

## **5.10. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR THE PERIOD SEPTEMBER TO NOVEMBER 2016**

**REPORT AUTHOR(S):** Linda Cardew, Chief Executive Officer  
**DEPARTMENT:** Office of the Chief Executive Officer

### **RECOMMENDATION**

**That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period September to November 2016.**

---

### **EXECUTIVE SUMMARY**

These reports present an outline of the operational initiatives and progress made by Council's Administration from September to November 2016. 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**

The CEO 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, 2015 and again 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 September to November 2016..

### **FINANCIAL/RESOURCE IMPLICATIONS**

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

### **RISK MANAGEMENT IMPLICATIONS**

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

## SUSTAINABILITY IMPLICATIONS

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

## CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the Local Government Act 2009, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2016 -2017 adopted 28 June 2016.

### Corporate Plan 2014-2019 Initiatives:

#### Theme 5 - Governance

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

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

## COUNCIL'S ROLE

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

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

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

## CONSULTATION

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

**External:** Nil.

## ATTACHMENTS

1. Report from the Chief Executive Officer for the Period September - November 2016 **[5.10.1]**
2. Organisational Report Card for the Period of September - November 2016 **[5.10.2]**

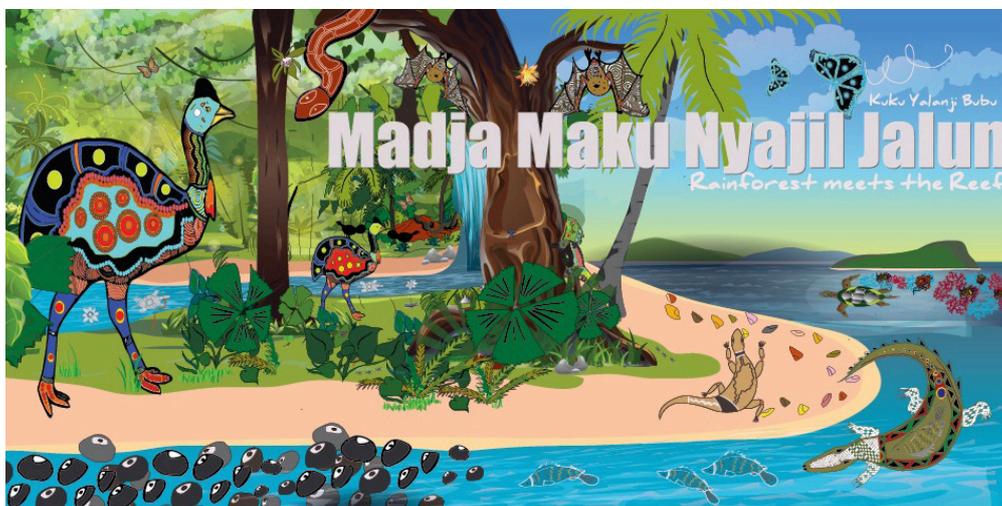
# DOUGLAS SHIRE COUNCIL REPORT FROM THE CHIEF EXECUTIVE OFFICER

2016 - 2017

September - November 2016

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**"

## Contents

EXECUTIVE LEADERSHIP TEAM.....	2
CEO UNIT – <i>Connecting Communities</i> .....	4
Community Partners and Participation .....	4
Events and Programs .....	5
Economic Development .....	7
Website and Facebook .....	9
Grants .....	10
CORPORATE SERVICES .....	12
GOVERNANCE .....	12
Human Resources .....	12
Workplace Health & Safety .....	12
Records .....	12
Property.....	13
Governance.....	13
Port Douglas Markets .....	13
PROCUREMENT .....	14
FINANCE AND INFORMATION TECHNOLOGY .....	14
LIBRARY .....	16
OPERATIONS.....	17
SUSTAINABLE COMMUNITIES.....	17
Planning .....	17
Regulatory Services .....	17
Resource Management.....	19
Sustainability .....	20
Disaster Management.....	21
INFRASTRUCTURE .....	22
Civil Works .....	22
Public and Natural Areas .....	25
Fleet .....	27
Facilities Management .....	27
WATER AND WASTEWATER.....	29
Water and Wastewater Compliance .....	29
Water Supply Restrictions.....	29
Wastewater .....	34
Capital Works Progress .....	35

## EXECUTIVE LEADERSHIP TEAM

### Local Government Managers Association Annual Conference

Douglas Shire Council was delighted to host the 2017 Local Government Managers Association (LGMA) Annual Conference at the Port Douglas Community Hall, 6-8 September 2016.



(Above) 2017 LGMA Annual Conference

The conference attracted over 200 local government managers from throughout Queensland injecting an estimated \$500,000 into the local economy as many delegates extended their stay in the Douglas Shire and brought their partners so they could explore the region for themselves afterwards.

The closing gala dinner was opened by one of our local Indigenous performers, Tahlia Burchill who showcased the amazing talent in our Shire.

Chief Executive Officer, Linda Cardew was appointed to the LGMA Board of Directors at the conference. As Director North Qld Linda has fantastic opportunity to have priorities and agenda for the North being championed and represented on this influential Board.



(Above) Newly Appointed LGMA Board

### Bama Working Group

The Bama Working Group meet on 18 August 2016 to discuss and work through a number of key Indigenous programs and projects to ensure a whole of Council approach and understanding of the key issues is achieved. A number of external stakeholders also participated in the meeting including Jabalbina Yalanji Aboriginal Corporation, Bamanga Bubu Ngadimunku, Mossman Gorge Visitors Centre and Queensland Parks and Wildlife Service.

Items on the agenda included the construction of the causeway to the Yalanji Cemetery (scheduled for early December), Native Title claims, Mossman Gorge Road, illegal camping and other local laws matters. Agreed actions were identified and assigned.

The group and external stakeholders will meet again on 1 December 2016.

## Local Government Association Queensland Annual Conference

Mayor Leu, Cr Noli, Cr Carey, Cr Kerr and Chief Executive Officer, Linda Cardew attended the 2016 Local Government Association Queensland (LGAQ) Annual Conference held on the Gold Coast, 18-20 October 2016.

## Burungu Aboriginal Corporation

On 31 August 2016 a group comprising Mayor Leu, Councillors and members of the Executive Leadership Team, Managers and senior officers headed to the northern regions of Douglas Shire to meet with the Board of Directors and community members of the Burungu Aboriginal Corporation at Buru (China Camp).

The primary purpose of the visit was to commence consultation on the draft planning scheme and discuss key priorities for the region and the Buru community as a whole. It was a highly successful day with a number of action items identified which have predominately been completed in support of the Corporation and community.



(Above) Regional Winners of 2017 AIM Excellence Awards

## Australian Institute of Management Honours CEO with 2017 Excellence in Leadership Award

The regional Australian Institute of Management (AIM) Excellence Awards were hosted on 16 October 2016 in Cairns. Chief Executive Officer, Linda Cardew was honoured to have been selected as the regional winner in the Leader/Manager category. Linda was also a finalist in the AIM state awards, and the only finalist from Queensland Local or State Government.

## RUOK? Men's Breakfast

In recognition of RUOK? Day, General Managers Darryl Crees and Nicholas Wellwood hosted a men's 'secret business' breakfast with the hard working men of Douglas Shire Council on 22 October 2016. Local well respected Dr Steven Salleras contributed his time and invaluable knowledge as the guest speaker at the breakfast encouraging the men to talk and learn about medical matters of importance to men.

## Daintree Joint Management Group

The Daintree Joint Management Group (DJMG) reconvened on 24 November 2016 to discuss key activities and infrastructure priorities for the Daintree region. The stakeholder group consists of various regional and state agencies including Douglas Shire Council, Queensland Parks and Wildlife Service (QPWS), Terrain NRM, Wet Tropics Management Authority, Jabalbina Yalanji Aboriginal Corporation, Tourism Port Douglas Daintree, Daintree Marketing Co-operative, Daintree Coast Community Council.

Key discussion items included Council's 2016/2017 capital works infrastructure program representing \$983,000 including upgrades to Thornton Beach Café, gravel roads renewal program, upgrades to the Cow Bay transfer station and feasibility study into a possible Cape Tribulation transfer station. QPWS updated the group on improvements to the Kulki boardwalk and car park and the Dubiji boardwalk.

Plans for the official launch of the Bloomfield Track ebook by Council and other agencies were on the agenda. .

## CEO UNIT – *Connecting Communities*

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

### Community Partners and Participation

#### Christmas in Douglas Decorations

It is beginning to look a lot like Christmas in the Douglas Shire with Council adding lights and decorations to Community Christmas Trees in Port Douglas and Mossman and installing 16 fabulous double-sided Christmas banners featuring artworks from local school students.

More than 6000 fairy lights and 100 supersized tree decorations adorn the Community Christmas trees, located on Front St in Mossman and Anzac Park in Port Douglas.

Council extends a special thanks to Kelly's Crane Hire which once again has donated the crane and staff to make this happen.

Council invited local school students to submit a portrait Christmas image to be considered as feature artworks for the Christmas banners and staff were amazed and delighted by the quality of submissions. The banner project will be staged over a two-year period to continue the theme further along Front Street and Davidson Street.



(Above) Decorating Community Christmas Tree, Port Douglas



(Above) Installing Christmas Banners, Front Street Mossman

#### Reef Guardian Schools' Future Leaders Eco Challenge

The Great Barrier Reef Marine Park Authority held its annual schools Eco Challenge on 6 September. Thirty three future leaders from five local primary schools spent the day at Wonga Beach State School exploring how to improve the health of local environments and learning skills they can utilise to improve environmental sustainability in school and home. Council officers conducted a session on litter source reduction plans with each of the schools wherein they analysed the results of audits conducted in their school grounds to determine major litter issues and worked in groups to plan resulting prevention and amelioration projects.

#### White Ribbon Day – 25 November

In the September to November period Council was an active member of the White Ribbon Day organising committee. Council provided logistical support to ensure relevant permits relating to traffic disruptions, road closures and temporary food stall licenses were submitted and approved by the relevant authorities.

Council also provided support by way of media releases, public notices in regards to traffic disruptions, advertising and the purchase of White Ribbon merchandise; Council also assisted with additional promotion via social media and email networks.

On 25 November the White Ribbon Day Twilight Walk was held in Mossman. Approximately 200 participants were involved in the walk and rally at St David's Church where speeches, entertainment, information stalls and light refreshments were convened. As at 25 November, 68 women in Australia had been killed in 2016 by men due to domestic/family violence.



(Above) White Ribbon Day Twilight Walk and Rally



(Above) Mayor Leu speaking at White Ribbon Day Community Event

### Plastic Free Douglas

With assistance from Reef Guardian Councils and Tangaroa Blue, on 26 November, Plastic Free Douglas and Council held a workshop for children teaching about marine debris and how to turn rubbish into art. Thirty-five primary school aged children and several parents spent the morning turning marine debris into murals which will be exhibited in the Council administration building in December as part of a litter and marine debris education exhibition.



(Above) Workshop – Community Volunteers and Families Creating Art from Marine Debris



### Community Agency Network (CAN) Meetings

Council officers attended CAN Meetings held on the third Thursday of each month. The meetings give local and Cairns-based service organisations the opportunity to network and information share on projects, programs and activities.

### Events and Programs

#### Physical Activity for Older People Workshop

Council in partnership with the Department of National Parks, Sport and Racing provided a workshop promoting physical activities for older people. The workshop provided information about the ageing process and impacts on the body; and with practical example of exercises to improve muscle and bone density, as well as flexibility. The workshop attracted 10 participants representing local senior residents and service providers who cater to the well-being of senior clients.



(Above) Workshop Promoting physical activities for Older residents

### 'If Only' Disaster Community Resilience Project

Throughout September Council Officers conducted a series of interviews with local residents and emergency service personnel discussing their preparations for and experiences of cyclones and floods to be edited into clips for Council's website and social media. The project will be launched in early December and clips shown throughout the cyclone season to promote awareness of the need for personal and family preparations for severe weather events.

### Mayor's Christmas Appeal

The 2016 appeal was launched 12 October by Mayor Julia Leu. The Mayor's Christmas Appeal helps families in our community, with funds from the Appeal used to buy food for Christmas hampers.

Donations of \$2 or more are Tax Deductible and forms are available at [www.douglas.qld.gov.au](http://www.douglas.qld.gov.au), Mossman Administration Office, Port Douglas Hub and Douglas Libraries.

Families with children aged 15 years and under, holding a Federal Government benefit card were eligible to apply for a food hamper from Monday 24 October until 4.30pm 30 November 2016, with hampers to be delivered in mid-December.

Mossman Rotary boosted the Appeal with a \$500 donation from the local community group.



(Above) Mayor's Christmas Appeal

### Douglas Shire Council Australia Day Awards 2017

Nominations opened for the 2017 awards on 13 October 2016 for:

- **Citizen of the Year** recognising outstanding members of the community for their personal endeavours, achievements and community involvement;

- **Young Citizen of the Year** recognising young citizens aged 25 years or under (on 26 January 2017) for their personal endeavours, achievements and community involvement; and
- **Volunteer of the Year** recognising members of the community of any age making significant and lasting contributions to the social, recreational, environmental and economic quality of life in the community through their endeavours on behalf of individuals, organisations, charities, service groups, clubs, churches, sporting groups, health or youth. Nominations closed 25 November 2016. Eligible nominees will be presented with a certificate and award recipients will be presented with medallions and framed certificates on 26 January 2017 at Port Douglas.

### **Christmas in the Park and Carols by Candlelight**

Council has been working closely with Douglas Theatre Arts Group Inc and local stall holders for Christmas in the Park and Carols by Candlelight to be held at Coronation Park, Mossman Showgrounds on Saturday 10 December 2016 from 3pm to 9pm. Council contributes \$5,000 in cash and significant in-kind support towards this community event. Thanks to the generosity of local businesses, sponsorship has enabled free entertainment, activities and fireworks to feature at this community celebration. Food, drinks and markets stall items will be on sale. Proceeds from the sale of Glowstix will go towards the Mayor's Christmas Appeal.

All event details are available here <https://douglas.qld.gov.au/event/christmas-park-carols-candlelight/>

### **New Year's Eve in Port Douglas**

Council is gearing up for the biggest New Year's Eve celebration in the Douglas Shire's history to see in 2017 with two massive fireworks displays and a free family-friendly precinct featuring a jumping castle and giant slide, face painting, balloon animals, giant bubbles, puppet and magic shows and more.

More than a dozen local businesses are sponsoring NYE in PD, with all the event details available here <https://douglas.qld.gov.au/event/new-years-eve-port-douglas-fireworks-spectacular-family-precinct/>.

### **Active Games in Parks**

Active Games in Parks has continued through the last school term of 2016. The coordinators have continued to provide mixed sporting activities for local children in Mossman and Port Douglas.

Participant statistics for the fourth school term are:

- Mossman – 149
- Port Douglas - 128

## **Economic Development**

### **Economic Development Strategy**

Council with 'Possible People' the consultancy service engaged to support Council through the development of an Economic Development Strategy undertook a series of consultations with key stakeholders from across the region and beyond. A general survey was also conducted allowing people from the diverse communities of Douglas to contribute and highlight issues important in relation to the region's future economic growth and sustainability.

On 7 October 2016 Council hosted an Economic Development Strategy Workshop with 47 participants representing a diverse range of industries such as Council, tourism and sugar, universities, vocational training, health, Traditional Owners and environmental and sustainability

interest groups. The purpose of the workshop was to confirm and identify key action areas of a proposed draft strategy and the highlight the agencies and organisations responsible to drive/guide and progress economic development key action areas over the next 3-4 years.



(Above) Economic Development Strategy Workshop

The workshop provided the foundation for the development of a Draft Economic Development Strategy which was presented to Council for their feedback on 25 October and 31 October 2016.

### **Submission on the Review of the Trading Hours Act 1990**

In November Council provided a submission to the State Treasury Department on the review of the Trading Hours Act 1990. Council's position within the submission was informed by the response of a survey conducted by the Chamber of Commerce which generally agreed that a review is necessary.

The submission expressed that in meeting the needs and preferences of consumers by extending trading hours that there may well be social and economic impacts on employees and their families. However, there needs to be an equable balance which allows for both business and employees to receive benefits.

### **Queensland Tourism Industry Workforce Plan**

Council was represented at a Queensland Tourism industry workforce plan workshop hosted by the Department of Education and Training (DET) in Port Douglas. Other local organisations represented included two local training organisations. The focus of the workshop was to identify for the Douglas region issues or priority areas that should be addressed within a Tourism Workforce Strategy/ Plan. The key focus areas for the workshop were:

- Attraction and Retention
- Business Capabilities and Supports
- Social Barriers
- Existing Programs and Information
- Technology and Digital Capabilities
- Training and Development
- Pathways to Industry

There was a strong focus on providing businesses with access to information, training and development; as well as creating career pathways for locals especially youth and Indigenous people.

### **Council Grant Funding**

Council grant funding streams which included Community Support Program, Event Funding Program and Business Development Fund opened at the beginning of September and closed on the 28 October 2016.

Council actively promoted, encouraged and supported interested community groups and businesses to apply. Advertising of the funding programs were promoted via the newspaper, Council website and Facebook Page; as well as via Community Agency Network (CAN) email broadcasts and at meetings.

Assessment of applications were conducted in November. Recommendations on the funding applications will be workshopped and reported to Council at the 13 December 2016 Ordinary Council Meeting.

### **Great Australian Bites 2017**

Council was successful in gaining \$20,000 in funding from Queensland Government for the Great Australian Bites event. This event will take place on 26 January 2017 alongside the Citizenship Ceremony and Australia Day Awards. An expression of interest was advertised to engage an event coordinator for the event.

### **Welcome to Douglas**

The following figures represent the number of 'Welcome to Douglas' letters sent out to new residents over the three-month period:

September – 71

October – 89

November - 88

### **Website and Facebook**

Council's 68 Facebook posts during the period reached more than 135,000 people, more than double the previous period.

The most popular posts were: Things left behind on CREB Track (17,900 Facebook users reached), Level 1 Water Restrictions introduced (7500), Suicide Prevention Workshop (4800), Australia Day Awards nominations (4300), Bull Arab found in Julatten (4000).

Council's website received a total of 27,427 pageviews. The most popular pages visited were: Daintree Ferry 3872, Employment at Council (1653), water restrictions introduced (745), Contact Us (590), CREB Track (590), Douglas Shire Planning Scheme (575), Fees & Charges (492), Forms & Permits (480), Council Meetings (413), Alerts & Notifications (375).

Council also distributed nine media releases for the month and provided 12 public notices for our communities.

## Grants

### Upcoming Grants

Grant	Provider	Proposed Project	Est. Amount	Closes
<b>Sport &amp; Recreation Planning</b>	NPS&R	Sporting & Recreation Planning Studies	Grants of up to \$100,000	30/01/2017

### Grants Pending Decisions

Grant	Provider	Project	Amount	Closed
<b>EOI for ILGP</b>	Infrastructure	<ul style="list-style-type: none"> <li>• Water Resilience</li> <li>• Wangetti Trail</li> <li>• Daintree Gateway</li> <li>• Teamsters Park</li> </ul>		20/10/2016

### Outcomes of Grant Applications

Grant	Provider	Project	Amount	Outcome
<b>Coastal Hazard Adaption Strategy</b>	Qld Govt through LGAQ	Initial application to prepare stakeholder consultation plan and map expected inundation and erosion areas due to climate change and weather events.	\$53,977	Successful
<b>Get Playing Places &amp; Spaces</b>	NPS&R	Asphalt pump track	\$100,000	Successful
<b>Great Australia Bites</b>	Premier & Cabinet	Great Australia Bites Australia Day Event in Port Douglas	\$20,000	Successful
<b>EOI for LGGSP</b>	Infrastructure	Install Centrifugal Turbidity Clarifier at Mossman Water Treatment Plant	\$90,000	Successful
<b>EOI for LGGSP</b>	Infrastructure	Daintree Gateway Western Precinct Car and Coach Parking Upgrade	\$210,000	Successful
<b>Natural Disaster Resilience</b>	Infrastructure	Modelling for Mossman Township Flood Mitigation-Marrs Creek Levee Bank	\$120,000	Successful
<b>Natural Disaster Resilience</b>	Infrastructure	Install electronic flood and road closure signage at Anich Bridge	\$48,000	Successful

## Awards

Council was delighted to be nominated by Jabalbina Yalanji Aboriginal Corporation for the Planning Initiative - "Return to Country Local Plan". This award clearly shows that Council is acknowledging cultural values and making progress towards reconciliation. Congratulations to Simon Clarke, Council's Planning Coordinator, for the significant role he played in the development of the Plan.

<b>Award</b>	<b>Sponsor</b>	<b>Project</b>	<b>Outcome</b>
<b>AIM Excellence in Leadership Manager of the Year</b>	AIM	CEO, Linda Cardew	Regional Winner of the Cairns Leader/Manager of the Year.
<b>Douglas Business &amp; Tourism Awards</b>	Newspart	Port Douglas Markets	Runner up for Best Regular Local Event of the Year.
<b>Cassowary Awards – Local Government</b>	WTMA	Bloomfield Track Guide e-book Daintree Gateway Interpretative Signage Planning Initiatives (Nominated by Jabalbina Yalanji Aboriginal Corporation for "Return to Country Local Plan")	All submissions were finalists in their category with the 'Planning Initiatives' submission winning the Local Government award. The presentation was held 3/12/2016.
<b>Douglas Business &amp; Tourism Award</b>	Newspart	Carnivale	Winner of the Best Annual Local Event

## CORPORATE SERVICES

---

### GOVERNANCE

#### Human Resources

From mid-September to late November staff have attended an array of training including Working Smart with Microsoft Outlook, Project Planning Breakthrough, Minute Taking, Microsoft Project, and Microsoft Excel training (ranging from basic fundamentals to a two-day advanced training course).

During October two half-day sessions were held for outdoor staff on computer fundamentals. The feedback received from the participants was very positive. A designated computer and generic login is now available to staff at the Mossman and Port Douglas Depots to encourage the use of computers for work related matters.

Throughout the year a number of staff have completed or are currently undertaking a formal qualification ranging from Certificate III to a Degree Qualification as part of their ongoing professional development. In October three staff attended their final block in the LGAQ Diploma of Leadership and Management, and seven staff from the Water and Wastewater teams completed their first block in either a Certificate III or IV qualification in Water Operations.

A new Plumbing and Drainage Inspector commenced in October, and a new Ganger Cemeteries joined the Open Spaces Team in November. Human Resources is currently managing the recruitment and selection of a number of roles both internally and externally.

#### Workplace Health & Safety

In recent months the Work Health and Safety representatives have focused on reviewing high risk activities within Council. The two keys areas that were targeted were Council's aerial weed survey operations and the implementation of gas chlorine in our water treatment plant.

The aerial weed survey operations are ongoing from previous years and are vital for the identification of weeds that threaten the world heritage areas in the shire. Processes were examined and evaluated and an Aerial Survey Management Plan was implemented. Council staff and our partner agency, the Queensland Parks and Wildlife Service were inducted. This year's aerial campaign was subsequently completed successfully.

With gas chlorine being brought online in our main water treatment plant there were risk management issues identified. After consultation with staff and contractors and a number of site inspections, it was identified that there was a need for a safety upgrade to the service road into the plant, the development of specific Gas Chlorine Transportation Safe Work Method Statements, and the development of delivery checklists. These tasks were completed and staff were inducted.

#### Records

In addition to the day to day correspondence processed, over the last three months 610 submissions were received for Council's Draft Planning Scheme. This has greatly increased the workload within Council's records management unit.

The Senior Records Officer successfully completed the Local Government Managers Australia (LGMA) Ignite Program. This is a leadership program and included attending a number of sessions in Cairns. A valuable outcome of the course was the mentor buddy program developed with Ignite participants from four neighbouring councils.

## Property

The annual inspection of 30 of Council's leased properties was completed this quarter. The Property team is transitioning to be the responsible entity for the maintenance and repair work on these properties. An asset management system for Council freehold and trustee leased properties is being developed, as are land management plans for trustee reserves.

Valuations of freehold land that may be surplus to Council requirements have been undertaken and a report is being prepared for a Council meeting in the new year. This also included a review of market valuations of several leased properties to ensure rental charges are current.

Council has signed a twelve-month Trustee Permit with the current operator of the Thornton Beach Café. During this ensuring period the management rights for the café will be advertised for the implementation of a long term lease.

The Team is currently developing standard terms and conditions for Council's freehold and trustee reserve land and buildings. Standard terms can include provisions for such items as: who pays for legal and valuation fees, rates, cleansing fees, electricity and water; as well as information about the erection of signs, arbitration of disputes, additions to buildings; and who is responsible for pest control, property maintenance and the like. The standard terms and conditions will assist with the equitable, efficient and cost effective drafting of future Council leases.

The Property Team is currently working on a caseload of 56 matters, which include road openings and closures, changes to leases, use of reserve land, licence agreements for communications facilities, lease renewals and encroachments.

## Governance

Updates are underway to Council's Delegations Registers and will be presented to a future Council Meeting for adoption. New fees and charges for the Wonga Beach Caravan Park were adopted this quarter resulting in a simplified payment structure. The Governance Unit has also been working on the review of Council's Administration Instructions (AIs), the Administrative Action Complaints Management policy and procedures, and ongoing insurance claims and Right to Information applications.

## Port Douglas Markets

The Port Douglas Markets continue to be very well attended heading into December with 151 stalls last week. The Markets will not be held on Christmas Day; however, they will operate the following week on New Year's Day. The Market Coordinator and Governance Officer are reviewing the Market's terms and conditions and have developed a stallholder database that can be used to send notification emails and updates.

## PROCUREMENT

Since last reported Procurement has been involved in delivering over 19 tender/quotations through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System). Whilst receiving submissions electronically creates administrative efficiencies, this has resulted in 92 submissions being assessed and evaluated with varying degrees of complexities.

Procurement is currently working with internal stakeholders collecting information to produce a Forward Procurement Schedule. This schedule will identify most medium and large procurement activities to be delivered over the next six 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 tender (CRC, DSC, MSC) for Waste and Recycling Collection Contract due to expire December 2017.
- FNQROC Procurement Technical Committee forum,
- Local Buy Liaison forum (teleconference)
- Regional Finance Managers forum

## FINANCE AND INFORMATION TECHNOLOGY

The final audit visit by the Queensland Audit Office (QAO) for this year occurred in the week commencing 19 September 2016. As anticipated, there was a strong focus on asset related matters, including capitalisation, asset valuations, remaining useful lives, depreciation and asset sustainability. Following the completion of the audit process the QAO presented an audit closing report to a Council workshop outlining any issues raised during the process. Once the audited annual financial statements were formally adopted by Council and provided to the QAO Council was issued with an unmodified audit opinion on the financial statements and on its current year financial sustainability statement.

Finance also prepared the community financial report for inclusion in Council's annual report and coordinated the completion and submission of Council's annual financial return to the Queensland Local Government Grants Commission. The focus of Finance staff has now shifted towards the preparation of the 2016/17 budget review which will be presented to Council for consideration in the new year.

Water usage notices were issued on 3 November 2016, with a due date of 6 December 2016. Supplementary Rates Levy notices were issued on 9 November 2016 with a due date of 13 December 2016. These notices were for the amendment of charges due to requests (eg additional bins), buildings that have been completed or new allotments created. Rates reminder notices (over \$50 outstanding) and solicitor's letters of demand (over \$1,000 outstanding) have also been issued since the last report. The six monthly pensioner eligibility verification process has also recently been undertaken. Property owners with "arrangements to pay" have been issued with letters advising rates and charges balances that need to be paid by 31 December 2016, to enable them to qualify for a similar arrangement during the next half yearly rating period.

Council has been selected by Queensland Fire and Emergency Services for an audit of our fire levy charges and the first step in this process has been the provision of all assessment details relating to properties within the shire so that property areas, land use coding and current fire levy charges can be checked.

IT support has been provided for various simulation and test days in readiness for the Cyclone season. Upgrades to the Mossman wireless system have been completed to ensure that a high level of reliability is maintained. Computer Training and facilities have been provided for staff who are required at times to act in more senior roles. Extra Malware protection has been implemented for high risk computers, as Council continues to experience a high level of incoming threat. Delivery delays have continued to be experienced in relation to ordered communication upgrades at several sites, in particular bandwidth upgrades for Library public internet services. Arrangements are currently being made for the contract engagement of a Business Analyst to assist in implementing the QAO audit recommendations.

## LIBRARY

The "Douglas Libraries Fun Palace" on 1 October at Mossman Markets was a success with approximately 350 people attending, despite the inclement weather.

The Fun Palace motto of "Everyone a Scientist, Everyone an Artist" was explored with free fun activities that included "packing parcels" and "star tracker"; tornado tops; makey-makey vegetable piano; buzz wire; ozobots; spinning tops; floating paperclip and fun skittle rainbow experiments; green slime; spin painting; do it yourself face painting and giveaways.

Feedback was positive and included "great to use analytical side of brain"; "a treasure trove of activities, the children particularly enjoyed painting their own faces"; "kids are loving it"; "fascinating, kids and me (65 years old) were entranced – power to these ladies, excellent program"; "great fun for the kids, different ideas to expand little minds"



(Above) Douglas Libraries Fun Palace at Mossman Markets

Preparation and planning is underway for a range of school holiday activities; including craft and ozobot activities, colouring in competitions and the State Library of Queensland's "Summer Reading Club".

A stock take of library resources was undertaken at Mossman and Port Douglas Libraries during this period. This is the first time that a stock take has been undertaken in Douglas and is an important part of maintaining the integrity of the library database. 20,957 items are currently held in Douglas.

The Library has been successful in securing a GOMA (Gallery of Modern Art) "Kids on Tour" program. Kids on Tour is a free program to more than 80 regional Queensland communities through the Gallery's Regional Services department. The program entitled *"The Gabori Sisters, Gathering by the Sea"* celebrates the creative legacy of Sally Gabori and the work of her three daughters. Children will have the opportunity to go on a journey to the artist's homeland of Bentinck Island in the Gulf of Carpentaria. Through specially designed interactive hands-on making and multimedia activities, visitors will be introduced to the unique and important relationship that the Kaiadilt people share with the sea.

During this period 21,896 people visited their local library; 208 people joined; 22,209 items were borrowed; 1,098 people attended library programs/events; 381 people participated in outreach; there were 2,071 public computer bookings and 2,816 sessions of free Wi-Fi.

## OPERATIONS

### SUSTAINABLE COMMUNITIES

#### Planning

The proposed Douglas Shire Planning Scheme completed community consultation on 30 September 2016. In response, Council received a total of 610 submissions. The submissions have been collated and each will be reported to Council in January/February 2017 to decide whether to make changes to the proposed Planning Scheme. Any change made will then be reported back to the State Government prior to final endorsement of the Plan. It is anticipated that the proposed planning scheme will come into effect in the first half of 2017.

Development applications are increasing, with recent approvals granted in Port Douglas for two multiple dwelling developments and for business facilities (a dive-centre) in Warner Street. A development application has also been lodged for the redevelopment of The Reef Marina land at the Port Douglas Waterfront. This application is currently undergoing assessment.

#### Regulatory Services

##### **Littering/Illegal Dumping**

The on-line littering/dumping reporting form was reviewed and finalised and is now available on Council's website.

##### **Pile Moorings**

An inspection of all pile moorings was undertaken at the lowest tide in September with a marine surveyor. The Condition Report states that most of the moorings are in very good condition with some minor clean-up works needed to be undertaken.

##### **Eliminate Dengue**

The data that has come back for the Eliminate Dengue program has been highly successful. The release of the *Wolbachia* infected mosquitoes is coming to an end with Mossman, Cooya Beach and Port Douglas to continue for another week or so before completion.



(Above) *Wolbachia* infected mosquitoes

##### **Water Restrictions Compliance**

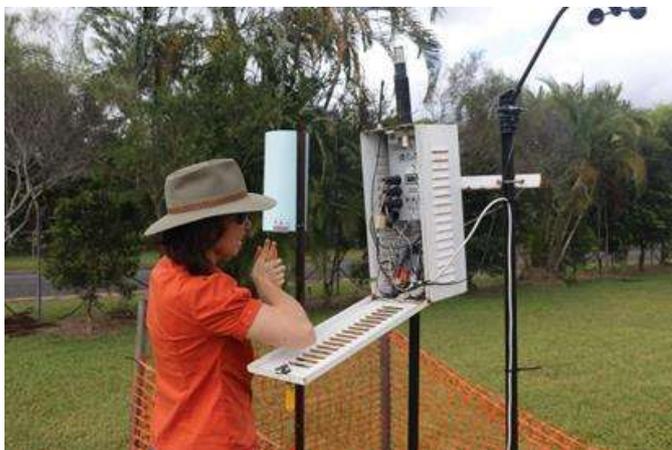
Local Laws Officers are assisting in compliance matters with the Level 1 Water Restrictions currently in place. Eight (8) penalty infringement notices have been issued to date.

**Outdoor Dining**

Outdoor Dining on Grant Street is being investigated to ensure a pedestrian thoroughfare is being maintained.

**Air Quality**

Mill crushing season has finished. Air quality monitoring will continue for the purpose of obtaining baseline data.



(Above) Environmental Health Officer carrying out air monitoring in Newell Beach

**Prescribed Activities**

22 temporary prescribed activities approvals were approved during the period including seven filming/photography permits, the NYE Fireworks, Trippo Waterslide, Croc Trophy, GBR Marathon, Port Shorts and Mossman Christmas in the Park.

**Illegal Camping Strategy**

October and November has seen a decline in the number of illegal campers in the area. New NO CAMPING signs have arrived to replace the missing signs at a number of locations.

**Dog/Cassowary Project**

A Daintree Dog/Cassowary survey and pamphlet was developed about owning pets in the wet tropics. Of the 36 completed surveys, 21 potentially are from local residents and 15 from out of town. A local laws officer attended World Cassowary Day which was held north of Daintree River.

**Plumbing and Drainage**

Regulatory Services in conjunction with the new Plumbing Inspector is reviewing and updating the Plumbing Process and getting the Backflow Register underway. 450 letters were sent to commercial properties requesting that all backflow devices be registered and tested annually as per the Plumbing & Drainage Act.

## Penalty Infringement Notices

Infringement Name	Sep	Oct	Nov	Offence
Parking		3	4	
Illegal Camping	6	4		
Animal Management			2	<ul style="list-style-type: none"> <li>• Dog not under effective control in public place</li> </ul>
Food Act		1	1	<ul style="list-style-type: none"> <li>• Failure to comply with food standard</li> </ul>
Waste Reduction & Recycling	2	1		<ul style="list-style-type: none"> <li>• General Littering</li> <li>• Littering of Green waste</li> </ul>
Water Supply Act			8	<ul style="list-style-type: none"> <li>• Contravening Level 1 water restrictions</li> </ul>
<b>TOTAL ISSUED</b>	<b>8</b>	<b>9</b>	<b>15</b>	

## Compliance Notices/Warning Letters

Type of Notice	QTY	Regulation
Improvement Notices	3	<ul style="list-style-type: none"> <li>• Food Act</li> </ul>
Information Notices	2	<ul style="list-style-type: none"> <li>• Food Act</li> </ul>
Show Cause	4	<ul style="list-style-type: none"> <li>• Local Laws</li> <li>• Animal Management</li> </ul>
Dangerous/Menacing Dog Declaration	2	<ul style="list-style-type: none"> <li>• Local Laws</li> </ul>
<b>TOTAL ISSUED</b>	<b>11</b>	

## Resource Management

Approximately 78 tonnes of green waste were received at Council's Transfer Stations during the free green waste period in November 2016. Free green waste is offered to residents to prepare for the cyclone season.

The following volumes were collected in Council's kerbside collection service during the reporting period:

- Domestic Waste: 1067 tonnes
- Domestic Recycling: 439 tonnes
- Commercial Waste: 529 tonnes
- Commercial Recycling: 88 tonnes

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

- Cardboard: 18 tonnes
- Dry co-mingled recyclables: 35 tonnes
- Tyres: 608 tyres recovered for reprocessing

Council has also collected 40 cubic metres of E-waste. E-waste includes computer equipment such as desktop PCs, laptops, monitors, hard drives, keyboards, computer mice, computer power supplies, network and memory cards, floppy disc and CD drives, home office equipment including printers and scanners and all types of televisions. Discussions are underway with an E-waste recycler for the recycling of this "resource" which will be a first for Douglas Shire Council.



Waste and recycling characterisation audits were undertaken on randomly selected household and commercial bins in November 2016. This involved the collection, weighing and sorting of material into different categories; including paper, glass, plastics, metals, organics, hazardous waste. Volumes in each category and sub-category are then converted into percentages to indicate the overall composition. Waste characterisation audits were identified as one of the strategies in Council's Waste Reduction and Recycling Plan for identifying baseline waste characteristics, and will assist Council with testing the viability of the

service, improving strategies for the future and targeting areas for enhanced education. Unfortunately, asbestos was detected in one of the recycling loads collected for auditing and auditing had to be cancelled. An additional audit will now need to be undertaken in the area in the new year.

### Sustainability

In November new internal 'bin stations' were rolled out in the Administration Building and Mossman Depot with the purpose of improving recycling rates. New recycling and general waste bins with signs replaced individual desk bins, empowering colleagues to ensure that their waste is placed in the correct bin. Cleaners have been notified of the changes and teams will receive training over December and January about what materials are recyclable and what should be put in the general waste bins. The Nursery Building and the public access area of the Administration Building (including the Reynolds Kitchen) will receive new bins in December.



(Above) Sustainability Officer displaying the new bin system

Council was successful in receiving the Coastal Hazard Adaptation Strategy (CHAS) state grant money to complete phases one and two of the program. \$53,977 has been made available to Council to look at coastal resiliency and the impact of climate change on our community. It is predicted that there will be a 0.8-meter rise in sea level by 2100, as well as more intense and a southward movement of cyclone activity. Part of this process will involve developing a stakeholder engagement plan to ensure the community are kept informed throughout the project.

Council's energy spend (electricity) in buildings has been collated for the period 1 July 2015 to 31 October 2016, this information has been given to the Water, Waste Water and Resource Management Teams. This data will continue to be updated and used by the above teams to keep track of energy spend. Work is underway to calculate Council's Carbon Footprint and this will form the basis of Council's Sustainability Policy. The Carbon Footprint will include Council's emissions from buildings (energy), waste, water and travel.

### Disaster Management

The Douglas Local Disaster Management Group (LDMG) met on November 11, 2016 and endorsed an updated version of the Local Disaster Management Plan and also endorsed the LDMG membership for the 2016/2017 season. Council officers participated in a district disaster exercise (Exercise Conloquium) in October and Council conducted Exercise Messaggio in November, 2016. Both exercises involved the testing of all available communications systems that may be used in an event. Both exercises were successful, in particular Messaggio allowed Council officers to test newly installed radio communications throughout the Shire and between the Local Disaster Coordination Centre and the Storm Tide Cyclone Shelter in Port Douglas. Satellite texting systems and on-line sources, including Council's disaster information were also tested. Important improvements were noted for a number of areas and these have now been implemented.



(Above) Officers working on ventilation during Exercise Messaggio

Other notable actions during the period include the updating of storm tide mapping to include new development areas, population mapping of storm tide areas and the development of warning templates and polygons for sending phone messages. Council's Incident Management Team (IMT) is adequately resourced for the current storm season and all IMT staff are undertaking training in Council's Guardian disaster software in December.

On the infrastructure side Council has received grant funding to install automatic road closure signage at Foxton Bridge and Anich Bridge. Council staff are also installing an automatic river gauge in Barrett Creek below the Daintree Village.

## INFRASTRUCTURE

### Civil Works

Over the past few months the Maintenance Crews have been busy with footpath repairs across the network and minor bridge repairs to Lees Bridge. Rural slashing of road corridors was completed in the Mowbray area through to Daintree Village. The herbicide tractor has sprayed for weeds and pest species along road corridors and at intersections and driveways to ensure minimum sight distances are maintained. Additionally, weeds and pest species spraying has occurred around stormwater headwalls and guideposts to ensure adequate road edge delineation.

Tree maintenance has been completed in Mowbray, along the Bloomfield Road and around the Cape Tribulation area. This maintenance is critical to ensure minimum overhead clearance for vehicles and to reduce regrowth within road drainage (table drains). Drainage maintenance of open swale drains and underground piped networks has been completed in the Port Douglas, Mowbray and Cooya Beach areas.

The civil works traffic team were involved in reviewing Traffic Management Plans and Traffic Guidance Schemes for several small and large charity and bicycle events over the last few months. Additionally, the Great Barrier Reef Marathon traffic management plans were reviewed and Council officers undertook audit and inspection of traffic management during the event.

Civil works crews have cleaned the depots of loose and stockpile material in preparation for the upcoming cyclone season. An all staff briefing on pre and post cyclone procedures has been completed and stock items have been ordered to ensure Council can respond in the event of a natural disaster.

The Road Maintenance Performance Contract (RMPC) with the Queensland Department of Transport & Main Roads (DTMR) has seen an excellent collaborative partnership continue between Council and DTMR. Various maintenance activities have been completed on the state controlled road network; including pipe inspections, road edge maintenance to alleviate water ponding on roads during wet weather and the restoration and hydro mulching of the embankment at Humbug Reach. Jetty and boat ramp inspections have been completed and forwarded to DTMR for review prior to maintenance activities being completed.



(Above) Hydro mulching of bank stabilisation project for DTMR at Humbug Reach

The grading of unsealed roads between Cape Kimberley and Bloomfield, which included parts of China Camp Road and Ten Mile Road, was completed over the past few months. Banabilla Road gravel re-sheet was completed with the assistance of the Wujal Wujal Aboriginal Shire Council machinery demonstrating a commitment to partner with our local government neighbours.



(Above) Road grading crew completing the gravel re-sheet program north of the Daintree River

The construction team have been busy with a number of capital works projects over the last few months. The Quaid and Mossman Streets kerb and channel renewal project has been completed. The North Mossman Footpath renewal and preparing the south Mossman Footpath renewal from Harper Street to Maxwell street Eastern side of Alchera Drive has also been progressing well.



(Above) North Mossman Footpath



(Above) Mossman Street Kerb and Channel renewal

Two employees went to Townsville for professional development training in Road Safety Audit and Crash Investigation. This additional skill will ensure that our supervisors look at issues with a holistic risk based methodology.

Two employees are currently studying a Diploma of Management and one other is studying a Certificate IV Civil Construction.

The Cowie Range Road Pavement Upgrade Project has been completed and the concrete pavement section has been extended by an additional 310 metres. The objective of the project was to provide enhanced safety and improved weather access across this steep and slippery section of the Bloomfield Track. Kuku Yalanji Traditional Owners kindly did a "Welcome to Country" and smoking ceremony a few days before construction started and we are pleased to report everyone was kept safe during the project including NCP Contracting staff, Council officers and of course those travelling on the Bloomfield Track.

The project was jointly funded by Douglas Shire Council and the Queensland State Government. The State Government provided funds through the Transport Infrastructure Development Scheme Program.



(Above) Cowie Range pavement project during construction



(Above) Cowie Range pavement project after construction

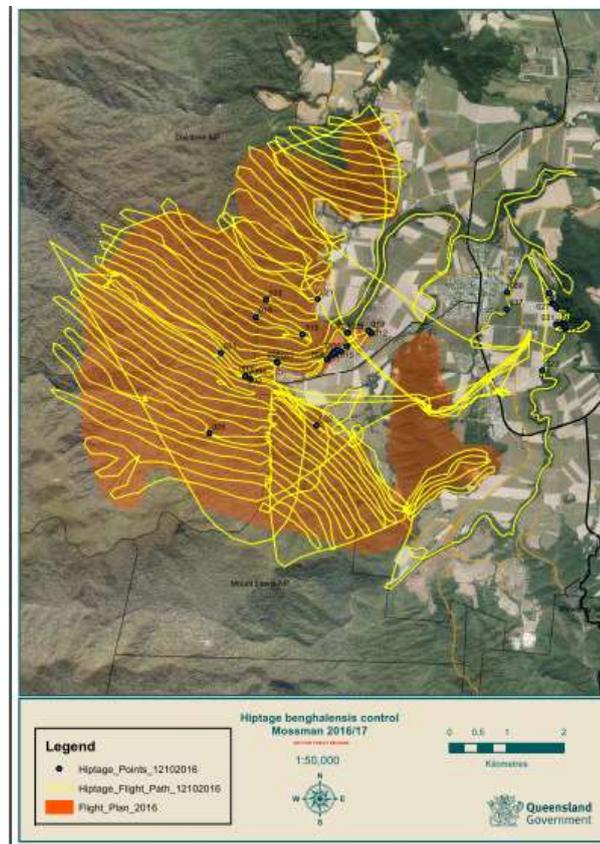
The Port Douglas Service Road Pavement Upgrade Contract was awarded to Northern Civil Earthworks and work is beginning at the end of November. Construction is expected to take until the end of February (weather dependent). The upgrade will renew aging infrastructure in the network, improve the level of service of the residents and provide improved pedestrian access.



(Above) Port Douglas Service Road - existing

**Public and Natural Areas**

The Pest Management team has conducted a total of 1,644 man hours treating 2.0 hectares of invasive species. The majority of works targeted Hiptage and Siam weed. The Hiptage aerial survey operations were conducted in conjunction with the Queensland Parks and Wildlife Service and only 37 "hits" were recorded at the time (a hit is a confirmed sighting of weeds). The recent survey and control data adds to eight years of data mapped in our GIS system and by comparing mapped results over this period, we can conclude that this represents a reduction from previous years and demonstrates the effectiveness of the program in controlling weeds. Terrain NRM has committed an additional \$20,000 of funds to control works this financial year.



(Above) Aerial survey flight path data logger from recent operations over the Mossman Gorge area

A total of 134 feral pigs have been captured and destroyed during this period by trapping. The team will be conducting '1080' baiting during November in the Mowbray Valley and Bamboo Creek areas to target trap shy pigs impacting on cane growers. Our Pest Animal controllers recently attended the Queensland Pest Animal Symposium held in Townsville and learnt about new control technologies / opportunities. This information will be used to inform the Operational Plan project relating to pig control program improvements.

The parks crews have been working on a range of capital works projects over the past few months and these are progressing well. This period saw the completion of Rex Smeal Park soft fall renewal and the installation of a new cemetery beam in the Port Douglas Cemetery. The "Work for the Dole" team also completed a pathway upgrade at Teamsters Park which will provide a link through the park and across the existing stormwater drain.

Other works include a new swing unit at Diwan and renewal of basketball hoops at Gorge Davis Park, Mossman and Bells Park, Wonga.



(Above) New Cemetery Beam at the Port Douglas Cemetery



(Above) New softfall at Rex Smeal Park

Our nursery produced a total of 4,160 native plants and supplied 4,024 to land care groups, residents, schools and the community.

Our crews commenced stage 2 of the steam weeding trial utilising hire equipment in our playground and urban areas. The data collected will provide running and operating costs which will be assessed for long term business opportunities.

### Fleet

Fleet Services has been busy over the past few months completing routine maintenance, travelling to remove work sites north of the Daintree River to complete servicing of graders and rollers and has been completing maintenance on all small plant (chain saws) in preparation for the upcoming cyclone season.

Council took delivery of a new road sweeper at the end of November. Operator training will be completed over 2 days and then the new truck will be on the road sweeping gutters and cleaning stormwater pits prior to the wet season.

### Facilities Management

The Facilities Management team has been busy rolling out the specifications for new service contracts including bathroom services, cleaning contracts, pest management, fire equipment servicing and air-conditioning servicing. Officers ensured that these contracts were advertised locally to encourage local companies to submit prices for the delivery of these services. This was done through the local paper and advertising on Council's website.

The capital works program is moving forward with designs being drawn up for new fire hoses at both of the Council owned Caravan Parks located at Mossman and Wonga. Wonga is also to have a power upgrade to cater for the growing demand on the facility. These works will be rolled out during the off-peak tourist season in the first three months of 2017.

Four painting contracts have been awarded to a local painting company to complete the painting of the Mossman Administration Building and the Port Douglas Community Hall amongst others. These works will be rolled out over the next few months (weather permitting).

The Dixie Shed stage one redevelopment has been completed. Works were completed by contractors engaging Indigenous staff and local trades people. The shed is now ready for the upcoming cyclone season with new bracing and cyclone tie down straps installed.



(Above) Dixie Shed

The Mossman Grandstand has now been painted ready for the Carols by Candle Light community event.



(Above) Mossman Grand Stand - before and after the painting project

## WATER AND WASTEWATER

### Water and Wastewater Compliance

There were a number of power outages due to electrical storms that caused minor disruptions to plant operations, and backup generator systems were utilised during these events. There were no negative impacts to water quality during the reporting period.

All tested parameters in drinking water samples during September to November period were compliant with the ADWG and the Public Health Act. Douglas Shire Council received six water quality complaints during the September to November reporting period.

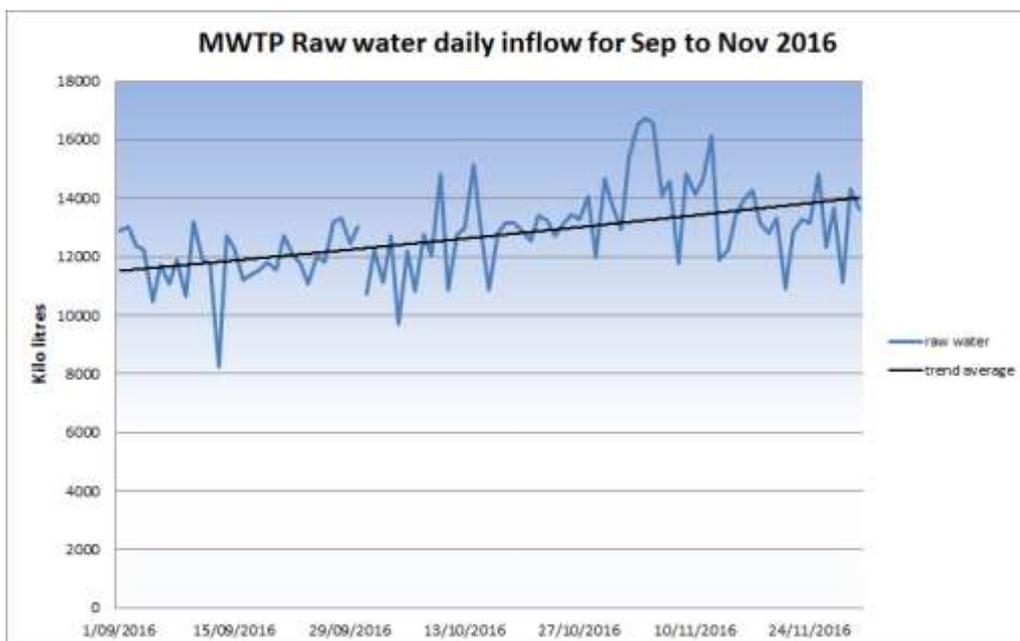
Wastewater compliance samples are taken from bio-solids, final effluent, receiving waters and bores. During the September to November reporting period all wastewater parameters tested were compliant with licence conditions. There have been no odour complaints received during this period. A compliant report was also submitted to WaTERS for wastewater monitoring.

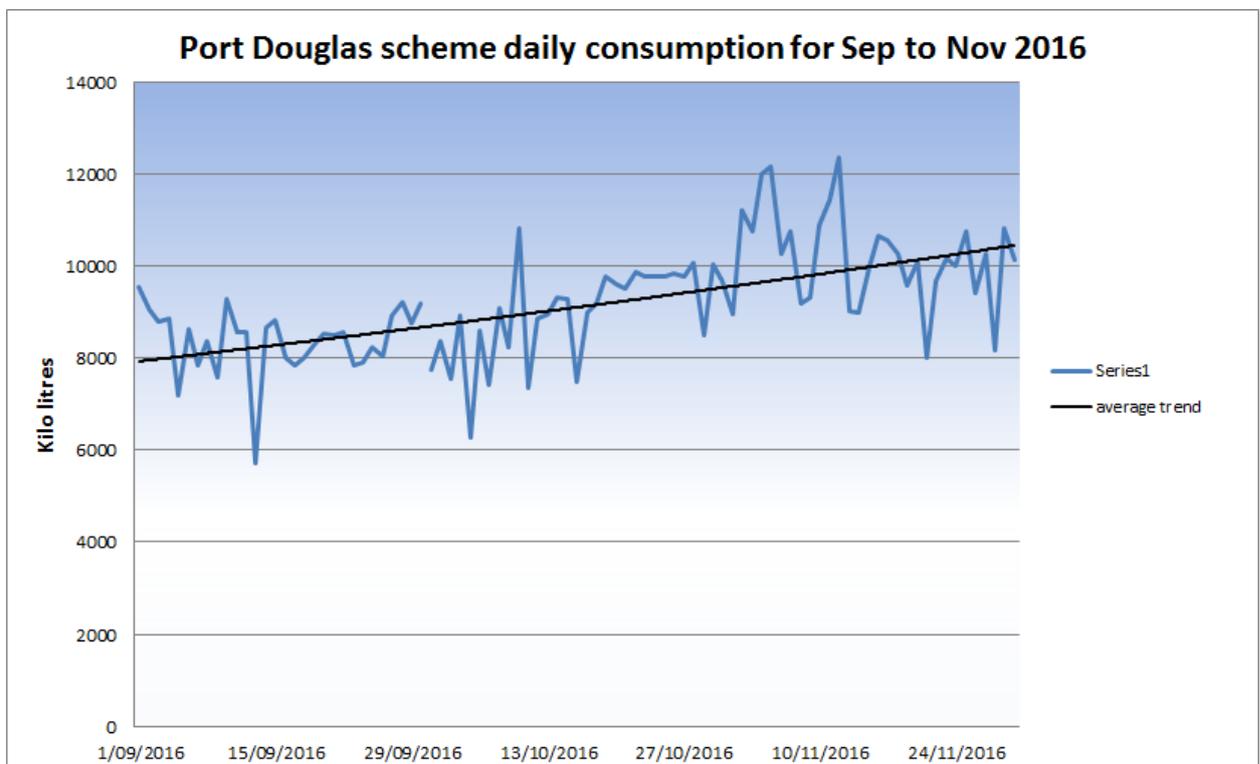
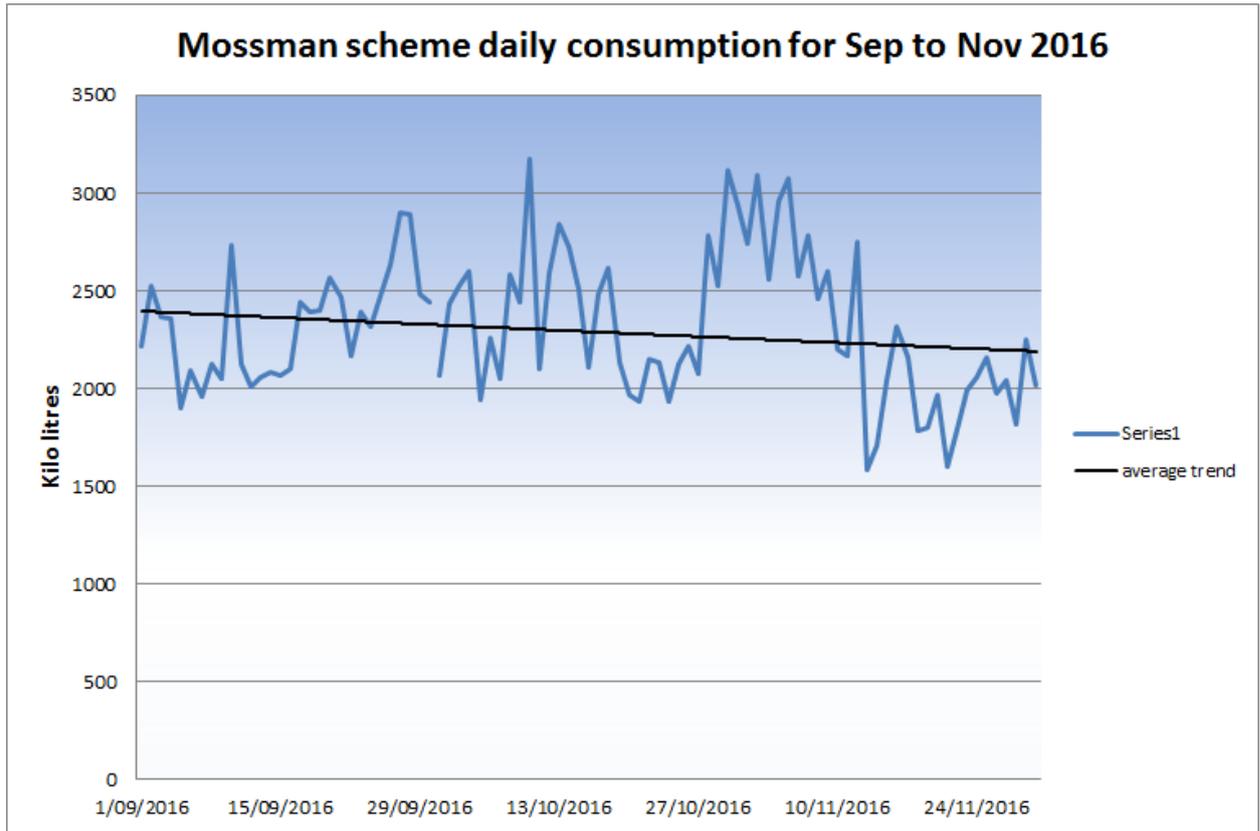
The Department of Environment and Heritage (DEHP) conducted a compliance audit at Port Douglas WWTP on 28 October 2016. There were two non-compliances identified. The first non-compliance involved a licence condition that identifies samples to be taken from the clarifier. The Port Douglas WWTP does not have a clarifier, and instead uses UV sterilisation where samples are taken after this point. An application to amend the condition is to be sent to DEHP for consideration. The second non-compliance identified was for the Site Based Management Plan (SBMP) for Port Douglas WWTP which was only a draft version. A review of the SBMP is being undertaken to implement a finalised SBMP that provides for compliance with the condition requirements.

DEHP officers conducted a site visit on 10 November 2016 at the Mossman WWTP as part of the assessment review of the licence conditions currently being undertaken involving Council, Bligh Tanner on behalf of Council, and DEHP.

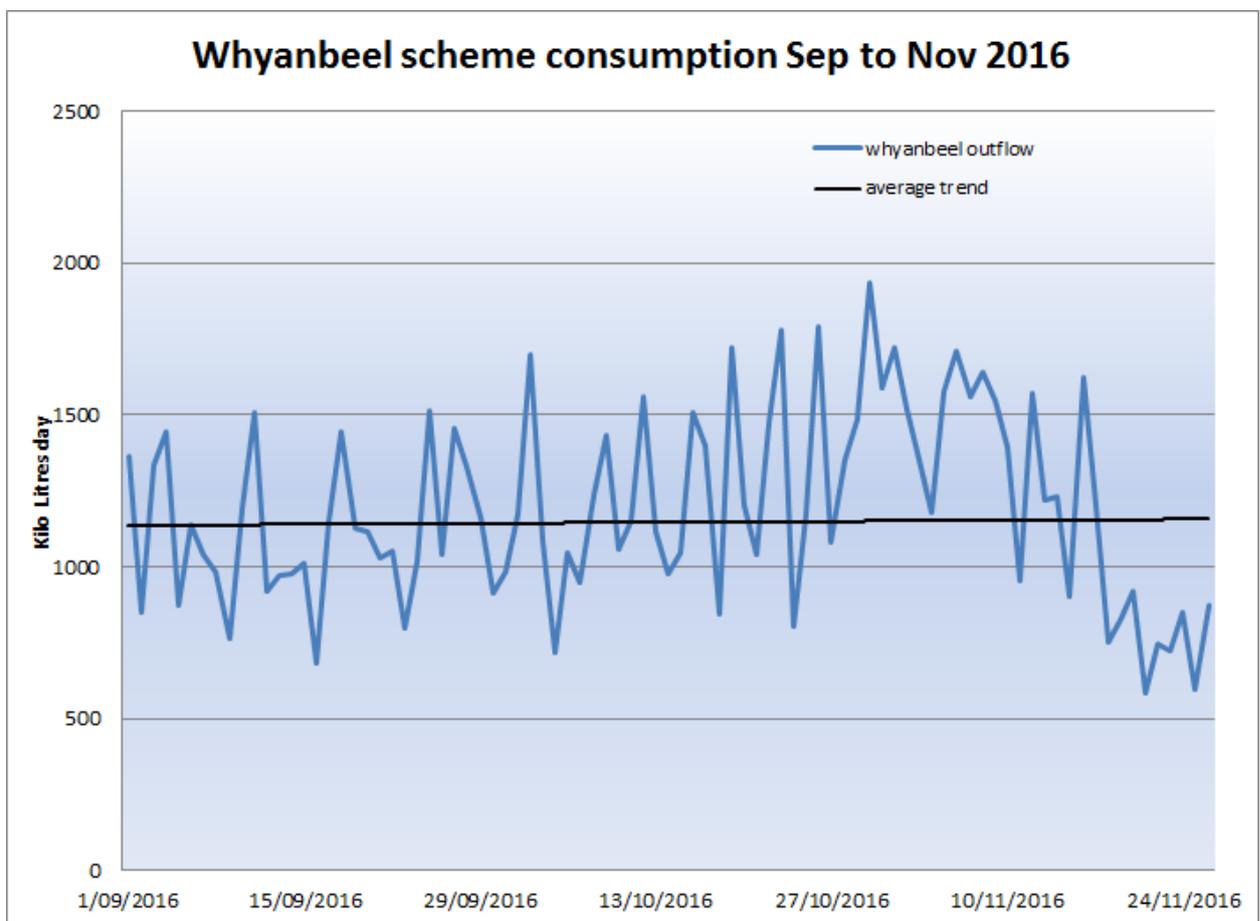
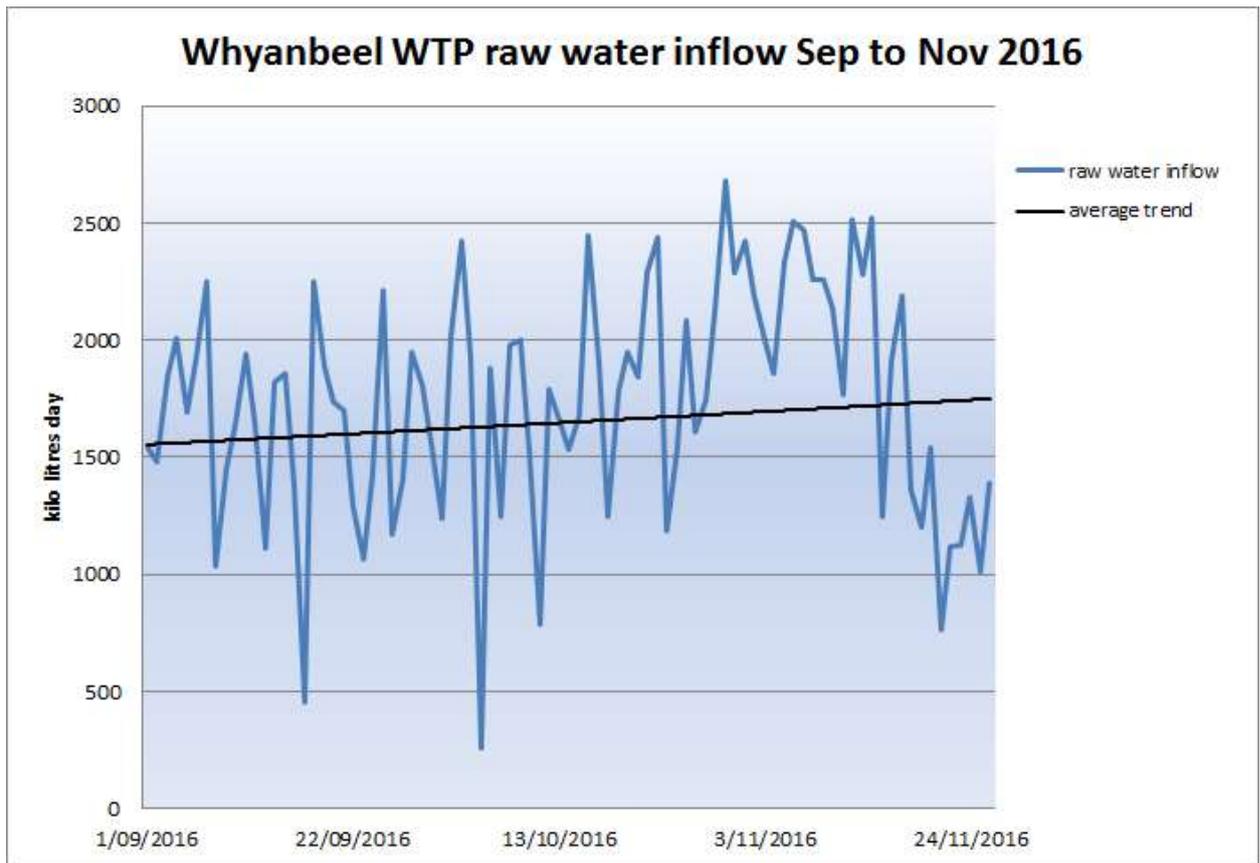
### Water Supply Restrictions

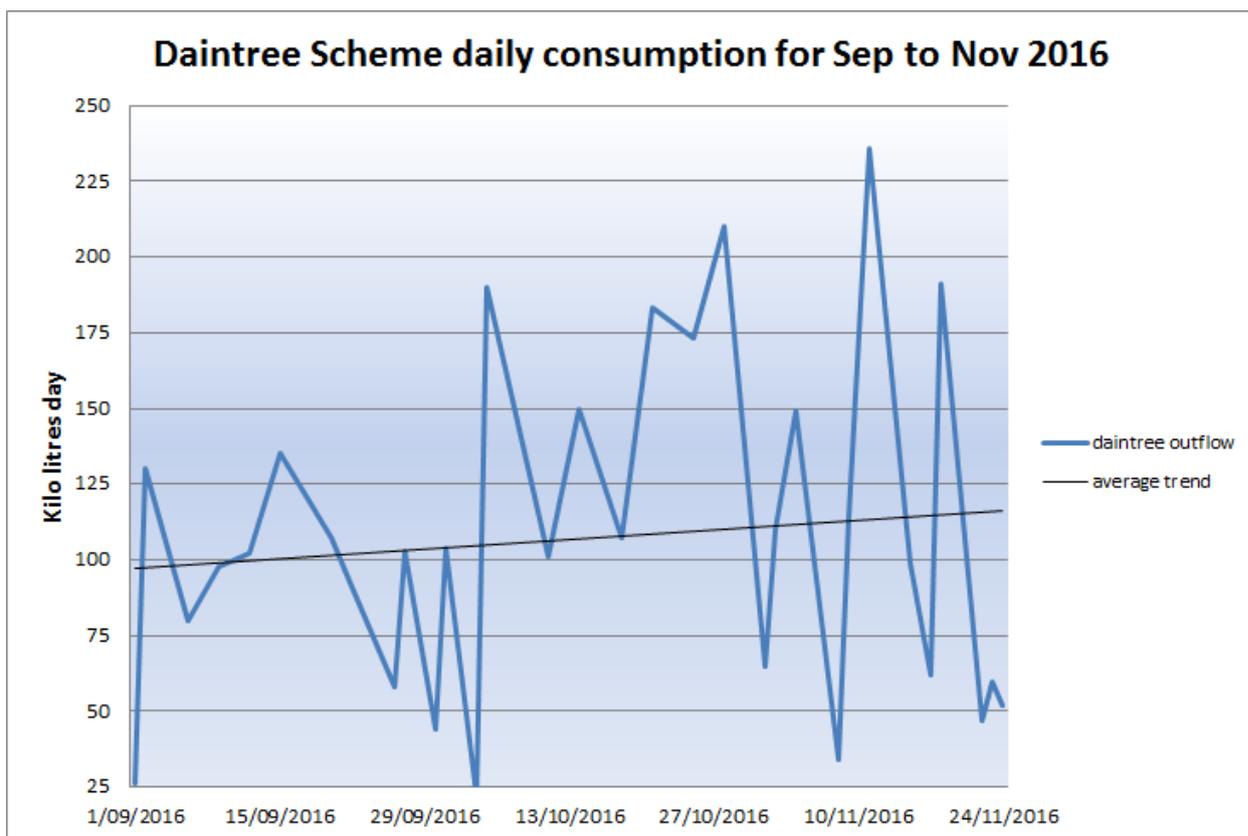
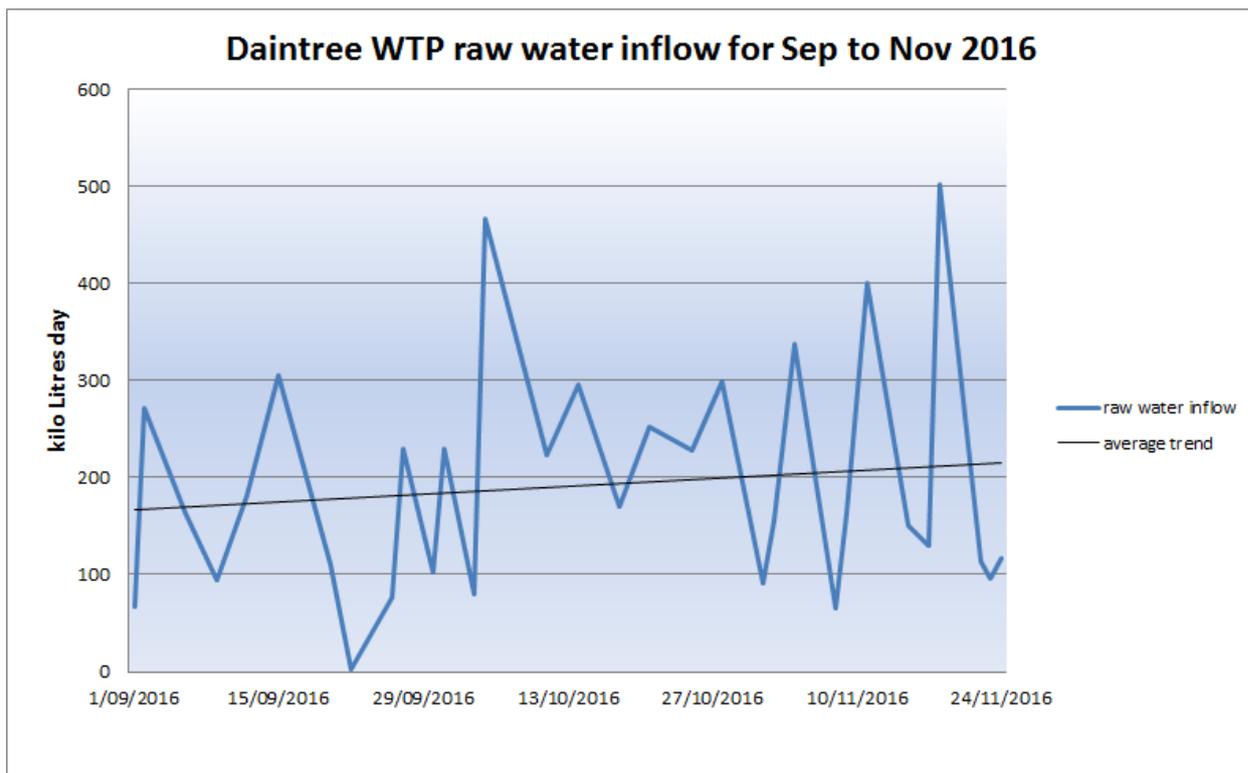
Consumption from all water schemes has been on average for this time of year, however in early November there was a marked increase in demand in all schemes, particularly in the Whyanbeel scheme.





As a result of below average rainfall, and in spite of the heavy falls during the dry season, the Whyanbeel Water Treatment Plant (WTP) struggled to keep up with demand.





An immediate response was enacted and a Level 1 water restriction was implemented on 3 November 2016. Officers visited the high water consumption properties in Port Douglas to discuss their usage and to advise on measures to limit consumption during the restriction period. Officers within Operations also undertook urgent investigations throughout the Shire to identify higher

consumption users to approach and discuss measures to limit consumption, and those properties showing no consumption to rule out any unauthorised diversions of water.



(Above) Breach of Active Level 1 Water Restriction



(Above) Sprinkler Patrol

Field investigations did not initially identify any apparent leaks after extensive walks along the water lines in the locality. Within the first days of restriction, the consumption levels dropped significantly, except for Whyanbeel. Subsequently, two leaks were identified and repaired, and levels at the Whyanbeel WTP improved to acceptable parameters for resupply.

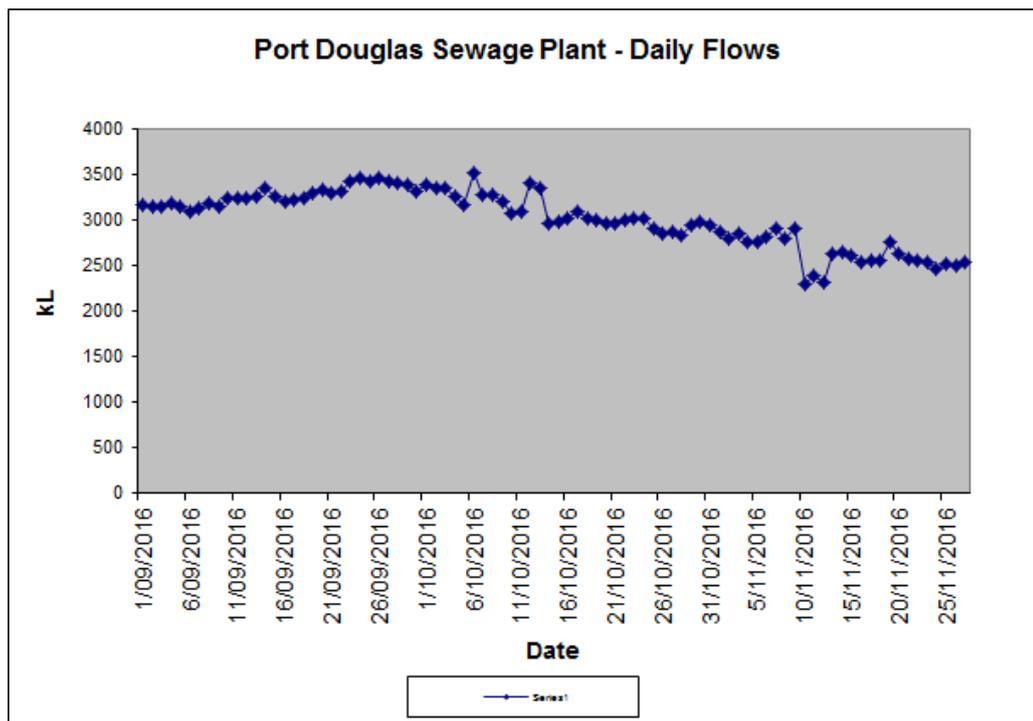
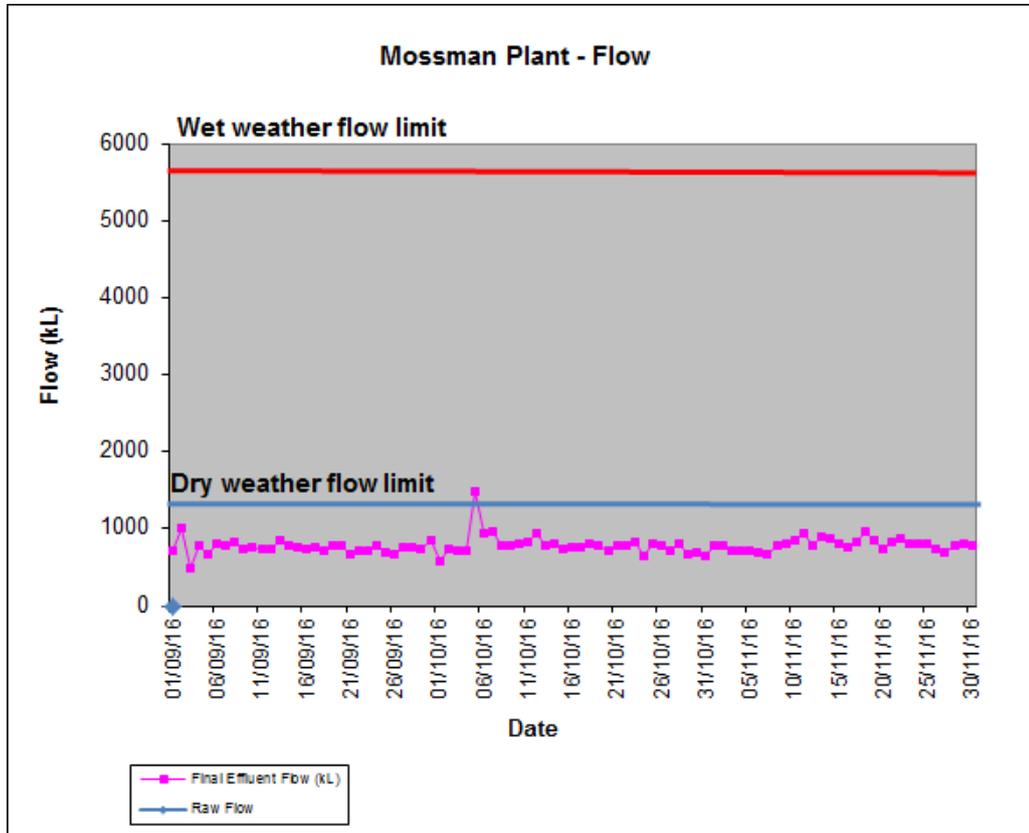
A total of eight Penalty Infringement Notices have been issued to date under the Water Supply (Safety and Reliability) Act 2008 for breaches during a water restriction.



(Above) Example of break in water main

### Wastewater

Mossman WWTP sewer flows are on average for the population. Sewer flows at Port Douglas WWTP have reduced as the tourist numbers have dropped off.



### Capital Works Progress

Sewer relining works have continued and CCTV inspections have commenced. Smoke testing has been undertaken in Mossman. Sewer pump replacement works are almost complete and the replacement of pump station lids has commenced. The Variable Speed Drive (VSD) at Port Douglas WWTP has been installed and commissioned.



(Above) VSD at Port Douglas WWTP

Works for replacement of water supply mains is continuing, including those for D'Addona Road and Atoll Close that are now completed.



(Above) Upgrade works to water mains, including in-field training for Council Trainee by Council Officer

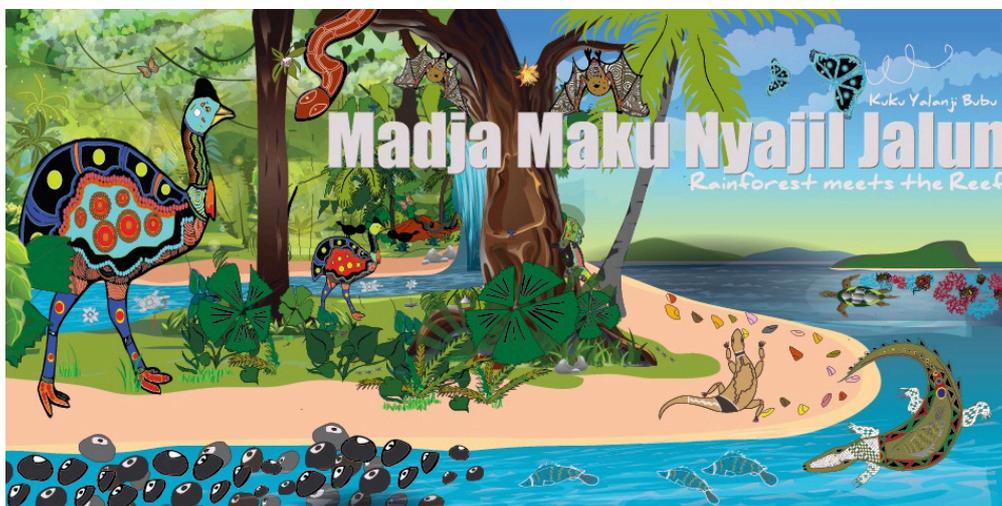
# DOUGLAS SHIRE COUNCIL ORGANISATIONAL REPORT CARD

2016 - 2017

September - November 2016

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

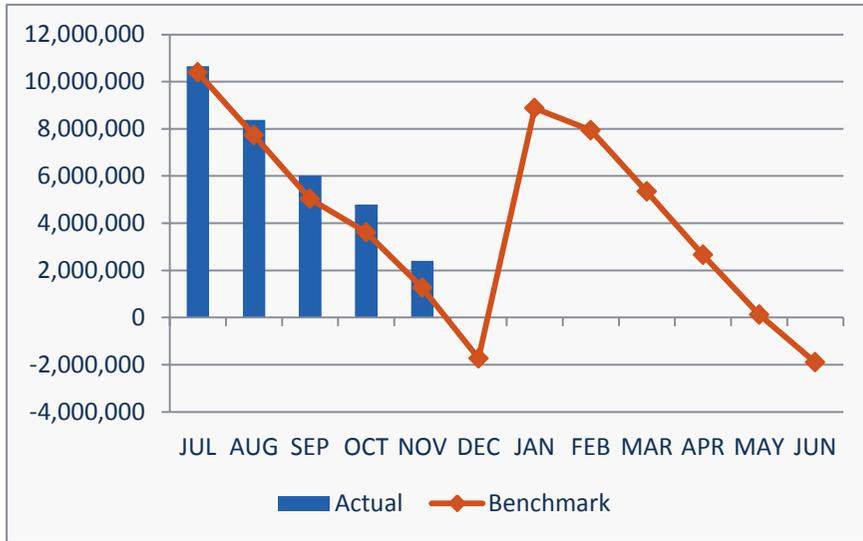




Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

# 1.0 FINANCIAL PERFORMANCE

## 1.1 Operating Result – Actual vs. Budget

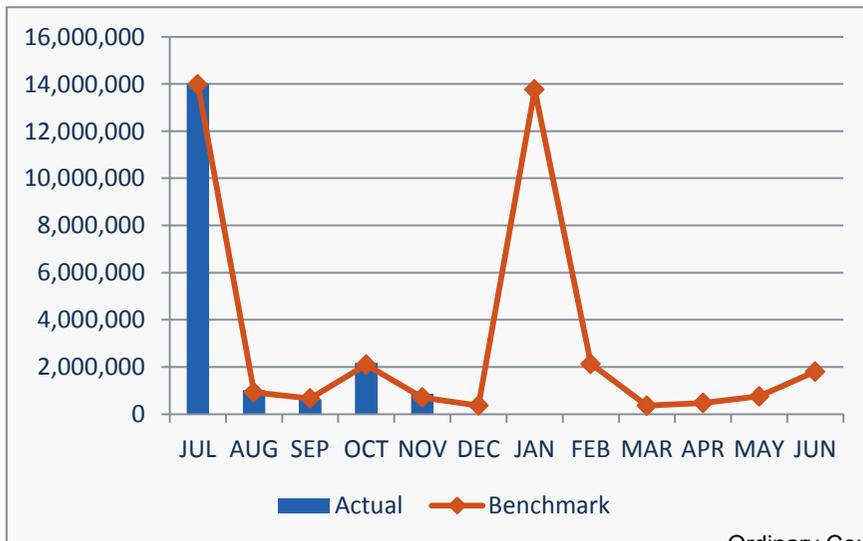


	SEP	OCT	NOV
<b>Benchmark:</b>	5,024,535	3,617,984	1,262,569
<b>Actual:</b>	6,014,245	4,785,568	2,409,661
<b>Variance:</b>	989,710	1,167,584	1,147,092

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

**Interpretive Comments:** Council's actual operating result continues to track better than the forecasted budget result over the first 5 months.

## 1.2 Revenue Against Budget

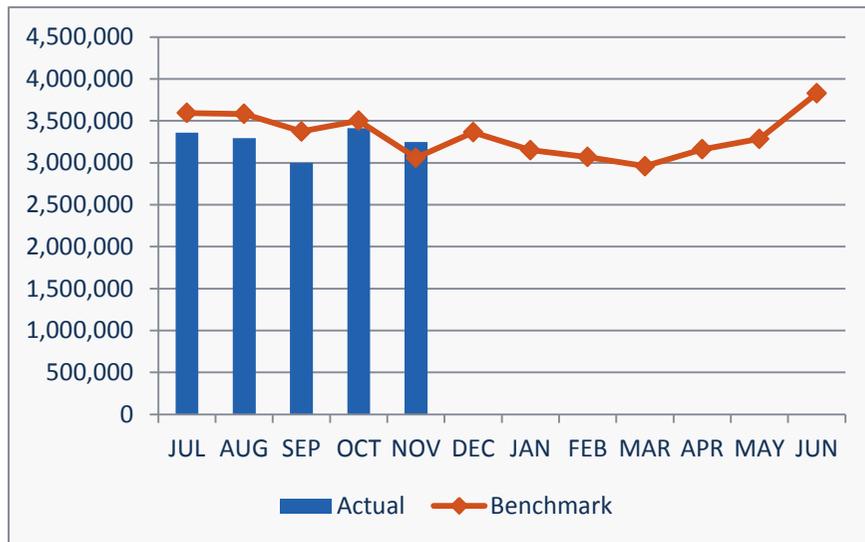


	SEP	OCT	NOV
<b>Benchmark:</b>	668,432	2,094,511	703,687
<b>Actual:</b>	639,985	2,182,878	872,198
<b>Variance:</b>	-28,447	88,367	168,511

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

**Interpretive Comments:** Revenue continues to exceed budget forecasts mainly due to income derived from fees and charges being higher than anticipated and the timing of payment for the Roads Maintenance Performance Contract from the Department of Transport and Main Roads.

### 1.3 Expenses Against Budget

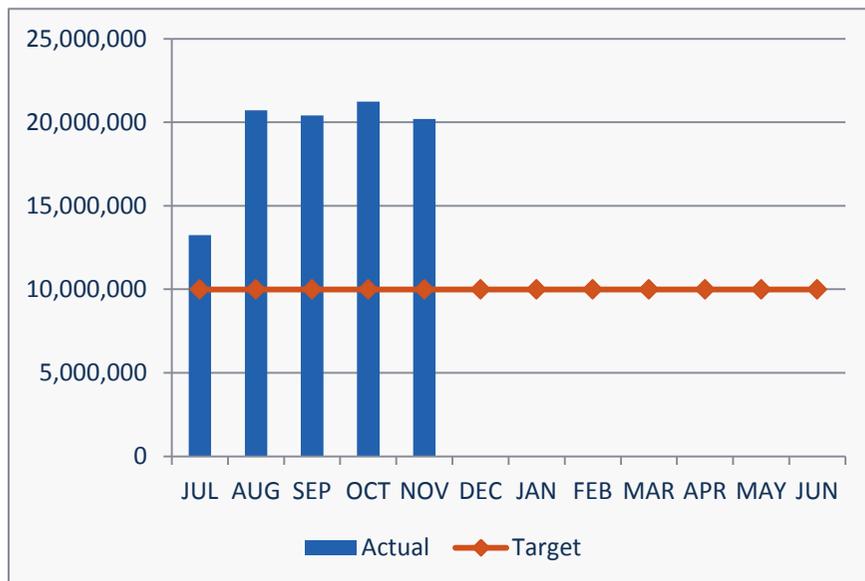


	SEP	OCT	NOV
<b>Benchmark:</b>	3,372,930	3,501,063	3,059,102
<b>Actual:</b>	2,997,998	3,411,554	3,248,105
<b>Variance:</b>	-374,932	-89,509	189,003

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

**Interpretive Comments:** To date this financial year monthly total expenditure has been less than budget forecasts mainly due to reduced material and services costs. This could be the result of timing with invoices being received later than expected.

### 1.4 Capacity to Meet Operational Expenses

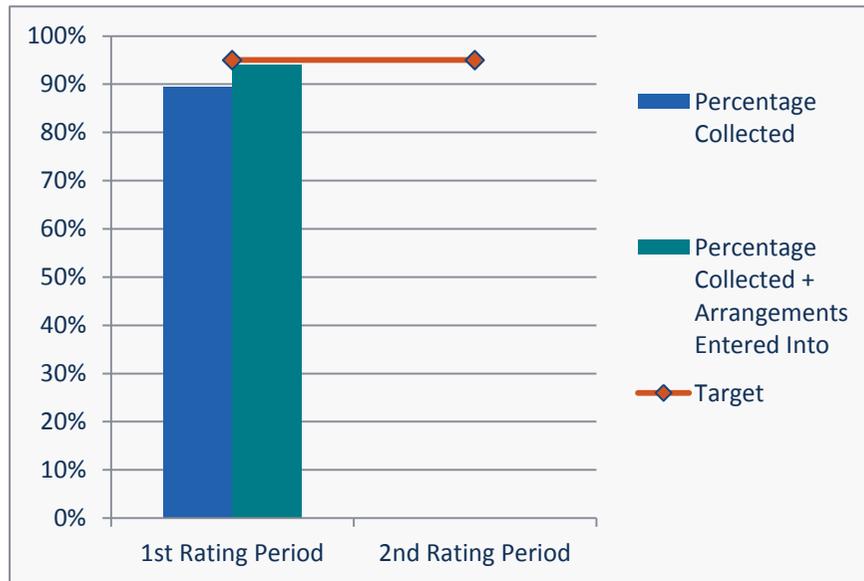


	SEP	OCT	NOV
<b>Target:</b>	9,980,779	9,980,779	9,980,779
<b>Actual:</b>	20,403,830	21,241,039	20,190,229
<b>Variance:</b>	-10,423,051	-11,260,260	-10,209,450

**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

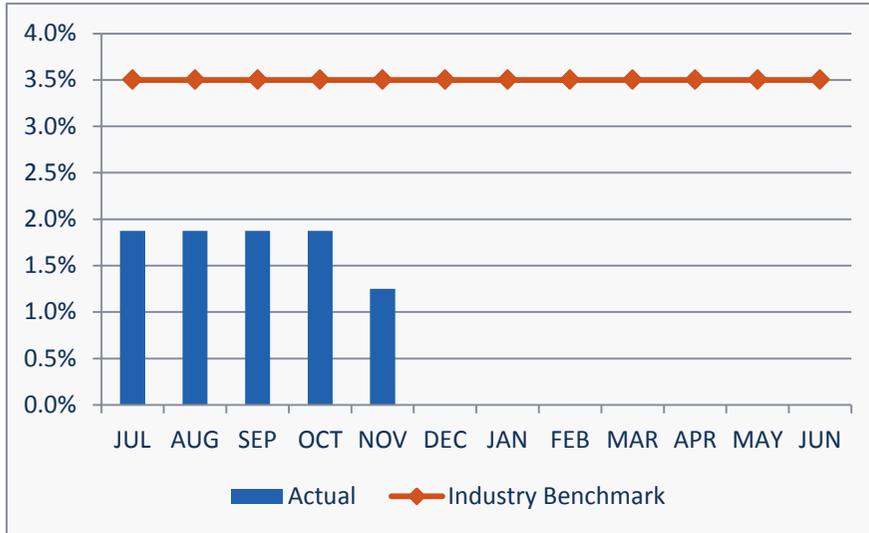
Target:	95%
Percentage Collected:	89.47%
Percentage Collected + Arrangements Entered Into:	94.02%

**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:** At the end of 5 months in this first six month rating period for 2016/17, there is 10.53% in outstanding levies. Whilst this is outside the target, of these outstanding levies 4.55% outstanding is associated with Arrangements To Pay. Arrangements To Pay is a formal arrangement entered into between Council and the ratepayer when the ratepayer is unable to pay the full amount by the due date.

## 2.0 HUMAN RESOURCES

### 2.1 Lost Time – Workplace Injury

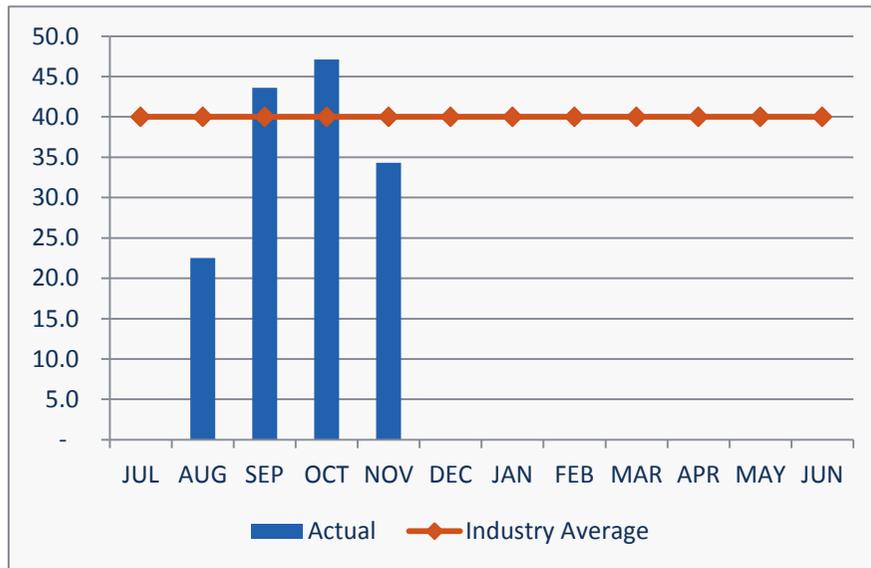


	SEP	OCT	NOV
<b>Industry Benchmark:</b>	3.5%	3.5%	3.5%
<b>Actual:</b>	1.9%	1.9%	1.3%

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

**Interpretive Comments:** For the twelve months ending 30 September and 31 October there were three LTIs. This dropped to two LTIs for the period 1 December 2015 to 31 November 2016. This is well below industry average.

## 2.2 Efficiency of Filling Positions Vacant

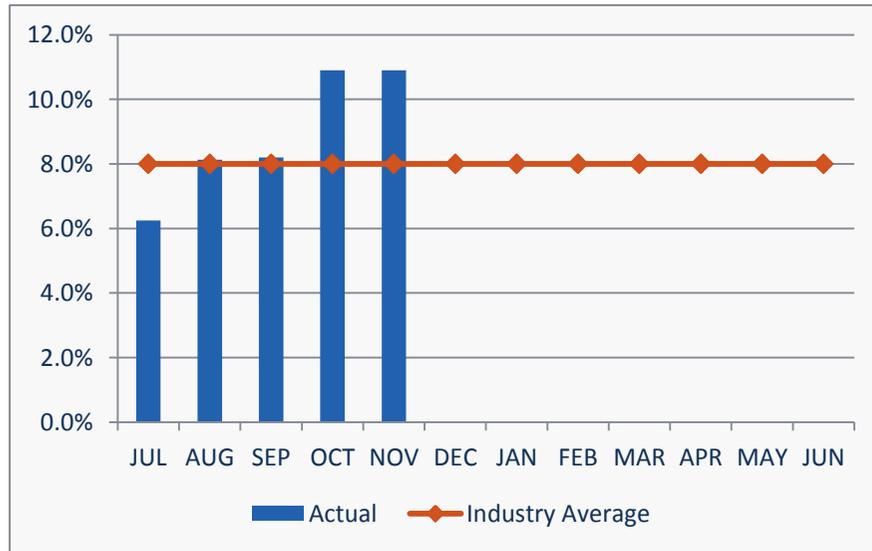


	SEP	OCT	NOV
<b>Maximum:</b>	40	40	40
<b>Actual:</b>	43.6	47.1	34.3
<b>Variance:</b>	-3.6	-7.1	5.7

**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 three Civil Works Labourer roles in September. These roles were initially advertised internally and then externally after no internal candidates were identified. A Plumbing and Drainage Inspector was recruited in October. This process was longer than average because the initial preferred candidate withdrew at a late stage and a second round of recruitment then commenced. In November a Cemeteries Ganger role was filled after being advertised internally.

### 2.3 Monthly Staff Turnover

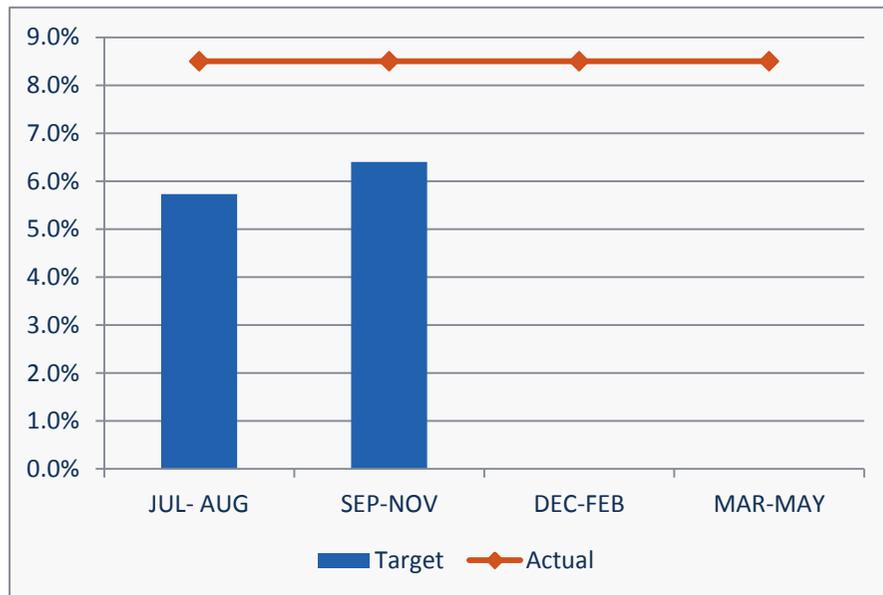


	SEP	OCT	NOV
<b>Maximum:</b>	8.0%	8.0%	8.0%
<b>Actual:</b>	8.2%	10.9%	10.9%
<b>Variance:</b>	-0.2%	-2.9%	-2.9%

**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:** At the end of September x13 employees had left Council in the previous twelve months. This increased to x17 by 31 October and remained static at 31 November.

### 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders

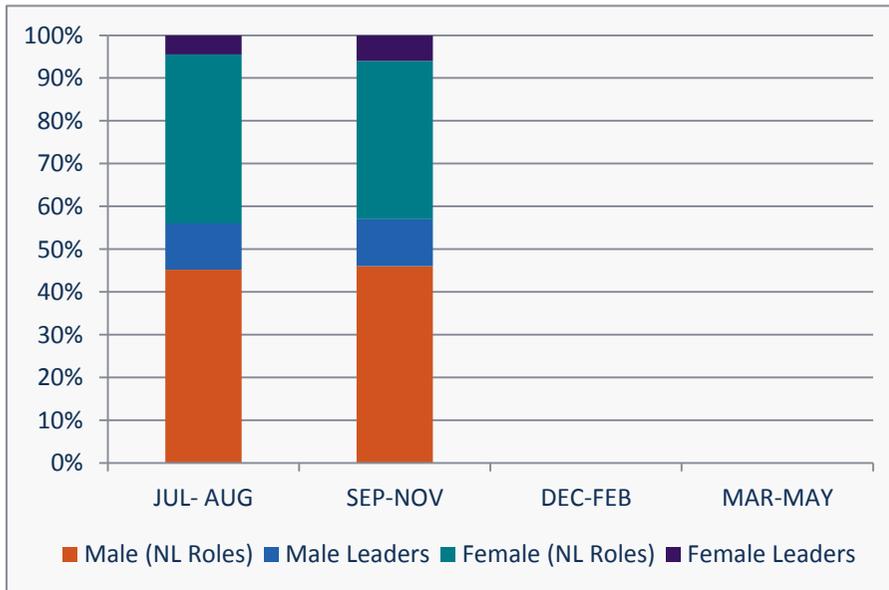


	SEP-NOV
<b>Target:</b>	8.5%
<b>Actual:</b>	6.4%

**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 ten Aboriginal and Torres Strait Islander staff. This is an addition of one staff member from last quarter, with a Civil Works Labourer being appointed in September.

## 2.5 Workplace Diversity – Males & Females



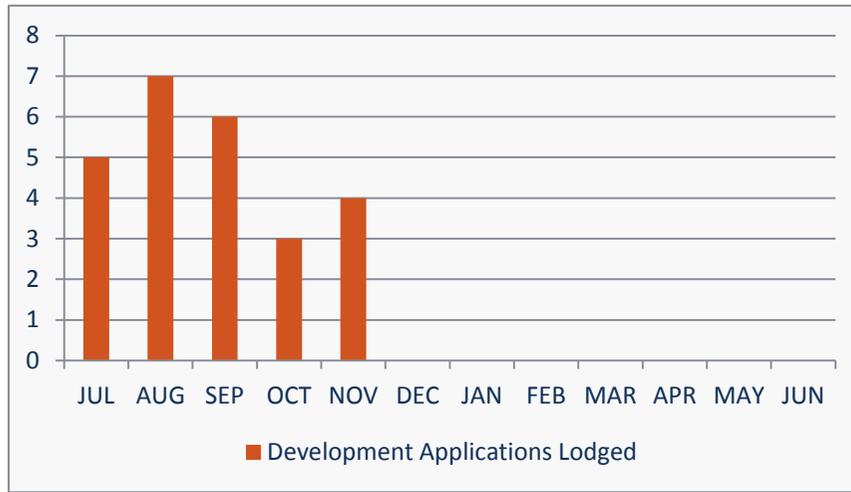
SEP-NOV	
<b>Males (NL roles):</b>	46%
<b>Males</b>	11%
<b>Females (NL roles):</b>	37%
<b>Females:</b>	6%

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

**Interpretive Comments:** In this Quarter Council employed an average of 157 staff - 56% male and 44% female. 17 of the 88 male staff are leaders and 7 of the 69 female staff are leaders.

## 3.0 SUSTAINABLE COMMUNITIES

### 3.1 Development Applications Lodged

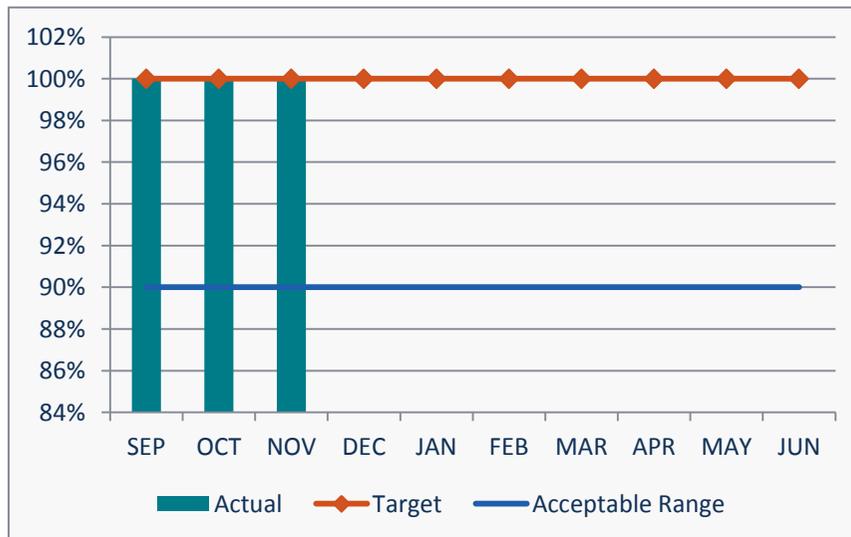


	SEP	OCT	NOV
<b>Actual:</b>	6	3	4

**Explanatory Notes:** The number of Development Applications lodged in the months indicated. The figures exclude Siting Dispensations.

**Interpretive Comments:** A steady flow of development applications continue to be received consisting of a variety of application types.

### 3.2 Assessments Completed Within Statutory Timeframe

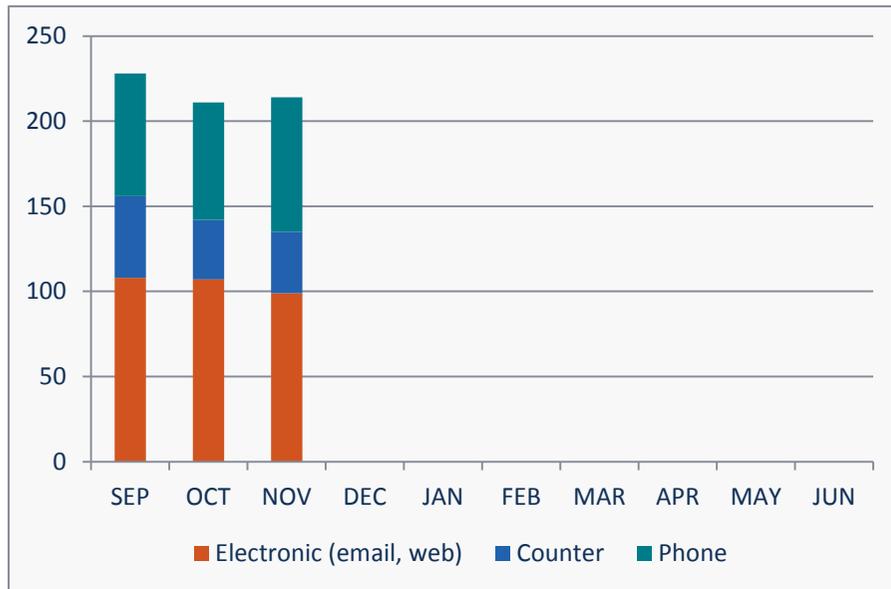


	SEP	OCT	NOV
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>Actual:</b>	100%	100%	100%

**Explanatory Notes:** The graph shows the percentage for delegated authority reports on planning applications assessed within the statutory timeframes set out in the Sustainable Planning Act 2009.

**Interpretive Comments:** The Development and Coordination Team has not only met the 90% target, but has achieved compliance with its delegated authority statutory timeframes for assessing applications for the quarter.

### 3.3 Development and Assessment Officer Enquiries

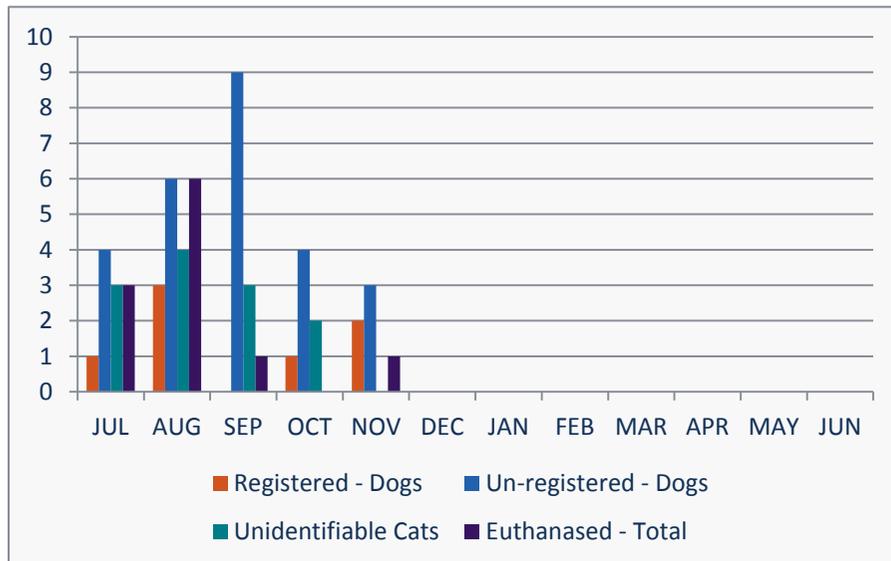


	SEP	OCT	NOV
<b>Electronic:</b>	108	107	99
<b>Counter:</b>	48	35	36
<b>Phone:</b>	72	69	79

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

**Interpretive Comments:** A small spike in enquiries in September/October reflects the period of community consultation on the proposed planning scheme.

### 3.2 Animal Impoundments



	SEP	OCT	NOV
<b>Registered - Dogs</b>	0	1	2
<b>Un-registered - Dogs</b>	9	4	3
<b>Unidentifiable Cats</b>	3	2	0
<b>Euthanased - Total</b>	1	0	1

**Explanatory Notes:** This graph details the number of animals that are impounded by Council, by category of animal and those that are euthanised. Cats are not registered in the Shire.

**Interpretive Comments:** 2 dogs & 1 cat euthanised. Remaining dogs (3) rehomed to RSPCA.

### 3.3 Illegal Camping



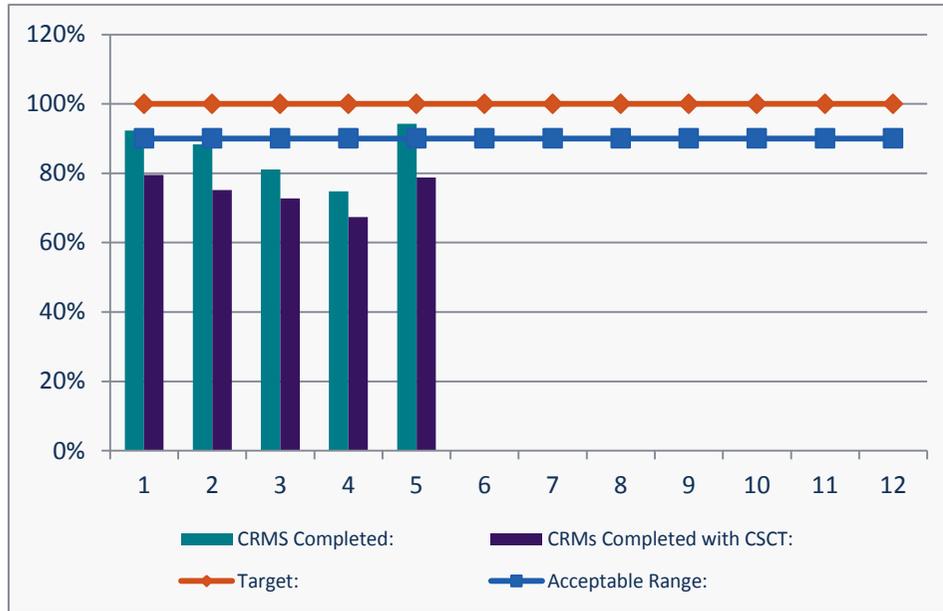
	SEP	OCT	NOV
<b>Actual</b>	186	104	33
<b>Repeat Offenders</b>	6	11	1

**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 decline observed in campers over September has continued into November. It is expected as the peak season tapers off, numbers in illegal camping will continue to reduce.

## 4.0 CUSTOMER SERVICE

### 4.1 Customer Request Management (CRM) Records



	SEP	OCT	NOV
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>CRMs Completed:</b>	81%	75%	94%
<b>CRMs Completed within CSCT:</b>	73%	67%	79%

**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:** There has been an improvement on performance since August 2016 and the Executive Leadership Team continues to review the organisation's performance in this area.

## 4.2 Top 5 CRMs

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

### SEPTEMBER

	Category	Quantity
1.	Leaking/Broken Service Pipe	31
2.	Trees (street/park)	29
3.	Illegal Camping	21
4.	Dog - Stray/Roaming/Off Lead	18
5.	Footpaths - Repairs/Maintenance	14

### OCTOBER

	Category	Quantity
1.	Leaking/Broken Service Pipe	36
2.	Trees (street/park)	33
3.	Waste-Residential Repair/Replace	22
4.	Barking Dog	10
5.	Dog/Cat - Lost	10

### NOVEMBER

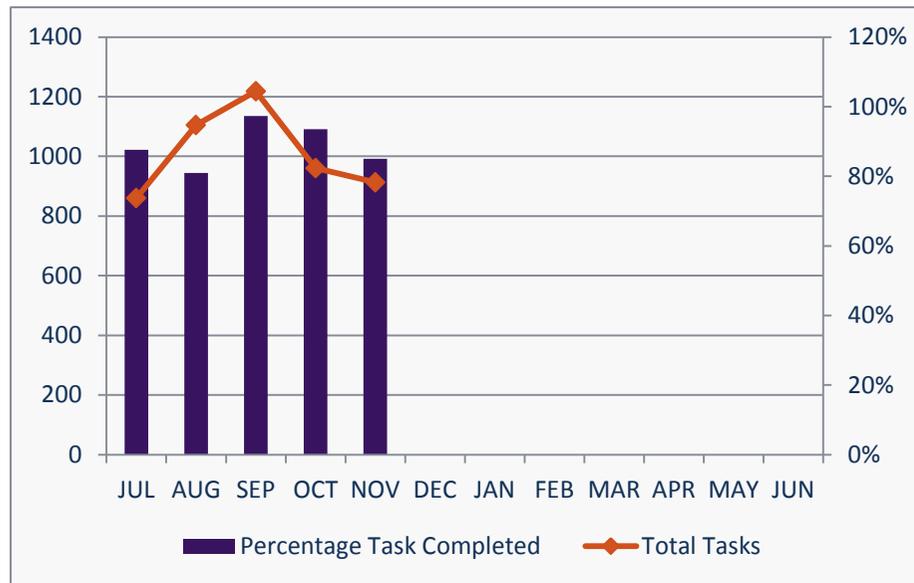
	Category	Quantity
1.	Leaking/Broken Service Pipe	49
2.	Trees (street/park)	29
3.	Waste-Residential Repair/Replace	18
4.	Waste-Residential Missed Collection	14
5.	Barking Dog	10

## 4.3 General Customer Enquiries

The following table details the number of telephone calls received by month.

	SEP	OCT	NOV
enquiries@douglas.qld.gov.au (direct email and via web)	1122	1080	1120
Phone Calls	2658	2088	2441

## 4.4 Inwards Correspondence Actioned

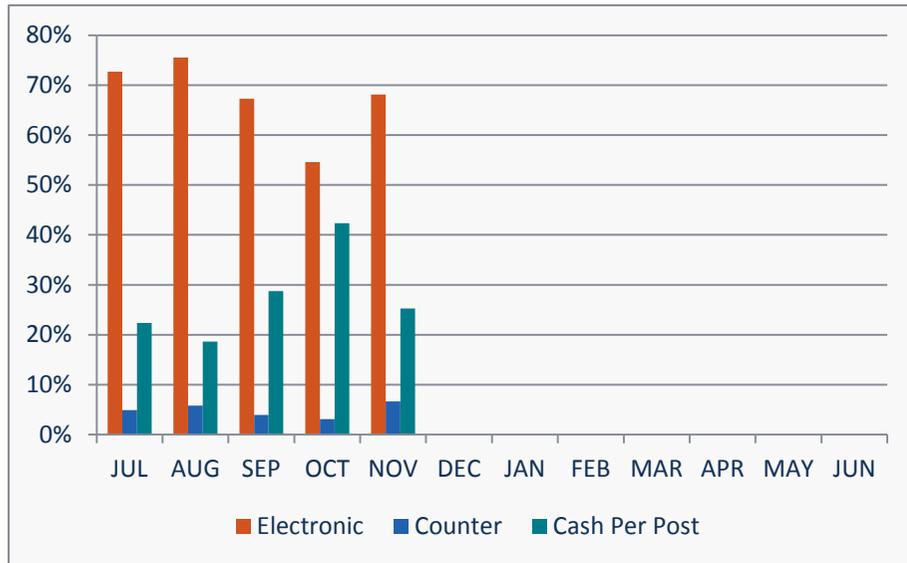


	SEP	OCT	NOV
<b>Total Tasks:</b>	1,218	960	913
<b>Percentage of Tasks Completed:</b>	97%	94%	85%

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

**Interpretive Comments:** Results achieved to date have shown significant improvement. Completion rates are subject to complexity of issues received and bulk licensing renewals.

## 4.5 Rates Payment Methods



	SEP	OCT	NOV
<b>Electronic:</b>	67.3%	54.6%	68.1%
<b>Counter:</b>	4.0%	3.1%	6.7%
<b>Cash Per Post:</b>	28.8%	42.3%	25.2%

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

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

## 5.0 MEDIA AND COMMUNICATIONS

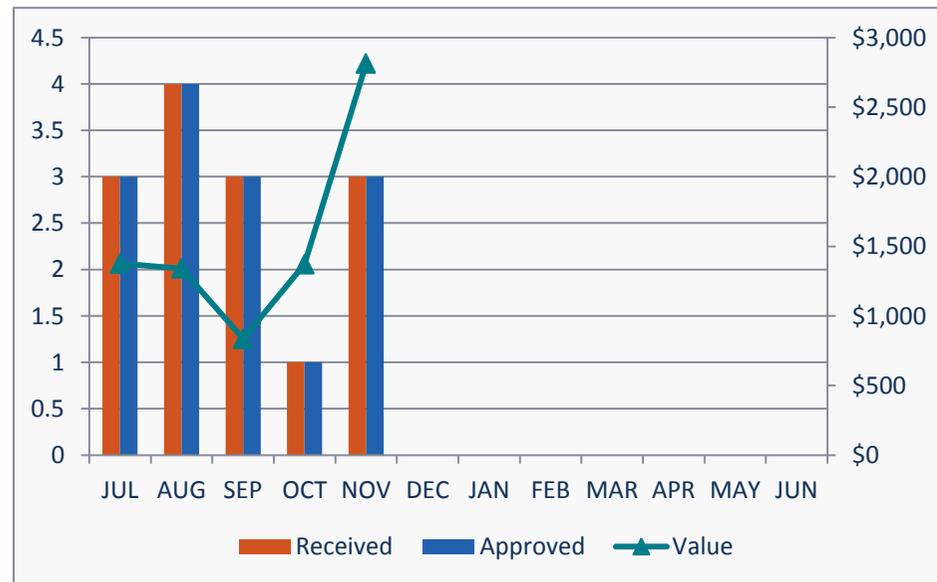
### 5.1 Council Communications to Communities

	SEP	OCT	NOV
Website (Page) Views	31,881	31,268	27,427
Facebook Posts	69	67	68
Media Releases	8	9	9
Public Notice Advertising	14	12	13
Community Notice Boards	0	0	0

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

**Interpretive Comments:** Whilst we issue a substantial number of media releases, media outlets do not always publish or announce these.

### 5.2 Community In-Kind Request



	SEP	OCT	NOV
Received:	3	1	3
Approved:	3	1	3
Value:	\$835	\$1,371	\$2,813

**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.