

5.6. CEO REPORT FOR DECEMBER 2017 - FEBRUARY 2018

REPORT AUTHOR(S) DEPARTMENT

Linda Cardew, Chief Executive Officer
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 2017 – February 2018.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from December 2017 to February 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" was developed in 2016. On a regular basis, this Report Card will provide a snapshot for Council 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 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 the previous four 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 2017 to February 2018.

FINANCIAL/RESOURCE IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

This regular report to Council and the community provides an open and transparent account of Council's operational activities, reducing risks inherent in poor or inadequate communications.

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.

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.

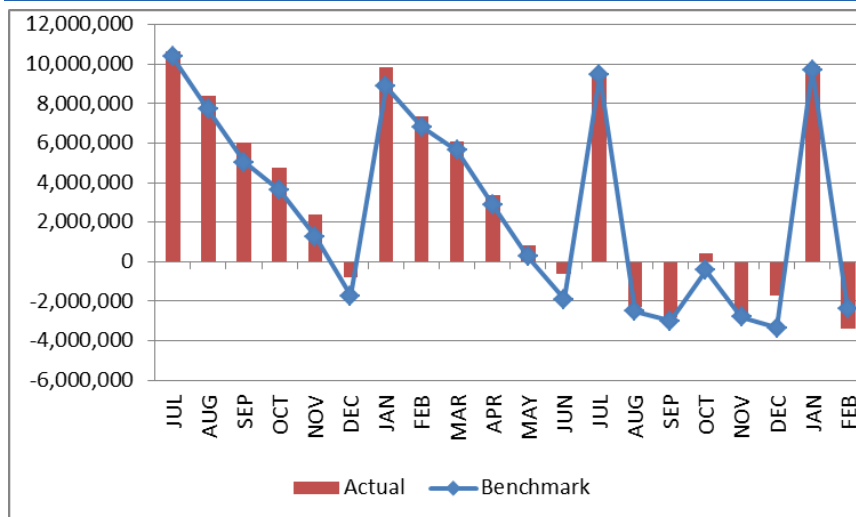
External: Nil.

ATTACHMENTS

1. Organisational Report Card (December 2017 - February 2018) **[5.6.1]**
2. Report from the Chief Executive Officer for the Period Dec 2017 to Feb 2018 **[5.6.2]**

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget

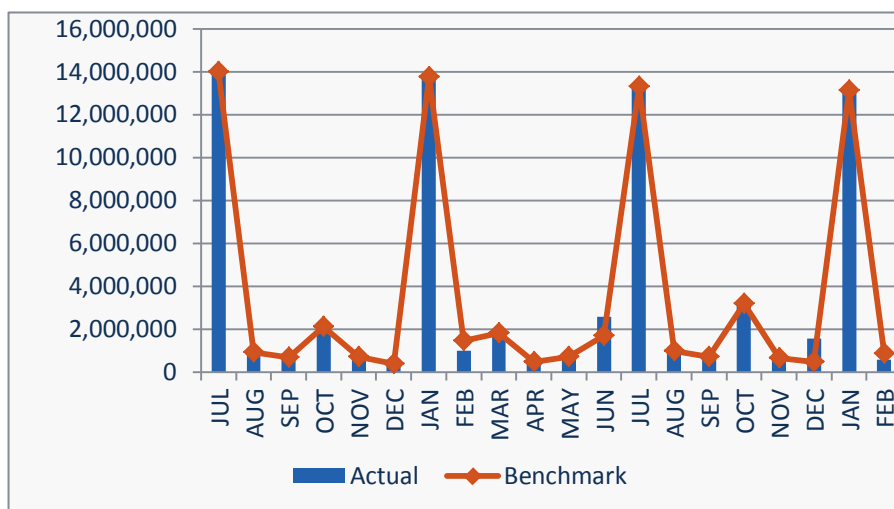


	December	January	February
Benchmark:	-3,365,776	9,722,932	-2,396,288
Actual:	-1,729,712	9,915,604	-3,392,473
Variance:	1,636,064	192,672	-996.185

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

Interpretive Comments: Council adopted the 2017/18 Annual Budget on 27 June 2017. The operating result is currently ahead of budget.

1.2 Revenue Against Budget

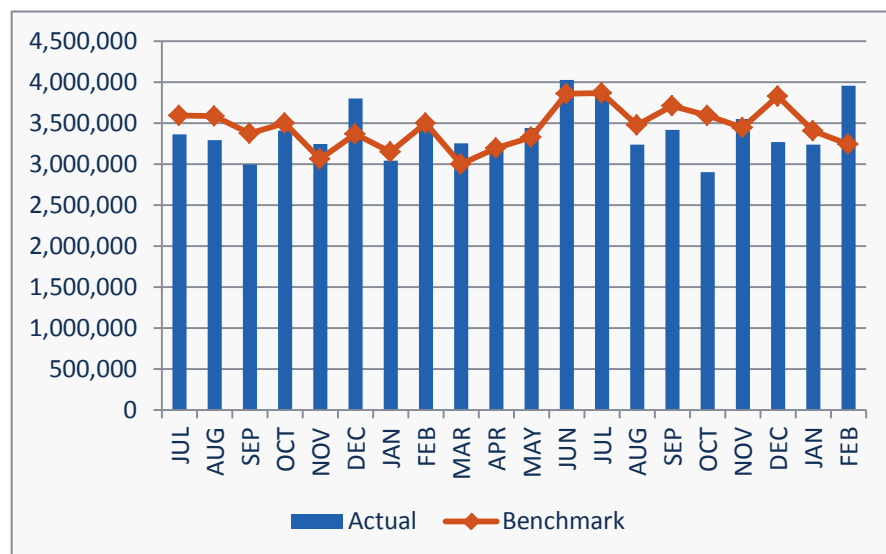


	December	January	February
Benchmark:	460,102	13,125,190	844,316
Actual:	1,540,632	13,155,940	559,559
Variance:	1,080,530	30,750	-284,757

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

Interpretive Comments: Council has received 83% of its budgeted operating revenue and is ahead of budget.

1.3 Expenses Against Budget

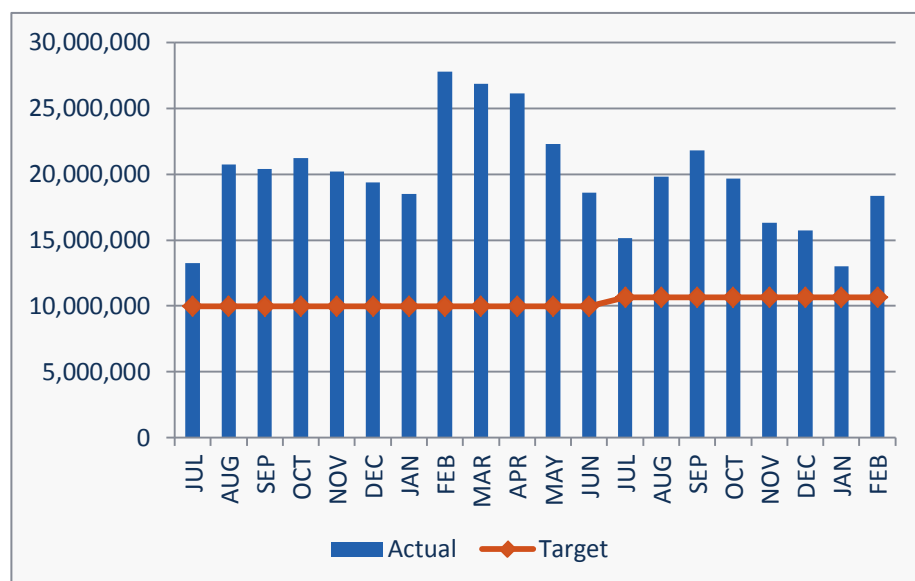


	December	January	February
Benchmark:	3,825,878	3,402,258	3,240,604
Actual:	3,270,344	3,240,336	3,952,032
Variance:	-555,534	161,922	711,428

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

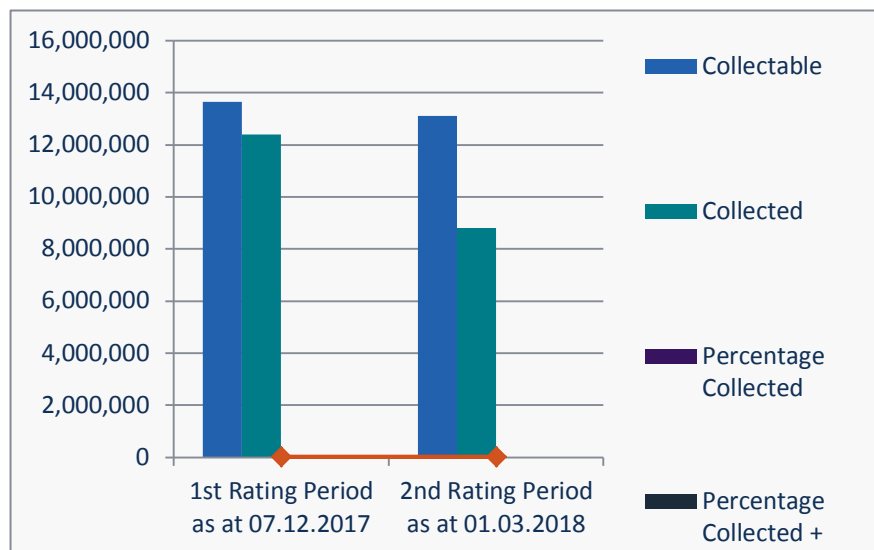


	December	January	February
Target:	10,676,738	10,676,738	10,676,738
Actual:	15,720,300	13,004,604	18,361,929
Variance:	-5,043,562	-2,327,866	-7,685,191

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

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

1.5 Rates Collected



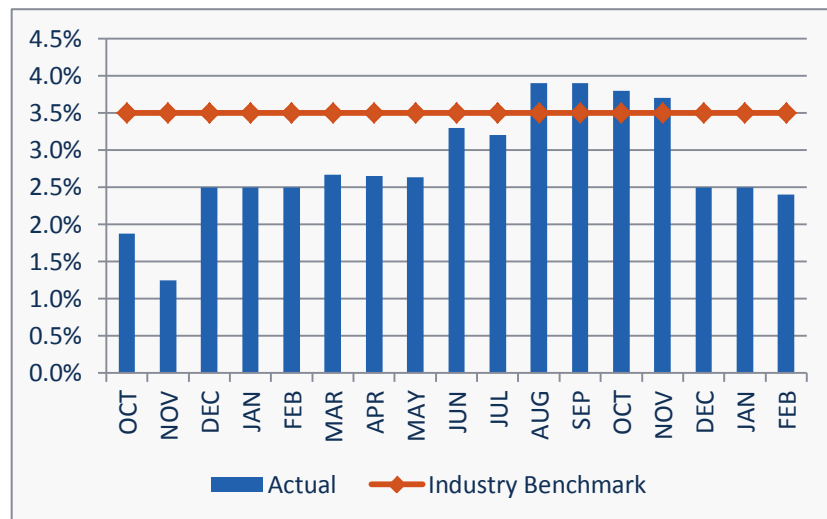
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected:	90.84%	67.13%
Percentage Collected + Arrangements Entered Into:	93.06%%	71.37%

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

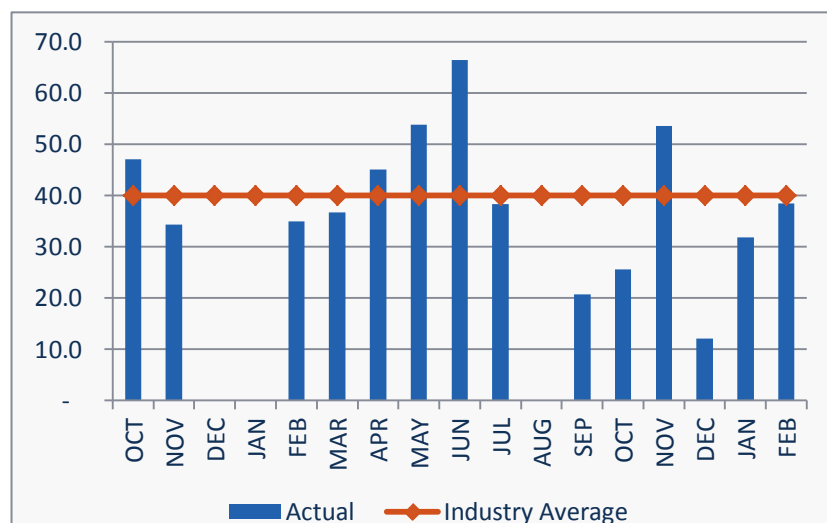


	December	January	February
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	2.5%	2.5%	2.4%

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 the three twelve month periods ending December 2017 to February 2018 there were four LTIs. The incidents were: wrist injury, back injury, attack by feral cat, and injuries from an incident with a high pressure hose. Of the four incidents only one is ongoing.

2.2 Efficiency of Filling Positions Vacant

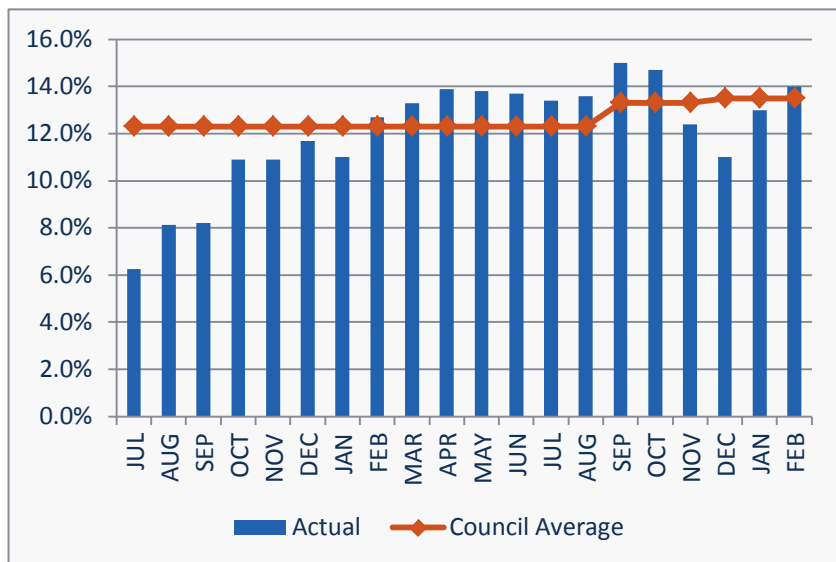


	December	January	February
Maximum:	40	40	40
Actual:	12.1	31.8	38.4
Variance:	27.9	8.2	1.6

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 8 roles this quarter with an average turnaround of 32.6 days.

2.3 Monthly Staff Turnover

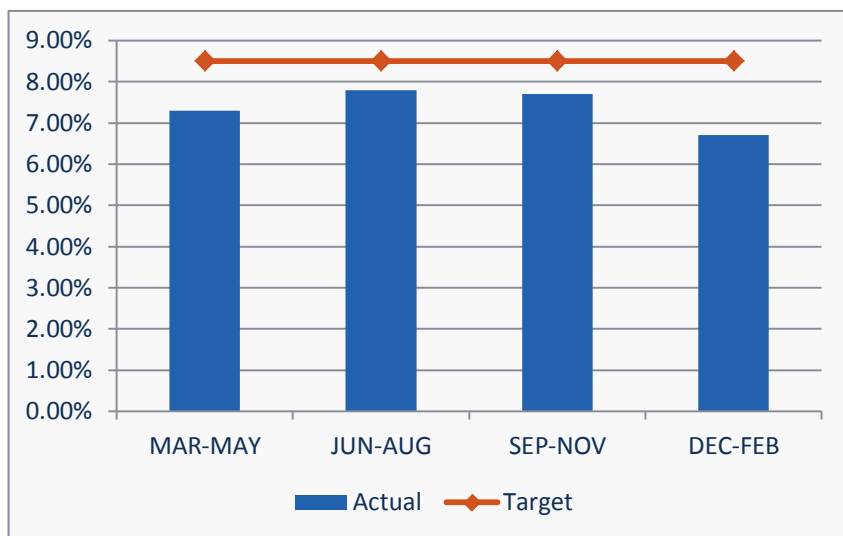


	December	January	February
Maximum:	13.5%	13.5%	13.5%
Actual:	11.0%	13.0%	14.0%
Variance:	2.5%	0.5%	-0.5%

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 number of staff exiting council in the last 12 months was 20.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



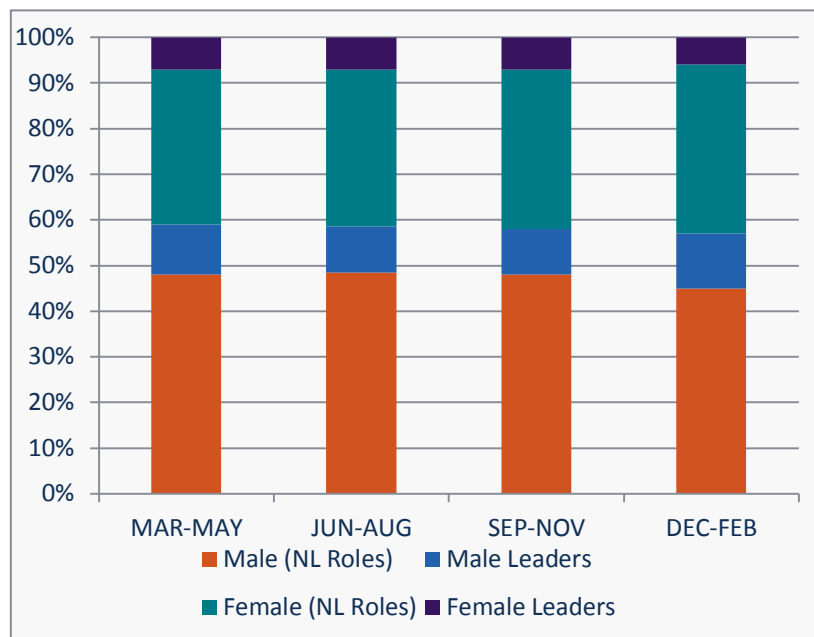
December 2017 – February 2018

Maximum:	8.5%
Actual:	7.2%
Variance:	1.3%

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

Interpretive Comments: In this quarter eleven Aboriginal and Torres Strait Islander staff were employees of Council. There is currently one identified role under recruitment.

2.5 Workplace Diversity – Males & Females



December 2017 - February 2018

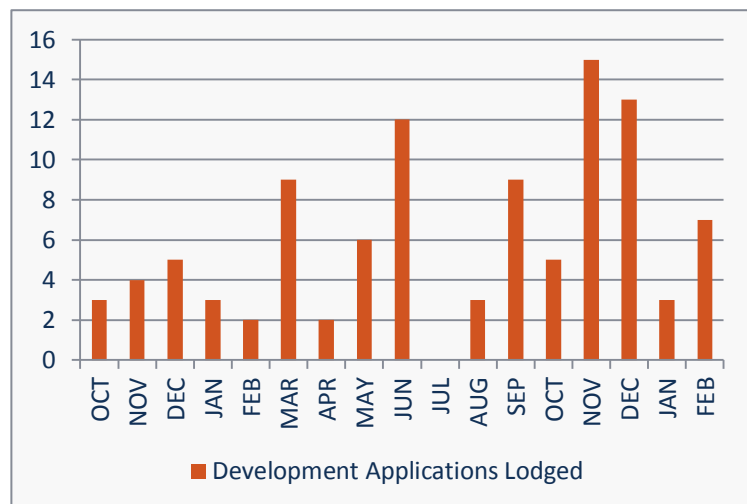
Males (NL roles):	48%
Males	11%
Females (NL roles):	34%
Females:	7%

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 163 staff - 57% male and 43% female. 20 of the 94 male staff are leaders and 9 of the 69 female staff are leaders.

3.0 SUSTAINABLE COMMUNITIES

3.1 Development Applications Lodged

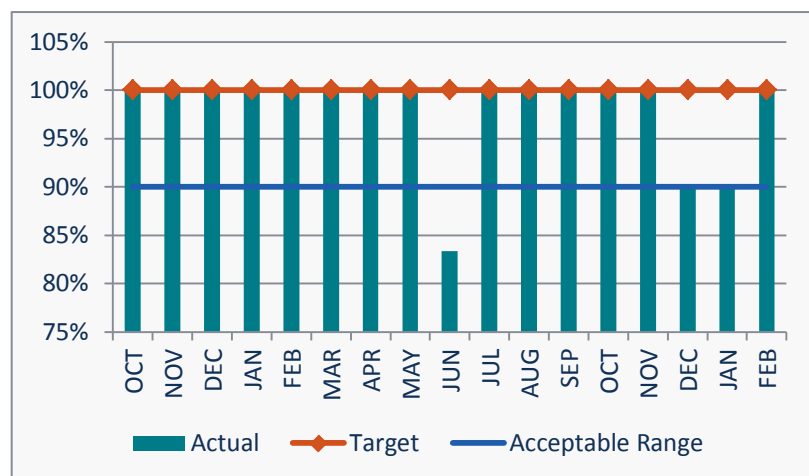


	December	January	February
Actual:	13	3	7

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

Interpretive Comments: A spike in development application received in the month of December reflects applicants lodging a number of development applications in advance of the new Planning Scheme 2018 and familiarity with the new Planning Act 2016.

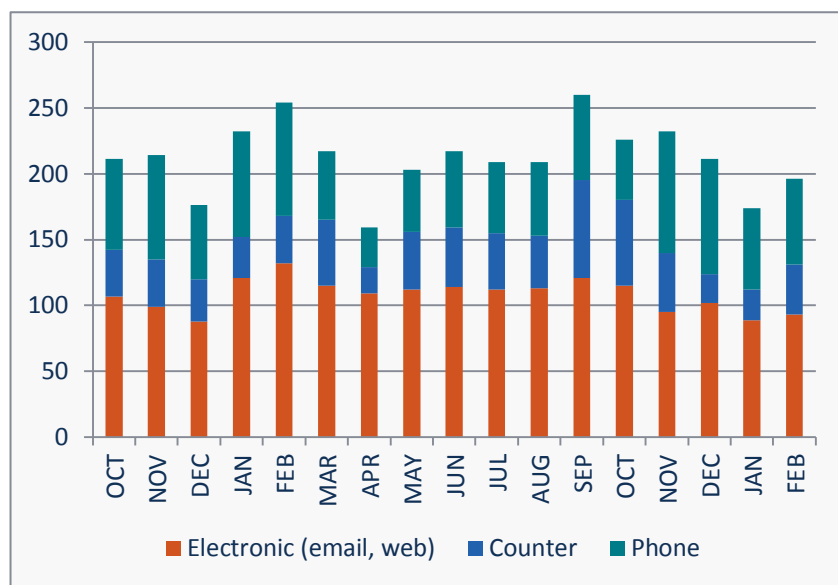
3.2 Assessments Completed Within Statutory Timeframe



	December	January	February
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	90%	90%	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: The majority of delegated authority applications continue to be assessed within statutory timeframes.



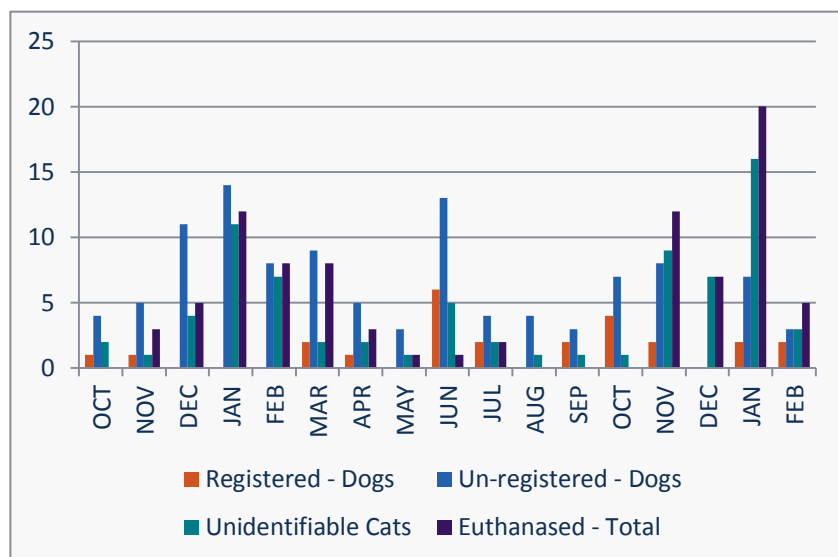
3.3 “Planner of the Day” Enquiries

	December	January	February
Electronic:	102	89	93
Counter:	22	23	38
Phone:	87	62	65

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

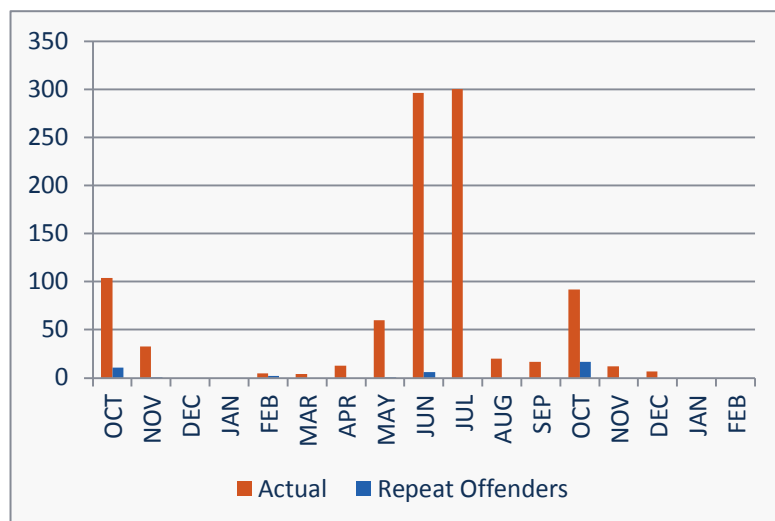


	December	January	February
Registered - Dogs	0	2	2
Un-registered - Dogs	0	7	3
Unidentifiable Cats	7	16	3
Euthanased - Total	7	20	5

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

Interpretive Comments: January spike in euthanised animals represents two households of surrendered cats/kittens.

3.5 Illegal Camping



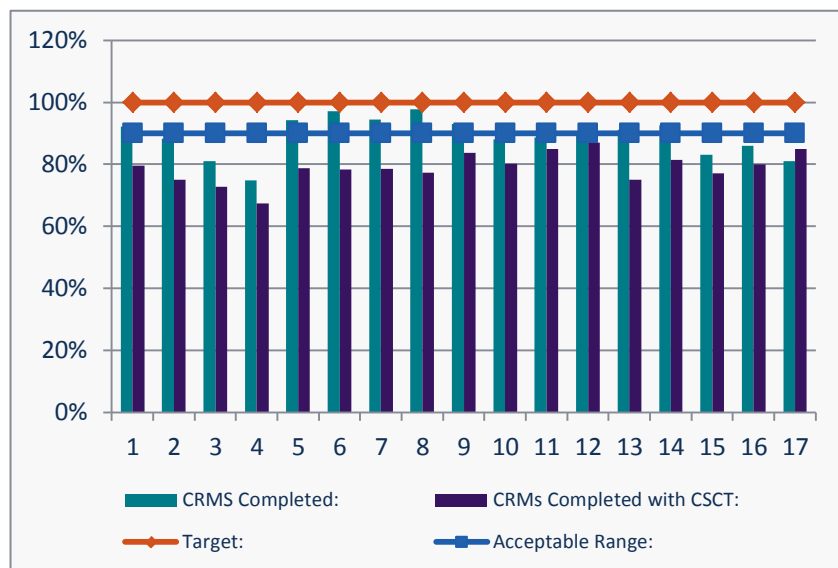
	December	January	February
Actual	7	0	0
Repeat Offenders	0	0	0

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: 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



	December	January	February
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	83%	86	81
CRMs Completed within CSCT:	77%	80	85

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

Interpretive Comments: Sound performance in this area continues with CRMs responded to within the Customer Service Charter timeframes increasing to 86% over last two months.

4.2 Top 5 CRMs

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

December

	Category	Quantity
1.	Planner of the Day	35
2.	Leaking/Broken Service Pipe	44
3.	Trees (street/park)	23
4.	Rates – Arrangement to pay	15
5.	Waste-Residential Repair/Replace	19

February

	Category	Quantity
1.	Leaking/Broken Service Pipe	50
2.	Planner of the Day	47
3.	Trees (street/park)	45
4.	Rates – Arrangement to pay	83
5.	Waster – Residential Repair/Replace	23

January

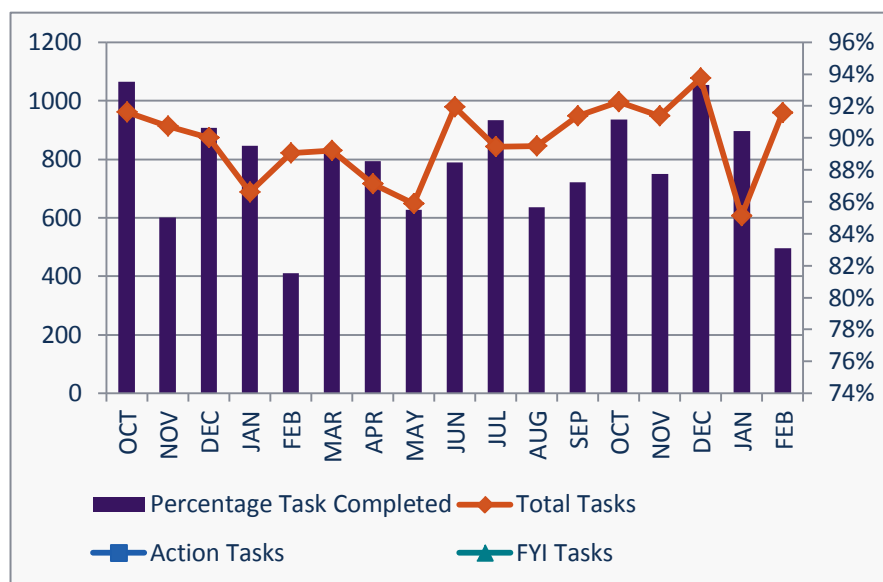
	Category	Quantity
1.	Planner of the Day	52
2.	Trees (street/park)	60
3.	Leaking/Broken Service Pipe	54
4.	Waste-Residential Repair/Replace	29
5.	Rates – Arrangement to pay	0

4.3 General Customer Enquiries

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

	December	January	February
enquiries@douglas.qld.gov.au (direct email and via web)	1072	1205	1439
Phone Calls to 4099 9444	1682	2071	2208

4.4 Inwards Correspondence Actioned

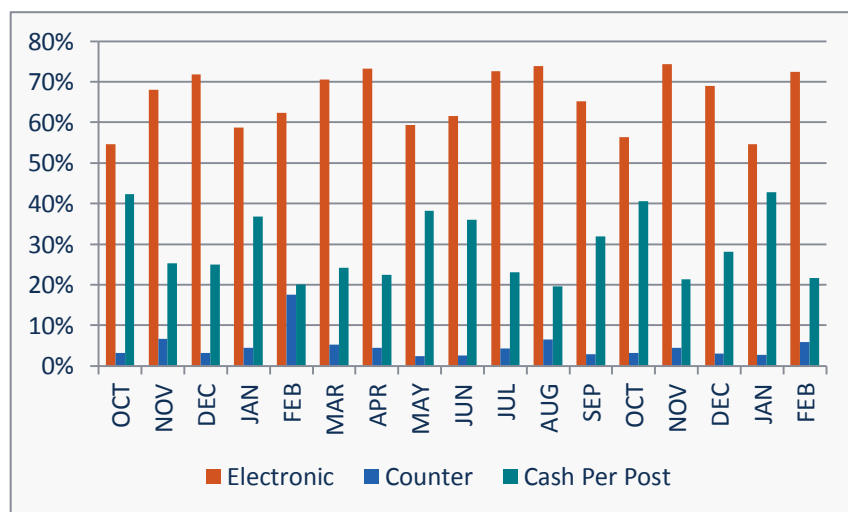


	December	January	February
Total Tasks:	1007	607	959
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	93%	90%	83%

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

4.5 Rates Payment Methods



	December	January	February
Electronic (BPAY):	68.9%	54.6	72.4
Counter:	3.0%	2.6	5.9
Cash Per Post:	28.1%	42.7	21.6

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.

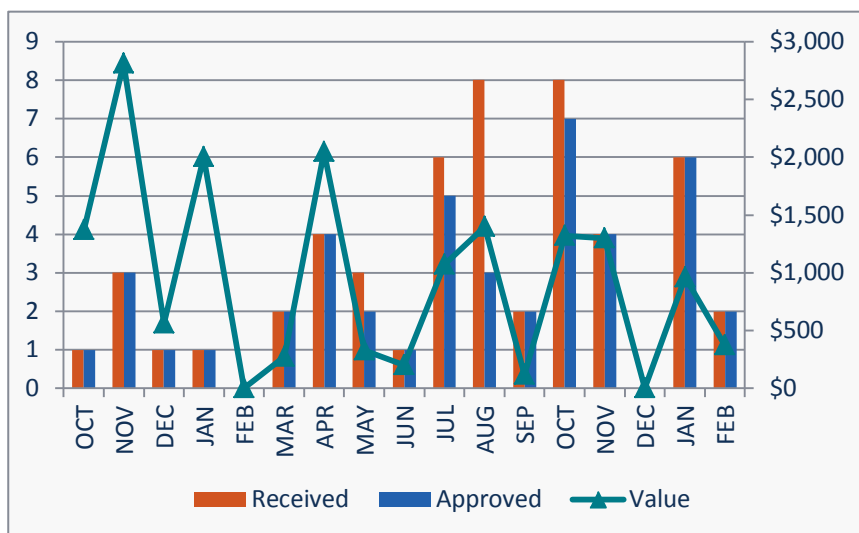
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	December	January	February
Facebook Posts	103	105	74
Website (Page) Views	35,653	46,369	49,219
Public Notice Advertising	10	9	15
Media Releases	6	12	10
Community Notice Boards	-	1	1

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

5.2 Community In-Kind Request



	December	January	February
Received:	0	6	2
Approved:	0	6	2
Value:	0	962.91	371.12

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.

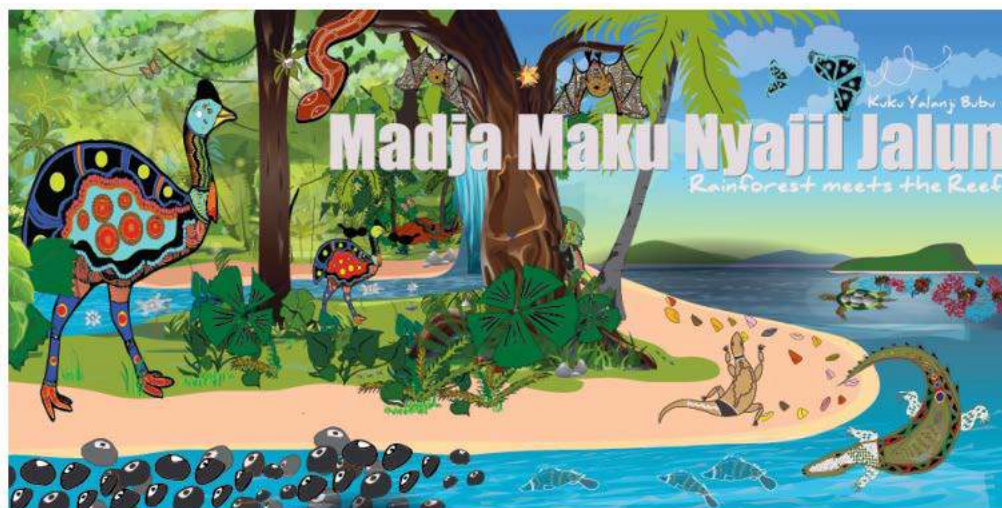
DOUGLAS SHIRE COUNCIL REPORT FROM THE CHIEF EXECUTIVE OFFICER

2017 - 2018

December 2017 – February 2018

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

DOUGLAS
SHIRE COUNCIL



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

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CHIEF EXECUTIVE OFFICER

This first report for 2018 will be my last as Chief Executive Officer of Douglas Shire Council as I move on to take up a new role as Chief Executive Officer at Cook Shire Council starting in early April. 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 the newly de-amalgamated 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 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 privilege extended to me as CEO to lead the administration over this time.

Bama Working Group

Our internal working group and forum for discussion regarding all Indigenous projects and operational matters continued during this period with the most recent meeting held on 2 February 2018. Now with a firm place on the administration's agenda, the BWG provides an opportunity for officers across Council to work together and with officers from other agencies and organisations, including Jabalbina, BBN and DATSIP.

CEO UNIT – *Connecting Communities*

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

Community Partners and Participation

NAIDOC Meeting

The first meeting of the Mossman NAIDOC Committee was hosted at Council in February. This year's theme for NAIDOC is 'Because of Her, We Can'. NAIDOC week in Douglas will be held on the 16 – 20 July, 2018.



Image: 2018 NAIDOC Logo

Events and Programs

Christmas Trees

The installation of the Christmas Trees in Mossman and Port Douglas was generally well received with good feedback and comments via Facebook and across the counter to Frontline

Services. It was unfortunate that the tree in Port Douglas was vandalised over the New Year period. It should be possible to have the tree repaired for the 2018 festive season.



Images. - Port Douglas Christmas Tree – 'before and after'

Carols in the Park

Council once again partnered with the Douglas Theatre Arts Group to host Carols in the Park on Saturday 9 December.

A large crowd came to celebrate Christmas, greeting Santa and singing along to carols at the Mossman Showgrounds. We extended a big thank you to Nicole Findlay and Helen Coulthard for organising and coordinating this important community event.



New Years Eve Family Day and Fireworks



Crowds at the 2017 Family Day and Fireworks were nearly double those from last year where children enjoyed the jumping castle, giant slide, face painting and Chantelle the Fairy.

Held in Market Park, the Family Day also included food and refreshments.

We would like to thank the generous sponsors of the Family Day and Fireworks: Salsa Bar & Grill; Saltwater Luxury Apartments; Quicksilver; Paddy's Irish Pub; Rattle & Hum Bar & Grill; Tin Shed; Seabeen Tapas Bar; Central Hotel; Courthouse Hotel; Wicked Willies Jewellery; M&R Kitchens; Ngarru Gallery and 15 Wharf Street.

Australia Day 2018

Council's 2018 Australia Day Awards and a citizenship ceremony were held at the Port Douglas Community Hall on Australia Day where five people took their oath of citizenship and seven Douglas Shire residents received Australia Day Awards.



The Late Jack Heywood also received a posthumous Civic Recognition Award for his contributions to the arts in Douglas Shire.

This year Council also supported the SES to provide a Big Aussie 'Barbie' Brekky before the official proceedings started.

Game On DS2018!

The Game on DS2018 Come & Try! And Game On DS2018 EVEN MORE Active Games in the Park! Projects were launched in February by Mayor Julia Leu and representatives from local sporting clubs hosting Come and Try sessions in coming months.

The projects, to be delivered under the Queensland Government's Embracing 2018 Legacy Program for the Gold Coast 2018 Commonwealth Games were funded by the Australian Government.

Game On DS2018 – Come and Try! will target residents in the Douglas Shire currently not undertaking regular physical activity and provide opportunities to participate in a variety of free 'come and try' and friendly competition days at various venues across the Shire.

Funding will enable Council and local clubs to deliver free sport and active recreation events and programs in the lead-up to, during and after the Gold Coast 2018 Commonwealth Games. Free sessions will include Fast Five Netball, Women's Cricket, Underwater Hockey, Inclusive Lawn Bowls, Lawn Bowls, Table Tennis, Sailing, Surf Lifesaving, Little Athletics, Gymnastics as part of the Come and Try event.

Game On DS2018 – EVEN MORE Active Games in the Park! will extend the reach of council's existing 'Active Games in the Park' to outlying communities in the Shire enabling more children and families to become more active. Tai Chi, Yoga and fitness activities will also be held in Council's halls and parks as part of EVEN MORE Active Games in the Park.

Regular updates on the Come and Try days and EVEN MORE Active Games in the Park will be posted to Council's Facebook Page <https://www.facebook.com/douglasshirecouncil> and Website <https://douglas.qld.gov.au/game-douglas-shire-2018/>.



Image - Mayor Julia Leu with representatives from Underwater Hockey, Netball and Little Athletics launching Game On DS2018!

Economic Development

Economic Development Strategy 2017 - 2021 – Taskforces

In December 2017 Council convened the first meetings of the three different economic development taskforces responsible for helping to drive the Economic Development Strategy 2017 – 2021. The Taskforces which have been established to date include:

- Allied Health and Health Tourism Taskforce;
- Study, Training and Entrepreneur Incubator Taskforce; and
- Sustainable Development and Attracting and Facilitating Investment Taskforce.

Each of the taskforces will establish a list of priority actions that identify specific tasks and initiatives which will progress and contribute to the five (5) Key Focus Areas identified within the Strategy, which include:

1. Creating a Study, Training and Entrepreneur Incubator Centre;
2. Further developing an Allied Health Hub and Health Tourism;
3. Increasing the resilience of the Sugar Industry;
4. Developing Douglas Shire as Australia's Leader in Sustainable Development; and
5. Attracting and Facilitating Investment.

The key priority actions of each taskforce will be presented to Council before the 30 June 2018 for endorsement.

RV Strategy – Promotion of Douglas at Interstate Caravan & Camping Shows

As an initiative of the Douglas RV Strategy 2017 - 2021 Council has become an associate member of Caravanning Queensland. One of the benefits available under this membership program allows Council to disseminate relevant self-drive and tourism information about the Douglas region to major Caravanning and Camping Shows across Australia. Specific and targeted marketing of the Douglas region at these events helps to raise awareness and profile of the region with the RV and caravan traveller market.

In January and February with the assistance of Tourism Port Douglas Daintree (TPDD) promotional materials including drive itineraries for the region were sent to the 'Let's Go

Caravan and Camping Lifestyle Show' in Adelaide; and the 'Victorian Caravan, Camping and Touring Supershow' in Melbourne.

Website and Facebook

Council's Communications and Engagement Officer has been very active over the last three months preparing 28 media releases, updating Council's website daily and posting multiple articles on social media. Over the three months to February 2018 there have been 282 Facebook posts that were viewed over 100,000 times and Council's website had over 131,000 page views over the same period.

Grants

Grants Pending Decisions

Grant	Provider	Project	Amount	Closed
Building Better Regions Fund	Australian Government Department of Industry, Innovation and Science, Department of Infrastructure and Regional Development	Strategic Planning for The Daintree	\$20,000	19/12/2017

Outcomes of Grant Applications

Grant	Provider	Project	Amount	Outcome
SES Non-Recurrent Subsidy Program	Queensland Fire & Emergency Services	Cooling Down Mossman's SES Shed	\$5,699	Successful
Regional Jobs & Investment Package – Local Infrastructure	Australian Government Department of Industry, Innovation and Science, Department of Infrastructure and Regional Development	Port Douglas Waterfront Southern Precinct	\$80,000	Successful
Queensland Destination Events Program	Tourism & Events Queensland	Port Douglas Carnivale 2018	\$25,000	Successful

Game On Queensland	Queensland Government	Game On DS2018 - Come & Try!	\$15,000	Successful
Game On Queensland	Queensland Government	Game On DS2018 – EVEN MORE Active Games in the Park!	\$26,000	Successful

Awards Entered

Award				Sponsor	Project	Closed
Queensland Reconciliation Awards				Dept Premier & Cabinet	Yalanji Cemetery Causeway	26 February 2018
National Awards for Local Government				Dept Infrastructure, Regional Development & Cities	Yalanji Cemetery Causeway	2 March 2018
LGMA Excellence	Queensland	Awards	for	LGMA	Flagstaff Hill Walking Trail	8 March 2018
LGMA Excellence	Queensland	Awards	for	LGMA	Mossman District Nursing Home	8 March 2018
LGMA Excellence	Queensland	Awards	for	LGMA	Yalanji Cemetery Causeway	8 March 2018

CORPORATE SERVICES

GOVERNANCE

This quarter the Governance Team welcomed our new Trainee Astrid van Peelen. Astrid is a long-term local and already fitting in to the team very well. We also welcomed back Jan Guthrie from an extended period of Long Service Leave. Jan is currently seconded to the role of Governance Officer replacing another team member on a mid-career break.

Port Douglas Markets

Councillors adopted the Port Douglas Markets Policy in January. The Policy is substantially the same as the previous Terms and Conditions with the exception that Busker amplification is now totally banned (previously permitted at the discretion of the Market Coordinator). Councillors directed the new Policy be strictly implemented and accordingly an audit of all stalls was undertaken by staff in February. The majority of stallholders welcomed the strict enforcement of the 'Cotters Market' requirements.

Human Resources

Human Resources (HR) continues to administer a range of HR functions particularly within the fundamental areas of recruitment and selection, learning and development and 'return to work' facilitation.

Staff training held during the quarter included Anti-Fraud and Anti-Corruption training, Street Sweeper training, Microsoft Office training, and monthly First Aid and CRP courses. Council continues to support staff studying toward graduate qualifications. This quarter Melissa Collins was placed in the Sustainable Communities team for an extended period of study-related work experience.

Douglas Shire will again be hosting the Local Government Manager's Australia (LGMA) North Queensland Ignite Program in 2018. This program is designed to build and refine staff leadership skills and is attended by aspiring Local Government leaders and managers from many North Queensland Councils. This course represents a significant investment in Council's staff with twelve leaders attending the course in 2017 and another ten scheduled to attend the 2018 course.

This quarter Council said farewell to five staff, one of whom to retirement with the remainder moving on to other employment opportunities. Recruitment activities have resulted in the placement of five full time staff, two trainees on a twelve month contract, and one casual staff member.

Workplace Health & Safety

The Work Place Health and Safety team was focused on preparation for the LGW Audit this quarter. Council has put significant resourcing in improving systems and safety standards since de-amalgamation and the Audit to be undertaken in March is a benchmarking process to measure our progress toward the goal of 70% compliance.

After an extensive period of staff and stakeholder consultation, Council adopted the inaugural Drug and Alcohol Policy in February. The adoption of the Policy is a significant step toward ensuring that no person's health and safety is adversely affected by any Council employee working while affected by alcohol or a drug. Officers will now undertake a procurement process to select a preferred supplier to undertake the random testing process.

Another area of focus for the team has been crocodile management. Although the management of crocodiles is not a responsibility of Council, the WH&S team coordinates Council's assistance to the Department of Environment and Science. There was one incident in

late February where Council staff assisted the Department to successfully capture an animal from a residential area in Port Douglas.

Property

In January Councillors resolved to progress the relinquishment of the joint Trusteeship of the Lot 900 SP238233 known as Blue Pools by supporting the Jabalbina Yalanji Aboriginal Corporation to develop a new Land Management Plan and relevant community consultation as required by the Department of Natural Resources.

In February Officers facilitated the inaugural meeting of the Coronation Park User Group. The attendees developed the Group's Terms of Reference and laid the foundation for future meetings. Also in February Councillors resolved to form a User Group Committee for the Port Douglas Sports Complex.

The development of the Concept Master Plan for the Port Douglas Waterfront South Precinct has been a major focus for the Property team this quarter. Stakeholder consultation was undertaken in February and the Consultant is currently developing initial concept plans for review and discussion. Council was successful in their bid for grant funding for this project, and has been awarded \$80,000 under the Federal Regional Jobs and Investment Packages funding program.

The team continues to deal with ongoing matters such as road openings and closures, lease renewals, use of reserve land, reconfiguration of boundary alignments and encroachments.

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

Frontline staff are very excited about going paperless. By reviewing their processes and making a change to the end of day reporting, the team is saving approximately 13,000 sheets of paper a year! The Front Line and OBSU team were kept very busy this quarter assisting Council's management of the temporary closure of the Daintree Ferry. This quarter Frontline said farewell to Glen Cannard, who was successful in his bid for the role of Assistant Project Manager in the PMO Team, and welcomed Anjee Lake to the team.

PROCUREMENT

In this period Procurement has been involved in delivering over 19 tender/quotations through either the LG Electronic Tender System or Local Buy (Vendor Panel Online System). Whilst receiving submissions electronically creates administrative efficiencies, this 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 2018-074 Mossman WTP Replacement Pump,
- Contract 2018-075 Port Douglas WWTP Grit Classifier Replacement,
- Contract 2018-077 Junction Bridge Water Main Reparation Works,
- Contract 2018-078 Mowbray River Road Water Main Renewal,
- Contract 2018-079 Rex Creek Johnson Screens Renewal (Phase 3),
- Contract 2018-080 Whyanbeel WTP Renewals,
- Contract 2018-081 Whyanbeel Intake - Johnson Screen Renewals

Infrastructure services have released 3 RFQ for:

- Contract 2018-084 Macrossan Street Master Plan,
- Contract 2018-086 Open Spaces Strategy, and
- Contract 2018-085 Underground Assets Geocoding

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) - release to market -TBA
- Contract 2018-088 Diggers Bridge Upgrade Project (Major Construction and Civil Works) Construction tender (AS 4000 General Conditions of Contract) release to market – early March.

Other projects of interest are focused around Daintree River Ferry Channel dredging. This project has two contract elements.

- Contract 2018-089 Dredging of DTR Ferry Channel (commencing approx. 10 April 2018 with Sirron Enterprises (QLD) Pty Ltd) , and
- 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 currently underway).

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), 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 will sit on a procurement panel at this years Local Buy Procurement, Works and Fleet Management Conference being held early March 2018.

FINANCE AND INFORMATION TECHNOLOGY

The Queensland Audit Office (QAO) undertook an Audit Planning visit in March in readiness for the audit process for the 2017/18 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.

Work is also well underway on the development of Council's 2018/2019 draft budget, with three Councillor workshops having already been held to consider some of the major components of the budget.

Half yearly rate notices were issued on 23 January 2018 with a due date of 27 February 2018. First reminder notices had an issue date of 20 March 2018. The dollar value of rates outstanding is listed in the organisational report card included in this agenda. Water usage notices were issued on 7 March 2018, with a due date of 10 April 2018. Supplementary Rates Levy notices were issued on 7 February 2018 with a due date of 13 March 2018, with a further supplementary rate notice issue anticipated for the end of March. These notices were for the amendment of charges due to requests (eg additional bins), buildings that have been completed or new allotments created.

Water usage letters of demand (for amounts outstanding over \$1,000 with no arrangements to pay in place) were issued by Council's solicitors on 20 February 2018 with a 14 day payment request. As part of a regular six monthly review all of Council's payment arrangements with ratepayers (including direct debits) have recently been reviewed and where necessary payment amounts have been adjusted to ensure all required remaining payments are received by 30 June 2018. Debt recovery processes are also ongoing.

Council's IT Trainee commenced employment with Council on 12 March 2018 and in addition to gaining considerable work experience will also be undertaking a Certificate III in Business (with an IT component) during his 12 month traineeship with Council. The IT section is currently in the process of implementing an upgrade to Council's core software module and also developing a forward program of projects to be undertaken during the 2018/19 financial year.

LIBRARY

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

"Cattle cane and cedar ... early farming in Douglas Shire" by the Douglas Shire Historical Society was launched by Mayor Julia Leu at Mossman Library in December. *Cattle, cane and cedar* will form an integral part of our Local History Collection. The well-attended event provided people with the opportunity to celebrate the book with Ken Keith and to share stories.

Children enjoyed a range of school holiday activities, including Christmas card marking, making mascots, sand art and the State Library of Queensland "Summer Reading Club" activities.



February saw the beginning of "Tech Savvy Seniors Queensland" free technology training sessions for 2018. The beginner information sessions continue to be popular with community members and provide participants with an opportunity to learn in an informal environment.



The Library is in receipt of a \$2,000 "FIRST (for inspiration and recognition of science and technology) Lego League Robotics Grant". The grant also included a Lego EV3 mindstorm kit. The pilot program involving 6 children began in February and has proved very popular with the children involved. Training of library staff was provided by the State Library of Queensland.



The extended opening hours and at Port Douglas Library, along with the use of the Reading Room, is proving popular with residents and visitors. 2,849 people visited the Library during this period compared to 1,483 for the same period last year.

During this period 19,013 people visited their local library; 239 people joined; 20,009 items were borrowed; 622 people attended library programs/events; 1855 pc bookings were made and 2,611 free wi-fi sessions were accessed by 508 people.

OPERATIONS

SUSTAINABLE COMMUNITIES

Planning

The Minister approved the Douglas Local Government Infrastructure Plan (LGIP) for consultation on Wednesday 7 March 2018. Council officers are now proceeding to public consultation on the LGIP to ensure it is ready to take effect on 1 July 2018.

Work has been completed, in partnership with the State government, to align the 2018 Douglas Shire Planning Scheme with the Planning Act 2016. Council's Senior Planning Officer will now progress the steps necessary to make an alignment amendment to the Scheme to complete the alignment.

Local Laws

Local Laws have been busy finalising projects from the 2017/2018 Operational Plan. Officers met with representatives from BBN at Mossman Gorge and are planning a fun animal management education day in the community on Thursday 5 April 2018. The day will seek to engage the community in a range of activities and highlight the importance of responsible pet ownership.

Officers have also been conducting goods on footpath audits, with a particular focus on un-registered sandwich boards.

Finally, Local Laws Officers have increased their communication capabilities, with the introduction of portable radios and a base station in the office. While increasing the safety of officers in the field by providing a quick, cost effective way to check in, the radios also increase Council's communication capabilities during bad weather events.



Environmental Health

Environmental Health Officer, Michelle Doherty, was one of 19 successful international applicants selected to attend the *Health and Humanitarian Action in Emergencies* course held in Cairns in December 2017. The 10 day course was run by the Center for Excellence in Disaster Management and Humanitarian Assistance (CFE-DM) and James Cook University College of Public Health, Medical and Veterinary Sciences. The CFE-DM is responsible for enhancing the US Military's disaster and humanitarian response in the Asian Pacific region in collaboration with partner nations such as Australia. The course provided Michelle with a new set of skills and knowledge and an expanded network of contacts that she can bring to her disaster management role in Council.

Resource Management

The extension to Council's collection contract with Cleanaway commenced on 1 December 2017. Douglas began the process of re-branding wheelie bins and rubbish trucks, the contract having previously been administered by Cairns Regional Council. The new Douglas hot stamp on the bins rolled out in January 2018.



Image: A wheelie bin with the new Douglas hot stamp.

Concrete Crushing and Mattress Shredding

Council officers undertook a concrete crushing and mattress shredding trial at Killaloe Transfer Station in December 2018. Metal was recovered during the processing and the concrete was re-used on site. This increased Council's landfill diversion rate in accordance with Council's Waste Reduction and Recycling Plan.



Image: Concrete crushing and mattress shredding trial at Killaloe Transfer Station in December 2018.

Kerbside Collection

The following volumes were collected in Council's kerbside collection service for the period December 2017 – February 2018:

- Domestic waste: 1,090 tonnes
- Domestic recycling: 300 tonnes
- Commercial waste: 257 tonnes
- Commercial recycling: 10 tonnes
- Dry comingled recycling: 18 tonnes
- Drummuster: 0.68 tonnes

Sustainability

Council adopted a Climate Change (Council Operations) General Policy on 12 December 2017. The Policy reflects Council's environmental and sustainability values by providing the framework for Council to manage its climate change responsibilities. It commits Council to eight (8) objectives, which include adaptation and mitigation options, such as protecting existing carbon sinks located within the Douglas Shire.

Four (4) Douglas Shire waterways have been included within the Wet Tropics Report Card 2017, which was launched in December 2017. The waterways are: Mossman (freshwater), Dickson Inlet (estuary), Daintree (freshwater) and Daintree (estuary). The Report Card is prepared by the Wet Tropics Healthy Waterways Partnership and aims to provide a snapshot of the quality of water entering the Great Barrier Reef (GBR); and encourage Partners, including local government, industry groups and local businesses to reduce sediment, nutrient and pesticide run-off to the GBR. Council is a member of the Partnership and has expanded its water quality monitoring program to assist the Partnership with its data requirements.

Council is a founding member of the Cities Power Partnership (CPP), an independent apolitical organisation which exists to promote the transition to clean energy in Australian towns and cities. On 20 February 2018 Council endorsed five (5) Cities Power Partnership pledges, which are:

1. Utilise renewable energy at appropriate Council buildings;
2. Investigate and trial renewable energy opportunities at Council's transfer stations and landfill;
3. Utilise energy efficient public lighting in appropriate locations;
4. Create a revolving green energy fund to finance energy efficiency projects and receive savings; and
5. Improve cycle lanes and cyclist provisions in appropriate locations.



Disaster Management

Training in the Guardian disaster management system was undertaken with key staff in December 2017. Council's Disaster Dashboard was released in December 2017 for the far northern cyclone season. The Dashboard provides an array of information on one page including flood cameras, social media feeds, notifications, power outage information, weather and road information. The Dashboard uses a separate URL and servers to help ensure reliability outside of Council's normal website. The Dashboard is continuing to be refined and is proving a very popular and useful tool for the public and emergency personnel. During the weather event between 7-10 March 2018, 8,843 sessions were held on the Dashboard and there were over 40,000 page views. 3,957 new users utilised the Dashboard during that period.

A map of critical sites throughout the Shire was developed which included evacuation centres, emergency buildings, water and sewerage key sites and critical power sites. This map will assist decision making in the responding to and recovering from events.

Additional two-way capacity has been added to Council's communication network with the installation of base stations in the Local Laws, Water and Infrastructure areas as well as the purchase of extra portable radios and an extra user channel. Communication is the key to ensuring Council has an adequate capacity to respond to events within the Shire. Council's Local Disaster Coordinator is working on the completion of new Disaster Management sub-plans in Public Information and Warnings, Recovery and Community Support.



Council's Disaster Dashboard

INFRASTRUCTURE

Civil Works

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

The Civil Works Unit provided operational support for the Daintree River Ferry drydocking project; including traffic management and temporary carpark works. This project was well planned and completed successfully.

The reseal program has progressed well over the past 3 months with half of the \$1.2 million contract being completed during this period. There has been minimal traffic disruption during these works and the quality of the reseal work is very high.

Sections of Port Street, Port Douglas underwent pavement reconstruction during this period. A deeplift asphalt corrector course was used to fill areas of pavement deformation and an asphalt wearing surface was used to complete the repair work.

Council has engaged an engineering consultant to undertake a detailed design and community consultation project for Warner Street, Port Douglas. This project is expected to be completed by 30 June 2018 and will deliver a set of plans that can be used to reconstruct the street and improve drainage, traffic management, carparking and vegetation management.

Council crews completed the pavement reconstruction project along Mowbray River Road during this period. Council crews used fibre reinforced concrete to deliver a rigid pavement to a section of road susceptible to stormwater erosion and pavement failures.

The maintenance crews have been busy completing routine drainage maintenance during this period. This work has helped to alleviate stormwater flooding issues across the network and provides vital risk mitigation measures to protect Council property and private property.

Public and Natural Areas

The Biosecurity Team attended and assisted in the Queensland Weed Symposium held in Port Douglas in early December. The event was a great success with close to 200 delegates attending.



During this period the team completed 764 man hours treating invasive weeds. A total of 17 hectares of restricted species were treated, mainly targeting Tobacco Weed and Singapore Daisy in the Daintree Lowlands.

Installation of the new remote activated feral pig trap was completed in February 2018. The trial has been very successful, with one trap capturing a record 17 pigs.



Our pest animal controllers have trapped and destroyed a total of 89 feral pigs during this period including 6 weighing over 100 kilograms.

The Parks and Gardens Team have completed the following tasks:

- Bollard replacement Reynolds Park and Julian Park;

- Tree Lifting Island Point Road / Rex Smeal Park / Market Park and sections of Port Douglas Road;
- Flagstaff Hill Walking Trail officially opened 15 December 2017 and Council has commenced routine maintenance;
- Construction commenced on the Disability Access at Four Mile Beach and foundation works for the reinstallation of the Historic Flagstaff on Flagstaff Hill;
- The Diwan and George Davis Park playground renewal project was completed during the third quarter;
- Rectification works are progressing well on various playgrounds around the Shire. These works have been addressing issues highlighted through a recent playground audit; and
- Re-turfing of Little Cove, Port Douglas has been completed.

During this period the team have conducted over 5,200 man hours and completed 3,300 accomplishments / routine maintenance tasks as can be seen below:



Fleet

Council took delivery of three (3) new utes in this period, continuing the renewal of fleet assets. Two (2) new medium rigid trucks will be delivered in early April and this will complete the fleet renewal program for 2017/2018.

Fleet services have been busy completing an audit of all plant and vehicles to ensure asset management of Council assets into the future can be completed with a high degree of confidence.

Small plant has continued to be maintained to the required standards in support of Council maintenance crews completing routine maintenance and disaster recovery operations.

Facilities Management

During this period 104 operational tasks have been completed by the Facilities Management Unit from blocked toilets, air-conditioner breakdowns, leaking roofs and field lighting repairs to name just a few. The roll-out of new asbestos management plans for leased properties on Council controlled land as well as all Council facilities has been progressing well. Australasian Safety Services was awarded the contract and began inspections in late January, completing all

inspections by early March. The next stage is to complete all the reports which should be finalized by the end of April 2018.

Capital works projects are progressing well, including:

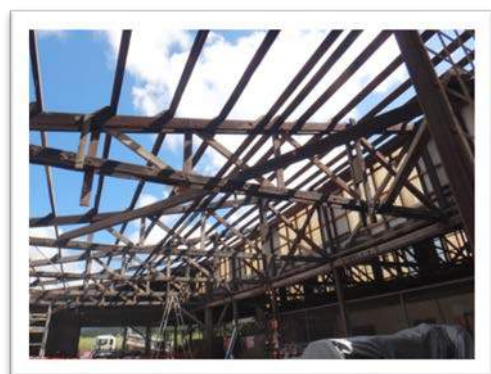
- Engineering report completed on the Sugar Wharf;
- Fire alarm systems installed at the Mossman Shire Hall and Mossman Depot;
- The new roof structure was installed over the Mossman Administration Donga;
- New roof sheeting at the Mossman Depot - stage one was completed;
- New Daintree Toilet block commissioned;
- Installation of a new access ramp and traffic rails at the Sugar Wharf jetty; and
- Work has been completed on new timber doors to match the old original doors that were removed from the Sugar Wharf.



Above: Mossman Fire Panel



Above: New Chemical container for Nursery



Above: Stage one new roof for Mossman Depot.



Above: New Timber door to replace sliding aluminum doors, Sugar Wharf.

The conclusion of this financial year will see the installation of the new Staff Lunch area at the Mossman Depot, new lights in the Mossman Library and boom gates at the Daintree Ferry. The Facilities Management Unit will also conduct a full review of all evacuation procedures and equipment with the assistance of Workplace Health and Safety.

WATER AND WASTEWATER

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

1. Regulation Compliance;
2. Capital Carry-over Completions;
3. Strategic Network Planning;
4. Rectification of Faults and Defects; and
5. Scheduled Maintenance.

Level 2 water restrictions have continued throughout the reporting period. The Emergency Water Action Group (EWAG) continued to monitor water intake levels and consumption, and it was agreed to keep the water restrictions in place due to weather forecasts and planned capital works on critical trunk water mains within the network.

The annual audit inspection completed by the Department of Environment and Science (DES) on 22 November 2017 at the Mossman Water Treatment Plant resulted in 1 non-compliance that involved discharge from an unapproved point. This issue was known to be occurring by DES and the matter formed part of an amendment to the licence application being reviewed by DES. An official notice from the Department of Environment and Heritage Protection (DEHP) for the outcome of the inspection was received by Council on 8 December 2017 advising DES' intention to consider taking action for the non-compliance. Subsequent communications between DES and Council resulted in an official withdrawal of the non-compliance issue with no further action to be taken. An Information Request response was submitted by Council on 11 January 2018 as part of the licence amendment application process to support Council's permit application.

The Drinking Water Quality Management Plan (DWQMP) amended document was submitted to the Department of Natural Resources, Mines and Energy (DNRME) for assessment on 5 February 2018, well ahead of the 31 March deadline. The plan is required to be reviewed and amended every four years.

All tested parameters in drinking water samples during the reporting period were compliant with the Australian Drinking Water Guidelines and the Public Health Act. Council received one (1) water quality complaint during this period. The complaint involved warm water coming out of a cold tap. The line was flushed which resolved the issue, and the customer was happy with the outcome.

During the reporting period, all wastewater samples tested were compliant with licence conditions. There was one minor licence breach that occurred on 14 February 2018 due to the high rainfall event which increased the flow to an exceedance level on a non-wet day. The incident was reported to DES and no outcome has been advised to date.

Training

Certificate IV Water Industry training continued for two operators. Certificate III Water Industry Operations training continued for three operators.

One operator successfully completed the WH&S course and has officially taken on the role of site representative.

Water

Water treatment has operated within all DWQMP parameters during the reporting period. The chlorine residual levels in the water reticulation network were stable, however there were some low readings in the extremities of the system due to lower water demand in those areas. Mains flushing was undertaken to ensure adequate chlorine residual levels throughout the water supply network.

Water intake levels increased slightly due to intermittent rainfall. The water teams continued to closely monitor intakes levels to ensure Council has adequate supply for customers.

General maintenance was carried out during the reporting period on all schemes, intakes, hydrants and valves maintenance. Flushing programs were also carried out on all schemes to maintain good residuals at dead end mains.

There were 152 service repairs undertaken during this period, and 11 water main breaks that were repaired. There were also 71 settlement reads and 11 new service installations.

Wastewater

General maintenance was carried out at both Wastewater Treatment Plant (WWTP) sites during the reporting period. There were 2 sewer blockages in Port Douglas which were resolved quickly. Patching of defective pipes also occurred during the reporting period in North Mossman.

A manifold to low lift well was installed at the Port Douglas WWTP due to continuous leaking of the existing plant.

Capital Works

The SBR inlet valves arrived after a long delay and the project at the Port Douglas WWTP was successfully completed. The replacement manhole covers project was also finalised during the reporting period. Sewer relining continued throughout Port Douglas with 1.5km of sewer being relined.



SBR Inlet Valve



SBR Inlet Valve Installation

Construction of the Mossman WTP forklift bay commenced.



Mossman WTP Slab for New Forklift Bay