

5.13. REPORTS FROM THE OFFICE OF THE CHIEF EXECUTIVE OFFICER FOR THE PERIOD DECEMBER 2016 - FEBRUARY 2017

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DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period December 2016 – February 2017.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from December 2016 to February 2017. As part of the administration's review and continual improvement in the way the business of Council is communicated, a new section, an "Organisational Report Card" has now been developed. On a regular basis, this Report Card will provide a snapshot for Councillors and the community on a selection of operational indicators. As the Report Card is further developed and feedback is received, the data and benchmarks will be refined.

BACKGROUND

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

As we have done over the last three 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 December 2016 to February 2017.

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. Organisational Report Card December 2016 - February 2017 **[5.13.1]**
2. Report from the Chief Executive Officer December 2016 February 2017 **[5.13.2]**

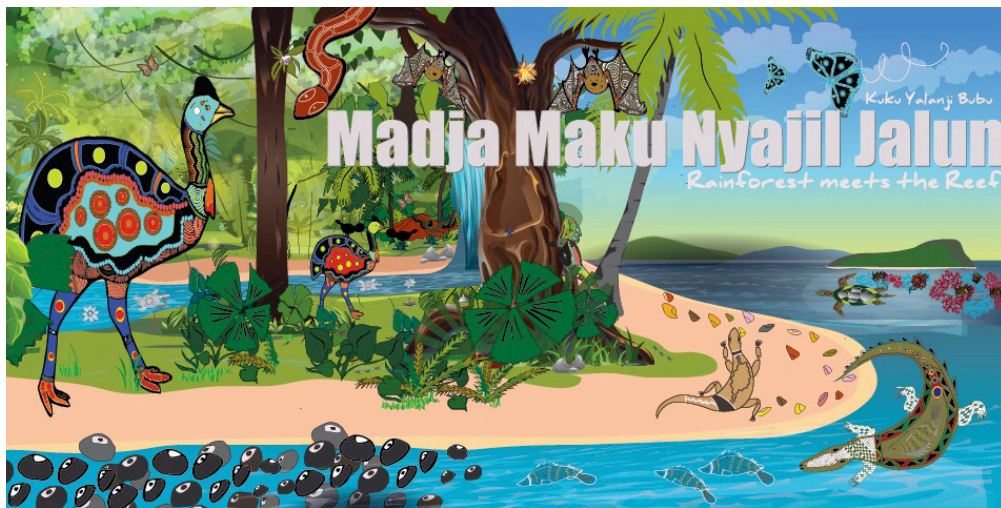
DOUGLAS SHIRE COUNCIL ORGANISATIONAL REPORT CARD

2016 - 2017

DECEMBER 2016 - FEBRUARY 2017

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

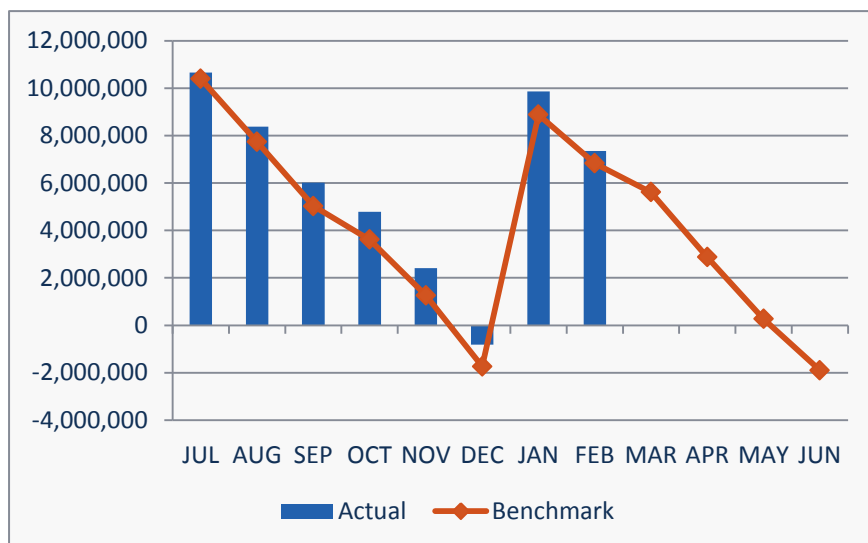




Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget

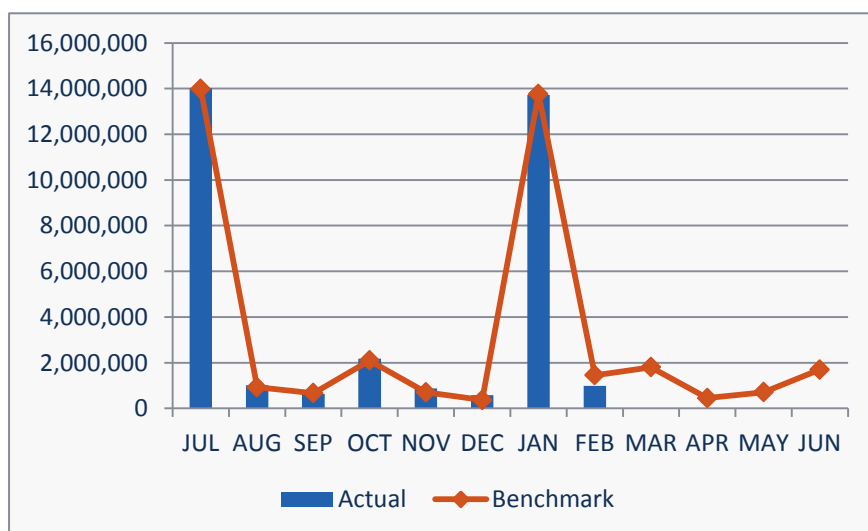


	DEC	JAN	FEB
Benchmark:	-1,732,385	8,876,599	6,827,740
Actual:	-811,617	9,866,019	7,355,471
Variance:	920,768	989,420	527,731

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

Interpretive Comments: Council adopted a revised budget in February 2017 and accordingly the actual results and forecasts are more closely aligned.

1.2 Revenue Against Budget

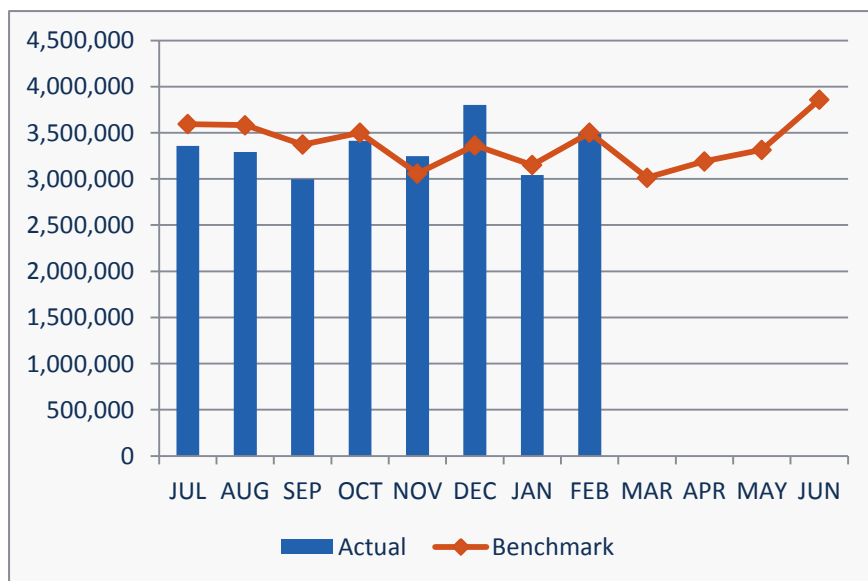


	DEC	JAN	FEB
Benchmark:	368,190	13,759,215	1,452,539
Actual:	578,763	13,719,381	980,903
Variance:	210,573	-39,834	-471,636

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

Interpretive Comments: Council adopted a revised budget in February 2017 and accordingly the actual results and forecasts are more closely aligned.

1.3 Expenses Against Budget

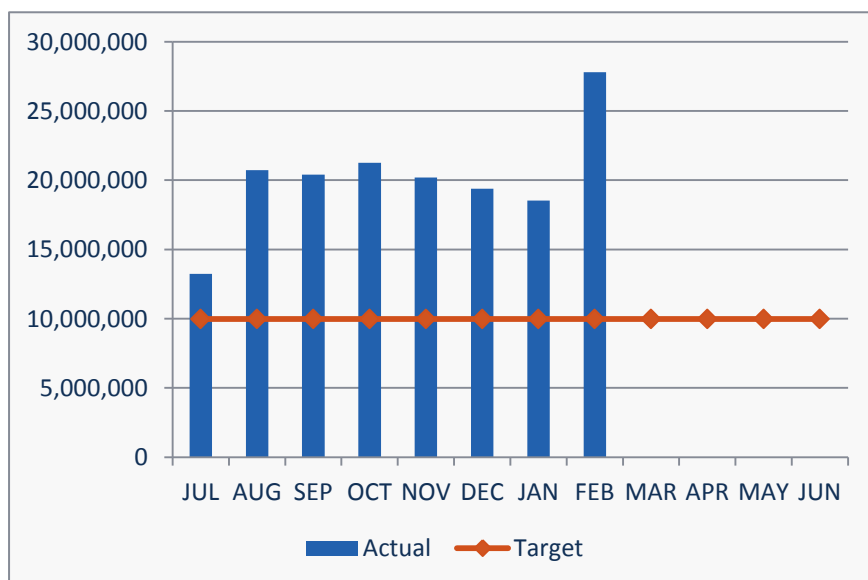


	DEC	JAN	FEB
Benchmark:	3,363,145	3,150,230	3,501,398
Actual:	3,800,041	3,041,745	3,491,451
Variance:	436,896	-108,485	-9,947

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

Interpretive Comments: Council adopted a revised budget in February 2017 and accordingly the actual results and forecasts are more closely aligned.

1.4 Capacity to Meet Operational Expenses

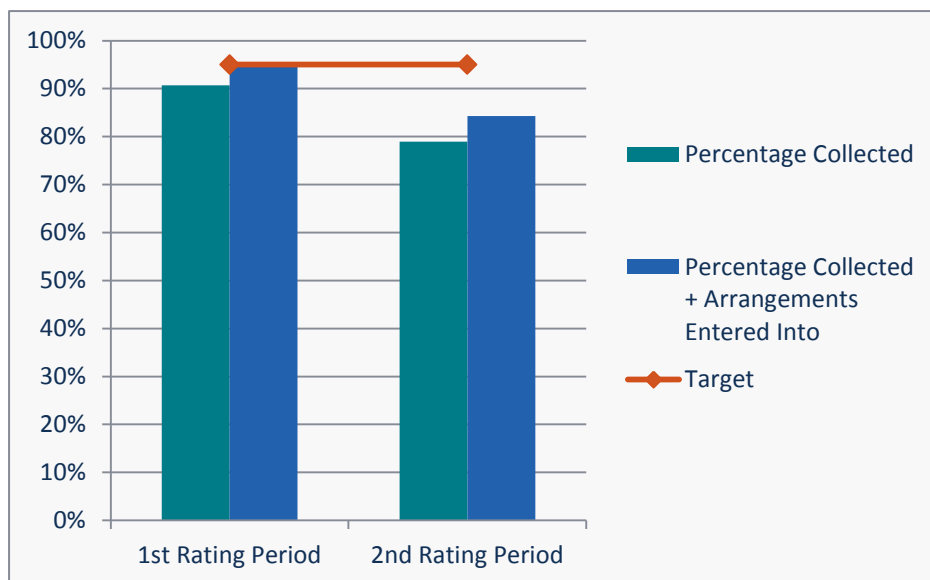


	DEC	JAN	FEB
Target:	9,980,779	9,980,779	9,980,779
Actual:	19,371,960	18,518,278	27,794,710
Variance:	-9,391,181	-8,537,499	-17,813,931

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



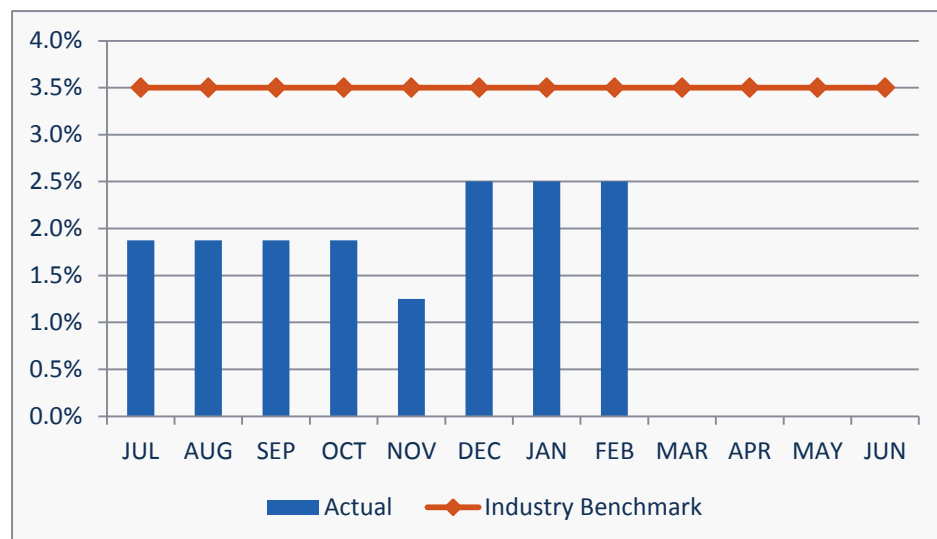
	1 st Rating Period	2 nd Rating Period
Target:	95%	95%
Percentage Collected:	89.47%	78.93%
Percentage Collected + Arrangements Entered Into:	94.02%	84.30%

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: Late February 2017 was the due date for the 2nd half yearly rate notices. This is a good result considering it is at an early stage of the debt recovery cycle.

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

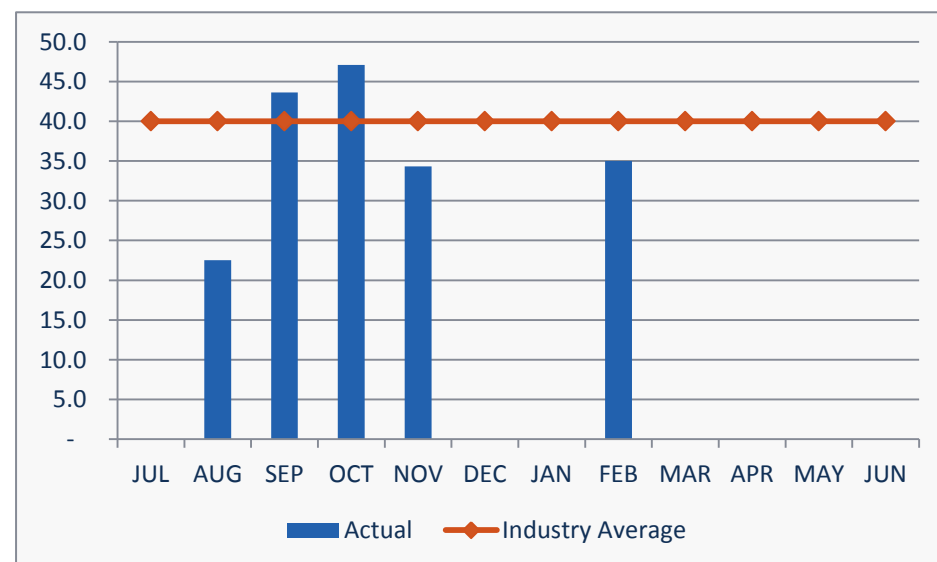


	DEC	JAN	FEB
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	2.5%	2.5%	2.5%

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

Interpretive Comments: For each of the three twelve month periods in this quarter there were four LTIs. Although higher than previous periods, this continues to be below industry average.

2.2 Efficiency of Filling Positions Vacant

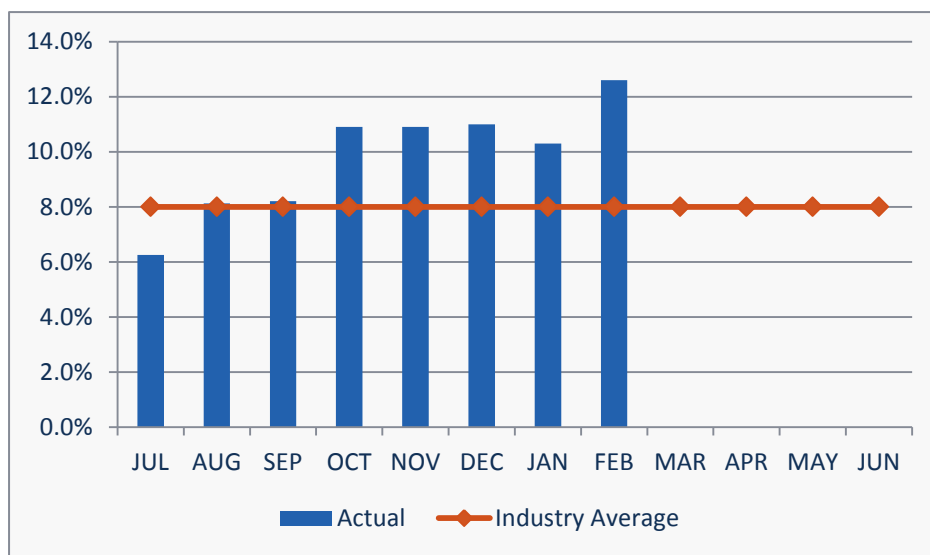


	DEC	JAN	FEB
Maximum:	40	40	40
Actual:	0	0	35
Variance:	40	40	5

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 two externally advertised roles in February - a fixed term Business Analyst role and a Labourer Public and Natural Areas. The labourer role was identified as being specifically for Aboriginal and Torres Strait Islander people.

2.3 Monthly Staff Turnover

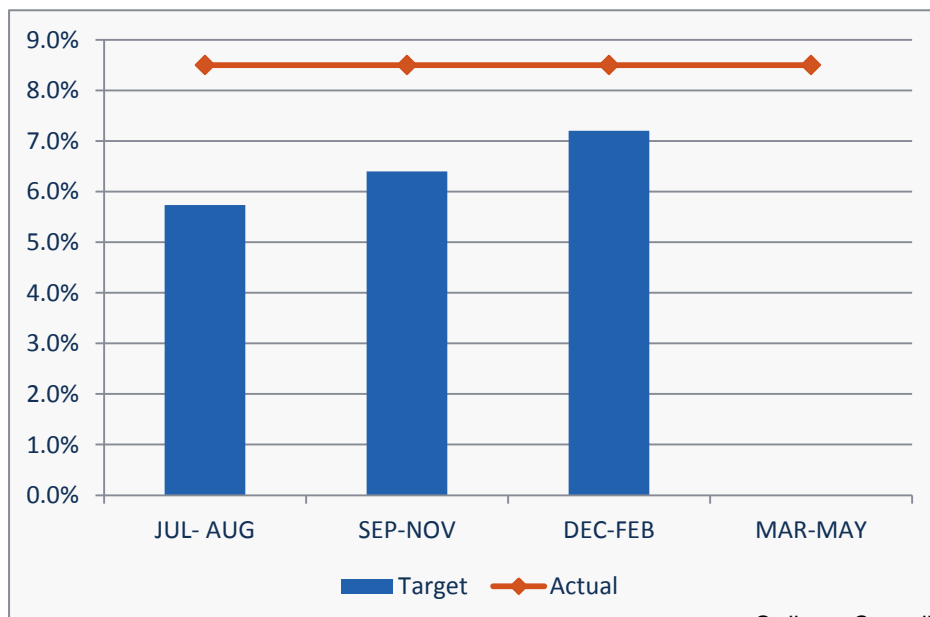


	DEC	JAN	FEB
Maximum:	8.0%	8.0%	8.0%
Actual:	11.0%	10.3%	12.6%
Variance:	-3.0%	-2.3%	-4.6%

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 December seventeen employees had left Council in the previous twelve months. This was reduced by one in January and then increased to nineteen by the end of February.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders

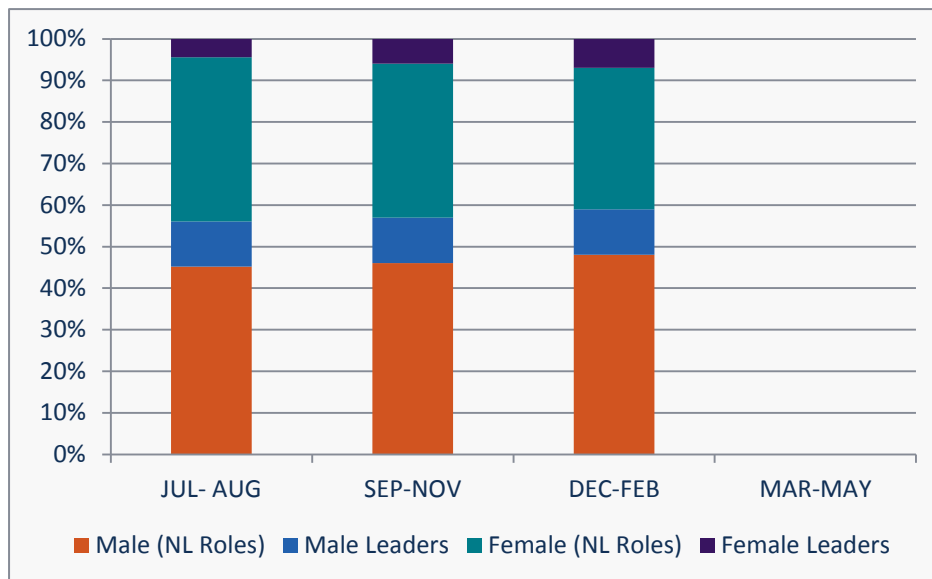


Target:	8.5%
Actual:	7.2%

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

Interpretive Comments: In this quarter Council employed an average of eleven Aboriginal and Torres Strait Islander staff. This is an addition of one staff member from last quarter, with a Public and Natural Areas Labourer being appointed in February.

2.5 Workplace Diversity – Males & Females



DEC-FEB

Males (NL roles): 48%

Males: 11%

Females (NL roles): 34%

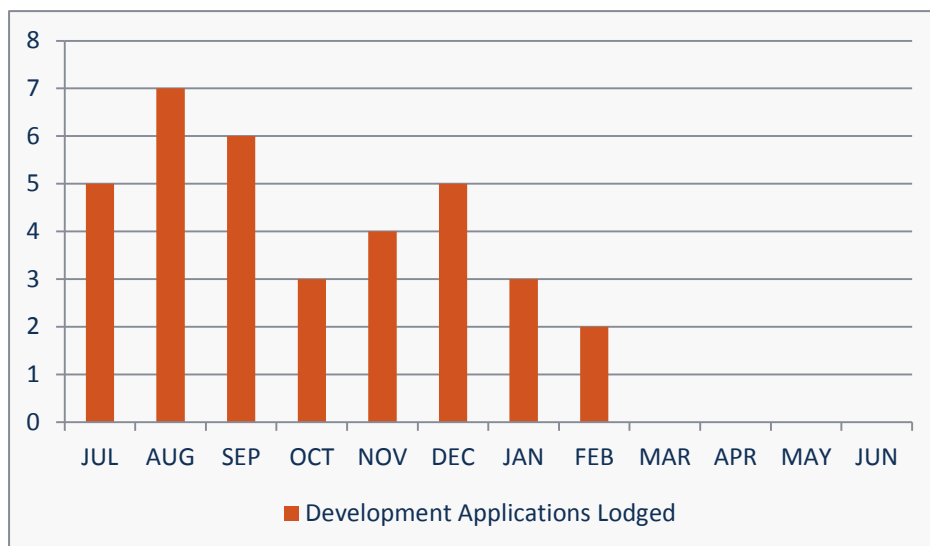
Females: 7%

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

Interpretive Comments: In this Quarter Council employed an average of 154 staff - 59% male and 41% female. 17 of the 90 male staff are leaders and 11 of the 64 females staff are leaders.

3.0 SUSTAINABLE COMMUNITIES

3.1 Development Applications Lodged

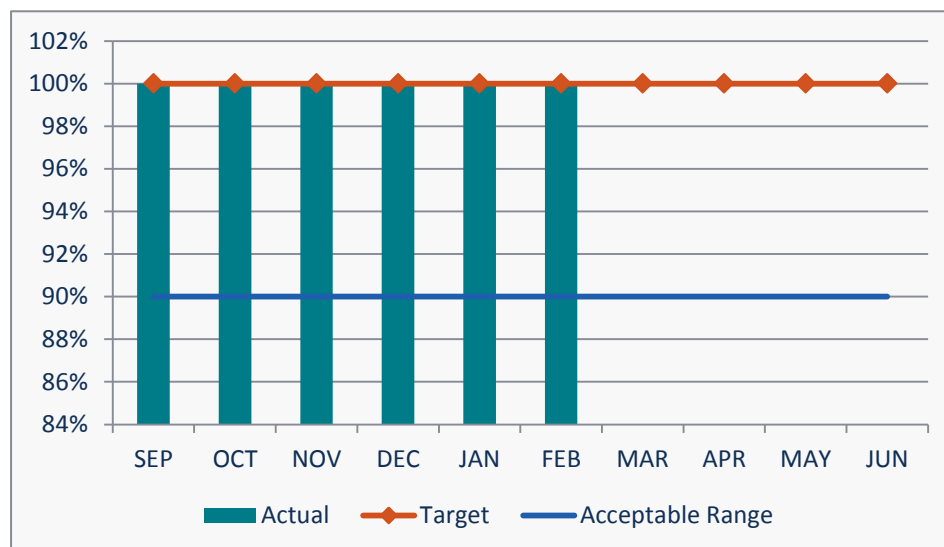


	DEC	JAN	FEB
Actual:	5	3	2

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

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

3.2 Assessments Completed Within Statutory Timeframe

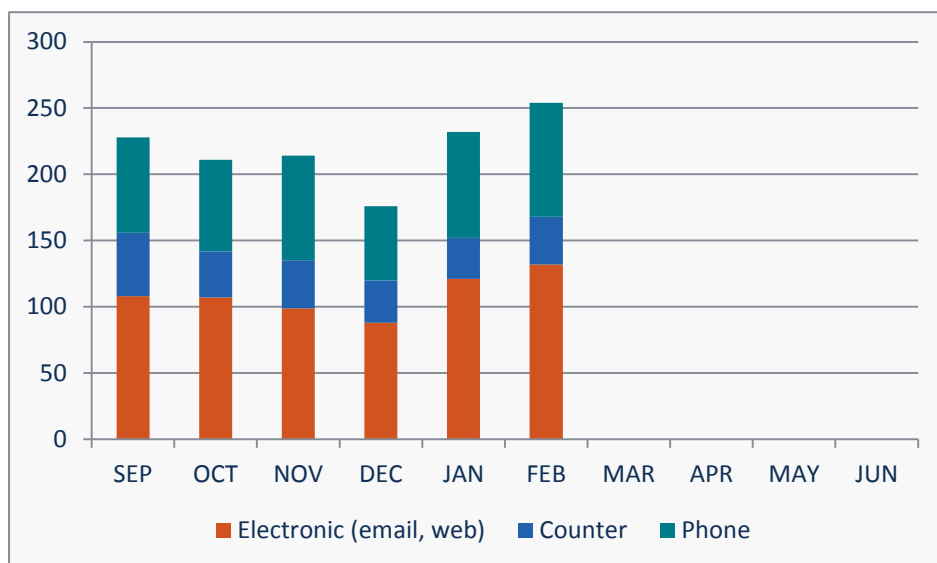


	DEC	JAN	FEB
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

3.3 Development and Assessment Officer Enquiries

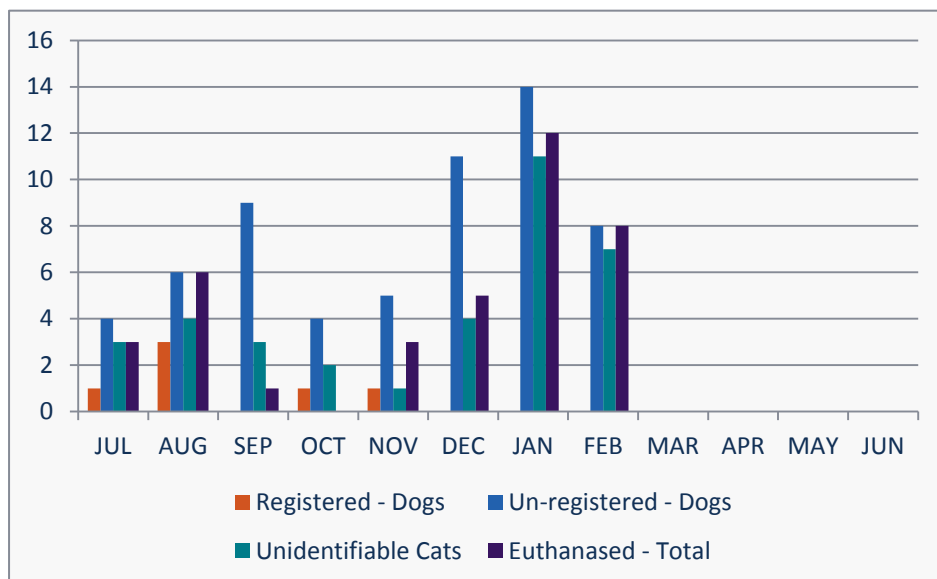


	DEC	JAN	FEB
Electronic:	90	109	104
Counter:	29	47	48
Phone:	68	75	73

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

Interpretive Comments: A steady flow of counter and phone enquiries continue to be received in Planning and Coordination, with a slight dip in December due to the Christmas Period close down.

3.2 Animal Impoundments

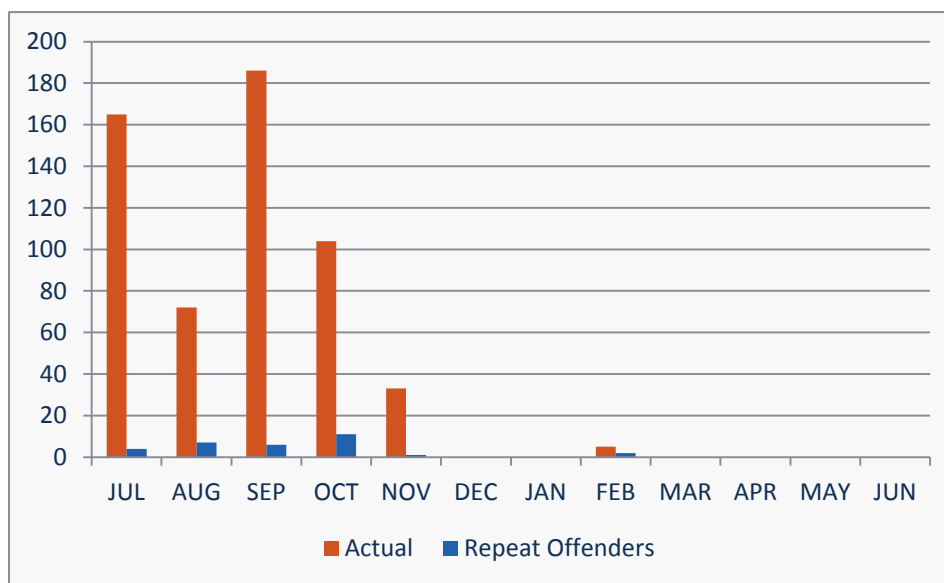


	DEC	JAN	FEB
Registered - Dogs	0	0	0
Un-registered - Dogs	11	14	8
Unidentifiable Cats	4	11	7
Euthanased - Total	5	12	8

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: The high numbers are a result of active patrols in identified areas and can also be attributed to increased storm activity during these months. Although the figures were high, approximately 50% of animals impounded were reclaimed or rehomed.

3.3 Illegal Camping



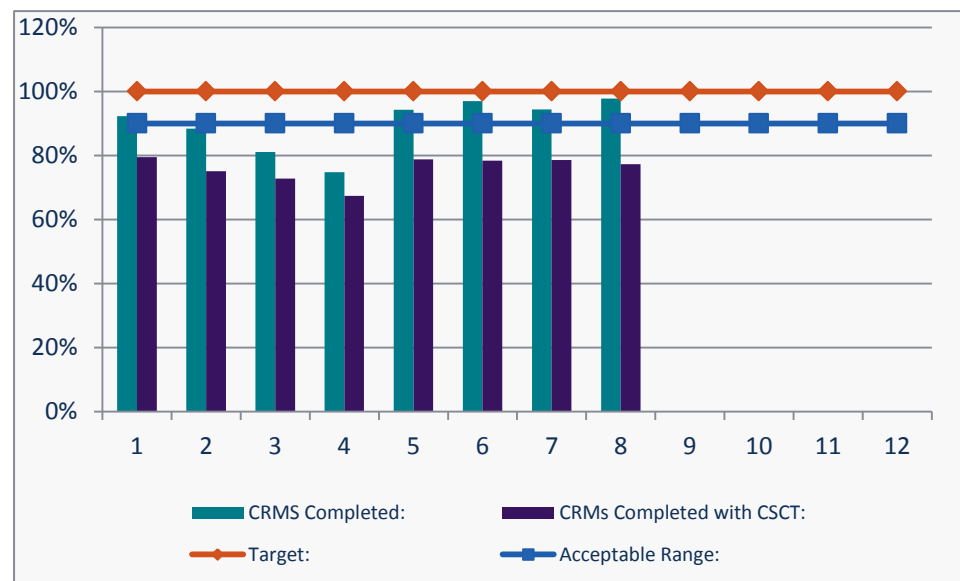
	DEC	JAN	FEB
Actual	0	0	5
Repeat Offenders	0	0	2

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

Interpretive Comments: The low figures represented over the period are an indication of the seasonal nature of illegal camping and reflective of the lower numbers of self drive campers through the Summer months

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	DEC	JAN	FEB
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	97%	94%	98%
CRMs Completed within CSCT:	78%	79%	77%

Explanatory Notes: In accordance with service standards, all customer requests have accepted timeframes in which these requests are completed. This graph depicts performance against these standards.

Interpretive Comments: Sound performance in this area continues.

4.2 Top 5 CRMs

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

DECEMBER

	Category	Quantity
1.	Leaking/Broken Service Pipe	35
2.	Trees (street/park)	18
3.	Recycling - Residential - New Service	15
4.	Waste-Residential Repair/Replace	12
5.	Waste - Residential - New Service	12

FEBRUARY

	Category	Quantity
1.	Trees (street/park)	65
2.	Leaking/Broken Service Pipe	45
3.	Waste-Residential Repair/Replace	25
4.	Open Drains - Unblock/Cleaning	15
5.	Abandoned Vehicles	12

JANUARY

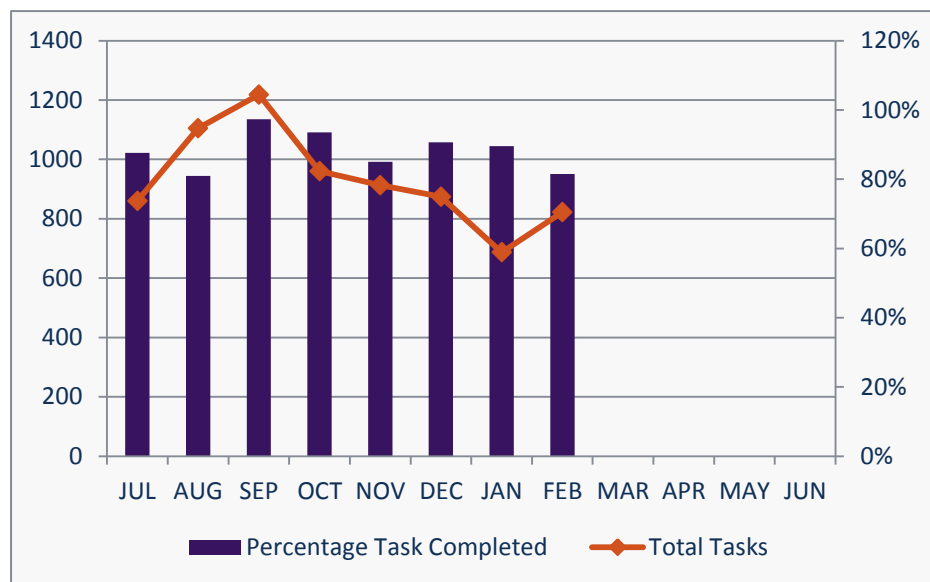
	Category	Quantity
1.	Leaking/Broken Service Pipe	46
2.	Trees (street/park)	30
3.	Waste-Residential Repair/Replace	23
4.	Dog - Stray/Roaming/Off Lead	23
5.	Abandoned Vehicles	12

4.3 General Customer Enquiries

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

	DEC	JAN	FEB
enquiries@douglas.qld.gov.au (direct email and via web)	1067	1135	1147
Phone Calls to 4099 9444	1650	2189	2405

4.4 Inwards Correspondence Actioned

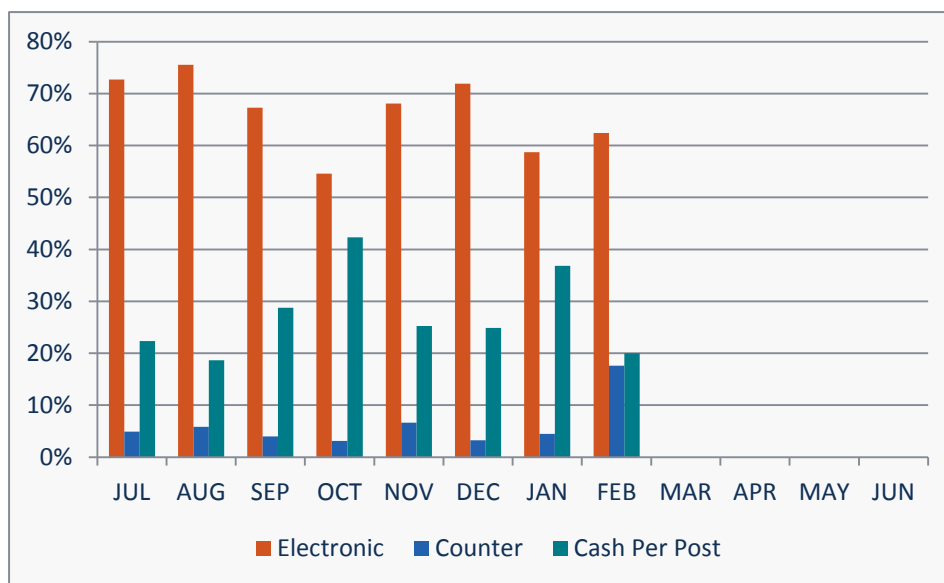


	DEC	JAN	FEB
Total Tasks:	874	687	822
Percentage of Tasks Completed:	91%	90%	82%

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

Interpretive Comments: Recent completion results achieved have shown a downturn however completion rates are subject to complexity of issues received. The Executive Leadership Team is investigating recent results to implement mitigation strategies.

4.5 Rates Payment Methods



	DEC	JAN	FEB
Electronic:	71.9%	58.7%	62.4%
Counter:	3.2%	4.5%	17.6%
Cash Per Post:	24.9%	36.8%	20.0%

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.

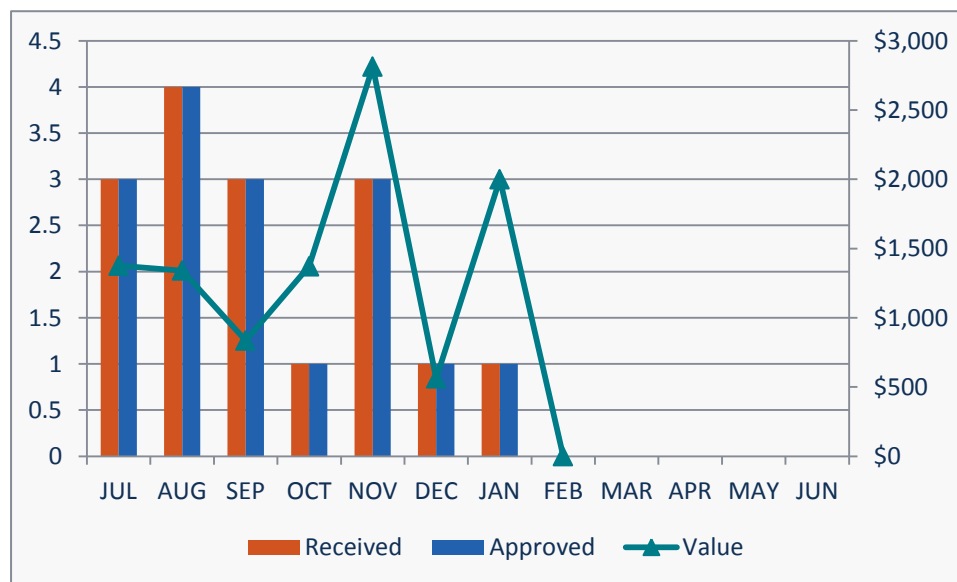
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	DEC	JAN	FEB
Website (Page) Views	24,596	27,563	41,407
Facebook Posts	70	49	79
Media Releases	4	7	13
Public Notice Advertising	10	10	14
Community Notice Boards	-	1	1

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

5.2 Community In-Kind Request



	DEC	JAN	FEB
Received:	1	1	0
Approved:	1	1	0
Value:	\$561.00	\$2,000.00	\$-

Explanatory Notes: Not for profit organisations are eligible to apply for Council supplied services or venues to a maximum of \$2,000 per financial year.

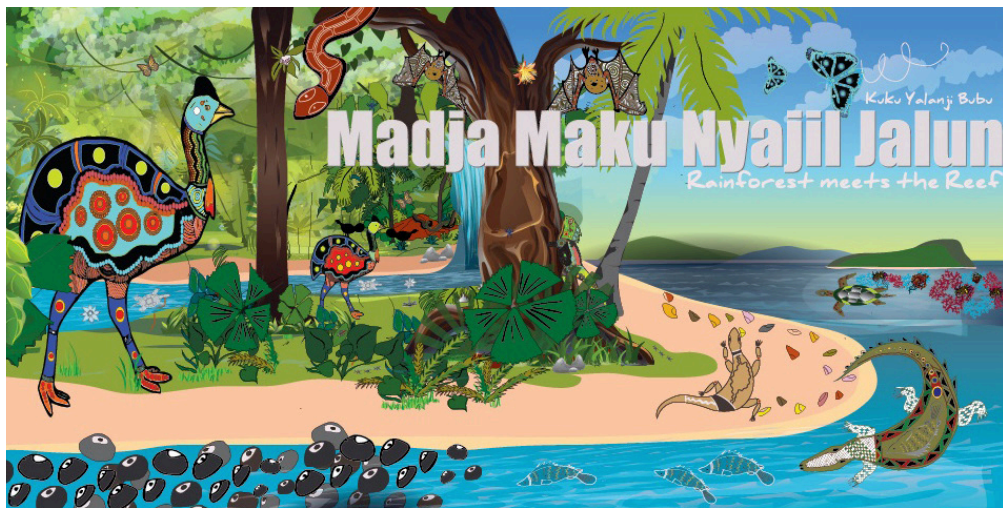
DOUGLAS SHIRE COUNCIL REPORT FROM THE CHIEF EXECUTIVE OFFICER

2016 - 2017

DECEMBER 2016 - FEBRUARY 2017

BUILDING OPPORTUNITIES FOR DIVERSE DOUGLAS
PROVIDING COMMUNITY BENEFITS AND SERVICES
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Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

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CHIEF EXECUTIVE OFFICER

Go Douglas! Celebrating 2016

Council's annual "[Go Douglas! Celebrating 2016](#)" interactive e-book featuring 165 projects, 202 photos and 20 videos showcasing some of the Douglas Shire's major achievements over the past 12 months was published on Council's website in December 2016. It was again a terrific team effort by Council's 160 plus staff.

The e-book details month-by-month some of the large and small projects that Council is involved with on behalf of our communities giving readers a taste of some of the diverse activities and projects that Council is involved in.

"Go Douglas! Celebrating 2016" is unique to the Douglas Shire; to our knowledge no other Council in Australia produces such a comprehensive and interactive annual document for their communities to gain an insight into the activities of Council. The interactive e-book also helps Council showcase the Douglas Shire to other Councils and government agencies around Australia and puts human faces to all of the work that we do for our communities.

Bama Working Group

The BWG continues to be a productive forum for the Council's administration and officers from Indigenous agencies to manage Indigenous operational matters and projects of mutual interest. The December meeting of the BWG included reporting on the completion of the Yalanji Cemetery access works, an update on Native Title claims, consideration of a range of operational opportunities at Buru and other matters. Council officers also responded to an opportunity to provide pop up art space in the Council foyer to enable Yalanji Arts to hold an extremely productive art sale prior to Christmas.

CEO UNIT – *Connecting Communities*

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

Community Partners and Participation

Active Games in the Park

The free after school activity recommence on 31 January 2017 in Mossman. The program delivers a large range of sporting activities to children in Mossman and Port Douglas. Applications for recruitment of a new Assistant Facilitator went out on 26 January 2017 and the new assistant commenced on 21 February.

Christmas in the Park and Carols by Candlelight

Over 500 participants were treated to a fantastic array of stalls, rides and entertainment at this year's Christmas in the Park and Carols by Candlelight at Mossman Showgrounds on December 10, 2016.

Thank you to:

- The sponsors for your generous financial and in-kind support;
- Michael Kerr and the team at Douglas Theatre Arts Group for the time and energy you have put into coordinating this year's Carols;
- The performers for giving your time, and sharing your amazing talents with the community;
Mark and Juanita for MCing;
- Video Link special guests for sharing your Christmas messages;

- Stallholders and volunteers for giving your time, adding to the festive feel;
- Fr Kenneth & the Ministers' Association for their time and assistance;
- Council crews behind the scenes for helping bring the event together; and
- Everyone who attended.

We sincerely hope you enjoyed Christmas in the Park and Carols by Candlelight and appreciate all the community feedback received so far. To help organisers with future planning; thoughts could be shared at <https://www.surveymonkey.com/r/CITPCYCL>.



Image 1 – (above) Children enjoying activities at the Christmas in the Park and Carols by Candlelight



Image 2 – (above) Christmas in the Park and Carols by Candlelight

Mayor's Christmas Appeal



Image 3 – (above) Mayor's Christmas Appeal hamper preparations

The community Christmas spirit was lifted further in mid-December with Ramada Resort and Quicksilver Group's Christmas Appeals joining with the Douglas Shire Council Mayor's Christmas Appeal to bring some joy to residents in need over the Festive Season.

As a result of cash donations to the Mayor's Christmas Appeal, donations of food and toys from the Quicksilver Group and Ramada Appeals, and the tireless efforts of volunteers from St David's Anglican Church and Goobidi, 100 hampers were prepared and delivered to residents as well as the Emergency Relief Programs for the Mossman Community Centre, Port Douglas Neighbourhood Centre and Goobidi. Thank you to our community members for their kindness and generosity which has helped brighten the Festive Season for some of our residents in need.

Don't let your Litter Bug our Reef Exhibition: Plastic Free Douglas

As a finale to the art from litter workshops funded by a grant from Reef Guardians, Council and Plastic Free Douglas ran a marine debris awareness display in the foyer of the Mossman administration building throughout December. On display were purses and jewellery woven from recycled plastic food packets in public workshops run with The Junk Weavers, and murals made by local children from beach litter collected by Tangaroa Blue. The exhibition included a display of 12 bags of 'rubbish' to represent the amount of marine debris cleared by volunteers from Douglas beaches. Plastic Free Douglas ran a Recycled Christmas campaign through Facebook and partnered with The Clink and Sea Shepherd to present a screening of A Plastic Ocean, described by David Attenborough 'as one of the most important films of our time', in Port Douglas.



Images 4 and 5 – (above) Marine Debris Awareness Display in Council's Administration Foyer

Community Christmas Decorations

Council funded and coordinated the decoration of Community Christmas Trees in Port Douglas and Mossman and also erected 32 large Christmas banners designed by local school students which were installed on Ergon light poles in Port Douglas and Mossman.



Images 6 and 7 – (above) Installation of Community Christmas Decorations

New Year's Eve in Port Douglas

Council hosted a hugely successful "New Year's Eve in Port Douglas" event which included a free family-friendly precinct in Market Park and two fireworks displays. Hundreds of people participated in the free activities in the family-friendly precinct which included a jumping castle, giant slide, face painting, magic and puppet shows and giant bubbles. A number of businesses sponsored the two fireworks displays, the biggest New Year's Eve fireworks displays ever held in the Douglas Shire, despite the threat of rain. To see a video clip of the early fireworks display click on this link <https://www.youtube.com/watch?v=r1gK092L0wQ>

Ordinary Council Meeting - 28 March 2017



Images 8 and 9 – (above) Children Activities at the New Year's Eve in Port Douglas

Community Agency Network (CAN) Meetings

The CAN has taken on a new responsibility; in addition to the existing Terms of Reference, the CAN will now act as a Local Level Alliance under the Regional Child and Family Committee. After the 2012 Queensland Child Protection Commission of Enquiry, the Queensland child protection system was revamped to include a three tiered governance system. Douglas service providers have advocated to be represented in this system through a Local Level Alliance and the model was adopted at the December meeting.

Sport & Recreation Expo

The Expo was held 10am-2pm Saturday 4 February 2017 at Port Douglas Community Hall. Despite the inclement weather, approximately 300 people attended the free community activity, as attendees and stallholders. Guest speaker Shane Webcke and MC Dave Evans were well received and 21 out of the 31 active local sporting clubs had a presence at the Expo. Eighteen other stalls comprising sport and recreational businesses, State Government departments and community not for profit organisations attended. Four organisations did not have a stall at the Expo but supported the event with advertising in the Expo feature. Post Expo emails, survey feedback and Facebook comments have been very positive. To help organisers with future planning; thoughts may be shared at <https://www.surveymonkey.com/r/SportRecExpo>.



Image 10 – (above) Sport & Recreation Expo

Events and Programs

Citizenship Ceremony and Australia Day Awards

Congratulations to the recipients and nominees of the 2017 Douglas Shire Civic Recognition & Australia Day Awards as well as the 15 new citizens welcomed at yesterday's Citizenship Ceremony. We are very lucky to have such amazing people caring for our communities. A big thankyou also to the 250+ people who defied the gloomy skies to join us in Rex Smeal Park for the event as well as everyone who attended the Great Australian Bites food and music festival afterwards. The Citizen of the Year is John Rumney, Young Citizen of the Year is Jasmine Faichney, Volunteer of the Year is Freda Wilson and the Civic Recognition Award recipient is Joan Vico.

'If Only' Disaster Community Resilience Campaign

The 'If Only' project aims to share residents' personal stories of weather experiences to increase awareness of what has, and can, happen in our region, and what we did to prepare and respond. By collecting experiences of those who have been through extreme weather events in the Douglas Shire, we aim to increase awareness of the region's history of cyclone, rain and flood and celebrate both individual and community resilience to such challenges. A series of 13 clips has been released by Council on Facebook and YouTube to help combat complacency towards preparations for wet season severe weather. The clips are also being displayed as the centrepiece of this season's cyclone display in the foyer of the administration building, with a wallpaper of stories from local residents collected over the last few months.

['If Only' clips on YouTube](#)



Images 11 and 12 – (above) 'if Only' Disaster Community Resilience Campaign Display in Council's Administration Foyer

Great Australian Bites

Following from the Citizenship Ceremony and Australia Day Awards the 2017 Great Australian Bites was delivered to the community. In partnership with Queensland Government, Council delivered the community event on 26 January 2017 at Rex Smeal Park. Close to 2000 people attended and enjoyed local produce and entertainment. Activities on the day included a pie eating competition, tug-of-war and thong throwing competition. Children's activities included Kel's Wacky Wonders, a jumping castle, giant games arena and Little Squirt car rides.





Image 13, 14 and 15 – (above) Community enjoying various activities at the 2017 Australia Bites event

Welcome to Douglas

The following figures represent the number of 'Welcome to Douglas' letters sent out to new residents over the past two months:

December 2016 - 73

January 2017 – 58

Economic Development

Economic Development Strategy

Council commenced the process of developing an Economic Development Strategy for the Douglas region in April 2016 with the engagement of Stewart Christie, of the consultancy firm Possible People, to assist with the process. A series of community engagement activities was undertaken with stakeholders and with the broader community, including a key stakeholder Economic Development Strategy Workshop held in October 2016.

The Economic Development Strategy 2017 – 2021 was adopted by Council on 24 January 2017. The strategy identifies five key priority areas that include:

- Creating a Study, Training and Entrepreneur Incubator Centre
- Further developing an Allied Health Hub and Health Tourism
- Increasing the resilience of the Sugar Industry
- Developing Douglas Shire as Australia's Leader in Sustainable Development
- Attracting and facilitating Development

It is anticipated that the identified actions will be prioritised and confirmed during the implementation phase by relevant Taskforces established to implement the Economic Development Strategy. The Strategy was formally introduced to the business community at the Douglas Business Forum on 21 February 2017.

Douglas Business Forum

Planning and coordination of the second Douglas Business Forum was undertaken over the December – January period. Ticketing for the event proved very popular with all 100 tickets available online going within two (2) days in early January; additional seating was arranged to accommodate additional participants. The Douglas Business Forum was held on Tuesday 21 February at the QT Resort Port Douglas with approximately 120 people attending. Guest speakers included Chris Morris, of the Morris Group, Max Sylvester, an independent businessman and Web Guru Nicky Jurd, as well as other local business operators. Feedback from forum participants as part of the evaluation indicated positive results with most indicating that the event was informative and worthwhile attending; and that they would consider attending and recommending to others to attend similar events in the future.



Image 16 – (Above) Douglas Business Forum Guest Speakers

Sheraton Mirage Indigenous Traineeship/ Employment Program

Sheraton Mirage Resort Port Douglas and Careers Training Centre with the support from Federal and State Governments are developing a training program that will assist Indigenous people to obtain employment in the hospitality industry.

The proposed program which will be hosted at the Sheraton Mirage Resort over three months starting in March 2017 will provide Certificate II in Hospitality training for approximately 12 local Indigenous people. At the conclusion of the Certificate II training there will be six paid traineeships (Certificate III in Hospitality) available at the Sheraton Mirage.

Council is a supporting partner in this initiative to help ensure the success of the program. Council has assisted with advertising/promotion of the program via Council's Facebook page and email networks to attract participants. Council has also provided in-kind use of the Port Douglas Community Hall to host the initial student intake as part of the assessment process for a two-week period in late February 2017.

Business Development Fund

In December, Council approved two (2) applications under the Business Development Fund. The successful applicants included the Mossman Botanic Garden (\$10 000) for the '*Mossman Botanic Garden Stage 3: Business Development, Governance and Membership Growth*'; and the Douglas Chamber of Commerce (\$6 625) for '*Hosting Business Development Workshops and Seminars and maintaining and growing membership*'.

Discover Paradise Relocate Resources Pack

Council developed the [Discover Paradise Relocate Resources Pack](#) providing a wealth of resources about the local economy and community to assist skilled workers looking to emigrate to the Douglas Shire. Council worked with the publishers of "Australia and NZ Magazine" in the UK, the biggest selling publication in the UK for those considering relocation to Australia, to target these skilled workers with a full-page advertisement that was included in a feature on Far North Queensland. Council also launched a Facebook campaign targeting people looking to emigrate to Australia from the US and the UK which reached almost 10,000 people.

Council's Facebook page currently has 3443 page likes.

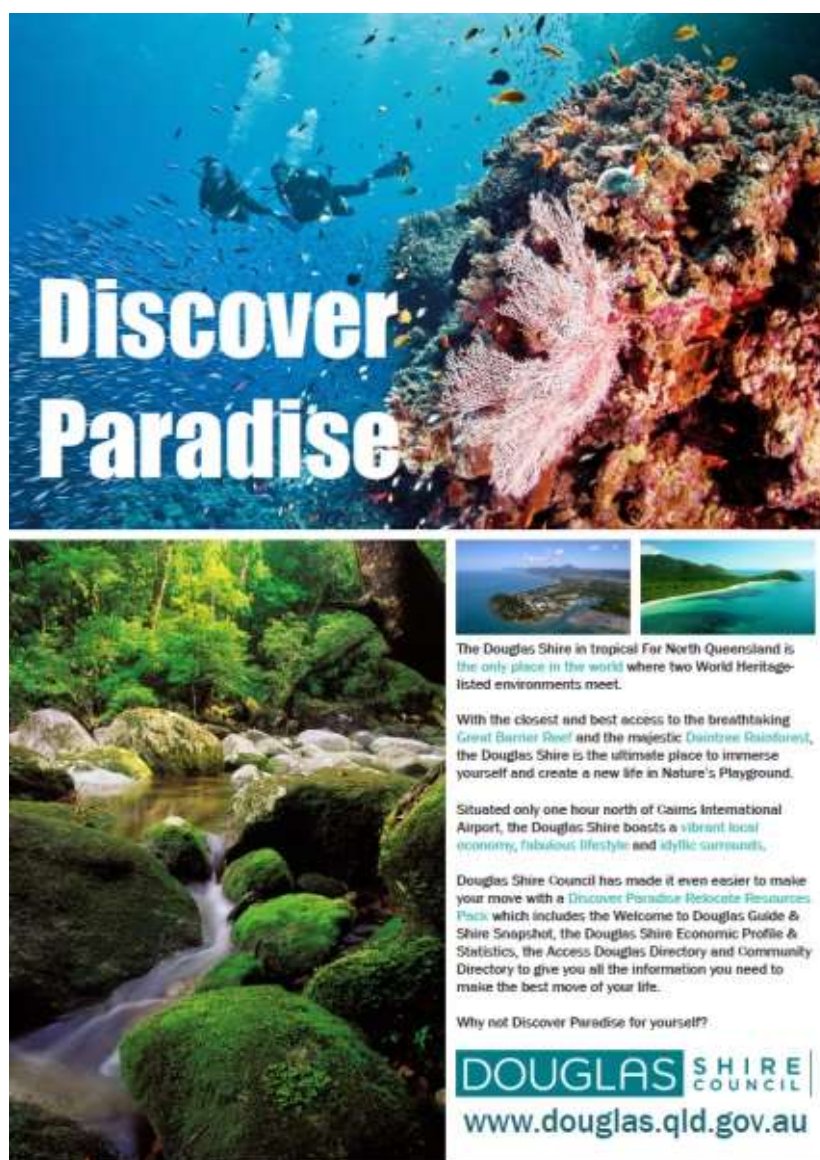


Image 17 – (above) Shire Promotional Campaign Ad in UK publication
The Adventure Starts Here Australia and New Zealand

Website and Facebook

Facebook

Between 1 November 2016 and 28 February 2017 Council created 195 Facebook posts which reached a staggering 372,800 Facebook users, or an average of 1912 Facebook users per post. The most popular posts were: CREB Track closed (reached 19,400 users); Douglas Dashboard activated for flood event (13,000); Discover Paradise Relocate Resources Pack (9700); Marina redevelopment approved (7300); and Disaster Resilience upgrades for community (6500).

Website

Council's website hosted 42,225 user sessions between 1 November 2016 and 28 February 2017, totaling 93,566 page impressions from 26,579 unique users. The top 10 visited pages during this period were: Flood Cam (6919); Employment at Council (5394); Road Conditions (1988); Disaster Dashboard (1884); Contact Us (1731); Alerts & Notifications (1698); CREB Track (1527); and Bloomfield Track (1370).

Council also launched the [Disaster Dashboard](#) in January which will be activated in the event of an impending cyclone or flooding to assist our communities. The Dashboard proved very effective when it was activated during a flood event in early February.

Grants

Upcoming Grants

Grant	Provider	Proposed Project	Est. Amount	Closes
Building Our Regions	State Development	Sludge Handling System Upgrade	\$740,000	7 April 2017

Grants Pending Decisions

Grant	Provider	Project	Amount	Closed
Building Better Regions	DIIS	Noah Creek Bridge	1.5 million	28 February 2017
QCoast2100	LGAQ	Coastal Hazard Adaptation Strategy (CHAS) Phases 3-8	\$404,390	n/a

Awards Entered

Award	Sponsor	Project	Closed
National Awards for Local Government	Dept Infrastructure	Daintree Gateway	3 March 2017
National Awards for Local Government	Dept Infrastructure	Enabling Aged Care in Mossman	3 March 2017
LGMA Awards in Excellence	LGMA	Return to Country Planning Scheme	2 March 2017
LGMA Awards in Excellence	LGMA	Go Douglas!	2 March 2017

CORPORATE SERVICES

GOVERNANCE

Human Resources

Since the lead-up to Council's Christmas Shutdown period for 2016 staff have continued to attend a range of training activities on Guardian (Council's disaster management software system), Chainsaw use, and Doc Assembler (Council's agenda and minute software). In addition, staff currently undertaking a formal qualification as part of their ongoing professional development attended assigned block sessions for Certificate III and IV in Water Operations.

As we move into 2017 staff training activities will increase with specific hard and soft skill programs either currently scheduled or potential proposals being reviewed for consideration and approval for computer, legislative, leadership, and communication professional development.

Human Resources is currently managing the recruitment and selection of a number of roles both internally and externally. Council continues to encourage Aboriginal and Torres Strait Islanders and women to apply for non-traditional roles. The Open Spaces team in Port Douglas welcomed a new team member, Labourer Public and Natural Areas to an identified position in February 2017.

Workplace Health & Safety

Due to the establishment of Council's Emergency Planning Committee staff have taken up various Emergency Warden roles. Council has two high occupancy buildings, the Administration building and the Mossman Depot which now have Wardens. Tasks for the Wardens include coordinating emergency evacuations, emergency planning and conducting drills. Training has been organised for these roles and will be undertaken in the near future.

Vehicle pre-starts log books have been rolled out for all Council vehicles. These Pre-starts have three distinct types: Administration Vehicle (Pool vehicles), Light Medium Vehicle (Works Vehicles/Utilities) and Heavy Vehicles (Trucks/Heavy Machinery). Completion of these checks will be carried out by individual staff members before using the vehicle and will help ensure Council vehicles are maintained in good condition and are fit for purpose for which they are used.

Records

During the period November 2016 to February 2017 over 490 applications were received and profiled into Council's records management system for the Douglas Card travel system.

The Senior Records Officer and the IT Team Leader are currently working together in planning the project of 'InfoXpert Reloaded' which includes engaging with staff to identify the positive and negative aspects of Council's records management system. This will be used to develop relevant training, and to provide feedback to the vendor for improvements and enhancements to Council's records system.

Included in the project is the need for improvements to the folder structure within InfoXpert. The Records Officer is working with each department on their requirements and preferred naming conventions. This has seen the completion of the Resource Management folder structure and the team is currently working on developing the Water and Wastewater folder structure.

Frontline Services and Organisational Business Support Unit

In recent months Frontline and OBSU attended an array of training to assist with disaster management during the cyclone season. The Co-Coordinator of Frontline & OBSU recently completed the Local Government Managers Australia (LGMA) Ignite Program. This leadership

program was held in Cairns with a number of neighbouring Local Councils also sending staff to participate.

A new team leader was appointed to the OBSU team in January. Frontline will welcome a new team leader (recruited internally) in March as the current team leader who has been employed at Council for 27 years, will be taking a period of long service leave.

Property

The Property Team has transitioned to full responsibility for all maintenance associated with leased facilities. The team are reviewing and actioning outstanding maintenance issues and developing a plan for regular ongoing maintenance for council facilities.

Council has commenced the process of preparing for the 2017-18 Operational Plan and Budget. The property team are developing a number of proposals for projects to be submitted for inclusion in next year's capital budget.

Staff have recently completed an ongoing vesting of land process associated with cancelling and replacing several original Certificates of Title which went missing during the de-amalgamation process.

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

Governance

Council undertook its inaugural Staff Performance and Engagement Survey during December with over 80% of the staff participated in the survey (an excellent participation rate). Responses were benchmarked against 85 other councils Australia wide and the results were very encouraging with Douglas Shire Council's aggregate score being in the top 25% quartile. Management will be working with staff over the coming months to celebrate the successes and identify and action areas for improvement.

Council will be conducting a community survey in the coming months. The project plan is currently under development and it is expected that a contractor will be selected shortly.

Council is sponsoring ten staff to attend the Local Government Manager's Association IGNITE leadership program. The course will be held in Port Douglas this year and will be attended by leaders from a number of other Queensland Councils.

Port Douglas Markets

The months of December to February are traditionally slower months for Port Douglas and this is reflected in the reduced numbers of stall holders and customers at the Markets each week. As the wet season progresses inclement weather also has an impact, with the Markets being formally closed one particularly stormy weekend.

The Governance Officer and the Market Coordinator are currently reviewing Council's Market Policy. Once approved by Council any changes will be progressively rolled out to stallholders in the coming months.

PROCUREMENT

In this period Procurement has been involved in delivering over 10 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 30 submissions being assessed and evaluated with varying degrees of complexities.

A significant procurement activity Tender 2016-149 Port Douglas Water Storage and Trunk Water Supply Infrastructure opened on the 22 February 2017. A tender briefing and site visit was held on the 03 March 2017, with 29 participants attending. The tender is scheduled to close at 2pm on the 22 March 2017.

Procurement is currently working with internal stakeholders collecting information to produce a Forward Procurement Schedule. 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 and Technical Committee forums resulting in the finalisation of 6 regional contract arrangements covering the waste, roads, chemicals and recyclables categories
- Local Buy Liaison forum (Face to Face and teleconferences)
- Regional Finance Managers forum
- Department of State Development (Tendering Briefs)
- Procurement Best Practice and knowledge library for FNQROC

FINANCE AND INFORMATION TECHNOLOGY

The Queensland Audit Office (QAO) undertook an Audit Planning visit in February in readiness for the audit process for the 2016/17 financial year. The visit included a review of Council's progress in addressing any outstanding audit issues and the development of key audit milestones for the major accounting processes that need to be undertaken in the lead up to final audit certification of Council's financial statements in October.

The 2016/17 budget review was adopted at the last ordinary meeting of Council and the revised figures will be incorporated into Council's monthly financial reports for the remainder of the financial year. Work is also underway on the development of Council's 2017/18 draft budget and key milestone dates have been determined, including a number of planned workshops with Councillors to consider the major components of the budget.

Half yearly rate notices were issued on 19 January 2017 with a due date of 21 February 2017. First reminder notices had an issue date of 10 March 2017. The dollar value of rates outstanding is listed in the organisational report card included in this agenda. Water usage notices were issued on 9 March 2017, with a due date of 11 April 2017. Supplementary Rates Levy notices were issued on 23 March 2017 with a due date of 26 April 2017. These notices were for the amendment of charges due to requests (eg additional bins), buildings that have been completed or new allotments created.

Properties with an outstanding rates balance of \$3,000 or more have been provided to Council's solicitors for issuing of statements of claim (summons) via the court process to recover monies owed. These ratepayers have not responded to any previous correspondence from Council to address rates unpaid, including offers to enter into arrangements to pay by regular instalments.

Council has successfully completed the Queensland Fire and Emergency Services audit of our fire levy charges. All assessment details relating to properties within the shire, including property areas, land use coding and current fire levy charges were checked.

IT have successfully completed communication upgrades at several sites, including splitting traffic over more than one service at the Port Douglas Community Centre to improve internet access. A contract Business Analyst has been engaged to assist in progressing the implementation of a number of IT related improvement recommendations provided by the QAO through their audit process. It is envisaged that the majority of the recommendations will be implemented by the end of the financial year.

LIBRARY

The Library has "something for everyone" and it was certainly a fun and cool place to be in December, January and February.

Children enjoyed a range of school holiday activities, including Christmas card making, painting mugs, ozobot challenges and the State Library of Queensland "Summer Reading Club".



Images 17, 18 and 19 – (above) Children enjoying range of school holiday activities at Mossman Library

As part of the SLQ first5forever early literacy initiative Library staff attended the "Carols by Candlelight" event at the Mossman Showgrounds in December and the "Sport and Recreation Expo" at Port Douglas in February. These events enabled staff to connect with parents and carers of children under 5 and to provide them with the F5F toolkit.



Image 20 – (above) first5forever stand at the Carols by Candlelight event



Image 21 – (above) first5forever stand at the Sport and Recreation Expo

Vicki McDonald, the State Librarian and Chief Executive Officer, State Library of Queensland, and Louise Denoon, Executive Director, Regional Access and Public Libraries visited Mossman Library in January with Mayor Julia. This was an opportunity for Douglas to showcase our Library and to provide an insight into the challenges and opportunities of providing library services in a remote area.



Image 22 – (above) Mayor Leu, State Librarian, CEO State Library and Douglas library staff,

Library displays have included "Australia Day"; "Inspired" the botanical book produced by DAB in collaboration with the Mossman Botanical Gardens and "the cow", a fabulous art work produced by the Year 9 art class at Mossman High School and is based on the artwork of Vincent Van Gogh.



Image 23 – (above) Australia Day at Mossman Library



Image 24 – (above) Year 9 Mossman High School "the cow" Vincent Van Gogh inspired artwork

The Library has applied for an Advance Queensland STEM.I.AM coding and robotics grant which aims to increase the number of Aboriginal and Torres Strait Islander students pursuing STEM (science, technology, engineering, mathematics) at university. The grant is a State Library of Queensland, Queensland government initiative.

Barbara Hannay, a popular author of Australian outback fiction visited the Mossman Library on Saturday 18th to celebrate Library Lover's day. Forty-five people enjoyed Barbara's talk which was insightful, interesting and entertaining.



Image 25 – (above) Guest Speaker, Author Barbara Hannay engages locals at Mossman Library

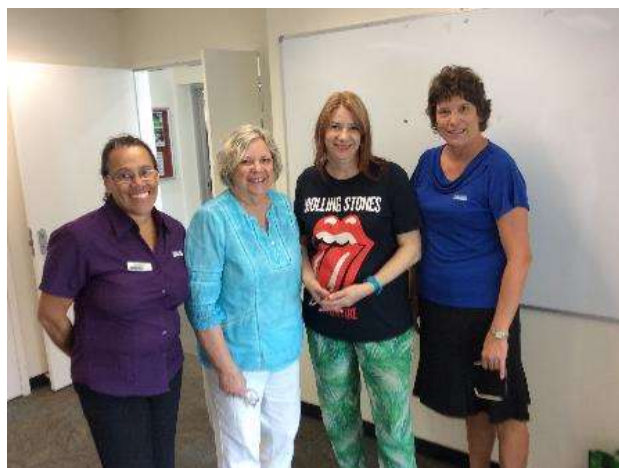


Image 26 – (above) Mayor Leu, Author Barbara Hannay, and Library staff

During this period 17,918 people visited their local library; 204 people joined; 21,275 items were borrowed; 574 people attended library programs/events; 334 people participated in outreach events; 1,483 pc bookings were made and 472 people accessed free Wi-Fi.

OPERATIONS

SUSTAINABLE COMMUNITIES

Planning

The volume of development applications lodged with Council has eased through the past quarter. However, Council has been assessing the most significant development application submitted to Council in over a decade, in the form of the combined application for The Reef Marina. Council approved the application at its Special Meeting held on 17 February. The Reef Marina approval provides for a staged development of:

- 85 Multi-unit housing / Holiday accommodation units;
- 1440m² new Shops/Restaurants/Offices/Tavern;
- Rearrangement of 'temporary' slipway-allied industries
- Demolition of northern wing of existing marina commercial building.

The development approval also includes a new waterfront plaza and publicly accessible boardwalks along the waterfront and a rainforest walk connecting the existing marina building back to the plaza.



Image 27 – (above) The Reef Marina: Perspective

Appeals

There are currently no planning appeals being contested.

Environmental Health & Regulatory Services

Animal Management

A static information stand about responsible animal ownership that can be tailored for various localities/events is being developed. Council staff are continuing to find homes for a number of unclaimed animals and eight (8) dogs were rehomed successfully.

Mosquito Management

The Eliminate Dengue work carried out in Douglas provides examples for communities around the world on how they can assist scientific public health initiatives. Although there will no longer

be Wolbachia mosquito releases in Douglas Shire, there will be periodic monitoring of the local mosquito population over at least the next year.

Dr Hurst from Eliminate Dengue has advised that Wolbachia levels are already starting to increase and that the Program expects to see Wolbachia reach and sustain itself at high levels in the local mosquito population in mosquito release areas. Liaison with Eliminate Dengue staff will be ongoing.

General News

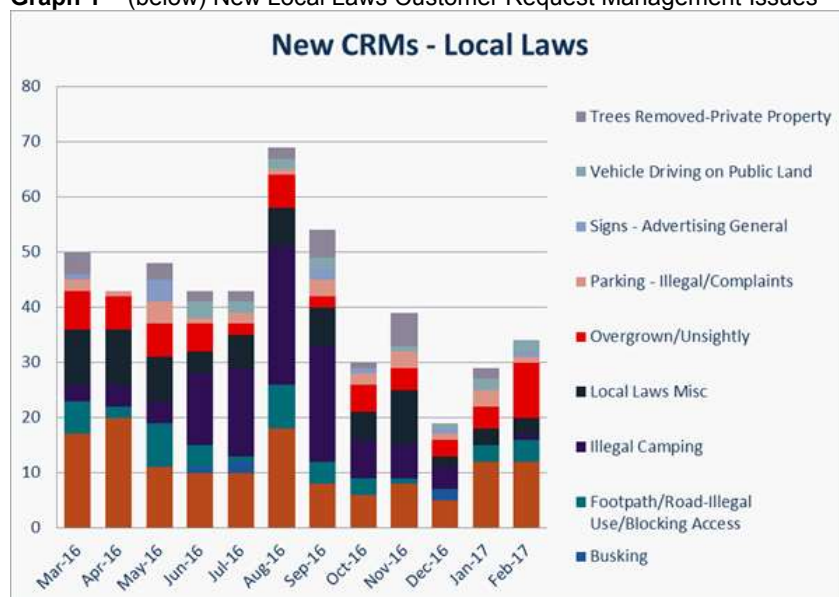
The cassowary survey of residents' north of the Daintree River was completed. The survey was a continuation of an earlier survey previously launched on World Cassowary Day. Survey results are now being collated.

The Local Law Review is continuing with the development of a Draft 1 Local Law nearing completion. It is anticipated that a draft for community and state agency consultation will be finalised in June, 2017.

Customer Request Management

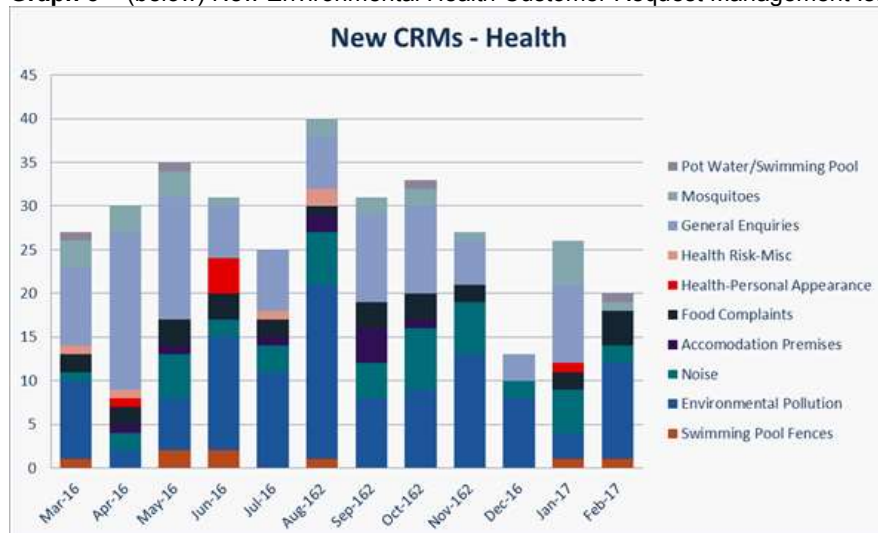
CRMs received for the year and up until the end of the reporting period.

Graph 1 – (below) New Local Laws Customer Request Management Issues



Graph 2 – (below) New Animal Management Customer Request Management Issues



Graph 3 – (below) New Environmental Health Customer Request Management Issues

Resource Management

Approximately 155 tonnes of mulch were given to residents during Council's free mulch period in December 2016.

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

- Domestic Waste: approx. 931 tonnes
- Domestic Recycling: approx. 266 tonnes
- Commercial Waste: approx. 440 tonnes
- Commercial Recycling: approx. 38 tonnes

The following volumes were exported from Council's Transfer Stations for recycling:

- Cardboard: 5.6 tonnes
- Dry co-mingled recyclables: 21.5 tonnes
- Drummuster Drums: 2.6 tonnes
- Tyres: 150 tyres
- Scrap Metal: 365 tonnes
- Used Lead Acid Batteries (ULAB): 14 tonnes

Council is again participating in the FNQROC tender for Collection & Removal of Ferrous Metals and ULABs. This Contract went out to tender in February 2017 and is expected to be awarded in May 2017.

Sustainability

Following the successful QCoast2100 grant issued by LGAQ on behalf of the Queensland Government, Phase 1 and 2 of Council's Coastal Hazard Adaptation Strategy (CHAS) is nearing completion. The purpose of the QCoast2100 CHAS program is to encourage Councils to look at coastal resiliency and the impact of climate change on the community. The diagram below illustrates the eight phases involved in developing a CHAS. A grant application was prepared and submitted to the LGAQ for the remaining phases (3-8) to ensure necessary funds (\$404,390) are available to complete the CHAS project.

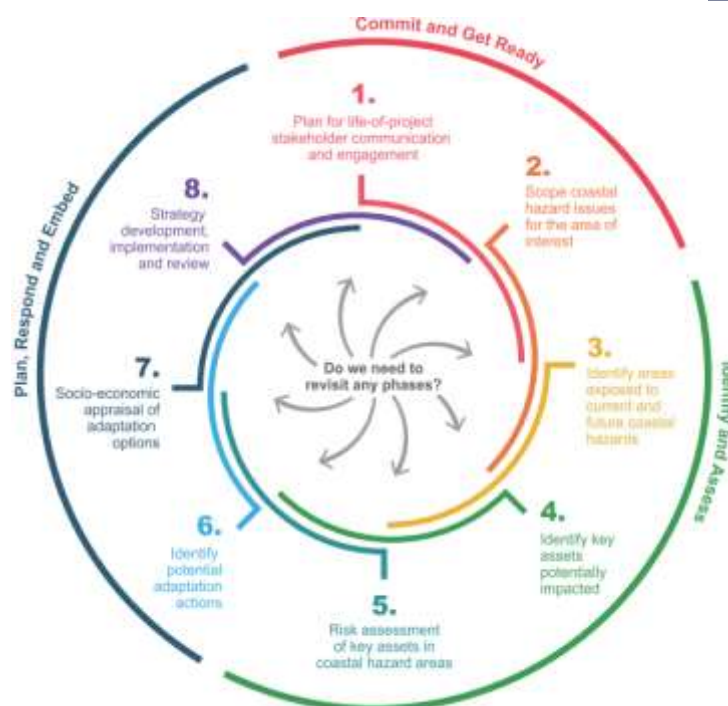


Image 28 – (above) CHAS Project Phases

Work has continued on the development of Council's sustainability policy and strategy. The Corporate Sustainability General Policy will commit Council to various environmental sustainable principles, these include preserving the natural environment and utilising resources efficiently. The Corporate Sustainability Strategy will set out realistic targets and actions supporting the defined environmental sustainable principles, with the overall aim of reducing Council's impact on the environment.

On 1 July 2018 Queensland's state-wide Container Refund Scheme will commence, allowing eligible empty drink containers to be taken to a collection point for a 10 cent refund. A submission in support of the Scheme was submitted to the Department of Environment and Heritage Protection. Whilst the environmental and social implications of the Scheme are mostly positive, Council has indicated the need for clarification around Council's role and responsibility in ensuring the Scheme is rolled out and managed successfully.

A number of Council staff and community members, from Douglas and Julatten, participated in a clean-up of the Mossman – Mount Molloy Range Road on March 5, 2017. Ninety-five bags of roadside litter, 2 ovens, a TV and 32 tyres were collected. The roadside litter amounted to 6 cubic metres of which around 90% was beverage containers that will, in future, be eligible for a refund in the proposed Container Refund Scheme.



Image 29 – (above) Council staff and community clean up Mossman – Mount Molloy Range Road

Disaster Management

A relatively quiet season has been experienced to date but significant work has continued in building Council's capacity to successfully respond to disasters and to have mitigation measures in place for various issues that arise. Training in the Guardian disaster management system was carried out in December for members of Council's Incident Management Team (IMT) and training concluded with a simulated event. Further training in the Guardian road closure system occurred in January for members of the Infrastructure Team. The Red Cross has joined Council's Local Disaster Management Group (LDMG) and has been providing critical information on evacuation centre management. In February the Red Cross and Queensland Fire and Emergency Management conducted training in evacuation centre management for a number of Council staff including members of the IMT.

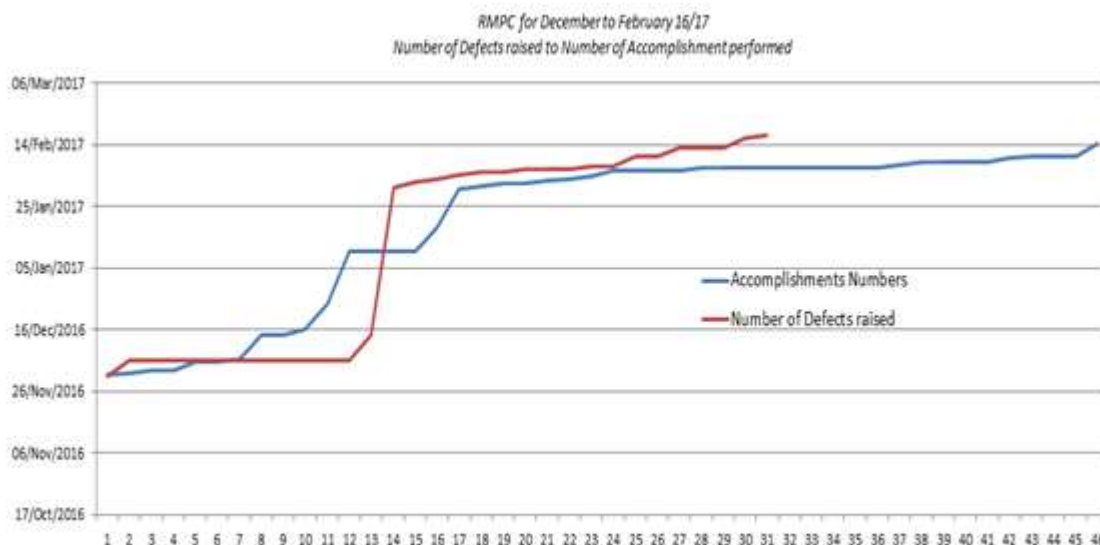
Communications issues with Telstra have again occurred over this wet season and so the new radio system has been further expanded. Additional portable and mobile units have been purchased and these provide a critical backup for Council's Water and Wastewater staff. A program to increase awareness of the storm tide zones commenced which includes the production of power (and sink) storm tide zone stickers. This is to be complemented by a video, that is in production, which will simulate a storm tide on the Douglas coast and explains the Prepare, Pack, Listen approach. The Local Disaster Coordinator attended a Cook Shire and Wujal Wujal LDMG meeting via teleconference in February and all three LDMGs are intending to develop relationships to assist each other, particularly in communicating road closures and information on events which likely will effect each local government area.

INFRASTRUCTURE

Civil Works

Civil Works maintenance crews and contractors have been working on numerous small projects over the past three months in accordance with the Road Maintenance Performance Contract (RMPC) between Council and the Department of Transport and Main Roads (DTMR). The graph below compares the number of accomplishments to the number of Defects reported on DTMR road assets between December to February. The graph shows that Council is performing works to improve the overall safety of the DTMR road network (in line with DTMR agreed work programs) with higher numbers of accomplished jobs (46) compared to the number of defects (31) raised during this period.

Graph 4 – (below) RMPC Roads Defects vs Accomplishments comparison

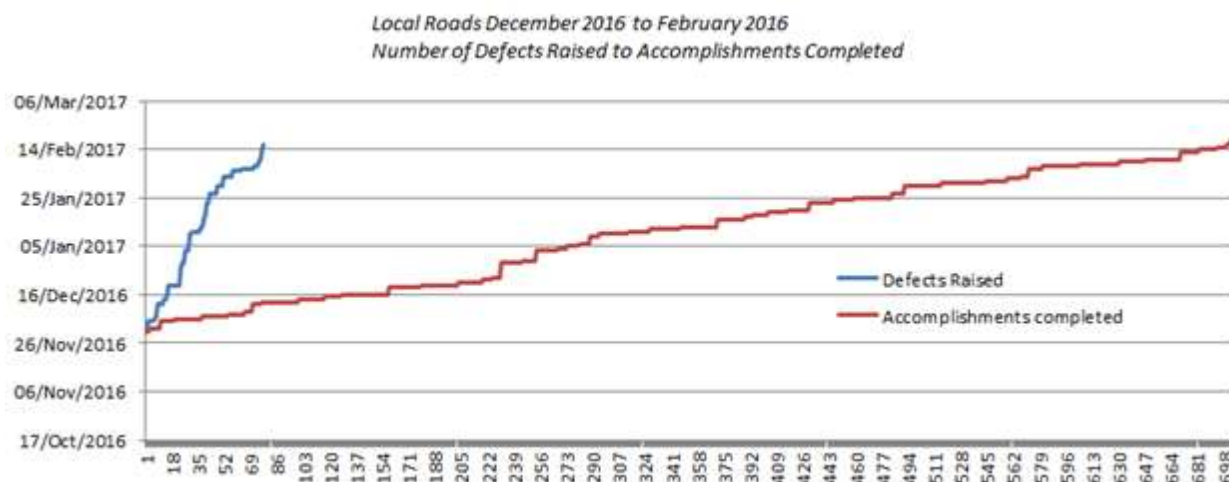


The following graph highlights the number of defects raised by works crews on local roads between December 2016 and February 2017. Defects are raised via customer requests, council staff, planned and unplanned works. The crews have identified an additional 70 defects

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on local roads and over the last quarter, 698 accomplishments have been completed (including repairs, maintenance, routine maintenance).

Graph 5 – (below) Local Roads Defects vs Accomplishments comparison



Council's new street sweeper arrived at the end of November 2016. The sweeper has increased suction capabilities which has enabled crews to clean Gross Pollution Traps (GPT), stormwater pipes and stormwater mainholes. By using the sweeper to perform this tasks, Council will be able to keep the stormwater piped network free of debris and this will improve hydraulic performance of stormwater drainage systems and reduce the sediment and gross pollutants discharging into creeks and rivers.



Image 30 – (above) Gross Pollutant Trap being cleaned



Image 31 – (above) New sweeper truck

There was below average rainfall during December and January, which had minimal impact on infrastructure assets. February has seen several major rain events which caused considerable damage to a number of Council assets. During these events staff worked diligently to ensure the road network was safe for all users. This includes emergent tree and debris clearing, unblocking drainage networks and implementing road closures for road safety purposes.



Image 32 – (above) Toilet block near Foxton Bridge underwater in February 2017



Image 33 – (above) Junction Bridge underwater during February 2017 rain event

Borzi, Upper Daintree, Cape Tribulation - Bloomfield and Cape Tribulation Roads were damaged during the February rain events. Damage included longitudinal scouring, road pavement damage and landslips. The maintenance and construction crews completed initial emergency response actions and then interim repair work to enable the roads to be opened to traffic.



Image 34 – (above) Cape Tribulation - Bloomfield Road - BEFORE



Image 35 – (above) Cape Tribulation - Bloomfield Road - AFTER



Image 36 – (above) Cape Tribulation Road closure due to a land slip



Image 37 – (above) Cape Tribulation Road land slip after remedial works completed

The Civil Works Construction crews have completed several projects over the last few months including the Mossman Gorge Cemetery Causeway and South Mossman footpath renewal. The wet season sees a slowdown of capital works due to variations in weather and crews are re-tasked into maintenance activities.



Image 38 – (above) Mossman Gorge Cemetery Causeway - BEFORE



Image 39 – (above) Mossman Gorge Cemetery Causeway -- AFTER



Image 40 – (above) Alchera Drive – South Mossman footpath renewal



Port Douglas Service Road from Atoll Street Intersection to Barrier Street has been upgraded. Project benefits includes improvement drainage, dedicated parking and the iconic mature melaleuca trees were incorporated as major features in the streetscape.



Image 41 – (above) Port Douglas Service Road – Atoll Street Intersection - BEFORE



Image 42 – (above) Port Douglas Service Road – Atoll Street Intersection - AFTER

Public and Natural Areas

During the period (December to February) the Pest Management Team conducted 570 hours treating 15 hectares of invasive pest plant species. The works targeted restricted species under the Biosecurity Act 2014, include pond apple control in the Daintree River Catchment and treatment of tobacco weed along roadsides in the Daintree Lowlands.

The pest animal control team captured and destroyed a total of 92 feral pigs and 2 wild dogs during this period. A successful baiting program using (1080) was also implemented at Ferraro Road, Craiglie during this time.



Image 43 – (above) Pre-feeding of feral pigs prior to baiting

The Parks and Garden Team completed the following works during the third quarter:

- Implementation of the 2016/2017 Coconut Action Plan continued with the completion of de-nutting across the shire and approved removals from Ocean View Road, Killaloe. A total of 23 *Tabebuia palida* trees were planted in the avenue of Colenso Road as per the replacement program;
- Capital works continued with completion of 5 park shelter roof renewals in Port Douglas;
- Atoll Close Service Road upgrade works continued with the turfing of nature strip sections;
- Operational Initiative – Implementation of coastal management works at Pretty Beach was completed. Invasive weeds were treated, followed by the planting of 743 native foreshore species;
- Nursery operations - 2,774 plants produced (potted up), 644 plants supplied to community and land care groups, and 2,196 distributed in plant sales. Year to date 10,211 plants have been supplied for revegetation and streetscape works;
- Revegetation of a small section of foreshore at the northern end of Newell Beach following ongoing illegal clearing; and
- Vegetation management works at Council's administration car park.



Image 44 – (above) Contractors removing palms



Image 45 – (above) Replacement Streetscape



Image 46 – (above) Renewal of Shelter roof Rex Smeal Park



Image 47 – (above) Atoll Close turfed nature strip



Image 48 – (above) Pretty Beach Restoration



Image 49 – (above) Seedlings planted on site - Pretty Beach

Fleet

Fleet Services has been busy completing routine maintenance of vehicles, large and small plant. Council will take delivery of a new tip truck at the end of March 2017 which will replace the existing truck which is 10 years old.

The procurement of the last pieces of plant renewal for this financial year will be completed over the coming weeks, with delivery expected before July.

Facilities Management

Facility Maintenance has stepped into the New Year with over a hundred minor operational jobs delivered during January and February; including maintenance and repair to multiple leaking toilets, air-conditioner failures, issues with slippery paths and pump failures to name just a few. Several smaller operational projects have also been delivered in the new calendar year including the refurbishment of the Wonga Community Park Picnic shelter and the Newell Beach BBQ shelter, both of which were suffering badly from corrosion.

The capital works program is well under way with a number of projects being rolled out despite the wet season. Some of these projects include:

- Mossman Library external painting;
- Mossman Administration building external repairs and painting;
- Port Community Hall external painting;
- Port Douglas Sugar Wharf asbestos removal, new roof & new hand rail; and
- Mossman Caravan Park lighting.



Images 50 and 51 (above) Scaffolding for Port Douglas Sugar Wharf Roof replacement

Images 52 and 53 - (above) New Heritage Z600 Galvanized iron fitted to the Port Douglas Sugar Wharf Roof

Capital Projects due to be completed prior to the end of the financial year include:

- New LED Sign for Daintree Ferry;
- Fire Hose Reels for Wonga Van Park;
- Fire Hose Reels for Mossman Van Park;
- Upgrade of Power Supply for Wonga Van Park; and
- Thornton Beach Café refurbishment.

WATER AND WASTEWATER

Water and Wastewater Compliance

Intake levels varied considerably from very low to very high during the December 2016 to February 2017 reporting period. The continuing reduced levels at the intakes triggered the requirement to escalate water restrictions to a Level 2 on 8 December 2016. In the latter part of the reporting period, heavy rainfalls created high water turbidity that impacted on plant production. The plant operators worked hard and were successful in ensuring the demand delivery was not adversely impacted.



Image 54 - (above) Intake clean up during wet weather event

All tested parameters in drinking water samples during the reporting period were compliant with the ADWG and the Public Health Act. Douglas Shire Council received six water quality complaints during this period. The issues raised were minor in nature and were resolved quickly to the satisfaction of all customers.

During the reporting period, all wastewater parameters tested were compliant with licence conditions. A poly dosing system was brought on line during the reporting period for high wet weather flow events at the Mossman WWTP to ensure the plant was able to maintain licence requirements.

The Department of Environment and Heritage (DEHP) conducted a compliance audit at Mossman WWTP on 23 February 2017. The audit outcome was successful with no non-compliances observed and Council was acknowledged for its proactive management approach on site.

Water Supply Restrictions

Due to a continuing dry period in late 2016, Level 2 Restrictions were introduced on 8 December. During the first weeks of 2017, monsoonal activity in the northern region brought much needed rainfall. All water restrictions were lifted on 9 February 2017 in response to continued rainfall in the catchment. The recorded data during both levels of restriction clearly showed that the implementation of the restrictions was effective in reducing water usage. Visitor numbers were much higher during this period too compared to previous years at the same time of year. The community was commended for its efforts in assisting with water usage reduction during this critical period.

Water Reticulation

General maintenance was carried out during the reporting period on all schemes, and intake, hydrant and valve maintenance continued. There were 116 service repairs undertaken during this period, and 10 water main breaks that were repaired.

Training continued for three plant operators currently studying for Cert III Water Industry.

Wastewater

Due to a number of power outages there were some minor disruptions to sewerage pump stations throughout the network, and back-up generators were utilised to ensure service was maintained. General maintenance was carried out on generator sets (mobile and fixed), and on aeration blowers at both WWTP sites during the reporting period. There were a few blockages in the sewer network and pump stations that were cleared quickly without any adverse impacts.

Capital Works Program Progress

New process water pumps were installed and commissioned at Daintree WTP and the improvement works on the driveway up to Mossman WTP were also completed.

The upgrade design/manufacture phase for inlet works, and the riverbank stabilisation redesign project both commenced for the Mossman WWTP. A site survey was undertaken for Mossman WWTP, and the design stage commenced for upgrade works to install a new clarifier.



Image 55 - (above) Aerial view of Mossman WWTP taken by a drone camera during survey of site

Port Douglas WWTP Aerobic digester aeration membranes were fitted to improve power efficiency and process control. The upgrade of the existing Oxidation ditch for the treatment of leachate and belt press discharge commenced.

Sewer relining continued and works were completed on the raising of manholes at various sites.

The water mains upgrade works at Newell Beach (Stage 2) are now 50% complete, and the replacement of the 80mm AC main at D'Addona Road has now been completed.

9.1. AGENDA ITEM 9 - CLOSED SESSION

- 9.1** *Contractual Matter S275 (1) (E) Local Government Regulation 2012 - **Proposed Land Resumption and Road Opening - Part of Lot 8 SP243566 Crees Road Craiglie***
- 9.2** *Prejudicial Matter S275 (1) (H) Local Government Regulation 2012 - **Proposed Relocation of the Port Douglas Commercial Fisherman's Association***