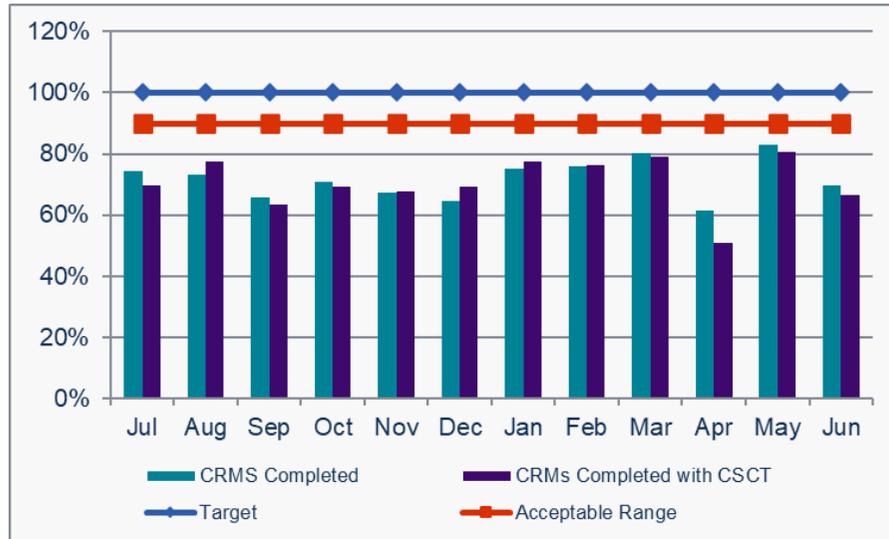
| | April | May | June |
|-------------------------|-------|-----|------|
| Actual | 4 | 6 | 49 |
| Repeat Offenders | 0 | 0 | 0 |

Explanatory Notes: The figures give an overall indication of the number of illegal campers that the local laws officers had direct contact with and reflect actual campers rather than vehicle numbers.

Interpretive Comments: The increase in June reflects an increase in patrols and the additional visitors to the area. Most were overnight stays, who had arrived without a booking and were unable to find a place in a caravan park.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



| | April | May | June |
|------------------------------------|--------|--------|--------|
| Target: | 100% | 100% | 100% |
| Acceptable Range: | 90% | 90% | 90% |
| CRMs Completed: | 61.55% | 83.00% | 69.82% |
| CRMs Completed within CSCT: | 50.72% | 80.61% | 66.46% |

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 lower than the previous quarter, except for May which had the highest completion rates for the year.

4.2 Top 5 CRMs

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

April

| | Category | Quantity |
|----|------------------------------------|----------|
| 1. | Leaking/Broken Service Pipe | 58 |
| 2. | Trees (street/park) | 54 |
| 3. | Planner of the Day | 26 |
| 4. | Rates – Arrangement to pay | 19 |
| 5. | Waste – Residential Repair/Replace | 17 |
| | Open Drains – Unblock/Cleaning | 17 |

May

| | Category | Quantity |
|----|------------------------------------|----------|
| 1. | Leaking/Broken Service Pipe | 62 |
| 2. | Trees (street/park) | 45 |
| 3. | Planner of the Day | 42 |
| 4. | Road Maintenance | 25 |
| 5. | Waste – Residential Repair/Replace | 19 |

June

| | Category | Quantity |
|----|--------------------------------|----------|
| 1. | Leaking/Broken Service Pipe | 62 |
| 2. | Planner of the Day | 50 |
| 3. | Animal Management - Misc | 36 |
| 4. | Trees (street/park) | 33 |
| 5. | Waste – Commercial New Service | 31 |

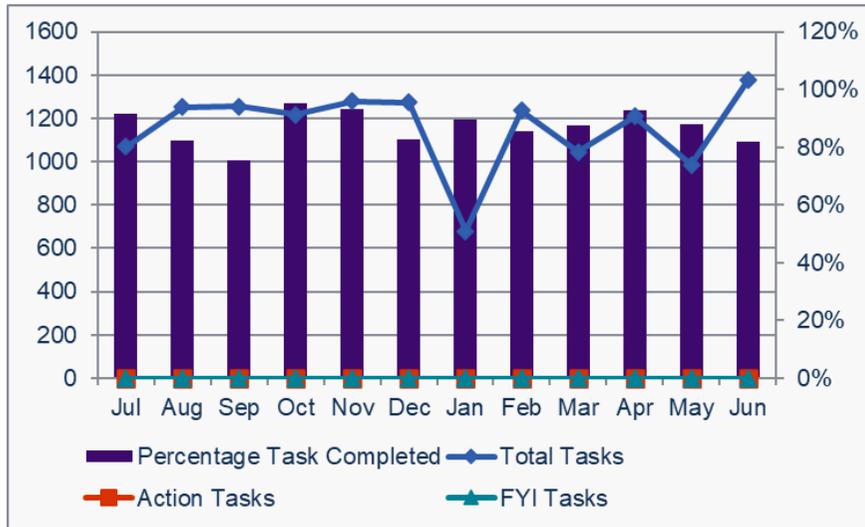
4.3 General Customer Enquiries

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

| | April | May | June |
|--|-------|------|------|
| enquiries@douglas.qld.gov.au (direct email and via web) | 1321 | 1645 | 1949 |
| Phone Calls to 4099 9444 | 2169 | 1983 | 2343 |

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

4.4 Inwards Correspondence Actioned

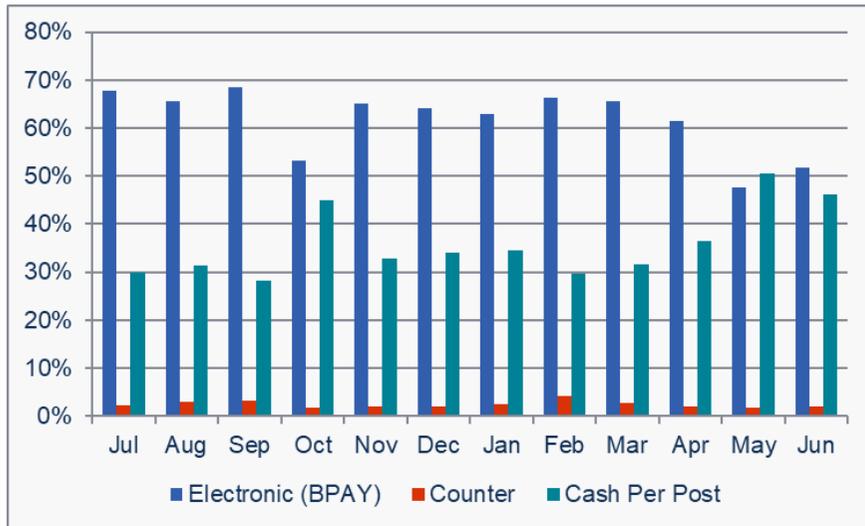


| | April | May | June |
|---------------------------------|--------|--------|--------|
| Total Tasks: | 1210 | 985 | 1375 |
| Action Tasks: | 0 | 0 | 0 |
| FYI Tasks: | 0 | 0 | 0 |
| Percentage Task Complete | 92.81% | 88.02% | 81.89% |

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



| | April | May | June |
|---------------------------|--------|--------|--------|
| Electronic (BPAY): | 61.46% | 47.56% | 51.66% |
| Counter: | 2.00% | 1.80% | 2.09% |
| Cash Per Post: | 36.54% | 50.64% | 46.25% |

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

Interpretive Comments: This quarter shows an increase in mail payments and a decrease in electronic payments compared to previous months.

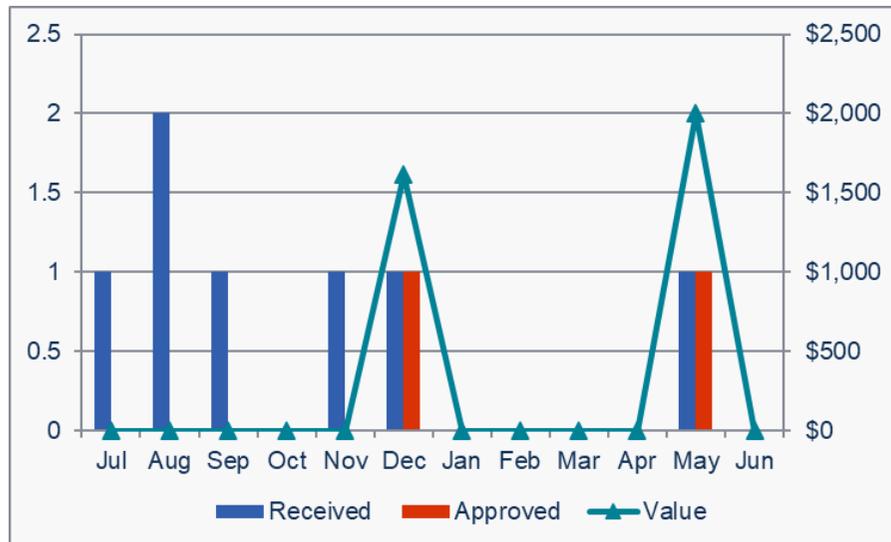
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

| | April | May | June |
|---------------------------|--------|--------|--------|
| Facebook Posts | 112 | 127 | 125 |
| Website (Page) Views | 54,864 | 64,394 | 71,012 |
| Public Notice Advertising | 9 | 16 | 7 |
| Media Releases | 35 | 32 | 19 |
| 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



| | April | May | June |
|-----------|--------|------------|--------|
| Received: | 0 | 1 | 0 |
| Approved: | 0 | 1 | 0 |
| Value: | \$0.00 | \$2,000.00 | \$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.