

5.7. REPORT FROM THE CHIEF EXECUTIVE OFFICER

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DEPARTMENT: Office of the Chief Executive Officer

RECOMMENDATION

That Council receives and notes the report.

EXECUTIVE SUMMARY

This report presents an outline of the operational initiatives and progress made by Council's administration from 1 January 2014 – early March 2016, and in addition, provides an overview of the Administration's operations in the first term of Douglas Shire Council following de-amalgamation.

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.

As in 2014, the 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 has a greater understanding of the community's observations, and so we welcome and encourage all comments.

REPORT

CEO UNIT

The CEO Unit has developed and implemented a vast range of programs, strategies, projects and events in the 26 months since de-amalgamation.

Corporate Documentation

The development of a number of policy and strategic planning documents are required when establishing a new Council. Some are legislative and others are strategically significant. Officers from the CEO unit have lead the development of, or played an integral role in the development of the following:

- The Event Policy and Strategy – [http://douglas.qld.gov.au/download/policy_and_plans/Events%20General%20Policy\(3\).pdf](http://douglas.qld.gov.au/download/policy_and_plans/Events%20General%20Policy(3).pdf) and http://douglas.qld.gov.au/download/policy_and_plans/Events%20Strategy%202015-2020.pdf
- The Community Support Program Policy [http://douglas.qld.gov.au/download/policy_and_plans/Community%20Support%20Program%20General%20Policy\(2\).pdf](http://douglas.qld.gov.au/download/policy_and_plans/Community%20Support%20Program%20General%20Policy(2).pdf)
- The Community Engagement Framework and Policy <http://douglas.qld.gov.au/community/community-engagement/>
- The Corporate Plan http://douglas.qld.gov.au/download/policy_and_plans/Douglas%20Shire%20Council%20Corporate%20Plan%202014-2019.pdf
- Two Annual Reports - <http://douglas.qld.gov.au/201415-annual-report-highlights-achievements-of-new-council/> and <http://douglas.qld.gov.au/council-adopts-inaugural-annual-report/>
- Two Go Douglas! e-books https://issuu.com/douglasshirecouncil/docs/go_douglas_celebrating_2014_a954e381199f44/0 and https://issuu.com/douglasshirecouncil/docs/go_douglas_celebrating_2014_a954e381199f44/0

Officers were also involved in the development of two Operational Plans.

Officers have taken the opportunity to participate in community lead activities and meetings, offering support and advocacy where able.

Community Partners and Participation

Officers strengthened relationships with community groups and organisations throughout the Shire by participating in meetings and planning days. These include:

- Coordination and activation of the procedure to ensure the vulnerable members of our communities were supported during the weather event, Cyclone Ita
- Commitment to participate in the Local Liquor Accords
- Assistance and participation in the Community Agency Network, Douglas Homeless,
- Participation and promotion of Beach Clean Up days – Council provided free waste disposal as in-kind support for events initiated by Tangaroa Blue.
- Participation and promotion of the National Science Week workshop with Tangaroa Blue on Marine Debris Source Reduction Plans.
- Promotion of the phone recycle program, the printer cartridge program, Switch Off at Work, paper and printing reduction,
- Participation and promotion of the clean-up of the Rex Range Mossman to Julatten.
- Coordination and implementation of the Skate Park Street Art project
- Get Ready Douglas Community Forums – This involved partners from Council, QLD Fire and Emergency Services and the SES and was available from Buru (China Camp) to Port Douglas.
- Development and implementation of the innovative Get Ready Douglas wallet USB card. This card was pre-loaded with storm surge maps and preparation checklists. The storage capacity was also large enough for residents to upload other documents such as birth certificates and insurance papers.

- Seniors week is celebrated throughout the Shire, with Council receiving COTA (Council on the Ageing) funding and partnering with the Mossman Community Centre to host an intergenerational event attended by 30 community members. Council also contributed to the Seniors Lunch for 100 Douglas Seniors Week and the Elders shared their stories while enjoying a beading, art and morning tea.
- The Mayor's Christmas Appeal is launched each year and allows for families in need with children to apply for a Christmas hamper. Community organisations assist with ensuring those that require assistance complete the application forms. Each year a local church group and Goobidi Bamanga Family Support Services assists Council officers with the packing and delivery of the hampers.
- The Women of Douglas Get Out, Get Active series of Come and Try programs proved to be very successful with more than 100 participants taking part. Programs such as these would not be possible without officers sourcing and securing external funding. The beginner and advanced tai chi in Port Douglas was so successful that the Port Douglas Neighbourhood Centre is continuing the program with Council support through the provision of the Port Douglas Community Hall.
- Officers work closely with various organisations to recognise days of significance such as Sorry Day, Remembrance Day, Reconciliation Week, NAIDOC Week, Children's Week, Youth Week and White Ribbon Day.

Events and Programs

The calendar of events that has been established since 1 January 2014 is quite substantial. Officers have been responsible for a diverse list of civic events, and have also been integral to an extensive range of community events.

The collaboration between various Council departments has seen the identification of efficiencies which has not only improved the delivery of the events, but has improved the communication and process for external event organisers.

- Since 2014, more than 600 people have attended Council's Australia Day and Civic Recognition Awards.



- In 2016 officers coordinated the Great Australian Bites Australia Day Event. This event was presented by Council in partnership with the Queensland Government and National Australia Day Council. Port Douglas was chosen as one of the first regional venues to feature Great Australian Bites festivities. About 1000 people turned out to the event in Rex Smeal Park to enjoy the showcase of local bands, musicians, our fantastic regional cuisine and the activities on offer.



- Council conducts Citizenship Ceremonies annually on Australia Day, in May and on National Citizenship Day (17 September). More than 100 new citizens from the UK, NZ, Irish Republic, India, Philippines, Netherlands, France, Poland, Germany, Thailand, Czech Republic, Mexico, Italy, South Africa, Ukraine, Canada, Indonesia, India, Sweden, the USA, Scotland, Poland, Hungary, Croatia, Sri Lanka, South Africa and France have been welcomed to the Douglas Shire at these Citizenship Ceremonies since 2014.



- In collaboration with RSL and Douglas Historical Society, ANZAC commemorations in Mossman, Port Douglas and Cow Bay have included the development and delivery of the Diggers of Douglas book, free community breakfast in Mossman and Cow Bay following the Dawn Service, the historical displays and video footage, Commemorative Plaques representing fallen World War 1 soldiers.
- World Environment Day was celebrated with the inaugural Foyer Exhibition of 'A Whole Lot of Rubbish' by Jo Barstow and David White. The exhibition opening was attended by over 40 people and extended by popular demand.



- Lighting up Mossman and Port Douglas for Christmas has taken some planning due to the limited lights and decorations previously available. A plan was developed with approximately \$5000 per annum since 2014 to purchase decorations.
- Council developed the Welcome to Douglas Guide for new residents and businesses as the ultimate guide to the Douglas Shire to community organisations, events and activities, council services and tips to make the transition to living in the best place on the planet even easier. Since July 2015, 485 'Welcome to Douglas' letters have been sent to new ratepayers. This letter includes the link: http://douglas.qld.gov.au/download/community_development/Wecome%20to%20Douglas%20-%20A%20Guide%20for%20New%20Residents.pdf to the Welcome to Douglas ebook. There have been a total of 6981 visits to this webpage since the launch in July 2015.
- Launch of the newly constructed Wonga Beach Skate Park.
- Public participation in the Extreme Weather: Disaster Resilience Photo Competition and Exhibition. The exhibition included 31 local images that have since been used in disaster resilience programs including banners and signs.

- ECO Week saw the wonderful 'Fish in the Foyer' by Jo Barstow and David White, along with Nursery employee, Gaylene Sheather, conducting a 'Gardening with Natives' presentation. Both of these initiatives were very well received with requests for further displays and workshops.



- To illustrate the impacts of illegal dumping, Council dumped a display pile at Port Douglas Markets and supported it with an information stall and corflutes. An officer conducted community engagement activities at the market display to gauge community responses to the impacts of illegal dumping and encourage public assistance in reporting/stopping illegal dumping. In total, 26 market stallholders and visitors provided valuable feedback and the overwhelming majority of people were very positive about the initiative.
- Active Games in the park was launched in August 2015, providing free activities for young people after school. A total of 416 children have participated in the afternoon activities held at George Davis Park, Mossman on Tuesdays and Hutchins Park, Port Douglas On Thursdays. This program also employs two local facilitators for the delivery of the program.

Economic Development

Officers have been involved in many economic initiatives driven by Council since 2014. We have been innovative in our approach to economic development and the support we offer our business communities.

The Douglas Shire boasts the largest regional film locations gallery on the Screen Queensland database http://screenqld.reel-scout.com/loc_results.aspx?g=douglasshire Major productions to utilise the Douglas Shire as a film location include the new Channel 7 TV series *Wanted* which featured the Douglas Shire prominently on Tuesday 8 March, and popular ABC series *The Code* which spent three weeks on location in the Douglas Shire in September 2015, injecting several hundred thousand dollars into the local economy and enabling dozens of locals to be cast as extras.

The Daintree Gateway project provided the opportunity for local Yalanji artists to submit concept designs for the Daintree Ferry. The successful piece was developed by three artists and has become a point of interest while travelling across the Ferry. This project has also provided an avenue for the artists to promote themselves and their art to a wider cliental.

The Agile Business Planning Workshop was facilitated by TheSpace to help consolidate business ideas.



(Above) Troy Haines from TheSpace facilitating the workshop.

In August 2015 officers launched the innovative Space Port. The Space Port is a co-working facility for small businesses, tertiary students, organisations needing space to focus on business, studies; or if needing a small meeting space. It is an option for new and emerging local businesses and entrepreneurs to utilise as a convenient alternative to their own homes.

The inaugural Douglas Business Forum attracted over 100 local business delegates with an interest in the Douglas economy, business diversification and innovation; as well as the challenges facing businesses such as connectivity in the digital economy.



Officers attended the North Queensland Economic Summit held in Cairns. This was an opportunity to promote the shire as an investment destination to over 300 international delegates.

The Douglas Card was developed in conjunction with Tourism Port Douglas Daintree to encourage visitors to explore north of the Daintree River.

This initiative has seen 2323 cards have been issued with the cards used 2576 times.

Council is very pleased to have secured the LGMA Queensland Annual Conference 2016. Approximately 120 of Queensland's most innovative and experienced local government executives (with an estimated additional 80 partners and associates) will attend the three day event bringing over \$500,000 in direct economic benefit to the Shire.

To find out more about the initiatives undertaken please follow http://douglas.qld.gov.au/?wpfb_dl=2397.

Officers have also developed a number of online tools to assist with business development. These can be found under the Business tab on Council's website <http://douglas.qld.gov.au/>

Grants

As a newly de-amalgamated Council, officers have developed an extensive grants program, designed to meet the needs of our diverse communities without duplicating existing funding opportunities.

The program commenced with the Community Support Program (CSP) and the Regional Arts Development Fund (RADF). In 2014 six artists shared RADF grant funding of \$5000 to run arts and cultural programs and projects, while eleven local, not-for-profit organisations shared in over \$50,000 in funding for community, sport & recreational and arts & cultural projects across the Shire.

In 2015 the Event Funding Program was introduced with more than \$40,000 in cash and in-kind support was signed off by Council for a range of new and exciting local events.

These included:

- Port Shorts Film Festival
- Taste Port Douglas
- Port Douglas Beach Picnic Races
- The Mossman Sugar Festival

and community events such as the Port Kids Inc community fun day and the Port Douglas Community Services Network fundraiser for Pink in the Tropics involving the AFL Crocs.

Officers have also been instrumental in securing major events in the Shire that have a massive impact on marketing the Shire as a destination, providing a positive short and long term economic impact. These include the Cairns Airport Adventure, Coral Coast weekend and the internationally renowned mountain bike race, the Crocodile Trophy. Both of these events attract large numbers of interstate and international riders.

Council also supports a number of local events and community groups through three year Resource and Performance Agreements that include a financial contribution and / or in-kind support.

This is a snap shot of events and organisations that Council supports:

- Tourism Port Douglas Daintree
- The Clink Theatre
- The Douglas Shire Historical Society
- The Great Barrier Reef Marathon
- Christmas in the Park - Mossman
- New Year's Eve – Port Douglas
- Mossman Show
- Carnivale.

The level of in-kind support offered to not for profit groups throughout the Shire is currently over \$25,000 and this includes items such as venue hire, mowing, green waste collection and assistance with ground preparation.

December 2015, saw the introduction of the Business Development Fund. This new grant opportunity opened on 1 December 2016 and closed on 26 February 2017. This is an exciting addition to Council's funding program and the range of applications received will see an increase in employment opportunities throughout the Shire.

A full list of Council Grants and the various opportunities available to profit and not for profit organisations can be found at <http://douglas.qld.gov.au/community/community-grants/Communication>

There are many ways to communicate with the diverse communities that form the Douglas Shire. What works for one area may not work for another. Officers understand that and have implemented a range of opportunities to share and receive information.

Website and Social Media

Since 1 January 2014, the Council web site has developed from a site that contained basic information, to now include more than 500 pages of information: www.douglas.qld.gov.au. This has been as a result of input from users who have identified what they want to see and how they want to see it.

The web site attracts approximately 7000 unique users per month and is full of innovative and informative features include:

- Welcome to Douglas Guide http://douglas.qld.gov.au/download/community_development/Wecome%20to%20Douglas%20-%20A%20Guide%20for%20New%20Residents.pdf,
- Events Calendar, <http://douglas.qld.gov.au/events-calendar/> promoting hundreds of local community events annually,
- Community Engagement <http://douglas.qld.gov.au/community/community-engagement/>
- Customer Service Charter http://douglas.qld.gov.au/?wpfb_dl=1686
- Community Directory <http://douglas.qld.gov.au/community/community-directory/>,
- Access Douglas Directory <http://douglas.qld.gov.au/access-douglas-directory-2/>
- Film locations database http://screenqld.reel-scout.com/loc_results.aspx?g=douglasshire; and
- information on Council departments and a number of economic development tools under the Business tab.

Council joined Facebook in March 2014 and it has since become an important tool to communicate with our communities.

When compared to information provided by other de-amalgamated Councils on their websites, Douglas' community engagement is highly regarded.

Community Engagement	Population	Media Releases	Community Engagement Activities	Facebook followers	Facebook / Population Ratio
Douglas	11,000 (approx)	283	22	2378	22 per cent

Council posts an average 60 Facebook messages a month which reach an average of 920 Facebook users per post.

Facebook is particularly effective in the lead up to, during and after natural disasters such as Cyclone Ita, when more than 100 messages were posted in a matter of days and individual posts reached as many as 30,000 Facebook users.

Council has also joined Instagram to promote the Douglas Shire as a great place to live, work and visit.

Advertising and Public Notices

Each year officers negotiate an advertising package with the Port Douglas & Mossman Gazette, Port Douglas Radio and the Newsport website to keep our communities informed of Council events, projects and activities.

Council has distributed more than 280 media releases regarding Council operations, Council meeting outcomes and initiatives since 1 January 2014. This is in addition to providing hundreds of responses to media requests and assisting with other media-related queries.

Officers of the CEO Unit also produce regular Daintree Matters and Wonga Matters newsletters.

Daintree Matters is put up on noticeboards in the Daintree and distributed to a number of Daintree businesses via email to share with their networks.

Wonga Matters is provided for a local newsletter which is distributed to letterboxes around Wonga Beach and put up on the community noticeboard.

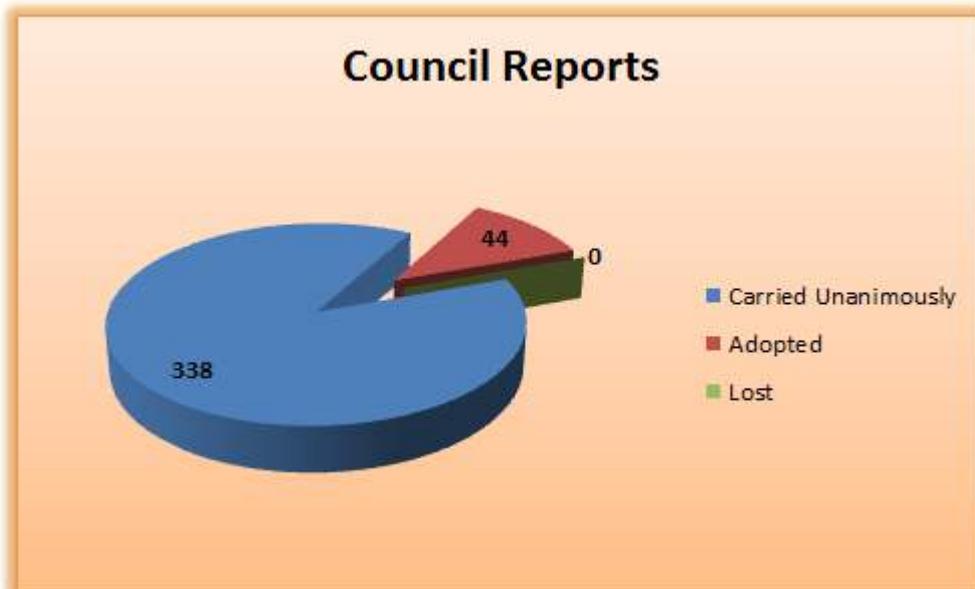
Officers are currently exploring various Applications (Apps) that would best suit the needs of our communities and Council. A report will be provided to Council in April 2016 with recommendations for progression.

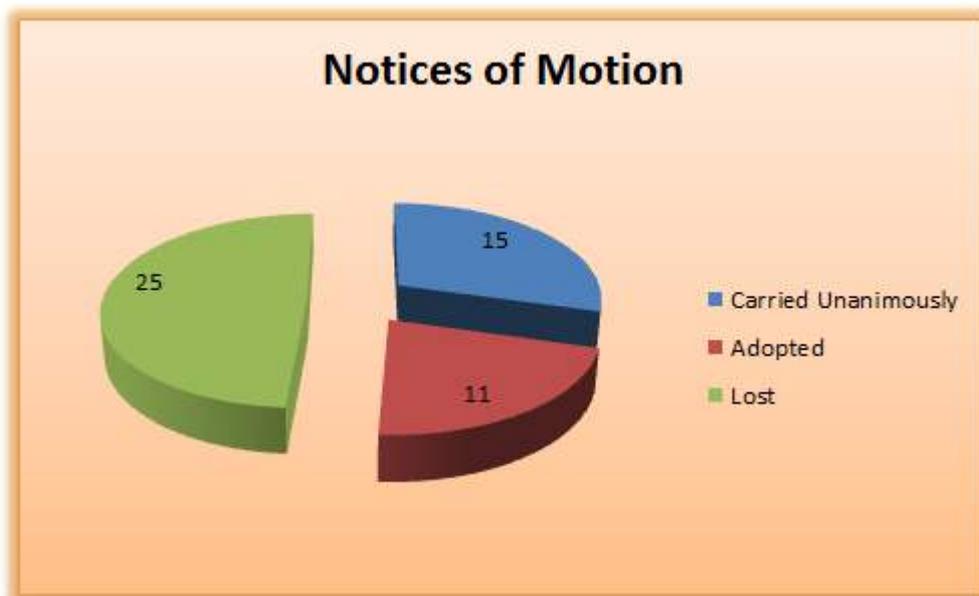
CORPORATE SERVICES

GOVERNANCE

Council Meetings

During the term of this Council there have been 52 Council meetings of which 38 were Ordinary meetings and 14 were Special meetings. In total Council considered 17 Mayoral Minutes, 382 Officer Reports and 51 Notices of Motion submitted by Councillors. The following graphs depict the voting results on all matters considered by Council.





Of the 450 matters considered by Council 82% were carried unanimously, 12.44% were adopted by majority vote and 5.56% were not adopted.

Human Resources

Human Resources activities have included recruitment and selection, staff training and development, staff reviews, managing return to work rehabilitation for injuries including personal and workplace injuries.

Training was held on a of topics ranging from first aid and CPR, Work Safety, Erosion and Sediment Control, Microsoft Excel, Confined Space Safety: Entry and Breathing Apparatus, and Certificate III in Water Operations.

Awareness training was also held on drug use and risks associated with drug use, such as Ice and Amphetamines. The program was well received, and it completed the Wellness Program for 2015. The Wellness Program also included a Fitbit Challenge, a fund raising program for the special needs students from Mossman State High School that also encourage staff to get fit.

Council has issued a number of traineeships, in both the administration and operation areas, aimed to develop the skills of school leavers and young professionals. In addition to traineeships work experience was provided for people on Court Ordered Community Service. This provided additional labour to undertake maintenance and cleaning of public spaces and to provide people on Community Service Work Orders with meaningful work to build community responsibility and increase work-readiness skills

Workplace Health & Safety

Achievements to date include the establishment of "Safe Plan", Council's internal safety management system. WH&S Audits have been held across Council's venues and action to complete those items are ongoing and reviewed monthly.

All staff supervisors attended mandatory Work Health and Safety training in early Feb 2015. In addition to other training held, WH&S induction training for Staff has been completed and induction training for Contractors to meet Council's WH&S responsibilities is also being implemented. To promote and enhance a strong WH&S culture within the organisation the following initiatives have been established:

- A governance framework of a WH&S Steering Committee to inform the strategic direction of WH&S in Council and a WH&S Representatives Committee to act as a conduit between staff and the Steering Committee.
- A Monthly Action Plan (MAPS) has been developed and implemented which records the fundamental WH&S actions to be undertaken by staff.
- Mandatory monthly Tool Box Talks to address specific WH&S issues are undertaken.
- A safety newsletter called "Think Smart before you Start" is issued on a monthly basis to inform staff of latest developments in WH&S.

Records

Since January 2014 Records Officers have processed in excess of 24,000 documents into Council's Electronic Document & Records Management System (EDRMS). In conjunction with processing of documents received work has continued in identifying, storing, archiving and where required sentencing of Council's records and archives. During the last two years enhancements and customisation of the EDRMS has also been undertaken to optimise usage and functionality for Council staff. Further work has been completed in updating Council's website on the publishing of historical Council minutes.

In early 2014 the project to migrate all relevant records from Cairns Regional Council was completed and an Intranet has been developed to enable good internal communication and to create greater staff access to resources.

Governance & Property

To streamline agenda preparation for Council meetings a new Minutes and Agendas software was implemented and staff were trained on the operations of the new system.

A review of Council's policies was completed following de-amalgamation, in which 168 policies transferred from Cairns Regional Council. This review was completed in June 2015 and 102 of these transferred policies were formally revoked by Council. A formal process on rolling review has now been established.

Over 200 suppliers of goods and services were registered as pre-qualified suppliers with Council, covering wide ranging activities. This process was necessary to ensure transparency and good governance over Council's procurement practices and to provide further opportunities for local suppliers to work with Council.

Significant number of property tenure and lease issues have been addressed and resolved. Inspections of Council's properties in line with the Operational Plan have been completed and letters advising of outstanding lease and maintenance issues have been sent to the lessees for rectification works.

Expressions of interest for vendors to run hot food stalls at Port Douglas Markets have now been finalised, following community consultation and are in the process of implementation.

FINANCE AND INFORMATION TECHNOLOGY

During the current term of Council the Finance and Information Technology (IT) Branch has achieved many key outcomes. Council was de-amalgamated from 1st January 2014 and many of Council's financial and IT systems had to be operational from the commencement of business on day one of the new Council, which meant considerable preparatory work was required prior to de-amalgamation. This included a four month rapid implementation of software systems to support core business functions, implementation of new equipment such as local servers, networks and telephones, rebuild of all workstations, establishment of a Cloud hosted environment, data extraction and migration from the former Council to the new Council, establishment of new bank accounts, ledgers, payment/receipting and payroll systems.

In addition, opening balances had to be established and a fair value assessment had to be undertaken for all assets and liabilities transferred to Council before a new asset register could be established. This included a review and recalculation of the estimated costs and forecasted years for the future restoration of Council's landfill sites, which resulted in a significant reduction in Council's provision / liability that was established for this purpose.

Council also had to establish its own systems, processes and controls, including development of appropriate financial policies and financial delegations, establishment of internal control processes, redesigned forms (including new rates and water notices with the development of associated electronic payment options), templates and reports, including the development of appropriate financial reporting mechanisms.

In its first few months of operation Council was also faced with two major weather events (a monsoonal rain event and Cyclone Ita) which resulted in significant damage to some of Council's major infrastructure assets. This triggered funding activation under the State Government's Natural Disaster Relief and Recovery Arrangements (NDRRA) and required the establishment of specific financial guidelines and systems to manage the revenue, expenditure and claims process associated with a multi-million dollar project to restore the damaged assets.

Many of Council's financial processes are mandated by legislation and also require compliance with Australian Accounting Standards and Interpretations. Other processes are considered good practice or have been recommended by Council's internal or external auditors. Some of the key processes undertaken and outcomes achieved during the current term of Council are as follows:

- Preparation and adoption of three budgets (and the associated policies) and two budget reviews. Each budget includes a long term financial forecast that includes a strategy to achieve a balanced operating position by the 2019/20 financial year. Each budget review incorporated carry-forward uncompleted capital works items and revised figures for the NDRRA asset restoration program.
- Timely completion and audit of annual financial statements and achievement of unmodified audit opinions from the Queensland Audit Office. During 2014 Douglas Shire was the first de-amalgamated council to complete this process and during 2015 the process was completed almost one month earlier than the previous year.
- Preparation of a Community Financial Report for inclusion in each Annual Report. This report provides a summary of the financial statements with the aim of providing understandable information to the members of our community.
- Development and ongoing refinement of a monthly financial report to Council that meets statutory requirements and provides relevant information in a format that is suitable for all readers / users of Council's reports.

- Lodgement of Council's annual Grants Commission Return and all statutory returns within the required timeframes.
- Issue of half yearly rate notices and four monthly water usage notices within required timeframes each financial year, coupled with the implementation of a comprehensive debt recovery program to recover outstanding arrears.
- Establishment and ongoing refinement of Council's Grants Register to monitor funding received by Council and facilitate grant acquittals
- Completion of a comprehensive external revaluation of most classes of Council's transport infrastructure assets and wastewater assets.
- Established new Asset Capitalisation and Revaluation of Non-current Assets policies
- Validated and balanced a new land valuation from the Department of Natural Resources and Mines (DNRM) and also used the data for rates modelling purposes.

During the current term Council was also required to participate in the Queensland Treasury Corporation's (QTC) Credit Review process. This involved Council populating the QTC Local Government Forecasting Model with data from Council's long term financial forecast plus information from various other sources, such as Council's annual budget and annual financial statements and providing QTC with information on Council's strategic direction. The process occurred over a number of months and required input from many areas of Council. The main purpose of the Credit Review was to assess Council's financial sustainability.

Following on from the initial implementation of Council's software systems and hardware requirements the IT section has been actively involved in many processes and some of the key outcomes achieved are as follows:

- Ongoing implementation and refinement of software modules, including module checks to ensure appropriate use and configuration. This has included the implementation of a purchase card module to improve efficiency and facilitate streamlined accounting processes and the migration of Council's historical document data to the current document management system.
- Implementation of eServices to facilitate internet payments for rates, water and animal registrations.
- Audio visual upgrades to the Council Chambers and the Mossman Depot.
- Provision of Tablets to field officers to assist with defect logging, data collection and access to reference materials while on-site.
- Wi-Fi installation in the Mossman Library and Port Douglas Community Centre and provision and installation of additional computers, phones, cabling and networking equipment at the port Douglas Hub
- Implementation of software to automate the compilation of documents prepared by multiple authors and to introduce a formal approval workflow. This software has proved to be very useful for the preparation of Council agendas and minutes.
- Replacement of out of date networking equipment and upgrade of links between Council sites in Mossman, including additional capacity to accommodate more users in the Mossman Depot & Nursery
- Training and implementation of Guardian Disaster Centre management software
- Phone system upgrade to increase capacity and add new functionality.

During the current term Council also upgraded all of its core software modules and transferred its Cloud hosted environment to a new Managed Services Platform, resulting in improved system performance and efficiency.

LIBRARY

The Mossman and Port Douglas Libraries successfully transitioned from Cairns Libraries to Rural Libraries Queensland by 1st January 2014.

Customers have 24/7 access to approximately 300,000 items including e-books, e-audio books, e-magazines and free downloadable music. Items not held in the collection are obtained free of charge via a very efficient inter-library loans service.

The new free “*Tourist card*” – “*join RLQ for free and read on the road*” has proved very popular with visitors to Douglas and is a significant improvement in the level of service offered. Over the past 2 years Libraries have been successful in obtaining the following State Library of Queensland grants:

Name	Amount	Comment
“Technology trendsetters” – “Free Wi-fi for Douglas Libraries”	\$12,000	In 7 months – 4422 sessions and 1300 users
“First5forever (formerly Best Start) Family Literacy initiative	\$12,258 / annum	This program runs over 4 yrs. (01/01/15 – 31/12/18)
SLQ grant to host a “Fun Palace”	\$2,380	400 people attended
SLQ “Ozobot robotics & coding” grant	\$800	“Ozobot challenge” school holiday activity
“Tech Savvy Seniors Queensland” grant	\$6,680	Started in February 2016

Partnerships have been established with Birch Carroll & Coyle & Events Cinema, ABC Open, Queensland Museums, Mossman Gorge Centre, State Library of Queensland, local schools and child care centres.

The Mossman Library introduced regular weekly programs for adults and children. Adults have an opportunity to “Get to grips with computer basics”. “*Baby Rhyme Time*”; “*Storytime*”; “*Lego & K’nex for junior builders*” and school holiday activities are programs available for children.

Libraries have celebrated NAIDOC week, Library and Information week, National Simultaneous Storytime, Heritage week, ANZAC, Children’s Book Week and hosted St Augustine’s “Connecting to Country art exhibition” and “Our dreaming: animating country” exhibition.

Free Wi-Fi was introduced to Mossman and Port Douglas Libraries in June 2015. The Wi-Fi is available during library opening hours and has enabled visitors and members to stay in contact with family, make travel arrangements, seek employment, to study and research, undertake business transactions and for general entertainment.

All Queensland public libraries are embracing the State Library of Queensland’s *First 5 Forever* (formerly “*Best Start*”) family literacy program aimed at supporting stronger language and literacy environments for young children from 0 – 5 years and their families. The program is run over 4 years and Douglas will receive \$12,258 per annum.

The Port Douglas Kiosk relocated to an adjacent room at the Port Douglas Community Hall in July 2015. Feedback has been positive – a light, bright, comfortable cool space with additional public computers and free Wi-Fi.

The “*Douglas Libraries Fun Palace*” held on 3 October 2015 at Mossman Markets was a huge success with approximately 400 people attending. Activities focused on the manifesto “everyone a scientist, everyone an artist”. Feedback included “*Brilliant fun – the adults enjoyed it as much as the kids*”.

Libraries were successful in obtaining \$6,680 “Tech Savvy Seniors Queensland” grant. The grant is a partnership between the State Library of Queensland and Telstra. To date all of the free technology training sessions have been fully booked. Training is provided in email, social media, internet banking, smartphones and tablets, online shopping and cyber safety.

The Library “has something for everyone” and the last 2 years have seen the service blossom and grow. It is no longer a place that just has books – it is a creative, learning, connecting community space that embraces technology and continually meets the challenges of the future.

2014 and 2015 have been busy, challenging, exciting and rewarding years for Libraries in Douglas.

Item	Quantity
Active Library members	4,528
Public visits	172,891 or av. 6,915 people per month
Loans	193,692 or av. 7,747 items per month
Inter-library loans supplied	588 or av. 23 inter-library loans per month
Library website visitors	5,081 or av 203 people per month
Public computer bookings	16,280 or av. 678 people per month
Wi-Fi access	1300 users, 4422 sessions in 7 months Av. 185 users / mth ; av. 631sessions / mth
Library events & program participants	302 programs /events 6,527 participants Av. 12 programs / mth & 261 participants / mth

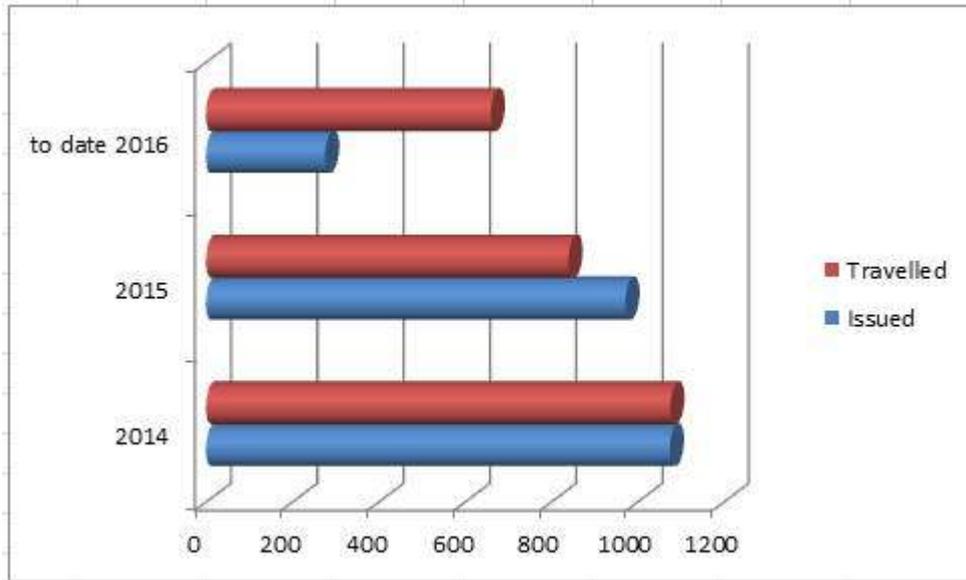
ORGANISATION BUSINESS SUPPORT UNIT AND FRONTLINE SERVICES

The new Douglas Shire Council continued with the marketing and economic incentive to encourage bona fide residents from neighbouring local government areas to take a trip to the Daintree during low season.

Residents from the Douglas Shire, Mareeba Shire, the Tablelands, Cairns, the Cassowary Coast and Cook Shire are invited to obtain a "Douglas Card" for free travel on the Daintree ferry from 1st November to 28/29th February each year.

Since January 2014 the Organisational Business Support Unit together with Frontline Services have issued approximately 2330 cards with over 2580 return trips being registered for free travel on the Daintree Ferry. Summary of cards issued and travel undertaken is detailed below:

Year	Issued	Travelled
2014	1075	1076
2015	972	840
To Date 2016	276	660
	2323	2576



Customer Requests

Council utilises a Customer Request Management System to record and action requests received from Council's customers. During the last two years Staff have captured 10,012 customer requests; the top 10 categories are as follows:

CRM Category	No. of Requests
General Maintenance Plumbing - Leaking/Broken Service/Pipe	940
Trees - Street/Park	721
Dog - Stray/Roaming/Walk Off Lead	446
Waste – Council facilities – As Required	421
Illegal Camping	300
Dog – Barking	286
Abandoned Vehicles	270
Waste – Residential – Repair	253
Local Law – Miscellaneous – Dumping, 4 Wheelers	252
Waste – Residential – Missed Collection	251

To enhance customer service facilities Council introduced a Frontline Services office at the Port Douglas Community Hall. The Service Centre has been open for business since Monday 31 August 2015, complementing the new and improved Library Kiosk and the Port Douglas SpacePort. The Customer Service Centre provides a range of Front Line transactions without the need for customers to travel to Mossman. These transactions are on a non-cash basis, however cheque transactions and EFTPOS facilities are available.



OPERATIONS

SUSTAINABLE COMMUNITIES

Planning

A new draft planning scheme for Douglas Shire has been developed over the past 18 months and this has been referred to the State Government for State Interest Review. It is anticipated that the new draft planning scheme will receive the Minister's approval to proceed to public consultation toward the end of March, with community consultation to be undertaken mid-2016.

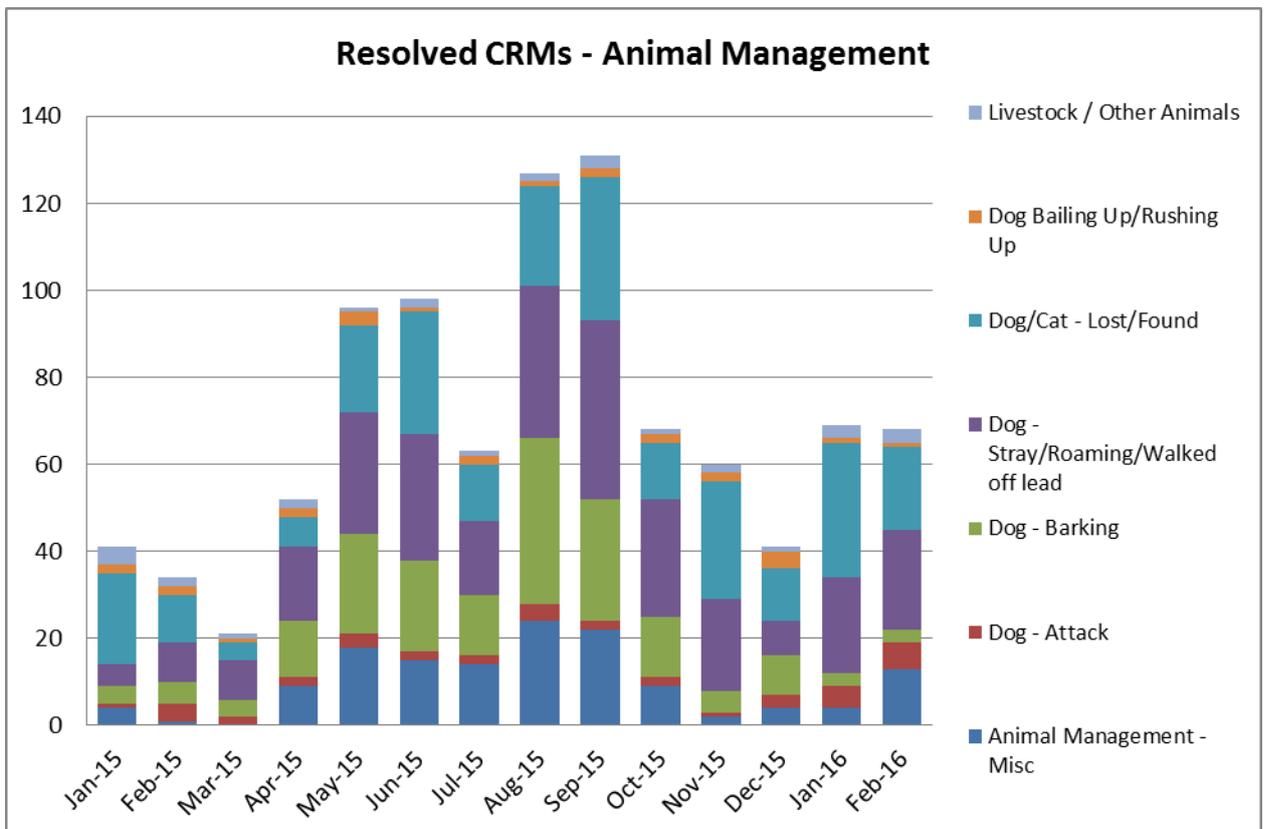
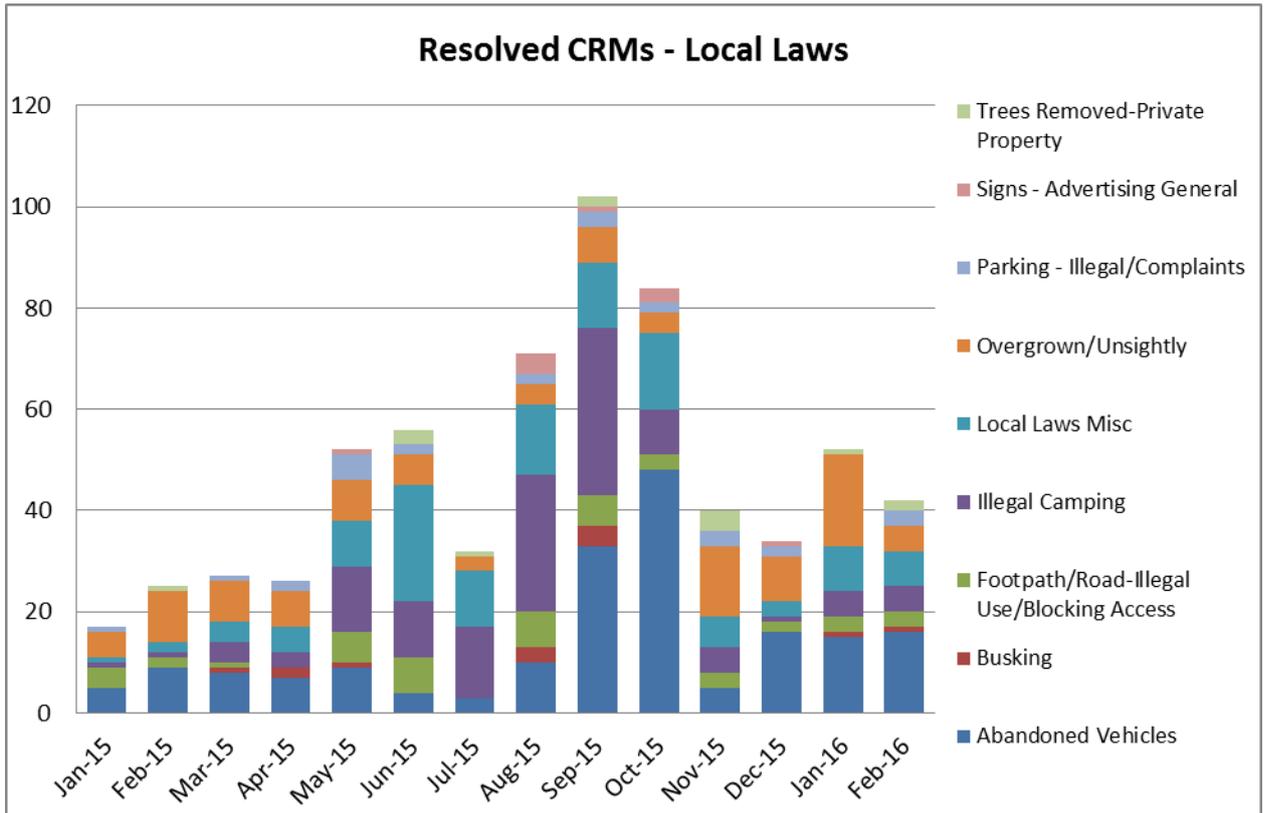
A number of significant development applications have been approved recently including land subdivisions, retirement facilities, resort refurbishment proposals and tourism ventures, signaling a boost in confidence in the local economy.

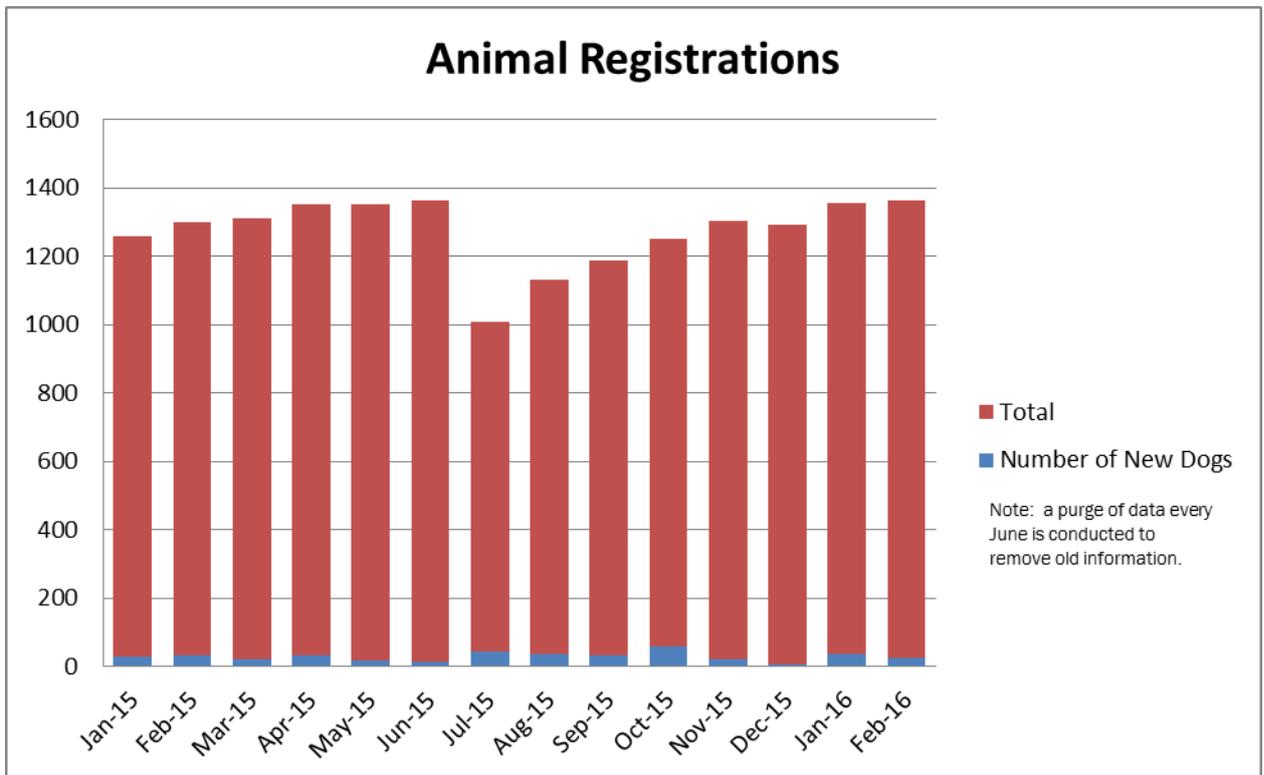
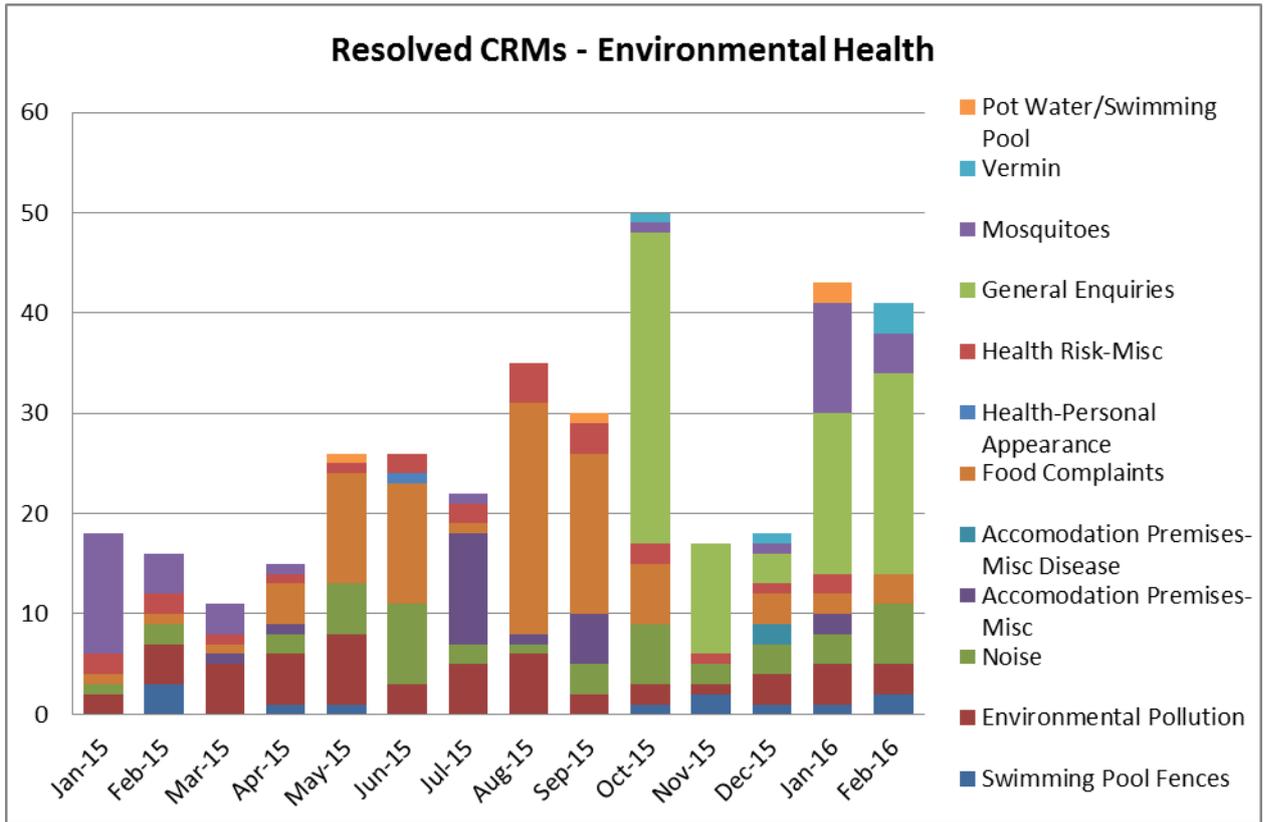
For the term of the current Council, 176 Development applications have been received, comprising 76 Material Change of Use (Code), 24 Material Change of Use (Impact)12 Combined Application, 24 Reconfiguration of Lot, 37 Operational Works and 3 Request to Extend Relevant Period under Superseded Scheme.

The totals do not include the numerous siting dispensations and extensions to relevant periods that are applied for.

Local Laws/Environmental Health

Customer requests resolved by Environmental Health & Regulatory Services for the months of January and February 2016, together with previous 12 month history.





The Environmental Health & Regulatory Services Unit of Council has had a very exciting and challenging past two (2) years, with many new initiatives and goals being met.

The team has had the benefit of a new local laws officer and a new part time local laws officer. Over the course of the last two (2) years the team has responded to 3,247 complaints and/or enquiries.

In addition, the Unit has: –

Animal Management

- Successfully implemented a responsible dog owner education and enforcement program which resulted in 5.9% increase in dog registrations for the 2014-2015 financial year.
- Investigated over 100 dog attacks mostly involving dog on animal incidents.
- Local Laws officers have been working hard to actively ensure all neglected and abandoned animals are resettled to new homes where they are well cared for. Below is a brief summary (approximate figures) of animal impoundments and their outcomes:

No. of Impounded Animals	Returned to Owner	Rehomed	Euthanized
416	130	117	169

Illegal Camping

- Successfully implemented Council's illegal camping strategy that included a review of regulatory signage, identifying hot spot areas, partnering with the local police and employing a new Local Laws officer.
- 1122 illegal camping patrols and responses to CRMs have occurred since January 2014.
- At least 790 campers were given information flyers, and most complied with the requirements with only a small number of repeat offenders (approx. 15).
- Most of the illegal campers were international travellers predominately from Europe (approx. figures below)

French	German	Italian	Australian	Other
19%	13%	6%	12%	50%

- The illegal camping initiative has been highly effective, and well received by the community with positive feedback. The regular patrols at Port Douglas have also resulted in cleaner and more accessible park and reserve amenities.

Illegal Dumping

- Successfully implemented a State-sponsored illegal dumping and littering surveillance program. A roll out of illegal dumping signage has also occurred to coincide with Council's Illegal Dumping Strategy.

Local Law Review

- Commenced a review of Council's Local Laws, by undertaking an internal audit that identified errors, irrelevant sections and gaps in the current local laws. It is envisaged the review will take several years to complete.
- Successfully completed in 2015 an informal community consultation project and work is currently underway to prepare draft local laws for further refinement and consultation.

Swimming Pool Safety (fences)

- With the introduction of the new swimming pool laws, 3 swimming pool immersions have been followed up by officers, with a cancellation of a resort swimming pool safety certificate.
- 7 Non-Conforming Notices have been sent to Council to notify of non-conforming swimming pool fences within the Shire.
- 3 PINs have been served, and approximately 41 Compliance Notices issued.

Abandoned Vehicles

- 271 customer requests were received in relation to abandoned vehicles since 2014.
- During this time, approximately 152 abandoned vehicles were towed by Council, 9 were sold at auction and 89 crushed for scrap metal.

Overgrown Allotments

- Since January 2014, 173 complaints were received in relation to Overgrown Allotments, and officers have issued 232 Compliance/Information Notices to property owners requiring their allotments be mowed.

Moorings

- The Unit has commissioned a regular maintenance and servicing regime for Council's public moorings. All of Council's moorings have now been audited and serviced, and new signage has been installed too.

Permits & Licensing

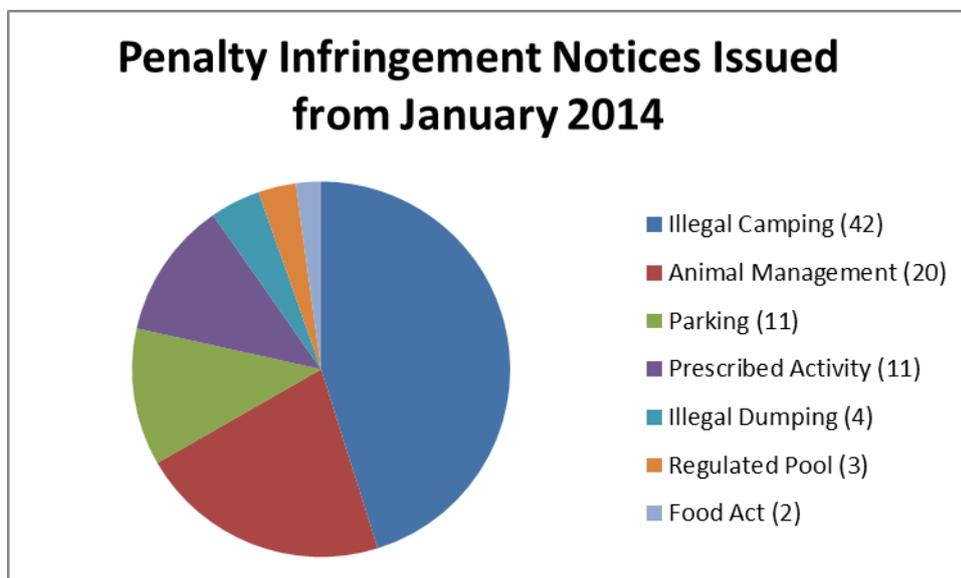
- Since January 2014, the team has processed over 260 footpath permits including Outdoor Dining, Goods on Footpath and Portable Advertising.
- Health officers have conducted up to 650 inspections of licensed premises during the last 2 years, and approved over 450 annual approvals to businesses for health related activities.
- 26 new food businesses have been established since 2014, 42 have changed ownership and 14 food businesses closed.
- Over 60 Temporary Food Licences have been issued, many for community events.

Prescribed Activities – Social & Community Events

- Over the course of 2 years, Council's Health Officers have worked with local businesses and community groups to help deliver record numbers of Council approved public place events and activities. Over 76 major events have occurred, both annual and one-off. Notable examples include Carnivale, Taste of Port, Tri-Port Triathlon, Trippo Waterslide, Port Douglas Picnic Beach Race, Cairns Iron Man Triathlon, and Paws & Claws Bark in the Park fundraiser.

Penalty Infringement Notices (PINs) Issued

- 93 penalty infringement notices were issued over the past 2 years.
 - 4 were withdrawn.
 - 28 were paid.
 - 15 were sent to SPER for State action.



Resource Management

Council's Collection Contractor services over 12,000 wheelie bins in Douglas Shire every week from residential, commercial and public place areas.

1. Used Lead-Acid Batteries: approximately 41.50 tonnes;
2. Scrap Metal: approximately 1963 tonnes;
3. Recyclables from Transfer Stations (Bay 1): approximately 195 tonnes; and
4. Tyres: approximately 27 tonnes.

Council has continued to participate in the DrumMuster Program, recovering over 5 tonnes of DrumMuster drums since de-amalgamation. Council also took part in the Farm Waste Recovery Trial for Sugar Cane Fertiliser bags, recovering over 850 bags for processing and recycling. This recovery trial is expected to result in an ongoing program for fertiliser bag recovery.

The Waste Reduction and Recycling Plan has also been drafted and is due to be adopted in the Council Meeting in March 2016. Targets in this Plan include reduction in waste generation, an increase in recycling rates throughout the Shire and improved resource recovery at Transfer Stations.

Other notable events include:

- The commencement of a recycling program for refrigerant and LPG gas in February 2015;
- Entering into the FNQROC Collection & Removal of Ferrous Metal & ULABs Contract in April 2015;
- Completion of a public place bin audit throughout the Shire in April 2015;

- Continuation of free green waste disposal and free mulch periods bi-annually;
- Upgrades to the hazardous storage bays at Cow Bay and Killaloe Transfer Stations; and
- Provision of in-kind disposal as support for the Great Northern Clean up in September 2015.

Council also awarded the Contract for Maintenance and Operation of Killaloe Transfer Station and Landfill to a local Contractor in February 2016.

INFRASTRUCTURE

Disaster Management

Through the current Council term disaster management has continued to be developed with improvements in planning, mitigation, education and response in relation to potential events. A Local Disaster Management Group (LDMG) was formed, a disaster management plan developed and mitigation measures undertaken including the causeway upgrade projects (Degarra, Connolly and Spring Creek), the Level 2 Flood Study of Daintree Village and the automatic river height gauge installation at Daintree Village. Council staff and the LDMG have successfully prepared and responded to cyclones Nathan and Ita, conducted an evacuation of the Ozcare Aged Care Facility in Port Douglas, became the first Council in Queensland to activate one of the new cyclone shelters and recently completed the development of a sub-plan for the activation and operation of the (storm tide) cyclone shelter (STCS). Council has developed an Incident management Team comprised of staff who will assist in the Local Disaster Coordination Centre and the STCS in an event. To assist in the coordination and management of disaster events Council recently installed the Guardian computer based disaster management system and a number of staff have undertaken training in Guardian and participated in a disaster exercise using the system.

On March 18, 2016 an exercise relating to the activation and acceptance of evacuees will be undertaken for the STCS. Council staff are also progressing the installation of a "flood cam" at the Foxtan Bridge and reviewing the flood warning gauge network in the Shire.

Civil Works

The civil works crews have been busy since de-amalgamation working to complete a range of capital and operation projects. A large portion of the work has been focussed around the high risk assets; being road bridges, causeways and footbridge renewals and upgrades. Over the past 2 years the completed projects are:

- Woobadda Bridge;
- First Log Bridge on China Camp Road;
- Kingfisher Lane Causeway extension;
- Degarra Causeways upgrade;
- Connelly Causeway upgrade;
- Connelly Bridge renewal (cycling);
- Spring Creek Causeway upgrade;
- Whyanbeel Causeway upgrade;
- Nicole Drive causeway upgrade;
- Santacatterina Floodway;
- Sonata Close footbridge; and
- Grant Street footbridge.

The total value of work completed in the bridges and causeway program is \$4,062,305.87 and Council has been fortunate to receive both state and federal grant funding for a number of these projects.



(Above) Woobadda Bridge – Bloomfield Track



(Above) Degarra Causeway Upgrade completed in 2015

Over the past 2 years, 139 kilometres of local roads have been resealed. In addition, Council has spent over \$1,000,000 on various road upgrade and widening projects across the network. Council has extended the sealed road network by an additional 2.5 kilometres, including the sealing of Borzi, Old Forestry and Rykers Road.

Pavement rehabilitation work has renewed gravel pavements across the network with Council completing approximately 2.6 kilometres of road rehabilitation. Some of the rehabilitation works includes the reconstruction of Bow Street, Junction Road and Bonnie Doon Road.

Drainage renewal and the upgrade of stormwater pipes and Kerb and Channel totalling \$300,000 has been completed.

The maintenance crews have completed inspections and routine maintenance on 50 kilometres of paved footpaths/bikeways, inspected and patched approximately 208 kilometres of sealed roads and graded approximately 172 kilometres of gravel roads. The Council undertakes routine inspections of 68 bridge, causeway and footbridge structures and is currently completing a level 2 bridge inspection program to identify major repair works.

Over 300 kilometres of kerb and channel and 1,000 kilometres of stormwater pipes have been inspected and are maintained using mobile tablet technology linked to customer requests.

The maintenance crews are always ready to assist in community recovery after monsoonal rain events and Cyclone Ita was an example of the staff's commitment.

Staff development and building multi skilled teams has been a focus for the group over the past 2 years. Training has included first aid refresher courses, chainsaw level 1,2 and 3, 4-wheel driving safety course, Traffic Controller Level 2, Traffic Implementation Level 2, Crash Investigations, Visual Road Inspections, Supervisors Forum, Reflect User Group Forum, Road Safety Auditing, Wet Tropics Awareness and in-house training to name but a few.

Disaster Mitigation and Resilience Funding

Council received funding under the 2014 National Disaster Relief & Recovery Arrangement to complete repairs to a large number of roads across the shire. The Works Package Highlights include:

- External funding secured \$22.5M
- Expenditure to date \$21.1M
- Expenditure into local/regional economy is greater than \$10M;
- Total number of roads repaired equals 156 out of 435 under Council control;
- Length of roads repaired is 94 kilometres;
- Bitumen seals installed to date is 47,703m²
- Pavement gravel installed to date is 97,000 Tonnes; and
- Construction period overall is eight (8) months.



(Above) Landslip stabilisation - Upper Daintree Road adjacent to Daintree River



(Above) Repairs to Noah's Creek bridge

Public and Natural Areas

The Open Spaces team has completed numerous capital works projects over the past two (2) years. Most of these works have focused on upgrading old infrastructure that is past its useable life and landscaping. Many new playgrounds have been installed, as well as new park and street furniture (picnic tables, seats and bollards) thus providing improved scenic amenity for all to enjoy. Some examples include:

- Replaced play unit Newell Beach and Wonga Community Park;
- New play ground and shade sail at Cape Tribulation;
- Replaced play unit and shade sails Bells Park Wonga Beach;
- New Wonga skate park and shade sail;
- Replaced Swing set at Cooya Beach;
- Daintree Gateway Landscaping including bore and solar panel irrigation system;
- Mossman Front Street Upgrade including new bins, seats, garden at post office, custom designed planters with feature street trees;
- Port Douglas Roundabout Landscaping project;
- New Marine themed bench seats at Port Douglas Waterfront;
- Revamped landscaping Port Douglas Road and Barrier Street Roundabout;
- Revamped landscaping Port Douglas Road and Ulysses Street Roundabout;
- New traffic mounds in Port Douglas Road and Port Douglas Service Road between Atoll Close and Barrier Street;
- New bollards and picnic tables in Four Mile and Teamsters Parks;
- Revamped landscaping Port Douglas Community Hall;
- New Outdoor Exercise Equipment on the Esplanade;
- Replaced post and rail bollards at the Port Douglas Sports Complex;
- Revamped Nautilus Street gardens;
- Replaced bollards in Market Park; and
- Replaced soft fall edging – Hutchings and Four Mile Parks.



(Above) Official opening "Wenden's Wonderland" new playground at Cape Tribulation

The Land Management crew have been standout performers in our region, often gaining praise for their efforts whilst assisting in regional taskforce events. One such event was the Yellow Crazy Ant Taskforce. Two of our staff assisted during the week-long operation. Below is a summary of the project and a photo featuring our staff member Brad Everett in a recent Cairns Post feature article:

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TASKFORCE



Resource sharing in joint operations

YELLOW CRAZY ANT TASKFORCE 2016



Project location/sites:

The foothills behind Edmonton & Bentley Park and into the Wet Tropics World Heritage Area

Host Council:

Cairns Regional Council supported by the Wet Tropics Management Authority

Date:

Feb 29 - March 4 2016

Project details

The task force brings together local stakeholders with Council /Agency staff to inject resources, skills and abilities that will assist in identifying the western boundary of the yellow crazy ant (*Anoplolepis gracilipes*) infestation.

Yellow crazy ants are an extremely invasive tramp ant currently invading the Wet Tropics World Heritage Area, cane farms and residential areas in Edmonton, Sawmill Pocket (Mt Peter) and Bentley Park.

Yellow crazy ants are killing and displacing native fauna, threatening the biodiversity of the Wet Tropics World Heritage Area and impacting on the lives of local cane farmers and residents.



Our Land Management team have conducted a total of 11,428 person hours treating 193 hectares of declared weed species. They have planted 4,114 native trees in revegetation projects and supplied 22,302 native trees to landowners, community and indigenous land care groups. Our feral pig trapping program, now embedded in Council's core operations, has destroyed 777 feral pigs.



(Above) Pictured above Dan Cobb traps his largest feral pig to date weighing 110kgs.

Fleet

Council has replaced a number of utilities, sedans and heavy vehicles over the past two (2) years and is in the process of procuring a new road sweeper truck. Fleet standardisation, inspections and workplace health and safety improvements have helped to ensure staff safety when out on site.

Fleet Services and Workplace Health and Safety are trialing a remote worker tracking system so that staff working alone or in remote areas can contact staff for assistance if they are injured.

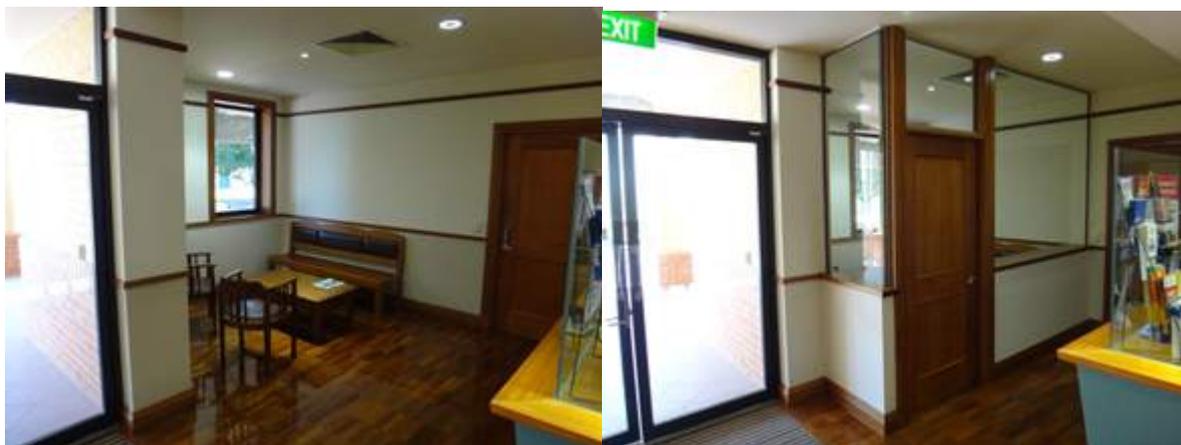
Facilities Management

Looking back over the last two years Facility Management has made considerable progress in both delivering building works and managing the existing infrastructure. Adjusting to the new computer systems and processes has had challenges but it has enabled the group to more accurately manage projects, financial information and deliver projects on time. February saw multiple Capital Works Projects completed across Council including the new Nursery Shed and the Mossman Administration Office meeting room.



(Above) Two Views of the new Mossman Nursery Shed

Work on the new public meeting room have been completed providing a private area for Councillors and staff to talk to members of the public.



(Above) Before and After Photos of the new public meeting room

The Capital Works program is progressing well with the new Cow Bay Toilet Block underway and planning for a new Toilet block at the Daintree Ferry also taking shape. Four new toilets, including an accessible toilet were built at the Daintree Gateway and toilets at Thorton Beach renovated. Facility Management has successfully managed many challenging requests over the last two years and look forward to the addition of a trainee administration officer into the team. This will help reduce response times and increase project management resources.

WATER AND WASTEWATER

Progress on the capital works program

Construction has started on the Newell Beach Esplanade pipeline upgrade. The replacement of the current asbestos cement pipeline will reduce breakages but will also improve the water quality in this water supply area. This project will be completed within 4-5 weeks weather depending.

The water security project is progressing very well and Douglas will soon have a document evaluating future avenues in securing a water supply for Mossman and Port Douglas.



(Above) Preliminary geotechnical investigations in the Mossman River as part of the water security project

Douglas Water and Wastewater is currently waiting for the report by the contractor on the capital project to vermin proof and seal water storages and reservoirs. Indications are that most work will continue in the last quarter of the financial year.

Mossman WWTP Laboratory, control room and storage shed upgrade commenced in December 2015 and was completed in January 2016.



(Above) Mossman WWTP Laboratory prior to upgrade



(Above) Mossman WWTP Laboratory after upgrade

At Port Douglas WWTP, critical maintenance was performed on the Equalisation Basin and the bridge was removed from the basin for refurbishment during January 2016.



(Above) Equalisation bridge removal



(Above) Refurbished Equalisation bridge

Compliance

Drinking water is sampled at intakes, reservoirs, treatment plants and in the reticulation network to ensure compliance with the Australian Drinking Water Guideline (ADWG). Water samples were taken from the four water supply schemes and tested at a NATA accredited laboratory, and at the Douglas Water Laboratory for physical, chemical and microbiological parameters.

During the January and February 2016 period, all tested parameters in drinking water samples were compliant with the ADWG. Douglas Shire Council didn't receive any water quality complaints during the January/February 2016 reporting period. Four new service connections were installed and the water reticulation team repaired sixty two water services.

All water filtration plants are operational and meeting demand requirements. Overall water plant reliability has been moderate to high. There have been a number of plant shutdowns due to poor raw water quality (on account of the heavy rains) and power outages, which are becoming more frequent as a result of increased storm activity. The reservoir storage levels have dropped very low at times as a result of interruptions to plant production. This has been primarily due to successive rain events affecting the raw water quality. In general reservoir storage levels have remained adequate to meet demand.

Since the inception of Douglas Shire Council, only three incidents of E.coli detection were recorded and reported to the Supply Regulator. None of these single E.coli detections related to any operational failure and were disregarded as no health impact by the Regulator. During the period January 2014 to January 2016 the Water and Wastewater team produced 5,956.8ML safe drinking water in Port Douglas, 1,678.9ML in Mossman, 595.7ML in Whyanbeel and 28.1ML in Daintree.

Wastewater compliance samples are taken from bio-solids, final effluent, receiving waters and bores. During the January/February 2016 reporting period all wastewater parameters tested were compliant with licence conditions. There were no odour complaints received.

On 23 December 2015, the Mossman WWTP went into bypass mode as a result of the record rainfall during December. As an outcome, the Mossman WWTP was intermittently not compliant with dry weather flow limits during January and February due to ingress and infiltration into the sewer network. Several meetings occurred during January and February between Douglas and Dept. of Environment and Heritage Protection (EHP) regarding the non-compliance on dry weather flow limits, and led to a formal ERA Amendment pre-lodgement

meeting. Staff are working to introduce new EHP model conditions that will enable the Mossman WWTP to comply with dry weather flow limits.

During the 2014 and 2015 period there were no non compliances at Mossman WWTP regarding chemical and faecal coliform limits. The dry weather flow limit however was intermittently exceeded. Since inception of the Shire there were minor exceedances in the chemical and faecal coliform standards at Port Douglas WWTP. The Sequential Batch Reactor plant was fully compliant in terms of conditions for flow limits.

At Mossman WWTP 780.2ML wastewater was treated to effluent licence standards and discharged to the Mossman River during the 24 months in the 2014 and 2015 period. In the same period Port Douglas WWTP treated 2,346.4ML of wastewater and provided 2 resorts with 1,134.9ML of recycled water.

During 2014 and 2015, 73.2 dry tonnes and 268 dry tonnes of bio-solids were produced at Mossman and Port Douglas respectively. The bio-solids were transported to farms for beneficial use as soil conditioner.

FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2015-2016 Budget adopted 24 June 2015.

RISK MANAGEMENT IMPLICATIONS

The new 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 2015 -2016 adopted 24 June 2015.

CONSULTATION

- Internal:** Council's General Managers, Branch Managers and Team Leaders have been consulted and have contributed to the preparation of this report.
- External:** Nil.