

## 5.10. CEO REPORT MARCH - MAY 2017

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**DEPARTMENT** Office of the Chief Executive Officer

### RECOMMENDATION

**That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period March – May 2017.**

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### EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from March – May 2017. As part of the administration's review and continual improvement in the way the business of Council is communicated, a new section, an "Organisational Report Card" has now been developed. On a regular basis, this Report Card will provide a snapshot for Councillors and the community on a selection of operational indicators. As the Report Card is further developed and feedback is received, the data and benchmarks will be refined.

### BACKGROUND

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

As in 2015, 2016 and this year, the administration continues to extend an open invitation to the community to provide feedback, at any time, on any aspect of Council's service delivery, or on broader issues that pertain directly to Council's business. The organisational goal of continual improvement will be always better informed if staff have a greater understanding of the community's observations, and so we welcome and encourage all comments.

### PROPOSAL

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period March – May 2017.

### FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2016-2017 Budget adopted 28 June 2016.

### RISK MANAGEMENT IMPLICATIONS

Council's operations have been subjected to an early risk assessment process.

### SUSTAINABILITY IMPLICATIONS

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

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

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

## **CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE**

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

### **Corporate Plan 2014-2019 Initiatives:**

#### **Theme 5 - Governance**

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

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

## **COUNCIL'S ROLE**

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

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

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

## **CONSULTATION**

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

**External:** Nil.

## **ATTACHMENTS**

10. CEO Report- period March to May 2017 **[5.10.1]**

11. Organisational Report Card ( March - May 2017) **[5.10.2]**

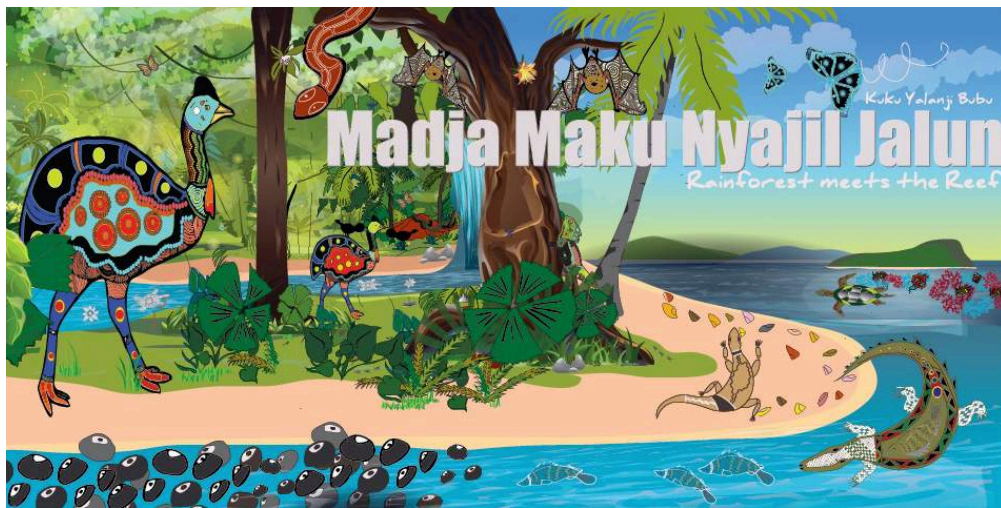
# DOUGLAS SHIRE COUNCIL REPORT FROM THE CHIEF EXECUTIVE OFFICER

2016 - 2017

March - May 2017

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





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

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## CHIEF EXECUTIVE OFFICER

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### Executive officer engagement

The development and strengthening of Council's relationships across the region with other Councils, state agencies and stakeholders is an important responsibility of the Executive Leadership Team.

During this quarter Council's Chief Executive Officer attended Board meetings of the Local Government Managers Australia (QLD) in her capacity as the Director for the Northern Region. At the invitation of the LGMA the CEO also participated on a panel of four CEOs at the LGMA Future Leaders Forum in Cairns, and Council's General Manager Corporate Services participated in a panel of executive advisers at the same Forum. The CEO was also invited to submit an article for *The Journal*, the LGMA publication distributed to Councils and LGMA members across Queensland in May.

In April the CEO was invited by the Local Government Association of Queensland (LGAQ) to join its *Future of Work Advisory Group*, established in 2017 to examine the impact of predicted changes in the local government workplace as a result of developments in technology and the ability of Councils to deliver services when economic conditions are more dynamic, less certain and unpredictable. Douglas is one of just seven Councils invited to participate from across the State.

The CEO and the Coordinator Planning attended the LGMA Awards for Excellence in Local Government at which Douglas Shire Council was a finalist in the Community Shaping Category for Council's *Return to Country Local Planning Scheme*.

At the invitation of the Australian Institute of Management the CEO participated in a panel discussion at the 2017 Leadership Outlook – the Cairns sector of an 18 part roadshow in which AIM discussed high performance with over 1000 managers and leaders all over Australia.

The CEO attended the FNQROC Board meeting in Cairns in April with Mayors and CEOs from the 13 FNQ member Councils.

The General Manager Operations together with Dr Michael Lawrence of Bligh Tanner (as lead author) have been accepted by the Australian Water Association (AWA) to submit a joint paper with on "Health Based Targets, Risk Assessment and the difficult Task of communicating for future options" for the Nth Queensland Conference AWA in Mackay to be held in July. The paper looks at the application of the proposed draft Health Based Target Framework through the existing regulatory requirement to have a risk based management plan and uses a number of Douglas water treatment plants as case studies.

The Douglas ELT invited LGMA to hold its IGNITE Leadership Course in Port Douglas. This three stage program is attended by staff from a number of neighbouring Local Councils.

In April Douglas Shire was invited to host the quarterly meeting of the Queensland Local Government Risk Management Focus Group to be held on 3 and 4 August. This will be attended by 30-40 risk management professionals from Local Governments in North Queensland. The General Manager Corporate Services has been invited to Chair the meeting. The General Manager Operations has been invited to address the same meeting on Asset Management, and another staff member is to give a presentation on Business Continuity Plans.

The Mayor and Deputy Mayor and the Executive team attended the LGAQ Elected Member Update on April in Atherton, with other neighbouring Councils.



On 31 May the Mayor, Deputy Mayor, CEO and Council's Community and Economic Development officer attended the 2017 Queensland Reconciliation Awards at which Douglas Shire Council, in partnership with Jabalbina Yalanji Aboriginal Corporation, received the Highly Commended Award for Council's *Return to Country Local Planning Scheme*.



Jabalbina CEO, Buru community representatives, Jabalbina Board Chair with Mayor Julia Leu and Council's CEO at the Queensland Reconciliation Awards

Together with the Mayor and Deputy Mayor, on 1 June 2017 the CEO, General Manager Corporate Services and Manager Finance appeared in Cairns before the Parliamentary Inquiry into the Long Term Financial Sustainability of Local Government, to further support Council's written submission to the Parliamentary Committee.

### Bama Working Group

The BWG continues to be a productive forum for the Council's administration and officers from Indigenous agencies to manage Indigenous operational matters and projects of mutual interest. The March meeting of the BWG included updates on Native Title claims, inclusion of BBN in Councils Register of Preferred Suppliers and consideration of a number of matters at the Gorge Community.

### CEO UNIT – *Connecting Communities*

Officers from the CEO Unit – *Connecting Communities*, continue to work with organisations, groups in our diverse communities to achieve social and economical outcomes that are empowering and lasting.

### Community Partners and Participation

#### Marketing and Sponsorship Workshop:

On 14 March 2017 at the Mossman Shire Hall, in partnership with Department of National Parks, Recreation, Sports and Racing, Council helped to deliver a Marketing and Sponsorship Workshop under the Building Active Community Workshops program. This free workshop was attended by five participants representing local community organisations and sporting groups. The workshop provided tips, tools and practical information in attracting new members and gaining sponsorship from businesses and corporate organisations.



Image - Attendees Marketing & Sponsorship workshop 2017

### Active Games in the Park

Active Games in the park continues to grow with an increase in participation of over 100% in Port Douglas. We have also seen an increase in parent attendance and under 5's for Port Douglas and a rise in school age girl participation for both Port Douglas and Mossman.

### Welcome to Douglas

The Welcome to Douglas on line booklet has proven very popular with new residents to the Shire. Officers recently received this lovely comment from a new resident:

*"My wife and I were delighted to have recently settled the purchase of property in the Shire of Douglas. It was with some genuine surprise and pleasure to receive today your welcome letter to the Shire dated the 2<sup>nd</sup> of May 2017"*

*Not once in any previous property acquisitions have my wife and I ever received a similar welcome letter. I am obviously unaware of who deserves the credit for the initiative of the warm welcome to new ratepayers but they should be thoroughly extolled. Thank you again for the welcome note."*

[https://douglas.qld.gov.au/download/community\\_development/Welcome-to-Douglas-Guide-2017\\_2.pdf](https://douglas.qld.gov.au/download/community_development/Welcome-to-Douglas-Guide-2017_2.pdf)

### 'Let it Grow' Douglas Garden Awards 2017

With nominations for the Garden Awards opening in the first week of July, Costa Georgiadis has compiled a short video for social media promotion. To view the video go to our facebook page or for more information about the Awards follow <https://douglas.qld.gov.au/community/let-it-grow/>

### Domestic and Family Violence Workshop

As part of the development of a Functional Brief for a domestic and family violence refuge to suit the Douglas Shire, Council held a series of interviews with local police and community organisations, and with domestic violence specialists from around the region. The purpose of this engagement was to scope the extent and type of domestic and family violence in Douglas to determine the most beneficial model of crisis and transitional accommodation and support services to pursue to fill the gap. This series of consultations culminated in a workshop run on 30 March in partnership with the Department of Communities, Child Safety and Disability Services to demonstrate the models of crisis accommodation currently funded by the Department. Fifteen organisations were represented at the workshop including Queensland Police, Mossman Hospital and Goobidi.



### Community Agency Network (CAN) meetings

Following on from a Council resolution in September 2016 that Council invite the CAN to meet twice per year, on 20 April Council hosted a meeting of the Community Agency Network to discuss matters of mutual interest and maintain open lines of communication.

### Participation in National Disability Survey

Douglas Shire Council participated in a survey being undertaken by the University of Technology Sydney on behalf of the National Disability Insurance Agency (NDIA) to investigate the current roles of local governments in supporting the social and economic inclusion of people with a disability, their families and carers.

The specific aims of the project are to:

- Increase knowledge about local government structures, networks and processes that support the social and economic inclusion of people with disability, their families and carers; and
- Identify a delivery framework which can be flexibly adapted to meet the needs of a diverse range of communities and localities.

After completing the online survey Council was contacted by the Senior Researcher in regards to obtaining more detailed information based on the survey responses. It was found that Douglas Shire Council is one of very few Councils in Australia which has made provisions for creating and providing work experience opportunities for people with disabilities.

Council has previously worked with Mossman State High School in providing the opportunity for students with special needs in gaining work experience within Council work areas. The University of Technology was keen to learn more as to how Council was able to implement this initiative within the workplace and provide such valuable opportunities for people with physical and intellectual disabilities.

### Developing a State Disability Plan

The Queensland Government is developing a new state disability plan and recently undertook public consultation on the *Towards an all abilities Queensland* consultation paper. Douglas Shire Council provided a formal submission in response to the consultation paper which was noted and supported in a Report to Council on the 24 January 2017.

A forum was held on 27 April in Cairns to discuss the outcomes of consultation and further explore ideas as to how working partnerships could assist to build a more inclusive Queensland and to discuss the proposed directions of the plan.

Key Issues discussed:

- Overview of the submission process and feedback provided
- A platform to provide information and resources to support Councils and organisations to better facilitate and provide more accessible services and facilities
- The reality of remote and regional communities not having the ability to improve accessibility/ equality – lack of resources/ funding
- Introduction of National Disability Insurance Scheme (NDIS) – Pros & Cons
- Proposed framework of the Draft Disability Plan
  - Priority 1: Personal and Community Relationships
  - Priority 2: Recreation and Tourism
  - Priority 3: Working and Learning
  - Priority 4: Key services
  - Priority 5: Leadership and contribution

## Events and Programs

### NAIDOC Week Planning

Council supported the Mossman NAIDOC with the convening of five NAIDOC meetings hosted at the Council Chambers. Council provided secretarial support by way of recording and disseminating minutes. This year's NAIDOC theme is *'Our Languages Matter'* with local NAIDOC Celebrations taking place from 10 – 14 July 2017.

### Sorry Day

On 26 May Council hosted the annual Sorry Day commemoration ceremony at the Council Chambers. Sorry Day is a day to remember and honour the many Aboriginal people who were forcibly removed as children from their families and taken to institutions, foster homes or into adoption. The Event was attended by approximately 50 people. Students from Mossman State High School raised the flags and delivered extracts from the *'Apology Speech'* delivered by Prime Minister Kevin Rudd in 2008.



Image - Sorry Day commemoration Council Administration Building Mossman.

### National Reconciliation Week

Each year National Reconciliation Week is conducted between 27 May – 3 June. This year marks the 50<sup>th</sup> and 25<sup>th</sup> anniversary of the 1967 Referendum (27 May 1967) and the High Court ruling on the Mabo Native Title decision (3 June 1992). A display was created in the foyer of the Council Chambers to promote National Reconciliation Week.

On Monday 29 May, Council hosted an event for approximately 20 students from Mossman State High School and St Augustine's which was a discussion and viewing of short films highlighting information on the significance of 1967 Referendum and the Mabo decision.

### Carnivale 2017

Carnivale 2017 once again saw a line-up of vibrant international acts entertain the Douglas Shire! With the beautiful Spiegeltent providing the venue for acts like comedian Jeff Green, La Soirée and the traditional longest lunch held in Rex Smeal Park, Carnivale 2017 has been regarded as a success.

With Taste Port Douglas providing the food and wine event of the year, it was felt that having two events with the same focus was not conducive for the Shire and visitors. In the last two years we have seen the format change from a range of events focusing on food and wine, to events that provide a variety of food, entertainment and music. This change to the format is proving very popular with visitors to the Shire which was reflected in that over a third of ticketed sales were sold to Victorians.



Image - Carnivale Beach Day 2017



Image - Carnivale Ferris Wheel 2017



Image - Longest Lunch 2017

### Arts Policy and Art Strategy

Council's Arts Policy and Arts Strategy were adopted March 28, and the graphically-designed Arts Strategy has been uploaded to Council's website [https://douglas.qld.gov.au/download/publications\\_reports/arts-strategy-email\\_spreads.pdf](https://douglas.qld.gov.au/download/publications_reports/arts-strategy-email_spreads.pdf) and [https://douglas.qld.gov.au/download/policies/Arts-General-Policy\\_2.pdf](https://douglas.qld.gov.au/download/policies/Arts-General-Policy_2.pdf), with hardcopies at Council's libraries for reference purposes. The documents also accompanied Council's 2017/18 RADF Funding Bid to Arts Queensland.

### Regional Arts Development Fund (RADF) Round

Eligible individuals, organisations and collectives were invited to apply for funding for arts and cultural projects under Council's 2016-17 Regional Arts Development (RADF) Program



comprising a local grants program and public art submissions, which opened March 30. A public information session was held 4 April and applications closed on 26 May 2017.

### RADF Liaison Officer Forum

A RADF Liaison Officer (RLO) Forum was organised and hosted by Council, held at Mossman Gorge Centre on May 11. Council RLOs from Cairns, Cassowary, Cook, Mareeba, Tablelands, and Douglas attended, along with a representative from Arts Queensland. The day provided an opportunity to network and information share across the region. Post forum feedback was unanimous in having a forum on a regular basis, whether biannually, or annually. An example of one RLO's feedback: *"Excellent opportunity to meet other RADF officers, exchange ideas and knowledge with RADF officers and Arts Queensland. Good to hear info directly from AQ."*



Image - RADF Liaison Officers attending forum 2017

### RADF Public Art - Rex Smeal Park

Douglas Art Base 11 Mill Street, Mossman held a series of free workshops during March and April to create pottery, ceramic and fused glass components to be incorporated into the mosaic on the amenities building at Rex Smeal Park in Port Douglas.

- Saturday 18th March – Pottery workshop with Ellen Terrell. 10am – 1pm. (Local wildlife and flora)
- Tuesday 21st March – Kids leaf decorating workshop with Connie Rossi – 3pm – 5pm
- Tuesday 28th March – Kids Leaf decorating workshop with Connie Rossi – 3pm – 5pm
- Friday 31st March – Ceramics workshop with Liz Showniruk – 9am – 1pm (Rainforest fantasy faces, seeds, butterflies, etc)
- Sunday 2nd April – Glass Fusing workshop with Lil Emmett – 10am – 2pm (Tropical flowers / heliconias, etc)
- Saturday 18th April – Pottery Workshop with Ellen Terrell – 10am – 1pm. (Local wildlife and flora)

The project coordinator also hosted DAB Saturday afternoon Mosaics from 1.30pm – 4.30pm throughout March and April where mosaics were created on tile mesh for incorporation into the main mosaic. Over 110 people aged from 5 to 85 were involved in the project.

Installation of the mosaic commenced in early May, for completion mid to late June (working around Carnivale and various events at the park over the next two months).

The installation is an attraction in itself with visitors photographing the pieces being placed on the toilet block and enquiring when they can see the finished job on the web. Regular updates to Council's Facebook Page inform residents and visitors on the progress of the project.

The Regional Arts Development Fund (RADF) is a Queensland Government and Douglas Shire Council partnership to support local arts and culture in regional Queensland.



Image - Rex Smeal Park amenities building public art project.

### Camerata

Queensland's Chamber Orchestra and Council presented Camerata's Greatest (String) Hits 7pm Thursday 4 May 2017 at Mossman Shire Hall with over 150 people attending. The concert presented a program of new Australian Music and great classics providing an enjoyable night out for the whole family. Thank you to all the musicians for a memorable night and for bringing a high-calibre arts experience to residents in regional areas of Queensland; volunteers from Rotary for your assistance; and to everyone who supported the event with your attendance.

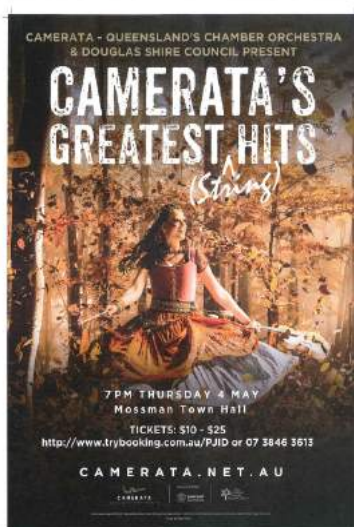


Image - Promotional flyer



Image - Audience enjoying the Camerata Performance.

### Anzac Day

More than 3000 people participated in Anzac Day commemorations across the Douglas Shire.

Around 1000 people attended the Anzac Day Dawn Service held at the cenotaph at Council's Mossman Administration Building, with many of these enjoying a Council-sponsored community breakfast prepared by the Mossman SES afterwards.

An Anzac Day dawn service was also held at Cow Bay followed by a Council-sponsored community breakfast attended by approximately 150 people.

The Port Douglas Memorial Anzac Day Parade and Service attracted more than 2000 people of all ages to pay tribute to the men and women who have fought for our freedom.





Image - Mossman Dawn Service



Image - Port Douglas March



Image - Port Douglas laying of wreath

### Citizenship Ceremony

Fifteen new citizens were welcomed to the Douglas Shire at a Citizenship Ceremony held at the Mossman Shire Hall on Thursday 18 May.

Our new citizens come from backgrounds as diverse as Northern Ireland, China, Croatia, the UK, the United States, Italy, France, Japan, Sri Lanka, India and New Zealand.

Mayor Julia Leu presided over the ceremony which was also attended by the Hon Mark Furner MP, Queensland Minister for Local Government and Minister for Aboriginal and Torres Strait Islander Partnerships.



Image - New Citizens to Douglas

### Economic Development

#### Advancing Regional Innovation Program Workshop

A workshop was conducted on 27 April in Cairns with stakeholders in relation to the Advance Queensland's Advancing Regional Innovation Program. This program is designed to encourage innovation and entrepreneurship across Queensland and support local economies to create jobs for regional Queenslanders.

The program enables a tailored approach to connecting local efforts, harnessing existing strengths and building capability. The intention is to build 'Hubs' of innovation across the state that reflect the diversity of Queensland's regions, draw people together and boost grassroots activities.

One application was eligible from each region with Cairns and Tablelands taking the lead. Applications consisted of a collaborative action plan (CAP) that outlined a tailored program of activities that responds to the local needs and stage of development of its community.

Activities will include mentoring, capability development, and innovation spaces, to connect entrepreneurs with each other and with industry, and to coordinate local efforts.

The focus or priority areas of the proposed ARIP –CAP include:

- Agriculture
- Mining
- Tourism
- Information Technology (IT) and connectivity

### **Supporting Business Training and Development**

During the March – May period Council actively promoted training and development programs targeting small tourism businesses with the Douglas region. Tourism Tropical North Queensland via the Australian Small Business Advisory Services Program provides opportunities for small tourism business to access professional development opportunities to assist them to establish sustain and grow their businesses.

### **Supporting the Chamber of Commerce**

The Douglas Chamber of Commerce has been supported by Council with promotion and marketing of their initiatives and events via the Council Facebook and website. The Chamber was the successful recipient of funding allocated under the 2016/17 round of the Business Development Fund to assist with the delivery of such a series of events and business development initiatives.

### **Website and Facebook**

Council has increased Facebook activity as it has grown to become the most effective means of communicating with our communities. We now have 3569 Facebook followers.

In the three months from March-May 2017, Council shared 382 Facebook posts which reached 622,930 Facebook users. The average post reached 1631 Facebook users. The top 5 Facebook posts were: Four Mile Beach closed due to croc sighting (17,900 Facebook users); Day bed giveaway at Scrap Shack (6600); Great Barrier Reef Drive voted best in North Qld (5600); Port Douglas pump track update (5500); Road reseal schedule (5300).

Council's website had more than 91,000 pageviews over the quarter from 25,781 unique users, with around 60 per cent of these new users. The top 10 pages were: Daintree Ferry (4693 pageviews); Employment at Council (3599); CREB Track (1831), Bloomfield Track (1823); Contact Us (1711); Community Markets (1653); Fees & Charges (1499); Forms & Permits (1403); Camping Grounds & Caravan Parks (1389); Council Meetings (1362).

### **Promoting Small Business Digital Technology Programs and Information:**

During March and April, via Facebook, Council actively promoted two small business programs and an information source specifically focusing on digital technology . The initiatives promoted included:

- Digital (IT) Strategy for Small Business – encouraging small business to prepare for the digital economy. To have a digital strategy in place for their business. To help them consider keeping up with digital technologies and incorporating them their day-to-day business to assist them to remain competitive in an increasingly digital marketplace.
- Digital Champions – Encouraging small business and broader community to nominate outstanding individuals who operate their own business, are positive role models and who are able to encourage others to be digitally-savvy.
- Small Business Digital Grants Program - The Small Business Digital Grants Program provides small businesses with access to digital technologies and services to enable them to work smarter, engage with the global economy and make the most of online business opportunities arising from digital disruption.

## GRANTS

### Upcoming Grants

Grant	Provider	Proposed Project	Est. Amount	Closes
<b>Community Sustainability Action – Heritage Conservation</b>	Dept Environment and Heritage Protection	Douglas Arts Based Building	15,000	20/06/2017
<b>Regional Jobs &amp; Investment Packages- Local Infrastructure</b>	Dept Infrastructure & Regional Development	Port Douglas Waterfront Southern Precinct	TBC	31/07/2017

### Grants Pending Decisions

Grant	Provider	Project	Amount	Closed
<b>Regional Arts Development Fund</b>	Arts Qld	RADF 2017/2018 funding bid	35,000	28/04/17
<b>Building Better Regions</b>	DIIS	Noah Creek Bridge	1.5 million	28/02/2017
<b>Building Our Regions</b>	State Development	Sludge Handling System Upgrade	740,000	7/04/2017
<b>Bridges Renewal Program</b>	Dept Infrastructure & Regional Development	Diggers Bridge	2.7 million	15/05/2017

### Outcomes of Grant Applications

Grant	Provider	Project	Amount	Outcome
<b>QCoast2100</b>	LGAQ	Coastal Hazard Adaptation Strategy (CHAS) Phases 3-8	393,470	Successful

### Awards Entered and Outcome

Award	Sponsor	Project	Outcome
<b>Queensland Reconciliation Awards</b>	Premier & Cabinet	Return to Country Local Planning Scheme	Highly Commended
<b>National Awards for Local Government</b>	Dept Infrastructure	Daintree Gateway	Not Shortlisted
<b>National Awards for Local Government</b>	Dept Infrastructure	Enabling Aged Care in Mossman	Not Shortlisted
<b>LGMA Awards in Excellence</b>	LGMA	Return to Country Planning Scheme	Finalist
<b>LGMA Awards in Excellence</b>	LGMA	Go Douglas!	Not Shortlisted

## CORPORATE SERVICES

### GOVERNANCE

#### Governance

This quarter the Governance Team has assisted with the preparation of the 2017-18 Operational Plan, and Operational and Capital Budgets. All team members have participated in WH&S Training, Maps training, and the popular lunchtime IT Updates.

The team coordinated the Local Government Managers Australia (LGMA) Ignite Program, a leadership course being held in Port Douglas this year. Eleven Douglas Council Leaders are participating (including three from the Governance Team) along with an equal number of staff from neighbouring Local Councils, and the feedback from staff has been very encouraging.

The team also coordinated a workshop for all Council Leaders to review and unpack the results of the inaugural staff survey. They then met several times to discuss the Governance Team's report and identify key areas for additional investigation and action planning.

The Governance Officer has created a new process for Council Policies this quarter and all updated policies can be viewed on Council's Website. New documents are constantly under development with a draft Transitioning to Retirement Administrative Instruction (AI) and a draft Policy for Domestic Violence and Family Support Leave currently under way. Updates to the delegations registers are also being prepared for Council's consideration. The Governance Officer has processed 5 Right to Information Application requests, lodged our Insurance information for the 2017-2018 premiums, and completed the annual LGM Risk Assessment.

#### Port Douglas Markets

The Port Douglas Markets have been travelling smoothly with a flyer recently distributed to inform stallholders of the new fees schedule commencing 1 July. The Markets Terms and Conditions are being reviewed along with the application form for our 2017-2018 stall holders.

#### Human Resources

A continued focus on learning and development has given staff the opportunity to participate over the last few months in specific professional development opportunities with associations such as Engineers Education Australia, LGMA Queensland (Ignite Program and Future Leaders Program) and LGAQ. We had four staff members successfully complete a formal qualification: three with LGAQ in the Diploma Leadership and Management and one with the Queensland University of Technology (QUT) in a Graduate Diploma in Environmental Health (with Distinction). Council recently hosted a block session in the Certificate IV in Water Operations that included participants from Douglas Shire Council and surrounding Councils.

Over the last few months Council has welcomed new staff members in several work areas including Library Services, Frontline Services, Civil Works, Finance and IT and Water and Wastewater.

#### Workplace Health & Safety

April saw the commencement of a six month secondment to the WH&S team to assist Council embed its Safety Management system. Key areas of focus have been established from an internal systems audit. Tasks for the early phase of the project include a procedural rollout and induction, and review of WH&S training systems.

In May two auditors from Local Government Workcare (LGW) visited Council to help facilitate the induction of all staff into systems and specific work WH&S procedures. This training greatly assisted Council with its auditable benchmarking of WH&S and was well timed to kick start the secondment project.



## Records

With changes in staff the role of System Administration for Council's agenda and minutes software has been relocated to the Senior Records Officer's role. The transition has been successfully implemented. Training sessions have been provided to staff in the InfoXpert and DocAssembler software systems.

The Senior Records Officer successfully completed and attained the Certificate IV in TAE Training & Assessment which provides the relevant competencies to conduct training for Staff in Council's software applications.

## Property

Works have commenced at the Port Douglas Sports Complex to expend the Work for Queensland grant allocation. Works to be undertaken include external painting and repairs, and the replacement of floor tiles in both change rooms. Staff are preparing contract documents for the tender of the Café at Thornton Beach as the current Permit expires in October. It is expected that tenders will be called in August.

As it has become clear that the Mossman Pool basin is leaking staff have been working to determine the source of the leakages. After several dye and pressure tests of the hydraulic services it has been established that a number of vertical expansion joints have failed will require replacement. These repair works will be undertaken in the winter months as the pool will need to be closed and drained to perform these and other maintenance requirements.

The team continues to deal with ongoing matters such as road openings and closures, changes to leases, use of reserve land, licence agreements for communications facilities, and lease renewals and encroachments.

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

Due to long term internal Secondments to the Team Leader Frontline role in March, to a vacant role in Governance in April, and to a new role in Planning in May, a recruitment campaign was initiated to secure two new casual team members to accommodate the secondments. We were fortunate to secure two experienced staff who have taken on their new roles seamlessly. With the two teams meeting together weekly a good rapport is building and staff continue to support each other in their day to day duties.

## PROCUREMENT

Procurement has been involved in delivering 40 tender/quotations through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System) in this reporting period. Whilst receiving submissions electronically creates administrative efficiencies, this has resulted in a large number of submissions being assessed and evaluated with varying degrees of complexities.

Tenders of notable significance during this reporting period have been:

- Contract 2016 - 149 Port Douglas 20Ml Reservoir,
- Contract 2017 - 009 Pump Track Port Douglas,
- Contract 2017 - 013 Daintree River Ferry Channel Dredging
- Contract 2017- 014 Asset Maintenance - Mossman (Mowing and Ancillary Services),
- Contract 2017- 015 Asset Maintenance - Port Douglas (Mowing and Ancillary Services),
- Contract 2017- 016 Asset Maintenance - Daintree (Mowing and Ancillary Services)
- Contract 2017- 017 Flagstaff Hill Walking Track Stage 1
- Contract 2017- 030 (2015 and 2016 NDRRA Road Restoration Programs)

Procurement has produced a Master Probity Plan that underpins ALL procurement activities. This plan equally applies to Council Officers and Suppliers who are involved in the tendering



process. All Stakeholders and Evaluation panel members sign a specific Procurement Project Probity Plan before projects commence.

Procurement continues working with internal stakeholders collecting information to produce the Forward Procurement Schedule for 2017/18. This schedule will identify most medium and large procurement activities to be delivered over the next twelve months to assist the organisation complete operational and capital projects detailed in the annual budget. The process of developing a Forward Procurement Schedule will continue for future financial years as part of the overall planning strategy in delivering organisational goals and objectives.

In advocating for Douglas on a regional basis, Procurement is currently participating or has participated in:

- Joint tenders (via FNQROC) for
  - Contract 2016-043 Bio Solids,
  - Contract 2017-027 Sodium Hypochlorite , and
  - Contract 2017-027 Liquid Alum
- FNQROC Procurement and Technical Committee forums,
- Local Buy Liaison forum (teleconference)
- Regional Finance Managers forum

The Chief Procurement Officer continues to liaise and work with our local suppliers to assist them to understand how and what they need to do to respond to Councils tender and quotation requests. Procurement also continues to provide tender/quotation submission analysis to suppliers who request feedback of their tender responses.

## FINANCE AND INFORMATION TECHNOLOGY

The Queensland Audit Office (QAO) is currently undertaking its interim audit visit to Council to review progress in addressing any outstanding audit issues, review a number of Council's financial processes and review progress towards preparing for end of financial year matters. The final audit will be undertaken in the week commencing 18 September 2017 and final audit certification of Council's annual financial statements is expected by 13 October 2017.

Council's 2017/18 budget preparation process is nearing completion and Councillors have been provided with a final draft of the budget for consideration prior to the proposed budget adoption on 27 June 2017. The budget process occurs over a number of months and has involved input from all key areas of Council and has included many workshops with Councillors to consider the various components of the budget such as the capital works program, fees & charges, rates, materials & services and Council's long term financial forecast. Council's operational plan is also developed and workshopped as part of this process.

Debt recovery processes have continued with the issue of water usage first reminder notices on 10 May 2017, with a due date of 25 May 2017. Water billing notices for water usage during the period February to June 2017 are scheduled to be issued on 27 June 2017. Rates letters of demand were issued on 15 May with 21 days to make payment. Supplementary Rates Levy notices were issued on 30 May 2017 with a due date of 29 June 2017. These notices were for the amendment of charges due to requests (eg additional bins), buildings that have been completed or new allotments created.

Properties previously served with statements of claim (summons) in March that had an outstanding balance of \$3,000 or more and have not since made payment or entered into a payment arrangement with Council have now progressed to the judgement stage.

Work undertaken by the contract Business Analyst engaged to implement a number of IT related improvement recommendations provided by the QAO through their audit process is progressing well and it is envisaged that the majority of the recommendations will be implemented by the end of the financial year.

## LIBRARY

For the first time Mossman Library hosted Kids' on Tour *"The Gabori Sisters Gathering by the Sea"* presented by GOMA (Queensland Gallery of Modern Art Children's Art Centre). This was a great opportunity for our community to learn, watch, listen, discover and enjoy the Gabori Sisters whose home is Bentinck Island in the Gulf of Carpentaria.

Through specially designed interactive hands-on making and multimedia activities young visitors (and the not so young) were introduced to the unique and important relationship that Kaiadilt people share with the sea and the creatures who inhabit the waters around the island. Over a three week period approximately 420 people enjoyed the free program.



Image - Interactive Activity GOMA



Image - Craft Session GOMA

*"Built to survive : the uncertain journey of a Court House built for Port Douglas 1879"* by Local Historian, Noel Weare was launched by Mayor Julia Leu at Mossman Library in March. This well researched book will form an integral part of the Local History Collection.



Image - Mayor at National Heritage



Image - Mayor and Cr Kerr at National Heritage Week

In April, National Heritage Week was celebrated at Mossman Library with a historical walk of the town of Mossman and "Coffee, cake and a bit of conversation".

The theme was immigration and multiculturalism and 29 people came together to chat about where they are from and their life in the Douglas Shire.



Image - National Heritage Week

The Library was successful in obtaining an *Advance Queensland STEM.I.AM grant* which aims to increase the number of Aboriginal and Torres Strait Islander students pursuing STEM (science, technology, engineering, maths) at university through targeted engagement activities for indigenous young people.

An amount of \$12,830 was received and the project will involve working with the Youth Centre and the Mossman High School as well as providing training to teachers and library staff in robotics and coding.

National Simultaneous Storytime was celebrated at Mossman Library on Wednesday 24<sup>th</sup> May with 27 children and adults enjoying morning tea, "*The cow tripped over the moon*" story and craft. National Simultaneous Storytime is held annually by the Australian Library & Information Association.

Every year a picture book, written and illustrated by an Australian author and illustrator is read simultaneously at 11am in Libraries. By facilitating National Simultaneous Storytime, we aim to promote the value and love of reading and books.



Image - National Simultaneous Story Time

During this period, 23,079 people visited their local library; 258 people joined; 22,954 items were borrowed; 28 inter-library loans were placed; 1,469 people attended library programs/events; 45 people participated in outreach events; 2,244 pc bookings were made and 724 people accessed free Wi-Fi.



## OPERATIONS

### SUSTAINABLE COMMUNITIES

#### Planning

At its Ordinary Committee meeting held on 26 April, Council considered the submissions lodged in response to the community consultation for the proposed Planning Scheme. Council received over 600 submissions and amended the proposed planning scheme where it was considered appropriate to do so.

The proposed planning scheme is being completed with these amendments and will be posted on-line mid-June and will also be referred to the State Government for final endorsement.

The planning team is also busy gearing up for the new Planning Act which will come into effect on 3 July 2017.

Development Assessment and Coordination continues to see a steady flow of work with 225 telephone and front counter enquiries and 18 new development applications submitted over the period.

#### Appeals

No Appeals have been lodged with the Planning and Environment Court for this period.

#### Local Laws/Environmental Health

##### *News in Brief*

- Carnivale Prescribed Activity applications submitted and assessed.
- Special Concession Dog Registration Renewals have been sent out. The current three year registration period expired on 31 March 2017.
- The Guardian software (used for disaster management) will incorporate a dashboard that will include a page for lost/found animals. The program will allow Local Laws Officers to upload photographs and identification details directly to the website and social media pages.
- The region was in cyclone alert at the end of March and the team activated contingencies in case Cyclone Debbie hit the region. Even though the cyclone did not impact the area, it was a good opportunity to revise procedures and strengthen systems.
- A Filming Permit was issued to WTFN Entertainment Pty Ltd to film Network Channel 10's popular series "The Living Room". Chris, Miguel and crew were in the Shire over four (4) days in April.
- An Abandoned Vehicle auction was held at Killaloe Waste Transfer Station on 19 April. Ten(10) vehicles were auctioned, with six (6) sold and four (4) passed in.
- The Department of Agriculture and Fisheries held multiple webinars for Local Laws Officers and Frontline staff to help with the introduction of the new Queensland Dog Breeder Register.
- A full audit of footpath approvals (Outdoor Dining, Goods on Footpath and Portable Advertising) was conducted in Port Douglas.

#### *Illegal Camping*

Camping numbers are slowly starting to increase with cooler weather conditions and a number of illegal campers have been issued warnings and moved on. It is expected as we move into the busy tourist season that these numbers may increase significantly. Signage that requires replacement due to theft or damage will occur in the next couple of months.

### ***Dogs and Cassowaries Project***

This project is nearing completion with data having been collated from the surveys. To complete the project objective follow up surveys, both face to face and via telephone, with a randomly selected group of residents is to commence. This survey will assess community awareness regarding animal control in the program area.

### ***Eliminate Dengue***

The roll out of the project is now considered largely complete and successful. Douglas will now fall under the banner of "periodic monitoring" which will see one off collections across the region every 4-6 months to confirm *Wolbachia* is still present in high levels in the mosquito population.

### **Penalty Infringement Notices**

Infringement Name	March-May	Offence
Parking	1	Stopping at a length of road or in an area to which no parking signs apply.
Local Laws	2	Engaging in a prohibited or restricted activity. 1 x Removing coconut from foreshore. 1 x Moor a vessel exceeding 1 hour & leave vessel unattended. Public wharf at Port Douglas.
Sustainable Planning Act	1	Carrying out assessable development without a permit. Operational Works (Vegetation Damage)

### **Compliance Notices/Warning Letters**

Subject	March-May	Comments if applicable
Breach Notices	60	Outdoor Dining, Goods on Footpath and Portable Advertising not being displayed correctly or without an approval.
Information Notices	19	11 x Compliance/Information Notices for Overgrown/Unsightly Lots 8 x Compliance/Information Notice for pile moorings without/outstanding approvals.
Other	1	Direction Notice (Environmental Protection Act) Light nuisance

### **Illegal Camping**

Subject	March-May	Comments (if applicable)
No. of Illegal campers (pax)	159	
No. of Repeat Offenders	2	



## Health Register

	March -May	Comments (if applicable)
New Food Apps received	5	
New Food Licences issued	9	
Food businesses closed	4	
Food business change owner	2	
Temp. food approvals issued	11	Carnivale and notifications from caterers
Pool & Accommodation approvals	6	

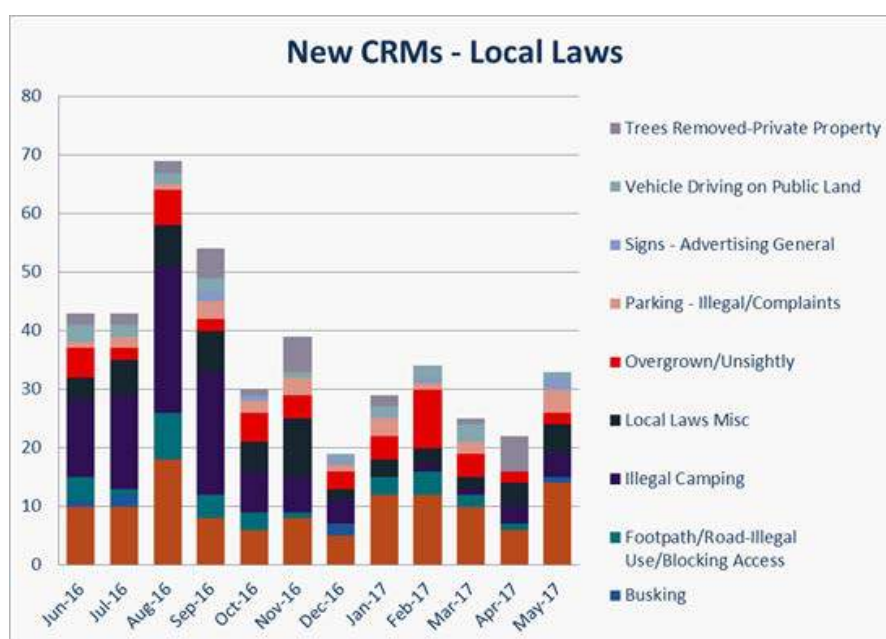
## Prescribed Activities

	March-May	Comments (if applicable)
All PA applications received	23	
Approvals issued		
<ul style="list-style-type: none"> <li>Temp entertainment</li> </ul>	8	Carnivale (Multiple events), Cow Bay Bike Run
<ul style="list-style-type: none"> <li>Filming/ photography</li> </ul>	7	Lonely Planet, Tourism QLD, The Living Room
<ul style="list-style-type: none"> <li>Sports &amp; recreation</li> </ul>	2	Coral Coast/Triple R/Ironman, Cycle for Hope
<ul style="list-style-type: none"> <li>Other</li> </ul>	6	Aircraft landings, Fireworks, temporary fencing

## Customer Request Management

CRMs received for the year and up until the end of the reporting period.

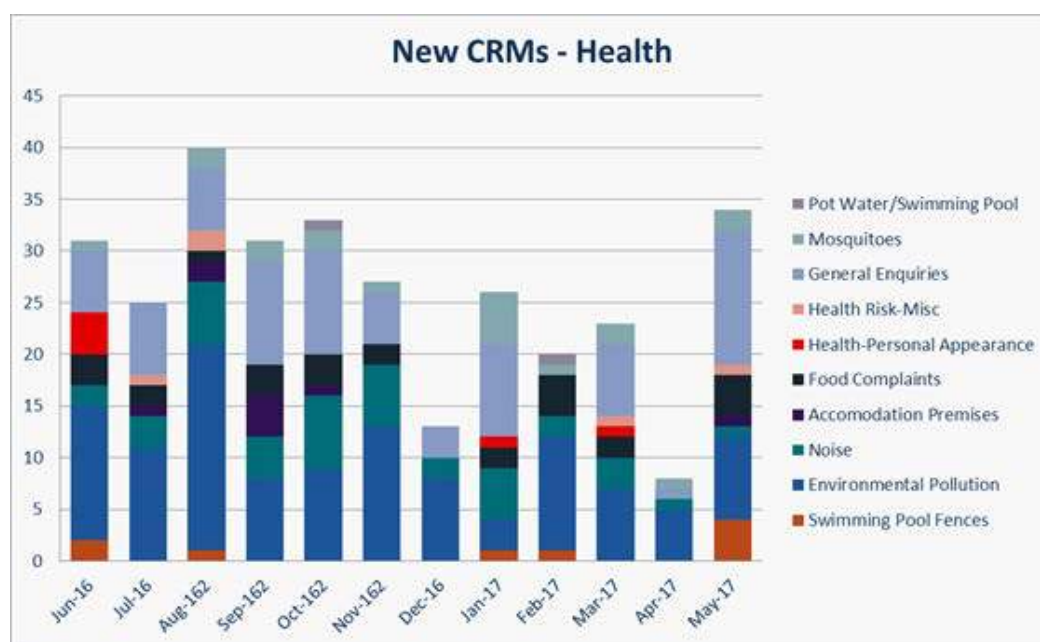
## Local Laws



## Animal Management



## Environmental Health



## Resource Management

Approximately 100 tonnes of green waste was received from 430 residents during Council's free green waste period in April 2017. Subsequently 78 tonnes of mulch was given to 286 customers during Council's free mulch period in May 2017.

The following volumes were collected in Council's kerbside collection service during March and April 2017:

- Domestic Waste: approx. 613 tonnes
- Domestic Recycling: approx. 182 tonnes
- Commercial Waste: approx. 290 tonnes
- Commercial Recycling: approx. 23 tonnes

The following volumes were exported from Council's Transfer Stations for recycling in March and April 2017:

- Dry co-mingled recyclables: 11.70 tonnes
- Drummuster Drums: 0.8 tonnes
- Tyres: 130 various sizes

The FNQROC contract for Collection & Removal of Ferrous Metals and ULABs was awarded to the incumbent Contractor, Sims Metal Management.

Interdepartmental cooperation has improved the quality of recycling generated from the Sunday Markets in Port Douglas. This was partly due to the construction of a new wheelie bin enclosure near Market Park to house these bins outside of public view.

Information pamphlets, "Be Wheelie Wise" were developed for distribution to assist residents in placing items in the correct bins.

RECYCLING (YELLOW LID) WHEELIE BIN		WASTE (GREEN LID) WHEELIE BIN			
<p><b>What you CAN put into the Yellow Recycling Bin</b></p>					
<p><u>Plastic</u></p>  <p><b>Plastics ♻️ accepted</b> Empty items and remove the caps or lids (put lids in the Green lid bin) before placing into the Yellow lid bin.</p>	<p><u>Paper and Cardboard</u></p>  <p>Squash or flattened and dispose of food scraps into the Green lid bin before placing into the Yellow lid bin. Waxed cardboard is not recyclable.</p>	<p><u>Waxed cardboard</u></p>  <p>Place into the Green lid bin (or use to plant &amp; propagate seedlings).</p>	<p><u>Polystyrene / Styrofoam</u></p>  <p>Place into the Green lid bin or store &amp; reuse for storage &amp; packing.</p>	<p><u>Aluminium Foil</u></p>  <p>Place into the Green lid bin or store &amp; reuse for storage &amp; packing.</p>	<p><u>Bubble wrap</u></p>  <p>Place into the Green lid bin or store &amp; reuse for storage &amp; packing.</p>
<p><u>Glass</u></p>  <p>Empty items and remove the caps or lids (put lids in the Green lid bin) before placing into the Yellow lid bin.</p>	<p><u>Steel and Aluminum</u></p>  <p>Empty items before placing into the Yellow lid bin.</p>	<p><u>Dirty disposable nappies</u></p>  <p>These items go into the Green lid bin.</p>	<p><u>Garden hose</u></p>  <p>These items go into the Green lid bin.</p>	<p><u>Household food scraps</u></p>  <p>Place into the Green lid bin or a home compost bin.</p>	<p><u>Bottle lids</u></p>  <p>Place into the Green lid bin or use for childrens crafts.</p>
<p><b>NOTE:</b> Broken glass and soft plastics (plastic bags, cling film etc.) are not recyclable.</p> <p>Putting incorrect items in your Yellow lid bin can make your entire neighbourhood's collection <b>NON-RECYCLABLE!</b></p>		<p><u>Disposable coffee cups</u></p>  <p>Place into the Green lid bin or drop into collection bins at major supermarkets.</p>	<p><u>Cling film</u></p>  <p>Place into the Green lid bin or drop into collection bins at major supermarkets.</p>	<p><u>Plastic bags</u></p>  <p>Place into the Green lid bin or drop into collection bins at major supermarkets.</p>	<p><u>Broken windows / plate glass or mirrors</u></p>  <p>Place into the Green lid bin or if undamaged please give to a charity shop or drop into the Scrap Shack at Killaloe Transfer Station.</p>
		<p><u>Drinking / wine glasses</u></p>  <p>Place into the Green lid bin or if undamaged please give to a charity shop or drop into the Scrap Shack at Killaloe Transfer Station.</p>	<p><u>Broken ceramics / crockery</u></p>  <p>Place into the Green lid bin or if undamaged please give to a charity shop or drop into the Scrap Shack at Killaloe Transfer Station.</p>	<p><u>Clothing and fabrics</u></p>  <p>Place into the Green lid bin or if undamaged please give to a charity shop or drop into the Scrap Shack at Killaloe Transfer Station.</p>	

Additional public place recycling bins for Port Douglas, Mossman and the Daintree Gateway have been constructed and a photo competition was opened "Love Where You Live" for artwork on the bin enclosures.

Additional photos were selected due to the quality of the entries and will be displayed on existing enclosures around the Shire.



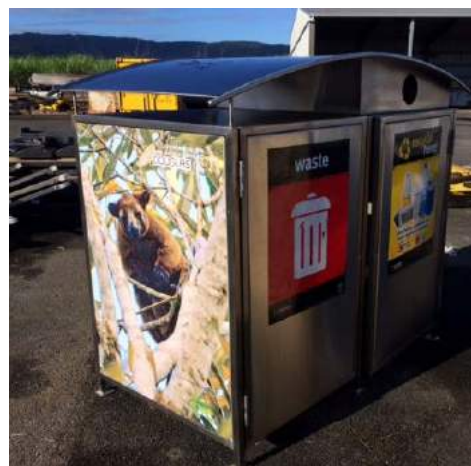


Image – Love Where You Live Photo Competition

## Sustainability

The Corporate Sustainability Policy was adopted in March 2017 which commits Douglas to six environmental sustainable principles. These are: Preserve and restore the natural environment; Utilise resources efficiently; Protect and enhance biodiversity; monitor and reduce Council's environmental footprint; Strengthen Council's resilience to climate change; and Display strong environmental leadership.

A submission on the *'Enhancing regulations to ensure clean water for a healthy Great Barrier Reef (GBR) and a prosperous Queensland'* discussion paper was made to the Department of Environment and Heritage Protection. Douglas recognises the economic, environmental and social benefits of broadening and enhancing regulations to enhance the water quality of the GBR, however also highlighted that climate change mitigation strategies will be vital to the ongoing health of the GBR.

Douglas has been successful in securing a grant through the QCoast2100 program to complete the Coastal Hazard Adaptation Strategy (CHAS). This includes funds to commission a local erosion study for the shire. Under the QCoast2100 program Douglas has secured \$447,447 to date for the purpose of developing a medium to long term coastal management plan addressing projected sea level rises, more intense cyclones and accelerated coastal erosion. In addition, the strategy will include a stakeholder engagement and consultation component.

Nicola Learmond, Sustainability Officer was asked to present at the QCoast2100 Knowledge and Information Sharing Forum #2 to share Douglas CHAS journey to date. The Douglas Local Marine Advisory Committee sponsored Nicola Learmond, Sustainability Officer to attend a Coastal Hazard Management Short Course run by Griffith University.

The three-day course held in Brisbane and the Gold Coast included coastal hazard management training on coastal dynamics, the impacts of coastal hazards on settlement, infrastructure and ecosystems.



Image - Working with Douglas LMAC, Newell Beach

Councillors and officers received a face-to-face briefing as part of the Queensland Climate Resilient Councils program.

This is a partnership between LGAQ and the Department of Environment and Heritage Protection which aims to support local governments in Queensland to plan and respond to climate change.

### Disaster Management

Cyclone Debbie provided a timely reminder of the impact of cyclones when she bypassed Douglas and caused the activation and potential evacuation of communities along the northern Queensland coast before having a major impact on the Whitsundays area.

In response to Cyclone Debbie the Douglas LDMG was placed on ALERT and preparations for the operation of the Storm Tide Cyclone Shelter and the Local Disaster Coordination Centre were put in place.

In May the Manager Sustainable Communities attended a Disaster Management Officers forum, provided by the Inspector General Emergency Management, in Mackay.

The forum provided an opportunity for officers to share experiences and learning's from Cyclone Debbie, which were many, changes in the disaster management area and potential improvements across the many aspects of disaster management with an emphasis on communications and warnings.

The Department of Science, Information, Technology and Innovation undertook surveys in the Shire in April to establish local landmarks as part of the development of a Storm Tide Warning Response System. The landmarks will assist in providing a visual aspect to potential storm tides when cyclones threaten the Douglas coastline.



Port Douglas - St Mary's by the sea

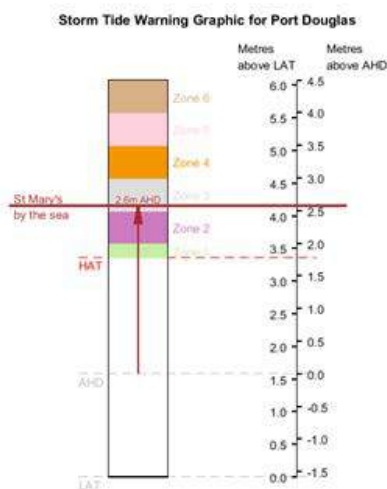


Image -Example of a landmark for St. Mary's

## INFRASTRUCTURE

### Civil Works

The civil works crews have been busy on a range of projects over the past quarter. Work began on the **Daintree River Car Park** with the team using fibre reinforced concrete eliminating the need for reinforcing steel. Fibre reinforced concrete allows for faster construction techniques and eliminates future corrosion issues in steel reinforcement.

This project is being constructed using Council civil construction crews and is providing an excellent opportunity to hone the experience of the concrete crew whilst effectively engaging the multiple skills of each team member.

The drainage of the site was predetermined by the existing ablution block thus work consisted of excavation of the existing crushed rock pavement, survey set out, installation of a barrier kerb and concrete pavement.

Work is being coordinated with Open Spaces for planting the garden beds that have been created adjacent to the parking areas. Self-contained solar lighting will be installed to illuminate the area. This project is 80% complete in this period and is expected to be completed by the end of June.



Image – Daintree River carpark concrete works

The **Daintree Ferry crossing dredging** was completed over the quarter. Due to constant movement of sand down the Daintree River, the ferry channel requires annual dredging. This occurred in May after a competitive tender. The contractor performed night works using an excavator on the ferry which did not interfere with any ferry operations. A Hydrographic survey was then conducted to confirm the dredging was in accordance with the contractual requirements.

Through FNQROC, a tender for asphalt works was let to Boral for works in the member Council areas. Within Douglas Shire the following streets had significant asphalt overlay works performed:

- Andrews Street, Newell Beach;
- Cooya Beach Road, Cooya;
- Melaleuca Drive, Cooya;
- Marine Parade, Cooya;
- Warner, Murphy, Wharf and Owen Streets, Port Douglas.

The works were successfully performed with significantly more area receiving asphalt at an overall cost saving due to vigilant monitoring from the Team Leader Maintenance.



Image – asphalt works in Owen Street, Port Douglas  
 Ordinary Council Meeting - 20 June 2017



Image – completed asphalt work in Melaleuca Drive, Cooya

A significant workload was processed by Civil Works Officers in managing the event approval process for large sporting events occurring within Douglas Shire.

Stakeholder engagement was paramount in educating event managers in the correct development of event management plans and traffic management plans; all of which ensures safety for spectators, participants and manages Council's duty of care in allowing these events to occur within our Shire.

In this period the process for reviewing and approving this process has been refined and is now more efficient allowing a more productive engagement and education process with event organisers. The following events have been reviewed and managed in this period:

- RRR;
- Ironman;
- White Lion challenge;
- Audax Gran Turismo;
- Carnivale;
- ANZAC Day parade;
- Cycle for Hope;
- Bike 4 Burns;
- Port Douglas Ultra marathon and GBR Marathon.

The Civil Works Maintenance and Construction teams continue to integrate extremely well with Asset Edge/Reflect for identifying and managing maintenance defects and accomplishments.

A delegation attended a user group conference in Townsville and has brought back increased enthusiasm in assisting other users gain the most out of this system.

This system is integral to the Road Maintenance Performance Contract Council has with the Department of Transport and Main Roads (DTMR) for managing their asset.

A planned upgrade will make the system more usable and manageable for all users with opportunities for uptake within Open Space to complement the use within Civil.



## Disaster Mitigation and Resilience Funding

A contractor was appointed in mid May to undertake 2015 and 2016 NDRRA event repairs. Work has commenced on China Camp Road (80 sites) and are anticipated to complete works in a southerly direction including 10 Mile Road (11 sites), Cape Tribulation Bloomfield Road ( 2 sites near Wujal Wujal and 10 sites south of Emmagen Creek) and Banibilla Road (2 sites). Works are expected to be completed by August 2017.

Following a review of funding arrangements, the Australian Government has now accepted that some previously ineligible costs for events dating back to 2013 can now be claimed. Council Officers are currently working on making a submission for payment of these costs.

## Public and Natural Areas

The pest management team has conducted 1,395 man hours treating 35 hectares of restricted pest plant species during this period. The works include:

- Tobacco weed in the Daintree Lowlands;
- Sicklepod works at Degarra and Chinacamp;
- Hiptage in the Mossman Catchment (\$25,000 funded by Terrain NRM);
- Completed the Oak Beach Coastal Restoration operational initiative;
- Completed Revegetation of Lot 14 Four Mile Beach;
- Commenced Siam weed control.



Image – Crew plant 1,250 plants at Fourmile beach



Image - Contractor on rope treats hiptage over steep bank

A total of 168 feral pigs have been captured and destroyed during this period. Council staff also conducted coordinated vertebrate pesticide (1080) baiting programs to assist local cane farmers in the Bamboo Creek area.

Our council nursery produced a total of 1,425 and supplied 3,955 native plants for revegetation works, community groups and private landholders.

The Port Douglas Pump Track at the Port Douglas Sports Complex has been completed on time and under budget. The project was delivered by local company World Trail.

Soon to be opened, the pump track is an exciting new facility for local residents to enjoy.



Other works completed include:

- BBQ Renewal at Wonga Beach Community Park (CAPEX);
- Public Spaces Super Crew completed Stage 1 of Macrossan Street Port Douglas garden upgrades (Weeding, Trimming, Mulching and vegetation works). Stage 2 to include replanting of several gardens;
- Super Crew completed upgrade of gardens on the Esplanade - Port Douglas;
- Preparation works for Carnivale;
- Trimming / maintenance of > 600 Oil Palms in Port Douglas;
- Coconut tree denutting commenced;
- Revegetation of Port Douglas surf club access;
- In conjunction with the Sheraton Resort staff, stinger warning signs were installed to Sheraton Resort beach accesses;
- Shade Sail Upgrades at Hutchings Park (CAPEX);
- Contract awarded to World Trail to construct Stage 1 of the Flagstaff hill walking trail (CAPEX);
- Vegetation works council administration carpark;
- Replaced gates on George Davis Park due to ongoing vandalism issues;
- Tree replacement program at Mossman Cemetery to complete avenue of flame trees;
- Revegetated illegal clearing at Newell Beach;
- Vegetation maintenance at the Daintree ferry;
- Assisted Mossman Youth Centre in Laser tag event;
- Trial steam weeding works at Whyanbeel; and
- Trial of non toxic weed control (Vinegar and Orange oil) in playgrounds.



Image -Port Douglas Pump Track Construction



Image - Port Douglas Pump Track Construction



Image - Shade Sail Upgrade Hutchings Park

## Fleet

The last quarter has been a busy time in fleet services. The renewal of fleet has included the purchase of a new sewer crane truck, tractor for the civil works team, passenger vehicles and delivery of a new forklift for the Mossman Depot and a new tip truck for the civil works crew.

## Facilities Management

As the end of the financial year approaches many of the capital projects are nearing completion including the external painting of the Mossman Administration Building, the Mossman Library and the Port Douglas Community Hall. New power outlets have been installed in Dixie Park and Rex Smeal Park, which were used during the recent Carnivale.

New park lighting was also installed at Mossman Leisure Park with the change over to new energy efficient LED light fitting providing better quality light around the facility. Other projects that are also nearing their completion include:

- Fire hoses installation at Wonga Beach Van Park;
- Electrical upgrade at Wonga Beach Van Park;
- Fire hose installation at Mossman Leisure Park;
- LED sign for the Daintree Ferry; and
- Thornton Beach Café refurbishment.

The work for Queensland projects are also progressing well with the Victor Cree's Pavilion lighting and power upgrade being completed in plenty of time for the Mossman Show and approvals being granted for the installation of the new toilet block on the north bank of the Daintree River, which will replace the port-a-loos.





Victor Cree's Pavilion Before upgrade



After Electrical Upgrade



Mossman Van Park Light Pole installation



New Light pole beside old before its removed.



Power upgrade for Dixie & Rex Smeal Park



New Power Box at Dixie Park



New Power outlet – Market Park



New power outlet for Rex Smeal Park

## **WATER AND WASTEWATER**

### **Water and Wastewater Compliance**

Intake levels remained stable with good rain falls continually replenishing the intake stream flows during the March to May 2017 reporting period. In the early part of the reporting period there were a number of raw water turbidity events caused by heavy rains that impacted on plant production, but all reservoir levels remained adequate to meet demand.

Water usage steadily increased towards the latter part of the reporting period typical of seasonal trends and increased activity in Port Douglas.

All tested parameters in drinking water samples during the reporting period were compliant with the ADWG and the Public Health Act. Douglas Shire Council received 3 water quality complaints during this period which were resolved quickly.

Council's Drinking Water Quality Management Plan (DWQMP) was audited during April and the outcome was very positive, with no non-compliance issues being raised.

During the reporting period, all wastewater parameters tested were compliant with licence conditions.

There was a dry weather flow breach on a non wet day at the Mossman WWTP, and a reportable sewer pressure mains incident at Junction Road. Both incidents were reported to the Department of Environment and Heritage Protection.

Training continued for three plant operators currently studying for the Cert III, and Cert IV Water Industry Certificate.

### **Water Reticulation**

General maintenance was carried out during the reporting period on all schemes, and intake, hydrant and valve maintenance continued. Flushing programs were also carried out on all schemes to maintain good residuals at dead end mains.

There were 120 service repairs undertaken during this period, and 5 water main breaks that were repaired. There were also 90 settlement reads and 18 new service installations.

### **Wastewater**

General maintenance was carried out at both WWTP sites during the reporting period. Council received 1 odour complaint related to the pump station at Alchera Drive, Mossman.

There was a blockage call out during Carnivale at Wharf Street, Port Douglas, and there were a few blockages in the pump stations that were cleared quickly without any adverse impacts.

Underground pipe locating works were undertaken in preparation for the new clarifier project at Mossman WWTP. There were 3 manholes raised to the surface in the Mossman scheme.

The UV system was serviced at the Port Douglas WWTP and the SC1 pump station overflow valve was replaced.



## Capital Works Program Progress

Installation of the new gas chlorine plants at Mossman WTP and Whyanbeel WTP commenced.



Image - Mossman WTP Concrete Slab Pour – Gas Chlorination Plant Installation

New backwash water filters were installed at Whyanbeel WTP and Daintree WTP and the new device net upgrade at Mossman WTP was successfully completed.

Newell Beach Stage 2 was completed including the installation of 25 new water service connections, 2 new sluice valves and 3 new fire hydrants. Mowbray River Road mains upgrade is almost completed, and the Marr's Creek mains upgrade commenced. Both projects are on track to be completed by mid-June 2017.

Sewer relining and patching of gravity sewer and house connection branches continued from Alchera Drive to Maxwell Street, Mossman. More works were completed on the raising of manholes at various sites.

A new House Connection Branch (HCB) was installed at 16 Sorrento Crescent, Port Douglas in preparation for a new development commencing.



New HCB Installation – 16 Sorrento Crescent, Port Douglas

The Leachate project at the Port Douglas WWTP was almost at completion stage, with the installation of the inlet screening being the final aspect to be undertaken.



Image - Port Douglas Sedimentation Basin – Leachate Project

Automatic gates were installed at both WWTP to increase security at the sites.



Image - Port Douglas Electric Security Gate

# DOUGLAS SHIRE COUNCIL REPORT FROM THE CHIEF EXECUTIVE OFFICER

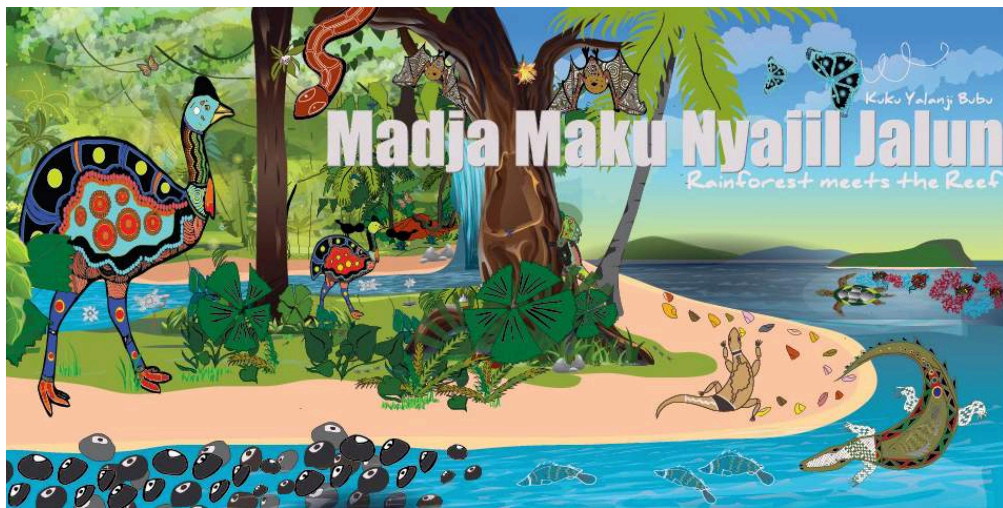
2016 - 2017

March - May 2017

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





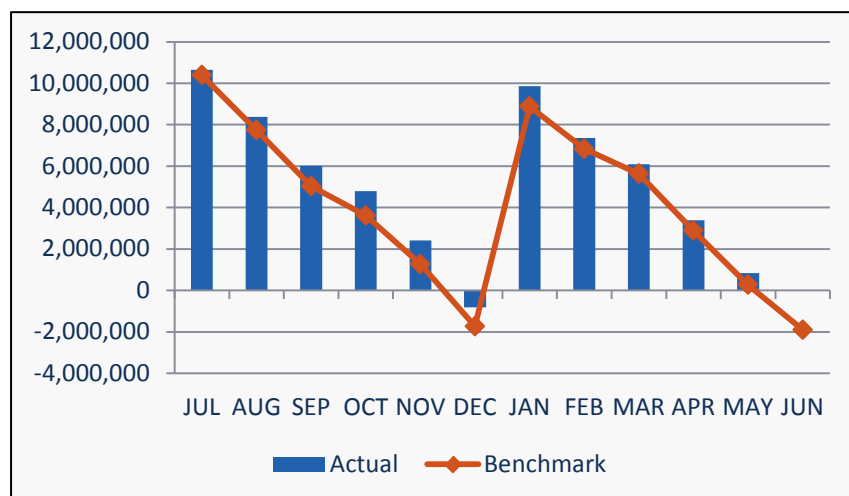


Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"



# 1.0 FINANCIAL PERFORMANCE

## 1.1 Operating Result – Actual vs. Budget

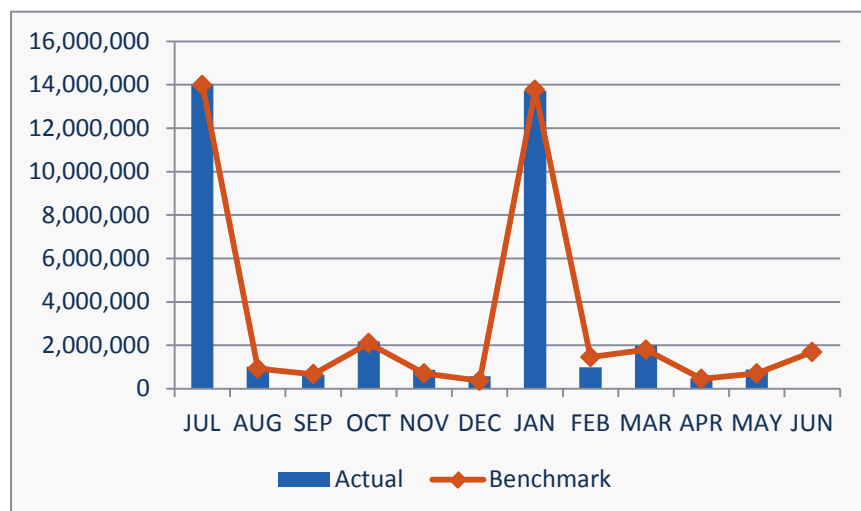


	March	April	May
<b>Benchmark:</b>	5,628,641	2,882,506	267,605
<b>Actual:</b>	6,095,702	3,392,303	830,539
<b>Variance:</b>	467,061	509,797	562,934

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

**Interpretive Comments:** Council adopted a revised budget in February 2017. Actual results compared to budget since that time indicates that operational budget is tracking well.

## 1.2 Revenue Against Budget

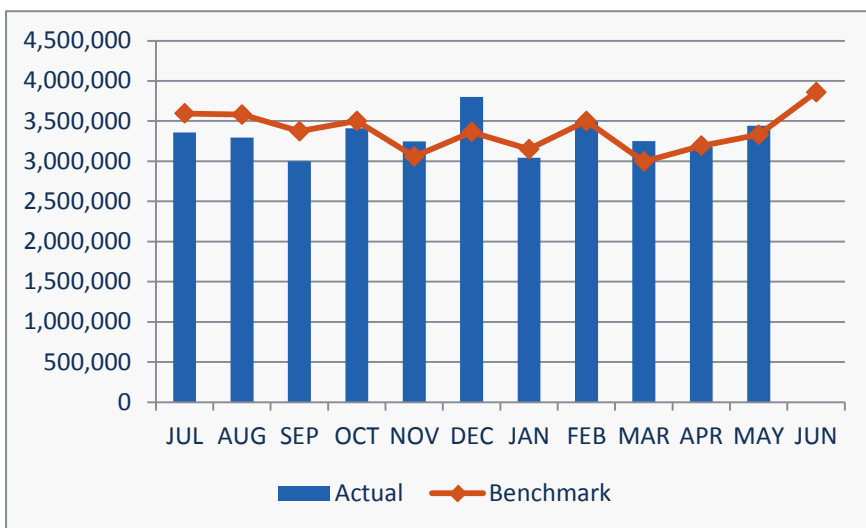


	March	April	May
<b>Benchmark:</b>	1,798,668	452,033	707,662
<b>Actual:</b>	1,991,644	474,423	879,661
<b>Variance:</b>	192,976	22,390	171,999

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

**Interpretive Comments:** Revenue received is higher than budget forecast each month and reasons are explained in detail in monthly financial report.

### 1.3 Expenses Against Budget

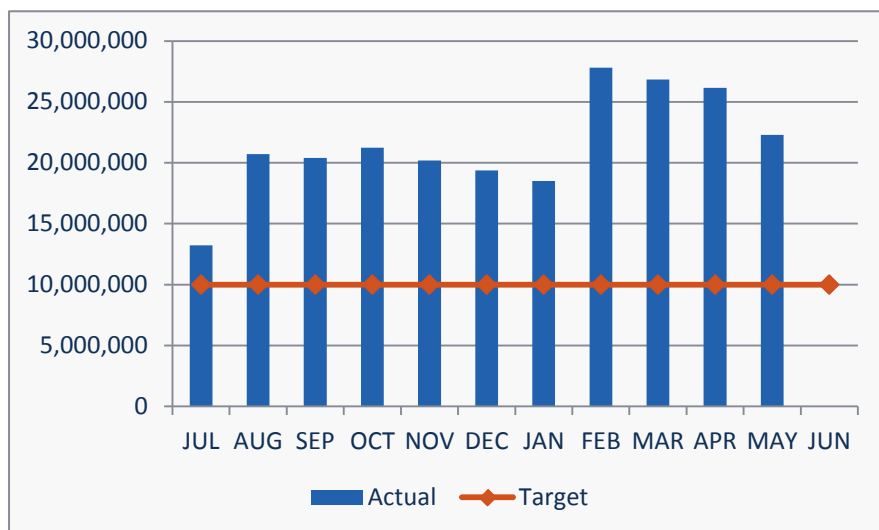


	March	April	May
<b>Benchmark:</b>	2,997,769	3,191,318	3,329,412
<b>Actual:</b>	3,251,422	3,177,813	3,441,425
<b>Variance:</b>	253,653	- 13,505	112,013

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

**Interpretive Comments:** Although two of the last three months actual expenditure incurred was greater than budget forecast, on a year to date perspective expenditure is below budget forecast.

### 1.4 Capacity to Meet Operational Expenses

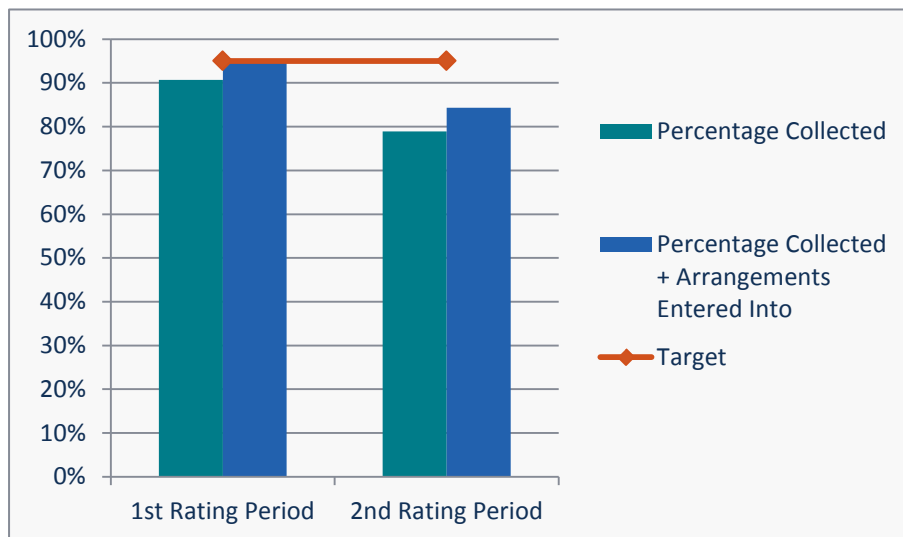


	March	April	May
<b>Target:</b>	9,980,779	9,980,779	9,980,779
<b>Actual:</b>	26,838,696	26,148,375	22,292,111
<b>Variance:</b>	-16,857,917	-16,167,596	-12,311,332

**Explanatory Notes:** The Queensland Treasury Corporation has a benchmark that Councils should have at least the equivalent of 3 months expenditure 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



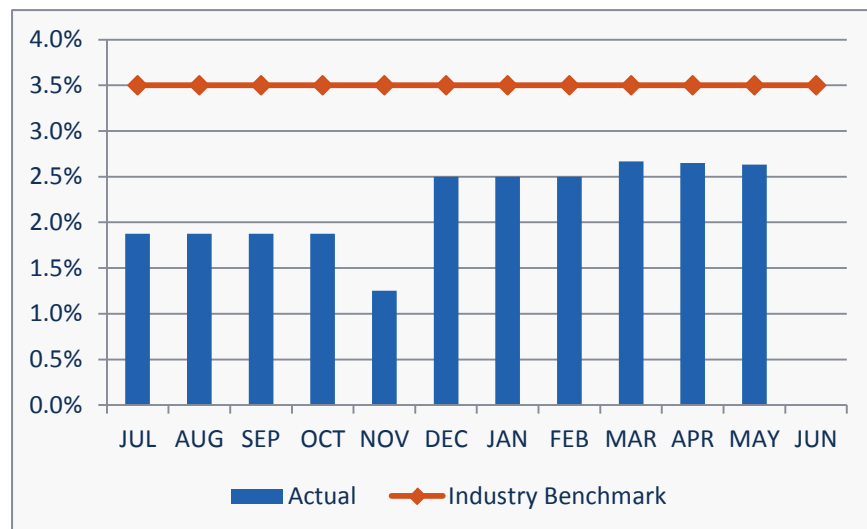
	1 <sup>st</sup> Rating Period	2 <sup>nd</sup> Rating Period
<b>Target:</b>	95.00%	95.00%
<b>Percentage Collected:</b>	90.70%	89.55%
<b>Percentage Collected + Arrangements Entered Into:</b>	94.69%	93.96%

**Explanatory Notes:** Demonstrates the collection rate of Council levies which contribute to approximately 79% of Total Revenue. Target is to have less than 5% of levies outstanding at the end of each six monthly rating period. This graph excludes water consumption charges.

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

## 2.0 HUMAN RESOURCES

### 2.1 Lost Time – Workplace Injury

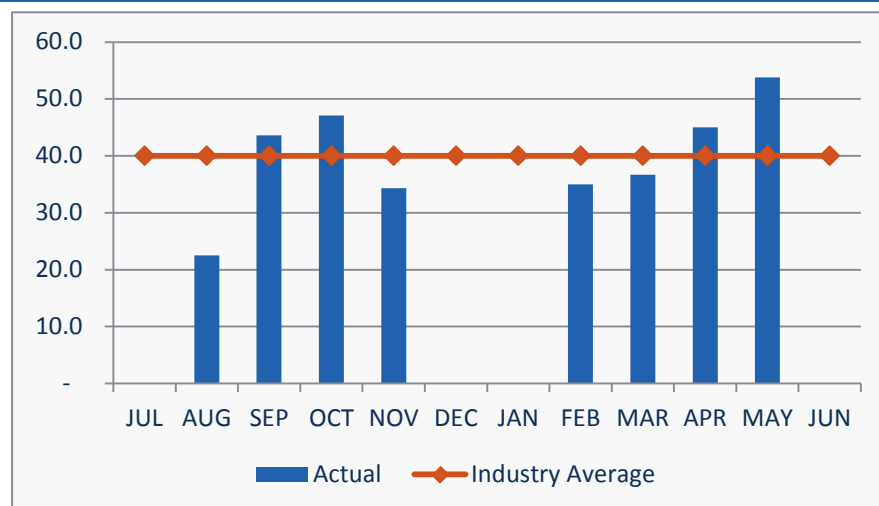


	March	April	May
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	2.7%	2.6%	2.6%

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

**Interpretive Comments:** For each of the three twelve month periods in this quarter there were four LTIs. This is below industry average.

### 2.2 Efficiency of Filling Positions Vacant



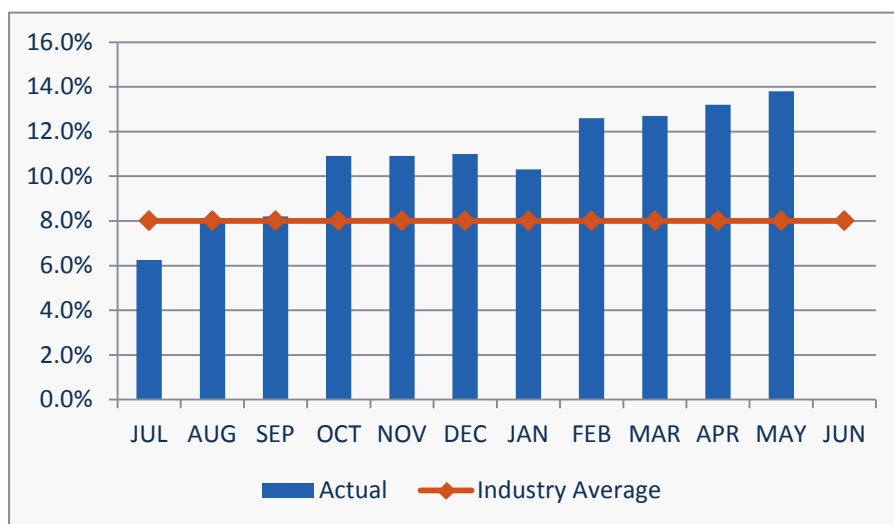
	March	April	May
Maximum:	40	40	40
Actual:	36.67	45	53.8
Variance:	3.33	-5	-13.8

**Explanatory Notes:** 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.

**Interpretive Comments:** Council filled eight roles this quarter with an average turnaround of 45.2 days.



## 2.3 Monthly Staff Turnover

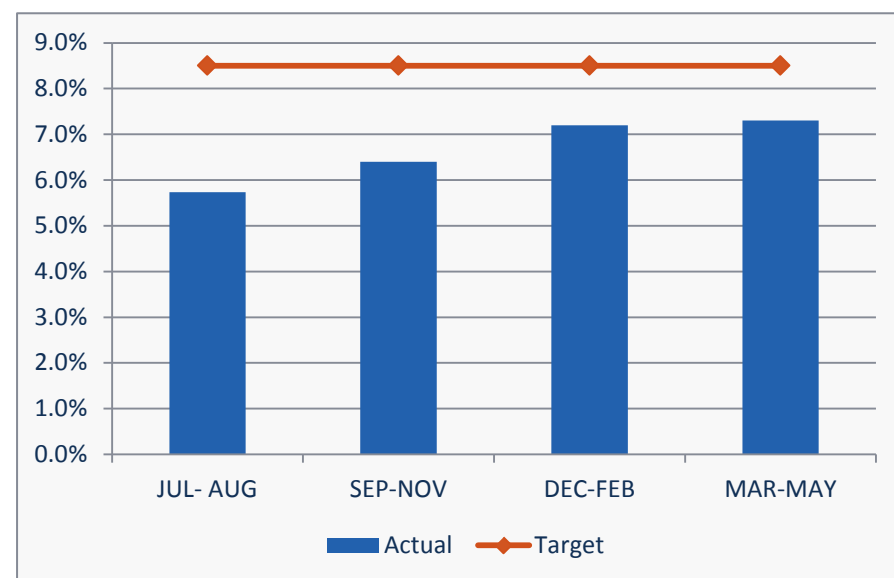


	March	April	May
Maximum:	8.0%	8.0%	8.0%
Actual:	12.7%	13.2%	13.8%
Variance:	-4.7%	-5.2%	-5.8%

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

**Interpretive Comments:** At the end of March, 19 employees had left Council in the previous twelve months. This increased to 20 in April and was at 21 by the end of May.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders

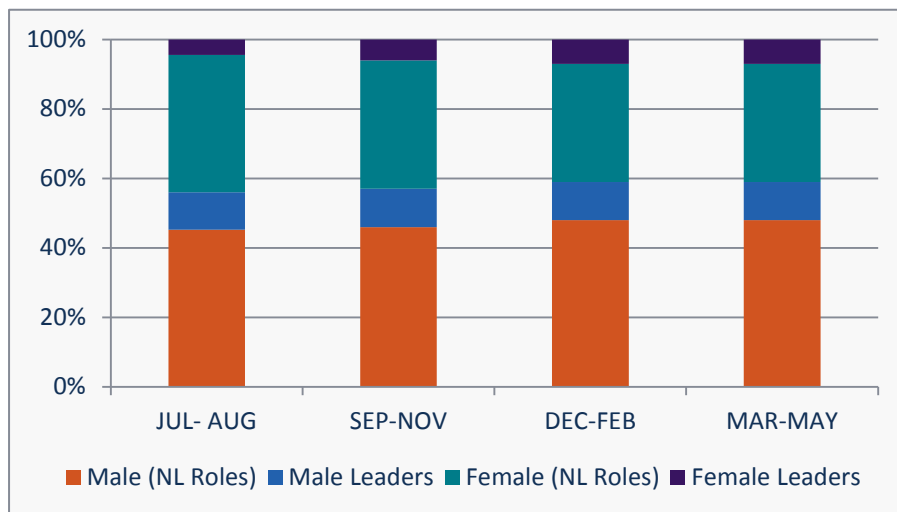


Target:	8.5%
Actual:	7.3%

**Explanatory Notes:** The number of Aboriginal and Torres Strait Islander employees as a percentage of total FTE staff numbers. The target is based on the percentage of Aboriginal and Torres Strait Islanders as a percentage of the Shire population, as per the 2011 census results.

**Interpretive Comments:** In this quarter Council employed an average of eleven Aboriginal and Torres Strait Islander staff. This is the same as the previous quarter. There are currently two identified roles under recruitment.

## 2.5 Workplace Diversity – Males & Females



### March-May

**Males (NL roles):** 48%

**Males** 11%

**Females (NL roles):** 34%

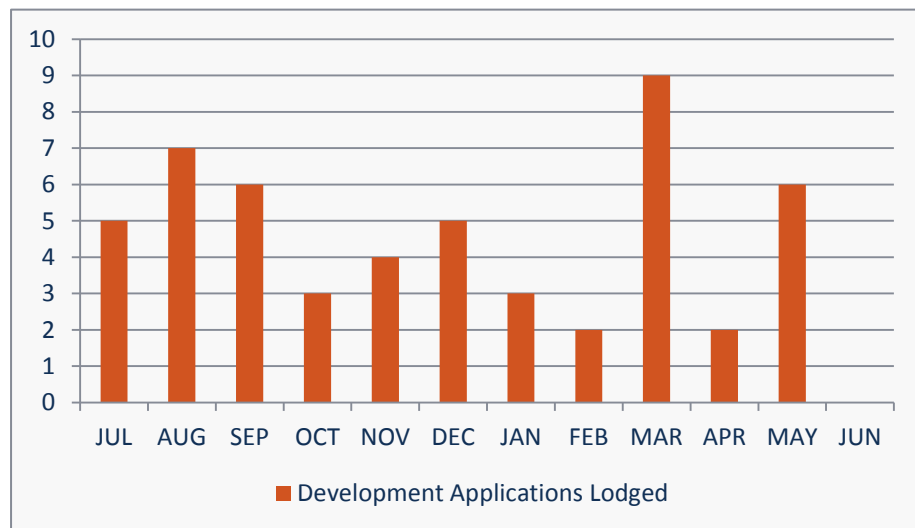
**Females:** 7%

**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 151 staff - 59% male and 41% female. 17 of the 89 male staff are leaders and 11 of the 62 females staff are leaders.

## 3.0 SUSTAINABLE COMMUNITIES

### 3.1 Development Applications Lodged

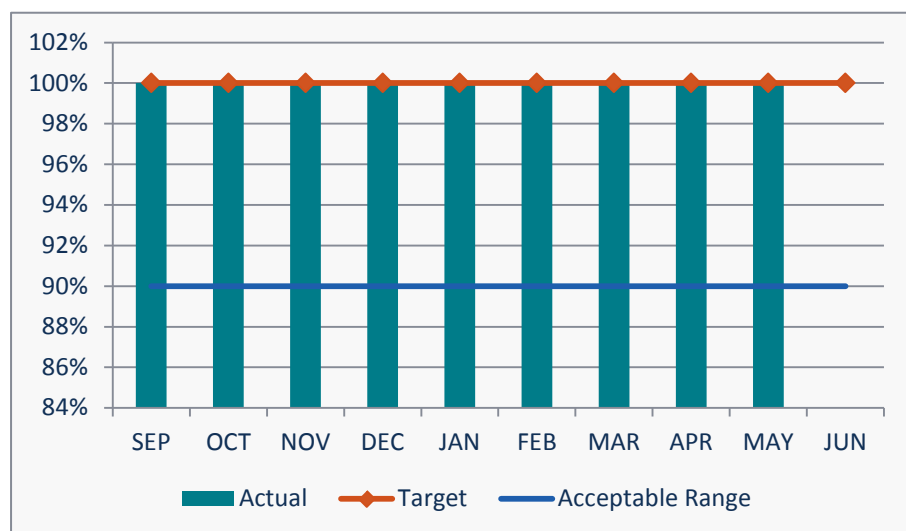


	March	April	May
Actual:	9	2	6

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

**Interpretive Comments:** A modest flow of development applications continue to be received consisting of a variety of generally small scale development application types.

### 3.2 Assessments Completed Within Statutory Timeframe



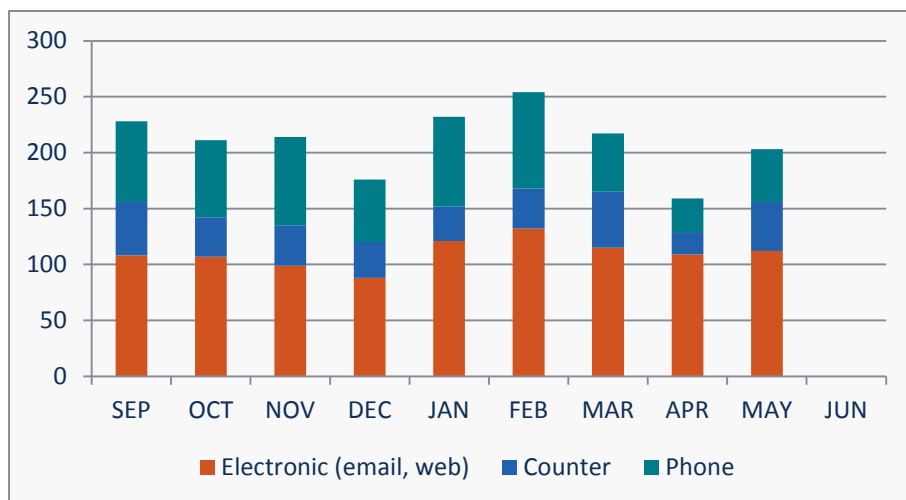
	March	April	May
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

**Explanatory Notes:** This figure represents the number of delegated authority development applications approved within statutory timeframes.

**Interpretive Comments:** 100% of delegated authority development applications were approved within the statutory timeframe



### 3.3 Development and Assessment Officer Enquiries

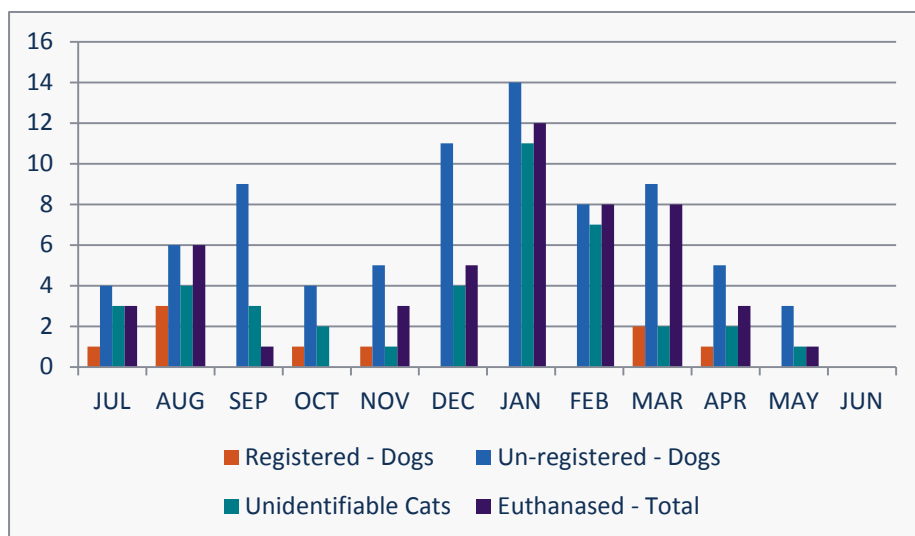


	March	April	May
<b>Electronic:</b>	115	109	112
<b>Counter:</b>	50	20	44
<b>Phone:</b>	52	30	47

**Explanatory Notes:** This graph provides an indication of the volume of planning enquiries received in electronic, counter enquiry and phone format.

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

### 3.2 Animal Impoundments

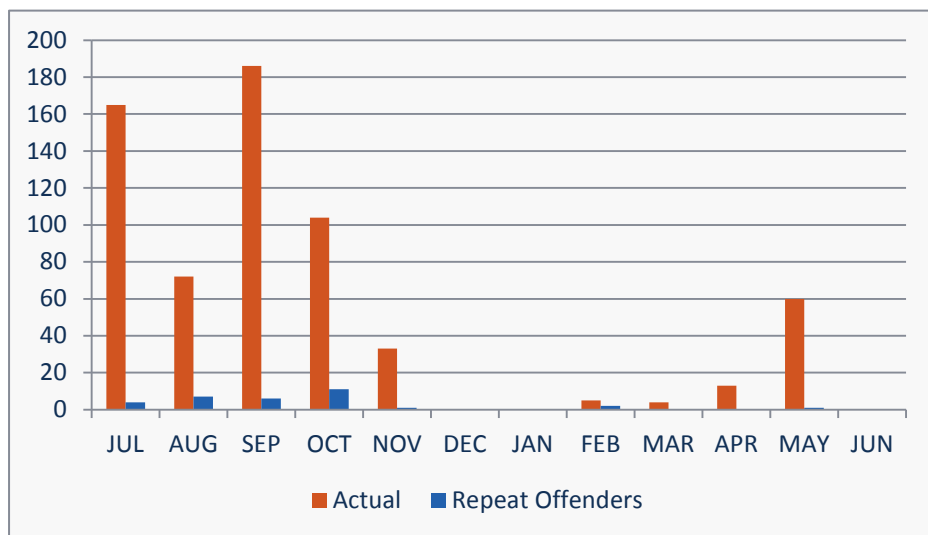


	March	April	May
<b>Registered - Dogs</b>	2	1	0
<b>Un-registered - Dogs</b>	9	5	3
<b>Unidentifiable Cats</b>	2	2	1
<b>Euthanized - Total</b>	8	3	1

**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 euthanized.

**Interpretive Comments:** Active patrols in identified areas continue with numbers spearing to stabilise.

### 3.3 Illegal Camping

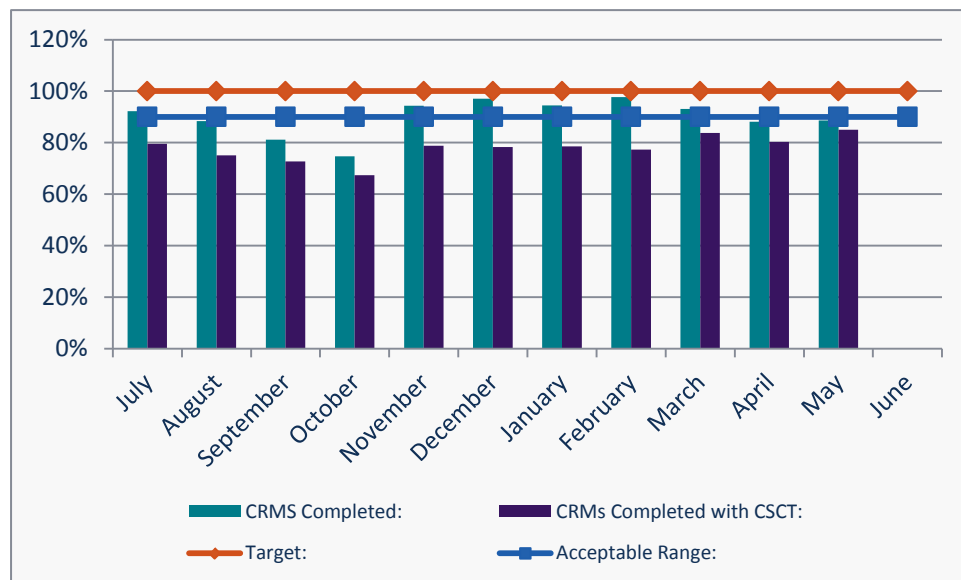


	March	April	May
Actual	0	0	5
Repeat Offenders	0	0	2

**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:** The rising figures represented over the period are an indication of the seasonal nature of illegal camping and reflective of the higher numbers of self drive campers through the autumn and winter months.

## 4.0 CUSTOMER SERVICE



### 4.1 Customer Request Management (CRM) Records

	March	April	May
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	93%	88%	89%
CRMs Completed within CSCT:	84%	80%	85%

**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:** Sound performance in this area continues with CRMs responded to within the Customer Service Charter timeframes increasing to almost 85%.



## 4.2 Top 5 CRMs

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

### March

	Category	Quantity
1.	Planner of the Day	96
2.	Leaking/Broken Service Pipe	33
3.	Trees (street/park)	29
4.	Waste-Residential Repair/Replace	21
5.	Barking Dog	16

### May

	Category	Quantity
1.	Planner of the Day	84
2.	Waste-Residential Repair/Replace	51
3.	Trees (street/park)	24
4.	Barking Dog	23
5.	Road Maintenance	19

### April

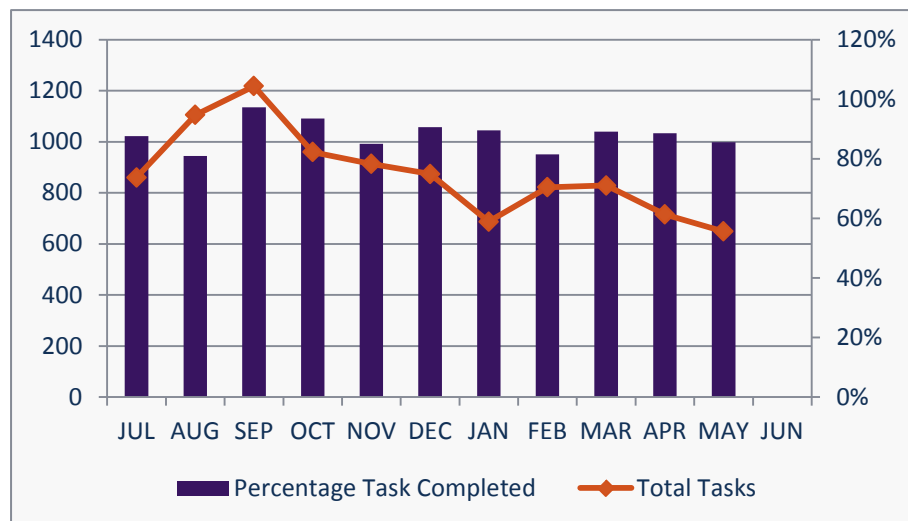
	Category	Quantity
1.	Planner of the Day	45
2.	Trees (street/park)	37
3.	Leaking/Broken Service Pipe	33
4.	Waste-Residential Repair/Replace	16
5.	Waste General - Enquiry	15

## 4.3 General Customer Enquiries

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

	March	April	May
enquiries@douglas.qld.gov.au (direct email and via web)	1187	977	1331
Phone Calls to 4099 9444	2749	1967	2401

## 4.4 Inwards Correspondence Actioned

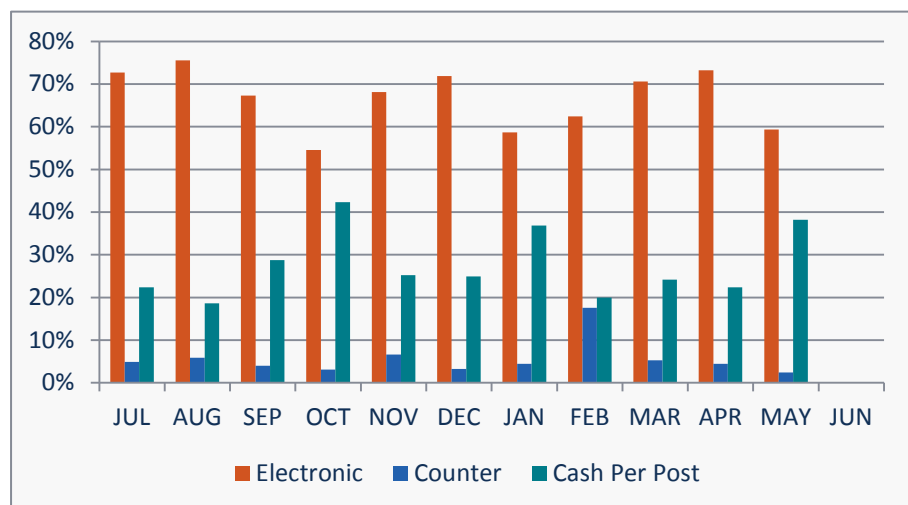


	March	April	May
<b>Total Tasks:</b>	829	715	649
<b>Percentage of Tasks Completed:</b>	89%	89%	86%

**Explanatory Notes:** This data details the quantity of mail and processed through Council's records management unit received and the percentage of tasks completed within timeframes.

**Interpretive Comments:** Completion rate of tasks over the last three months have been in the mid to high 80%.

## 4.5 Rates Payment Methods



	March	April	May
<b>Electronic:</b>	70.6%	73.2%	59.4%
<b>Counter:</b>	5.2%	4.4%	2.4%
<b>Cash Per Post:</b>	24.2%	22.4%	38.2%

**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.

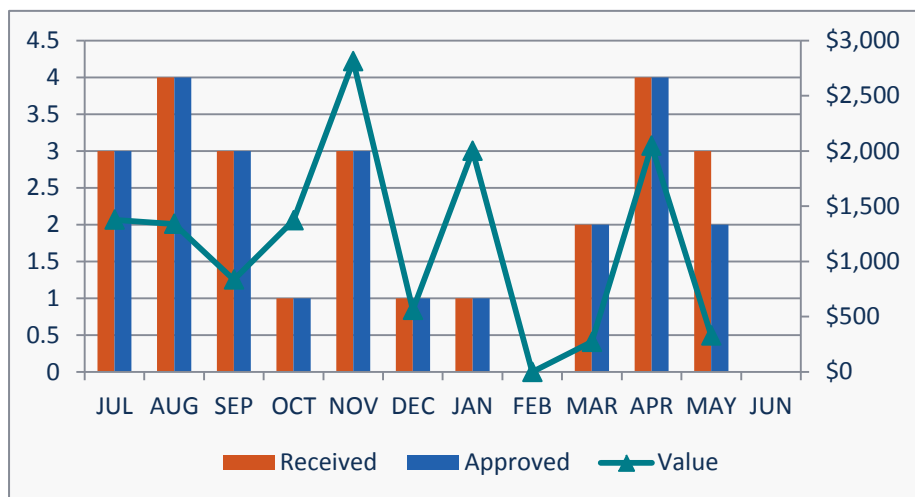
## 5.0 MEDIA AND COMMUNICATIONS

### 5.1 Council Communications to Communities

	March	April	May
Website (Page) Views	31,182	28,698	31,212
Facebook Posts	105	106	171
Media Releases	11	1	13
Public Notice Advertising	10	10	12
Community Notice Boards	1	0	0

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

### 5.2 Community In-Kind Request



	March	April	May
Received:	2	4	3
Approved:	2	4	2
Value:	\$272.00	\$2047.00	\$330.00

**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.



## **9.1. AGENDA ITEM 9 - CLOSED SESSION**

- 9.1**      Prejudicial Matter S275 (1) (H) *Local Government Regulation 2012* - **Land Resumption and Road Opening - Part of Lot 1 on RP746753 Old Forrestry Road Whyanbeel**