

5.15. CEO REPORT FOR PERIOD JANUARY TO MARCH 2020

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DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period January to March 2020.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from January to March 2020. As part of the administration's review and continual improvement in the way the business of Council is communicated, the "Organisational Report Card" was developed to provide a regular snapshot for Councillors and the community on a selection of operational indicators.

BACKGROUND

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

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

PROPOSAL

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period January to March 2020.

FINANCIAL/RESOURCE IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

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

SUSTAINABILITY IMPLICATIONS

Economic: The twin pillars of financial and economic sustainability underpin all Council's operations.

Environmental: Environmental management is a priority consideration in the delivery of all Council operations and services

Social: The diverse communities of Douglas are Council's clients. Council's operations, services and programs are designed and delivered to support the people of Douglas.

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the Local Government Act 2009, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2019 -2020 adopted on 25 June 2019.

Corporate Plan 2019-2024 Initiatives:

Theme 5 - Robust Governance and Efficient Service Delivery

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

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

COUNCIL'S ROLE

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

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

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

CONSULTATION

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

External: Nil.

ATTACHMENTS

1. Report from the Chief Executive Officer for the period January to March 2020 [5.15.1 - 53 pages]
2. Organisational Report Card January to March 2020 [5.15.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

REPORT FROM THE CHIEF EXECUTIVE OFFICER

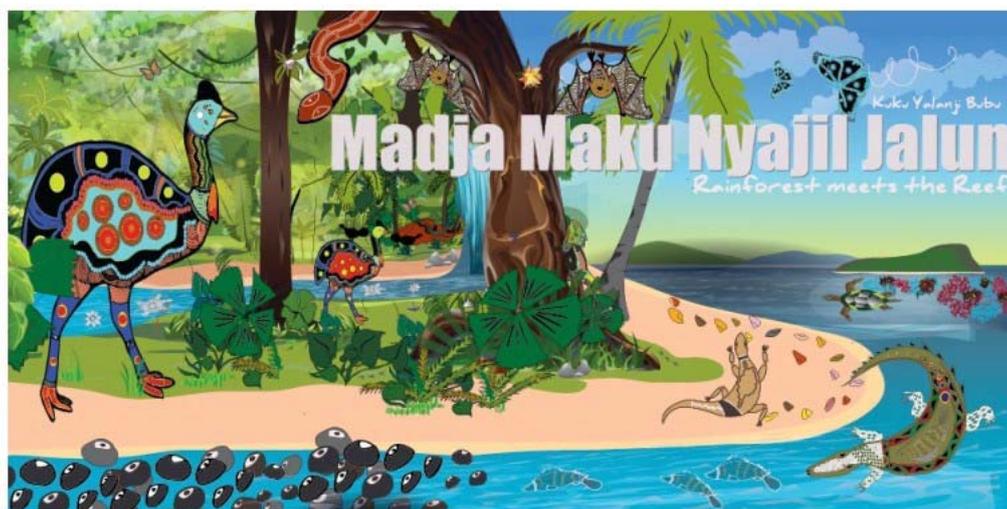
2019 - 2020

January – March 2020

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

DOUGLAS
SHIRE COUNCIL





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

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CHIEF EXECUTIVE OFFICER



As I write the review of the January-March 2020 quarter and look back to the start of the year, it is hard to fathom how much has changed and how long ago that time feels. It is a cliché and an understatement to say times are challenging. People and businesses are hurting. What seemed unimaginable at the start of 2020 is now routine. So, I undertake this review with trepidation knowing that since the end of the March quarter, much has changed again, already. But here we go.

A key highlight was the formation of the Economic Strategic Review Committee (ESRC). With community members from across the business spectrum and key groups such as Jabalbina, Tourism Port Douglas Daintree and the Chamber of Commerce, we met over six Wednesdays and developed a set of strategic themes and action items. While Covid-19 has obligated Council to look at the very short term for economic survival and recovery, we will put the proposed plan out for community consultation after we begin to emerge from the immediate crisis. I'd like to thank each of the members for their contribution. I was thoroughly impressed with the wisdom, commitment and enthusiasm shown by every single member. Watch this space!

Another personal favourite of mine and one I cannot fail to mention is the Citizenship Ceremony and the Australia Day Awards. Douglas Shire welcomed 24 new citizens from every corner of the Globe. Council received 23 nominations for the eight awards categories with Michael Gabour being named Citizen of the Year. The talent that these awards highlight is inspiring and if you've never been to the event, mark your calendar now for next year... it's a treat.

Other highlights about which you can read in this report include the Douglas Shire Business Expo, which the Chamber of Commerce delivered an exciting and full event, and the inaugural Hot and Steamy Festival in February which fully lived up to its name with our very warm summer!

March was the month that the reality of Covid-19 really set in. Council responded as staff began to work from home while working out how to deliver services remotely and safely. Libraries innovated with on-line sessions and our Front-line services set up remotely and continued to take calls. Our outdoor crews implemented a number of measures so that they could continue to work through all of the regular maintenance and capital works projects.

And March was also the month of our local government election. I would like to congratulate the new Mayor, Michael Kerr, our two returning Councillors Abigail Noli and Roy Zammataro, and our two new Councillors, Lisa Scomazzon (Deputy Mayor) and Peter Mckeown. I am very much looking forward to working with them on strategies to recover from Covid-19 and its economic impacts, and to implement all of their ideas for taking the Shire forward that this new Council has. I would like to thank the previous Council and in particular Julia Leu for giving me the opportunity to work in this great Shire with a wonderful organisation. Finally, I would like to acknowledge all candidates who ran. It takes enormous courage and passion to put yourselves forward and you are all to be congratulated.

Please enjoy a perusal of the report to see all of the other activities that were undertaken during the quarter despite the onset of the Covid-19 pandemic.

PEOPLE AND COMMUNITY SERVICES

Libraries

In January the library hosted Island Fashion on Tour, an exhibition supplied by Queensland Art Gallery | Gallery of Modern Art Children's Art Centre and Regional Services. This exhibition included free art activities that encouraged children and families to get creative with fashion and adornment. The program proved to be so popular that the library ended up running it right through to April with children and parents enthusiastically trying out the supplied craft activities.



Images: Nate, Milla and Mylee enjoy the The Island Fashion on Tour exhibit at Mossman Library

On Thursday 13 February the library celebrated Library Lover's Day with A Book Lover's night out. Over 40 book lovers joined us in what turned out to be a night of literary fun and games with the consensus at the end of the night being – when's the next one?



Images: Douglas Shire Book Lovers celebrate Library Lover's Day at Mossman Library

The Library team is committed to show-casing what a great community space the library can be. On Saturday 7 March we invited the Douglas Boomerang Sewing Group to set-up shop in Mossman library so the community could see them at work. The sewing group, together with their sewing machines took up residence for the morning and members of the public dropped in to find out more about the group and make donations of much needed materials. The group were working on wraps and pouches to assist in the recovery of wildlife injured during the bushfires. There was a great turn out including some surprise furry visitors.



Images: In March Douglas Shire Boomerang Sewing Group paid a visit to the Library

By March, all the regular library programs had resumed. Our Lego Club members were glad to get back to their bricks, Tech Savvy Senior classes were under way and on Wednesday 11 March our first Music and Song, First Five Forever Event for the year saw 32 parents, grandparents and children attend Mossman Hall to enjoy learning through music and song. Other community members took time to try out VR on the Multi-touch hub or dropped in to pop another piece in the communal jigsaw puzzle.



Image: Max tries out the VR on the library Multi-touch hub



Image: Patricia Evans and Nancy Lott love to drop in to work on our jigsaw puzzles

Community and Economic Development

Arts & Culture

Indigenous Language Signage (ILS)

Installation of the Indigenous language place signs commenced with signs installed from Manjal Dimbi (Mossman Gorge) to Kulki (Cape Tribulation).

The remaining areas of the Shire's north will be completed when the access restrictions have been lifted.



Image: Manjal Dimbi sign at Mossman Gorge



Image: Kuyu Kuyu sign at Cooya Beach

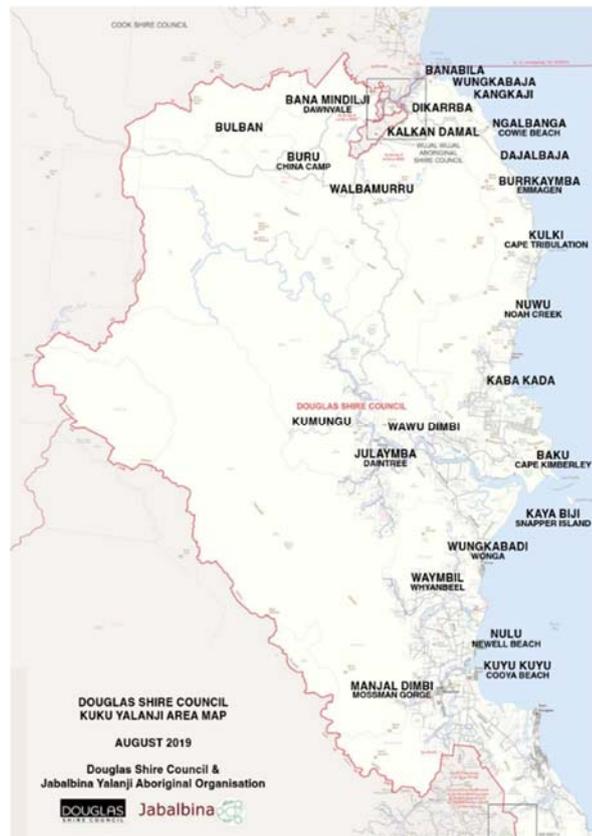


Image: Kuku Yalanji Area Map with Indigenous place names RADF

2019-20 Regional Arts Development Fund (RADF) Grant Round

The annual RADF grant round opened in January for applications for arts and cultural grants. The round closed and 16 applications were received, requesting funds of \$62,099. The RADF Committee will assess the applications in May 2020, and have \$45,000 in funds to allocate, so it will be a competitive grant round again this year.



Image: Advertising Media for RADF 2019-20

Sport and Recreation



Image: Advertising Media for Active8

Douglas Shire Council has been successful in obtaining funding to extend the Active8 fitness program through to June 2020. Douglas Shire Council's participation rates per capita far exceeded any other Council running the PHN funded programs.

Throughout this program Council has received countless positive feedback emails and phone calls and Council has received a number of success stories.

With more challenging barriers that have been brought about by COVID-19, Douglas Shire Council was able to respond quickly and put measures in place that would allow social distancing and later three of the five programs were moved to free online live streaming.

The programs that continued were very well attended and the program retained the same number of participants on average as the previous park-based programs.



Image: Zumba in Dixie Park, Port Douglas

Council has recently submitted applications for two community project awards, through Parks and Leisure Australia and the Local Government Managers Australia (LGMA).

Part of the submission was the creation of a video to best explain the projects content and deliverables.

The success of these applications will be announced in in the coming months.
<https://www.youtube.com/watch?v=hzkvoxXQnol&app=desktop>.



Image: Tai Chi for Health at Rex Smeal Park, Port Douglas



Image: Tai Chi for Health live streaming

Sport and Recreation Strategy

A Sport and Recreation Sports Strategy is underway to guide Council in its direction to assist sport and recreation in the Douglas Shire and increase engagement and pathways into participation.

The Sport and Recreation Strategy will support key elements, such as activation of parks and community facilities, growth of sport in the region, facility management, sports club support and promotion and activation of cycling and walking in the Douglas Shire.



Image: Flagstaff Trail, Port Douglas

Port Douglas Sports Complex and Coronation Park Masterplan

CPR Group are leading the masterplan for the future planning of Douglas Shires two main sporting facilities. The focus of the planning was to create multiuse areas for both sport and recreational users capitalising on the space available with the vision to future growth of sport in the region and to support sports tourism opportunities.

A facility audit, and the facility user consultation with sports clubs is now complete, with the next steps being Councilor and community consultation with draft plans.



Image: Port Douglas Sports Complex, Port Douglas

Club Support Seminar

The Douglas Shire Council launched its first club support seminar at the Port Douglas Community Hall. The presenter Michael Connolly was a true showman that delivered an energetic, engaging and informative session. The attending clubs acquired skills not only in relation to grants and how to plan for them but how to change the clubs to a more positive, supportive and vibrant culture that would result in increased numbers, participation and volunteer support.

The program had an outstanding response of over 25 representatives from local sports clubs. Incredibly positive feedback was received by Council staff and the presenter.



Image: Grants and how to plan for them seminar

Australia Day Awards and Citizenship Ceremony

Council recognised the achievements of outstanding citizens as well as welcoming 24 new citizens to the Shire at this year's Australia Day awards.

The Day started with a free breakfast prepared by the Port Douglas Neighborhood Center and drew a large attendance of approximately 200 families and well-wishers to the event. A specially formed group of musicians, The Mossman Australia Day Band, performed the National anthem, I am Australian and I still call Australia home.

Council received 23 nominations for recognition across 7 Categories, with a civic recognition award nominated by Council. The 8 award recipients were:

- Citizen of the Year – Michael Gabor
- Young citizen of the year – Unity Beitzel
- Volunteer of the Year – Stephen Hull
- Arts and Cultural – Jill Chism
- Environmental achievement – Karen Renouf-Thomas
- Senior Sports – Brad Cooper
- Junior Sports – Gwyneth Dowell
- Civic Recognition Award – Caitlin O'Neil-Nulty



Image: Australia Day Award recipients



Image: Australia Day Award nominees



Image: 24 New Citizens were welcomed to the Shire

Douglas Shire Business EXPO March 6 2020

The Douglas Shire Council and The Douglas Chamber of Commerce worked together to present the 2020 Douglas Business Expo. The morning's activities consisted of a complimentary breakfast, trade expo, networking session and presentations from key industry and government representatives.

More than 100 local business representatives filled the Port Douglas Community Hall and exchanged ideas and strategies for regional business and heard about upcoming local economic opportunities. Viewed as a resounding success, there was keen interest to make this an annual event.



Image: Business Networking and trade booths



Image: Key note speakers: Steve Keating, Robert Sobyra, Deby Ruddell, Bronwyn Dwyer, Maree Adshed, and Ross Hodgman.

Port Douglas Hot & Steamy Festival

As part of council's Event Funding Program, funding and in-kind support were offered to support the inaugural Port Douglas Hot & Steamy Festival. To assist in delivering the LGBT festival, Council offered \$4000 in funding and In-kind support by way of media promotion and use of the Sugar wharf as a festival venue.

The three day festival, held during our regional wet season, attracted over 1000 attendees over six events. The Event Funding Program aims to encourage local events in the region that fall outside of the traditional tourist season. Organisers say they were delighted with the results and have begun planning for next year's event.



Image: Hot & Steamy Festival at the Sugar Wharf

Charles May Memorial Opening and Morning Tea

On 2 January, the Council Chambers was packed with three generations of May family from across the country as well as Mayor and Councillors from two shires and 40 community members to celebrate the launch of a memorial to Charles May and his role in opening of the road between Mossman and Mt Molloy.

The project was instigated by the Douglas Shire Historical Society with funding from both Douglas and Mareeba Shire Councils.

Economic Development Strategy Review

A committee of 20 industry and business representatives joined Tourism Port Douglas and Daintree, the Douglas Chamber of Commerce, Mayor Julia Leu and Council Officers for a series of breakfast workshops facilitated by CEO Mark Stoermer.

The Economic Strategic Review Committee volunteered their time to help review and plan for a new Council Economic Development Strategy.

A great deal of work was undertaken by the group and some innovative themes and ideas emerged from the consultation. The planned drafting of the Strategy, which was to follow the committee workshop process, was put on hold as the Covid-19 situation emerged.

Community Engagement

- **Murphy Street, Port Douglas - Landslip Repairs:**

Update distributing contractors were progressing well with repairs. The update advised the contractor had completed all drilling at the Murphy Street and Grant Street landslip and would be moving to the second of three sites at the intersection of Murphy Street and Owen Street.

Thus far the noise has not been as intrusive as expected, although with the third landslip further east along Murphy Street, there's more rock so it may be louder than the previous two locations. Dust is an issue for a few residents located above the construction site. Contractors accessories on the drill (water spray and vacuum) but this is not stopping the fine powdery red dust forming a gritty layer on every outdoor area, getting indoors onto surfaces, and in one case, forming a layer of silt in swimming pools.

- **Noah Creek Bridge:**

In early January, a project update was sent out to the community advising NQ Civil Contractors had completed the final design and had lodged a permit application with Wet Tropics Management Authority. Also advised Douglas Shire Council had been working through land tenure aspects. The road realignment requires extension of the Road Reserve into Daintree National Park immediately adjacent to Noah Creek. This has required liaison with the relevant Queensland State Government agencies as well as working through Native Title with Traditional Owner groups. Construction is expected to commence in the mid to latter half of 2020, subject to receipt of environmental approvals.

- **Whyanbeel Causeway No. 1 Upgrade:**

Project update sent to residents to advise Kenmac Constructions appointed as contractor with expected start date of April 2020 and completed by 30 June 2020.

- **Port Douglas Sports Complex and Coronation Park Master Plan:**

We had good response to the community survey distributed last year but only two respondents under 18. We created a youth-only shorter survey which attracted 35 responses with results sent on to the consultant to feed into options being prepared.

- **Marlin Drive, Wonga Beach:**

In response to a petition from residents, Council is investigating the installation of 3-4 raised platforms in Marlin Drive, between Mossman-Daintree Road and Oleander Street. A community survey was done to ascertain if this would be welcomed. Stakeholders included residents and property owners in Marlin Drive and all roads which link into Marlin Drive as well as Queensland Police and local bus companies.

A letter was sent to all ratepayers about the survey and the survey link was published the Have Your Say webpage. The consultation rolled out week commencing 20 January with feedback requested by 28 February 2020. To date we've had 62 responses, 82% agree speed was an issue and 70% in favour of speed humps.

- **Rex Smeal and Market Park Master Planning:**

Late last year, we asked people how they thought the area could be improved. Feedback was received from around 50 people covering a range of topics. A summary of comments received was published on Council's website and a link emailed out to stakeholders on 18 January 2020.

Hard copies were also distributed by the Market Coordinator on 12 January 2020. Stakeholders were asked if there was anything we missed, or if people had anything more to add.

- **Milman Drive, Craiglie Playground:**

Distribution of leaflet to the neighbourhood informing residents of the playground equipment planned for 49 Milman Drive in Craiglie. The playground was initiated after Council received a petition from 37 people pushing for a playground. After the announcement, Council received a second petition started by the immediate neighbours objecting to the location.

This in turn, prompted a flurry of emails and other activities from many in the neighbourhood community fearful the project would not proceed. Council staff have subsequently met with the immediate neighbours.

While some of their concerns can be addressed by planting out the adjacent fence line, and the position of the playground equipment, other than finding an entirely different location, it is not possible to address all their concerns.

- **Lund Street, Mossman Gorge Speed Humps:**

In response to a request from BBNAC to reinstate speed humps, Council prepared a leaflet for distribution throughout the Mossman Gorge Community asking if there were any concerns, with a closing date of 29 February 2020. There were 35 responses with 100 % agreement to reinstall speed humps.

- **Atoll Close, Port Douglas - Change to traffic conditions:**

To improve safety and reduce dust, one option proposed was to stop vehicles turning right into Atoll Close, and have a left hand turn only when exiting Atoll Close. A leaflet was either emailed and/or dropped into letterboxes of homes in the area. There were four responses, all against this option.



Human Resources

During this period Council's Certified Agreement negotiations re-commenced with the unions in February 2020 with discussions based on the review of the draft Certified Agreement and explanatory document of proposed changes.

Recruitment activities over the last quarter has seen movement within a number of departments due to a range of internal staff appointments and secondments including the appointment of new staff to Council.

From January and into March staff participate in range of legislative and professional development training however with COVID-19 the priority is to safeguard staff by ensuring staff are well equipped to continue providing quality and timely service by determining the most appropriate service delivery that extends to the area of staff training whilst considering current constraints imposed.

Council delivered COVID-19 information sessions to all staff and specific session on Building Mental Resilience targeting Managers/Coordinators and Team Leaders.

At this time due to COVID-19 it has been necessary to postpone face-to face training that was scheduled and outlined in Council's staff training calendar with logistics of on-line training systems currently being trialed by our training providers specifically for those staff undertaking a Certificate III qualification. Several eLearning sessions have been released to staff covering Infection Control Training – COVID-19 and Code of Conduct.

Workplace Health & Safety

Workplace Health and Safety continues to work on COVID-19 to ensure the safety and support of our workers.

The third quarterly report of WHS KPI's was presented at the Workplace Health and Safety Management meeting on 5 March 2020.

Recruitment for a Workplace Health and Safety Advisor has been completed and we have welcomed Robert Browning to the Workplace Health and Safety team. Rob commenced with Council on 9 March 2020 and comes with a wealth of safety knowledge.

Property Services

The Mossman Pool and Caravan Park is tracking well, with over 9,000 participants since opening in October. The pool had also hosted three "Dive In Movies" over the summer school holidays. Being able to float in the pool and watch a blockbuster movie on a warm school holiday Saturday afternoon was incredibly well received and a very 'refreshing' idea for participants.

Due to COVID-19 the Mossman Pool and Caravan Park closed on 14 March 2020 temporarily whilst the restrictions imposed, Council closely monitored the easing of restrictions to re-open the facility in May.

The Property Team finalised the lease arrangements and facility handover of Thornton Beach café in January. Refurbishment works were completed ready for opening of the café however due to COVID-19 restrictions the opening was delayed.

A vertical decorative border on the left side of the page. It features a stylized, colorful bird with a blue head, yellow beak, and a body decorated with various patterns and colors like green, yellow, and red. The background of the border is a mix of green and blue, suggesting a natural setting.

Media and Communications

The impact of COVID-19 significantly increased communication output towards the end of a busy third quarter for the Media and Communications Unit.

The election caretaker period resulted in lower activity within Council's external communications for the first few weeks of the quarter.

Council officers set up a dedicated webpage to provide the community with timely information and resources about the Covid-19 pandemic. This page was viewed 3,926 times from when it was launched on March 20.

The website recorded 127,355 page views from 39,795 users during this quarter. The average time spent on Council's website was 1 minute and 46 seconds.

The 'Your Douglas' community page was visited 1,683 times.

Top ranking news posts were:

- 1) Visitor travel restrictions the Daintree Ferry
- 2) Council prepared for Covid-19 impacts
- 3) Election called, Council in caretaker mode
- 4) Australia Day Award winners 2020
- 5) Local recovery group formed to support Douglas community

Key January to March Statistics:

Media Releases: 53

Media Enquiries: 28

Public notice advertising: 31

Number of social media posts: 144

Media Monitoring editorial mentions:

- Online: 159
- Broadcast: 172

Council Grants Program

The Council Grants Program for 2019/20 was officially launched on 2 September 2019, introducing new funding streams and processes to support applicants. Successful grant recipients since the program's inception, up until the March quarter are:

Successful Applicant	Project	Amount Awarded (GST Exc)
CE Kerr & DC Pinson	Daintree Life Beach Restoration North Myall Beach Cape Tribulation	\$10,000
SG Matthews	Life Amongst the Trees – Part Two	\$5,235
Port Douglas Artists Inc	Call of the Running Tide 2021: Further development, Operational Plan and Website Creation	\$10,000
Trailblazers Qld Pty Ltd	Daintree Food Trail	\$9,700
Great Barrier Reef Research Expeditions Inc	Biorock Reef Restoration	\$6,995
R Watts	Elements of Drawing – Community Art Classes Cow Bay	\$2,532
L Schonenberger	Newell Beach Amenities Marine Mural	\$4,000
Marine Rescue Douglas Shire Inc	Youth Coxswain Grade 1 Trainee Program	\$5,800
Port Douglas Outrigger Canoe Club Inc	Marquee	
Mossman Squash and Tennis Club Inc	Marquee	
Douglas Integrated Riders and Trailbuilders Club Inc	Marquee	
Douglas Chamber of Commerce	Making the unknown known	\$5,000
Douglas Shire Historical Society	Charles May Memorial	\$1,000
Douglas Shire Community Services Assoc	Christmas Day Lunch	\$500 (under 3 year Resource & Performance Agreement)
Great Barrier Reef Research Expeditions Inc	Environmental Children's Book	\$1,393
AN Weare	"This Upstart Port Douglas" a different view of Port Douglas – as reported by newspapers between 1873 and 1911	\$2,000
Homeless Animal Society and Boarding Kennels Inc	Paws and Claws Refuge Centre – Building Application for New Facility	\$2,000

Since the start of the 2019/20 financial year 20 applications for inkind assistance have been assessed from July 2019 to March 2020, with value of inkind assistance approved totaling \$9,417.70 (GST Exc).

External Grants**Applications Submitted**

Grant	Funding Body	Project	Amount	Submitted
Regional Arts Development Fund	State Govt	RADF 2020-2021 Program	\$30,000	26/03/2020
State Library Qld	State Govt	The Power of Music and Song	\$5,000	16/03/2020
State Library Qld	State Govt	Pop up Library	\$5,000	16/03/2020
Council of the Ageing	State Govt	Tai Chi and High Tea	\$1,000	12/03/2020
Safe Places Emergency Accom	Federal Govt	DV Shelter Mossman	\$760,400	14/02/2020

Application Outcome

Grant	Funding Body	Project	Amount	Outcome
Principal Cycle Network	State Govt	Junction Road to Cooya	\$1.1M	Pending
Primary Health Network	State Govt	Active8 Extension	\$15,221	Successful
Tech Savvy Seniors	State Govt	Tech Savvy Seniors @Douglas	\$7,200	Successful
Driving Social Inclusion through Sport & Physical Activity	Federal Govt	Social Inclusion in Douglas	\$433,950	Pending
Regional Recycling Transport Assistance Package	State Govt	Transport of recycling in Douglas	\$187,500	Successful
Building our Regions	State Govt	Mossman CBD to Mossman Gorge Shared Pathway Stages 2 and 3	\$2M	Pending
Building our Regions	State Govt	Port Douglas Sugar Wharf Upgrade	\$250,000	Pending
Building our Regions	State Govt	Swimming Lagoon Business Case	\$190,000	Pending
Illegal Dumping Program	State Govt	Illegal Dumping Field Officer	\$84,042	Successful
Illegal Dumping Hotspot	State Govt	Education and Awareness	\$22,053	Successful

FINANCE AND CORPORATE SERVICES

Procurement

- COVID-19
 - We continue to receive emails and calls from companies looking for work
 - Council has experienced some delays in contract development due to extra COVID-19 requirements
- Vendor administration
 - Worked with Social Media team to script a brief video promoting a) working with Council and b) registering for Vendor Panel
 - Vendor outreach continues
- InfoExpert - Liaised with Records Management and specific DSC sections to see how our record keeping may be improved
- Several new contractual requirements identified including air conditioning maintenance and security monitoring services. New solicitations to be drafted with input from DSC stakeholders
- Cleaning contract
 - New cleaners employed to take care of Mossman facilities
 - Ongoing efforts to improve cleaning standards
- FNQROC models - collaborated with FNQROC and Helix Legal in an effort to improve model contract documents
- Sole Supplier List -will be presented at the next council meeting
- WHS - New WHS *Service Provider – Health and Safety Requirements* document will be incorporated into DSC statements of work moving forward
- Vendor Panel
 - Vendor lists continue to be added to and vendors advised of their requirements to be fully registered
 - The majority of vendors are providing the required documentation (including QBCC licenses where applicable), procurement administration is spending a great deal of time assisting this process
- Uniform Contract - The proposed (new) uniform contract is on hold whilst Council deals with Covid-19
- Waste collection contract
 - Proposals received and assessed
 - Aiming to have report ready for Council meeting in late May
- Employee Assistance Program (EAP) - developing new solicitation for a new contract commencing June, 2020
- Policies
 - Council Procurement Policy was reviewed and updated
 - Corporate Credit Card Policy was drafted
- Drug and alcohol testing - new annual contract to commence 1st June 2020 but subject to change as COVID-19 situation dictates
- Medical tests for new employees
 - Pending input from HR as to the requirements for medicals
 - A new annual purchase order will allow for different types of medicals depending on the job description
- New contract for police checks -aiming for a minimum 12 month contract
- Lifeguard contract Four Mile Beach
 - Investigations into viable options continue
 - A business case was drafted and is being further developed

Request for quotes, Expressions of Interest and Tenders:

Vendor Panel – Request for Quotes

5040 - Donovan Range Pavement Upgrade – RFQ under DRFA construction design for pavements upgrades for sections of the Donovan Range – February 2020

2019-035 – Principal Cycle Network Stage 2 – RFQ for stage 2 for the cycle network from Cooya Beach to Junction Creek.

2019-032 – Dog Off Lead Area Mossman – RFQ for fenced area, George Davis Park - Open Spaces, Infrastructure – March 2020

LG Tenderbox – Request for Quotes, Expression of Interests & Tenders

2020-026B – Sugar Wharf Toilet Upgrade – RFQ to install new toilets – Building Facilities, Infrastructure – February 2020

2020-097 – Waste & Recycling Collection – RFT for waste and recycling collection services for the Douglas Shire – February 2020

2020-121 – Leachate Carting – RFQ for cartage of leachate from Killaloe Station to the Port Douglas Wastewater Treatment Plant – Resource Management, Planning & Environmental Health – March 2020

2020-119 – Killaloe Dump Road – RFT for the construction of a new water main – Project Office, Infrastructure – March 2020

2020-057 – Parks Renewal Program – Shelters Roofing Installation – RFQ for the installation of roofing materials for 12 picnic shelters in Port Douglas – Open Spaces, Infrastructure - March 2020

2020-057 – Parks Renewal Program – Fencing Installation – RFQ for the installation of fencing at selected locations Open Spaces, Infrastructure – March 2020

2020-117 – Slipway/Handling Facility Port Douglas – EOI for the interest to establish a new slipway or boat handling facility in Port Douglas – Planning & Environmental Health – March 2020

2020-113 – Mossman Aged Care Facility Stage 2 – EOI for the interest of service providers to develop the balance of land for age care accommodation - Planning & Environmental Health – March 2020

Finance

Audit

The Queensland Audit Office (QAO) conducted their remote planning in March and are scheduled to undertake the interim audit from 18 May, although some testing is already underway. The May visit is likely to be conducted remotely at this stage due to travel restrictions.

Budget

Preparation of the 2020-21 budget is well underway. A number of Council workshops will be conducted with a view to adopting the budget on 30 June 2020.

Asset Valuations

The Asset Accounting Team has been working alongside our external consultants (Cardno) on the revaluations of the transport asset category. The transport assets are Council's largest asset category.

Asset Management

The Asset Management Steering Committee has reviewed and updated the Asset Management Policy and Asset Management Framework, which are aligned with the 2019-24 Corporate Plan and Council has approved these.

The Steering Committee has progressed a number of Asset Management Plans, one AMP has been approved for use by the CEO and two others are in the final stage of review.

Three of the remaining four AMPs are drafted and are undergoing reviews by the Business Unit responsible for the included assets. The remaining AMP is awaiting results from the revaluation process which will be incorporated into the AMP.

Work has commenced on some of the improvements recommended during the AMP process including development of asset registers aligned to the AMPs to record physical details and components below the Capital Value Register financial threshold limit.

Asset registers currently in preparation include Transport, Drainage, and Council and Community Facilities. The transport and drainage asset registers have been updated with desktop based information. An audit of all Council's Parks and playground has been undertaken to populate the Council and Community Facilities register.

Rates

Half yearly rate notices for the period 1 January to 30 June 2020 were issued on 14 January 2020 with a due date of 18 February 2020. Council officers, sent out a courtesy email and SMS reminder to ratepayers one week prior to the rate notice due date. This reminder was sent to ratepayers where an email address or mobile number is attached to the ratepayers NAR details.

Half yearly rates reminder notices (over \$50 outstanding) were issued on 25 February 2020 and 12 March 2020. As at 31 March 2020, 87.56% of total rates were collected.

Supplementary Rate Levy notices were issued on 18 March 2020 and also due for issue on 30 April 2020. These notices were for the amendment of charges due to requests (e.g. additional bins), buildings that have been completed, changes in rating valuations.

Water notices were issued on 5 March 2020, with a due date of 7 April 2020. Water account reminder notice (over \$20 outstanding) will be issued on 21 April 2020.

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.

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

ICT

The Covid-19 related work from home (WFH) requirements for the majority of staff, took approximately 3 weeks of effort during which the whole IT team did very little else. While only minor tweaks to systems was required, getting the changes made was painful, as all our vendor's were busy doing similar for their other customers.

Where possible the strategy was for staff to use their own equipment & internet to securely logon to Council System. This involved assisting many staff members to set up their home computer with all the required software and anti-virus protection. This strategy minimised office disruption, equipment loans and will provide a quick resumption to normal business, when restrictions are lifted.

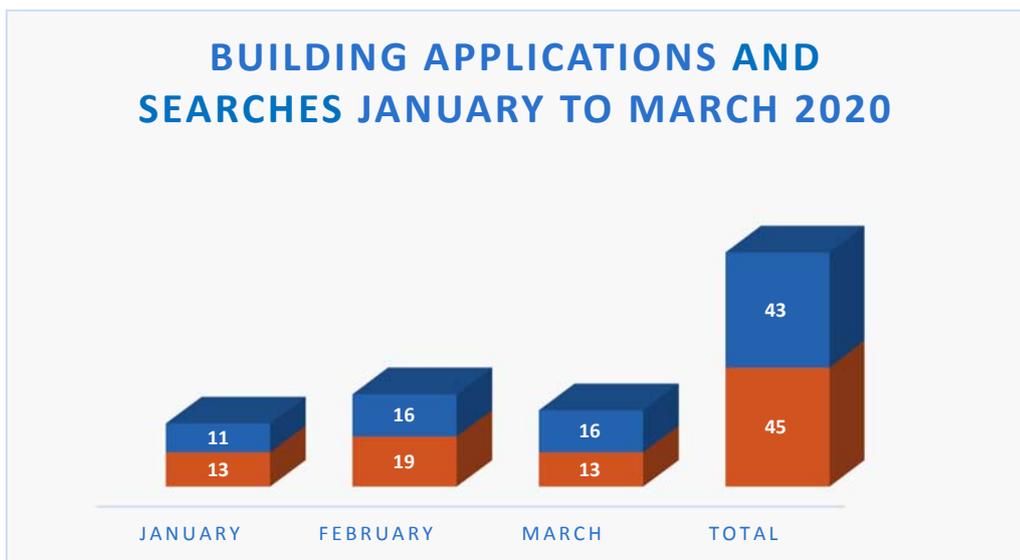
The project to change Council's ICT environment from its current cloud-hosting model to an "on premises" model is well underway.

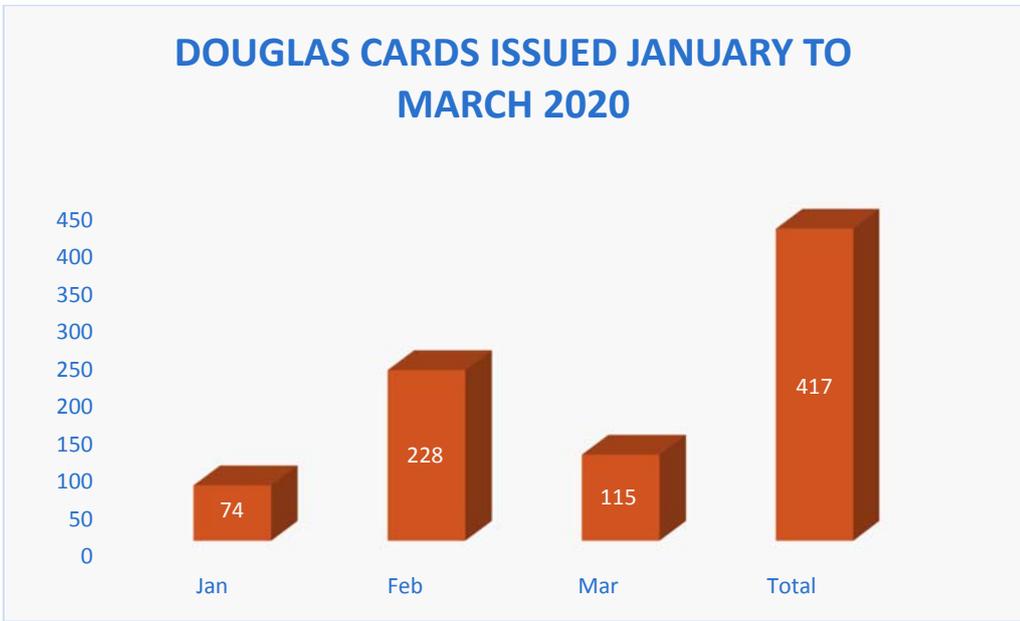
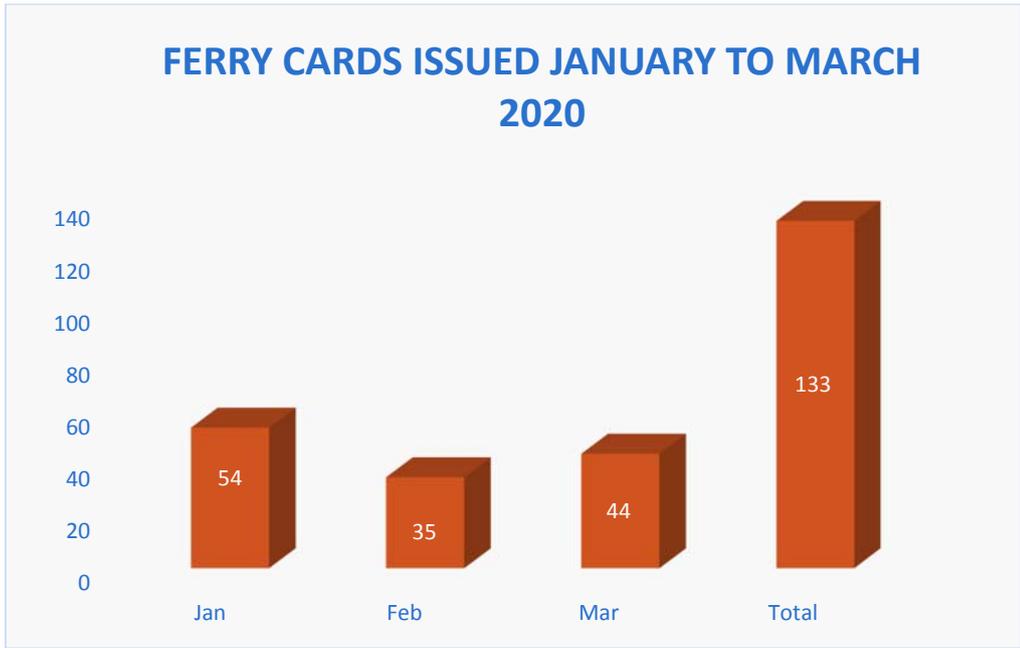
The new hardware has arrived and is currently being commissioned. Work has started with all the third party software vendors – who will assist in the build.

As expected additional scope and costs have been discovered along the way but nothing of significance to change the project’s business case or implementation target (September 2020). During the next period it is expected that most of the applications will be rebuilt locally and testing will be well underway.

The budget and project list for the next financial year has been submitted into the budgeting process. Due to the above project, we are proposing low impact, low resource projects.

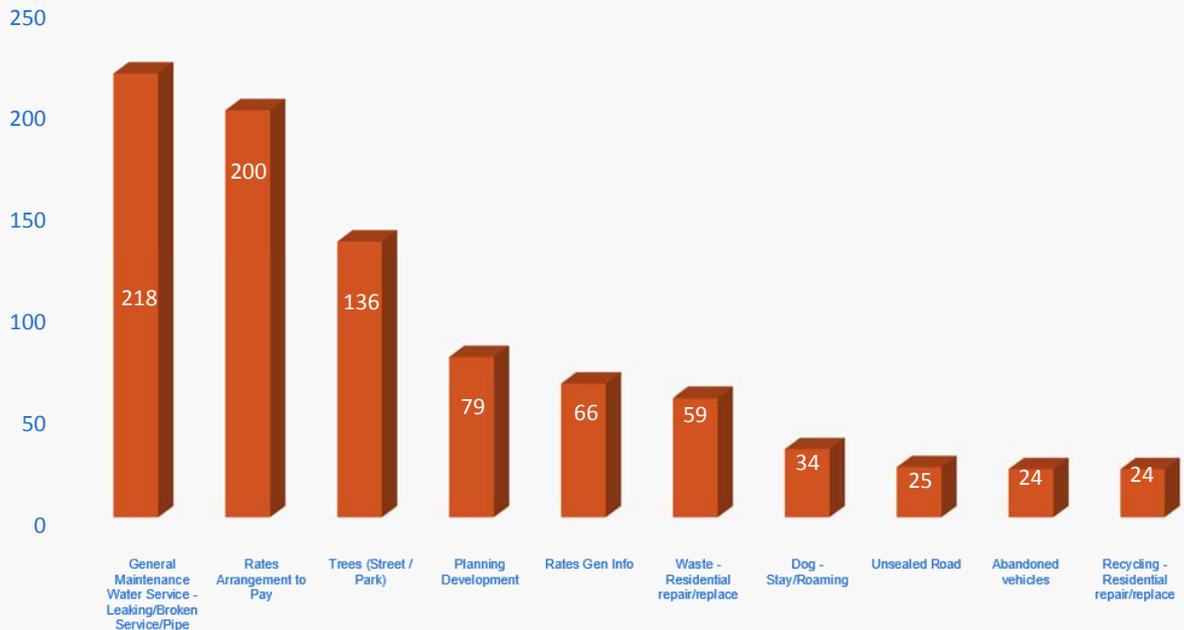
Front Line Services (FLS) and Integrated Services (IS)







TOP 10 CRMS JANUARY TO MARCH 2020



Records

The design, testing and implementation of the Human Resources portal has been completed and released to staff at the end of February.

The portal was designed from an in-house application that provides staff with a one-stop access point for anything HR and Payroll related such as access to forms, viewing their leave, HR and Payroll information and the training calendar.

Human Resources
Douglas HR Information and Useful Links

Home | Document Library | Categories | Search | Tasks

Employee Information, HR & Payroll Forms

Welcome to Douglas Shire Council's portal for everything Human Resources for Staff. Please send us your feedback, suggestions or requests by clicking here.

I want to apply for Leave

- Apply for Leave using Kiosk

If you do not have access to Kiosk, please click on an icon below to open a form.

- Apply for Annual Leave, RDO, Long Service, TOIL, etc.
- Apply for Sick, Family or Carers Leave
- Apply for Maternity or Parental Leave
- Apply to Work for TOIL

I want to update My Payroll Information

- Change Address or Name
- Change Salary Sacrifice Super Contributions
- Change Bank Account Details

To apply for rates deductions, higher duties and more, please click on an icon below to open a form.

- Deduction Form - Rates, Social Club, Extra Tax
- Apply for Higher Duties
- Vehicle Reimbursement Claim
- Apply for Locality Allowance or Dependent

I want to Apply for Training

To apply to attend a training course, conference or study assistance, please click on an icon below to open a form.

- Training Registration Form
- External Training/Conference Form
- Request Approval Study Assistance
- Application Study Reimbursement

Resources

To apply for a Fitness Passport or check out the Corporate Uniform, or lodge a Staff Suggestion, please click on an icon below.

- Apply for Fitness Passport
- Fitness Passport Website
- View the Corporate Uniform
- Staff Suggestions

Image: Screen shot of Human Resources portal page

GOVERNANCE

General Governance

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

This review has continued to ensure that Council is meeting its statutory requirements and delivering outcomes for the organisation and community.

A number of Governance related areas was chosen in the initial review. Documentation was checked to ensure that compliance had been met; findings detailed and general recommendation identified to complete. This has been captured into a compliance register with actions classed into Low, Medium and Critical Priorities. All areas from initial review have been completed.

It has been pleasing to find that Council is compliant in all areas that are required under legislation. Those areas that need review have been highlighted and in progress to be completed by the middle of 4th Quarter.

Complaints Management

This is to support Council's continuing commitment to inclusive and ethical governance for the community by appropriately addressing complaints from external sources. S268 (1) of the *Local Government Act 2009* requires Council to establish a complaints management system for resolving administrative action complaints. This has been established to ensure complaints are dealt with fairly, objectively, professionally, respectfully and subject to any legal requirements, in confidence.

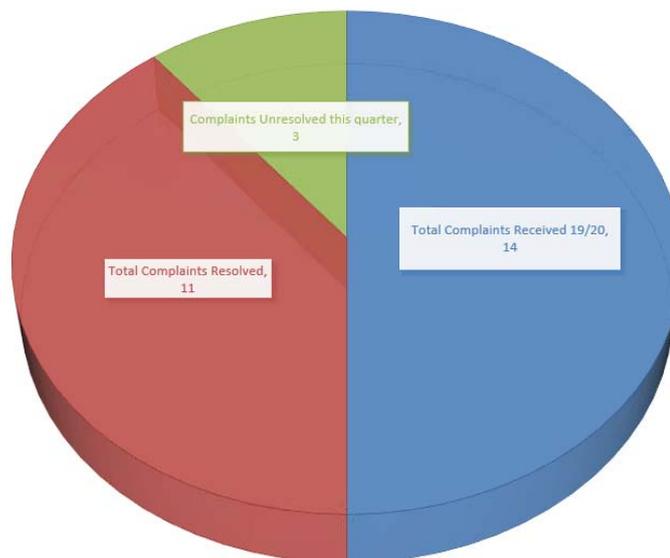


Image: Complaints Management

These complaints are classed as **Administrative Action Complaints** and are about an administrative action of a local government. This includes a decision or a failure to make a decision, including a failure to provide a written statement of reasons for a decision; an act, or a failure to do an act; the formulation of a proposal or intention; the making of a recommendation; and is made by an affected person.

An affected person is a person who is apparently directly affected by an administrative action of Council.

Policies and Procedures

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

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

Polices which have been adopted by Council this quarter:

- Acceptable Guideline Request
- Caretaker Guideline Policy

Legislation and Compliance

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

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

Updated Registers:

- Delegation Register – CEO to Council Staff and Contractors
- Councillor Code of Conduct
- Complaints Management Register
- Right to Information Register

Currently updating the Legislation Compliance Register (LGAQ Compliance Service).

Right To Information and Privacy

The *Right to Information Act 2009* and the *Information Privacy Act 2009* aims to make more information available, provide equal access to information across all sectors of the community and provide appropriate protection for an individual’s privacy.

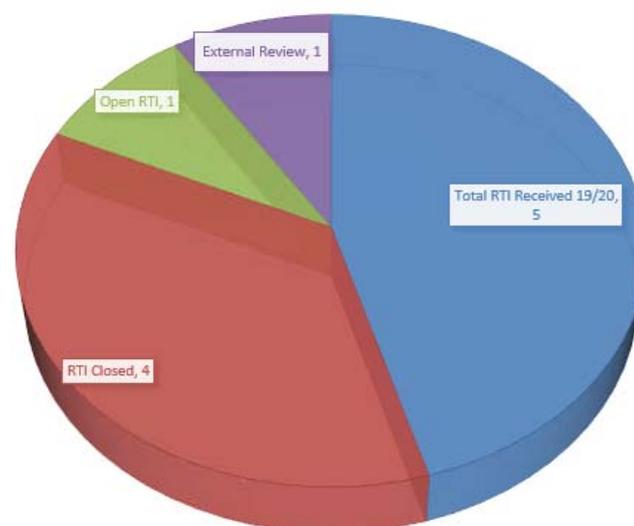


Image: Right to Information Applications

Administrative Access to Information – this refers to the release of information other than a formal access application under the RTI or IP Acts. Administrative access schemes are generally reactive, but also include proactive schemes for disseminating information in advance of requests, such as in publication schemes. Our scheme is being reviewed and updated to ensure that the information is put out to the community faster and at a lower cost, reduce time and resources spent on processing requests and demonstrate a commitment to openness, accountability and transparency of Council.

Risk Management

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

Risk Management updates:

- Risk 1 - Potential for ineffective financial management
- Risk 2 - Inability to effectively respond to and recover from disaster events

Internal Audit

The internal audit function is to provide independent assurance that Council’s risk management, governance and internal control processes are operating effectively. Pacifica Chartered have been engaged to provide the internal audit function. There are 3 Scopes for the 2019/2020 financial year. 2 of the 3 Scopes have been finalised.

- Scope 1 – Revenue, Assurance and Cash Handling - Completed
- Scope 2 – Review of Water Management Practices – Completed
- Scope 3 – Corporate and Fuel Cards – Not Completed

ENVIRONMENT AND PLANNING

Planning

Stage 1 - Wangetti Trail

Works have commenced on the construction of the pedestrian bridged, underpass and crocodile viewing platform as part of the 1st stage of the Wangetti trail in February 2020. The concrete pylons to support the new bridge are under construction at present with drainage pipes to formalize drainage from the car park and external catchment stored onsite.

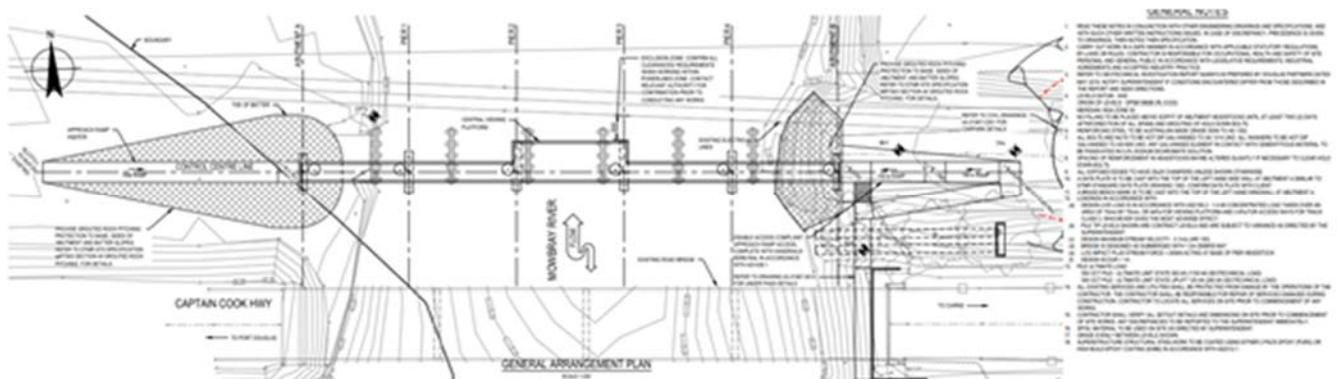


Image: Plan illustrating the pedestrian crossing of the Mowbray River

minimum land fill heights to adequately meet predicted future storm tide inundation levels with a 0.8m sea level rise due to climate change.

The vegetation had been reviewed by a thorough botanical report. The vegetation classification was reviewed and changed by the State prior to Council's decision and was not considered highly significant.

The applicant was informed of the need to obtain permits to relocate Ant Plants as per Department of Environment and Science (DES) requirements. Permits for the relocation of Ant Plants were granted by DES and Council's Open Spaces team has been involved in the process so that the Ant Plants can be relocated to Council Reserve. At the time of preparing this update, the relocation of the Ant Plants was taking place i.e week commencing 11 May 2020.

Wabul Street - Craiglie

The creation of an additional 32 residential lots and open space is progressing for the future housing estate to the south of Port Pacific Estate at Craiglie.

Council at the Ordinary Meeting held in May 2019 approved the first two stages of the future residential estate located between with Port Pacific Estate and Andreassen Road Craiglie. Detailed civil design drawings were received as part of the Operational Works application in November 2019.

An Information Request was issued by Council requiring additional details on storm water, road gradients and extent of proposed earthworks.

The Applicant has responded to Council's request for further information. Upon review of the amended plans, there are a number of engineering matters relating road grading and storm water considerations that require further clarification and attention by the Applicant. It is anticipated that these matters will be addressed in the near future with the Operational works approval to follow.



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

The development also involves the delivery trunk infrastructure works being the extension of Wabul Street across the southern diversion drain, extension of Council's trunk sewer and water mains. Such works are creditable works under the Local Government Infrastructure Plan (LGIP). Further discussions will be taking place over the delivery of the key infrastructure items.

Local Laws

In the period January – March, Local Laws Officers responded to a total of 236 customer requests/complaints, including 6 dog attacks. Officers also re-homed a number of animals, including a litter of 8 puppies and a couple of litters of kittens.



Image: Puppies surrendered to Council

Local Laws 2020

The new local laws were adopted by Council on 11 February 2020, and gazetted on 6 March 2020. Changes include:

- Small gatherings, including wedding ceremonies do not require a local laws approval;
- Mandatory de-sexing of cats and dogs (effective 6 months from the date of gazettal);
- Portable advertising moved from Planning Scheme to Local Laws, reducing red tape;
- New dog off-leash areas provided for in the Local Laws.

Resource Management

Kerbside Collection Trial – North of Daintree River

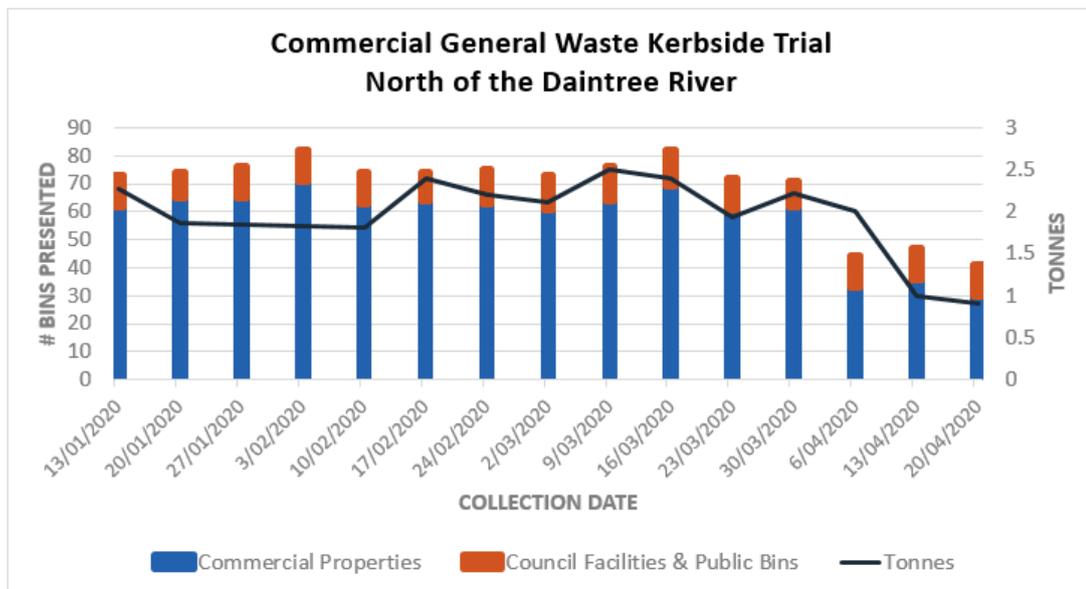
A general waste kerbside collection trial for commercial properties north of the Daintree River commenced on 13 January 2020.

The trial includes 21 commercial properties, 4 Council owned sites and public bins. Prior to COVID-19 the average number of bins presented over a 12 week period was 75 bins per week, amounting to 2.27 tonnes of material.

Since the start of April the number of bins presented has dropped to 44 bins per week, amounting to 1.3 tonnes (43% drop in tonnage compared to pre-COVID-19). Feedback from businesses involved in the trial has been very positive.

Pricing for a permanent service north of the Daintree River has been included in Council's Waste and Recycling Collection contract and tender submissions are currently being evaluated.

A proposed recycling collection trial at commercial premises north of the Daintree River is to commence in the new financial year. The commencement has been delayed due to Covid-19 impacts.



Regional Recycling Transport Assistance Package

Council has been successful in securing \$187,500 under the Queensland Government's Regional Recycling Transport Assistance Package. The funds will:

- Reimburse Council a proportion of the transport costs associated with Council's existing recycling kerbside service and delivering recycling to the Cairns Material Recovery Centre over a period of 14 months.
- Fund a kerbside trial for commercial properties North of the Daintree River. Council will provide properties interested in participating with a 240L yellow lid recycling bin. A commencement date for the recycling trial is likely to be late 2020 or early 2021.

'Materials Matter' Recycling Education in Schools

In early March, Cleanaway's education officer and staff visited five (5) schools and Three (3) early learning centers:

- Alexandra Bay School
- Daintree State School
- Mossman State School
- Port Douglas State School
- St Augustine's
- Goodstart Early Learning
- Petite Early Learning
- Port Kidz Childcare Centre/Port Explorers

Children were taken through an interactive 'Materials Matter' learning session, which highlighted the importance of recycling and how to prepare recycling material. The feedback from the schools and early learning centers to date has been extremely positive:

- *'...it was very well targeted to her students' age group and aligned perfectly with what they were doing in their Science curriculum'.*
- *'The children very much enjoyed it'.*
- *'...we loved this session and have found the children talking about it at home and kindy! Elli was great and had a sound understanding of what was appropriate for a group of four year olds (content and participation was spot on). Her crowd control skills were also excellent... Please pass my thanks on to everyone involved and book us in for next year if this session is repeated.'*

- *'Our year 5 and 6 students found the session very informative. I sat in on a couple of the sessions, and even hearing the same information repeated I also found it interesting – especially as each class had slightly different understanding of the processes involved. We have been working to reduce our waste here at the school for some time, and the information and activities was very well received as it reinforced the messages that we have been giving'.*



Image: Daintree State School proudly showed staff their worm farm

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period January-March 2020:

- Domestic waste: 860 tonnes
- Domestic recycling: 224 tonnes
- Commercial waste: 371 tonnes
- Commercial recycling: 20 tonnes

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

- Co-mingled recyclables: 9 tonnes
- Scrap metal: 373 tonnes

Sustainability

Sustainable Destination Awards – Best of Communities & Culture

The Council received a Best of Communities and Culture award at the 2020 Sustainable Destination Awards in ITB Berlin.

The award recognizes the Shire's efforts in celebrating indigenous experiences and creating local jobs through the Mossman Gorge Centre.

ITB Berlin is the world's largest tourism trade show where people and businesses from over 180 countries present their products and services.



Image: Douglas Shire received a Best of Communities and Culture award.

Resilient Coast (Coastal Hazard Adaptation Strategy) - Photopoint Monitoring

Council began to work together with University of New South Wales (UNSW) to establish a Photopoint Monitoring Program under the Coastal Hazard Adaptation Strategy. With the help of the UNSW, the Council is in planning stages of installing five phone cradles to various beach locations for shoreline monitoring purposes. The intent of the monitoring program is to utilise citizen science based Coastsnap technology, where the community can assist with creating a long-term data set of coastal changes.

Concept Plan for Lot 83 SR596 Cape Tribulation Rd, Kimberley

Council investigated options to expand its environmental initiatives utilising the 376 hectares of land on Lot 83 Crown Plan SR596 that the Council purchased on 3 October 2019. A concept plan was created to provide preliminary overview of the key objectives, identify potential stakeholders and detail community engagement opportunities. It was not in a scope of the Concept Plan to identify potential project initiatives, conversely the intent was to help shape an initial community consultation plan.

Disaster Management

Mitigation

- Monthly LDMG meetings were held from January to March 2020. Regional risks such as water restrictions (on level 1 in January 2020) and Tropical Cyclone strike probability was monitored and discussed at the LDMG.
- Telstra safety training was facilitated by the Disaster Management Officer (DMO) to the Daintree Village RFS in terms of utilising the Mobile generator.
- An initial concept plan for a new multi-purpose Local Disaster Coordination Centre is being investigated.
- During this quarter, the Bushfire season, water shortages in Stanthorpe and the Panama disease outbreak was monitored by the DMO.

Preparedness

- Guardian IMS launched in March 2020 – new enhancements include a drop-down list of flood cameras on the Dashboard and the Dashboard flood camera manager. This will allow better internal management of camera displays to the dashboard. In addition, two new Flir PTZ IR cameras were installed at Anich's and Barratt's Creek.
- The Local Disaster Coordinator (LDC) and DMO attended the State Risk Workshop in Cairns in March 2020.
- Community engagements on storm surge risk took place in vulnerable communities, during January 2020, at the Mossman Community Support Centre and the Port Douglas Neighbourhood Centre.
- In March 2020, the 2019/2020 Local Disaster Management Plan was endorsed.
- The community was kept informed via the Douglas Shire Council Facebook page and website on king tides and the BOM's Flood Watch.



Image: Mobile version of the Douglas Dashboard

COVID-19:

- The Douglas Local Disaster Management Group (LDMG) engaged with its core members, advisors and the District Disaster Management Group regarding COVID-19, which was monitored by the LDC/DMO since January 2020.
- The Queensland Health LDMG advisor attended the February and March 2020 LDMG to brief attendees on COVID-19 and to answer their questions.
- The DMO obtained the hottest global commodity – ten touch-free hand sanitizer dispensers, refills and mobile stands were rolled-out to high traffic council facilities.
- By working closely with Queensland Health the LDMG raised awareness and shared information to key agencies and the community.

Response

COVID-19:

- The Douglas LDMG moved to stand up on 21 March 2020, with a state disaster being declared on 22 March 2020.
- A Covid-19 button and the Douglas Local Disaster Coordination Centre activation level was displayed on the Dashboard.
- Weekly SitReps are completed by the DMO on Guardian IMS.
- A Covid-19 LDMG working group and meetings were rolled out with bi-weekly meetings.

- The Human Biosecurity Officer Advice excluded the Mossman Gorge community as a Designated remote area under the Biosecurity Zone. As a result, additional support was provided via the LDMG to the Mossman Gorge community.
- Despite a LDMG supported motion to close the Captain Cook Highway, it was not supported by the CHO or DDMG. Alternative arrangements were made to ensure the safety of the Mossman Gorge community, which included a 24/7 police presence and temporary relocation of a mobile camera to the boomgate entrance of the community.



Image: Mobile camera at boom gate entrance to Mossman Gorge Community

- On 23 March, 2020 access to the Wujal Wujal Aboriginal Shire Council was limited and a VMS board was hired to communicate the (1) closure north of Emmagen Creek and (2) the Daintree Ferry. The disaster management VMS boards were placed in Mossman and Craiglie to distribute COVID-19 related messaging to the community.
- The Port Douglas Storm Tide Cyclone Shelter's Manager was provided 'Preferred Sheltering Practices' and other evacuation center guidelines and documentation (e.g. 'Red Cross Evacuation Planning') to ensure the shelter is compliant with the COVID-19 directives.
- Resupply challenges to remote communities, resourcing of cleaning supplies for the council facilities, a list of vulnerable members (residents, backpackers, etc.) and COVID-19 Frequently Asked Questions (FAQs) were addressed by the Incident Management Team.

Recovery

COVID-19:

- The Local Recovery Coordinator was supported by the Douglas LDMG and under the Disaster Management Act the Economic Recovery Group and Human and Social Recovery Group have been activated.
- Surveys have been circulated to gather information from communities and local businesses.
- The Do It in Douglas Campaign was launched and plans around a community support campaign was being compiled.
- A living document on COVID-19 assistance measures was compiled.

Environmental Health

Between January and March, the Environmental Health (EH) team continued with usual regulatory work, including 34 food and accommodation premises inspections. The introduction of the State government's COVID-19 restrictions from mid-March had an immediate impact on the operation of food and accommodation businesses and our ability to conduct routine inspections. During the three (3) months, the Environmental Health Team completed investigations into 18 environmental, food safety and public health complaints.

Environmental Health received seven applications for new food businesses over the 3 month period including an application from the new lessees of the Thornton's Beach Café. The assessment of the kitchen plan approval for the Kubirri Aged Care Centre was completed in February. EHOs are now working with the operators to ensure the Centre's kitchen complies with the Australian Food Safety Standards and is suitable to produce safe food for the Centre's future residents. EH also issued a public Swimming Pool approval for the new Quicksilver Dive Centre. The approval is to ensure that the facility operates in a way to minimise public health risks particularly in relation to water quality.

The Environmental Health team closely followed the development of the COVID-19 pandemic and started preparing for how a Public Health Emergency declaration would impact our workload. As part of this preparation, the Team Leader Environmental Health attended Emergency Officer General and Contact Tracing Officer training with Qld Health to become authorised to undertake relevant duties during the current Public Health Emergency declaration.

Six (6) Prescribed Activity approvals were issued during January to March.

Plumbing and Trade Waste

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

INFRASTRUCTURE

Civil Operations

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

1. Grading Crew – continuing with maintenance grading and clearing trees on road shoulders
2. Backhoe and Maintenance – clearing trees, continue drainage and road shoulder works
3. Water Truck – working on Capital projects
4. Patching Crew – Pothole repairs for Transport and Main Roads and on Councils roads
5. Concrete Crew – repairing trip hazards on footpaths in Mossman and Port Douglas.

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

1. Concrete Crew – Constructed concrete slabs for Open Spaces including footpath repairs across the shire.
2. Civil Crew – Completed repairs to Anich and Warners Road Bridges including Level 1 bridge Inspections of all bridges.

Disability Infrastructure Upgrades

As part of the 2019/2020 Reseal Program, the Concrete Crew added new Tactile Ground Surface Indicators to give pedestrians who are blind, or who have vision impairment, warning of hazards and directional information to aid navigation on footpaths and road crossings.

Diggers Bridge Pedestrian Bridge and Revegetation Project

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



Image: Frog enjoying the new vegetation



Image: Diggers Bridge pedestrian bridge

Poletti's Bridge Replacement Project

Council completed a public tender for the construction of the Poletti Bridge Replacement Project and a contract was awarded to Civform. The original two span timber bridge has been removed and new bridge completed during this quarter.



Images: Completed new Poletti's Bridge

Open Spaces and Natural Areas

The parks and gardens team have completed a number of projects and maintenance activities during this period. In total, our parks teams completed 1,658 accomplishments and conducted 5,129 man-hours of maintenance tasks. The following is a snapshot of the tasks / projects undertaken:

Port Douglas

- Installation of seven drink fountains/ water bottle refill stations in various park locations;
- Completed garden upgrades at the Esplanade and Wharf Street;
- Asset renewal of park signage throughout the shire;
- Completed (with assistance from civil construction crew) the disability beach access at Port Haven; and
- Installation of 12 new bar-b-que shelters. Shelters locations as follows: George Davis Park (2), Lou Prince Park, Cooya Beach Esplanade (2), Mossman North Park, Wonga Community Park, Bruno Reidwig Park, Four Mile Park (2), and Teamsters Park (2).



Image: Shelter construction



Images: Garden upgrades Esplanade and Wharf St



Image: Basket Ball Court Upgrades

Mossman

- Supply and installation of new shade sails at George Davis Park, Cooya and Bruno Reidwig Parks;
- Supply and install automated irrigation to Coronation Park, Mossman;
- Implementation of Glyphosate Reduction Strategy;
- Bus shelter cleaning / graffiti removal;
- Fencing renewal in priority foreshore areas to protect turtle nesting sites; and
- Garden maintenance – weeding and hedging Front Street and Johnson Road.



Images: Signage and Steam Weeder



Image: Hand weeding gardens



Image: Automated irrigation installed Coronation Park

Capital Works

As part of the 2019/2020 Capital works program, for the following items have commenced:

- Supply and installation of outdoor exercise equipment (total of 13 pieces for 4 sites);
- Repair and resurfacing including line marking to all half and full court basketball courts (6 half and 2 full courts including a bicycle learn to ride track in Bells Park);
- Supply and installation of new playground equipment and rubber soft-fall surfacing across 10 of Council's parks;
- Roofing of 12 park shelters;
- Supply of 5 new double BBQ's;
- Surface upgrades for Teamsters Park; and
- Work on the Newell Beach Foreshore Esplanade and Phil Lunn Park Project, Port Douglas Blueprint Master Plan and the Rex Smeal Market Park Master Plan were suspended during the Local Government Caretaker's Period and will recommence next quarter.

The following components of capex projects were also completed during this period:

- Contract awarded for Foxtton Avenue Decorative Lighting Project;
- Contract awarded for the reconstruction of 4 centre island garden beds within Macrossan Street and restoration of the FDA Carstens Memorial;
- Contract awarded for the Port Douglas Blueprint Master Plan;
- Contract awarded for the Rocky Point and Wonga Beach Foreshore Analysis, Concept Design, Design and Documentation;
- Design concepts for Newell Beach Foreshore Esplanade and Phil Lunn Park; and
- Detailed design phase Macrossan-Owen Streets Intersection upgrade.



Image: Lighting design to be replicated across 11 Raintrees within Foxtton Avenue

Biosecurity

A new biological control agent gall-fly (*Cecidochares connexa*) for the control of Siam weed (*Chromolaena odorata*) was approved for release in late 2019. Mass rearing and releasing has commenced by scientists and field staff based at the Tropical Weeds Research Centre located at Charters Towers.

Until now no biological control agents have previously been released within Australia on Siam weed, but the gall-fly is producing significant damage in PNG and neighbouring islands. Experimental plots at three sites within northern Queensland including one in Douglas were assessed pre and post-establishment for damage of the agent.



Image: Gall-fly

Our Biosecurity team have also focussed efforts on invasive water weeds inspecting resort water gardens in Port Douglas. There were several detections, which have now been treated.



Image: Salvinia and Water lettuce

The team also completed the following accomplishments:

- 59 feral pigs were trapped and destroyed during this period;
- Removal of various environmental weeds from our foreshore zones to protect and enhance littoral rainforest. Weeds targeted included Singapore daisy, Lantana and Yellow bells;
- A total of 3,307 native trees were supplied for revegetation projects; and
- Revegetation of creek systems in Cassowary Valley as part of the Mossman Integrated Catchment Repair Project. This project is funded by Terrain NRM. A Total of 912 native trees were planted.



Image: Revegetation Cassowary Creek

Building Facilities

The second part of this financial year has seen a lot of projects rolled out. The Safer Communities project which included new CCTV in the main street of Mossman and new path lights along Wharf Street has been well received by the local Police in Mossman and local residents in Port Douglas.



Images: Pictures of New Path light installation along Wharf Street as appeared on face book along with positive feedback from residents.

Building Facilities also finalised works to expand the number of offices in the Mossman Works Depot, better utilizing the existing space.

Another issue that was addressed was the limited space above and beside the vehicle hoist in the fleet workshop. This hazard was reduced by removing one of the trusses and raising the roof above the hoist.



Images: Pictures of the office improvements



Images: Before and after photos of the roof above the vehicle Hoist at Mossman Depot

Maintenance works are continuing on the Sugar Wharf with stage one of the decking replacement completed. After such a good result, it was decided to proceed with the stage two, and replace all the decking in readiness for when Covid-19 restrictions are lifted.

Maintenance works on the underside of the Sugar Wharf structure are also nearly complete. Whilst sandblasting the steel Pylons in preparation for recoating it was discovered that serious corrosion had significantly impacted the structure. Twelve steel Pylons have been selected for replacement as a matter of urgency. It is estimated that this will be completed prior to the end of the financial year.



Images: New Decking boards compared to old decking which are scheduled to be replaced



Images: Steel Pylons impacted by sever corrosion – scheduled for replacment.

Building Facilities also completed the replacement of the generator and change over switch at the Flag Staff Communications Tower so as to provide a more reliable power supply in the event that the site should lose power.



Images: Before and after photos of the Flag Staff Hill Communications Tower Generator.

Fleet Services

Progress continued this quarter with the renewal of fleet assets. Six (6) new Toyota Hilux Utes have been delivered as part of the fleet renewal program. All ordered vehicles have been delivered.

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

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

PROJECT OFFICE

Capital Works

Sewer Pump Station 4E Replacement

Contractors have completed installation of the works



Image: Completed sewer pump station 4E

Mossman Rising Main Design

Consultants have finalised the design for the replacement of the rising main from pump station A to the Mossman Wastewater Treatment Plant along Junction Road.

Cooya Beach Reservoir Pipeline

Works commenced to update the pipeline design including discussions with stakeholders.

Disaster Recovery

Disaster recovery projects continued at pace during the period with the following accomplished:

- Completion of the Syndicate Road Landslip;
- Commencement and substantial progress on the Ponzo Road Landslip;
- Commencement on the Muphy Street Landslip;
- Tendering and awarding of the Upper Daintree landslip expected to commence in August;
- Suspension of the 2019 Roads package due to the wet season at about 67% completion;
- Works on four disaster resilience projects incorporating improved flood warning and rainfall data capture; and
- Successful grant funding for pavement upgrades to Donovans Range on Cape Tribulation Bloomfield Road.



Image: Installing soil nails Ponzor Rd



Image: Completed Syndicate Rd Landslip



Image: Installing soil nails Murphy Street – Site 2

WATER AND WASTEWATER

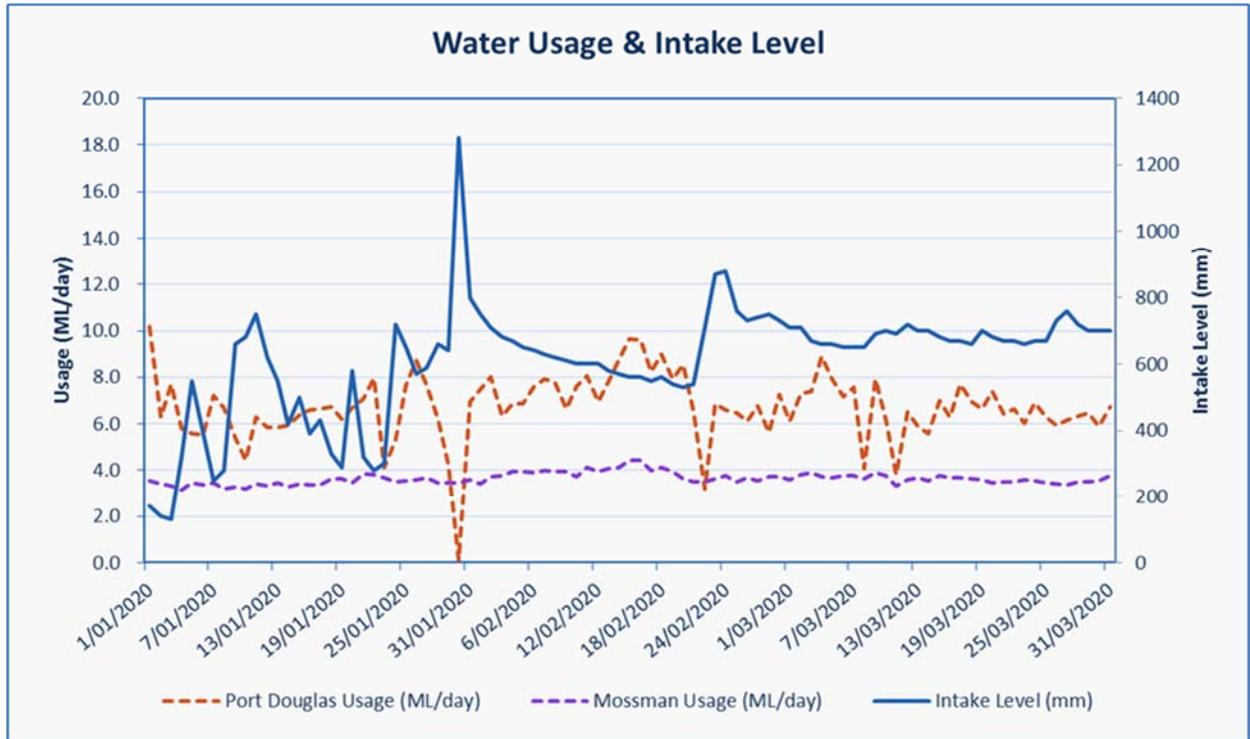
Operations in the Water and Wastewater Department proceeded well during the January to March 2020 reporting period with an emphasis on:

- Regulation compliance,
- Capital projects,
- Water security and restrictions,
- Business continuity plan for COVID-19,
- Rectification of faults and defects, and
- Scheduled maintenance.

Water Restrictions

In this reporting period, Council reduced water restrictions from level 3 to level 1 on 8 January 2020 due to the return of seasonal rains and a rainfall outlook that indicated more consistent rain events in the month of January. On 21 January 2020 level 1 water restrictions were removed resulting in no active water restrictions. Rex Creek intake level had increased due to continuous

rainstorms events over the month of December 2019 and January 2020, the level as at 21 January 2020 was 580mm. The average water consumption for the Mossman/Port Douglas scheme for the months January to March 2020 was 6.7 ML/day for Port Douglas residents and 3.6 ML/day for Mossman residents. The graph below displays the comparison use between Mossman and Port Douglas residents and Rex Creek intake levels. On 30 January 2020, a heavy rainfall event occurred which created high turbidity at the Rex Creek intake, the water treatment plant was temporarily shut down and water was supplied from the Crees Road Reservoir to Port Douglas water users.



Training

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

In March 2020, nine staff within the Water and Wastewater department started the first stage of the Certificate 3 course in water treatment and water operations. This training session was delivered by Simmonds and Bristow with further training planned for May 2020.



Images: Wastewater and Water staff in training

All Water and Wastewater staff participated in the mandatory code of conduct course and COVID-19 training and awareness.

Water

All drinking water parameters analysed were compliant with the Health Guideline Values of the Australian Drinking Water Guidelines (ADWG) and the Public Health Act 2005. There were two (2) residents within the Mossman water scheme that experienced discoloured water and a bad odour. Extensive water main flushing was performed to improve water quality and all customers were happy with the outcome.

In this reporting period, water restrictions were removed due to much needed rainfall events that occurred in the months of January and February 2020. It was a lower than average wet season for this reporting period, however all three intakes operated at favorable water level flows over the reporting period. Photos below shows a comparison between a dry and wet event of the water level at Rex Creek. The low water level photo was taken on 2 January 2020 and the high water level photo taken on 5 February 2020.



Image: Low water level at Rex Creek Intake

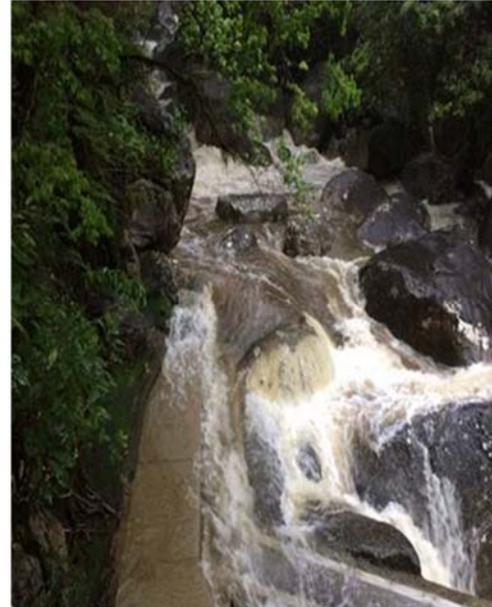


Image: High water level at Rex Creek Intake

All water plants have performed well ensuring adequate reservoir levels throughout all schemes.

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

Maintenance, repair and operational activities included:

- Water pressure cleaning at all water plants,
- Repair to UF cartridges,
- Service of all generators,
- Repairs to pipework,
- Service of all gas chlorine dosing plant,
- Reservoir Inspections,
- Service of Calcium Hypo dosing plants,
- Water intake clearing of excessive tree/plant growth from telemetry equipment structure,
- Work area improvements of workbench construction and toolbox access at MWTP,
- Service water pump repairs,
- Raw water feed pre-filters maintained at Whyanbeel and Mossman Treatment Plants, and
- CIP filters maintained at the Whyanbeel and Mossman Treatment 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 239 customer request notifications, 159 service repairs and 19 water main breaks that were repaired. There were also 107 settlements and 5 new service installations. The water reticulation team commenced recording the number of water service renewals; there were 30 new water service renewals in this reporting period. Water service renewals are replacing water services which have reached their life expectancy and are at risk of failing.

March 2020 was the beginning of the pandemic virus COVID-19; this pandemic instigated the water and wastewater department to brainstorm solutions and a response to adhere with the social distancing rules and safety requirements. Currently within the Water and Wastewater department all units have been split into separate teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered. A COVID-19 business continuity plan and an operational business continuity sub plan have been developed which identifies the minimum level of acceptable performance to be maintained in the event of a disruption.

The 2019/2020 capital works program for water quality and reticulation is progressing well with many projects completed and most projects expected to be under budget and anticipated completion to be within the set time. Ongoing and completed projects such as the Mowbray River Road water main renewal, water treatment plants air compressor renewals/pump overhauls and the Daintree water treatment plant genset structural renewal. Photos below show the work in progress on the Mowbray River Road water main renewal and the completion of the Mossman water treatment plants pump overhaul and Daintree water treatment plant generator renewal.



Images: Mowbray River Rd water main renewal



Images: MWTP pump overhaul & DWTP genset renewal
Ordinary Council Meeting - 26 May 2020

Wastewater

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

The Wastewater team have responded to the pandemic virus COVID-19 by splitting the workforce into two teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered.

In this quarter, the completed 2019/2020 wastewater capital works projects included new permanent generators at sewer pump stations, sewer pump station lid replacement, sluice valve renewals and mapping requests. Other ongoing projects such as a new crossover for the delivery of leachate at the Port Douglas Wastewater Treatment Plant and the outfall flow meter pit are both progressing well. The remaining capital works projects for Wastewater are progressing well with most projects expected to be on budget and completed within the set period. In this reporting period, wastewater completed 76 of the identified manholes that required raising to surface level and re-sealing of the sewer manholes.



Images: Completion of fixed generators installation at two sewer pump stations



Images: New road at PDWWTP for leachate truck delivery and works on the outfall flow meter pit



Images: Sewer manhole rectification works outside a pool fence and in a garden bed

At the Mossman Wastewater Treatment Plant, a trial to improve the pH and alkalinity adjustment has been completed and the most cost effective system was hydrated lime. Therefore, a lime dosing shed project has been tendered and awarded to a local construction company. The lime dosing shed will protect the supplies from the elements, a shelf will be installed for easy forklift access and this will limit manual handling.



Image: Dosing trial at Mossman WWTP

DOUGLAS SHIRE COUNCIL

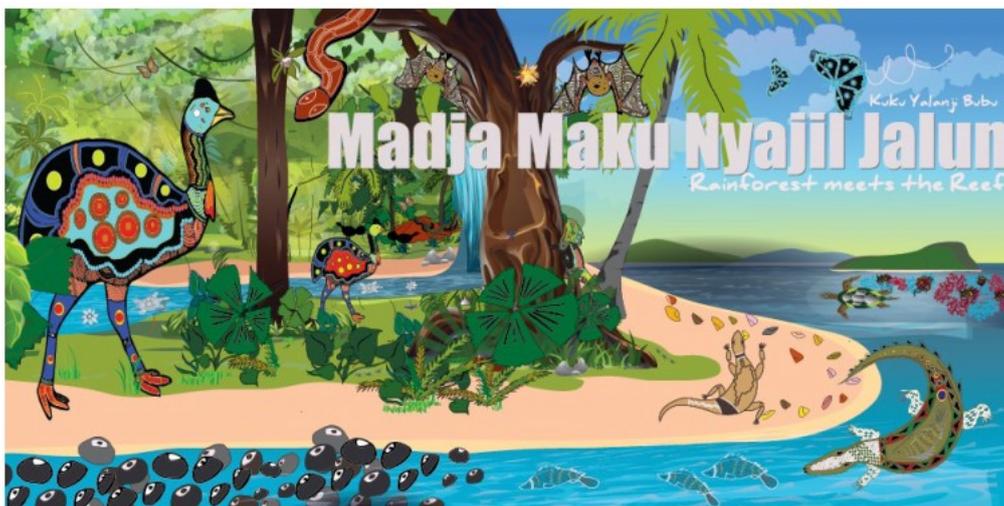
ORGANISATIONAL REPORT CARD

2019 - 2020

January – March 2020

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

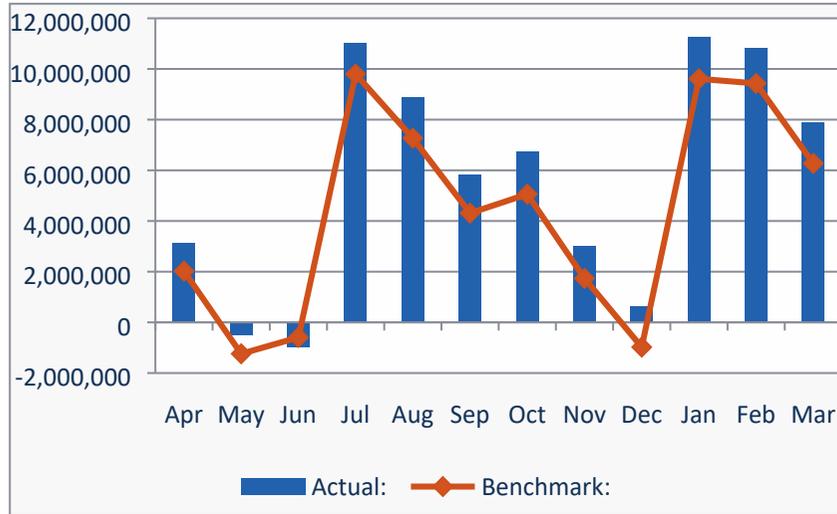
DOUGLAS
SHIRE COUNCIL



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

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget Year To Date

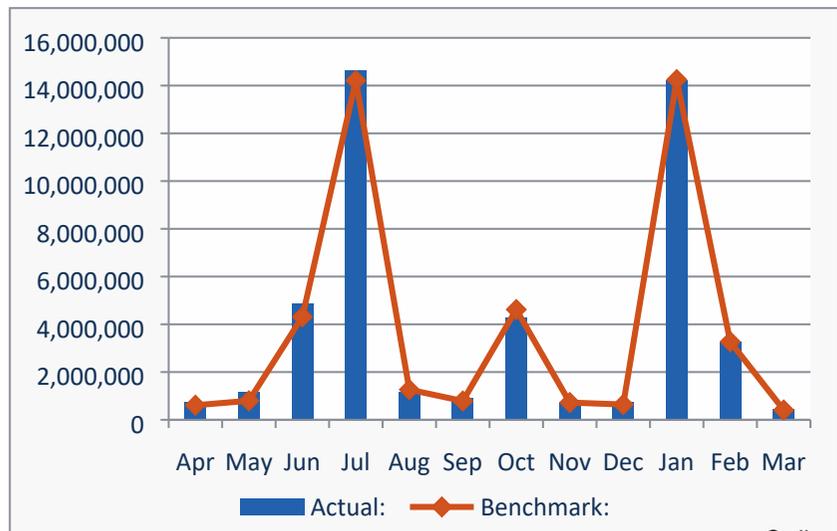


	Year To Date January	Year To Date February	Year To Date March
Benchmark:	9,610,787	9,428,951	6,271,181
Actual:	11,253,994	10,833,850	7,886,996
Variance:	1,643,207	1,404,899	1,615,815

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

Interpretive Comments: Council adopted the 2019/20 Annual Budget on 25 June 2019 and the Revised Annual Budget on 3 December 2019. The operating result is currently ahead of budget.

1.2 Revenue Against Budget

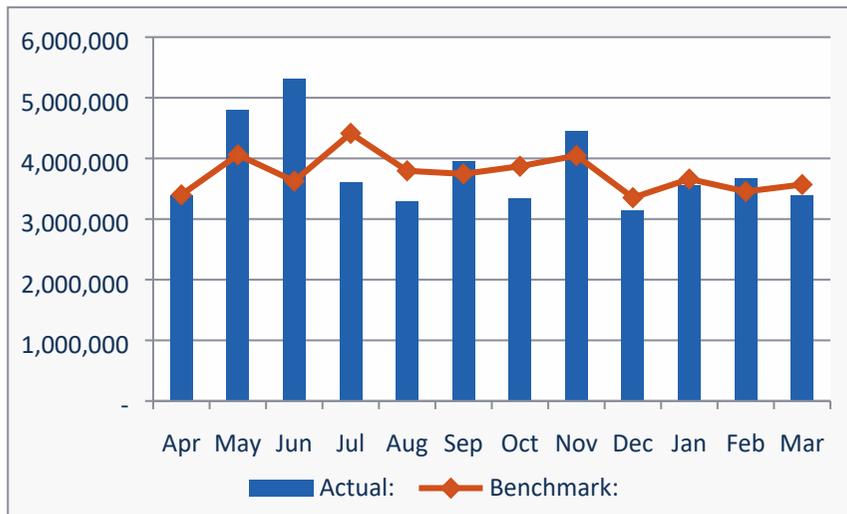


	January	February	March
Benchmark:	14,248,990	3,272,286	411,048
Actual:	14,203,343	3,242,736	447,520
Variance:	-45,647	-29,550	36,472

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

Interpretive Comments: Council has collected 89% of its forecasted operational revenue.

1.3 Expenses Against Budget

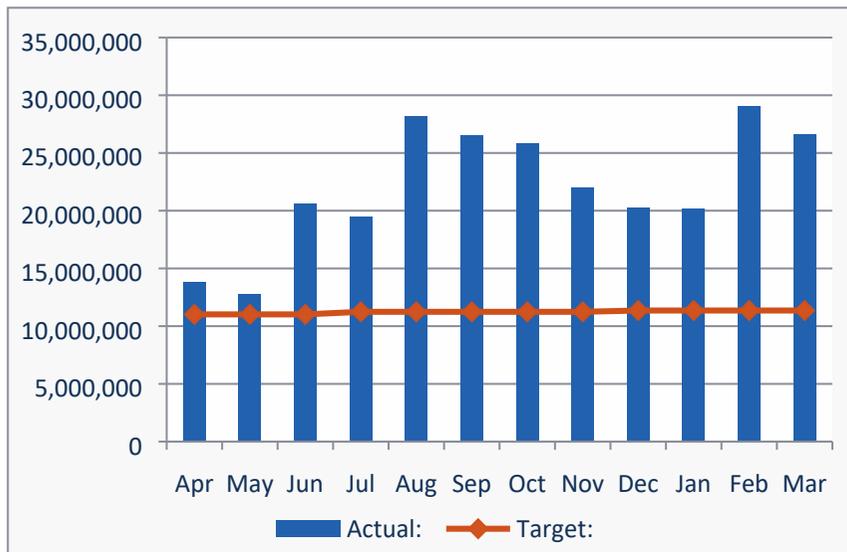


	January	February	March
Benchmark:	3,660,139	3,454,122	3,568,818
Actual:	3,559,700	3,662,880	3,394,374
Variance:	-100,439	208,758	-174,444

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

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

1.4 Capacity to Meet Operational Expenses

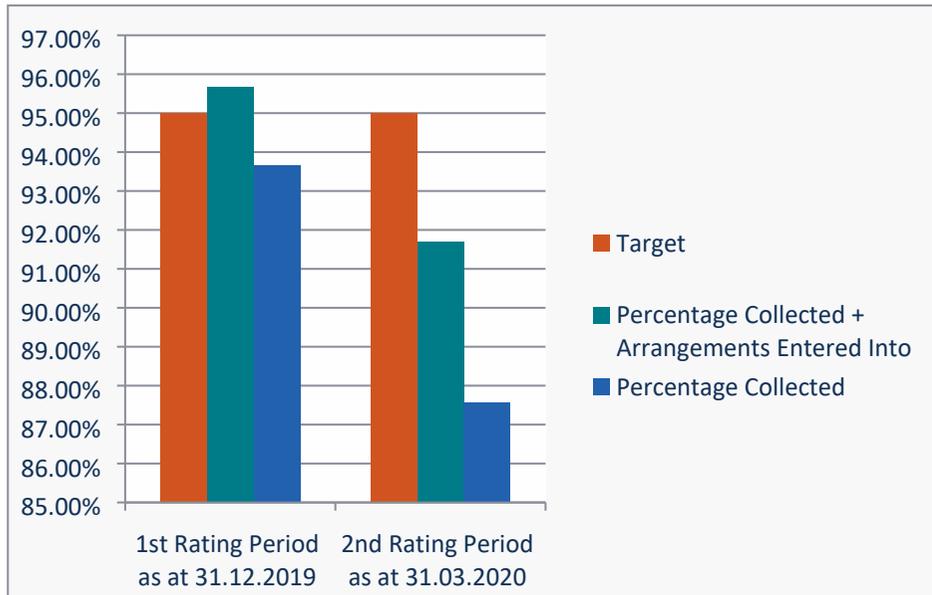


	January	February	March
Target:	11,354,587	11,354,587	11,354,587
Actual:	20,155,073	29,041,460	26,576,435
Variance:	-8,800,486	-17,686,873	-15,221,848

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



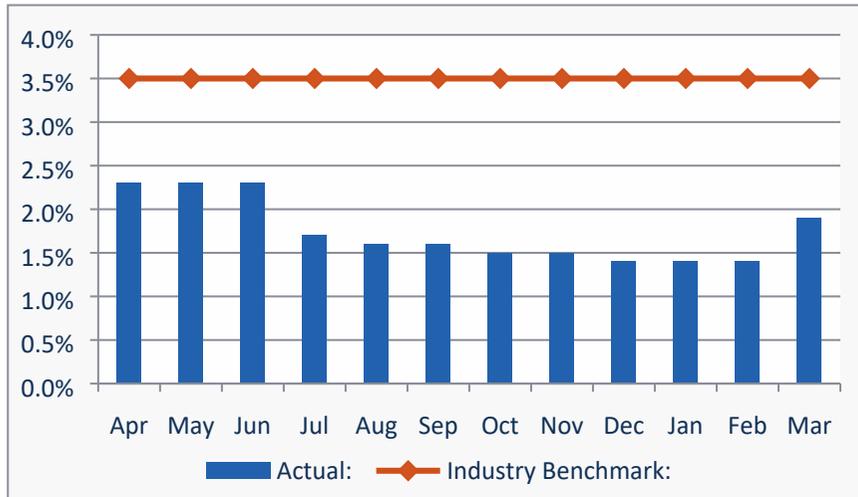
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	95.66%	91.71%
Percentage Collected:	93.65%	87.56%

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

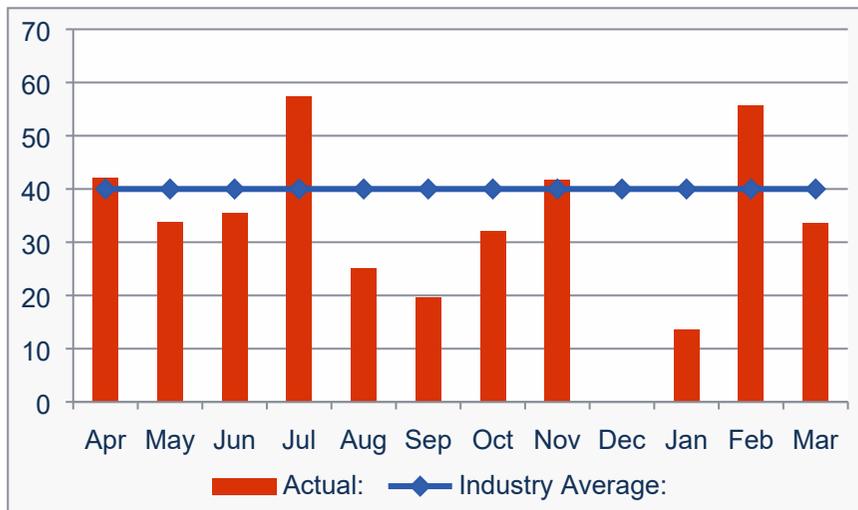


	January	February	March
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	1.4%	1.4%	1.9%

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

Interpretive Comments: For period ending January, February and March there was one LTI. The worker returned to work on 30 March 2020.

2.2 Efficiency of Filling Positions Vacant

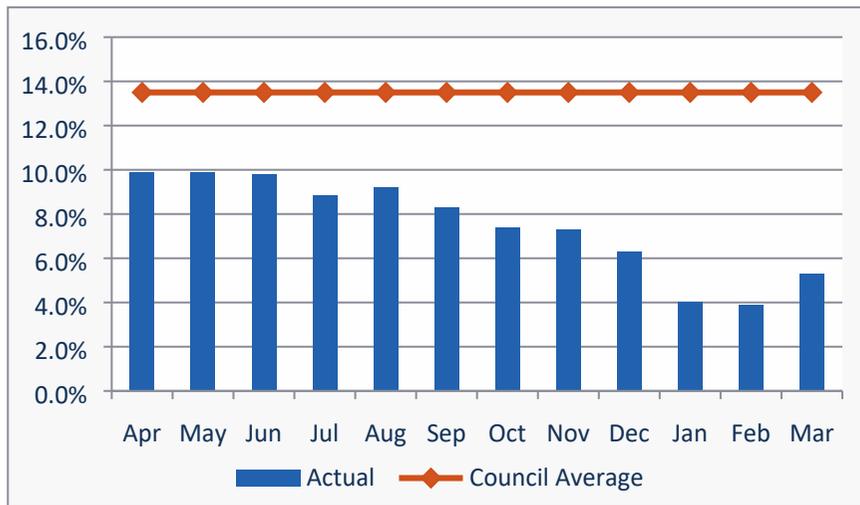


	January	February	March
Maximum:	40.0	40.0	40.0
Actual:	13.57	55.71	33.57
Variance:	26.43	-15.71	6.43

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 3 roles this period with an average turnaround of 40.95 days with delays with positions closing in January due to staff leave during school holidays.

2.3 Monthly Staff Turnover

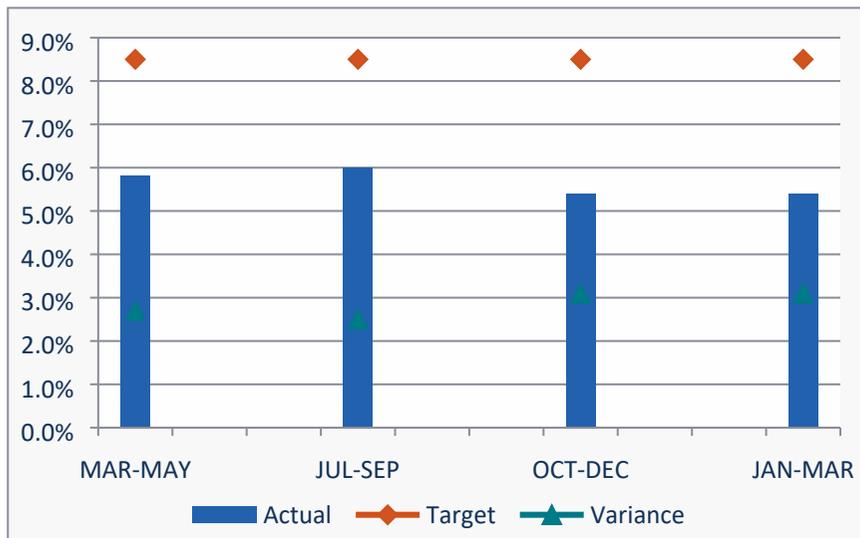


	January	February	March
Maximum:	13.5%	13.5%	13.5%
Actual:	4.0%	3.9%	5.3%
Variance:	9.5%	9.6%	8.2%

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

Interpretive Comments: The average number of staff exiting Council in the last 12 months was 4.4% for this reporting quarter, which is 9% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



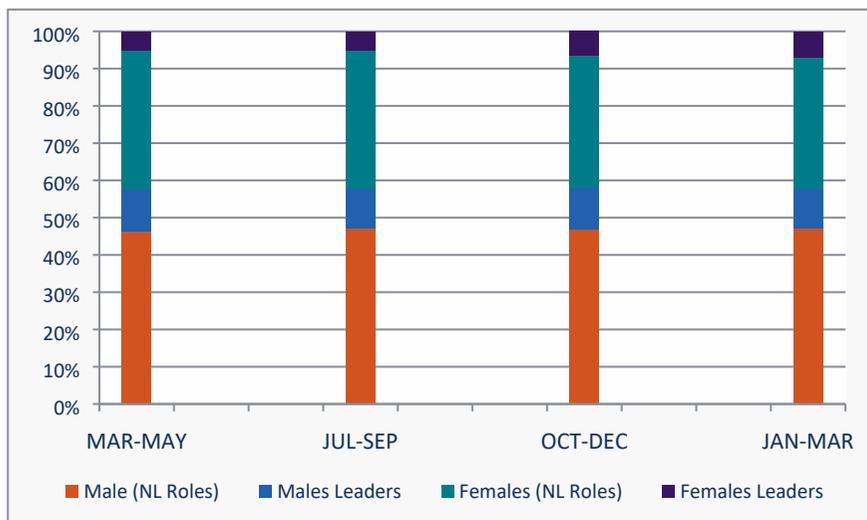
January – March 2020

Maximum:	8.5%
Actual:	5.4%
Variance:	3.1%

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

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

2.5 Workplace Diversity – Males & Females



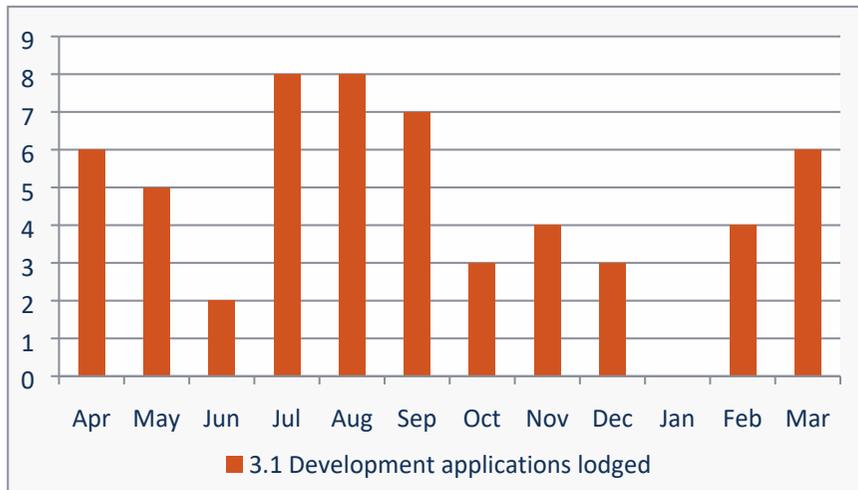
January – March 2020	
Males (NL roles):	47%
Males	11%
Females (NL roles):	35%
Females:	7%

Explanatory Notes: This graph shows the number of male and female staff expressed as Leaders and Non-Leaders (NL).

Interpretive Comments: In this Quarter Council employed an average of 205 staff - 57% male and 43% female. The 21 of the male staff and 12 of the female staff held leadership roles remained unchanged.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged



	January	February	March
Actual:	0	4	6

Explanatory Notes: The figures reflect the number of new Development Applications lodged in the months indicated. It does not include other requests associated with existing applications.

Interpretive Comments: The number of new Development Applications received in the reporting period is not too dissimilar to the previous reporting period. Applications have picked up in the month of March and it will be interesting to see if this continues over the coming months with respect to the impacts on the local economy.

3.2 Assessments Completed Within Statutory Timeframe

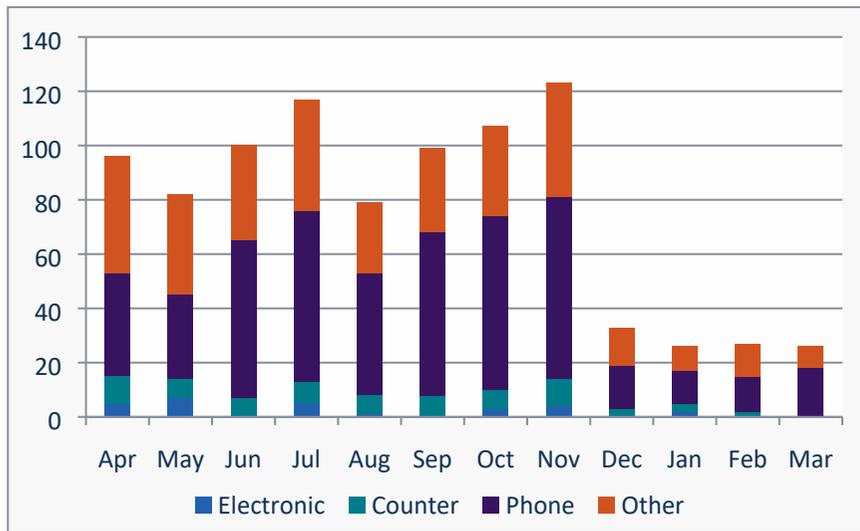


	January	February	March
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

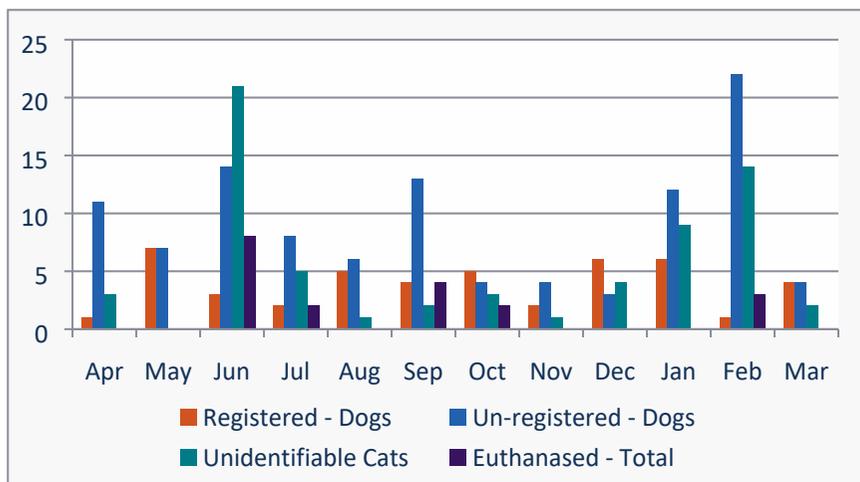


	January	February	March
Electronic:	2	0	0
Counter:	3	2	0
Phone:	12	13	18
Other:	9	12	8

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

Interpretive Comments: This reporting period has seen relatively consistent numbers with previous months. However the level of counter enquiries has significantly reduced due to the pandemic. 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

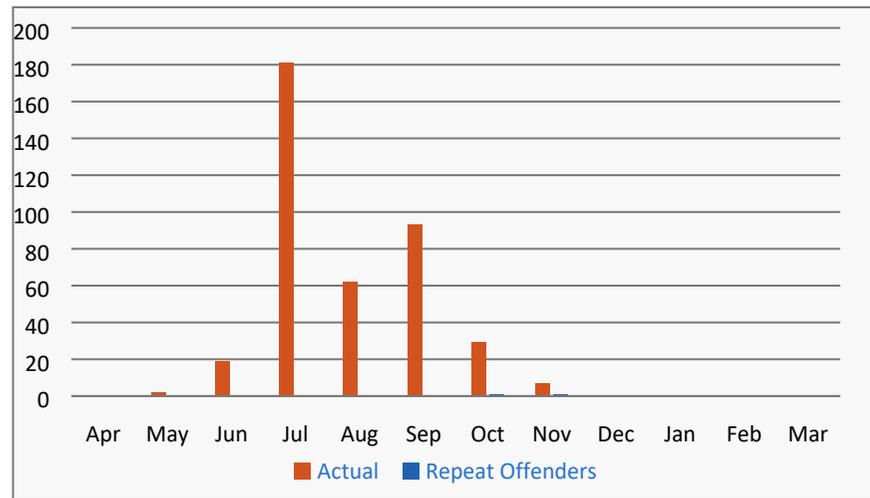


	January	February	March
Registered - Dogs	6	1	4
Un-registered - Dogs	12	22	4
Unidentifiable Cats	9	14	2
Euthanased - Total	0	3	0

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: The spike in numbers in February include a litter of 8 puppies and 9 adult cats and kittens, both from unrelated Mossman addresses.

3.5 Illegal Camping



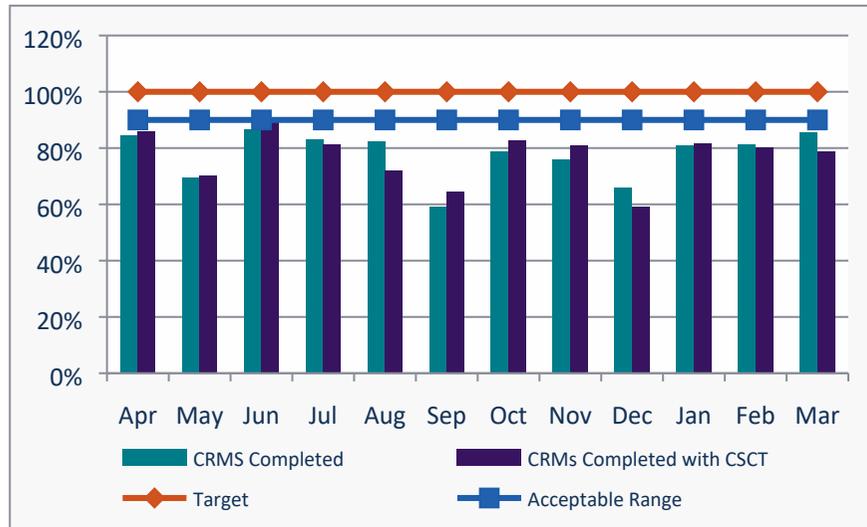
	January	February	March
Actual	0	0	0
Repeat Offenders	0	0	0

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: No illegal campers have been identified during this period.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	January	February	March
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	80.94%	81.40%	85.69%
CRMs Completed within CSCT:	81.70%	80.33%	78.92%

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.

January

	Category	Quantity
1.	Leaking/Broken Service Pipe	70
2.	Trees (street/park)	55
3.	Rates – Arrangement to pay	34
4.	Waste – Residential Repair/Replace	32
5.	Planner of the Day	23

February

	Category	Quantity
1.	Rates – Arrangement to pay	98
2.	Leaking/Broken Service Pipe	76
3.	Trees (street/park)	46
4.	Planner of the Day	33
5.	Rates – General Information	19

March

	Category	Quantity
1.	Leaking/Broken Service Pipe	72
2.	Rates – Arrangement to pay	68
3.	Trees (street/park)	35
4.	Rates – General Information	29
5.	Planner of the Day	23

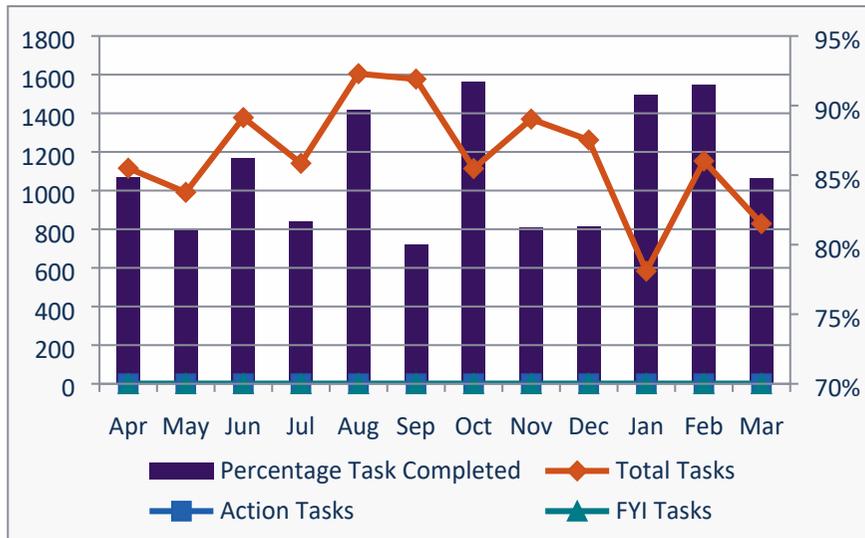
4.3 General Customer Enquiries

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

	January	February	March
enquiries@douglas.qld.gov.au (direct email and via web)	1148	1058	1493
Phone Calls to 4099 9444	1831	2219	2360
Facebook (messages only)	51	43	50

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

4.4 Inwards Correspondence Actioned

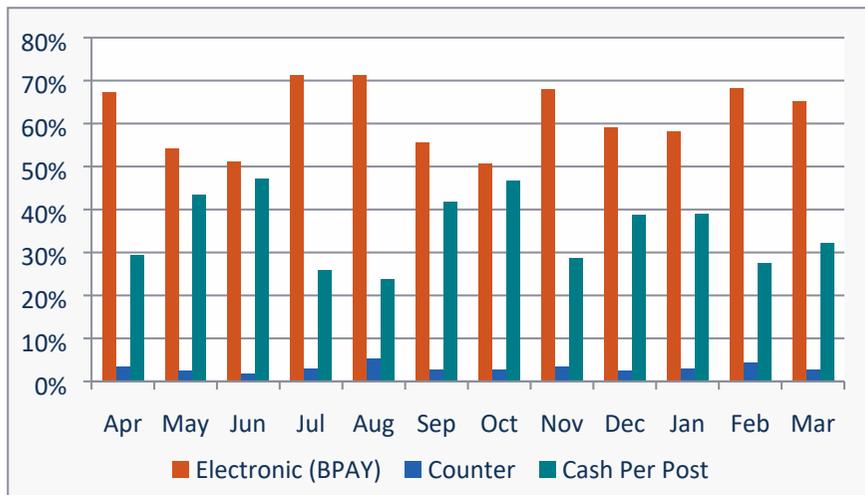


	January	February	March
Total Tasks:	583	1153	829
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	90.74%	91.50%	84.80%

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

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

4.5 Rates Payment Methods



	January	February	March
Electronic (BPAY):	58.11%	68.14%	65.16%
Counter:	2.93%	4.32%	2.59%
Cash Per Post:	38.97%	27.53%	32.25%

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

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

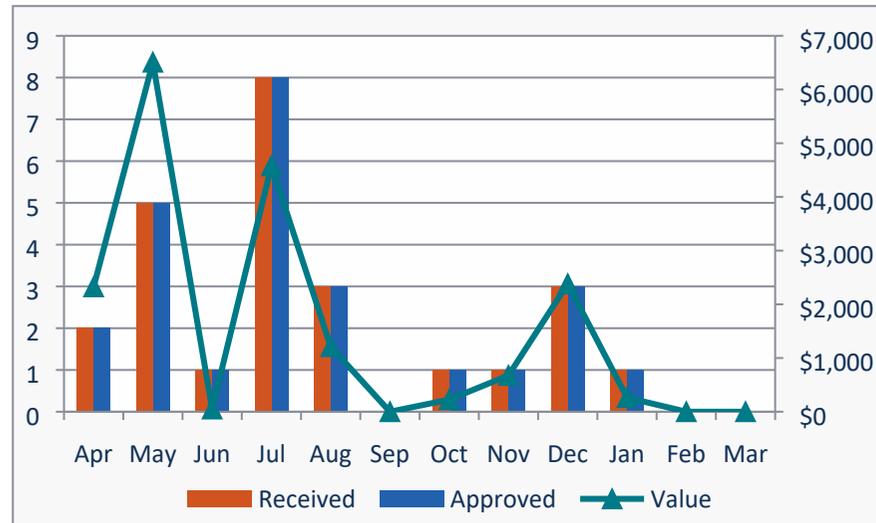
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

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

	January	February	March
Facebook Posts	51	43	50
Website (Page) Views	44,989	36,644	45,722
Public Notice Advertising	14	10	7
Media Releases	20	17	16
Community Notice Boards	0	0	0

5.2 Community In-Kind Request



	January	February	March
Received:	1	0	0
Approved:	1	0	0
Value:	\$263.63	\$0.00	\$0.00

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