

5.9. CEO REPORT FOR MARCH TO MAY 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 March to May 2019.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from March to May 2019. Included in this report is the "Organisational Report Card" which provides a 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.

As in previous years, 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 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 March to May 2019.

FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2018-2019 Budget adopted 19 June 2018.

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 2018 -2019 adopted 19 June 2018.

Corporate Plan 2014-2019 Initiatives:

Theme 5 - Governance

5.2.1 - Provide Councillors and community with accurate, unbiased and factual reporting to enable accountable and transparent decision-making.

5.3.3 - Develop an organisational culture that embraces new technology and innovative business processes to continually improve performance.

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.

The following areas outline where Council has a clear responsibility to act:

Fully-Responsible Funding the full cost of a program or activity

CONSULTATION

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

External: Nil.

ATTACHMENTS

1. CEO Report March - May 2019 **[5.9.1 - 38 pages]**
2. Organisational Report Card Mar 2019 - May 2019 **[5.9.2 - 15 pages]**

DOUGLAS SHIRE COUNCIL

REPORT FROM THE CHIEF EXECUTIVE OFFICER

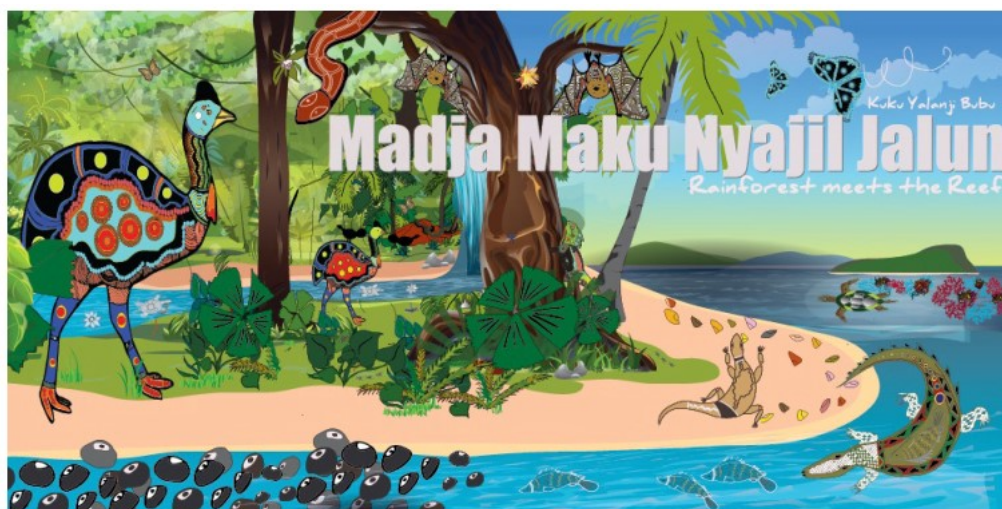
2018 - 2019

March - May 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**"

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CHIEF EXECUTIVE OFFICER

In a wet season that seems to keep going, Douglas Shire was again inundated by floods as a result of Cyclone Trevor in mid march, causing damage to roads and delays to the rectification works at Alexandra Range. Once again Council's staff came to the fore, and in addition to performing routine maintenance, carried out repairs expediently and professionally. By the end of the wet season, the pot holes were everywhere and the crews were kept busy filling them.

The significant damage caused by the Far North Queensland Monsoon Troughs in the previous months gave cause for the State Recovery Coordinator, Major General (Rtd) Stuart Smith, to tour the Shire to gain first hand the extent of the damage experienced in Douglas.

Despite the on-going weather, the sun came out in full for Carnivale! The staging of Carnivale's 25th anniversary, hailed as a great success, showcased the strength of Council's most valuable asset – its staff. I take this opportunity to acknowledge and thank all staff who played a part in ensuring that Port Douglas was picture perfect and that Carnivale went ahead incident free.

The appointments of Chief Finance Officer Tara Killeen, Manager Community Development Terry Farrelly and Manager Water and Wastewater Peter Tonkes during March complemented the Management Team of the new Corporate Structure. During this quarter, the Management Team has been concentrating on the development of the 2019/20 Budget, Corporate Plan 2019-2024 and Operational Plan 2019/20.

In addition to an on-line survey and post card mail out, community engagements were held at Daintree north, Mossman and Port Douglas providing an opportunity for residents and businesses to provide input into the development of the 2019-2024 Corporate Plan. The Corporate Plan will underpin Council's vision statement of ensuring robust governance and efficient management of Council business.

Council continues to meet timeframes for the tendering process of the Daintree River Ferry Contract Renewal (Council's largest contract) which expires in June 2021. An additional community engagement session with residents and businesses north of the Daintree is scheduled for June.

Douglas Shire Council became the first Council in Queensland to adopt a Resilient Coast Strategy which will better prepare our community from coastal hazards and the impacts of climate change. Funding under the QCoast 2100 program (a State Government and Local Government Association of Queensland initiative) enabled Council to collaborate with coastal scientists, engineers, economists and residents to develop the 10 year strategy.

The report below highlights many more achievements and I hope you enjoy reading it.

COMMUNITY DEVELOPMENT

Libraries

Mossman Library hosted Kids' on Tour, "APT9" (9th Asia Pacific Triennial of Contemporary Art), presented by GOMA (Queensland Gallery of Modern Art). The free program invited young visitors to explore and experience diverse contemporary art styles and approaches from Australia, Asia and the Pacific. **Approximately** 520 people attended over a 3.5-week period.



Images: Enjoying GOMA APT9 Kids on Tour

Library staff attended a “Pop up Playgroup” at Rex Smeal Park in April. It was an ideal opportunity to connect with members of the community and to share the joy and love of reading and libraries. The event was well attended and organized by Uniting Care.



Images: F5F “Pop up Playgroup” in Rex Smeal Park

The Library was successful in obtaining a \$2,600 State Library of Queensland “Realising our Potential Microgrant”. The grant will be used to develop an engaging play space in the children’s area of Mossman Library.

To celebrate the Australian Heritage Festival, Mossman Library hosted a discussion about the early days of cane cutting by hand. Approximately 60 people came together to enjoy ‘smoko’, share stories and photos, reminisce and view memorabilia. A fun time was held by all.



Ordinary Council Meeting - 18 June 2019





Cassowary/Shannonvale group



Hand cane cutters - Don, Richie & David

May was 'Honey Month' and to celebrate Mossman Library hosted "Bee-keeping for Beginners". The information session was presented by Julia Toft from the Cairns and District Beekeepers' Association and was appreciated by 85 people.



Images: "Bee-keeping for beginners" information session



National Simultaneous Storytime was celebrated at Mossman Library on Wednesday 22nd May with children and adults enjoying morning tea and story - "Alpacas with Maracas" by Matt Cosgrove. National Simultaneous Storytime is held annually by the Australian Library and Information Association. Every year a picture book, written and illustrated by an Australian author, is read simultaneously at 11am.

Libraries hosted a year 10 work experience student for one week in May. Work experience enabled the student to gain an insight into working life, the library profession, the role of Council in the community and the diverse range of employment opportunities available.

During this period 30,675 people visited their local library; 362 people joined; 18,909 items were borrowed; 969 people attended library programs/events; 2,475 pc bookings were made and 2,186 free Wi-Fi sessions were accessed by 509 people.

Community Development

Officers from the Community Development department continue to work with organisations, groups and in our diverse communities to achieve social, environmental and economic outcomes that are empowering and lasting. Ms Renee Ker has commenced in the newly established Sport and Recreation Officer's position, Renee will be focused on analysing clubs in the Shire and working on a five year Sport and Recreation Strategy that supports development and building capacity of sporting clubs.

Reef Clean Marine Debris Source Reduction Workshop

The Tangaroa Blue Foundation and Conservation Volunteers Australia partnered with Council and Plastic Free Douglas to hold a Marine Debris Source Reduction Plan Workshop on 15 May.

The day started at 6.00am with a cigarette butt litter audit of Macrossan Street, at which over 1000 butts were GPS mapped and removed from garden beds and gutters between Grant and Wharf Streets. 19 people joined with Council to assist in the development of a local plan to tackle the issue of cigarette butts as plastic litter.

Many smokers don't realise their filters take years to break up, are deadly to birds and fish, and are one of the main causes of marine debris on our beaches. The resulting plan and steering group will form the basis for an extended Council behavior change campaign in following months.



Domestic and Family Violence Accommodation Steering Group

Council Officers have been holding meetings with potential consortium partners, social housing providers and DV services to further a business case for a DFV supported accommodation facility in Douglas Shire.

Flood Recovery Community Check In – Degarra and Daintree Village

Mayor Julia and Council officers held community recovery check-ins in the areas of Douglas Shire most impacted by the monsoon event of the Australia Day weekend.

Both sessions were well attended with locals describing their experiences of the disaster response and offering suggestions to improve resilience.



Community Engagement

Liquid waste research completed entailing telephone survey of businesses north of the Daintree. Short report provided to Water and Waste and Local Laws showing no interest in a cooking oil disposal point at Cow Bay Waste Transfer Station and very strong interest in an alternative grease trap pump out service, but level of interest would depend on price.

Corporate Planning community workshops held in Cape Tribulation, Cow Bay, Port Douglas and Mossman and post card survey distributed. Preliminary results presented at internal corporate planning workshop and final report on 814 completed surveys and community workshops underway.

We have been liaising with **Atoll Close** residents experiencing flooding of their driveways. Council officers have recommended a capital budget allocation in 2019/2020 to improve the drainage in the street in the long term, and in the interim, will clear a section of the open drain during the dry season.

Letterbox drop to all **Newell Beach** residents to let them know Council would be doing sand replenishment.

Onsite engagement was arranged with youth to provide them with the opportunity to vote on the design of the new **Mossman Pump Track**. The crocodile won!

Following Council's decision to reject the three upgrade options released for public comments in the last quarter of 2018, the Warner Street Upgrade Project Team has been investigating a gentler approach to fix key issues on **Warner Street** to avoid removal of any Rosewood trees.

Onsite meetings have been held with Warner Street residents and traders to seek feedback on the proposal to install Water Sensitive Urban Design drainage to deliver improvements in drainage to stop water pooling all year round. The project also includes the construction of a concrete pathway and street lighting to deliver significant improvements in safety. Thus far, all support the proposed works which will also deliver efficiencies in street cleaning. Details of the soft approach and community feedback were presented at Council's workshop held on 28 May.

An update on the progress of the **Noah Creek Bridge** replacement project was prepared and distributed to the Daintree community. The update confirmed Council has received the preliminary design from NQ Civil Contractors. The proposal is to build a new crossing upstream of the existing bridge, allowing the existing bridge to remain in use until the new bridge is opened to minimise impact to road users. The update advised that the new concrete bridge would be increased from one to two lanes bridge and that the crossing's flood immunity would be increased from approx. one in 10 year (10% chance of flooding per year) to one in 100 year (1% chance). Council is hopeful construction will commence this year, however, until the permits are received, a definite schedule cannot be provided.

A meeting was held with residents and representatives from the RSL and Historical Society members on site at **Diggers Bridge** to discuss landscaping plans. The project team has prepared a landscape plan to be presented at a future Council workshop.

Arts & Culture

2018-19 RADF Grants Awarded

The annual 2018-19 Regional Arts Development Fund (RADF) received 16 applications seeking funding for arts and cultural projects. The RADF committee assessed applications for grants up to \$5,000, and made recommendations to Council to fund 15 of these projects totalling \$52,177 in awarded grants. Projects will be delivered during the 2019-20 financial year. This round included a number of applications from artists participating in the up-coming environmental arts event 'Call of the Running Tide' to fund the creation of new ephemeral art-works.

Indigenous Language Signage Program

In partnership with Jabalbina Yalanji Aboriginal Organisation, the consulting with Elders and Traditional Custodians for the roll-out of bi-lingual signage for the Shire began with the formation of an Eastern Kuku Yalanji Signage Committee, nominated during community workshops in Wujal Wujal and Mossman. The committee have travelled throughout the Shire identifying sign locations, translations and messages, which will be presented to Council in June 2019.

Yirrganydji Gurabana Aboriginal Organisation is also being consulted for this project, for signage south of the Mowbray River.



Committee Meeting hosted by Sheryl Burchill (Jabalbina Yalanji AO) and Tim Ellis (DSC) at Aytan Ranger Station



Members for The EKY ILS Committee (L-R) Lizzie Olbar, Francis Walker, Calvin Olbar, Linda Burchill, Phillip Missionary, Laurel Doughboy

Arts Event – ‘Call of the Running Tide’

The inaugural ‘Call of the Running Tide’ Environmental Arts Event, scheduled for 10 days in September 2019, continues to grow, with Port Douglas Artists receiving grant monies and in-kind support through Council’s Event Funding Program. Approximately 40 local and invited artists are preparing ephemeral art-works to display in locations around Port Douglas, with participating environmental organisations such as Tangaroa Blue, Barrier Reef Legacy and Douglas Shire Sustainability Group offering support, research information and project materials.

FNQ RASN Cultural Forum

The Regional Arts Services Network (RASN), being delivered by Arts Queensland, identified the need for a network of regional arts officers from the FNQ area of Councils to be formed, to discuss regional matters, projects for RASN funding, and to share resources. The FNQ RASN Cultural Forum consists of officers from Cairns Regional Council, Cassowary Coast Regional Council, Tablelands Regional Council, Carpentaria Shire Council, Douglas Shire Council and Cook Shire Council, and will meet quarterly.

DATSIP ‘Local Thriving Communities Forum’, Cairns, May 2019

Presented by DATSIP Director General, Dr Chris Serra

Approximately 100 Indigenous leaders were invited to attend the state wide forum looking at long-term strategies for the development and well-being of remote and discreet Indigenous communities. Mossman Gorge Community was represented by Karen Gibson (BBN), Andrew Gibson (BBN), Emma Burchill (DATSIP) and Tim Ellis (DSC). Forefront to the discussions was the need for reform; allowing communities to operate independently, in partnership with Councils and government.

ANZAC DAY

The Douglas Shire Council and the Mossman RSL commemorated the 104th ANZAC Day by hosting a Dawn Service at the Mossman cenotaph and a March in Port Douglas. Council also funded a Dawn Service breakfast for 200 people in the Cow Bay region.

Although the Dawn Service experienced considerable rainfall there were about 300 people who braved the conditions to pay their respects. With representatives from the US Consulate and Australian Defence vessel Cape Fourcroy in attendance, the Dawn Service was a solemn and significant event for the region and looks to be growing each year.

The weather improved significantly for the Port Douglas March which saw Macrossan Street closed from 9:30 until midday and again had a large turn out of public and service men and women. Representatives from all of the schools in the regions carried the tradition to remember family members and to respect the past. Representatives from the Defence vessel Cape Fourcroy led the March and ran the order of proceedings and formed the Catafalque at the Port Douglas Cenotaph.

The up scaled quality presentation and extra budget contributions to the services this year made for a well presented service that was well received.

These two significant events continue to grow each year in both numbers and importance and, along with the Two Up at the central hotel, brought the community together and presented a laconic local touch to the ANZAC day public holiday.



Carnivale



Silver and Sunshine 25th Anniversary



For the second year running, The Douglas Shire Council presented the annual port Douglas Carnivale. It was a huge undertaking and held special significance given the events 25th anniversary. Planning for the event began in September of 2018 and the work didn't stop right up until execution in May.

An extensive and exiting program for the Carnivale saw:

- Key Focus on Free events for locals.
- Community Focus for the beach day – Free stalls for community groups providing engaging activities.
- Program running from 17th till the 26th May.
- Sold Out Longest lunch
- Spiegel Tent – 3 unique ticketed events
- 12 Different venues across Port Douglas.
- 60 + unique events over the course of the week.
- New VIP function as a way of Thanking and connecting with Carnivale Partners
- Pop up Art installations
- ARIA Award winning performers
- Huge Fireworks display
- Improved Street Parade
- Redcliff kite Flyers
- \$31,500 worth of Partnerships
- \$38,000 Grant from TEQ
- Improved activities and business engagement for the Seafood Extravaganza

Fortunately the conditions over the 3 days for the Carnivale were perfect and the event attracted record numbers with over 20,000 people in port to celebrate the milestone.



A key focus for Council was refreshing the overall Carnivale experience and a lot of work went into re branding the event and laying the foundations for continued growth as well as community satisfaction and well being.

From an internal perspective, a number of council departments contributed to the success of the event.

Externally, and by all reports, the Carnivale was hailed a huge success by the Media and attendees and rated highly by all the performers, artists and suppliers who were involved in the event. Across the board, satisfaction levels were high and that puts the Carnivale in a healthy place for 2020.



Council Communication

Council's Communications and Engagement Officer has been very active over the last three months preparing 59 media releases, updating Council's website daily and posting multiple articles on social media. Over the three months to May 2019, there have been 261 Facebook posts and Council's website had approximately 160,000 page views over the same period.

Grants

Grant Applications Submitted

Grant	Provider	Project	Amount Requested	Closed
2018-19 Disaster Resilience Fund	State Govt	Portable flood barriers	\$8,500	18/04/2019
2018-19 Disaster Resilience Fund	State Govt	Automated road warning signs Barratt Ck Daintree	\$30,500	18/04/2019
2018-19 Disaster Resilience fund	State Govt	Automated rain gauges upper Daintree and Bloomfield Rivers	\$23,000	18/04/2019
2018-19 Disaster Resilience Fund	State Govt	Upgrade automated signs Foxton and Anich Bridges	\$22,000	18/04/2019
2018-19 Disaster Resilience Fund	State Govt	Portable two-way radio base	\$4,250	18/04/2019
2018-19 Disaster Resilience Fund	State Govt	Flood camera and automated warning signs Junction Bridge Mossman	\$65,000	18/04/2019
2018-19 Disaster Resilience Fund	State Govt	Four portable Variable Message Signs	\$42,000	18/04/2019
Realising our Potential Micro Grants	State Library	Mossman Library – Children's Play space	\$2,600	1/3/2019

Grant Applications Submitted – Outcome

Grant	Provider	Project	Amount Requested/Awarded	Outcome
Realising our Potential Micro Grants	State Library	Mossman Library – Children's Play space	\$2,600	Successful
Local Govt Grants & Subsidies Program	State Govt	Craiglie Reservoir upgrade	\$1.26M	Notification Pending
Bridges Renewal Program	Australian Govt – Dept Infrastructure, Transport and Regional Development	Poletti Bridge	\$550,000	Successful
Cycle Network Local Government Grants Program	State Govt – Dept Transport & Main Roads	North Mossman to Newell Detailed Design	\$60,000	Notification Pending
Cycle Network Local Government Grants Program	State Govt – Dept Transport & Main Roads	Junction Bridge Cycleway Bridge	\$400,000	Notification Pending
Building Better Regions Fund	Australian Govt -	Wangetti Trail	\$10M	Unsuccessful

	Dept Infrastructure, Transport and Regional Development			
Resource Recovery Industry Development Program	State Govt - Dept Local Government, Racing and Multicultural Affairs	Killaloe Resource Recovery Infrastructure (Shed, roof over bays, heavy vehicle turnaround)	\$282,500	Notification pending
Safer Communities Fund	Aust Govt – Dept Industry, Innovation and Science	CCTV Camera Front St Mossman and Lighting Wharf St Port Douglas	\$400,000	Successful
Works for Queensland	State Govt – Department of Local Government, Racing and Multicultural Affairs	Tara Hills Road Whyanbeel Road Culverts Davidson Street Footpaths Resource Recovery Shed - Killaloe Transfer Station	\$1.86M	Successful

PEOPLE AND GOVERNANCE

Human Resources

Human Resources (HR) continues its focus in the areas of employee relations, learning and development, recruitment and selection and return to work facilitation.

The Human Resources Training calendar provides all staff the opportunity to participate in a range of legislative and professional development training from in-house information sessions, short courses and accredited training.

In this quarter staff have attended specific workplace training in WHS Due Diligence, Effective Workplace Investigations, Situational Awareness, Managing Aggressive and Difficult Behaviour and Local Government e-learning modules.

Council's in-house computer training continues to receive positive feedback from all staff. This training caters at the employee's skill level from Introduction to Douglas Computers to advanced covering Microsoft's Project, Excel and Word and our Go Digital Initiative.

Other training courses have included accreditation in CPR (refresh), Playground Inspection (routine and operational), Implement Traffic Management Plan and Fork Lift with staff completing the final phase of this competency based training to be eligible to apply for this High Risk Licence.

A number of staff have completed or are currently undertaking a formal qualification from Certificate III to a Degree as part of their ongoing professional development. In March a staff member within Environment and Planning was awarded Bachelor of Science majoring in Environmental Management. Currently six staff members in Infrastructure have commenced the Certificate III in Civil Operations with their first classroom session held in April and are currently working on their units of competency for their next classroom session scheduled for June.

A range of educational sessions have been available for all staff during May in Domestic Violence (presented by Cairns Regional Domestic Violence Service), the Man-up Prostate Cancer Educational Program and Electric Ants Information Session (presented by Biosecurity Queensland). Other information sessions have been delivered by both Q-Leave and Queensland Building and Construction Commission (QBCC) on the provisions of the Building Industry Fairness (Security of Payment) Act 2017 (*BIF Act*).

This quarter has seen the resignation / retirement of five staff, and the recruitment and appointment of seven positions including the Chief Financial Officer, Manager Community Development, Manger Water and Wastewater, Project Manager, Graduate Accountant, Team Leader Water Reticulation, and Community Development Officer – Sport and Recreation.

Applications have now closed and shortlisting completed for Council's next round of funded traineeships with three positions allocated within Water and Wastewater, Building Facilities and Community Development.

Workplace Health & Safety

WHS and HR attended the North Queensland Injury Prevention and Return to Work conference held in Townsville. This was a very beneficial forum with presentations from various leaders in the industry.

The Health and Safety team rolled out flu vaccinations to staff in May.

Council again delivered Carnivale to the community and WHS were involved in the safety preparation of the events, including the event management plans, emergency procedures and on-site risk assessments. In addition, WHS provided on-site support at various events over the course of the event.

Property

Council officers have been conducting annual inspections on all of Council's leased premises. The purpose of these inspections is to ensure that the lessees are in compliance with the lease agreement.

The construction of the caretaker's shelter and office accommodation at Wonga Beach Caravan Park has been completed. This new facility enhances the operations of the caravan park. The sound shell structure at Diwan Oval has been completed.

The ongoing lease negotiations with the Port Douglas Tennis Club have been finalised with a report being presented to Council for consideration at the June Council meeting. Council officers are also in lease negotiations with Douglas United football Club. At the request of Council's insurers, a Risk Management Self Assessment survey has been completed and next years insurance renewal is nearing completion.

The Cape York United Claim (Society) No QUD 673/14 is now before the Federal Court. The majority of the claim is within the Cook Shire however the claim encompasses parts of Douglas Shire north of Mossman. Council has lodged a "*Position Statement*" in pursuant to Orders made of the 6 November 2018. The State is prepared to recognise that the Eastern Kuku Yalanji People hold native title over that part of Douglas Shire Council's local government area. Generally, that position is consistent with the existing IULAs in the area, and does not establish that the area is held by a "society".

Records

After a period of three years of cataloguing, reviewing and numerous authority to release forms signed, the Inaugural Douglas Destruction of Physical Records has occurred.

The Records Shed has had some internal face lifts including better storage of Records into boxes that were identified and labelled, but no Retention & Disposal has ever been conducted for any of Council's physical records.

In 2016 a contractor completed the massive task of identifying all physical records and catalogued them in order to apply the relevant Retention and Disposal schedules. These schedules were distributed to Managers within Council to be checked, and sign-off occurred for the records to be disposed of.

After multiple checking and rechecking, approximately 350 boxes were identified, and in March the contractor collected the identified boxes and has completed the Destruction of Records. This is massive milestone for Council, having never had this project on the radar in old Douglas or CRC eras.

All remaining historical physical records are now located in one central location. The project has freed up the old records shed which will now be used as a general storage facility.



Image: After the records shed has been cleared out

Front Line Services (FLS) and Organisational Business Support Unit (OBSU)

Frontline have embarked on the bi-annual issue of Daintree River Ferry Card renewals issuing approximately 1650 cards since the 1st April 2019.

OBSU and Frontline teams have both been expanding their own knowledge base after attending a variety of in-house training including Excel, Quest, On-Line Certificates, CRM enhancements and WHS Obligations.

Georgia Graham was lucky enough, as part of the disaster management team, to attend a Meteorology Masterclass with the Bureau of Meteorology obtaining invaluable information on reading weather patterns in order to assist in planning for significant weather events in our community.

OBSU hosted “Biggest Morning Tea” this month raising over \$500.00 for Queensland Cancer Council.

OBSU/Frontline will soon say good bye to Susan Donoghue to a Payroll maternity leave secondment.

FINANCE PROCUREMENT AND ICT

Procurement

In this period, seven tender/quotations were submitted through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System). LG Tender Box and Vendor Panel activity is currently centered around:

- 2019-002-004-011 – Engineering Services for the Replacement of Water Main & Sewer Rising Main
- 2019-063 – Reef Park Drainage Infrastructure Project – Port Douglas
- 2019-072 – Design of Additional Water Extraction Site – Mossman
- 2019-079 – Toyota Hilux Ute – Local Laws
- 2019-081 - Port Douglas & Mossman – Street & Light – Detailed Design & Documentation
- 2019-083 – Port Douglas Oil Palm Maintenance
- 2019-085 – Cape Tribulation Road Bank Stabilisation Design & Construct
- 2019-086 – DFRA Road Restoration Program
- 2019-089 – Syndicate Road Landslip Repair

Other projects of interest:

- 2019-077 - Poletti’s Bridge Renewal Program – Grant Funding Round 4 has been awarded \$550k from the Dept. of Infrastructure, Regional Development and Cities. Documentation is being compiled for this tender.

Procurement has participated in the following training:

- Smart Salary advice

We look forward to welcoming the new Senior Procurement Officer Jennifer Marshallsea who is commencing on 3 June 2019.

Finance

The Finance team welcomed new graduate accountant Salgira Rema and Asset Management Officer Colin Chalmers. Colin is working on updating Asset Management Plans for all Council Assets.

Audit - the Queensland Audit Office (QAO) conducted their interim audit in the week ending 24 March 2019 and the draft management letter is currently being finalised. The final external audit visit will commence on 9 September 2019. Works continue on the Internal Audit agenda.

Budget - the budget is scheduled to be presented at a Special Council Meeting on 25 June 2019.

Rates - half yearly rate reminder notices (over \$50 outstanding) were issued on 5 March and 21 March 2019 and solicitor's letters of demand (over \$300 outstanding) were issued on 5 April 2019 and 15 May 2019. As at 1 May 2019, 90.08% of total rates were collected.

Supplementary Rate Levy notices were issued 26 March 2019 with a due date of 30 April 2019. These notices were issued due to the amendment of charges such as additional bins, buildings that have been completed and changes in rating valuations. Water notices were issued on 7 March 2019, with a due date of 9 April 2019. Water account reminder notices (over \$20 outstanding) were issued on 26 April and 13 May 2019.

Ratepayers who have not subsequently contacted Council regarding outstanding monies have been emailed or phoned to discuss their financial situation.

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

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

ICT

A great deal of time has been spent on mandatory conversions of Telstra services to NBN between March and May this year. A configuration change and hardware upgrade to Council's phone system is being conducted in preparation for Telstra's planned decommissioning of older technology in August.

The Library's Public Internet PC has also been converted to NBN services, managed by the provider of the Library's Wi-Fi provider. This makes good use of unused capacity on the existing line and frees up bandwidth within Council's network. This has resulted in a better Internet service to the public and to Council staff.

Planning has started on key projects which are due to commence in the new financial year. This includes a key project to refresh / replace Council's core computer environment.

This is driven by end of life dates on existing equipment and expiry of managed services contracts. During the early part of the year, a study was conducted to help determine an ICT Strategy that aligns with the requirements of the Council.

The consultant worked with Council's ICT and Senior Management to identify priorities and provided three options for a new platform that addresses a defined list of major pain points.

Once a preferred option is chosen, this project will be a major undertaking for the ICT team during the 2019/20 financial year and into the following year. The cut-over to the new environment would be targeted for Q2 2020/21.

ENVIRONMENT AND PLANNING

Planning

Central Hotel – Macrossan Street Port Douglas

An application to change a Development Approval has been received in relation to the extensive renovations and improvements planned for the Central Hotel.

A revised suite of drawings have been prepared and submitted by Hunt Design which seek to retain key design elements of the previous approved plans in relation to the existing Hotel while the beer garden, recreational areas and roof has been redesigned.



Images of renovated Beer Garden area

Barramundi Farm Expansion – Wonga Beach

The public notification stage has been completed and no submissions were received. The applicant is preparing further detailed information regarding flood modelling to assure Council officers the development will not cause external impacts.

On resolution of these matters the application will be reported to Council for determination. The application is complex and is a significant expansion of the existing operation, reflecting the commercial strength and confidence of this local business.

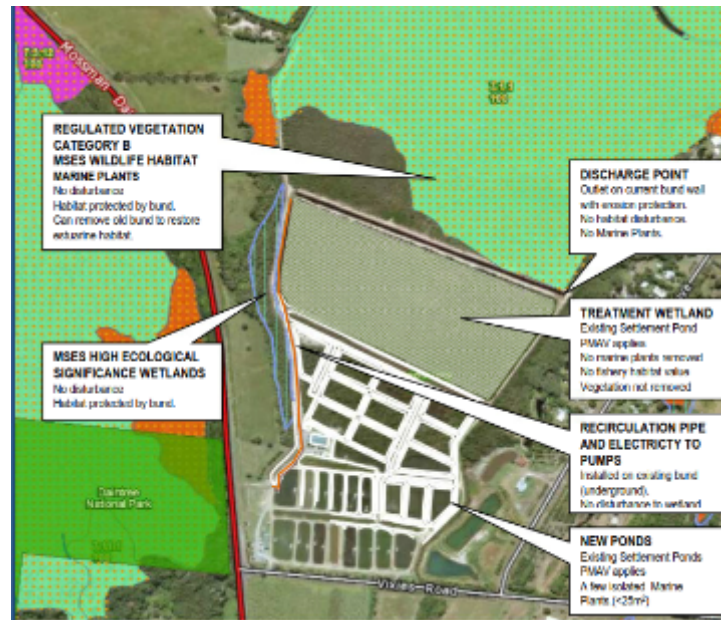


Image illustrating existing and proposed new ponds

Successful Grant Funding Initiatives

Council has been successful in achieving grant funding for two, separate projects. Firstly, to investigate and identify methodologies for coastal storm tide inundation on the various forms of coast that occur within the Douglas Shire.

The second project is for the development of a series of short videos/films that creatively inform communities on hazards that the Planning Scheme Overlays consider.

Council has entered into formal agreements with the State, has received initial funding (70% of each project) and project briefs are now being prepared.

Spring Creek Road – Planning & Environment Court Appeal 89 of 2019

At the Council meeting held on 16 April 2019, Council refused the two lot rural subdivision application for 21 Spring Creek Road, Mowbray. The applicant, Steven John Pisot, has lodged an appeal against Council's refusal.

The appellant's grounds are minimal citing: the application complies with the Planning Scheme's assessment benchmarks; alternatively the Application would comply with the benchmarks with suitable conditions; or in the further alternative there is no merit in refusing the proposed development.

Mr Michael Quirk, Senior Partner of King and Co Solicitors, has been engaged to act for Council.

A notice of appearance has been served, as required by the Court, advising that all correspondence and communications associated with the Respondent (Douglas Shire Council) is to be directed to King and Co. As part of the terms of engagement, Mr Quirk will review the appeal and matters relevant and provide preliminary advice to Council that will be reported to a Councillor workshop. As yet there have been no orders set by the Court as to the nominated timing for mediation which is the normal course of a planning appeal process.

All budgeting matters associated with the appeal are managed through the Chief Executive.

Walking Trail – Mowbray North

The Department of Innovation, Tourism Industry Development & Commonwealth Games (DITIDCG) has engaged GHD Pty Ltd to prepare the development applications required to progress the Mowbray North Trail. The development applications will relate to the delivery of the walking trail, crocodile viewing platform, car parking area and the Mowbray River crossing.

The DITIDCG is currently in discussions with private land owners as the trail crosses private freehold land.

The development applications are expected to be lodged with Council in the near future.

Crystalbrook Super Yacht Marina

Preliminary discussions have taken place in recent months regarding a new proposal for the redevelopment of the Marina Precinct by Crystalbrook Collections.

Representatives of Crystalbrook Collections have advised they are working through the Special Lease conditions with Department of the Natural Resources Mines & Energy (DNRME) over the area of waterway occupied by the existing slipway and duck pond.

Council will be advised of further updates once known.

Crawford Street Mossman

A response to Council's Information Request has been received for the Operational Works application for the construction of 19 residential lots behind the Mossman State High School. A Material Change of Use application to develop the land for residential purposes was approved by Council at the Ordinary Meeting held on 16 December 2015.

The proposed layout provides for an extension of Crawford Street with lots either side of the road and a proposed central park area of 1190m². The residential lots range in size from 1000m² to 1569m².

The proposal involves a significant amount of fill to be imported to site to achieve the necessary flood immunity from Parker Creek and involves the construction of a sewer pump station that will be transferred to Council as a donated asset.

Ocean Breeze Estate – Bonnie Doon

An Operational Works application for the construction of 31 residential lots has been received forming Stage 5C & 5D of the residential estate.

The works associated with this stage will result in part of the temporary drain that was constructed as part of Stage 4B & 4C being filled in to provide the development footprint for these stages.

Construction of Stages 6A & 6B creating 42 residential lots is nearing completion.

Lodgement of the Survey Plan and supporting engineering documentation and as-constructed drawings are anticipated to be lodged in the near future.

Discussions are taking place with the owners of the estate regarding compliance with conditions of the subdivision approval with respect to external work requirements and the construction of a channelised intersection at the corner of Bonnie Doon Road and Cooya Beach Road.

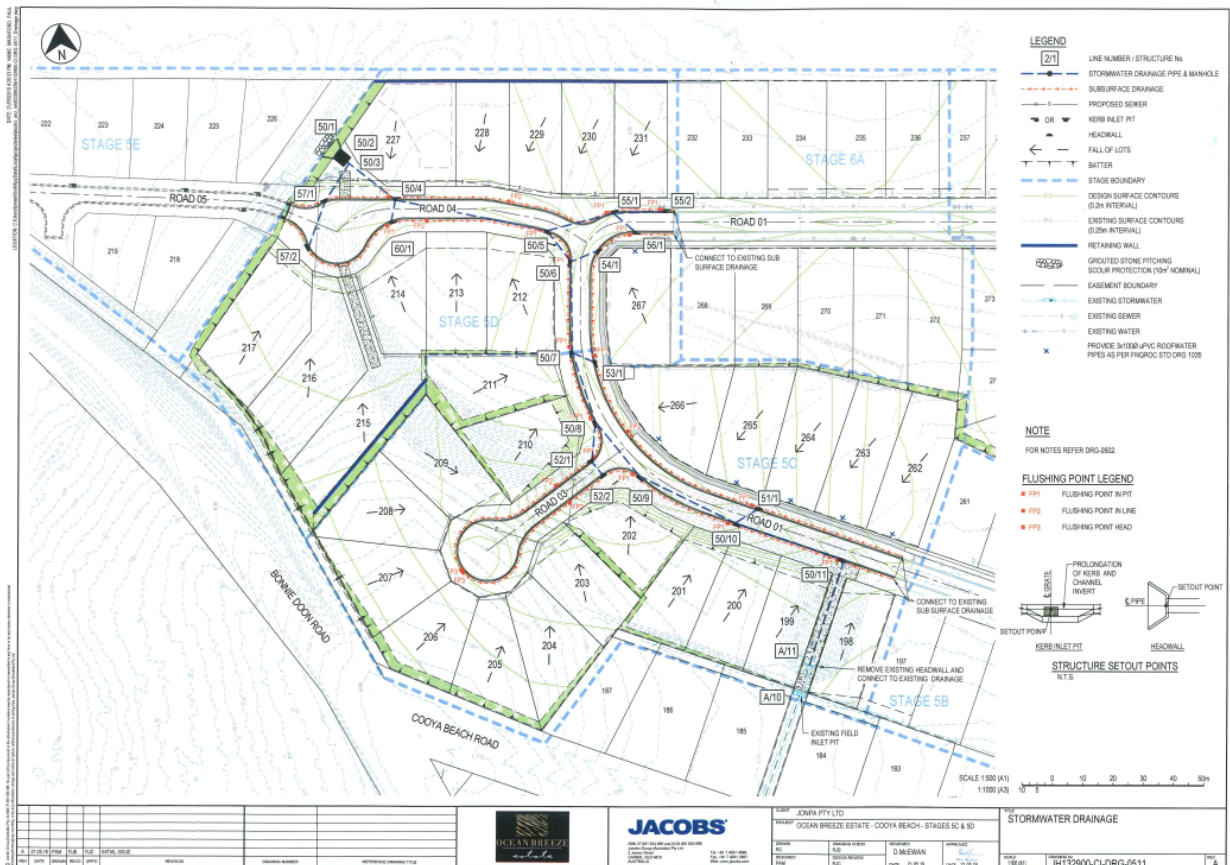


Image: Plan illustrating the road network and stormwater drainage

Local Laws

Pat Your Pet Day

Council’s local laws officers held Pat Your Pet Day at Mossman Gorge in April. The day was planned to coincide with the school holidays with an emphasis on engaging children in the community.

The project was an initiative of Council’s Operation Plan to collaborate with the Mossman Gorge community to improve responsible pet ownership.

There was a considered focus on appealing to the children in the community and Wacky Kelda and the Mossman Fire and Rescue team were on hand to help.

Overall the day was a great success with a number of new dog registrations being completed and Council staff working with the community to improve outcomes for pets.



Image – Pat Your Pet Day, Mossman Gorge

Resource Management

Free Green Waste Disposal

Council offered free green waste disposal for domestic customers at Killaloe and Newell Beach Transfer Stations from Saturday 30 March – Sunday 7 April 2019.



Image: Newell Beach Transfer Station

Preparations for the Landfill Levy

Resource Management has been preparing for the Queensland Government's waste levy which is commencing on 1 July 2019. The levy will start at \$75 per tonne with higher rates for various categories of regulated waste.

Resource Management is offering levy information sessions to Council Departments which generate levyable waste to minimise Council's liability.

Information about the levy has also been sent to commercial account holders at Killaloe Transfer Station explaining the levy and how the increased fees can be minimised.

Upgrades to Killaloe Transfer Station under the Local Government Levy Ready Grants Program ("LGLRGP") are almost finished, with new security lighting, additional CCTV, additional signage and line marking finished in May 2019.



Images: new and refreshed line marking at Killaloe Transfer Station under the LGLRGP.

Red is the new green

Red is the national standard for general waste bins. All new bins issued will have red lids and any green lids which are broken will be replaced with red lids.

This is not a mass changeover of all bin lids in the Shire, just the beginning of slow phase out of green lids.

The red lids are at no extra cost to Council and Cleanaway will hang bin tags on bins with red lids to ensure residents are aware of the change.



Image: Bin tags for properties who receive a bin with a red lid.

Education

A consultant has been engaged to develop and deliver waste education programs to educational institutions in Douglas.

Nine organisations (schools, kindergartens and OSHC) expressed their interest and will receive these presentations in the first week of June 2019.



FREE Primary Waste Education Program | June 4th to 6th 2019

Reduce, Reuse, Recycle

What is waste? Why does it matter?

How can we reduce our impact by making less waste?

This interactive and hands-on presentation provides a new perspective on the world of rubbish. This lesson encourages students to identify better ways to use materials once they are finished with them. The students learn about avoidance, reducing, reusing and recycling and why these are considered more sustainable waste management options than disposal of waste to landfill.



Nature's Recycler's

What is organic waste? Why is it better in a compost bin or worm farm? How do we look after an organic system?

Over 50% of Australia's weekly domestic waste is organic material that ends-up in landfill. This practical lesson introduces students to the systems and processes of composting and worm farming as well as explaining the benefits of diverting organic waste from landfill. If your school has an existing worm farm or compost bin, a 'refresher lesson' can be provided.



Litter and the Environment

What impact does litter have on our world? How long does litter last in the environment?

This presentation focuses on litter, littering behaviours and the issues litter causes. Through the use of an interactive PowerPoint presentation, pictures and stories, the lesson addresses some of the environmental and social issues associated with littering, the steps being taken to prevent littering, and encourages students to suggest some practical local solutions to the problem.



Think Food - Rethink Waste

The journey of food from paddock to plate. What happens to food/package waste? How can we avoid it?

Australians waste huge amounts of food every year! Students will learn about the journey of food from 'paddock to plate', the energy and resources that go into producing our food, the reasons that food is wasted, and the impacts food waste has on the environment. The lesson demonstrates how to make smarter and more sustainable food choices to help reduce waste. Most suitable for Grade 3 and above.



Image: information included with the waste education booking form for primary schools

Waste and Recycling Volumes

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

- Domestic waste: 638 tonnes
- Domestic recycling: 164 tonnes
- Commercial waste: 212 tonnes
- Commercial recycling: 12 tonnes

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

- Co-mingled recyclables: 6 tonnes
- Cardboard: 19 tonnes

Sustainability

Resilient Coast

Council adopted the Resilient Coast Strategic Plan at the May meeting becoming the first Council in Queensland to complete the eight structured phases of the strategy under the QCoast2100 program. The Strategic Plan recognises a shared responsibility for the management of coastal hazard risk and presents 35 priority actions under the following four (4) themes:

1. Shire-wide initiatives to enhance resilience and adaptive capacity.
2. Planning updates.
3. Modifying infrastructure.
4. Coastal management and engineering – whilst recognizing that the Douglas economy is underpinned by the natural beauty of the landscape.

Council's Sustainability Officer and Council's consultant (Alluvium) recently delivered a presentation on the Resilient Coast program at the Local Government Association of Queensland's QCoast2100 Forum in Cairns.

The Resilient Coast Strategic Plan is available on the Resilient Coast program website: <https://ourcoast.douglas.qld.gov.au>

Carbon Footprint

Council's carbon footprint includes electricity, waste, wastewater and business travel. A feasibility study into two (2) sites for a potential behind the meter solar project has been completed. A feasibility study suggests that one (1) of the sites could reduce its carbon footprint by up to 40% by utilising solar energy. Further work is now being undertaken to progress the project.

Eco Tourism

Council's Sustainability Officer has been working with Tourism Port Douglas Daintree to strengthen the Shire's eco tourism credentials.

Disaster Management

Council staff have prepared a Recovery Plan as part of the recovery process from the January Monsoon event and this is included in the State Recovery Plan relating to the same event.

Impacts on all recovery objectives have been compounded by the four activated disasters occurring in the Shire over a 3 month period particularly in the repair of road damage, landslips and economic Impacts.

The Recovery Plan includes recovery across five (5) functional areas being human and social, environment, infrastructure, roads and transport and economic.

At the time of reporting reconstruction of essential public assets was estimated to require \$16 million in funding across the various disaster events, with 80% of roads assessed.

Economic impact to small business, particularly tour businesses, was a significant factor in the loss of tourism spend from the ongoing disaster events through the wet season.

Tourism Port Douglas Daintree and Tourism Tropical North Queensland have been active in generating tourism activity including arranging a live feed of the Today Show in Port Douglas.



Image: Landslip at Upper Daintree Rd from January 2019 Monsoon event

Environmental Health

Environmental Health Officers were busy during March to May undertaking the usual array of EHO tasks and responsibilities, including routine food, accommodation and public swimming pool inspections. EHOs also completed the following tasks:

- responded to 40 CRMs relating to food handling and contamination, mosquitoes, water contamination and environmental nuisance;
- attended two training courses on Situation Awareness and Managing Aggressive and Dangerous Situations, which will help Officers stay safe in the workplace and provide improved customer service;
- issued Local Law approvals for numerous events in the Shire including Spiegel tent and Carnivale. An approval was also issued for the Croc Hash Nash which is a new event in the Douglas Shire and attracted approximately 800 participants from all over Australia; and
- undertook food stall inspections at Port Douglas and Mossman Markets as part of a new program of identifying and improving food safety issues at these popular events.

INFRASTRUCTURE

Civil Operations

Over the past three (3) months, the Civil Works Unit has been busy completing capital projects, routine maintenance, and continuing to maintain State Controlled Roads under the Road Maintenance Performance Contract (RMPC) with the Department of Transport and Main Roads. A large amount of time has been dedicated to completing major emergent works after the wet season.

Due to the wet weather events, Crews had to clear a number of land slips on Alexander Range, Cape Tribulation Road and Upper Daintree Road. The picture below shows just one of the many land slips that was repaired.



Due to the ongoing risks to Council and the general public, Council has started to address all footpath defects. The first stage included the removal of all trip hazards by grinding the concrete edges flat. The second stage included cleaning all footpaths using contractors and council teams to reduce slip hazard left after the wet season. The third stage is repair and upgrading the path network.



Image: Crews working on the footpath upgrade in front of Mossman Hospital



Image: Recent work completed by our DSC path cleaning team.



The picture above shows our contractor cleaning the pavers and concrete paths in Macrossan street.

The grading team has been unable to grade gravel roads due to continued wet weather so they have been trimming road shoulders to allow better drainage of water off the roads around the shire. This is a major safety hazard to motorists resulting in aquaplaning.

The patching crew lead have put over 45 tons of asphalt into potholes and edge breaks and have trimmed all the trees lining the roads ready for to the cane harvest.

All other crews have worked very hard to keep our road network up to an acceptable standard after a very challenging wet season.

Open Spaces and Natural Areas

Biosecurity

This time of year is peak flowering and seeding season for many invasive weeds. Wet conditions have persisted making access challenging, over this period. The team focussed on priority roadside weeds treating Sicklepod in Degarra and China Camp and have commenced their annual Siam Weed program.

The team treated 19 hectares of invasive weeds for this period conducting 727 man hours of activities.

The pest animal controller has trapped and destroyed a total of 81 feral pigs during this period.

Council has also been successful in obtaining an \$180,000 external grant for Hiptage Eradication over the next 4 years through Terrain NRM.

Electric Ant Outbreak

A recent outbreak of Electric Ants has occurred in the Douglas Shire. Council staff are working closely with Biosecurity Queensland to contain the outbreak and recently attended awareness training sessions. A Standard Operating procedure for working in electric ant restriction zones has been developed to minimise the risk of spread and comply with movement control conditions under the Biosecurity Act.



Alert

Have you seen electric ants?

Be on the lookout for electric ants and report them to Biosecurity Queensland. Early detection and reporting are the key elements in eradicating electric ants.

Call us on 13 25 23.



Electric ant close-up

© Queensland Government



Electric ants in leaf litter

© Queensland Government



Electric ants on vegetation

© Queensland Government

Council's nursery operations supplied a total of 3,197 native plants for revegetation and landscape works to land care groups, residents and Council operations. This included 500 native plants supplied to Daintree Life for planting on Council-controlled lands in the Daintree Lowlands.

The Parks and Gardens teams have completed the following projects during this period:

- half yearly coconut de nutting
- annual trimming of Oil Palms
- half yearly grounds maintenance to sports fields
- purchase of a battery operated back pack blower for street cleaning in CBD to assist reduce noise complaints
- clean up of Captain Cook Highway gardens
- completed bollard replacement/rectification program
- Davidson Street garden maintenance
- annual external audit of all playgrounds/parks
- three staff completed the Playground Inspection training (2 x Level I, 1 x Level II)
- other staff training included Microsoft Word, WHS Due Diligence, CPR Refreshers, Asset Edge and Electric Ants Awareness
- crews commenced use of Council's Steam weeding unit for control of weeds in and around our parks and playgrounds
- major events in Port Douglas during this period included Easter Holidays, Anzac Day and Carnivale



Image: New Steam weeding in action



Image: Garden upgrades Port Douglas Esplanade

The Parks and Gardens teams have also conducted 3,048 accomplishments/routine maintenance tasks during this period. The crews also recorded many defects for the same period which will be prioritised into the maintenance management system for rectification works.

Capital works and grants projects include:

- Playground Renewal Program – Shade Sail upgrades George Davis Park;
- rectification of Flagstaff Hill Walking Trail reopened Easter;
- dog off leash park – design phase completed; and
- Mossman Pump Track.



Image: Shade Sail upgrade George Davis Park and Pump Track Construction

Fleet Services

Progress is continuing this quarter with the renewal of fleet assets with the arrival of eight (8) new utes. Small plant has continued to be maintained to the required standards in support of Council maintenance crews during recent heavy rain events.

Facilities Management

With the end of the financial year fast approaching the Facility Maintenance Team has been busy rolling out the W4Q Toilet Block Upgrades. All the Toilet upgrades were completed in time for Carnival, with many positive comments made in regards to the project. The New Toilet blocks along with the extension at Rex Smeal Park reflected Douglas Shire Councils focus to provide wheel chair access at all its high profile Toilet sites.



Image: Teamsters Park Toilet (New)



Image: Four Mile Park Toilet (New)



Image: Diwan Toilet (New)



Image: Wharf St Toilet (Refurbished)



Image: George Davis Park Toilet (Refurbished)



Image: Mowbray St Toilet (Refurbished)

This year's Capital Projects also saw the delivery of a new Toilet Block for Leu Prince Park in Cooya Beach.



Image: Rex Smeal Park Toilet (Extension)



Image: Leu Prince Park Toilet (New)

The W4Q saw seven of the old picnic shelters refurbished with new roofs and damaged timber work replaced. One picnic shelter was replaced completely with a larger picnic shelter to accommodate visitors in the wet weather.



Image: Thornton Beach – New Picnic Shelter



Image: Thornton Beach refurbished shelters

Grant funding provided a new fan for the Mossman SES Shed to help circulate the air during the summer months.



Image: New SES Fan

WATER AND WASTEWATER

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

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

Water Restrictions

There were no water restrictions for the reporting period. With continued rain, all intake levels were at capacity and maximum operational levels. There were no water licence exceedances during this reporting period.

Training

Cert IV Water Industry Certificate training continued for two operators.

All staff attended an electric ant information session and one staff member from wastewater completed an Introduction to computer and go digital training session.

CPR refresher training was completed in this reporting period by various water and wastewater staff.

Our Technical Support Officer recently attended an Asset Edge user group conference in Townsville which outlined the software programme enhancements, iOS apple features and release, setting up databases in Reflect, work flow notifications and much more. This software is currently being used within Douglas Shire Council Infrastructure group and Water and Wastewater will soon have this system implemented into their daily work schedules.

Water

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 water scheme that experienced discoloured water, extensive flushing was performed to improve water quality and all customers were satisfied with the outcome.

There has been continuous rainfall across the entire catchment with some isolated heavy rains which caused a number of plant shutdowns primarily due to high turbidity levels. The above average rainfall has resulted in high levels of water in all the intakes and the water plants have been easily meeting consumer demand.

All water plants have performed well ensuring adequate reservoir levels throughout all schemes. Consumer demand peaked over Easter and then tapered off, continuous showers eased demand however it is expected these will reduce as we move into the dry season and we expect to see a steady increase in demand for the next quarter. A higher incidence of Ergon power outages resulted in a number of plant shutdowns and equipment drop outs.

A vertical illustration of a colorful bird, possibly a lorikeet, with blue, green, and orange feathers, perched on a branch.

Maintenance, repair and operational activities included:

- repair of faulty valves;
- repair to UF cartridges;
- service of all generators;
- repairs to pipework;
- repairs and service of air compressors;
- service of all chlorine analysers;
- reservoir inspections; and
- 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 187 customer request notifications, 88 service repairs and 12 water main breaks that were repaired. There were also 75 settlements and 5 new service installations.

Wastewater

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

Continuous rainfall in March and April caused some process issues at the Mossman and Port Douglas Wastewater Treatment Plants however staff ensured all issues were monitored, rectified and were compliant.

There were a few problems with sewer pump blockages which were rectified at the pump stations and wastewater plants.

Mangoes mapping and RPS Surveyors returned to the field to capture unmarked survey information on our sewer network which will be used to maintain the integrity of our data within our mapping and asset management systems.

Other preventative maintenance works included sewer gravity mains maintenance and pressure cleaning of 31 sewer pump stations to avoid fatty build up.

Emergency repairs of the sewer rising main from Crimmins Street into the Port Douglas Wastewater Treatment Plant was conducted in early May and the renewal of this pipeline will be completed in early June.

A second emergency repair occurred in late May on Junction Rd, Mossman from an ageing sewer pipe infrastructure fitting.

The leak was able to be contained within the break area and a sucker truck was used to remove the spill. (See image 1, 2 & 3) An incident notification report was issued to the pollution hotline (Department of Environment and Science - DES).



Image 1, 2 & 3: Emergency sewer line break on Junction Rd, Mossman

The capital works relining project remains at 95% complete due to ongoing rain; most top hats and house connection branch lines have been replaced or patched, the few outstanding that were aborted due to wet weather conditions are expected to be completed in June.

The inlet screen at the Mossman Wastewater Treatment Plant was rectified and changed to a 5mm screen by a local company in Cairns and is now fully operational after being damaged from the heavy wet weather events.

The Port Douglas sewer reticulation network had a few house connection branch lines failures causing sink holes and ground movement in residential properties (See images 4, 5, 6 & 7)



Image 4: Sink hole from a broken house connection branch line



Image 5: Repaired house connection branch line, ground ready to be repaved



Images 6-7: Andrews Cl, Port Douglas before and after photos – repairing house connection branch lines

In this reporting period there are a number of projects that are nearly complete and should be operational in the next period, such as the Whyanbeel Water Treatment Johnson screen renewals, Rex Creek Johnson screen renewals, Daintree Water Treatment Plant new scour valves and the Port Douglas and Mossman sewer relining works.

Completed capital works projects for Water and Wastewater included the installation of the Daintree Bore phase 2, Port Douglas Wastewater Treatment Plant crocodile security fence, Whyanbeel Water Treatment Plant replacement of control valves, Mossman Water Treatment Plant UF cartridges and the sewer pump renewals. (See images 8, 9, 10 & 11)



Image 8: Daintree WTP new scour valve



Image 9: Completed Daintree water bore



Image 10: Port Douglas WWTP Security Fence



Image 11: Mossman WTP UF cartridges

DOUGLAS SHIRE COUNCIL

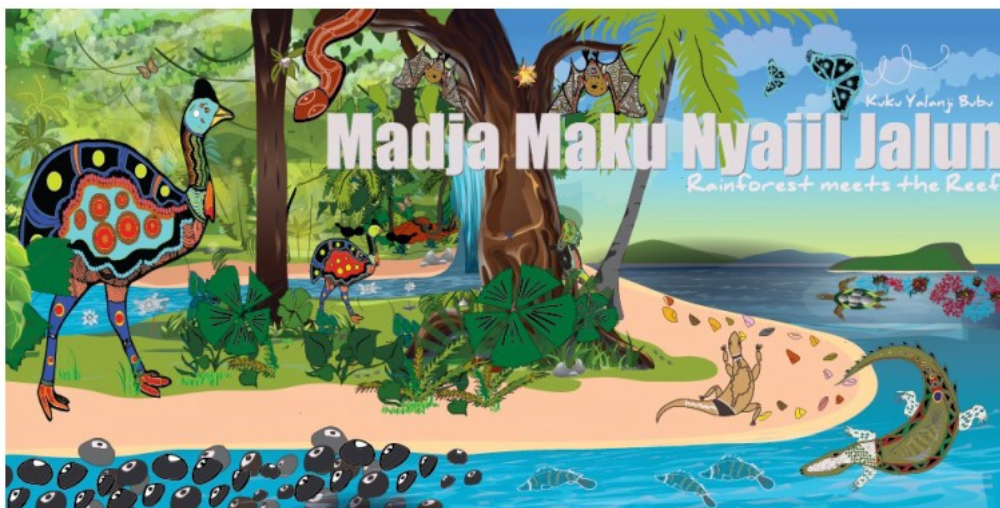
ORGANISATIONAL REPORT CARD

2018 - 2019

March – May 2019

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

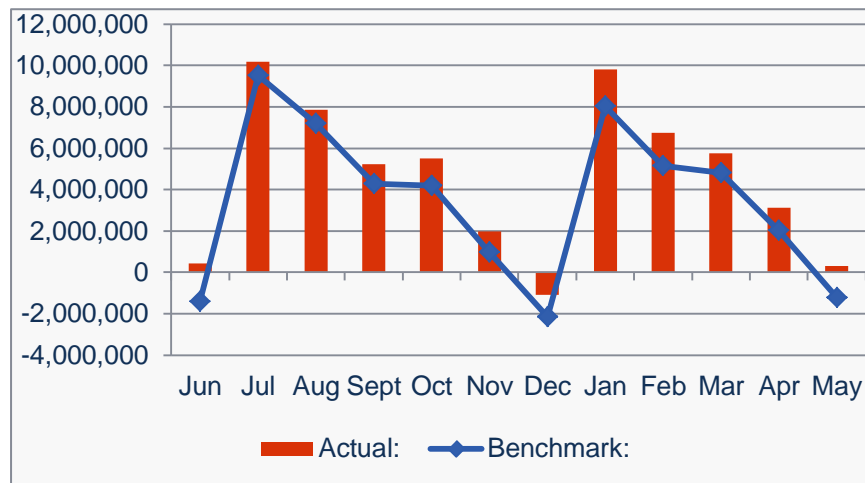
DOUGLAS
SHIRE COUNCIL



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

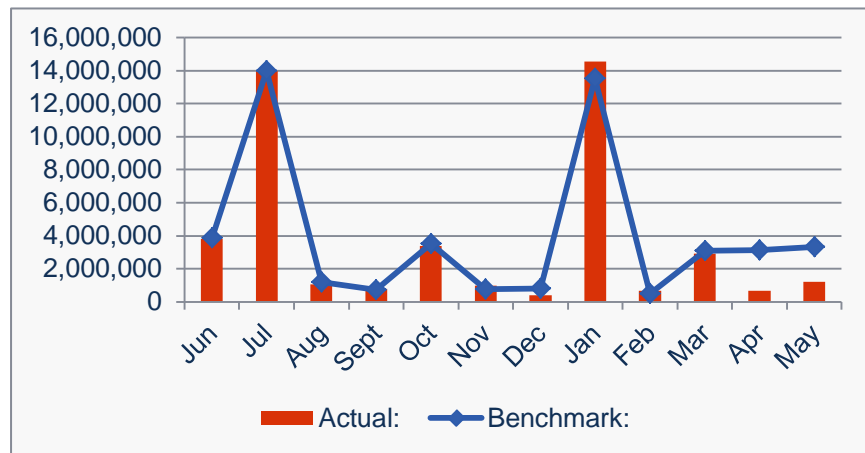


	Year To Date March	Year To Date April	Year To Date May
Benchmark:	4,811,362	2,023,026	-1,239,714
Actual:	5,769,335	3,123,855	314,861
Variance:	957,973	1,100,829	1,554,575

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

Interpretive Comments: Council adopted the 2018/19 Annual Budget on 19 June 2018. The operating result is currently ahead of budget.

1.2 Revenue Against Budget

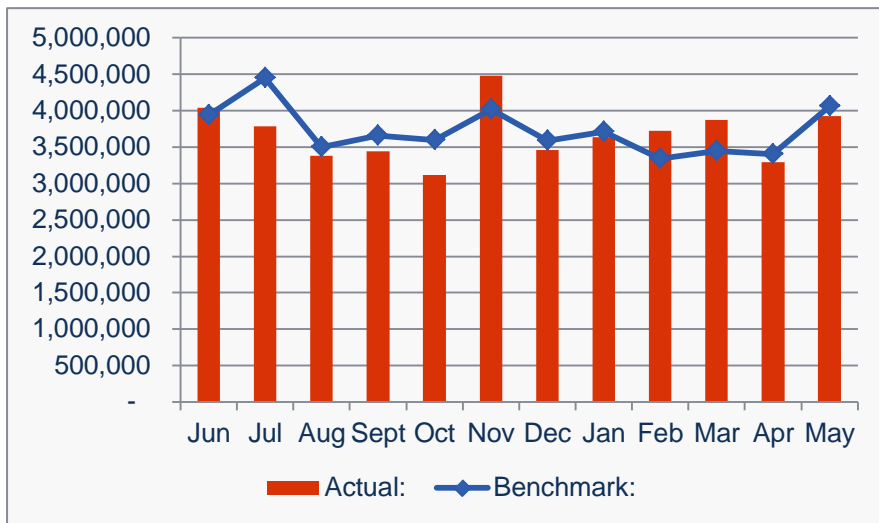


	March	April	May
Benchmark:	3,097,746	3,134,564	3,319,796
Actual:	2,909,782	676,425	1,227,032
Variance:	-187,964	-2,458,139	-2,092,764

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

Interpretive Comments: Council has collected 93% of its forecasted revenue. Additional Grant funding has been received for a Storm Tide Study and Council has received an advance payment of funding for Emergent works.

1.3 Expenses Against Budget

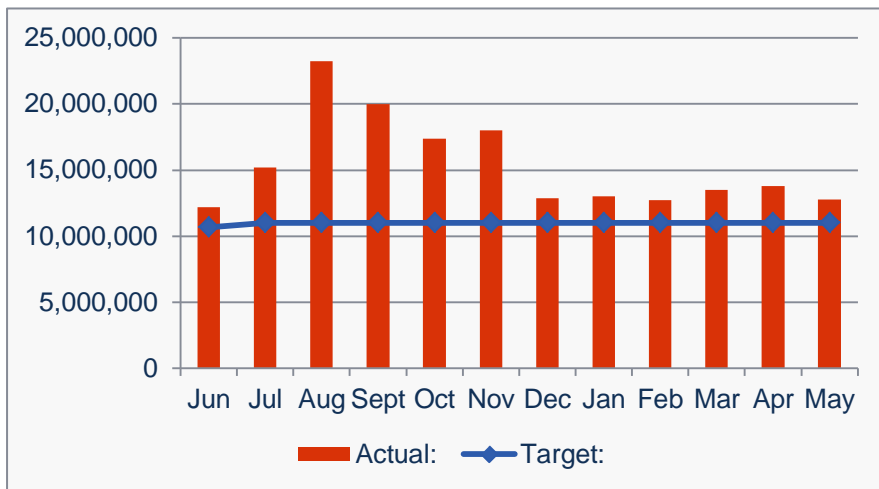


	March	April	May
Benchmark:	3,449,062	3,399,439	4,059,713
Actual:	3,868,871	3,291,662	3,921,619
Variance:	419,809	-107,777	-138,094

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.

1.4 Capacity to Meet Operational Expenses

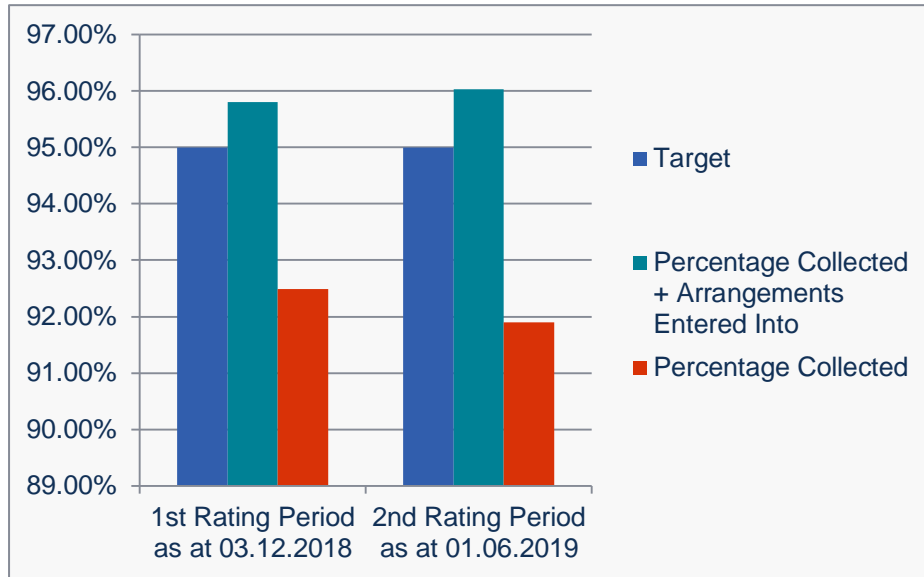


	March	April	May
Target:	11,018,864	11,018,864	11,018,864
Actual:	13,517,707	13,778,216	12,768,811
Variance:	-2,498,843	-2,759,352	-1,749,947

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

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

1.5 Rates Collected



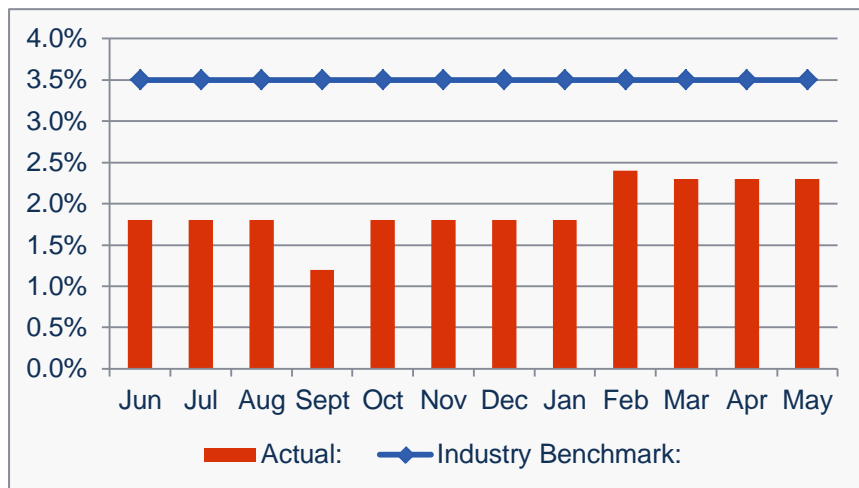
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	95.81%	96.03%
Percentage Collected:	92.49%	91.90%

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

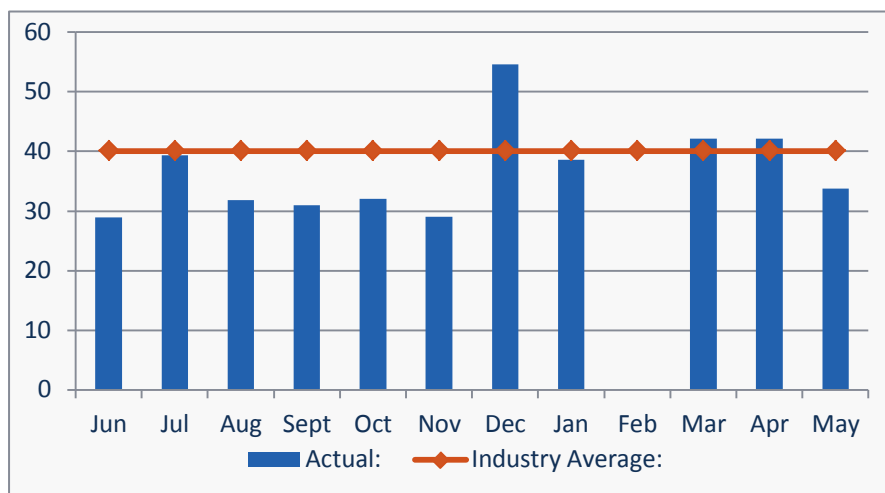


	March	April	May
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	2.3%	2.3%	2.3%

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 each of the twelve month periods ending April, May and June there were four LTIs. The incidents were: two back strains, a shoulder strain and a tendon tear. Only one incident remains open.

2.2 Efficiency of Filling Positions Vacant

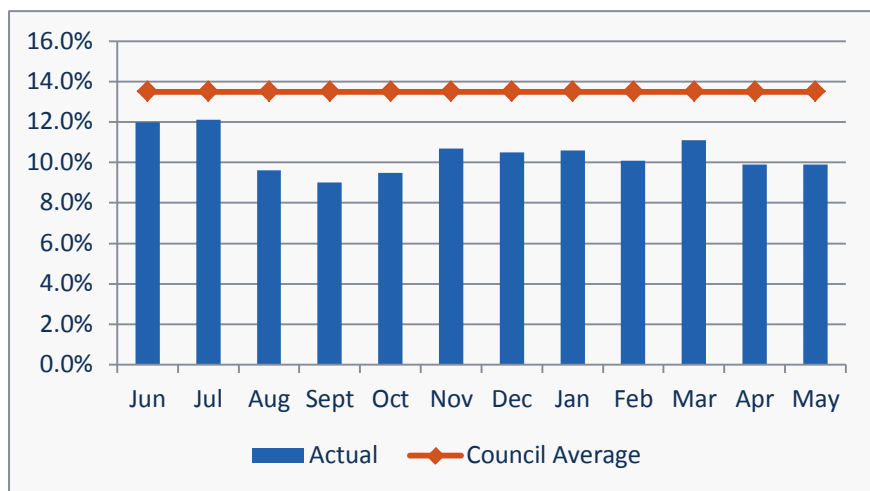


	March	April	May
Maximum:	40.0	40.0	40.0
Actual:	42.1	42.1	33.8
Variance:	-2.1	-2.1	6.2

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 seven roles this quarter with an average turnaround of 38.6 days.

2.3 Monthly Staff Turnover

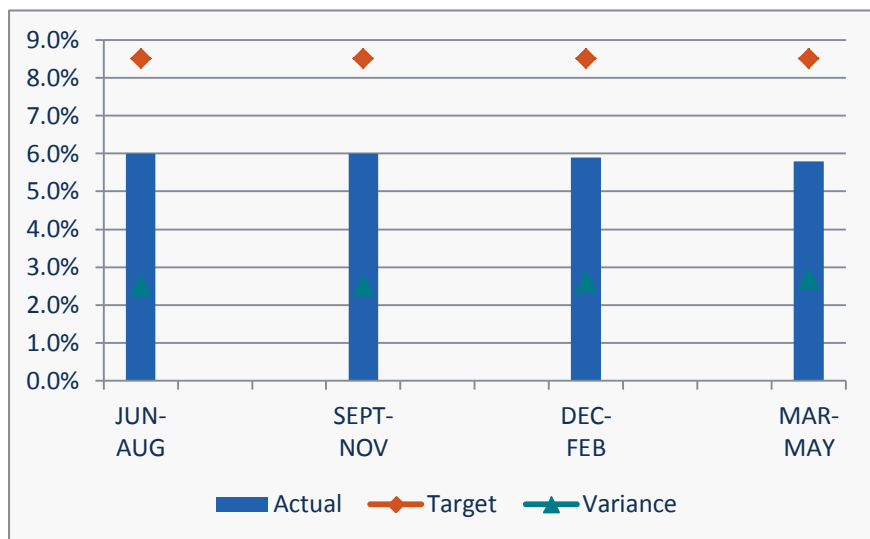


	March	April	May
Maximum:	13.5%	13.5%	13.5%
Actual:	11.1%	9.9%	9.9%
Variance:	2.4%	3.6%	3.6%

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 17.6 for this reporting quarter, which is 10.3% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



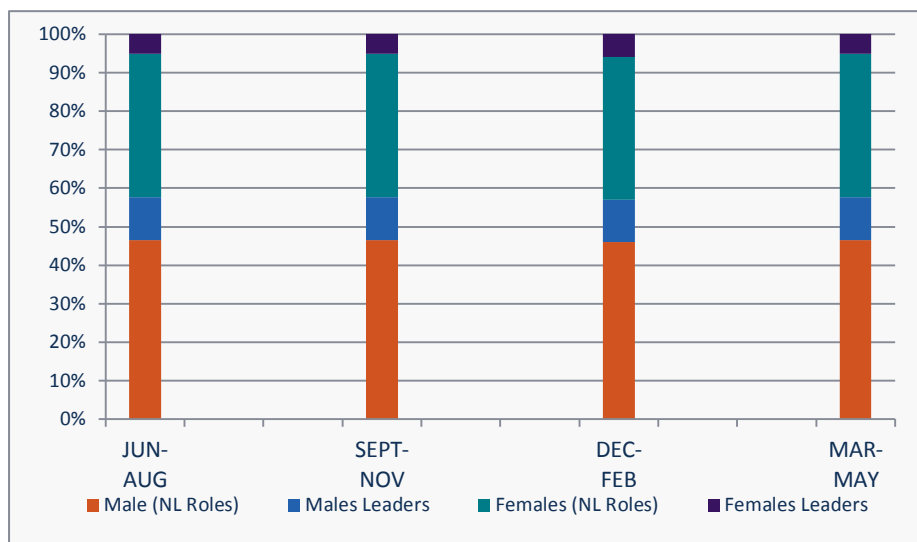
Mar – May 2019

Maximum:	8.5%
Actual:	5.8%
Variance:	2.7%

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 ten Aboriginal and Torres Strait Islander staff.

2.5 Workplace Diversity – Males & Females



Mar – May 2019

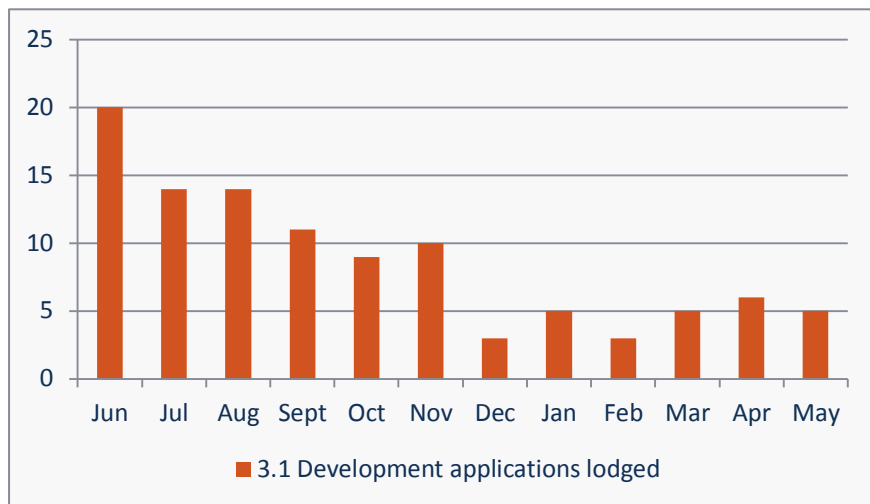
Males (NL roles):	46%
Males	11%
Females (NL roles):	37%
Females:	5%

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 171 staff - 57% male and 43% female. 19 of the 98 male staff and 9 of the 73 female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged

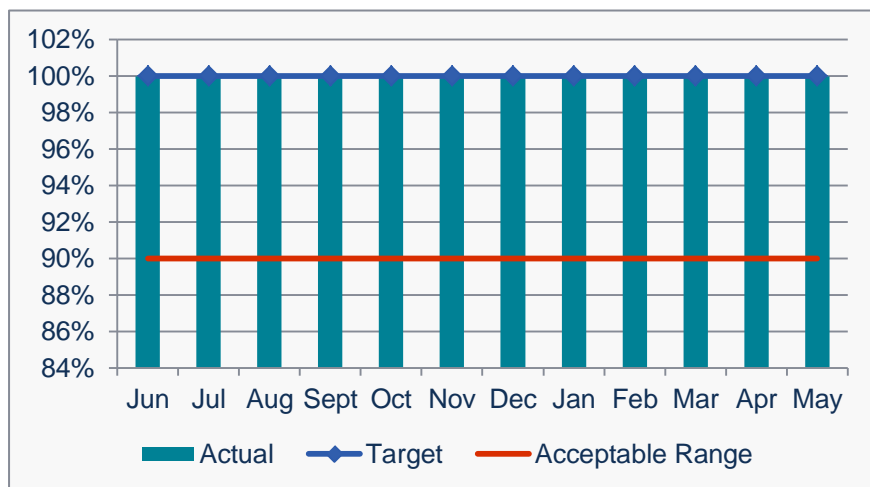


	March	April	May
Actual:	5	6	5

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 23 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

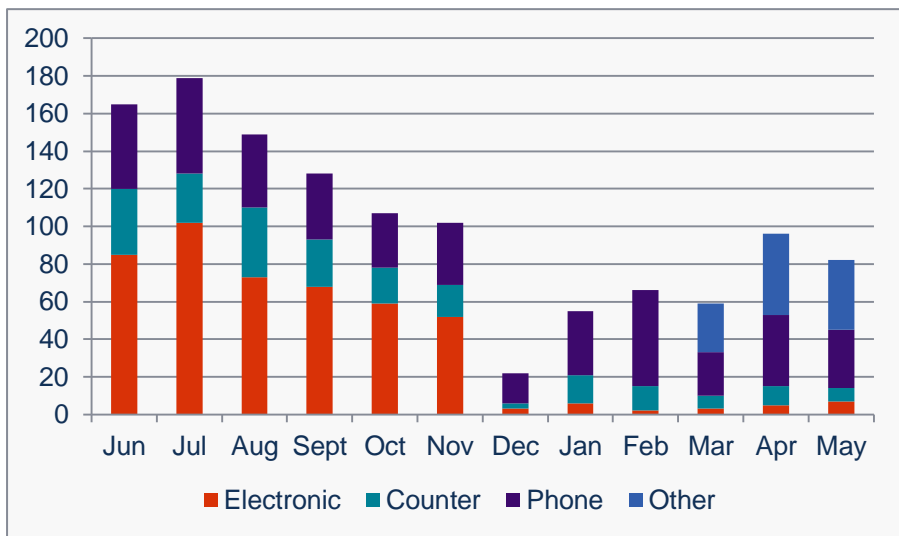


	March	April	May
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

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

3.3 Development & Assessment Officer Enquiries

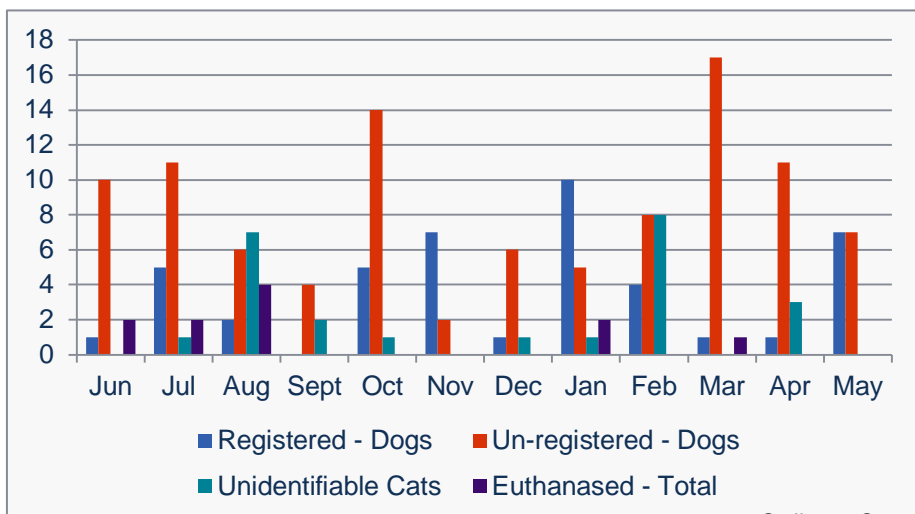


	March	April	May
Electronic:	3	5	7
Counter:	7	10	7
Phone:	23	38	31
Other:	26	43	37

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: A significant amount of planning enquiries are received each month. 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

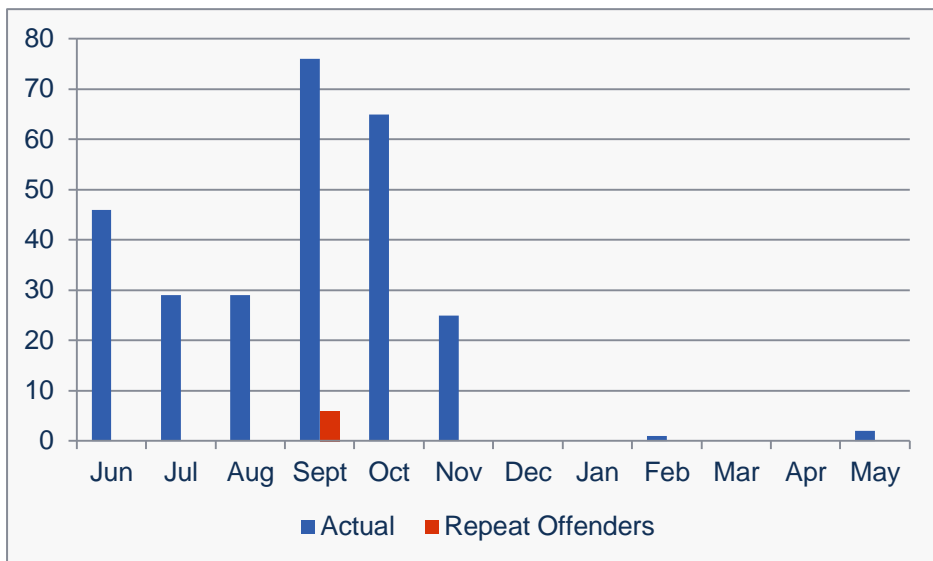


	March	April	May
Registered - Dogs	1	1	7
Un-registered - Dogs	17	11	7
Unidentifiable Cats	0	3	0
Euthanased - Total	1	0	0

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

Interpretive Comments: A number of dogs were surrendered from the Mossman Gorge Community in March.

3.5 Illegal Camping



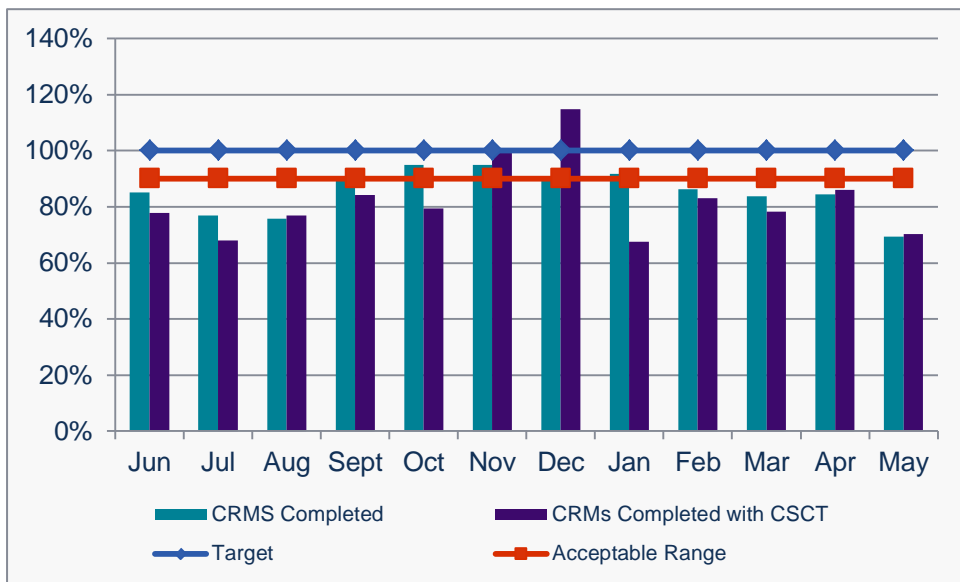
	March	April	May
Actual	0	0	2
Repeat Offenders	0	0	0

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

Interpretive Comments: Despite patrols being ramped up to coincide with the start of the high season, officers have found almost no illegal campers this year. Again, the weather is likely impacting numbers of visitors, particularly the tropical low in May.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	March	April	May
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	83.70%	84.42%	69.31%
CRMs Completed within CSCT:	78.35%	86.01%	70.25%

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.

March

	Category	Quantity
1.	Leaking/Broken Service Pipe	63
2.	Rates – Arrangement to pay	53
3.	Trees (street/park)	31
4.	Road Maintenance	30
5.	Planner of the Day	16

April

	Category	Quantity
1.	Leaking/Broken Service Pipe	64
2.	Rates – Arrangement to pay	54
3.	Trees (street/park)	31
4.	Planner of the Day	28
5.	Road Maintenance	19

May

	Category	Quantity
1.	Leaking/Broken Service Pipe	65
2.	Road Maintenance	32
3.	Planner of the Day	27
4.	Rates – Arrangement to pay	25
5.	Trees (street/park)	21
	Waste – Residential Repair/Replace	21

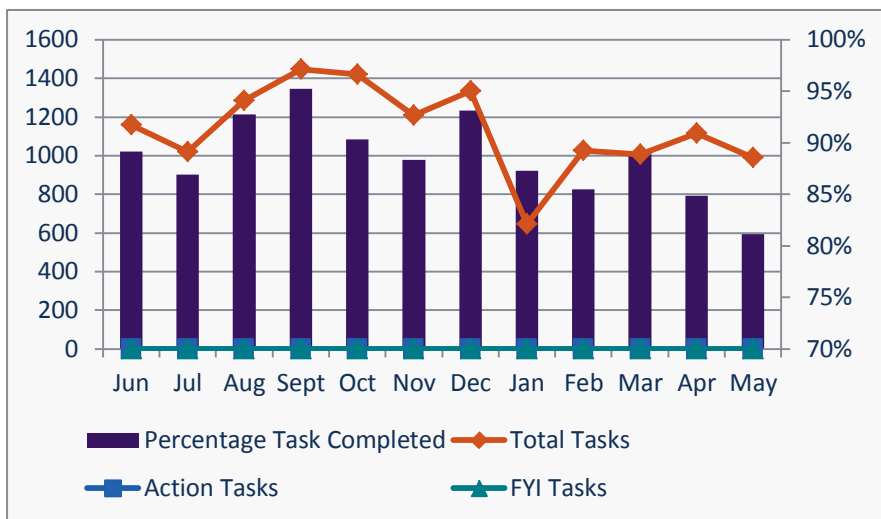
4.3 General Customer Enquiries

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

	March	April	May
enquiries@douglas.qld.gov.au (direct email and via web)	1264	1401	1388
Phone Calls to 4099 9444	2038	1842	2061

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

4.4 Inwards Correspondence Actioned

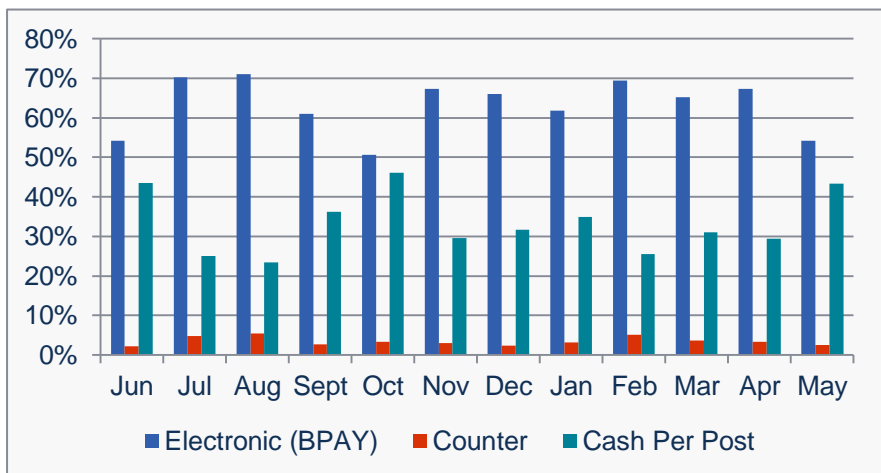


	March	April	May
Total Tasks:	1007	1116	991
Action Tasks:			
FYI Tasks:			
Percentage Task Complete	89.08%	84.86%	81.13%

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

Interpretive Comments: Staff movements and high workloads have resulted in lower than normal completion rates this quarter.

4.5 Rates Payment Methods



	March	April	May
Electronic (BPAY):	65.30%	67.30%	54.17%
Counter:	3.67%	3.34%	2.43%
Cash Per Post:	31.03%	29.36%	43.40%

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

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

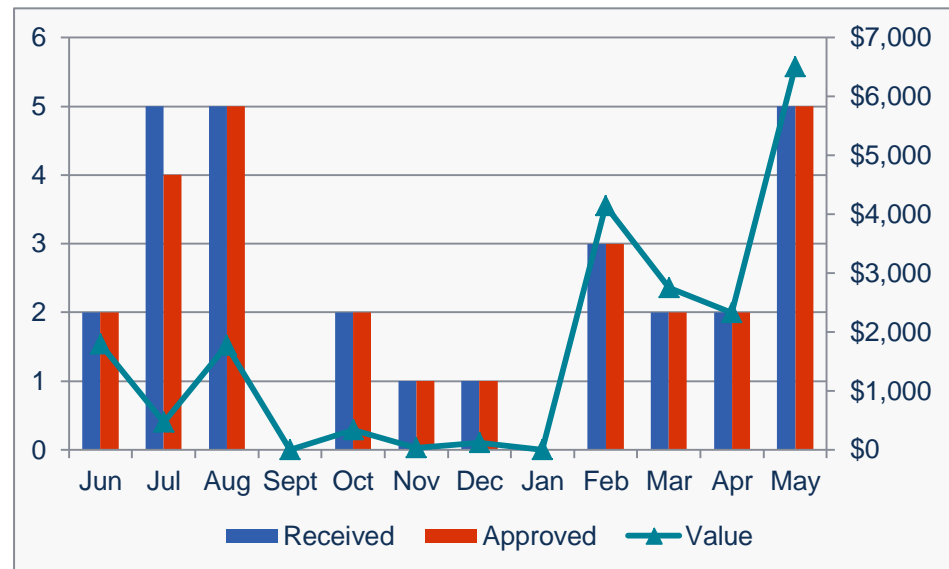
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	March	April	May
Facebook Posts	101	67	93
Website (Page) Views	62,099	45,156	52,071
Public Notice Advertising	10	16	10
Media Releases	18	13	28
Community Notice Boards	0	0	0

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

5.2 Community In-Kind Request



	March	April	May
Received:	2	2	5
Approved:	2	2	5
Value:	\$2,752.72	\$2,324.09	\$6,507.16

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.