

6.8. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD APRIL TO JUNE 2023

REPORT AUTHOR Rachel Brophy, Chief Executive Officer

DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council notes the Report from the Chief Executive Officer for the period April to June 2023.

EXECUTIVE SUMMARY

This report presents an outline of the operational initiatives and progress made by Council's staff from April to June 2023. It should be read in conjunction with the Operational Plan Progress Report and Capital Works Tracking report for a full understanding of the activities undertaken in Quarter 4 of 2022-2023.

BACKGROUND

This report continues the practice established in early 2014 to provide an overview of the operations to Councillors and the community on a quarterly 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.

COMMENTS

Council Officers are working hard to undertake the initiatives that Councillors approved in the 2022-2023 Operational Plan and this report highlights Quarter 4 achievements from across the varying departments of Council:

A strong water theme emerged during the final quarter of 2022-2023.

The Mossman splash park is almost complete and we're looking forward to seeing the Shire's young families enjoying the new facilities by the end of the year. Our community and visitors can enjoy swimming on Four Mile Beach all year round and that's because of the vigilance of local lifeguards.

Council has extended its relationship with Surf Life Saving Queensland for another four years, with the new contract worth \$1.4 million. Council believes this a vital service which ensures a safe beach experience for the local community and the tourists who travel from across the globe to enjoy our magnificent coastline.

Beachgoers can also feel the sand between their toes more easily following the completion of the stairs and boardwalk at Sand Street.

The floating walkways at Port Douglas and Lower Daintree boat ramps took a battering earlier this year but are safe to use again after undergoing minor repairs, while it was an incident-free quarter for Daintree Ferry (apart from two, planned late-night disruptions for minor maintenance in late June).

Our commitment to reducing single-plastic use is on full show at Market Park in Port Douglas where a contactless water bottle refill station was installed.

Anecdotally the station has been embraced by market goers.

The Floodway Betterment program was recently completed at Whyanbeel, Forest Creek and Miallo while Warner, Owen and Mowbray Streets in Port Douglas will be undergoing a drainage upgrade in time for the wet season after a tender was named for the project.

The upgrade will improve stormwater flow, make it easier to clean gutters and improve the overall appearance of these three Port Douglas streets.

Cyclists of all ages are eagerly awaiting the opening of the shared pathway between the Mossman CBD and Mossman Gorge Culture Centre. The pathway is taking shape and is on track to be completed by the end of the year.

Our netballers are enjoying the refurbishment of courts in Port Douglas while the Diggers pedestrian bridge is more aesthetically pleasing following an upgrade - the new hardwood posts handrails and rope balustrading are picturesque and provide wedding photographers with another location to showcase our natural surrounds.

Council's involvement in Carnivale continues to pay dividends for the region with the colourful event keeping Port Douglas relevant during the 'shoulder season' for many tourism operators.

It was another busy quarter for Local Laws, with officers responding to more than 400 customer requests. During this period nearly 40 animals were impounded with most reclaimed or finding new homes.

The Smart Water Meter rollout continues to save ratepayers money by identifying leaks on their properties.

In the past three months there's been more than two thousand water leaks detected but we expect that figure to drop as the final meters are installed.

In April, Council officially affirmed and endorsed the Uluru Statement of the Heart and we will look on with interest to see whether Australia supports the Voice to Parliament in the upcoming referendum.

We played a guiding role in Reconciliation Week (the library hosting several events) and underwent planning for NAIDOC Week.

PROPOSAL

That Council notes the Organisational Report Card and the Report from the Chief Executive Officer for the period April to June 2023.

FINANCIAL/RESOURCE IMPLICATIONS

As this report focuses on Quarter 4 of the 2022-2023 financial year, Council's operations are conducted in accordance with the 2022-2023 Budget adopted on 28 June 2022.

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's Operational Plan 2022-2023 adopted on 28 June 2022.

Corporate Plan 2019-2024 Initiatives:

Theme 5 - Robust Governance and Efficient Service Delivery

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

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

COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance.

The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

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

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

CONSULTATION

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

External: Nil.

ATTACHMENTS

1. Report from the Chief Executive Officer for period April to June 2023 [**6.8.1** - 84 pages]

DOUGLAS SHIRE COUNCIL

REPORT FROM THE CHIEF EXECUTIVE OFFICER

2022 - 2023

April - June 2023

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



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OFFICE OF THE CHIEF EXECUTIVE OFFICER

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PEOPLE AND COMMUNITY SERVICES

Libraries

Library Lover's Trivia Night triumphantly returned after COVID restrictions, attracting a capacity crowd and sparking intense competition among participants eager to showcase their knowledge and support their local library.



Image: Library Lover's Trivia Night Returned

Hearing Australia held individual assessments and hosted a Q&A at Mossman Library. Biosecurity Queensland also came to present on the danger of fire ants.

Douglas Libraries are assisting Early Childhood Education and Care - Department of Education in development and promotion of the 705 Voices Project. 'Our goal is to ensure the children of our region are happy and healthy. Why 705 voices? That is how many of us are aged 0-5! 705 voices = 705 ideas.' The survey is accessible online and at both library branches.

Mossman Library collaborated with State Library of Queensland for the implementation of "Who's Your Mob?" a new family history program developed as part of the Deadly Digital Communities initiative. The program, attended by both community members and library staff, provided valuable learning opportunities facilitated by family history specialists, highlighting the extensive free history and archive services available through the library.

In further professional development news, 3 library staff were able to attend the annual Small Libraries Workshop in Innisfail. The workshop is a valuable chance to learn directly from State Library staff and meet with other library professionals.

To celebrate Reconciliation Week, Libraries partnered with local Kuku Yalanji presenters and DSC's First Nations Community Development Officer to provide a range of activities at Mossman Library. For adults, there was a lunch and a screening of Mabo, for kids we held a weaving workshop, and for the littlies there was a storytime in language. Mossman Library also has a new First Nations map of Australia on display, highlighting the incredible diversity of First Nations peoples.



Image: Reconciliation Week Weaving Workshop



Images: Reconciliation Week Storytime in language

In a new partnership with Mossman Pool, Splish Splash storytimes was a huge success. Library staff teamed up with lifeguards for a day of swimming and stories.

Regular program highlights in the library include the annual livestream of the Sydney Writer's Festival, monthly movie afternoons, twice weekly tech courses and assistance, a fortnightly local history group and weekly Mah Jong in partnership with Douglas Shire U3A, 3x weekly First 5 Forever storytime sessions, and weekly after school Lego for the kids. The Easter School Holiday program featured a town planning session, make your own candle, 3d Construction Kaos, and Easter craft and scavenger hunt.



Images: Lego and Town Planning sessions

Douglas Pool and Caravan Park

Community Activations:

Kids added a splash of colour to their Easter with the Mossman Pool's colouring contest, with the chance to win an egg-cellent Easter basket of chocolate and swimming gear.

The Pool also welcomed children to an Easter egg scavenger hunt with kidlets searching the pool and surrounds to find coveted eggs to be rewarded with a Zooper Dopoper refreshing treat for all their exploring efforts.



Image: Easter Colouring Contest and scavenger hunt at the Douglas Aquatic Centre

Splish Splash Story Time

The Pool with Douglas Libraries welcomed the community to join for our Splish Splash and Story over the school holidays at the Douglas Aquatic Centre! Splish Splash and Story Time is a free (with pool entry) program designed for children from 5 months to 5 years. These aquatic based classes are a perfect way to teach children water safety with fun instructive pool-based games guided by our qualified swim instructor. Followed by Story and rhyme time with the Douglas Shire Libraries.



Image: Splish Splash Story Time

Meteors Swim Club Revival

Working closely with the Meteors Swim Club to provide guidance to best re-establish after a COVID hiatus. Identifying the club needs and assisting to outline a strategic plan to best execute their start up and growth.

With the successful hiring of a swim coach the Club held a “Meet the Coach Day” hosted by the Mossman Pool. Plenty of buzz around the squad’s new coach created a splash in the community as eager swimmers dived in.

Water Main Replacement at the Caravan Park

The caravan park underwent some much-needed pipe replacement to keep the water flowing to all our happy campers. The (water) pressure is on and it’s working a treat.

The Caravans are Coming

As with this time of year the pool starts to slow (gets a bit cool for TNQ swimmers) but the caravan park revs up. However, a slight lower occupancy than projected as many sites were out of order due to works replacing the water main, despite that still held strong at a healthy 76%.

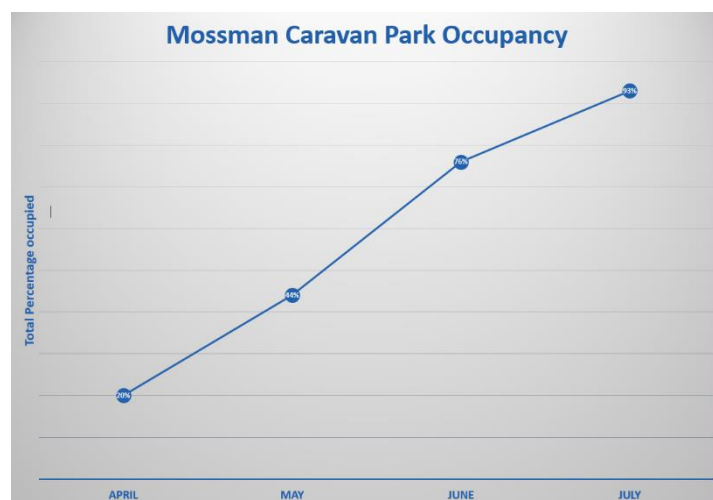


Image: MCP occupancy April May June July 2023

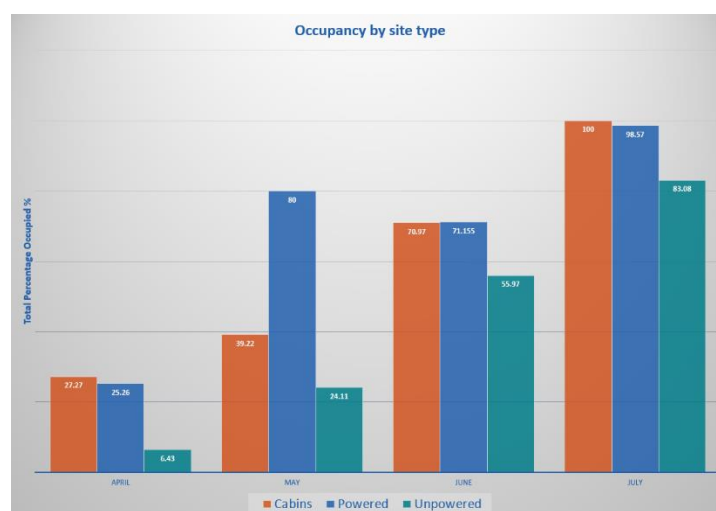


Image: MCP occupancy by site April May June July 2023

Community and Economic Development

Port Douglas Market

Market Staff were very excited to hold the biggest market since the beginning of the Covid19 pandemic in July this year with stallholder capacity reaching 102%!

Stallholder capacity has consistently been at 100%. With many visitors to the region, the markets are bustling with creativity and excitement.

The new water refill station has been a great addition to Market Park.

Stallholders have reported great feedback from customers, with more reusable water bottle sales and in turn, a reduction in single use plastic water bottles.

Regional Arts Development Fund (RADF) Update

The program is delivered as a partnership between the Queensland Government through Arts Queensland and Council and has historically opened just once each year.

For the 2023-2024 year Council will open the program across two streams, aligning its operation with other regional councils across the state and creating the opportunity for arts activity to be amplified across the full year.

The RADF promotes the role and value of arts, culture and heritage as key drivers of diverse and inclusive communities and strong regions and the RADF Program developed by Douglas Shire Council is mapped against the key strategic themes in our Corporate Plan and aligned with our broader Arts Strategy.

It assists in Council growing and nurturing a culturally dynamic region that delivers on liveability, economic vitality and community wellbeing through the arts, and is a statement to Council's values and vision and carrying within it, the community's aspirations and recognition that arts, culture, and creativity are integral components of our community's essence and identity.

The incoming RADF Program will deliver its goals and objectives under four key themes: Connecting to Place, Eco-Creativity & Sustainability, Vibrant Places & Spaces, and Collaboration & Advocacy. These serve as a blueprint to deliver on Council's Vision Statement for Douglas as: "A unique, beautiful & sustainable Shire with a connected and inclusive community, thriving economy & deep commitment to protecting the environment for future generations, while honouring our past."

National Reconciliation Week

National Reconciliation Week (NRW) is a time for all Australians to learn about our shared histories, cultures and achievements – and to explore how each of us can contribute to achieving Reconciliation in Australia and help create a better country for future generations.

This year Douglas Shire Council - in collaboration with local organisations including Jabalbina, Elders Justice Group, Yalanji Arts, Mossman Youth Centre and Mossman State High School put together an inclusive, exciting and educational program of events.

The events embraced this year's theme – *Be a Voice for Generations* – through traditional storytelling, art, and culture.

Local Kuku Yalanji artist Shanelle Young facilitated several traditional weaving workshops and a Children's Storytime at the Mossman Library.

The Mossman Library also hosted Mabo film Day – with students and community members in attendance.

Mossman Youth Centre also hosted an activity day for young people at the Mossman Community Hall – to celebrate NRW through art, painting, and creativity.

Other events included the opening of the Mossman State High School Reconciliation Garden, and Mossman Gorge Cultural Centre Reconciliation Markets.

The overall program for NRW encourages all Australians to celebrate Aboriginal and Strait Islander culture – through listening, learning, taking action, and unity – and emphasises the importance of empowering and encouraging our next generations.

Tourism and Economic Development

Agriculture Options and Opportunities Workshop

As part of our commitment to support resilience and encourage innovation efforts in our agricultural sector, Council hosted an agricultural options and opportunities workshop for local growers at the Mossman Bowls Club in April. Jonathan Pavetto from AEC Consulting Pty Ltd was appointed to undertake research, facilitate the workshop, and report on findings. Jonathan is a senior economist from a fifth generation North Queensland cane farming family and has a good understanding of challenges specific to our region.

The workshop covered the significance of the sugar cane industry to the Douglas economy, employment and labour force considerations, land use, value of production, sugar prices, soil classification, land suitability and food imports into Australia. Feedback from local growers was gathered at the workshop to identify attitudes towards land-use, intentions around continuity of farming, experience in alternative cropping activities, barriers to alternative cropping, and beliefs around viability of alternative cropping.

In follow up to the workshop a report was compiled to outline an action plan to identify next steps. The action plan addresses the information gaps that currently prevent local farmers from having confidence to pursue innovation opportunities.

Do It In Douglas Breakfast – *The Sustainability Story*

Do It In Douglas showcases and celebrates businesses in the Douglas Shire. Do It In Douglas has over 2,500 subscribers to the monthly newsletter, and the Facebook Page has over 1,000 followers. In May Council hosted a Do It In Douglas breakfast with the theme – *The Sustainability Story*. The breakfast was sponsored by the Department of Youth Justice, Employment, Small Business and Training.

Over 80 small and local business owners and representatives in Douglas attended with guests treated to two panel discussions focusing on the vision for sustainability in Douglas, and the pathways to sustainability for small businesses.

Over 14 organisations exhibited at the event, with all exhibitors having meaningful interactions with guests. The discussions were purposeful and engaging, and we look forward to more progress to come in the Shire's Sustainability Story.

Following the breakfast Shea Wittig, Ecotourism Specialist, conducted a series of 1-1 consultations with operators poised to undertake Ecotourism Certification or the new Strive 4 Sustainability Scorecard.



Image: Do It In Douglas Breakfast

Migrant Investors visit Douglas

Regional Development Australia Tropical North (RDATN) in conjunction with Migration Queensland (MQ) and Trade and Investment Queensland (TIQ) hosted an investor famil across FNQ in May.

The famil aimed to connect investment-ready business migrants with investment-ready projects in the region. Migrants have either recently moved to Australia, or are in the process of moving permanently to Australia and in order to fulfil their visa requirements they must invest in Australian projects.

Following a welcome dinner in Cairns on Monday evening, Douglas was the first local government area on the agenda, starting with a Welcome to Country at the Mossman Gorge Cultural Centre on Tuesday. The Welcome to Country was followed by a presentation from Volt Advisory Group for the Daintree Renewable Microgrid, and a local real estate agent for commercial opportunities across the Shire. The group then moved to the Mossman Bowls Club where Far North Milling presented on the Daintree Bio Precinct.

To conclude the day in Douglas, Douglas Shire Council hosted the group for a networking event at the Sheraton Mirage Resort Port Douglas on Tuesday evening which included additional project proponents from Douglas and presented a great opportunity to further showcase exciting and dynamic projects across the Shire.

ANZAC Day

Council worked with the Mossman RSL to present ANZAC Day services across the Shire. Large numbers attended both events with a dawn service held at the Mossman cenotaph and a parade along Macrossan Street ending at the Port Douglas cenotaph. Representatives from the emergency services, veterans, and distinguished guests were joined by the public to honour the fallen. Students from Mossman State High School and the Port Douglas State school performed for the crowd.



Image: ANZAC Dawn service Mossman



Image: Port Douglas ANZAC Day Service

Carnivale

The Carnivale returned to the Shire as Council presented the event for the 5th time. Signature events were well attended with around 12,000 spectators enjoying the Friday night Street parade and packing out Macrossan Street.

Council presented three events, Street Parade, Beach Day, and Tropic Rock, and worked with event organisers from business and community groups to present the program for this year that included the Wonderland Spiegeltent, Pooch Party, FNQ Gin fest, Longest Lunch and more.

Favourable weather across the main 3 days of the Carnivale saw great attendance numbers to all events, with Saturday's Family Beach Day proving to be a big draw for day trippers to the region. The conditions were perfect for the monster kites of the Kites Queensland Club who have become an integral part of the beach days broad appeal.

The Go Troppo art exhibition displayed the amazing home-grown artistic talents our region has to locals and visitors alike and they are always delighted to present their exhibition over the Carnivale, at the Sugar Wharf, the one time of the year it is available for the artistic community.

Aussie rockers, You Am I were the headline act for the Tropic Rock Concert on the Saturday night. Hundreds partied under the palms at Rex Smeal Park with local favourites, Lady Valiant stealing the show playing the support slot. The Crocs AFL club ran the beverage tent.



Images: Macrossan Street Parade



Image: 4-mile beach – Family Beach Day



Image: Go Troppo Art – Sugar Wharf

Ironman Activation

Friends, family, and some spectators turned out to show support for the IRONMAN athletes at Teamsters Park on Sunday June 18. Council's activation of the turning point at Craiglie went well, with a DJ, Free sausage sizzle and the IRONMAN race being broadcast on the big screen. In perfect conditions, 60 – 80 supporters attended throughout the day. The Friends of the Foundation Mossman Hospital made sure people were fed and refreshed. This was the second year Council has presented this activation.



Image: IRONMAN activation – Teamsters Park

Citizenship Ceremony

A group of new Australians were recognised in a citizenship ceremony held at the Mossman Shire Hall on 22 June. The 20 people received a Commemorative Australian Citizenship Certificate from Douglas Shire Mayor Michael Kerr as well as a native plant from Council's nursery to celebrate this special occasion. The Shire's new citizens are from Chile, Iran, Nepal, Saudi Arabia, the Philippines, Turkey, Czech Republic, South Africa, Italy, Argentina, Ireland, France, New Zealand and the United Kingdom.



Image: Mayor Kerr, new citizens Maria Marsal, Maria Menzella and friends.

Community Engagement

- Informing residents in Whyanbeel Road, Bamboo Creek Road and Forest Creek Road of the impacts and purpose of upcoming roadworks. Residents were advised there may be delays but that the upgrade would reduce ongoing maintenance after heavy rain and localised flooding.
- Informing residents in Alchera Road of upcoming works to replace the kerb and channelling. Two notices issued with the first advising of the dates and the second advising driveway would be blocked one morning.
- Council workshop to update Councillors on proposed follow up with property owners in Bonnie Doon to ensure drainage easement is performing as designed. There are obstructions in the drainage easement which are contributing to water inundation in neighbouring properties.
- As part of the water main replacement project, a trial water supply interruption was conducted on 29 June between 2pm and 3pm. The trial resulted in a one-hour interruption to water supply for all Island Point Road residents and several Macrossan Street operators. It also had the potential to cause a drop in water pressure across Port Douglas. Notices were sent to water customers and an online survey set up to collect feedback. No responses recorded.
- Ongoing liaison with property owners along Gorge Road related to the shared pathway construction. Answering queries and tweaking plans to result in better outcome.

Property Services

Council facility upgrades

A new cold room and ice maker were installed at Mossman Golf Club in the month of June. The upgrade ensures compliance is achieved with current workplace health and safety standards and will improve the overall viability of the club into the future.

The roof screws at the Mossman Boat and Fishing Club were replaced due to heavy rusting to prevent leaking, and similar works were carried out on the Douglas Arts building to ensure the integrity of the Heritage listed building is maintained.



Image: New cold room at Mossman Golf Club

Wangetti Trail

In May and June, Douglas Shire and Cairns Regional Council staff worked through negotiations for the finalisation of an Indigenous Land Use Agreement and Deed of Indemnity to ensure the progress of the Wangetti Trail. Following a Council resolution on 27 June, final preparations are being undertaken for the completion of this important milestone in the project.

Human Resources

As we progress into the year Council's commitment to safe work practices and employee wellbeing as outlined in the Certified Agreement is demonstrated through targeted training. During May and June sessions were held in Due Diligence (to ensure positive duty of care and manage safety in the workplace) and Mental Health Awareness with specific sessions for Managers/Coordinators/Team Leaders and employees.

Council offers a range of methods in the delivery of training. In the last quarter accredited training was delivered in areas such as first aid and CPR, Playground Level 1 (Routine Inspection), Microsoft Excel and Word. Our in-house training schedule ensures employee and organisational compliance with sessions delivered in Bullying and Harassment, Recruitment and Selection and Council's InfoXpert and Maps systems.

Specific Local Government training continues regularly through an e-learning suite for all our new employees and as a refresher for current employees in Understanding Local Government, Code of Conduct and Authorised Persons. A second round of compulsory Code of Conduct training was delivered by Local Government Managers Association Queensland (LGMAQLD) in May.

Recruitment activities over the last quarter is the direct result or flow-on effect of a range of staff movements including staff turnover, internal staff appointments, secondments and the appointment of new staff to Council. Career opportunities through internal appointments and secondments has provided career progression and assisted in the retention of our skilled and experienced employees in this current recruitment market.

Through the First Start Program the allocation of trainees and apprentices was finalised with the appointment of four trainees within Civil Operations, Opens Spaces, Water and Wastewater and one apprentice mechanic within Fleet Services. This program offers opportunities for young people and disadvantaged job seekers to gain a nationally recognised qualification and the opportunity to gain ongoing employment providing a benefit to Council and our communities.

Council Grants Program

Community Grant Programs – details from the second quarter of 2023.

Micro Grant – open during this quarter

Applicants – 2

In-kind – open during this quarter

Applicants – 0

Fee Reduction – open during this quarter

Applicants - 3

Sponsorship – open during this quarter

Applicants - 0

Major Grant – closed during this quarter

Applications

Successful Applicant	Outcome	Project	Grant	Amount Awarded (GST excl)
Douglas Shire Historical Society	Successful	Walking Brochure	Micro	\$473
Adventure Sports NQ	Successful	Bump to Bells Event	Micro	\$1,000

Successful Applicant	Outcome	Project	Grant	Amount Awarded (GST excl)
Fee Reduction	Unsuccessful	Port Douglas Neighbourhood Centre – Table Tennis	Fee Reduct.	\$3,120
Fee Reduction	Unsuccessful	Port Douglas Neighbourhood Centre – Sound Healing	Fee Reduct.	\$720
Fee Reduction	Unsuccessful	Shimmy Mob	Fee Reduct.	\$396

Community Grants Program - Acquittals

Successful Acquittals	Project	Grant
Adventure Sports NQ	Bump to Bells Event	Micro
Daintree Life	Beach Restoration – Myall Beach	Major

External Grants - Grant details for the second quarter of 2023.

Council staff have been busy applying for grant funding for a variety of projects, from coastal erosion to improve access infrastructure around schools.

External Grants - Applications - Submitted

Applications Submitted	Project	Amount applied for
QCoast 2023-24	Cape Tribulation - Boardwalk	\$439,920
QCoast 2023-24	Foreshore Erosion	\$216,200
School Transport Infrastructure Program	Port Douglas State School	To be determined
School Transport Infrastructure Program	Alexandra Bay State School	To be determined

External Grant - Applications – Outcomes

Application Outcomes	Outcome	Project	Amount
SES Support Grant	Successful	SES Sheds - Refit	\$10,187
Qld Community Fishing Grant	Successful	Kids Fishing Day	\$5,000
Qld Community Fishing Grant	Successful	Fishing Education Brochure	\$1,050
Flying Fox Management Program	Successful	Roost Management Plan	\$42,000
Flying Fox Management Program	Unsuccessful	Nudging Event	\$24,465
Qld Community Fishing Grant	Unsuccessful	Osprey Camera	\$15,399
Disaster Ready 2023	Unsuccessful	Local Disaster Co-ordination Centre	\$4,000,153

FINANCE AND CORPORATE SERVICES

Procurement

Procurement activities for the quarter were:

General

- Comprehensive Review of the Register of Sole and Specialised Suppliers for 2023-2024FY
- Update Contract Register

Contracts Awarded

- 2023-031 Employee Assistance Program

Contracts Extended

- WBCP Caretaker Agreement

Tenders Released

- Mowing Services (Port Douglas, Mossman & Daintree)

Internal Advice Relating to Projects with a Procurement Element

- Concrete Crushing
- Cleaning Contract – Toilets North of Daintree River
- Contractor Management Review
- Daintree Roadside Slashing 2023-2024FY
- Flood Warning Assets
- Labour Hire
- Landfill Waste Cartage & Disposal
- Mowing Contracts (Port Douglas, Mossman, Daintree)
- Annual Pressure Washing (Civil Operations)
- Surf Life Saving Queensland Lifeguard Services
- Traffic Management
- Water and Wastewater Laboratory Services
- Wet and Dry Plant and Equipment Hire
- Wonga Beach Caravan Park Septic Pump Out

Policy & Procedures

- Disposal of Minor Assets

Training: Attended

- Authority Contracts Module
- P2P Process Analysis

Communications

- Monthly procurement drop-in sessions held at Council's Mossman Depot

Events Attended:

- FNQROC Quarterly Meeting
- LGMA Procurement Village Exchange
- Wujal Wujal Aboriginal Shire Council On-Site Visit

Finance**Budget 2023-2024**

The budget for 2023-2024 financial year is being finalised and is being presented for adoption at the Special Council Meeting on 11 July 2023. There have been many workshops with the Councillors including the financial policies, rates model review, fees and charges, capital works budget, operational plan and operational budget.

External Audit 2022-2023

The external interim audit was conducted remotely by the Queensland Audit Office (QAO) and commenced on the 12 June 2023. An interim Management Report will be received in coming weeks. The final audit is scheduled for September/October 2023.

Asset Management

The implementation of Water, Building and Community facilities assets into the Asset Management System is nearing completion. The Assets team is finalising a reconciliation of the Asset Register to the Finance Fixed Asset register to ensure alignment. The maintenance system is ready for use by the Water team and integration with Council's CRM system is almost complete. Council's GIS system is linked with the new Asset Management System, for all assets except Sewerage and Transport assets.

Rates

Debt recovery is still in progress and ongoing with Council. As at 30 June 2023, 96.14% of total rates was collected.

Supplementary Rate Levy notices were issued on 24 May 2023. 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 account reminder notices (over \$20 outstanding) were issued on the 18 April 2023 and 9 May 2023. Water notice for period February to June 2023 were issued on the 27 June 2023. Stage 2 of Council's smart water meter replacement project had been completed and updated within Council's systems.

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 were also audited by Services Australia to ensure Council are following pension remission guidelines and procedures.

Council officers conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. Ratepayers who have defaulted have been contacted and encouraged to discuss their financial situation. Ratepayers who had existing arrangements to pay for outstanding balances on either their rates or water accounts, received a courtesy balance letter during the last week of November with a request to have the account paid in full no later than 31 December 2023.

Information Technology

Council has subscribed to a leading Cyber "Managed Detection and Response" service. The service works with the Council's staff and monitor's all the various systems for threats 24/7 i.e. When Council's IT staff are asleep. If a threat requiring action is detected, the service will call Council staff to work with them to isolate or block the incursion - in the case that Council staff cannot be reached within 3 minutes, the service is authorised to take action. This service is not a substitute for an on-staff security specialist, as it does not perform any eradication or follow-up work but it does mitigate "out of hours" threats.

The previous year's network penetration testing focused on a remote internet attack. This year's focus was on local WiFi & internal attacks. As expected, the result from the exercise is another sizable body of work.

It is important to note that if Council's core systems were cloud hosted, all these mitigations would still be required. Even if applications are hosted in the cloud, a local network and local computers are still needed to access the cloud service(s). In fact, additional complications and risk exist with having to manage multiple risks / environments and the connections in between.

In the last two months four new niche IT systems have been proposed. Such requests now undergo an IT focused due diligence check to ensure Cyber and other risks are evaluated. In each case the risks were determined as low. All new services incrementally add to the existing risk and workload to be managed.

Records

Consultation is continuing with the Department of Communities, Housing and Digital Economy on proposed reforms to the *Public Records Act 2002* which is being led by Queensland State Archives (QSA). A number of information sessions have been held with QSA and local government, including Douglas, about the proposed reforms to discuss the potential impacts and options.

The data is still being gathered and will be taken back to Government for consideration before legislative amendments are drafted and finalised later in 2023.

We are also working with Frontline staff in relation to Council's in-house venues booking and made some updates to the application to provide a more streamlined process for managing booking in the one central location and being able to provide information with other areas of Council.

The organising of storage of records of Council is on-going with further "housekeeping" completed with installation of shelving to store archive boxes in a more accessible and user-friendly area.



Image: Archive storage – Before



Image: Archive storage – After

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

Frontline

Have been busy with:

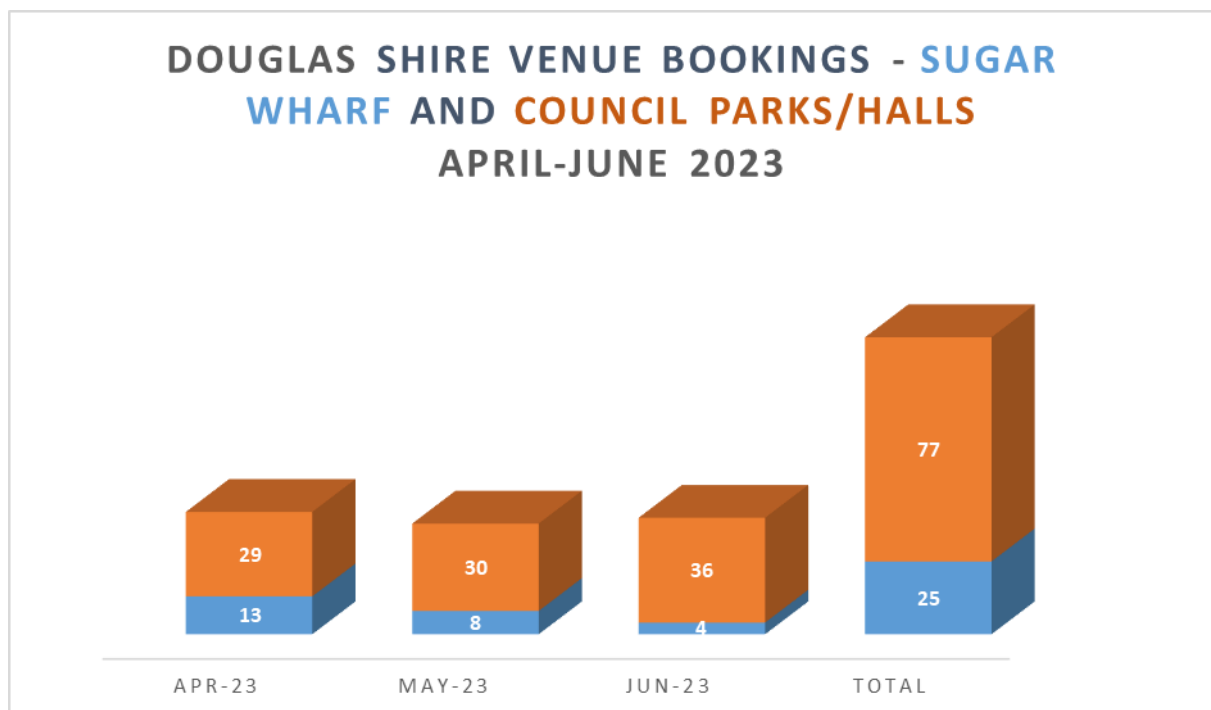
- The issuing of 2023-2025 Ferry Cards – over 1,900 this quarter! These are valid until 30 April 2025.
- An increase in customer contact resulting from the issue of June Water Notices, Dog registration reminders and on-going Smart Water Meter leak alerts.

- Lots of venue enquiries for 2024 and 2025 with the Wedding Season in full swing.
- The moving of all venue bookings into the one central location to streamline the booking process and allow Building facilities to efficiently coordinate schedules.

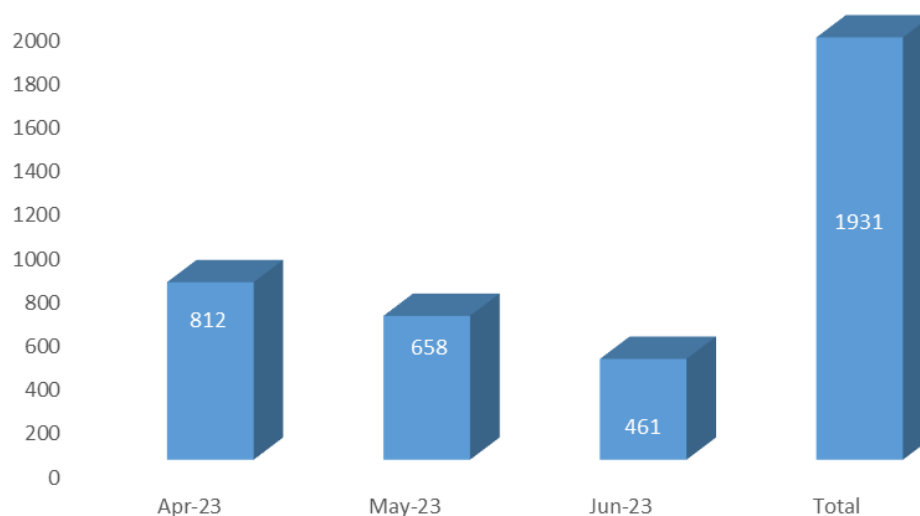
Integrated Services

Along with other responsibilities, listed below are some tasks of interest undertaken:

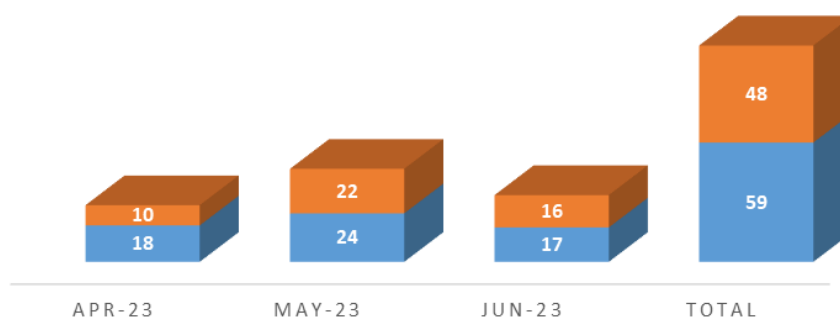
- Updating the Building Application register in Authority to be compliant with ABS reporting and assist Planning Services with searching for documentation.
- Periodic training on CRM processes at Admin building and Mossman depot.
- Cemetery officers have completed a large project to scan and save Council's paper cemetery records into the infoXpert electronic records' management system, to be available and safeguarded into the future. This enables us to improve staff response times to customer enquiries.
- Several old cemetery maps were discovered when placing the above items into Council record storage. These will prove useful for another large on-going project – that of auditing the pioneer sections of the Port Douglas Cemetery (Northern and Central Sections). Prior knowledge-sharing with the Douglas Shire Historical Society has also assisted with this project. Council was previously provided with photocopied pages of the Births, Deaths and Marriages Registers for the Districts of Cook and Douglas and has entered this information into a spreadsheet to make it searchable and easily legible. This assists with the frequent genealogical enquiries that Council receives.



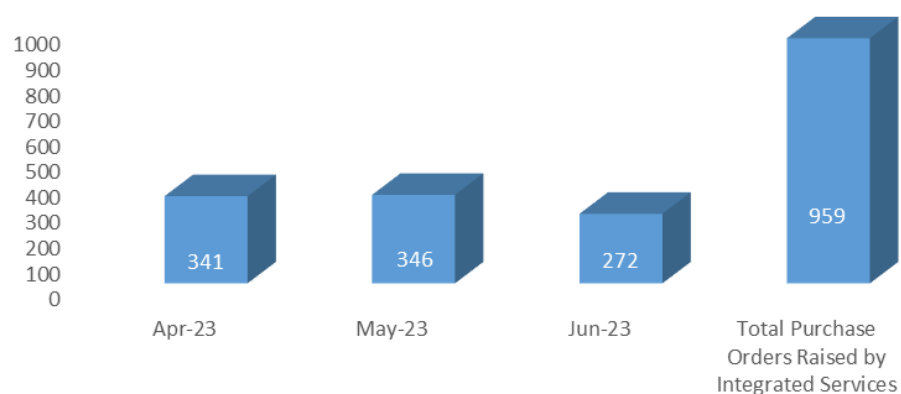
FERRY CARDS ISSUED APRIL - JUNE 2023

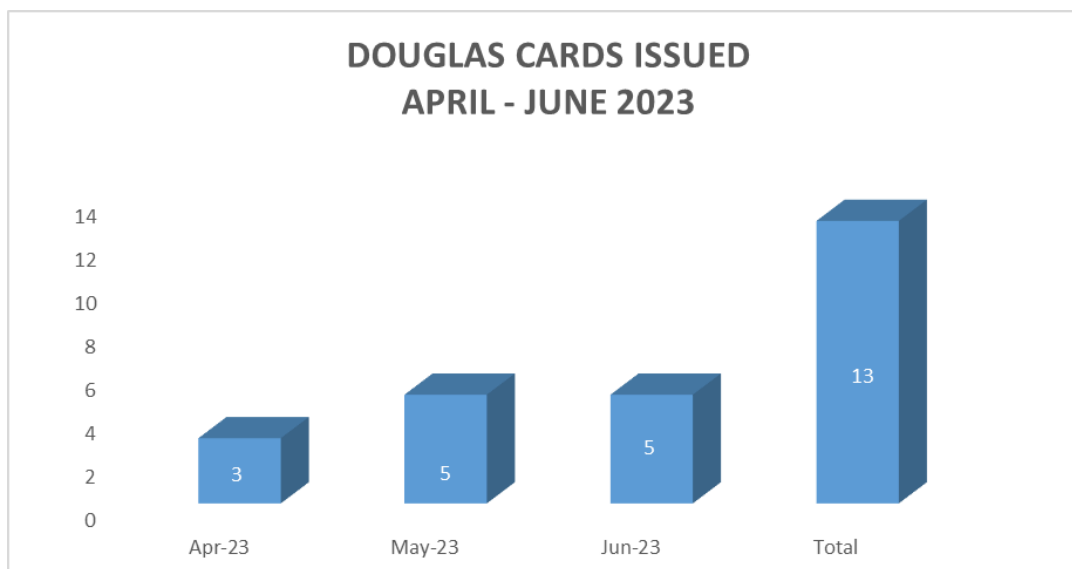
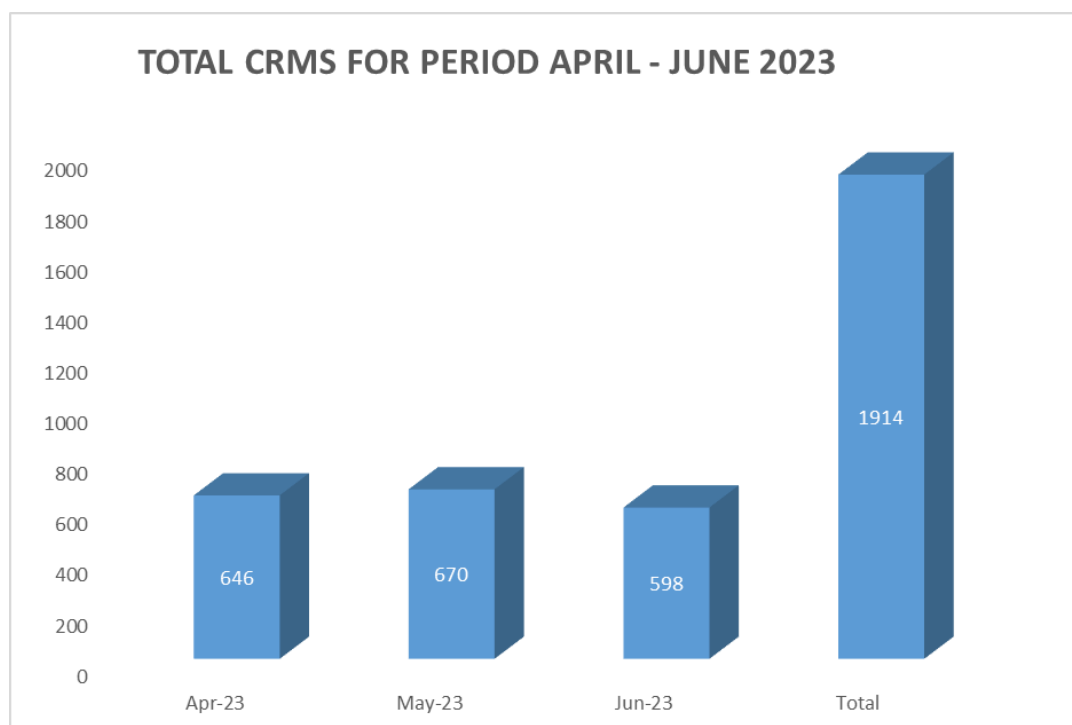
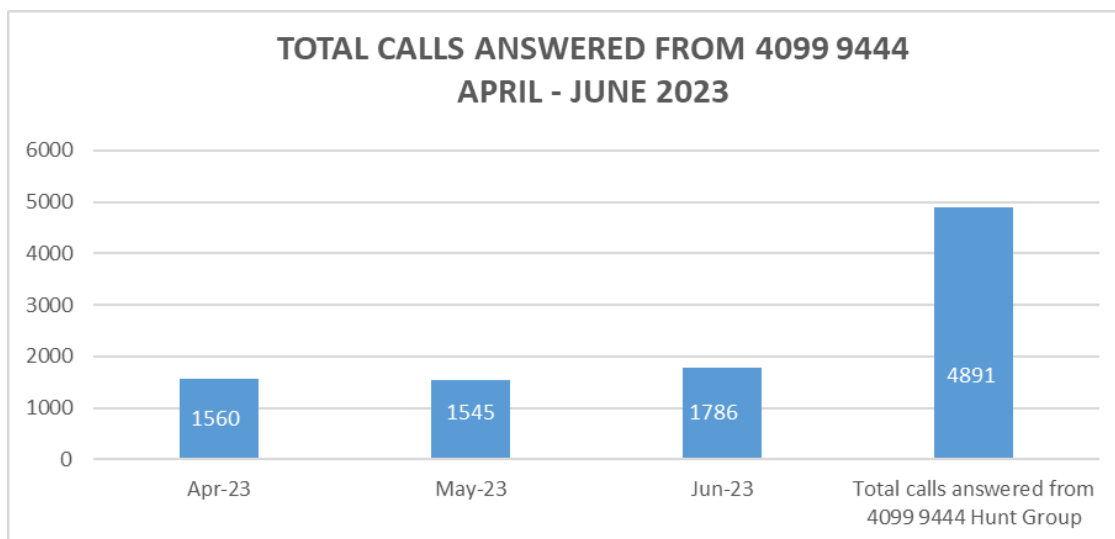


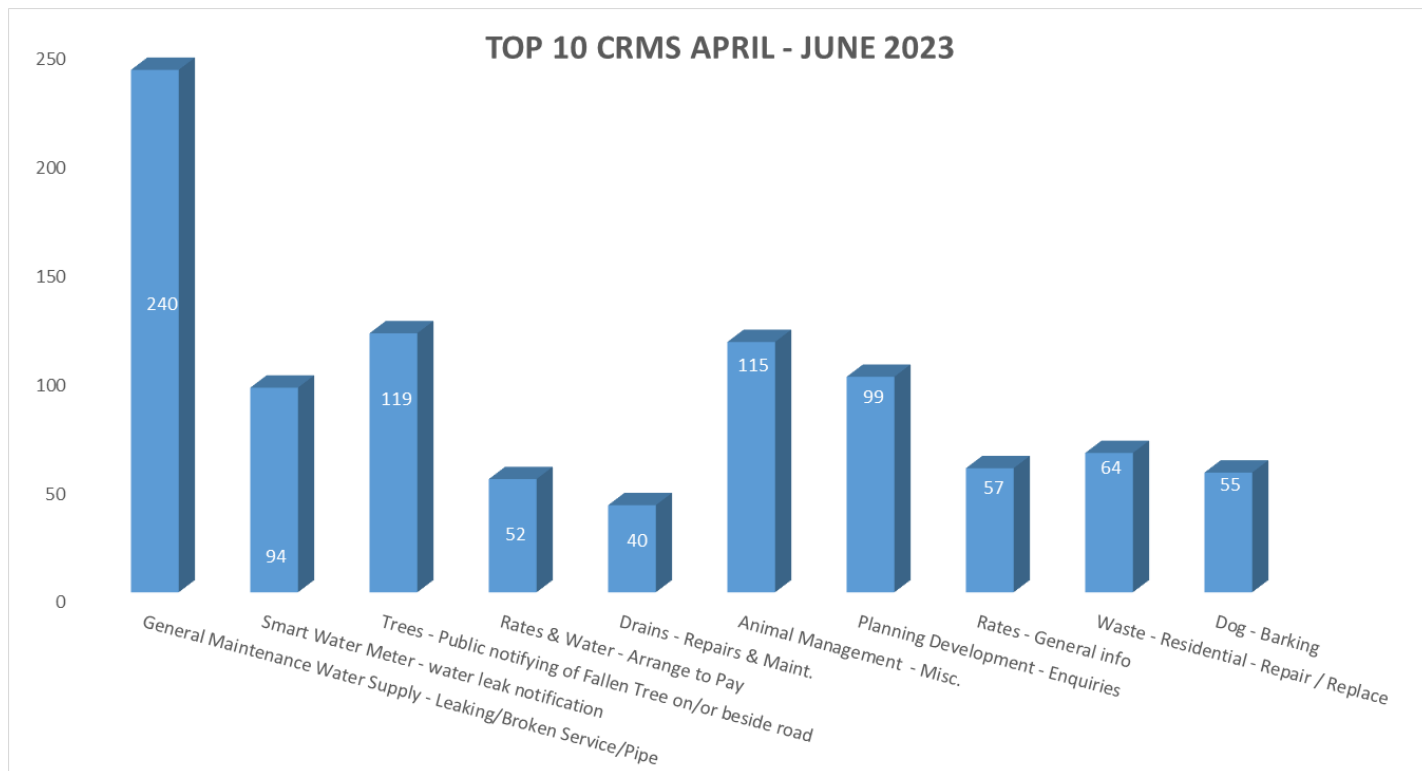
BUILDING APPLICATIONS AND SEARCHES APRIL - JUNE 2023



PURCHASE ORDERS RAISED APRIL - JUNE 2023







GOVERNANCE

General Governance

The ongoing review of the Governance processes of Council continues which enables the governance, compliance and performance developments in the organisation to strengthen.

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. S 268(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.

These complaints are classed as Administrative Action Complaints (AAC) 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.

A review of the AAC Model is underway with consultation with the Management Team to be completed in early November 2022. Once the final review has been completed, the updated policy will be presented to Council for formal adoption.

Right to Information and Information 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.

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.

Policies and Procedures

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 management of the day to day operations of Council

Policies can be viewed on Council website at:

<https://douglas.qld.gov.au/council-information/policies/>

Legislation and Compliance

As the legislative landscape within Queensland 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.

Registers

A local government must keep a register for a number of functions. These registers are available on Council's website * and can also be inspected at Frontline services reception areas.

Registers available for the public to inspect:

- Administrative Action Complaints Register
- Asset Register
- Conflict of Interest / Material Personal Interest Declarations Register
- Corporate Risk Register
- Cost Recovery Fees Register (Fees & Charges)
- Councillor Conduct Register
- Delegations Register (including financial)
- Local Laws Register
- Register of Interests Councillors

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.

Internal Audit

The Internal Audit function is one component of Douglas Shire Council's (Council) governance framework. In addition to key management controls and the organisation-wide risk assessment process, the Internal Audit function provides the organisation's stakeholders with a level of assurance

that business processes are operating appropriately and effectively in accordance with organisational and legislative requirements.

The outputs of the Risk process are best utilised by Internal Audit to develop an Internal Audit Plan that assesses the effectiveness of the existing systems, processes and controls that are implicitly relied upon by the Executive Team.

Furthermore, Management is best placed to continue to progress actions that strengthen existing systems and controls where there are known deficiencies, lower than expected (or unacceptable) effectiveness ratings or further initiatives/management actions are required to move the risk to a level that is tolerable.

It is important that Internal Audit is conscious of the work being undertaken and planned by Management to reduce or mitigate risks and leave enough time for these initiatives, systems and controls to become embedded before Internal Audit assess their effectiveness. Exceptions to this may be reviews designed to establish a baseline position as a guide to future Management initiatives or to provide assurance that the implementation status or progress of an initiative is adequate and can achieve the desired objectives.

Audit Committee

The Audit Committee is an internal governance process, which is intended to contribute to the improved performance of the organisation. It plays a key role in assisting Council to fulfil its governance and oversight responsibilities in relation to a number of areas including, financial reporting, internal control systems, risk management, legal and regulatory compliance and audit functions.

Further information regarding the Audit Committee can be located at - [Audit Committee - Douglas Shire Council](#)

ENVIRONMENT AND PLANNING

Planning

Stage 3 – Ocean Breeze Estate

Operational works application has been received for Stage 3 of Ocean Breeze Estate containing 24 residential lots. The development of ocean Breeze Estate is nearing completion since first being approved in 2007.

The works involve substantial drainage works including new concrete culvert pipes across Cooya Beach that will service Stage 3 and other existing stages of the estate.

A request for further information has been issued for the operational works application. It is expected that a response to the information request will be received in the near future.



Image: Stage 3 Ocean Breeze Estate

Gurner Development 69 – 73 Murphy Street Port Douglas

Following the approval of 4 houses to be constructed on 4 separate allotments at 69-73 Murphy Street Port Douglas, the operational works application has been made seeking approval to commence construction works.

The works consist of substantial earthworks and stabilisation works to the Murphy Street road reserve in addition to drainage and sewer works to service the development.

The development application is currently being reviewed. An information request is likely to be issued by Council.

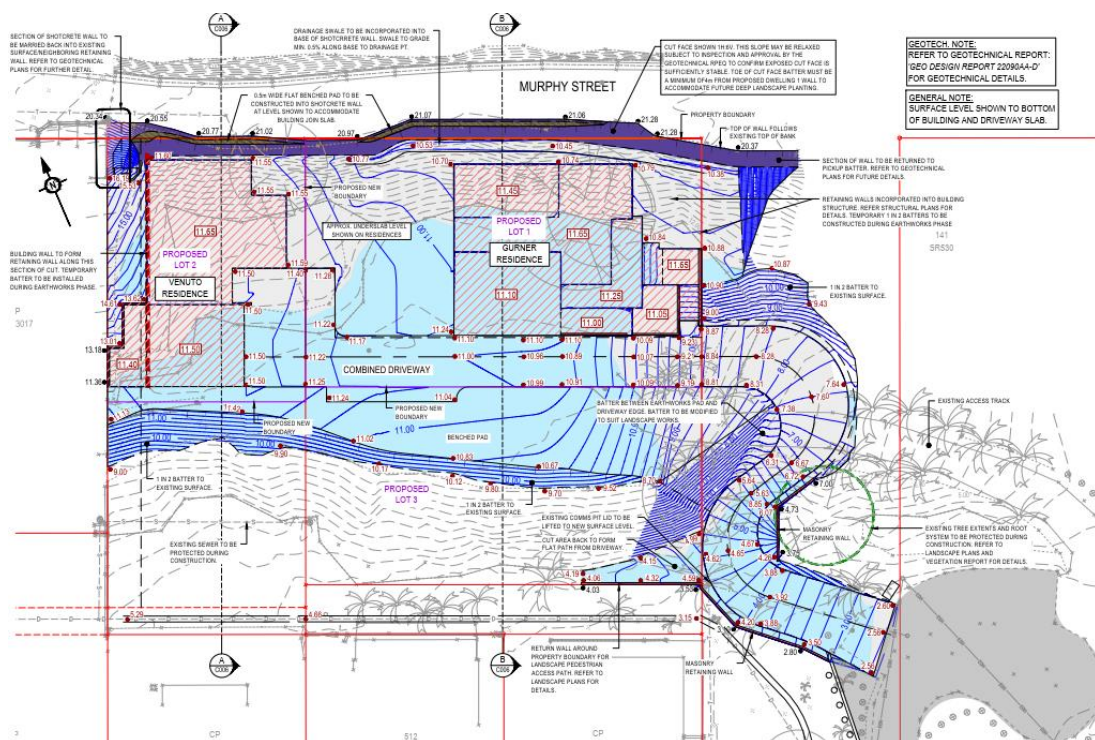


Image: Bulk Earthworks Plan

Appeal Proceedings - Wave Park, Mowbray

On 28 April 2023, Council was notified by the Co-Respondent (Graben) that they no longer sought to provide further evidence for the Appeal and therefore were withdrawing from the Appeal proceedings.

A Court Order issued on 12 May 2023 where it was ordered that the Appeal be allowed and that the development application be refused.

Fairmont Appeal – Port Douglas Road, Port Douglas

The parties were required to participate in a without prejudice mediation meeting in order to seek to resolve the matter. The mediation meeting was at the direction of the Planning & Environment Court. The meeting was held in Brisbane on 7 June 2023. The Appellant was not willing to amend the plans to the extent necessary to overcome issues held by the experts with respect to building bulk and mass and therefore a settlement was not able to be reached.

Since the without prejudice meeting, the Appellant has sought to pursue another minor change to the Court regarding the development. A Court Order dated 20 June 2023 required details of the change to be served to Council's solicitors by Thursday 7 July 2023. To date (11 July 2023) no material has been received.

97 – 113 Davidson Street Port Douglas

A development application has been lodged over land comprising Dougies Backpackers & Pandanus Caravan Park seeking approval for a 107 room hotel, guest facilities, food and drink outlets and 44 villas that have the ability to be used for short term accommodation and multiple dwellings i.e., permanent accommodation.

The site is a large site and contained within the Tourist Accommodation zone within the Planning Scheme.



Image – Site Plan illustrating proposed development.

The application has been made for a range of separate land uses. When considering the development as proposed, the development constitutes a Resort Complex. Correspondence has issued advising the Applicant of this position.

It is understood the Applicant is currently contemplating Council's advice on this matter.

From a preliminary review of the plans, the proposal involves removing all vegetation from the site and undertaking substantial filling works. The development application is on Council's website and can be viewed using the link below and using Council's development application No. CA 5420/2023.

Infrastructure Agreement Craiglie

The development of land known as New Port Estate, located at Lot 2 Captain Cook Highway Craiglie, involved the construction of planned trunk infrastructure as detailed in Council's Local Government Infrastructure Plan (LGIP).

The trunk infrastructure items consists of:-

- The culvert crossing of the southern diversion drain;
- The extension of Wabul Street and associated street lighting;
- A sewer pump station and associated rising main; and
- Land costs associated with the extension of Wabul Street and the land on which the sewer pump station is located.

Approval of the subdivision issued on 28 May 2018 with construction of the estate commencing in late 2020. A report was presented to the Council Ordinary Meeting of 28 July 2020 which committed \$1M in the 2021-2022 Capital Works Budget for the construction and delivery of planned trunk infrastructure works.

The Infrastructure Agreement and outstanding costs have now been finalised and agreed with the Infrastructure Agreement being endorsed by both parties.

An operational works application is expected to be lodged for the 2nd stage of the estate which has already gained subdivision approval.

Plumbing and Drainage

Council has received 18 Plumbing applications in the reporting period and conducted audits on 5% of all Notifiable work applications lodged with Queensland Building & Construction Commission (QBCC).

Local Laws

Local Laws officers responded to a total of 322 CRMs for the 3 months from April 2023 – June 2023.

During the months of April to June:

- 28 animals were impounded. (*Of these 28 animals*)
- 2 were euthanised
- 13 were reclaimed, and
- 13 were rehomed.
- 5 new applications for portable advertising were processed.

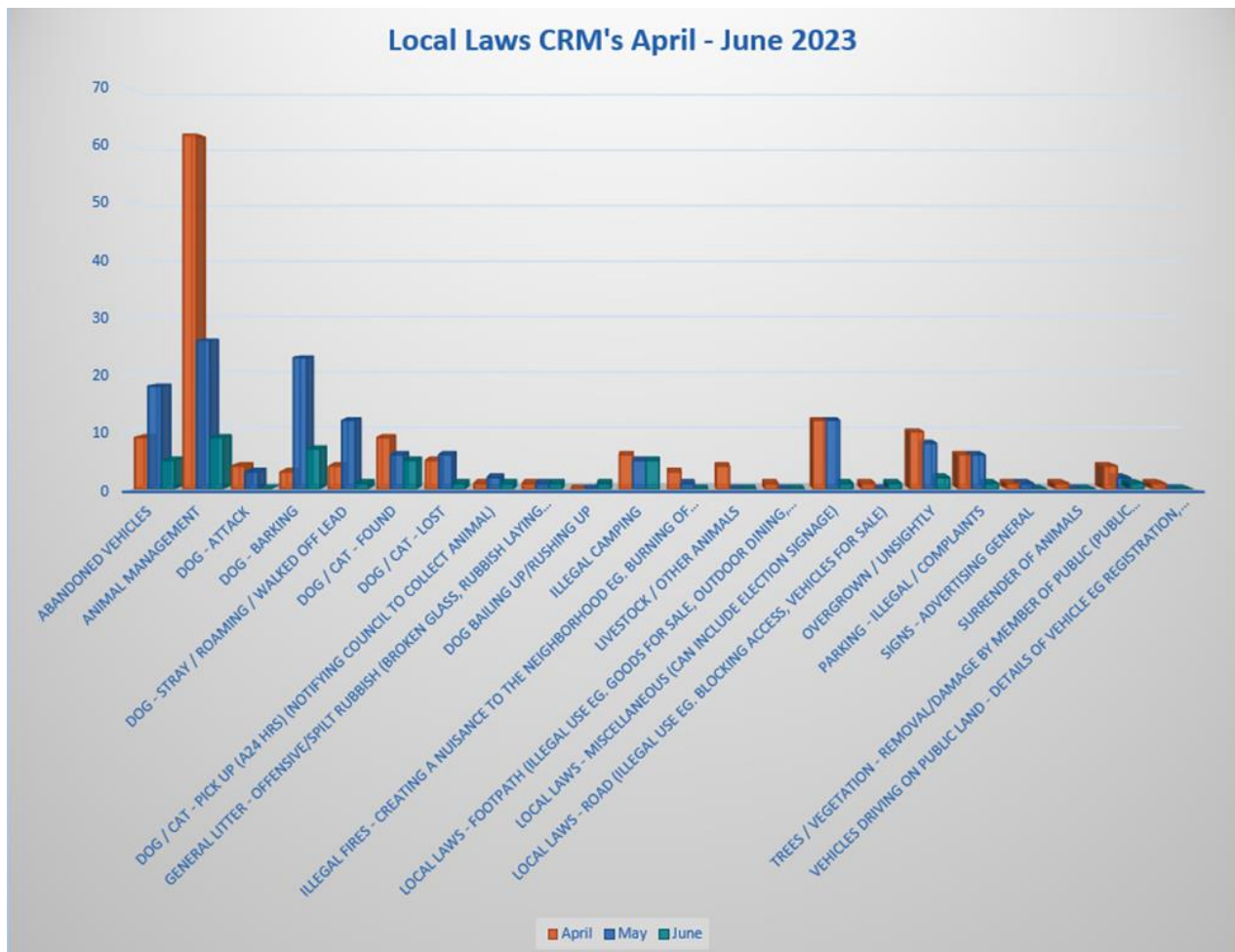


Image: Customer requests/complaints for the quarter

Pound Upgrade

The upgrade of the old septic and wastewater system at the pound has now been completed and operating well. The contract was awarded to a local Mossman based plumbing company and works were completed in late April 2023.

Other Issues

With the onset of cooler winter months, the increasing number of visitors and Illegal Campers to the Region has dramatically increased in the last month. Local Laws officers have continued to work with visitors to the region to ensure compliance with Local Laws. Increased random patrols and an increase in surveillance of known Hot-Spots has been initiated.

Campers continue to be issued with verbal warnings and with an information brochure that details the laws surrounding camping and provides a list of alternative camping options.

Local Laws Officers have continued working very hard to rehome impounded animals.

Environmental Health

In the period of 1 April 2023 – 13 June 2023, Environmental Health staff responded to a total of 66 CRMs and conducted 71 inspections.

10 temporary food applications were received.

4 new applications for food business licences were received.

1 new application for an accommodation approval was received.

2 new applications for personal appearance services were received.

232 Renewals for food business licences were sent at the start of May and are due 30 June.

18 Renewals for accommodation approvals were sent at the start of June and are due 30 June.

3 Renewals for personal appearance services were sent at the start of June and are due 30 June.

Other Issues

Carnivale 19-21 May 2023

A total of 14 food stalls and vans participated in the Street Parade on the Friday night. Several temporary food stalls were also operating on the Saturday family fun day and then five temporary food stalls took part in Sundays Seafood Extravaganza. This year a new revised set up for the event was trialled with great success, where food stalls traded on the board walk outside of Hemmingway's. This made for a spectacular event on the day and from a food safety perspective this event went very well.

Queensland Food Act Amendments

Environmental Health officers and the Coordinator Environmental Health & Local Laws have been participating in forums hosted by Queensland Health on the proposal to amend the Queensland Food Act.

The current Food Act is dated 2006, so this will be the most significant legislative change in our area for nearly 17 years. There are 39 sections under amendment on which consultation was sought from Far North Qld Local Governments by Qld Health. Feedback has now been submitted by all stakeholders which will now be collated and submitted as a draft bill for further review later this year. These amendments are proposed to give clarity to several grey areas in the Act, to streamline the regulation of food safety in Queensland and to minimise the administrative burden on businesses and local government.

It is proposed that these amendments, *(if adopted)*, will be introduced late 2024.

New food standard 3.2.2A

Prior to the above Food Act amendments, the Environmental Health team has continued its preparations for the new food standard 3.2.2A coming into effect on 8 December 2023.

Key changes for food businesses as part of this new standard include the introduction of food monitoring records to be maintained to demonstrate compliance with safe food handling – towards which we have commenced rolling out template records to some businesses eager to get on board with this; there will also be some increased requirements regarding a business's nominated Food safety Supervisor - since March Environmental Health Officers have worked hard to ensure more than 50% of our 230+ food businesses are now compliant with the new requirements, we have identified the businesses requiring their Food Safety Supervisor qualifications to be updated, improved our tracking and monitoring tools to ensure compliance is maintained and have consulted with TAFE Qld to provide two face to face food safety supervisor courses in Port Douglas for business operators who need their qualifications updated, or did not have the correct qualification during our review earlier this year.

The other significant change as part of this new standard is the required demonstrability of staff education being conducted by businesses and the Council provision of the **IM ALERT** online food safety course on the Douglas Shire Council website is a key element of assisting the businesses to meet this new requirement.

During the second half of 2023 officers intend to provide education sessions for businesses on the new standard. July to December will be a very busy period for the Environmental Health team working with our businesses to ensure they are moving towards meeting their requirements of the new standard come December.

Illegal Dumping

In late April 2023, Department of Environment and Science (DES) extended the Illegal Dumping 2A Extension – Funding Agreement for another year.

The Local Laws – Illegal Dumping Officer has been kept busy over the last few months with a number of investigations into vehicles, green waste, white goods and building waste / materials being illegally dumped around the Shire.

There has even been a couple of boats that were abandoned and removed under Local Laws Illegal Dumping.

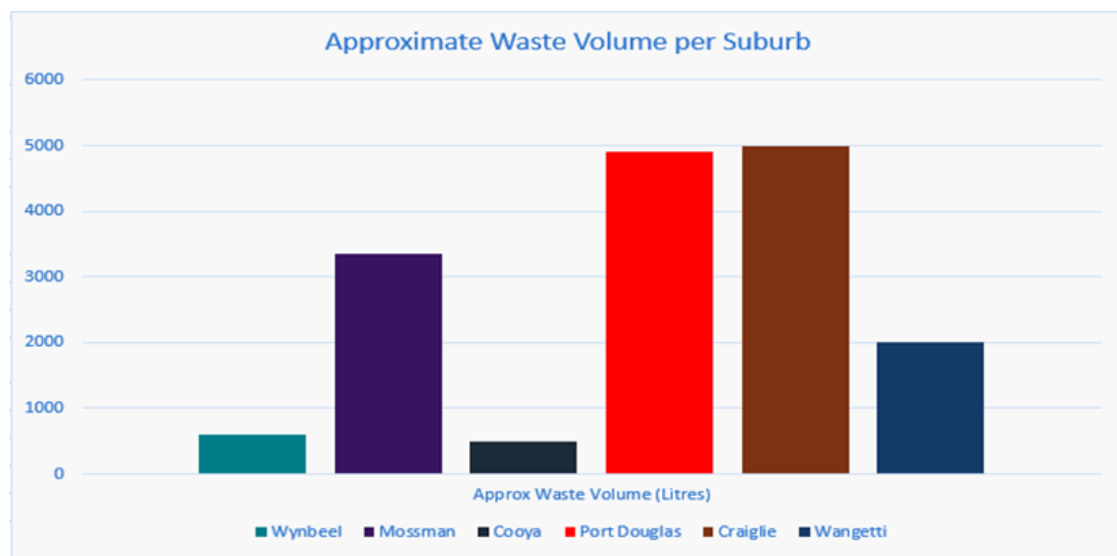


Image: Approximate Waste volume per Suburb

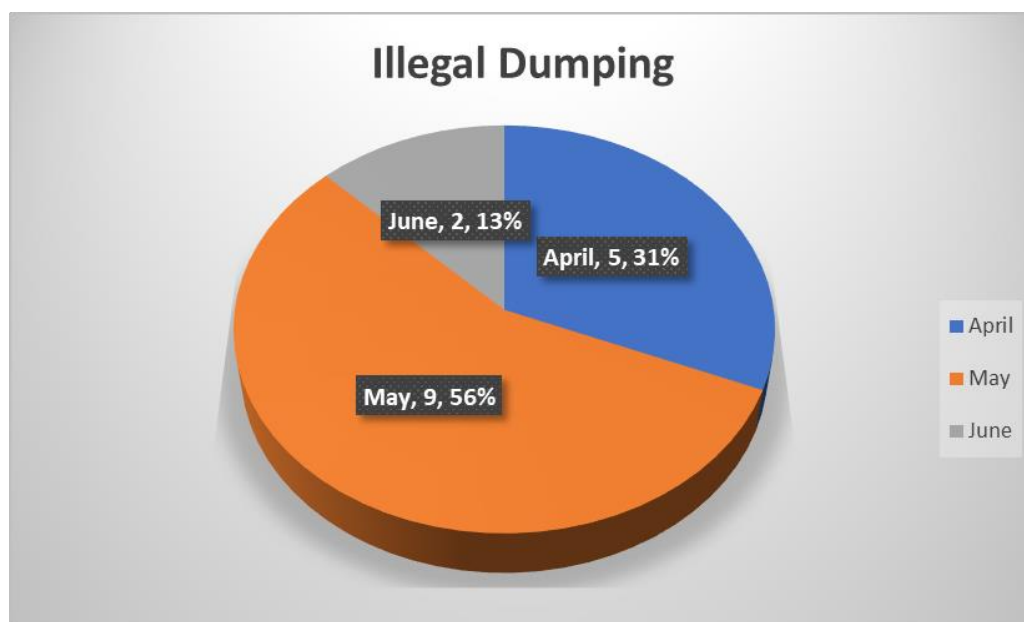


Image: Illegal Dumping by Month

Prescribed Activities

33 prescribed activity approvals were issued in the period from 1 April to 30 June 2023 including 5 filming approvals, 6 sporting activities, 5 temporary entertainment events, and events relating to Carnivale.

An approval was granted to create film videos showcasing Nordic Track exercise machines, a renowned global fitness brand. These videos combine the use of the machines and an accompanying app that guides users through workouts filmed at stunning destinations worldwide. During the workout, the trainer provides commentary about the surrounding landscape and their location.

Filming was conducted at Four Mile Beach and Flagstaff Hill in June, where three trainers undertook walking and riding activities. Filming will also take place in and around Sydney.



Image: Video advertising Nordic Track equipment

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period April to June 2023:

- Domestic waste: 836 tonnes
- Domestic recycling: 250 tonnes
- Commercial waste: 561 tonnes
- Commercial recycling: 37 tonnes

The following was exported for recycling from Council's Transfer Stations for the period between April to June 2023:

- Tyres: 284 exported under the Tyre Stewardship Program
- Mattresses: 167 received, over 93% suitable for processing and recovery by the Endeavour Foundation
- Ag/Chemical drums: 503 exported under the DrumMuster stewardship program
- Co-mingled recyclables: 10.32 tonnes
- E-waste: 4.74 tonnes
- Cardboard: 12.3 tonnes received
- LPG Bottles: 148 units received

The following approximate volumes were disposed of in Springmount Landfill:

- General waste: 636 tonnes

Library School Holiday Education Sessions

The library school holiday education session kicked off in April with a visit from the recycling truck and workshop on town planning. Kids were invited to design their own town, including wastewater treatment plants, recycling facilities and hospitals.



Image: the recycling truck visiting the Mossman Library in April 2023



Image: Students learning about town planning in preparation for designing their own towns

Sustainability

Sustainable Fishing

The Recreational Fishing Trail project is in its final stages. Council is waiting on the final signage proof before production and installation. The project involves installing interpretative signage at fishing hotspots detailing popular fishing species, local knowledge, information on fishing rules and best practice.

The project is funded by the Commonwealth Government and being administered by the Queensland Fishing Infrastructure Grants Program. Council has until September 2023 to deliver the project.

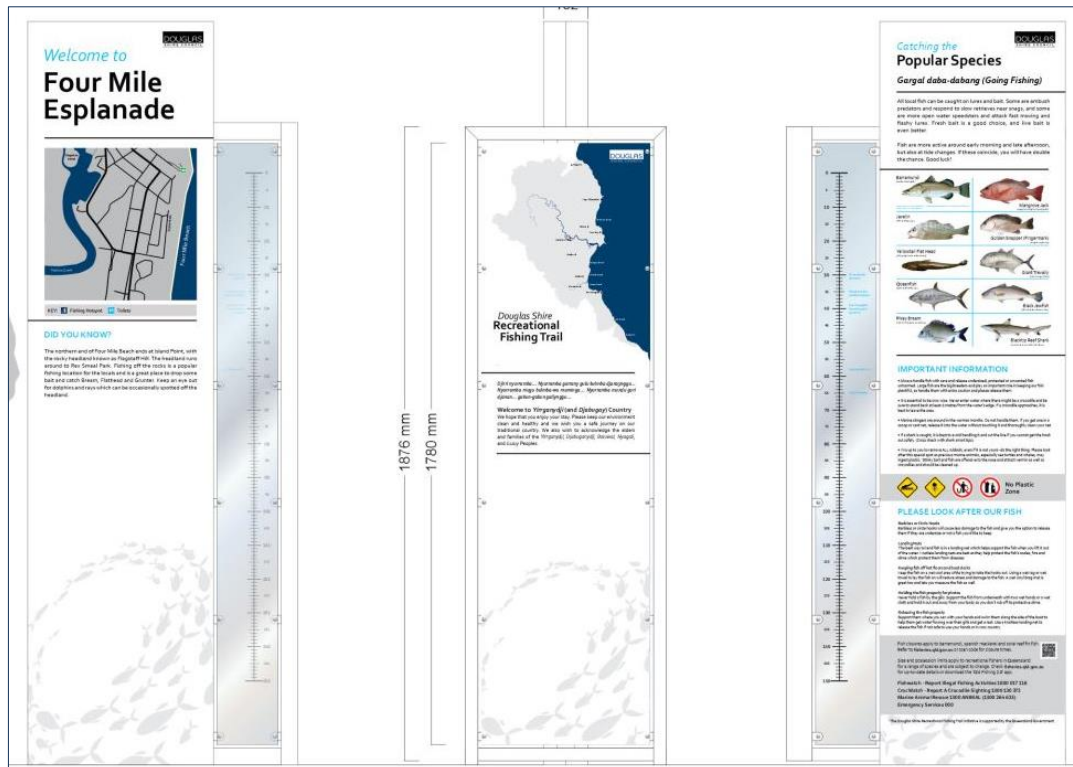


Image: Main Interpretative Fishing Sign design concept

Port Douglas - Southern Four Mile Beach Template to be approved.

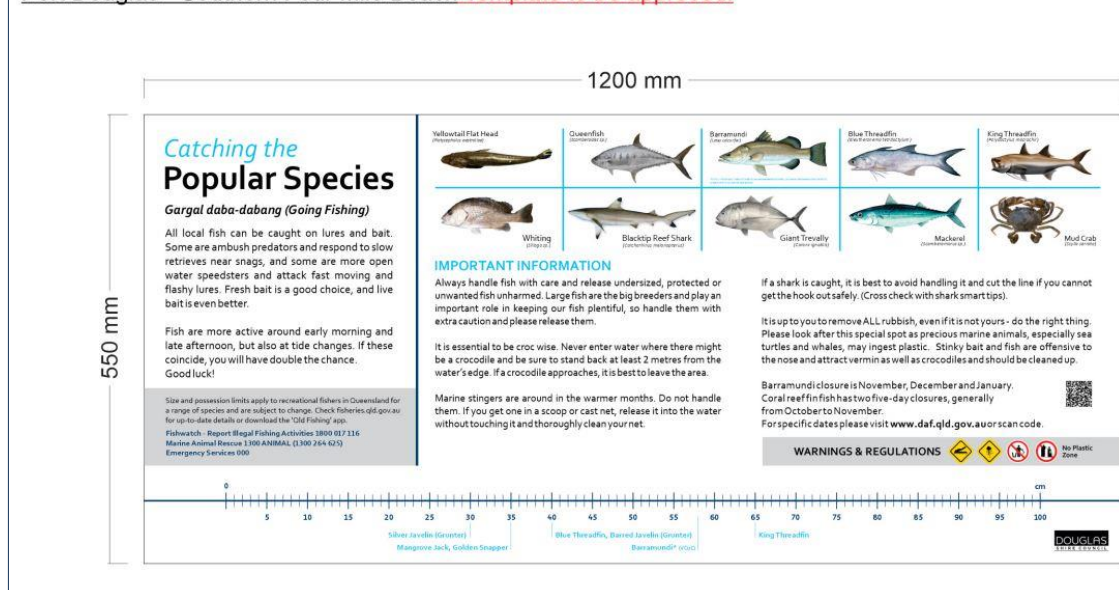


Image: Fish Species Interpretative Sign design concept.

Resilient Coast Strategic Plan – LGAQ QCoast 2100 Program 4

The Community Coastal Rehabilitation and Education Project funded under the QCoast₂₁₀₀ 2.0 FP4 Program was completed during the reporting period.

The project deliverables included formalising two pedestrian beach access paths in Port Douglas at Sand Street and Port Street. This was achieved through the installation of stairs, boardwalk, fencing, and interpretative signage to educate the community on Council's Resilient Coast Strategic Plan 2019-2029 and dune protection.

A total of 927 native plants made up of over 60 different plant species were planted across the two beach accesses, including 735 of these being planted during a community tree planting event.

The QCoast2100 program is funded by the Queensland Government and delivered by the LGAQ.

Council submitted another funding application under the QCoast₂₁₀₀ Round 3 – Implementation to carry out coastal hazard adaptation and mitigation works in Cape Tribulation, Newell Beach and Port Douglas during the reporting period.



Image: Port Street Beach access before upgrade

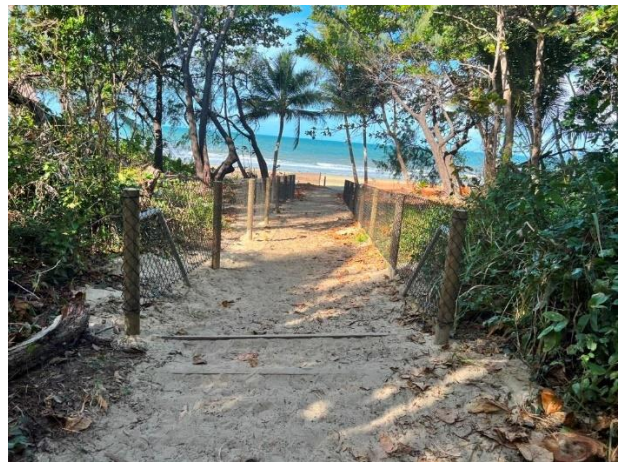


Image: Port Street Beach access after upgrade

Disaster Management

With the wrap up of the 2022-2023 Wet Season the Douglas Disaster Management Unit has been moving into more prevention and preparedness activities. The last of the Bureau's weekly weather updates have now ceased, with these briefings being very well received during the season. Council has provided positive feedback in support of this service continuing each year during the Wet.

Prevention, Preparedness, Response and Recovery

Port Douglas Storm Tide Cyclone Shelter

Annual inspection of the Port Douglas Storm Tide Cyclone Shelter was undertaken by the Department of Energy and Public Works.

Training

Training in the SES operations IT platform, TAMS, was delivered by SES to the Disaster Management Unit. Ongoing QFES LMS 'What if' scenario training has been rolled out to Council's Incident Management Team. Training for Council's media unit has included specific internal disaster management arrangements, basic QFES Queensland Disaster Management Arrangements, and Warnings and Alerts.

Queensland Reconstruction Authority (QRA) provided Disaster Recovery Funding Arrangements training for Council staff.

Douglas Recovery Plan

QRA facilitated a workshop, with the aim of reviewing and updating our current Douglas Recovery Plan. The plan outlines how Council intends to support the Shire's recovery and is a sub-plan of our Local Disaster Management Plan. This was well attended by subject matter experts, stakeholders, and individuals committed to shaping effective recovery that addresses the challenges faced in our Shire, post disaster.

Douglas Resilience Strategy

The last of the community workshops were held and the consultants, Meridian Urban, are now pulling together the first drafts of the community scorecards. These will be sent out for final feedback before their launch in October in time for Get Ready week. Artwork was finalised for the scorecards, with two local artists being successful in this endeavour. Their artwork will be representative of the different localities within the Shire.

The Disaster Resilience Officer met with the Mossman Gorge Indigenous Interagency network to discuss disaster awareness and preparation activities. The Dashboard and the app have been promoted throughout all engagement activities.

Local Disaster Management Group

The Douglas Disaster Management Group had its final Wet Season 2022-2023 meeting in June. There have been no activations during this quarter.

Queensland Evacuation Facilities Working Group

Chaired by Douglas Shire Council, the group presented at the annual Disaster Management Officers Forum hosted by LGAQ in Brisbane. The day was part of LGAQ's three-day Disaster Management Conference which the Mayor, Local Disaster Coordinator and the Disaster Resilience Officer attended.



Image: Council's Disaster Resilience Officer at the Disaster Management Conference in Brisbane

Alex Bay and Mossman SES Groups

Alex Bay has a new Local Controller, and Council is working with her to assist with upgrades required over the river. Mossman SES were well represented at Carnivale with a great show during the parade. Council is assisting with fund raising activities and was successful in securing an SES Support Grant to the value of \$13,583 which will provide both sheds with storage and shelving racks.



Image: Mossman SES at Carnivale Street Parade

INFRASTRUCTURE

Civil Operations

Civil After Hours

The Shire experienced inclement weather during the latter part of April. Crews were called out to Cape Tribulation Road on Anzac Day.



Image: Tree down along Cape Tribulation Road – 25 April



Image: Overhanging branches along Cape Tribulation Road – 25 April

Programmed Maintenance

- Pressure cleaning around the Shire, including all marine assets - boat ramps, pontoons and floating walkways.
- Grading along Bloomfield Track / coast road from Wujal to Emmagen Creek.
- Roadside slashing North and South of the Daintree River.
- Linemarking around Port Douglas where recent asphalt renewal works were undertaken – Barrier Street, Macrossan Street and Grant Street.



Image: Asphalt renewal and line marking improvements, Barrier Street

- Line marking from the Daintree Ferry to Cape Tribulation.
- Drain clearing in Wonga and surrounding areas.
- Screening of topsoil for re-use on Councils projects at Drumsara site.



Image: Screening off top soil at Drumsara

- Tree clearing from the Daintree Ferry through to Cape Tribulation Road. Council engaged an Arborist to complete a tree and health assessment report during the month of April along Cape Tribulation Road (Daintree Ferry to Emmagen Creek). The report identified 24 large trees to be removed which include 22 dead trees.

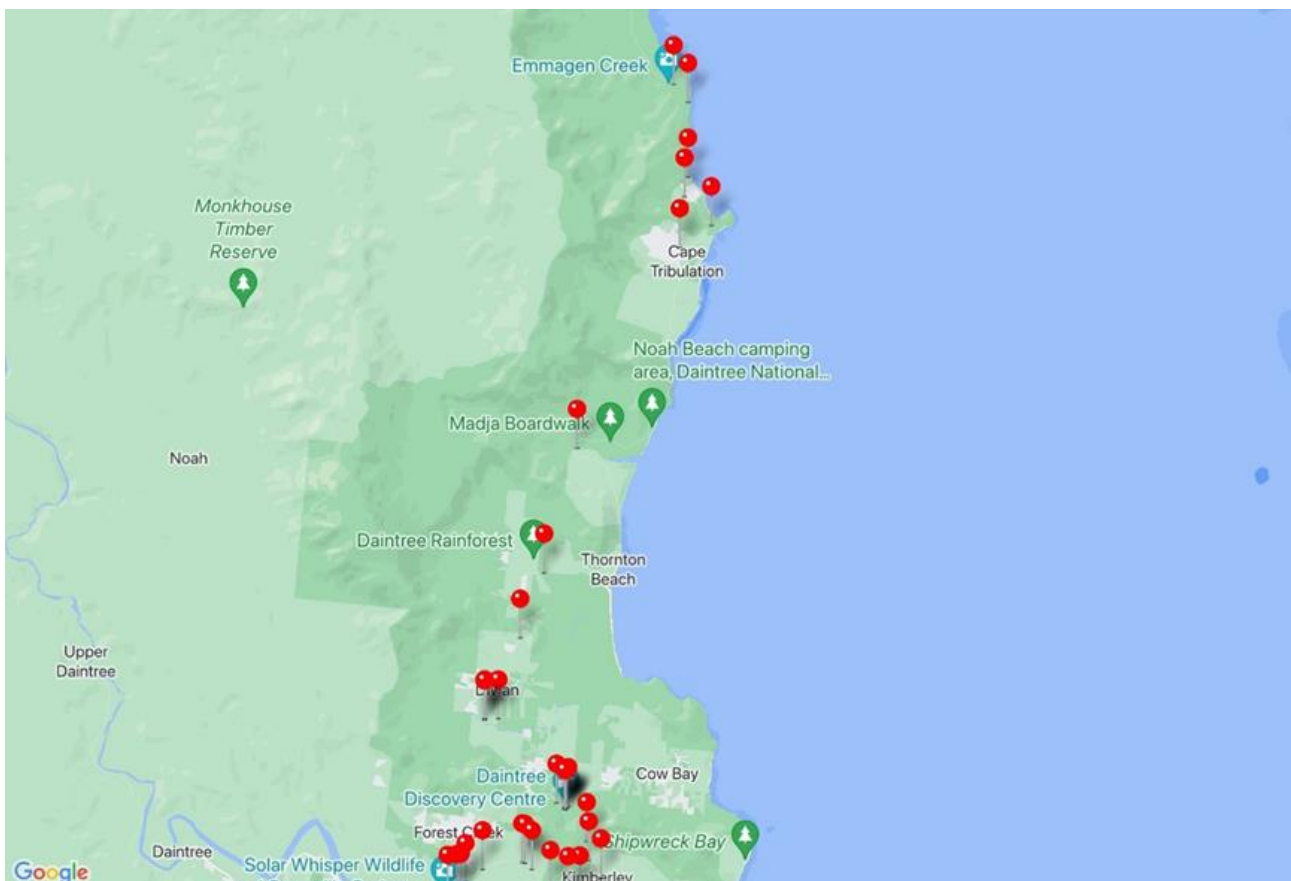


Image: Locality of hazardous or dead trees removed along Cape Tribulation Road

Civil Maintenance Accomplishments for the Quarter

Tasks in relation to maintenance 'Defects' are logged in our 'Reflect' system. Once the tasks are completed, Officers record the information and capture an image of the completed task as an 'Accomplishment'.

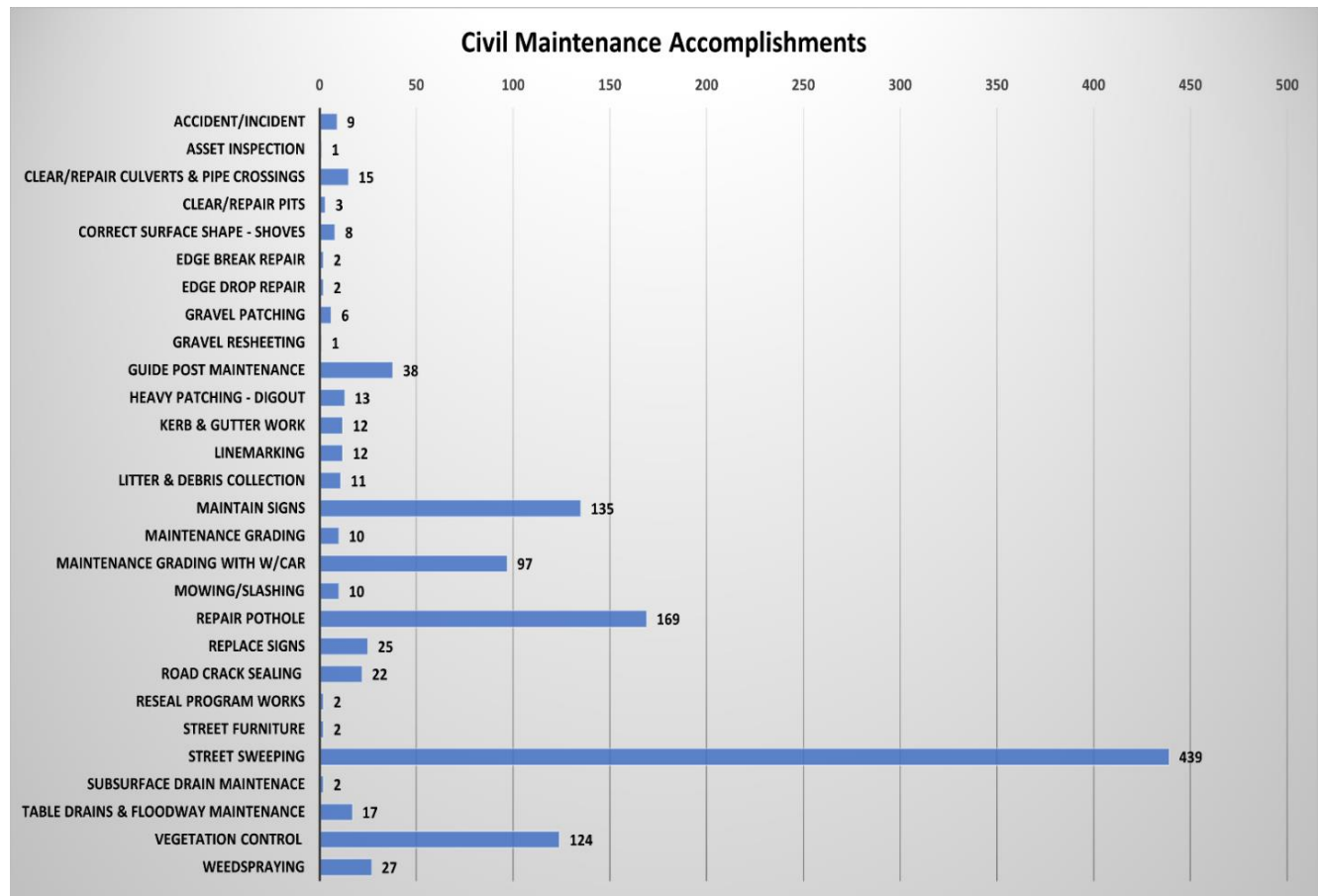


Image: Civil Maintenance accomplishments

Infrastructure Teams CRM Statistics for the Quarter (Civil, Facilities, Open Spaces)

Recorded CRM statistics for all Civil Infrastructure team from April to June:

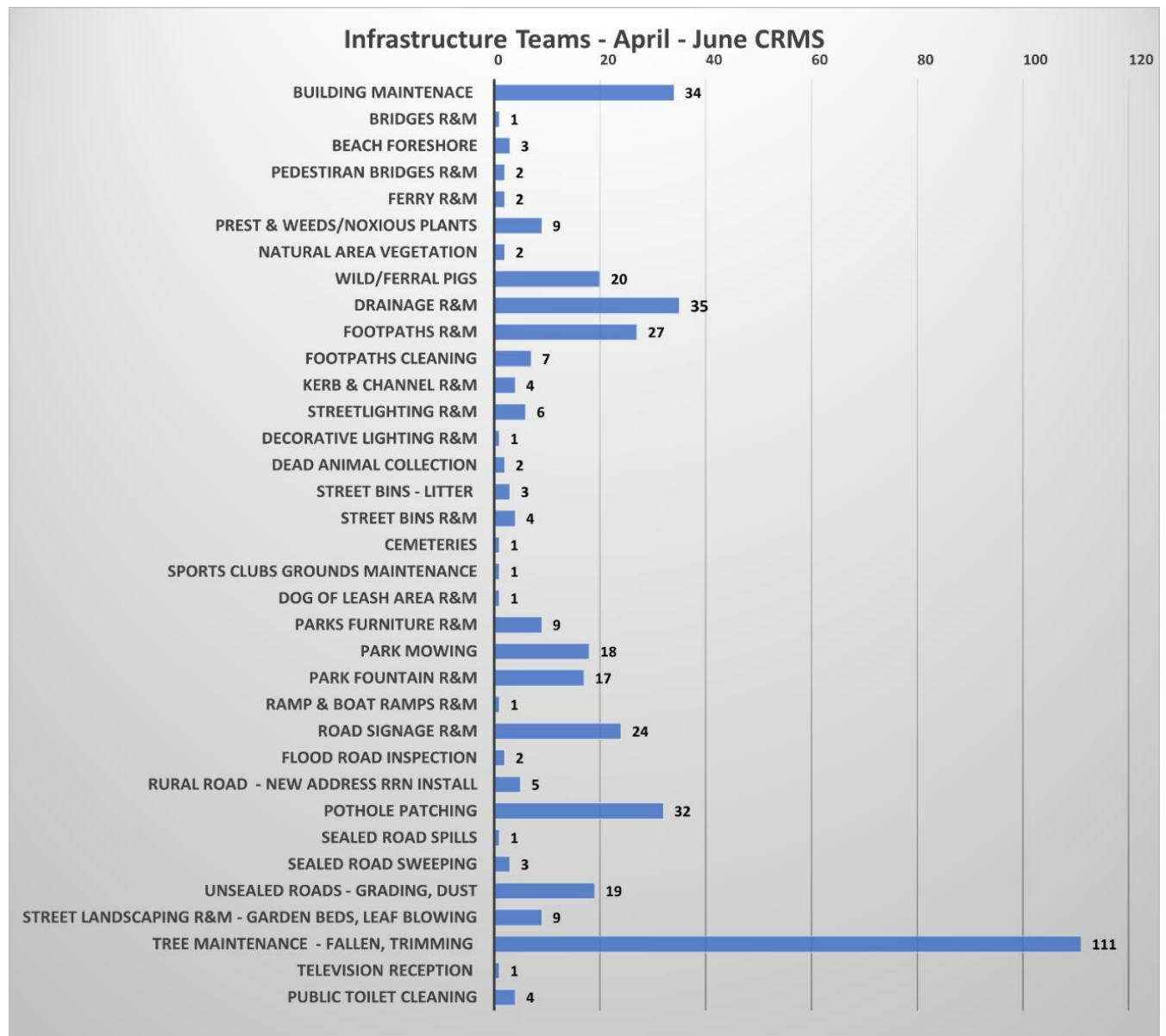


Image: Infrastructure CRM Statistics for the quarter

Capital Renewals Programs 2022-2023

As part of Council's Transport and Drainage Asset Management Plan, we manage asset renewal programs each financial year. During the final Financial Quarter, the following projects were completed.

- Renewal of a 60 meters footpath along Jack Street, Mossman behind St Augustine's School completed the Footpath Renewal Program for 2022-2023. Works included the installation of a disability ramp and renewal of the old footpath to current standards.



Image: Footpath renewal on Jack Street, Mossman

- Asphalt renewal along Barrier Street and Macrossan finalised the Road Reseal AC Overlay Renewal for 2022-2023.
- The Disability Infrastructure Upgrade for 2022-2023 is complete with the final tactiles installed at pedestrian crossings around Mossman and Port Douglas including Macrossan Street, Wharf Street, Warner Street and Port Street.



Image: Disability Tactile installation at the Court House Hotel pedestrian crossing

RMPC Contract

Council manage and maintain approximately 65km of State-owned roads as part of the conditional agreement (RMPC Contract) between Douglas Shire Council and Department of Transport and Main Roads (DTMR). Council also has an agreement with Maritime Safety Queensland to maintain State-owned marine infrastructure within our Shire.

Council have accomplished **88** defects for the final financial quarter. These works include:

- Roadside slashing along Captain Cook Highway Mossman / Molloy Road and Mossman Daintree Road.
- Tree clearing prior to harvest season along Captain Cook Highway Mossman / Molloy Road, and Mossman Daintree Road
- Power trim 4.5km's of tree limbs from road corridor through Rocky Point with an upgraded attachment on the excavator.



Image: Roadside vegetation trimmer

- Pavement repairs to eliminate future pavement failures on Mossman Daintree Road and Captain Cook Highway.
- Crack sealing repairs along Mossman Daintree Road and Captain Cook Highway to prevent moisture entering the pavement cracks causing further damage.
- Sign cleaning and repairs to Mossman Daintree Road.
- Pothole repairs along Port Douglas Road, Captain Cook Highway and Mossman Daintree Road.
- Construction of concrete invert drain on the corner of Captain Cook Highway and Beor Street, Craiglie to ease flooding.
- Railway repairs and replacement signage prior to the upcoming Cane Season.

Works to Marine Assets

These works include:

- Repairs to floating walkways on Lower Daintree and Port Douglas.
- Cleaning of walkways and pontoons

Infrastructure Designs & Investigations 2022-2023

Council's Infrastructure Team complete investigations and designs to find solutions, prepare for future projects and to prepare shovel-ready projects. The following designs and investigations were completed during this quarter:

Principal Cycle Network Projects Update:

Port Douglas Shared Path/Cycleway

- Footpath Final design being reviewed

TIDS (Transport & Infrastructure Development Scheme) Funded Projects:

- Alexandra range Bank Stabilisation design completed
- Alexandra range Fern Gully design completed.

Street Lighting Upgrades - Nautilus Street:

- Project design has been approved by Ergon energy. Lighting installation along the black spots of Nautilus Street works scheduled for January 2024 (works to be completed by Ergon energy).

Workshop

The Workshop completed the following services to Council vehicles for the final quarter:

Table: Quarterly Accomplishment Report

Fleet and Plant Services	No.
Light Vehicle- Hilux / Nissan Xtrail Services	17
Light/Heavy Truck Services	8
Plant Services (Tractors, Ride on Mowers	9
Small Plant (Chainsaws, Brush cutters, Pole Saws)	25
Major Repairs Vehicles & Plant	7
Total	66

- **Beach Wheelchair:** Our current beach wheelchair has been repaired in the Workshop and a second was purchased. The All-Terrain Beach Sandcruisers are stored at the surf lifeguard tower on Fourmile Beach for use. This particular model of beach wheelchair has polyurethane balloon wheels allowing the user water access.



Image: All-Terrain Beachcruiser on Four-Mile Beach

Open Spaces and Natural Areas

The team has achieved many accomplishments during the fourth quarter. The following is a snapshot of the tasks / projects undertaken:

- Pruning of Melaleuca trees on Old Port Road to deter the return of flying fox's impacting Lake Estate residents.
- Coconut palm and debris removal were conducted on beach access tracks in Sand Street to improve public safety by formalising access infrastructure. Over 700 native species were replanted as part of the Community Coastal Rehabilitation Project.
- Top dressing of Mossman Junior Rugby Field to mitigate pooling water.
- Pressure cleaning of park furniture across the shire and removal of bird droppings in Macrossan Street.
- Completed landscape renewal of Davidson Street gardens Port Douglas.
- Mulching of Macrossan Street garden beds.
- Beach debris clean up for asset protection of the stinger net at Four Mile Beach.
- Preparation works for events including Carnivale, Anzac Day and Ironman.
- Removal of large dead tree on Johnson Road.
- Decorative light maintenance on Macrossan Street
- Tree works on Macrossan Street, Rex Smeal Park and the Esplanade.
- Removal of a yacht abandoned near the sugar wharf.
- Replaced lockable bollards at Market Park
- Installation of new memorial seat at Thornton Beach
- Completed second round of coconut denutting.



Image: Removal of abandoned yacht

Table: Quarterly Accomplishment Report

Activity Name	Tasks completed Mar - June 2023	Person Hours For Each Quarter
Vandal Damage Rectification	3	1
Litter Pickup	153	114
Mowing	19	144
Tree Maintenance	119	354
Grounds Maintenance	341	1554
Illegal Dumping Removal	15	12
Beach/Foreshore Maintenance	60	96
BBQ Maintenance	577	386
Amenity Cleaning	1207	1370
Other Amenity Maintenance	16	6
Park Furniture Maintenance	150	180
Playground Furniture Maintenance	70	22
Skate Park Maintenance	10	5
Irrigation Maintenance	17	48
Landscape Maintenance	2	5
Herbicide	39	108
Signs Install / Maintenance	6	3
Fence/Guardrail Upgrade/Replace/Repair	17	16
Bridge and Footbridge Maintenance	29	8
Footpath Works and Maintenance	75	29
Bus Shelter Maintenance	13	4
Litter Bin Maintenance	20	40
Inspections General	5	3
TOTAL	2963	4508

Capital Works 2022-2023

The team has progressed several projects including:

- Picnic shelter renewals were completed at the northern end of the Port Douglas Esplanade in May.
- Stage 1 of the Mossman Administration Building Landscape Renewal was completed.
- Five beach access board walks were installed on the Port Douglas Esplanade.
- Port Douglas Skate Park Design – Community consultation completed. The detailed design is being finalised in preparation for upcoming Sport and Recreation grant opportunities.
- Oil Palm irrigation upgrades were completed on the majority of the avenue.
- Stage 2 Macrossan Street Decorative lighting. Three connection points have been identified. Currently in discussions with Ergon regarding maximum demand.
- Recycle bin inserts have been added to the new bins on Macrossan Street, Port Douglas



Image: Picnic Shelter Renewals

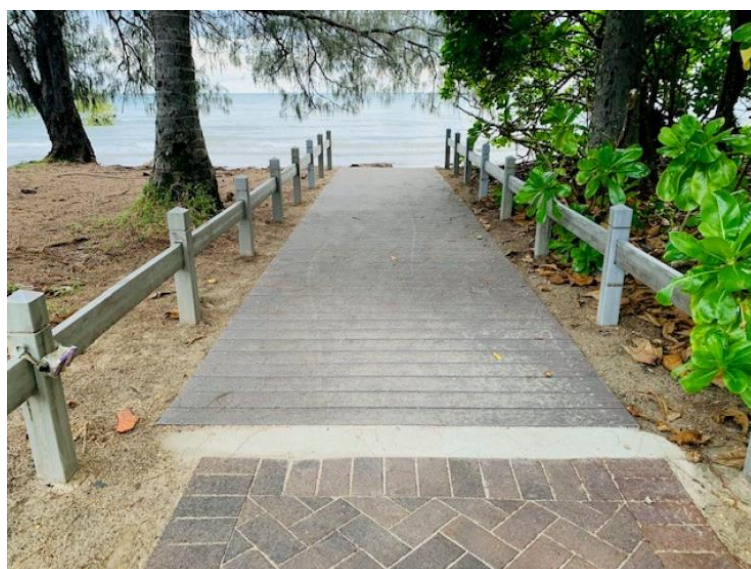


Image: Floating board walk in place



Image: Landscape Renewal Administration Building

Biosecurity

Important Notice from Biosecurity Queensland – Electric Ants

During this period the Electric Ant Program have had situations where electric ant carriers were either moved, or were about to be moved, out of an electric ant restricted zone in contravention of the movement restrictions. For an updated version of all current restricted zones please visit [Electric Ant Restriction Zone Map](#)

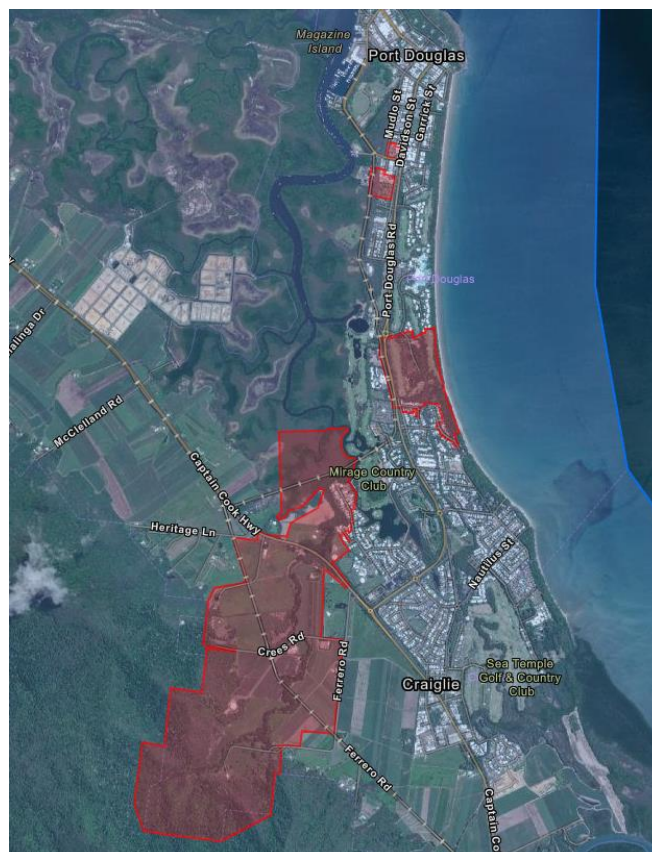


Image: New Electric Ant Infestation zone Port Douglas

Residents or contractors working in the restricted zones, must not move live electric ants, or move electric ant carriers from a property within a restricted zone to another property within or outside of the restricted zone unless certain conditions have been met.



Image: Electric Ant identification

Douglas Biosecurity Weed Team has been surveying roadside verges for invasive weed species throughout the Douglas Shire, predominantly in the southern road corridors in the Mowbray Valley and Wangetti Beach areas. Turbina vine has been a priority for the last three years. Recently two new invasive vine species have been detected during the surveillance program. Large infestations of Cats Claw vine are in the preliminary stages of treatment, while Madeira vine is being surveyed to determine the extent of its range.



Image: An area of Mowbray forest smothered by Turbina Vine

Council's Pest Animal Controller has continued to target feral pigs north of the Daintree River and on request in other areas throughout the Douglas Shire as part of the feral pig trapping program. The program targets the protection of environmental, agricultural assets and assists to reduce the impacts of feral pigs on the natural environment. This is achieved by providing a coordinated trapping service to the community which is the most effective technique for reducing feral pig numbers in the wet tropics.



Image: Feral Pig Damage to sugar cane crop

Biosecurity Statistics:

- Total man hours on weed / electric ant control = 886
- Feral pigs terminated = 132

Nursery Statistics

- Plants produced = 4182
- Plants distributed to community including sales, land care groups and project works = 6237

Building Facilities

Operational Works

The Building Facilities team continues to deliver operational works across the Council in line with service requirements. Contractors from various trade areas were engaged to deliver these works to ensure that Council infrastructure was maintained to a high standard for the benefit of staff and external customers.

Table: Quarterly Activity Report

Activity Name	No. of jobs assigned to Contractors 1 April to 30 June 2023
Plumbers	68
Electricians	40
Builders	3
Air Conditioning Repairs/Replacements	6
CCTV/Security Systems	2
Generators/batteries	2
Roof and gutter cleaning	3
Pressure cleaning / demoulding / spring cleaning	7
Metal Fabricating	2
Locksmiths	18
Pest Control	3
Carpet/Flooring/Shelving/Roller Doors/Furniture	3

Activity Name	No. of jobs assigned to Contractors 1 April to 30 June 2023
Communication Towers	4
Fire Services	3
Glass and windows	1
TOTAL	165

Operational Works

During the final Quarter of this financial year the building facilities team have been busy rolling out works in line with our service contracts including Pest control, air-conditioning servicing, fire servicing, generator servicing and bathroom servicing. With many of these contracts coming to a completion, works are currently under way to put new contracts in place for the next couple of years.

The team have also been heavily involved in organising security for venue hire, working closely with the front-line team to ensure access via the new security system are simplified. As part of this process the Building Facilities team have also put together user guides for each facility to help the hirer to operate all the features of each venue along with a trouble shooting guide to assist the user when things go wrong.

Planning is also underway to review the Asbestos management plans to ensure their compliance. This is undertaken every five years to ensure that all changes are captured and the latest up-to-date information is available for contractors. The building facilities team will work along with the property team to roll this update out across all Council managed buildings and all building that are under a council lease.

Capital Works

The Capital program has been mostly completed with a few minor details being finalised in July. This will include capitalisation reports being prepared to capture information relating to each of the projects delivered.

Mossman Caravan Park Water main

Earlier this year the old asbestos water main located in the caravan park had a major blow out on a Saturday morning causing the caravan park to lose water for three days. The main is located at a depth of 1.7 meters and was difficult to repair, requiring heavy machinery and contractors to be called in, who were not available until Monday morning. Fortunately, the park was empty with the exception of a few permanent residents.

Due to the age of the pipeline, it was considered necessary to replace the old pipeline as soon as possible to prevent another blow out during the peak season. Council engaged Geoff Ward plumbing to carry out these works as a matter of urgency. The new main is located at a new depth of 0.8 meters and included three new fire hydrants and new valves to enable different sections of the park to be isolated should future breaks occur.



Images: Installation of new water main at Mossman Van Park

Fisheries Infrastructure Grant

New CCTV cameras have now been installed at Daintree Ferry Boat Ramp and also at Cooya Beach Boat Ramp. These are now fully operational. Cameras and new lighting will also be installed at Newell Beach boat ramp and at Port Douglas boat ramp in the coming weeks, once the new light poles arrive. This will provide extra lighting at the boat ramp and improved security with three new cameras at each site.

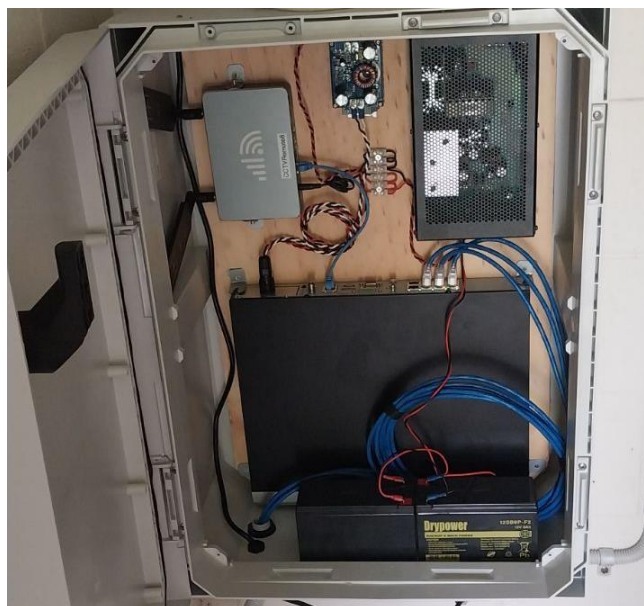


Image: New CCTV system at Cooya Beach Boat Ramp



Image: New CCTV systems at Daintree Beach Boat Ramp

PROJECT OFFICE

Capital Works Projects

Diggers Pedestrian Bridge Handrail Upgrade

Diggers pedestrian bridge handrail upgrade project has been completed to complement the aesthetics of the area and provide opportunities for the wedding industry to utilise and showcase our natural surrounds.

The new hardwood posts and sisal rope balustrading are designed to cope with inundation of the bridge during the wet season, by being laid down on the deck prior to flooding occurring.



Image: Upgraded handrails at Diggers pedestrian bridge, Mowbray

Mossman Gorge Shared Pathway

The Mossman Gorge Shared Pathway project is progressing well, with stormwater assets being installed and sections of the concrete path have been laid.

Marrs Creek pedestrian bridge piling has been completed and the bridge superstructure also delivered.



Image: Concrete footpath construction, Mossman Gorge

Mossman Splash Pad

Mossman Splash Pad project continues with the long wait for the delivery of fittings over and now installed on the Splash Pad. Internal filtration works are currently occurring in the filter/ pump room to make the splash pad operational. Delays to power upgrades to the entire pool complex by Ergon are now anticipated to continue until February 2024. Officers are working on a plan to provide temporary power to the new splash pad in the interim.



Image: Splash Park construction, Mossman pool

Port Douglas Netball Court Refurbishment

Contractors have completed the refurbishment of the Port Douglas netball courts. Failing sections of the court have been replaced, cracking of the surface repaired and a new surface paint installed.



Image: Refurbished netball courts, Port Douglas

Disaster Recovery/Resilience Projects

Floodway Betterment Program

Council recently completed the Floodway Betterment program. The program consisted of three sites at Whyanbeel, Forest Creek and Miallo and was funded by the Queensland Reconstruction Authority

The outcomes of the project have resolved the need for frequent maintenance to the flood prone areas. As a result, the reduced maintenance will provide savings to Council's operational budget.

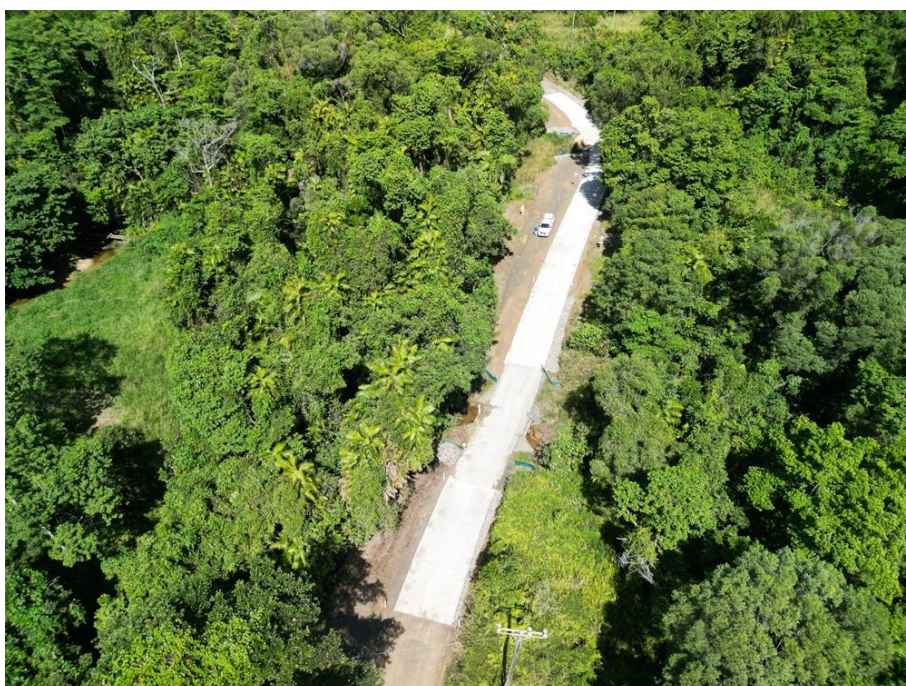


Image: New Whyanbeel Road floodway, Whyanbeel

WATER AND WASTEWATER

The Water and Wastewater Department met all expectations for the April to June 2023 reporting period.

Water

Smart Water Meter Rollout

Smart Water meters have been installed on a significant majority of properties in the Douglas Shire.

The water and wastewater department has substantially reduced the number of leaks on the residential side of the water meter. Ceasing leaks on the residential side of the water meter has helped reduce water wastage, resulting in Douglas Shire residents reducing their water bills.

The installation of Smart Water Meters means leaks can now be detected in their earliest stages. Previously, residents were often unaware of a leak, resulting in an excessive water charge.

Between 1 April and 30 June the water and wastewater department have achieved the below results.

Metric		For Period
Leaks Ceased During Period	?	1,928
New Leaks in Period	?	2,026
% of Leaks Ceased During Period	?	82%
Total Volume Lost to Leaks (kL)	?	95,771
Average Leak Rate During Period (L/h)	?	117
Average Leak Days (Ceased Leaks)	?	11
Average Leak Days (Continuing Leaks)	?	47

Image: Results for reporting quarter

Since installation of the Smart Water Meters at the start of 2022.

Metric		For Period
Leaks Ceased During Period	?	4,392
New Leaks in Period	?	4,823
% of Leaks Ceased During Period	?	91%
Total Volume Lost to Leaks (kL)	?	222,162
Average Leak Rate During Period (L/h)	?	120
Average Leak Days (Ceased Leaks)	?	12
Average Leak Days (Continuing Leaks)	?	47

Image: Results since installation of Smart Water Meters at start of 2022

Once a resident is informed of a potential leak on their property, any decision to repair a leak is that of the property owner. Douglas Shire Council does not have any legal ability to enforce a leak to be repaired.

A simple formula to work out the savings the Water and Wastewater department have achieved would be 91% of 222,162 kL or 222,162,000L of water have been saved, which is approximately 202,167,420 litres.

A further way to view this is as 24.7 days of Mossman Water Treatment plants water supply.

The MiWater customer platform has been used by residents to view the water usage on their property.

There are currently 934 individual property registrations out of a total 4,010 properties, which is a total of 23.3% of properties registered.

Table: Technical Support Officer activities for period

Activity	Number in period
CRM enquiry MiWater assistance	157
Smart Water Meter Phone Call Enquiry	446
Property Owner - MiWater Approval – Authority Enquiry	414
Tenant – MiWater Approval	23
SMS Leak Notifications Sent To Residents	181
Email Leak Notifications Sent To Residents	314
Letter Leak Notifications Sent To Residents	304
InfoXpert Tasks - As Constructed	42
Email Daily Reports – Treatment Plants	455
Backflow Account Billing	41
Backflow Device Tests Received	104

Water Quality

Level 0 water conservation measures continued. Douglas Shire has been on Level 0 since 10 January 2023.

The water level at Rex Creek intake averaged 650mm for the duration of the reporting period, peaking at 770 mm on 4 June 2023.

The average water consumption was 9,118 kL/day for the Port Douglas network and 2,803 kL/day for the Mossman network.

The graph below displays the water usage for the Mossman/Port Douglas scheme and shows the creek level recorded at Rex Creek intake throughout the reporting period.

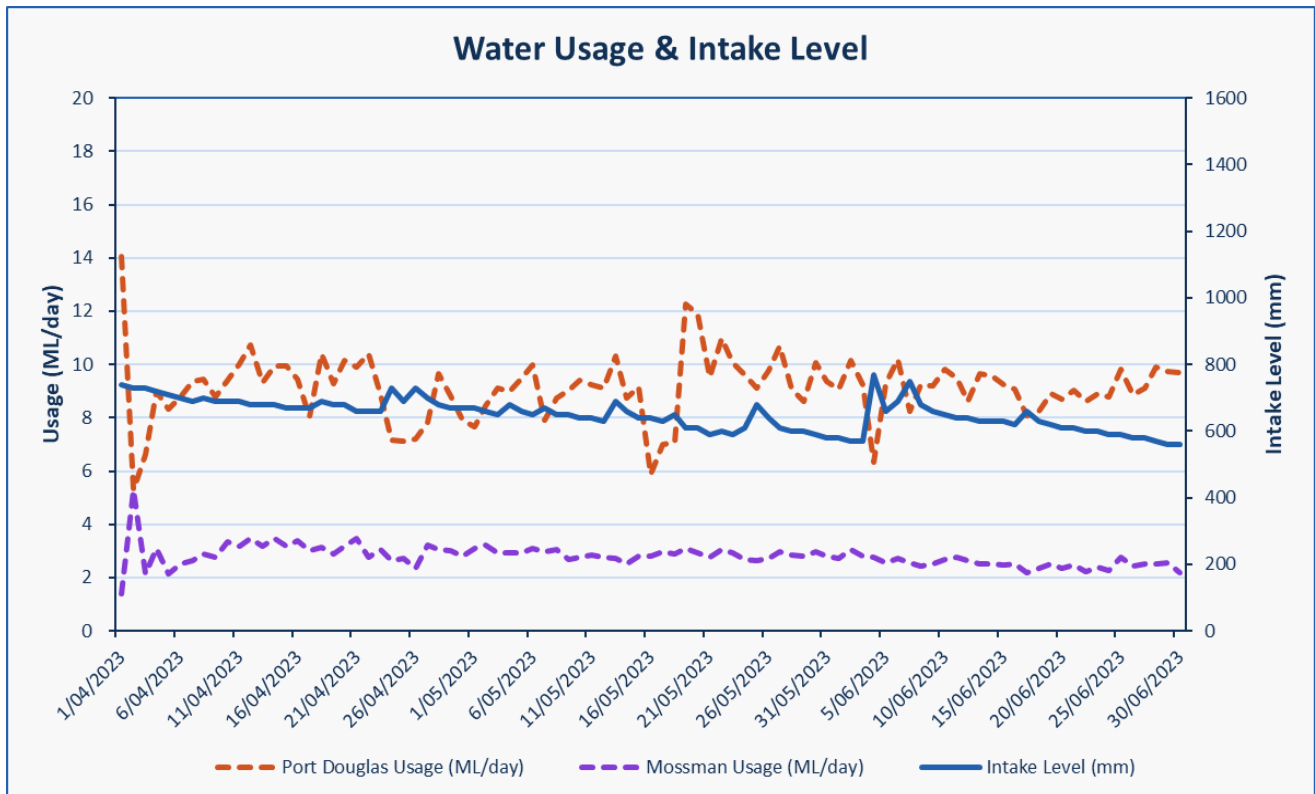


Image: Water Usage for Mossman/Port Douglas Scheme and Rex Creek Intake Level

Total water consumption for the period:

- Mossman, Cooya Beach and Newell Beach consumed 254,417 kL
- Port Douglas, Craiglie and Mowbray consumed 830,315 kL
- Whyanbeel, Wonga Beach, Miallo, Rocky Point, Syndicate and Bamboo consumed 75,692 kL
- Daintree consumed 4,524 kL

Mossman/ Port Douglas Scheme

Due to minimal extreme rainfall events, Turbidity was at a lower amount than previous quarters.

The graph below indicates the daily turbidity trends at Rex Creek intake and treated water as recorded at the Mossman WTP for the current period.

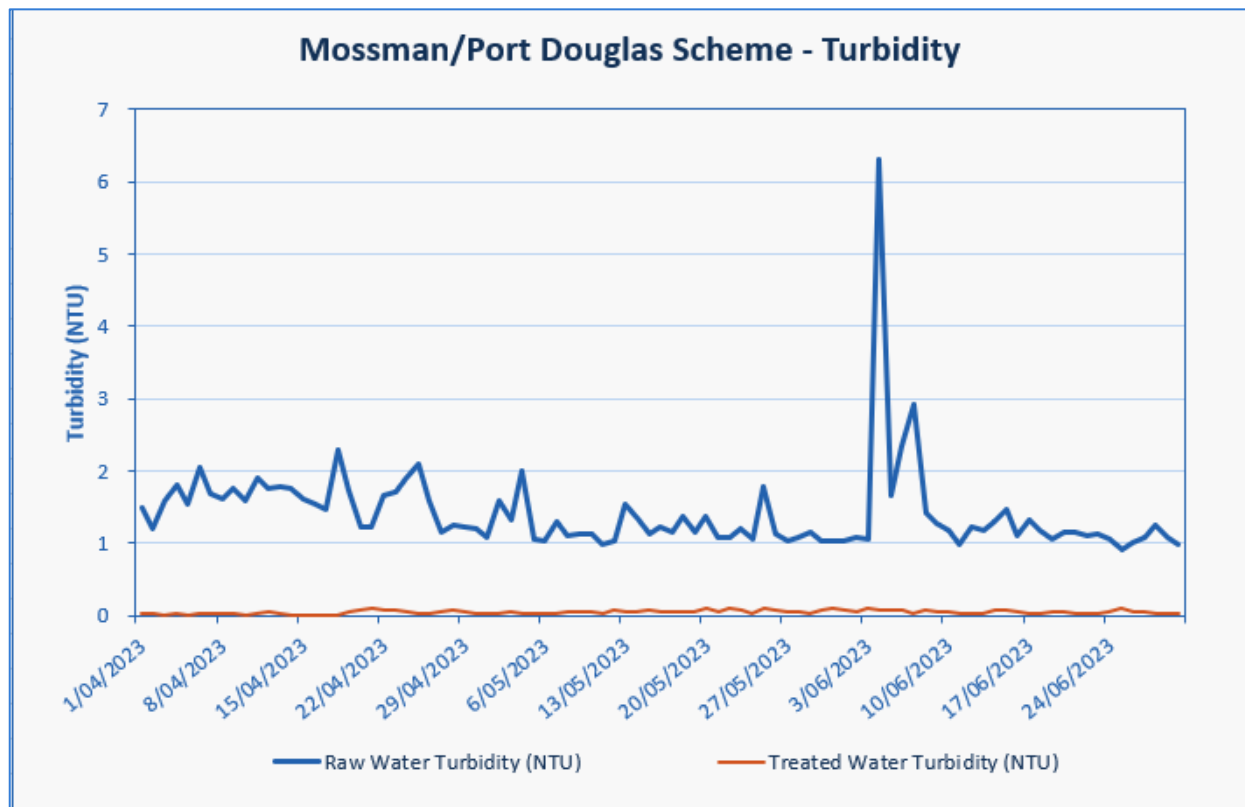


Image: Mossman/Port Douglas Scheme – Turbidity

The Mossman WTP met all demand requirements throughout the reporting period.

All routine inspections and planned maintenance operations were carried out within the Mossman/Port Douglas Scheme throughout the period. Reservoirs and pump stations were regularly inspected, while flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable limits.

Negotiations are continuing with the regulator to have the surface water release limits modified to a less restrictive requirement.

Whyanbeel Scheme

Whyanbeel WTP met all demand requirements throughout the reporting period. There were no water quality incidents in the Whyanbeel scheme for the reporting period.

All routine inspections and planned maintenance were carried out within the Whyanbeel Scheme throughout the period. Reservoirs and pump stations were regularly inspected, while flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable limits.

The graph below indicates the trends for daily turbidity recorded at Little Falls Creek intake and for treated water recorded at the Whyanbeel WTP for the reporting period.

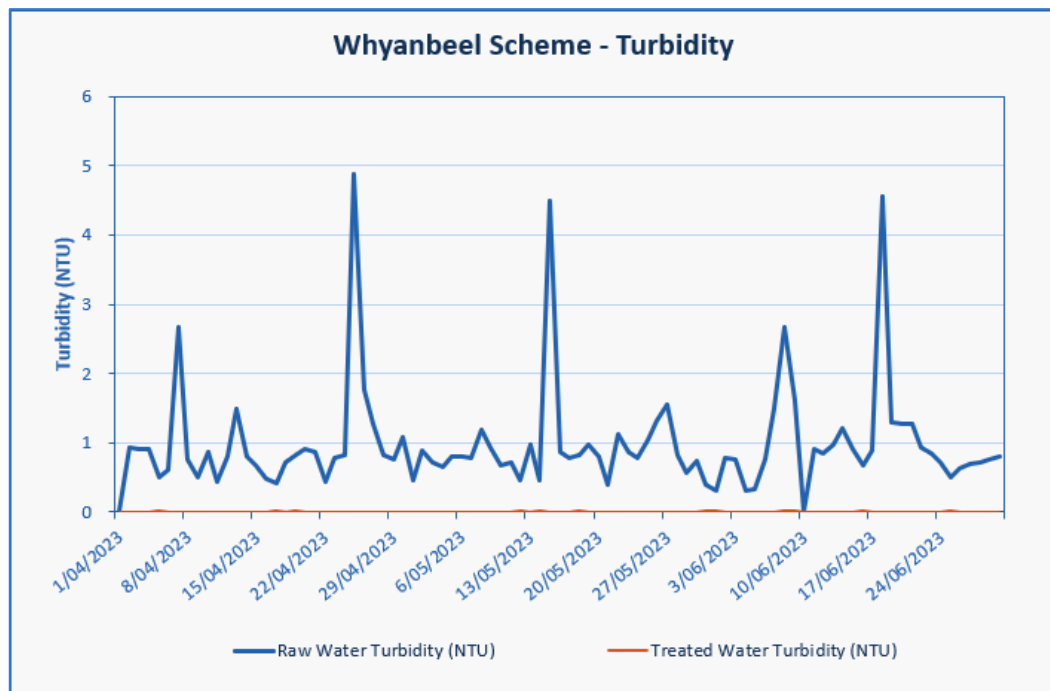


Image: Whyanbeel Scheme – Turbidity

Daintree Scheme

The Daintree WTP met all demand requirements during the reporting period. There were no water quality reportable incidents in the Daintree water scheme for the reporting period.

Routine general maintenance was carried out during the reporting period. Reservoirs and pump stations were regularly inspected, while flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable limits. Turbidity rates have dropped significantly in the Daintree Scheme. This has occurred as water is being sourced from a bore. Previously, Daintree residents received water from an intake.

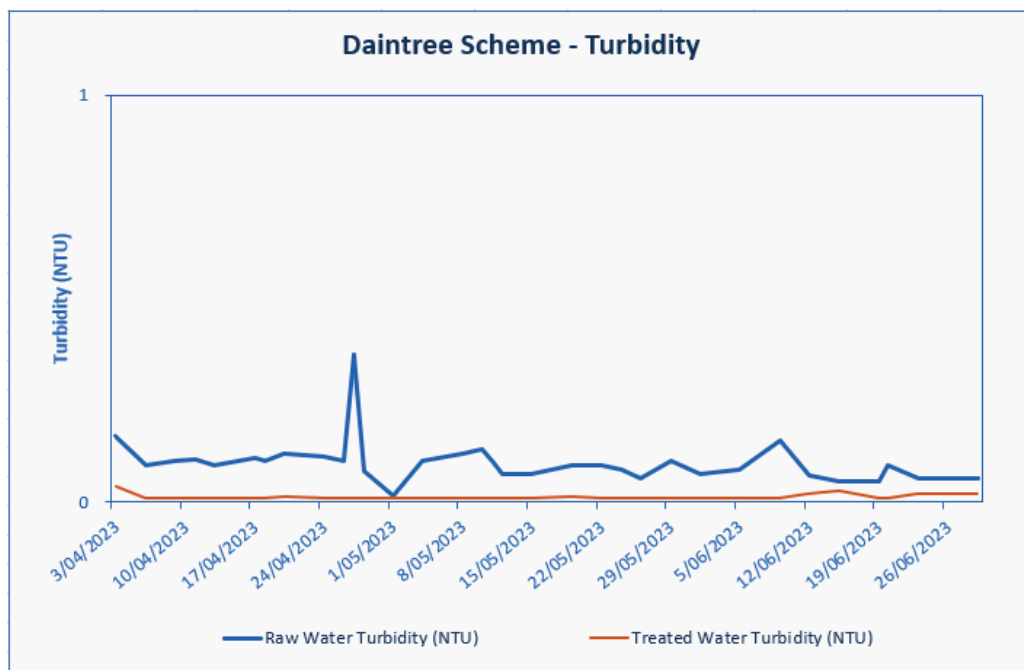


Image: Daintree Scheme – Turbidity

Water Reticulation

The table below details the significant activities carried out on the water reticulation network across all schemes.

Regular general reservoir, pump station checks, and maintenance were performed across all three water supply schemes.

Table: Water reticulation team maintenance activities

Activity	Number in period
Settlement meter reads	58
New water service connections	5
Service repairs	93
Water main repairs	17
Water quality notifications (customer complaints)	2(0)
Dial-Before-You-Dig enquiries	238
Flushing events: Mossman/ Port Douglas scheme (including Cooya Beach and Newell Beach)	43
Flushing events: Whyanbeel scheme (including Wonga)	22
Flushing events: Daintree scheme	Every 2 days
Water meter leg inspections for smart water meter program	*Pending
Water meter leg replacements for smart water meter program	*Pending
Smart water meter queries and investigations	7
Total CRMs attended	123

*Smart water meter inspection and replacement statistics pending submission from the contractors.

All water quality customer complaints were investigated and resolved. Two water quality notifications were received regarding the chlorine levels. Both were positively resolved with chlorine levels found to be well within ADWG.

Regulatory Compliance

Drinking water sampling occurs at intakes, reservoirs and in the reticulation network to ensure compliance with Council's approved Drinking Water Quality Management Plan (DWQMP) and the Australian Drinking Water Guidelines (ADWG).

Water quality verification monitoring includes regular testing of individual reticulation zones with monthly sampling at the reservoirs. Supporting programs for the verification of drinking water quality include:

- Water treatment plants and reservoirs that have SCADA alarms for action and critical limits and are operated under critical control points;
- Reservoir inspections that are done regularly to ensure that the reservoirs are intact and that any points of ingress are repaired; and
- Network operations that have a flushing program that ensures the chlorine residual is above 0.2 mg/L.

For the reporting period, a total of 76 treated water E. coli compliance samples were taken across the drinking water schemes. A total of 34 E. coli samples were tested in the Douglas water laboratory and 42 in a NATA accredited laboratory. Other parameters monitored allow the Water and Wastewater Department to observe trends in water quality across the schemes.

All parameters in drinking water samples tested at the NATA laboratory up until 30 June 2023 were compliant with ADWG health guideline values and standards required by the Water Supply Regulator and Queensland Health. All in-house results were compliant with ADWG health values and standards.

Non-potable water supplied to Dagmar residents was also monitored monthly for metals and E. coli and quarterly for pesticides throughout the period.

In addition, water quality was monitored at all of the intakes, with 9 raw water E. coli samples analysed by Council during the reporting period. Raw water sampling assists Council to understand the treatment needs and the health-based targets.

Mossman/ Port Douglas Scheme

Average monthly values for key compliance parameters are detailed in the following tables for treated water in the Port Douglas reservoirs and Mossman/ Port Douglas reticulation network respectively.

Table: Average monthly values for key compliance parameters in the Port Douglas reservoirs.

Month	pH	Temp °C	Total Alkalinity mg CaCO ₃ /L	Free Cl mg/L	Total Cl mg/L	E .coli MPN
Standard	6.5 - 8.5	10 - 30	0 - 200	0.2 - 5.0	0.2 - 5.0	<1
April-23	7.3	29.8	6.6	0.97	1.3	<1
May-23	7.4	27.9	7.1	1.17	1.32	<1
June-23	7.1	25.8	6.7	1.15	1.21	<1

Table: Average monthly values for key compliance parameters in the Mossman/Port Douglas reticulation network.

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E .coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
April-23	7.0	27.8	1.41	1.54	<1	0.02	<0.015	<0.05	<1
May-23	7.0	25.6	1.66	1.69	<1	0.01	<0.015	<0.05	<1
June-23	6.92	24.4	1.1	1.11	<1	0.01	<0.015	<0.05	<1

Whyanbeel Scheme

Average monthly values for key operational and compliance parameters are detailed in the following tables for treated water at Rocky Point reservoir and Whyanbeel reticulation network respectively.

Table: Average monthly values for key compliance parameters in the Rocky Point reservoir.

Month	pH	Temp °C	Total Alkalinity mg CaCO ₃ /L	Free Cl mg/L	Total Cl mg/L	E .coli MPN
Standard	6.5 - 8.5	10 - 30	0 - 200	0.2 - 5.0	0.2 - 5.0	<1
April-23	7.6	28.5	8.5	1.2	1.2	<1
May-23	7.47	25.3	8.9	1.15	1.58	<1
June-23	7.32	24.6	8.6	1.63	1.79	<1

Table: Average monthly values for key compliance parameters in the Whyanbeel scheme.

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E .coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
April-23	7.42	27.68	1.36	1.33	<1	0.007	<0.015	0.0001	<1
May-23	7.26	27.78	1.26	1.28	<1	0.008	<0.015	0.0004	<1
June-23	7.28	24.93	1.43	1.41	<1	0.007	<0.015	0.0004	<1

Daintree Scheme

Average monthly values for key compliance parameters are detailed in the table for water extracted from the bore in the Daintree reticulation network.

Table: Average monthly values for key compliance parameters in the Daintree scheme.

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	<i>E.coli</i> MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
April-23	7.33	27.5	1.42	1.33	<1	0.001	<0.015	<0.001	<1
May-23	7.16	25.0	1.47	1.49	<1	0.001	<0.015	<0.001	<1
June-23	7.02	24.2	1.51	1.88	<1	0.001	<0.015	0.001	<1

Wastewater

Operations

General maintenance programs continued on the reticulation networks and pump stations in the Mossman and Port Douglas catchments. Both wastewater treatment plants (WWTP) operated within licence requirements throughout the period.

The table below shows the number of activities and complaints across the two wastewater schemes.

Table: Sewerage activities for the current period

Issue	Port Douglas WWTP Catchment	Mossman WWTP Catchment
Pump Blockages	5	4
Sewer Chokes	0	0
Sewer Main Breaks	1	1
HCB Repairs	1	1
Odour Complaints	1	0
Public Complaints	0	0
Reportable Incidents	1	0

Port Douglas Wastewater Treatment Plant

Rainfall

Total rainfall on site during the reporting period was measured as 136.5 mm. The highest daily rainfall of the period at Port Douglas WWTP was 14.5 mm on Sunday 4 June 2023.

Flows

A total of 266,300 kL of influent entered the Port Douglas WWTP during the reporting period. The average daily flow was 2,926 kL/day. Contractors delivered 390.172 kL of septage to the plant and 2,637,070kg of Leachate from the Killaloe Landfill and Transfer Station.

Daily inflows, outflows and recycled water supplied for the reporting period are presented below:

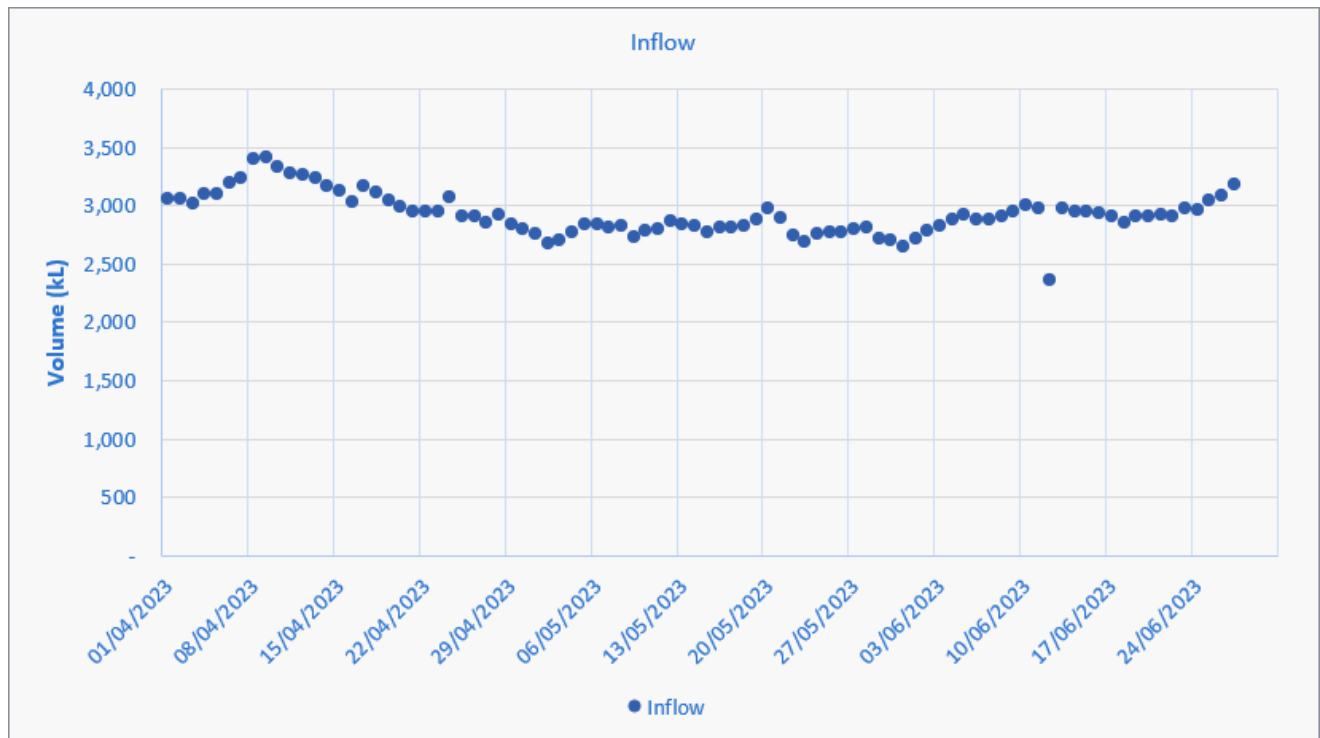


Image: Port Douglas WWTP daily inflow

Recycled Water

Treated effluent (63% of the total volume) was pumped to two resort golf courses for irrigation purposes and the remainder discharged into the Dickson Inlet.

The Sheraton Grand Mirage Resort Port Douglas received 91,369kL and Palmer Sea Reef Golf Course received 86,817kL of treated effluent during this period.

Biosolids

At Port Douglas WWTP, 391.06 tonnes of wet bio-solids (11% solids) were produced during the reporting period, equating to 43.02 dry tonnes. Biosolids were transported by Arkwood Organics to Edmonton Farms, Tablelands Regional Farms and Springmount Waste Facility for further treatment and beneficial land application as organic fertiliser and soil conditioner.

Mossman Wastewater Treatment Plant

Rainfall

A total of 156 mm of rain fell on site for the reporting period with the highest daily rainfall measured at 16.5 mm on 24 April 2023.

Flows

The Mossman WWTP received a total influent flow of 92,658 kL during the reporting period. The average daily flow was 1,030 kL/day. Influent was treated to a standard that produced compliant effluent during the reporting period.

Outflow and Inflow data for the reporting period are presented below:

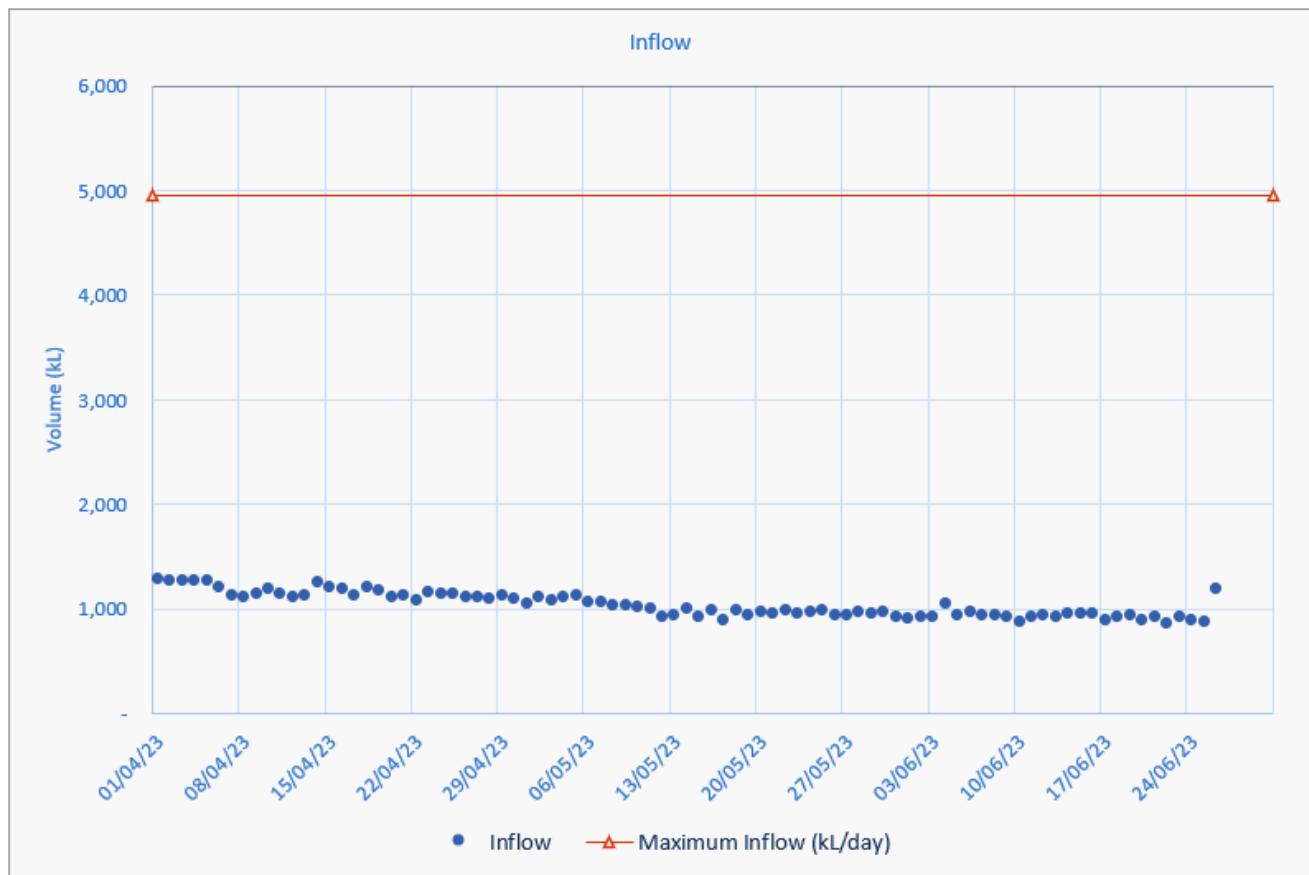


Image: Mossman WWTP daily inflow

Biosolids

At Mossman WWTP, 80.44 tonnes of wet biosolids (comprising 10% solids) were produced during the reporting period, which equates to 8.04 dry tonnes. Biosolids were transported by Arkwood Organics to farms across the region for use as organic fertiliser and soil conditioner.

Regulatory Compliance

During the reporting period, compliance sampling was performed, as per EPPR01790513 licence conditions.

Additionally, more samples were taken from the treatment processes, biosolids, receiving waters and bores. Samples were tested by a NATA-accredited laboratory for physical, chemical, and microbiological parameters.

All parameters tested during the reporting period from the Mossman WWTPs were compliant. During PDWWTP aeration upgrade, an exceedance for ammonia 80th percentile short term limit of 1mg/L was exceeded. This was reported to the regulator with appropriate information.

Treatment process and compliance monitoring was carried out each day by in-house analysis of samples at the WWTPs. Process settings, effluent quality, flow rates, pump station performance and maintenance aspects were monitored and controlled with SCADA Citect via an extensive telemetry network.

Port Douglas Wastewater Treatment Plant

The results for wastewater effluent licence compliance parameters (i.e. ammonia, total phosphorous, total suspended solids, BOD₅ and total nitrogen) are shown in the images below:

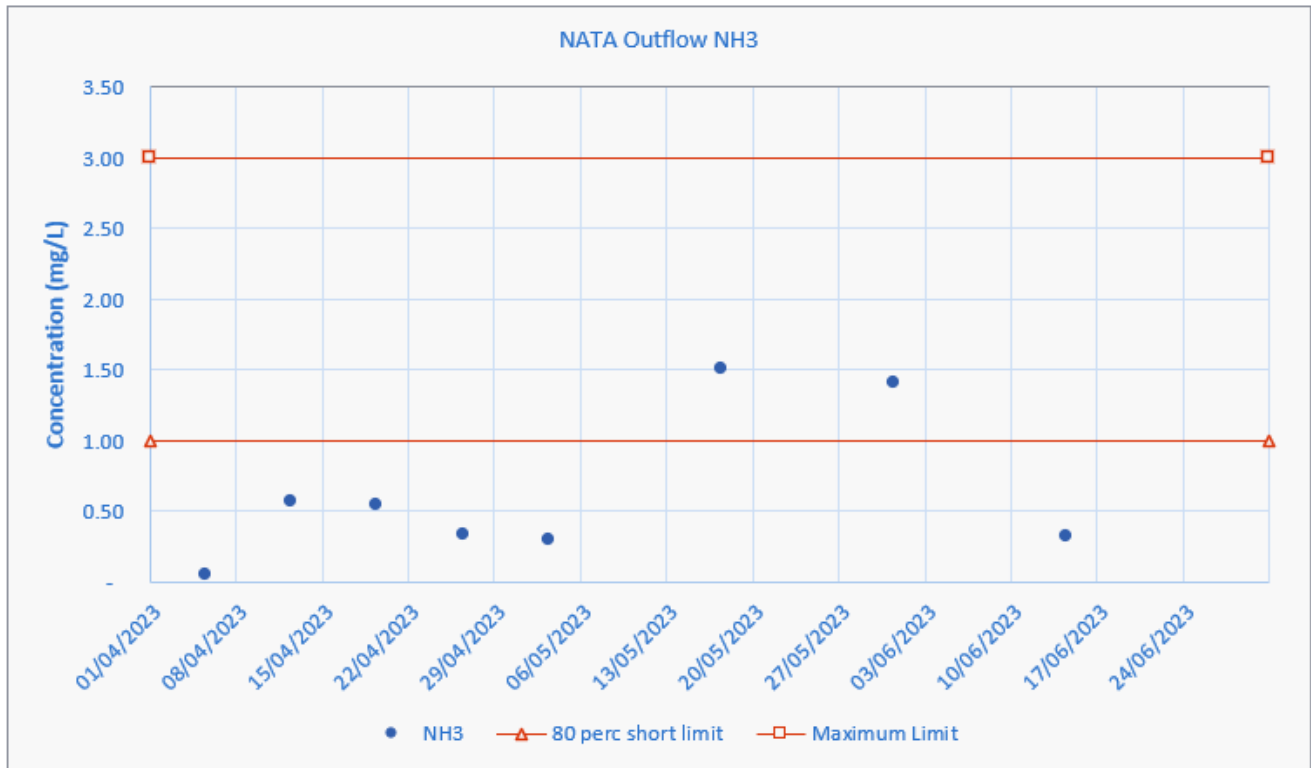


Image: Port Douglas WWTP final effluent – ammonia (NH₃)

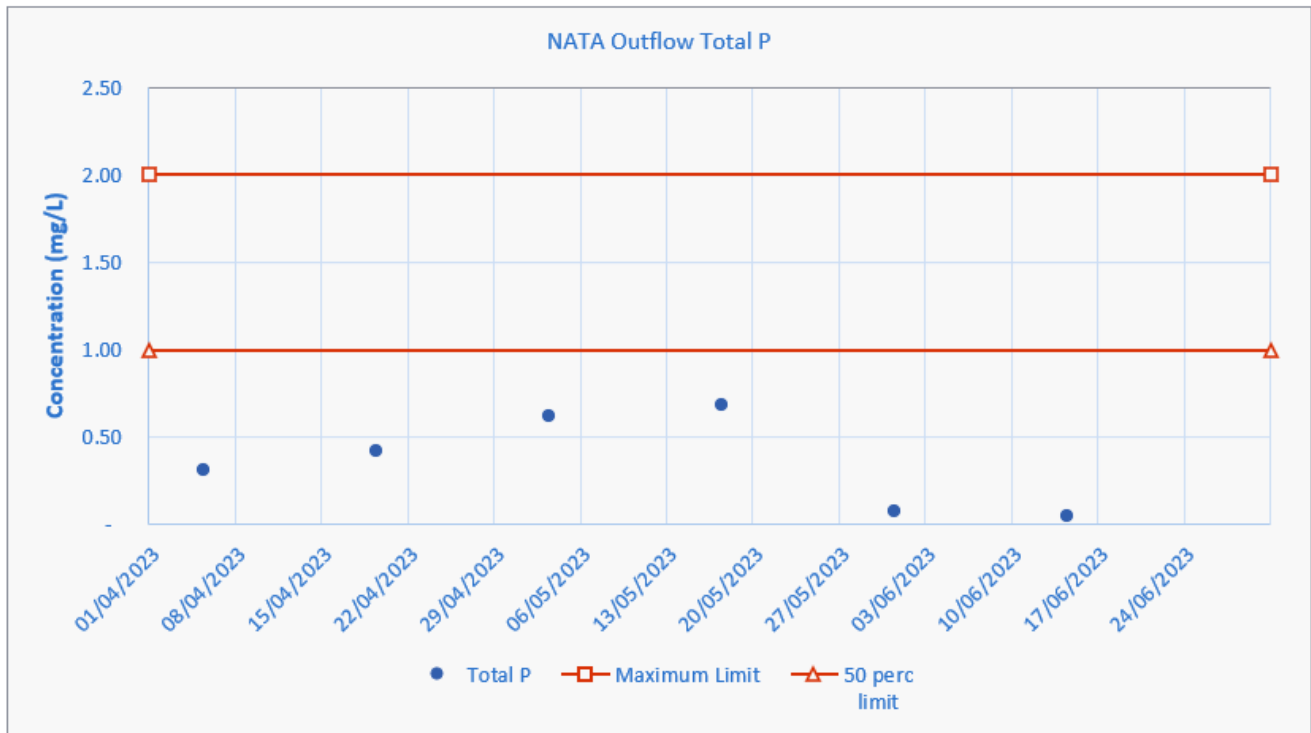


Image: Port Douglas WWTP final effluent - total phosphorous

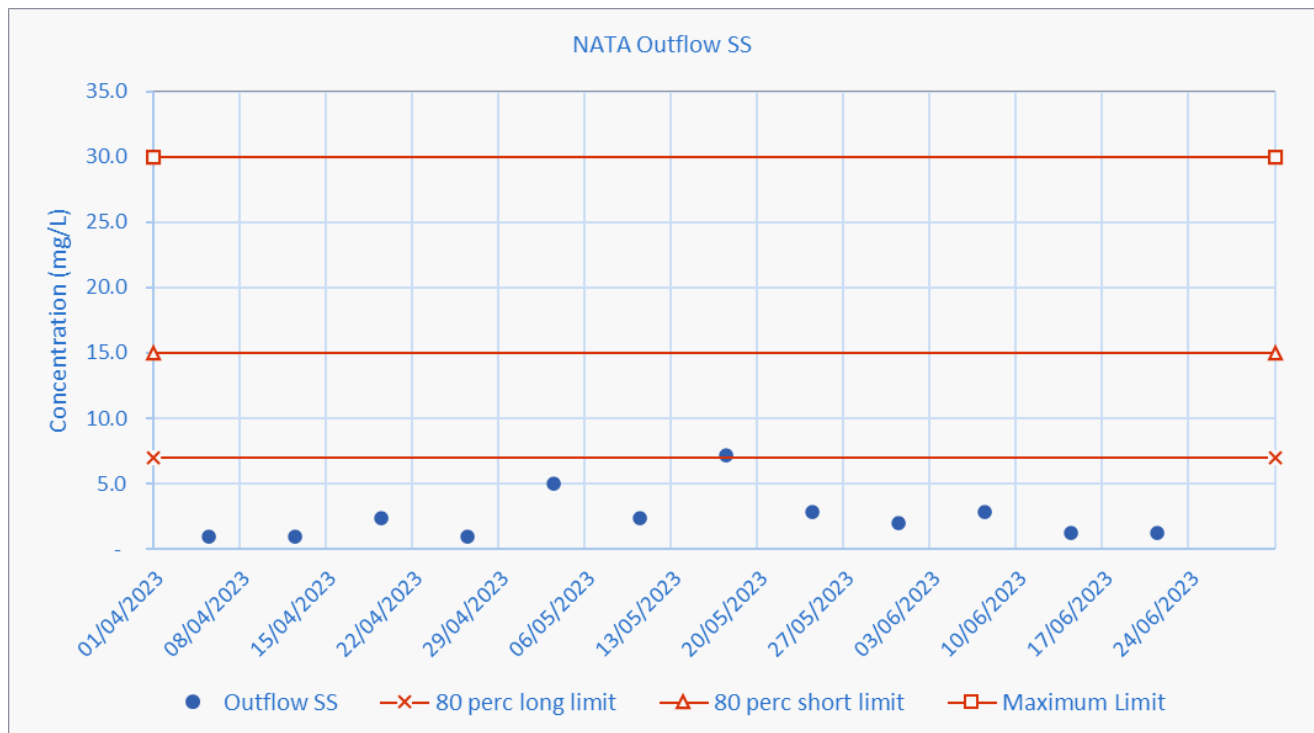


Image: Port Douglas WWTP final effluent - total suspended solids

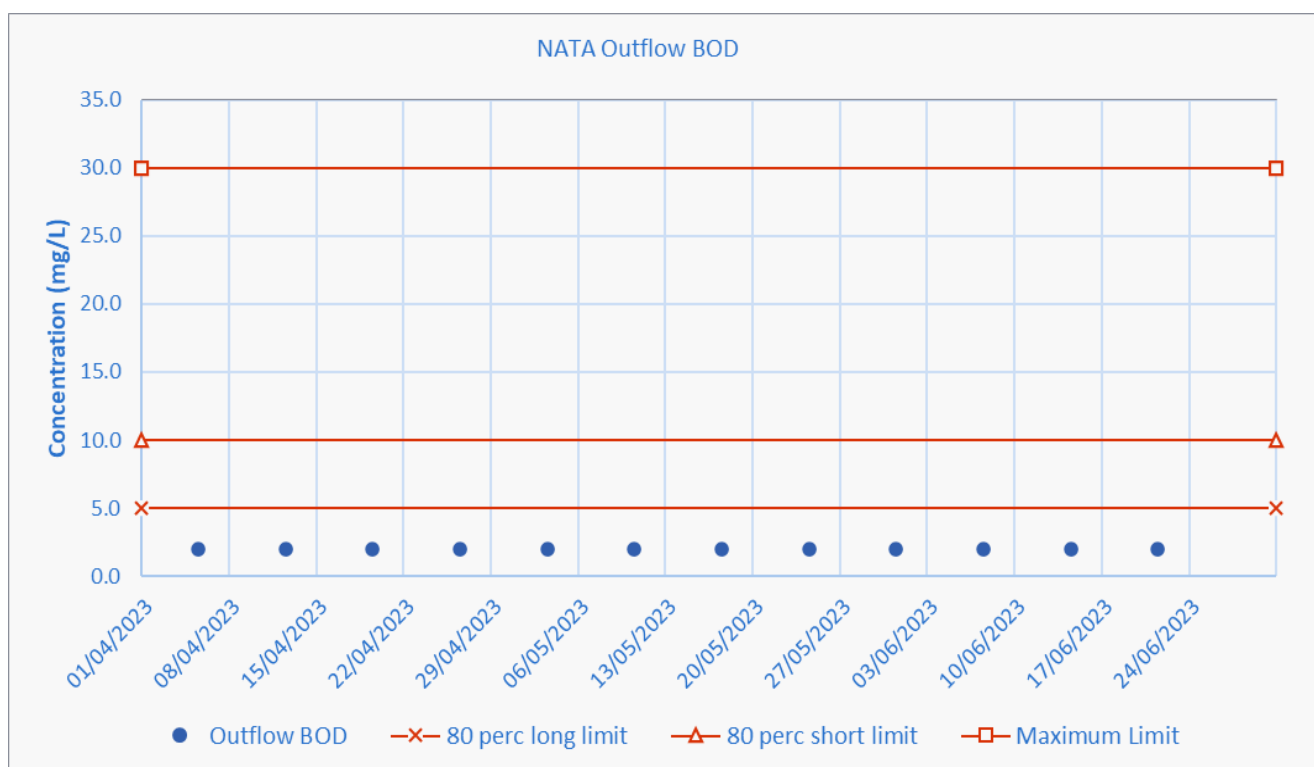


Image: Port Douglas WWTP final effluent - BOD₅ (biochemical oxygen demand)

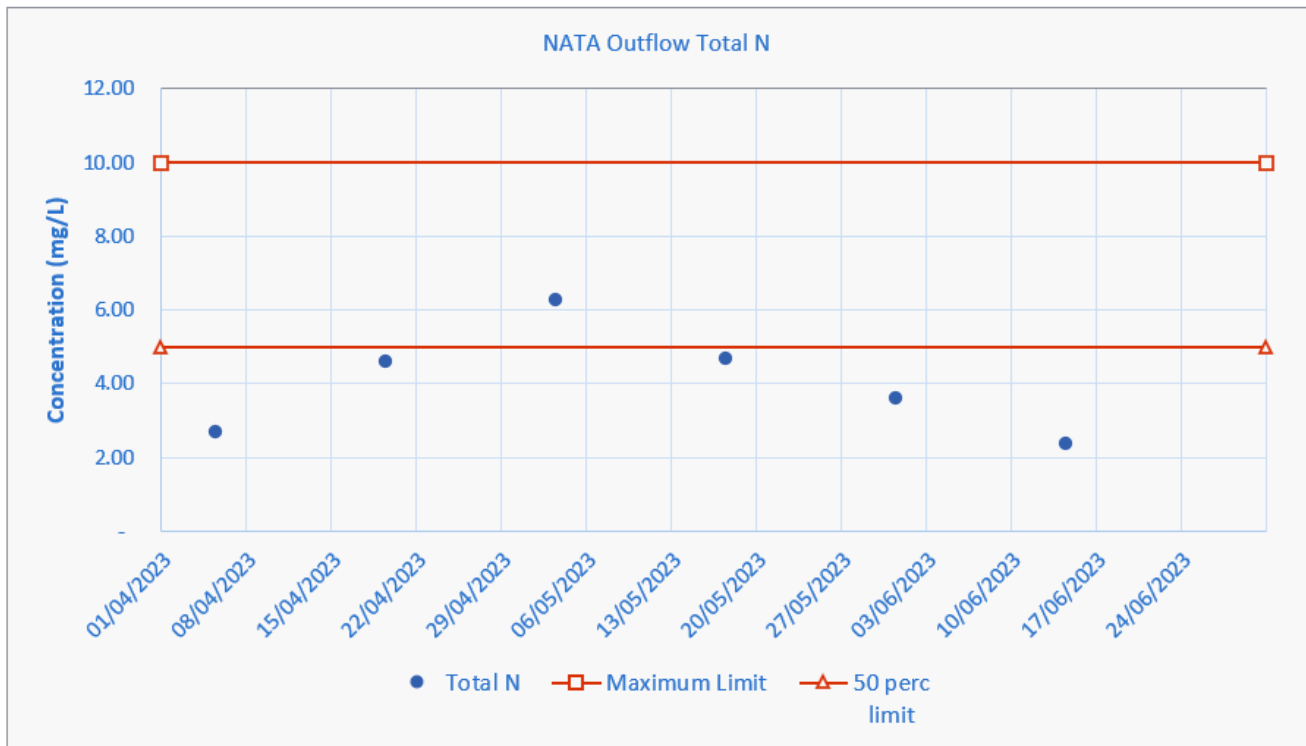


Image: Port Douglas WWTP final effluent - total nitrogen

Mossman Wastewater Treatment Plant

The results for final effluent key licence compliance parameters (ammonia, total phosphorous, total suspended solids, BOD5 and total nitrogen) are shown in the following graphs:

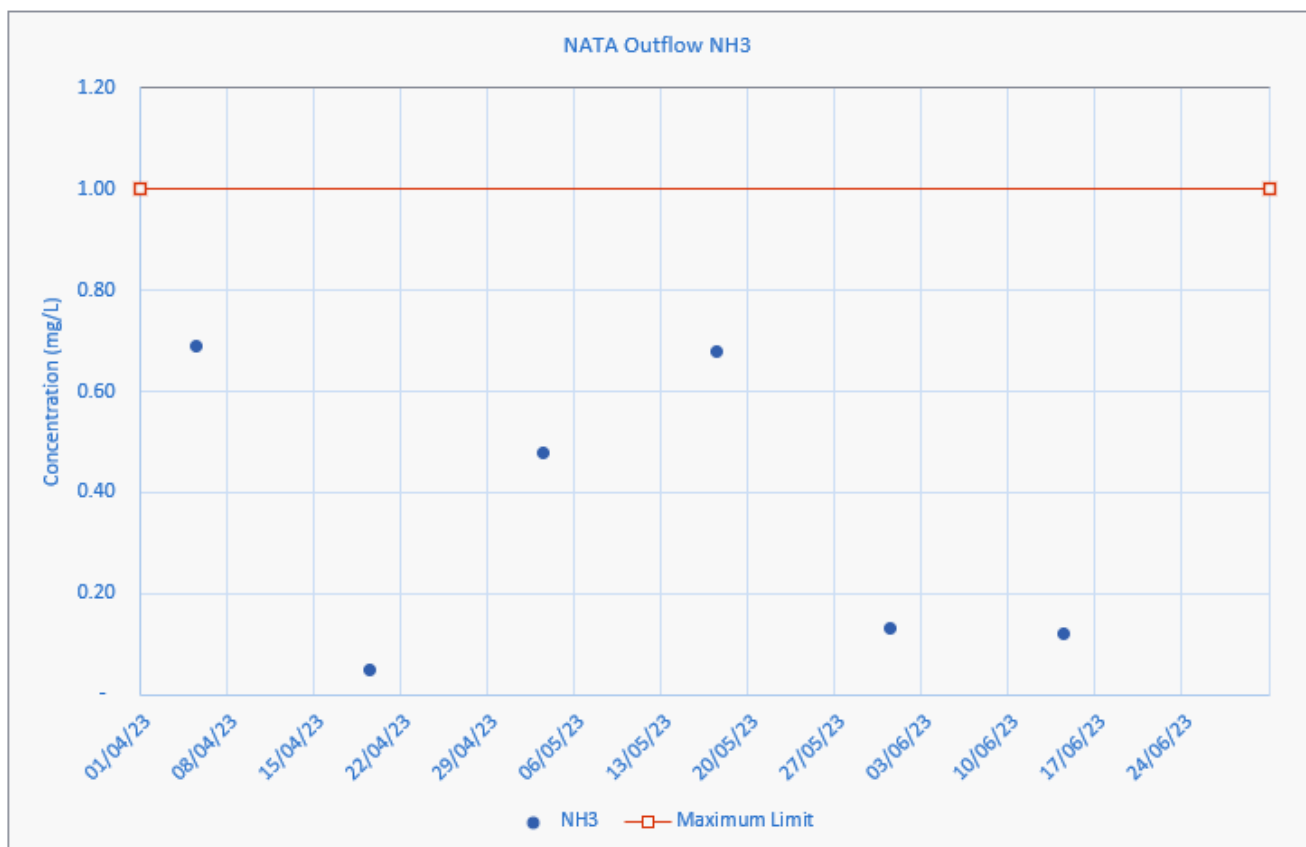


Image: Mossman WWTP final effluent – ammonia (NH₃)

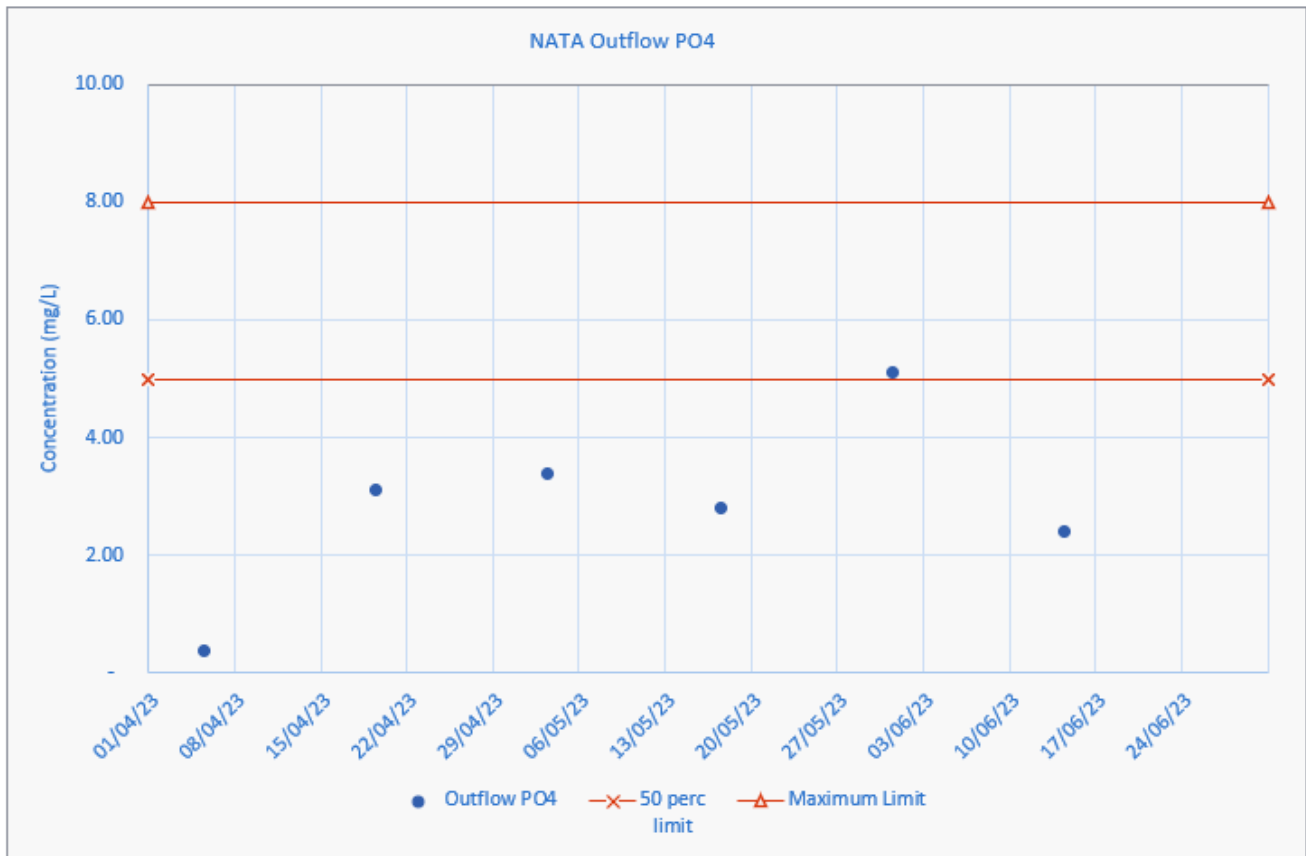


Image: Mossman WWTP final effluent - total phosphorous

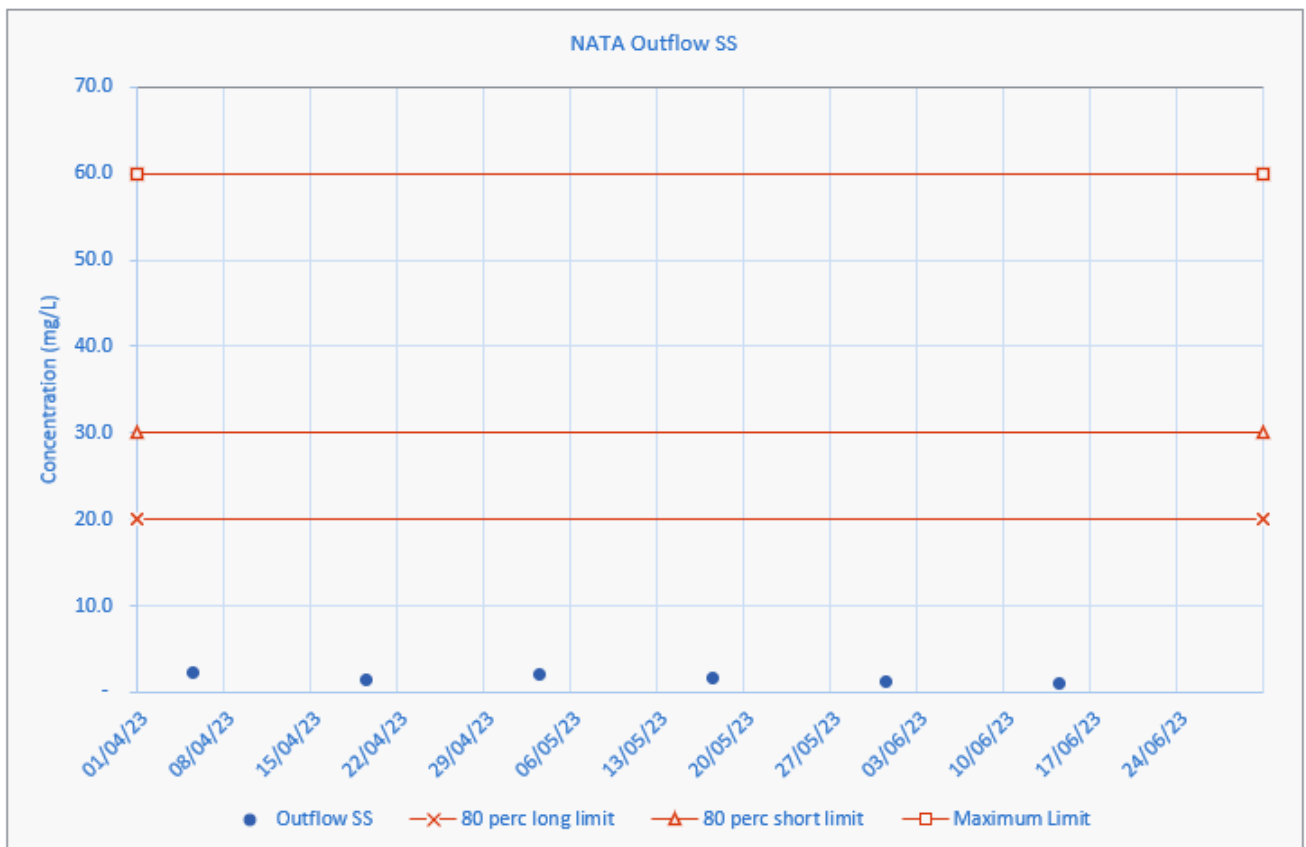


Image: Mossman WWTP final effluent - total suspended solids

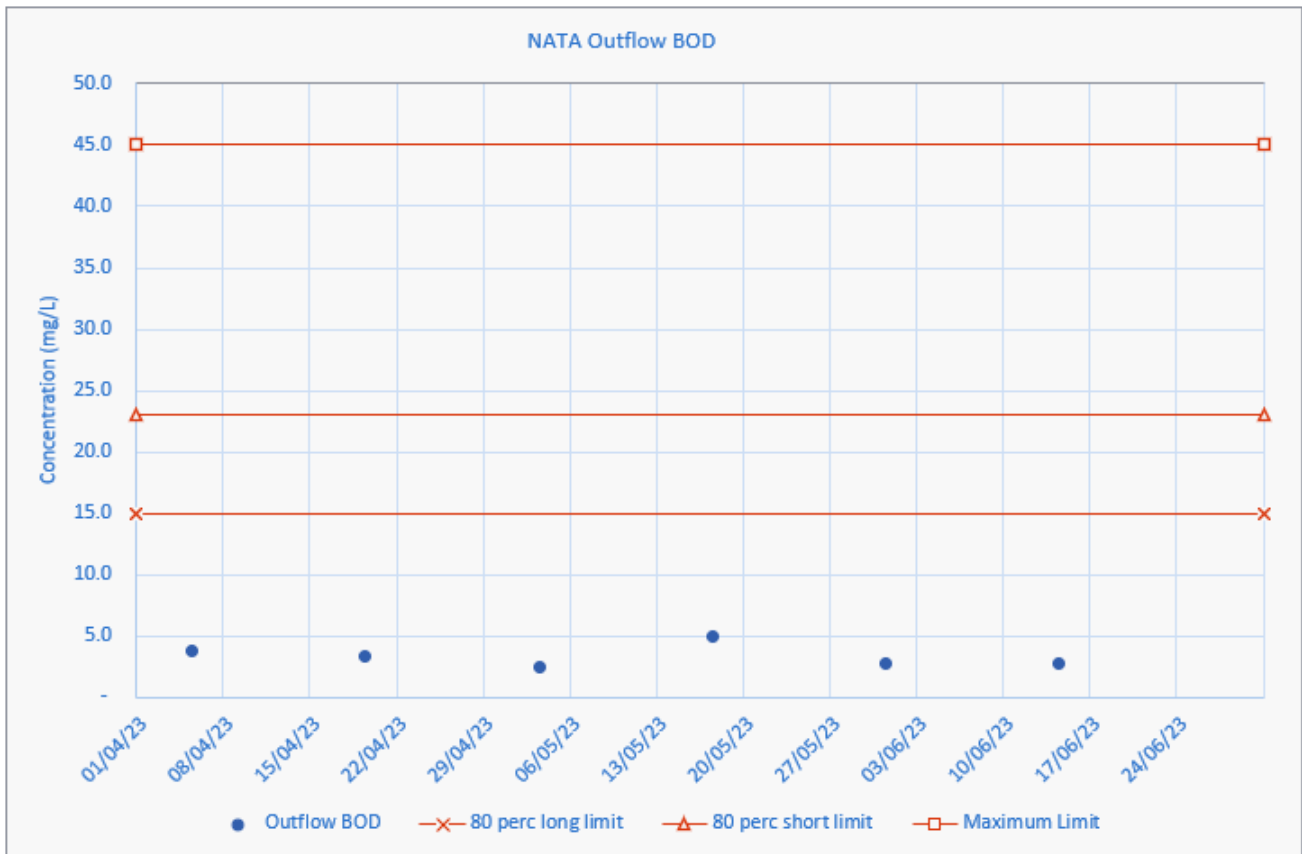


Image: Mossman WWTP final effluent - BOD₅ (biochemical oxygen demand)

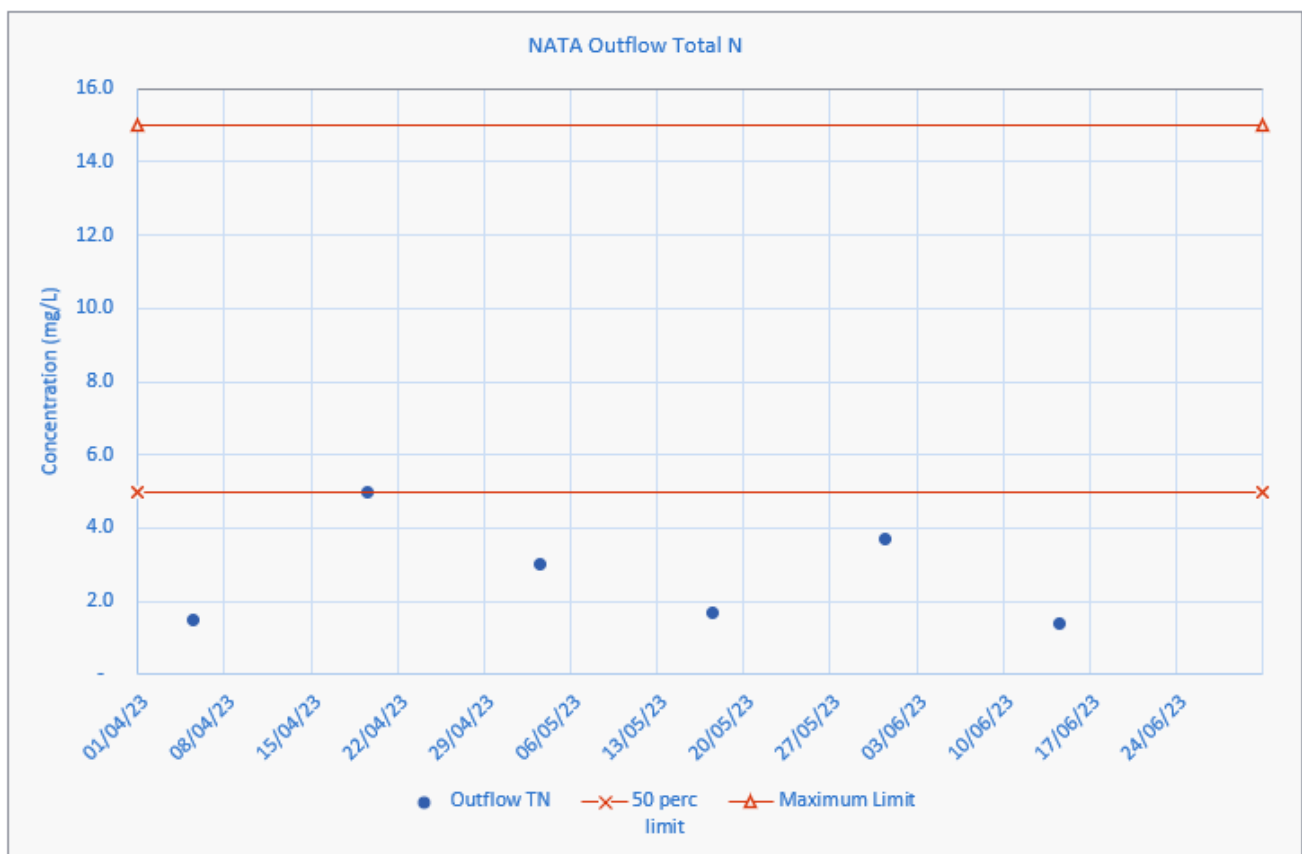


Image: Mossman WWTP final effluent - total nitrogen

Trade Waste

Trade waste inspections continued throughout the reporting period and included 3 businesses requiring direction for rectifying issues. Directions varied from small upgrades to total new systems requiring pre-treatment previously not captured or change of business practices now requiring pre-treatment.

Backflow

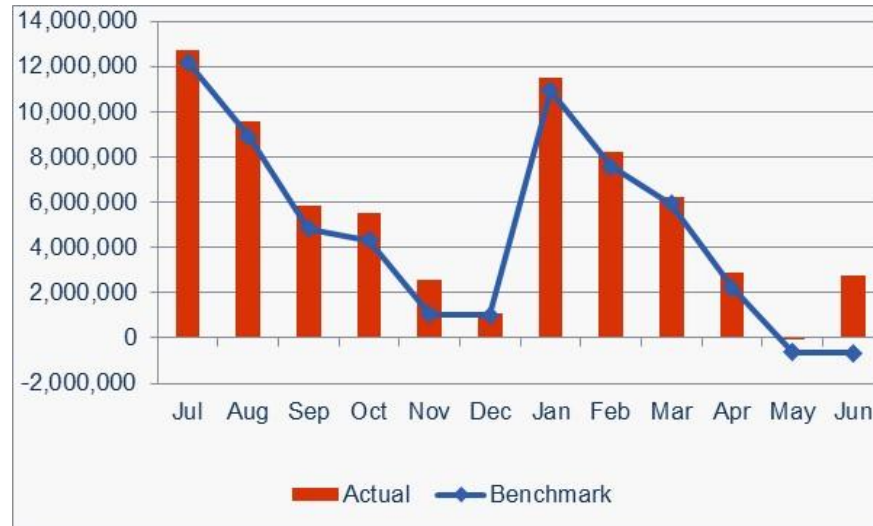
Backflow audits have been conducted upon request from our administration team. 14 different businesses have been audited as part of the process which included serial number checking and risk areas identified with direction to rectify.

Backflow ID teams meeting booked in for 11 July 2023 to team members and coordinators to establish the possible benefits of Backflow tags within the Shire. A possible trial may follow once assessed.

ORGANISATIONAL REPORT CARD

Financial Performance

Operating Result – Actual vs. Budget Year To Date

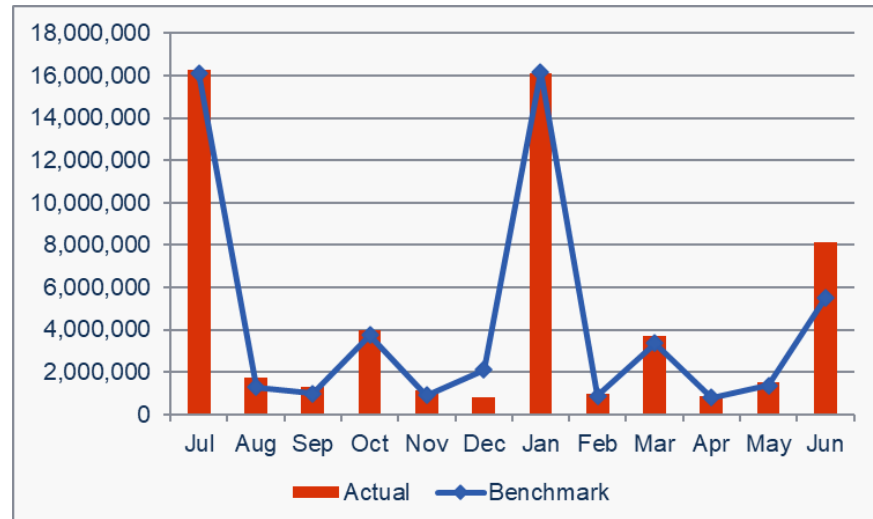


	Year To Date April	Year To Date May	Year To Date June
Benchmark:	2,217,139	-642,467	-665,796
Actual:	2,870,828	-19,442	2,790,682
Variance:	653,689	623,025	3,456,478

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

Interpretive Comments: Council adopted the 2022/23 Revised Budget on 13 December 2022.

Revenue Against Budget

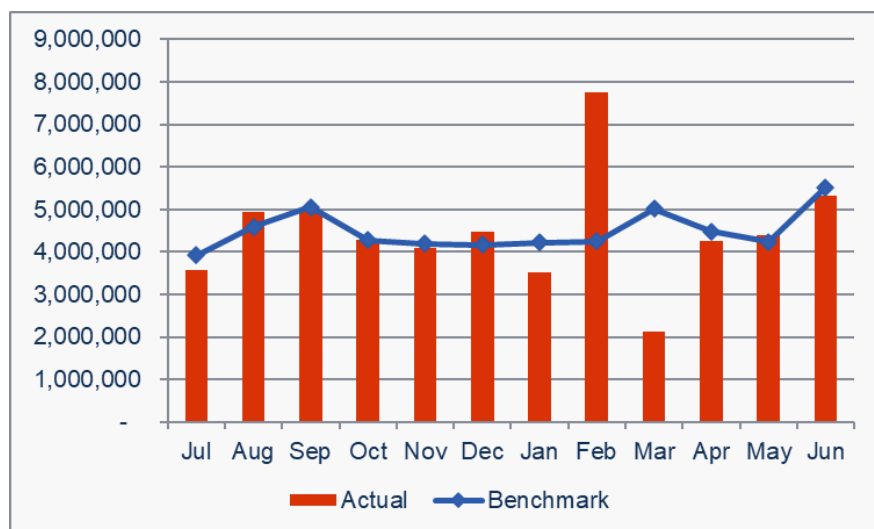


	April	May	June
Benchmark:	793,705	1,371,266	5,490,954
Actual:	870,251	1,503,183	8,133,240
Variance:	76,546	131,917	2,642,286

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

Interpretive Comments: Council has collected 106% of its forecasted operational revenue.

Expenses Against Budget

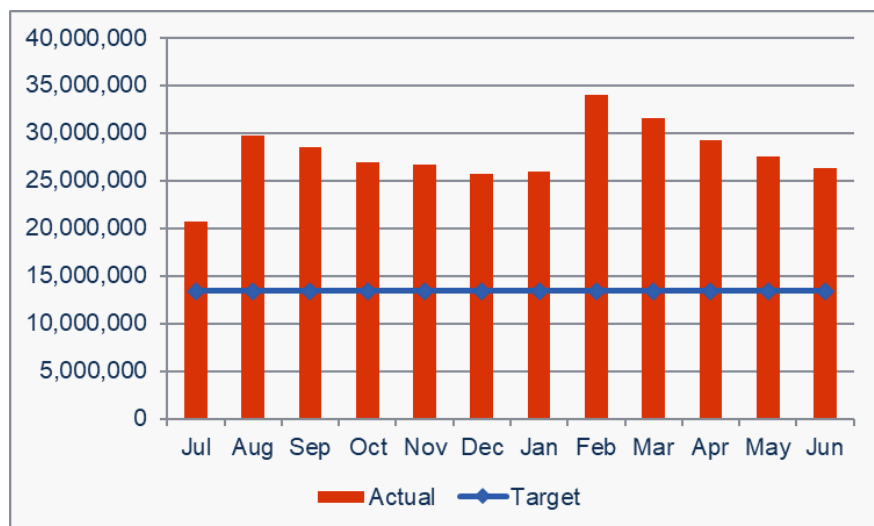


	April	May	June
Benchmark:	4,486,027	4,230,872	5,514,283
Actual:	4,255,887	4,393,455	5,323,115
Variance:	-230,140	162,583	-191,168

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

Interpretive Comments: Year to date operating expenditure is currently ahead of budget, predominantly due to inflationary impacts and emergent works.

Capacity to Meet Operational Expenses

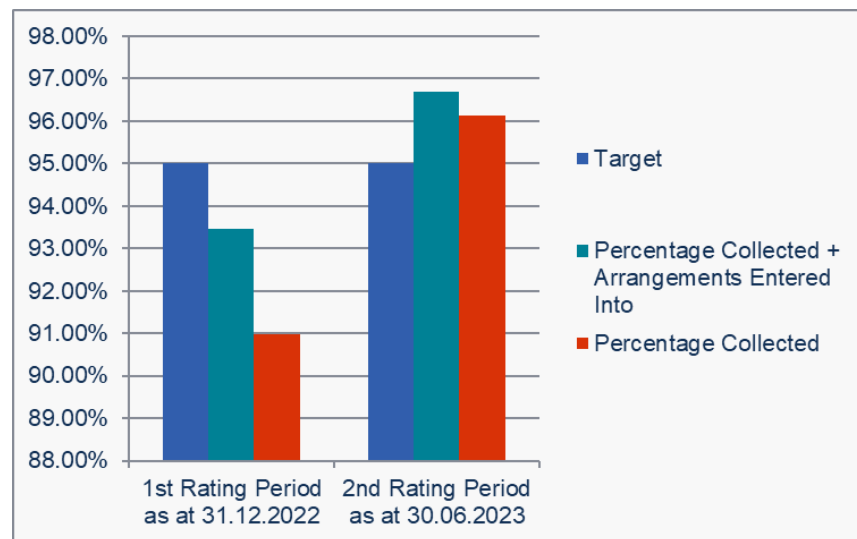


	April	May	June
Target:	13,402,114	13,402,114	13,402,114
Actual:	29,242,137	27,562,547	26,293,480
Variance:	-15,840,023	-14,160,433	-12,891,366

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.

Rates Collected



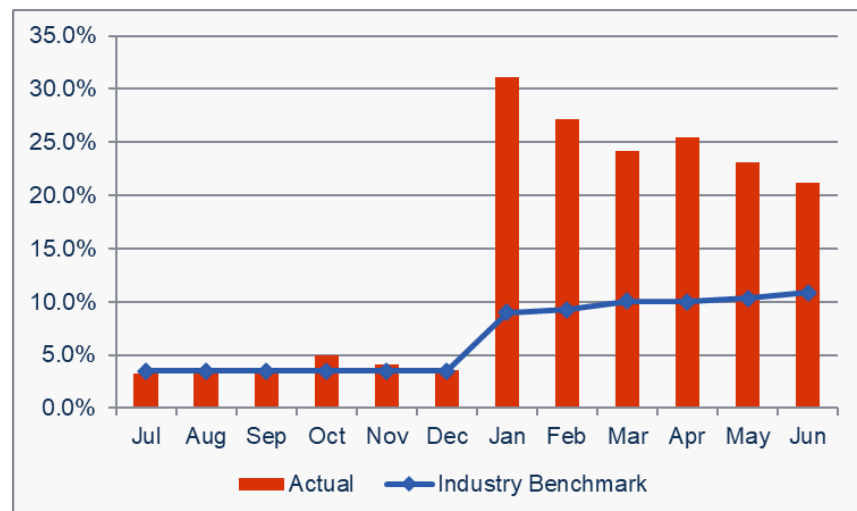
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	93.46%	96.68%
Percentage Collected:	90.99%	96.14%

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.

Human Resources

Lost Time – Workplace Injury

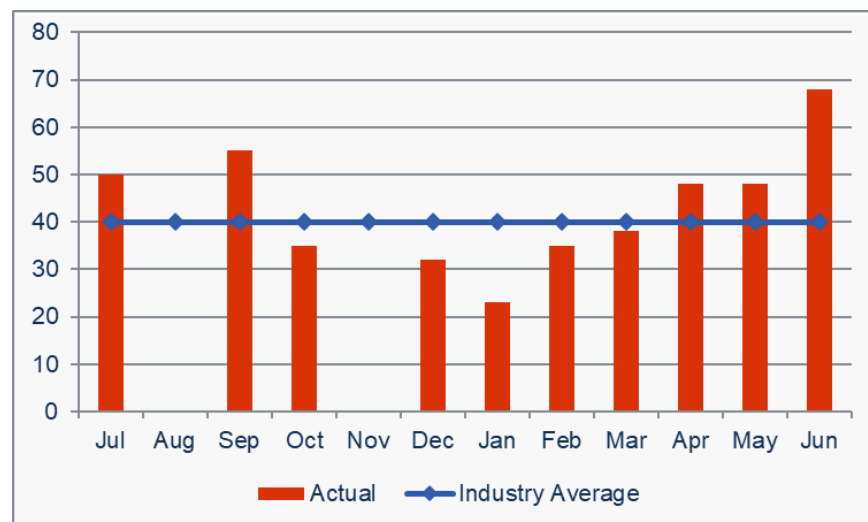


	April	May	June
Industry Benchmark:	10.0%	10.3%	10.8%
Actual:	25.4%	23.1%	21.2%

Explanatory Notes: This frequency rate is calculated as a rolling monthly average within a financial reporting year.

Interpretive Comments: The heightened spike in the graph is due to a change in the reporting formula. The formula has changed to be in line with our insurer LGW.

Efficiency of Filling Positions Vacant

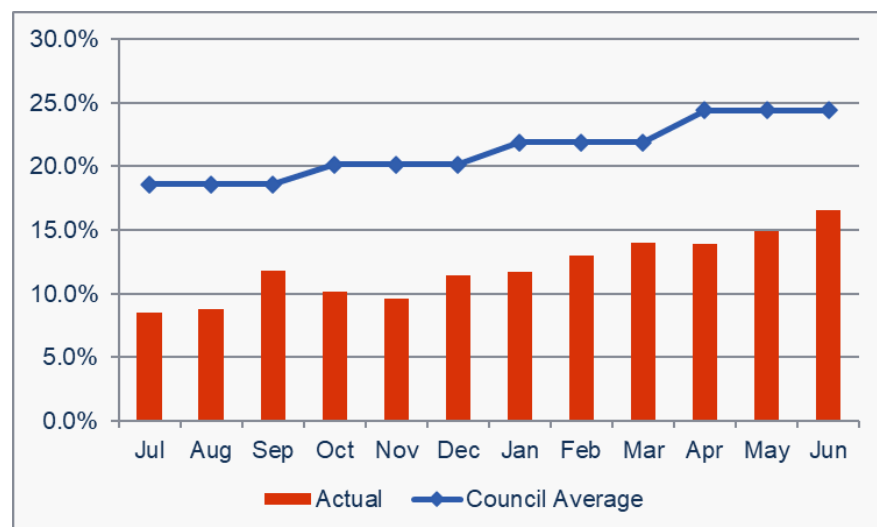


	April	May	June
Maximum:	40	40	40
Actual:	48	48	68
Variance:	-8	-8	-28

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: External recruitment activities during April to June 2023 remain consistent with external advertising dates extended on several positions to ensure sufficient pool of suitably qualified candidates and is reflected in this quarter.

Monthly Staff Turnover

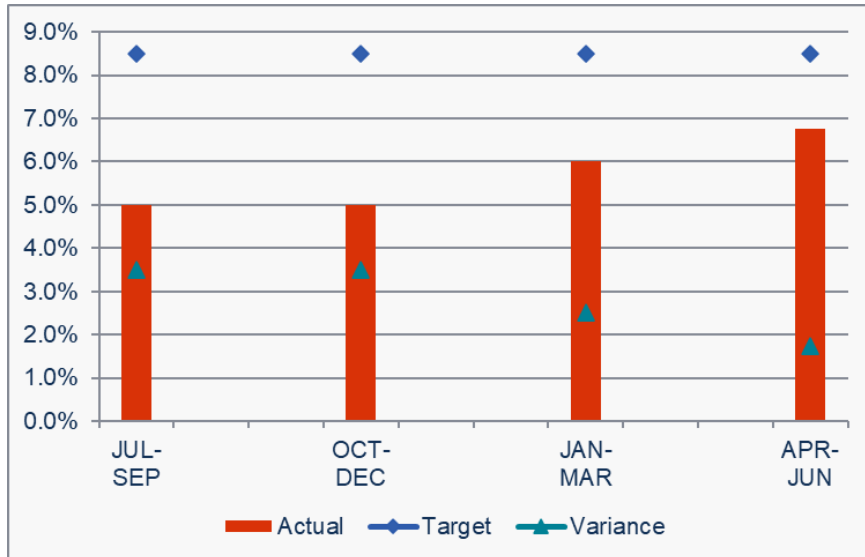


	April	May	June
Maximum:	24.4%	24.4%	24.4%
Actual:	13.9%	14.9%	16.6%
Variance:	10.5%	9.5%	7.8%

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 is average 15.14% for this reporting quarter, which is yearly average 24.4% of total staff. Council average turnover figures since continues to rise from previous years which has been the trend identified across Local Government and other industry sectors.

Workplace Diversity – Aboriginal & Torres Strait Islanders



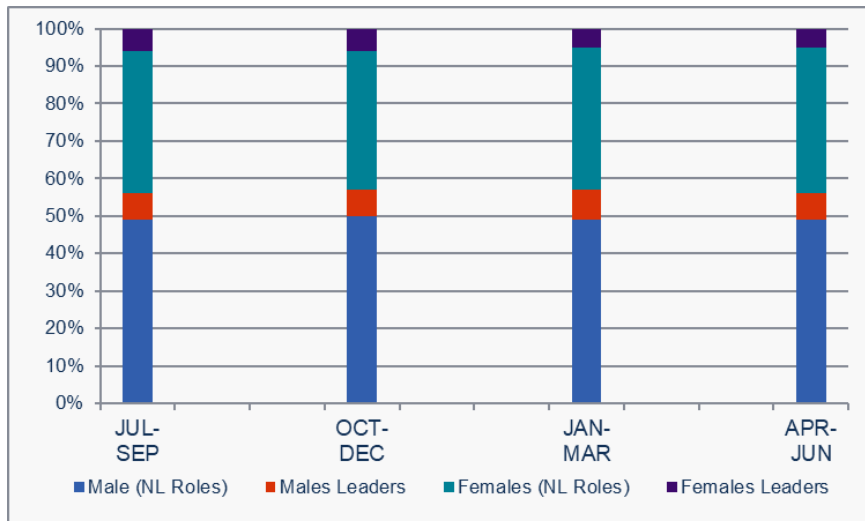
April – June 2023

Maximum:	8.5%
Actual:	6.8%
Variance:	1.8%

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 15 employees who identify as Aboriginal and Torres Strait Islander.

Workplace Diversity – Males & Females



April – June 2023

Males (NL roles):	49%
Males	7%
Females (NL roles):	39%
Females:	5%

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

Interpretive Comments: In this quarter Council employed an average of 222 staff - 56% male and 44% female. The number of leadership roles remained unchanged with 16 male staff and 11 female staff holding leadership roles.

Environment and Planning

Development Applications Lodged



	April	May	June
Actual:	15	17	21

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: There has been a slight reduction on the number of development applications received over this reporting period however numbers remain steady.

Assessments Completed Within Statutory Timeframe

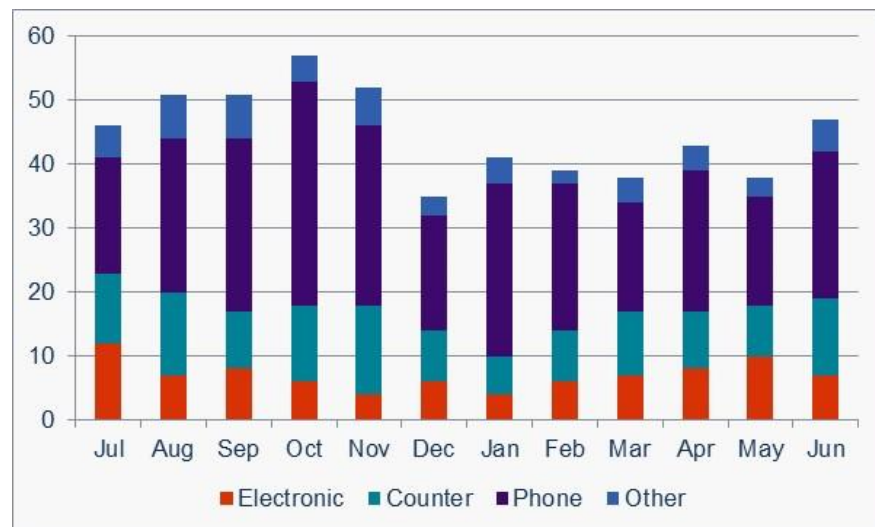


	April	May	June
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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.

Development & Assessment Officer Enquiries

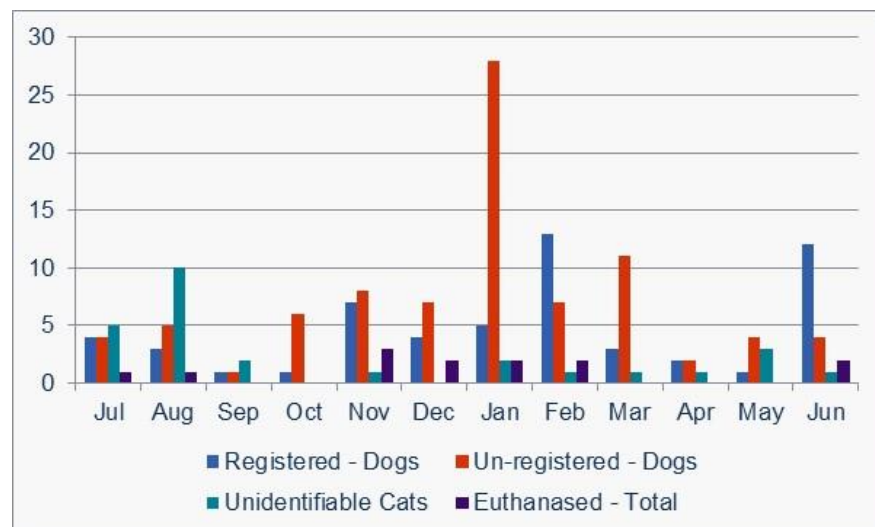


	April	May	June
Electronic:	8	10	7
Counter:	9	8	12
Phone:	22	17	23
Other:	4	3	5

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: Number of enquiries received by the Planning Department have remained relatively consistent with previous reporting months.

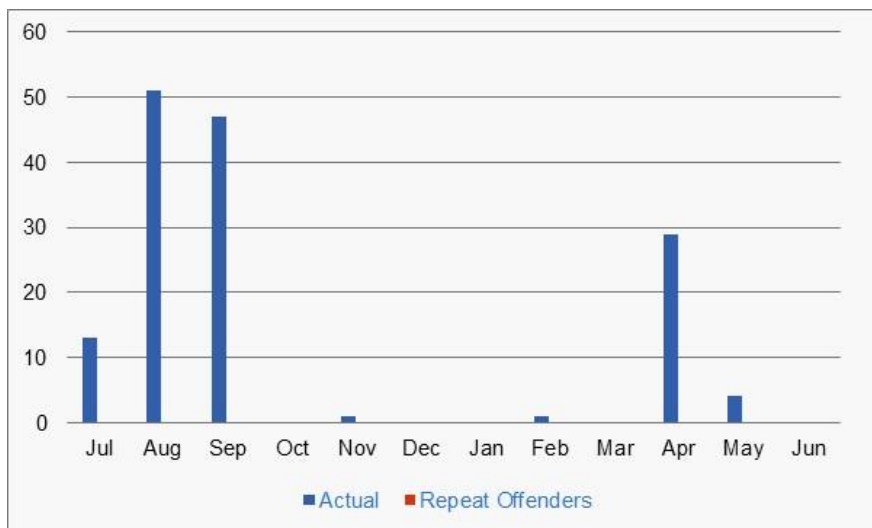
Animal Impoundments



	April	May	June
Registered - Dogs	2	1	12
Un-registered - Dogs	2	4	4
Unidentifiable Cats	1	3	1
Euthanased - Total	0	0	2

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 euthanised.

Illegal Camping



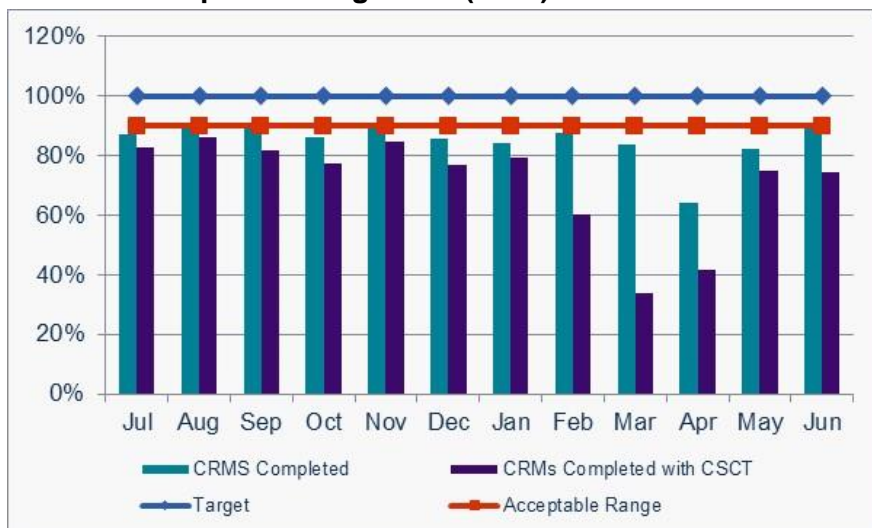
	April	May	June
Actual	29	4	0
Repeat Offenders	0	0	0

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: Campers have been issued with verbal warnings and with an information brochure that details the laws surrounding camping and provides a list of alternative camping options.

Customer Service

Customer Request Management (CRM) Records



	April	May	June
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	64.13%	82.26%	89.84%
CRMs Completed within CSCT:	41.62%	75.00%	74.56%

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 lower than the previous quarters.

Top 5 CRMs

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

April

	Category	Quantity
1.	Leaking/Broken Service Pipe	77
2.	Animal Management - Misc	63
3.	Trees (street/park)	51
4.	Smart Water Meter Assistance	43
5.	Rates – General Information	26

May

	Category	Quantity
1.	Leaking/Broken Service Pipe	93
2.	Trees (street/park)	44
3.	Planner of the Day	41
4.	Animal Management - Misc	27
5.	Smart Water Meter Assistance	26

June

	Category	Quantity
1.	Leaking/Broken Service Pipe	70
2.	Planner of the Day	32
3.	Smart Water Meter Assistance	26
4.	Animal Management - Misc	26
5.	Barking Dog	24

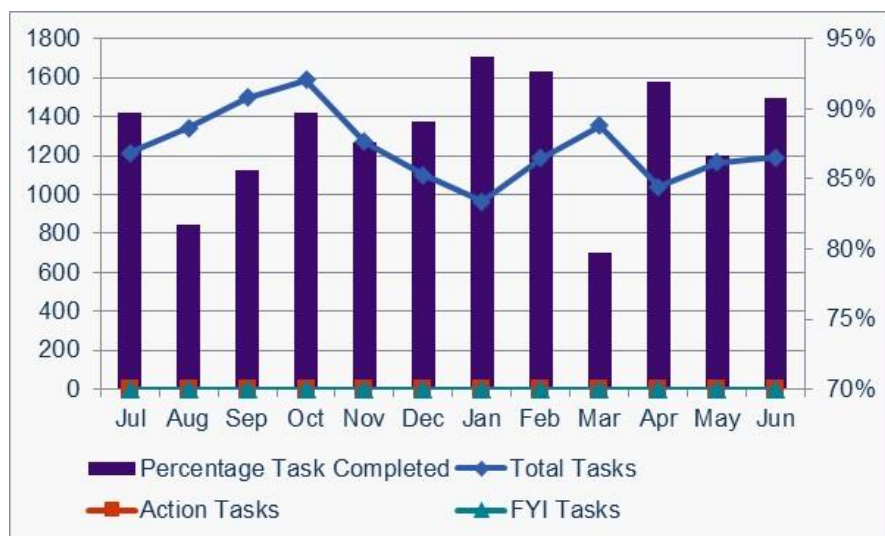
General Customer Enquiries

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

	April	May	June
<u>enquiries@douglas.qld.gov.au</u> <u>(direct email and via web)</u>	1495	1855	1829
Phone Calls to 4099 9444	1560	1545	1786

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

Inwards Correspondence Actioned

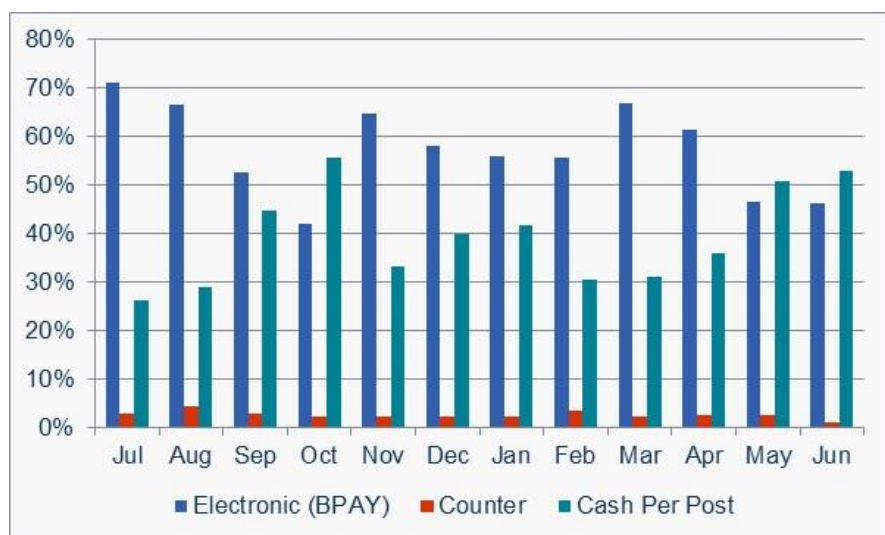


	April	May	June
Total Tasks:	1041	1164	1190
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	91.93%	86.68%	90.76%

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

Interpretive Comments: The completion rate of tasks for this quarter is consistent with previous quarters.

Rates Payment Methods



	April	May	June
Electronic (BPAY):	61.52%	46.66%	46.12%
Counter:	2.55%	2.41%	1.09%
Cash Per Post:	35.93%	50.92%	52.79%

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.

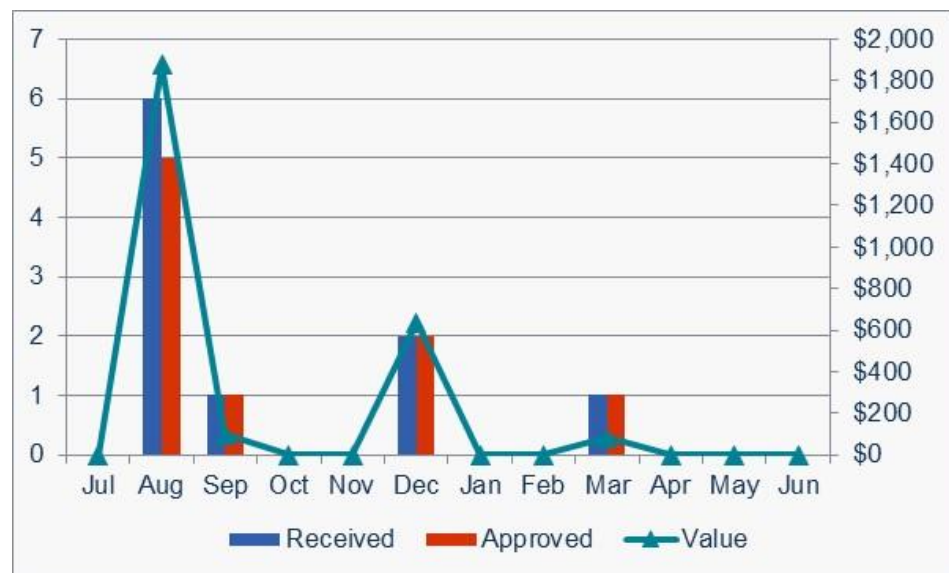
Media and Communications

Council Communications to Communities

	April	May	June
Facebook Posts (people reached)	24,729	16,339	24,760
Website Views	13,609	36,845	44,264
Public Notice Advertising	1	4	6
Media Releases	2	1	3

Explanatory Notes: This table details the various means used to communicate with our communities. The media release count includes releases, enquiries and statements made to the media.

Community In-Kind Request



	April	May	June
Received:	0	0	0
Approved:	0	0	0
Value:	\$0.00	\$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.