

## **5.4. CEO REPORT FOR JULY TO SEPTEMBER 2019**

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**DEPARTMENT** Office of the Chief Executive Officer

### **RECOMMENDATION**

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

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### **EXECUTIVE SUMMARY**

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

### **BACKGROUND**

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

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

### **PROPOSAL**

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

### **FINANCIAL/RESOURCE IMPLICATIONS**

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

### **RISK MANAGEMENT IMPLICATIONS**

The Council's 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 2019 -2020 adopted on 25 June 2019.

### Corporate Plan 2019-2024 Initiatives:

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

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

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

## COUNCIL'S ROLE

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

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

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

## CONSULTATION

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

**External:** Nil.

## ATTACHMENTS

1. Report from the Chief Executive Officer for period July to September 2019 [5.4.1 - 47 pages]
2. Organisational Report Card Jul 2019 - Sep 2019 [5.4.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

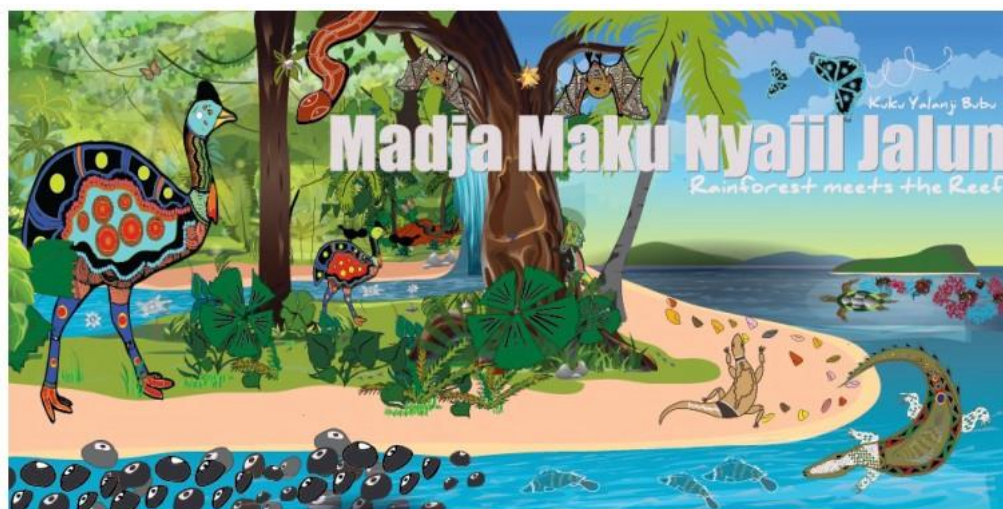
# REPORT FROM THE CHIEF EXECUTIVE OFFICER

2019 - 2020

July 2019 – September 2019

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





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



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## CHIEF EXECUTIVE OFFICER

During the past quarter, the sun has been out and brightly shining which has enabled crews to be very active across the Shire working on a multitude of projects. Council has completed works on the Alexandra Range following the major land slip earlier this year. I am also pleased that we had a strong response to the Daintree Ferry tender and Council is currently evaluating them.

After several months of active recruitment, Council has a full team on board, which is great news because Council has many projects to deliver.

Council announced a grand vision for a Port Douglas water lagoon designed by renown landscape architect Phillip Johnson. While on the theme of places to swim, Council took over the operation of the Mossman Riverside Leisure Park including the caravan park and pool following the early departure of the operators. I would like to thank Council officers for their efforts in this task and ensuring that we could minimise the time that it was closed and very importantly, ensuring events like the holiday swimming carnival could happen.

Council supported the Call of the Running Tides. I had the privilege of a guided tour of this impressively curated exhibit. The exhibition featured local artists telling the story of the environment and the reef. The art was amazing and the messages were poignant.

Council officers also participated in the Mossman Show with some great exhibitions.

I could go on and on with the number of fantastic initiatives in the last quarter; however, I shall let the report below do the talking. I hope you enjoy reading it and that it gives you a sense of the huge variety of projects on which Council works.

## PEOPLE AND COMMUNITY SERVICES

### Libraries

Council met its Obligations under the Service Level Agreement for Public Libraries Services in the 2018/2019 financial year and received a notional allocation of \$58,849 under the Public Library Grant scheme. Council is part of the Rural Libraries Queensland network and the \$58,849 is allocated to the State Library of Qld to purchase library materials and to cover freight costs involved in circulating items within the RLQ network.

	2018/2019	2017/2018
<b>Library membership</b>	6,030	5,655
<b>New Members</b>	1,286	1,100
<b>Annual public visits</b>	78,865 Mossman 23,307 Port Douglas	74,006 Mossman 10,720 Port Douglas
<b>Total</b>	<b>102,172</b>	<b>84,726</b>
<b>Loans</b>	85,269	84,199
<b>Reservation satisfied</b>	6,517	6,006
<b>Inter-library loans supplied</b>	195	166
<b>Library website visitors</b>	3,361	4,263
<b>Public PC bookings</b>	10,058	8,572
<b>Wi-Fi sessions</b>	9,598	7,975

	2018/2019	2017/2018
<b>Library events &amp; program participants</b>	317 programs/events 5,517 attendance	226 programs/events 4,800 attendance
<b>Grants from State Library of Qld.:</b>		
• <b>First5Forever</b>	\$11,273	\$12,258
• <b>Local Resources grant</b>	\$1,340	\$1,324
• <b>Strategic Priorities grant</b>	\$29,500	-
• <b>Realising our Potential micro grant</b>	\$2,600	-
• <b>Tech Savvy Regional Qld grant</b>	\$5,650	\$4,700
• <b>First Lego League Robotics grant</b>	-	\$2,000
• <b>Advance Qld STEM.I.AM &amp; Robotics grant</b>	-	\$12,830
• <b>TOTAL</b>	<b>\$50,363</b>	<b>\$33,112</b>

A “*Treasure Hunt*” and “*Paint your own Plate*” proved to be very popular July school holiday activities with 40 children attending.

As part of State Library of Queensland’s First5forever early literacy program staff attended the Mossman Show.

The Show is a great opportunity to connect with parents and carers of children under 5 and to increase awareness of their local library and the services it provides. Free F5F toolkits were provided to families.



Image: Froggie visits Mossman Show as part of First5forever.

The Mossman Library celebrated “*Science Week*” (from 10 to 18 August) for the first time. The extensive program catered to people of all ages and was enjoyed by many. “*Backyard Explorers*” storytime, “*Play with Robots*” and a “*Talk with Cheryll Williams*”, author of ‘*Medicinal Plants in Australia*’ proved popular and increased people’s awareness of their natural environment and the role that science plays in building a smart nation.



Image: Science Week – “Play with robots”



Image: Science Week – Cheryll Williams, author ‘Medicinal plants’

“Reading is my super-power” was the theme of “Children’s Book Week” in August. To celebrate children’s author, Eva-Marie Welsh, visited to read stories and to share her writing and illustrating journey with parents. The 40 parents and children enjoyed listening, learning and relating to the characters in “*Shelly the Sea Turtle*” and “*Nipper the Crocodile*”.



Image: Eva-Marie Welsh joined us for Storytime in Children’s Book Week



Seniors Week was celebrated with morning tea and a chance to “*check out our virtual reality goggles*”. Initially there were not too many takers but after hearing the animation coming from the VR area 20 seniors lined up to ‘have a go’.



Images: Celebrating Seniors Week - ‘checking out the VR goggles’

Library staff attended the Child Protection Week “*Family Fun Day*” at Rex Smeal Park in September. This is an ideal opportunity to engage with the community and profile the First5forever program and library services.

Popular Australian fiction author, Jenn J McLeod visited Mossman Library in September to promote her new book and talk about reading, writing and publishing for both readers and aspiring authors.

## Community and Economic Development

### NAIDOC Celebrations

Council was part of the committee to organise a week of celebrations for NAIDOC during July in the United Nations International Year of Indigenous Languages. This year’s theme of Voice, Treaty, Truth was expressed through a Yalanji Arts exhibition called ‘Ngana Muruku Kaday’ in the foyer of the Mossman Administration Building, a family fun day at Bubu Kinkari (George Davis Park) and the traditional street parade through Mossman.



Image: Yalanji Arts exhibition

## Sport and Recreation

Council obtained \$14,040 in funding to run free fitness programs throughout the Shire. The funding was provided through an initiative of the Primary Health Network called 'Move it NQ'. The programs will be delivered in Mossman and Port Douglas and will focus on free 'entry level' fitness. The programs will be confirmed in the coming weeks and will be held in parks and community halls in the region for 18 weeks. An advertising campaign will be initiated, and the programs will be featured on Council's website and What's On calendar.



The tender process to engage a Consultant for a Masterplan of the Port Douglas Sports Ground and Coronation Park, Mossman is now underway. Douglas Shire Council has allocated funding that will assist in creating the future direction in sport in the region. Consultation will be made with local clubs, businesses and the community throughout the masterplan process.

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



The Douglas Shire is engaged with the 2019 North Queensland Sports Foundations Sportstar awards. The awards provide recognition to worthy recipients in, seniors, masters, junior, disability and service to sport divisions. Members of the community are encouraged to submit applications to nominate a sports person or volunteer for the awards. Council has already received a number of submissions. The awards attract up to \$2000 in prizes and provide acknowledgement of the effort contributed by the regions volunteers and athletes.



In late June Council resolved to build another facility for the Port Douglas Cricket Association (Muddies) for use at the Port Douglas Sport Complex. The new building commenced work following approval and was completed on 6 September. Muddies have signed a permit with Council to lease the facility for up to three years. The project was completed within 8 weeks and \$2,000 under budget.



Image: Muddies Cricket Facility

### Launch of Mossman Pump Track

The world's first crocodile pump track was launched in Mossman on 6 July with demonstration riders, stalls, competitions and a sausage sizzle by Mossman Gymnastics.

The pump track was designed and built by World Trail at a cost of \$160,000 and proved a massive hit with local kids and adults alike.

Ange from Port Douglas Bike Shop and Josh Stead - pro-BMX rider - ran a series of races for kids of all ages with prizes provided by Sportspower and the Port Douglas Bike Shop, who also had bikes and scooters for people to try on the day.



Images: Opening of Mossman Pump Track

## Queensland Seniors Week 2019

Council liaised with community groups as well as contributing \$500 towards Seniors week activities across the Shire. Over the week of 17<sup>th</sup> to 25<sup>th</sup> of August, Council promoted 9 activities that included a mix of education, sport and entertainment as well as a good ole cuppa and chat. Events were promoted through print and social media and generated many enquiries.

Walking hockey and Petanque got people out and about, while a preview show of 'Ladies & Gentlemen, Musical Choir Spectacular' presented by the Clink Theatre, and special Movie Matinee remembering the 50<sup>th</sup> anniversary of the moon landing, kept people entertained.

Councilors attended an open invitation 'Council cuppa and chat' at Lync Haven in Diwan and had an opportunity to chat with seniors about some of the issues that were on their minds.



Image: Council Cuppa and Chat at Lync Haven

## Garden awards

The Garden Awards commenced on 31 July and Douglas Shire residents had the opportunity to showcase their garden talents and gain recognition for their dedication and innovation to gardening.

Guest judge Costa Georgiadis' presence was pivotal to the success of this community event and his recent receipt of a Logie award for Most Popular Television Presenter meant that the local media covered the event with interest. The addition of a town hall Q&A with Costa gave the general public an opportunity to hear him speak as well as providing an event for Mossman and was a great way to involve the whole Shire.

Sponsorship from local businesses was again well represented and added considerably to the profile of the event and the prize pool with \$500 cash awarded for each category winner.

- Best Sustainable Garden
  - Mossman Support Services
  - Presented by Abi Ralph from the Daintree Discovery Centre
- Best Edible Garden
  - Monica Prins
  - Presented by Betty Hinton from FloraVilla

- Best Residential Garden
  - Avery Plumbe
  - Presented by Robin from Ghost Gum and Irrigation
- Best School Garden
  - Wonga State School
  - Presented by John Sullivan from Mossman Botanic Gardens
- Best Acreage Garden
  - Alice Gray
  - Presented by John Sullivan from Hortulus
- Best Landcare Project
  - Daintree Life
  - Presented by Kim Murphy from Papillon Landscapes
- Best Professional Garden
  - Papillon Landscapes
  - Presented by Kate Ingram from Cairns / Mossman Hardware \* Absent



**Image: Winners from the Garden Awards 2019**



**Image: The team at Mossman Support Services**



Image: The Kids at Daintree Primary School

### Citizenship Ceremony – Australian Citizenship Day on 17 September

A Citizenship ceremony for 38 new Australian citizens was held on 17 September at the Mossman Shire Hall and was the largest number of newly conferred citizens in the Shire to date. New citizens enjoyed an Aussie morning tea featuring lamingtons, sausage rolls and quiches. Countries represented included India, France, Denmark, Ukraine, Italy, Vietnam, Germany, Netherlands, Taiwan, Hungary and South Korea, Canada, Ireland, United States of America, and the UK.



Image: 100 attended the September Citizenship

## Indigenous Signage Project

Stage one of the consultation process has been completed with consultation with Kuku Yalanji Elders and Traditional Custodians beginning in February 2019. In collaboration with Jabalbina Yalanji Aboriginal Organisation, Council held community workshops in Wujal Wujal and Mossman.

Thirty-six place signs featuring local Indigenous Language will be installed across Douglas Shire after five months of close consultation with Traditional Owners. Talks were also held with Yirrganydji Elders and Traditional Custodians through the Dawul Wuru Aboriginal Organisation and the Yirrganydji Gurabana Aboriginal Corporation.

## Call of the Running Tide

The *Call of the Running Tide* commenced on 20-29 September featuring environmental sculptures, multimedia projections, artist performances and environmental organisation information stalls at key locations in Mossman and Port Douglas.

The event also captured environmental messages as artists responded to current local and global threats such as global warming and marine plastic.

The free event, which received grant funding through the Regional Arts Development Fund, Regional Arts Services Network and the Community Gambling Fund, provides local artists with a new, creative way to respond to the unique beauty of the Great Barrier Reef, Daintree Rainforest and broader Douglas Shire region.

Environmental sculptures were exhibited at the start and finish of the new Flagstaff Hill Walking Trail, along the coastal edge of Rex Smeal Park and in and around the Port Douglas Community Centre.

Exhibitions also included delicate sculptures and multimedia art displayed in the Port Douglas Community Centre, with information stalls and Bamboo Connect at the Mossman Hall.



Image: Art at Call of the Running Tide

## Community Engagement

- Murphy Street Landslip Repairs – community meeting, email updates and telephone liaison occurred with Murphy Street residents and businesses, as well as businesses in Owen, Macrossan and Grant Streets.
- Warner Street Soft Approach Upgrade – liaison with Warner Street residents and businesses to advise commencement of works starting with the removal of invasive weeds from the road verges to prevent spreading during construction.
- Whyanbeel Causeway No. 1 Upgrade – informing residents that, to reduce the instance of flooding, the causeway will be replaced with a bridge and Council hoped to appoint a contractor in October/November 2019.
- Teamsters Business Park in Craiglie - a small working group of businesses has been formed to look at an alternative to the plethora of sandwich boards on the Captain Cook Highway.
- Residents in Reef Park were advised the interim drainage works completed last year prior to the wet season were successful in that during the monsoonal rains over the Australia Day weekend, no houses were inundated.
- Mowbray Valley Residents were updated on progress of the vegetation plan for the area adjacent to the Diggers Pedestrian Bridge. Elements already completed include the planting of 336 rainforest trees on the northern side of the access road, removal of the old bitumen road and levelling of the area. Worked planned for November will include:
  - Concrete repair to all concrete piers
  - Twelve new girders
  - Six new corbels
  - Thirty new Deck Units
- Poletti Bridge Replacement – local residents were advised that Council had applied for and was successful in securing Federal funding through the Bridge Renewal Program to replace the bridge. As a result of this initial inspection, several mature rainforest trees will require remedial work including:
  - Trees to be pruned for bridge clearances in order to safely ensure their retention and continued form/structural integrity alongside proposed construction works.
  - Some additional pruning may be required so that the current high level of amenity is maintained post-construction. Council's Arborists will ensure that final aesthetics are considered at all stages throughout works.
  - Removal of significant deadwood over the bridge and creek (as appropriate).
  - Follow up assessment to be completed six months post completion of all works in order to ensure that the identified trees continue to be of good form and free from structural defects (as per standard Arboricultural inspection recommendations)
- Illegal Clearing at Wonga Beach - Since December 2017, Council officers have been endeavouring to stop illegal clearing of vegetation from the Wonga Beach foreshore without success. Council planted 565 seedlings to revegetate the area and installed cameras for 10 months to monitor activity but within days of the cameras being removed, all the seedlings were either uprooted or snapped off and the sign was vandalised.
- TV Blackspot Research – Council is in the process of reviewing its involvement in the retransmission of TV signals at the Alexandra Bay tower site.



## Human Resources

Human Resources staff and Executive Staff have commenced formal discussions of a new Certified Agreement with the seven Trade Unions, meetings occurring twice a month. 15 positions were appointed in this Quarter with another five vacant positions being appointed shortly. Approximately eight staff for the Mossman Pool and Caravan Park will be finalised in the upcoming weeks.

Training statistics for this Quarter include:

- 27 staff attended Implement Traffic Management Plan training
- 32 staff attended First Aid & CPR training
- 4 staff attended Microsoft Excel training
- 32 staff attended Acid Sulphate Soil Awareness training

## Workplace Health and Safety

Workplace Health and Safety auditors from Self Insurer conducted their desktop audit on 9 September to 13 September, indicating positive improvement from previous audit. Quarter one WH&S KPI's finalised with 100% compliant of actions. Six (6) incidents occurred during this quarter.

## Property Services

### Mossman Pool and Caravan Park

In August 2019 the lessee of the Mossman Pool and Caravan Park officially advised that they would relinquish their lease of the pool and caravan park at the end of August. On 20 August 2019 Council resolved for Council staff to commence operations of the facility from 1 September 2019.

Concurrently on 1 September 2019 the Royal Life Saving Organisation introduced improved safety guidelines for all public aquatic facilities including the need to have qualified Lifeguards on duty. Council was required to close the pool whilst the new safety guidelines were implemented, new recruitment occurred, and urgent capital works took place at the pool. The pool will remain closed to the general public until October.

As already booked through previous tenant Council was able to provide swimming lessons and swimming carnivals for two schools during September, with up to 200 students per day. The caravan park remains open and has been experiencing high occupancy for several weeks. A Facility Officer was appointed, and staff are currently recruiting Lifeguards and front office staff to help expedite reopening the pool.



Image: New sign Mossman Pool and Caravan Park

## Media and Communications

Another busy quarter for the Senior Media and Communications Officer. In August Council launched the Media Monitoring to track local and regional coverage of our media, which has been progressing well with weekly reports on coverage.

July-September statistics;

**Media Releases:**

30

**Media Enquiries:**

13

**Public notice advertising:**

37

**Number of social media posts:**

Facebook: 162

Twitter: 162

LinkedIn: 13

Instagram: 5

**Media mentions:**

Broadcast: 179

Online News: 221

Social Media: 237

**Council website analytics:**

Page views: 152,105

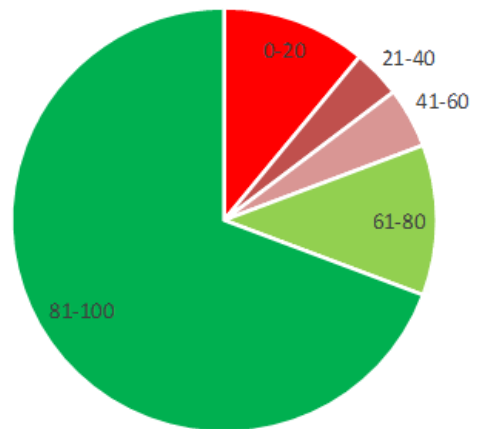
Unique users: 41,331

## A Snap Shot of First Impressions

A total of 218 people responded to the survey designed to gather first impressions on the vision.

The vision was scored 80 out of 100 by respondents.

Rating	No. of People	%	
0-20	24	11%	
21-40	8	4%	19%
41-60	10	5%	
61-80	25	11%	
81-100	151	69%	81%
<b>Total</b>	<b>218</b>	<b>100%</b>	<b>100%</b>



Supports sits at 81% with 19% against.

### Image Media Monitoring Analytics of Lagoon

## Council Grants Program

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

New streamlined processes have been introduced including one application form and new funding programs.

The Major Grants Round, with funding up to \$10,000 (GST Exc), closes 25 October 2019. Micro Grants with funding up to \$2000 (GST Exc) has monthly rounds.

New categories include Place Making and a Marquee giveaway to sporting groups.

Twelve applications for inkind assistance were assessed during July to September.

The value of inkind assistance approved totalled \$5841.81 (GST Exc).

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

<b>Grant</b>	<b>Funding Body</b>	<b>Project</b>	<b>Amount</b>	<b>Submitted</b>
Building our Regions	State Govt	Business Case Swimming Lagoon	\$190,000	27/09/2019
<b>Illegal Dumping Program</b>	State Govt	Illegal Dumping Field Officer	\$85,322	06/09/2019
<b>Illegal Dumping Hotspot</b>	State Govt	Education and Awareness	\$22,053	18/09/2019
<b>Coastal Recovery Program</b>	State Govt	Monsoon Trough damage 4 sites	\$362,436	15/07/2019
<b>Road Safety Grant</b>	State Govt	GBR Drive Road Safety App	\$20,000	20/06/2019
<b>School Transport Infrastructure Program</b>	State Govt	Miallo School Car Park	\$100,000	20/06/2019
<b>NQ Sports Foundation</b>	Primary Health Network	Douglas Shire Active8 Program	\$14,040	07/06//2019

**Application Outcome**

<b>Grant</b>	<b>Funding Body</b>	<b>Project</b>	<b>Amount</b>	<b>Outcome</b>
<b>North Qld Sports Foundation</b>	Primary Health Network	Douglas Shire Active8 Program	\$14,040	Successful
<b>Regional Arts Development Fund</b>	State Govt	RADF 2019/20	\$30,000	Successful
<b>2018-19 Disaster Resilience Fund</b>	State Govt	Portable Flood Barriers	\$8,500	Successful
<b>2018-19 Disaster Resilience Fund</b>	State Govt	Automated road warning signs	\$30,500	Successful
<b>2018-19 Disaster Resilience Fund</b>	State Govt	Automated rain gauges upper Daintree and Bloomfield Rivers	\$23,000	Successful
<b>2018-19 Disaster Resilience Fund</b>	State Govt	Upgrade automated signs Foxtton and Anich Bridges	\$22,000	Successful
<b>2018-19 Disaster Resilience Fund</b>	State Govt	Portable two-way radio base	\$4,250	Successful
<b>2018-19 Disaster Resilience Fund</b>	State Govt	Flood camera and automated warning signs Junction Bridge Mossman	\$65,000	Unsuccessful
<b>2018-19 Disaster Resilience Fund</b>	State Govt	Four portable Variable Message Signs	\$42,000	Unsuccessful
<b>Road Safety Grant</b>	State Govt	GBR Drive Road Safety App	\$20,000	Unsuccessful
<b>Local Govt Grants &amp; Subsidies Program</b>	State Govt	Craiglie Reservoir upgrade	\$1.26M	Successful
<b>Cycle Network Local Government Grants Program</b>	State Govt	North Mossman to Newell Detailed Design	\$60,000	Successful
<b>Cycle Network Local Government Grants Program</b>	State Govt	Junction Bridge Cycleway Bridge	\$400,000	Successful
<b>Resource Recovery Industry Development Program</b>	State Govt	Killaloe Resource Recovery Infrastructure (Shed, roof over bays, heavy vehicle turnaround)	\$282,500	Unsuccessful

## FINANCE AND CORPORATE SERVICES

### Procurement

We welcome Sean O'Connor to the role of Senior Procurement Officer in the Finance & Corporate Services Team. Sean has recently relocated to the Far North from Canberra. Sean has a wealth of experience in procurement. In recent years, Sean has worked for the U.S Department of State. Sean developed a procurement Centre for Excellence in Canberra, which is renown worldwide as a hub for training and professional development. Sean has also worked for the Federal Government on projects in remote Qld and WA.

In this period, 16 tender/quotations were submitted through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System). Procurement activity is currently focused on:

#### Vendor Panel – Request For Quotes

2020-027 - Mossman Shire Hall Renewal  
 2020-025 - Sugar Wharf Maintenance  
 2020-077 – Macrossan Owen Street Intersection Design Upgrade  
 2020-075 – Toyota Hilux Utes x 4  
 2020-074 – Coronation Park Mossman & Port Douglas Sports Complex Master Plan  
 2020-072 – Douglas Shire Carbon Footprint  
 2020-065 – Toyota Hilux Utes x 4  
 2020-064 – Nissan X-Trail x 6  
 2020-054 – Park Shade Sail Renewal

#### LG TenderBox

2020-074 – Thornton's Beach Café - Lease  
 2020-070 – DFRA Road Restoration Program  
 2020-060 – W4Q Footpath – Davidson Street, Port Douglas  
 2020-032 – Mossman Depot Office Refurb  
 2020-003 – Replacement of Pump Station 4E & Rising Main – Martin Scullett Drive  
 2019-091 – Whyanbeel Causeway No. 1 Upgrade Project  
 2019-084 – Daintree River Ferry Service Contract

Other projects of interest:

- Contributing to grant application for Port Douglas Water Park
- Evaluating requirements for future resource management and cleaning services contracts

The Senior Procurement Officer has been connecting with various Council officers to get a sense of how things work currently and how the team can assist in streamlining procurement moving forward.

Procurement also met with:

*Cairns Regional Council*  
*FNQROC*  
*Local Buy*

## Finance

### Audit

External Audit - the Queensland Audit Office (QAO) conducted their 2018-2019 external audit from 9-13 September 2019. The audited financial statements will be workshopped with Council and presented to Council for adoption on the 9 October 2019. The internal auditors – Pacifica have also commenced work on the internal audit for 2019-20.

### Budget

The 2019-20 budget was approved at the 25 June 2019 Special Council Meeting. The budgeted operating result is a surplus of \$179,332. The result for year to date 30 September was \$5.8m (budget YTD \$4.3m). Works have commenced on the 2019-20 budget review.

### Asset Management

The Asset Management Steering Committee has been re-established to oversee the development and implementation of Asset Management Plans (AMPs) and other related activities. This committee has commenced the review of the AM Policy and Framework for compatibility with the 2019-24 Corporate Plan. The Steering Committee has agreed on the number of AMPs required, the Asset Classes to be covered by each AMP and reviewed the AMP template designed to allow similar format for all AMPs. Three AMPs utilising the new template have been partially completed and issued to relevant Asset Owners for input. The Council's Asset Management Officer has commenced participation in the FNQROC Asset Management Group.

### Rates

Half yearly rate notices for the period 1 July to 31 December 2019 were issued on 23 July 2019 with a due date of 27 August 2019. Rates notice reminders (over \$50 outstanding) were issued on 10 and 26 September 2019.

Supplementary Rate Levy notices were issued on 3 September 2019 with a due date of 8 October 2019. These notices were for the amendment of charges due to requests (e.g. additional bins), building that have been completed, changes in rating valuations.

Water notices were issued on 27 June 2019, with a due date of 30 July 2019. Water account reminder notices (over \$20 outstanding) were issued on 16 August and 3 September 2019.

For the first time, Council officers sent out a courtesy email and SMS reminder to ratepayers one week prior to the rate notice due date. This reminder was sent to ratepayers where an email address or mobile number was attached to the ratepayers NAR details.

A Rates Hardship Application has been drafted for Management review.

### ICT

As part of the mandatory conversions of Telstra services, Council's phone system has been upgraded to use the new call delivery technology. Additional components purchased will provide full redundancy in cases of equipment failure and thus avoid phone services being lost as a result.

Several efficiency projects commenced in the period, however there has been an issue with vendors requesting longer delivery times. Operationally, the team have been kept busy with new user requests and unplanned emerging projects caused by events outside of Council's control. With limited resources, this has impacted internal governance work which will need to be caught up in the coming period.

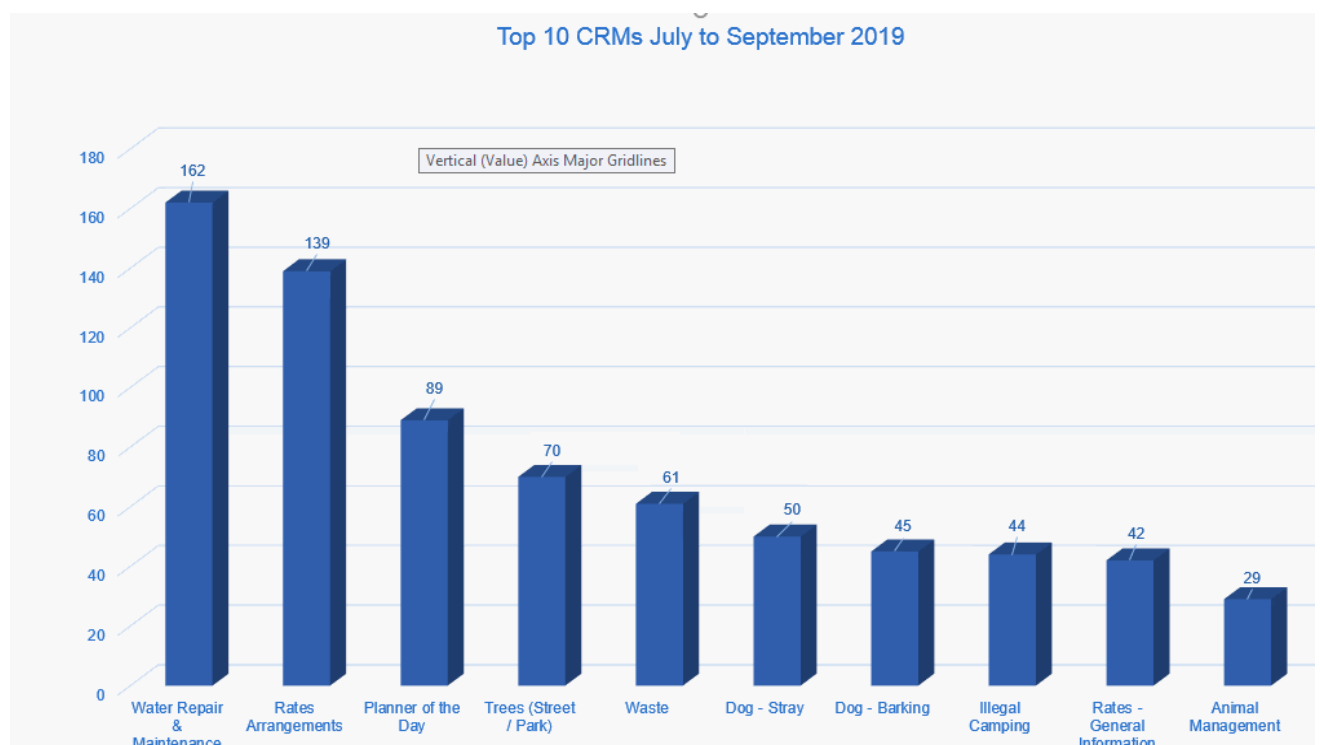
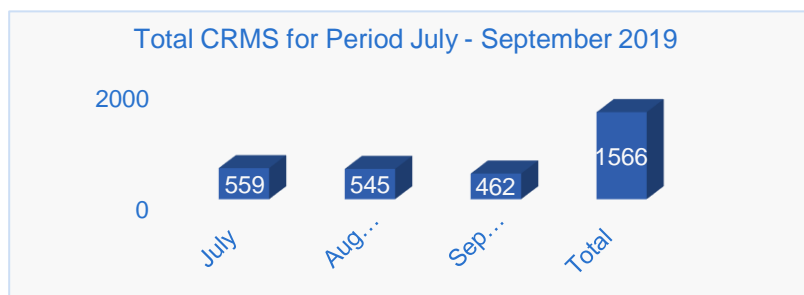
The initial review of Council’s IT environment was completed and the final report was workshopped with Council and Management in June 2019. In response to a review of Council’s pain points, three main options were presented:

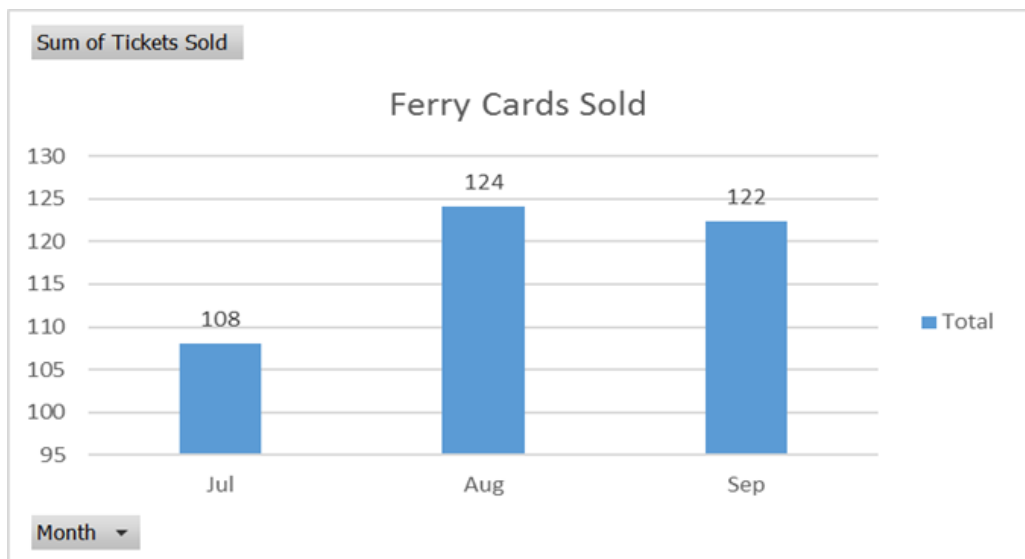
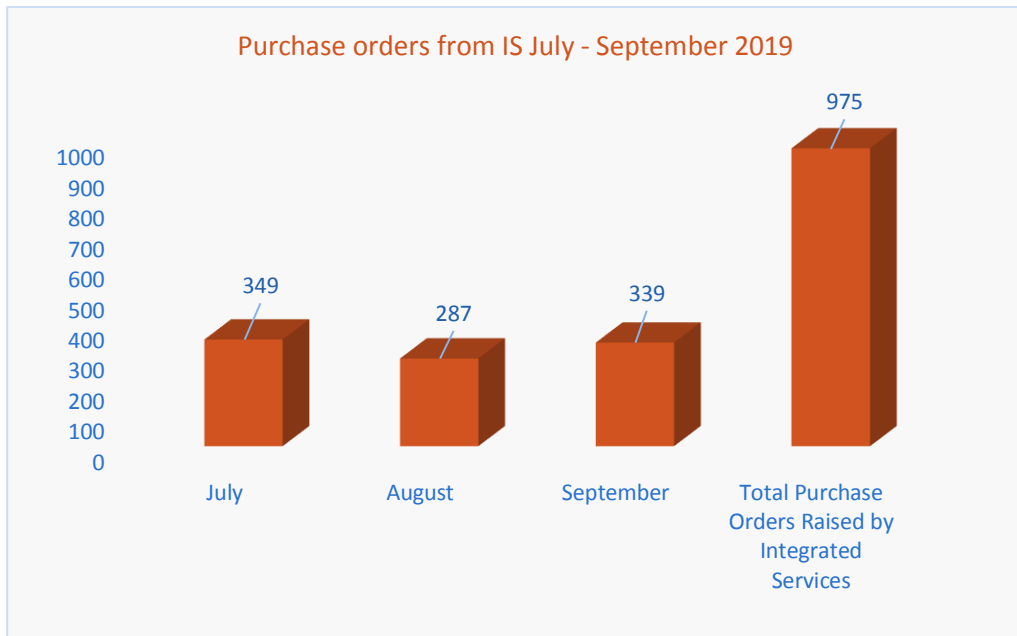
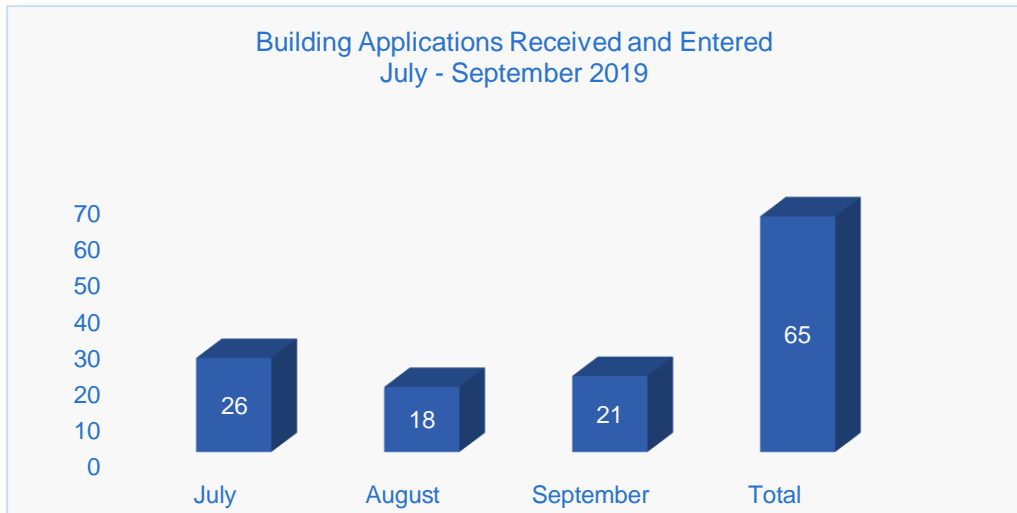
- 1) Stay with the current Cloud Managed Services Provider;
- 2) Change to a higher performing Cloud Provider; or
- 3) Enhance equipment “on premises” in Mossman to remove the need for Cloud services.

After consideration of risk, costs and the potential to deliver a consistently high performing environment, a decision was made to undertake a detailed feasibility / scoping exercise of the “on premises” solution.

Council will work with the service partner who currently maintains the existing Mossman environment to perform this study. The output of the feasibility study will be a detailed design and costings. The study is due to be completed in the October – November timeframe. The detailed design and costings, will allow Council to consider whether or not to proceed with the “on premises” solution in harmony with budget review cycles.

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







## Records

An overview of the folder structure within Council's electronic record keeping system has commenced with regular meetings held with various departments on the existing structure and naming of folders within the system library.

Some departments work over multiple areas so a collective agreement on renaming and a naming convention for folders is important for ease of locating and working on records within Council's system. This is an ongoing project that will span over the coming months with a focus on simplifying project work in conjunction with procurement activities.

In early September the electronic records system had an upgrade which meant testing of the new system and the integration with other applications within Council's systems. Records and the ICT area are working together with the vendor on the identified issues with the upgrade and will continue testing throughout the next month to work on resolving them.

## GOVERNANCE

### Governance

A review of the Governance Unit of Council has been undertaken during this quarter. This has been to establish any Governance, Compliance or Performance issues in the organisation and to highlight the actions required.

The report has been completed and will be provided to the Management Team with an assessment of the operations and compliance areas. This review has been conducted to ensure that Council is meeting its statutory requirements and delivering outcomes for the organisation and community.

The Department of Local Government, Racing and Multicultural Affairs provides a range of legislation checklists that Local Governments can use to ensure compliance under the Local Government Act and Regulation are being followed. LGAQ has also been consulted in regards to compliance information.

A number of Governance related areas have been chosen in the initial review. Documentation has been checked to ensure that compliance is met; documents have been sited to ensure that they are available, reviewed, findings have been detailed and general recommendation to complete.

Areas of Review:

- Planning, Financial Management and Accountability
- Keeping Registers and Records
- Policies, Processes and Other Matters
- Website Publications
- Annual Report
- Budgeting
- Ethics
- Fraud Management
- Administrative Action Complaints & Complaints Management
- Risk Management
- Audit Committee
- Internal Audit
- Policies and Council AI
- Governance Framework

It has been pleasing to find the Council is compliant in almost all areas that are required under legislation (as per the first 4 points above). Those areas that need review have been highlighted and in progress to have completed by the middle of next quarter.

The following areas have been worked on and finalised, in current progress or have been identified in the outstanding issues register:

Annual Report:

- Issues have been identified, reviewed and addressed in the 2018/2019 Annual Report
- All areas have been included in the Annual Report – areas that do not apply have a note stating “Not Applicable”
- Updated template and Checklist available to ensure all future publications are compliant with requirements
- Currently being reviewed by the Management Team for comment

Status: In current Progress – October completion

Ethics:

- Council review and update its Code of Conduct Policy for staff and contractors
- Annual Code of Conduct and Ethical Conduct training for all staff is allowed for in annual budget
- Annual training for all staff

Status: In current Progress – December completion and then ongoing

Fraud Management:

- Council review and update its Fraud and Corruption General Policy
- Change Policy name to Fraud and Corruption Prevention Policy
- Update the Policy to include the Fraud and Corruption Management Framework to incorporate the CCC Publication 2018
- Policy be reviewed every two years
- Include a Red Flag Indicator as an attachment to the Policy
- Fraud and Corruption training for all staff is allowed for in annual budget
- Annual training for all staff to continue

Status: Identified in current issues register – December completion then ongoing

Administrative Action Complaints Policy and Complaints Management

- Council review Administrative Action Complaints Management Policy
- Council Website be updated to reflect the following:
  - Three types of “Complaints” – Customer Request Management, General Complaint and Administrative Action Complaint
  - The information for customers is easier to locate and understand
  - Forms are available on the website
- Separate Policy for General Complaints and AAC
- Frontline staff are trained in all areas of Complaints Management
- Governance Department is the overarching department for general complaints and AAC
- Reporting quarterly to Council and Management teams on number of complaints
- Possible implementation of all complaints into the CRM Module of Authority

Status: In current Progress – December completion – then ongoing

### Risk Management

- Review the Policy
- Develop a ERM Framework
- Identify in the Risk Register Corporate and Operational Risks
- Management Team Meetings to address Risk Management each Fortnight
- Clear Risk Management strategies to all staff
- Align Risk Management with the Internal Audit Function and Audit Committee
- Risk Monitoring must be reported to Council each quarter
- Risk Management Training for Staff

Status: Identified in current issues register – December completion then ongoing

### Audit Committee

- Audit Committee Terms of Reference (Adopted 10/09/2019)
- Audit Committee Framework (Completed and Workshopped with Council)
- Audit Committee Checklists (Developed)
- Audit Committee Membership (adopted 10/09/2019)
- Advertise for 2 external members to be on Committee

Status: In current Progress – November completion

### Internal Audit

- Recommendations from 2018/2019 to be implemented
- Internal Audit Plan 2019/2020 to be developed (Completed)
- Internal Audit Plan for next 3 years to be developed (Completed)
- Internal Audit Plan to be adopted by Council (Completed 10/09/2019)
- Develop Internal Audit Issues register
- Report to Management quarter on findings
- Report to Council each quarter on Internal Audit Progress

Status: In current Progress – Ongoing – Report to Council after each scope has been completed

### Policies and Administrative Instruction (AI)

- General Policy on how policies are created, reviewed, responsibility to be created
- Policy template to be updated:
  - Statutory, Strategic or Administrative Policy
  - Policy link to the Corporate Plan
  - Policy Register should be numbered
  - Policy Register – department responsible
- Ensure actual section of Acts are listed in policy
- Have any attachments listed in the policy included at the end of the policy

Status: In current Progress – Ongoing

### Governance Framework

- A Governance Framework is developed

Status: Identified in current issues register

# ENVIRONMENT AND PLANNING

## Planning

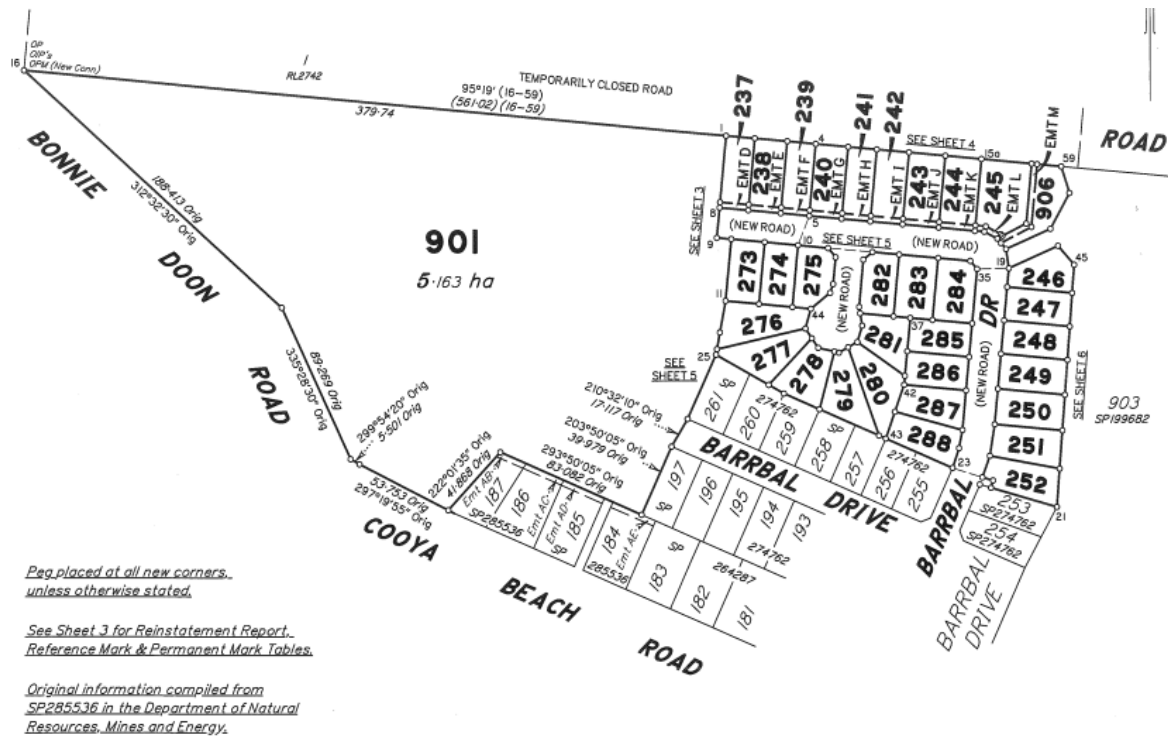
### Registers and Workflows

A new Authority compliance register was developed to assist in the management of planning compliance issues. The register incorporates workflows and templates.

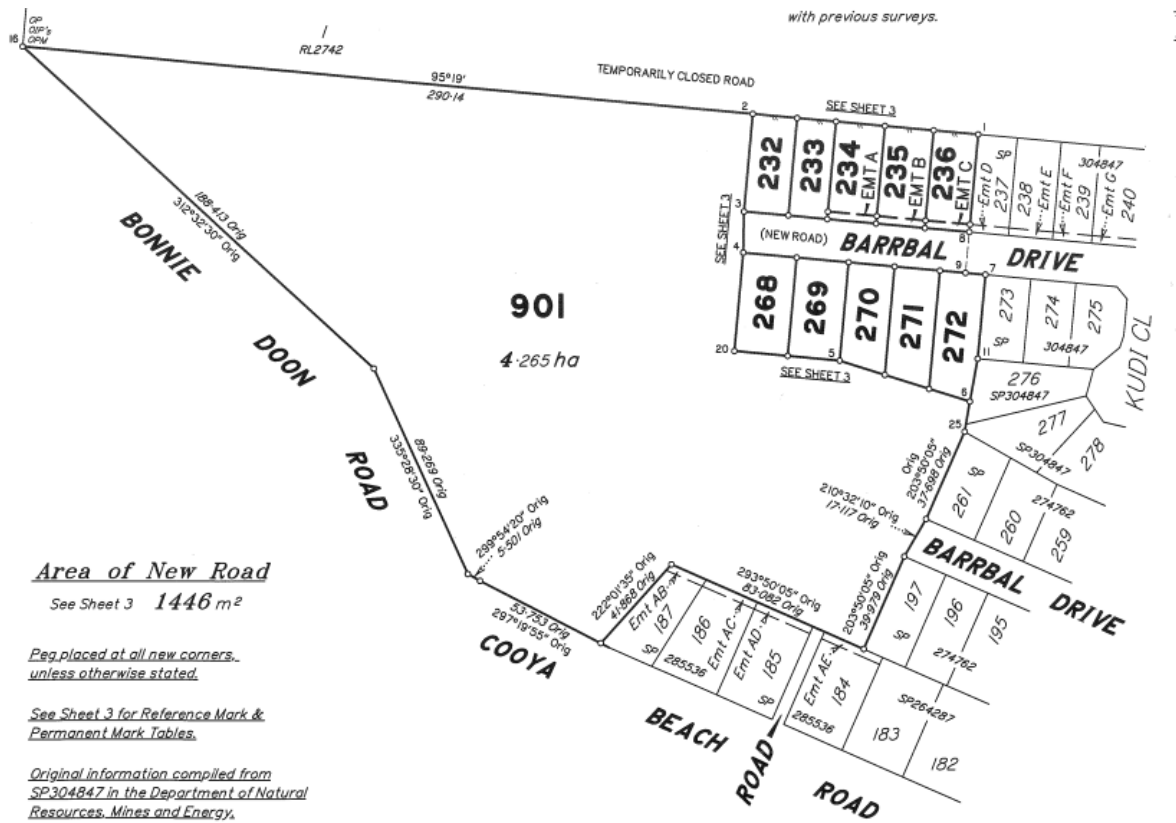
An Infrastructure Charges register is being developed to record levied infrastructures charges and payments. The State Government has recently introduced new legislation regarding the publication of Infrastructure Charges and the expenditure of such monies on Council website.

### Development

The survey plans creating an additional 42 residential lots at Ocean Breeze Estate were released in September 2019 following resolution of the Bonnie Doon Road and Cooya Beach road intersection works required to be undertaken by the Developers of the estate.



Images of the new residential allotments



Images of the new residential allotments

The Development Application for Stage 1 of the Wangetti Trail comprising the Mowbray River pedestrian crossing, crocodile viewing platform and connection to Four Mile Beach has been received by Council. An information request has been issued requesting further detail on construction materials of the boardwalk components and the standard of construction for the public car park within the road reserve of the Captain Cook Highway amongst other items.

The Applicant (GHD) is currently undertaking referral of the application to other State Government Departments through the State Assessment & Referral Agency (SARA).

**Local Laws**

In the period July – September, Local Laws Officers responded to a total of 313 customer requests/complaints, including 7 dog attacks. The current CRM data shows that 4 local laws categories featured in the top 10 CRM’s for the period.

**Mossman Pound Upgrade**

An upgrade to the Mossman pound will occur in coming weeks which will see a grassed exercise area added to the facility, improving conditions for the dogs in Council’s care. It is anticipated that this will have the added benefit of reducing anxiety and boredom for some dogs. The pound will also get a new impervious coating applied to the floor, designed to reduce the risk of diseases such as canine parvovirus.

**Dog Registration Audit**

Officers commenced a dog registration audit of the Wonga Beach area following complaints of wandering, unregistered dogs. The audit has been very successful and generally well received by residents. Areas completed so far include Wonga Beach, most of Newell and some of Mossman and a total of 107 Compliance Notices have been issued, resulting in 135 new dog registrations, 7 excess dog applications and 1 referral to the RSPCA. The audit will continue where time and resources permit.

## Resource Management

### Waste Levy

The State Government's waste levy commenced on 1 July 2019. Operational changes were implemented to increase landfill diversion rates and reduce Council's levy liability. Levy compliance also included a volumetric survey at Killaloe Transfer Station & Landfill to establish baseline waste volumes.



Image: Drone footage from the volumetric survey undertaken at Killaloe Transfer Station & Landfill in August 2019

### Environmental Investigations

Consultants completed environmental investigations at inactive landfills at Newell and the Sanitary Depot to inform the development of post closure plans.



Image: Environmental investigations were undertaken at inactive landfills at Newell and Sanitary Depot.

## Free Mulch

Free mulch was offered from Friday 20 September 2019 to Monday 23 September 2019. This was a record-breaking mulch giveaway, with approximately 350m<sup>2</sup> collected from Newell and 1500m<sup>3</sup> from Killaloe.



Image: Record breaking free mulch giveaway in September 2019

## Waste and Recycling Volumes

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

- Domestic waste: 1,008 tonnes
- Domestic recycling: 306 tonnes
- Commercial waste: 430 tonnes
- Commercial recycling: 24 tonnes

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

- Co-mingled recyclables: 18 tonnes
- Cardboard: 20 tonnes
- Scrap metal: approx. 480 tonnes exported from Killaloe and approx. 102 tonnes from Newell

## Sustainability

### Ecotourism Destination Certification

In partnership with Tourism Port Douglas Daintree, Council officers have prepared and submitted an application to Ecotourism Australia and Green Destinations to secure the Ecotourism Destination Certification for the Douglas Shire. The application required 80 criteria to be addressed under the following five topics:

1. Destination management
2. Nature, scenery and animals
3. Environment and climate
4. Social well-being
5. Business & hospitality

A desktop audit, undertaken by Ecotourism Australia and Green Destinations commenced on 23 September 2019. This will be followed by an onsite audit in late November 2019. A number of local operators and groups have been approached to assist with the onsite audit, which will include interviews and site visits.

### Reef Guardian Council

The Great Barrier Reef Marine Park Authority has revitalised the Reef Guardian Council program. Council's Sustainability Officer attended a Working Group meeting on 3 September 2019, which included representation from 18 member councils located within the GBR catchment area.

Topics discussed included urban and rural runoff, fish barriers and carbon mitigation solar projects.

Council's Sustainability Officer also attended the Douglas Local Marine Advisory Committee Reef Guardian networking evening on 10 September 2019.



**Image: Reef Guardian Council Far North Team Video Conferencing with Townsville, Mackay & Rockhampton**

### Carbon Strategy

A Request for Quotation to bring Council's carbon footprint in line with the National Carbon Offsetting Standard (NCOS) was released to market on 18 September.

The scope of work considers all carbon emissions associated with Council's operations, but does not include NCOS registration or carbon offsets.

Council officers are currently drafting a Carbon Stakeholder Engagement Strategy, which will include a series of community workshops to inform Council's Carbon Strategy.



## Solar Project

Land adjacent to the Port Douglas Wastewater Treatment Plant is currently being investigated for a behind the meter solar project, which will substantially reduce the plant's electricity use. Geotechnical investigations were completed in early August 2019 and indicate that the site is suitable for solar panels and associated infrastructure. Officers will now follow up with the Department of Resource Management and Mines to secure the land.



**Image: Contractors undertaking Geotechnical work**



**Image: Contractors with core sample**

## Disaster Management

### Mitigation

Public awareness messaging was compiled and actively rolled out in terms of emergency preparedness (e.g. bushfire messaging has been made available online on Douglas Shire's social media pages and website). In July the Disaster Management Officer (DMO) Jamie Kleinhans commenced in her role. In September the DMO completed the annual update of critical load sites and internal fire management skills.

### Preparedness

From July to September the Douglas LDMG attended QFES training on the following modules: Queensland Disaster Management Arrangements (QDMA), Inductions; Evacuations; Recovery; Disaster Coordination Centre; and the LDCA Masterclass: Leadership in Disaster, Crisis and Adversity

On 26 August 2019 the Douglas LDMG meeting was held as well as the first Bushfire Risk Mitigation Plan and Douglas Area Fire Management Group Meeting. The DMO represented Douglas Shire at the Mareeba Shire Council Risk Assessment workshop. From 02 to 05 September 2019 Douglas Shire participated in the 2019 Guardian User Conference. Douglas Shire Council is in the process of procuring Guardian IMS to improve management of disaster events.

The Community Development officer (CDO) has been appointed. This role is funded by the DCDSS and the CDO will provide cross-council support to the Douglas, Wujal Wujal and

Cooktown shires. The focus is to build and improve community engagement capability and streamline engagement processes including disaster recovery and planning processes within the communities.

### Response

Red Cross/CWA advised that 20 short-term financial assistance grants were accessed in Douglas in relation to the January Monsoon event. The DCDSS have assisted 190 people (97 approved applications) in Douglas via four grants (EHA, EHCG, SAG and ESSRS) to the value of \$94,245-00. To date the QRIDA have assisted 63 Primary Producers in Douglas with \$3,02M in Special Disaster Assistance Recovery Grant funding.

### Recovery

At the end of August 2019 Douglas Shire's 2019 Monsoon Trough Recovery Plan was updated. Douglas Shire Council is carrying \$3,37M in emergent recovery costs. The current damage estimate is approximately \$17M.

### Environmental Health

Between July and September, the Environmental Health team continued with usual regulatory work, including 95 food and accommodation premises inspections, and investigating 40 environmental and public health complaints. In addition, License and Approval renewal notices and invoices were issued to the following regulated businesses to enable renewals after 30 September:

- 228 food premises
- 21 accommodation premises
- 158 public swimming pools, and
- 1 personal appearance service (tattooist).

Two Environmental Health Officers attended the Environmental Health Australia (Qld) State Conference at Mission Beach in September. The Douglas Shire Resilient Coast Strategy was presented at the conference and was well received particularly by representatives of Councils who are embarking on the process of developing their own Strategies.

15 Prescribed Activity approvals were issued during the reporting period including an advertisement for Great Northern Beer filmed on Wangetti Beach and the Mowbray River. An advertisement for Avis, the Great Moscow Circus, the Variety Bash, sporting events such as the Totally Mental Bike Ride and the Call of the Running of the Tide were also processed and permits issued.

### Plumbing and Trade Waste

The new Plumbing and Drainage Act 2018 and Plumbing and Drainage Regulation 2019 came into effect on 1 July 2019. Templates and processes were updated to comply with new requirements. Douglas Shire Council chose to "opt out" of the 2-day fast track application process. Applications are required to be processed within 10 business days.

A new trade waste management plan has been drafted by Preston Law. The new plan aims to simplify the administration of trade waste permits and to ensure a fair system of fees and charges.

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

The Plumbing Inspector also undertook an inspection of grease traps in the area north of the Daintree River to determine the size of traps for potential servicing of the traps.

## INFRASTRUCTURE

### Civil Operations

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

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

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

1. Concrete Crew – kerb repairs in Port Douglas and Depot maintenance
2. Civil Crew – continuation of Warner Street soft approach works, putting subbase down then “Geofabric” to stabilise stormwater foundations and starting to lay pipes and pits.

### Diggers Bridge Pedestrian Bridge and Revegetation Project

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



Image: Frog enjoying the new vegetation



Image: Diggers Bridge pedestrian bridge

### Poletti's Bridge Replacement Project

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



Images: Poletti's Bridge construction works

## Open Spaces and Natural Areas

The parks and gardens team have completed a number of projects and maintenance activities during this period. The following projects were undertaken:

### Port Douglas

- A total of 14 garden/irrigation upgrades in Macrossan Street and the Esplanade were completed
- Returfing and drainage upgrade to Little Cove
- Clearing dead wood and replanting of vegetation sound barrier on the Captain Cook Highway
- Clearing of dead/self seeded vegetation at IGA vegetation barrier, Mirage Country Club roundabout and Old Port Road
- Mulching of various gardens including the Community Hall and Flagstaff Hill Walking Trail
- Mechanical hedging of sound barriers on Port Douglas Road (Opposite IGA)
- Directional boring in Macrossan Street for irrigation to gardens and electrical cable for lighting project
- Tree planting and grass seeding of Diggers Bridge Recreational area
- Irrigation checks/upgrades to all gardens
- Replacement of damaged bollards in various locations including Four Mile Park, Teamsters Park, Sports Complex and Market Park
- Port Douglas Cemetery Memorial Garden upgrade.



Image: Little Cove upgrades



Image: Esplanade gardens upgrades

## Mossman

- Mechanical hedging in Johnston Road and Front Street
- Turfing and repairing gardens at the Daintree Ferry destroyed from flood events.
- Vegetation works at Newell Beach Esplanade to improve public access and overall appeal of the area.
- Irrigation checks and repairs in Mossman gardens.
- Garden upgrade at Daintree Township toilet block.
- Steam weeding of all playgrounds Mossman to Cape Tribulation.
- Pressure cleaning of all public toilet blocks Mossman to Daintree Township.
- New beach access path completed at Mossman River Newell Beach.
- Mossman Caravan Park vegetation works including removal of three dead and/or dangerous trees, mowing and coconut de-nutting.



Image: Ferry garden repairs



Image: Irrigation repairs

### Biosecurity

A total of 109 feral pigs were trapped and destroyed by our Pest Animal Controller this period. Our staff were trained by Biosecurity Queensland inspectors as part of the Northern Australia Biosecurity Surveillance Program. The purpose is to monitor feral animal health and report anything out of the ordinary. Our nursery produced 2,192 native plants for streambank restoration, community and Council works.



Image: Nursery life



Image: Crew prepare to survey for Miconia

The team has overcome many challenges while conducting surveys for Miconia in the tropical rainforest of Whyanbeel Valley. Steep slopes, high rainfall, sheer ravines and dense vegetation hampered the efforts of staff on ground making the work very physically demanding. Our team committed over 320 man hours this year.

A Condition Monitoring Plan for the Hiptage Eradication Project is being developed to monitor treatment works of a large infestation in Tara Hills. Council received \$180,000 in funding from Terrain NRM to continue our Hiptage Eradication Program and to monitor revegetation growth after initial treatment of the weed.

Aerial survey was recently conducted in September in conjunction with Queensland Parks and Wildlife Service (QPWS). A large area of the Mossman National Park and Mossman River system were successfully surveyed, with 62 new Hiptage points discovered.

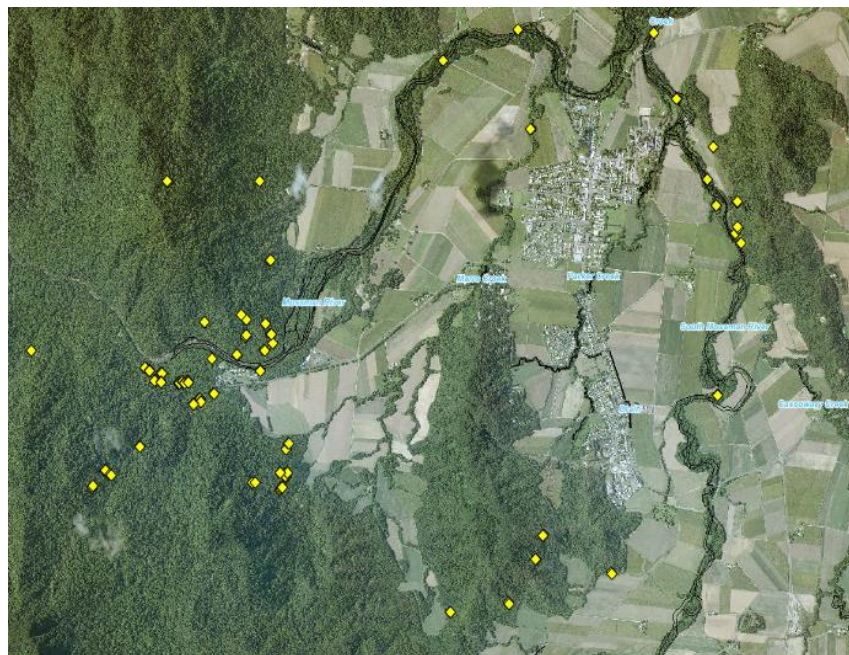


Image: New waypoints found

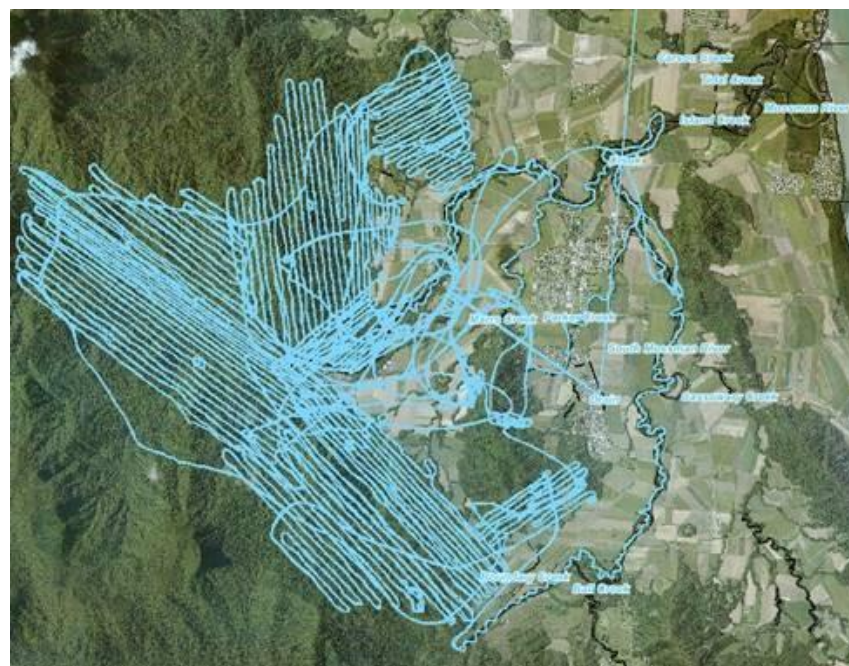


Image: Aerial flight path



## Fleet Services

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

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

## PROJECT OFFICE

### Capital Works

#### Rex & Whyanbeel Intake Upgrades

Despite a plentiful wet season, both the Rex and Whyanbeel Creek Intake upgrades were completed. The Rex Creek Intake configuration was changed to increase hydraulic performance and improve maintenance, whilst the Whyanbeel Creek intake improved maintenance and undertook repairs.



Image: Rex Creek intake new screens



Image: Whyanbeel Creek new screens & race overflow channel

### Craiglie Reservoir Roof Replacement

Contractors have commenced the roof replacement project, with the existing roof being removed and subsequently found to be in a poorer condition than initially thought. Council has been successful in obtaining a Queensland Government grant for \$1.2M to undertake additional repairs such as painting of the reservoir.



Image: Crane removing large portions of the existing roof

### Mossman WWTP Sludge Lagoons

Council commenced upgrading infrastructure at the Mossman Wastewater Treatment Plant by lining the existing lagoons with PE impervious liners.



Image: Unlined lagoon



Image: Lined lagoon

## Disaster Recovery

Disaster recovery projects continued in earnest during the period, with submissions to the Queensland Reconstruction Authority for the 2019 events exceeding \$12 million. Works to stabilise and re-open to two lanes of the Cape Tribulation Road at Alexandra Range were completed during the period. Road repair tenders went out to market and is expected to exceed \$4M. Initial stabilisation activities of the Upper Daintree Road landslip were completed,

Tenders were let for the 2018 roads recovery, Cape Tribulation Bloomfield Road land slip and the Syndicate Road landslip, with works commenced on the roads project.



Image: Initial stabilisation and road reopening on Upper Daintree Road



Image: Cape Tribulation Rd landslip



Image: Completed Works

## WATER AND WASTEWATER

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

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

### Water Restrictions

This reporting period is our winter dry season. All intake levels have decreased but are remaining adequate for consumer demand. There were no water restrictions for most of this reporting period; however the month of September demonstrated a lack of rain and the climate forecast outlook indicated below than average rainfall. Council introduced level 1 water restrictions on 23 September 2019 within the Douglas Shire. There were no water licence exceedances during this reporting period.

### Training

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

Water and Wastewater staff attended an Acid Sulfate Soil Awareness Training session, CPR and First Aid refresher training in this reporting period.

In June, our Manager of Water and Wastewater attended the Reef Councils Wastewater Stewardship Strategic Assessment workshop in Brisbane. This collaboration of reef councils is to investigate alternative sewage management options and their applicability to reducing nutrient flows from Great Barrier Reef catchments. In August, the Australian Water Association (AWA) conference was held in Townsville. This conference focused on Water – delivering health, amenity and prosperity.

## Water

The Mossman show was held in July and the Water and Wastewater department featured a water and sewer display involving interactive games. These games were “Guess the number of water buckets you need to...” flush a toilet, have a shower or brush your teeth?” In addition, “What goes down the toilet and what doesn’t?”

These games were popular with children and it was interesting to see that children were mostly correct with their water bucket guesses compared to the adults. Also on display was a UF filter water cartridge and a Douglas Shire Council water standpipe.



Images: Mossman Show display for Water and Wastewater

All tested parameters for drinking water samples were compliant with the health guideline values of the Australian Drinking Water Guidelines (ADWG) and the Public Health Act. During the reporting period, there were a small number of residents within the Mossman and Whyanbeel water schemes that experienced discoloured water.

Extensive flushing was performed to improve water quality and all customers were satisfied with the outcome. There was one water quality notification in the Mossman water scheme advising high chlorine levels. Testing was carried out and chlorine levels were found to be compliant.

Scattered rainfall continued in July which maintained water levels in the intake creeks. August and September saw the onset of the dry season and the intake levels have steadily decreased. At the end of this reporting period, the water intake level has dropped to 300mm, which is a 60% reduction in flow compared to the levels in August. Consumer demand has steadily increased over the period as expected.

The Level 1 water restriction appeared to have encouraged some consumers to be more water wise with demand dropping approximately 6% in the last week of September however this is much less than required. Monday is a no watering day and a chance to the reservoirs to recharge however consumption does not drop off on this day indicating some disregard for the restrictions.

All water treatment plants performed well this period ensuring sufficient reservoir levels throughout all schemes. Craiglie reservoir is offline for repair work reducing our storage capacity by 10 ML. Creees reservoir (20 ML) is our primary storage supply at present and water plant operations have to be critically managed to ensure adequate water is supplied to consumers.

Dropping intake levels due to ongoing dry season conditions and extraction limits set by the regulator on our licence will see further water restrictions implemented before the end of the next reporting period. Consumer education is required to persuade more residents and visitors to be water wise in these dry periods.

Maintenance, repair and operational activities included:

- Repair to UF cartridges;
- Service of all generators;
- Repairs to pipework;
- Repairs and service of Air compressors;
- Service of all gas chlorine dosing plant;
- Reservoir Inspections;
- Service of Calcium Hypo dosing plants.

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

During this reporting period, there were 282 customer request notifications, 177 service repairs and 14 water main breaks that were repaired. There were also 164 settlements and 9 new service installations.

A number of capital projects were completed such as the Rex Creek Johnson screen renewals, Whyanbeel Water Treatment plant renewals, installation of UF cartridges at Mossman Water Treatment Plant, Daintree Water Treatment Plant new scour valves, installation of the Daintree Bore phase 2 and replacement of control valves at the Whyanbeel Water Treatment Plant.



**Images: Rex Creek Intake renewals, Whyanbeel WTP renewals and Daintree WTP new scour valves.**

In July, the new capital works program for 2019/2020 was well underway and works have been progressing as scheduled within water quality and reticulation. Quotes, contracts and purchasing of new assets are currently being obtained for water network service renewals and design assessments.

### Wastewater

General and preventative maintenance duties were carried out at both Mossman and Port Douglas Wastewater Treatment Plants sites. Other preventative maintenance works included sewer gravity mains maintenance and pressure cleaning of 31 sewer pump stations to avoid fatty build up.

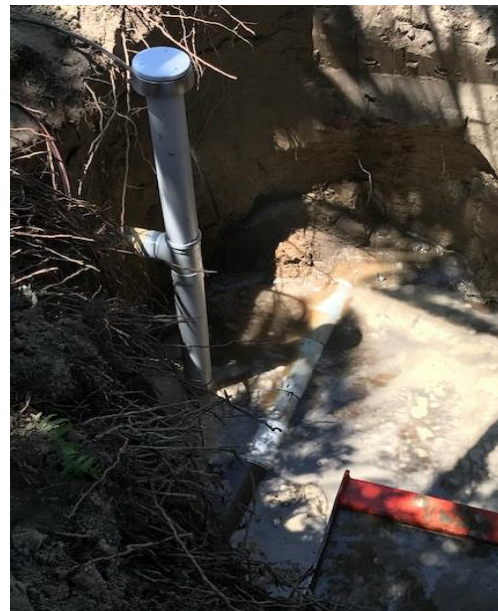
The 19/20 capital works program commenced in earnest with a budget of \$933,000. By the end of September 34% of this had been committed with the majority of works scheduled in this calendar year.

A significant project of relining and raising manholes had been awarded to commence in October, the positive outcome of this work will be a significant reduction of stormwater infiltration into the sewer network that occurs each wet season. Three generators for sewer pump stations have been ordered, this will significantly increase our resilience in disaster situations and prevent raw effluent from entering the environment during power outages.

Renewal of house connection branch lines were completed at Scarlett Drive, Port Haven retirement village and Nautilus Street as part of the capital sewer renewal program.



**Image 10: Nautilus Street, Port Douglas house connection branch line renewal**



**Images: Before Port Haven house connection branch line renewal**



**Images: After Port Haven house connection branch line renewal**



A broken house connection branch line caused the interruption to the property sewer services, creating a sinkhole in the backyard in Jack Street, Mossman. The images show the sinkhole and the repaired house connection branch line located at Jack Street, Mossman.



**Images: Emergency sewer line repair on Jack St, Mossman**

The Wastewater team will be completing most of the 2019/2020 capital projects within the next quarter prior to the wet season commencing. Flow meters were installed at two sewer pump stations where high infiltration occurs. A replacement of a sewer rising main pipeline was also completed.



**Image: Flow meter installation**



**Image: Sewer rising main replacement**

DOUGLAS SHIRE COUNCIL

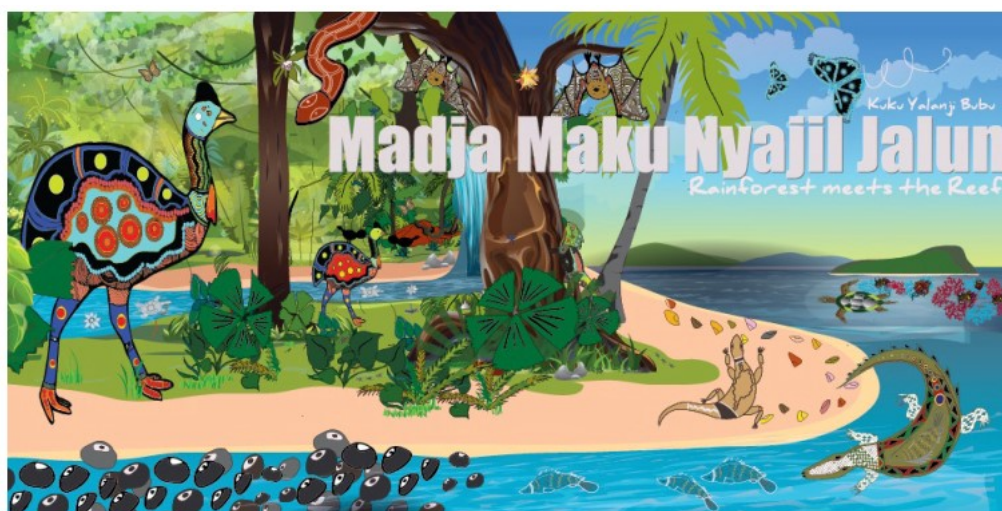
# ORGANISATIONAL REPORT CARD

2019 - 2020

July – September 2019

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

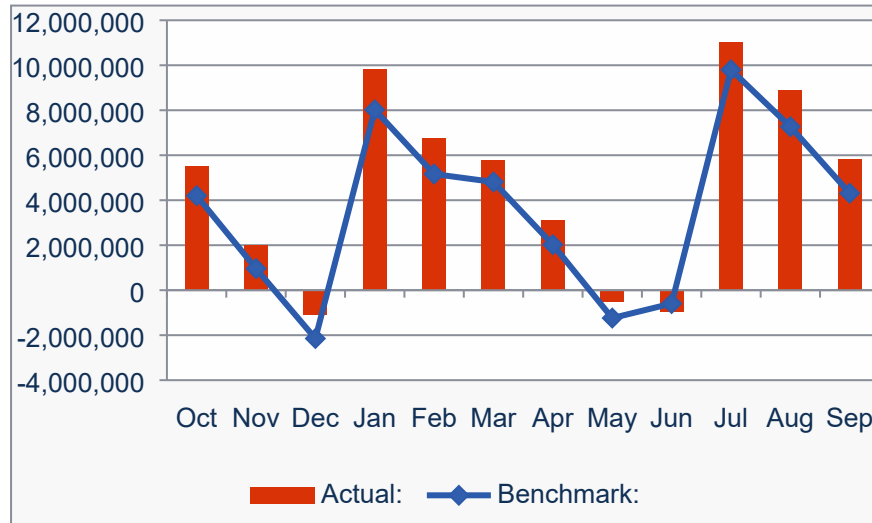
**DOUGLAS**  
SHIRE COUNCIL



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

# 1.0 FINANCIAL PERFORMANCE

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

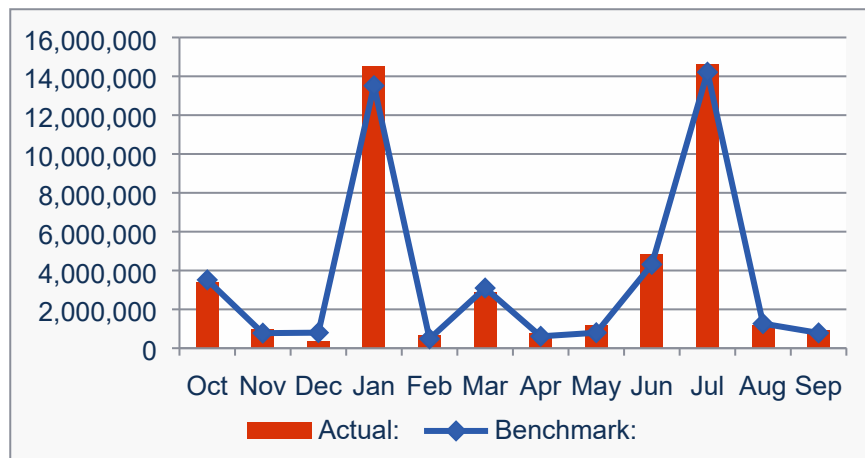


	Year To Date July	Year To Date August	Year To Date September
<b>Benchmark:</b>	9,799,127	7,268,157	4,309,763
<b>Actual:</b>	11,018,519	8,879,161	5,833,228
<b>Variance:</b>	1,219,392	1,611,004	1,523,465

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

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

## 1.2 Revenue Against Budget

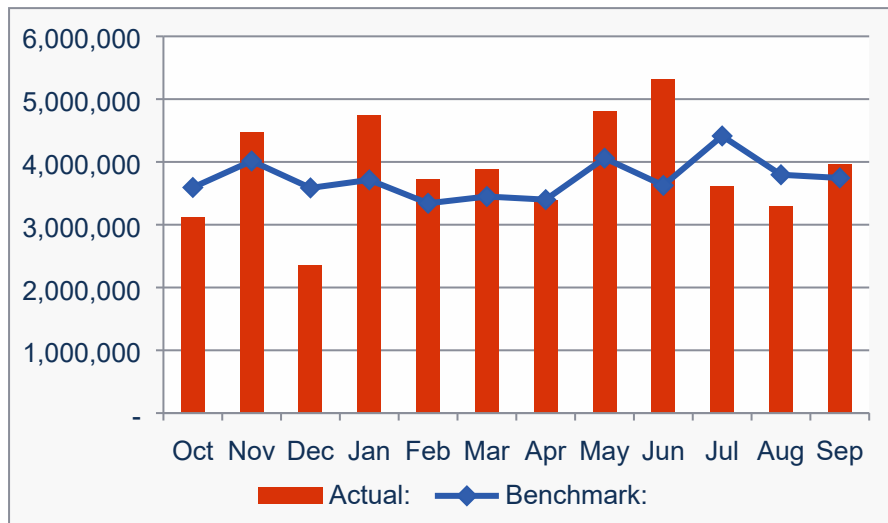


	July	August	September
<b>Benchmark:</b>	14,212,566	1,264,662	786,248
<b>Actual:</b>	14,630,618	1,157,954	914,759
<b>Variance:</b>	418,052	-106,708	128,511

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

**Interpretive Comments:** Council has collected 37% of its forecasted operational revenue.

### 1.3 Expenses Against Budget

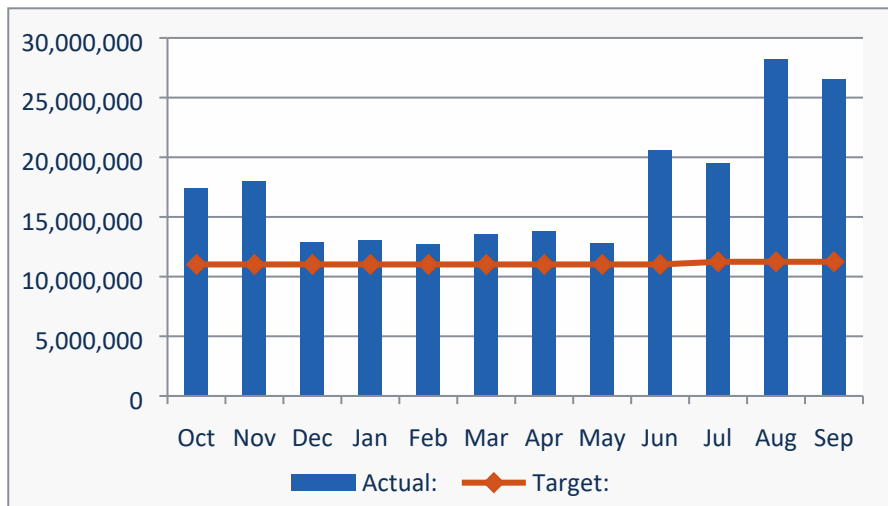


	July	August	September
<b>Benchmark:</b>	4,413,439	3,795,632	3,744,642
<b>Actual:</b>	3,612,099	3,297,312	3,960,692
<b>Variance:</b>	-801,340	-498,320	216,050

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

**Interpretive Comments:** Year to date operating expenditure is currently under budget, predominantly due to a saving in employee benefits and materials and services.

### 1.4 Capacity to Meet Operational Expenses

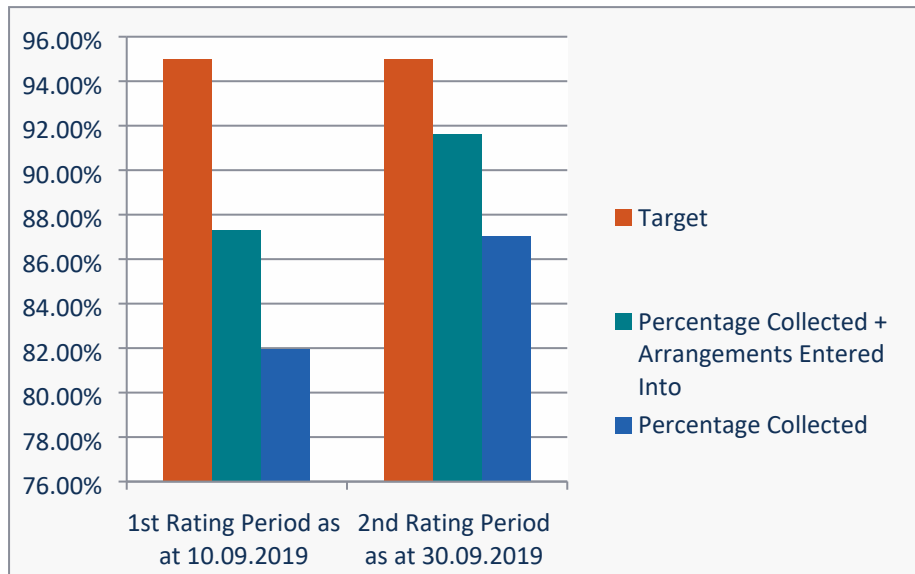


	July	August	September
<b>Target:</b>	11,242,783	11,242,783	11,242,783
<b>Actual:</b>	19,480,778	28,193,100	26,514,677
<b>Variance:</b>	-8,237,996	-16,950,318	-15,271,895

**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



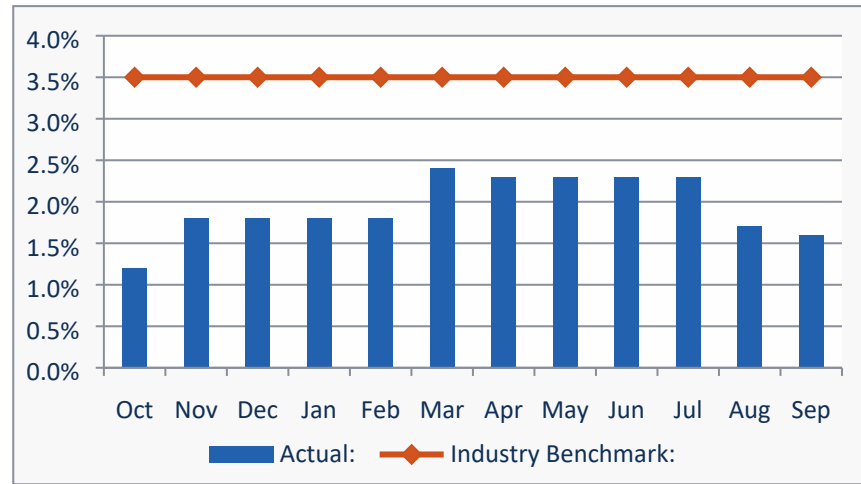
	1 <sup>st</sup> Rating Period	2 <sup>nd</sup> Rating Period
<b>Target:</b>	95.00%	95.00%
<b>Percentage Collected and arrangements entered into:</b>	87.31%	91.62%
<b>Percentage Collected:</b>	81.96%	87.05%

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

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

## 2.0 HUMAN RESOURCES

### 2.1 Lost Time – Workplace Injury

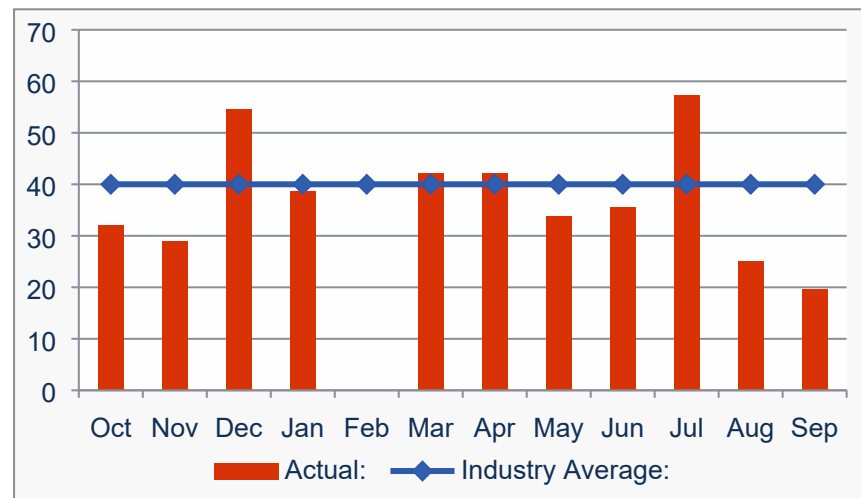


	July	August	September
<b>Industry Benchmark:</b>	3.5%	3.5%	3.5%
<b>Actual:</b>	1.7%	1.6%	1.6%

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

**Interpretive Comments:** For periods ending June, July, August and September there were four LTIs. The incidents were: two back strains, a shoulder strain and a tendon tear. Only one incident remains open, to be closed on 4 October 2019.

### 2.2 Efficiency of Filling Positions Vacant

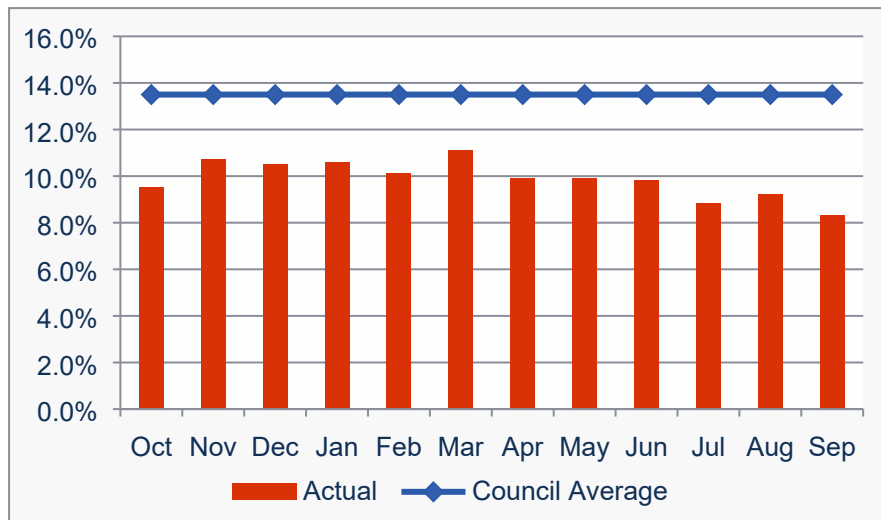


	July	August	September
<b>Maximum:</b>	40.0	40.0	40.0
<b>Actual:</b>	57.4	25	19.7
<b>Variance:</b>	-17.4	15	20.3

**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 15 roles this period with an average turnaround of 43.8 days.

## 2.3 Monthly Staff Turnover

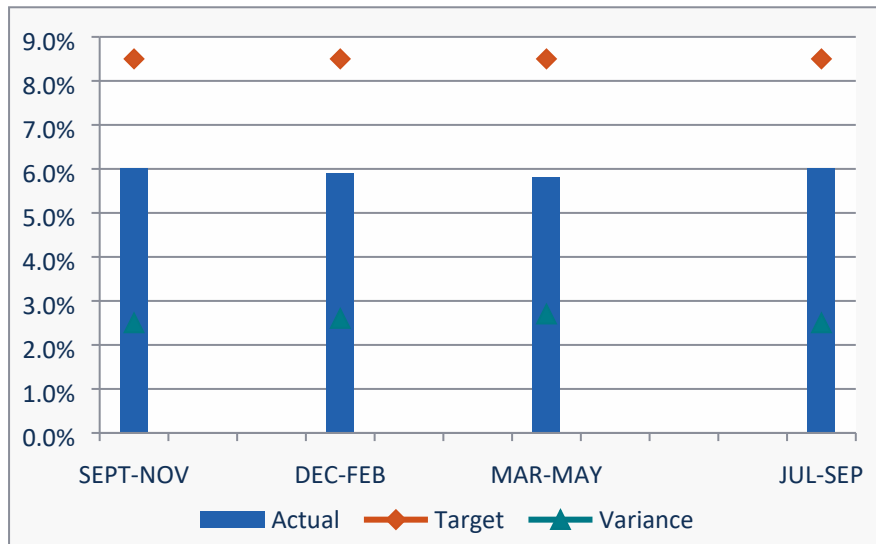


	July	August	September
<b>Maximum:</b>	13.5%	13.5%	13.5%
<b>Actual:</b>	8.8%	9.2%	8.3%
<b>Variance:</b>	4.7%	4.3%	5.2%

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

**Interpretive Comments:** The average number of staff exiting Council in the last 12 months was 17.2 for this reporting quarter, which is 9.8% of total staff.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



### Jul – Sep 2019

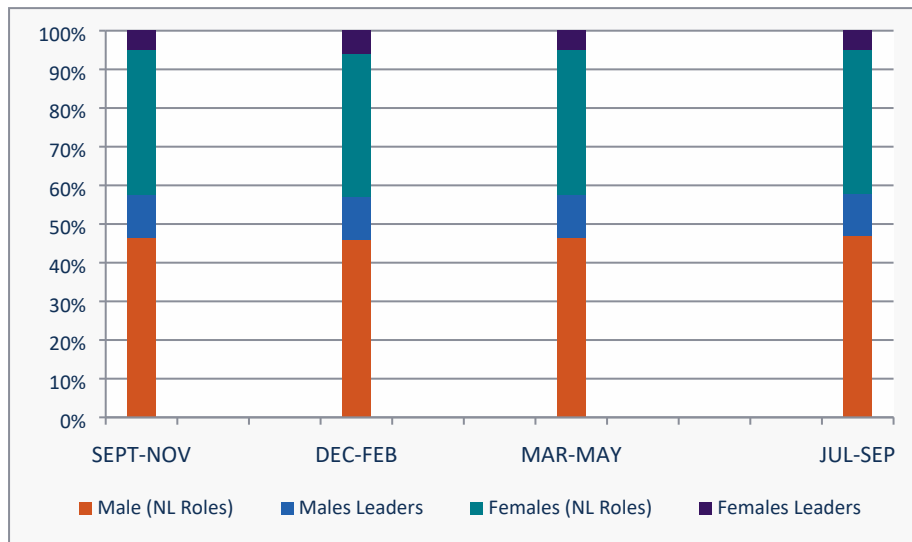
<b>Maximum:</b>	8.5%
<b>Actual:</b>	6.0%
<b>Variance:</b>	2.5%

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

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



## 2.5 Workplace Diversity – Males & Females



### Jul – Sep 2019

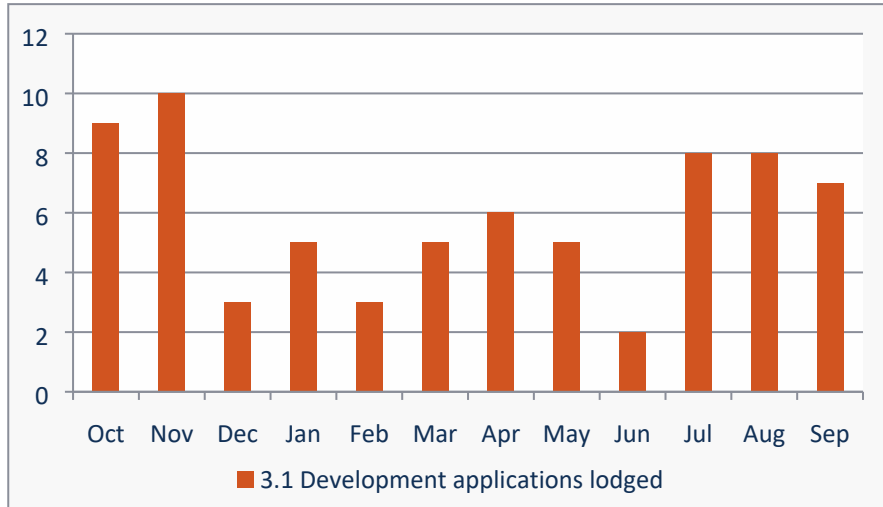
<b>Males (NL roles):</b>	47%
<b>Males</b>	11%
<b>Females (NL roles):</b>	37%
<b>Females:</b>	5%

**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 181 staff - 57% male and 43% female. 20 of the 105 male staff and 9 of the 77 female staff held leadership roles.

## 3.0 ENVIRONMENT & PLANNING

### 3.1 Development Applications Lodged

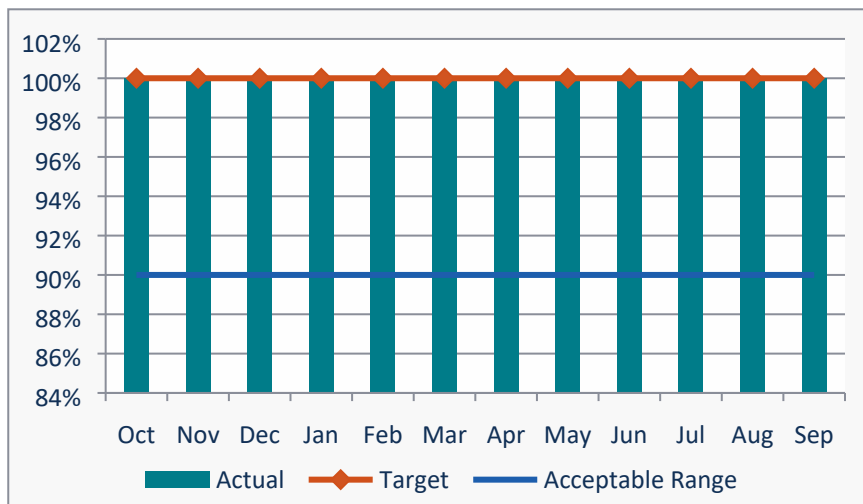


	July	August	September
<b>Actual:</b>	8	8	7

**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 have remained steady in the last quarter. Planning has also received 44 other development assessment related functions such as changes to applications, concurrence agency responses or requests for Exemption Certificates.

### 3.2 Assessments Completed Within Statutory Timeframe

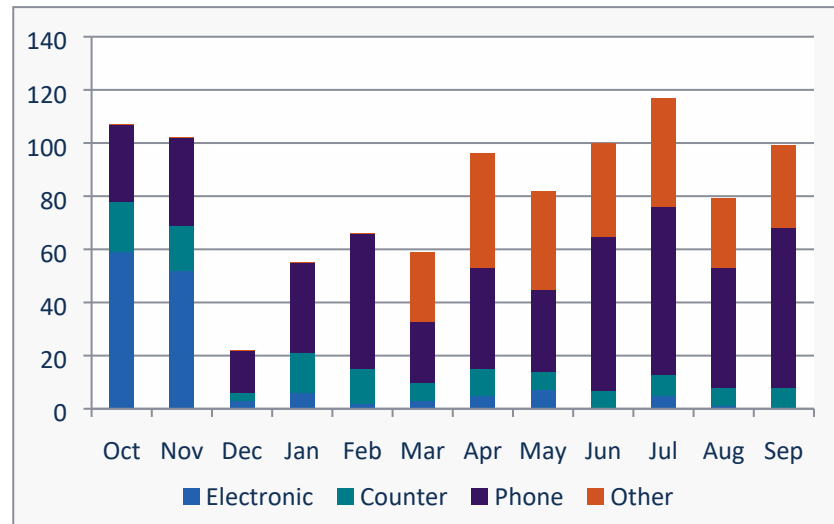


	July	August	September
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>Actual:</b>	100%	100%	100%

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

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

### 3.3 Development & Assessment Officer Enquiries

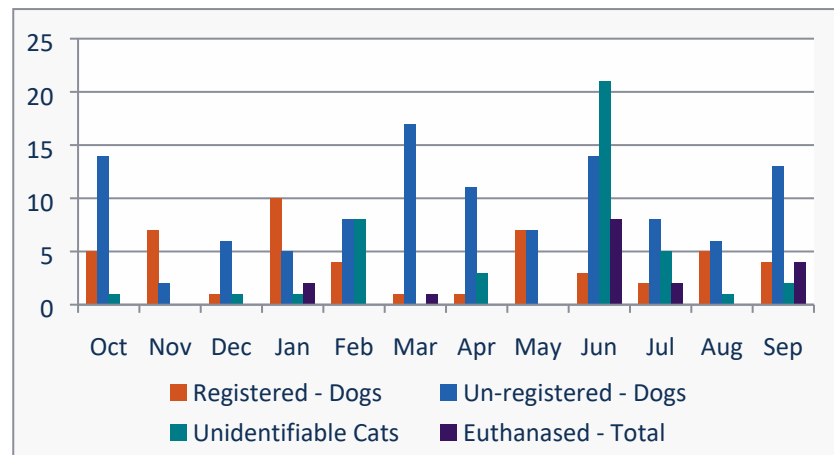


	July	August	September
<b>Electronic:</b>	5	1	0
<b>Counter:</b>	8	7	8
<b>Phone:</b>	63	45	60
<b>Other:</b>	41	26	31

**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. As can be seen by the numbers, significant number of planning enquiries are received each month.

**Interpretive Comments:** This reporting period has seen a significant increase (almost double to that of the previous reporting period) in the number of enquiries received in the Planning Department, especially in relation to phone calls. These figures do not include work tasks that are received by Council through correspondence received by records. These figures represent the 'front of house' service provided by the Planning Department.

### 3.4 Animal Impoundments



	July	August	September
<b>Registered - Dogs</b>	2	5	4
<b>Un-registered - Dogs</b>	8	6	13
<b>Unidentifiable Cats</b>	5	1	2
<b>Euthanased - Total</b>	2	0	4

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

**Interpretive Comments:** The number reflects an increase in problem feral cats assessed as unsuitable for rehoming.

### 3.5 Illegal Camping



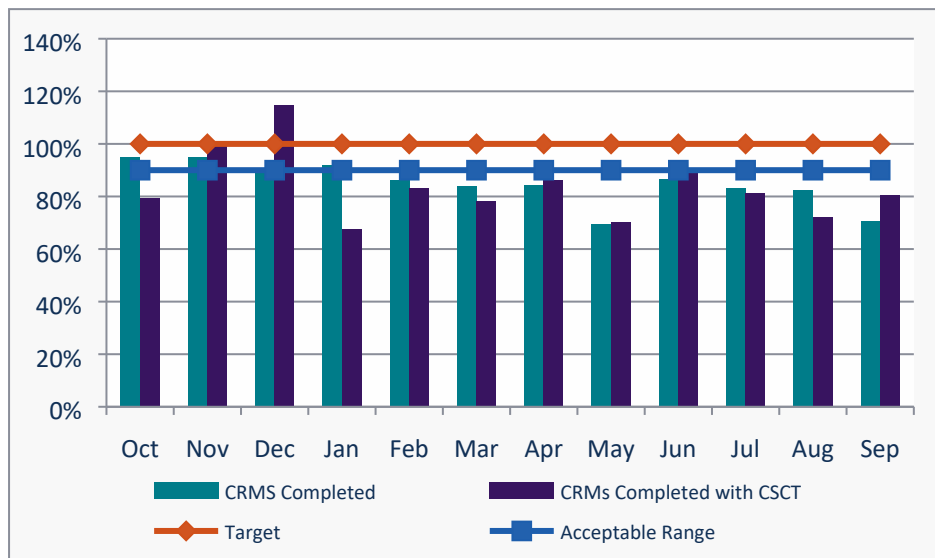
	July	August	September
<b>Actual</b>	181	62	93
<b>Repeat Offenders</b>	0	0	0

**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 significant spike in numbers reflects the delayed commencement of the tourist season due to the extended wet season.

# 4.0 CUSTOMER SERVICE

## 4.1 Customer Request Management (CRM) Records



	July	August	September
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>CRMs Completed:</b>	83.18%	82.40%	70.69%
<b>CRMs Completed within CSCT:</b>	81.21%	72.10%	80.53%

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

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

## 4.2 Top 5 CRMs

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

### July

	Category	Quantity
1.	Leaking/Broken Service Pipe	58
2.	Planner of the Day	35
3.	Trees (street/park)	27
4.	Rates – Arrangement to pay	27
5.	Waste – Residential Repair/Replace	23

### August

	Category	Quantity
1.	Rates – Arrangement to pay	85
2.	Leaking/Broken Service Pipe	58
3.	Planner of the Day	26
4.	Waste – Residential Repair/Replace	22
5.	Trees (street/park)	19

### September

	Category	Quantity
1.	Leaking/Broken Service Pipe	49
2.	Planner of the Day	29
3.	Rates – Arrangement to pay	28
4.	Trees (street/park)	25
5.	Illegal Camping	18

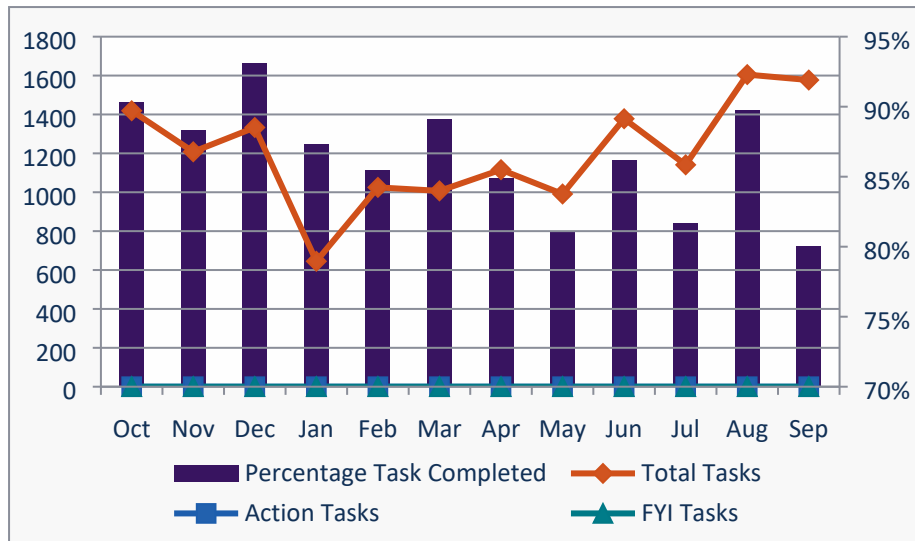
## 4.3 General Customer Enquiries

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

	July	August	September
enquiries@douglas.qld.gov.au (direct email and via web)	1471	1297	1264
Phone Calls to 4099 9444	1774	1635	1985

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

### 4.4 Inwards Correspondence Actioned

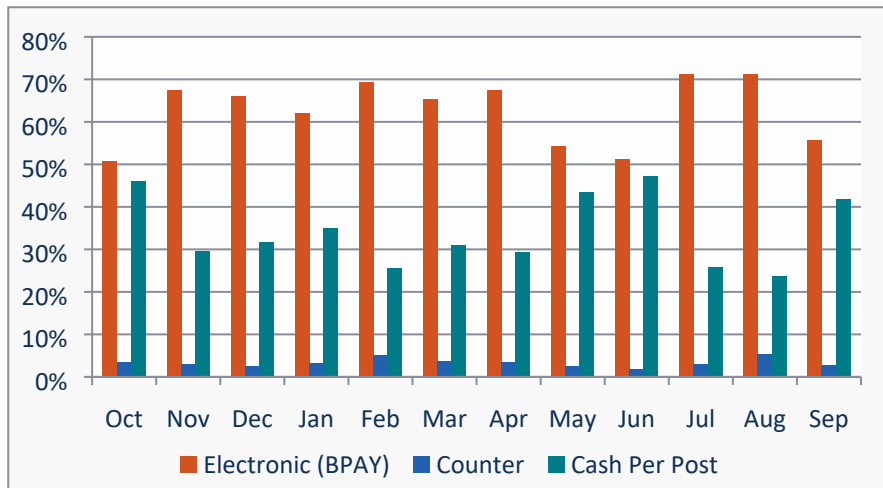


	July	August	September
<b>Total Tasks:</b>	1141	1605	1577
<b>Action Tasks:</b>			
<b>FYI Tasks:</b>			
<b>Percentage Task Complete</b>	81.68%	89.72%	80.03%

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

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

### 4.5 Rates Payment Methods



	July	August	September
<b>Electronic (BPAY):</b>	71.26%	71.18%	55.66%
<b>Counter:</b>	3.00%	5.19%	2.68%
<b>Cash Per Post:</b>	25.74%	23.63%	41.66%

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

**Interpretive Comments:** The trends continue to show a higher acceptance of electronic payments as opposed to counter and mail payments.

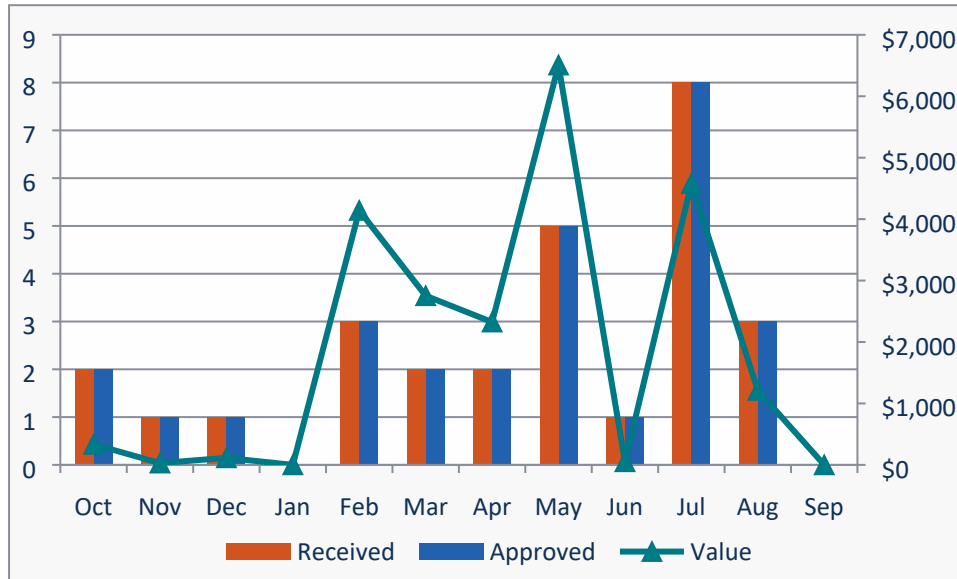
# 5.0 MEDIA AND COMMUNICATIONS

## 5.1 Council Communications to Communities

	July	August	September
Facebook Posts	65	38	59
Website (Page) Views	50,606	52,398	49,101
Public Notice Advertising	12	13	12
Media Releases	12	8	10
Community Notice Boards	2	2	2

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

## 5.2 Community In-Kind Request



	July	August	September
<b>Received:</b>	8	3	0
<b>Approved:</b>	8	3	0
<b>Value:</b>	\$4,579.99	\$1,211.82	\$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.