

5.6. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD APRIL TO JUNE 2022

REPORT AUTHOR Rachel Brophy, Chief Executive Officer

DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council notes the Organisational Report Card and the Report from the Chief Executive Officer for the period April to June 2022.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from April to June 2022. As part of the administration's review and continual improvement in the way the business of Council is communicated, the "Organisational Report Card" was developed to provide a regular snapshot for Councillors and the community on a selection of operational indicators. 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 Q4 of 2021-22.

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

As outlined in the Operational Plan Progress Report, key achievements include:

- Asset Management System – as the owners and custodians of approx. \$430M of public infrastructure, it is crucial for Council to ensure the best practice methodology for the assessment and renewal of assets.
- Disaster Management – a lot of work has been achieved during 2021-22, including flood mapping of the Mowbray/Mossman River catchments and the installation of five new automatic rain gauges
- Completion of statutory obligations – including the annual review of statutory policies and Council's delegations register
- Reef Assist – as a Reef Guardian Council, Council adopted new Foreshore Management Plans in April 2022.
- Illegal dumping – help the community to better understand the impacts of illegal dumping with the installation of new signage, which was grant funded.

- Audit of kerbside rubbish collection – the audit is complete and this information will assist in further education.
- Smart water meter – successful rollout of stage 1, which will help our community identify water leaks and reduce wastage.

PROPOSAL

That Council notes the Organisational Report Card and the Report from the Chief Executive Officer for the period April to June 2022.

FINANCIAL/RESOURCE IMPLICATIONS

As this report focuses on Q4 of the 2021-2022 financial year, Council's operations are conducted in accordance with the 2021-2022 Budget adopted on 15 June 2021.

RISK MANAGEMENT IMPLICATIONS

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

SUSTAINABILITY IMPLICATIONS

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

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

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

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the *Local Government Act 2009*, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2020-2021 adopted on 8 June 2021.

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 2022 [**5.6.1** - 99 pages]
2. Organisational Report Card April to June 2022 [**5.6.2** - 15 pages]

DOUGLAS SHIRE COUNCIL

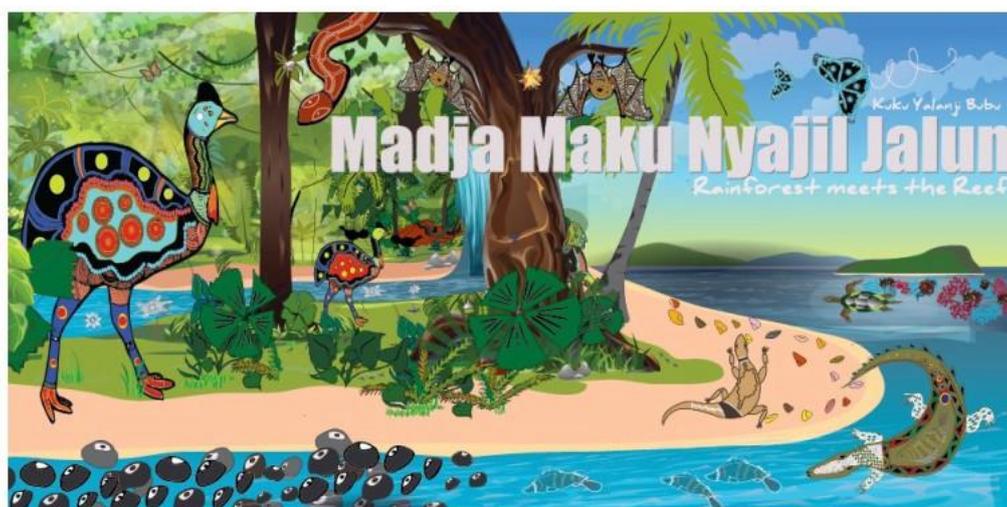
REPORT FROM THE CHIEF EXECUTIVE OFFICER

2021 - 2022

April - June 2022

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

DOUGLAS
SHIRE COUNCIL



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

Contents

OFFICE OF THE CHIEF EXECUTIVE OFFICER.....	4
PEOPLE AND COMMUNITY SERVICES	5
Libraries	5
Douglas Pool & Caravan Park	11
Human Resources.....	24
Media and Communications	25
Council Grants Program	25
FINANCE AND CORPORATE SERVICES	27
Finance	28
ICT (Information & Communications Technology) Services.....	30
Records.....	30
Front Line Services (FLS) and Integrated Services (IS).....	32
GOVERNANCE	36
ENVIRONMENT AND PLANNING	38
Planning	38
Plumbing and Drainage	41
Local Laws	41
Resource Management	42
Sustainability	45
Environmental Health	51
INFRASTRUCTURE	52
Civil Operations	52
Building Facilities.....	67
PROJECT OFFICE	71
Capital Works.....	71
Disaster Recovery Projects	76
WATER AND WASTEWATER.....	77
WATER.....	77
Water Consumption.....	77
Operations.....	80
Water Quality.....	84
Water Education.....	86
WASTEWATER	86
Sewerage	86
Wastewater Treatment Plants	86
CAPITAL WORKS	96

OFFICE OF THE CHIEF EXECUTIVE OFFICER

The last quarter of the financial year is always particularly busy. The team have worked very hard with Councillors to develop the 2022-23 Budget and Operational plan. These are large planning documents that usually take six months to complete and took a large effort from across the organisation. At the same time, staff have completed the end of financial year reporting for the 2021-22 financial year. As noted in the June 2022 Financial Report, Council is currently tracking to be ahead of its budgeted financial position.

The opening of State borders and return to travel has been a wonderful sight to see across the Shire, particularly with the influx of domestic visitors. With this again comes the heightened awareness of Council's Covid measures to ensure that our staff and communities are kept as safe and well as possible.

The Mayor and CEO travelled to Canberra in June to attend the National General Assembly. This is the annual meeting of Mayors, Councillors and CEO's from across Australia. After being interrupted by Covid, it was pleasing to see nearly 1,000 people gather in Canberra to discuss and debate the major issues effecting the sector. A key issue discussed was the Federal Assistance Grants. The Local Government sector in Australia receives less than 1% of tax revenue, yet is custodian of the majority of public and community infrastructure. ALGA has called on the new Federal Government to review the funding pool available to Local Government to ensure Council's can continue to deliver services and renew community infrastructure.

As outlined in the Operational Plan Progress Report, key achievements include:

- Asset Management System – as the owners and custodians of approx. \$430M of public infrastructure, it is crucial for Council to ensure the best practice methodology for the assessment and renewal of assets.
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PEOPLE AND COMMUNITY SERVICES

Libraries

Adults:

Online resource usage remains steady following strong growth of 25% in 2021. For both Port Douglas and Mossman branches for April-June 2022 loan numbers are:

- Eaudio book: 934
- Ebook: 1,086
- Freegal: 75
- Emagazines: 768
- Beamafilm: 237

In partnership with U3A, weekly Mahjong classes are enjoyed by over 50s in the library. Attendance is strong and steady, averaging 20 players every week.



Image: Mahjong at Mossman Library

Alongside monthly movie mornings for adults, Mossman Library also hosted the Sydney Writer's Festival Live Stream. The ability to broadcast live events remotely expands the range of authors available to our region. Michelle de Kretser & Christos Tsiolkas session was most popular, with 10 attendees. Events for adults help to address community concerns of loneliness and isolation.

Young People:

In-person training provided by State Library of Queensland is a wonderful professional development session for three of our librarians. Mossman library has three weekly sessions for babies, toddlers and preschoolers. Baby Rhyme Time averages 25 babies plus carers, Toddler Time 15 tots plus carers, and Storytime 5 preschoolers.

These sessions provide additional early literacy support to the extended care circle of the little one, including grandparents, aunts and uncles and kinship carers.



Image: First 5 Forever training held in Cairns City Library

Outreach continues to be vital to support early literacy within the community. Recent visits include various playgroups, kindergartens, and primary schools. These visits provide early literacy coaching to professionals as well as direct assistance to primary carers.



Image: NGAMU & KANKAL Playgroup outreach visit

Mossman Library's weekly after-school Lego sessions are always popular. The kids can display their creations in the junior section until the next session. Averaging 15 kids per week, it is a great way to promote library spaces and encourage membership and borrowing from our young community members.



Image: Weekly Lego for the kids

School holidays are one of the busiest periods for the libraries. From educational visits by local providers, to a make-your-own boardgame session, there is plenty to keep the kids entertained. Sessions book out very quickly and are capped to maintain quality and enjoyment of the program. Library staff tie in use of our online resources and physical collections for further learning.



Image: Wildlife Habitat presentation

Library Spaces:

Mossman Library's meeting room is almost fully booked by community groups every week. From NDIS providers to Indigenous art support groups, this space is much needed and appreciated by our community. The library staff are always on hand to provide extra support, resources and advice.

Public access PC usage figures for June 2022:

- Mossman Library: 455 bookings totalling 277 hours
- Port Douglas Library: 214 bookings totalling 114 hours

New PCs will be installed at Port Douglas Library to meet increasing demand.

Mossman Library has some fun creating new, themed displays each month. The displays are eye-catching and help to increase awareness and loans of the wide variety of topics available with your library membership.



Image: Recent library display



Images: Recent library displays

Douglas Libraries Facebook page continues to be a well-utilised option for advertising library programs. Its instant nature suits the current climate with ever-changing health guidelines and ensures that the public can stay up-to-date on latest developments.

Schools and community groups can easily support and share Library posts, increasing visibility and easily reaching target demographic groups.

Post reach for the month of June is 4,848 people. Followers have increased to 693, compared to 480 in June 2021. The libraries team is working on producing a better email update system that will suit two distinct groups – library members and professional contacts. This will save time and effort by contacting those best placed to support library events.

It has been a delight to be able to re-introduce jigsaws for the public to complete. It brings our community and visitors together and brings a lot of satisfaction upon finishing a beautiful landscape. Board games are also available for use in the library.



Image: A recently completed community jigsaw puzzle

Douglas Pool & Caravan Park

Nipper Sign on Day at the Mossman Pool

For the first time ever the Port Douglas Surf Life Saving Club (PD SLSC) held their Nipper sign on day at the Mossman Pool, which saw well over 60 kids plus their families visit the facilities.

The sign on event will took place shortly after the conclusion of the ten (10) week Nipper training community initiative hosted by the Mossman Pool. The sign on day brought budding nippers to the pool to sign up and conduct their in-pool assessment, while enjoying a sausage sizzle. This was heavily promoted in the community through PD SLSC channels, digital & traditional media.



For more info visit our website
www.portdouglassurf.club

Image: Port Douglas lifesavers promoting Nipper sign on day

Timber

It was a loud couple of days with chainsaws and chippers roaring. The Caravan Park received a much-needed hair cut with the trimming of older trees, problem branches, and de-coconuting in preparation of the onslaught of tourists ahead of the busy season.

Not only was this necessary for the safety of our guests, overall tree health, but also an important part of the beautification strategy for the park to keep it looking fresh and inviting for fifth wheelers all around our great country.



Image: Arborists trimming trees

Happy Campers

“Red Earth”, an organisation that gives students the opportunity to make a journey to remote Indigenous communities, has chosen Mossman Caravan Park as their choice campground that has already hosted 100 students with another 100 booked in for later stays.

The benefits for these students are a meaningful and enriching journey. From the experience, Red Earth is encouraging each student to give, grow and lead.

These three facets drive everything they offer students before, during and after the immersion curriculum-based journey.

We are proud to be able to host these young groups while they actively learn, appreciate, and make meaningful contributions to remote communities.



Image: Red Earth students staying at the caravan park

Cabin Refit

The cabins have received a facelift . Inspired by the Shire’s natural assists one was styled after the rainforest the other reflected the beach. Cost effective additions that added a bit of flavour and flair really made a difference in presenting the cabins as caravan chic, worthy of a competing price tag in the market.



Image: Cabin1 after refurb



Image: Cabin 2 after refurb

Community and Economic Development

Sport and Recreation – Masterplan Updates

Port Douglas Sports Complex. The Port Douglas Raiders Rugby Club are now sporting new shaded roof structure to complement their tiered timber seating that will double as grandstand.

The club applied for the very competitive Building Better Regions Fund and were granted \$41,000 for steps/ seating, balustrading, and undercover area.

Council Officers have supported the club through the application and building process.



Image: A new shade structure and grandstand seating at the Port Douglas Sports Complex



Image: A new pathways completed at the Mossman Showgrounds

View the Masterplan [here](#).

Arts and Culture – RADF

Council's 2021-2022 Regional Arts Development Fund (RADF) Local Grants Program opened 14 February 2022 and closed 4.30pm 11 April 2022. Seven applications were received for the grants program, requesting a total of \$33,656. All seven applications were recommended for funding by the RADF Committee and approved through Council on 31st May 2022.

Projects and local creatives that received funding in the 2021-22 round included:

- Cane - a new work of literary fiction. Development and research of a new book by Bill Wilkie
- Vortibles - an immersive visual arts and audio installation by Victoria Lees that will tour to the Cairns Festival
- Resilience – A solo art exhibition by Jacqueline Joosen that will be held at the Port Douglas Community Hall in June and July 2022
- Confounded – the development and exhibition of two new visual arts works by experienced local artist and curator Jill Chism
- Beneath Tropic Skies (part 2) - the second part of Pam Willis Burden's Beneath Tropic Skies oral histories project
- The Power to Rise Above – book development and presentation of a new book tackling mental health and empowerment by Sandra Davies. Sandra will be presenting the book at the Logan Writers Festival
- MANnerisms – a visual art solo exhibition at the Tanks Arts Centre by local artist Tim Ellis

The Regional Arts Development Fund (RADF) is a Queensland Government and Local Government partnership to support local arts and culture in regional Queensland. RADF promotes the role and value of arts, culture and heritage as key drivers of diverse and inclusive communities and strong regions. RADF invests in local arts and cultural priorities, as determined by local communities.

Port Douglas Markets

Once again Port Douglas has seen the crowds of tourists return to the Port Douglas Markets, with a record attendance day since the start of COVID 19.

Market Coordinators have been busy working on improvements to the markets inclusive of marketing, operational changes, and procedures as well as survey to market stall holders, consulting the stall holders on how they would describe the Port Douglas Markets. This insight will likely be utilised for future marketing opportunities.



Image: Port Douglas Market Visitor examining items to purchase

Do It In Douglas

Do It In Douglas continues to celebrate and showcase businesses in the Douglas Shire. The Facebook Page now has over 950 followers. The monthly newsletter delivers key information to local businesses including relevant Government Grants, local news, events and stories. Visit the site and subscribe [here](#).





Have you heard about CocoNutz?

The Daintree Bio Precinct is gearing up to make waves across the region and beyond as CocoNutz gears up to start production of its secret sauce - a sweetener substitute using by-product from local sugarcane!

The secret sauce is used in the production of a popular Asian sauce, Kecap Manis, which will be produced in Mossman for export to Asia. Needless to say exciting things are happening in Mossman...stay tuned!



FNQ Food Incubator Visit to Douglas

Celebrating small business month in May, Lara Wilde and the team from FNQ Food Incubator Hub visited the Douglas Shire and met with businesses involved in our agriculture and food sector.

From cocoa beans, micro greens, barramundi, regenerative ag solutions, and more, there's growing momentum in the Douglas food story and we can't wait to see what comes next!



Images: Example of Monthly Newsletter

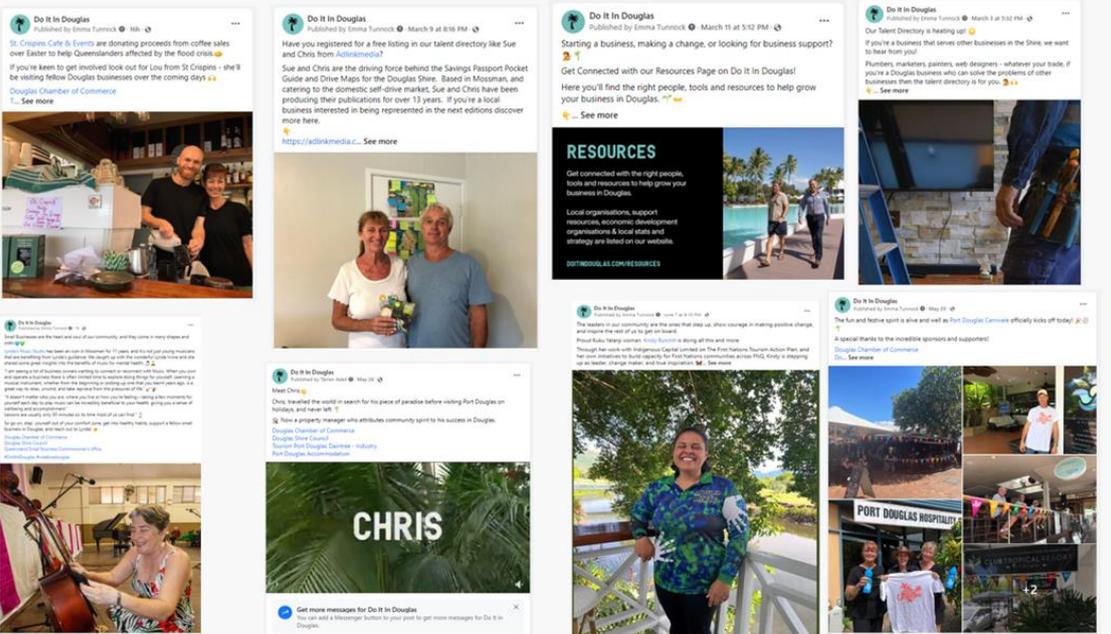


Image: Example of Facebook Posts

Housing Working Group – update

Following the first Housing Working Group meeting in December 2021, a second meeting was scheduled in April with a subsequent workshop presentation delivered to Councillors in May. The presentation covered;

- Insight into actions taken by other councils
- First iteration brainstorming ideas list
- The roles of stakeholders
- Better understanding the situation in Douglas
- Next Steps – undertake 2022 residential needs analysis, access and review airbnb data

Investment Prospectus

The draft of the Douglas Shire Investment Prospectus has been delivered following a workshop presentation to Councillors, and outreach to key stakeholders, including business owners, regional organisations, and Douglas Chamber of Commerce.

The purpose of the Investment Prospectus is to showcase the Shire as a location of prosperity and opportunity; and to promote the liveability of the region and encourage investment, skilled migration, and entrepreneurship. Several projects are in the planning stages that will position Douglas as a region of dynamic growth, with sustainability and environment at its heart.

The draft Investment Prospectus will be further refined with the new 2021 census data having just been release, and it will go through a final revision with key stakeholders before being published in July 2022. The Investment Prospectus will be updated as new and relevant data and information becomes available. Example pages from the draft document are provided below;

Lifestyle meets Livelihood
The Douglas Shire offers a unique environment for businesses, families and individuals to thrive.

- Culture and lifestyle opportunities
- Climate friendly and sustainable business practices
- Access to natural and cultural resources
- New regional opportunities
- Excellent quality of life in Australia's 47th

A Growing Economy
World renowned tourism destination

12,519 people	6,677 tourists
1,273 local businesses	6,692 employed tourists
95.9% of all jobs are employed	611 tourism jobs per year

Thinking Tourism
Tourism is the cornerstone of the region's economy and the largest employer in Douglas Shire, supporting 2,206 jobs and paying more than \$871 million per year in the local economy.

Agriculture and Aquaculture
Agriculture production in the Douglas Shire continues to grow and diversify, seeking to expand the growing high value food exports from the North Queensland to Queensland's Agri-Export Hub by 2030.

4 x videos were also produced as part of *Do It In Douglas* and to accompany the Investment Prospectus. These videos showcase opportunity in the region through the voices of key business identities in the Shire.

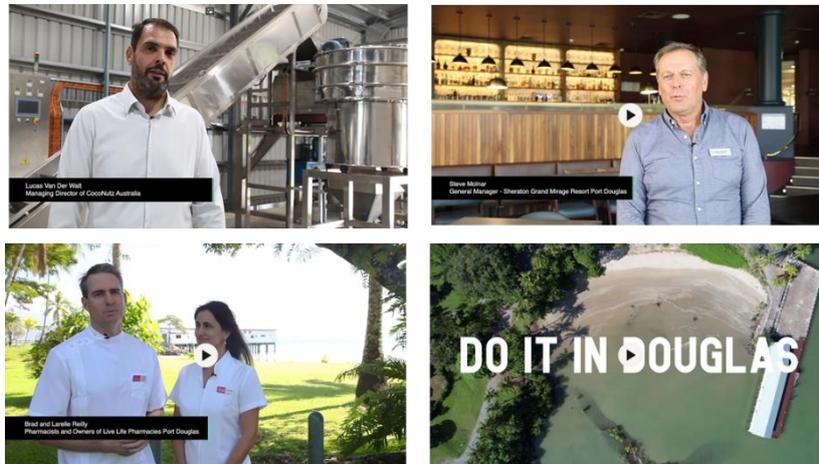
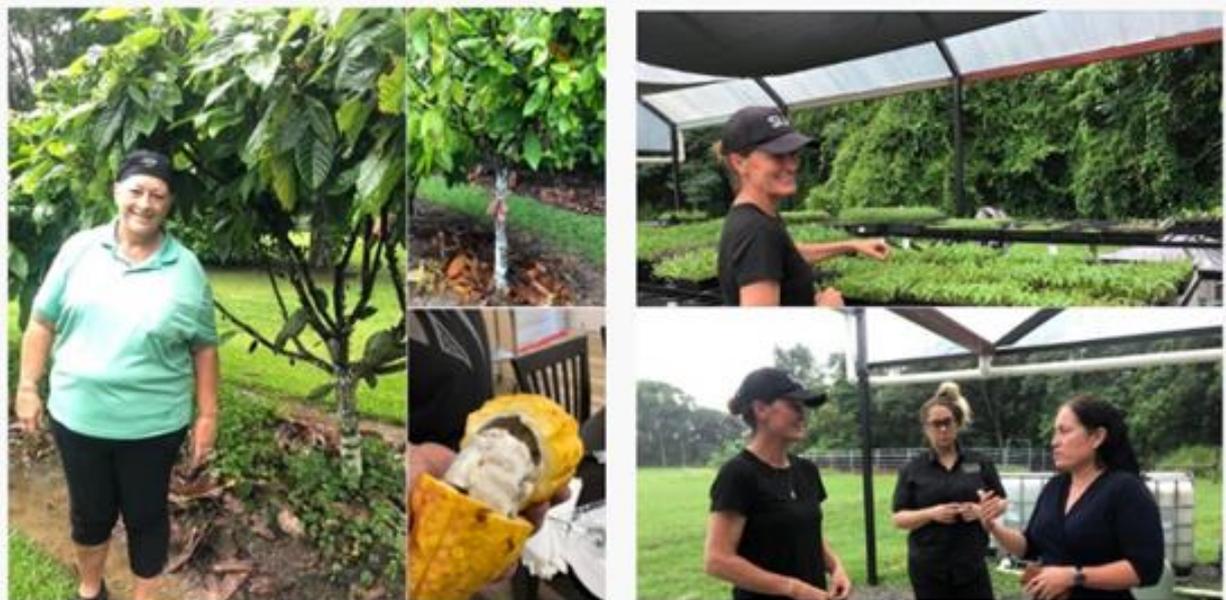


Image: Preview of 4 x videos

Capacity Building Initiatives

Douglas Shire Council hosted FNQ Food Incubator Hub’s CEO and Business Development Manager, Lara Wilde and Katy Vidler for a tour and meet and greet with food producers and growers in the Shire. The tour was designed to help food businesses build their capabilities through understanding funding and investment opportunities, scalability, networking, and the importance of business plans and marketing plans



Images: Jenny Kirk, Australian Chocolate Farm & Ange Constable, Eat, Shoot and Leaves

Australian Citizenship Ceremony

A group of new Aussies from across the globe can officially call Douglas Shire home. On Thursday 23 June 2022, Douglas Shire Mayor Michael Kerr authorised the 22 new Australian Citizens at a Citizenship Ceremony at the Mossman Shire Hall.

New citizens came from Estonia, France, Poland, Spain, the Philippines, Denmark, Italy and the United Kingdom.

The citizenship ceremony drew a crowd of about 50 people and was the first public ceremony since the covid-19 pandemic.



Image: Our Douglas Shires newest Australian Citizens

Carnivale

The 2022 Carnivale Festival certainly did not disappoint, with crowds attending the multitude of events throughout the Douglas Shire. Carnivale was originally designed to enhance tourism opportunities in a shoulder season and still continues to deliver visitors to the region and supply and economic benefit to the Douglas Shire.

More than 20,000 people attended the Tropical Wonderland Street Parade on Macrossan Street in Port Douglas on Friday night. One of the biggest crowds that we have seen in a very long time.

21 floats that took part in this traditional event that did not disappoint the cheering crowds. Cynthia Lui Member for Cook and Sirl Lyon, President of Douglas Chamber of Commerce had the honour of judging this year's entries. Much to the crowd's delight, the amazing Clink Theatre's Priscilla Queen of the Desert float took the first prize.



Image: The Coloured Vibrance of the Tropical Wonderland Parade

The family beach day was a sight to see, with people spanning the entire esplanade and beach area enjoying Qld Kites displays, Beach Hockey, Sandy Spokes bike obstacle course, BMX's displays on the Esplanade, mini golf, and sand sculpting competition. The event was well attended both by locals and visitors to the Shire.



Image: The Family Beach Day drew some huge crowds

Dogs and their humans attended the Pouch Party in Jalunbu Park, Port Douglas and had a blast! The event was a success with people and pooches in the dozens attending.



Image: A Pouch Party Attendee

The Tropic Rock concert at Rex Smeal Park rocked the town and proved a hit with the public as did new events on the Carnivale roster like the FNQ Gin Festival at the Marina.



Image: The Tropic Rock Concert at Rex Smeal Park

Ironman Activation.

The annual Ironman rolled back into the Douglas Shire and took on a new course route with competitors turning down picturesque Tresize road and making a detour down spring creek road before a run up to Teamsters Park. Council held an activation of the area and encouraged “Loudest and Proudest” to cheer on the athletes.



Image: Ironman activation at Teamsters Park

Human Resources

Human Resources attention remains on the administration of a range of human resource functions with the predominant areas being employee and industrial relations, learning and development and recruitment and selection.

Council’s commitment in encouraging personal and professional development in their staff is aimed at enhancing the effectiveness of employees within their current position and to build capacity for future position opportunities within Council. With a continued focus on professional development through funding opportunities with Constructions Skills Queensland (CSQ) has seen several staff recently complete Certificate III and IV level qualifications in Civil Construction. Through Council’s Study Assistance Program, a staff member has recently completed Graduate Certificate in Finance with Griffith University.

Staff have attended workplace specific and legislative training ranging from Contracts Fundamentals, Dangerous Dog Assessing and Handling, Breathing Apparatus, Remote First Aid, Advanced 4WD training (covering theory and practical competency) and Authorised Persons Asbestos training by Workplace Health and Safety Queensland. The Local Government e-learning suite is available for new staff and as a refresher for current staff in Code of Conduct, Authorised Persons, and Understanding Local Government

Several in-house training sessions have been delivered in Council’s WHS system and on Council’s Finance, Procurement and Purchasing process covering the full cycle from commencement to completion. A new suite of in-house training programs has been developed by Human Resources and will be delivered in the coming months aimed to enhance employee and organisational development and compliance.

Recruitment and selection remain constant with external recruitment and selection activities and with our internal recruitment activities including expression of interest and secondment opportunities that develop and enhance existing skills and experience for our staff.

On Wednesday 1 June 2022 Council hosted the Joint Consultative Committee (JCC) meeting (the consultative body between Council and Union parties) with all parties in attendance.

Media and Communications

E-Newsletter

The fortnightly E-newsletter gained 37 new subscribers this quarter. Each campaign had an average open rate of 25%. Top reader locations are Mossman and Craiglie.

Council Grants Program



Image: Douglas Shire Historical Society's Pam Willis Burden beside of one of five photo posts funded by the Council Grants Program - Major Grant Round 2021-22

External Grants

Douglas Shire Council – Applications Submitted

4 applications for External Grants have been applied for by DSC during the April to June 2022 period at a total cost of \$2,072,000.

Applications - Submitted	Project	Funding Amount Sought
QRRF	Forest Creek Floodway	\$352,000
BOR Rd 6 Building Our Regions	PDWWTP Sequencing Batch Reactors Upgrade	\$1,000,000
Enhancing Local Government Biosecurity Capacity in FNQ	Wet Tropics Biosecurity Futures	\$120,000
NQNDMP - North Queensland Natural Disasters Mitigation Program	Warner and Mowbray Streets Trunk Drainage	\$600,000
Total		\$2,072,000

Douglas Shire Council - Successful Applications

3 applications for External Grants have secured funding for DSC during the April to June 2022 period at a total cost of \$413,339

Grant Funder	Successful Project	Amount (GST exc)
Active Gameday	Coronation Park Lights Upgrade	\$136,339
QCoast 21002.0 Funding Program 4	Community Coastal Rehabilitation and Education Project	\$188,000
IDF - Industry Development Fund Local Buy	Daintree Ferry Area Wi-Fi and Cow Bay Transfer Station Wi-Fi	\$89,000
Total		\$413,339

Douglas Shire Council Grants – Acquitted

3 Grants have been acquitted by DSC during the April to June 2022 period.

Acquitted by DSC	Project	Amount
Reef Assist Program	Dune Rehabilitation in Douglas	\$445,000
SES Support Grant	SES Vehicle	\$30,000
Dept of Employment Small Business and Training	Buy Douglas: Build Douglas - The Local Business Hub	\$55,000

Community Grants

- **Major Grants** - Major Grants applications were closed during this reporting period.
- **Micro Grants** - 1 grant application was awarded during this quarter at a total cost of \$1000.
- **In-kind** - No applications for In-kind assistance have been awarded during this quarter.

Community Grants – Micro Grant – Successful Applicants

Successful Grants	Project	Amount Awarded (GST exc)
Micro 2021-22	Bamanga Bubu Ngadimunku Aboriginal Corporation - Saving Language, Saving Culture	\$1,000

Community Grants – Micro Grant – Successful Acquittals

Acquitted Grants	Project	Amount
Micro 2021-22	Mossman Squash and Tennis Club – Tennis is for everyone	\$1,000
Major 2021-22	Douglas Shire Historical Society – Photo posts in Port Douglas	\$6,650

FINANCE AND CORPORATE SERVICES

Procurement

- Internal fit out for Domestic Violence Centre continues
- Preparation of Traffic Management Request For Tender and related documents
- Exploring options for an Electrical Panel or possible (limited) Trades Panel
- Finance training provided to numerous Council sections
- Provision of ongoing Vendor Panel training and support
- Council Procurement representatives attended quarterly FNQROC meeting
- Improved internal stakeholder collaboration achieved via newly initiated IS/Procurement Monthly Meetings & monthly drop-in at the Depot with a representative from Council's Media team
- Sole Source Expenditure Review
- On-site visit from ArcBlue re. Nex Gen and procurement process improvements for Council scheduled for July
- Social Procurement research underway in an effort to improve Council's expenditure with identified social enterprises (met with First Nations Coordinator at White Box Enterprises)
- QAO audit completed
- Secured Local Buy / Industry Development Fund (IDF) grant funding for Cow Bay Refuse Centre and Daintree River Ferry area communications upgrades
- Completed comprehensive review of Single Source Register

- Temporary labour hire review completed
- Interim dredging contract awarded
- Mossman splash park tender released pending responses
- Port Douglas aquatic precinct tender released pending responses
- Development of new (and improved) probity and evaluation plans
- Collaborating with Council's Tourism & Economic Development Officer on better economic outcomes for the Shire
- Organising tender training for local vendors (in conjunction with CRC & FNQROC)
- Preparing for new cleaning arrangements
- New Killaloe transfer station management agreement due to go to tender
- Caretaker's cottage at Wonga Beach Caravan Park completed
- C7even continue to develop Council's Investment Prospectus project
- FNQROC Regional Removal & Beneficial Reuse of Biosolids collective contract awarded
- Disaster Resilience Strategy tender documents released
- Reef Park lighting project tender documents released with proposals due to be reviewed week commencing 4 July
- Internal Procurement Portal under review

Finance

External Audit 2021-2022

The interim audit was commenced by the QAO on 13 June 2022 and has almost been completed. Council will receive an interim management letter, which is to be tabled at the Audit Committee meeting in August/September 2022. The final audit visit is scheduled for September 2022.

Budget 2022-2023

The Budget for 2022-2023 financial year was adopted on 28 June 2022.

The budget for 2022-23 is based on the presumption of less prolonged financial constraints imposed by Covid-19, although Council now faces a materials and services pricing and supply crisis. The 2023 budget was extensively workshopped with the Councillors prior to adoption.

The Budgeted operating deficit for 2022-23 is \$2.8m. The Deficit is due to the ongoing pricing pressures and the reduced revenue base from which the budget transpires (partly due to the budgetary impacts of Covid-19). Council's Financial Assistance Grant (FAG) has thankfully also increased. With hard work, the deficit will eventually be turned around, with a projected surplus by 2025-26 (sooner than previously projected 2028-29).

Valuation of Assets

- Cardno completed asset valuations for 30 June 2022 for marine assets, waste assets and storm water drainage assets and information has been provided to QAO for review.

Asset Management

Plant & Equipment Asset Management Plan update is on hold to allow incorporation of a vehicle emission reduction plan.

The Water Supply Asset Management Plan has been updated in draft and the risk assessment has been updated, for review by the Water team.

The Strategic Asset Management Plan has been approved and uploaded to InfoXpert for use.

The Asset Management Software System implementation has progressed with all Water Infrastructure and Council and Community facilities Asset data uploaded. Training has been provided to the Water admin stakeholders. Over the Q1 of Financial year 2023 the financial data will be loaded and the Maintenance module setup will progress for Water assets.

Rates

Rate letter of demand's issued by debt collection agency (over \$500 outstanding) were issued on 7 April 2022. As at 27 June 2022, 96.36% of total rates was collected.

Supplementary Rate Levy notices were issued on 23 May 2022. 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 29 April 2022 and 18 May 2022. Water notice for period February to June 2022 were issued on the 29 June 2022

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

Council officers have conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to, also as part of this process letters containing balance amounts to be paid by 30th June 2022 had been sent to all properties with arrangements Ratepayers who have defaulted have been contacted to discuss their financial situation.

Rates Model Review

Douglas Shire Council included an objective in the Operational Plan 2021-2022 to continue to perform a review of the General Rates structure, to ensure the model provides equity to ratepayers and to work through any issues associated with the general rates structure.

Mead Perry Group was engaged by Council as an independent consultant company to assist with the review. The rates model review report was adopted at the April 2022 Council meeting and proposed changes were included in the budget adopted on 28 June 2022.

ICT (Information & Communications Technology) Services

Activity has centred on completing projects which were due to complete by the end of the year. This has included a number of equipment replacement activities.

Operational work has not slowed and response times to internal request is below target as the team focuses on project completion in line with the end of the financial year. This includes administrative work associated with closing projects, opening new ones and renewing software and service maintenance agreements.

The audio / video equipment in the Council Chambers used to stream council meetings has not lived up to expectations of quality and reliability.

An independent health check of the system has identified a number of configuration changes and equipment upgrades that should resolve the current pain points. This work is scheduled for the new financial year.

Records

The commencement of trialling one product for electronic signatures within Council's records system that are secure and protected has commenced with fine tuning of the product functions expected to be resolved shortly, in order to commencing trialling for at least 2mths. Testing will be conducted with 9 Users where feedback will be gathered after the trial period to ascertain the success of the product, and to then move onto an alternate product for testing and comparison. The work for managing and storing of physical records is an on-going task that has regular reviews to ensure adequate and appropriate space is provided for storage of records.

A recent review was conducted in one area with assistance from the Building Facilities team to install appropriate shelving and relocating of records for ease of access, and locating of physical records where required. The job was well received and appreciated by Records with a tremendous effort from the Building Facilities team. These photos show a small snippet of before and after of the shelving installation and moving of records.

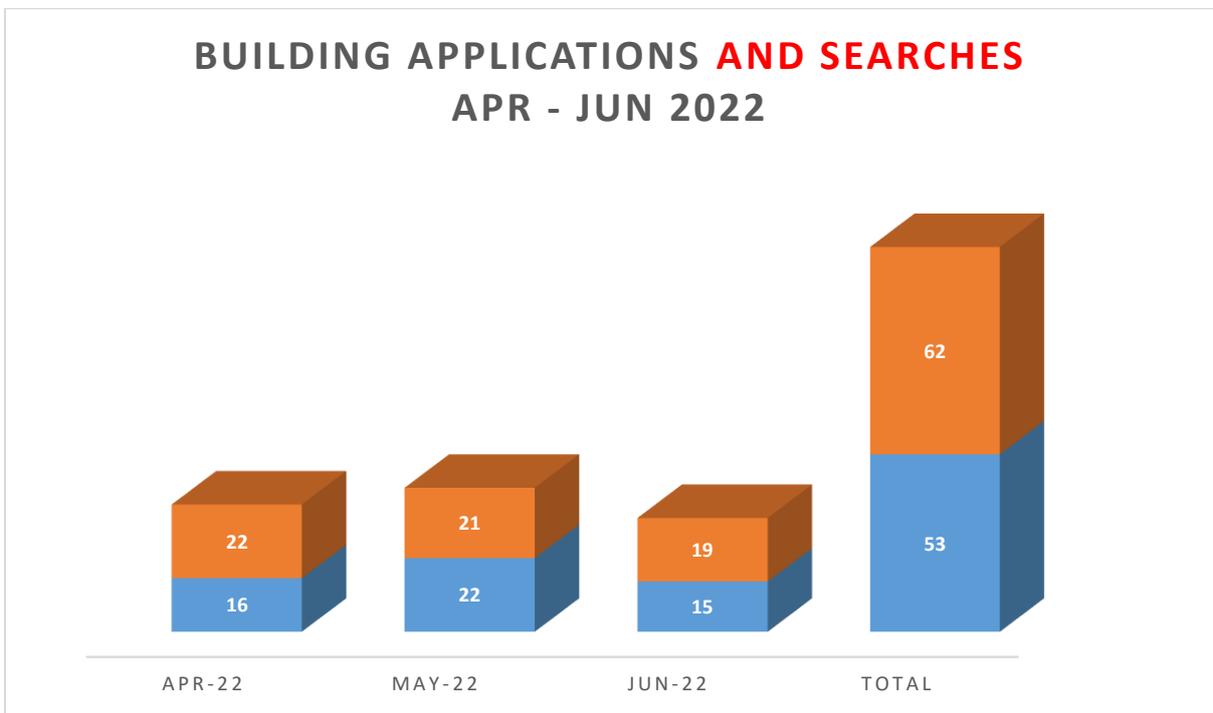


Image: Before



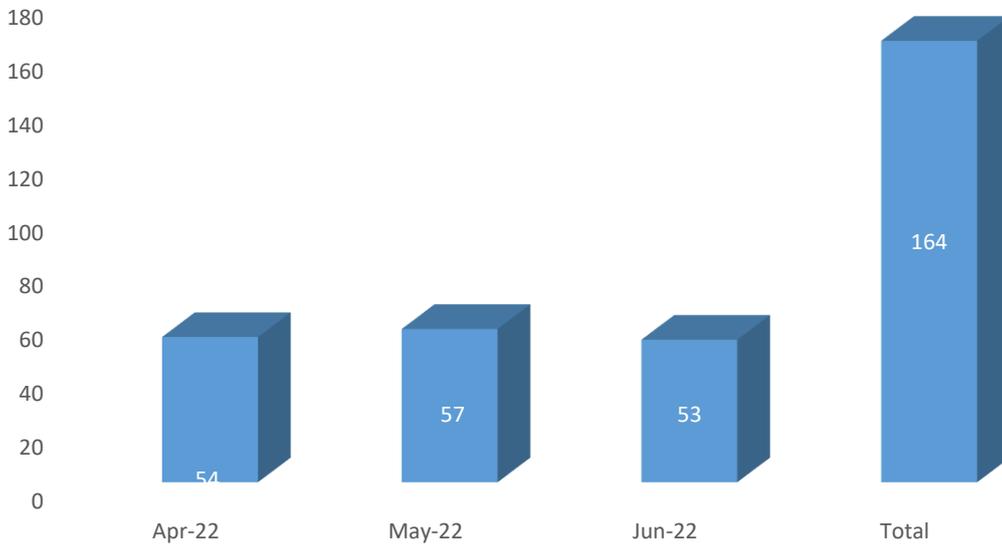
Images: After

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

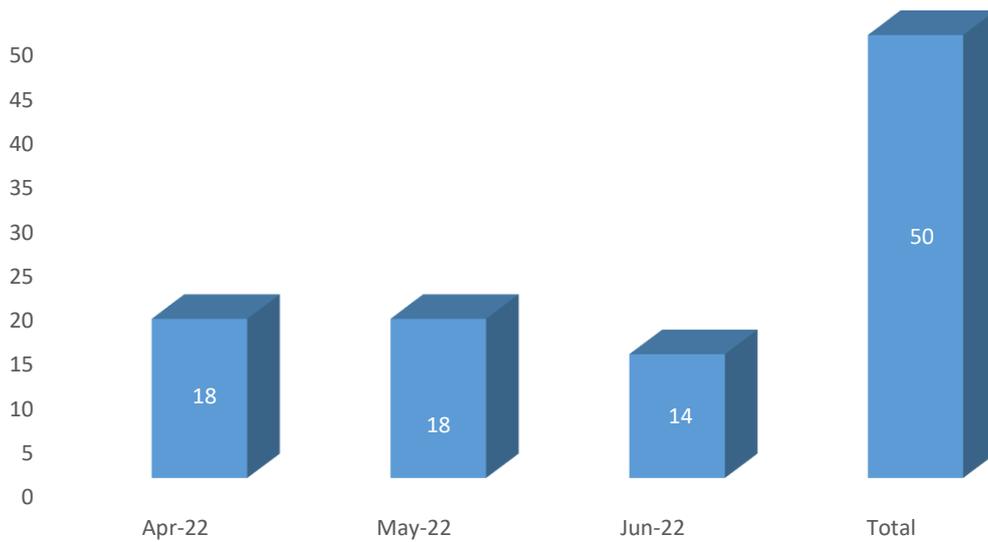




FERRY CARDS ISSUED APR - JUN 2022

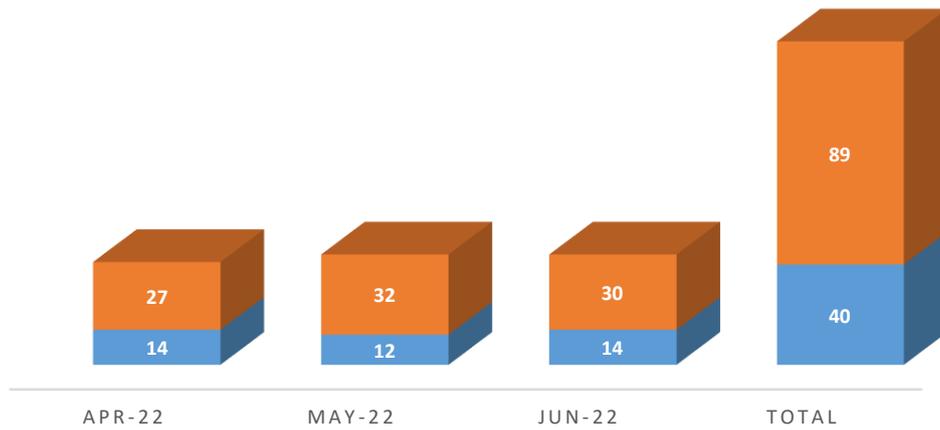


DOUGLAS CARDS ISSUED APR - JUN 2022

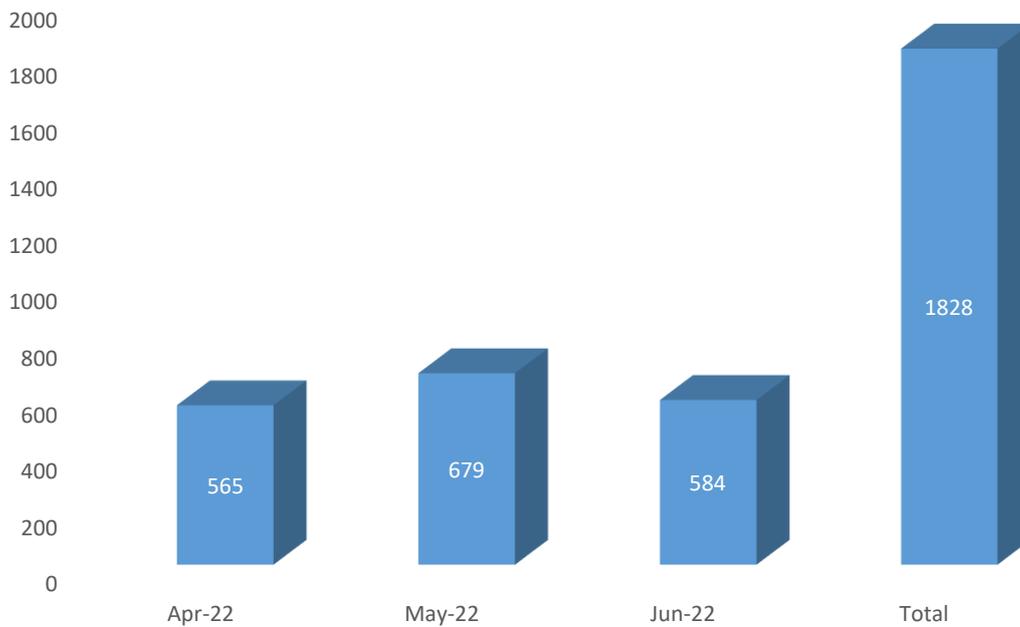




PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF AND COUNCIL PARKS/HALLS APR - JUN 2022

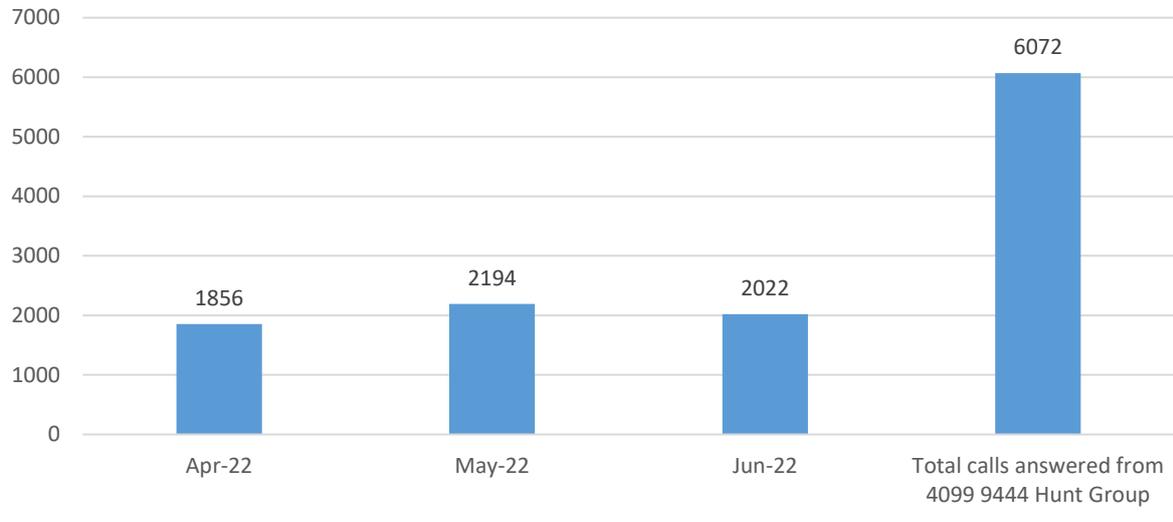


TOTAL CRMS FOR PERIOD APR - JUN 2022

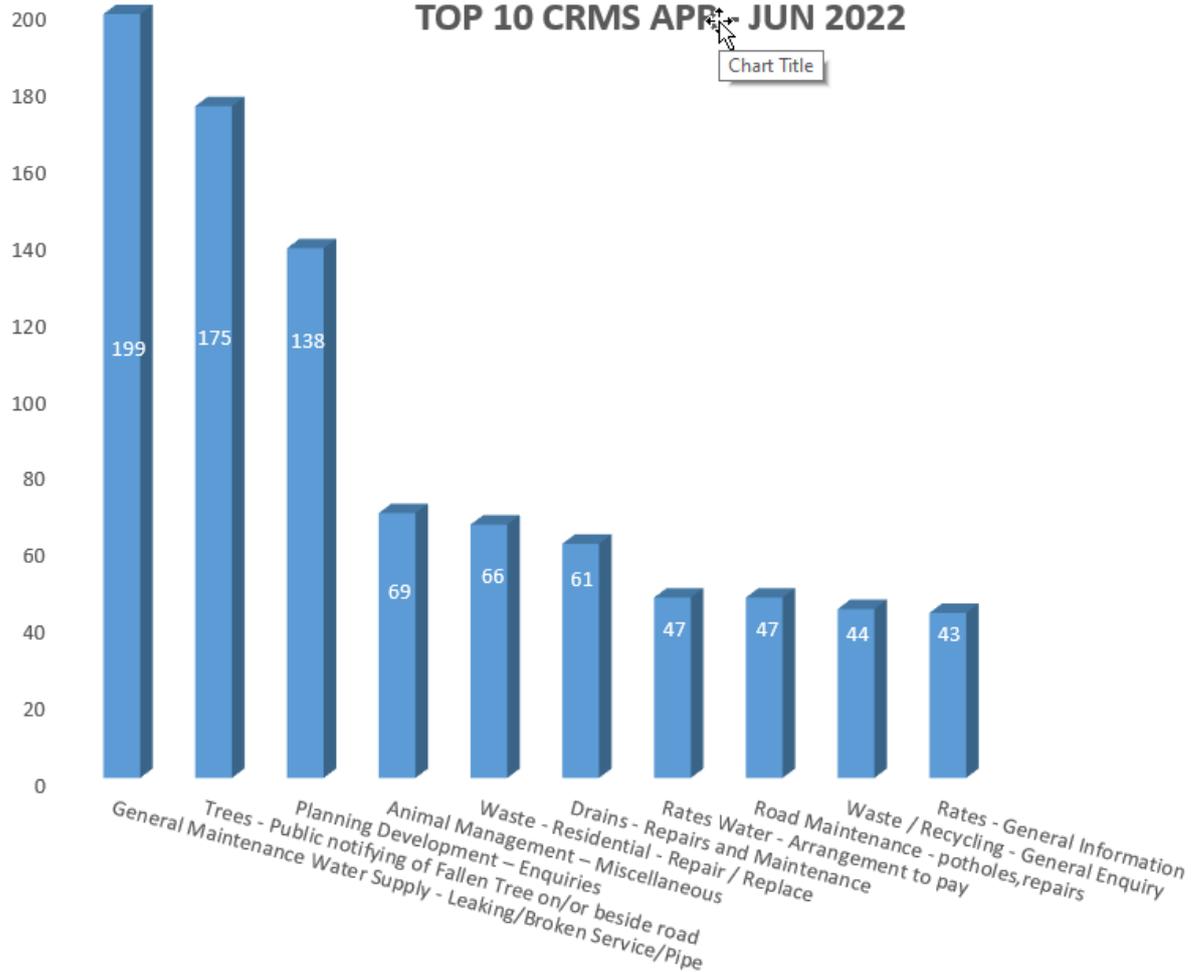




TOTAL CALLS ANSWERED FROM HUNT GROUP APR to JUN 2022



TOP 10 CRMS APR- JUN 2022



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. S268(1) of the *Local Government Act 2009* requires Council to establish a complaints management system for resolving administrative action complaints. This has been established to ensure complaints are dealt with fairly, objectively, professionally, respectfully and subject to any legal requirements, in confidence.

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

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

Training will be developed and rollout to staff over the upcoming months.

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.

Supported by legislation, the Internal Audit function is directed to examine, assess and evaluate the operational and financial control measures that Council has adopted, or plans to adopt, to manage business risks that have the potential to impact the achievement of the corporate objectives. In doing so, the Internal Audit function must review the key corporate-wide risks and consider the areas of the organisation, in consultation with Management, that require or would benefit from internal audit activity.

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.

By assessing the application and effectiveness of existing systems and controls (Risk Treatments) as they operate in the organisation, Internal Audit provides independent and objective information to the Leadership Team (Council, Executive Team and Audit Committee, where one exists) about the level of reliance that should be placed on existing systems and processes and will also identify improvements required.

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

Interactive Mapping

The Planning Department is excited to announce the addition of a new tool, to the suite of services available, on the website to assist internal and external customers with interrogating the Planning Scheme as it relates to property.

The Interactive Mapping Tool allows customers to view the zoning of the land and all applicable overlays as it relates to any property within the Shire and provides an ability for customers to turn on and off various layers.

A link to the suite of planning tools including the Interactive Mapping is provided below.

[Planning Tools for Property Investigations - Douglas Shire Council](#)

Wave Park - Mowbray

At the Ordinary Council Meeting on 29 March 2022, Council approved the development application for a Resort Complex comprising:

- A Wave Park;
- Ancillary outdoor water-based recreational activities (Lagoon and Waterpark);
- A Hotel complex containing 164 rooms;
- A Village precinct containing shops, restaurants and a function facility;
- A residential precinct to provide for short term accommodation around a lagoon;
- A Tourist Park containing 35 self-contained cabins;
- A helipad; and
- Caretaker's Residence;

The approval also provided for the ability to reconfigure the site into 4 allotments and common property with a Preliminary Approval issued for the short-term accommodation component surrounding the lagoon which provides for a maximum of 90 accommodation units.

The Applicant suspended the appeal period with the intent to negotiate several conditions of the approval surrounding the staging of the development.

The Applicant chose not to negotiate Council's decision and withdrew the representations.

The decision notice was issued to all properly made submitters. Council has subsequently received a Notice of Appeal containing 6 Appellants. The matter was presented to the Court for a Directions Hearing on 15 June 2022.

The Court Order requires the Appellants to provide further and better particulars for the planning grounds relied upon to support refusal of the development application by 29 June 2022 with Council having to provide the same for supporting the development by 13 July 2022.

At the time of preparing this update (30 June 2022) the particularised matters by the Appellants have not been received.



Image: Master Plan for the Resort Complex

Daintree Horizons – Stage 4

An Operational Works application has been received for Stage 4 of Daintree Horizons Estate Mossman comprising 22 residential lots. The application represents the first movement for the development of approved residential subdivisions in Mossman for many years.



Image: Location of Stage 4 within Daintree Horizons estate

An information request has issued by Council requesting further detail on a number of master planning matters relating to stormwater, traffic, provision of services and detail regarding road levels. The Applicant is yet to respond to the information request.

Fairmont Resort – 71 –85 Port Douglas Road Port Douglas

The Appellant has provided plans of the development which will be relied upon in the Appeal.

Some changes have been made to the layout of the port cochre, extended basement car parking area and a reduction in the amount of tandem parking spaces.

The plans are currently being reviewed by Council Officers in conjunction with Council's nominated experts. The outcomes of this review will be workshopped with Council in late July 2022.

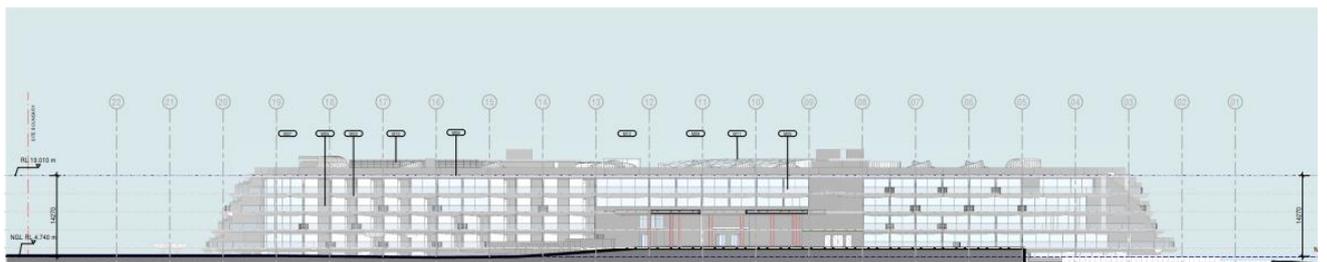


Image: North East Building Elevation

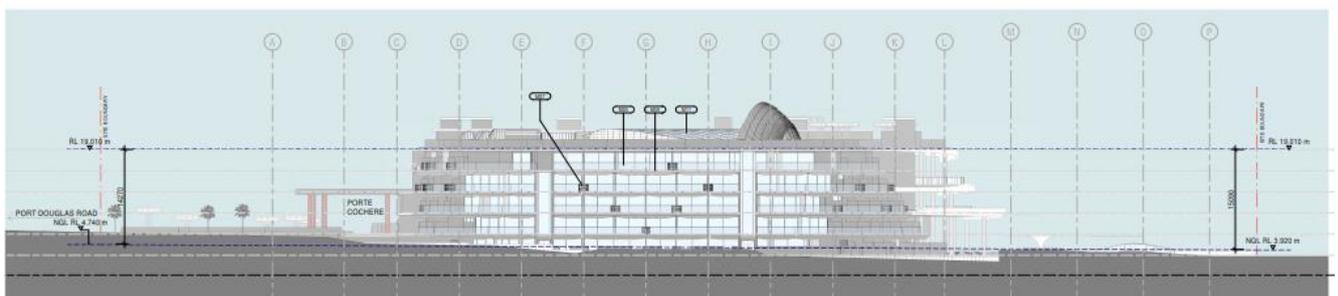


Image: North West Building Elevation

Plumbing and Drainage

Council has received 32 Plumbing applications in the reporting period and conducted audits on 5% of all Notifiable work applications lodged with QBCC.

Local Laws

In the period April to June, Local Laws Officers responded to a total of 292 customer requests/complaints.

Local Government Illegal Dumping Partnership Program

In December, Council was successful in obtaining grant funding for a full-time Compliance Officer for 12 months to tackle illegal dumping.

An officer commenced in the role in March 2022 and has been working with the Department of Environment and Science to learn best practices for investigating and resolving illegal dumping complaints.

To date, Council has received 70 incident reports for illegal dumping and completed 68 investigations. Most reports involved dumped vehicles, making up 63% of the waste. A further 25% has been Industrial/Commercial type waste.

Staff will continue to work on educating the community and reducing the scourge of illegal dumping.

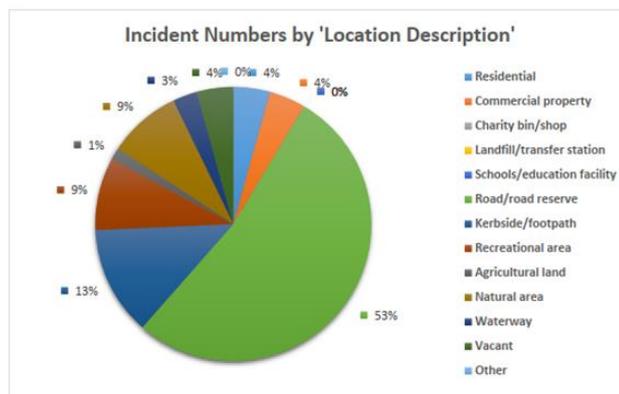


Image: Table showing general location of illegal dumping incidents



Image: Illegal dumping on the Cook Highway north of Ellis Beach
Ordinary Council Meeting - 26 July 2022

Dangerous Dog Training

In May, officers attended Dangerous Dog Training at Barlow Park in Cairns. The full day training teaches officers about identifying behaviours that lead to dog attacks and techniques for keeping themselves and the public safe when handling dogs.



Images: Officers attending Dangerous Dog Training

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period April to June 2022

- Domestic waste: 894 tonnes
- Domestic recycling: 267 tonnes
- Commercial waste: 595 tonnes
- Commercial recycling: 112 tonnes

The following approximate volumes were exported from Council's transfer stations for recycling:

- Co-mingled recyclables: 27 tonnes
- Scrap metal: 0 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 0 tonnes*
- Asbestos: 0 tonnes

The following approximate volumes were disposed of in Springmount Landfill:

- General waste: 633 tonnes
- Asbestos: 0 tonnes

*Killaloe Landfill closed on 22 November 2021.

Killaloe Landfill Volumetric Survey

The annual volumetric survey took place on 28 June to fulfil Council's obligations under the Waste Reduction and Recycling (Waste Levy) Amendment Regulation 2019.

Local surveyors were commissioned to undertake the work, which involved a drone, on ground targets and sophisticated software.



Image: Drone footage of Killaloe Landfill

Killaloe Landfill Capping

Preparation is underway for the Killaloe Landfill Stage Three Cap. The project involves working with specialist landfill engineers to design the cap, which considers erosion control and minimising the generation of leachate. Council's Project Management Team will also be assisting with the project.

Council has been exporting self-hauled landfill waste from transfer stations to Springmount Landfill since November 2021. Domestic and commercial waste placed in Council kerbside bins continue to be sent to the Advanced Resource Recovery Facility (Bedminster), which is a composting facility located in Cairns.

Waste Education Sessions

Council's Waste Education Officer presented waste education sessions to over 130 students between April and June 2022. Sessions have included visits from the kerbside collection trucks to early learning centres and a composting workshop at Port Douglas Station School as part of their funky Friday sessions.

An information session was also presented to members of the University of the Third Age in Port Douglas.

Schools, early learning centres and community groups can book a free waste and recycling session using the form on Council's website.



Image: Council's Waste Education Officer digging into the compost bin at Port Douglas State School



Image: The kerbside collection truck visiting Petit Early Learning for the waste education session

Composting at Council

Council released 1,000 worms into a sub-pod, an in-ground compost system and worm farm, to make better use of its food waste from the Mossman Administration Building. A kitchen caddy has been set up in the lunchroom to receive food and other compostable waste which feeds the worms and gives the plants a boost.

Mossman Show

Preparations are underway for Council's stall at the Mossman Show. The theme this year will be 'Conservation' with the stall showcasing Council's new smart water meters and waste and recycling services, along with Shire information and a display for Councils libraries.

Sustainability

Sustainable Fishing

Council was successful in receiving a Department of Agriculture and Fisheries Infrastructure Grant for the creation and installation of a Recreational Fishing Trail. Council has until September 2023 to deliver the project. The project will involve installing interpretative signage at fishing hotspots detailing popular fishing species, local knowledge, information on fishing rules and best practice. The first step involves establishing a working group with key stakeholders.

Dune Rehabilitation Reef Assist Project

The Council received Reef Assist funding from the Queensland Government for Dune Rehabilitation within the Douglas Shire. The funding aligns with the shire wide actions identified in the Resilient Coast Strategic Plan 2019-2029 to reduce the impacts of coastal hazards and activities in the coastal zone. The project finished in April 2022. Highlights of the Project include:

- Employment of 13 staff
- Directly supported 27 businesses
- The development of five (5) Foreshore Management Plans for Wonga Beach, Newell Beach, Cooya Beach, Four Mile Beach and Oak Beach
- Propagation of 42,105 native plants
- Revegetation and maintenance of 9031 native plants in foreshore areas
- Treatment of 5 Ha of weeds in coastal areas
- Installed 240m of dune fencing to formalise pedestrian beach access points and restrict vehicles driving on beaches
- Installation of monitoring equipment along coastal areas to aid with enforcement of unlawful vegetation clearing.



Image: Fence installed at Borderline Beach to restrict vehicles driving along the beach

DOUGLAS SHIRE COUNCIL **Dune Rehabilitation & Protection**

Douglas Shire Council and Yirrganydji with the support of the Queensland Government, have undertaken dune protection works to conserve the long-term stability of the coastal dune system and habitat.

Why? For many good reasons.

Dune Systems
Dune systems are nature's primary defence against coastal hazards. The foredunes dissipate wave energy and protect the land behind from impacts of erosion and storm tide inundation. Dune protection is important to encourage sand to accumulate across the dunes and be stabilised by vegetation.

Protecting our coast
Reducing disturbances to the dune system such as driving on beaches and damaging vegetation, allows native vegetation to establish and contribute to the dune building processes.

Coastal Vegetation
Native vegetation plays an important role in dune development and stabilisation. Native vegetation actively captures windblown sand, which accelerates the build-up of dune volume and height, which in turn provides increased protection from coastal hazards to the land behind.

Coastal Habitat
Coastal vegetation provides important habitat to native wildlife and improves wildlife connectivity by providing a safe area for the animals to move across the landscape. For example, beaches provide nesting grounds for shore birds and nationally threatened marine turtles.

Role of Dune Vegetation
The diagram shows a cross-section of a dune system with labels: Tertiary vegetation (trees and shrubs further inland), Secondary vegetation (shrubs and grasses on the dune), Primary vegetation (grasses and creepers near the beach), Hind dunes, Fore dune, Incipient dune, and Beach berm. A note states: 'As wind is deflected over the vegetation, sand is trapped on top of or behind dunes.'

Copyright: NSW Department of Land and Water Conservation 2001, Coastal Dune Management: A manual of Coastal Dune Management and Rehabilitation Techniques, Council on Coast, NSW.

The project was funded by the Queensland Government's Reef Assist Program

Image: Signage installed at Borderline Beach

Resilient Coast Strategic Plan – LGAQ QCoast 2100 Program 4

Council was successful in receiving a grant from LGAQ QCoast 2100 program 4 - CHAS Implementation.

The funding is for dune protection and education and involves formalising two pedestrian beach access points in Port Douglas at Sand Street and Port Street. The project involves installing stairs, sand ladders, fencing, and interpretative signage to educate the community on Council's Resilient Coast Strategic Plan 2019- 2029 and dune protection. Revegetation will also occur in the project area. Council has until May 2023 to deliver the project.

Ecotourism Destination Certification

Douglas Shire had an online audit of its Ecotourism ECO Destination Certification in May 2022. Regular audits are a requirement of the certification process to ensure the Destination is maintaining compliance with the Certification criteria. Audit are held every two years and vary between onsite and online audits.

The process involves auditing 105 different criteria under 8 themes including destination characteristics, destination management, nature and scenery, environment and climate, culture and tradition, social well-being, business and communication and ecotourism criteria.

The audit resulted in five (5) corrective actions and three (3) recommendations. The corrective actions need to be addressed by 31 December 2022 to maintain our Ecotourism level of Certification.



Image: Eco Destination Certification Logo

Disaster Management

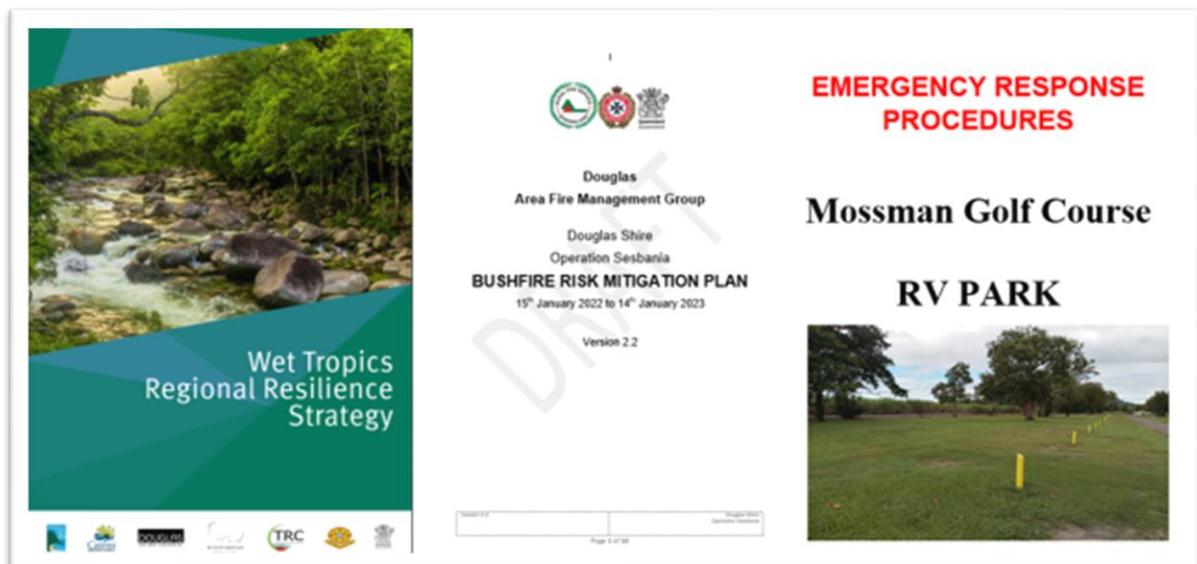
The official cyclone season concluded on Saturday 30 April 2022 and here is a snapshot of events this past season:

- [Tropical Cyclone Ruby December 2021](#)
- [Tropical Cyclone Seth December 2021/January 2022](#)
- [Tropical Cyclone Tiffany January 2022](#)
- Severe Thunderstorm Warnings for Damaging Winds and Heavy Rainfall
- Tropical Cyclone Advises
- Storm Tide Warnings
- Marine Wind Warnings
- Flood Warnings for various rivers
- Monsoon Bursts
- Heat wave conditions

Mitigation

PLANNING

During April to June 2022 the disaster team was involved in compiling an Emergency Response Procedure for the new RV Park located at the Mossman Golf Course, finalising the Wet Tropics Regional Resilience Strategy for presentation at the FNQROC meeting of 1 June 2022 and the Operation Sesbania Bushfire Risk Mitigation Plan for the Douglas AFMG. On behalf of Douglas Shire Council, Jamie Kleinhans participated in the University of Queensland's *Disaster Lessons Management Study* and the QRA's *Statewide assessment of flood risk*.



Images: Wet Tropics Regional Resilience Strategy; Douglas Operation Sesbania Plan; Douglas Emergency Response Procedures for Mossman Golf Course RV Park

Preparedness

DRONES

The Douglas Drone Advisory Committee had a meeting to discuss developments in the drone and CASA space, which included methods to encourage better use of drones within certain council departments.



Image: Shane Brumby, Jamie Kleinhans and Finn Blayney keeping their eyes on the sky

FLOOD MODELLING

As part of the North Queensland Recovery and Resilience Grants Douglas Shire Council engaged a consultant to generate a system to accurately predict likely scenarios during flood events and rising storm tide levels.

The consultant has been gathering historical and anecdotal data to develop flood studies for Mowbray and Mossman Rivers, which will be incorporated into the prediction models and used by the Douglas Local Disaster Management Group and Council's Incident Management Team. Our Flood Intelligence Portal is an internal dashboard that visualizes the status of all the gauges and data, monitoring flood impacts across our shire.

Storm Tide Reference Landmarks (STRL) have been rolled out at sites for Wonga, Newell and Cooya. This project aimed to expand the current storm tide advice system to include the elevation levels of recognizable local landmarks, to provide a more localized understanding of the inundation risk posed by extreme storm tide events, at Wonga, Newell and Cooya Beach.

As part of the state's Flood Warning Infrastructure Network (FWIN) Project automatic rain gauges have been installed at five locations including; McDowall Range, Creb Track, Stewart Creek Valley and Mossman Treatment Plant.

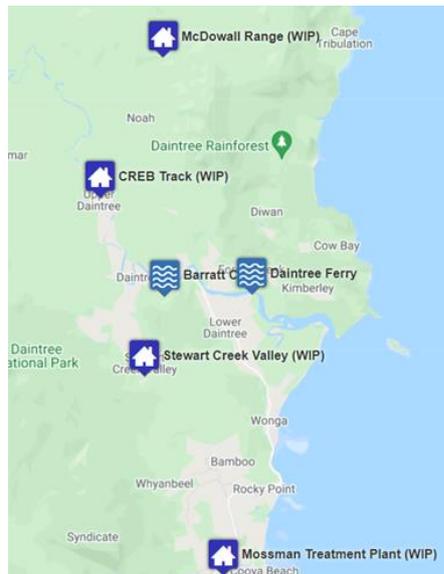


Image: Location of new automatic rain gauges as part of the FWIN Project

LGMS RISK EXCELLENCE AWARD

At the LGAQ 2022 Ceremony Douglas Shire Council will receive the LGMS Risk Excellence Award 21/22 for recognition of the resilience-building work being conducted to install Early Warning Systems to Mitigate Flood Risks, aligned with the Australian Standard ISO 31000:2018 Risk management – Guidelines (Australian Standard).

ALEX BAY AND MOSSMAN SES

The Mossman SES Unit has actively been involved in local training exercises and maintaining operational readiness. With the state budget announcement Queensland government has committed additional funding to support volunteers across the State Emergency Service (SES), Rural Fire Brigades (RFBs) and marine rescue service personnel. During this last quarter the Mossman Local Controller was deployed to assist in Brisbane, the Mossman SES Unit responded to storm damage jobs and assisted emergency services during the closure of the Daintree ferry and training was held for the Alexandra Bay SES for road crash rescue.



Image: Paddy and Mossman Local Controller Bigby at the Port Douglas Carnivale



Images: Mossman SES Unit and Buchan's Point SES Unit supporting an emergency services request north of Daintree Ferry



Image: Mossman SES Unit responding to storm damage requests.

Response

WET WEATHER: APRIL TO JUNE 2022

Douglas has been very busy with messaging and the Department of Transport and Main Roads have shared our flood camera images on their platforms.

Damages incurred by January 2022 Tropical Cyclone Tiffany have successfully been applied to and covered by Disaster Recovery Funding Arrangements (DRFA). In response to the Northern and Central-Western Queensland rainfall and flooding event from 21 April – 12 May, DRFA assistance has also been activated for shires including Douglas Shire.

DOUGLAS LDMG: COVID-19

The Douglas LDMG has been providing ongoing assistance for CHHHS COVID-19 Vaccination Program. The CHHHS formally thanked the Douglas Shire Council and Disaster Management for support during the mammoth CHHHS COVID Vaccination Program. The program administered over 246,000 COVID vaccines, travelled 16,000 kilometres and engaged over 200 staff across the regional to ensure its success.

DOUGLAS SHIRE COUNCIL'S PANDEMIC WORKING GROUP

The Pandemic Working Group has been involved with COVID-19 workplace related matters and the Workplace Pandemic Plan remains a living document, which is continuously updated with the latest information. The CHHHS has been experiencing a COVID-19 resurgence and a significant flu season, heightening the potential to make people very sick. Health authorities have stated we are more susceptible to the flu than in previous years, after being protected by COVID-19 restrictions. Viral infections, such as the flu, spread easily at schools and workplaces, and we've seen this directly affect Douglas Shire Council. Employees are urged to book their flu vaccines at the nominated pharmacies or with their GPs.

Environmental Health

Unlawful disposal of Asbestos

Council officers recently investigated several incidents involving the alleged unlawful disposal of asbestos at Council's waste transfer facilities at Killaloe and Newell Beach. Investigations led to the confirmation of un-wrapped asbestos at one of the sites, which causes a significant hazard to staff and members of the public. The asbestos was quickly contained and disposed of appropriately by Council officers, and the cost associated, passed on to the disposer. Environmental Health Officers, along with Resource Management and Building Facilities staff, will undertake additional training in asbestos management on 29 June 2022 at Port Douglas.



Image: Asbestos at Newell Beach Waste Transfer Station

Applications for new food businesses

Food business enquiries have increased with multiple queries from people moving to the area. As we come up to the end of the food renewal period in the past few weeks Council has received six new business applications including two new Port Douglas businesses, new food vans as well as home-based businesses.

With the interest in having a food business growing Council has also received six new applications of existing businesses for the transfer of ownership of existing businesses. The Environmental Health team are working closely with the new businesses to guide them through the application process and food safety requirements.

I'M ALERT Food Safety

Council has recently subscribed to the I'M ALERT Food Safety Program, which is an online training tool for food handlers within the Douglas Shire. Food business are required to have suitably qualified staff and this program will assist them in meeting that requirement, without having to invest time and cost through other training providers.

Licensed food businesses have been sent a letter on how to access the online portal which allows their staff free access to online training. The training is available to all members of the public to improve food knowledge and participants receive a certificate at completion.



Image: Flyer for I'M ALERT Food Safety Program

Prescribed Activity Approvals

Council officers have issued 45 local laws approvals to conduct an activity or event on public land between April and June 2022. This number does not include wedding ceremonies and receptions.

The activities range from fireworks displays, marathon and cycling events, school sporting events, a hearing bus set up in Port Douglas, Speigeltent, crane operations on public land, a circus, multiple filming events including advertisement filming and still shoots, a reality TV series and a feature film.

Feature Film at Cape Tribulation

Filming went exceptionally well in Cape Tribulation. Producers would like to thank locals and visitors alike for their patience and cooperation while all their vehicles were moving around. Filming on the road north of Cape Trib Beach House was challenging with limited radio coverage but they said it was worth it as the scenes looked amazing, highlighting the rainforest in Cape Trib.

There were some conversations between the crew and people waiting in the traffic with most people fascinated with what was happening. On one of the days, a cassowary casually walked through the filming area, took a look at them all and kept going. Where else in the world....

INFRASTRUCTURE

Civil Operations

The Douglas Shire experienced yet another weather event of high winds and torrential rain over Easter and civil crews did an amazing job of clearing obstructions and fixing potholes throughout to keep our roads safe.

Another few days of inclement weather in early May, saw Anich's Creek Bridge underwater and a major landslip on Noah's Range, Cape Tribulation which brought crews, contractors, arborists, and traffic control together to clear and repair the damage.



Image: Noahs Range, Cape Tribulation landslip

Civil Capital Works Projects/Programs & On-going Maintenance for the Quarter

Maintenance

Crews continue progress in relation to on-going maintenance in brief below:

- Line marking audit throughout the Shire
- Pothole repairs and repairing washouts on unsealed roads due to the bad weather
- Drain clearing at Ulysses Avenue, Port Douglas
- Grading along McCracken Road, Bonnie Doon
- Bamboo-Creek Road re-seal
- Footpath and bus shelter pressure cleaning throughout
- Sand dredging at the Daintree River crossing as part of the on-going operation of the Daintree River Ferry.

Road Construction & Installation

- Speed alert signs along St Crispins Avenue install
- Construction of a new crossroad and road re-seal on Nautilus Street, Port Douglas

Capital Works Projects Programs 21/22

Road Reseal Program 21/22

The Reseal program for 21/22, commenced late due to a longer wet season and contractor delays. The work is based on reports from Shepard's Asset Management Solutions who measure failures and roughness of Council roads and identify where road re-seals are required.

The following list of roads or sections of were resealed during the month of June 2022:

- Brolga street
- Oriole street
- Nautilus Street West Bound
- Bonnie Doone Road
- Finlayvale Road
- Craven Close
- Warner SStreet
- Langley Road
- Johnston Road
- Paddy's Lane
- Coral Sea Drive
- Oleander Drive
- Seabrook Avenue



Image: Finlayvale Road

Drainage Program 2021-22

The Drainage Program for this financial year, focused on the replacement of 16 culverts including asphalt overlay along Garrick Street, Port Douglas and was completed this quarter.



Image: New culvert installed at Garrick Street, Port Douglas

Warner Street Phase 2 Drainage Project

This stand-alone project commenced construction of four stormwater pits, linking Mowbray Street to Warner Street with re-inforced concrete pipes.



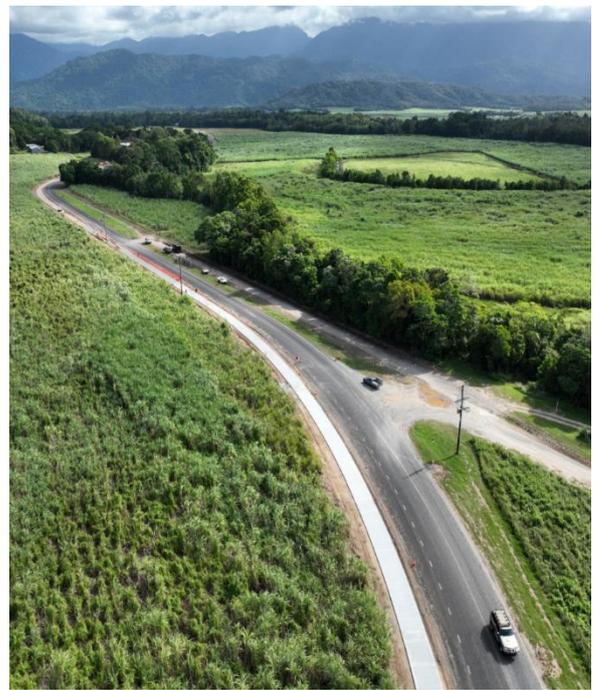
Image: Warner Street stormwater pit installation works

Tide Gates 2021-22

This project is well underway for the installation of two new 1200mm tide gates on Mowbray Street, Port Douglas and two 900mm Tide Gates installed at Mudlo Street and will be completed during the first week of July.

Principal Network Cycleway Project – Cooya Beach Stage 3

The Principal Network Cycleway Project for Cooya Beach running from Junction Bridge, had its 3rd stage from Crees Hill to the Cooya Beach intersection completed this quarter.



Images: Progress works and section completion of the Cooya Beach Cycleway

Principal Cycle Network Path – Port Douglas

To complete this component of the PCN project, new trees planted along Davidson street, Port Douglas cycle path to increase shade.



Images: Newly planted trees along Davidson Street Principal Cycle Network Path

Disability Infrastructure Upgrade Program 2021-22

An audit identified 28 various non-compliant infrastructure hazards around Mossman and Port Douglas for improvement to Disability Standard. This included additional disability parking bays, tactiles laid opposite the Mossman State High School, Front Street, renewal of new disability ramps and crossroad renewal near the newsagency on Front Street and another at the Johnston Road intersection.

A new pedestrian crossing at The Marina, Warner Street, Port Douglas recently completed this project.



Image: New pedestrian crossing at The Marina, Warner Street



Image: Disability tactiles opposite Mossman State High School

Cooya Beach Boat Ramp Improvement

In April, Council secured funding from the Qld State Fisheries Department to asphalt the Bougainvillea Road approach and turning circle at Cooya Beach Boat Ramp. The objective is to reduce the amount of dust for the adjacent residences and improve the general amenities area.



Image: Asphalt re-seal, Bougainvillea Road, Cooya Beach Boat Ramp

Operational Plan 2021-22 Projects completed this quarter:

- Kerb & Channel Renewal Program – Garrick Street, Port Douglas 21/22
- Footpath Renewal Program 21/22
- Drainage Program 21/22 – Mossman & Port Douglas
- Disability Infrastructure Upgrade Program 21/22
- Cooya Beach Principal Cycleway Network - Stage 3
- Gravel Road Renewal Program 21/22 – Cooya Beach Boat Ramp

Civil Works Reflect Accomplishments for the Quarter

Activity Name	Accomplishments completed
Clear/Repair culverts and pipe crossings	23
Edge break repair	26
Edge drop repair	12
Gravel patching	25
Heavy patching digout	29
Kerb and gutter work	155
Litter and debris collection	43
Maintenance grading with w/car	22
Maintain signs	184
Mowing/slashing	22
Other	8
Repair pothole	118
Replace signs	43
Subsurface drain maintenance	4
Table drains and floodway main	26
Vegetation control	75

Mossman Depot Stores

Our busy Depot Stores operation has the following to report for this quarter:

- Stores successfully provided consumables to assist with Carnivale across multiple public amenities in Port Douglas.
- A full set of PPE was supplied to 8 new employees for the quarter.
- Stores stock take is complete with a minimal variance recorded.
- Toilet consumables orders have increased to cater for the high tourist season.
- The State Employee PPE fit-out will take place early in the new financial year.



Images: Pallets of consumables arrive at the Depot Stores

Workshop & Fleet Services

The Depot Workshop team continue with daily service, repairs and maintenance with the focus on identifying a cleaner, greener future for Council's fleet, plant, and equipment.

Being that the Workshop use Castrol oils and are Australia's first carbon neutral engine oil, Council has reduced its carbon footprint by:

- 2018 - 2021 - Reduced Carbon Footprint by 31.9 ton Approx.
- 2021 - 2022 - Still awaiting Castrol carbon neutral statement.
- Council reduces its carbon footprint by 2.7kg for every litre of oil used Approx.

Under Council's Operational Plan, Goal: 3.2.1 Identification of carbon neutral Council fleet options the team have sourced the following for our fleet range:

Battery powered equipment continued, to replace fuel powered models for Open Spaces:

- Pole saw x 2
- Hedge trimmer x 1

Purchased Fleet

All purchased fleet have the latest in emission reducing technology and are much more fuel efficient, which assists the reduction of Council's carbon footprint and daily running costs.

- 2021 SES Toyota Hilux Ute (grant funded)
- Hino 300 with Chassis mount Vermeer, for the Reticulated Water team
- Replacement 6-foot Howard slasher
- John Deere weed spray Tractor (ETA June 30th)

Awaiting Delivery

- 2022 Toyota Hybrid Cross x 4 (Still waiting for ETA)
- 2022 Toyota Hilux to replace Mossman open spaces amenities crew's vehicle (ETA August 2022)



Image: New SES Toyota Hilux



Image: New Howard Slasher for Open Spaces

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:

- Continuation of the shire wide beautification program through the Capital Works Program
- Coconut denutting was completed on 1268 high risk specimens across the shire. A total of 18 defective and dangerous specimens were removed.
- Clean up of illegal dumping hotspots such as Port Douglas Yacht club carpark
- Remedial works / improvements to Port Douglas Esplanade
- Anzac Day preparations including cleaning of cenotaphs
- Flood debris removal following extreme wet event in May
- Replacement of disability access mat on Fourmile Beach
- Vegetation maintenance on Port Douglas Road
- Landscape renewal Davidson Street gardens
- Oil Palm maintenance program including pruning and fertilizing for optimum health of the avenue



Image: Flood debris impacting bridge

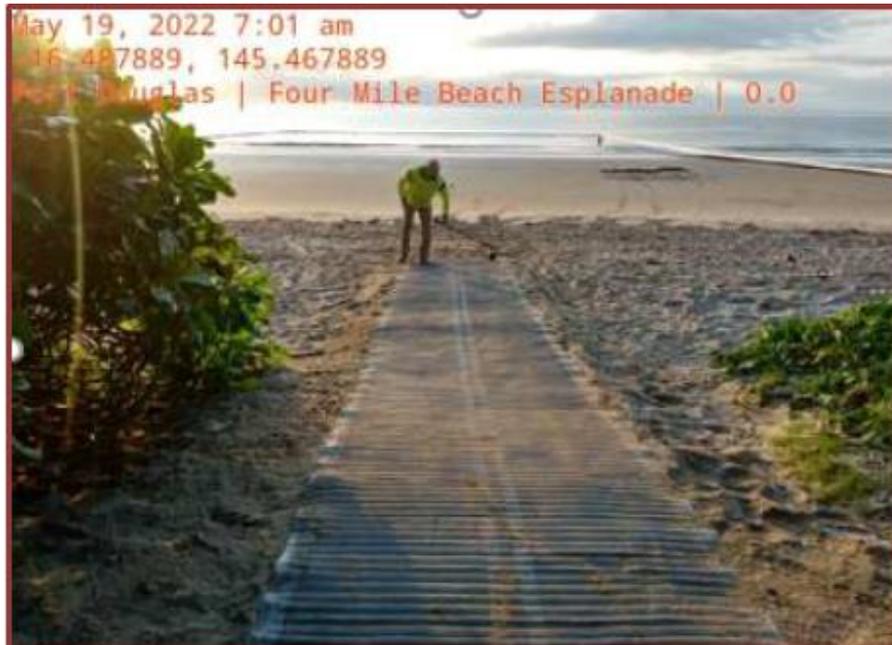


Image: New disability access mat



Image: Graffiti removal in progress

The following table highlights staff accomplishment data captured for the 3rd quarter in the REFLECT Open Spaces data base:

Table: 4th Quarter Data Capture

Activity Name	Accomplishment for Each Quarter Q4	Person Hours for Each Quarter Q4
Vandal Damage Rectification	9	26
Litter Pickup	302	289
Mowing	22	196
Tree Maintenance	103	295
Grounds Maintenance	436	1533

Activity Name	Accomplishment for Each Quarter Q4	Person Hours for Each Quarter Q4
Illegal Dumping Removal	7	10
Beach/Foreshore Maintenance	131	107
BBQ Maintenance	616	302
Amenity Cleaning	1375	1141
Park Furniture Maintenance	87	12
Playground Furniture Maintenance	72	29
Skate Park Maintenance	7	2
Irrigation Maintenance	5	34
Landscape Maintenance	15	212
Herbicide	18	129
Signs Install / Maintenance	7	17
Bridge and Footbridge Maintenance	4	13
Footpath Works and Maintenance	23	44
Bus Shelter Maintenance	17	7
Litter Bin Maintenance	22	33
Inspections General	20	28

Capital Works

Parks Renewal Program 2021-22:

Renewal of picnic shelters and BBQ's at Newell Beach, Rex Smeal and Four Mile Beach. Additional Shelter and table setting installed at Newell Beach Foreshore. New shelter and seating installed at Four Mile Beach adjacent the Surf Life Savers.



Images: Before and After Renewal of picnic shelter and BBQ Rex Smeal Park

New Playgrounds installed at Daintree Village. Existing playground at Four Mile Park was removed and a new playground and rubber soffit installed.



Image: Daintree Village Playground Installation

The Junior sharks received a grant to resurface the rear field at Coronation park. The works are jointly funded by DSC. A new fence and gates was also installed to protect the field.



Image: Resurfacing of rear rugby field Coronation Park

Biosecurity

The DSC weed management team have assisted our neighbouring Shire Cooktown in the strategic treatment of large infestations of Gamba Grass. The primary objective of the taskforce was to treat gamba grass at all known locations within the Annan/Endeavour catchment and was hosted by Cook Shire Council with financial support from Cape York NRM. In addition to an immediate reduction in gamba grass distribution, the taskforce complemented several other objectives identified by local groups. The presence of various crews and promotion of the taskforce using local media have raised awareness and hopefully will have generated interest in this species. With these crews undertaking treatment they have in essence been leading by example and will have hopefully motivated landholders to continue this work.

Ordinary Council Meeting - 26 July 2022

Additionally, having multiple crews identifying and treating gamba grass while collecting GIS data has dramatically increased existing knowledge of distribution throughout the target area.

Gamba grass is a Category 3 restricted invasive plant under the Biosecurity Act 2014. It is a Weed of National Significance (WoNS).



Image: FNQROC's Travis Sydes next to Gamba grass

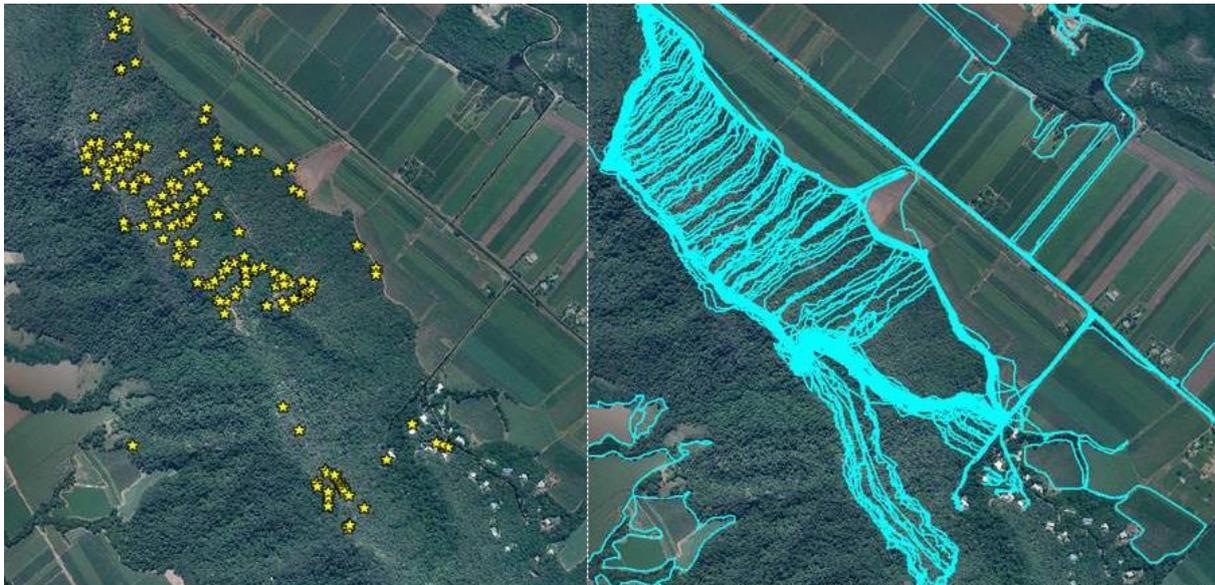
Invasive Weeds

DSC in collaboration with Mossman QPWS and Jabalbina Aboriginal Corporation have completed the annual Siam Weed Management Program which runs from May through to the end of June 2022.

The goal of the program is to locate all infestations within the Shire and control, with the action taken to prevent establishment and reproduction of Siam weed beyond or out of the management zone in the Douglas Shire Council Area.



Image: DSC and QPWS Rangers



Siam Waypoints (Cassowary Range)

Siam Taskforce tracks (Cassowary Range)

Image: Siam weed Taskforce data

DSC Biosecurity team have assisted the Electric Ant Program to conduct the first round of treatment on a new infestation recently discovered at Cape Kimberley.



Image: New electric ant infestation at Cape Kimberley

The biosecurity team combined efforts with local land care group Daintree Life, planting over 500 native trees at Wonga Beach to increase foreshore vegetation in the area. The project, which was funded under Council’s Community Grant program, saw Daintree Life organise a community planting day south of the Daintree River for the first time.



Image: Staff planting trees at Wonga Beach

Biosecurity Statistics:

- Total man hours on weed control = 991
- Feral pigs terminated = 76

Nursery Statistics:

- Total trees potted up = 5030
- Total plants supplied to community groups, private landholders, and council works = 1,777
- Total plants supplied by nursery = 5,614

Building Facilities

Operational Works

During last quarter of this financial year the Building Facilities team has continued to roll out the following operational works:

- Servicing of generators across all Council sites
- Annual service of backflow devices
- Annual service of safety showers
- Fire equipment – 6 monthly service completed
- Fire plans continue to be reviewed and updated at various sites
- Pest treatment and termite inspections completed

April has also seen a change to the team as we welcomed Jodie Hunter on board. Jodie has been working hard to familiarise herself with the Authority system in relation to processing invoices ahead of the influx needing to be processed prior to the end of financial year. She has done very well and has also been learning the day-to-day operational processes. Jodie is becoming a real asset the team.

Trials have continued with the bird dropping issues at the Mossman Shire Hall. Trials with high powered LED red & green lights proved to have little effect on the birds, so we trialed some old green laser lights. These have proved to be highly effective at discouraging the birds from roosting on the front of the hall.

Council staff are now looking into installing permanent laser lighting in this area, similar to what is used at the local Mossman Cowls Club who have been dealing with a similar issue. This will negate the need for ongoing pressure cleaning each time there is an event booked there, and also painting of the stains.



Image: Painting front of Shire Hall to remove bird dropping stains

Repairs were also undertaken on one of the undercover areas at the Mossman Showgrounds where the concrete had subsided causing a trip hazard.



Images: Mossman Shire Hall before and after repairs to concrete area

Capital Works

Building Facilities have completed a large number of smaller Capital projects during the financial year:

- Port Douglas Sugar Wharf – removal of old toilets (Completed)
- Mossman Depot Gates - (Completed)
- Mossman Admin Building Management System upgrade - (Completed)
- Flagstaff Hill Generator Monitoring - (Completed)

- Mossman Library Fence - (Completed)
- Diwan Generator Compound - (Completed)
- Daintree Hall Repairs - (Completed)
- Port Douglas Community Hall Repairs - (Completed)
- Donga Office Upgrade - (Completed)
- Mossman Showgrounds Field Lighting Refurbishments - (Completed)
- Mossman Shire Hall Storage Stage One (Completed)

Projects rolled over into 2022/23 financial year:

- Sugar Wharf Concrete Jetty - (Planning stages)
- Diwan Generator Monitoring - (Underway – Grant Funded)

Mossman Showgrounds Lighting Renewal

The Mossman Showgrounds lighting has been upgraded to help ensure reliable lighting is available, until new lighting towers can be installed in the not-too-distant future.



Image: Mossman Show Grounds – refurbishing old lighting

Diwan Generator Shed

The new generator shed has now been completed and is ready for the transfer of all equipment into it's new home. This will include the installation of a new remote monitoring system scheduled for installation in early August.



Images: Diwan Health Clinic – new generator shed

Mossman Library Fence

Building Facilities have now completed work to rectify drainage issues and install a new fence at the rear of the Mossman Library car park.

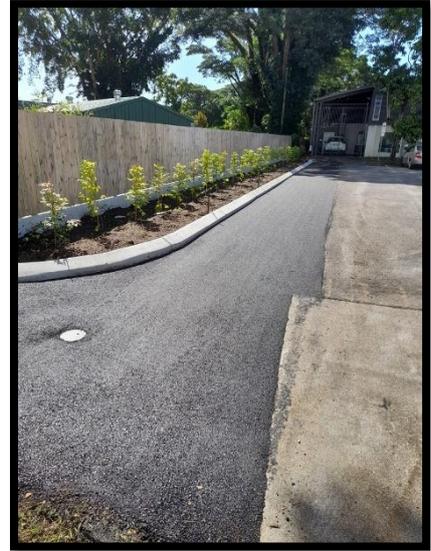


Image: Mossman Library fence before and after works

PROJECT OFFICE

Capital Works

Daintree Ferry - South Loading Ramp

The Daintree Ferry was closed for 55 hours over the weekend of 7/8th May to enable the replacement of the original damaged south ramp and numerous other hydraulic and electrical maintenance tasks.



Image: Cranes manoeuvring parts

Cooya Beach Cycle Way

Stage 2 civil construction was recently completed over a 200 metre stretch of the new cycle way. This section included the removal of vegetation, embankment works, property and roadside retaining walls & drainage as well as the actual cycle path.



Image: Embankment works under way

Cow Bay Communications

Until recently, there was no way that DSC personnel working at Cow Bay Transfer Station could make a phone call or send data such as photos. A new satellite communications system has now been installed as well as some security cameras. This improves safety of our personnel and security of the facility.



Image: New satellite on Cow Bay Transfer Station attendants office

Smart Water Meters

Installation of 842 residential smart water meters was completed in April in Port Douglas. Taggle’s data management system, Aqualus was populated with the Shires meter data and information is now exchanged between Aqualus and Authority, enabling one touch reads for billing purposes. Leaks have been identified and notifications issued to customers. After the first leak notification was issued, leaks dropped from ~30% of customers billable water to 16%. Regular notifications are set to commence from the start of July. Council has now received pricing for Phase 2 of the project, which will install the remaining commercial and residential meters. Early in 2023. Below is an image of the Aqualus dashboard that Council can access.

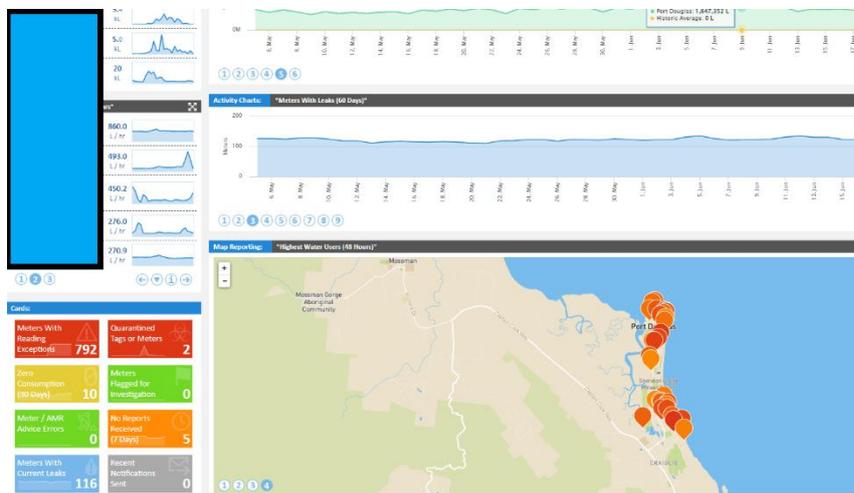


Image: Aqualus dashboard

Domestic Violence Accommodation

The construction of the domestic violence accommodation units is nearing completion with only some final trade works required within the buildings and most of the work remaining being external such as driveways, fencing. Completion of the accommodation is expected by late July



Image: Inside construction

Sewerage Pump Station Switchboard Renewals

During May, four of Council's sewerage pump stations (SPSs) in Port Douglas were replaced. The SPSs were aging and the electronics equipment was becoming obsolete. The new SPSs have been upgraded to include variable speed drives, which enables better control and improved efficiency in the sewerage pumping process. Over the coming years more of the SPSs will be replaced as funding becomes available.



Image: New pump station

Mossman Water Treatment Plant Chemical Handling

With the assistance of local contractors, Mossman Water Plant chemical storage and handling area has undergone a transformation to improve safety standards.

A new trench and pit has been created to capture any unlikely chemical spills from delivery vehicles and internally, new bunding ensures chemicals are correctly and safely stored.

This work is ongoing and is scheduled to be complete in early August.



Image: New trench and pit

Mossman Water Treatment Plant Chlorination Shed Upgrades

DSC engaged an independent auditor to review the Mossman Water Treatment Plant chlorination shed. Several recommendations were employed including the use of automated shutoff valves, signage, gas detectors and improved emergency access. The existing shed has been extended to provide a parking space for the forklift, which was previously restricting access to the chlorination shed entrance.



Image: Shed extension to Chlorination building Mossman water treatment plant

Disaster Recovery Projects

Tropical Cycle Tiffany Event

During January, Category 2 Tropical Cyclone Tiffany affected the region and Council applied for emergency works funding and was successful for the full amount claimed of \$252,678.

A claim for the damage incurred to Lee's bridge, Douglas Creek Road will be shortly submitted.

Monsoon Trough

Whilst minor damage from this monsoonal trough in April 2022 occurred, there has been to date insufficient expenditure to warrant a claim for this event.

WATER AND WASTEWATER

The Water and Wastewater Department performed well during the April to June 2022 reporting period with an emphasis on:

- Water consumption
- Water reticulation
- Water quality
- Sewerage
- Sewage treatment
- Compliance
- Capital projects

WATER

Water Consumption

The Water and Wastewater Department continued with Level 0 water conservation measures for the reporting period of April – June 2022. Level 0 water conservation measures have now been in place since 02/12/2021.

The water level at Rex Creek intake was above 600mm for the duration of the reporting period, peaking at 1380mm between 22/04/2022 and 29/04/2022 during a significant rainfall event.

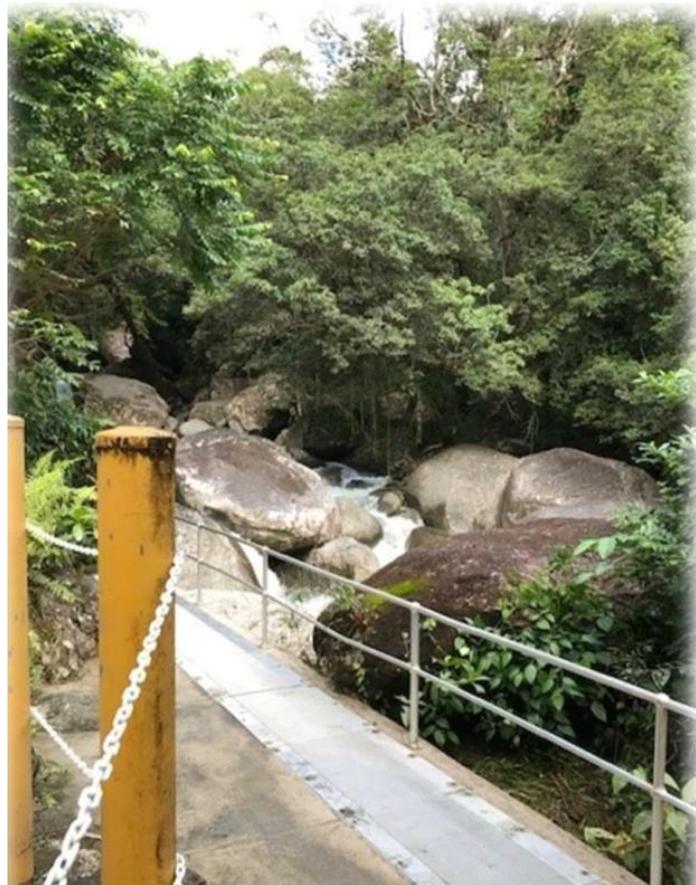


Image: Mossman Water intake

All intakes and reservoirs had adequate water supply during the reporting period. All water treatment plants continued to meet demand requirements.

The average water consumption was 8,610 ML/day for the Port Douglas network and 2,425 ML/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.

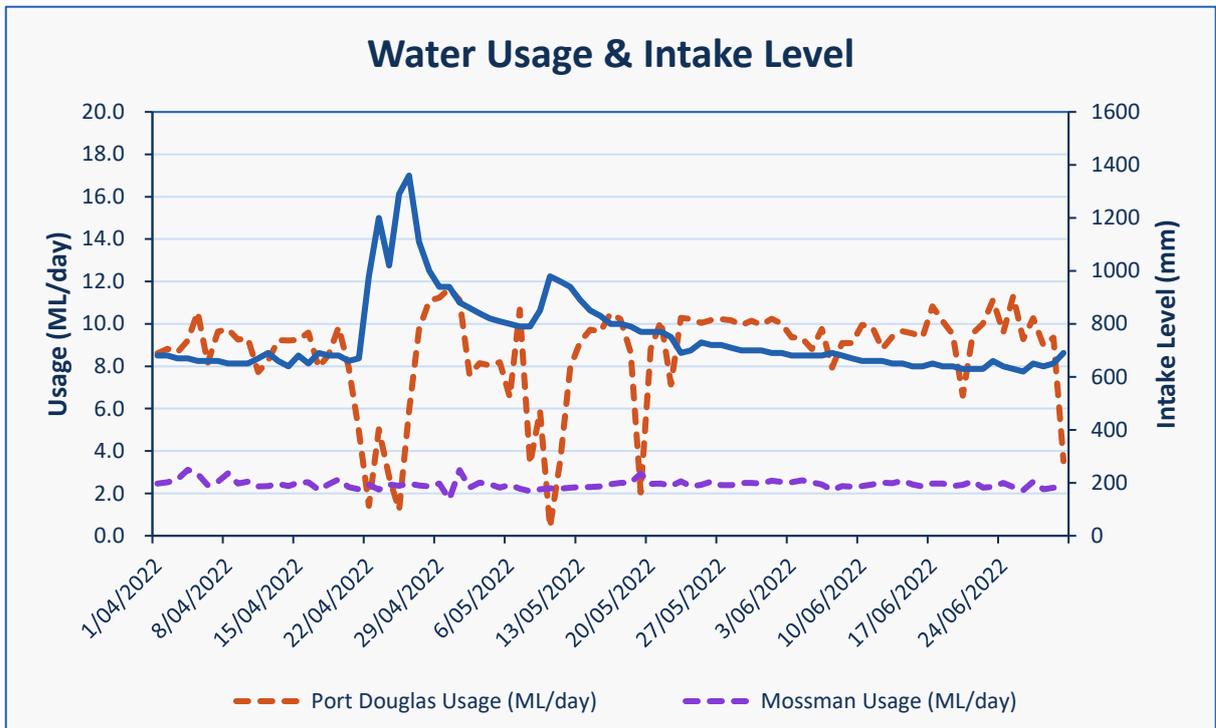


Figure 1: Mossman and Port Douglas water consumption and Rex Creek intake levels

Mossman

Figure 2 shows the monthly water consumption for Mossman, Cooya and Newell Beach.

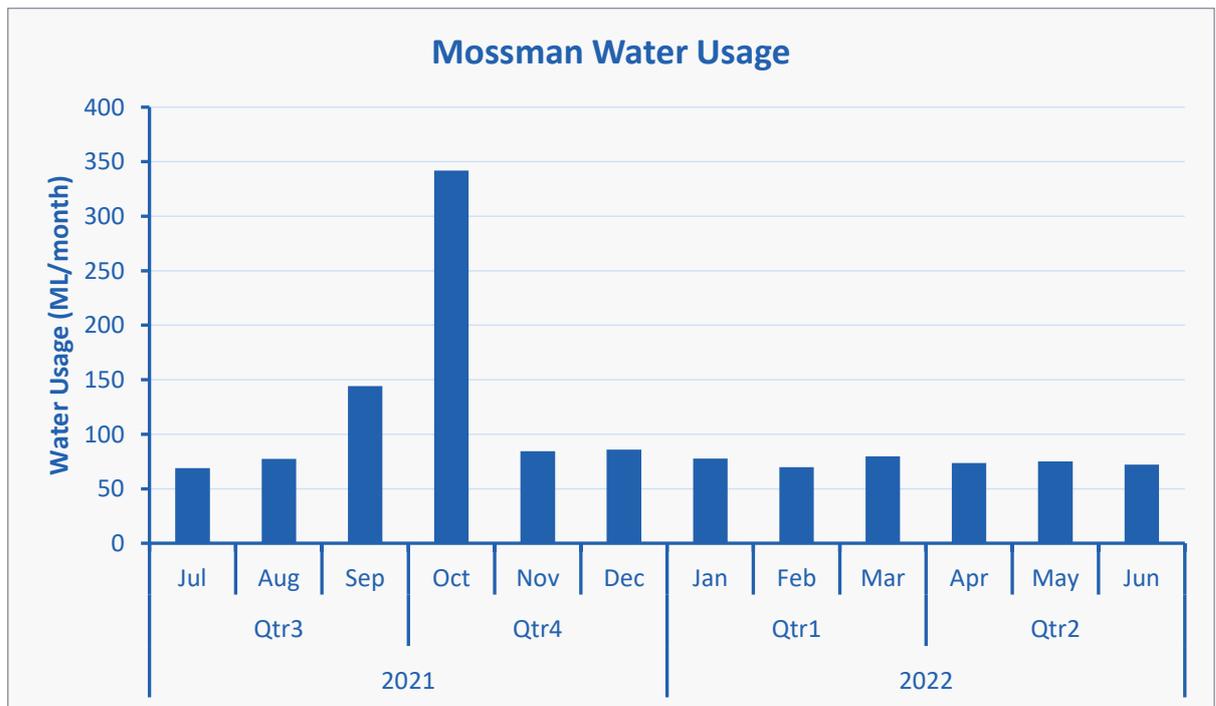


Figure 2: Mossman Water Usage

Port Douglas

Figure 3 shows the monthly water consumption for Port Douglas, Craiglie and Mowbray.

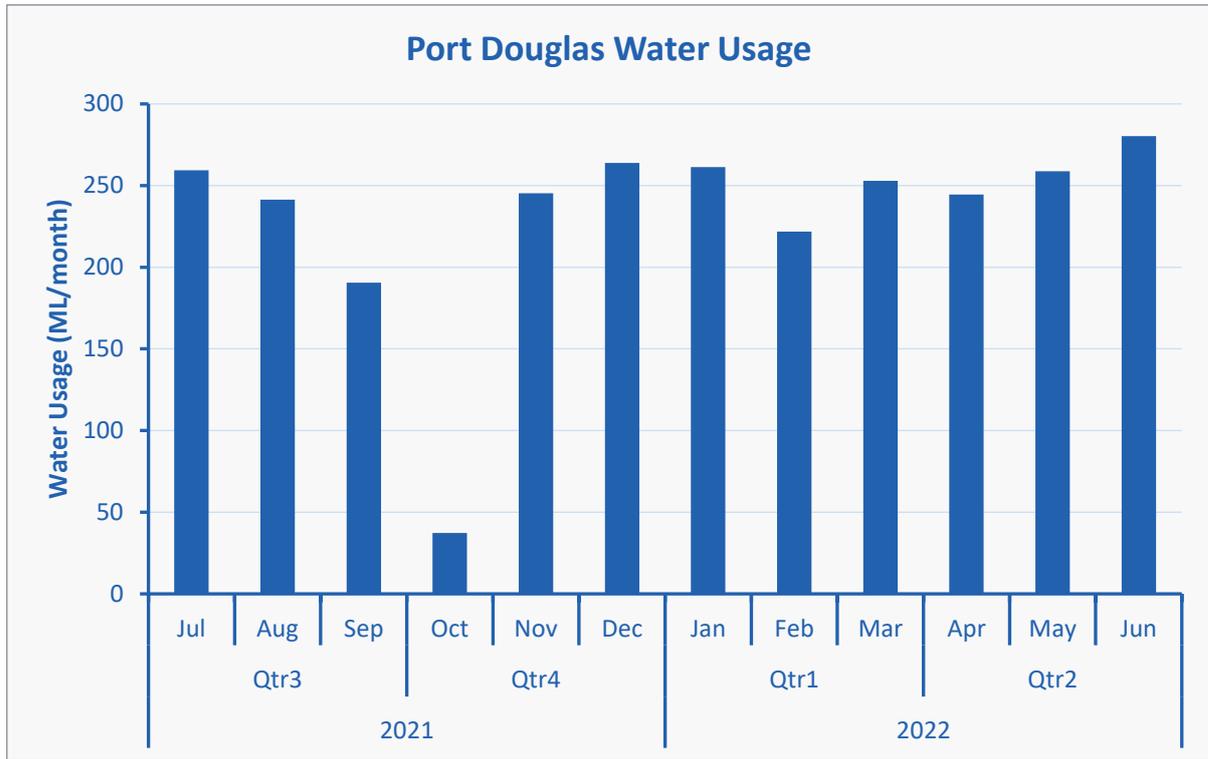


Figure 3: Port Douglas Consumption

Whyanbeel

Figure 4 shows the monthly water consumption for the Whyanbeel scheme (including Whyanbeel, Wonga Beach, Miallo, Rocky Point, Syndicate and Bamboo).

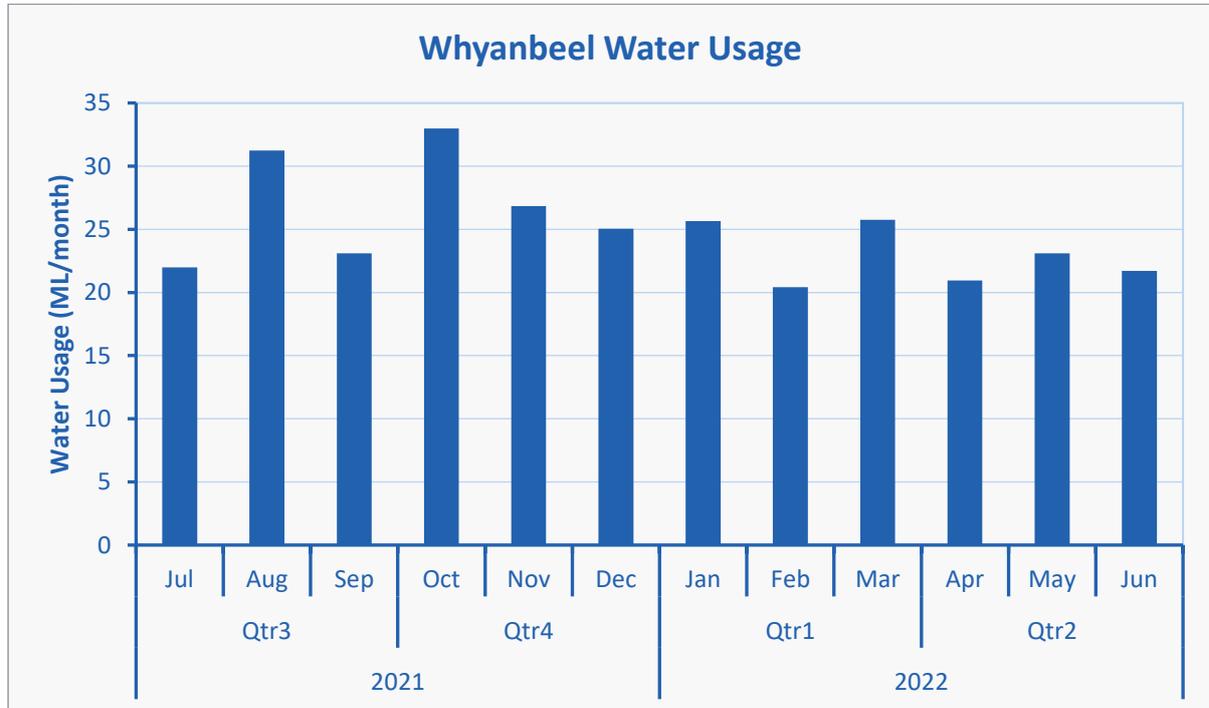


Figure 4: Whyanbeel Consumption

Daintree

Figure 5 shows the monthly water consumption for the Daintree scheme.

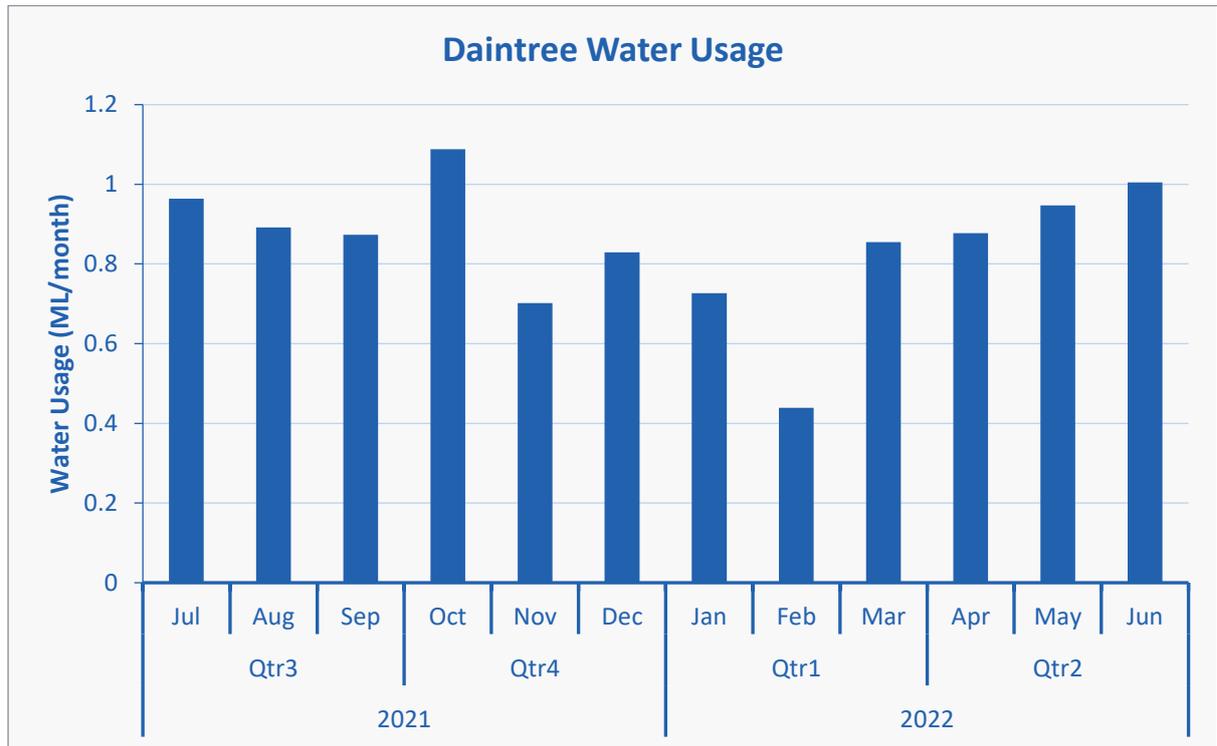


Figure 5. Daintree Consumption

Operations

Mossman/ Port Douglas Scheme

Raw water turbidity during wet weather events caused a number of interruptions to water production at the Mossman WTP throughout this reporting period.

Figure 6 indicates the daily turbidity trends at the intake and treated water as recorded at the Mossman WTP for the current period.

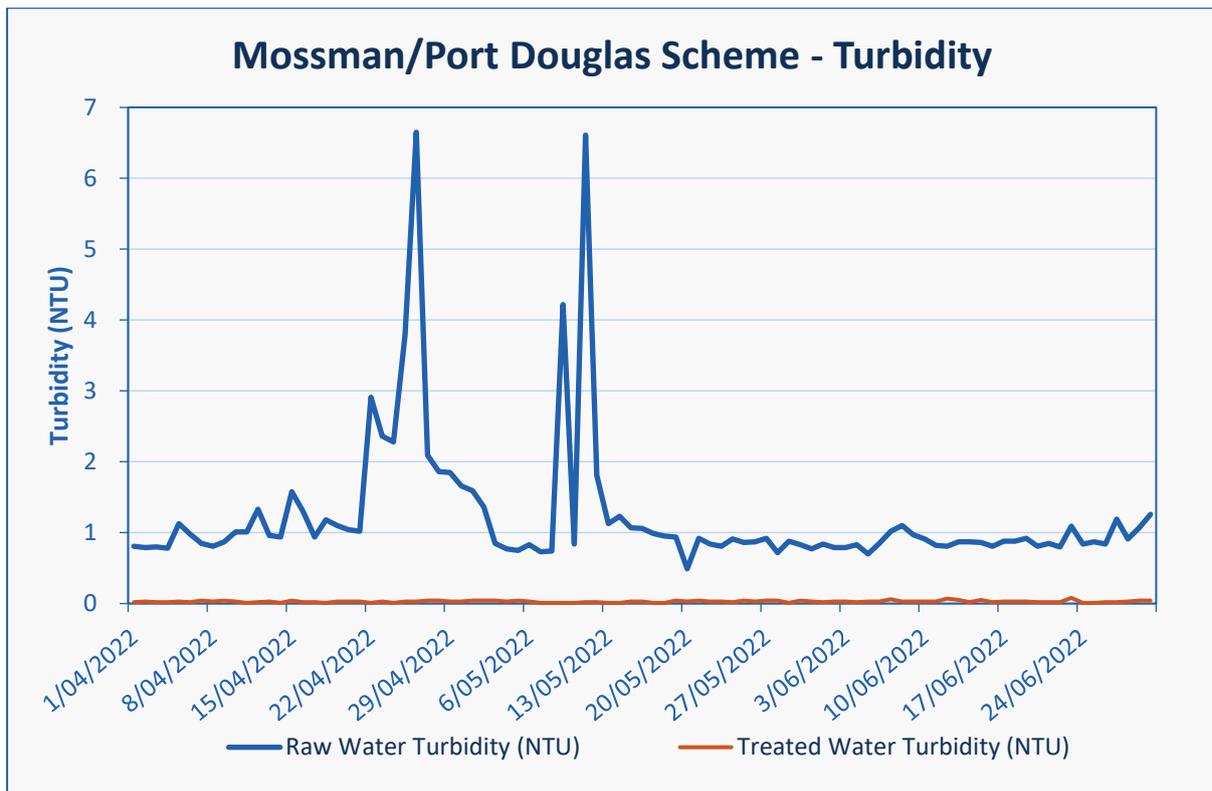


Figure 6. Turbidity trends at Rex Creek intake and in the treated water at Mossman WTP

Routine general maintenance was carried out during the reporting period, including on the Rex Creek intake. 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.

All routine inspections and planned maintenance operations were carried out within the Mossman/Port Douglas scheme throughout the period. The Mossman WTP met all demand requirements throughout this reporting period, despite the production interruptions caused by high raw water turbidity.

There were no water quality incidents in the Mossman reticulation network within this reporting period. High water levels were maintained across all of the reservoirs in the scheme.

Whyanbeel Scheme

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

Routine general maintenance was carried out during the reporting period, including at the intake. 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.

Figure 7 indicates the daily turbidity trends at the intake and treated water as recorded at the Whyanbeel WTP for the current period.

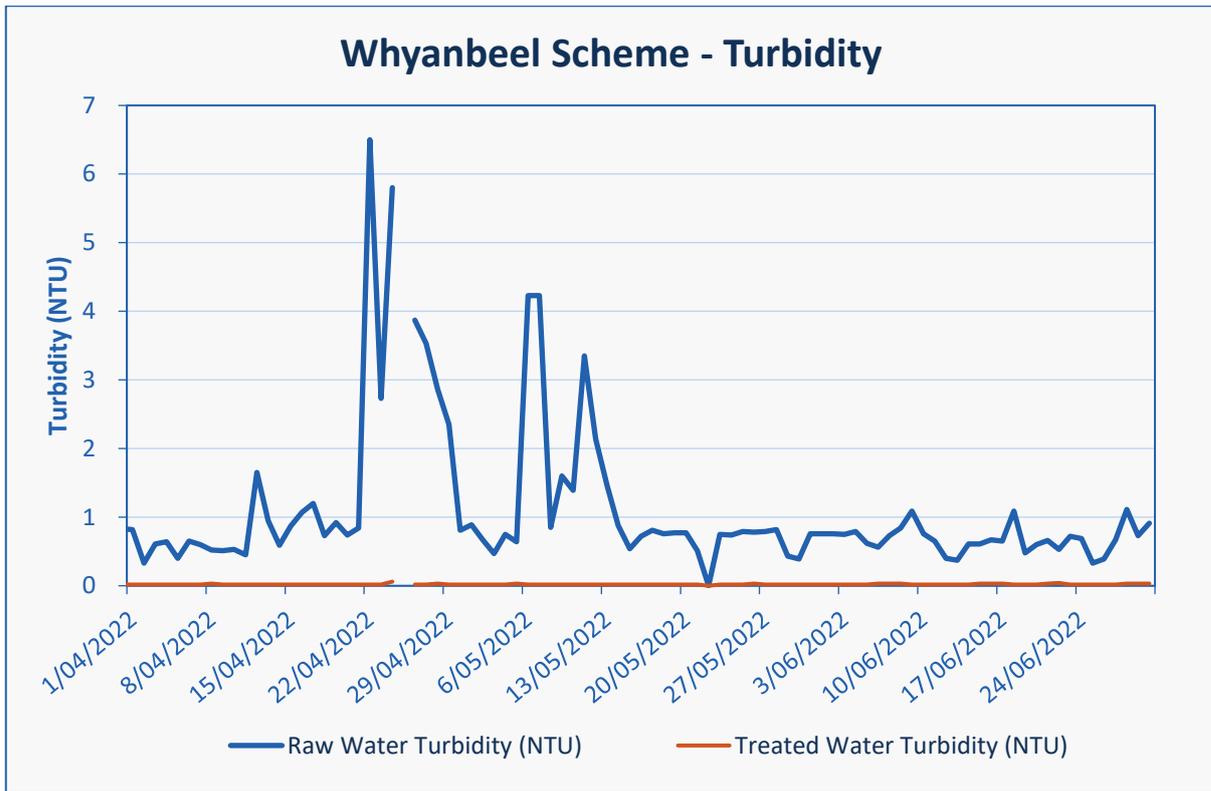


Figure 7. Turbidity trends at the Little Falls Creek and the treated water at Whyanbeel WTP

Daintree Scheme

The Daintree WTP met all demand requirements during the reporting period. In order to maintain membrane efficiency, chemical ‘clean -in-place’ (CIP) operations were undertaken together with general service and maintenance works.

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, including at the intake. 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.

Figure 8 indicates the daily turbidity trends at the intake and treated water as recorded at the Daintree WTP for the current period.

Wet weather event Anzac weekednd in April led to flooding in Intake Creek, which damaged the Daintree water supply intake infrastructure. Council officers made temporary repairs for continued operation of the water treatment plant.

Council officers have engaged an engineering company to assess the damage and workout estimated costings for repairs.



Image: Damage of infrastructure at Intake Creek Daintree

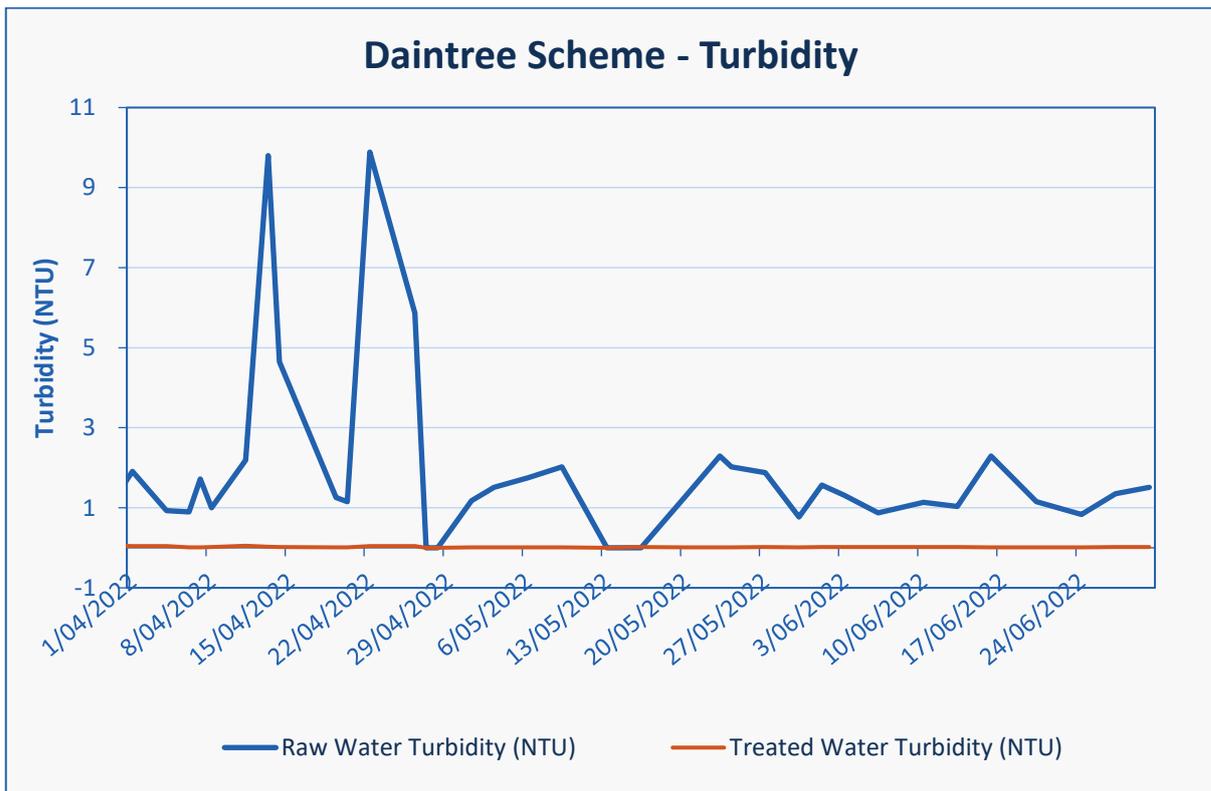


Figure 8. Turbidity trends at Intake Creek and in the treated water at the Daintree WTP

General

See Table 5 below details the significant activities carried out on the water reticulation network across all schemes.

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

Table 1. Water reticulation team maintenance activities

Activity	Number in period
Settlement meter reads	188
New water service connections	22
Service repairs	121
Water main repairs	24
Water quality notifications (customer complaints)	1
Dial-Before-You-Dig enquiries	175
Flushing events: Mossman/ Port Douglas scheme (including Cooya and Newell)	10
Flushing events: Whyanbeel scheme (including Wonga)	24
Flushing events: Daintree scheme	15
Water meter leg inspections for smart water meter program	2410
Water meter leg replacements for smart water meter program	834

Water Quality

Drinking water sampling occurs at intakes, reservoirs and in the reticulation network to ensure compliance with the 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 80 treated water E.Coli compliance samples were taken across the drinking water schemes. A total of 36 E.Coli samples were tested in the Douglas water laboratory and 44 in a NATA accredited laboratory. Other parameters monitored allow the Water and Wastewater Department to observe trends in water quality across the schemes.

During the reporting period, all tested parameters in drinking water samples were compliant with ADWG health guideline values and standards required by the Water Supply Regulator and Queensland Health.

In addition, water quality was monitored at all of the intakes, with 11 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 Tables 2 and 3 for treated water in the Port Douglas reservoirs and Mossman/ Port Douglas reticulation network, respectively.

Table 2. 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
Apr-22	7.4	28.0	7.7	0.96	1.0	<1
May-22	7.6	25.9	9	1.1	1.1	<1
June-22	7.3	24.7	7.4	1.0	1.1	<1

Table 3. 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
Apr-22	7.1	28.4	0.6	0.7	<1	0.01	0.035	0.00025	<1
May-22	7.1	28.8	0.9	0.9	<1	0.007	0.034	0.0002	<1
June-22	7.0	25.6	0.9	0.9	<1	0.008	0.056	0.0002	<1

Whyanbeel Scheme

Average monthly values for key operational and compliance parameters are detailed in Tables 4 and 5 for treated water at Rocky Point reservoir and Whyanbeel reticulation network, respectively.

Table 4. 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
Apr-22	8.35	28.7	N/A	1	1.05	N/A
May-22	8.36	26.7	12	1.03	1.06	<1
June-22	7.9	26	10	0.74	0.8	<1

Table 5. 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
Apr-22	8.1	27.7	0.8	0.9	<1	0.005	<0.015	<0.0002	<1
May-22	7.9	26.4	0.9	1.0	<1	0.004	0.02	0.0005	<1
June-22	7.9	25.4	0.8	0.9	<1	0.005	0.016	0.0004	<1

Daintree Scheme

Average monthly values for key compliance parameters are detailed in Table 6 for treated water in the Daintree reticulation network.

Table 6. 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	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
Apr-22	7.9	27.0	1.1	1.1	<1	0.002	<0.015	0.0002	<1
May-22	6.8	26.3	0.9	0.9	<1	0.002	<0.015	0.0018	<1
June-22	7.9	24.3	1.1	1.1	<1	0.003	<0.015	0.0002	<1

Water Education

Progress is continuing with the development of educational materials and program delivery.

WASTEWATER

Sewerage

General maintenance programs continued the sewerage networks and sewage pump stations (SPS) in the Mossman and Port Douglas catchments.

Table 7 shows the number of sewer network activities and complaints across the wastewater schemes.

Table 7. Sewerage activities for the current period

	Port Douglas WWTP Catchment	Mossman WWTP Catchment
Pump Blockages	8	2
Sewer Chokes	1	0
Sewer Main Breaks	0	0
HCB Repairs	4	2
Odour Complaints	0	0
Public Complaints	0	0
Reportable Incidents	0	0

Wastewater Treatment Plants

Both Port Douglas and Mossman WWTPs operated with in license requirements throughout this period.

The Wastewater team have joined together again having been split into separate crews as they were throughout the COVID-19 pandemic. Both Mossman and Port Douglas WWTPs are not doing COVID-19 surveillance testing.

Port Douglas Wastewater Treatment Plant

Rainfall

The total rainfall recorded on site during the reporting period was 556.5 mm. The highest daily rainfall recorded totalling 156 mm was recorded on 26th April 2022.

Influent

A total of 330,097 kL of influent entered the Port Douglas WWTP during the reporting period. The average daily inflow was 3,360 kL/day for the period. 633 kL of septage was received by the WWTP and 490 kL of leachate was tankered from the Killaloe landfill and transfer station. Influent is treated by passing through a sequencing batch reactor which produced compliant effluent during the reporting period.

Daily inflows, outflows and recycled water supplied for the reporting period are presented in Figures 9 and 10 respectively.

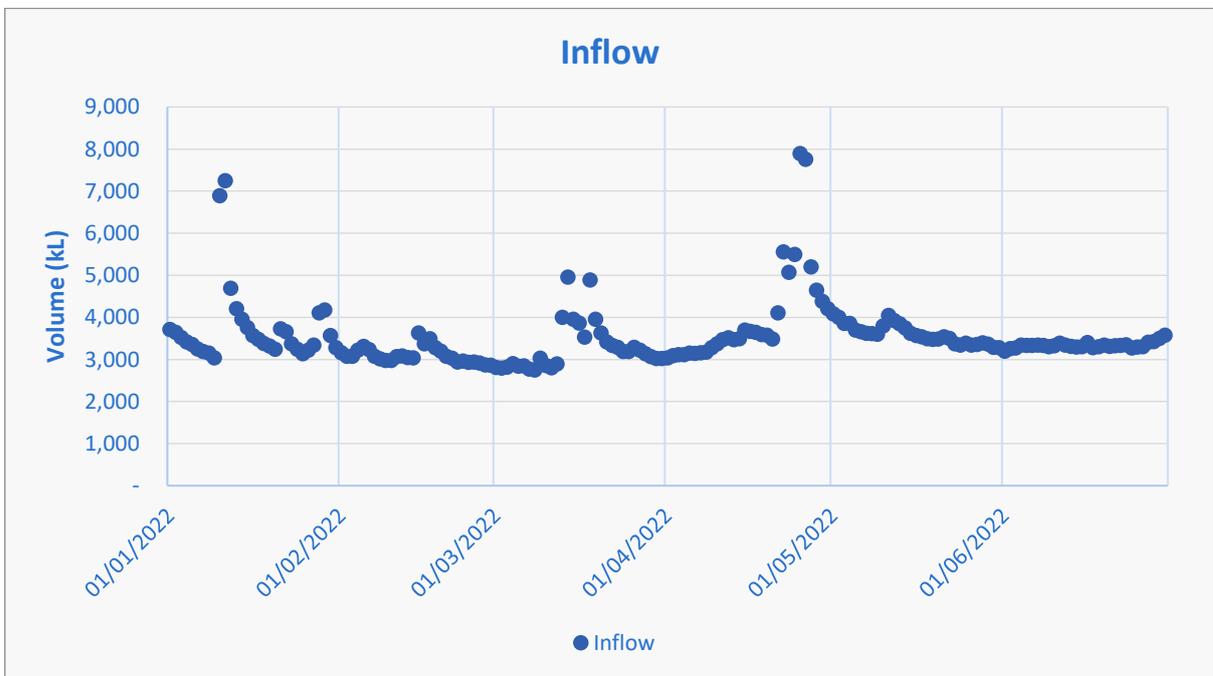


Figure 9. Port Douglas WWTP daily inflow

Recycled Water

A total of 37% of the treated effluent was pumped to two resort golf courses for irrigation purposes and the remaining was discharged into the Dickson Inlet. The Sheraton Mirage received 70,593 kL and Palmer Sea Reef Resort received 59,332 kL during this period.

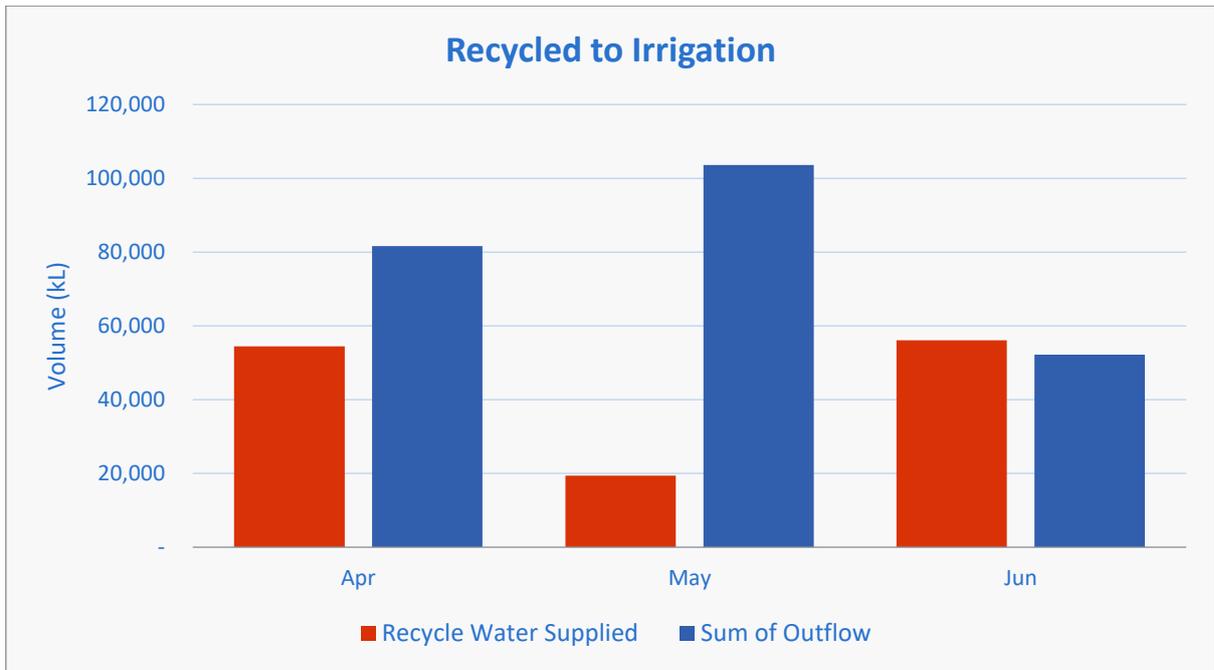


Figure 10. Port Douglas WWTP monthly outflow

Biosolids

At Port Douglas WWTP, 534.62 tonnes of wet bio-solids (11% solids) were produced during the reporting period, equating to 52 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.

The monthly biosolids production trends can be seen in Figure 11.

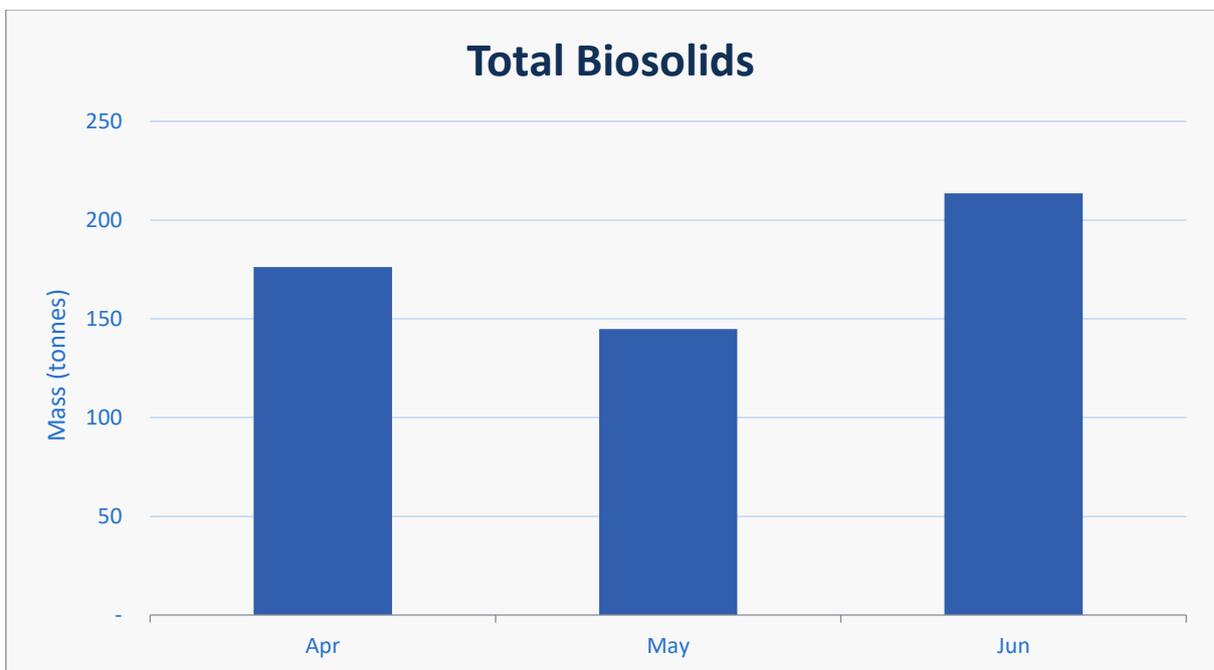


Figure 11. Port Douglas WWTP biosolids production

Mossman Wastewater Treatment Plant

Rainfall

A total of 858.5 mm of rain fell on site for the reporting period with the highest daily rainfall measured at 270 mm on 26th April 2022.

Influent and Effluent

The Mossman WWTP received a total influent flow of 133,377 kL during the reporting period. The average daily flow was 1,466 kL/day. Influent is treated in an oxidation ditch system and compliant effluent is discharged into the Mossman River.

Outflow and Inflow data for the reporting period are shown in Figures 12 and 13 respectively.

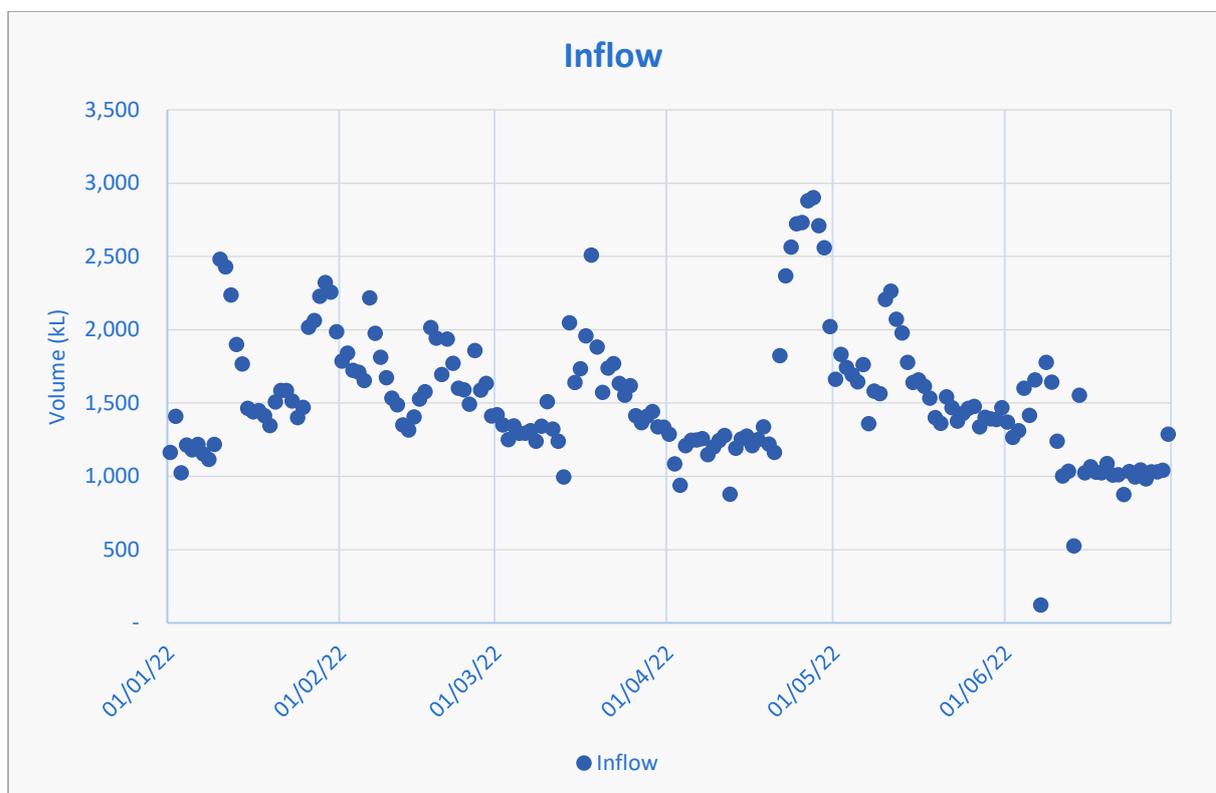


Figure 12. Mossman WWTP daily inflow

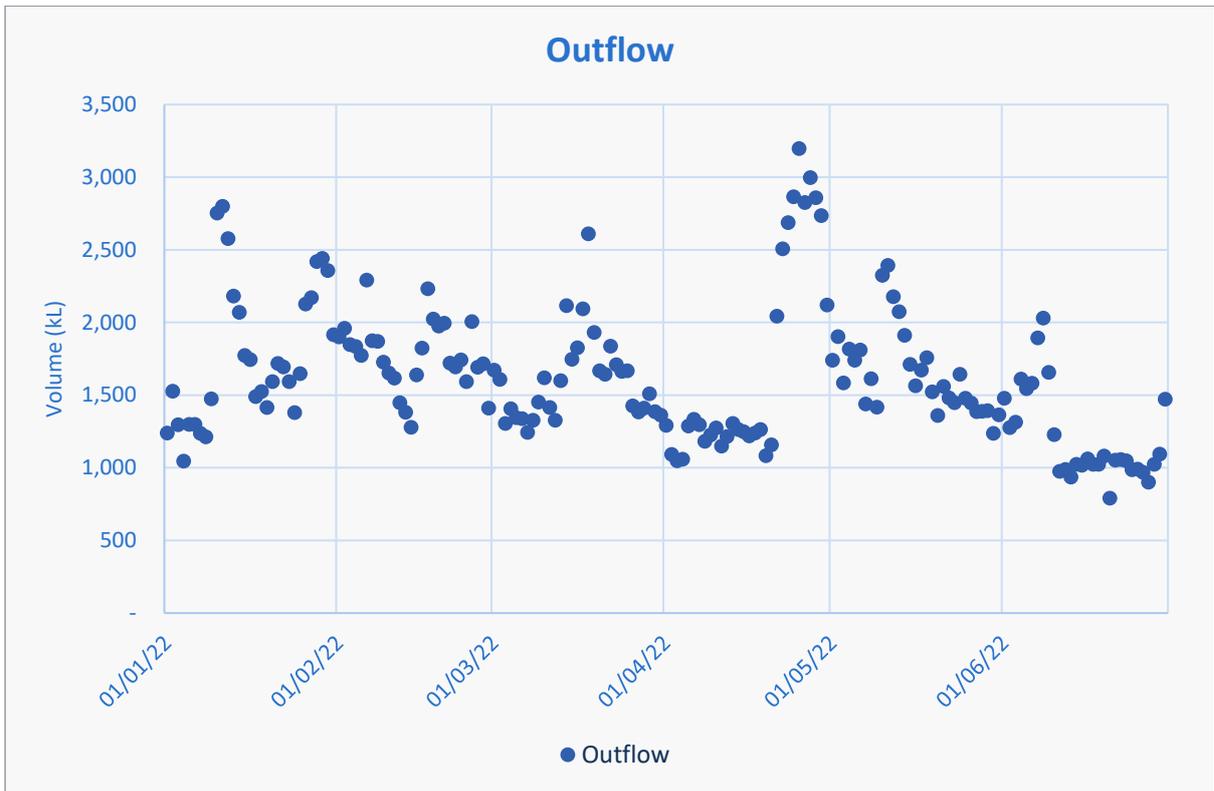


Figure 13. Mossman WWTP daily outflow

Biosolids

At Mossman WWTP, 44.58 tonnes of wet biosolids (10% solids) were produced during the reporting period, equating to 4.46 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.

The monthly bio-solids production trends can be seen in Figure 14.

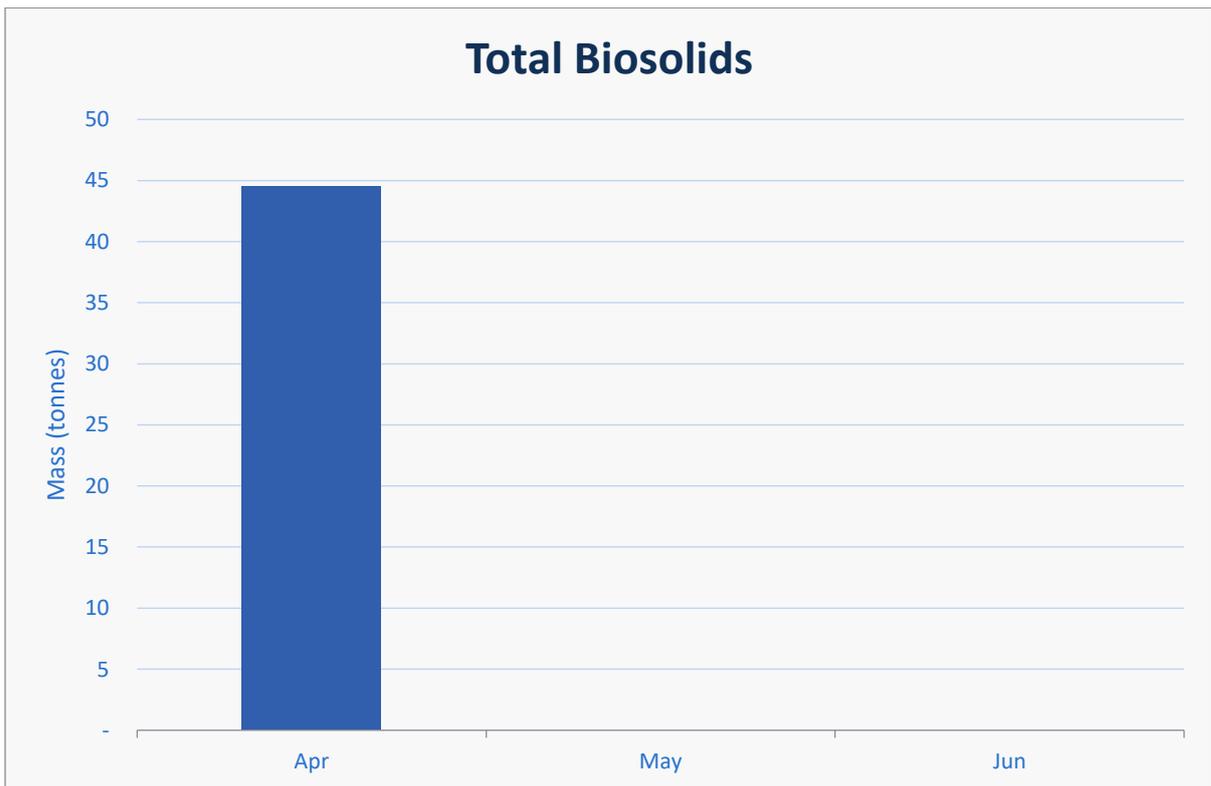


Figure 14. Mossman WWTP biosolids production
Ordinary Council Meeting - 26 July 2022

Effluent quality and compliance

During the reporting period, compliance sampling was performed, per EPPR01790513 license conditions, see Table 8.

Table 8. Compliance Sampling Requirements

Characteristics Determination	Port Douglas WWTP	Mossman WWTP
5-day Biochemical Oxygen Demand	weekly	fortnightly
Suspended Solids	weekly	fortnightly
pH	weekly	weekly
Dissolved Oxygen	weekly	weekly
Ammonia Nitrogen	fortnightly	fortnightly
Total Nitrogen	fortnightly	fortnightly
Total Phosphorus as P	fortnightly	fortnightly
Oil and Grease	fortnightly	fortnightly
Faecal Coliforms (Organisms/100ml)	fortnightly	fortnightly
Free residual chlorine	-	fortnightly

Additionally, more samples are taken from the treatment processes, biosolids, receiving waters and bores. Samples are tested by a NATA-accredited laboratory for physical, chemical and microbiological parameters. All parameters tested during the reporting period from the Port Douglas and Mossman WWTPs were compliant.

Treatment process and compliance monitoring is 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 are monitored and controlled with SCADA Citect via an extensive telemetry network.

Port Douglas 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 Figures 15, 16, 17, 18 and 19.

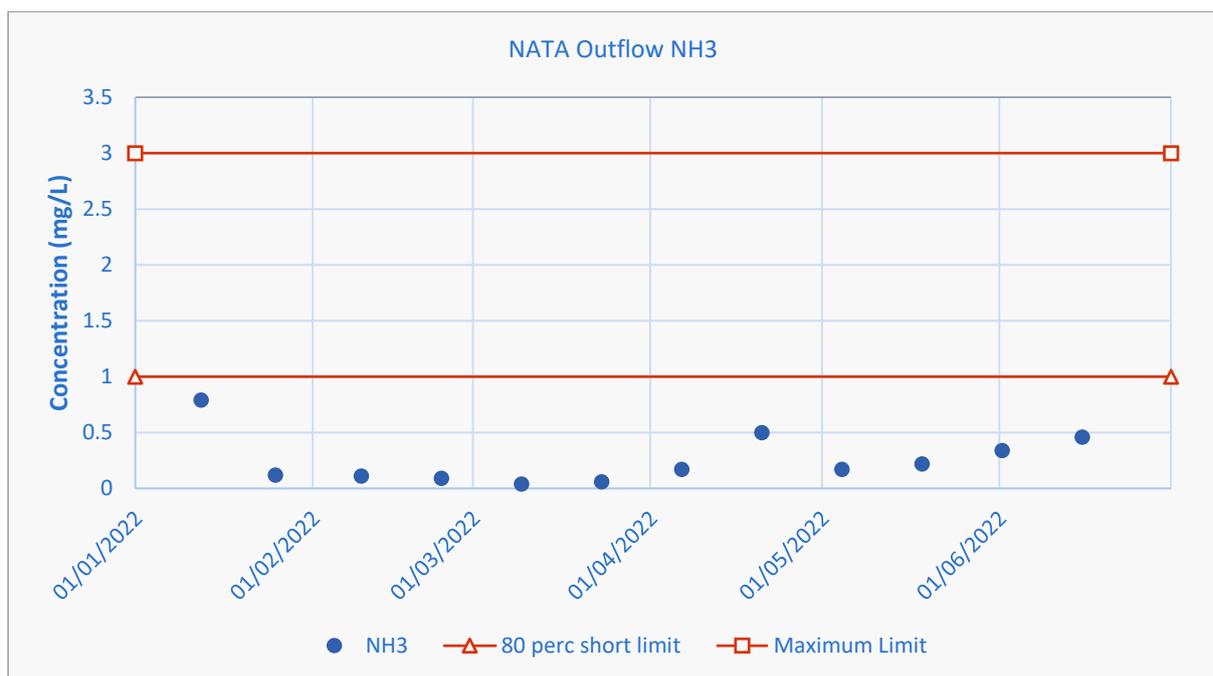


Figure 15. Port Douglas WWTP final effluent – ammonia (NH₃)

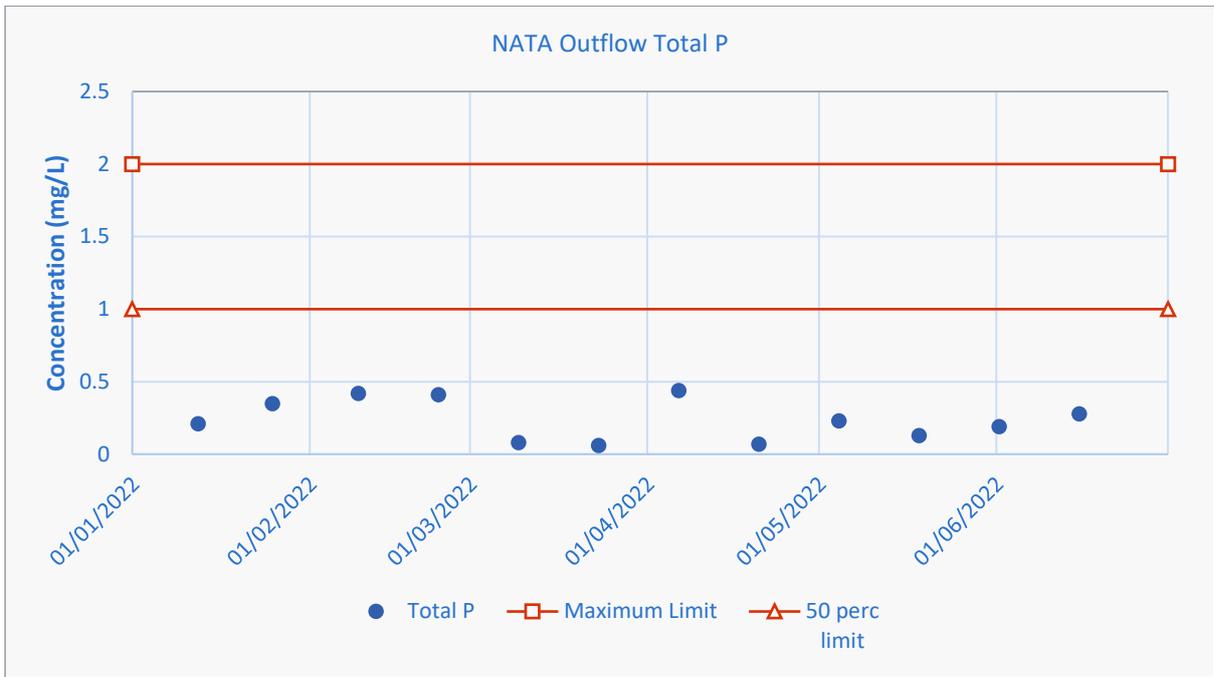


Figure 16. Port Douglas WWTP final effluent - total phosphorous

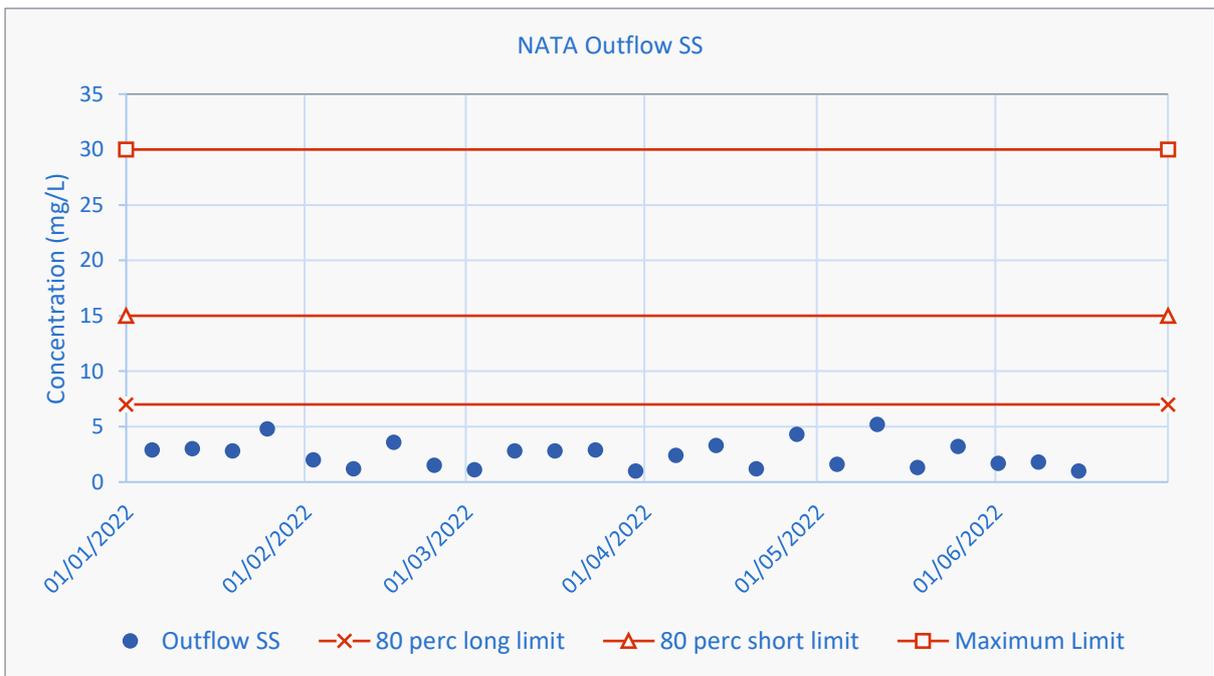


Figure 17. Port Douglas WWTP final effluent - total suspended solids

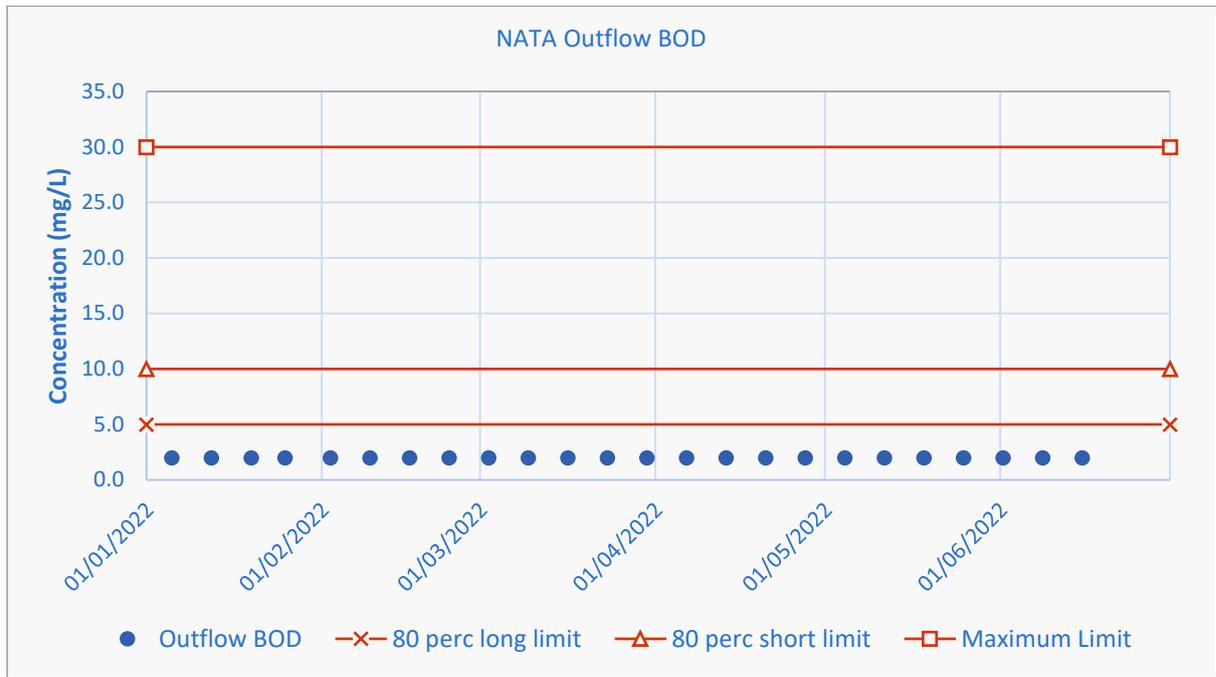


Figure 18. Port Douglas WWTP final effluent - BOD₅ (biochemical oxygen demand)

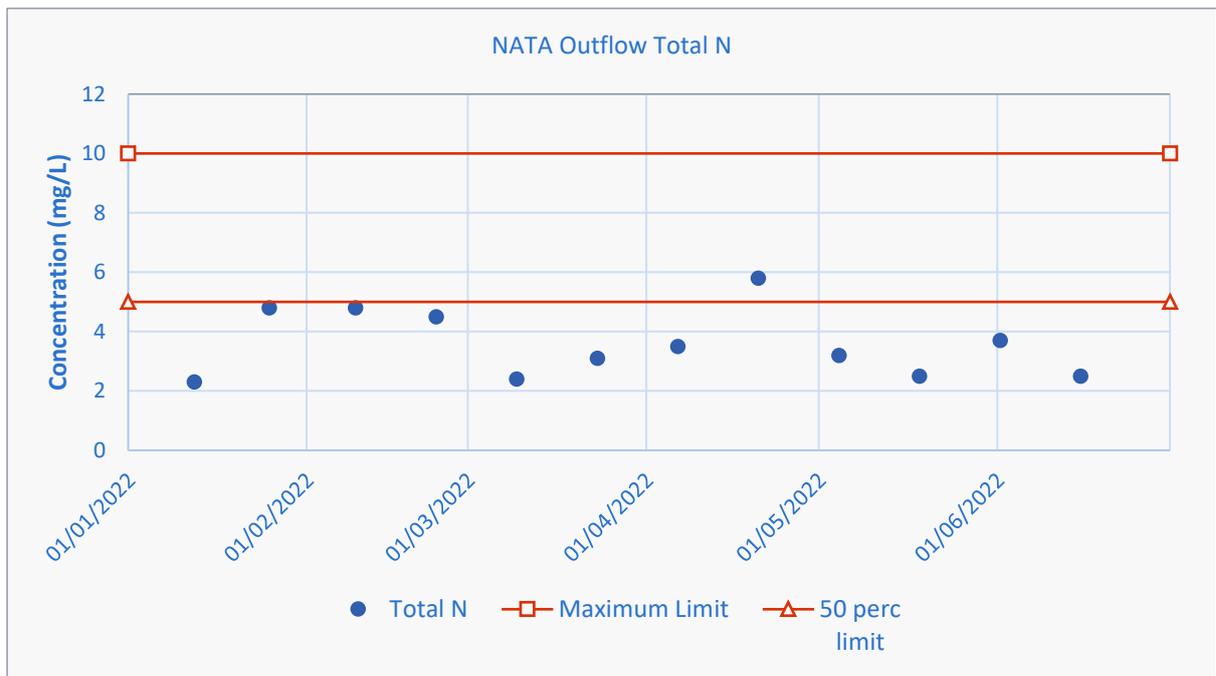


Figure 19. Port Douglas WWTP final effluent - total nitrogen

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 Figures 20, 21, 22, 23 and 24.

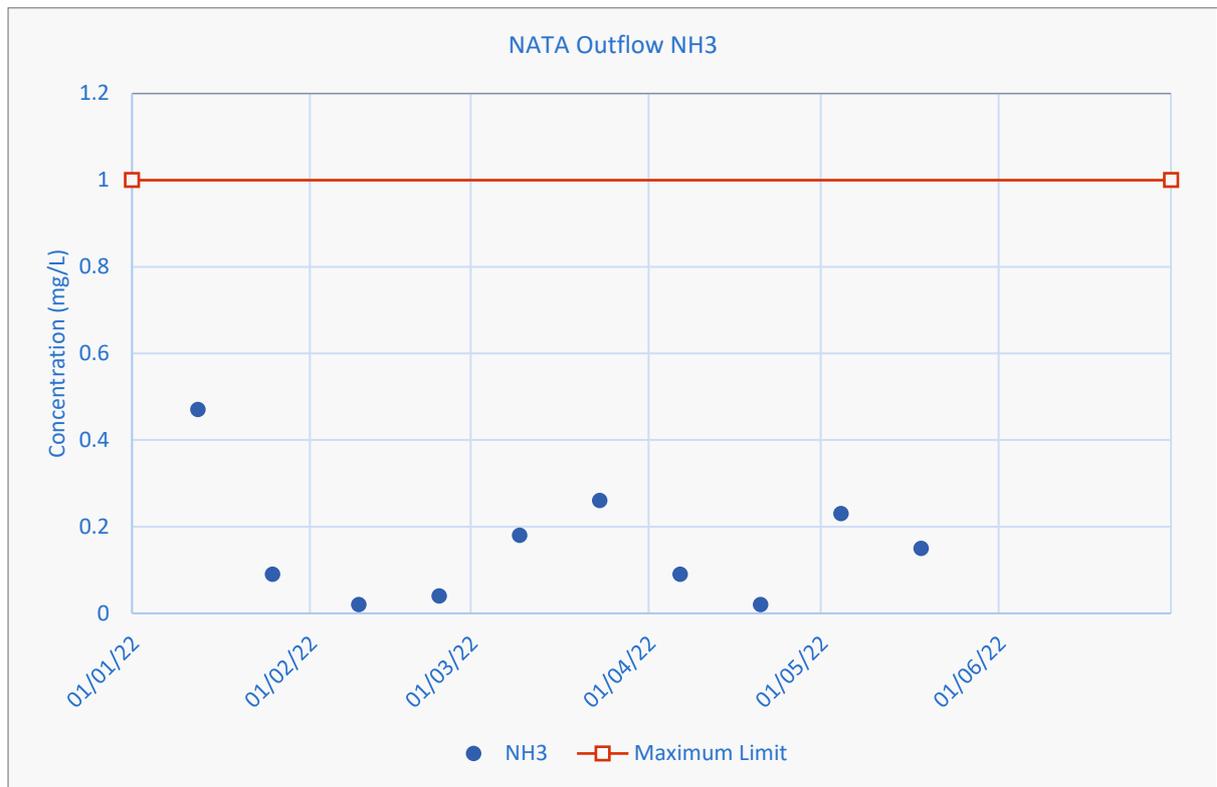


Figure 20. Mossman WWTP final effluent – ammonia (NH₃)

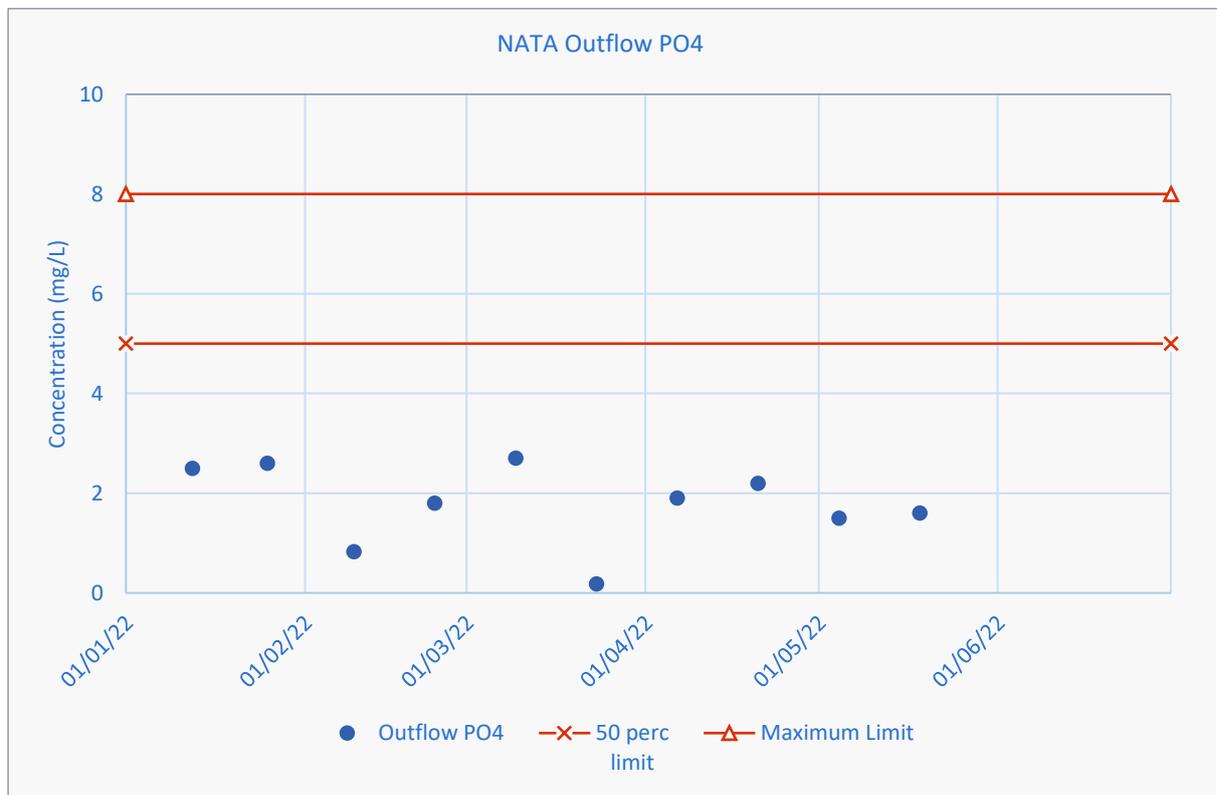


Figure 21. Mossman WWTP final effluent - total phosphorous

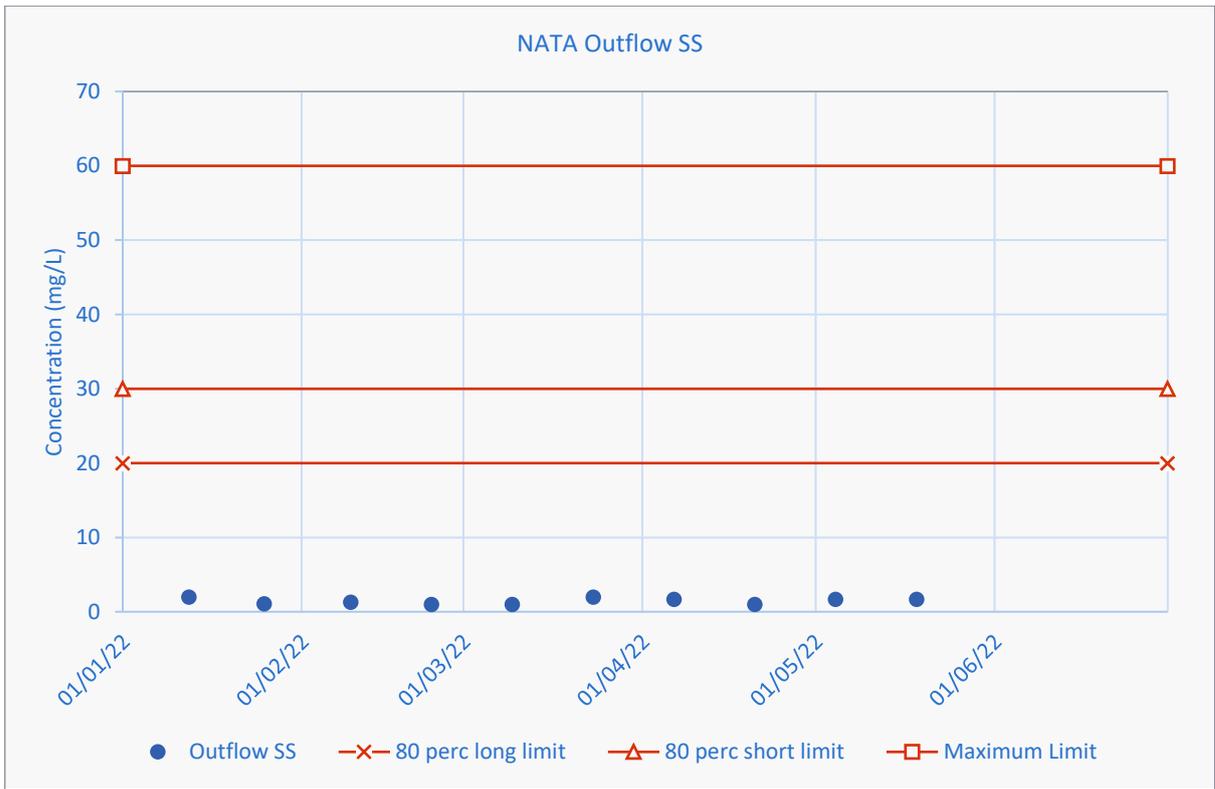


Figure 22. Mossman WWTP final effluent - total suspended solids

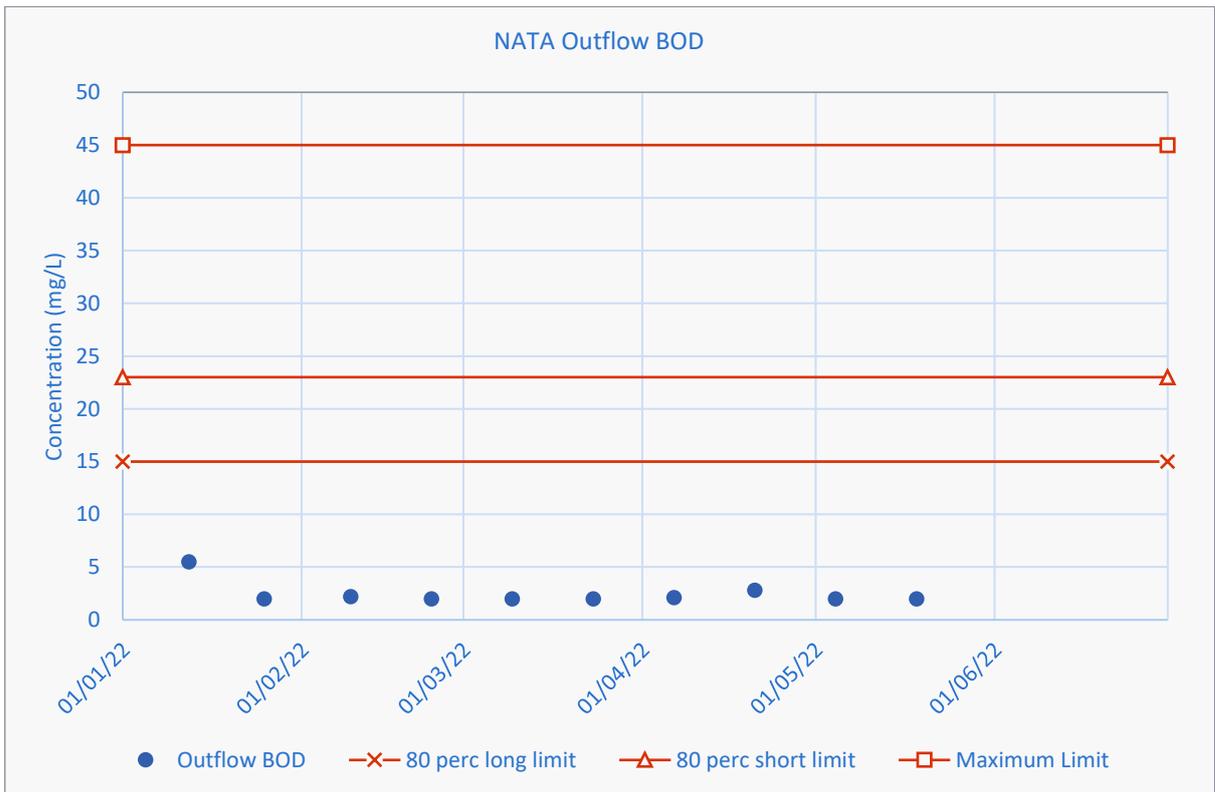


Figure 23. Mossman WWTP final effluent - BOD5 (biochemical oxygen demand)

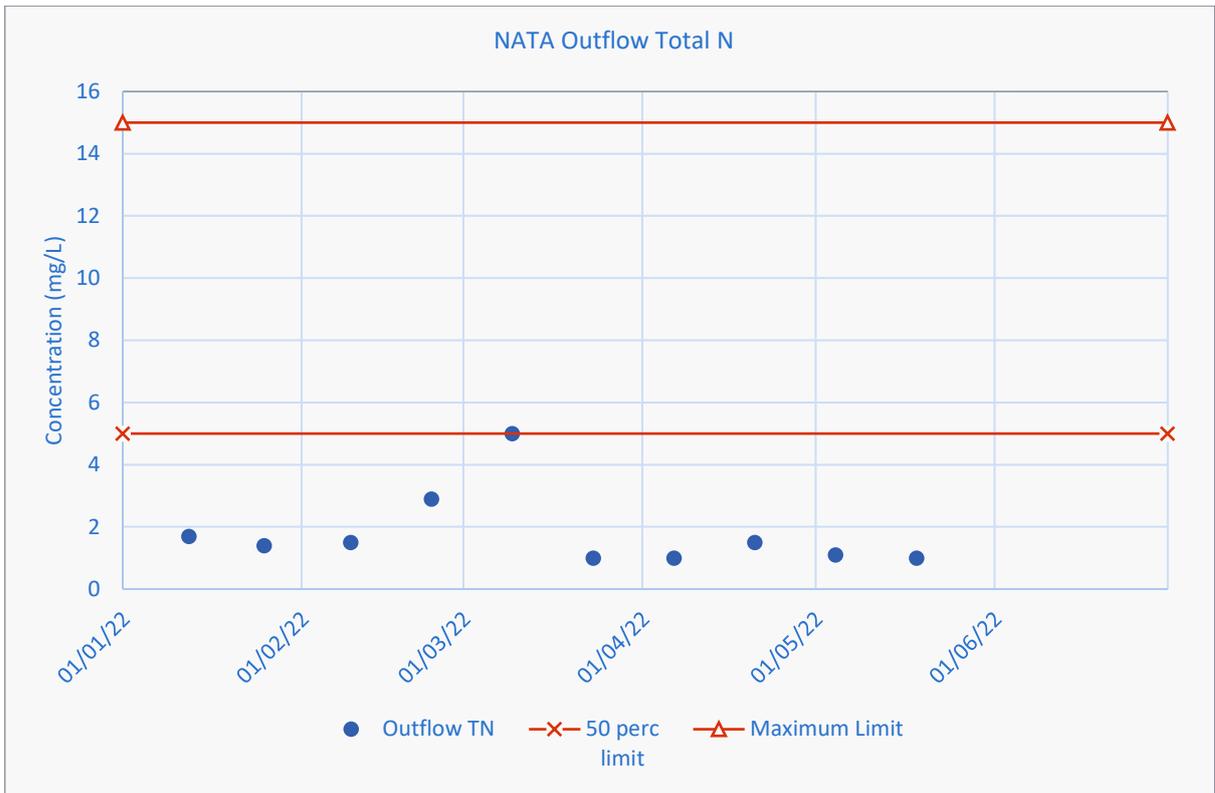


Figure 24. Mossman WWTP final effluent - total nitrogen

CAPITAL WORKS

Capital works projects during the reporting period included the following:

Phase 1 of the smart water meter project has completed, covering the Port Douglas area. This involved the installation of approximately 900 meters.



Image: Smart Water Meter

Customers are already benefiting from the project, with leaks being identified and alerts sent to customers notifying them of leaks on their property. The Aqualus smart water meter portal, which allows customers to access their water from personal electronic devices, is being rolled out in the coming quarter.



Image: One of nine transmitters installed around Port Douglas for the implementation phase 1 of the smart water meter project

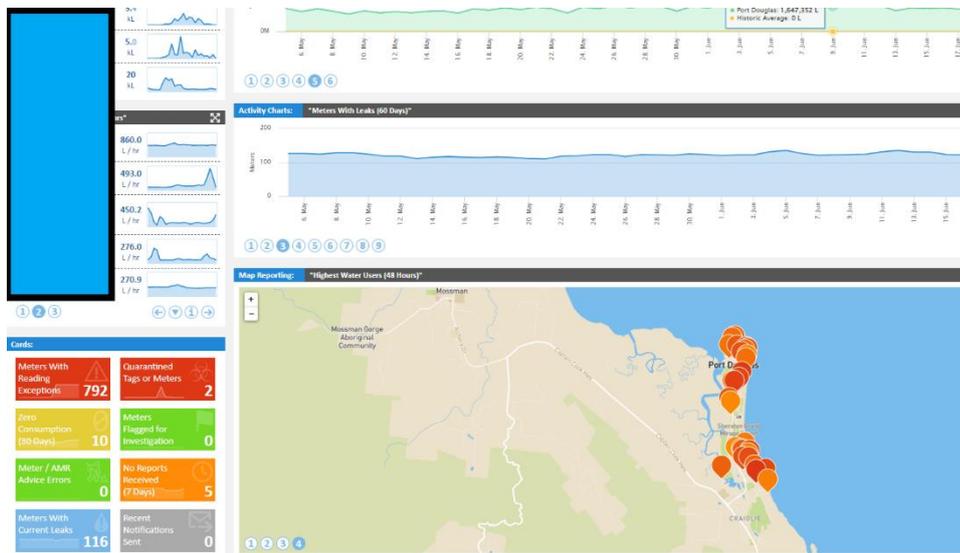


Image: A screenshot of the Aqualus dashboard used to identify leaks & send out leak alerts.

The ultrafiltration membranes at Mossman WTP are obsolete and need to be upgraded. Of the five membrane racks at Mossman WTP, four of them are still in service but are required to be run at reduced production rates to manage their condition. Due to its poor condition, the oldest rack has been taken offline to be used in emergency scenarios only.

Tender submissions are under evaluation for a rolling program of replacements over the next three years. The installation of the first membrane rack will begin should commence in late 2022.



Image: Filtration rack at the Mossman WTP

Each rack at the Mossman WTP contains 52 membrane cartridges

A calcite filtration plant has been installed at the Daintree bore which will be commissioned in July 2022. This will enable the bore to be used as a backup supply during future flood events. The calcite filtration plant maintains supply quality continuity and adjusts the pH of the bore water to meet Australian Drinking Water Guidelines.

Switchboard upgrades at four SPS sites in Port Douglas.

Pressure transducer at a SPS in Port Douglas to monitor pressure in the rising main.



Image: Sewerage repair



Image: Sewerage repair

Flows in this sewer were backing up into the property. On investigation the problem was caused by tree roots that had entered a broken house connection branch.



Image: Sewer pump station

Reactive maintenance at a sewage pump station in Port Douglas. Crews attended site to clean a blockage in the pump.

DOUGLAS SHIRE COUNCIL

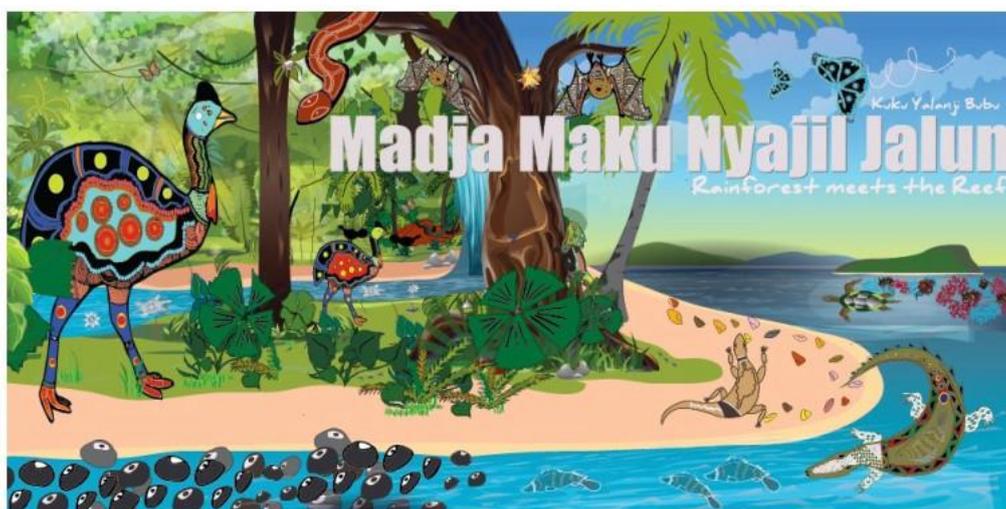
ORGANISATIONAL REPORT CARD

2021 - 2022

April – June 2022

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

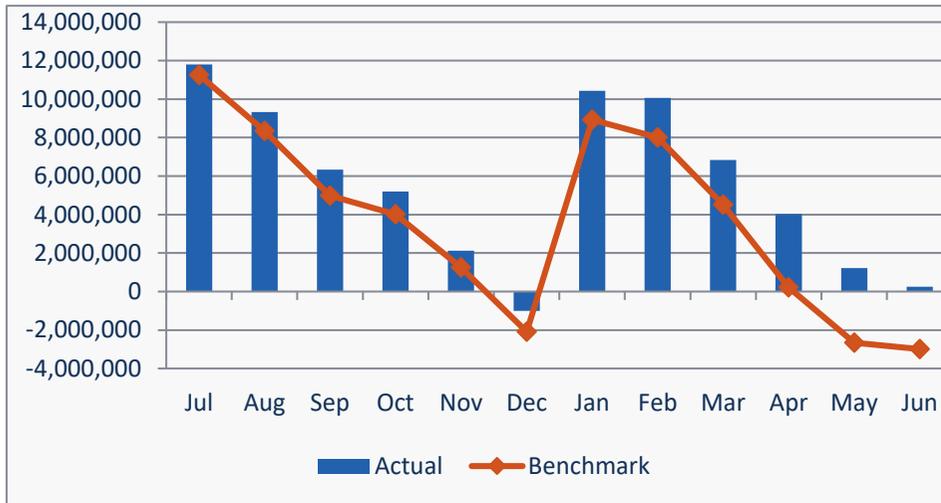
DOUGLAS
SHIRE COUNCIL



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

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget Year To Date

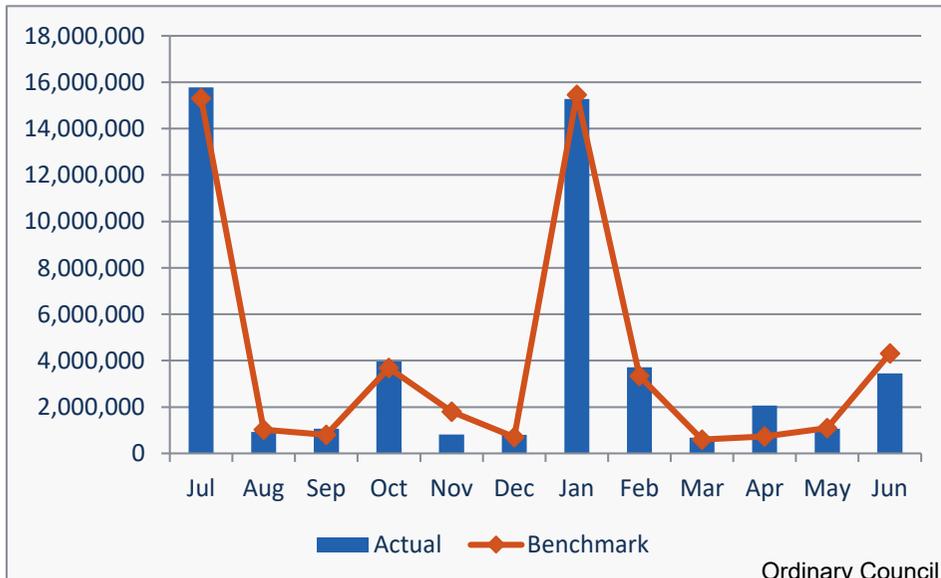


	Year To Date April	Year To Date May	Year To Date June
Benchmark:	208,153	-2,659,673	-2,992,238
Actual:	4,019,762	1,213,525	250,080
Variance:	3,811,609	3,873,198	3,242,318

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

Interpretive Comments: Council adopted the revised 2021/22 Budget on 30 November 2021.

1.2 Revenue Against Budget

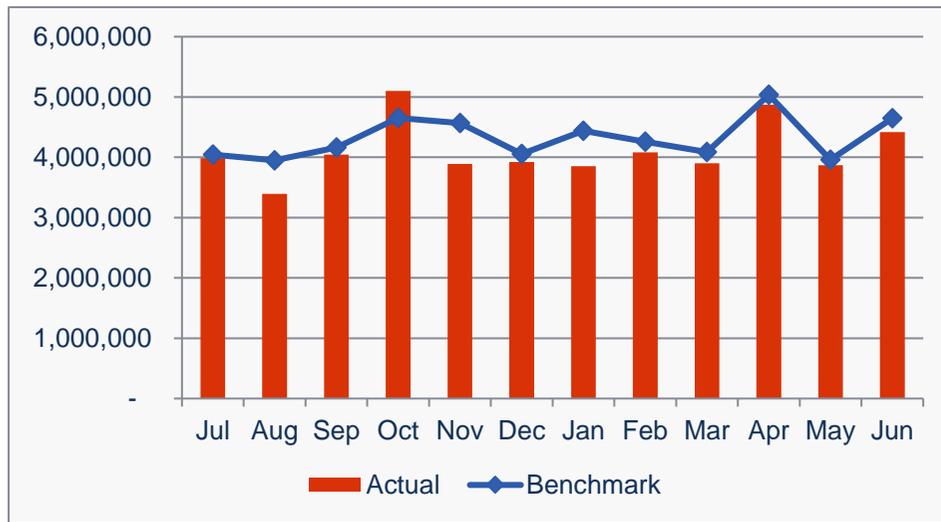


	April	May	June
Benchmark:	725,546	1,092,700	4,314,248
Actual:	2,058,011	1,062,796	3,453,424
Variance:	1,332,465	-29,904	-860,824

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

Interpretive Comments: Council has collected 101% of its forecasted operational revenue.

1.3 Expenses Against Budget

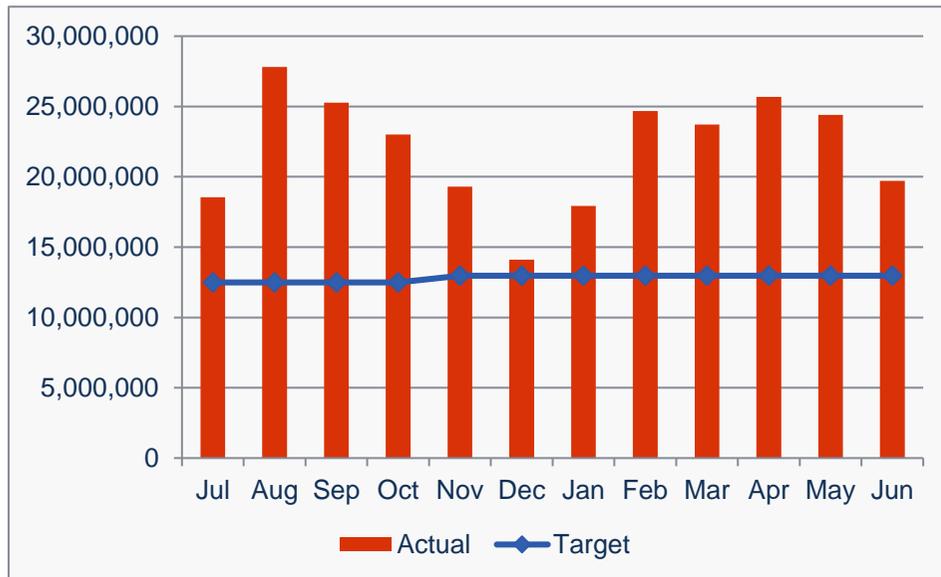


	April	May	June
Benchmark:	5,035,010	3,960,526	4,646,813
Actual:	4,869,331	3,869,034	4,416,867
Variance:	-165,679	- 91,492	-229,946

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

Interpretive Comments: Year to date operating expenditure is currently under budget, predominantly due to the timing of materials and services and some savings due to unfilled employee positions.

1.4 Capacity to Meet Operational Expenses

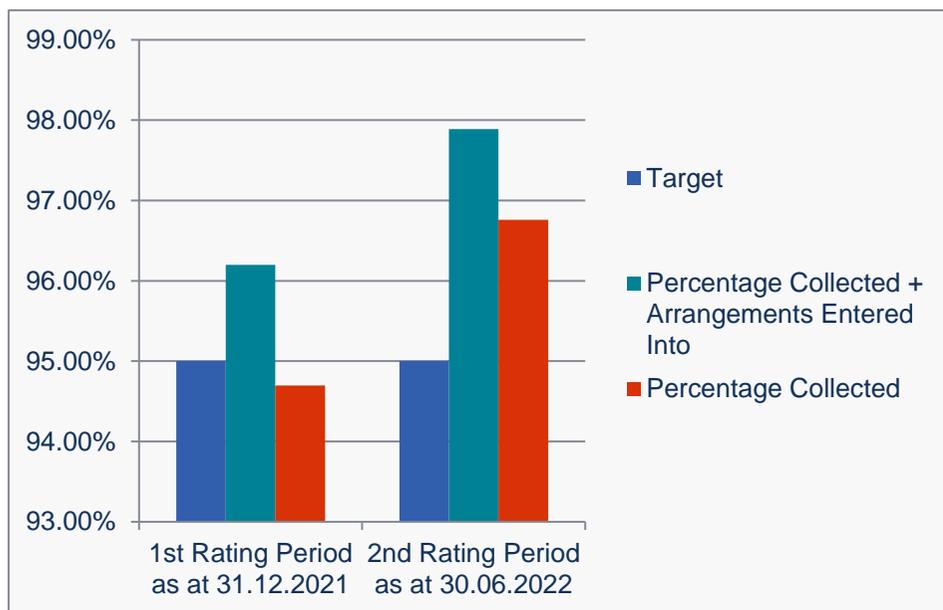


	April	May	June
Target:	12,965,125	12,965,125	12,965,125
Actual:	25,687,162	24,400,333	19,711,897
Variance:	-12,722,038	-11,435,209	-6,746,773

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

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

1.5 Rates Collected



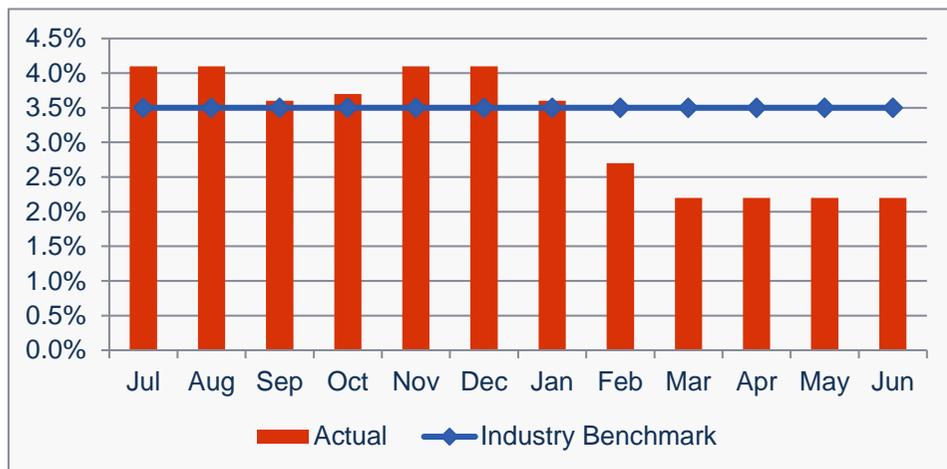
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	96.20%	97.89%
Percentage Collected:	94.70%	96.76%

Explanatory Notes: Demonstrates the collection rate of Council levies which contribute to over 80% of Total Revenue. Target is to have less than 5% of levies outstanding at the end of each six monthly rating period. This graph excludes water consumption charges.

Interpretive Comments: Recovery of outstanding rates is progressing well. Staff continually monitor repayment arrangements and implement corrective action as required.

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

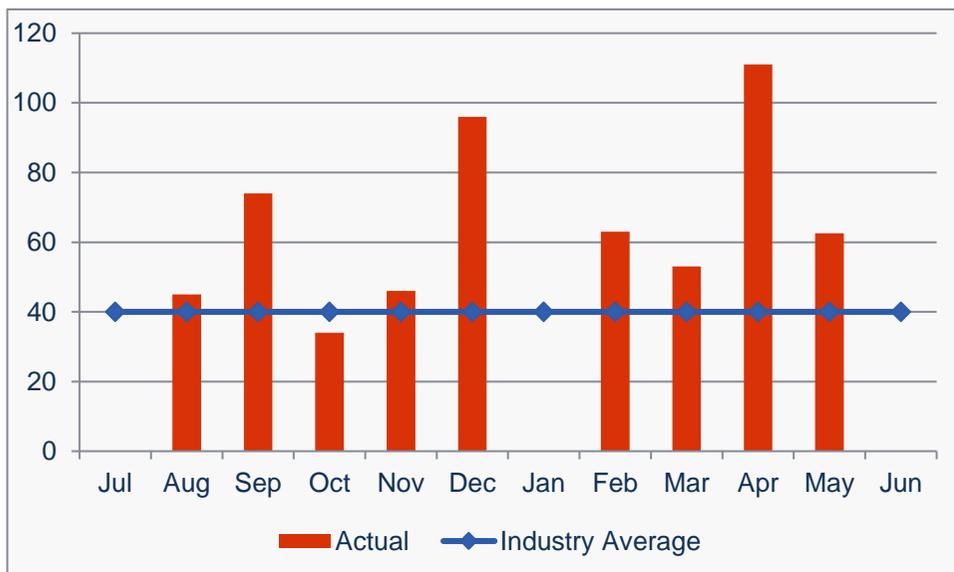


	April	May	June
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	2.2%	2.2%	2.2%

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

Interpretive Comments: The rate for this reporting quarter is due to a small number of longer term return to work cases.

2.2 Efficiency of Filling Positions Vacant

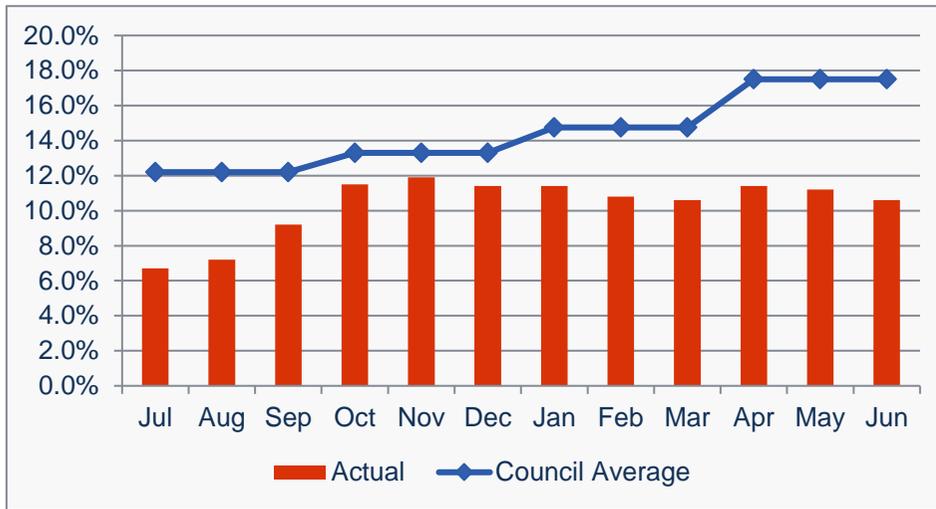


	April	May	June
Maximum:	40	40	40
Actual:	111	62.5	0
Variance:	-71	-22.5	40

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 - June 2022 have slowed slightly with a delay with one position due to the withdrawal of a preferred candidate due to illness.

2.3 Monthly Staff Turnover

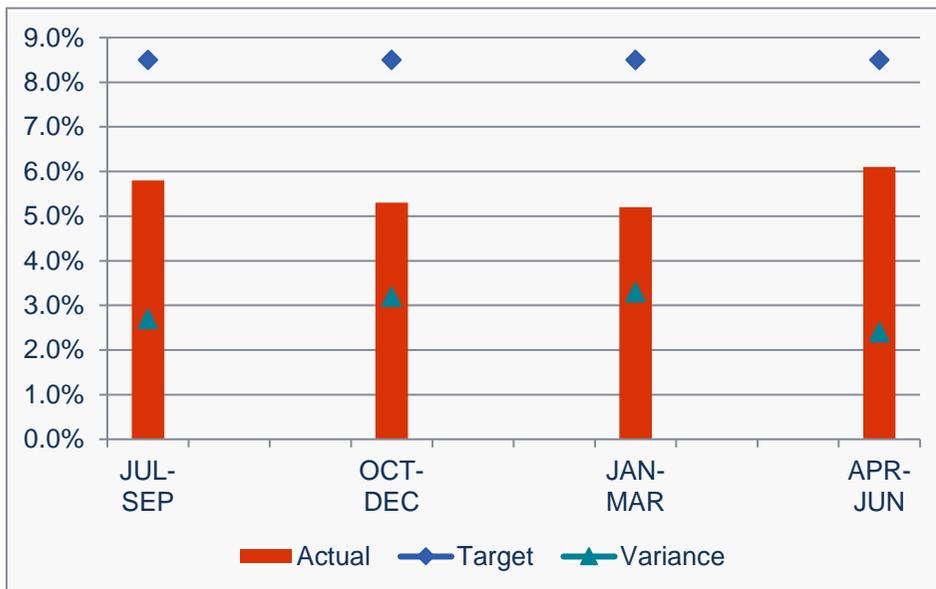


	April	May	June
Maximum:	17.5%	17.5%	17.5%
Actual:	11.4%	11.2%	10.6%
Variance:	6.1%	6.3%	6.9%

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 10.66% for this reporting quarter, which is yearly average 17.5% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders

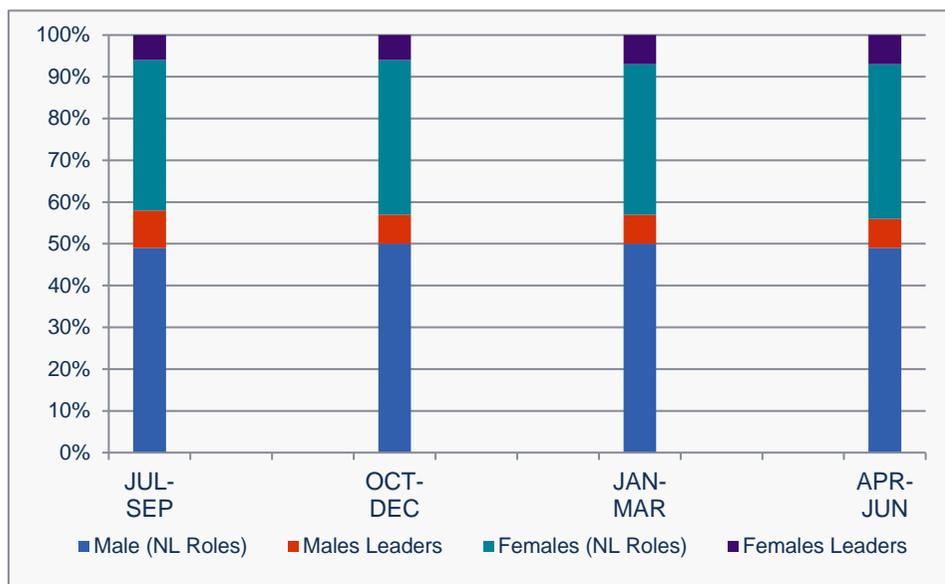


April – June 2022	
Maximum:	8.5%
Actual:	6.1%
Variance:	2.4%

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 thirteen employees who identify as Aboriginal and Torres Strait Islander.

2.5 Workplace Diversity – Males & Females



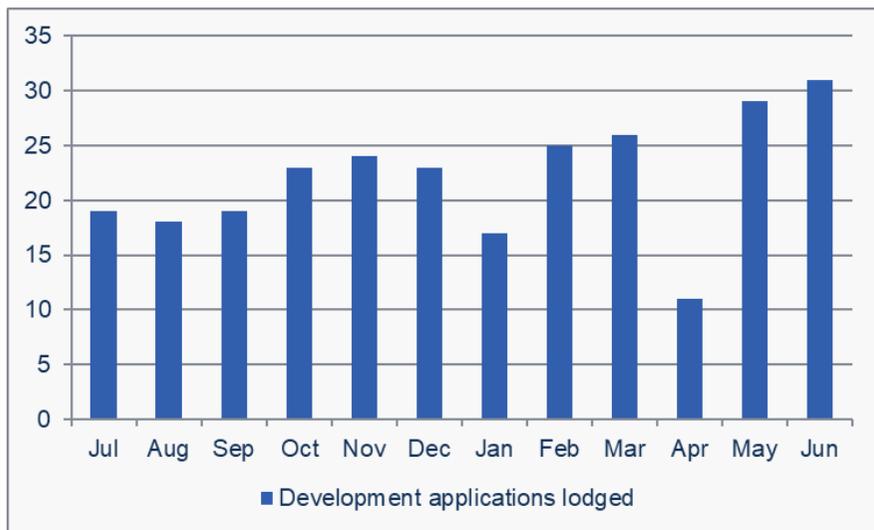
April – June 2022	
Males (NL roles):	49%
Males	7%
Females (NL roles):	37%
Females:	7%

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

Interpretive Comments: In this quarter Council employed an average of 220 staff - 56% male and 44% female. The 15 of the male staff and 14 of the female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged

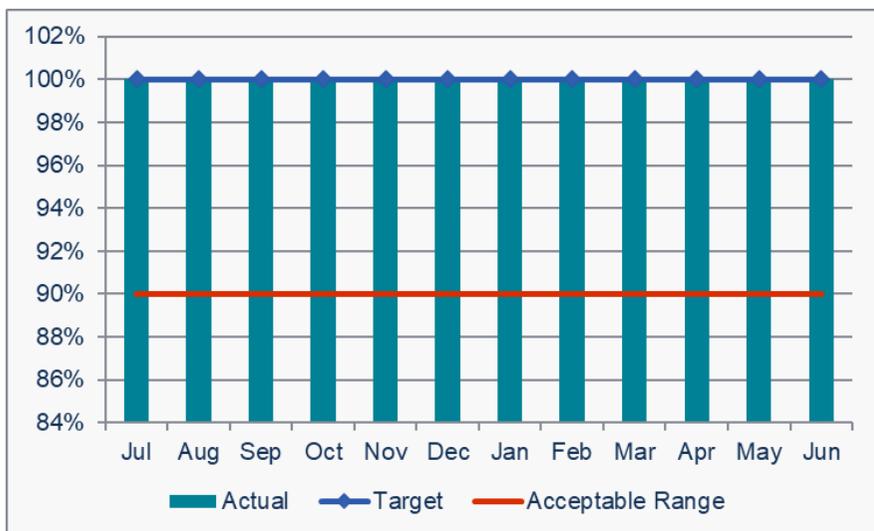


	April	May	June
Actual:	11	29	31

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

Interpretive Comments: The number of new Development Applications lodged with Council has remained relatively consistent compared with previous quarters with these numbers being quite high.

3.2 Assessments Completed Within Statutory Timeframe

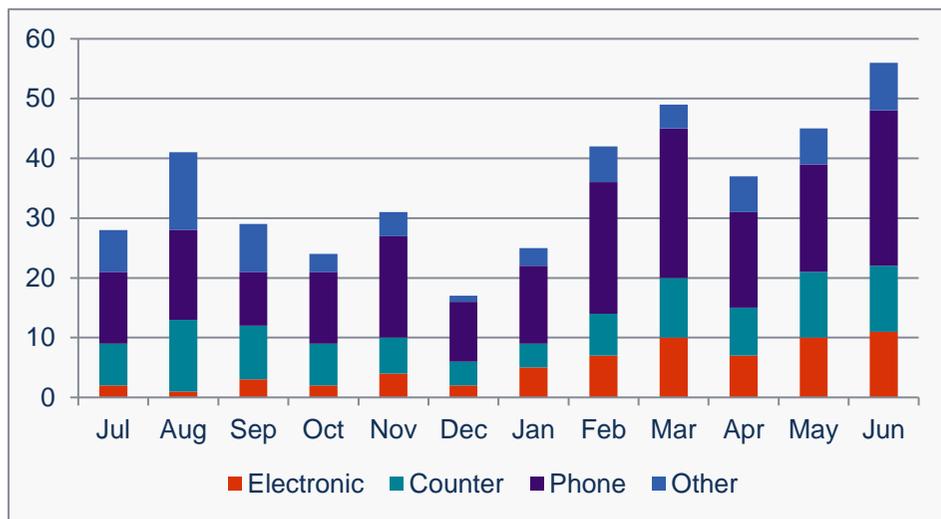


	April	May	June
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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.

3.3 Development & Assessment Officer Enquiries

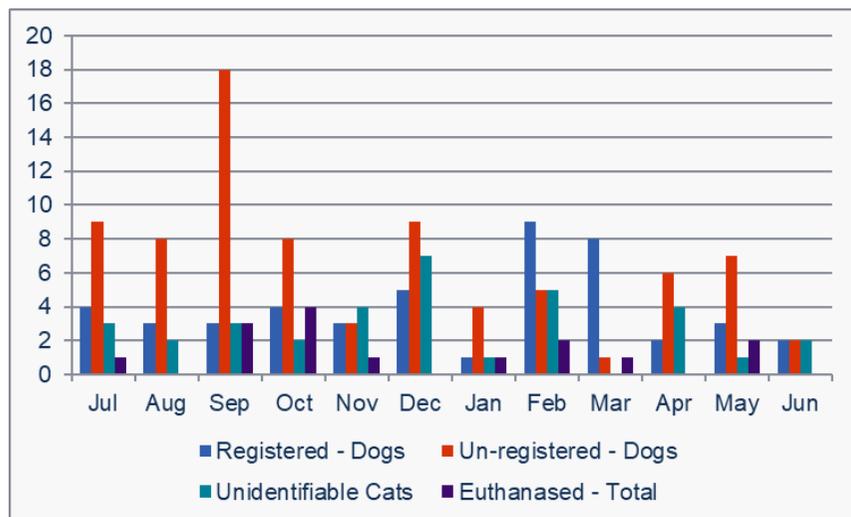


	April	May	June
Electronic:	7	10	11
Counter:	8	11	11
Phone:	16	18	26
Other:	6	6	8

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

Interpretive Comments: Number of enquiries have remained relatively consistent with previous reporting months.

3.4 Animal Impoundments



	April	May	June
Registered - Dogs	2	3	2
Un-registered - Dogs	6	7	2
Unidentifiable Cats	4	1	2
Euthanased - Total	0	2	0

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

Interpretive Comments: While the cooler months usually result in less cat activity, as they become lazier and look for places to keep warm, Council has received an increase in nuisance complaints and captures, including a cat attacking a resident hanging laundry. This may be the result of people moving into the Shire from other areas.

3.5 Illegal Camping



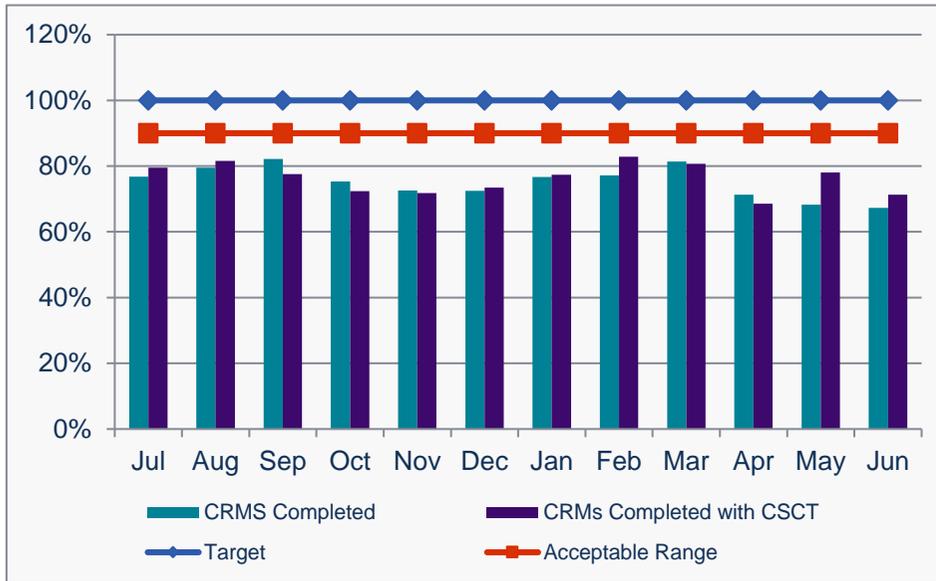
	April	May	June
Actual	0	0	11
Repeat Offenders	0	0	0

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: Officers have stepped up patrols to coincide with traditional “camping season” but so far, numbers are significantly down compared to previous years, despite visitors returning to the area. This may reflect the increase in fuel prices and with more pressure on housing and the cost of living, Council may see an increase in people living in vehicles as opposed to holiday makers.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	April	May	June
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	71.28%	68.24%	67.33%
CRMs Completed within CSCT:	68.57%	78.08%	71.27%

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. This quarter has seen completion rates lower than the previous quarter.

4.2 Top 5 CRMs

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

April

	Category	Quantity
1.	Trees (street/park)	68
2.	Leaking/Broken Service Pipe	64
3.	Planner of the Day	46
4.	Road Maintenance	24
5.	Open Drains – Unblock/Cleaning	24

May

	Category	Quantity
1.	Leaking/Broken Service Pipe	69
2.	Trees (street/park)	53
3.	Planner of the Day	48
4.	Animal Management - Misc	32
5.	Open Drains – Unblock/Cleaning	26

June

	Category	Quantity
1.	Leaking/Broken Service Pipe	65
2.	Trees (street/park)	54
3.	Planner of the Day	45
4.	Waste-Residential Repair/Replace	23
5.	Animal Management - Misc	22

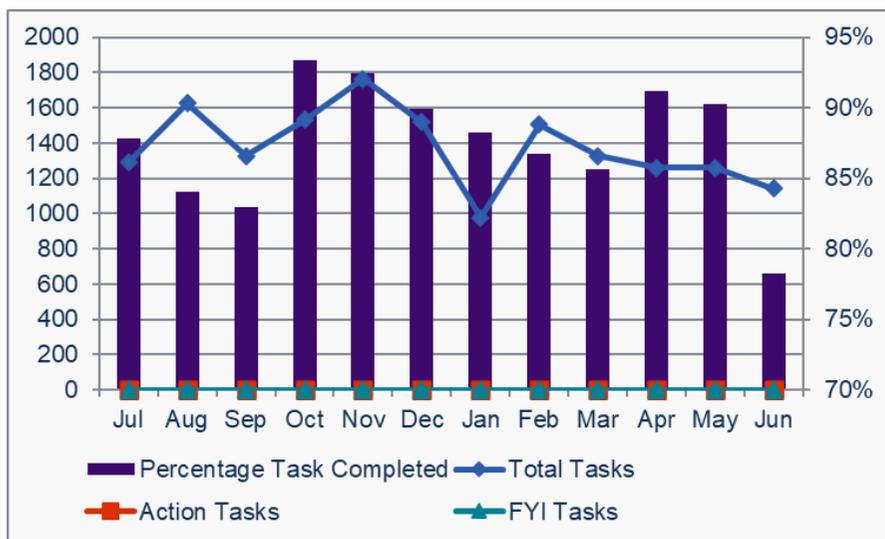
4.3 General Customer Enquiries

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

	April	May	June
enquiries@douglas.qld.gov.au (direct email and via web)	1636	1603	1705
Phone Calls to 4099 9444	1856	2194	2022

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

4.4 Inwards Correspondence Actioned

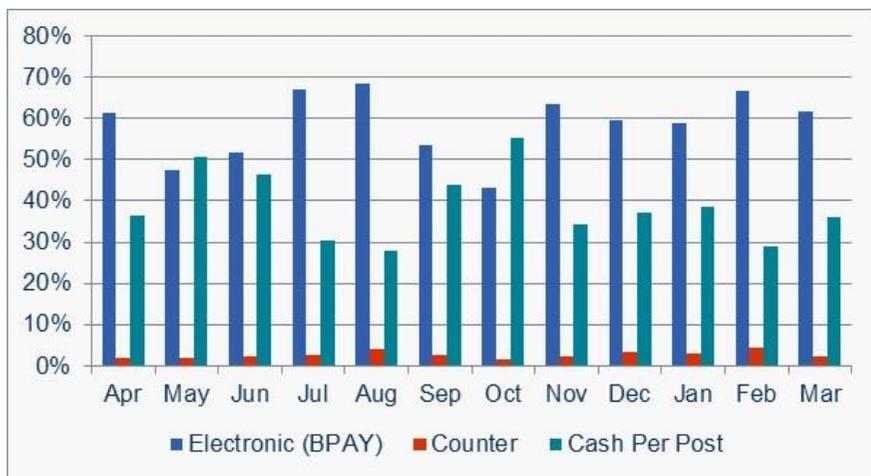


	April	May	June
Total Tasks:	1259	1258	1143
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	91.18%	90.22%	78.22%

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

Interpretive Comments: April and May’s completion rate of tasks was quite high however June’s completion rate of tasks was lower than previous months.

4.5 Rates Payment Methods



	April	May	June
Electronic (BPAY):	60.86%	47.20%	41.08%
Counter:	3.28%	2.48%	1.42%
Cash Per Post:	35.86%	50.32%	57.50%

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

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

5.0 MEDIA AND COMMUNICATIONS

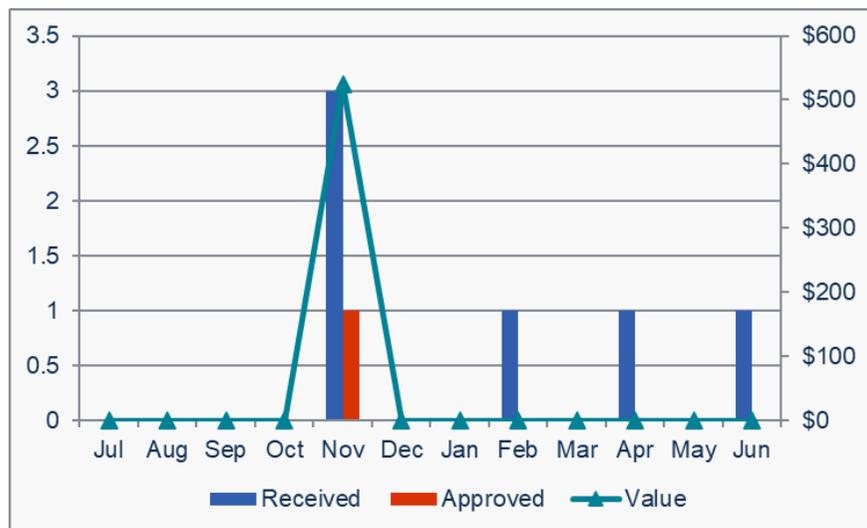
5.1 Council Communications to Communities

	April	May	June
Facebook Posts (people reached)	36,204	30,817	40,482
Website (Page) Views	55,154	53,907	54,078
Public Notice Advertising	9	8	8
Media Releases	20	5	12

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

Please note: The media release count includes releases, enquiries and statements made to the media.

5.2 Community In-Kind Request



	April	May	June
Received:	1	0	1
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.