

### 5.13. CEO REPORT FOR JUNE - AUGUST 2018

**REPORT AUTHOR(S)** Darryl Crees, General Manager Corporate Services

**DEPARTMENT** Corporate Services

#### RECOMMENDATION

**That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period June 2018 – August 2018.**

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#### EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from June 2018 – August 2018. 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 previous years, 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 June 2018 – August 2018.

#### FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2017-2018 Budget adopted 27 June 2017 and the 2018-2019 Budget adopted 19 June 2018.

#### RISK MANAGEMENT IMPLICATIONS

There are no risk management implications in the presentation of this report.

## 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 2017-2018 adopted 27 June 2017 and Operational Plan 2018-2019 adopted 19 June 2018.

### Corporate Plan 2014-2019 Initiatives:

#### Theme 5 - Governance

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

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

## COUNCIL'S ROLE

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

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

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

## CONSULTATION

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

**External:** Nil.

## ATTACHMENTS

1. Report from the Chief Executive Officer for period June to August 2018 **[5.13.1]**
2. Organisational Report Card ( June 2018 - Aug 2018) **[5.13.2]**

## DOUGLAS SHIRE COUNCIL

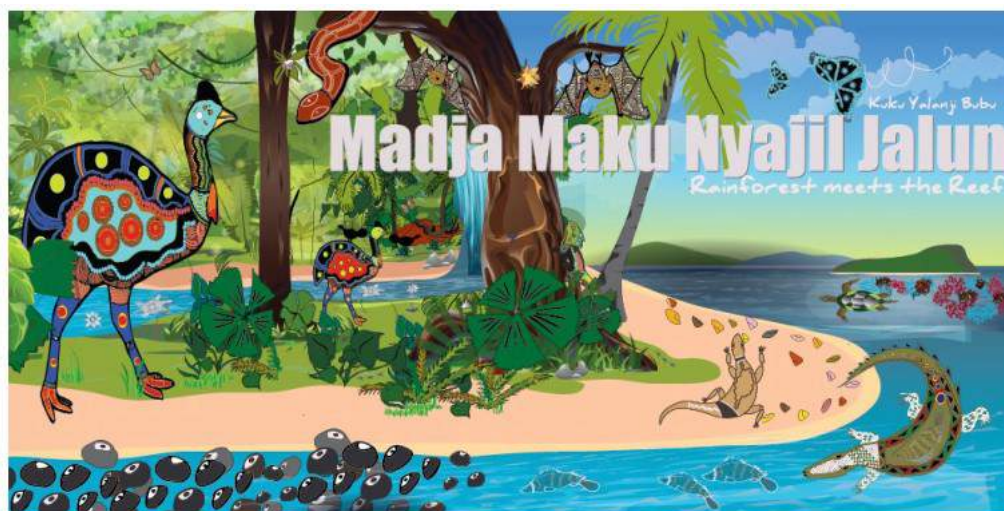
# REPORT FROM THE CHIEF EXECUTIVE OFFICER

2018 - 2019

June 2018 – August 2018

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

CHIEF EXECUTIVE OFFICER.....	4
CEO UNIT – <i>Connecting Communities</i> .....	4
Community Partners and Participation .....	4
NAIDOC Week 2018 – Opening Event - Flag Raising Ceremony .....	5
Unveiling of Public Artwork by Brian ‘Binna’ Swindley .....	5
NAIDOC Foyer Exhibition - ‘Because Of Her, We Can’ .....	6
NAIDOC 2018 Street Parade & Indoor Gathering .....	6
Arts Hotdesk 2 – JULY - Topic: Arts Summit & Local Arts Clubs .....	9
Arts Hotdesk 3 – AUGUST – Topic: Writers and RASN (Regional Arts Services Network) Delivery Discussion Forum.....	9
Foyer exhibition - Flags and bunting from Carnivale by Mossman State High School Students .....	10
Events and Programs .....	11
RADF 2017-18 - Grant Presentations to recipients .....	11
Economic Development .....	15
Website and Facebook.....	15
Grants.....	16
CORPORATE SERVICES.....	19
GOVERNANCE .....	19
PROCUREMENT .....	21
FINANCE AND INFORMATION TECHNOLOGY .....	22
LIBRARY .....	22
OPERATIONS .....	25
SUSTAINABLE COMMUNITIES .....	25
INFRASTRUCTURE .....	30
WATER AND WASTEWATER .....	35

## CHIEF EXECUTIVE OFFICER

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This regular CEO report to Council was an initiative commenced in 2014 to provide information to Council and to the Douglas communities and beyond, about the myriad actions, programs and the broad portfolio of operational responsibilities required of Council to support the community, the environment and the lifestyle that all in Douglas enjoy.

The CEO report celebrates the contributions of many officers and teams whose work and dedication to the Shire 'behind the scenes' may otherwise go unnoticed. Looking back over the last four plus years, the de-amalgamation journey has been successful and rewarding with the new Douglas maturing from a fledgling organisation into a capable, skilled Council with a fine reputation among its peers.

I extend my sincere appreciation to the Mayor, Councillors and all staff for the trust and support extended to me as Acting CEO to lead the administration following the departure of Ms Linda Cardew in April. Council has entered into the new financial year with exciting projects and the newly appointed CEO (Mr Mark Stoermer) takes up the role on 17 September 2018.

## CEO UNIT – *Connecting Communities*

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

### Community Partners and Participation

#### NAIDOC Week

This year's theme for NAIDOC was 'Because of Her, We Can'. NAIDOC week in Douglas was held 16 – 20 July, 2018. The NAIDOC Committee met every fortnight to plan and prepare the week's activities.

Representatives from the Douglas Shire Council, Mossman Elders Justice Group, Jabalbina Aboriginal Corporation, Cape York Partnerships, BBN, Mossman State High School, HACC, RAATSICC, St Augustine's School, Mossman Gorge Centre, Goodstart Early Learning, Wangetti Girls Academy and Queensland Police and Ambulance Services worked together to produce events throughout the week, including the unveiling of a new public artwork from Indigenous artist Brian 'Binna' Swindley of Janbal Gallery, Mossman.



## BECAUSE OF HER, WE CAN!

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Image: 2018 NAIDOC Logo



## NAIDOC Week 2018 – Opening Event - Flag Raising Ceremony



*Cutting of NAIDOC Cake by Angelina Ross-Kelly and Elder Joan Salam (Photo courtesy of DSC)*

The Flag Raising Ceremony commenced with a Welcome To Country from Janice Walker, Traditional Owner, and included speeches from Deputy Mayor Abigail Noli, MP for Cook Cynthia Lui and Kuku Yalanji woman Angelina Ross-Kelly. A memorial service for Brendan Leishman was a powerful tribute to a respected Council officer by the Indigenous community who Brendan had worked closely with.

## Unveiling of Public Artwork by Brian 'Binna' Swindley

A new sculpture, 'Dreaming Of The Oldest Rainforest Bush Food', by local Indigenous artist Brian 'Binna' Swindley, was unveiled during the NAIDOC 2018 celebrations by the Deputy Mayor, Abigail Noli. Councillors and MP for Cook, Cynthia Lui were also in attendance. Speeches were made by the Deputy Mayor and Traditional Owner Jenny Ryan as well as Indigenous business mentor Andres Simpson. The artwork was commissioned by Douglas Shire Council utilising funds from the RADF Grant program 2016-17.



*Unveiling of sculpture 'Dreaming of the Oldest Rainforest Bush Food' by Brian 'Binna' Swindley. Pictured with 2018 NAIDOC Committee, Councillors and MP Cynthia Lui (Photo courtesy of Douglas Shire Council)*



## NAIDOC Foyer Exhibition - 'Because Of Her, We Can'

The theme for NAIDOC 2018 was 'Because Of Her, We Can!' and an exhibition featuring portraits of Kuku Yalanji women was displayed in the Council's foyer, with a further exhibition at the Mossman Library featuring artworks by Kuku Yalanji women artists. Curated by Sheryl Burchill and Larissa Walker.



*Exhibition of portraits of Kuku Yalanji Women 'Because Of Her, We Can!' (Photo courtesy of Douglas Shire Council)*

## NAIDOC 2018 Street Parade & Indoor Gathering



*NAIDOC 2018 Street parade and Indoor Gathering featuring speeches, dances, singers and films (Photos courtesy of Douglas Shire Council)*



## Plastic Free Douglas Reusable Fruit & Veg Bag Campaign

Plastic Free Douglas (Council with Tangaroa Blue and Boomerang Bags) has completed a three-month campaign in collaboration with local supermarkets to educate shoppers about environmentally-friendly choices to replace single-use plastic shopping bags.

Council officers and community volunteers held stalls at each supermarket during May, June and July and asked shoppers to consider extending their use of reusable bags to include finding an alternative to the disposable bags on rolls provided by supermarkets in produce aisles.



The stalls were very well received and collected 112 surveys that will be collated in reports for supermarket head-offices as evidence that shoppers want non-plastic options. Conversations were held with over 150 shoppers about single use plastic and the steps we can take to make a difference.

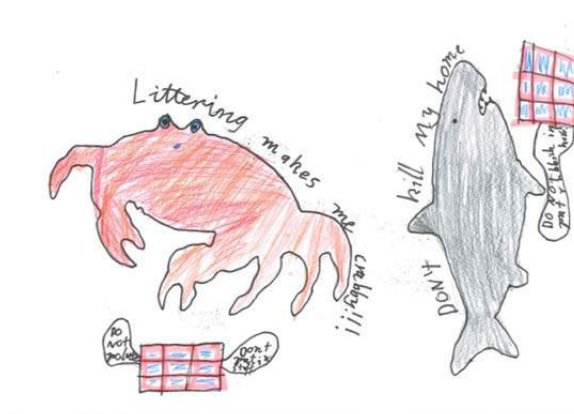


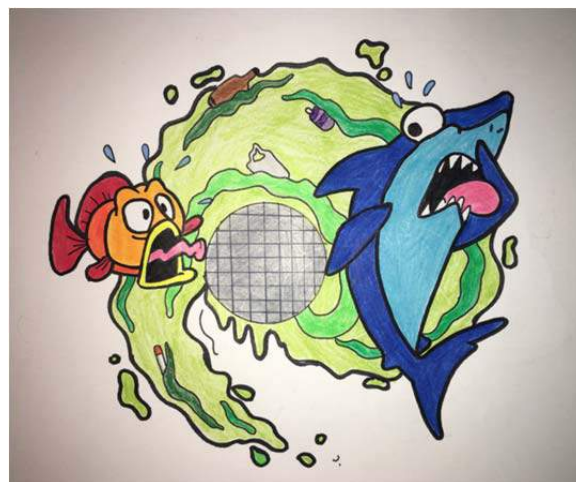
### **Reef Guardians Drain Stencilling Program Launch and Art Competition August**

Council has received funding from Reef Guardians to run a series of community drain stencilling events in the September/October school holidays. The program was launched at Mossman Show and a public competition for stencil designs was held during August.

The competition provided an opportunity for local artists and kids to create works of art to contribute to public awareness of the connections between what we do on land and the health of our waterways and Reef.

28 submissions had been received by the end of August and will be exhibited in the foyer of Council's admin building during September.





*Designs by: Jennifer Hill, Zekey Wild, Emma Whitburn, Renae Mous*

### Arts Hotdesk

In collaboration with Arts Nexus, Council has commenced a monthly Arts Hotdesk at the Port Douglas Community Centre.

This service is available to all arts practitioners in the Shire who need to access advice, support and information relating to their art practice. It also acts as a meeting point for arts organisations to meet, network and share strategies.

The first Hotdesk in June was a discussion forum for a Creative Arts Summit as identified in the Arts Strategy 2017-2021. Council are providing in-kind support for this service via office space and marketing promotion. This initiative will run for six months to November 2018.

## Calling all artists – free help

**SERVICES | Mayo Stevens**

AN innovative and practical new service is coming to the Douglas Shire for people in the arts – an Arts Hotdesk which will provide support, advice and opportunities.

This initiative, a collaboration between Douglas Shire Council and Arts Nexus, will start at the Port Douglas Community Hall, next Monday, June 11, and will run from 10am to 2pm every second Monday of each month.

"We will have a formal hour of discussion forums on art-related topics, with guest speakers," Ms Claire Tierney from Arts Nexus said, "and then the rest of the time will be spent providing advice and support for anyone in the arts."

"We hope to help facilitate projects that artists already have in mind – help them make it happen," she said.

The Hotdesk, which will be free to all, is designed for advice and assistance in art-related matters including grants, discussion groups, idea sharing, and business-building advice.

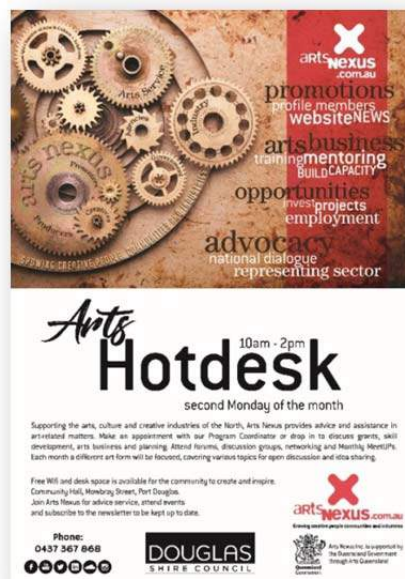
"There are many professional and emerging artists working from home," Ms Tierney said, "and they are removed from larger networks."

"The Arts Hotdesk will provide a comfortable, inspiring space for artists to gather, share ideas and skills and learn about the business support packages we manage," she said.

"We invite all current and emerging creative practitioners to pop in and say hi," Ms Tierney said.

Tim Ellis, Council's Community and Economic Development Officer, said the Arts Hotdesk is relevant to all art forms and fits into Council's Arts Strategy Plan.

"The Arts Hotdesk is an opportunity to pull people together at a central point for networking and the sharing of ideas," Mr Ellis said. "We have a thriving arts community in the Douglas Shire and this is a good time to create a great dynamic," he said.



**Arts Hotdesk**  
10am - 2pm  
second Monday of the month

Supporting the arts, culture and creative industries of the North, Arts Nexus provides advice and assistance in art-related matters. Make an appointment with our Program Coordinator or drop in to discuss grants, skill development, arts business and planning. Attend forums, discussion groups, networking and Monthly Meetings. Each month a different art form will be featured, covering various topics for open discussion and idea sharing.

Free Will and desk space is available for the community to create and inspire.  
Community Hall, Howland Street, Port Douglas.  
Join Arts Nexus for advice service, attend events and subscribe to the newsletter to be kept up to date.

Phone: 0437 367 868  
DOUGLAS SHIRE COUNCIL

artsnexus.com.au  
Arts Nexus is supported by the Queensland Government through Arts Queensland





*Arts Hotdesk discussion forum in progress, June 2018 (Photo courtesy of Arts Nexus)*

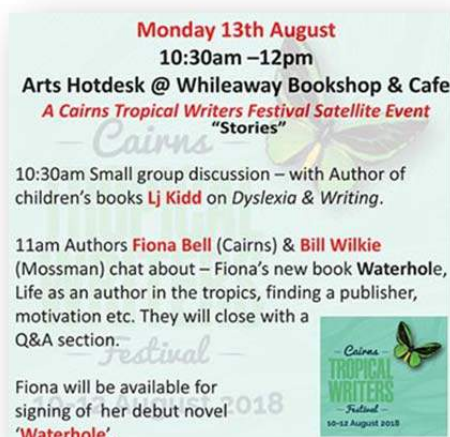
## Arts Hotdesk 2 – JULY - Topic: Arts Summit & Local Arts Clubs

The second Arts Hotdesk focused on the new DAB semester timetable, and a discussion on the structure of a Regional Arts Summit as per the Arts Strategy.



## Arts Hotdesk 3 – AUGUST – Topic: Writers and RASN (Regional Arts Services Network) Delivery Discussion Forum

The third Arts Hotdesk featured a satellite event from the Cairns Writers Festival, with local authors Bill Wilkie, LJ Kidd and Fiona Bell speaking and leading a discussion forum at Whileaway Bookshop, Port Douglas. Hosted by Claire Tierney (Arts Nexus)

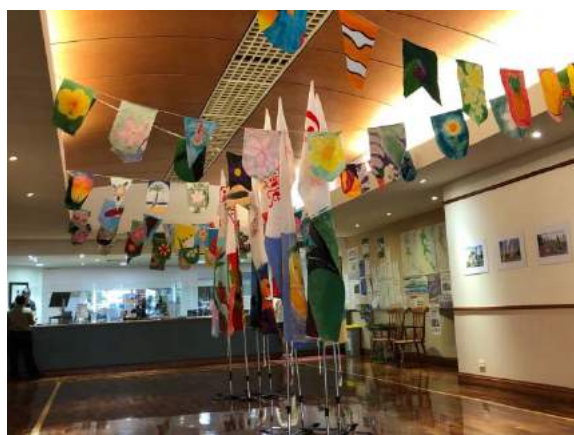






*Cairns Writers Festival - Satellite Event - Whileaway Book Shop, Port Douglas - Speakers (local authors) LJ Kidd, Bill Wilkie and Fiona Bell, hosted by Claire Tierney, Arts Nexus. (Photos courtesy of Patrick Byrne)*

### Foyer exhibition - Flags and bunting from Carnivale by Mossman State High School Students



*Flags and bunting made by students of Mossman State High School, displayed at Port Douglas Carnivale Beach Day 2018 (Photos courtesy of Douglas Shire Council and Nada Pertosovic)*

## Events and Programs

### Regional Arts Development Fund (RADF)

The 2017-18 RADF Grant Program for community art projects opened for applications in January 2018 and 11 applications were received for grants up to \$5,000. The newly formed RADF Committee met in April to assess applications and discuss arts business.

In this year's funding round Council encouraged artists to submit proposals for Public Art Concept Development. The committee recommended funding for nine projects, and this was ratified by Council in a closed session Council meeting, to a funding total of \$37,197, with some funds reserved for a Council Initiated Public Art project.

Grants from the 2016-17 RADF round were continued to be acquitted as projects were completed.

The application to Arts Queensland for RADF funds for a 2018-19 grant program was submitted in April and was approved for funds of \$30,000 plus a contribution of \$15,000 from Council.

### **RADF 2017-18 - Grant Presentations to recipients**



**PHOTO: RADF Grant Presentation Ceremony – July 2018. (Photo courtesy of Douglas Shire Council) L-R: Councillor David Carey, Linda Burchill, Allister Lorden, Sheryl Burchill, Angela Zammataro, Segundo Nitor, Mayor Julie Leu, Rosey Cummings, Councillor Roy Zammataro, Jill Chism, Councillor Michael Kerr, Andrea Falstein (DAB Arts), Pamela Willis Burden, Bill Wilkie, Deputy Mayor Abigail Noli.**



### Mossman Show 22 – 23 July

The theme for this year's show stall was 'Keep Paradise Plastic Free'. Staff at the stall were dispensing shopping list note pads and door hangers as 'Got your reusable bags?' reminders and Show visitors were invited to write their message about protecting our reef and waterways on a speech bubble and have a photo taken with Nemo for display throughout the Show.



The full photo gallery is available at <https://douglas.qld.gov.au/photo-gallery-nemo-stars-for-council-at-mighty-mossman-show/>

### Game On DS2018!

**Game On DS2018** was completed by 30 June 2018. The program provided opportunities for residents to participate in a variety of free sport and recreational activities at various venues across the Shire.

The projects were delivered under the Queensland Government's Embracing 2018 Legacy Program for the Gold Coast 2018 Commonwealth Games and were funded by the Australian Government. Council received \$26,000 for Game On EVEN MORE Active Games in the Park and \$15,000 for Game On DS2018 Come & Try.

Eleven different sports/recreational activities were conducted under the **Game On DS2018! Come & Try** Event, ranging from one to 12 come and try sessions for the activities. Forty-two sessions were held with approximately 635 attendances from March to June 2018.

All Abilities Lawn Bowls targeted people with a disability and their carers while Move for Life targeted people 55 year and over. Female cricket targeted girls and women. Little Athletics, Free G (Gymnastics) targeted youth and children. Other activities were for people of all ages.

From this program a new Table Tennis Club is looking to form in the Shire and the Underwater Hockey club is looking to incorporate. Mossman & District Gymnastics Club also gained new members as a result of their Free G sessions.



There were 73 individual sessions with 569 participations under six different EVEN MORE Active Games in the Park activities from March to June 2018. The activities ranged from 8 weeks up to 17 weeks.

The activities at Wonga Beach, Diwan and Traditional Indigenous Games (TIG) at Mossman were targeted at children/youth with parents/caregivers to accompany participants. Higher impact activities at Mossman's Coronation Park, lower impact Tai Chi Mossman and Port Douglas Yoga targeted adults but children and young people would attend if accompanied by an adult.

All activities were free to enable people not normally able to participate in recreational and sporting activities because of socio-economic barriers, to be included.

Clubs hosting Come and Try sessions were very appreciative for this funding opportunity, to not only help promote the Commonwealth Games, but to help promote their clubs and potentially increase their membership and volunteer bases.

Of the 77 Survey Monkey responses received, the percentage of people who "Strongly Agreed" or "Agreed" with the following statements are as follows:

94% "enjoyed Game On DS2018!"

85% "met new people/made new friends"

82% "health/fitness improved"

79% "more aware of the range of activities / clubs in this Shire"

75% "self confidence/esteem improved"

62% "club/organisation raised its profile in the community"

47% "more aware of the Gold Coast Commonwealth Games"

42% "club/organisation gained new volunteers/members as a result of Game on DS2018!"

35% "joined a club as a result of Game on DS2018".



*Images: Come & Try Bowls, Tai Chi Mossman Shire Hall, EVEN MORE Active Games in the Park Wonga Photos - Catseye Productions Collection*



*Image: Come & Try Table Tennis Photo - Mossman Bowls Club Collection*

well Organised and wide variety of options. Excellent opportunities	The games were grate, Thoroughly enjoyed
Fab night plenty of fun	Thank you DSC
#loveit #soomuchfun	I am very grateful thank you
THANK YOU <3	I loved the tai chi it helped my poor back and shoulders
Fantastic night	Games are wide and varied
one of the best and funniest nights of my life	I am a tourist and found out about the Yoga lesson by chance. The instructor has been very friendly and the lessons were just wonderful. Unbelievable that I got this for free!! Thanx and namaste. Sabine from germany.
wow ... just wow	Really good initiative
Love The Grant	Why doesn't more kids come?
Good fun	Why don't more kids come
Decent	A great opportunity to experience Tai Chi in an out of hours time slot ( so available to a full time worker) I hope to continue with Tai Chi as Gayle is setting up a group for us to continue.
Thanks for organizing	It is such a shame that more senior citizens didn't use this opportunity
Good fun	A fantastic initiative to get people of all ages moving, active and socialising in a community where such opportunities don't exist.
Grate Concept good for getting people have a try	Excellent initiative
good initiative grate to have a free event	Loved it and found our instructor to be very good.
Lots of Fun wish it continued	I loved it and wished it would continue
Grate for bringing the community together, for a positive Meaning Fun Improved flexibility. really enjoyed the mix of activites and our instructors they were well suited to our ages and fitness levels, would love to see it continue.	

Image: Excerpts from Survey Monkey

Thank you to the Australian and State Governments for this opportunity to receive funding under the Game On program.

Council would like to also take the opportunity to thank Paula, Senior Project Officer, Office of the Commonwealth Games for her assistance throughout the program and the clubs and facilitators for the assistance, hosting various sessions over the four-month period.

### Seniors Week

Seniors week 2018 saw the DSC contribute funds to a variety of activities throughout the Shire from 20 to 24 August. Building on the success of the annual event, the range of programs and events increased this year with most days having multiple options right across the Shire. With a healthy lead time and well established community contacts, Council was able to notify and encourage community groups well in advance and generate enthusiasm to add to the events calendar of the week.

Funding provided was fairly nominal, however the media spend and social media promotion was substantial and resulted in healthy attendance of all events. Community groups including Douglas Shire Seniors, Mossman Support Services, Port Douglas Neighborhood Center and the Daintree Seniors Group all received funding as well as a special "Building Active Communities Workshop" at the Mossman Shire Hall. The Mossman Library was also busy with a Coding and Robotics workshop.

Suzanne Graham from the Daintree Seniors Group, Circle of Wisdom, organised a matinee movie, "It was a great success, with 20 of us, and people donating cheese and crackers and ice cream as well as Council's and Woolworth's contributions."





## **Carnivale 2019 – 25th Anniversary**

Planning is well underway for the 2019 Carnivale. After an intensive review and submitted acquittal to Tourism and Events Queensland, the CEO Unit has been working with different stakeholders in the business and community sectors to format a program of events that will pave the way for a “refresh” of the Carnivale and see local venues take a bigger part in the festivals future.

A number of new initiatives have been proposed with a view to maximizing underutilized spaces across Port Douglas as well as enhancing overlooked opportunities for improvements during roads closures and creating a festive feel for the duration of the event.

While still in the final stages, negotiations to secure an exclusive deal with an ARIA award winning headline act looks set to provide a significant draw card to springboard promotion of the Carnivale eight months out from the event date. This will provide a significant opportunity for businesses in the Shire to leverage their own exposure and provide accommodation and ticket packages well in advance.

Given it's the event's 25<sup>th</sup> Anniversary, Council has increased the budget for the event. It was felt the timing is right for some minor rebranding and with this in mind, offers have been submitted to a number of PR and marketing agencies with specific instructions to refresh and rebrand the event, website and marketing strategy. As part of this focus we propose producing merchandise to reflect our new level of commitment.

With much work still to do, the essential framework and outline of next year's Carnivale is taking shape and the program of events enticing.

## **Economic Development**

### **Economic Development Strategy 2017 - 2021 – Taskforces**

#### **Taskforces**

- Allied Health Hub & Tourism: The main activity for the group is working towards hosting a forum for key stakeholders on 9 October at Mossman Bowls Club
- Sustainable Development and Attracting & Facilitating Investment Taskforce: meeting was held 27 August the main focus being an update of progress towards Eco Tourism Certification and Eco Destination Certification. The group also received an informative presentation from Jabalbina on tourism initiatives. Next meet is November.
- Study, Training, Entrepreneur Incubator Taskforce: A meeting was held 30 August for members. A bootcamp for start ups was scheduled by The Space in Port Douglas on 4 September to encourage entrepreneurship and commence the implementation of an Entrepreneur Support Network.

#### **Eco Tourism**

Council supported Ecotourism Australia's Ecotourism Workshop at the Mossman Gorge on 19 June that resulted in six local businesses committing to becoming Eco Accredited. The Cairns/Port Douglas/Daintree region has the highest number of Eco Accredited tourism operations than any other region in Australia.

#### **Website and Facebook**

Council's Communications and Engagement Officer has been very active over the last three months preparing 39 media releases, updating Council's website daily and posting multiple articles on social media. Over the three months to August 2018, there have been 230 Facebook posts and Council's website had around 170,000 page views over the same period.



## Grants

### Grant Applications Submitted

Grant	Provider	Project	Amount	Closed
<b>Innovation and Improvement Fund</b>	State Government Department of State Development, Infrastructure and Planning	Storm Tide Inundation Methodologies Study	\$180,480	27/07/2018
<b>Innovation and Improvement Fund</b>	State Government Department of State Development, Infrastructure and Planning	Planning Overlay Videos and IT Platform	\$14,500	27/07/2018
<b>Advancing Qld: 2018-19 Age Friendly Community Grants Program</b>	State Government Department of Disability Services and Seniors	Age Friendly Douglas: Boules Rules!	\$39,786	25/06/2018
<b>Tech Savvy Regional Queensland Grant 18/19</b>	State Government State Library of Queensland	Tech Savvy in Douglas	\$5,650	7/6/2018
<b>Building our Regions Fund</b> (Expression of Interest)	State Government Department of State Development, Infrastructure and Planning	Mossman Caravan Park and Pool Upgrade	\$2,000,000	25/05/2018

**Grant Applications Submitted – Outcome**

<b>Grant</b>	<b>Provider</b>	<b>Project</b>	<b>Amount</b>	<b>Outcome</b>
<b>Advancing Qld: 2018-19 Age Friendly Community Grants Program</b>	State Government Department of Disability Services and Seniors	Age Friendly Douglas: Boules Rules!	\$39,786	Unsuccessful <i>(Formal notification pending)</i>
<b>Maturing the Infrastructure Pipeline</b>	State Government Department of State Development, Infrastructure and Planning	Daintree River Ferry Capacity Analysis	\$100,000	Notification Pending
<b>Maturing the Infrastructure Pipeline</b>	State Government Department of State Development, Infrastructure and Planning	Teamsters Park Master Plan	\$52,000	Notification pending
<b>Regional Arts Development Fund</b>	State Government	Douglas Shire Council RADF Program 2018/2019	\$30,000	Notification Pending
<b>Building our Regions Fund</b> <i>(Expression of Interest)</i>	State Government Department of State Development, Infrastructure and Planning	Mossman Caravan Park and Pool Upgrade	\$2,000,000	EOI not shortlisted <i>(Advised 25/7/2018)</i>
<b>Tech Savvy Regional Queensland Grant 18/19</b>	State Government State Library of Queensland	Tech Savvy in Douglas	\$5,650	Successful <i>(Advised 19/7/18)</i>

<b>Public Library Strategic Priorities Grant</b>	State Government	LEEDR Multi-Touch Hub	\$29,500	Successful <i>(Advised 25/6/18)</i>
<b>Building Better Regions Fund</b>	Federal Government Department of Industry, Innovation and Science, Department of Infrastructure and Regional Development	Strategic Planning for The Daintree	\$20,000	Successful <i>(Advised 5/7/18)</i>
<b>Natural Disaster Resilience Program</b>	State Government Department of State Development, Infrastructure and Planning	Ribbon Avenue Port Douglas Drainage Upgrade	\$2,040,500	Unsuccessful <i>(Advised 29/6/18)</i>



## CORPORATE SERVICES

### GOVERNANCE

#### Human Resources

This quarter Human Resources (HR) focused on the administration of a range of services with training and development, recruitment and return to work facilitation being the predominant areas of attention.

A continued focus on learning and development has given staff the opportunity to participate in various legislative and professional development training programs. This includes:

- the Local Government Managers Association North Queensland Ignite Program 2018;
- Work site specific training such as Bridge Inspections, Control of Liquefied Gas, and Confined Space and Breathing Apparatus training;
- a number of in-house training (Show & Tell) sessions have been held for staff due to specific system upgrades in Authority, email Archiving, Queensland Globe maps, Windows 10 and Microsoft 2016;
- Council's Procurement Policy;
- Online e-learning has also been undertaken in the areas of Authorised Persons and Understanding Local Government; and
- First Aid, CPR and skin cancer awareness training.

Douglas Shire Council also hosted a number of training and networking events such as:

- Dangerous Dog Assessment and Handling training course with Mareeba and Tablelands Councils; and
- hosted the Learning and Development Professionals network "CLADS" for LGAQ.

Meanwhile our recruitment activities continue and in the last quarter Council has welcomed three full-time staff and two fixed-term staff due to staff being on parental leave.

#### Workplace Health & Safety

Work continues on addressing the issues raised from the LGW audit regarding Council's safety systems and worksites. Council received a score of 57.9% and work will continue to improve this score as we move towards the benchmark of 70% and beyond.

Crocodile management remains a priority as a crocodile is still present at the Port Douglas Waste Water Treatment Plant and has eluded attempts to remove it by the Department of Environment and Science.

The WHS team has commenced a review of building emergency plans. This has included working with emergency services to develop an emergency plan for the Mossman Water Treatment Plant. A contractor was also engaged to develop new emergency evacuation site maps.

Consultation is continuing with staff following the training/briefing sessions provided by Council's suppliers for drug and alcohol testing. Amendments are proposed to Council's Drug and Alcohol Policy and this policy will be presented for adoption by Council at a future Ordinary Meeting.

### Property

Community engagement has commenced on a number of initiatives including a draft Master Plan for the Mossman Pool and Caravan Park and a draft Master Plan for Port Douglas South Waterfront Precinct. The consultation is progressing well to date and the results will be available within the next few months.

Upgrades continue at the pool with the installation of a new pump and associated valves and pipe work.

The Port Douglas Markets are progressing well with all stallholders supporting the Market Coordinator's increased focus on the "*Cotters Market*" theme. The Coordinator and staff have formed a project group to ensure that the works to the Market's infrastructure such as park repair and waste management are integrated and well managed. A further audit of stalls is scheduled for the third quarter of this year. This quarter stall numbers are down on previous years.

### Records

The project of scanning the historical 'as constructed' plans for Council's water, wastewater and stormwater network has been completed and records are ready to be loaded into Council's GIS Mapping system. This task required plans to be scanned and profiled into Electronic Records Management System and then catalogued for the mapping system.

The annual updating of Council's forms was also undertaken and uploaded successfully to the website ready for 2018-19 financial year.

Work continues on an Online Venue Bookings System to enable customers to book and manage commonly hired Council venues. The system also includes a secure payment portal. Testing of the system is in its final stages with the anticipated completion date of November. The system will then be released with a test launch to existing hirers.

The project of identifying historical Records for disposal has continued with the approval process in the final stages for implementing across various departments within Council.

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

In July Frontline Services (FLS) said goodbye to the 20 year old glass enclosure at the front counter making the area more welcoming and customer friendly. Council has received many positive comments from the public. A new security system has also been installed at the front counter.

This quarter FLS receipted over 1700 Dog Registration Renewals and over 9500 Rates Notices due at the end of August. The new financial year has seen an increase in purchasing activities as staff commence the annual works program and the OBSU has raised over 750 purchase orders.

FLS & OBSU are championing sustainability by participating in a project to reduce disposable coffee cups. The team have sourced take-away coffee cups that are re-usable, sustainably sourced, and made from corn starch.

OBSU farewelled Fionnuala Blayney, who is on maternity leave, and welcomed Susan Donoghue who started with Council as a casual employee. Susan will fill in for Fionnuala while she is on leave.



## PROCUREMENT

In this period Procurement has been involved in delivering over 12 tender/quotations through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System). Whilst receiving submissions electronically creates administrative efficiencies, this results in large volumes of submissions being assessed and evaluated with varying degrees of complexities.

Significant procurement activity is still currently centered around Water and Waste Water Capital Works Projects:

- Contract 2018-001 MWWTP Clarifier and associated works – under evaluation;
- Contract 2018-079 Rex Creek Johnson Screens Renewal (Phase 3);
- Contract 2018-080 Whyanbeel WTP Renewals; and
- Contract 2018-081 Whyanbeel Intake - Johnson Screen Renewals.

The Chief Procurement Officer has also commenced procurement planning activity in regards to two bridges:

- Contract 2018-087 Noah Creek Bridge Renewal Project (Project Management of initial options analysis and PM of D&C Contractor) – Design and Construct tender (AS 4902-2000 General Conditions of Contract for Design and Construct)
  - Scheduled to be released to market – July 2018; and
- Contract 2018-088 Diggers Bridge Upgrade Project (Major Construction and Civil Works) Construction tender (AS 4000 General Conditions of Contract) released to market – early March.
  - This Contract has been awarded to a Local Supplier Kenmac Constructions Pty Ltd.

Other projects of interest are focused around Daintree River Ferry Channel dredging. T

- Contract 2018-056 Dredge Management Planning (Develop new Technical Specifications, Dredge Environmental Management Plan (DEMP) and amendments to existing Marine Park Permits and Environmental Authority - AS 4122 specialist consultancy awarded (Aug 2017) to KBR Pty Ltd.
  - This project is pending receipt of final draft documents.

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

- FNQROC Procurement and Technical Committee forums;
  - The Procurement Committee has commenced work on a standard suite of contract documents based on the AS 4000 contract suite (DSC has used the majority of this suite since 2015),
    - First suit of documents is now being reviewed by the Chief Procurement Officer, and
  - Regional contract arrangements covering the waste, roads, chemicals and recyclables categories;
- Local Buy Liaison forum (Face to Face and teleconference networks);
- Regional Finance Managers forum;
- Department of State Development (Tendering Briefs and Industry Capability Network (ICN));
- Procurement Best Practice and Knowledge Library (Local Buy/FNQROC/Other Councils);
- Chief Procurement Officer attended a 1 day Far North Queensland Procurement Local Buy event.

## FINANCE AND INFORMATION TECHNOLOGY

The final audit by the Queensland Audit Office for this year will begin on 17 September 2018, with the on-site audit visit occurring in the week commencing 24 September 2018. Finance staff have been very occupied with end-of-financial-year work and annual financial statement preparation in readiness for the audit. At this stage final audit certification is expected to occur by 16 October 2018.

Half yearly rate notices were issued on 26 July 2018, with a due date of 28 August 2018. Water usage first reminder letters were sent out on 14 August 2018 to 1055 ratepayers and were followed by 560 second reminder notices on 4 September 2018. Debt recovery processes are ongoing.

Software upgrades have been the main focus for IT in the last few months. An upgrade to version 7 of Council's Authority suite of software was undertaken on 19 July 2018 and this was followed by the rollout of Windows 10 and Office 2016 to the entire organisation during August.

## LIBRARY

"Robots and gadgets" proved to be very popular June/July school holiday activities with 40 children attending.



"Because of her we can" was the theme for NAIDOC Week and the Library celebrated with an art display by Yalanji Jalbu and a visit to Mossman Primary School for storytelling.





The Library has been successful in obtaining two State Library of Queensland grants:

1. *"Public Library Strategic Priorities Grant"* - Awarded \$29,500 for the "Mossman Multi-touch Hub" project.

The Hub project will enable Mossman Library to purchase a LEEDR multi-touch hub and VR goggles to give children, youth and adult community members exciting opportunities to explore modern technology, access digital worlds and improve literacy and STEM disciplines through technology and enquiry-based learning.

2. *"Tech Savvy Regional Queensland Grant"* - Awarded \$5,650 for "Free Digital Literacy Training – Get Tech Savvy in Douglas"

The project will provide free weekly digital literacy training to adults in the Douglas Shire, encompassing Tech Savvy Seniors Queensland, and introducing new programs in digital literacy and a general overview of robotics.

The Library introduced a new program in July - *"First5forever Music & Song for Little Ones"*. The sing-a-long with piano and instruments is held monthly at Mossman and Port Douglas Shire Halls and is aimed at parents with children aged 1 to 5. Local musician, Rosina Santarossa, plays the piano and the initial program was a great success.



As part of the State Library of Queensland First5forever initiative Library staff attended the Mossman Show. The event enabled staff to connect with parents and carers of children under 5 and to provide them with the F5F toolkit.



Under the Public Library Grant scheme Douglas Shire Council receives a notional allocation of \$56,863. This money is assigned to Rural Libraries Queensland (RLQ) to purchase library materials, as well as freight costs involved in circulating items with the RLQ network.

	2017/2018	2016/17	Comment
Library membership	5,655	5,340	Membership update completed
New members	1,100	1,037	Does not include Tourist Card members
Annual public visits	74,006 Mossman 10,720 Port Douglas	79,127 Mossman 5,948 Port Douglas	
Loans	84,199	91,130	
Reservations satisfied	6,006	6,722	
Inter-library loans supplied	166	153	
Library website visitors	4,263	5,170	
PO Bookings	8,572	7,385	
Wi-Fi sessions	7,975	9,232	
Library events & Program participants	226 events 4,800	348 programs/events 5,371	

"Find your treasure" was the theme for Children's Book Week in August. The Library celebrated with a Treasure Hunt and afternoon tea. The event was fun and enjoyed by all.



## OPERATIONS

### SUSTAINABLE COMMUNITIES

#### Planning

The Local Government Infrastructure Plan (LGIP) came into effect on 1 July 2018 and met the timeframe set by State Development, Manufacturing, Infrastructure and Planning in which to have the policy in place to apply Infrastructure Charges on development within the Shire.

With the implementation of the Douglas Shire Planning Scheme 2018 on 2 January 2018, inconsistencies and /or areas for improvements are being identified to enhance the functionality of the document and to reduce and avoid the requirement for applications to go through an approval process if not considered necessary. This is in addition to the requirement to align the 2018 Douglas Shire Planning Scheme with the Planning Act 2016. There is no timeframe to align the Planning Scheme with the Planning Act 2016 and therefore the opportunity to make improvements to the Planning Scheme at the same time of undertaking an alignment amendment is the best approach. This approach will require the amendments to be publically notified (not required for an alignment amendment), however this approach will reduce the number of superseded Planning Schemes and reduce the administration burden of amending the Planning Scheme when undertaken at the same time.

Other operational improvements are taking place within the Planning Department as part of the Operational Plan initiatives. This initiative is focussed on reviewing existing processes and identifying opportunities where these processes can be improved to increase work efficiencies, improve customer service and experience and avoid duplication and administration tasks where possible.

#### Local Laws

##### **Dangerous Dog and Canine Temperament Assessment Training**

Local Laws welcomed colleagues from Mareeba Shire Council and Tablelands Regional Council to participate with the team in Dangerous Dog and Canine Temperament Assessment Training in June. Officers had the opportunity to work with a trained dog and experience a simulated attack. The training was conducted by world renowned dog trainer Steve Austin and provided officers with extensive knowledge and practical solutions for dealing with dogs in the field.



## Education Fun Day – Mossman Gorge Community

The Local Laws team delivered an educational fun day to children at Mossman Gorge in early July. Officers combined fun activities such as coloring competitions and face painting with educational messages about microchipping, registration and dog welfare. Nineteen new dog registrations were received as a result of the day. Officers will meet with key stakeholders in the near future to determine how best to continue working with the community to achieve great outcomes for the residents and animals living there. Special thanks to Paws and Claws for the use of their hydrobath and to BBN for supporting the day.



## War on Wrecks – Dickson Inlet

A local task force of stakeholders was organised by Council Officers to discuss and continue to advocate for the removal of vessel wrecks in the Dickson Inlet. An initial meeting was held on 1 June 2018 with representatives from Marine Safety Qld, Great Barrier Reef Marine Park Authority (GBRMPA), Department of Environment & Science, Department of Agriculture and Fisheries, Marine Parks, Douglas LMAC and the Port Douglas Coastguard.

In August, the State Government created a taskforce called “War on Wrecks” (WoW) and announced a \$20 million fund to remove derelict vessels from Queensland waterways and to discuss a range of strategies to help prevent vessels from becoming derelict in the first place. Mayor Julia Leu has been appointed Deputy Chair and the first meeting was held in Brisbane on 24 August 2018. The next meeting is scheduled for 28 September 2018 in Port Douglas where the local group will meet with the WoW Taskforce with a community forum also organised for the day.



Ordinary Council Meeting - 25 September 2018



## **Resource Management**

### **Recycling Program at the Mossman Show**

New bin toppers were purchased in June to encourage recycling at Council supported events in accordance with Council's Waste Reduction and Recycling Plan. They arrived in time for the Mossman Show and resulted in some clean recycling being collected, particularly from the bar area.



*Image: New bin toppers were used at the Mossman Show 2018*

### **Preparations for a new State Waste Strategy**

Council Officers are preparing for the introduction of a new State Waste Strategy which is underpinned by a waste disposal levy in Queensland. The waste levy will be implemented on 4 March 2019 and will require considerable planning to ensure disposal sites are compliant with the new legislation and the levy is remitted accurately. The waste levy is expected to encourage investment in the industry and incentivise recycling options.

### **Landfill Capping**

The tender for the 2018/19 Capital Works project for capping another portion (11,000m<sup>2</sup>) of Killaloe Landfill will be awarded in September 2018. This capping is required by Council's environmental licence and is expected to reduce the amount of leachate which is generated at Killaloe Landfill.

### **Container Refund Scheme**

The Container Refund Scheme is set to commence in Queensland on 1 November 2018. Council Officers have been actively seeking information to ensure Council has the required information to advise members of the community, particularly in relation to proposed drop-off points. To date this information has not been forthcoming and staff are continuing to contact the relevant department requesting an update.

A vertical illustration on the left side of the page depicts a vibrant, stylized bird with a blue head, yellow beak, and a body adorned with various patterns and colors including green, orange, and black. The bird is positioned as if it is looking towards the right.

## Kerbside Collection

The following approximate volumes were collected in Council's kerbside collection service for the period June-August 2018:

- Domestic waste: 1,190 tonnes
- Domestic recycling: 386 tonnes
- Commercial waste: 310 tonnes
- Commercial recycling: 9 tonnes

Approx. 93 tonnes of scrap metal was also exported from Killaloe Transfer Station between June – August 2018.

## Sustainability

### Cities Power Partnership

As a founding member of the Cities Power Partnership (CPP), Council proudly hosted the Great Barrier Reef CPP media trip in June 2018. The CPP is Australia's largest local government climate network, made up of 70 councils from across the country, representing over 8 million Australians. In recognition of Mayor Julia's commitment to the mitigation of climate change and the CPP, she has been shortlisted for the CPP Ambassador Award. The award ceremony will take place on 18 October in Kiama, NSW.

### Resilient Coast Program

In July 2018, Council became the first Queensland council to commence Phases 6 – 8 of the Coastal Hazard Adaptation Strategy (CHAS). Predominately funded by the Queensland Government, under the QCoast2100 program, the CHAS considers future hazards predicted to impact the Douglas coastline up until the year 2100.

The Resilient Coast website, launched in March 2018 contains information about Council's resiliency to coastal hazards, including coastal erosion and storm tide inundation. It also details Council's progress towards building a CHAS. The website provides a range of project updates, fact sheets and details upcoming events, such as community workshops. The Resilient Coast website can be accessed via: <https://ourcoast.douglas.qld.gov.au>

The Resilient Coast team are currently preparing for the second round of community workshops, which will be held in late October in Cape Tribulation, Mossman and Port Douglas. The workshops will give the Douglas communities the opportunity to comment on the CHAS work to date and help shape the final strategy.

### Carbon Footprint

Council's carbon footprint has been calculated and includes:

- Electricity use in council sites, e.g. offices, depots, public toilets and streetlights;
- Diesel and unleaded fuel use, e.g. council vehicles and equipment;
- Waste sent to Killaloe Landfill, including legacy emissions; and
- Wastewater treatment processes.

The carbon footprint will be further refined and checked before being released as part of Council's first State of the Environment Report.

## Disaster Management

A meeting of the Douglas Local Disaster Management Group (LDMG) was held on June 1, 2018. Highlights of the meeting included the adoption of the new version of the Community Emergency Support Sub-Plan, a presentation on the Human & Social Recovery & Personal Hardship Assistance Scheme by Kezia Vonarx, Department of Communities, Disability Services and Seniors (DCDSS) and discussion on the impacts of ex Tropical Cyclone Nora, in particular the associated flooding and the landslips on Murphy Street, Port Douglas.

The next meeting of the LDMG will be held on Friday September 14, 2018 and will include a review of the recently completed new sub-plans for Public Information and Warnings and the Recovery.

A review of Council's Disaster Management Plan is scheduled for September 12, 2018. The review is conducted in partnership with QFES and the District Disaster Coordinator in line with the Inspector General Emergency Management requirements.

In August Council's Local Disaster Coordinator and Disaster Administrative Support Officer attended the Guardian workshop and conference in August.

The Guardian disaster management platform is undergoing significant changes which will assist in the management of events. Movement of the system to a cloud based program will allow Guardian to be remotely accessed which will be particularly useful when key staff are isolated as happened during the March 2018 event around ex TC Nora. Significant improvements are also expected in the update of information to Council's Disaster dashboard with in field updates of road closures being made much simpler.

A consultant has been engaged to develop a flood forecasting system for the Mossman River. This system will assist staff in anticipating likely events and the level of flooding to enhance decision making and the allocation of resources leading up to and during events.

The LDC met with staff from the BoM and a local weather forecast for Port Douglas is currently being developed for introduction prior to the storm season. In addition the BoM have agreed to participate in a flood exercise prior to the season with staff from the Douglas and Cairns incident management teams.

## Environmental Health

Environmental Health Officers (EHO) obtained Environmental Health Australia professional membership in June. Soon after EHOs each attended an EHA training course.

In June, Tim O'Brien attended the 3-day Introduction to Mosquito Management course in Roma.

In August, Louise Stayte attended the 5-day Environmental Health Disaster Management Course in Townsville.

Both courses provided the EHOs with valuable skills and knowledge to apply to their roles at Douglas Shire Council.



## INFRASTRUCTURE

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

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

- signage crew line marked and painted all speed humps north of the river and completed RMPC work on the Mossman - Daintree Road at Rocky Point clearing guard rails and drains of vegetation;
- concrete crew completed footpath repairs in Port Douglas;
- grading crew attended to tree trimming on side roads north of the ferry;
- roadside slashing works completed on Mossman - Daintree Road;
- patching crew commenced drain cleaning works in Port Douglas;
- Millman Drive drain repairs completed;
- Syndicate Road is open both ways after removing the spoil this month;
- Contractors (Toxfree) completed drain pipe cleaning in Grant, Owen, Warner and Mowbray Streets; and
- path grinding in Mossman to remove trip hazards has commenced. Port Douglas has been completed.



*Image: Syndicate Road Landslide*

RMPC works are progressing well. The table below shows RMPC performance June – August

RMPC Revenue (Ex GST)	
Month	Amount
June	\$ 19,629
July	\$ 20,749
August	\$ 58,312
<b>Total for the Quarter</b>	<b>\$ 98,690</b>

There has also been an increase in the 2018-19 RMPC and the new contract value is \$400,000.

Our construction teams completed the following Capital Works Projects during this period:

- completion of Forest Creek Road culvert renewal;
- commenced Upper Daintree culvert replacement works;
- completion of Greys Creek Road culvert; and
- completion of the new depot lunch room.

Infrastructure projects in progress include:

- Digger Bridge Replacement Project excavation completed and original Diggers Bridge Pile recovered;
- Road Safety audit for Mowbray Valley major rural roads being implemented;
- Ribbon Avenue drainage upgrade workshop held with Councillors and local residents;
- Warner Street Upgrade entering public consultation phase of the project; and
- Principal Cycle Network Stage 1 – Cooya Beach to Mossman concept design request for quotation underway.



*Image: Diggers Bridge Construction Site*





*Image: Diggers Bridge Renewal*

During this quarterly period the Biosecurity team conducted the Siam, Miconia and Hiptage treatment programs. The crew also assisted Biosecurity Queensland with the Yellow Crazy Ants (YCA) Taskforce 2018 in Cairns.

Our pest animal controllers have trapped and destroyed a total of 235 feral pigs during this period.

The Nursery operations supplied a total of 2,372 native plants for revegetation and landscape works to land care groups, residents and Council works. Of the plants supplied over 1,330 were sold contributing to Council's revenue. To date our nursery has supplied 1,867 this financial year.

The Parks and Gardens Team have completed the following tasks:

- crusher dust replacement paths and top dressing turf areas to eliminate trip hazards in Market Park;
- line of sight/garden clearances and mulching along Port Douglas Road;
- bollard installation to eliminate vehicles driving along front of Port Douglas Sporting Precinct club rooms;
- direct seeding Spring Creek, Rocky Point and Wonga Beach for natural revegetation;
- preparations/cleanup for Ironman Cairns;
- preparations/cleanup for the Mossman Show;
- grounds preparation at Cow Bay for planting of Lone Pine tree at the memorial;
- Contractor completed repairs to Little Cove/Water reservoir section of Flagstaff Hill Walking Trail and that section was reopened to the public;
- replacement park signage to Port Douglas Parks
- Stage 1 of Flagstaff Hill Walking Trail revegetated;
- implemented of iAuditor reporting software to Public Spaces; and
- Coconut Management Action Plan adopted by Council.

During this period the Parks and Gardens teams have also conducted over 6,816 accomplishments/routine maintenance tasks as can be seen below:

- accomplishments recorded by Open Spaces work teams Jun/Jul/Aug - 3,408;
- accomplishment associated with Amenity Maintenance (Toilets and BBQ) – 1,864; and
- accomplishments associated with all other Open Space related tasks –1,544



The Crews also recorded 48 defects for the same period which will be prioritised into the maintenance management system for rectification works.



*Image: New park signage Port Douglas*

### **Fleet Services**

Council took delivery of three (3) new vehicles in this period, continuing the renewal of fleet assets. Eight (8) new utilities have been ordered as part of the fleet renewal program for 2018/2019.

Additionally, fleet services have been busy completing an audit of all plant and vehicles. Small plant has continued to be maintained to the required standards in support of Council maintenance crews.

### **Facilities Management**

The 2018/2019 financial year will see a large number of projects rolled out through the coming months. The toilet block refurbishment program and picnic shelter replacements at Thornton Beach, both of which are being funded by the W4Q round two, are progressing well. The roll out of new fire evacuation plans as part of the operational works program is moving forward and should be completed within the next couple of months.



The new depot staff lunch area was completed in time for the Employee Service Recognition Breakfast in August. This new facility provides a large usable area for staff functions.



*Image: Council Concrete crew pour the new depot lunchroom floor.*



*Image: Employee Service Recognition Breakfast on August 30th.*

## WATER AND WASTEWATER

Operations in the Water and Wastewater Group have been completed as planned, with an emphasis on:

1. regulation compliance;
2. commencement of Capital Projects and Carry-over completions;
3. strategic network planning;
4. rectification of faults and defects; and
5. scheduled Maintenance.

### Water Restrictions

Level 2 water restrictions have continued to be enforced throughout the reporting period. The Emergency Water Action Group (EWAG) is continuing to monitor water intake levels and consumption. Intake levels are slowly dropping as the dry season progresses and consumer demand is steadily increasing. It is anticipated level 2 water restrictions will be reinforced for the remainder of the dry season.

### Training

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

Forklift accreditation has been obtained for one operator in the water department and five staff members within Water and Wastewater have received their certificate in Liquefied Chlorine Gas Disinfection and Confined Space training.

The Technical Support Officer and Environmental Technical Officer from Water and Wastewater attended a Health Based Targets workshop held by Department of Natural Resources, Mines and Energy (DNRME) in Cairns. The intention of the workshop was to improve understanding of proposed changes in the water industry regulations to ensure Council meets the new standards for compliance.

In July the Water and Wastewater Coordinator, Team Leader Wastewater, Team Leader Water Reticulation and Environmental Technical Officer attended an Australian Water Association (AWA) North Queensland Regional Conference in Cairns. The workshop included a trade exhibition together with presentations in most recent research and projects in Queensland.

### Water

The Douglas Shire Council Drinking Water Quality Management Plan (DWQMP) was presented to the Council on 5 June 2018 in the Ordinary Council Meeting and has been endorsed. The new DWQMP has been implemented encompassing all water treatment assets and processes and reflects on the high level of commitment to maintaining and improving water quality for the residents of Douglas Shire.

All tested parameters in drinking water samples during the reporting period were compliant with the Australian Drinking Water Guidelines (ADWG) and the Public Health Act. Council received one water quality notification during this period. The water quality at customer's tap was tested and water quality results showed the water to be good quality and within ADWG. The customer was satisfied with the outcome.

Water intake levels have slowly decreased due to the dry season but still remain adequate for consumer demand. The water teams continue to closely monitor intakes levels to ensure Council has adequate supply for customers.



General maintenance on the water reticulation network was carried out during the reporting period on all schemes, including all intakes. Regular inspections of reservoirs and pump stations have been carried out and flushing programs were completed as need basis to keep acceptable chlorine residuals.

There were 195 service repairs undertaken during this period, and 9 water main breaks that were repaired. There were also 124 settlement reads and 21 new service installations.

### Wastewater

General and preventative maintenance duties were carried out at both Waste Water Treatment Plant sites during the reporting period. Major repairs to a house connection branch line located at Sands Estate involved dewatering the site and removing the broken pipe (refer to photos below). At the Port Pacific pump station, a major cleanup was completed that was caused by the high rainfall event earlier in the year (refer to photos below). During a routine cleaning and maintenance inspection on our sewer network along Murphy Street - Port Douglas it was discovered that a communications conduit drilled through our sewer main. A Telstra conduit was located and they are in the process of removing/replacing the conduit and repairing our sewer main (refer to photo below).

Contractors have also serviced all major pump stations in the sewerage network to prolong the life of the pumps and to reduce blockage events.



*Image: Sands Estate*



*Image: Port Pacific Pump Station before and after shots*



During the reporting period, there were two wastewater effluent quality exceedance at Mossman wastewater treatment plant, where ammonia levels of 2.1 mg/L & 1.2mg/L were found. The incidents occurred on 11 July and 22 August 2018 and were reported to the Department of Environment and Science (DES) as soon as the results were known.

In this reporting period there were a number of projects that were completed, including: the Stage 1 Whyanbeel to Mossman water main interconnection, Grant Street water main realignment, the water connection at the Depot Diner and the MA pump replacement at the Mossman Wastewater Treatment Plant. Construction has begun on the new Mossman Wastewater Treatment Plant second clarifier and Stage 2 of the Whyanbeel to Mossman water mains interconnection. The new reservoir and the Mossman water treatment backwash water discharge plant are continuing (refer to below photos).

*Image: Stage 1 Whyanbeel to Mossman water main connection*



*Image: Mossman WWTP MA pump replacement*



*Image: Mossman water treatment backwash water discharge reuse package plant*





*Image: Port Douglas wastewater treatment plant grit classifier installation*



The Grit Classifier is one of the initial stages of wastewater treatment. The original grit classifier at the Port Douglas Wastewater Treatment Plant was leaking due to corrosion and was constantly being repaired.

A new Grit Classifier was supplied and installed by Douglas Shire Council staff with the assistance of electrical and steel fabricator contractors. See photos above.

DOUGLAS SHIRE COUNCIL

# ORGANISATIONAL REPORT CARD

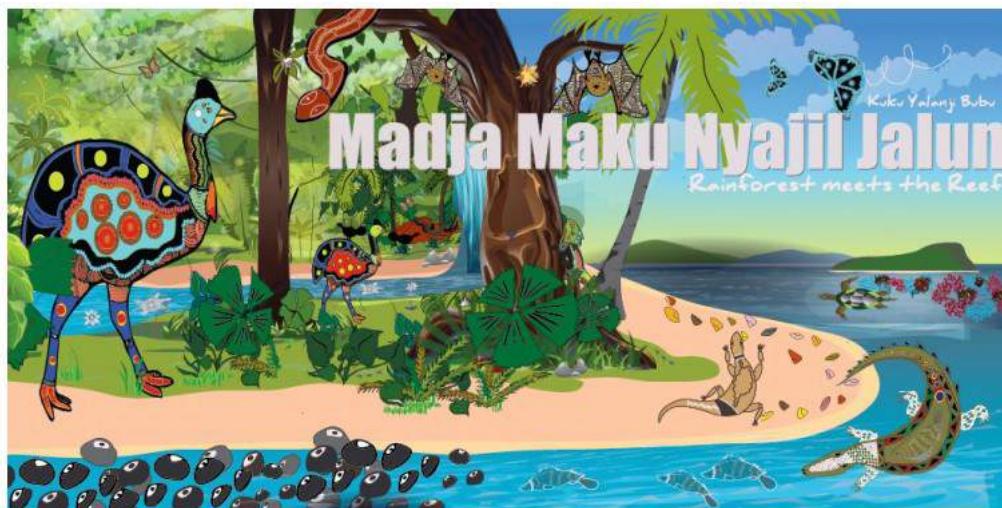
2017 - 2018

June 2018 – August 2018

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



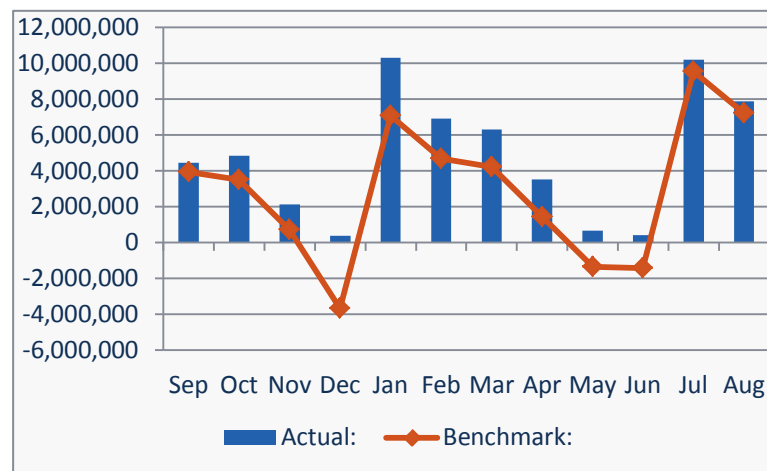




Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

# 1.0 FINANCIAL PERFORMANCE

## 1.1 Operating Result – Actual vs. Budget

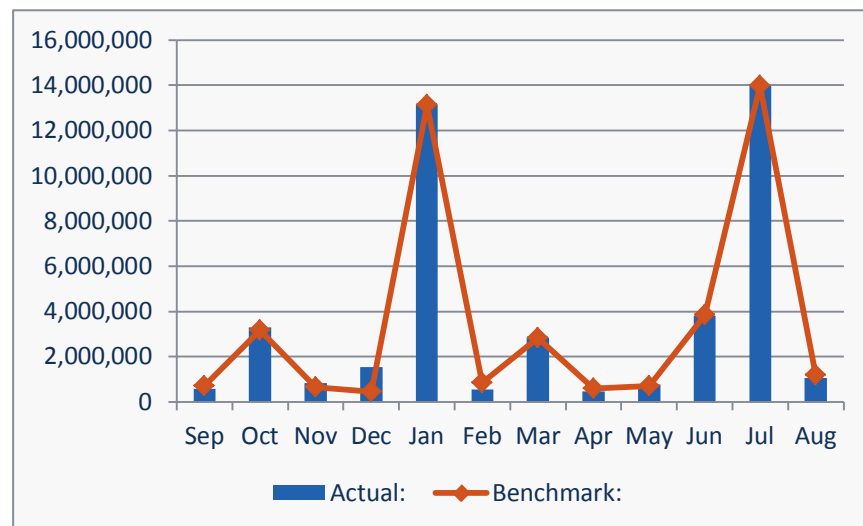


	June	July	August
<b>Benchmark:</b>	-1,421,390	9,523,814	7,200,708
<b>Actual:</b>	432,911	10,188,937	7,860,337
<b>Variance:</b>	1,854,301	665,123	659,629

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

**Interpretive Comments:** Council adopted the 2018-2019 Annual Budget on 19 June 2018. The operating result is currently ahead of budget.

## 1.2 Revenue Against Budget



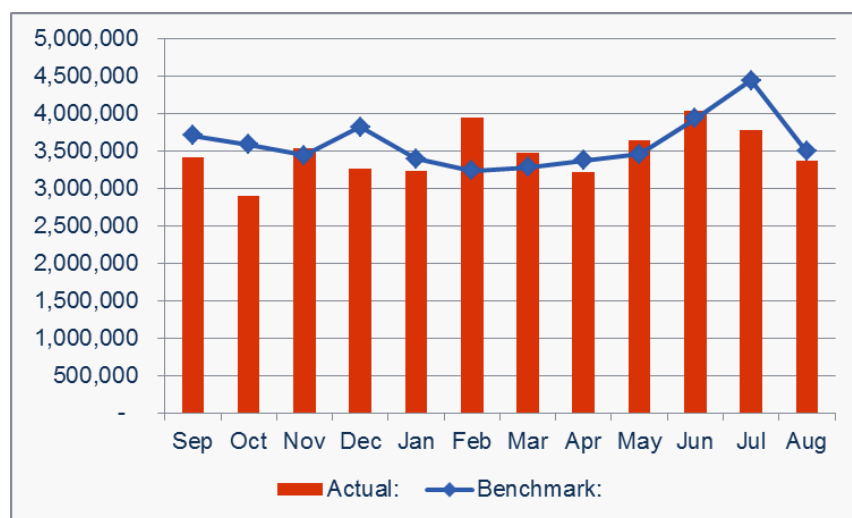
	June	July	August
<b>Benchmark:</b>	3,852,257	13,976,471	1,178,476
<b>Actual:</b>	3,808,927	13,974,505	1,050,665
<b>Variance:</b>	-43,330	-1,966	-127,811

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

**Interpretive Comments:** At this early stage of the financial year, Council has collected 35% of its forecasted revenue.



### 1.3 Expenses Against Budget

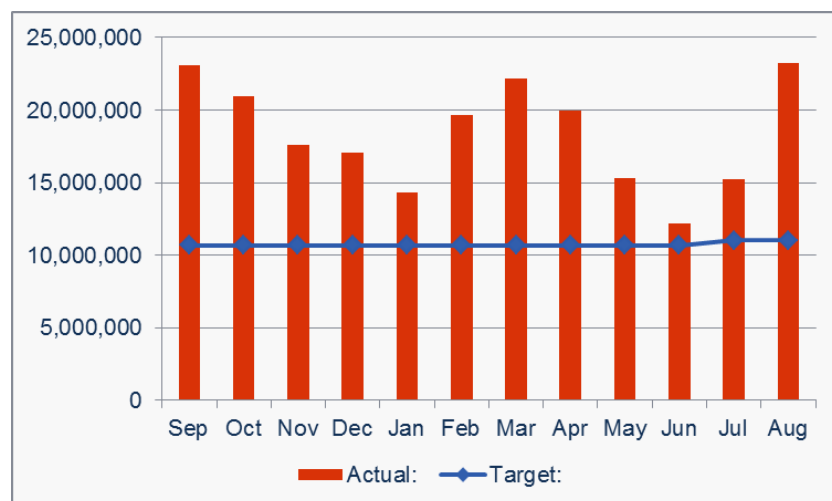


	June	July	August
<b>Benchmark:</b>	3,939,593	4,452,657	3,501,582
<b>Actual:</b>	4,039,783	3,785,568	3,379,265
<b>Variance:</b>	100,190	-667,089	-122,317

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

**Interpretive Comments:** Year to date operating expenditure is currently under budget

### 1.4 Capacity to Meet Operational Expenses

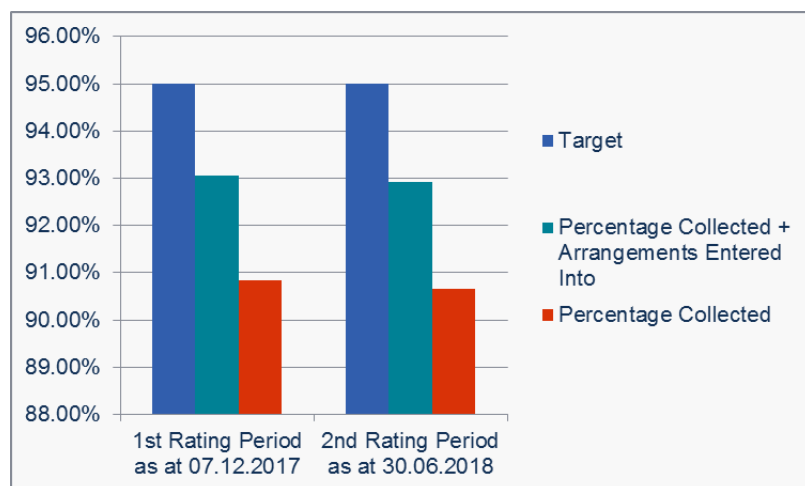


	June	July	August
<b>Target:</b>	10,676,738	11,018,864	11,018,864
<b>Actual:</b>	12,170,111	15,213,268	23,249,492
<b>Variance:</b>	-1,493,373	-4,194,404	-12,230,628

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

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

## 1.5 Rates Collected



	1 <sup>st</sup> Rating Period	2 <sup>nd</sup> Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	93.06%	92.93%
Percentage Collected:	90.84%	90.67%

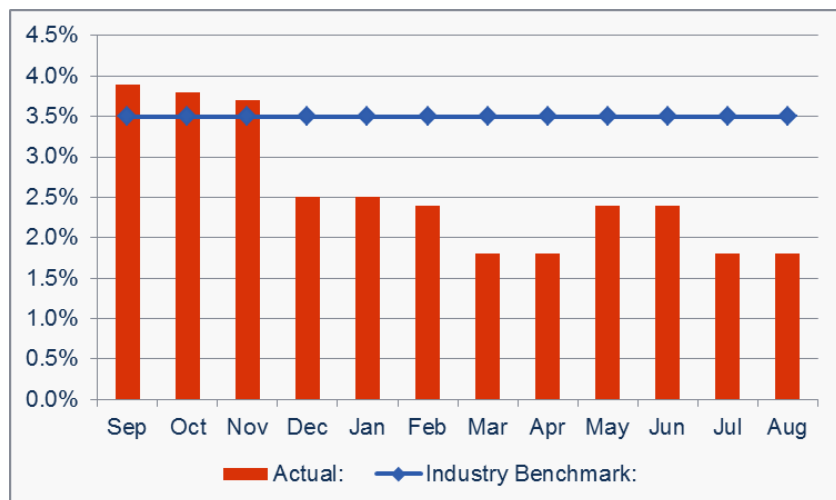
**Explanatory Notes:** Demonstrates the collection rate of Council levies which contribute to over 80% of Total Revenue. Target is to have less than 5% of levies outstanding at the end of each six monthly rating period. This graph excludes water consumption charges.

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



## 2.0 HUMAN RESOURCES

### 2.1 Lost Time – Workplace Injury

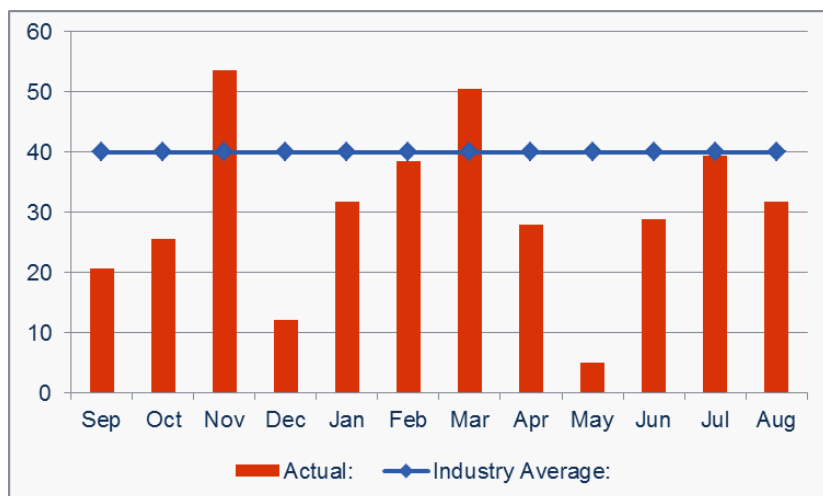


	June	July	August
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	2.4%	1.8%	1.8%

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

**Interpretive Comments:** For the twelve month period ending 30 June there were four LTIs, and for the twelve month periods ending 31 July and 31 August there were three LTIs. The injuries were: wrist injury, back strain, tendon tear. Of the three incidents only one remains open.

### 2.2 Efficiency of Filling Positions Vacant

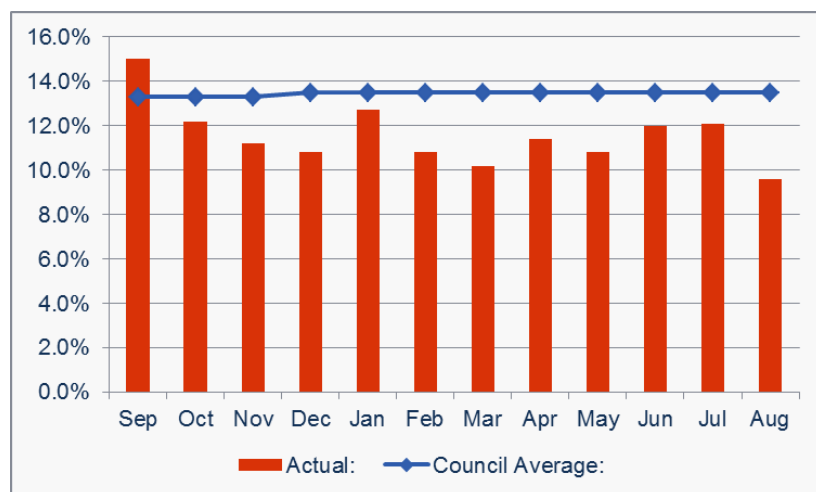


	June	July	August
Maximum:	40.0	40.0	40.0
Actual:	28.9	39.3	31.8
Variance:	11.1	0.7	8.2

**Explanatory Notes:** This is calculated as the number of working days from advertisement of a role to when an offer is made. Council expects roles to be filled within eight weeks.

**Interpretive Comments:** Council filled six roles this quarter with an average turnaround of 33.3 days.

## 2.3 Monthly Staff Turnover

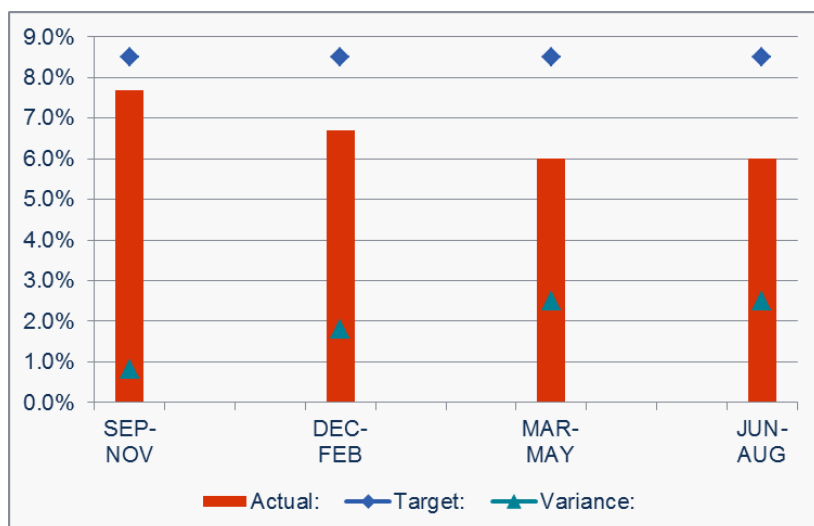


	June	July	August
Maximum:	13.5%	13.5%	13.5%
Actual:	12.0%	12.1%	9.6%
Variance:	1.5%	1.4%	3.9%

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

**Interpretive Comments:** The average number of staff exiting Council in the last 12 months was eighteen for this reporting quarter, which is 18.6% for this reporting quarter, which is 11.3% of total staff.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



### June 2018 – August 2018

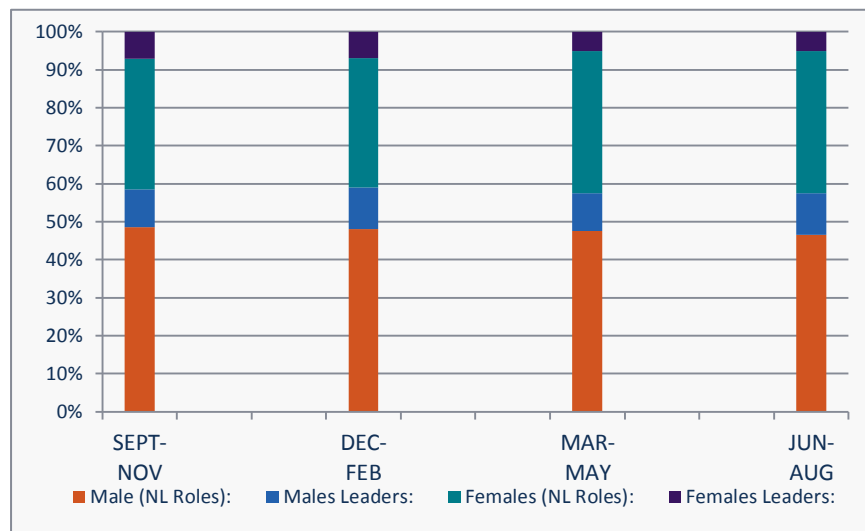
Maximum:	8.5%
Actual:	6.0%
Variance:	2.5%

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

**Interpretive Comments:** In its current workforce Council employs ten Aboriginal and Torres Strait Islander staff. Senior Management continues to explore opportunities to increase this segment of the workforce.



## 2.5 Workplace Diversity – Males & Females



### June 2018 – August 2018

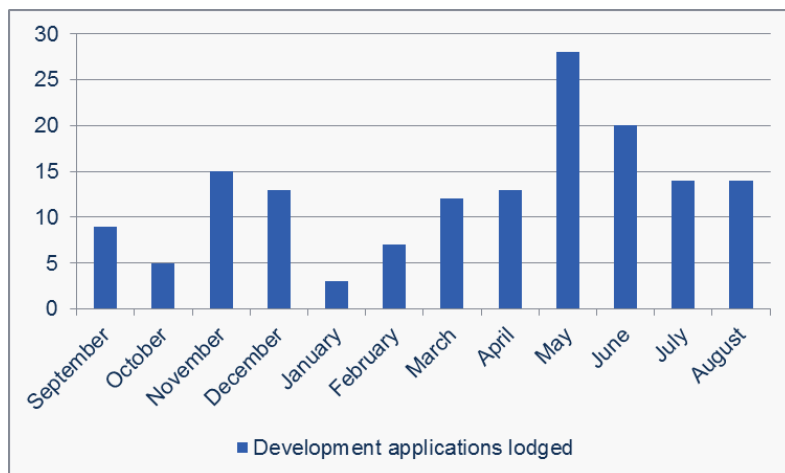
Males (NL roles):	46%
Males	11%
Females (NL roles):	37%
Females:	5%

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

**Interpretive Comments:** In this Quarter Council employed an average of 166 staff - 57% male and 43% female. 19 of the 95 male staff are leaders and 9 of the 71 female staff are leaders.

## 3.0 SUSTAINABLE COMMUNITIES

### 3.1 Development Applications Lodged

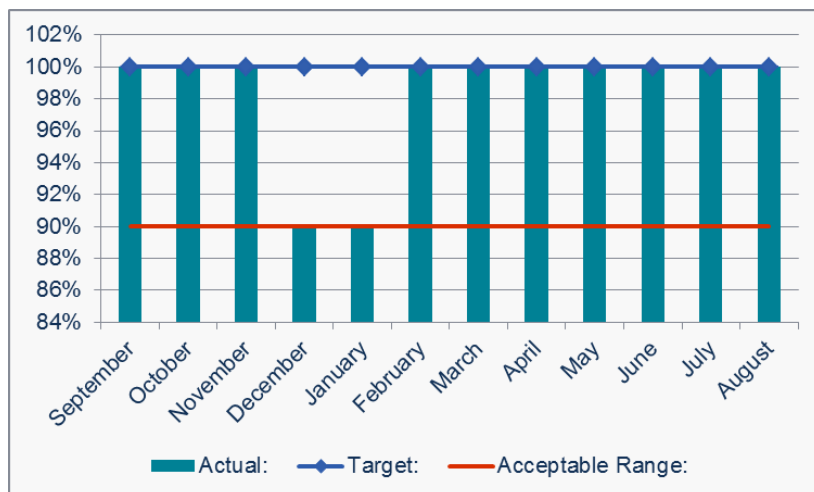


	June	July	August
Actual:	20	14	14

**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:** June saw an increase in the number of development applications. This increase may be as a consequence of the end of the financial year. The applications received in June and July are representative of previous months.

### 3.2 Assessments Completed Within Statutory Timeframe



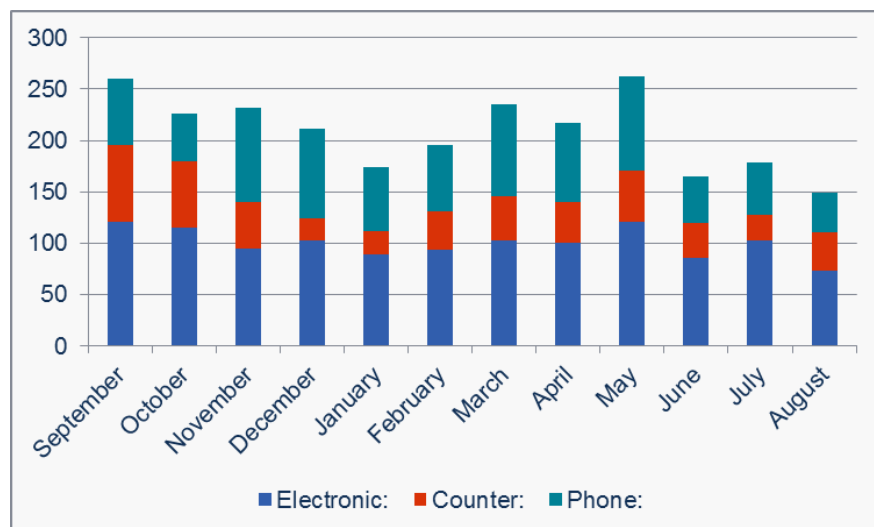
	June	July	August
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

**Explanatory Notes:** This figure represents the number of delegated authority development applications approved within statutory timeframes. Deemed approvals for the two items not decided within statutory timeframe.

**Interpretive Comments:** Delegated authority applications continue to be assessed within statutory timeframes.



### 3.3 Development & Assessment Officer Enquiries

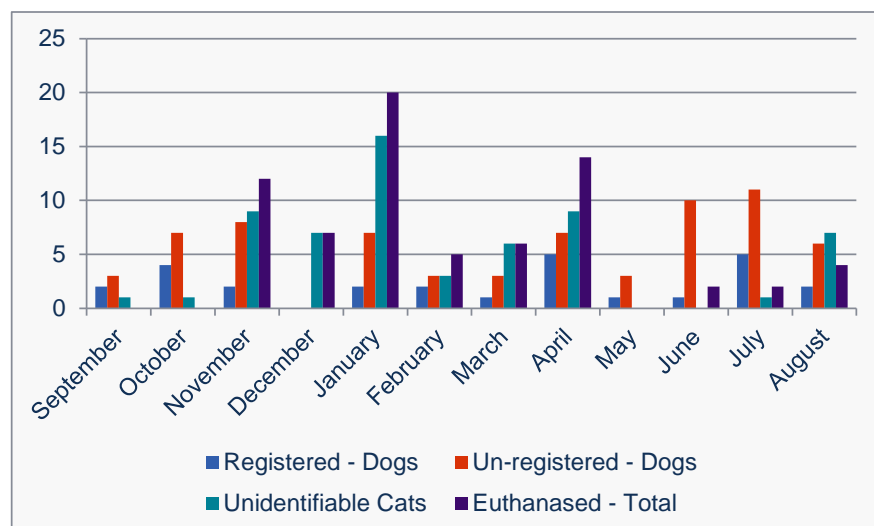


	June	July	August
Electronic:	85	102	73
Counter:	35	26	37
Phone:	45	51	39

**Explanatory Notes:** Figures capture the number of planning enquiries received via the front counter and via phone.

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

### 3.4 Animal Impoundments

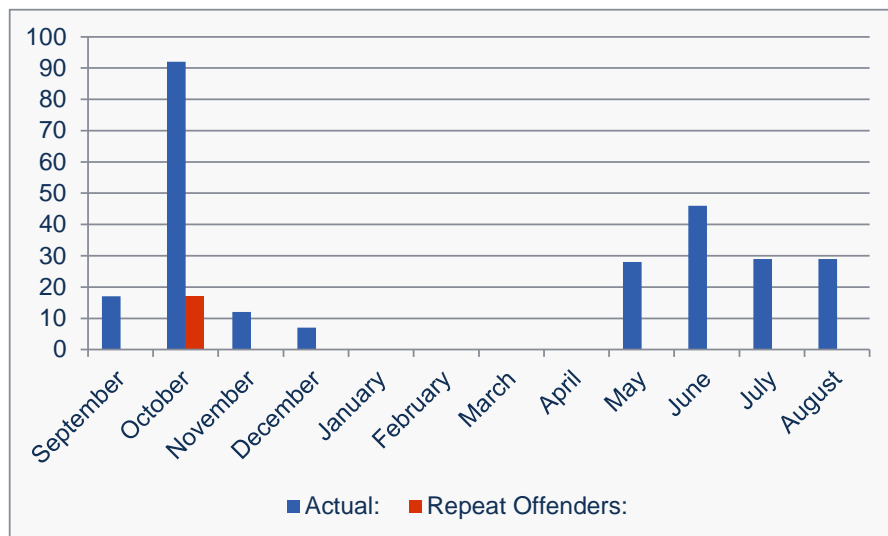


	June	July	August
Registered - Dogs	1	5	2
Un-registered - Dogs	10	11	6
Unidentifiable Cats	0	1	7
Euthanased - Total	2	2	4

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

**Interpretive Comments:** The spike of cats in August was the result of a number of feral cats being removed from a residence in Mossman.

### 3.5 Illegal Camping



	June	July	August
Actual	46	29	29
Repeat Offenders	0	0	0

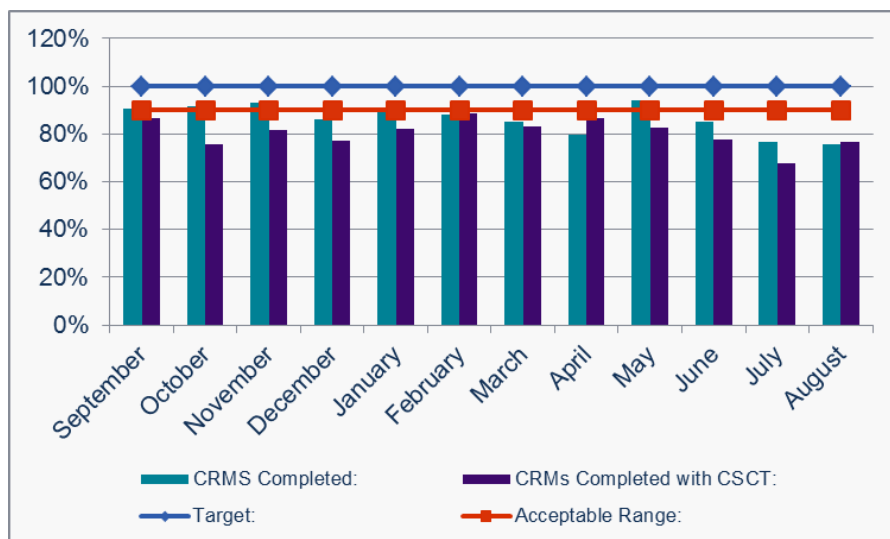
**Explanatory Notes:** The figures give an overall indication of the number of illegal campers that the local laws officers had direct contact with and reflect actual campers rather than vehicle numbers.

**Interpretive Comments:** Numbers are significantly lower for the same period last year, which would suggest that initiatives undertaken by officers, including patrols and additional signage is having the desired effect.



## 4.0 CUSTOMER SERVICE

### 4.1 Customer Request Management (CRM) Records



	June	July	August
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>CRMs Completed:</b>	85.21%	76.88%	75.81%
<b>CRMs Completed within CSCT:</b>	77.78%	67.95%	76.89%

**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:** Leaders are working with their staff to rectify the reduced completion rates.

## 4.2 Top 5 CRMs

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

### June

	Category	Quantity
1.	Leaking/Broken Service Pipe	56
2.	Planner of the Day	41
3.	Trees (street/park)	21
4.	Planning – Current Application	18
5.	Dog – Stray/Roaming/Off Lead	13

### July

	Category	Quantity
1.	Leaking/Broken Service Pipe	49
2.	Planner of the day	35
3.	Trees (street/park)	28
4.	Water-Residential Repair/Replace	21
5.	Waste General - Enquiry	14

### August

	Category	Quantity
1.	Rates – Arrangement to Pay	73
2.	Leaking/Broken Service Pipe	58
3.	Planner of the Day	39
4.	Local Laws Miscellaneous	28
5.	Trees (street/park)	27

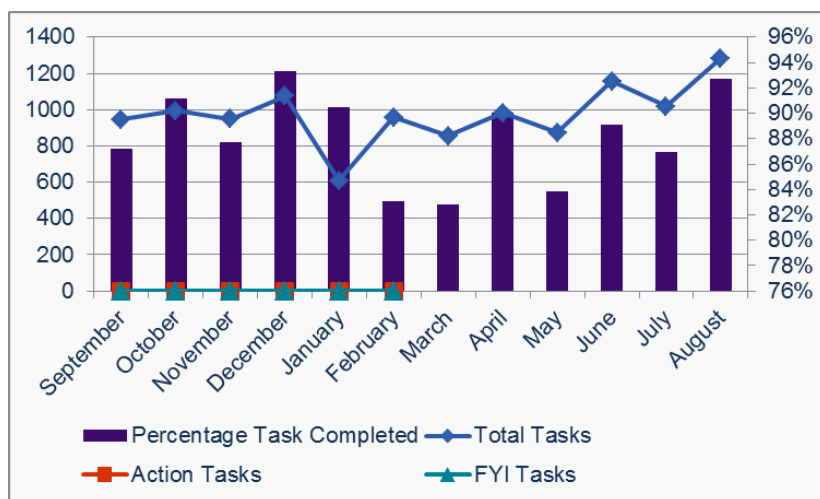
## 4.3 General Customer Enquiries

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

	June	July	August
enquiries@douglas.qld.gov.au (direct email and via web)	1895	1907	1866
Phone Calls to 4099 9444	2026	2135	2583



## 4.4 Inwards Correspondence Actioned

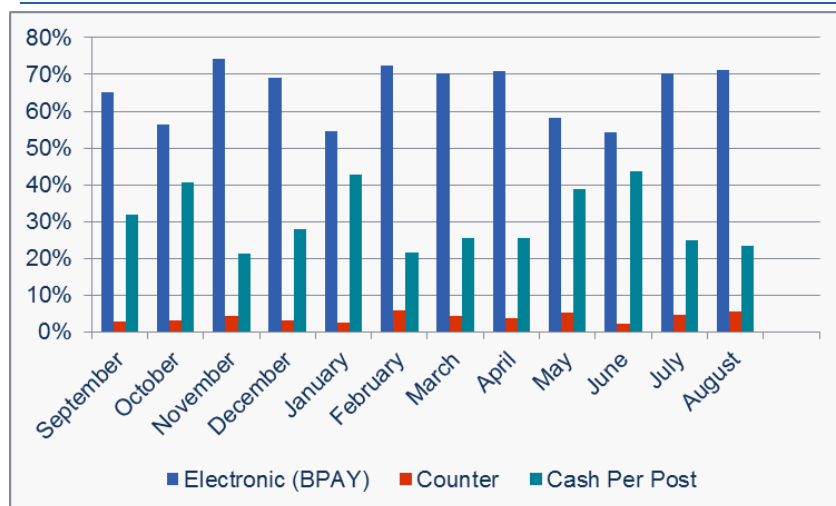


	June	July	August
<b>Total Tasks:</b>	1158	1018	1283
<b>Action Tasks:</b>			
<b>FYI Tasks:</b>			
<b>Percentage Task Complete</b>	89.12%	86.94%	92.75%

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

**Interpretive Comments:** A high completion rate of tasks has been achieved over the last three months.

## 4.5 Rates Payment Methods



	June	July	August
<b>Electronic (BPAY):</b>	54.25%	70.26%	71.13%
<b>Counter:</b>	2.20%	4.74%	5.46%
<b>Cash Per Post:</b>	43.55%	25.00%	23.42%

**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.

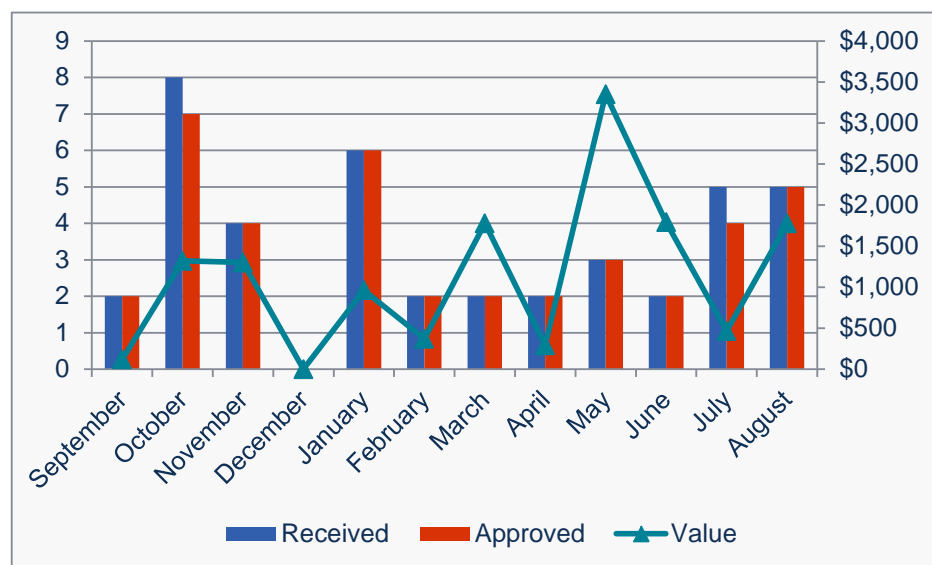
## 5.0 MEDIA AND COMMUNICATIONS

### 5.1 Council Communications to Communities

	June	July	August
Facebook Posts	70	80	80
Website (Page) Views	54,112	58,057	54,124
Public Notice Advertising	12	7	14
Media Releases	15	11	13
Community Notice Boards	0	0	0

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

### 5.2 Community In-Kind Request



	June	July	August
Received:	2	5	5
Approved:	2	4	5
Value:	\$1,790.90	\$466.13	\$1,776.11

**Explanatory Notes:** Not for profit organisations are eligible to apply for Council supplied services or venues to a maximum of \$2,000 per financial year. If not incorporated or a charity the CEO has delegation to negotiate fees and charges where circumstances warrant.