

5.7. CEO REPORT FOR DECEMBER 2018 - FEBRUARY 2019

REPORT AUTHOR Mark Stoermer, Chief Executive Officer

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 December 2018 – February 2019.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from December 2018 – February 2019. As part of the administration's review and continual improvement in the way the business of Council is communicated the "Organisational Report Card" has been developed and attached to the report. On a regular basis, this Report Card will provide a snapshot for Councillors and the community on a selection of operational indicators. As the Report Card is further developed and feedback is received, the data and benchmarks will be refined.

BACKGROUND

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

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

PROPOSAL

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period December 2018 – February 2019.

FINANCIAL/RESOURCE IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

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

SUSTAINABILITY IMPLICATIONS

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

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the Local Government Act 2009, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2015 -2016 adopted 24 June 2015.

Corporate Plan 2014-2019 Initiatives:

Theme 5 - Governance

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

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

COUNCIL'S ROLE

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

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

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

CONSULTATION

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

External: Nil.

ATTACHMENTS

1. Report from the Chief Executive Officer for period December 2018 to February 2019 **[5.7.1]**
2. Organisational Report Card Dec 2018 - Feb 2019 **[5.7.2]**

DOUGLAS SHIRE COUNCIL

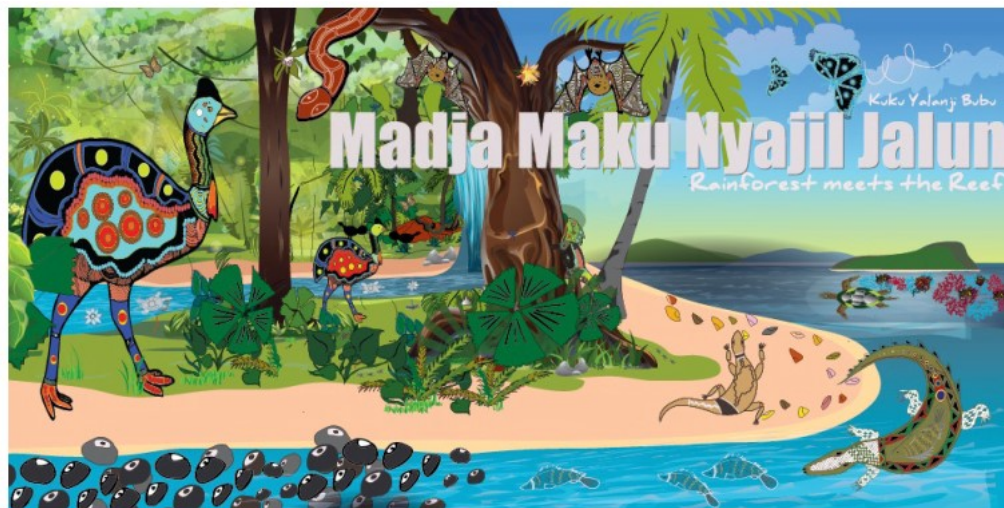
REPORT FROM THE CHIEF EXECUTIVE OFFICER

2018 - 2019

December 2018 – February 2019

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





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

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CHIEF EXECUTIVE OFFICER

The Douglas Shire experienced a roller coaster of highs and lows during the three months from December 2018 to February 2019 and the following is just a snapshot of the challenges and highlights.

High water consumption and extreme heatwave conditions forced Council to introduce unprecedented Level 3 Water Restrictions during November. However, following heavy rainfalls as a result of ex-tropical cyclone Owen in early December, water restrictions were dropped back to Level 2.

The rainfall from Owen may have given the Douglas Shire residents a reprieve from Level 3 restrictions but the heavy downpours caused major landslips and road closures along Cape Tribulation Road, (in particular Alexandra Range) and surrounding areas.

Not all doom and gloom... The State Government announced \$25 million in funding to assist with the transformation of the Mossman Mill into an innovative bio refinery while the Federal Government pledged \$20 million. Council had previously contributed \$250,000 to help Far Northern Milling with the project.

Good news also as the Salvation Army approved the construction of the Mossman Aged Care Centre. While the Salvation Army has gone back out to tender for the construction contract, a recent meeting between Council, the Mossman District Nursing Home Committee and the Salvation Army saw the Salvation Army pledge its full support for the project.

Mother Nature struck again with heavy rains causing major flooding, land slips and damages to infrastructure during the Christmas/New Year close down; a time when staff and resources were at a minimum. The Local Disaster Management Group convened and staff have done a tremendous job in keeping residents informed and reinstating our vital roads and infrastructure for our communities. The flooding also temporarily closed the Daintree Ferry, but the ferry operator worked hard to get it back up and running again while Council crews cleared the landslips. Water restrictions were also lifted following this rain event.

On the climb again... Council meet with developer Ghassan Aboud and Crystalbrook representatives who unveiled their architectural concept design for the marina re-development at Port Douglas in preparation for the Development Application being lodged. Councillors were excited by the concept plans they saw and eagerly anticipate the formal application for consideration.

Douglas Shire residents and communities, known for their resilience, again endured further flooding when the Daintree River recorded its highest floods of 12.6M over the Australia Day weekend. In light of the looming bad weather, Council had the foresight to postpone the Australia Day and Australian Citizenship ceremonies, which have since occurred in February. A month on and roads are open while damages to road infrastructure are being repaired. Major restoration works are being carried out on the Alexandra Range. An estimated \$15 million damage bill is expected to be tallied after a wet season soaking that saw monsoonal rainfall and a record-breaking flood in Douglas Shire.

Looking to the future.... Council is developing its Corporate Plan for the next five years (2019-2024) and is conducting a community survey followed by community engagement sessions in Mossman, Port Douglas and north of Daintree. The Corporate Plan will help drive the initiatives of Council's annual strategic Operational Plans.

Following community engagement sessions held with residents and business operators north of the Daintree River, Council has called for Expressions of Interests for the contract renewal of the Daintree Ferry which expires in 2021. The contract will then go out to tender in June this year and be awarded in December 2019.

While it's been a busy finish to 2018 and a hectic start to 2019, the future is looking bright. I would like to acknowledge and thank Council staff for all of their hard work.

COMMUNITY DEVELOPMENT

Libraries

The Library has “something for everyone” and it was certainly a fun and cool place to be during the months of December, January and February.

“*Surviving Paradise: life stories from the Douglas Shire*” by Pam Willis Burden / Douglas Shire Historical Society was launched by Mayor Julia Leu at Mossman Library in December. “*Surviving Paradise*” will form an integral part of our Local History Collection. The well-attended event was an opportunity for many residents to share stories and enjoy their local Library.



Images: “*Surviving Paradise*” book launch at Mossman Library

Children enjoyed a range of school holiday activities, including making curious creatures out of recycled material, matchstick craft and robot fun; along with the State Library of Queensland’s “*Summer Reading Club*”.



Image: Curious creatures



Image: Matchstick craft

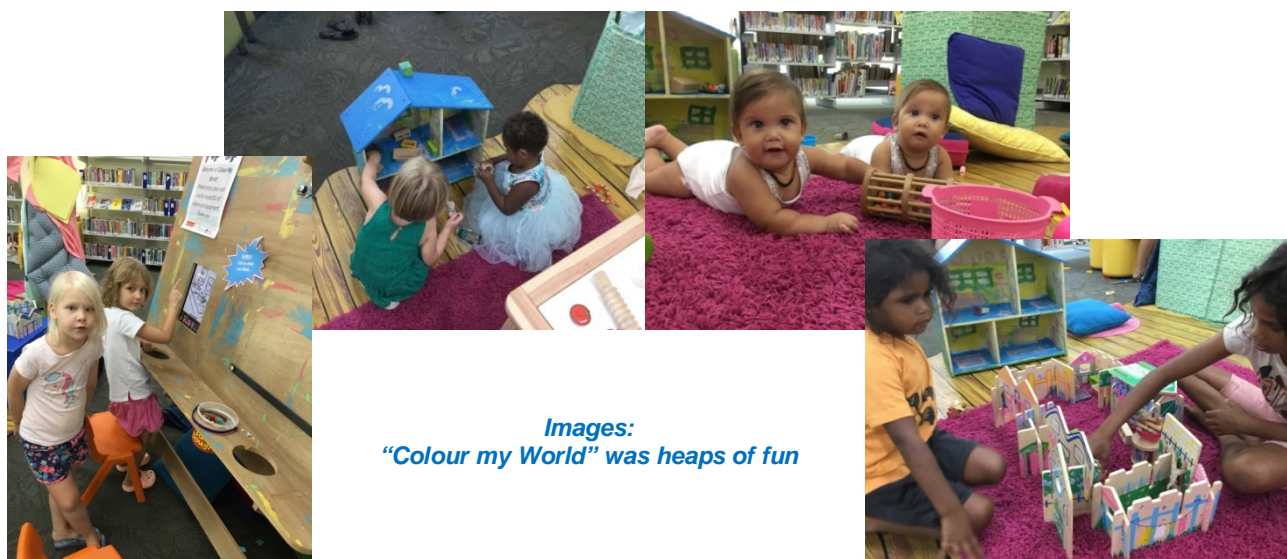


Images: Robotic fun

“Colour my World”, a play space Pop-up kit from State Library of Queensland has been very popular with children and their families.

Feedback has included: - “My children are engaged and content to play and be at the Library for longer periods of time and find something new to play with within the space on each visit”; “children don’t want to leave”; “excellent for a play area – for adults to enjoy their babies/children”. “Great way to meet other parents and kids.”

Approximately 2600 people utilised “Colour my World” over a four month period.



*Images:
“Colour my World” was heaps of fun*

Regular Library programs have resumed after the Christmas break. These include “F5F Baby rhyme”; “F5F Storytime”; “Lego Creators” and “Tech Savvy Computer Courses”.

The programs continue to be popular and appreciated by our community.

The Mossman Multi-touch Hub was launched by Mayor Julia Leu in February.

The library was able to purchase the new technology after being successful in obtaining a \$29,500 State Library of Queensland “2018 Public Libraries Strategic Priorities” grant.

The Hub is a big touchscreen that allows multiple people to utilize it at once, providing fun and education for people of all ages.

The amazing Virtual Reality goggles afford users a whole new library and technology experience.

Libraries wish to acknowledge the financial assistance from the Queensland Government through the State Library of Queensland for this project.



*Images:
Mayor Julia Leu launches
Mossman Multi-touch Hub*



During this period 23,354 people visited their local library; 199 people joined; 18,696 items were borrowed; 720 people attended library programs/events; 2099 pc bookings were made and 2,022 free Wi-Fi sessions were accessed by 451 people.

Community Development

Officers from the Community Development department continue to work with organisations, groups and in our diverse communities to achieve social, environmental and economic outcomes that are empowering and lasting.

Arts & Culture

Creating Queensland's future: Developing a 10-Year Roadmap for the arts, cultural and creative sector



**CREATING QUEENSLAND'S FUTURE
– CONSULTATION NOW OPEN**

Developing a 10-Year Roadmap for the arts, cultural and creative sector

Have your say on the future direction of Queensland's arts, cultural and creative sector and its role in Queensland's future.

Following the launch of the *Creating Queensland's Future: 10-Year Roadmap for the arts, cultural and creative sector discussion paper*, Arts Queensland is leading an eight week public consultation – closing 18 December 2018. A community discussion forum will be held at Port Douglas Community Centre on Tuesday 4 December from 10am to 12pm, hosted by Douglas Shire Council's Arts & Culture Officer. The community feedback on the paper will be submitted to Arts Queensland for inclusion in the roadmap analysis.

To review the discussion paper, visit the Arts Queensland website
www.arts.qld.gov.au/creating-queenslands-future?

RSVP: ceounit@douglas.qld.gov.au
Enquiries: 07 4099 9422

DOUGLAS SHIRE COUNCIL
Queensland Government

December 2018 - As part of the consultancy process for Arts Queensland's 10-year arts strategy, Council hosted a community discussion forum to identify the key priorities of Douglas Shire.

Regional Arts Development Fund (RADF) Annual arts grants, round opened in January 2019.



Regional Arts Development Fund
Annual Funding Round Opens 21 January 2019

Arts Grants

Individuals, organisations and collectives are invited to apply for funding for arts and cultural projects under Council's 2018/19 Regional Arts Development Fund Program (RADF).

Grant guidelines and application packs available at Douglas Shire Council's Administration Offices in Mossman and Port Douglas, at Douglas Libraries and via the Council's website www.douglas.qld.gov.au

Information session for applicants:
Time: 10:30am
Date: Monday 21 January 2019
Venue: Douglas Shire Council, 64-66 Front Street, Mossman

To RSVP or make enquiries contact RADF Liaison Officer:
enquiries@douglas.qld.gov.au
or T: 07 4099 9422

Applications close 4pm, Friday 15 March 2019

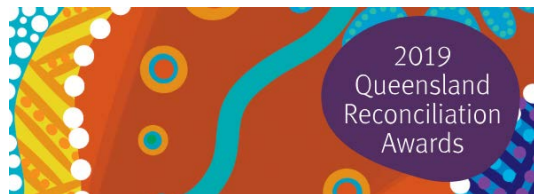
DOUGLAS SHIRE COUNCIL
The Regional Arts Development Fund is a partnership between the Queensland Government and Douglas Shire Council to support local arts and culture in regional Queensland.

...opens Monday

'Madja Maku Nyaji Jalum' (detail) by Lenice Schonenberger, Loretta Pierce Lenoy & Ronald Bamboo

Nominations submitted for 2019 Queensland Reconciliation Awards and National Awards for Local Government

Nominations for community project 'Indigenous Public Art' submitted in February 2019.



Indigenous Language Signage Program

Workshops commenced to form a project sub-committee in February 2019 in Wujal Wujal and Mossman. Elders and Traditional Custodians discussed the program and nominate committee members.



Images: Workshops with Elders and Traditional Custodians

Mayor's Christmas Appeal

60 Christmas hampers with toys and treats were distributed to families in need through the 2018 Douglas Shire Mayor's Christmas Appeal.

Council, with donations from the public and charity groups of over \$2500, partnered with Quicksilver to provide food, drinks and gifts for hampers packed with assistance from volunteers from the Anglican church and distributed to applicants through the Port Douglas Neighbourhood Centre, Mossman Support Services and Goobidi Home and Community Care, who assisted with deliveries on the day.



Ordinary Council Meeting - 26 March 2019

Get Ready Disaster Resilience Campaign

A community preparedness 'brekkie and chat' session was held with the Port Douglas Neighbourhood Centre Men's Group on 5 December. Council's Community Development Officer talked with 20 participants about disaster resilience including safety during cyclones for those living on boats in the Marina.

The second in a series of Business Continuity Planning Workshops for Community Organisations was held in Port Douglas on 12 December. The half day workshop involved participants from several organisations planning their way through disaster scenarios and applying the lessons to their particular organisational disaster plans.



Christmas in the Park

Council again partnered with Douglas Theatre Arts Group to provide the 2018 Christmas in the Park at the Mossman Showgrounds. The night of carols, attractions, food and entertainers had to be postponed for 24 hours due to heavy rain and wind, but the wind eased, rain lifted and a healthy crowd of over 600 participants braved the last-minute changes to enjoy a spectacular night with wonderful performances, plenty of Christmas cheer and a huge fireworks show finale.

Council Grants Program

The successful applicants for Council's Community Support Program (CSP) and Event Funding Program (EFP) were presented with Letters of Offer and a certificate by Mayor Julia Leu at a small ceremony and information session on 18 December.

Recipients for CSP funding:

- Port Douglas Basketball Club Inc \$3960 for Developing volunteer coaches and referees;
- Great Barrier Reef Legacy \$5000 for Reef to Rainforest Virtual Reality education program;
- Douglas Shire Community Services Association \$4939 for Kuku Yalanji First Readers iBook Project;
- Port Douglas Community Services Network \$1300 for PDCSN Men's Group;
- Bamanga Bubu Ngadimunku Aboriginal Community \$4729 for Let's Get Active Now;
- Low Isles Preservation Society \$3350 for Reef in a Box; and
- Douglas Netball Association \$5000 for Umpire and Coach Development

Recipient for EFP:

- Douglas Animal Welfare Group \$10000 for Gala Fundraiser during Carnivale



New Year's Eve Celebrations

The weather once again had a say in the season's events with New Year's Eve celebrations being pared back to allow work to ensure each of 2000 fireworks provided by Council and local business sponsorships were water proof and would detonate as planned.

Fortunately, the weather stayed fine and the 8pm and midnight shows went off as scheduled: with a bang and to much applause.

Domestic and Family Violence Accommodation Steering Group

After consultation with local service providers and community organisations, it was decided to establish a steering group to pursue Council's objective of securing funding for a domestic and family violence supported accommodation service in the Shire.

The inaugural meeting was held on 15 January and was well attended by representatives from local agencies and community members. The purpose of this group is to continue to advocate for funding for a supported accommodation service for women and children escaping domestic and family violence in Douglas, to assist Council in writing a business case to present to funding bodies, and to identify and coordinate with prospective tenderers or partners for this facility.

Mossman Gorge Community Clean Up Day

The Mossman Gorge Community with Bamanga Bubu Ngadimunku organised a community clean-up day on 23 January. Along with representatives from the Armed Forces, Northern Pride and a large community contingent, Council Officers assisted with the supply of bags, gloves, tongs and skip bins.



Australia Day Awards and Citizenship Ceremony

After postponement due to monsoon and flooding over the Australia Day weekend, Mayor Julia Leu granted Australia citizenship to 14 people at the Port Douglas Community Hall on Thursday 21st February. New Aussies from Canada, Congo, Germany, New Zealand, United Kingdom, South Africa, Thailand and Poland received an official certificate, a native plant and a commemorative coin. There was a great turn out of family and supporters.

Outstanding citizens of the Douglas Shire were celebrated at a re-booted Australia Day Awards ceremony on Saturday 23rd February. Council encouraged locals to come down to the Port Douglas Community Hall for the free BBQ breakfast cooked by Port Douglas Neighbourhood Centre and civic recognition ceremony with music from Mossman High School students. 120 attendees watched as 23 Douglas Shire residents were nominated for awards across seven categories.

Award winners were:

- Junior Sports: Daniel Davidson
- Senior Sports: Jacky Cook
- Environmental Achievement: Heidi Taylor
- Arts & Cultural: Brian Swindley
- Volunteer of the Year: Ann-Marie Clark
- Young Citizen of the Year: Jasmine Kirk
- Citizen of the Year: Jo Dau



Website and Facebook

Council's Communications and Engagement Officer has been very active over the last three months preparing 39 media releases, updating Council's website daily and posting multiple articles on social media. Over the three months to February 2019, there have been 317 Facebook posts and Council's website had around 176,000 page views over the same period.

Grants

Grant Applications Submitted

Grant	Provider	Project	Amount Requested	Closed
Bridges Renewal Program	Australian Govt – Dept Infrastructure, Transport and Regional Development	Poletti Bridge	\$550,000	5 February 2019
Cycle Network Local Government Grants Program	State Govt – Dept Transport & Main Roads	North Mossman to Newell Detailed Design	\$60,000	19 December 2018
Cycle Network Local Government Grants Program	State Govt – Dept Transport & Main Roads	Junction Bridge Cycleway Bridge	\$400,000	19 December 2018

Grant Applications Submitted – Outcome

Grant	Provider	Project	Amount Requested/Awarded	Outcome
Building Better Regions Fund	Australian Govt - Dept Infrastructure, Transport and Regional Development	Wangetti Trail	\$10M	Notification pending
Festivals Grant	Aust Govt - Dept Communications and the Arts	Carnivale Workshops	\$27,300	Unsuccessful
Levy Ready	State Govt - Dept Local Government, Racing and	Killaloe Upgrade – CCTV, software upgrade, barriers to Resource Recovery Facility	\$42,046.40	Successful

	Multicultural Affairs			
Qld Destination Events	State Govt – Dept of Innovation, Tourism Industry Development	Carnivale 2019	\$38,000	Successful
Resource Recovery Industry Development Program	State Govt - Dept Local Government, Racing and Multicultural Affairs	Killaloe Resource Recovery Infrastructure (Shed, roof over bays, heavy vehicle turnaround)	\$282,500	Notification pending
Safer Communities Fund	Aust Govt – Dept Industry, Innovation and Science	CCTV Camera Front St Mossman and Lighting Wharf St Port Douglas	\$622,703	Notification Pending
Get Playing Places and Spaces	State Government – Dept Sport	George Davis Park Pump Track	\$136,000	Unsuccessful
Innovation and Improvement Fund	State Government Department of State Development, Infrastructure and Planning	Storm Tide Inundation Methodologies Study	\$180,480	Successful
Innovation and Improvement Fund	State Government Department of State Development, Infrastructure and Planning	Planning Overlay Videos and IT Platform	\$14,500	Successful

PEOPLE AND GOVERNANCE

Human Resources

The Human Resources team continues to administer a range of HR functions specifically within the core areas of recruitment and selection, learning and development and 'return to work' facilitation.

A range of training programs were held in the lead-up to Council's annual shutdown with staff attending refreshers in Control Traffic with stop-slow-bat and CPR. As we progress into the year staff training activities will increase with specific hard and soft skill programs currently scheduled for computer, legislative, leadership, communication and professional development. Staff have recently participated in CPR training and our in-house computer training, with the first sessions for 2019 being Introduction to Douglas Computers and Go Digital.

Free hearing checks were available to all staff with Hearing Australia who Council hosted in the Mossman Administration Building in November 2018 and February 2019 providing checks for staff and members of the community.

Over the last quarter Council said farewell to several key staff members who have transitioned to either retirement or have relocated interstate securing employment within other Councils. Recruitment activities continue with the appointment of two Managers, four full-time staff (within Infrastructure and Water & Wastewater), one fixed-term staff member and one casual staff member.

Workplace Health & Safety

The Health and Safety team rolled out the first round of random drug and alcohol testing in February. External testers were accompanied to various Council worksites and workers were randomly tested.

The team has continued to work on the actions stemming from the 2018 LGW audit. As part of the actions it was recommended to look at implementing an electronic safety program and 'Mango' will soon be rolled out across all council departments. This will assist the team immensely with programming of tasks and capturing data. Mango also has an app feature that will allow staff access to procedures, pre-starts and inspections, incident forms etc. whilst out onsite. A team of essential users completed training from 25-26 February.

Property

Council Officers have been conducting a tenure analysis of all assets located within the Daintree National Park in response to a request from the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) for Council to identify all assets within the Park. The Daintree National Park is to remain a part of the protected area estate and will be jointly managed under the nature Conservation Act 1992 by the state represented by Queensland Parks and Wildlife Services and the nominated Traditional Owners entity.

The construction of the caretakers and office accommodation at Wonga Beach Caravan Park is well underway and due for completion by the end of March. The tender for the replacement shelter at Dwian Oval has been let with works to be completed by mid April.

The installation of the new pump and sand filter media at the Mossman Pool has been completed. Some teething problems were experienced with sand entering the pool basin, however this had been rectified.

Capital Works bids for Council leased properties have been submitted for consideration during the budget review process.

On going lease renewal negotiations are continuing with the Port Douglas Tennis Club, and Officers have negotiated a lease agreement for a new tenant at 4 Mill Street Mossman.

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

In recent months Frontline and OBSU have experienced a heavy volume of calls and counter enquiries due to the Boxing Day & Australia Day weather events experienced by our community. In January Rates Notices were issued and the team has processed just under 20,000 receipts in the last three months.

In January Frontline Services inducted three new casual employees into the Douglas Team. In February the teams participated in a business planning session with our new CEO Mark Stoermer.

This quarter has also seen the OBSU embark on a mission to explore opportunities for improving the management of our Cemeteries including the upgrading of existing records to electronic systems.

Frontline & OBSU have just finished a busy Douglas Card season, issuing approximately 850 cards this quarter. The Douglas Card provides free ferry travel in the quiet season to residents of Douglas and surrounding Shires to encourage locals to visit the area.

Records

A working group has been established to engage staff for ideas of invigorating Council's records system and the way it is used by every day users, and, also how the system integrates with other applications within Council.

This included conducting a survey to all staff to gather information on usage, enhancements and training requirements. The results have been collected and will be put to the working group at the next meeting scheduled in April.

Testing for the Online Venue Applications system is continuing with enhancements identified and provided to the software supplier for the final stages of completion. The manual booking system of a Council venue now includes the ability to pay immediately to customers which is proving to be very popular.

The project of identifying historical records for disposal has had the final approval signed-off and the manual work of collating these records is in progress with the removal to occur by the end of March.

FINANCE PROCUREMENT AND ICT

Procurement

In this period, 21 tender/quotations were submitted through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System). LG Tender Box and Vendor Panel activity is currently centered around:

- 2019-071 - Port Douglas WTP Security Fence
- 2019-069 - Cape Tribulation (Cow Bay) Footpath
- 2019-068 - Daintree River Ferry 2021 EOI
- 2019-040 - Playground Renewal Program – Port Douglas
- 2019-039 - Mossman Pump Track – Design and Construct
- 2019-019 - Craiglie Reservoir Roof Replacement
- 2019-029 - Thornton's Beach Picnic Shelters
- Toilet Block Refurbishments x 3

Other projects of interest:

- 2018-056 - Dredge Management Planning (Develop new Technical Specifications, Dredge Environmental Management Plan (DEMP). Awarded (Aug 2017) to KBR Pty Ltd. - Final documents are now being reviewed.
- 2019-058 – Teamsters Park Master Plan - Still awaiting approval for the second instalment for an invoice raised for \$36,400 out of the \$52,000 MIPP2 grant. \$5,200 has been received so far.
- 2019-037 & 038 – Purchase of 8 x New Hilux Utes – two have been received at the Depot and the remainder are rolling out at two per week.
- 2019-060 – Pickles Auctions – Council's first on-line auction for disposal of four car pool vehicles totalled \$30,450.
- 2018-085 – Asset Geo Code – DSC Infrastructure Survey – Invoice has been paid and work has commenced.
- 2019-066 - Port Douglas Life Saving Club
- 2019 Patrol Service Contract was signed in January.
- 2019-088 – Diggers Bridge - This project is at 'practical' completion stage.

Prequalification Work is continuing with regards to:

- RoPS (General Goods and Services),
- RoPS (Wet and Dry – Plant Hire) – is now complete.

Procurement training was conducted for Council staff in mid-March regarding:

- QBCC Act,
- BIF(Fair Payment) Act

Procurement has participated in:

- FNQROC Procurement and Technical Committee forum in early February - The Procurement Committee has commenced work on a standard suite of contract documents based on the AS 4000 contract suite (DSC has used the majority of this suite since 2015).
- A Tender briefing on the Daintree River Ferry 2021 (2019-068) EOI was held on Thursday 21 February followed by a group visit to the Ferry site.
- An initial meeting for the year was held with Kinnect (2018-099) regarding Council's Drug and Alcohol Policy.
- Azentro Telematics gave a demonstration of Teletrac Navman (2019-073) GPS solutions for Council fleet signifying health and safety and tax financial advantages.

Finance and ICT

Finance

The Queensland Audit Office (QAO) is conducting their first visit (planning) for the week beginning 18 Mar 2019.

Budget preparation is in full swing and in line with the draft budget schedule.

Water reminder notices (over \$20 outstanding) were issued on 4 and 23 January 2019 and solicitor's letters of demand (over \$300 outstanding) were issued on 11 February 2019. Ratepayers who have not subsequently contacted Council regarding these outstanding monies have been emailed or phoned to discuss their financial situation.

Half Yearly rate notices were issued on 15 January 2019, with a due date of 19 February 2019. 70% of rates were collected by the due date.

The Team Leader Financial Accounting attended a Fringe Benefits training course in Brisbane in February 2019.

ICT

Council has strengthened its protection from Malware by refreshing its network firewalls with units that also perform intrusion prevention. Other recent projects have included the replacement of mobile devices that are no longer able to process security updates. There has also been continued work on optimising how Windows and Apple security updates are downloaded and broadcast to all of Council's PCs and mobile devices, with a view to containing Council's internet usage.

Changes to the Daintree Ferry cash registers and network were implemented prior to the recent flood events and are now in the process of being replaced due to the majority of equipment being water damaged. In addition to the water damage to all the equipment at the ferry booths, the flood camera at Barratt's Creek also went under water at 9.9m. This additional workload has seen some internal projects delayed.

The ICT team has been meeting with service areas during the period to gain input on future direction and to determine the next financial year's ICT projects. The objective is to draft a multi-year work plan and related budget forecasts.

Council is currently reviewing its Cloud hosted model to determine if this model is still appropriate and cost effective.

ENVIRONMENT AND PLANNING

Planning

Paws & Claws

Council's decision to approve the Material Change of Use application for the Dog & Cat Boarding Kennels at Teamsters Close on 6 September 2018 resulted in a submitter's Appeal forming Planning & Environment Appeal 181 of 2018. The incorporated body of Paws & Claws joined the Appeal as a Co-Respondent.

The Planning & Environment Court set directions for mediation to take place between the parties and the Alternative Dispute Resolution (ADR) Registrar on or before 22 February 2019.

The purpose of the mediation was to identify areas of agreement thereby refining the areas of dispute as the Appeal process progresses to a court hearing.

Mediation took place on 22 February 2019 between the parties. The mediation session was very productive and resulted in the resolution of the issues in the Appeal by way of adjustments to several conditions of the approval set by Council.

Representatives of Paws & Claws were accepting of the proposed changes. The proposed adjustments centered primarily around monitoring of the noise impacts post development and the required actions in the event of non-compliance is observed, and odour.

An agreement was reached with revised conditions.

The Planning & Environment Court is in the process of making the final orders on the agreed position. Once the order is made, the Appeal will be finalised. This action is expected to take place in the very near future.

Barramundi Farm Expansion

At the Council meeting held on 25 September 2018 Council agreed to the application being assessed and determined against the superseded Planning Scheme.

The planning considerations involve a Material Change of Use for Aquaculture, Environmentally Relevant Activity for Aquaculture and Removal, destruction of damage of marine plants.

The majority of environmental considerations are addressed under state codes due to the proximity of the land to coastal wetlands and the nature of the use being a non-devolved environmentally relevant activity (ERA for aquaculture) and Council's main concern focuses on considerations regarding the flood hazard.

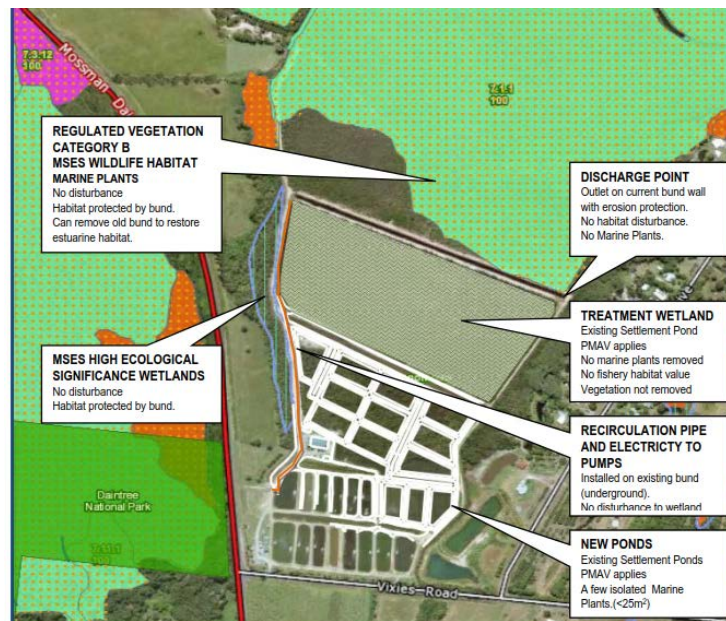


Image illustrating existing and proposed new ponds

Requests for further information have issued from Council and the Department of State Development, Manufacturing, Infrastructure and Planning. The Applicant is due to respond at the end of March 2019, after which the applicant will undertake the public notification stage.

Successful Grant Funding Initiatives

Council has been successful in achieving grant funding for two, separate projects. Firstly, to investigate and identify methodologies for coastal storm tide inundation on the various forms of coast that occur within the Douglas Shire. It is important to note that this will compliment the Coastal Hazard Adaption Strategy (CHAS) that is nearing completion.

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

The video/film project is to be undertaken with the involvement of students from the Mossman State High School. Both projects are to occur over the next year. The grants provide an ability for the Planners to be investigative, pursue research and to inform the community.

Walking Trail – Wangetti Trail Hub & Mowbray North Trail

A report was presented to Council at the Ordinary Meeting of 19 February 2019 where “In Principle” support was provided for the notion of establishing a Trail Hub at Wangetti. The “In Principle” support identified a range of land uses that could be established to support the Trail Hub as well as providing opportunity to the Tradition Owners and reflect their aspirations for the land.

A site meeting followed by a workshop in Cairns with the Traditional Owners and other stakeholders including Douglas Shire Council was held on 7 March 2019.

The purpose of the meeting was to identify the area of interest, planning and legislative controls and requirements, the Traditional Owners aspirations for the land and a list of actions for the various parties.

The workshop was to facilitate the advancement of the Indigenous land Use Agreement (ILUA) and to ensure the content of the ILUA was in alignment with the overall outcomes sought for the Trail Hub.

Residential Development - Craiglie

Development Application has been made seeking approval for the first stage of a residential development for land located between Port Pacific Estate and Andreasen Road Craiglie.

The application seeks approval for 32 residential lots with access being proposed through the residential estate via Wabul Street.

A significant crossing will be required across the southern diversion drain constructed as part of the drainage mitigation works associated with Port Pacific Estate.

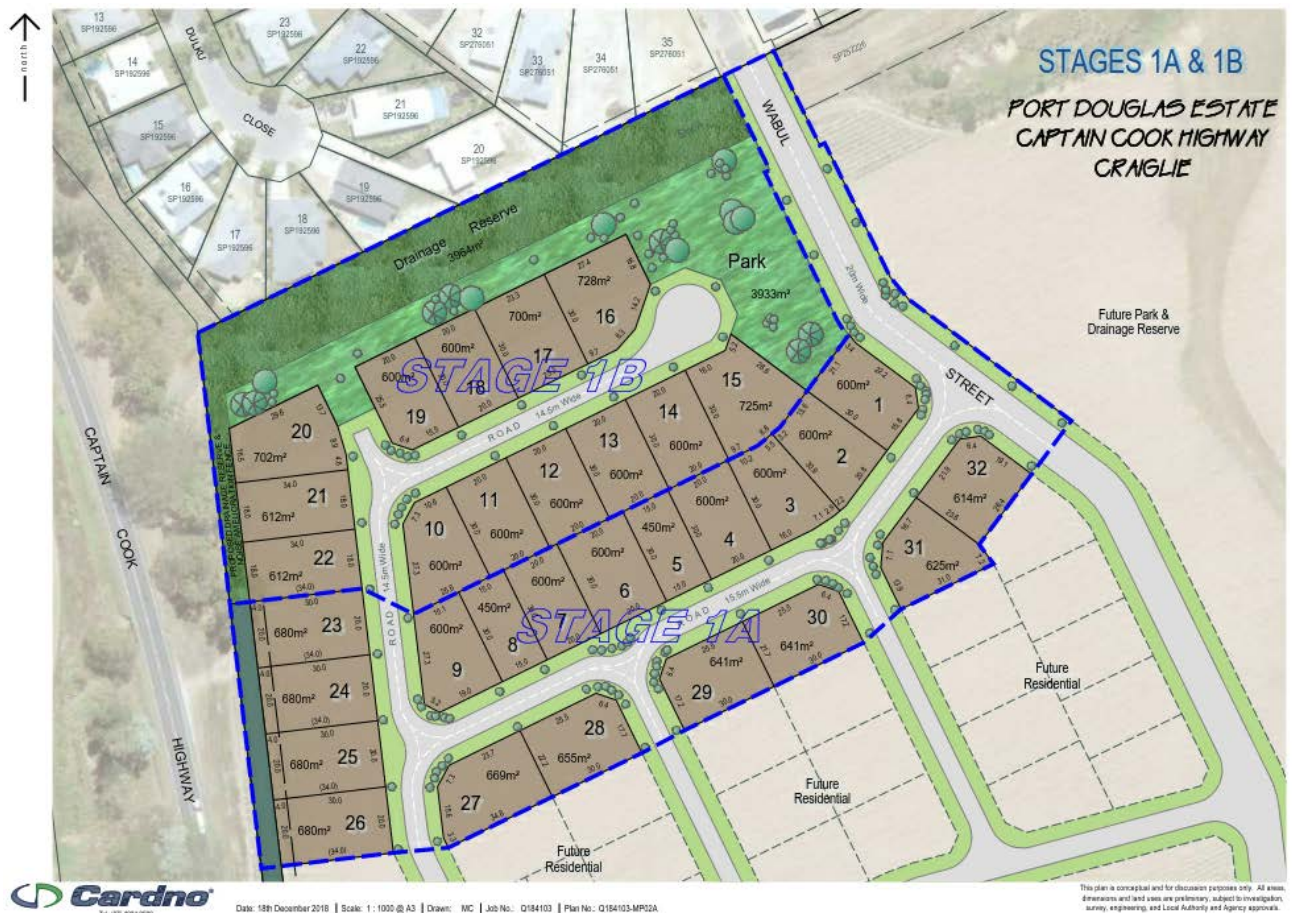


Image showing the residential lot layout and southern division drain to the north of the site

A request for further information has been issued from Council. The State Government has also issued a request for further information. The Applicant is due to respond to the requests by the end of May 2019, unless this period is extended, after which Council will be required to determine the application.

Local Laws

Wreck Removal – Dickson Inlet

The contractor commenced removing wrecks from the Dickson Inlet on Thursday 28 February 2019. The first wreck to be removed was the “Grafton”, a derelict former pearl lugger that was on Magazine Island. The contractor has advised that a number of the wrecks that are underwater will require divers to dismantle and they will be seeking the assistance of the Department of Environment and Science with regard to crocodile management while the work is being undertaken.



Image: Wreck removal from Dickson Inlet

Disasters and Animal Management

Local laws staff are currently reviewing animal management scenarios and possible responses involving domestic animals and livestock during weather events such as cyclones and floods.

Staff received numerous calls following the Australia Day weekend flood event regarding cattle and assisted the RSPCA to mediate between residents concerned for the cattle's welfare and farmers who were attempting to rescue the livestock. While record breaking weather events are rare, they provide a great opportunity to learn what can be improved in the future.



Image: Cow washed up at Wonga Beach

Resource Management

Preparations for the Landfill Levy

Queensland's draft Waste Strategy ("the Strategy") was released for comment in February 2019. The Strategy is underpinned by a waste disposal levy commencing on 1 July 2019 at \$75 per tonne with higher rates for various categories of regulated waste. Council officers are making preparations to ensure disposal sites are compliant with the new legislation and the levy is remitted accurately. Council was successful in the Local Government Levy Ready Grants Program application for \$42,046.40 to put toward signage, traffic management, security and software upgrades at Killaloe Transfer Station and Landfill to assist with preparations. The waste levy is expected to encourage investment in the industry and incentivise recycling options.

Free Mulch December 2018

Council offered residents free mulch for their gardens in December 2018.



Image: Newell Beach Transfer Station

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period December 2018-February 2019:

- Domestic waste: 1010 tonnes
- Domestic recycling: 270 tonnes
- Commercial waste: 338 tonnes
- Commercial recycling: 13 tonnes

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

- Co-mingled recyclables: 11 tonnes
- DrumMuster: 1096 drums
- Scrap metal: 292 tonnes
- Tyres: 364 tyres
- Cardboard: 19 tonnes



Images: Scrap metal and cardboard bales ready for export

Sustainability

Resilient Coast Program

Council is currently in phase seven of the Resilient Coast Program and the team is in the final stages of drafting the Coastal Hazard Adaptation Strategy (CHAS). There are eight structured phases of the CHAS under the QCoast2100 program. Council's Sustainability Officer met with Department of Environment and Science (DES) and LGAQ representatives on 14 January 2019 in Brisbane to refine the projection methodologies which underpin the strategy.

Extensive consultation with the Douglas Communities and key stakeholders has taken place throughout the CHAS process in the form of public workshops, key stakeholder meetings and a dedicated project website. The draft CHAS will be available for public comment for 30 days before being finalised. Monthly project updates and a range of coastal hazard factsheets can be found on the Resilient Coast website: <https://ourcoast.douglas.qld.gov.au>

Carbon Footprint

Council's carbon footprint includes electricity, waste, wastewater and business travel. The four components make up the majority of Council's annual greenhouse gas emissions and have helped officers explore carbon reduction projects. Additional greenhouse gas emission components are currently being explored as well as a feasibility study into solar projects to reduce Council's electricity spend and carbon footprint.

Disaster Management

The disaster management arm of Council and some members of Council's Incident Management Team have been extremely busy over the period. Following the significant heatwave conditions in late November Council was activated for three (3) separate disaster events. Damaging rain and significant flooding over the Christmas period was then followed by major monsoonal flooding over the Australia Day long weekend. At the time of writing Council's damage estimates to essential public infrastructure were around \$16Million with significant impacts to roads, including numerous landslips. Council officers and the Local Disaster Management Group are operating in the Recovery phase and managing the various issues across the Human and Social, Infrastructure, Environment and Economic spheres of Recovery.

Some of the broader issues identified across these spheres are summarised below:-

- **Human and Social**

- 2 households destroyed/uninhabitable
- 4 parks and public spaces unsafe/unavailable
- 15 home contents damaged or destroyed
- 3 Businesses contents damaged or destroyed
- Community wellbeing: feeling of isolation, loss, anxiety and fear.

- **Economic**

- Loss of income/profits to businesses (large and small) reliant on tourism including service industries. Includes attractions and tours, accommodation, food, transport, cleaning and supplies.
- Agriculture industry – livestock and cropping – loss of earnings
- Disruptions to transport routes for product freight to saleyards/market, particularly the cattle producers facing delays in repairs to roads to allow heavy vehicle access
 - Disruptions to transport routes for tourists
- Loss of income/profits to small businesses – power outages, damage, staff isolation

- **Environment**

- River and creek erosion in numerous catchments and localities between the Bloomfield River and Wangetti
- Approximately 10 tonnes flood/hard waste generated but collection/disposal ongoing
- Sewage overflow and impacts to sewage treatment plants
- Loss and disposal of livestock. Some stock may remain on beaches, mangrove areas and islands.
- Debris, including livestock washed up on beach areas
- Sediment loads from river systems on to Barrier Reef (no visibility for tour operations at Low Isles for 9 days)
- Boat ramp areas covered in silt and sand.
- Numerous landslips on private and public lands

- **Infrastructure**

- Power disconnected to 250 homes – full power restored in four (4) days
- Telecommunications disrupted and offline for 2.5 days Daintree Village area. Some properties remain off-line in Upper Daintree and continued disruptions still reported north of Daintree River and in the Daintree Village area.
- Two (2) water and sewerage treatment plants effected
- One (1) river height monitoring stations and one (1) flood camera station damaged.

- **Roads and Transport**

All townships, outlying areas and key transport routes were isolated for varying lengths of time due to flooding, bridge/ floodway damage including, but not limited to:

- Daintree Village, Stewarts Creek Valley, Upper Daintree, Degarra, Lower Daintree, communities north of Daintree River, Wonga, Newell, Whyanbeel, Bamboo Creek, Mossman, Mowbray and Port Douglas.
- Major Road damage/landslips have occurred on the Cape Tribulation Road, Bloomfield Track, Banabilla Road, Upper Daintree Road, China Camp Road, Ponzo Road,
- 1 Road remains closed; Four (4) roads have restricted access.
- Access to two (2) grazing properties and Bairds ALERT river gauge station lost.
- Bridges along key roads damaged including Stewarts Creek, Lees, Noah Creek, Spring and Diggers bridges.
- Daintree River Ferry channel compromised due to silt build up in the channel.

The Recovery phase will be ongoing for many months with the current emphasis on connecting with affected communities, prioritising road repairs to assist in the movement of communities and tourists and ensuring that the economic impact is kept as low as possible through promotion of the area and having the Shire ready for the April School holidays.

A storm tide study has recently been completed for the Degarra area on the Bloomfield River using a Cyclone Ita type crossing as a reference.

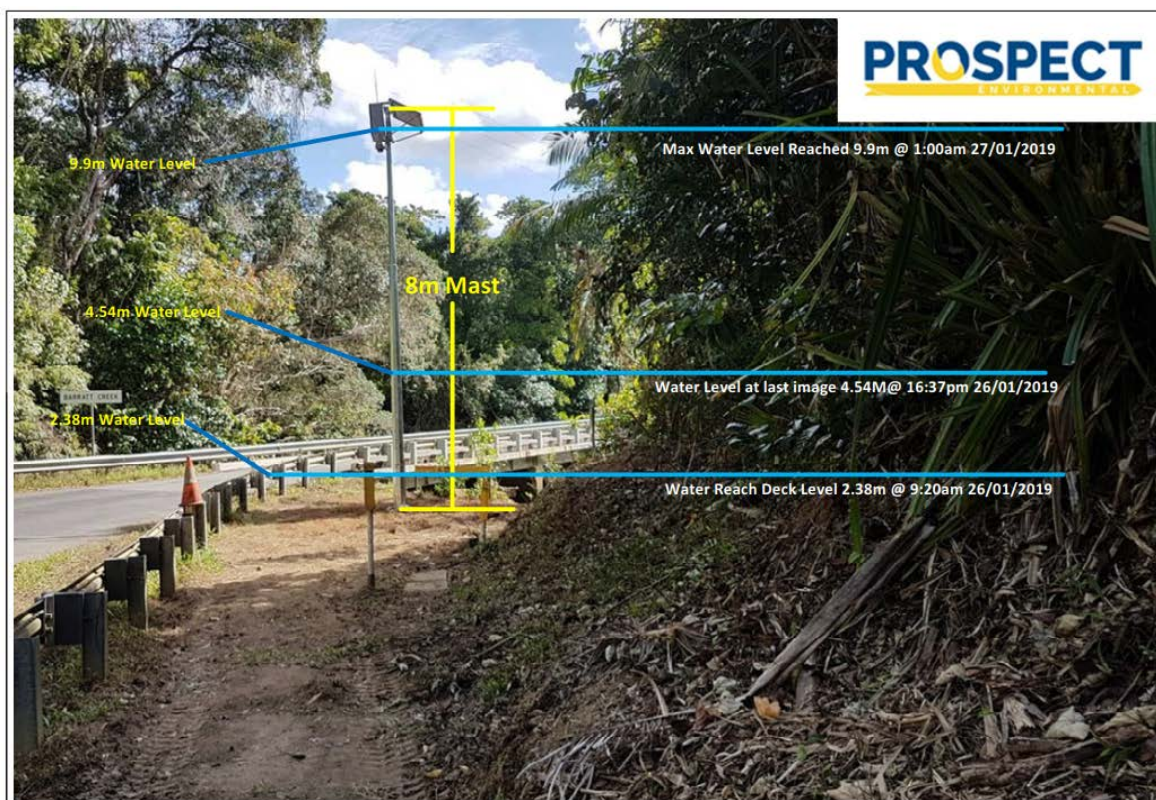


Image: Flood Heights on the Barratts Creek Flood Camera

Environmental Health

Environmental Health Officers were busy over the Christmas/New Year period with the usual array of EHO tasks and responsibilities, in particular:

- Wet weather saw an increase in nuisance mosquito complaints and associated concerns about mosquito-borne diseases (note: currently there is no dengue in the Douglas Shire. EHOs have been recently presented with some evidence to suggest that the release of the Wolbachia bacteria in the Douglas Shire and areas of Cairns has contributed to the reduction of dengue cases).
- Flooding in the Daintree area severely impacted 2 licensed food premises. One premises was quickly restored and following an EHO inspection was able to reopen 2 weeks after the event. The other business has taken the opportunity to undertake some major restoration and upgrades and will remain closed for another couple of months.
- An increase in Food Business License inspections over the last 3 months has led to the identification of a number of non-compliant premises resulting in a range of enforcement actions being taken, predominantly in the form of Improvement Notices and to a lesser extent Penalty Infringement Notices. At the same time, the inspecting Officers have been working with the Licensee to assist them in achieving compliance and reducing public health risks in a timely manner.
- In February, EHO's attended the renewed Far North Region Environmental Health Forum which is jointly run by Council Environmental Health Units and Qld Health. After a break of 2-3 years, the group will now meet quarterly. While the Terms of Reference for the group are still being finalised, the forum will be a good opportunity for information sharing, problem solving, and professional training.

INFRASTRUCTURE

Civil Operations

Over the past three (3) months, the Civil Works Unit has been busy completing capital projects, routine maintenance, and continuing to maintain State Controlled Roads under the Road Maintenance Performance Contract (RMPC) with the Department of Transport and Main Roads.

The maintenance crews have been busy completing routine operational tasks during this period. The following tasks were highlights during this period:

- Road grading of Bloomfield Track and China Camp Road;
- Cleaning of Wharf Street drains for flood mitigation purposes;
- The Bridge crew conducted level 2 inspections and maintenance work on all bridges;
- Road side slashing is completed north of the river; and
- Guard rail repairs to all areas.



Image: Grading Bloomfield Track

Infrastructure projects in progress include:

- Digger Bridge Replacement Project, bridge and roadworks complete with some repair work completed due to flooding over the Australia Day long weekend;
- Upper Daintree culvert replacement works, culverts installed and road construction completed;
- Ribbon Avenue drainage upgrade, pre- wet season works completed and performed well during the wet season heavy rainfall events;
- Warner Street Upgrade public consultation workshoped with council; and
- Principal Cycle Network Stage 1 – Workshoped with council and grant funding completed.



Image: Diggers Bridge Construction Site



Image: Upper Daintree Culvert Renewal

Open Spaces and Natural Areas

Biosecurity

This time of year is peak growing season for many invasive weeds. Wet season conditions can make access challenging, as was the case over this period.

The team focussed on priority roadside weeds treating Tobacco Weed (*Elephantopus mollis*) in the Daintree Lowlands and water weeds such as Salvinia (*Salvinia molesta*) in Port Douglas and Wonga.

The total number of man hours for invasive weed management for this period was 555 hours.

Our pest animal controllers have trapped and destroyed a total of 65 feral pigs during this period.

Electric Ant Outbreak

A recent outbreak of Electric Ants has occurred in Douglas Shire. Council's Open Spaces and Waste Management staff are working closely with Biosecurity Queensland to contain the outbreak.

Our staff have been trained by Biosecurity Queensland in luring and control techniques. There has been a total of 5 new sites identified at Newell Beach, Mossman, Rocky Point and Port Douglas bringing the total number of sites in Douglas to 7.



Alert

Have you seen electric ants?

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

Call us on 13 25 23.



Electric ant close-up

© Queensland Government



Electric ants in leaf litter

© Queensland Government



Electric ants on vegetation

© Queensland Government

Our nursery operations supplied a total of 4,750 native plants for revegetation and landscape works to land care groups, residents and Council operations. This included 1,750 native plants supplied to Daintree Life for planting on council-controlled lands in the Daintree Lowlands.

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

- Installation of picnic tables to Ashford Avenue Park, Jalunbu Park and The Esplanade disability ramp;
- Council purchased a battery operated back pack blower for street cleaning in CBD area. This new technology has assisted in the reduction of early morning noise as we move through the CBD completing routine maintenance;
- Clean-up/repair/restoration of parks and streetscapes after several heavy rain events over the Christmas period and Australia Day weekend;



Image: Vegetation damage in parks

- Contract 'tub grinder' converted 1,200m³ of green waste into approx. 400m³ of mulch for use on Council gardens;
- Implementation of Coconut Action Plan; and
- Revegetation of Saltwater Creek assisting farmers to stabilise damaged riverbanks following recent weather events. Works funded through Terrain NRM. A total of 575 native trees were planted.



Image: Saltwater Creek Revegetation

The Parks and Gardens teams have also conducted 2,651 accomplishments/routine maintenance tasks. The crews also recorded many defects for the same period which will be prioritised into the maintenance management system for rectification works.

Capital works and grants projects underway include:

- Playground Renewal Program - New play units installed at Cooya Beach, Market Park Port Douglas, Wonga Beach and Jack Street, Mossman;
- Dog off leash park - planning phase;
- Rectification of Flagstaff Hill Walking Trail;
- Mossman Pump Track; and
- Teamsters Park Masterplan.



Image: New Play units Wonga and Cooya Beach

Fleet Services

Progress is continuing this quarter with the renewal of fleet assets. Eight (8) new utilities have been ordered as part of the fleet renewal program for 2018/2019. Delivery of the new vehicles is expected in March 2019.

Council's grader suffered a major breakdown this period and required substantial repairs. The grader now is back in operation in the northern parts of the Shire.

Small plant has continued to be maintained to the required standards in support of Council maintenance crews during recent heavy rain events.

Facilities Management

The last three months have seen the Facilities Maintenance unit in full swing in managing the recovery effort from the Australia Day flood event. Recovery efforts included repairs to three toilet blocks and the two ticket offices near the Daintree River Ferry that were partially inundated with flood waters. The two ferry ticket offices have been re-opened with investigations into replacement offices underway due to substantial water damage.



Image: Daintree Ferry Main Ticket office flood damage and after clean-up. Flood water reached to 300mm above the top of the benches.



Image: Daintree Ticket Office after flood, and back ready for use.

The delivery of this round of capital projects is progressing well with the completion of the Mossman Depot Asbestos removal being completed in late February. Works for Queensland round 2 is also progressing well with all of the new toilet block kits on site ready for installation and the refurbishment of George Davis Park, Mowbray Street and Wharf Street Toilets well under-way. These will all be completed well before the end of the financial year.

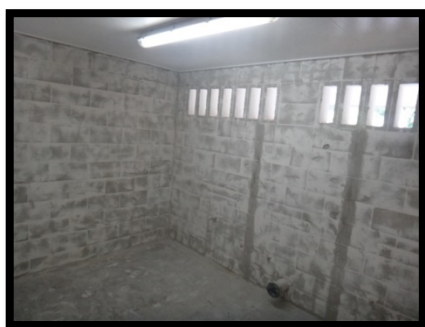


Image: Mowbray St Toilet stripped for refurbishment.

Image: Rex Smeal Park Toilet extension.



Image: George Davis Park Toilet ready for roof painting.

WATER AND WASTEWATER

Operations in the Water and Wastewater section proceeded well during the reporting period with an emphasis on:

1. regulation Compliance;
2. continuation of Capital Projects and Carry-over Completions;
3. strategic Network Planning;
4. rectification of Faults and Defects; and
5. scheduled Maintenance.



Water Restrictions

Level 3 water restrictions were put in place on 30 November 2018, this decision was made due to lack of rain, very hot conditions, exceedance of water licence conditions and the intake levels remaining low as the dry season continues. Water restrictions were lowered to Level 2 on 11 December 2018 due to very much needed rain and elevated intake levels. As the heavens opened up and heavy rains continued, water restrictions were lifted to NO restrictions on 2 January 2019.

A hydrological study was completed in January 2019 at the Rex Creek to evaluate the accuracy of flow measurements at the intake. From this study a new flow rating curve was developed which considers the channel morphology that may have changed during recent works to the intake channel. The new flow rating curve now indicates a reduced number of water licence exceedances from Rex Creek Intake. Figure 1 shows there were no water licence exceedances during this reporting period.

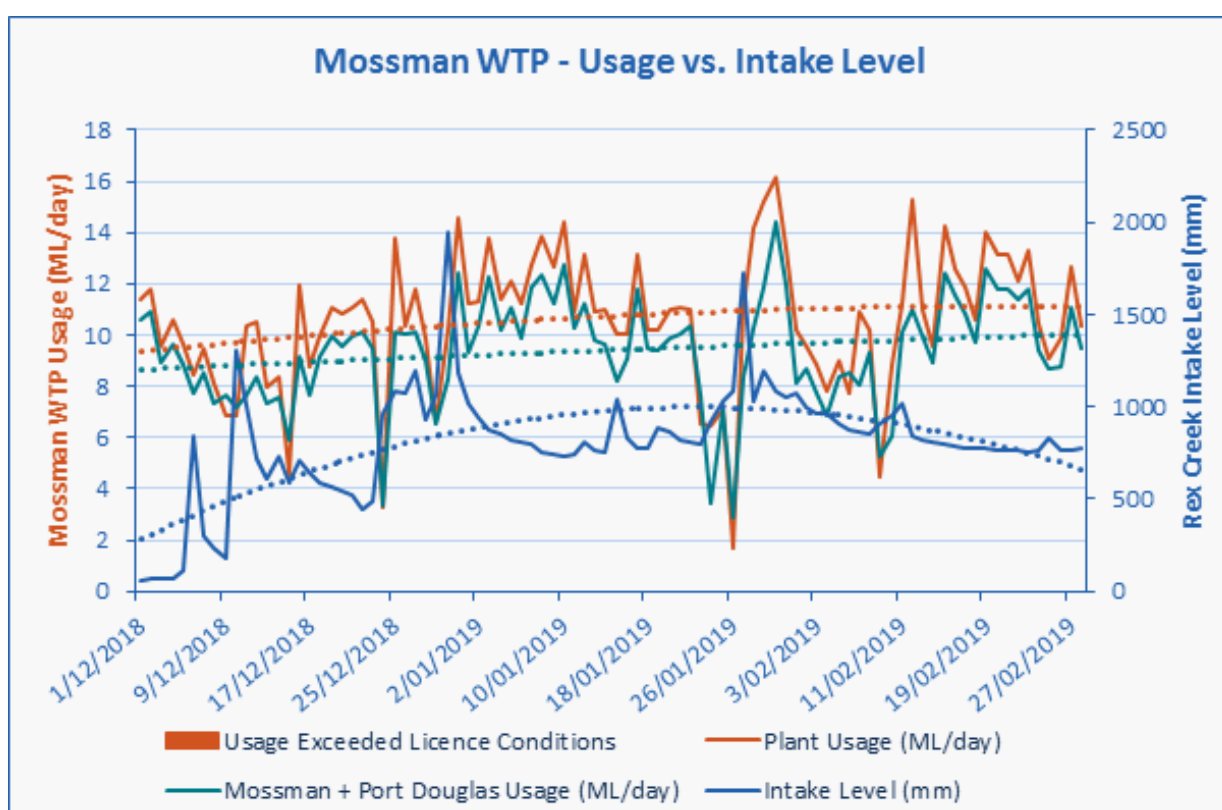


Figure 1: EWAG chart monitoring Rex Creek Intake levels and usage December 2018 – February 2019

Training

Cert IV Water Industry Certificate training is continuing during this reporting period for two operators.

All Wastewater staff completed training during this reporting period with Mangoes mapping and go digital was completed by one staff member.

Water

All tested parameters in drinking water samples during the reporting period were compliant with the health guideline values of the Australian Drinking Water Guidelines (ADWG) and the Public Health Act. During the reporting period Port Douglas reticulation system experienced some aesthetic issues including high turbidity in drinking water.

This may have been due to sediment build up on the bottom of the water reticulation system that started moving after higher outflows and velocity in the pipelines. To remove turbid water, the reticulation network was flushed from several locations around Port Douglas.

Water intake levels were very low in late November due to an unseasonable dry season however, in December and January we received monsoonal wet weather events which heavily impacted all intakes by the flood waters. Numerous intake screen blockages, heavy flows of sand and debris including fallen trees caused on going issues in maintaining the intakes in a serviceable condition.

There were numerous plant shutdowns, power losses and flooding rains which stranded operational staff. The operation of all water plants and water infrastructure became a 24 hour manned operation. Crews were rotated to manage fatigue and with a consolidated effort we managed to ensure the Shire did not run out of water.

The new Crees Road reservoir, with a 20ML capacity, was an invaluable asset ensuring both Mossman and Port Douglas had an adequate water supply during these weather events. See images 1 & 2 - Rex Creek intake in flood and Daintree intake access blocked by fallen trees.

From the wet weather events in this reporting period Water Treatment maintenance, repair and operational activities included but not limited to:

- major valve actuators;
- major water station pumps;
- dismantling and cleaning pre-filters;
- drain and clean Daintree and De Meio raw water reservoirs (see images 2 & 3);
- service of calcium hypo dosing plants;
- replace gas chlorine vacuum regulators at Craiglie;
- installation of a rain water catchment system at Daintree water plant (see images 4 & 5); and
- completion of a new hydraulic modelling report for the Rex creek intake.



Images: Rex creek intake in flood and Daintree intake access track blocked by fallen trees



Images: Before and after photos cleaning out of De Meio Reservoir



Images: New rain water catchment system at Daintree water plant

General maintenance was carried out for Water Reticulation during the reporting period on all schemes, including intakes valves and hydrant maintenance. Regular inspections of reservoirs and pump stations and flushing programs were completed on an as need basis during the dry weather but can now be carried out more regularly to keep acceptable chlorine residuals.

There were 122 service repairs undertaken during this period, and 11 water main breaks that were repaired. There were also 85 settlement reads and 7 new service installations.

Wastewater

General and preventative maintenance duties were carried out at both WWTP sites during the reporting period. The wet weather events in December and January caused some process issues at both wastewater plants however staff ensured all issues were monitored, rectified and compliant. There were a few problems with sewer pump blockages which were rectified at pump stations and wastewater plants.

Mangoes mapping and RPS Surveyors are collaboratively surveying our sewer network to maintain the integrity of our data within our mapping and asset management systems. Our wastewater staff has been busy locating/raising manholes in the Port Douglas gravity main network to assist RPS obtain accurate GPS locations (See image 6).

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

The capital works relining project works is 95% complete; a total of 1.5 km of 150 mm diameter sewer gravity main has been relined within this capital budget. Top hats and house connection branch lines have been replaced or patched, however a few were aborted due to the wet weather conditions and will be completed by May 2019.

The inlet screen at the Mossman Wastewater Treatment Plant has finally been completed after being changed from a 2mm screen to a 5mm and was performing well. However, the inlet screen was recently damaged from the heavy wet weather events, we believe sand has prematurely worn out the screen, which is currently under review and should be fully operational by the next reporting period.

In this reporting period the Mossman sewer reticulation network had a few house connection branch lines replaced and patched due to ground movement causing sewer failures. (See images 7 & 8)



Images: Before and after of a raised manhole in Ulysses Ave, Port Douglas



Image: Wilson Street, Mossman



Image: Thomas Street, Mossman house connection branch line repairs

In this reporting period there are a number of projects that are nearly complete and should be operational in the next period, such as the Mossman Wastewater Treatment Plant new Clarifier, Daintree Bore phase 2, sewer pump renewals, Port Douglas and Mossman sewer relining works and the Port Douglas Wastewater Treatment Plant crocodile security fence. (See images 9 & 10). Completed capital works projects for Water and Wastewater are the Port Douglas Wastewater Treatment Plant (PDWWTP) Ultra Violet Lamp Replacement.



Image: Mossman WWTP new clarifier



Image: Daintree bore works phase 2

DOUGLAS SHIRE COUNCIL

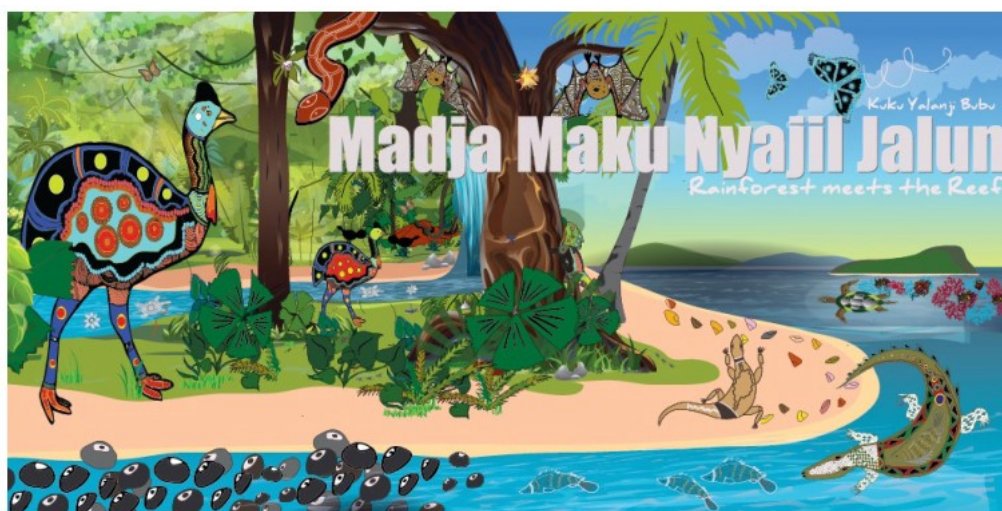
ORGANISATIONAL REPORT CARD

2018 - 2019

December 2018 – February 2019

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

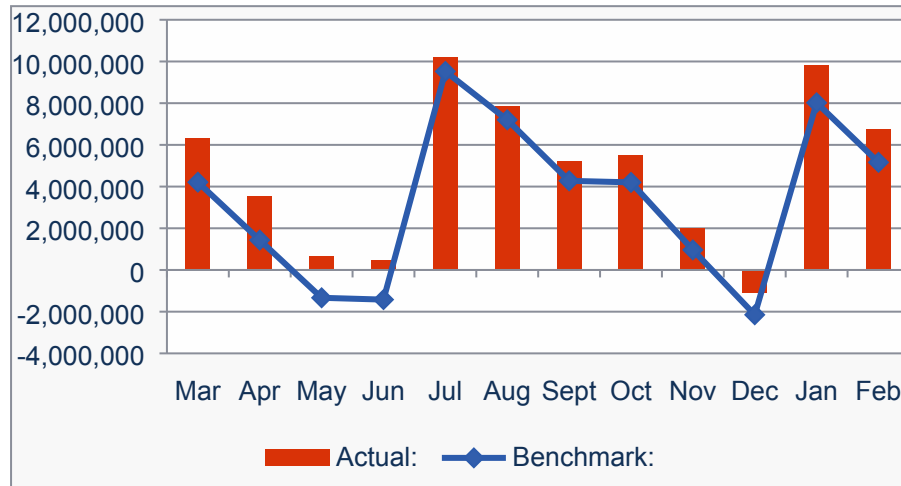
DOUGLAS
SHIRE COUNCIL



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

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget Year To Date

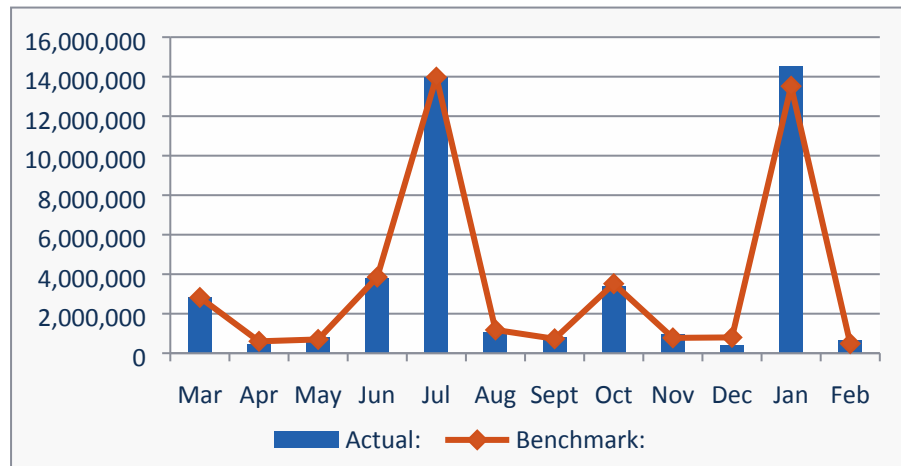


	Year To Date December	Year To Date January	Year To Date February
Benchmark:	-2,149,046	8,019,113	5,162,300
Actual:	-1,096,650	9,805,733	6,749,382
Variance:	1,052,396	1,786,620	1,587,082

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

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

1.2 Revenue Against Budget

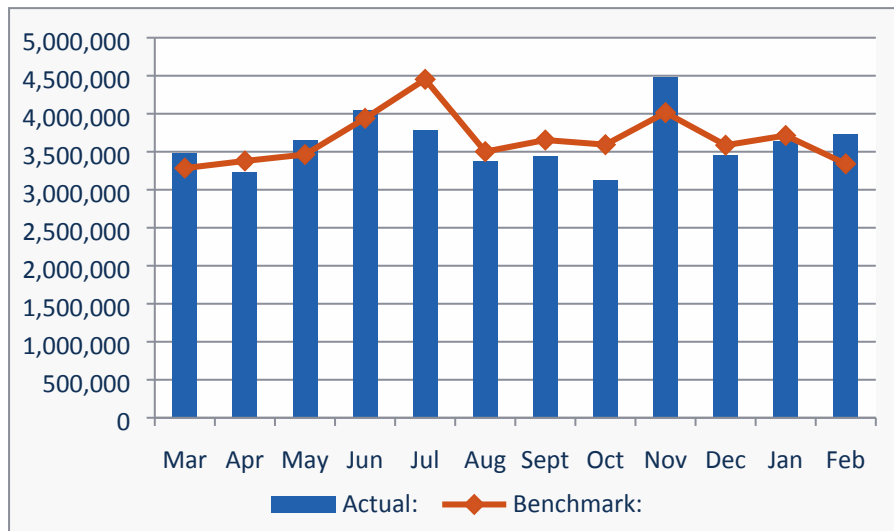


	December	January	February
Benchmark:	799,487	13,517,894	484,280
Actual:	379,282	14,538,663	670,660
Variance:	-420,205	1,020,769	186,380

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

Interpretive Comments: At this early stage of the financial year, Council has collected 47% of its forecasted revenue.

1.3 Expenses Against Budget

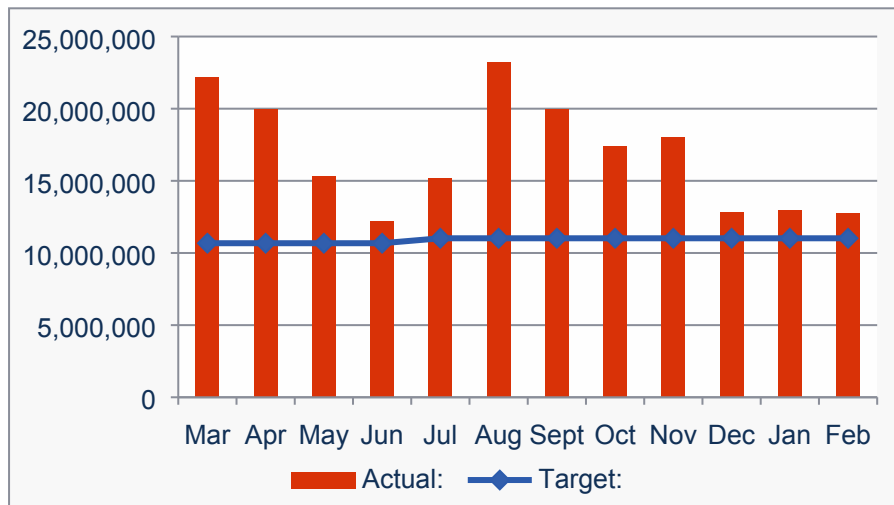


	December	January	February
Benchmark:	3,585,955	3,713,646	3,341,171
Actual:	3,456,542	3,636,280	3,727,011
Variance:	-129,413	-77,366	385,840

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.

1.4 Capacity to Meet Operational Expenses

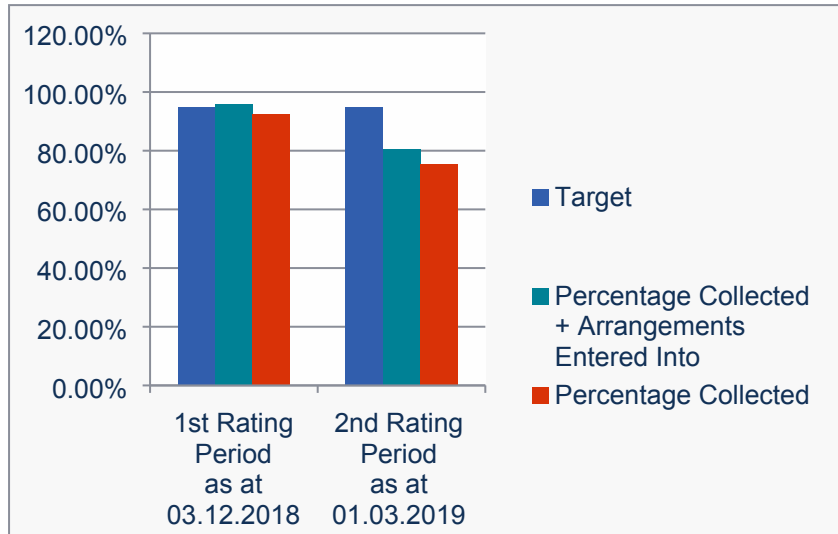


	December	January	February
Target:	11,018,864	11,018,864	11,018,864
Actual:	12,846,346	12,996,761	12,729,184
Variance:	-1,827,482	-1,977,897	-1,710,320

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

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

1.5 Rates Collected



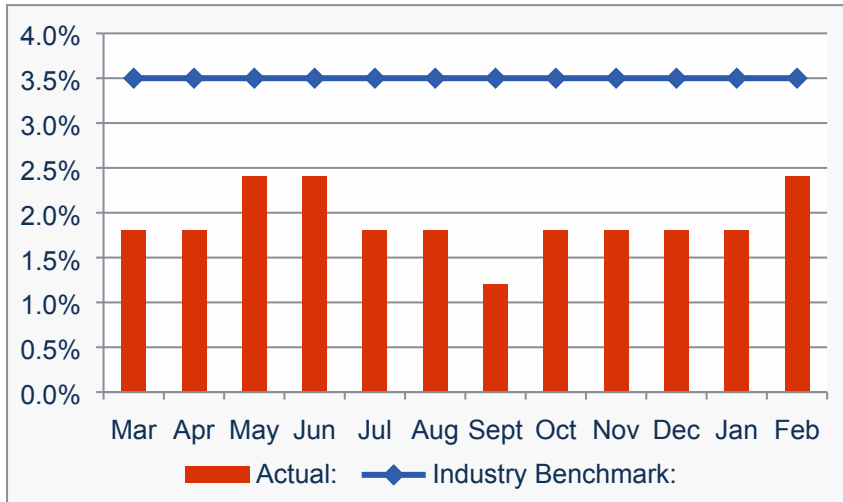
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	95.81%	80.44%
Percentage Collected:	92.49%	75.32%

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 continue to monitor repayment arrangements and implement corrective action as required.

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

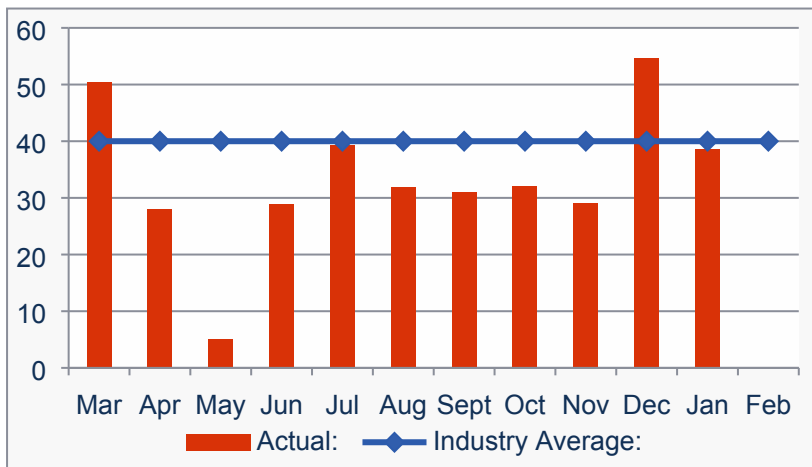


	December	January	February
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	1.8%	1.8%	2.4%

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 the twelve month period ending 31 December 2018 & 31 January 2019 there were three LTIs, and for the twelve month period ending 28 February 2019 there were four LTIs. The incidents were: two back strains, a shoulder strain and a tendon tear. Only one incident remains open.

2.2 Efficiency of Filling Positions Vacant

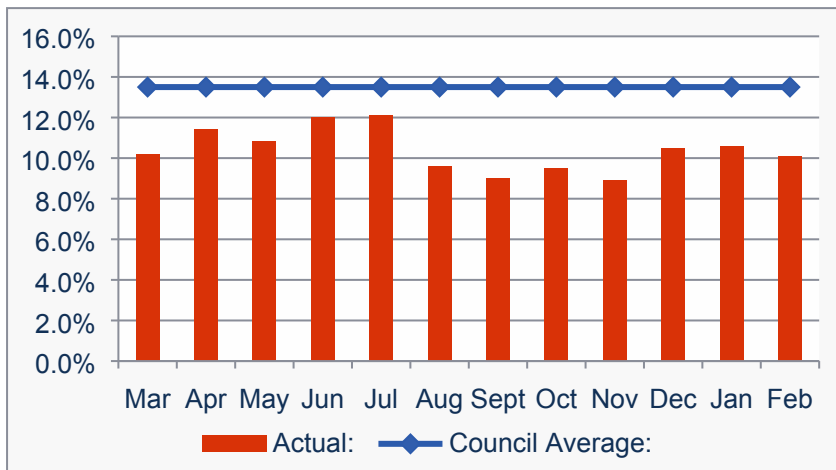


	December	January	February
Maximum:	40.0	40.0	40.0
Actual:	54.6	38.6	0.0
Variance:	-14.6	1.4	40.0

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 six roles this quarter with an average turnaround of 51.9 days.

2.3 Monthly Staff Turnover

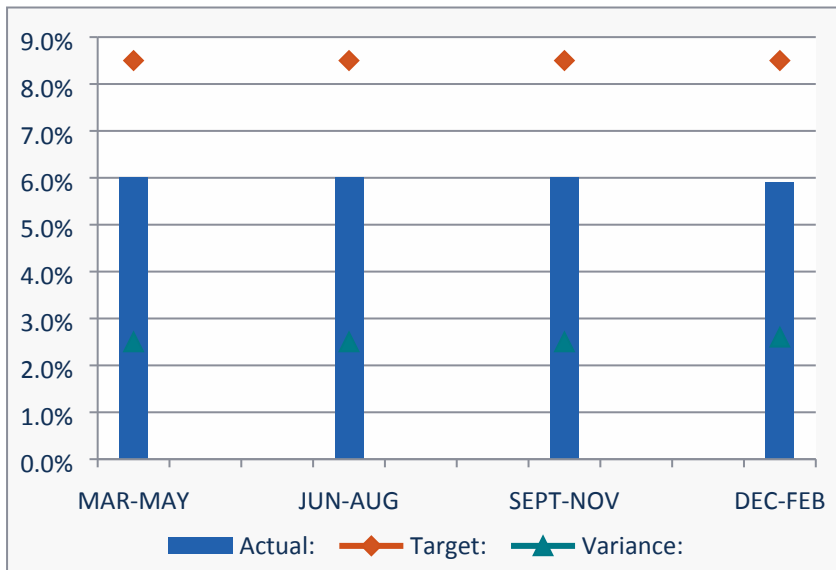


	December	January	February
Maximum:	13.5%	13.5%	13.5%
Actual:	10.5%	10.6%	10.1%
Variance:	3.0%	2.9%	3.4%

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

Interpretive Comments: The average number of staff exiting Council in the last 12 months was 17.6 for this reporting quarter, which is 10.5% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



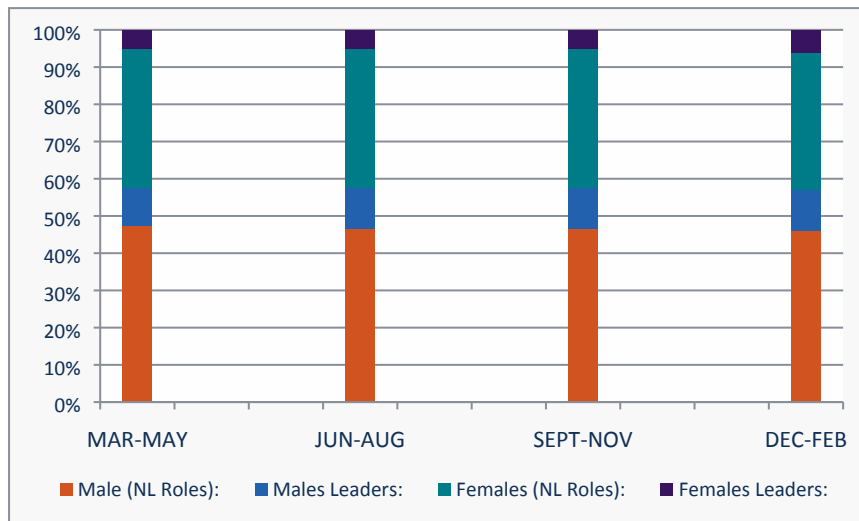
Dec 2018 – Feb 2019

Maximum:	8.5%
Actual:	5.9%
Variance:	2.6%

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

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

2.5 Workplace Diversity – Males & Females



Dec 2018 – Feb 2019

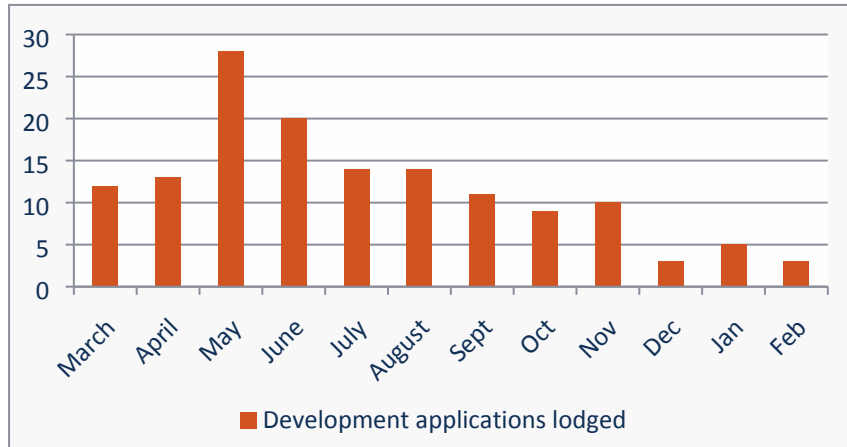
Males (NL roles):	46%
Males	11%
Females (NL roles):	37%
Females:	6%

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

Interpretive Comments: In this Quarter Council employed an average of 170 staff - 57% male and 43% female. 19 of the 97 male staff and 10 of the 73 female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged

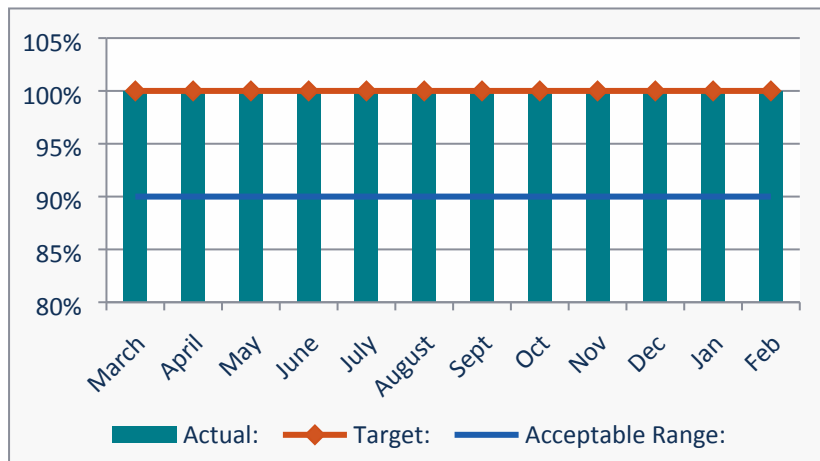


	December	January	February
Actual:	3	5	3

Explanatory Notes: The figures only 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 declined over the Christmas period and wet season which is not unusual. Planning has also received 13 requests for exemption certificates and several siting requests for domestic buildings in this reporting period which are not included in these figures.

3.2 Assessments Completed Within Statutory Timeframe

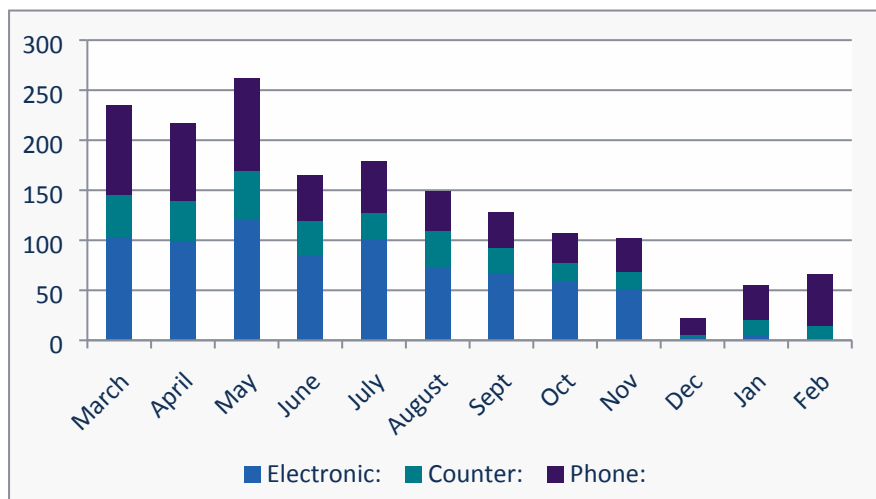


	December	January	February
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

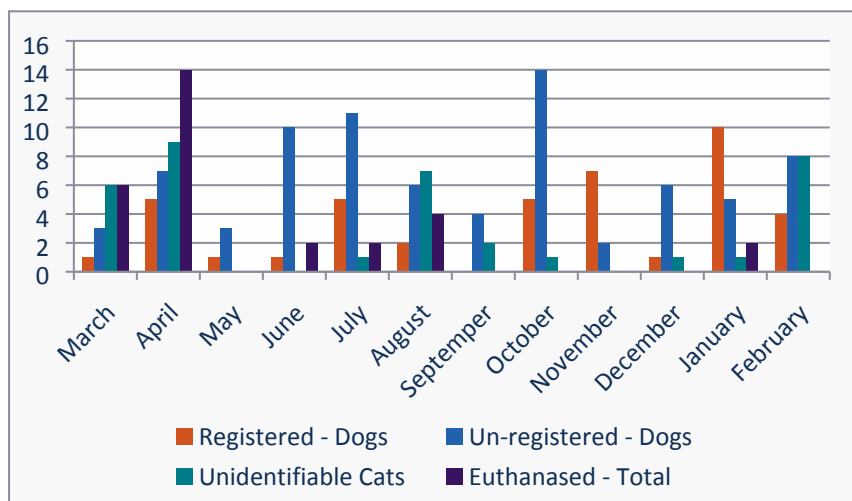


	December	January	February
Electronic:	3	6	2
Counter:	3	15	13
Phone:	16	34	51

Explanatory Notes: Figures capture the number of planning enquiries received via the front counter and via phone. In recent times, the Planning Department in conjunction with Frontline Services and OBSU have implemented a new process to capture this information.

Interpretive Comments: A steady flow of counter and phone enquiries continue to be received in Planning. 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



	December	January	February
Registered - Dogs	1	10	4
Un-registered - Dogs	6	5	8
Unidentifiable Cats	1	1	8
Euthanased - Total	0	2	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 cat numbers for February represents a number of cats and kittens being surrendered to Council from the same residence.

3.5 Illegal Camping



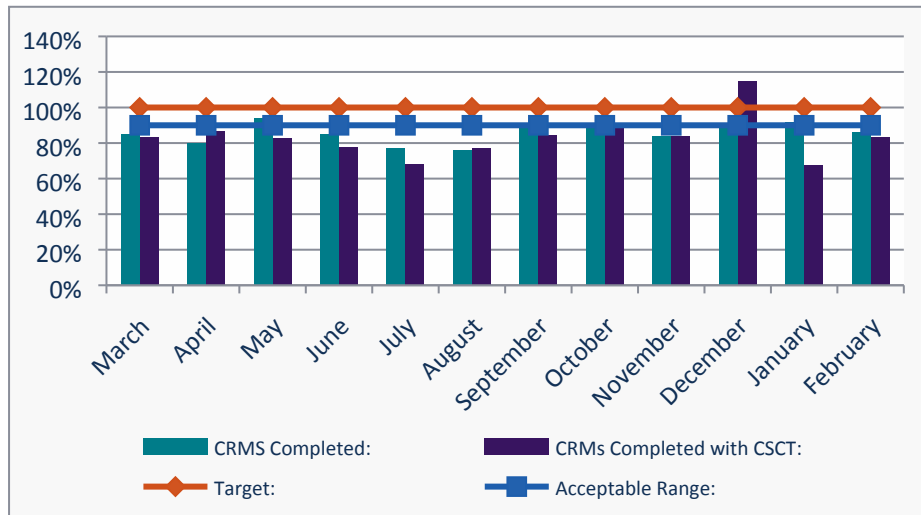
	December	January	February
Actual	0	0	1
Repeat Offenders	0	0	0

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

Interpretive Comments: Despite maintaining some patrols, illegal campers have not been detected during this time. The weather events over this period appear to have impacted numbers.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	December	January	February
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	90.13%	91.76%	86.32%
CRMs Completed within CSCT:	114.78%	67.46%	83.07%

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.

December

	Category	Quantity
1.	Trees (street/park)	81
2.	Leaking/Broken Service Pipe	53
3.	Planner of the Day	18
4.	Open Drains – Unblock/Cleaning	11
5.	Waste-Residential Repair/Replace	11

January

	Category	Quantity
1.	Trees (street/park)	73
2.	Leaking/Broken Service Pipe	53
3.	Daintree Ferry	52
4.	Planner of the Day	42
5.	Rates – Arrangement to pay	41

February

	Category	Quantity
1.	Rates – Arrangement to pay	89
2.	Leaking/Broken Service Pipe	66
3.	Trees (street/park)	49
4.	Road Maintenance	23
5.	Planner of the Day	19

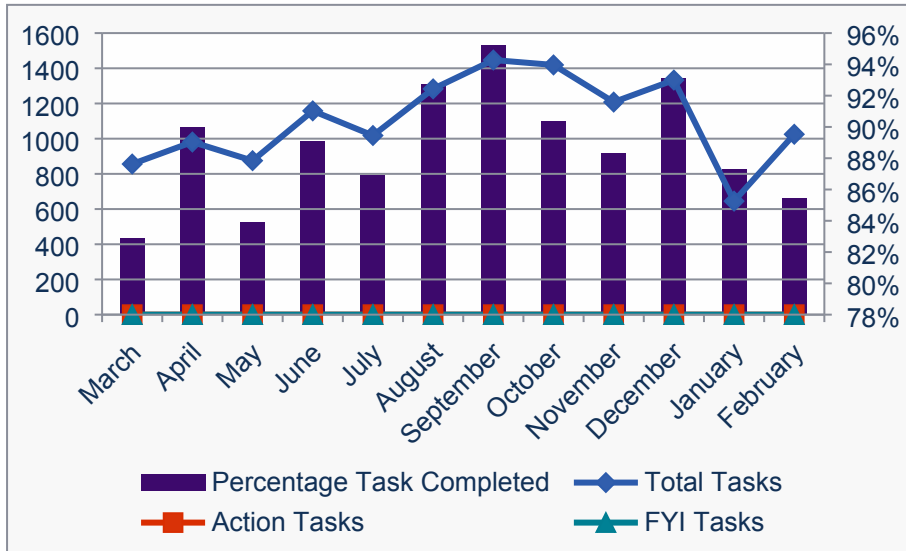
4.3 General Customer Enquiries

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

	December	January	February
enquiries@douglas.qld.gov.au (direct email and via web)	1700	1744	1487
Phone Calls to 4099 9444	1605	2121	1850

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

4.4 Inwards Correspondence Actioned

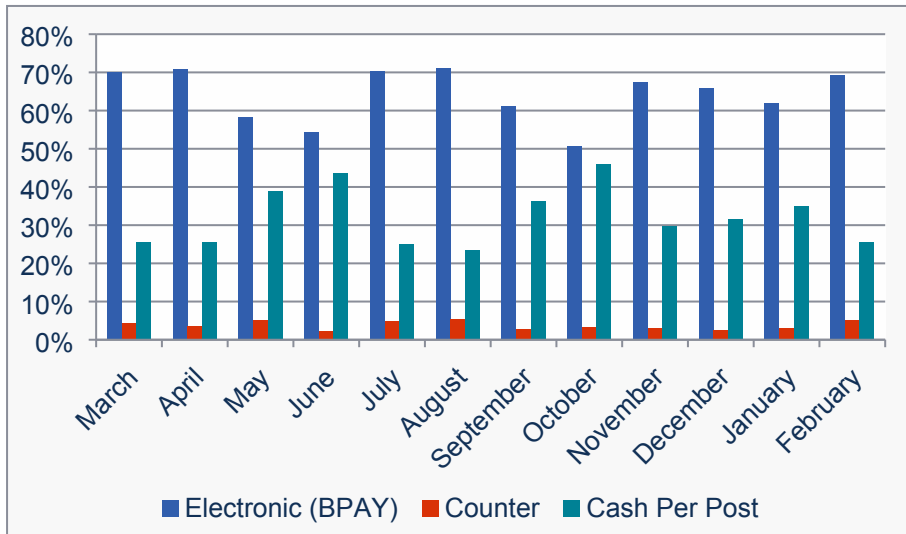


	December	January	February
Total Tasks:	1333	645	1025
Action Tasks:			
FYI Tasks:			
Percentage Task Complete	93.10%	87.29%	85.46%

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



	December	January	February
Electronic (BPAY):	65.96%	61.88%	69.38%
Counter:	2.40%	3.14%	5.14%
Cash Per Post:	31.63%	34.98%	25.48%

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.

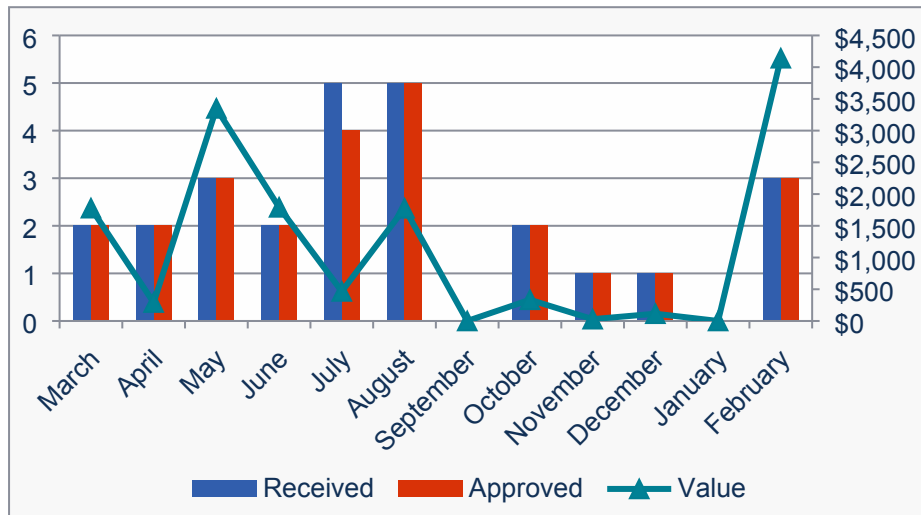
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

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

	December	January	February
Facebook Posts	111	110	96
Website (Page) Views	68,375	68,670	39,058
Public Notice Advertising	12	13	7
Media Releases	15	13	11
Community Notice Boards	0	0	0

5.2 Community In-Kind Request



	December	January	February
Received:	1	0	3
Approved:	1	0	3
Value:	114.48	0	4140.72

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.