

5.7. CEO REPORT JUNE - AUGUST 2017

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

RECOMMENDATION

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

EXECUTIVE SUMMARY

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

BACKGROUND

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

As in 2015, 2016 and this year, the administration continues to extend an open invitation to the community to provide feedback, at any time, on any aspect of Council's service delivery, or on broader issues that pertain directly to Council's business.

The organisational goal of continual improvement will be always better informed if staff have a greater understanding of the community's observations, and so we welcome and encourage all comments.

PROPOSAL

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period June-August 2017.

FINANCIAL/RESOURCE IMPLICATIONS

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

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 2015 -2016 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 2016-2017 June - August **[5.7.1]**
2. CEO Report Period June August 2017 **[5.7.2]**

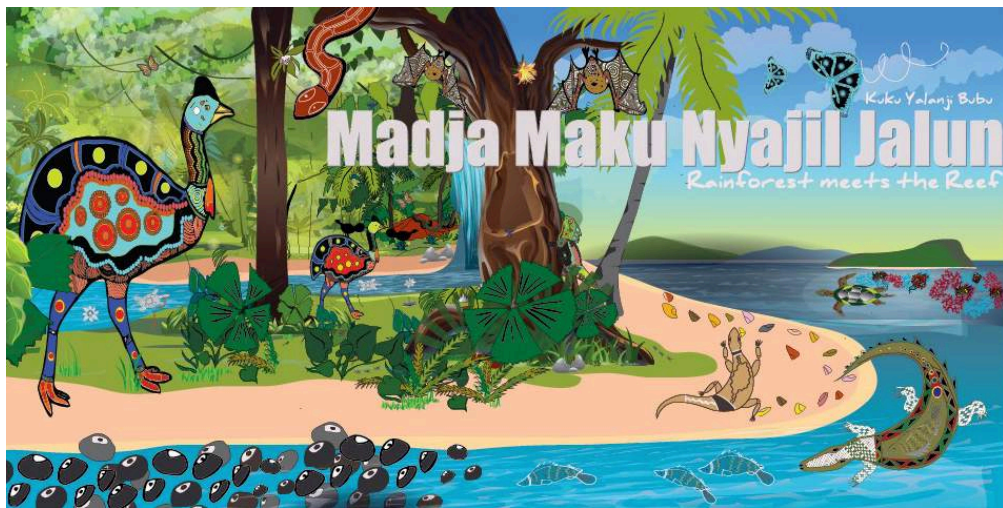
DOUGLAS SHIRE COUNCIL ORGANISATIONAL REPORT CARD

2017 - 2018

June - August

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

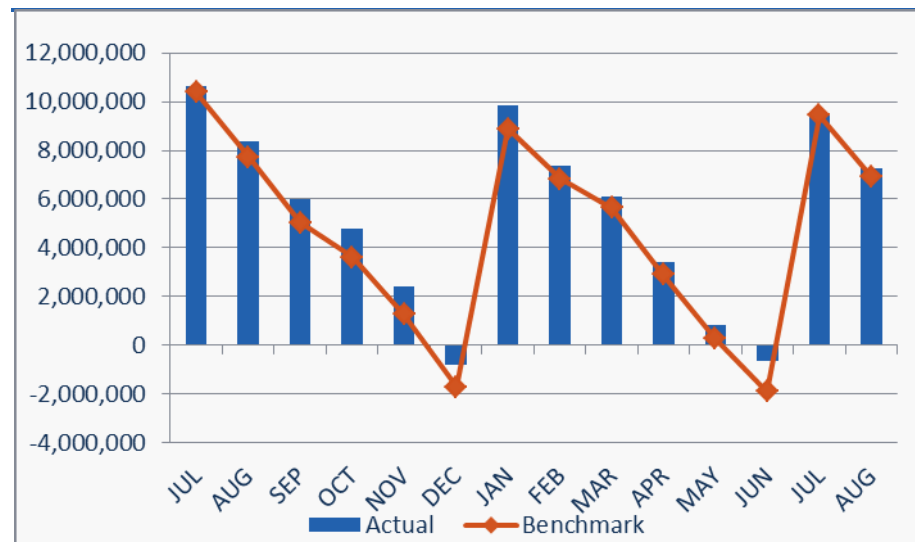




Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget

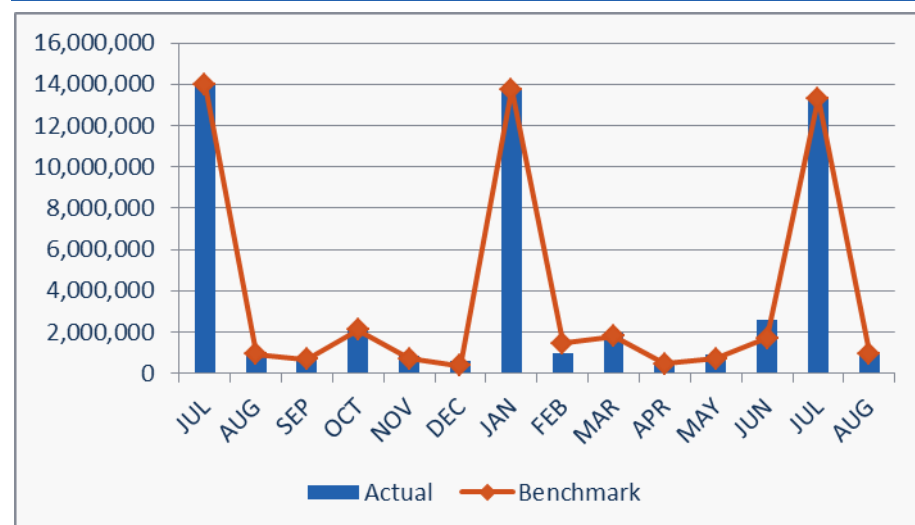


	June	July	August
Benchmark:	267,605	-1,899,498	9,450,794
Actual:	830,539	-629,340	9,557,928
Variance:	562,934	1,270,158	107,134

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. Whilst it is early in the financial year, actual results are closely aligned to budget forecasts..

1.2 Revenue Against Budget

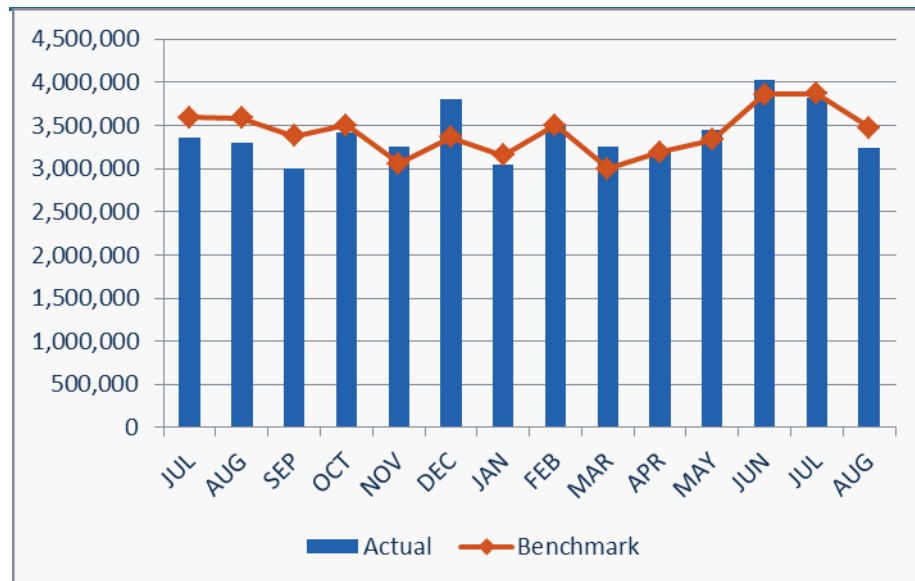


	June	July	August
Benchmark:	707,662	1,693,363	13,316,079
Actual:	879,661	2,567,800	13,372,014
Variance:	171,999	874,437	55,935

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

Interpretive Comments: Council adopted the 2017/18 Annual Budget on 27 June 2017. Whilst it is early in the financial year, actual results are closely aligned to budget forecasts.

1.3 Expenses Against Budget

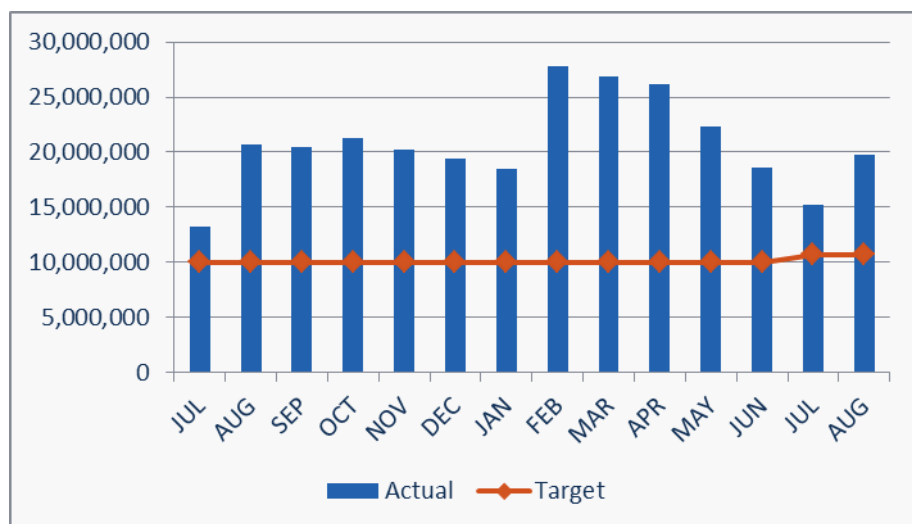


	June	July	August
Benchmark:	3,858,616	3,865,285	3,473,414
Actual:	4,027,679	3,814,086	3,236,944
Variance:	169,063	- 51,199	- 236,470

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

Interpretive Comments: Council adopted the 2017/18 Annual Budget on 27 June 2017. Whilst it is early in the financial year, actual results are closely aligned to budget forecasts.

1.4 Capacity to Meet Operational Expenses

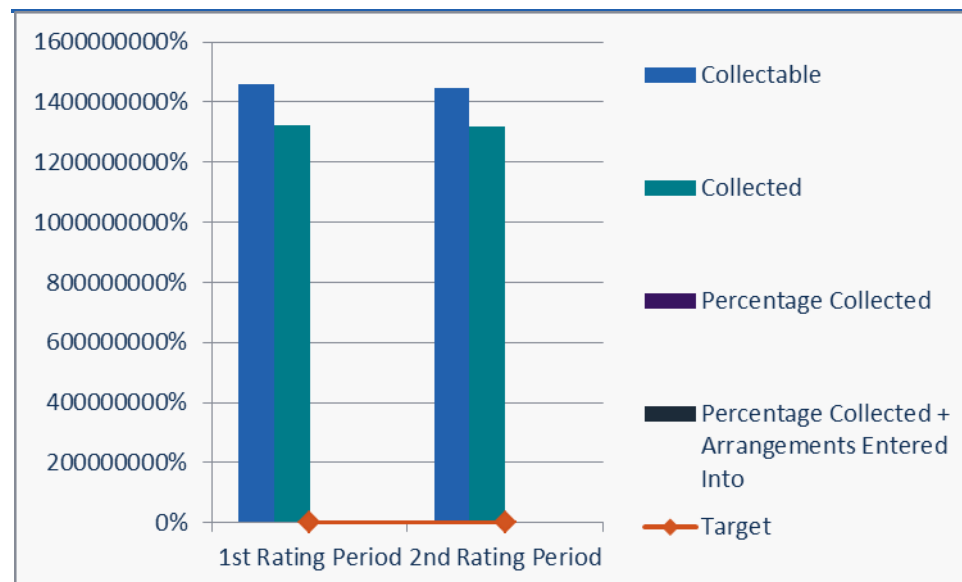


	June	July	August
Target:	9,980,779	10,676,738	10,676,738
Actual:	18,596,741	15,162,094	19,807,867
Variance:	-8,615,962	-4,485,356	-9,131,129

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



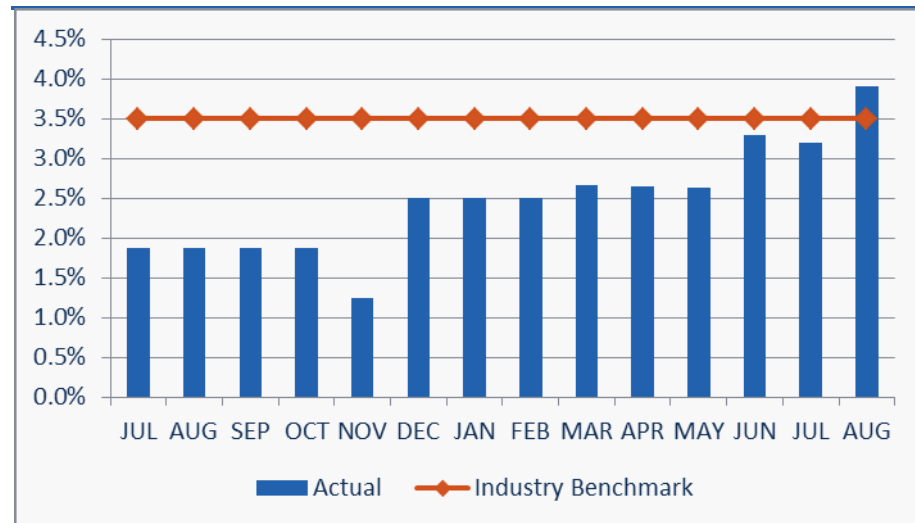
	1 st Rating Period	2 nd Rating Period
Target:	95.00%	95.00%
Percentage Collected:	90.70%	91.28%
Percentage Collected + Arrangements Entered Into:	94.69%	94.90%

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

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

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

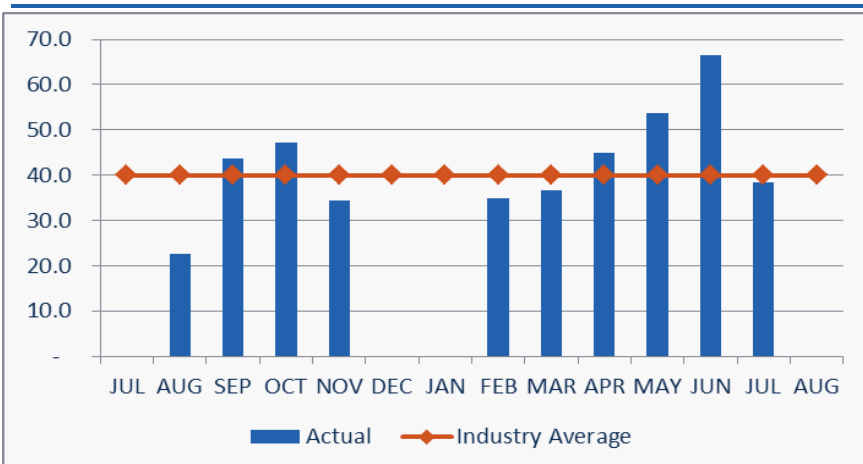


	June	July	August
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	3.3%	3.2%	3.9%

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 June and July there were five LTIs. This rose to six in August. Of these incidents only one injury is ongoing, with all other staff returning to work within the fortnight.

2.2 Efficiency of Filling Positions Vacant

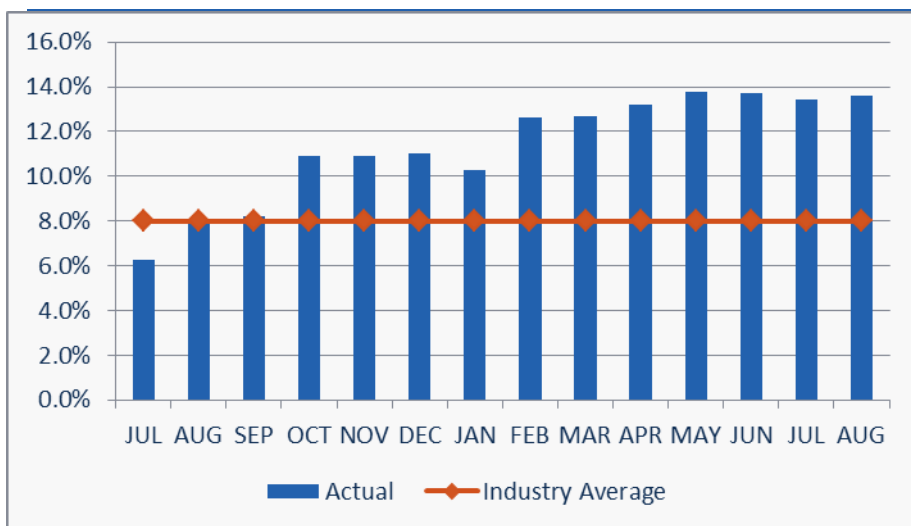


	June	July	August
Maximum:	40	40	40
Actual:	66.4	38.3	0
Variance:	-26.4	1.7	40

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 five roles this quarter with an average turnaround of 49.6 days.

2.3 Monthly Staff Turnover

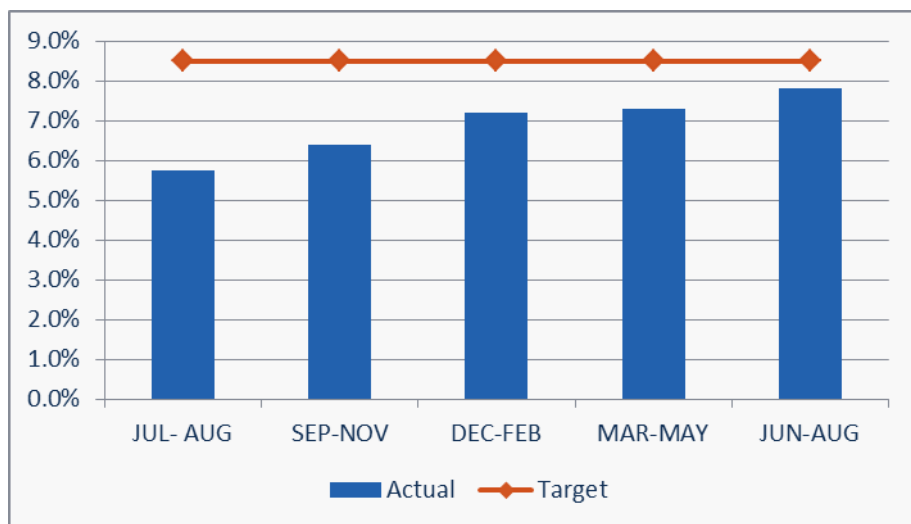


	June	July	August
Maximum:	8.0%	8.0%	8.0%
Actual:	13.7%	13.4%	13.6%
Variance:	-5.7%	-5.4%	-5.6%

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: The number of staff exiting council remained constant at 21 for each month this quarter.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders

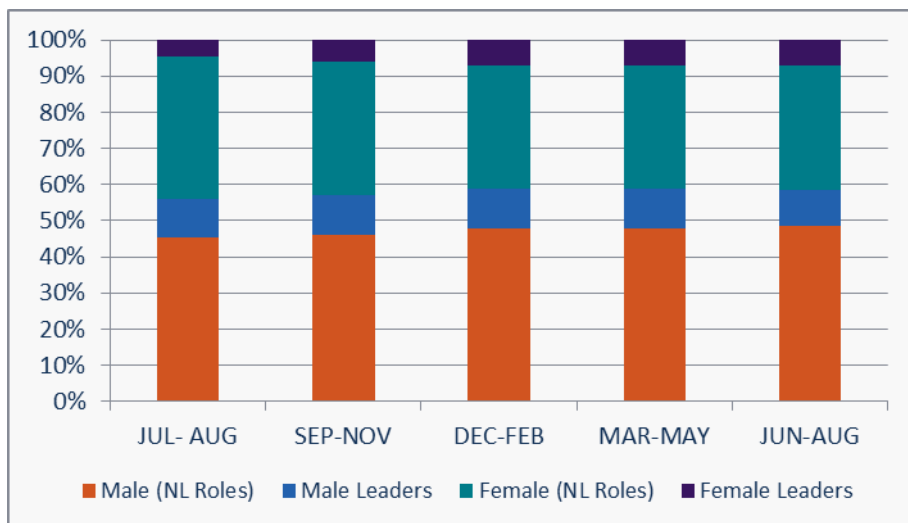


Target:	8.5%
Actual:	7.8%

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 twelve Aboriginal and Torres Strait Islander staff, an increase of one from the previous quarter. In addition, there is currently one identified role under recruitment.

2.5 Workplace Diversity – Males & Females



June - August

Males (NL roles): 48%

Males 10%

Females (NL roles): 34%

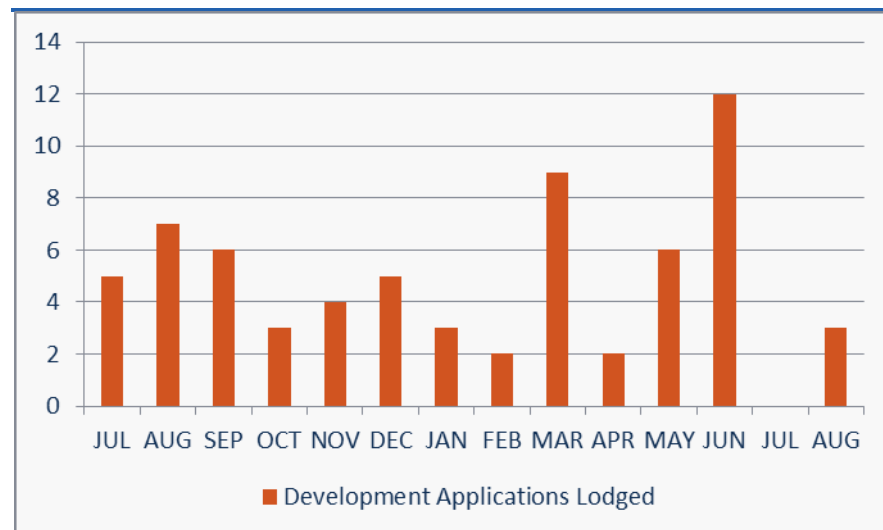
Females: 7%

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 155 staff - 59% male and 41% female. 16 of the 91 male staff are leaders and 11 of the 64 female staff are leaders.

3.0 SUSTAINABLE COMMUNITIES

3.1 Development Applications Lodged

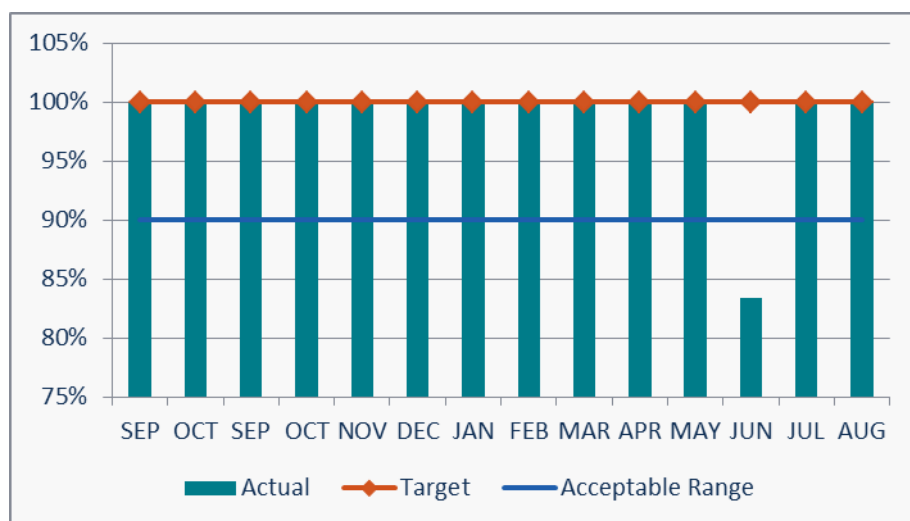


	June	July	August
Actual:	12	0	3

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 slight spike in development application received in the month of June reflects applicants lodging a number of development applications in advance of the new Planning Act 2016.

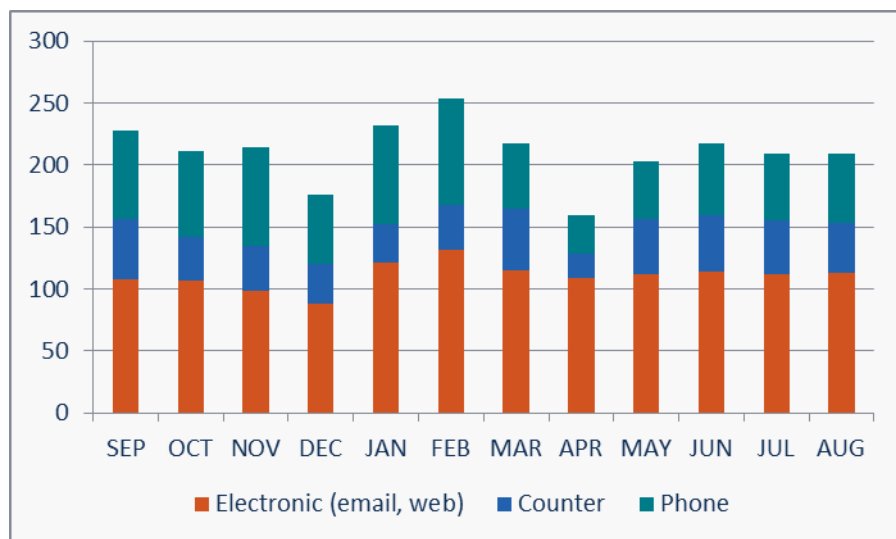
3.2 Assessments Completed Within Statutory Timeframe



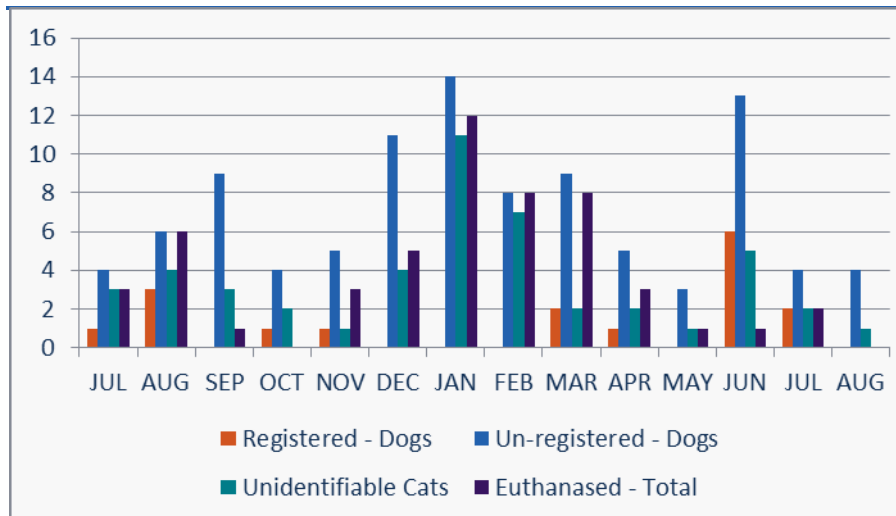
	June	July	August
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	83%	100%	100%

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

Interpretive Comments: The vast majority of delegated authority applications continue to be assessed within statutory timeframes. There have been no requests for deemed approvals for the two items not decided within statutory timeframe.



3.2 Animal Impoundments



3.3 Development and Assessment Officer Enquiries

	June	July	August
Electronic:	114	112	113
Counter:	45	43	40
Phone:	58	54	56

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

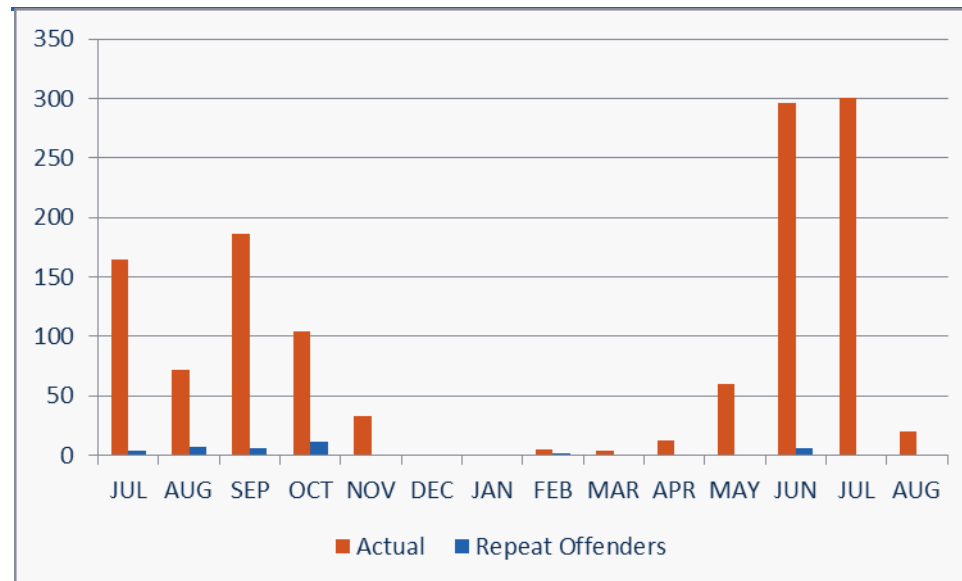
Interpretive Comments: A steady flow of counter and phone enquiries continue to be received in Planning and Coordination.

	June	July	August
Registered - Dogs	9	9	9
Un-registered - Dogs	10	10	10
Unidentifiable Cats	5	5	5
Euthanized - Total	6	6	6

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

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

3.3 Illegal Camping



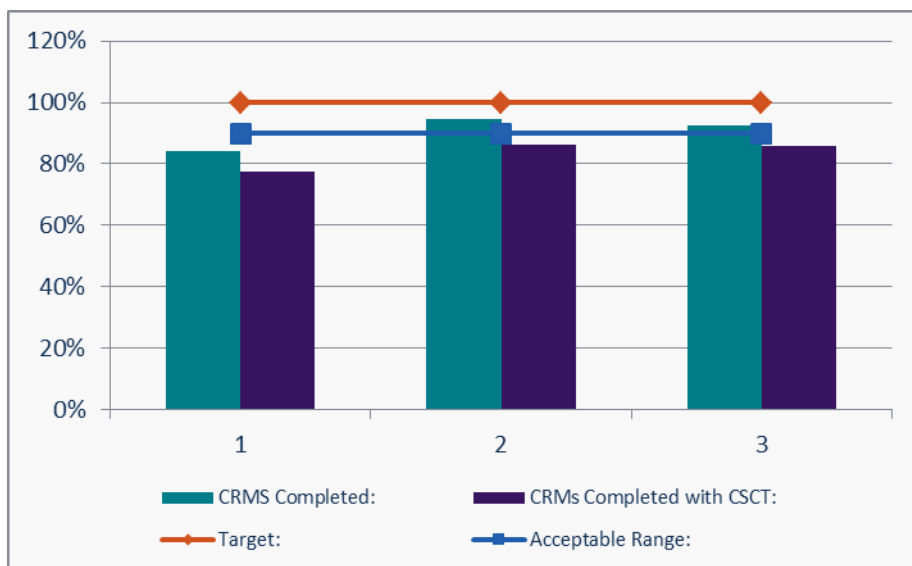
	June	July	August
Actual	296	300	20
Repeat Offenders	6	0	0

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 spike in numbers for June and July are consistent with an increase in visitors to the area at this time of the year. The figures are considerably lower for August due to an incident involving a member of the public threatening officers. A decision was made to suspend illegal camping patrols until QLD Police could conduct an investigation and take action. Patrols have now resumed.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	June	July	August
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	84%	95%	93%
CRMs Completed within CSCT:	78%	86%	86%

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

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

4.2 Top 5 CRMs

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

June

	Category	Quantity
1.	Planner of the Day	74
2.	Leaking/Broken Service Pipe	45
3.	Trees (street/park)	27
4.	Dog – Stray/Roaming/Off Lead	15
5.	Barking Dog	15

August

	Category	Quantity
1.	Planner of the Day	70
2.	Rates (arrangement to pay)	56
3.	Leaking/Broken Service Pipe	54
4.	Waste-Residential Repair/Replace	32
5.	Rates – General information	26

July

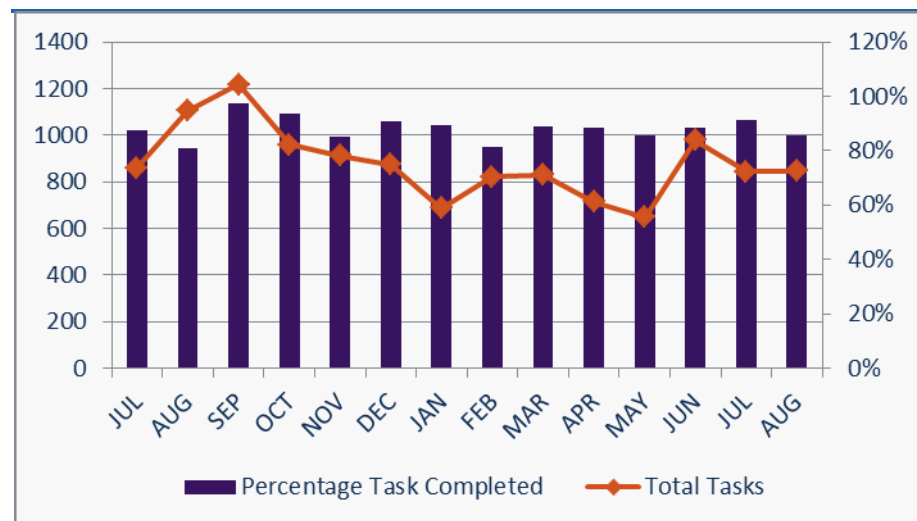
	Category	Quantity
1.	Planner of the Day	60
2.	Leaking/Broken Service Pipe	51
3.	Trees (street/park)	26
4.	Waste-Residential Repair/Replace	20
5.	Barking Dog	17

4.3 General Customer Enquiries

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

	June	July	August
enquiries@douglas.qld.gov.au (direct email and via web)	1320	1191	1416
Phone Calls to 4099 9444	2542	2429	2745

4.4 Inwards Correspondence Actioned

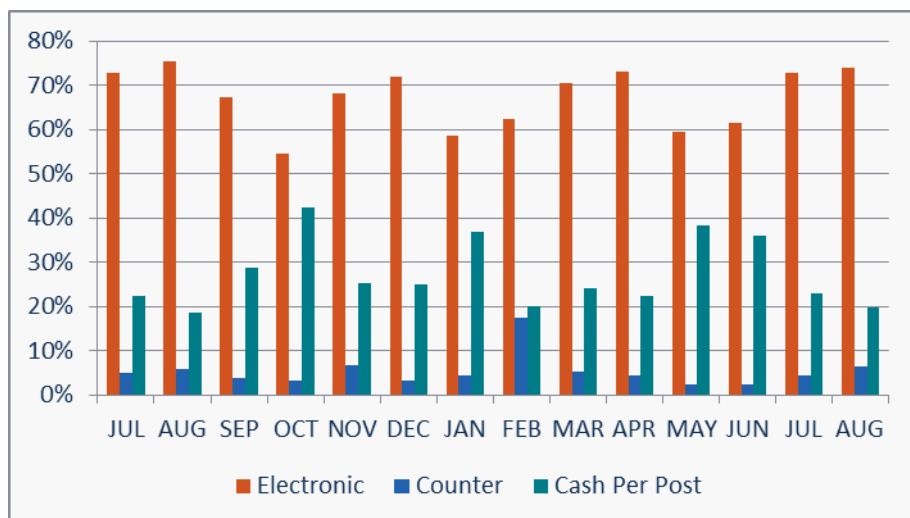


	June	July	August
Total Tasks:	979	843	845
Percentage of Tasks Completed:	88%	91%	86%

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

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

4.5 Rates Payment Methods



	June	July	August
Electronic:	61.5%	72.7%	74.0%
Counter:	2.5%	4.3%	6.4%
Cash Per Post:	36.0%	23.0%	19.6%

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.

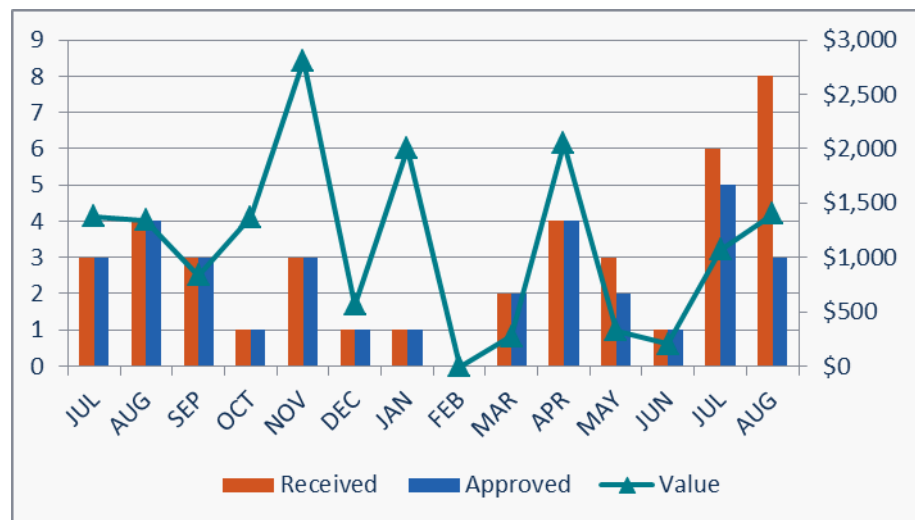
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	June	July	August
Facebook Posts	125	97	120
Website (Page) Views	34756	36791	36383
Public Notice Advertising	13	8	5
Media Releases	16	6	18
Community Notice Boards	0	0	0

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

5.2 Community In-Kind Request



	June	July	August
Received:	1	1	1
Approved:	1	1	1
Value:	\$205	\$205	\$205

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.

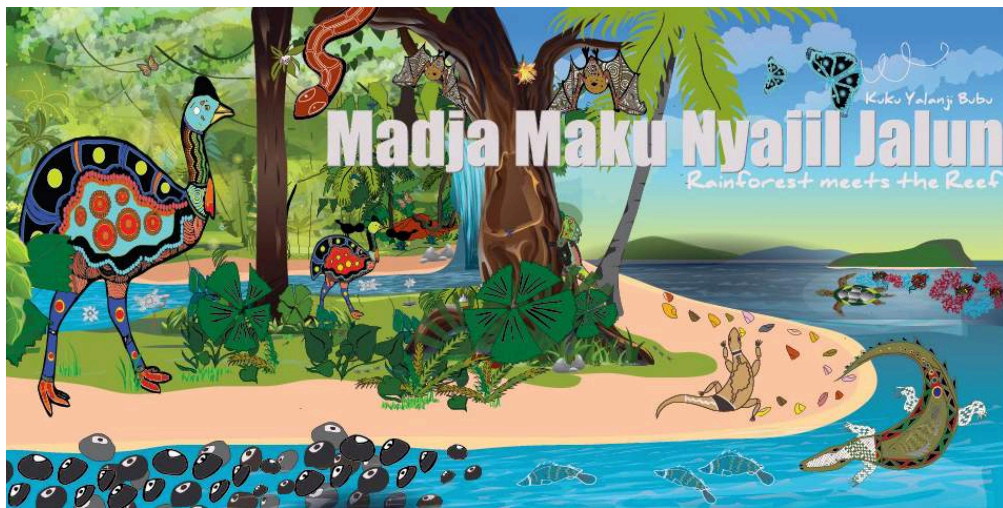
DOUGLAS SHIRE COUNCIL REPORT FROM THE CHIEF EXECUTIVE OFFICER

2017 - 2018

June - August 2017

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





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

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EXECUTIVE ACTIVITIES

In August the CEO was a regional finalist in the Australian Institute of Management (now the Institute of Managers and Leaders) 2017 Australian Leadership Excellence Awards open to the private and public sectors. On 25 August the CEO attended the LGAQ Policy Executive Meeting representing the LGMA Board.

On 3 and 4 August, Douglas hosted the Local Government Risk Management Focus Group Meeting which was chaired by Douglas's General Manager Corporate Services, Darryl Crees. Cr Noli, in her capacity as Deputy Mayor, officially opened the meeting and welcomed delegates to the Douglas Shire. This meeting was well attended by North and Central Queensland Councils. Discussion topics ranged from Asset Management Principles (delivered by Douglas' General Manager Operations Nick Wellwood), Corporate Culture, Contracts – Insurance and Indemnities, Disaster Management Risk Assessments, Improving Council's Risk Management Maturity and Employment Law Developments.

Council's Chief Procurement Officer, Lloyd Nunns, has been invited by Local Buy to be part of the evaluation panel for their Bulk Fuels, Fuel Cards, Oils & Lubricants tender. This is a new arrangement which commences on 1 October 2017 with a term of 3 years. This will be a one day process undertaken in Brisbane and Local Buy will pay for Lloyd's travel and accommodation costs.

The Douglas Shire has also been the host council for this year's Local Government Managers Australia IGNITE Leadership Course. There are 12 staff from Douglas who are undertaking this course with representatives from four (4) other North Queensland Councils. In all there are six (6) full day interactive workshops spanning the months of May to November inclusive. This course is designed to provide new or aspiring managers/supervisors/team leaders with the necessary skills to manage and lead themselves and their team.

The General Manager Operations together with Dr Michael Lawrence of Bligh Tanner (as lead author) presented a paper to the Australian Water Association (AWA) North Queensland Conference on "Health Based Targets, Risk Assessment and the difficult Task of communicating for future options" in July. The paper looked at the application of the proposed draft Health Based Target Framework through the existing regulatory requirement to have a risk based management plan and uses a number of Douglas water treatment plants as case studies. The paper won the Conference prize for best paper and will now be automatically included in the State Conference.

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

Cairns Winter Orchestra

"A Night of Stars" performance was held at Port Douglas Community Hall, 6pm Wednesday July 5, featuring classical music. Council supported the event with venue hire fee waiving.

Plastic Free July with Plastic Free Douglas

Plastic Free Douglas, with Council as a key contributor, organised and implemented a series of events throughout July to raise awareness about the effects of disposable plastic on our environment and encourage people to change their behaviour to lessen those effects.

- Promotion of the Plastic Free July Challenge inspired over 50 new commitments from people to last a month without using single-use plastic bags, straws, coffee cups and/or water bottles
- A beach clean up was hosted by Tangaroa Blue at 4 Mile Beach on 1 July
- Council hosted a 'Don't Rubbish the Reef' kids' art workshop at the Port Douglas Community Hall on 15 July during which 30 local kids and parents were taught to make jellyfish sculptures from plastic bottles, and fish and marine animals from debris collected from local beaches
- The Clink hosted an encore screening of the documentary 'A Plastic Ocean' after a sell-out the previous year
- The month's activities culminated in a display at the Mossman Show of the recycled art creations from the workshop



Image - 4 Mile Beach Clean Up Team 1



Image - 'Rubbish into Art' workshop



Image - 'Rubbish into Art' workshop

Arts Matters in Douglas

Council's inaugural arts newsletter was created in August 2017, with a view to circulating twice a year, informing the community about Council venues, arts activities and funding, as well as showcasing local artists and their projects. Feedback is also sought from the community on how we can improve the newsletter, and what stories to feature in the future.

Hard copies are also available at Council's Library and Customer Service counters in Mossman and Port Douglas. The newsletter is also available from Council's website at <https://douglas.qld.gov.au/community/community-grants/regional-arts-development-fund-radf/>.

Taste Port stall and launch of Keep Your Event Eco-Friendly brochure

Council partnered with Boomerang Bags and Plastic Free Douglas to hold a stall and recycled art workshops at Taste Port on 12 and 13 August to talk with patrons and launch the new brochure and fact sheet How to Keep your Event Eco-Friendly. The brochure offers suggestions for event organisers and market stall holders on environmentally sustainable alternatives to single-use plastics and resource use. The brochures are available from Council offices in Mossman and Port Douglas and the fact sheet can be downloaded from Council's website at https://douglas.qld.gov.au/wp-content/uploads/2016/06/160817_Fact_Sheet_How-to-keep-your-event-eco-friendly_PlasticFreeDouglas.pdf



Image - Plastic Free Douglas Taste Port



Image - stall at Taste Port

Events and Programs

NAIDOC Week

2017 NAIDOC week (10 – 14 July) in Douglas commenced with a annual opening and flag raising ceremony at the Council. The national theme for NAIDOC week was 'Our Languages Matter'. The event was well attended with approximately 120 people in attendance. Students from Mossman State High School performed 'We are Australian' in Kuku Yalanji language which was received with a great applause of appreciation from the audience, special thanks to Lenice Schonenberger for coordinating this activity. Guest speakers on the day included Aunty Cissy Ross-Kelly, Jill Bradley and Janine Paterson and senior student Lenox Schonenberger from Mossman State High School.



Image NAIDOC Opening and Flag Raising



Image NAIDOC Celebration Cake



Image - Students perform in Kuku Yalanji Language



Image - Crowd at the opening of NAIDOC Week

Ordinary Council Meeting - 19 September 2017

Regional Arts Development Fund (RADF) Public Art unveiling

A magnificent mosaic created by more than 100 local artists showcasing the beauty of the tropics was unveiled on July 17 by Mayor Cr Julia Leu at Rex Smeal Park Port Douglas in front of over 50 people.

Life Amongst the Trees, a beautifully intricate tile creation at one of Australia's most picturesque public amenities buildings was funded through the Regional Arts Development Fund (RADF), a State and Local Government partnership to support local arts and culture in regional Queensland.

Council had been looking at giving some of our public buildings a makeover, and Rex Smeal Park was the second of Council's RADF Public Art projects. In response to a call for artists, Samantha Matthews presented Council with a concept. Thanks to Sam's untiring efforts alongside fellow Douglas Arts Base tutors Connie Rossi, Ellen Terrell, Liz Showniruk and Leanne Emmett and 116 community volunteers aged from 5 to 85, *Life Amongst the Trees* has been an outstanding community and artistic project which exceeded all expectations.



Image - Douglas Arts Studio Gallery tutors and community volunteers at the unveiling of *Life amongst the Trees*

Seniors Week

Council and local not for profit organisations worked together on Seniors Week planning, bringing a range of activities to our Shire's residents in August. Council provided funding to local not for profit organisations to go towards subsidising activities, as well as coordinated the overall schedule of events, created promotional material and organised social media and newspaper advertising.

In addition to celebrating Seniors Week, the activities also gave residents the opportunity to meet the staff and volunteers behind these local community organisations and find out more about the range of services/activities they deliver all year round.

This year some of the activities also provided the community with opportunities to provide input/innovative ideas into "Age-Friendly" communities. Community engagement results and survey results will assist Council staff in developing funding applications for grant opportunities that may arise in the future.

Full details on Seniors Week activities were on Council's website, and Council's "Age-friendly communities" survey is available at <https://www.surveymonkey.com/r/age-friendlyDSC> , Douglas Libraries, Mossman Administration Office and the Port Douglas Hub until the end of September.



Image - Cuppa with Council Seniors Week Morning Tea at Thornton Beach

Active Games in the Park

Active Games engaged a new Project Facilitator at the beginning of Term 3 and has been met with a positive response by children and parents. This term has seen an increase in Indigenous children participation up 90% from Term 2. A Port Douglas after-care group have joined in the sporting activities on a regular basis.

'Let it Grow' Douglas Garden Awards 2017

Entries for the Douglas Shire's inaugural Garden Awards closed 25 August. We have entrants from Port Douglas to Wonga Beach. Judging commences on Wednesday 13 September. Judges include Mayor Julia Leu and guest judge Costa Georgiadis, from ABC's Gardening Australia. We will be holding two community events for the Awards: 'Meet with Costa' at the QT Resort and the Awards Presentation at the Port Douglas Community Hall.

Economic Development

Ignite FNQ

Innovation Minister Leanne Enoch announced the Palaszczuk Government was contributing \$500,000 from its \$6 million Advancing Regional Innovation Program (ARIP) to Ignite FNQ. Ignite FNQ is a special purpose company formed with the support of partners across the region – Regional Development Australia Far North Queensland and Torres Strait, Cairns Regional Council, theSPACE Cairns, Tablelands Regional Council, enVizion Group, Ingeous Studios, Northern Gulf Resource Management Group, James Cook University and Central Queensland University.

The funding will support collaboration and encourage local entrepreneurs, business leaders and key industries to work together to innovate and strengthen the region's diverse economy. Douglas Shire will gain benefits from this program in being an outreach location for the delivery of workshops and programs under Ignite FNQ which will benefit local entrepreneurs, start-ups and established businesses.

Supporting Business Development

Council has actively promoted via Facebook learning and development courses/ workshops to assist the Douglas business community with opportunities to gain skills and information that will assist them to grow and gain a marketing edge.

WORKSHOP
Customer Centricity

CONTENT
Explain your customer-centric thinking to drive growth with lasting results. Close the gap between what your customers want and what your business delivers. Includes:
- Real workshops, practical insights and measurements
- UNLOCK your customers' unspoken needs, building positive, the perfect purchase
- UNLOCK performance, collecting data, realising opportunities, building solutions
- ALL OF it so your customers lead not the other way around, put the customer at the heart of everything you do

DETAILS
Workshops: 21 Jul, 22 Aug, 23 Sep, 15 Nov, 15 Dec
10am-5pm
The Pacific Hotel, Cro Space 'n' The Explorer, Cairns
\$120 per person (including 12 months)
For customer businesses or business-minded
Must have more than 20 full-time employees
ETNO members and non-members welcome
To book, email Wendy, click 'Workshops' from 'Small Business'

FACILITATORS
John & Joanne - Customer Focus
A business consultancy firm, focused on putting their clients back into business. They help businesses become more profitable, competitive and successful by putting the customer at the heart of everything they do.

WHAT THEY SAID
Participants of the program share their thoughts on completing the Customer Centricity Program.

Sharon Mathews, Joseph Sanjivani Group, Torris
The Customer Centricity program has been such a refreshing way to look at my business. It has provided me with a new perspective, lots of really practical tools to take back to the workplace that I am absolutely convinced will take my business, all of my staff and guests, to the next level I couldn't be happier.

Luke Evans, Manna Tropical Spawels
Even as someone who tends to avoid seminars, training courses & similar, I would definitely recommend the Customer Centricity program to other businesses who are looking to improve.

Joanne McFarlane, Back Country Bliss Aboriginals
I've walked away with a tremendous amount of knowledge and tools. I was surprised how much I didn't know about my business. I found this course really useful and now have the framework to find out even more. It really did put the customer at the centre of how I make decisions now. It helped me see my business from their point of view.

Ala Rajah, Daintree Discovery Centre
I've really enjoyed the Customer Centricity course. It's very insightful. We've implemented a lot of changes since the start of the course. We've got a lot of work to do but now we're happy to do it because it would improve our business. I would recommend it to anybody who's like to improve their business.

2 THINK BIG Workshops
for Small Business
NEW BUSINESS START UP ESSENTIALS
&
EFFECTIVE FACEBOOK MARKETING

WHEN: THURSDAY JULY 6th
WHERE: SPACE PORT
Port Douglas Community Hall, Monday St, Port Douglas

TIMES: START UP ESSENTIALS
10am, 1pm & 5.30pm
FACEBOOK MARKETING
11am, 2pm & 6.30pm

PRICE: \$15 PER SESSION
Attend a second session Free

Limited Spaces Available. To secure your spot,
please email Wendy Casey at businessinitiativegroup1@gmail.com

WORKSHOP
Focusing on Finance

CONTENT
Identify your business's performance, make key financial decisions, track the right information and highlight problem areas. Real and relevant. Learn to:
- Assess your business
- Interpret a profit & loss statement, balance sheet & cash flow statement
- Understand A/R, profitability, liquidity, inventory, work in progress & cost of sales
- Prepare your 12-month budget
- Improve business practices
- Collaborate with your accountant, lawyer, bank & other key people
- Understand the effect of accounting rules
- Manage risk, supply & demand pressures

DETAILS
Facilitator: Wendy Casey
Great Thomas (15/15) Lister Street, Cairns
\$20 per person
For customer businesses or business-minded
Must have more than 20 full-time employees
ETNO members and non-members welcome
To book, email Wendy, click 'Workshops' from 'Small Business'

FACILITATORS
Joanne McFarlane & Robert Lee - Great Thomas
Great Thomas helps organisations to grow with audit and business advice. Our services include financial and business advisory services and market research & analysis.

Image - Examples of business training and development courses promoted by Council to local businesses

Website and Facebook

With 3,574 followers, Council's Facebook page has become the most effective means of communicating with our communities. We are able to post factual, current information relevant to our diverse communities in a timely manner.

In the three months from June-August 2017, Council shared 342 Facebook posts which reached 412091 Facebook users. The average post reached 1205 Facebook users. The top 5 Facebook posts were: Four Mile Beach closed due to croc sighting (16,500 Facebook users); NAIDOC Parade (9300); State Government to introduce an amended Crocodile Management Plan(5200); China Camp Road Closed for Road Works (5000); RADF Art Project – Rex Smeal Park (4700).

While sharing extensive information, the website has become a more static means of communication with the Douglas communities.

The site is regularly updates with the following information as required;

- Events - <https://douglas.qld.gov.au/events-calendar/>
- Tenders & Procurement - <https://douglas.qld.gov.au/business/tenders/>
- Alerts & Notifications - <https://douglas.qld.gov.au/alerts-and-notifications/>

Grants

Grants Pending Decisions

Grant	Provider	Project	Amount	Closed
Community Sustainability Action-Heritage Conservation	Dept Environment & Heritage Protection	Douglas Arts Base Building	15,000	20/06/2017
Regional Jobs & Investment Packages- Local Infrastructure	Dept Infrastructure & Regional Development	Port Douglas Waterfront Southern Precinct	80,000	31/07/2017

Outcomes of Grant Applications

Grant	Provider	Project	Amount	Outcome
Building Better Regions	DIIS	Noah Creek Bridge	1,125,0000	Successful
Regional Arts Development Fund	Arts QLD	RDAF 2017/2018 Funding Bid	35,000	Successful 30,000
Building Our Regions	State Development	Sludge Handling System Upgrade	370,000	Successful

CORPORATE SERVICES

GOVERNANCE

Governance

The Governance Team facilitated a number of events this quarter including the staff service recognition breakfast, staff survey action planning workshops, the ongoing Local Government Managers Australia (LGMA) Ignite Program, and the Queensland Local Government Risk Management Focus Group (QLGRMF) quarterly meeting.

In August Market Facts, a Queensland Market Research Company, conducted a community satisfaction survey on behalf of Council. The survey covered a range of Council responsibilities including basic services and infrastructure, community lifestyle services, Shire management, and customer services and communications. The survey results will be finalised next quarter and will provide valuable input into the review of Council's operations.

The team welcomed Brenda as our new Executive Assistant (EA) to the CEO. Brenda comes with significant experience in Local Government and is a valuable addition to our team.

Port Douglas Markets

The Markets continue to flourish and have been well patronised in recent months as the tourist season progresses. Draft Market Terms and Conditions were distributed to all stall holders this quarter and feedback was received and considered.

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.

Over the last few months staff have participated in legislative or professional development training covering workplace safety and compliance, short courses, and formal qualifications. Accredited training has included Health and Safety Representative (HSR) Refresh, Chief Emergency Warden training, Licence to Operate a Forklift training, Chainsaw (Trim and Cross Fell Trees including Operate a Pole) training, and training to operate and control membrane and work safe liquefied chlorine gas.

Short courses run in-house such as Microsoft Word (Fundamentals and Intermediate) and the Go Digital Initiative (Digital Documents and PDF-X Change Editor and Lite) were extremely well received by staff and provided valuable up-skilling in software applications. As part of the Certificate III in Water Operations five employees undertook their Work Readiness Assessment (WRA) during July, completing the practical assessment of their qualification.

This quarter Douglas Council said farewell to five staff, two of whom were retiring and three who were moving on to other employment opportunities. Recruitment activities due to staff turnover and appointments to newly approved positions have seen the placement of five full time and two fixed term staff across a number of work units within Council.

Workplace Health & Safety

The Work Place Health and Safety team focused on site visits to major works projects this quarter, including the Noah Creek bridge repairs and the Flagstaff Hill walking trail. Work continues on the WH&S secondment project with the progressive review of safety procedures by the elected Safety Representatives team, and the review and update of the WH&S staff training register.

In the last three months there were two incidents that resulted in lost time injuries (LITs). Staff also report all safety and near miss incidents. This quarter there were thirteen incidents reported including two incidents of public abuse of staff, one parasite (tick), one dog bite, one vehicle near miss, and eight minor bumps, slips, and trips. All incidents are thoroughly investigated and mitigation put in place where appropriate.

Frontline Services (FLS) and Organisational Business Support Unit (OBSU)

We welcomed the permanent appointment of Lara to the OBSU Team. Lara is an experienced Local Government Officer who is already making a significant contribution to the team's output. In the last three days of August the Frontline team did a fantastic job of managing the last minute rush by property owners to make rates payments by the due date.

Property

Planning for Capital Works Projects is well under way within the Property Unit. The Mossman Pool will be closed for the month of September to undertake remedial works to the pool basin. The Douglas Arts Studio Gallery (DAB) will be closed for the month of October to undertake floor repairs and reinstate the timber floor to its original condition. Staff are reviewing the final draft of lease documents to go to tender later this month for the Thornton Beach Café.

The Mayor, Councilors and staff will commence formal discussions with Traditional Owners and the Jabalbina Yalanji Aboriginal Corporation concerning Council potentially relinquishing the Joint Trusteeship of Lot 900 SP238233 known as Blue Pools, with a site visit in September.

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.

PROCUREMENT

In this period Procurement has been involved in delivering over 66 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 a very large volume of submissions being assessed and evaluated with varying degrees of complexities.

Significant procurement activity has been centered around Water and Waste Water Capital Works Projects. Other projects of interest have been Flagstaff Hill stage 2 awarded and under construction for a targeted completion date of 17 November 2017.

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

- 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)
 - Bulk fuel evaluation (National Procurement Network)
- Regional Finance Managers forum
- Department of State Development (Tendering Briefs)
- Queensland Procurement Policy & Procurement Strategy 2017 launch and roundtable discussions
- Procurement Best Practice and knowledge library for FNQROC

The National Procurement Network (NPN) recently invited tenders for the categories of Bulk Fuel, Fuel Card Services, Oils, Lubricants and Vehicle Care Products. Tenderers have been invited to include their 'whole of catalogue' range.

In August, Council's CEO received a request from Local Buy for the short secondment of its Chief Procurement Officer (Lloyd Nunns) to provide specialist evaluation frameworks knowledge and skills to the National Procurement Network (NPN) tender evaluation team.

Lloyd will work alongside other professionals and Fuel industry experts FUELtrac, to collect the Local Government sector's data directly from the Fuel and Oil/Lubricant suppliers, and interpret that information for the purpose of informing the market with a new Preferred Supply procurement process, due to commence later this year.

All 7 State, and Territory Members of the NPN are participating in this Tender. The National Procurement Network (NPN) is an informal alliance of Local Government State and Territory procurement bodies, all of whom have objectives to harness the collective buying power of Local Government and to promote best practice procurement within the Local Government sector. Local Government Procurement (LGP), Local Government Association of the Northern Territory (LGANT), Local Buy Pty Ltd (QLD), LGA Procurement NSW (LGAP), Local Government Association of Tasmania (LGAT), Western Australian Local Government Association (WALGA) and MAV Procurement VIC (MAVP) are the 7 members of the NPN.

FINANCE AND INFORMATION TECHNOLOGY

The final audit visit by the Queensland Audit Office for this year will be occurring in the week commencing 18 September 2017 and Finance staff have been very occupied with end-of-financial-year work and annual financial statement preparation in readiness for this visit. As has been the case in recent years the final visit will have a strong focus on asset related matters, including capitalisation, asset valuations, remaining useful lives, depreciation and asset sustainability. At this stage final audit certification is expected to occur by 13 October 2017.

Half yearly rate notices were issued on 26 July 2017, with a due date of 29 August 2017. Water usage first reminder letters were sent out on 15 August 2017 to 748 ratepayers and will be followed shortly by second reminder notices. Debt recovery processes are ongoing.

Operational support has been the main focus for IT in the last few months. Work has also continued on implementing the IT related improvement recommendations provided by the QAO through their audit process.

LIBRARY

"Games galore" and "Making masks" proved to be very popular June / July school holiday activities with 57 children attending.



Images - June/July School holiday activities

"*The Daintree Blockade: the battle for Australia's tropical rainforests*" by local author, Bill Wilkie was launched by Mike Berwick at the Mossman Library in June. The "*Daintree Blockade*" will

form an integral part of our Local History Collection. The well-attended event provided people with the opportunity to meet the author, gain an insight into the book and reflect on a defining time in our Shire's history. *The Daintree Blockade* has been included in the 2017 shortlist for the "Queensland Premier's Award for a work of State Significance".



Images - Daintree Blockade" book launch

Library staff visited Port Douglas and Wonga Beach Primary Schools to celebrate Under 8's week in July. Staff shared stories with children and encouraging the love of language and reading.

"Our languages matter" was the theme for NAIDOC Week and staff enjoyed attending the Baby Show at the Gorge community to present First5forever toolkits and participate in storytime.

Sixty entries were received for "Our languages matter" colouring competition.



Images - Storytelling at NAIDOC Baby show

As part of the SLQ first5forever initiative Library staff attended the Mossman Show. This event enabled staff to connect with parents and carers of children under 5 and to provide them with the F5F toolkit.



Image - First5forever at Mossman Show
Ordinary Council Meeting - 19 September 2017

"Children's Book Week" was celebrated in August. It is an ideal opportunity to profile the Library within the Community and share the joy of reading and books. Staff visited Alexandra Bay School and 2 early learning centres.



Images - Children's Book Week – Pizza Pyjama story time

Celebrating Children's Book Week with outreach events at Port Douglas and Alexandra Bay School

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

At the end of each financial year every public library is required, "under the Service Level Agreement for Public Library Services between Library Board of Queensland and Douglas Shire Council" to provide a statistical return and outcomes report which is detailed below.

	2016/2017	2015/2016
Library membership	5,340	4,920
New Members	1,037	1,114
Does not include Tourist card members		
Annual public visits	79,127 Mossman 5,948 Port Douglas	82,274 Mossman 6,300 Port Douglas
Loans	91,130	94,305
Reservations satisfied	6,722	6,755
Inter-library loans supplied	153	195
Library website visitors	5,170	2,331
PC Bookings	7,385	9,371
Wi-Fi sessions	9,232	7,191
Library events & programs	348 programs/events	301 programs/events
Participants	5,371	5,491

OPERATIONS

SUSTAINABLE COMMUNITIES

Planning

The Planning Department have been adjusting all of its systems and processes to adapt to the new State *Planning Act 2016* which came into effect on 3 July 2017. There was a minor spike in planning applications lodged with Council just prior to the introduction of the new Act.

The proposed Planning Scheme is with the State Government for its final State Review. It is anticipated that the Minister will advise Council that it is able to adopt the planning scheme in the coming weeks. Council will then formally determine a commencement date for the new Planning Scheme.

Local Laws

News in Brief

- Dog registrations expired on 31 July with renewals being sent out on 3 July 2017. At the end of the reporting period, 80% of dogs were re-registered. A reminder notice will be sent in September.
- Dog tags will now be valid for the lifetime of the animal with dog registration fees remaining payable on an annual basis. This new process is immensely more efficient administratively and is environmentally friendly. When tags are lost, free tags will be issued.
- 221 Local Laws permit renewals were sent in July and August for the 2017/2018 financial year. This included 37 for Outdoor Dining, 14 Goods on Footpath, 124 Portable Advertising and 46 mooring permits.

Illegal Camping

- Illegal camping patrols continue to be conducted throughout the Shire. Numbers are consistent with the influx of visitors to the region at this time of the year. On a positive note, of the 300 illegal campers Council officers have dealt with, only 6 were repeat offenders.

Animal Management

- 2 dogs were declared 'Dangerous' under the Animal Management (Cats and Dogs) Act 2008.

Environmental Health

News in Brief

- Jimmy Rum's – New premises specializing in cocktails and high shelf spirits.
- Thai Cooking School Oak Beach – Small home based business proposal.
- Air Quality and dust monitoring continuing at the Mossman Pool and Newell Beach to investigate potential public health risk of Mill air pollutants. Macquarie University have suggested that they would like to see a report of the findings in return for their loan of the monitoring equipment to Council.
- Local Law Approvals and Food Licences for business are currently in the renewal process.
- The following issues will now be responded to by Local Laws Officers and not Environmental Health Officers –

- littering/illegal dumping
- illegal tree clearing/damage on Council controlled areas and roads
- unlawful fires.

Eliminate Dengue

Council Officers no longer participating but Council will be provided with results from latest undertakings of the Eliminate Dengue program currently taking place in Mossman.

Council's monitoring of dengue mosquito's utilising GAT traps continues with very low numbers being recorded in all locations.

Infringement Notices

Infringement Name	Jun-Aug	Offence
Parking	9	<ul style="list-style-type: none"> • Stopping at a length of road or in an area to which no parking signs apply. • Stopping on a bicycle path.
Illegal Camping	2	
Animal Management	1	Not under effective control.

Compliance Notices

Subject	Jun-Aug	Comments if applicable
Information Notices	7	11 x Compliance/Information Notices for Overgrown/Unsightly Lots

Health Register

	Jun-Aug	Comments (if applicable)
New Food Apps received	14	
New Food Licences issued	12	
Food businesses closed	2	
Food business change owner	4	
Temp. food approvals issued	18	
Pool & Accommodation approvals	0	

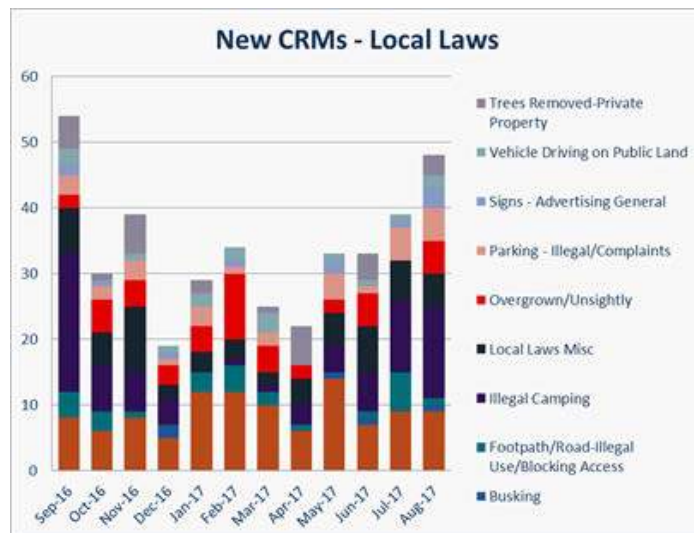
Prescribed Activities

	Jun-Aug	Comments (if applicable)
All PA applications received	12	
Approvals issued	14	
<ul style="list-style-type: none"> • Temp entertainment 	1	
<ul style="list-style-type: none"> • Filming/ photography 	5	
<ul style="list-style-type: none"> • Sports & recreation 	3	
<ul style="list-style-type: none"> • Other 	5	

Customer Request Management

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

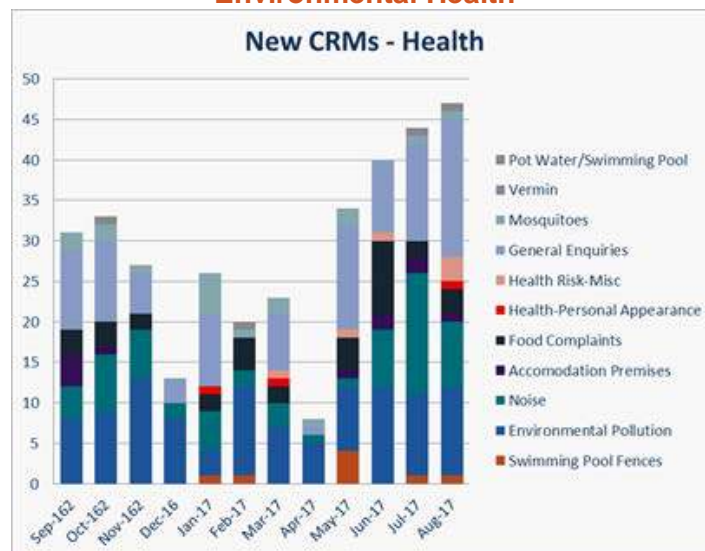
Local Laws



Animal Management



Environmental Health



Resource Management

Council has requested additional information from Cairns Regional Council regarding waste recycling from the Douglas area. Council is seeking further details on end destinations on recyclable materials and volumes, and regular reports on Douglas waste.

Recycling Campaign

Four short educational videos were developed to encourage recycling featuring Max, a local 7-year old boy. It is planned to produce further videos to cover a wide range of recycling and general waste information. Topics to date include:

- What goes in the recycling bin
- What doesn't go in the recycling bin
- Plastic bags
- Bin pick up schedules.

A new "Love Where You Live" logo was created in June to complement the recycling videos and related campaigns.



Image - Filming Recycling educational videos

Kerbside Collection

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

- Domestic waste: 625.04 tonnes
- Domestic recycling: 194.56 tonnes
- Commercial waste: 323.44 tonnes
- Commercial recycling: 28.56 tonnes
- Dry comingled recycling: 18.24 tonnes
- Drummuster: 0.68 tonnes

Local Government Annual Waste & Recycling Report

The Local Government Annual Waste & Recycling Report 2016/17 was finalised and submitted to DEHP. Brief waste facts include:

- Scrap shack – Approx 50t of reusable items were taken home by residents 2016/17.
- Illegal dumping – Council collected 118.84t of illegal dumping at an estimated cost to Council of \$150,801.16 for 2016/17.

- Greenwaste – generated/collected by Council during normal activities is 2716.38t for 2016/17.
- Greenwaste received from commercial operators 2016/17: 253.94t
- Greenwaste received from domestic residents 2016/17: 1162.73t
- Total domestic kerbside recycling for 2016/17: 1162.44t
- Total domestic kerbside general waste for 2016/17: 3167.74t
- 8.66t of e-waste was exported for recycling in 2016/17.

Cow Bay Upgrades

Part of the capital works and W4Q program:



Images - New site office, new hazardous waste storage and road and ramp upgrades.

Sustainability

The Corporate Sustainability Strategy 2017-2020 was adopted, committing Council to 28 sustainable actions over the next three financial years. The Strategy highlights the importance of the region's natural assets and aims to make Council's operations more sustainable. This builds on the six environmentally sustainable principles set out in Council's Corporate Sustainability General Policy, which are:

1. Preserve and restore the natural environment
2. Utilise resources efficiently
3. Protect and enhance biodiversity
4. Monitor and reduce Council's environmental footprint
5. Strengthen Council's resilience to climate change
6. Display strong environmental leadership

As part of Council's commitments to the Reef Guardian Council stewardship program, Council submitted a Reef Guardian Council Action Plan to the Great Barrier Reef Marine Park Authority. The Action Plan outlines Council's 2017-18 Operational Plan and Capital Works initiatives which aim to improve the health of the Great Barrier Reef.

Two submissions were made to various agencies and departments on sustainability related themes, these were:

- Wet Tropics Management Plan Review – A submission to the Wet Tropics Management Authority (WTMA) regarding the review of The Wet Tropics Management Plan 1998.
- Reef 2050 Plan – A submission to the Great Barrier Reef Marine Park Authority (GBRMPA) on the draft Cumulative Impact Management Policy and the draft Net Benefit Policy.

Council supported two sustainability related events, which were:

1. National Science Week 2017 'Future Earth' at Port Douglas State School – Council Officers set up a stall and ran educational recycling games which aimed to teach children the importance of recycling and which items are and aren't recyclable in the Douglas Shire.



Image - Council Stall at National Science Week

2. Rocky Point Beach Clean Up with Miallo State School – Council Officers assisted at a beach clean up event run by Miallo State School and Tangaroa Blue. Children were taught about the impact of marina debris on the environment and the importance of reducing littering.



Image - Rocky Point Beach Clean Up with Miallo State School

Plumbing and Drainage

A Plumbing Forum was held at the end of June at the Port Douglas Community Hall for the plumbing and building industry to discuss updates in relevant legislation and the DSC application process. The forum was a success with approximately 30 attendees.



Image - Plumbing Invitation

Disaster Management

An LDMG meeting was held on the 28th July 2017 at Council.

Disaster Management Functional Training has been scheduled for mid-September.

One of the two Disaster Management Administration Officers attended a 2 day conference in Airlie Beach and undertook Guardian training. The information presented will be communicated to other Disaster Management staff.

In June, a short video was developed outlining cyclone and storm surge preparation advice, evacuation zones, evacuation routes and cyclone and storm surge shelter information. This video will be promoted and uploaded to Council's website and Facebook page prior to the cyclone season.

Recruitment has commenced for the Incident Management Team.

INFRASTRUCTURE

Civil Works

The Civil Works Maintenance teams have shifted to a predominantly preventative maintenance schedule, targeting particular locations and types of maintenance in an effort to reduce the instances of reactionary or emergency maintenance. The maintenance schedule is set to a three week cycle targeting pot hole and road edge break patching in week one, drain clearing in week two and sign repair in week three. This has produced efficiencies of effort by allowing the teams to focus on the task, increase proficiency and reduce double handling by eliminating constantly changing tasks throughout the day.

Segmented paver maintenance

A major segmented paving repair program was completed in Port Douglas and Mossman during this period. These pavers have shifted over time with loss of sand and displacement from tree roots, posing a potential hazard to pedestrians. All major defects in the CBD areas of Port Douglas and Mossman were rectified; however, this will be an ongoing issue due to the tree lined streets and further work is programmed to start in the coming period.

Storm water drain cleaning

After February's flooding event in Port Douglas it was decided to carry out drainage system cleaning in Mudlo and Warner Streets. One Council crew and a local contractor spent two weeks jet blasting drains to clear the built up of sand and debris. Significant amounts of sand was removed along with large pieces of concrete, the result should see a much more efficient storm water drainage system leading to the open outlet. Noting there is a significant portion of the lower storm water drainage network that is influenced by tidal action, there will be a requirement for ongoing routine drain clearing at this location.



Images - Backhoe assisting in removing the large amount of sand and other debris



Image - Steel plate, lumps of concrete and timber was just some of the items removed from the drain.

Gravel road re-sheeting

The gravel re-sheet and drainage maintenance work on Stewarts Creek Road was completed in August.

All infrastructure assets were inspected and all outstanding defects rectified on this road during this project.

This road had not received major maintenance for some time and had fallen below intervention levels; however, this was rectified by our hard working grader crew, contractors and sign crew.

Upper Daintree Road received a similar treatment as Stewarts Creek Road. All of the major defects were rectified and future culvert work is planned.

This road receives high volumes of traffic heading to the CREB Track at this time of year.

The CREB track has also received maintenance work including removal of fallen trees and repair of large ruts and washouts and is now open to traffic.



Image - Stewarts Creek Road

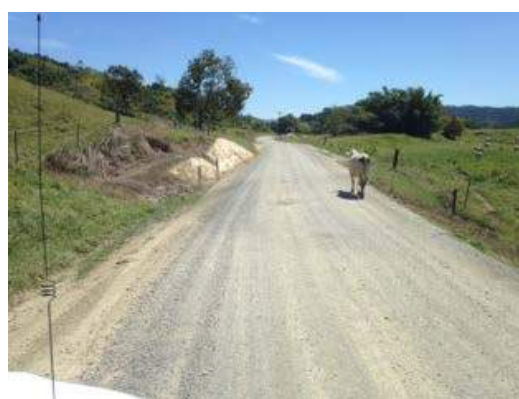


Image - Upper Daintree Road

Daintree Gateway Car Park

The Daintree Gateway car park was completed in this period with a total of 460m³ of fibre reinforced concrete creating the hard stand area.

Finishing the project was a joint effort between Civil Works and Open Spaces to create a landmark facility that is highly utilised by the many self drive tourists and commercial tour operators visiting the region.



Images - Daintree Gateway car park connecting the many facilities and services.

Alchera Drive footpath

Council crews and local labour hire workers completed the earthworks and final tidy up on the new asphalt footpath. This path was funded by a Works for Queensland grant. This section now completes footpath work on Alchera Drive connecting residents from south Mossman to the CBD of Mossman.



Images - Alchera Drive footpath

North Mossman footpath

The footpath north of the Foxton bridge has been renewed as part of the Works for Queensland program. A combination of Council, local labour hire workers and local contractors completed this project. Further work will be completed when approval from DTMR is received and funding allows.



Image - North Mossman footpath

Road Maintenance Performance Contract

Douglas Shire Council was again invited by Department of Transport and Main Roads (DTMR), to perform road maintenance services in accordance with the Road Maintenance Performance Contract (RMPC) for 2017-18.

DTMR break the contract into four sectors according to their road network, these are Port Douglas Road to the end of Macrossan Street, Captain Cook Highway from Mowbray River Bridge to Mossman, Mossman - Daintree Road and Mossman - Mt Molloy Road for just over 3km up the range.

Some of the major activities involve pavement repairs, shoulder grading, maintenance of culverts and drains, roadside vegetation works, road furniture works and also emergency callout and traffic incidents.

In addition, Council was recently awarded a separate contract for repair and replacement of 88 damaged and faded road signs by DTMR.



Images - Road side vegetation/clearing along Mossman - Daintree Road

Reflect – tablet based defect maintenance software

Civil Works continue to lead Council in the implementation and use of tablet based defect maintenance which has seen the number of customer request drop to record low levels. Crews are able to use the tablets to identify and action maintenance defects 'on the go' and allow the Team Leader to schedule groupings of activities creating a preventative maintenance program. Ongoing training was recently performed for all Civil crews and Team Leaders in the use and management of the Reflect system.

The period following training between June - August 2017 has produced some outstanding results with the Civil teams recording 1,405 Accomplishments. 119 of these were completing defects captured in the systems backlog. The remaining 1,286 accomplishments were from all work teams completing programmed, planned works and reactionary works (e.g. Grading roads, sweeping streets, pothole patching etc.)



Image - Reflect training underway

Road closure applications

With public events and activities in full swing and the dry season upon us, Civil Works have been working hard to review applications that affect our road network requiring traffic management. The team review and assess multiple applications that involve complex traffic management plans for major events through to private works that may require use of a car park or footpath for short periods during works.

Principal Cycle Network Projects

Detailed design has been completed for the provision of shared cyclist and pedestrian bridges to be located on the downstream side of the existing Junction Creek Bridge on Cooya Beach Road between Cooya Beach and Mossman; and Marrs Creek Bridge on Johnston Road linking Mossman Gorge to the Township of Mossman. The design of the new Marrs Creek and Junction Creek Shared Cycleway and Pedestrian Bridges has been jointly funded with the Queensland Government under the Cycle Network Local Government Grants Program.

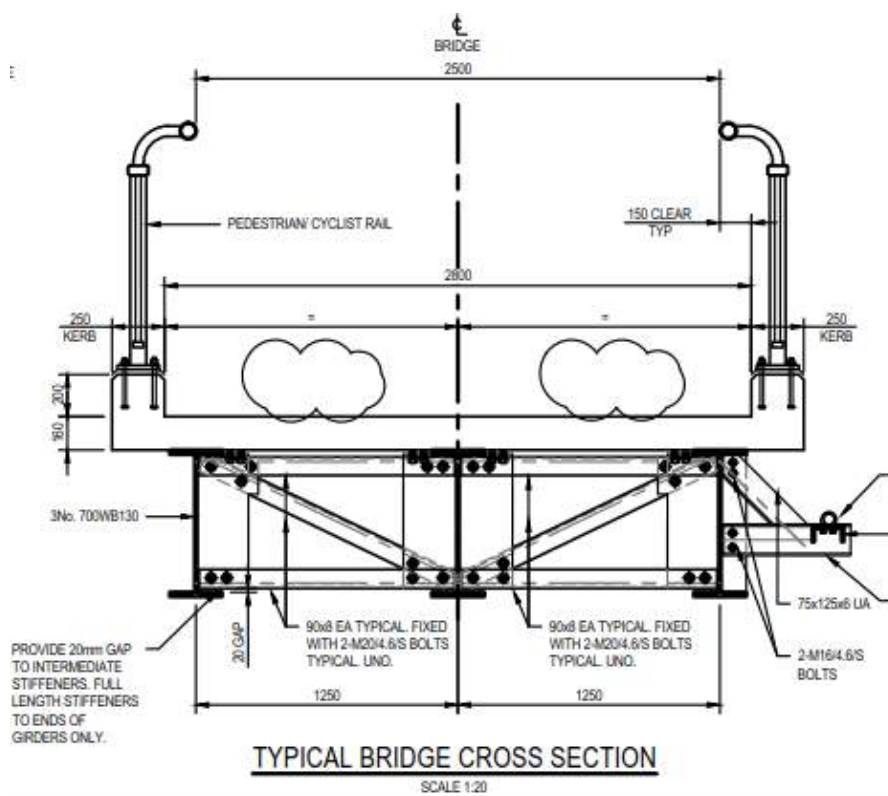


Image - Bridge cross section

Flood alert system

Flood water monitoring, alert and warning systems have been installed at Foxton Bridge, Anich and Barrett Creek Bridges. The warning system configuration consists of a floodwater depth gauge, flood camera and warning signs.

This project includes automated warning signs with flashing lights at each end of the Foxton Bridge and Anich Bridge. The warning signs and lights will be automatically triggered when water reaches a set height over the road as measured by the new flood water gauges.

Additionally, these projects provide the installation of a flood camera where images will be taken periodically and automatically sent to the Disaster Management Control Network and DTMR website. Assessment of flood waters can be monitored remotely by the Local Disaster Management Team and the community via Council's website.

The objectives of the Flood Alert Projects are to increase the safety for motorists by alerting them to the closure of the flooded crossing and preventing possible harm or death which may be caused by attempting to cross a flooded road. Highly visible warnings are essential because the road is subject to flash flooding with little prior notice, caused by upstream rain events.

Warnings are also necessary to alert many tourists who are unfamiliar with local road condition and who are unable to gauge the depth of water over the crossing and may attempt to cross it.

Automating the road closure signage increases the safety of the crossing by alerting drivers to the flooded road, regardless of the day or time.

Foxton and Anich Flood Alert Systems are funded in a partnership with the Queensland Government under the Natural Disaster Resilience Program.



Images - Flood warning camera and warning signs

Disaster Mitigation and Resilience Funding

The 2015 NDDRA (Tropical Cyclone Nathan) repairs were completed in June and the acquittal process is well underway with completion due by the end of September. Scope consisted of road repairs to China Camp and Ten Mile Roads.

The 2016 Monsoonal Rain event repairs have been scheduled to start and be completed in October so as to minimise the impact on road users during the September school holidays. Work will occur on Cape Tribulation - Bloomfield Road from Emmagen Creek to Rykers Road. The duration of roadworks is expected to be less than two weeks.

\$1.06M of funding was applied for during the reporting period, with \$859,089 being approved and the remaining amount still being assessed. \$837K of the approved funding was the difference between originally approved funding and actual cost for the 2015 event, reflecting the difference between the Queensland Reconstruction Authority's standard rates and commercial rates for the region. Changes to eligibility for Council dayworks accounted for the remainder.

Public and Natural Areas

The following projects and accomplishments have been achieved during this period:

- Mulching program commenced in Mossman / Wonga areas.
- Landscaping maintenance of established gardens at Wonga, Daintree, and South Mossman.
- Revamp of the Council Administration Building entrance gardens.
- Revamp of Stage 1 Macrossan Street landscaping (Wharf St to Grant St)– upgrades included the replacement of trees, mulching, weeding and new plantings.
- Mowing Services – New contract awarded.
- Implementation of Asset Edge (Digital Open Spaces database)
- Conducted 1,130 man hours treating 7.2 hectares of invasive pest plants. The majority of time was spent targeting Siam weed, hiptage and Miconia.
- Captured and destroyed 135 feral pigs.
- Capital Works Projects commenced including:
 - Disability Access to Four Mile Beach – Design phase completed, materials ordered
 - Irrigation of Port Douglas Sports Complex – Contact awarded, works commence 18/09/17 between club sporting events
 - Shade Sail Upgrades – contract awarded
 - Flagstaff Hill Walking Trail – Stage 1 construction completed, Stage 2 construction commenced



Image - Rock Seat overlooking Low Isles



Image - Flagstaff Hill Trail taking shape



Image - Spectacular views from the cruise ship viewing platform site

Fleet

A number of fleet purchases occurred in the close of the 16/17 financial year including a new vehicle for the passenger fleet, a tilt bed medium rigid truck for the Waste Water team and a John Deere 6110M tractor for road side slashing to replace an ageing tractor.

The new fleet program for the 17/18 financial year includes a number of 4WD replacements for the Water department, truck replacement for Open Spaces, rebadging of the Local Laws vehicles and some smaller plant including a line marking machine.

The linemarking machine will give the Civil Works team the flexibility to repair and rehabilitate line making at critical safety locations including intersections and pedestrian crossings.



Image - New John Deere 6110M tractor



Image - Line marking machine

Facilities Management

The end of the financial year has seen the completion of a number of Capital Works projects including the following

- LED Light at the Daintree Ferry
- Mossman Administration Building Painting
- Port Community Hall Painting
- Mossman Library Painting
- Fire Hose Installation at Wonga Beach Van Park

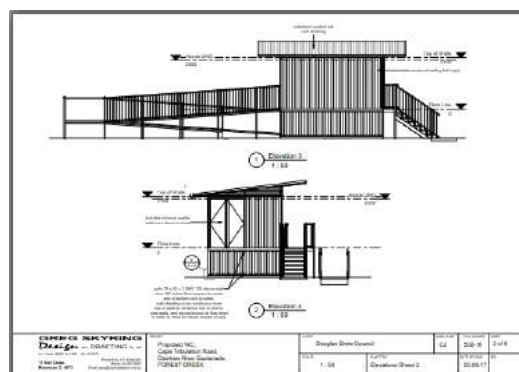
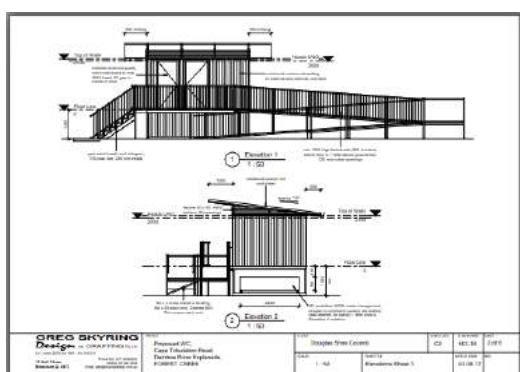


Image - Daintree Ferry Sign



Image - (Above) Fire Hose at Wonga Van Park

Progress has also been made on the new toilet block for the North Side of the Daintree Ferry with approval gained from the Department of Infrastructure, Local Government and Planning. Procurement is in its final stage with works planned to begin in early September 2017.



Images - Elevations of the Proposed New Toilet Block for North of the Daintree River

The Capital works program for 2017/2018 is moving ahead quickly with procurement completed for 80% of the Building facility projects. This will ensure that delivery occurs by early December 2017. These projects include:

- New Roof for Mossman Admin Donga;
- Stage one of the roof replacement at Mossman Depot;
- Fire detection system for Mossman Depot;
- Fire detection system for Mossman Shire Hall;
- New Chemical container for Mossman Nursery;
- Engineer's report for Port Sugar Wharf;
- Daintree Ferry Boom Gates.

This financial year will also see the roll out of new asbestos management plans for many of Council's buildings and a review of all fire management plans.

WATER AND WASTEWATER

Water and Wastewater Summary

Operations in the Water and Wastewater section proceeded well during the reporting period with an emphasis on:

1. Regulation Compliance
2. Capital Carry over completions
3. Strategic Network Planning
4. Rectification of faults and defects

Drought conditions in all creek intakes is of a particular concern with rapidly falling levels and increasing trends of demand of water for irrigation.

Water and Wastewater Compliance

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 no water quality complaints during this period.

During the reporting period, there was one non-compliant test result at the Port Douglas Wastewater Treatment Plant due to high Nitrate levels in the final effluent. All other wastewater parameters tested were compliant with licence conditions. There was a reportable sewer incident that occurred at the corner of Port and Mudlo Streets where a rusted valve caused a sewage leak. Both incidents were reported to the Department of Environment and Heritage Protection.



Images - Sewer Incident Cnr Port & Mudlo Sts

Training

Cert IV Water Industry Certificate Training continued for two operators, and those studying for the Cert III successfully completed their course. Two operators also completed Forklift Training during the reporting period.

Water Treatment

Plant Operations proceeded within all DWQMP parameters in the period with replacement of the UF cartridges in the Whyanbeel WTP, and gas chlorination facilities at both Mossman and Whyanbeel Water Treatment Plants. The new UF cartridges have assisted in water production at the Whyanbeel catchment and also allowing better performance and lower cell pressure differentials.

The chlorine residual in the water network was also carefully monitored during the transition to gas chlorination from liquid chlorination. No increase or lower chlorine residual was detected anywhere in the network. This will be continually monitored from any sub-standard trends.

Intake levels have steadily decreased to levels of concern due to seasonal trends during the June to August reporting period.

Forecast models show low chance of rainfall in the upcoming months, and as the year to date has not had much replenishing rainfall, the water teams are closely monitoring intake levels to ensure Council has adequate supply for customers. Water restrictions are envisaged for implementation in early September.

An Emergency Water Committee was also established during August to monitor test and compliance and restrictions. This Group chaired by the GM Operations will be meeting on a monthly basis or emergencies and report to the Executive Leadership Team with any issues.

Water Reticulation

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

There were 118 service repairs undertaken during this period, and 5 water main breaks that were repaired. There were also 126 settlement reads and 9 new service installations.

Wastewater

General maintenance was carried out at both WWTP sites during the reporting period. Council received no odour complaints during the reporting period, and there was 1 blockage at St Crispin's Avenue, Port Douglas due to root intrusion into the pipework.

Servicing of equipment occurred during July on the KSB pumps and blowers at the Port Douglas Wastewater Treatment Plant (WWTP).

Thermoscans were also undertaken on the electrical switchboards at pump stations throughout the network, and both WWTPs to locate any faults that needed to be repaired.

All Flygt pumps at both WWTPs were also serviced and general maintenance was undertaken.

Capital Works

The new gas chlorine plants at both Mossman WTP and Whyanbeel WTP were installed and commissioned. The replacement UF Cartridges were installed and commissioned at Whyanbeel WTP.



Image - Mossman WTP Gas Chlorination Shed



Image - Whyanbeel WTP UF Cartridges Replacement

Other projects completed included Marrs Creek Water Mains Relocation, Mowbray River Road Water Mains Upgrade, Port Douglas WWTP Diffusers Replacement, and PP1 Pressure Main Diversion (Sewer Pump Stations Upgrade work).



Image - Port Douglas WWTP Diffuser Replacement



Image - Mossman WWTP Diffuser Replacement