

5.9. REPORTS FROM THE CHIEF EXECUTIVE OFFICER FOR THE PERIOD OF JULY - AUGUST 2016

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

RECOMMENDATION

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period July – August 2016.

EXECUTIVE SUMMARY

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

BACKGROUND

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, 2015 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 July-August 2016.

FINANCIAL/RESOURCE IMPLICATIONS

NIL. These reports are provided for information only.

RISK MANAGEMENT IMPLICATIONS

NIL. These reports are provided for information only.

SUSTAINABILITY IMPLICATIONS

Economic: Nil

Environmental: Nil

Social: These reports continue to build on the information available to the community regarding Council operations.

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

This report has been prepared in accordance with the following:

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

Attachment 1 - Organisational Report Card July – August 2016

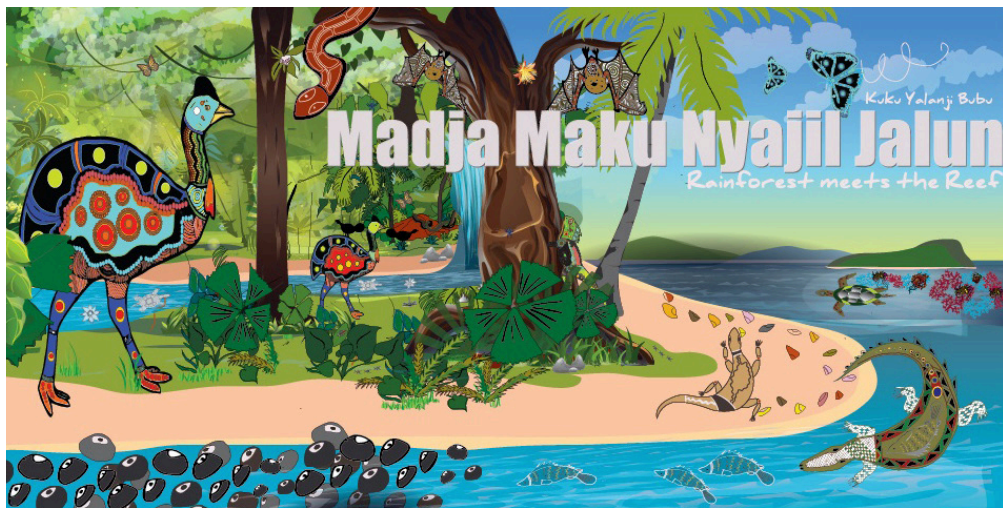
Attachment 2 - Report from the Chief Executive Officer July – August 2016

DOUGLAS SHIRE COUNCIL ORGANISATIONAL REPORT CARD

2016 - 2017

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

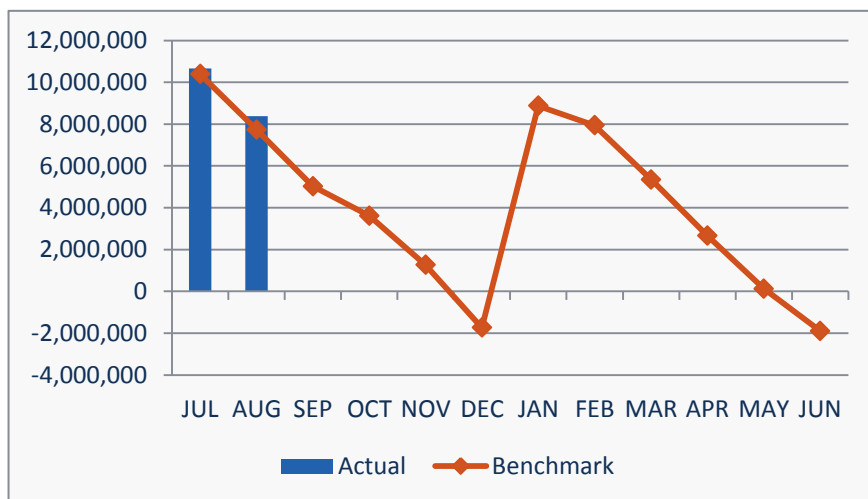




Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget

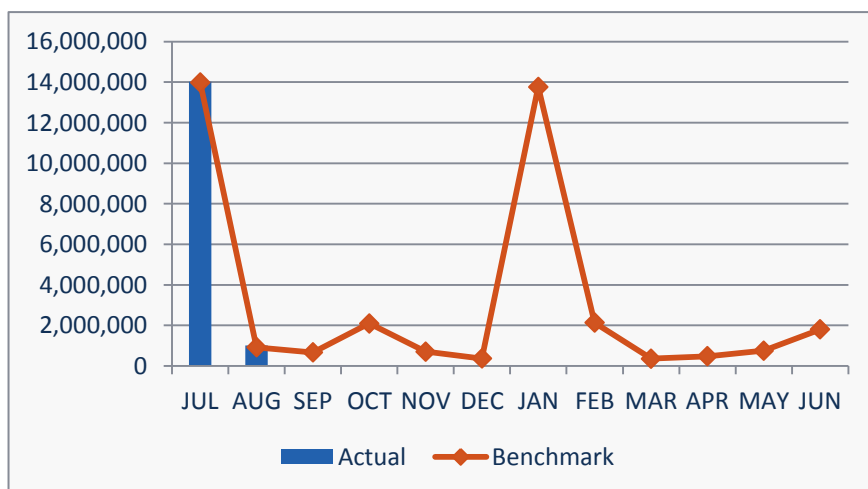


	JULY	AUGUST
Benchmark:	10,388,110	7,729,034
Actual:	10,654,089	8,372,256
Variance:	265,979	643,222

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

Interpretive Comments: To date this financial year Council's actual operating result is better than the forecasted budget result. Influencing factors are detailed in items 1.2 and 1.3 below.

1.2 Revenue Against Budget

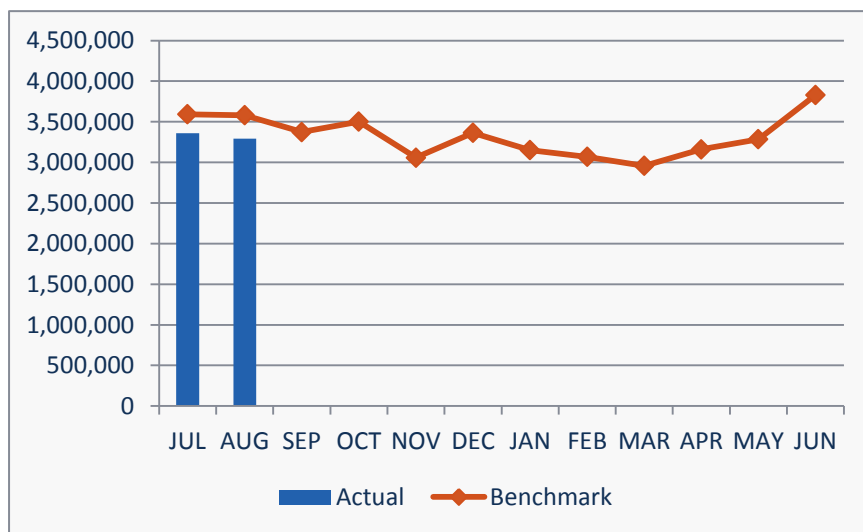


	JULY	AUGUST
Benchmark:	13,981,674	922,405
Actual:	14,012,415	101,102
Variance:	30,741	88,617

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

Interpretive Comments: To date this financial year revenue has exceeded forecasts mainly due to income derived from fees and charges being higher than anticipated.

1.3 Expenses Against Budget

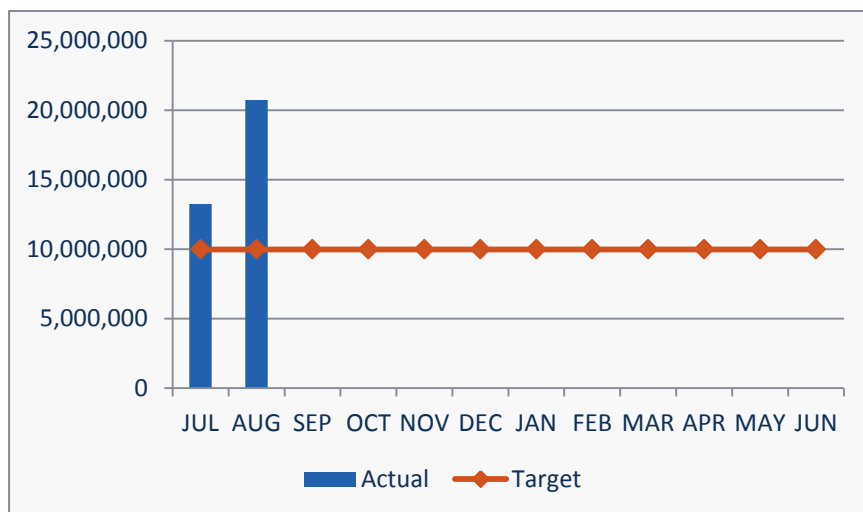


	JULY	AUGUST
Benchmark:	3,593,564	3,581,481
Actual:	3,358,326	3,292,854
Variance:	-235,238	-288,627

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

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

1.4 Capacity to Meet Operational Expenses



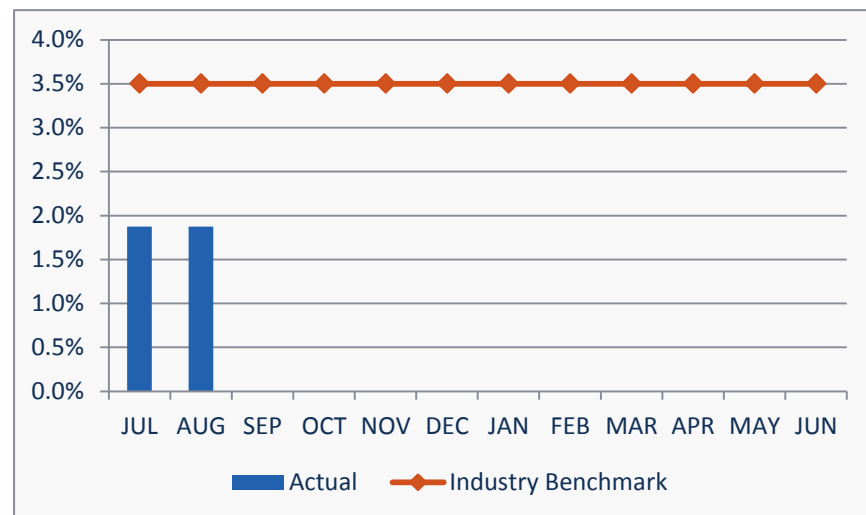
	JULY	AUGUST
Target:	9,980,779	9,980,779
Actual:	13,236,733	20,724,474
Variance:	-3,255,954	-10,743,695

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.

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

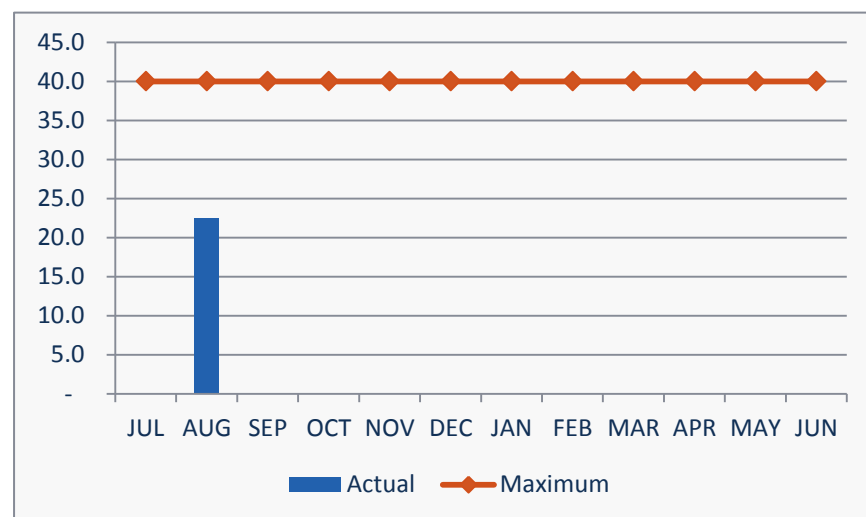


	JULY	AUGUST
Industry Benchmark:	3.5%	3.5%
Actual:	1.9%	1.9%

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

Interpretive Comments: There have been three LTIs in the last twelve months. This is well below industry average.

2.2 Efficiency of Filling Positions Vacant

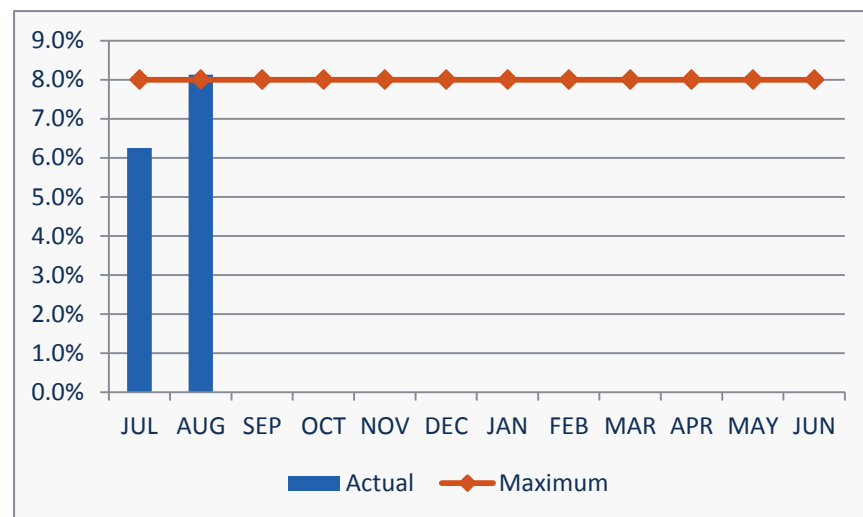


	JULY	AUGUST
Maximum:	40	40
Actual:	0	22.5
Variance:	40	17.5

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

Interpretive Comments: Council filled two roles in August - The General Manager Operations and a Water Treatment Plant Trainee.

2.3 Monthly Staff Turnover

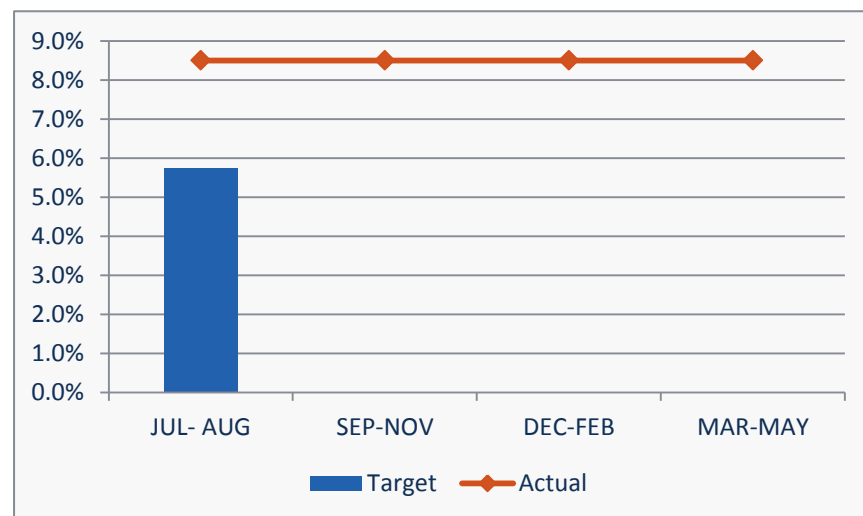


	JULY	AUGUST
Maximum:	8.0%	8.0%
Actual:	6.3%	8.1%
Variance:	-1.8%	0.1%

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

Interpretive Comments: At 31 July, 10 employees had left Council in the previous twelve months. This increased to 13 by 31 August bringing Council to slightly above industry average.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders

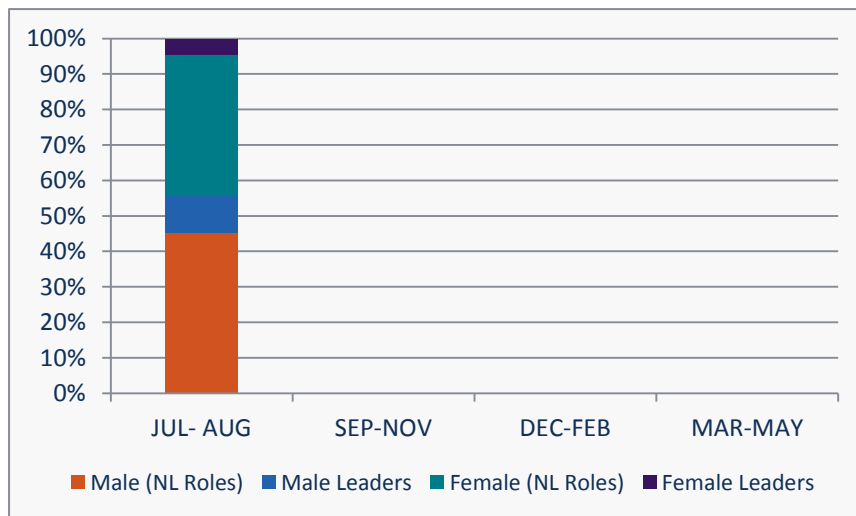


	JULY-AUGUST
Target:	8.5%
Actual:	5.7%

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, an average of 9 Council employees identified as being of Aboriginal and Torres Strait Islander descent.

2.5 Workplace Diversity – Males & Females



JULY-AUGUST

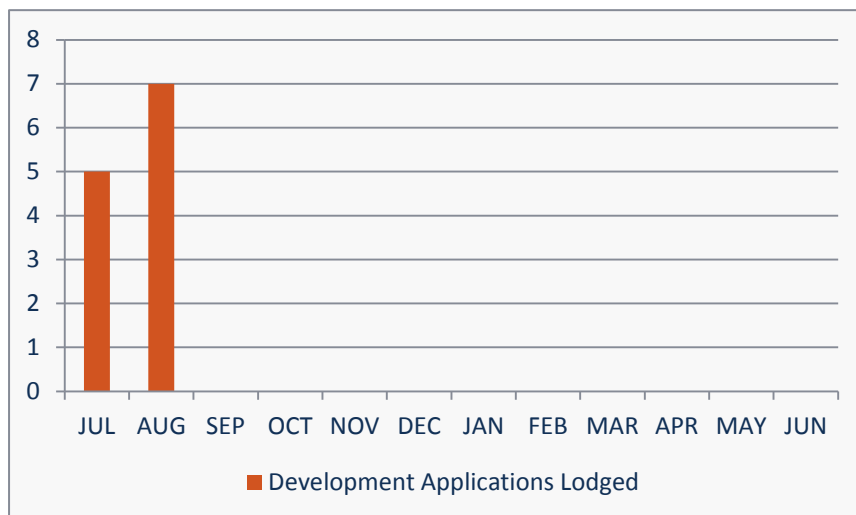
Males (NL roles):	45%
Males	11%
Females (NL roles):	39%
Females:	4%

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

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

3.0 SUSTAINABLE COMMUNITIES

3.1 Development Applications Lodged

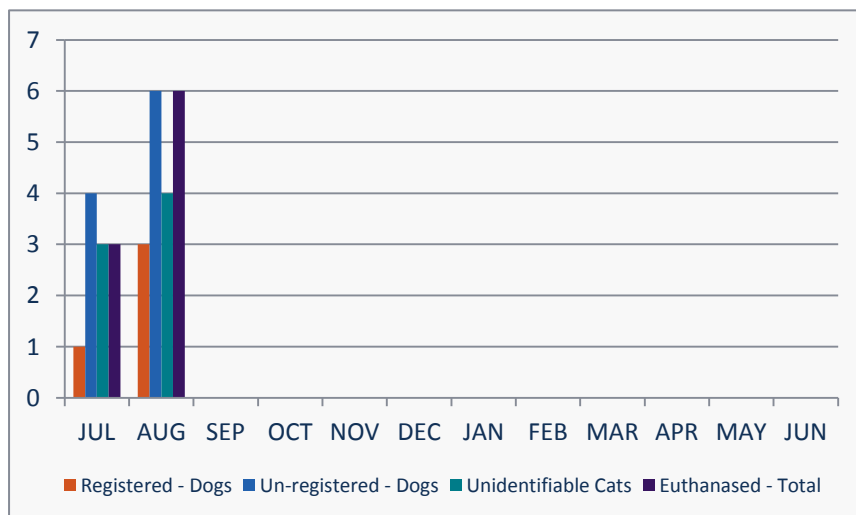


	JULY	AUGUST
Actual:	5	7

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

Interpretive Comments: The figures give a simple indication of development activity in the Shire. Development Applications have slowed in the first two months of the year which may be due to impending release of the proposed Planning Scheme.

3.2 Animal Impoundments

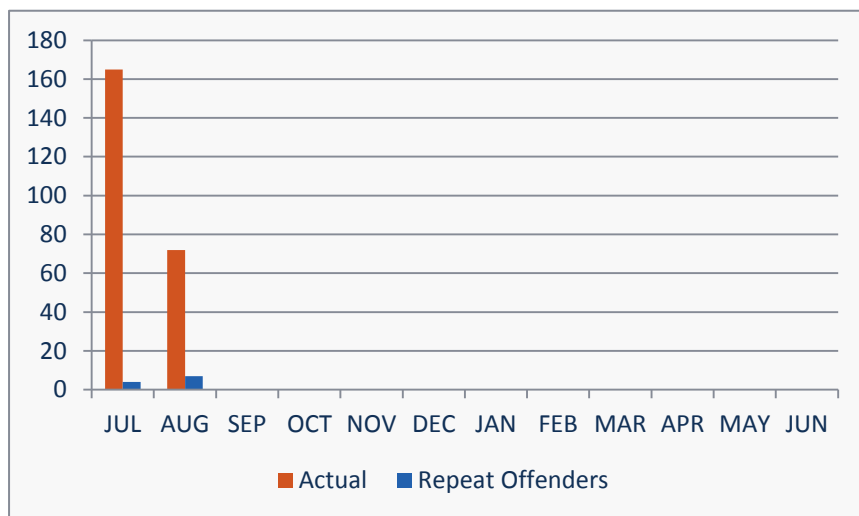


	JULY	AUGUST
Registered - Dogs	1	3
Un-registered - Dogs	4	6
Unidentifiable Cats	3	4
Euthanised - Total	3	6

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

Interpretive Comments: Whilst the data only reflects two months almost half the animals were euthanized were not claimed or unable to be rehomed.

3.3 Illegal Camping



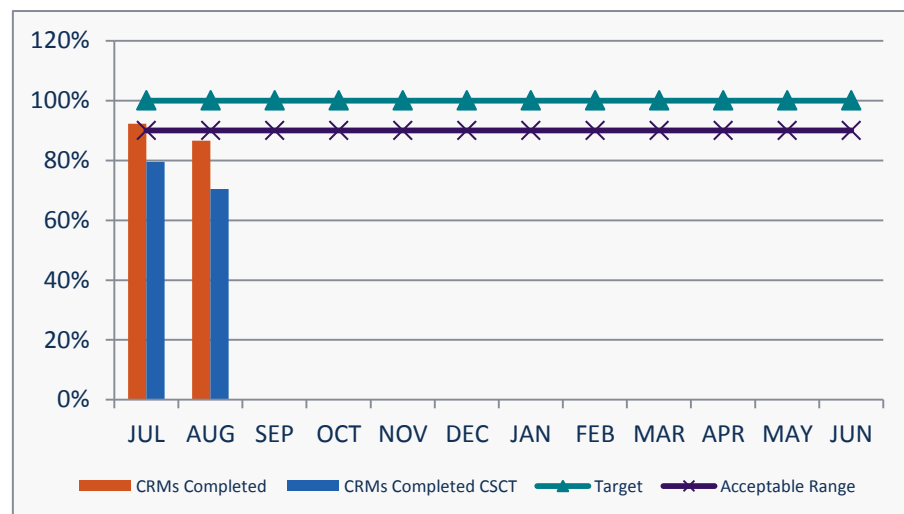
	JULY	AUGUST
Actual	165	72
Repeat Offenders	4	7

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: A substantial number of customer requests are being dealt with in a timely manner however this is an area where improvement can be achieved.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	JULY	AUGUST
Target:	100%	100%
Acceptable Range:	90%	90%
CRMs Completed:	92%	87%
CRMs Completed within CSCT:	80%	70%

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: A substantial number of customer requests are being dealt with in a timely manner however this is an area where improvement can be achieved.

4.2 Top 5 CRMs

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

JULY

	Category	Quantity
1.	Leaking/Broken Service Pipe	54
2.	Barking Dog	19
3.	Illegal Camping	16
4.	Trees (street/park)	16
5.	New waste service	15

AUGUST

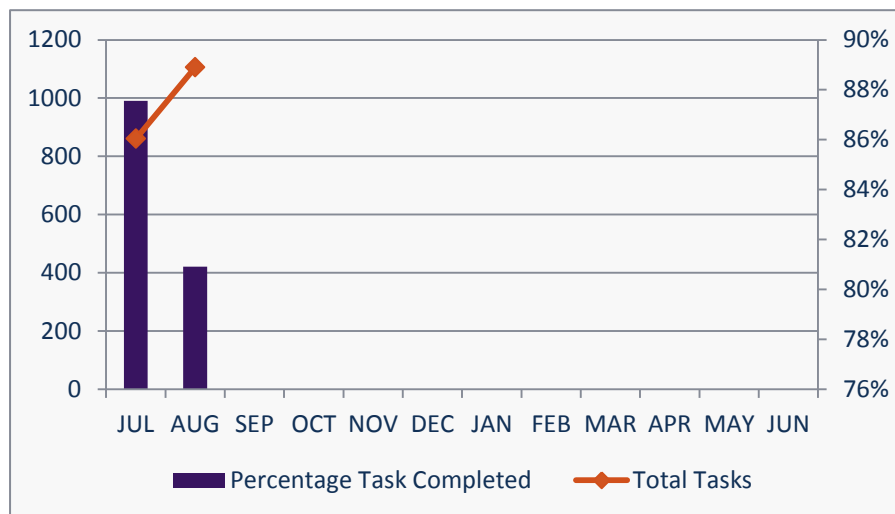
	Category	Quantity
1.	Leaking/Broken Service Pipe	30
2.	Road Maintenance	28
3.	Illegal Camping	25
4.	Barking Dog	24
5.	Trees (street/park)	21

4.3 General Customer Enquiries

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

	JULY	AUGUST
Phone Calls	2411	2823

4.4 Inwards Correspondence Actioned

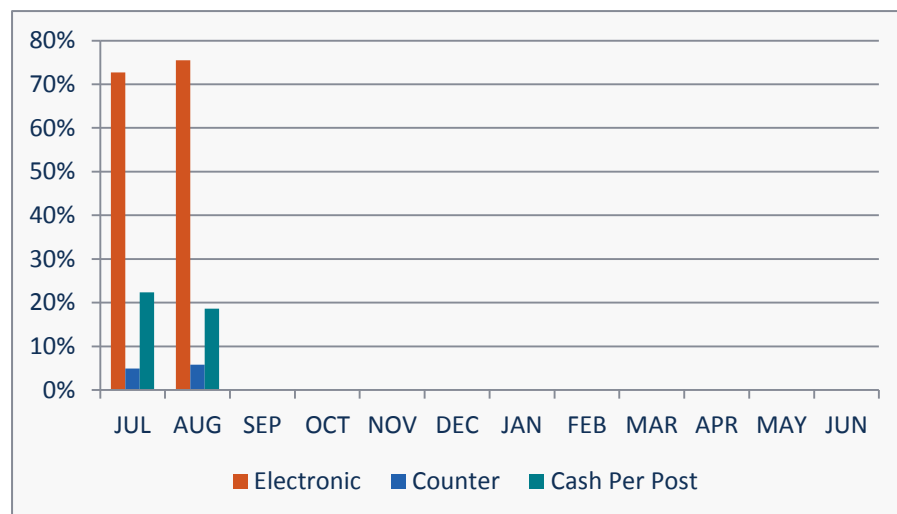


	JULY	AUGUST
Total Tasks:	860	1105
Percentage of Tasks Completed:	88%	81%

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

Interpretive Comments: Whilst a substantial amount of tasks are completed within timeframes this is an area where improvement will be sought by senior management.

4.5 Rates Payment Methods



	JULY	AUGUST
Electronic:	72.7%	75.5%
Counter:	4.9%	5.8%
Cash Per Post:	22.4%	18.7%

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

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

5.0 MEDIA AND COMMUNICATIONS

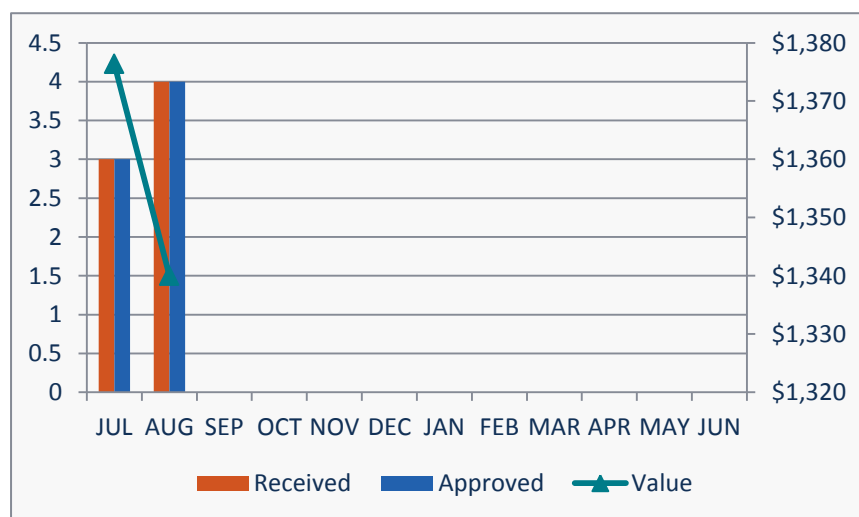
5.1 Council Communications to Communities

	JULY	AUGUST
Website (Page) Views	35,158	35,638
Facebook Posts	62	71
Media Releases	10	16
Public Notice Advertising	7	15
Community Notice Boards	1	0

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

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

5.2 Community In-Kind Request



	JULY	AUGUST
Received:	3	4
Approved:	3	4
Value:	\$1,376	\$1,340

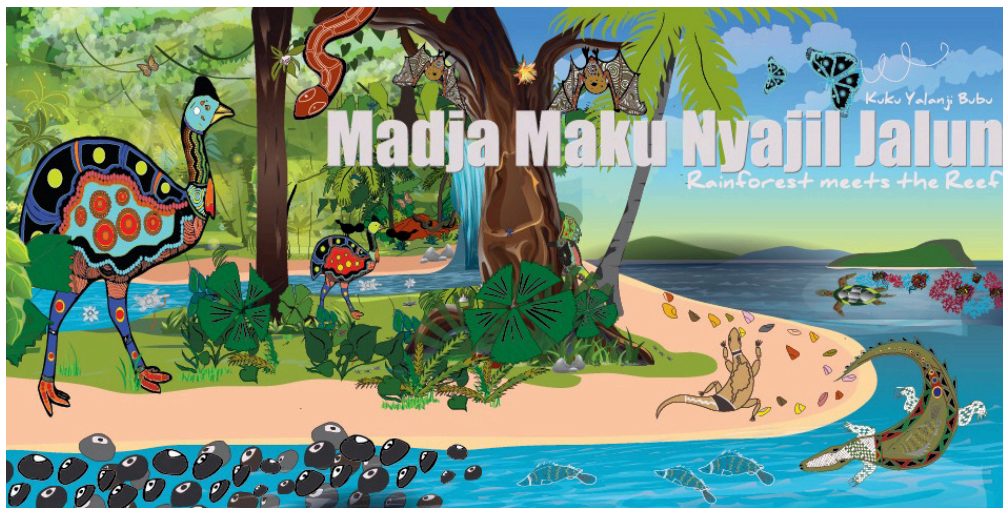
Explanatory Notes: Not for profit organisations are eligible to apply for Council supplied services or venues to a maximum of \$2,000 per financial year.

DOUGLAS SHIRE COUNCIL REPORT FROM THE CHIEF EXECUTIVE OFFICER

2016 - 2017

BUILDING OPPORTUNITIES FOR DIVERSE DOUGLAS
PROVIDING COMMUNITY BENEFITS AND SERVICES
SUPPORTING ECONOMIC GROWTH
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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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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

Council Officers attended the monthly Community Agency Network Meeting. The July 28 meeting was hosted by Partners in Recovery at Port Douglas Spaceport, and the August 25 meeting was hosted by Mossman Support Services. The meetings provide networking and information sharing opportunities for community organisations from across the Shire and visiting services from Cairns.

Council Officers met with the Department of National Parks, Sport & Racing officers to discuss potential funding opportunities for local organisations under the State Government Get Playing programs. The inaugural Sport & Rec Expo planning was also discussed, with the Department having a presence at the Expo.

Council attended the Mossman Gorge Interagency meeting on Wednesday 24 August 2016. This meeting is now facilitated by the Bamanga Bubu Ngadimunku (BBN) Indigenous Community Links program (BBNCL or ICL), which was previously coordinated by the Office of Prime Minister and Cabinet. ICL was formally operating as the Community Support Service in Mossman Gorge. ICL will deal specifically with connecting the community to job opportunities by coordinating an intensive case management program with individual clients and services providers.

Council participated in the Reef Guardian Schools' Future Leaders Eco Challenge with the Great Barrier Reef Marine Park Authority. Thirty-three students from 5 primary schools spent the day at Wonga Beach State School and participated in activities to explore how they can improve the health of local environments and learning skills they can utilise at school to help improve environmental sustainability. Officers conducted a session on litter source reduction plans with each of the schools wherein they analysed the results of litter audits conducted in their own schools to determine major litter issues and plan practical prevention projects.

Council assisted the Eliminate Dengue community engagement team by providing the details of suitable local community groups and stakeholders to participate in the Community Reference Group as part of the Eliminate Dengue Program.

Events and Programs

SENIORS Week

Seniors Week 2016 not only celebrated our Seniors, but also provided residents of all ages with opportunities to share stories of their local experiences on extreme weather in our Shire as part of Council's recently launched "If only" disaster resilience campaign.

Mossman Support Services hosted Morning Tea with arts and craft while Port Douglas Neighbourhood Centre's afternoon tea attendees were entertained by local talented musician Bobby Maguire.

Council's Cuppa and Chat at Diwan attendees were treated to a Positive Ageing Talk from Michelle from the Health Clinic; while residents and Flexirespite clients at Mossman's Multipurpose Health Service enjoyed Devonshire Tea while listening to the soothing sounds of Visnja and her harp. The week concluded with Devonshire Tea at Mossman Library.

Many thanks to the staff and volunteers at Mossman Support Services, Port Douglas Neighbourhood Centre, Douglas Shire Multipurpose Health Service and Diwan Health Clinic, and for all attendees for their enthusiasm and support, and sharing their stories over a cuppa.



(Above) Seniors Week Activities

Council provided funding towards Seniors Week activities at Mossman Support Services and Port Douglas Neighbourhood Centre. Council also partnered with the Library to deliver a Seniors Week afternoon tea.

IF ONLY: Disaster Resilience Oral History Project

Council utilised Seniors Week events to launch the 'If Only' Disaster Resilience campaign. After a public call for stories in July, Officers recorded conversations about severe weather experiences of local people throughout the Shire throughout Seniors Week. Officers have begun conducting video interviews with individuals about their cyclone and flood experiences to develop a series of clips about disaster preparation.

NAIDOC Week

Council helped support and facilitate the delivery of a number of successful NAIDOC Week Activities which included the Official Opening at the Council Chambers which had approximately 140 people in attendance; the unveiling of the plaque acknowledging the artists responsible for the artwork on the amenities block located in Bill Reece Rotary Park (Foxton); the annual NAIDOC Street Parade which attracted a record number of participants, in excess of 700; and the NAIDOC Family Fun Day in Bubu Kinkari/ George Davis Park where Council had a community stall.





(Above) NAIDOC Week Activities

Plastic Bag Free July

Council and its partners in Plastic Free Douglas hosted Plastic Bag Free July under the auspices of the national Plastic Free July initiative as part of the Keep Paradise Plastic Free campaign. Eighty-six individuals in the Douglas Shire registered to commit to refusing all disposable shopping bags for the month. Each participant was sent a weekly newsletter with tips and tricks to reducing the impact of disposable plastic on our world heritage environments.

Keep Paradise Plastic Free Business Ambassador Program

In the current stage of Plastic Free Douglas' campaign, Council and partners are encouraging local businesses to register as Keep Paradise Plastic Free Business Ambassadors. Ambassadors sign a letter of agreement not to provide customers with single-use plastic bags and Plastic Free Douglas provides shop stickers and displays promoting the participation of the organisation. Forty-seven businesses from market stall holders to major tourist operators have registered as Business Ambassadors thus far.

Gondwana Garden

The closing ceremony for the Gondwana Garden art exhibition held by the Port Douglas Artists was held on Friday 8 July 2016. The free public display and function was located in the Administration Foyer. Approximately 20 people attended the closing and were able to view the exhibition. Selected artwork were used as prizes for a drawn on the night. The exhibition was also an opportunity for the Mossman Botanic Gardens to raise funds.



(Above) NAIDOC Week Activities

Mossman Show

The annual Mossman Show was held on 19-20 July, supported by Council in-kind. With a family theme for Council's Stall, information was provided to the public on the vast variety of family-friendly activities held within the Shire. Douglas Libraries staff conducted a 'First5Forever' story time session on both days. A colouring-in competition was held for the kids and the adults were able to chat with staff and provide any feedback.

Taste Port Douglas

Taste Port Douglas was delivered to the community over three days from 12-14 August in Rex Smeal Park celebrating local produce within the region. A number of high profile chefs came to the area deliver a culinary experience. Attendees were able to enjoy cooking demonstrations, pop up food stall and local entertainment. Council provided funding and in-kind support as part of the Event Funding Program for this event.

Port Douglas Kindergarten Community Fun Day

Port Kids Inc. hosted the Community Fun Day in Reynolds Park on Saturday 3 September. Supported by Council's Event Funding Program, the many family activities available on the day included jumping castles, toad races, kids entertainer, music and a car boot sale.

New Years Eve in Port Douglas

Officers developed a sponsorship proposal for New Year's Eve in Port Douglas festivities after the Douglas Chamber of Commerce handed ownership of the event to Council. Council Officers will meet with local businesses in the coming weeks to finalise preparations for New Year's Eve Festivities in Port Douglas, which will include fireworks and family-friendly activities.



Christmas Community Decorations

Officers met with Ergon Energy to obtain permission for Christmas banners to be hung from light poles in Mossman and Port Douglas. Local schools will be approached in the coming weeks to encourage local school students to design the banners.

World Cassowary Day



Officers from Local Laws and the CEO Unit have developed a survey on cassowaries and dog behaviour that will be distributed on World Cassowary Day 2016, to be held at Cape Tribulation on Saturday 24 September. The survey will help inform future Council strategies and policies to support the protection of cassowaries and their rainforest habitat.

As a partnership project, Council has provided \$5000 to the Daintree Marketing Cooperative to help stage World Cassowary Day in Cape Tribulation.

Economic Development

Council participated in regional consultations with the Department of Tourism, Major Events, Small Business and Commonwealth Games on the draft of the Advancing Tourism strategy 2016 – 2020. Advancing Tourism is an action-oriented plan, developed in partnership with industry, to capitalise on Queensland's significant tourism growth. It targets key areas to increase market share and increase tourism jobs:

- Growing quality products, events and experiences
- Building a skilled workforce and business capabilities
- Investing in infrastructure and access
- Seizing the Asia opportunity.

The Draft Advancing Tourism strategy will be available for public consultation from 25 August to 25 September 2016, with the final strategy due to be released at the end of October.

Council Officers developed a document Key Opportunities and Major Changes in the Proposed Planning Scheme <http://douglas.qld.gov.au/download/planning-scheme/Key-Opportunities-Major-Changes-in-Proposed-Planning-Scheme.pdf> which explains how the Proposed Planning Scheme affects our communities and offers economic development opportunities for new and existing local businesses.

The Economic Development Strategy has progressed through from the initial meeting with Councillors to identify priorities and challenges, followed by stakeholder interviews and an online survey. Officers have worked closely with the engaged consultant to conduct the interviews and develop the online survey. It is anticipated the Strategy will be adopted at the 22 November Council meeting.

Following the 2015 Business Forum officers identified the key themes for consideration and opportunity for development of initiatives to be implemented. To progress this, an internal workshop was facilitated by the Chief Executive Officer, and involved a diverse range of Council officers. A number of exciting initiatives were identified for further exploration and will be presented to Councillors at a Councillor workshop.

In collaboration with two neighboring Councils', Jabalbina, Traditional Owners, tourism bodies, business and the Wet Tropics Management Authority, The Bloomfield Track Experience Guide <http://douglas.qld.gov.au/road-conditions/bloomfield-track/> was finalised and the guide posts have been installed.

The e-book is available for download from Council's website and provides an opportunity to learn more about the areas surrounding the Bloomfield Track while on the move.

Website and Facebook



Council's Facebook page experienced phenomenal growth during the reporting period, with the number of Facebook followers growing almost 20 per cent to 2916. This growth was driven by some hugely popular Facebook posts which engaged our communities, most notably a concept video of the proposed Wangetti Trail <https://www.facebook.com/douglasshirecouncil/videos/1213414495389120/> which went viral and reached almost 70,000 people, almost double the previous top Facebook post for Council. Other Facebook posts which struck a chord with our communities included the CREB Track officially open (33,700), a Friday Flashback video on historical Port Douglas (9300), a 130kg whopper feral pig caught by Council (9100), and the Flood Cam installed at Foxton Bridge (6200).

Council's website also experienced strong growth, with 32,524 User Sessions, 23,046 unique users and 71,748 page views in July and August. The most popular pages visited were the CREB Track (5423 page views), Daintree Ferry (5205), Employment at Council (2610), Proposed Planning Scheme (2255), Bloomfield Track (2066), Fees & Charges (1465), Forms & Permits (1448), Planning Scheme (1427), Camping Grounds & Caravan Parks (1385) and Contact Us (1359).

Council also distributed 26 media releases during July-August.

Grants

Council in partnership with the Department National Parks, Sports and Racing helped to deliver a Grant Writing workshop under the Building Active Communities Workshops program. The workshop was conducted in Port Douglas with 5 participants representing local community and sporting groups in attendance. Information relating to grant writing advice and useful techniques were to assist in applying for the latest round of sports and recreation funding available through the State Government; as well as supporting sporting and community groups generally in applying for grants through other funding sources e.g. Council Grants.

Upcoming Grants

Grant	Provider	Proposed Project	Est. Amount	Closes
Coastal Hazard Adaptation Strategy	Qld Govt through LGAQ	Initial application to prepare stakeholder consultation plan and map expected inundation and erosion areas due to climate change and weather events. Later applications will be to develop strategies to manage expected inundation.	Able to apply for up to \$500,000 over three years	Apply anytime
Local Government Grants and Subsidies Program	DILGP (QLD)	Shovel ready projects that create employment and build economic or community infrastructure. Multiple applications allowed	Up to 60% of project cost	28/09/16
Australian Packaging Covenant	APC	Recycling, litter and rubbish reduction projects	Minimum \$50,000 + 30% contribution	To be advised
Dump Point Subsidy Scheme	DTMR & CMCA	Install dump points for caravans and RVs	Dump point + \$3,000 for installation	Apply anytime
Bridges Renewal Program	Federal Govt	Renew road bridges		To be advised
Queensland Destination Events	TEQ	Staging multi-year signature events - Carnivale		04/11
Qld Tourism Infrastructure	TEQ	Build tourism infrastructure – Island Point walking trail		30/11
Natural Disaster Resilience Program	DILGP	Reduce communities' vulnerability to natural hazards and build community resilience	Up to 60% of cost	28/09/2016
Community Resilience Fund	DILGP	Make communities more resilient to natural disasters, and reduce future expenditure on asset restoration	Up to 60% of cost	28/09/2016

Grants Pending Decisions

Grant	Provider	Project	Amount	Closed
RADF	Arts Qld	RADF	\$30,000	02/06/16
Get Playing Places & Spaces	NPS&R	Asphalt pump track	\$100,000	01/09/16

Outcomes of Grant Applications

Grant	Provider	Project	Amount	Outcome
Safer Streets	Justice	Central Mossman Security Upgrade – lights and CCTV	\$36,998	Successful
Cycling Network	DTMR	Design Junction Cycle Bridge	\$15,000	Successful
Cycling Network	DTMR	Design Marrs Creek Cycle Bridge	\$15,000	Successful
NSRF	Infrastructure	Port Douglas Water Reservoir	\$6,745,000	Successful
Community Road Safety	DTMR	Auto flooding road closed signs and lights at Foxton crossing	\$25,000	Unsuccessful
Get Playing Plus	NPSR	Construct Island Point walking trail	\$300,000	Unsuccessful
Active Healthy NQ	NQPHN	Sports & Wellness Expo	\$13,000	unsuccessful

Awards Entered

Award	Sponsor	Project	Closed
Heart Foundation Local Govt Awards	Heart Foundation	Douglas Shire holistic approach to community wellbeing	20/05/16
Start Playing Stay Playing	NPSR	Women of Douglas, get out get active	12/08/16
AIM Manager of the Year	AIM	Linda Cardew	29/07/16
LGMA Excellence Awards	LGMA	Linda Cardew	17/08/16
Cassowary Awards – Local Govt	WTMA	Bloomfield Track Guide e-book	31/08/16
Cassowary Awards – Tourism	WTMA	Daintree Gateway	31/08/16

CORPORATE SERVICES

GOVERNANCE

Human Resources

A focus on organisational training continued into August with 116 employees attending one of seven sessions held over three days on “Conduct in the Workplace”. One session was tailored specifically for Council’s leaders with an emphasis on the management of employees.

A range of other staff training activities was held during July, August and into early September with staff attending First Aid and CPR, Microsoft Project, Microsoft Excel, ACDC Chemical Accreditation, and economy id training.

August saw the appointment and commencement of the General Manager Operations and the internal appointment of a Treatment Plant Operator to the Water Quality Team. In the second week of September three labourers will commence within Civil Works. As reflected within our position advertisements and information kits, Council continues to actively encourage Aboriginal and Torres Strait Islanders and women to apply for non-traditional roles particularly within our outdoor teams.

Workplace Health & Safety

Through the two Workplace Health and Safety Committees, the Health and Safety Representatives (HSRs) have been identified as a group who could be trained to perform key WH&S functions. The key advantage of enabling the HSRs in this way is that their up-skilling and processes used will be spread across the organisation, effectively broadening Council’s WH&S knowledge base. One such area is the storage of hazardous chemicals within Council. Council’s Chemical Register is the cloud-based “Chemalert” system recording all holdings across Council. HSRs and other key staff have received training in how to print out Stock Holding records, add items to Stock Holdings, find Safety Data Sheets (SDSs), etc. The next step in this process is to complete a Council-wide Chemical audit and to update Stock Holdings as necessary, helping Council fulfill its compliance obligations.

Records

Work has been completed on Stage 1 of the project to review historical records from the old Douglas Shire Council and nominate them for either disposal or archiving. The recommendations have been received from the Contractors and will be collated and provided to the Executive Leadership Team for its review and approval.

The upgrade for the electronic data records management system (eDRMS) of InfoXpert was completed on Friday 9 September. This upgrade includes new features such as WebDav functions suitable for tablets, new system administration functions, improved searching functionality, and improvements to viewing multiple documents.

Property

Property is progressing the formalisation of a portion of Upper Daintree Road that is currently passing through freehold land. While nothing will change on the ground for the landowners, it will mean the current public road will become a gazetted road and Council will continue to maintain it into the future.

Council declined to support the naming of a headland located about 110 kms north of Cairns ‘Foxcroft Point’ following a request for comment by the Department of Natural Resources and Mines. Councillors considered that the person for whom the headland was to be named did not have a connection to the Shire.

The proposed relocation of the rugby league playing field at Coronation Park (Mossman Showground) was recommended for approval with conditions. Councillors resolved to support the recommendation.

Mossman's Men's Shed will be getting some extra storage for building materials with the approval of an additional container on their site. The successful local community group provides men with a relaxed and friendly place to socialise while completing a variety of trade-based workshop activities, and welcomes the extra space.

Over the next few months staff will be encouraging user groups who occupy Council properties to enter into trustee lease arrangements. Property is also assisting a couple of other local community groups with long-term tenure security, and it has finalised several matters leaving 44 ongoing items moving forward.

From October 2016, staff will be undertaking the annual property inspection of all Council leased properties to ensure all conditions of the lease are being complied with.

Governance

After many months of work our 'Council to CEO' delegations were adopted in August and all 'CEO to staff delegations' have been authorised by the CEO. A spreadsheet has been created for staff to access, view and print their delegations. LGAQ issues updates to all new, repealed and updated legislation every six months. The first six monthly review will be undertaken in the near future. Council's Administration Instructions (AIs) which were transferred from Cairns Regional Council, are currently being reviewed to align these procedures to accepted practices of this Council. Work has commenced on the preparation of Council's Annual Report for the 2015/16 financial year. A new Customer Complaints process has been created and will be available on Council's website when finalised.

Port Douglas Markets

With an increased number of potential stallholders wanting a regular spot at the Port Douglas Sunday Markets, officers will be working in conjunction with the Market Co-ordinator to look at ways to streamline the current booking and set-up procedures.

FINANCE AND INFORMATION TECHNOLOGY

The final audit visit by the Queensland Audit Office for this year will be occurring in the week commencing 19 September 2016. Finance staff has 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 19 October 2016.

Half yearly rate notices were issued on 27 July 2016, with a due date of 30 August 2016. Supplementary Rates Levy notices were issued on 7 September 2016 with a due date of 11th October 2016. These notices were for the amendment of charges due to requests (eg additional bins) or buildings that have been completed. Water Usage first reminder letters were sent out on 16 August 2016 to 927 ratepayers and were followed by second reminder notices 8 September 2016. At the time of this report, 608 assessments are registered for rates Bpayview and 449 assessments for water.

The IT team has been concentrating on operational needs and assisting the business on small projects. This has included the usual increase in reporting needs following the end of financial year processing. A number of work planning processes have also been undertaken with a focus on ensuring that all critical projects are able to be completed as required. This has highlighted the growth in demand on Council's IT resources since de-amalgamation.

Additional Malware protection will soon be implemented on high risk computers and staff have also been working with Council's network provider to finalise the Queensland Audit Office recommendation to separate the SCADA monitoring system from the main network to increase security and verify systems documentation.

LIBRARY

Each year in August 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, outcomes report & copy of the Library's operational plan.

Under the Public Library Grant scheme Douglas Shire Council receives a notional allocation of \$56,863. Under the terms of the Service Level Agreement between Council and the State Library of Queensland 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 of libraries. In addition, Council receives a one-off cash grant of \$1324 for the purchase of library resources e.g. newspapers & magazines.

The table below details some of the statistics provided to the State Library of Queensland.

	2015/16	2014/15
Library membership	4,920	4,091
New members	1,114	954
Annual public visits	82,274	76,875
Loans	94,305	89,608
Reference queries	3,412	4,318
Reservations satisfied	6,755	4,178
Interlibrary loans supplied to members	195	322
Library website visitors	2,331	2,504
PC Bookings	9,371	8,117
Wi-fi sessions	7,191	163
Library - events & programs	233	161
- participants	5491	2817

A \$750 Travel and Accommodation Bursary was received from State Library of Queensland to enable a Library Assistant to attend the "Innovation in Public Libraries" regional professional development even in Townsville in August.

"The day provided a fantastic framework for imaging the future and introduced innovative ways of planning for it. ... The event clarified for me the important role libraries play in giving people access to culture. Dr. Finch pointed out that whilst the United Nations Public Libraries Mission Statement refers to reading and literacy it makes no mention of books – "permission on a global level," Dr. Finch suggested "to do really cool stuff." I came away committed to "misbehaving in a productive way" being prepared for unpredictable outcomes, helping people to connect and the concept that advancing QLD's public libraries should be FUN! "



(Above) "Cultural weeding: challenging library design, collection, signage and image" workshop in Brisbane

The Team Leader Libraries attended a "Cultural weeding: challenging library design, collection, signage and image" workshop in Brisbane. The Library's operational plan initiative is to "review arrangements and collections and align them to ensure flexible community space". Kevin Henna, who has a retail and library background, will visit Mossman and Port Douglas Libraries in September.

Mossman Library hosted a year 10 work experience in August. This was an ideal opportunity to support our community and to provide a student with first hand experience of the library profession and a feel for working life.

The "Tech Savvy Seniors Queensland" computer classes continue to be fully booked. To date library staff have run 42 classes with 201 participants.



(Above) Tech Savvy Seniors QLD computer class participants

Mossman Library held it's first ever "Pizza, Pyjama Storytime" to celebrate "Children's Book Week" in August. Over 90 people attended the First5forever event. First5forever aims to create stronger language and literacy environments for 0-5 year old's and support primary caregivers, as their child's first teacher, to be confident.



(Above) Pizza, Pyjama Storytime

Other First5forever events in Douglas included NAIDOC baby-show at the Gorge community; Storytime at Mossman Show; Celebration of under 8's week at Port Douglas, Wonga & Mossman Primary schools and Pop-up storytime at Mossman playgroup.

OPERATIONS

SUSTAINABLE COMMUNITIES

Planning

The proposed new Planning Scheme is currently undertaking community consultation. The overriding intent of the Proposed Planning Scheme is to empower the Douglas Shire to essentially be more responsible for its own destiny.

The Proposed Planning Scheme promotes environmental responsibility in Douglas Shire as being fundamental to the community's future prosperity and is consequently a common theme that will direct land use decision making.

The driving principles of the Proposed Planning Scheme are designed to achieve the following aims:

- Conserve the Shire's natural environment and outstanding biodiversity values;
- Utilise the region's natural resources efficiently, in particular water and energy, while reducing waste;
- Ensure the region's atmosphere remains clear and clean;
- Contain urban growth to a defined footprint and promote the best use of land that is allocated for that purpose;
- Support development of a diverse thriving economy that complements the region's green and environmentally responsible image.
- Provide opportunities that ensure everyone is able to participate, live, work and benefit in the healthy cohesive environment that the Shire promotes.

Submissions on the proposed planning scheme close on 30 September 2016, following which Council will review the submissions and determine any changes that may need to be made to the proposed planning scheme as a result.

Staff are also working on Council's submission to the State Government for funding for the implementation of the new Planning Act 2016. The transition to the new Act will impact on Council staff will require training in the new Act and the Act will alter many of the processes and systems relating to the assessment of development applications which will impact on resources, particularly during the transition phase.

The first half of this financial year has also seen a steady increase in the number of development applications lodged with Council.

Appeals

The claim for compensation under the Daintree Buyback Compensation Agreement in relation to L234 White Beech Road, Cow Bay, remains ongoing.

REGULATORY SERVICES

Eliminate Dengue

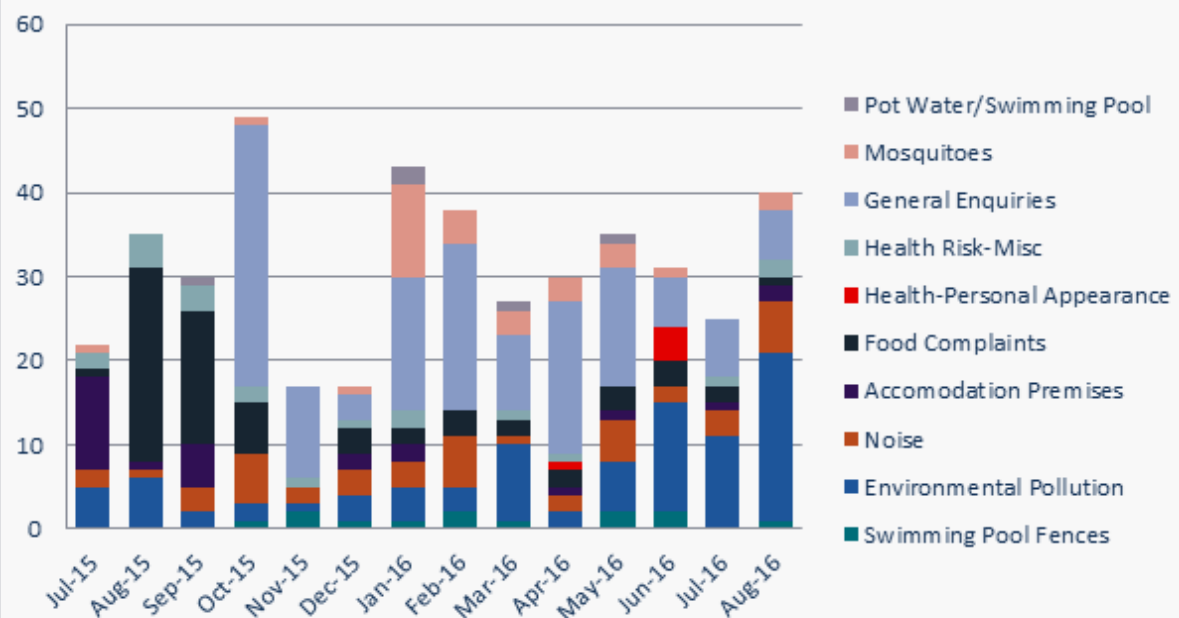
Community engagement has commenced in relation to the Eliminate Dengue Program (EDP) and the EDP Community Liaison Officer has been visiting businesses in Port Douglas. The Community Reference Group has also held their first meeting. It is anticipated the release of mosquitoes with the Wolbachia bacteria will be released over 10-12 weeks from the start of October.

Local Laws/Environmental Health

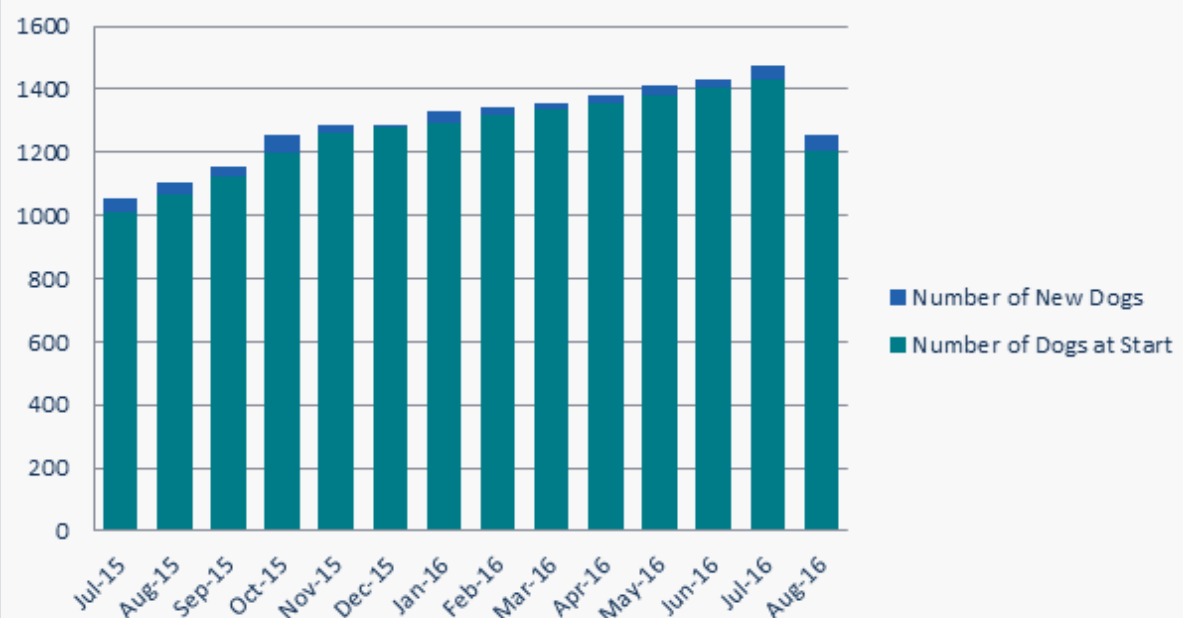
Customer requests received by Environmental Health and Regulatory Services for the months of June, July and August 2016:



New CRM's - Health



Dog Registrations



Penalty Infringement Notices

Infringement Name	Jun 16	Jul 16	Aug 16	Offence
Parking	2	3	6	<ul style="list-style-type: none"> Stopping in a bus zone. Stopping in an area to which no parking/stopping sign applies. Stopping on a bicycle path. Stopping on a pedestrian crossing. Parking not completely in a parking bay.
Illegal Camping	2	4	7	
Animal Management	2	1	1	<ul style="list-style-type: none"> In a public place not under effective control. Breeding without a permit.
Food Act	0	0	2	<ul style="list-style-type: none"> Failure to comply with food standard
Public Health	1	0	0	<ul style="list-style-type: none"> Requirement to ensure place is not a breeding ground for mosquitos
Environmental Protection	0	1	0	<ul style="list-style-type: none"> Noise standards
Waste Reduction & Recycling	0	2	0	<ul style="list-style-type: none"> Illegal dumping
Sustainable Planning Act	0	1	0	<ul style="list-style-type: none"> Comply with enforcement notice (swimming pool)
TOTAL ISSUED	7	12	16	

Animal Impoundments

	Jun 16	Jul 16	Aug 16	Comments (if applicable)
Unidentified Cats	6	3	4	
No. of Impounded Animals	18	8	13	
<ul style="list-style-type: none"> Returned to Owner 	5	4	5	
<ul style="list-style-type: none"> Rehomed 	2	1	2	
<ul style="list-style-type: none"> Euthanized 	11	3	6	

Illegal Camping

	Jun 16	Jul 16	Aug 16	Comments (if applicable)
Actual (# per identified as illegal campers)	160	165	72	
Repeat offenders	2	4	7	
Sites visited	82	70	60	
Information/warnings issued	122	108	59	

Health Register

	Jun 16	Jul 16	Aug 16	Comments (if applicable)
New Food Apps received	2	2	0	
New Food Licences issued	6	0	2	
Food businesses closed	0	0	0	
Food business change owner	2	2	2	
Temp. food approvals issued	5	7	15	Inc TASTE (8)
Pool & Accom approvals	1	0	.	

Prescribed Activities

	Jun 16	Jul 16	Aug 16	Comments (if applicable)
All PA applications received	5	1	4	
Approvals issued	5	3	3	
▪ Temp entertainment	0	0	1	
▪ Filming/photography	1	0	1	Inc Major TV series
▪ Sports & recreation	3	0	0	
▪ Other	1	3	1	

The team is progressing well with a number of Operational Plan initiatives, including the delivery of a survey to residents and key stakeholders in communities North of the Daintree River. The survey will be launched at World Cassowary Day festivities and aims to gauge knowledge and understanding of a number of issues affecting cassowary habitats and mortality rates.

Resource Management

The capital works project for capping the completed cells of Killaloe Landfill commenced in August 2016, with approximately 12000m² of the landfill covered with low permeability clay material. This is expected to reduce storm water infiltration and reduce leachate generation by 30%.

Electronic waste (E-waste) is being stockpiled at Killaloe Transfer Station for recycling. Council Officers are investigating transport options for E-waste, however television and computer products can be recycled for free under the National Television & Computer Recycling Scheme. Diversion of this and other E-waste will increase Landfill Diversion rates in accordance with Council's Waste Reduction and Recycling Plan.

Council submitted data for the 2016 Local Government Survey in August 2016 which enables the capture and analysis of data to inform Queenslanders about resource recovery and waste generation, treatment and disposal in Queensland. The data collected in this survey also supports the Queensland Waste Avoidance and Resource Productivity Strategy 2014-2024.

The Tender for Council's Kerbside Waste and Recycling Collection Contract opened in August 2016. This tender was jointly procured with Douglas, Mareeba and Cairns however Contracts will be administered separately. This Tender will be awarded in February 2017, with the Contract commencement date of 1 December 2017.

Volumes and statistics for August 2016:

Processible waste collected in the kerbside collection service:	655 tonnes
Recyclables collected in the kerbside collection service:	162 tonnes
Recyclables self-hauled to Killaloe (bottles, cans, tins and cardboard):	17 tonnes



Council's Sustainability Officer and Technical Officer Resource Management recently inspected the Material Recycling Facility in Cairns and the SUEZ Recycling & Recovery Centre where Council's current collection stream is composted.

Disaster Management

Installation of a new two way system for communications has commenced. Radios are being installed in key vehicles and portable radios supplied to key personal to allow for communications where mobile and other services are unavailable. An upgrade to Council's system on Flagstaff Hill is also occurring as well as the installation of a radio communication system between the Local Disaster Coordination Centre and the Port Douglas Storm Tide Shelter. An exercise earlier in the year, as well as the communication outage during the monsoonal event at Christmas, demonstrated the need for a radio system to support communications in disaster situations.

Council has also purchased new devices that allow text and email transmission via satellite. The need for this equipment, to provide intelligence from the field and on to the District Disaster Centre, was also identified from an exercise using satellite phones and hand held radios in August where the difficulty and unreliability of using satellite phones was evident.

The Manager Sustainable Communities attended an August workshop run by the LGAQ titled Disaster management for Councils. Pre-storm season seminars are to occur in October involving local governments and State agencies. Council's Disaster Management Plan is currently being reviewed in conjunction with the Executive Officer of the District Disaster Management Group and Emergency Management Coordinator from Queensland Fire and Emergency Services.

INFRASTRUCTURE

Civil Works

The Cowie Range Road Pavement Upgrade Project has commenced with a smoking ceremony performed by Eastern Kuku Jananji to welcome and keep safe NCP and Council Officers for the duration of the project. NCP Construction was awarded the contract to complete the concrete road across the Cowie Range. Council has been successful in gaining funding through the Transport Infrastructure Development Scheme (TIDS) program as this road is designated a Local Road of Regional Significance across far North Queensland. The objective of this project is to provide enhanced safety and improved all weather access to this steep and slippery section of the Bloomfield Track. This pavement upgrade will then complete the connection between the two existing sections of rigid concrete pavements.



(Above) Smoking Ceremony for the Cowie Range Rd Pavement Upgrade Project

Council Officer and contractor staff at the smoking ceremony conducted by Eastern Kuku Jananji traditional owners

The first stage of the footpath upgrade along Mossman – Daintree Road (north Mossman) was completed recently. The upgraded asphalt footpath is 3 metres wide and includes a concrete section to allow cane farming machinery to traverse the road verge without damaging the footpath. The upgraded footpath includes improved stormwater drainage pipe crossings and some minor earthworks that will keep nuisance stormwater off the footpath surface.

Council hosted the annual Far North Queensland Regional Organisation of Councils (FNQROC) Regional Roads and Transport Technical Group technical tour. Council officers provided briefings on Local Roads of Regional Significance, visited Woobadda Creek Bridge, discussed challenges and opportunities for maintenance of the Bloomfield track and discussed some of the environmental / climatic challenges with maintaining infrastructure in the wet tropics.

Disaster Mitigation and Resilience Funding

All 2014 (Tropical Cyclone Ita) Natural Disaster Relief and Recovery Arrangements (NDDRA) works were completed by the June 2016 deadline. Officers are working on acquittals submissions required before the end of September 2016 with documentation expected to be completed by mid September. Expected claimable amount is \$22.95M from the Queensland Reconstruction Authority (QRA).

Funds totalling \$256,479 have been approved for the 2015 event (Tropical Cyclone Nathan) with works in the northern part of the Shire. Construction has been delayed by the recent wet weather.

Funds totalling \$20,204 have been approved for the 2016 NDRRA event (Monsoonal Flooding) from a total of \$696,562 submitted, with approval pending from QRA for the remainder.

Public and Natural Areas

This period coincides with a very busy tourist season in Port Douglas. The influx of visitors to the area requires a maximum effort from the crew conducting core maintenance duties to ensure a high level of presentation for the town and essential services. Major events supported by the team included several triathlons (Ironman, Coral Coast and Tri-Port) and the Local Government Managers Australia (LGMA) Qld Conference. The Sheraton Mirage completed its foreshore restoration project on Four Mile Beach. The project sets the precedent for responsible foreshore management in this high profile area.



(Above) Completed foreshore restoration at Four Mile Beach

The Mossman team has completed the following tasks during this period:

- Mossman Show – preparations and clean up including repairs to the sportsfield following the event;
- Infill planting revegetation works at Miallo State Primary School;
- Street furniture maintenance – timber Seats and bins in Front Street Mossman treated to preserve the timber;
- Raintrees – Remedial works to ensure public safety (dead limbing); and
- Park infrastructure pressure cleaned at Newell Beach.

The Nursery produced 2,463 plants during this period and distributed 2,900 to the community, contractors, land care groups and Council works; of which 1,868 were cash sales.

The Pest Management weed crew conducted 786 man hours treating 4.7 hectares of invasive species. The majority of time has been spent treating priority weed species Siam and Hiptage. The crew have also been assisting the Four Tropical Weeds Eradication program targeting Miconia in the Whyanbeel Valley.

This period is peak season for feral pig activity. Our pest animal controllers trapped and destroyed a total of 94 feral pigs between July and August.

Staff attended the following training over the past few months:

- Senior first aid;
- Agricultural Chemical Distribution Certificate(ACDC);
- Microsoft Project;
- Microsoft Excel;
- Practical component Level 2 Traffic Management;
- Diploma of Leadership & Management;
- Working Safely around aircraft; and
- Code of Conduct & Fraud Awareness.

Fleet

Asset Management and maintenance has been the focus for fleet services over the past few months. Fleet services have developed a database catalogue for all vehicle and plant servicing which records all servicing activities and predicts when the next service will be due.

The new sweeper truck has been ordered and the planning for the fleet replacement program is being finalised.

Facilities Management

Facility Maintenance has begun the new financial year with a new team member. Council is fortunate to have received some funding for a Trainee Administration Officer. The additional support will be utilised to process daily invoices, delivery of Contractor jobs through Contractor Risk Assessments (CRAs) and has assisted the Asbestos Management Committee by helping to develop a new spread sheet to track asbestos management plans and prepare meeting minutes. Over the next few months, the Facility Maintenance team will document and co-ordinate the role out of eighteen new service contracts including Pest Management, Cleaning and Bathroom Supplies.

The 2016/2017 capital works program is well under way with documentation and planning taking place to deliver some of the larger projects including the painting of the Port Douglas Community Hall and the Mossman Library. New LED down lights were fitted into the ceiling of the Port Douglas Community Hall ready for the Local Government Managers Australia (LGMA) conference in September.



(Above) Old Twin Fluro Type Down light being replaced



(Above) New Dimmable LED Down Light

The Facility Maintenance Team has also supplied new pool lane ropes to the Mossman Pool and is working towards delivery of new light towers for the Mossman Pool and the Mossman Caravan Park. The installation of the new light towers is expected to be completed before the end of the calendar year.



(Above) New Lane Ropes for the Mossman Pool

WATER AND WASTEWATER

Capital Works Program Progress

Several capital items were delivered during this reporting period. The two Calcium hypochlorite dosing modules to facilitate automated chlorination at Flagstaff and Rocky Point reservoirs were successfully commissioned and are now ensuring a stable chlorine residual in the supplied water.

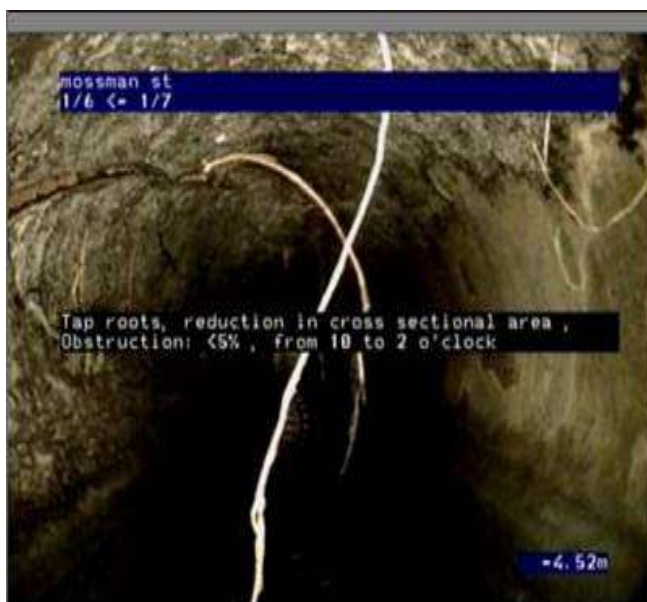
Capital projects associated with SCADA, telemetry and server upgrades across all water and wastewater plants are now completed and providing stable access and control to all water and wastewater plants.

Installation of new turbidity meters has been fully completed at all Ultra Filtration (UF) racks at the Mossman water treatment plant. These additional control measure were installed in accordance with the new Drinking Water Quality Management Plan and the additional on-line monitoring of individual UF rack permeate turbidity is ensuring the filtered water is within the compliance limits.

The water reticulation team is getting ready for the upgrade of the 80mm AC pipeline in Daddona road, Miallo. All materials has been ordered and installation will commence middle September. This section of pipeline will be upgraded to a 100mm Blue Brute PVC pipeline and will improve water quality and reduce the current frequent line breaks.

The sewer relining project is progressing very well and so far the contractor has relined in total 1849 meters of sewer pipeline in Mossman and Port Douglas (571 meters of 300mm -375mm pipeline and 1278 meters of 225-150mm pipeline).

Below are “before” and “after” relining photos of the sewer pipeline in Mossman Street, Mossman (CCTV footage). The deteriorated condition of the sewer pipeline with water infiltration and tree root penetration is clearly visible in the “before” photo.



(Above) Sewer pipeline before relining



(Above) Sewer pipeline after relining

Water and Wastewater Compliance

Isolated rain periods have continued with some heavy falls causing localised flooding in the water plant intake creeks. There were a number of high raw water turbidity events as a result with subsequent impacts to plant operations.

All intakes have good flows of water with adequate capacity to meet operational demands. Consumption from all water schemes is on average but notably there have been some high demand periods from Port Douglas that seem to indicate high irrigation usage. Outlooks for the dry season are now trending towards above average rainfall for winter and spring.

Drinking water is sampled at intakes, reservoirs, treatment plants and in the reticulation network to ensure compliance with the Australian Drinking Water Guideline (ADWG). Water samples were taken from the 3 water supply schemes and tested at a NATA accredited laboratory and at the Douglas Water Laboratory for physical, chemical and microbiological parameters.

During the July and August 2016 period, all tested parameters in drinking water samples were compliant with the ADWG. Douglas Shire Council received two water quality complaints during the July/ August 2016 reporting period.

Wastewater compliance samples are taken from bio-solids, final effluent, receiving waters and bores. During the July/ August 2016 reporting period all wastewater parameters tested were compliant with licence conditions. There have been no odour complaints. The Mossman WWTP was compliant with dry weather flow limits during July and August. Discussions are continuing between Douglas Shire and DEHP regarding the non-compliance on dry weather flow limits and a holistic load balancing option was discussed with senior DEHP officers recently.