

5.14. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD JULY TO SEPTEMBER 2021

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DEPARTMENT Office of the Chief Executive Officer

RECOMMENDATION

That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period July to September 2021.

EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from July to September 2021. As part of the administration's review and continual improvement in the way the business of Council is communicated, the "Organisational Report Card" was developed to provide a regular snapshot for Councillors and the community on a selection of operational indicators.

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.

Council's 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 to September 2021.

FINANCIAL/RESOURCE IMPLICATIONS

Council's operations are conducted in accordance with the 2021-2022 Budget adopted on 15 June 2021.

RISK MANAGEMENT IMPLICATIONS

The 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 2021-2022 adopted on 8 June 2021.

Corporate Plan 2019-2024 Initiatives:

Theme 5 - Robust Governance and Efficient Service Delivery

Strong governance and financial management are the foundations of the way in which Council will conduct its business and implement the initiatives of the Corporate Plan.

Goal 3 - *We will make sound financial decisions by ensuring robust strategic planning, financial management and reporting.*

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.

In fulfilling this, Council plays many important roles within the Community as Service Provider, Regulator, Funder, Advocate, Facilitator, Information Provider, Agent, Builder/Owner and Custodian.

Council will balance all of the roles while delivering on the vision of Council in an efficient and effective manner.

CONSULTATION

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

ATTACHMENTS

1. Report from the Chief Executive Officer for July to September 2021 [5.14.1 - 104 pages]
2. Organisational Report Card July to September 2021 [5.14.2 - 15 pages]

DOUGLAS SHIRE COUNCIL

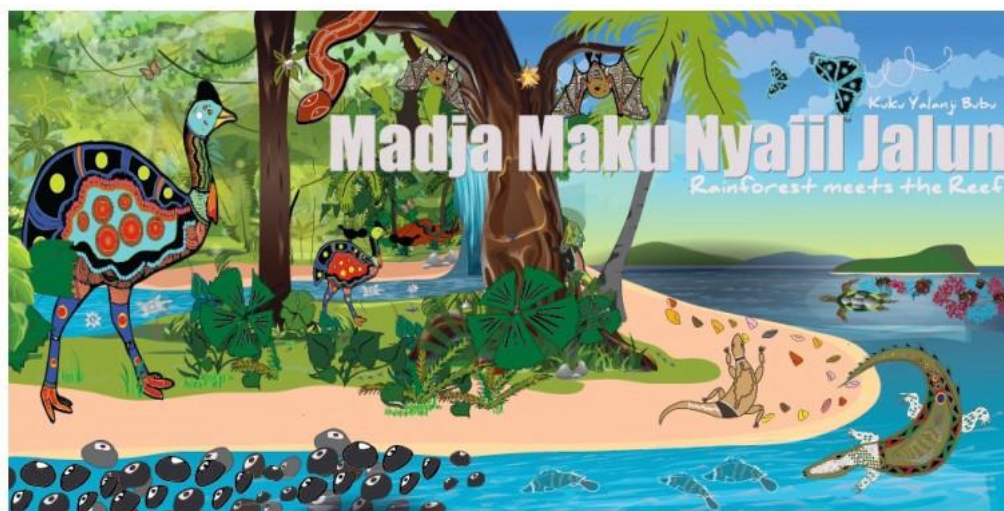
REPORT FROM THE CHIEF EXECUTIVE OFFICER

2021 - 2022

July - September 2021

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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ACTING CHIEF EXECUTIVE OFFICER

I am pleased to present the CEO Report for the July to September 2021. It has been a great start to the year with a number of projects starting to roll out in the community:

- NAIDOC Week
- Green Ant Adventure Playground Concept
- Safe Places Emergency Accommodation – tender awarded
- Kids Community Bike Ride
- Draft Fishing Strategy
- Go Fetch and Register your Dog initiative
- New Anichs Bridge and Junction Creek Bridge
- Sugar Wharf winner 2011 – Bridge Choice Award
- Mossman Pool Upgrades and Repairs
- Purchase of the Daintree Ferry

Several major infrastructure projects have commenced during this first quarter, a majority of which have been co-funded by the State and Federal government. In addition to Council's maintenance crews conducting routine maintenance in preparation for the wet season, the Local Disaster Management Group commenced their disaster management planning and training.

Douglas Shire has been very fortunate that COVID-19 has been kept at bay which permitted several community events such as Tai Chi, Ride Safe Programs, and Call of the Running Tide festival to take place during our winter months.

I know that you will enjoy reading this report and the fantastic initiatives that Council has in place.

During this period Council farewelled Mark Stoermer who had been the CEO for the past three years. We would like to thank Mark for his contribution to the Shire and wish him well for the future.

PEOPLE AND COMMUNITY SERVICES

Libraries

Douglas Libraries hold and host many programs, services and events for the community, as well as providing access to an extensive collection of resources and books. Below is a sample of recent happenings.

Adults

The library receives wonderful feedback from the pilot program for home library service at OzCare Retirement Home. The feedback forms, delivered with their personally selected items every fortnight, allow staff to further improve the selected items. The library is slowly expanding the service as staff time allows. Please contact the library with any enquiries about Home Library Service to vulnerable community members. It may be a temporary or permanent arrangement, and completely contactless if required.

The talented author Edwina Shaw led a writing workshop to overwhelmingly positive feedback. The group processed through trauma constructively through their pieces and have started a new writing group in the Mossman Library's meeting room with some of the attendees.

As part of the library's initiative to provide consistent and predictable social programming for adults, staff are working towards a weekly session 10:30 Tuesday mornings. First up is Book Chat on the 1st Tuesday of every month. This has been popular enough that participants have chosen their own monthly themes for the rest of the year! In July, the 2nd program Colour and

Conversation, was introduced, to be held on the 3rd Tuesday of every month. Each participant receives their own set of pencils to ensure Covid-safety is followed, and individually wrapped drinks and snacks are provided.

Assisting library members and vulnerable persons in all areas of digital literacy, including discernment of information and sources, is one of the library's biggest areas of need. The weekly Tech Savvy classes allow the team to collate needs and requests to provide a tailored and practical course in direct response to community needs. A new format, Tech Time, has begun allowing users to have one-on-one, in-depth tutoring with their technology queries. Of note recently has been assisting people in setting up their first smart phone and downloading the Check In Qld app.

Ancestry Cairns provided expert advice for members exploring their family trees. The presentation format enabled participants to use the library PCs or bring in their own device to follow along with the tutorial. Participants learned a lot about different search terms and many varied name spellings. One Irish surname has over 200 clan-approved variations! Library members have FREE access to Ancestry and Find My Past.



Image: Ancestry Cairns providing in-depth classes at Mossman Library

Local author Debra Gavranich's book launch – The Girl Who Left – features our beautiful region and Croatia. Many attendees had connections with this story and loved reminiscing together.



Image: Local author Debra Gavranich's book launch at Mossman Library



Image: Author Debra Gavranich with some members of the library team including the now-retired Judy Coulthard

The library's partnership with U3A is proving fruitful and engaging for older community members. With classes ranging from iPhone help to weekly Mahjong to Writing Groups and Classes in the libraries, there is no shortage of activities to try. Library resources aid further learning, both in print and online.



Image: Weekly iPhone help



Image: The popular weekly Mahjong group at Mossman Library, with students and their tutor in the foreground



Image: Creative Writing class at Port Douglas Library

Kids

Lego is back! Following advice from the State Library of Queensland, Mossman Library hosts a small after-school group in the library for kids 7+. Each Lego kit is quarantined for a full week before next use.



Image: Some of the kids' Lego creations on display

The library's storytime sessions are endlessly popular Wed-Fri mornings – Baby Rhyme Time for newborns, Toddler Time for the littlies, and Storytime for preschoolers. Each session offers expert and tailored advice and fun for kids and carers alike. The weekly sessions allow for plenty of socialising and chatting too. Staff have been thrilled to see the older kids request more and longer stories – they are so engaged!



Image: Parents and carers engage in the new Toddler Time storytelling session



Image: Baby Rhyme Time at Mossman Library



Image: Following storytime sessions, many stay behind to catch up, read, and enjoy the library's peaceful space

Special guests Jeremy and carpet python Travis visited from Wildlife Habitat as part of the school holiday program. The brave were able to hold Travis too!



Image: Wildlife Habitat at Mossman Library



Image: Wildlife Habitat at Mossman Library

The lovely Shanelle taught 2 classes of Dilly bag weaving for NAIDOC week. It's amazing seeing the kids so quiet as they concentrate.



Image: Shanelle teaching weaving at Mossman Library

Ordinary Council Meeting - 19 October 2021



Image: Shanelle teaching weaving at Mossman Library



Image: A Crafternoon session at Mossman Library



Image: Holiday movies with hot, buttery popcorn at Mossman Library



Images: Kid's yoga at Mossman Library



Image: A scorpion under blacklight presented by Minibeasts Kuranda

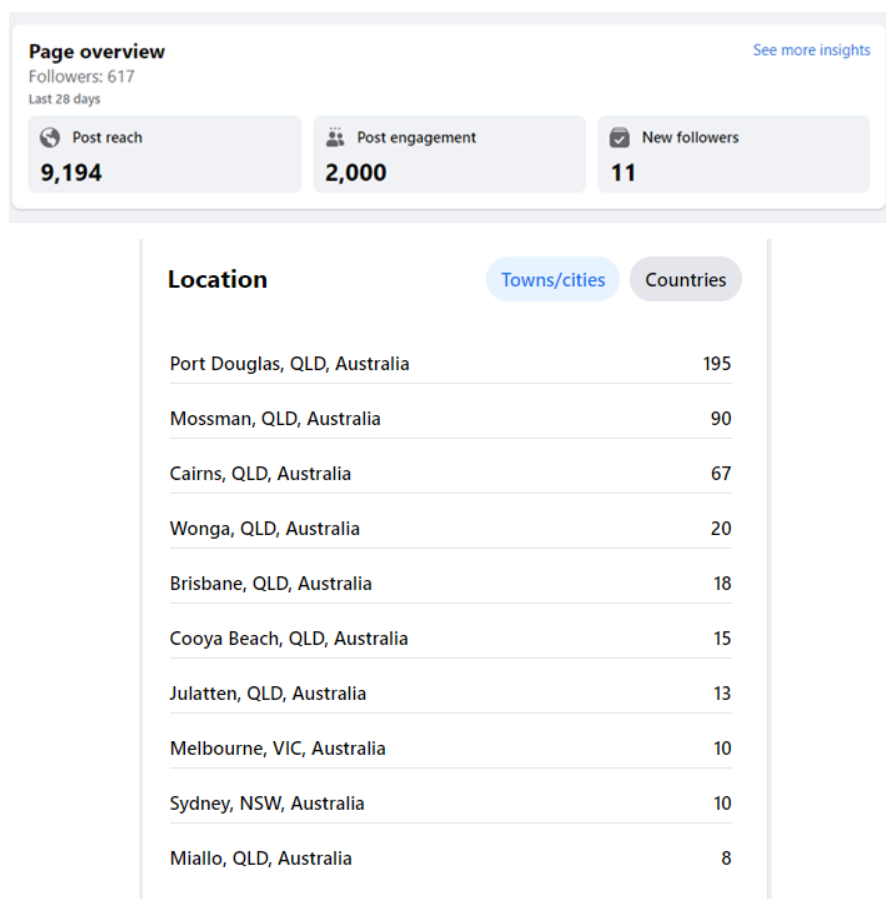


Image: Minibeasts Kuranda presenting at Mossman Library

Social Media and Website

Douglas Libraries social media following is steadily growing; 'follows' and 'likes' have increased by an average of 20 per month since July. This is an increasingly important tool to advertise the library's services and events. Following an intensive outreach campaign to local schools, kinders and community groups, 'shares' of Douglas Libraries posts have increased dramatically. Shared posts consistently reach over 2,000 people, almost entirely locals.

As well as upcoming programs and events, posts highlight online library tools, like LinkedIn courses, audiobooks, newspapers and magazines. Mossman Library's local history collection is beloved and attracts amateur and academic enquiries from across the world. The library highlights snippets and their stories for members. Please see sample snippings below for more detail, including a breakdown of followers by location:



Images: A demonstration of some recent user statistics on the Douglas Libraries Facebook page

Posts

Last 90 days

Engagement ▾

	Throwback Thursday! 🐬 -- Thinking of flying into Port Douglas? No problem! 🐬 🐬 🐬 ...	Post reach	Engagement
	Thurs, 26 Aug	2382	655
	Throwback Thursday! 🐬 -- The COURTHOUSE HOTEL in the centre of this picture from the 1950s. ...	Post reach	Engagement
	Thurs, 2 Sep	2190	482
	The wonderful Debra Gavranich presented a fabulous and engaging talk (with pics!) at...	Post reach	Engagement
	Wed, 15 Sep	3612	392
	Throw back Thursday! 🐬 -- Mill St Mossman c1913. 🐬 -- The train station is on the left in this...	Post reach	Engagement
	Thurs, 12 Aug	2863	331
	Throw back THURSDAY! 🐬 -- Everything tastes better with butter! 🧈 🧈 This is the view...	Post reach	Engagement
	Thurs, 9 Sep	1593	187
	Ahhhhh, savasanah! 🧘 -- Kids yoga at the library this afternoon was so much fun. Thank you Mis...	Post reach	Engagement
	Tues, 28 Sep	685	167
	A BOOK WEEK visit at Petit Early Learning Journey - Port Douglas Miss Alison visited the delightful...	Post reach	Engagement
	Wed, 25 Aug	1462	131
	Lovely DIY reading nook this morning after Toddler Time 🧘 'Once I Munched a Mango' had...	Post reach	Engagement
	Fri, 27 Aug	1392	129

Image: A demonstration of some recent user statistics on the Douglas Libraries Facebook page

The libraries receive lovely feedback via posts and through messenger. It's another point of contact for members, particularly after hours when they can't call a branch. Staff are logged in Monday to Friday and can reply quite quickly throughout the day.

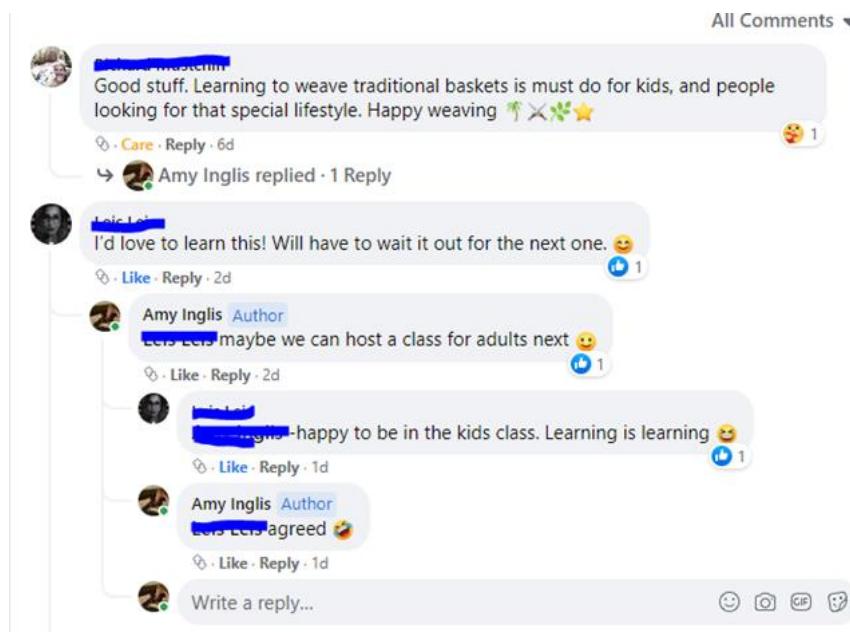


Image: Feedback via posts and through messenger

[redacted] & I had a great time today with the coloring 😊

I'm so glad! It was lots of fun, and your creations were so gorgeous! 😊
The next one will be the 17th of August -
- Amy

TUES 18:04

Yes, it was!
Thanks, I will put it on my calendar! 😊
- [redacted]

MOST RELEVANT ▾



Write a comment...



Fantastic event Douglas Library. Please have more.

Love · Reply · Message · 1 w

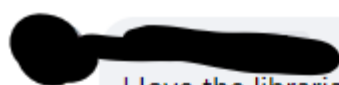


Author

Douglas Libraries

[redacted] thank you [redacted] We will 😊

Like · Reply · 1 w



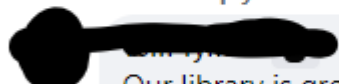
I love the librarians at Port Douglas library. They are such lovely people, always willing to help and so friendly too. Very helpful to us as we home schooled our two children at the library many days!

Care · Reply · 5d



Agree, wonderful library. Books and employees ✓

Care · Reply · 5d



Our library is great because of the folk who work in it. Well done again Port Douglas library.

Like · Reply · 5d



Great service with kindness ❤️

Like · Reply · 5d



Images: Feedback via posts and through messenger



[redacted]
Amazing photo
Like · Reply · 5d · 2

[redacted]
Unbelievable thank you for sharing
Like · Reply · 5d · 3

[redacted]
back to when the beach was a gazetted road and later with speed signs 😊😊
Like · Reply · 5d · 2

[redacted]
Thank you wonderful super librarian Amy Inglis 🙌🙌
Like · Reply · 5d · 2

[redacted]
Thank you for the flight down the history strip, appreciate your time & interest 🙌
Like · Reply · 5d · 1

[redacted]
Great photo! 🙌🙌 Of four mile a landing strip unreal thank you for the history memories 🙌🙌🙌🙌
Like · Reply · 5d · 3

Images: A recent Throwback Thursday post and community comments

'A huge thank you to the librarian At Port Douglas. I have been borrowing a lot of books to read to my 4-year-old grandson in Melbourne. I read three stories to him each night. The librarian noticed I had borrowed nearly their whole range. This afternoon she rang me and told me she had ordered a box of extra books I could borrow. What outstanding, kind-hearted and much appreciated service. Above and beyond. I am truly appreciative of her thoughtfulness and kindness'

- A recent Facebook comment from a grateful library member

Available now! New libraries microsite! Library users can log straight into the relevant library app or website without needing to navigate multiple catalogue pages first. There is so much to explore with your library card! Jump onto <https://douglas.qld.gov.au/libraries> to check it out!

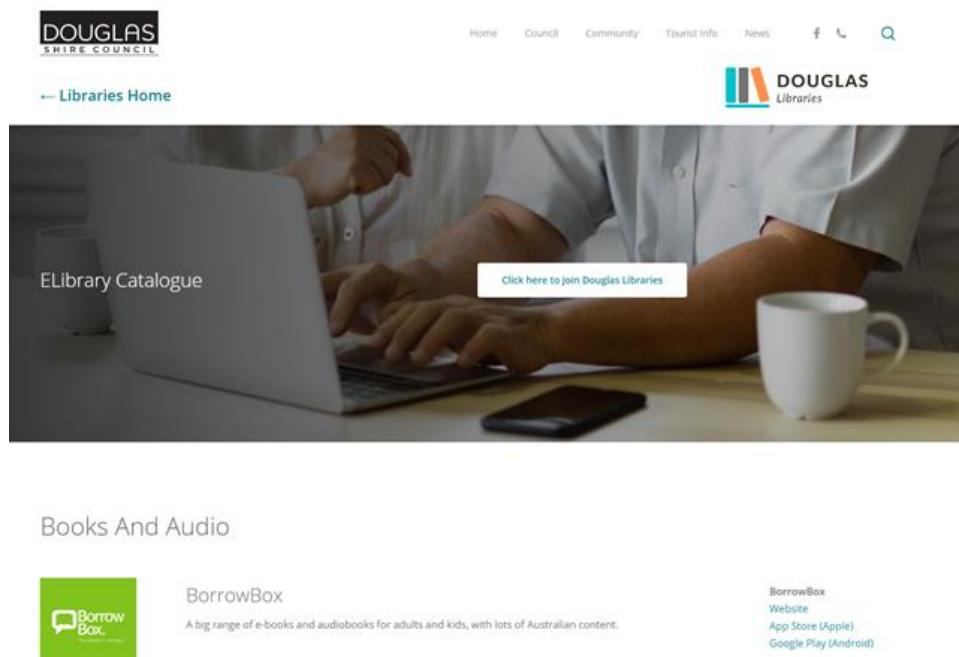


Image: The new Douglas Libraries Microsite

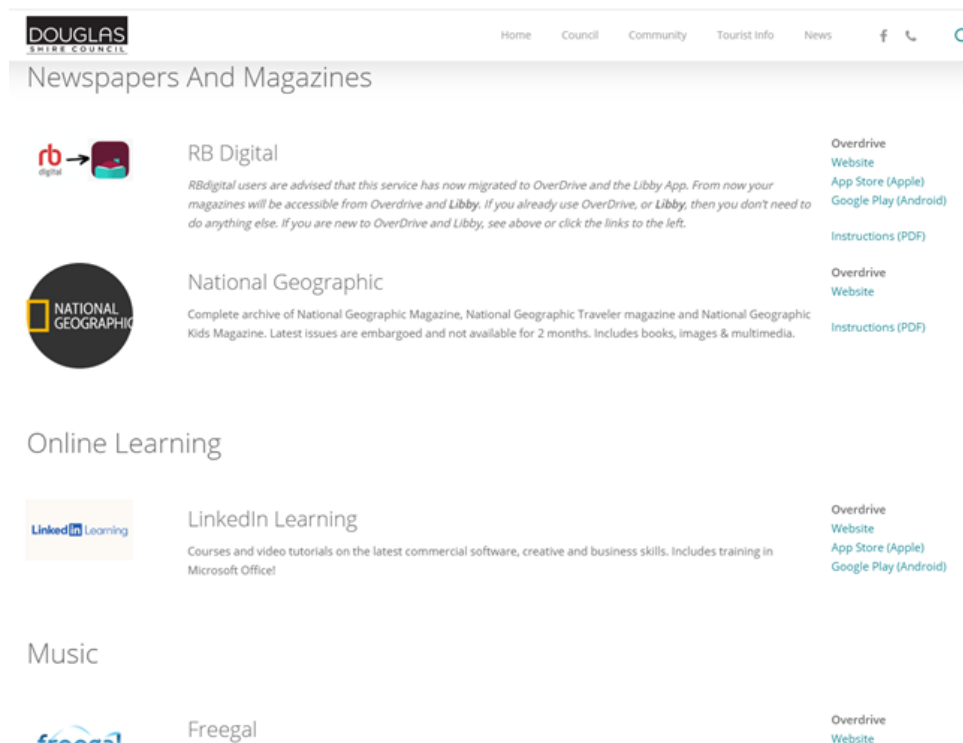


Image: The new Douglas Libraries Microsite – simplifying the user experience and guiding directly to the appropriate app

Community Outreach

The intrepid children's librarians are continuing important outreach visits to local childcare, kinders and schools. The skill of the team member's presenting these programs and creating strong connections with other professionals and parents/carers has enormous benefits for entire communities. The libraries are increasing their presence at school events, particularly family and

Under 8s days. The kids have a blast, the adults learn new skills, and the library is able to promote their free resources and programs directly to the audience. It is especially fun seeing the look on young reader's faces when staff let them know that they can reserve (for free!) their new favourite series under their own name to borrow. Percy Jackson is experiencing a resurgence this year!

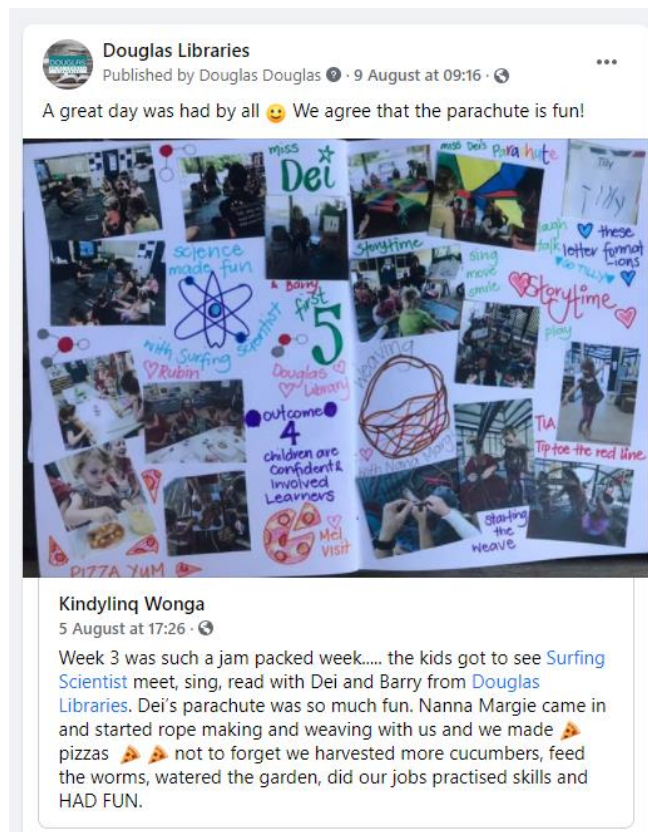


Image: KindyLinq Wonga shares a recent visit online



Image: Facebook post for a recent outreach visit



Image: A certificate of appreciation and picture of the library's pop-up space at Miallo State Primary School



Image: Library pop-up at Port Douglas Community Child Protection Week Family Fun Day

Library Spaces

The meeting room at Mossman Library is being well utilised by local community groups, who wouldn't have the ability to meet in a Covid-safe manner otherwise. Library staff are well versed in the current level of restrictions and take each group through the requirements to be followed. Mossman Library has a new photo wall theme – local. The green and blue colours coming through are stunning.



Image: Mossman Library's community photo wall

Visibility and accessibility are two of the largest needs for a local library service. After identifying the lack of signage in Port Douglas, new street signs were ordered to indicate the library's location. They look great!



Image: New library sign at the corner of Davidson and Mowbray Streets



Image: New library sign at the corner of Grant and Macrossan Streets

Since the completion of Port Douglas' Refresh, Revitalise, Rebrand Grant, Douglas Libraries' 'baby' branch has steadily grown busier and busier. Extra portable tables have been purchased to assist those studying, and work is underway to install extra public access PCs.



Image: Port Douglas Library's study area is in constant use



Image: Every possible space is utilised at Port Douglas Library

Ordinary Council Meeting - 19 October 2021

Community and Economic Development

Douglas Reconciliation Action Plan [Reflect] (Draft)

A draft Reconciliation Action Plan (Reflect) was presented to Council on 31 August and approved for submission to Reconciliation Australia for endorsement. The document faces a lengthy endorsement process of 4 - 6 months as Reconciliation Australia reaches a clear interpretation of the RAP pertaining to respect, trust, unity, equality, equity, reputation, achievability, relationships, and acceptance. The RAP remains a draft until given final endorsement from both Council and Reconciliation Australia.

A Reconciliation Action Plan is a strategic document that will support Council's Corporate and Operational Plans. The endorsed RAP will include practical actions to drive Council's contribution to reconciliation, both internally and externally, within the Douglas Shire including the establishment of a First Peoples' Consultative Committee, a RAP Reference Group and various working groups to pursue initiatives in the areas of First Nations Protocols, employment and training, cultural capabilities, cultural heritage, procurement, improved partnerships for the whole of community and support the healing and reconciling process with our First Nations community.

NAIDOC Week 2021

NAIDOC Week is celebrated across Australia each year to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities, but by Australians from all walks of life. The week is a great opportunity for the whole community to participate in a range of activities and to support the local Aboriginal and Torres Strait Islander community. This year in the Douglas Shire NAIDOC Week was celebrated from 11 - 17 July 2021.

In partnership with the Indigenous Events Committee, the Douglas Shire Council worked to deliver an exciting and engaging program of events including:



Image: NAIDOC Week 2021 Logo

NAIDOC Week Program 2021

	Sunday, 11 th July	Monday, 12 th July	Tuesday, 13 th July	Wednesday 14 th July	Thursday, 15 th July	Friday, 16 th July
NAIDOC Church Services	NAIDOC Church Service 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 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NAIDOC Week Opening Ceremony (Mossman)

Opening Day commenced with a Welcome to Country and Smoking Ceremony conducted by Kubirriwarra representative Mr. John Hartley. Mayor Michael Kerr spoke about what this year's NAIDOC Theme "Heal Country" means to Council and Council's continued commitment towards improvement to understanding and promoting the identity, traditions, culture, and connection to country of our First Nations community. The ceremony and following march to George Davis Park were attended by Elders, Traditional Owners, school children and community members.



Images: Smoking and Flag Raising Ceremony



Images: Opening Ceremony



Images: NAIDOC March

Goobidi Karrakay Karrakay Playgroup NAIDOC Baby Show (Mossman)

The famous NAIDOC Baby Show was again hosted by the Goobidi Bamanga Playgroup and was held at the Goobidi Playgroup Centre on Johnston Road. Prior to registering their little ones, proud parents prepped their little "models" by dressing them in their colorful and cultural attire. Some of the little ones who were old enough "walked and sashayed" themselves down a makeshift catwalk with big smiles on their faces.

The NAIDOC Baby Show is one of the regular events and is aimed to bring families together for a day of fun for all Karrakay Karrakay (children).

Although acknowledgements should rightfully go to the organisers, it is the judges that are constantly in a bind as to who to declare the winner or winners of each category because truth be told, everyone are winners as all KarraKay-Karrakay's are really too cute and so adorable.

As always, the NAIDOC Baby Show did not disappoint and was well attended and, as with every time, fun was had by all.



Images: NAIDOC Baby Show

NAIDOC Elders Lunch (Mossman)

The NAIDOC Elders Lunch was hosted by Goobidi HACC and was held in the Mossman Shire Hall. This event is a highlighted NAIDOC event for the Elders who look forward to it every year. Elders and Clients from Goobidi HACC, Mt Kooyong Nursing Home, Kubirri Aged Care Home, Ngoonbi Community Services Indigenous Corporation, Mossman and surrounding areas were invited to attend the Luncheon.

After the Welcome to Country, the attending Elders and their Carers were a meal prepared in a Traditional Kurma (ground oven). Cultural performances from Yalanjiwarra and Djabuganydji peoples were inspiring and had some of the Elders participating. This event was well attended and organized with much love and respect for the Elders and community.



Images: Cultural Dancers performing at the Mossman Shire Hall



Images: Elders who attended the NAIDOC Elders Lunch at the Mossman Shire Hall

NAIDOC Night Markets (Mossman)

The NAIDOC Night Markets is fast becoming a permanent fixture on the NAIDOC Week Program and once again, it did not disappoint. The quality of arts and craft that were presented were outstanding. The event included face painting, food stalls, cultural dancing from the Yalanji Dancers and live entertainment from Mr. Patrick Nandy.

The Markets were held at night under the beautiful raintrees at George Davis Park.



Image: Stall holders at the NAIDOC Night Markets at George Davis Park

NAIDOC Gala Ball (Port Douglas)

This year, the Indigenous Events Committee introduced and hosted the Inaugural NAIDOC Gala Ball at the Sheraton Grand Mirage Resort, Port Douglas. The Gala Ball was the flagship event in the NAIDOC Week program and proudly celebrated this year's theme – Heal Country! 120 guests donned their finest attire to celebrate Award winners across 11 categories including the Douglas Lifetime Achievement Award, Deadly Role Model of the Year, Elder of the Year, Deadly Artist of the Year, and non-Indigenous Advocate of The Year.

The event was attended by local community leaders, businesses and dignitaries with emcee Trevor Tim overseeing the program for the evening. Activities included an Acknowledgement of Country, Smoking Ceremony, Cultural Performances, Awards Ceremony, Guest Speakers, Food and Entertainment.

The evening was well attended and is sure to be back on the calendar in future years.





Images: NAIDOC Gala Ball

Some Kind of Wonderful with Lorinda May Merrypor (Mossman Primary School)

Some Kind of Wonderful workshop starred Ms Lorinda May Merrypor who is a proud Kuungkari woman from Rockhampton. Lorinda brought her inspirational music workshop to Mossman to engage with the local youth in the community. Lorinda has previously starred and performed in Beautiful: The Carole King Musical, The Sapphires written & directed by Tony Briggs and the Altitude Theatre's Once on This Island.

This workshop was hosted at the Mossman Primary School and allowed Lorinda to bring both her passion and talent through story-telling methods such as talking, singing and performance. Attending students from Mossman Primary and Saint Augustine's School were excited to be there and performed in the finale song to their fellow students.

Lorinda's Workshop also included a Q&A session and allowed for the students to ask Lorinda some questions such as: When did you start singing?, Do you like singing?, Where have you travelled?, What famous people have you met?, Are you famous?, What is your favourite song?, and Do you have a boyfriend?.



Images: Lorinda May Merrypor



Images: Lorinda May Merrypor and Students

Sport and Recreation – Active8 Free Fitness

To ensure the sustainability of the Active8 Fitness Program, council allocated \$15,000 to subsidise the costs to ensure the highly successful program was still able to be accessed by the community after grant funding ceases. Council implemented a \$5.50 charge in September and the classes have still been well attended. The first subsidised class was Tai Chi and there were 37 people in attendance

The first week the Community team spent some time at the sessions ensuring the transition went well. A-frames were supplied to each session complete with QR booking codes and covid tracing QR codes. The system is a lot easier with the booking portal allowing multiple bookings in just one click of a button. The system also recognises your previous details and pre-populates it. Library staff are supporting this transition with community members being able to attend a library for assistance in how to book in case they are having difficulty or do not have internet or smart phone access.

Overall, most of the participants were truly thankful for the classes being able to continue with the small fee.



Image: The new Active8 Fitness logo



Image: Tai Chi at Rex Smeal Park, the first subsidised class

Ordinary Council Meeting - 19 October 2021



A DOUGLAS SHIRE COUNCIL INITIATIVE.

Image: Council's Cycling programs and activation logo

Sport and Recreation / People and Community ran a ride safe program that has reached hundreds of kids in the Douglas Shire through Transport and Main Roads funding. The programs were about cycling safety and skills for young people. The idea of this program was to support continuation of safe kids on bikes, with teachers and volunteers, to get involved and initiate more ride safe programs through the Ride Nation platform where there is external funding available for schools for ride safe programs. One round of grant funding will hopefully be the start of so much more, with schools now familiar with the program and a whole group of young people now more savvy and safer on their bikes.



Image: A Ride safe program underway at Bells Park ride safety course

In 2019, Council revamped a safe ride course in Wonga Beach through the park's renewal program. The council activated this new infrastructure for the program. A great outcome to see kids using the court for exactly what it is meant for and that kids in the area can be involved with education play that they have learnt during the program



Image: A Ride safe program

All participants receive safety vests as part of the program to help support the Council initiative of Stay Wider of the Rider.

The ride safe programs were run in the following locations

- Alexander Bay School
- Daintree School
- Mossman School
- Wonga Beach Bells Park and School (weekend)
- Port Douglas Community Centre (weekend)
- Community Ride – Port Douglas Mother's Day Ride



Image: Youth from the Ride Safe Program



Image: Councils Stay Wider of the Rider Logo

Citizenship Ceremony

DOUGLAS Shire welcomed another diverse group of new Aussies at a Citizenship Ceremony in Port Douglas. 12 new Aussies were welcomed from a range of countries including United States of America, Italy, France, United Kingdom, Brazil, Ireland, and Spain. Douglas Shire Mayor Michael Kerr welcomed our new citizens, before presenting each new Aussie with their certificate alongside Deputy Mayor Lisa Scomazzon. Each new Aussie was fittingly gifted a native plant from the Mossman Nursery.



Image: Mayor Michael Kerr, New Citizen William Blanchard, Deputy Mayor Lisa Scmazzon.

Call of the Running Tide

CALL of the Running Tide Environmental Sculpture and Multimedia Art festival (CRT) was a held from the 17th till the 26th of September and took place in the Port Douglas Community Hall, the Mossman Shire Hall, Rex Smeal Park and various sites around Port Douglas. The event is an invitation to artists to engage meaningfully with the unique ecosystems from Rainforest to Reef in the Far North. With sculptural and Multimedia works on display, the event informed viewers of current local and global environmental threats.

CRT continues the region's significant history of environmental activism. It engages local communities and visitors and aims to build and encourage environmental awareness. In addition, the Call of the Running Tide inspires and challenges viewers to contemplate how they can make a difference through art.

With workshops taking place at the Mossman Shire Hall over the school holidays and public art taking centerstage, the event drew wide praise for its engagement and overall quality. Council supported this event through funding, in-kind support and worked with organisers to incorporate the new video screen as part of the exhibitions.



Image: Illuminate by Barbara Dover

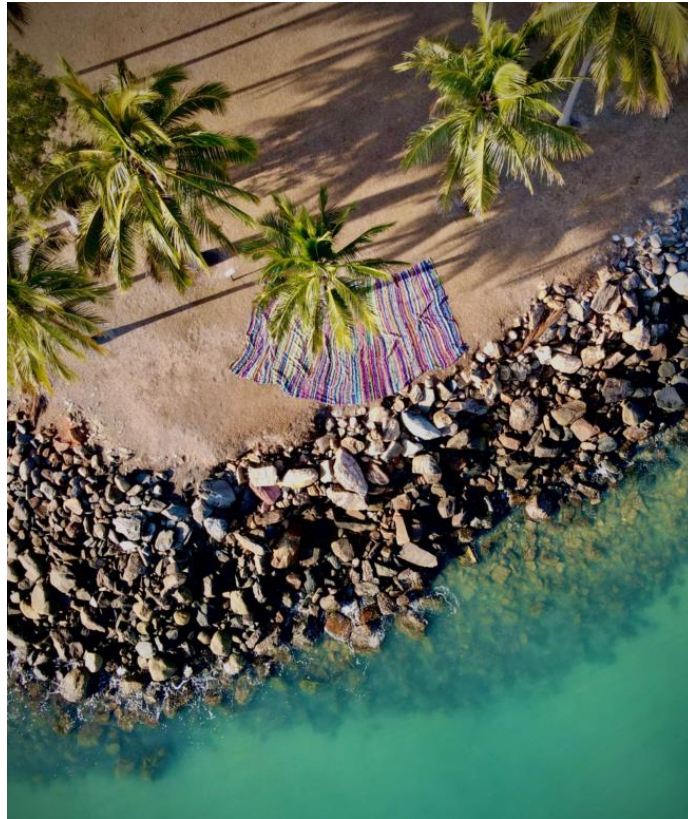


Image: Call of the running tide – Salgira Rima



Image: Perspicacity by Wendy Wajer



Images: Art by Rose Rigley and Deidre Whiteley



Image: Art in the landscape of Rex Smeal Park and Flagstaff Hill



Image: Call of the running tide – Digital Art



Port Douglas Markets

Interstate lockdowns and travel restrictions continue to impact patron numbers at the Port Douglas Markets. Council resolved to offer fee relief to stallholders at the markets by introducing Wet Season fees early from October, in recognition of the important role the markets play in our Douglas Shire economy and visitor experience.

Officers are undertaking a marketing campaign to remind Douglas Shire residents that the fabulous goodies to be found at the markets are not just for tourists.

Market Coordinators are asking all patrons to ensure social distancing and to obey all Queensland Health directives.

Community Engagement

Douglas Shire Council released a survey in mid-June 2021, asking people about the proposal to create an **RV Park in Mossman**. A total of 383 people responded to the survey and support for an RV Park was overwhelming.

- 94% of respondents agreed an RV Park would be good for the Mossman economy
- 70% of respondents preferred 50 sites over 20 sites.
- 72 businesses responded to the survey. 71 agreed an RV Park would be good for the Mossman economy. One was neutral.
- 237 residents responded.
 - 93% agreed an RV Park would be good for the Mossman economy.
 - 3% were neutral
 - 4% disagreed or strongly disagreed
- All five of the 13 caravan park owners in the shire who responded strongly objected to Council creating an RV Park in Mossman, or indeed anywhere in the Shire.


A full report on the consultation has been published on the Council's website.

The Douglas Shire community was invited to provide feedback on a concept plan for a new **adventure playground in Rex Smeal Park**. Information was published on the website, Facebook posts, in our regular E-Newsletter and on video noticeboards. Information was also delivered to state schools, kindergartens and childcare centres throughout the shire. An email was also sent to event companies plus, community and industry groups in the shire. The community feedback will be discussed by Councillors at a workshop planned for late October 2021.

In a significant move forward to promote sustainable fishing practises across the region, Douglas Shire Council joined forces with community leaders and industry figures to develop a community-managed sustainable fishing strategy. The draft strategy, **Action Plan: Towards a Community Managed Fishery**, was released for comment in September 2021.

Douglas Shire Council conducted a survey to learn more about the transport needs of people living in our community. The survey was distributed by Mossman Elders Justice Group, Port Douglas Community Services, Mossman Support Services and Bamanga Bubu Ngadimunka Aboriginal Corporation. The findings have been provided to Transit Care to assist with assessing demand for a **community bus service** operating during the week, to help make things a little easier for people.

Letters were sent to all Daintree Village and Forest Creek residents to let them know the decommissioning that at its meeting held Tuesday 31 August, Council resolved to decommission the **Daintree Village Television Tower** after 30 June 2022. A survey was sent to all residents in Shannonvale and Cassowary to ascertain how many households which still rely upon the South Mossman transmission service. Over 70 people responded to the survey. A total of 62 respondents said they relied on the Free to Air broadcast signal – over 86%. A report on the findings is being prepared.

A vertical illustration on the left side of the page depicts a stylized, colorful bird, possibly a lorikeet, with a blue head, yellow beak, and a body adorned with various patterns and colors including green, orange, and black. It is set against a background of green foliage and a blue sky.

Update #9 was sent to stakeholders in August advising had engaged a contractor to again remove deadwood and carry out other remedial works on the **Rosewood Trees in Warner Street**. This work is designed to give the trees the best chance of survival, as well as ensure the avenue of trees remains safe for the public.

Daintree ferry users were advised of maintenance work over several evenings at the Daintree River Ferry. The notice advised the ferry would continue to operate, but to expect minor delays of less than 15 minutes.

Douglas Shire Council is installing **smart water meters** on all meters in the shire. This digital device measures, in real time, the amount of water in use and then, via a low frequency radio transmitter, sends data to Council for processing. Around 4,700 meters will be installed throughout the Shire. Craiglie is the first cab off the rank and ratepayers were mailed a notice about upcoming water meter inspections and preparatory works required prior to the installation of the smart water meters.

Human Resources

Human Resources activities during this quarter have focused considerably on recruitment and selection, learning and development and “return to work” facilitation.

The training calendar provides all staff the opportunity to participate in a range of legislative and professional development training from in-house information sessions, short courses and accredited training. Staff during this quarter have attended a range of specific workplace health and safety training (accredited and non-accredited) from Overhead Awareness Electrical Assets, Confined Space Entry, Agricultural Chemicals Distribution Control (ACDC), Chainsaw, Threat and Error Management and CRM for Low Level Crews, Fire Management and First Aid and CPR.

A series of Peak Performing Team workshops has been delivered to number of teams or is scheduled for delivery. The training focus is to improve and promote team collaboration and communication to enhance both workplace and team culture which is important in creating high performance teams.

With the certification of Douglas Shire Council Certified Agreement 2021 the first Joint Consultative Committee (JCC) meeting was hosted by Council on 1 September 2021. The JCC comprises of representatives from management, Union organisers and Union delegates covered by the Agreement. The JCC is a consultative body between Council and Union parties in relation to the implementation of the Agreement, workplace reform and other strategic employee relations.

Staff turnover due to resignations and internal staff movements in the later part of this quarter has seen a significant rise in Council’s recruitment and selection activities.

Workplace Health & Safety

The WH&S Safety Management Plan for 2021/2024 has been finalised and actions and outcomes will be monitored quarterly for the next three years.

Recent works have included safety oversight and review of Council’s Aerial (Helicopter) Safety processes for invasive weeds in our surrounding rainforest. The subsequent surveillance flights were conducted successfully.

Ongoing tasks for the team have included site inspections across Council and WH&S procedure and process review.

A vertical illustration on the left side of the page depicts a stylized, colorful bird, possibly a booby, with a blue head, yellow beak, and a body decorated with various patterns and colors including green, orange, and black. It is set against a background of green foliage and a blue sky.

Property Services

Douglas Shire Council (DSC) and Cairns Regional Council (CRC) are joint trustees to land which the Wangetti trail passes through. To facilitate the construction of the Wangetti Trail DSC and CRC, in conjunction with the State, are negotiating a trustee lease to ensure both Councils' rights are respected. When the lease is finalised, the lease will be presented to Council for adoption. The State is fully funding the development of the trustee lease.

The tenders for the Management of Wonga Beach Caravan Park and the construction of a caretaker's residence have been let. The construction of the caretaker's residence was awarded to a local building contractor.

The Property Team are working on various tasks of road opening and closures, Form C, lease arrangements, use of reserve land, reconfiguration of boundary alignments, liquor permits, Native Title issues and encroachments.

Media and Communications

Douglas Shire Council's Media and Communications Unit is continuing to upgrade webpages and make information more user-friendly on Council's website. Recent refreshes include Plastic Free Douglas, Water & Wastewater, Douglas Libraries and Port Douglas Markets.

The Projects and Consultation pages continue to record increases in traffic as we update information and drive traffic through social media, e-newsletter and editorial coverage.

A hard-copy community newsletter is also being developed and will be trialled for release across the community in October.

Key Digital Highlights:

- Council's website recorded 184,095 page views from 67,620 users during this quarter
- The average time spent on 1 minute and 35 seconds
- Council's Corporate Facebook account reached 114,154 people during this quarter.
- Council's E-newsletter now has 995 subscribers.

Top ranking news posts were:

- New Daintree Ferry Ticket Prices
- COVID Testing in Mossman
- Mossman Hospital Opens as Vaccination Site
- What's On at 2021 Mossman Show
- CREB Track has re-opened

Key July to September Statistics:

Media Releases: 30
Media Enquiries: 28
Web Posts/Public Notices: 67

Council Grants Program

The monthly Micro Grants stream, with funding up to \$1,000 (GST Exc) opens the first Monday of the month and closes the last Friday of each month until funds are exhausted.

Grants Awarded for the Quarter

Successful Applicant	Project	Amount Awarded (GST Exc)	Stream/Round
Catherine Rosenbrauer	Women's Health Matters	\$1,000	Micro
Biodynamics FNQ Inc.	Douglas Shire Open Garden Event	\$1,000	Micro
U3A Douglas Shire	Celebrating Our Seniors – Seniors Month Event Port Douglas	\$1,000	Micro

Grants Acquired for the Quarter

Grant Recipient	Project and Outcomes	Amount Acquired (GST Exc)
Port Douglas Community Services Network Inc.	Enhance Communication and Consultation with our Community - website refresh, social media training for staff, launch of Instagram for the Opshop, subscription to Survey Monkey.	\$1,000
FNQ Friends of the Foundation Cow Bay	Wisdom and Handy Hints for Living in the Wet Tropics. - booklet	\$1,000



Port Douglas Neighbourhood Centre

Published by Benita Williams · 15 June at 11:55 · Instagram ·

The Port Douglas Community Service Network has entered the 21st century! You can follow the @portdouglasneighbourhoodcentre, @nicnakshedop_shop and @caps_portdouglas on Insta and Facebook to keep up to date with all our activities. Our staff have been receiving social media training thanks to @renegademoss. Keep an eye out for our upcoming surveys to help us build a better service for you. Our website has also had a refresh and you can sign up to receive our quarterly newsletter. This is all thanks to a micro grant from @douglasshirecouncil #portdouglas #portdouglasneighbourhoodcentre #portdouglascommunity #douglasshirecouncil



Image: Port Douglas Community Service Network Acknowledgement of Micro Grant on social media

Ordinary Council Meeting - 19 October 2021

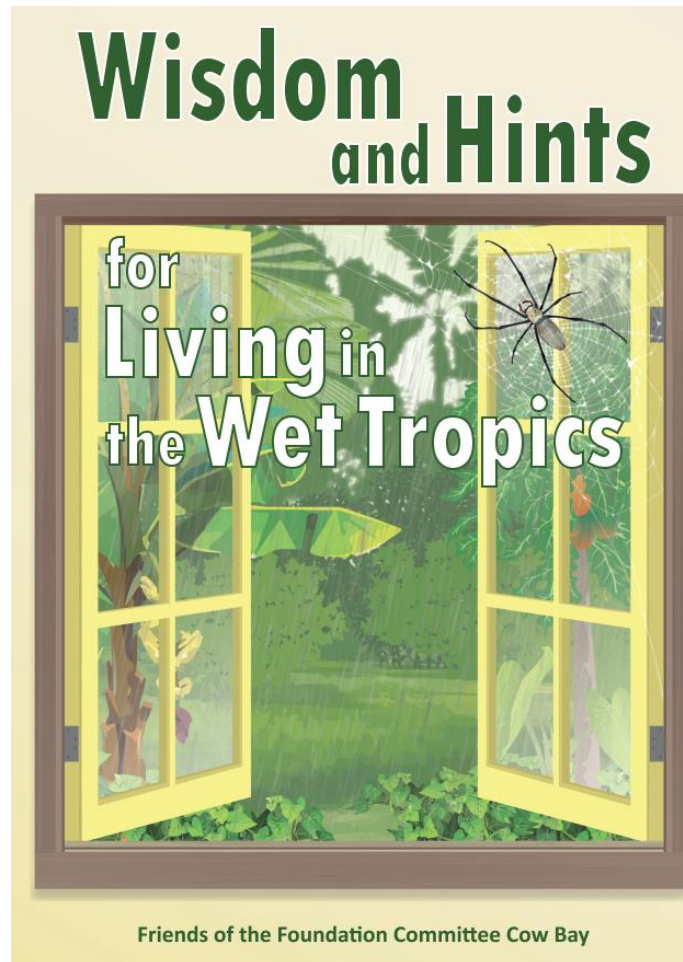


Image: Cover page of **Wisdom and Hints for Living in the Wet Tropics** booklet – Friends of the Foundation micro grant

In-kind Assistance

Since the start of the 2021-22 financial year requests for in-kind assistance and fee waivers have been assessed to September 2021, with value of in-kind assistance and fee waiving approved totaling \$0 (GST Exc).

Further information on the Council Grants Program is available at:

<https://douglas.qld.gov.au/community/community-grants/council-grants-program/>.

External Grants**Applications Submitted**

Grant	Funding Body	Project	Amount	Submitted
Recovery & Resilience Grant	Federal Govt	Various projects submitted for consideration for funding allocated under the National Drought and North Queensland Flood Response and Recovery Agency	\$857,000	31/03/2021
Building Better Regions Fund	Federal Govt	Mossman Shire Hall Upgrade	\$770,000	08/03/2021
Building Better Regions Fund	Federal Govt	Cooya Reservoir Connection	\$1,500,000	05/03/2021
Building Better Regions Fund	Federal Govt	Shared Cycle Path and Bridge – Marrs Ck to Mossman Gorge Centre	\$2,500,000	05/03/2021
Stronger Communities Fund	Federal Govt	Port Douglas Hall Shade Sail for Petanque	\$20,000	26/02/2021
Expression of Interest				
Transport infrastructure Development Scheme (TIDS) and ATSI	State Govt	Mossman Gorge Cycle Way - Stage 3 (Pathway Only - 1.54km)	\$577,500	15/02/2021
NAB Community Grant	NAB	SES Training and Education Hub	\$9,948	27/07/2021
Gambling Community Benefit Fund	State Govt	Learn to Swim Program Equipment and Training	\$9,720	30/08/2021
Fishing Infrastructure Grant	State Govt	Six EOI's submitted for: Newell Beach Ramp Parking Area Upgrade, Cooya Boat Ramp Access, Rocky Point Access and Parking Upgrade, CCTV in three locations, Recreational Fishing Trail, Fish for the Future Coordinator	\$414,500	25/09/2021

Application Outcome – Applications submitted in previous quarters

Grant	Funding Body	Project	Amount	Outcome
W4Q21-24	State Govt	Maintenance and Repairs to Gravel Roads Road Reseal Smart Water Meter Program	\$1,820,000	Successful
Cycle Network Local Government Grants Program 2021-22	State Govt	Port Douglas Road – Detailed Design	\$50,000	Successful
Cycle Network Local Government Grants Program 2021-22	State Govt	Cooya beach Road – Detailed Sign	\$50,000	Successful
Move It NQ	State Govt	Active8 Extension	\$8,000	Successful
Arts QLD	State Govt	RADF 2021-22 Program	\$30,000	Successful

Attachment 5.14.1
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Safe Places Emergency Accommodation	State Govt	Safe Places Emergency Accommodation	\$860,400	Successful
Mental Health and Wellbeing Package	State Government	Localised mental health initiatives	\$75,000	Successful
SES Support Grant	State Govt	SES Accommodation fit out	\$14,000	Unsuccessful
Terrain Building Rainforest Resilience	Aust Govt	Wangetti Habitat Management	\$20,000	Successful
Council of the Ageing	State Govt	Mossman Seniors Make a Splash	\$1,000	Successful

FINANCE AND CORPORATE SERVICES

Procurement

Contracts

- Daintree River
 - Entrada commenced the new contract for the provision of ferry services 1 July 2021
 - Probity Audit completed and presented to Council
- Landfill Waste Cartage & Disposal contract awarded to Springmount Landfill/Remondis
- Hiptage Eradication Stage 4 contract awarded to Bulban Enterprises
- New caretakers commenced at Wonga Beach Caravan Park 29 September 2021

Projects (with procurement elements)

- Retirement village (stage 2) - market research has been extended to include the issuance of an Expression of Interest to real estate agents
- Revised Port Douglas Aquatic Park project brief completed
- Buy Douglas Build Douglas (content production and website enhancement) contract awarded to Saturate
- Process to award a contract to a recruitment agency (or agencies) to assist with the selection of a new Chief Executive Officer underway

Vendor Panel

- Continued collaborative development of platform functionality has allowed Council to improve reporting capabilities

Nex Gen

- Nex Gen is a multi-million-dollar ecosystem, designed to connect governance and reporting, guided buying, capability development, and analytics to provide a simple platform for council procurement requirements.
 - Douglas Shire Council's Nex Gen is now deployed

Training

- Attended the *Update for the Growing of Queensland Business* roadshow with a focus on providing opportunities to small, local businesses
- Vendor Panel training provided to Douglas Shire Council employees

Audit

- Queensland Audit Office periodic audit of procurement activities completed

Grants

- Assisted with the review of several grant applications

Processes

- Review of Council's utilisation of labour hire vendors nearing final stages
- Process mapping exercise underway with a view to improving training and achieving efficiency gains
- Additional procedures in draft status with the goal of establishing easy to use guides for anyone on staff

Communication

- Vendor outreach continues including the provision of constructive feedback (when requested)
- Attended FNQROC Procurement Workshop (in Cairns) in September
- Addressing RFIs

Finance

External Audit 2020-2021

The final stage of the audit was commenced by Queensland Audit Office (QAO) on 13 September 2021 and is nearing completion. The QAO Final Management Report will be presented at the 19 October 2021 Council meeting.

Final Result/Financial Statements 2020-2021

The draft financial statements were presented to the Audit Committee for review on 30 September 2021. The financial statements are scheduled for workshop with the Councillors and for adoption at a Special Council Meeting on 12 October 2021.

Budget Review 2021-2022

Budget review for 2021-2022 has commenced and will be presented to Council for adoption in November 2021.

EFTsure System

Due to the ever-increasing risk of Cyber-attack, Council has engaged **Eftsure** to provide independent verification of supplier details, including bank details and to ensure there are no changes made to the bank details right up to processing payments at the bank.

Asset Management

All Asset Management Plans are current, with the next plan's revision due at the end of 2021 calendar year. The Strategic Asset Management Plan is currently undergoing a management review prior to presentation to Council.

A preferred supplier has been selected for the asset management software system and is planned to be awarded in the next quarter. The implementation of this software will involve input from all sections of Council to ensure it contains up to date records and processes modified to ensure it remains current.

The Asset Management Team has appointed a GIS Officer who hit the ground running, reviewing and updating our asset records in preparation for this year's revaluation exercise.

Rates

Half yearly rate notices for the period 1 July to 31 December 2021 were issued on 26 July 2021 with a due date of 26 August 2021. Rates 1st notice reminder (over \$100 outstanding) was issued 14 September 2021.

Supplementary Rate Levy notices were issued 21 August 2021 with a due date of 22 September 2021. These notices were for the amendment of charges due to requests (e.g. additional bins), buildings that have been completed, changes in rating valuations.

Water notices were issued on 23 June 2021, with a due date of 28 July 2021. Water account reminder notices (over \$20 outstanding) were issued on 16 August and 2 September 2021.

Council officers have conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. Ratepayers who have defaulted have been contacted to discuss their financial situation. As part of this regular monthly review, all of Council's payment arrangements with ratepayers (including direct debits and payroll deduction) were reviewed to ensure that the remaining payments will have the account paid in full by 31 December 2021. Where payment amounts have been required to be adjusted, letters were sent to ratepayer.

Debt recovery processes are also ongoing.

ICT (Information & Communications Technology) Service

The project to upgrade the Council Chamber Audio / Video equipment requires further work, as the audio equipment is not living up to expectations. The issue has been referred to the vendor, who has reported that an additional software module and extra configuration should resolve the issue. Further details will be sought for consideration.

Work on a Cloud based disaster recovery environment, which will service Council's needs should the Mossman computer room be damaged, is taking longer than expected due to vendor issues.

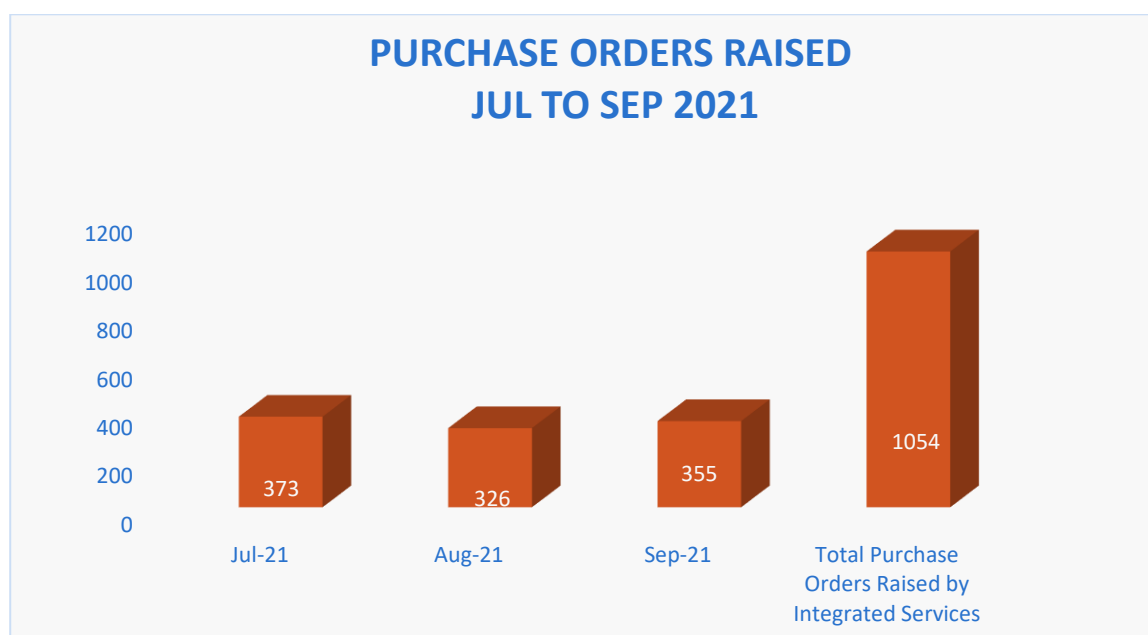
The Go-Live event for the upgrade to Council's Enterprise Software Suite has been moved to October – to allow for more testing and training.

Work in the period has focused on starting the other projects forecast for this financial year. This year's major projects are expected to be:

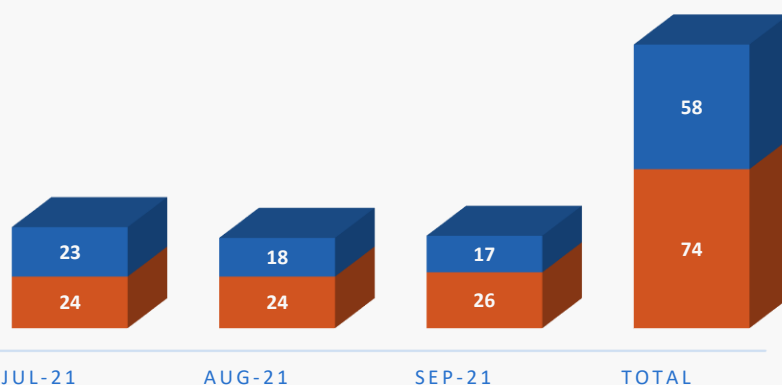
- Rebuild of the Water & Wastewater IT environment to meet stringent audit / CyberSecurity requirements
- Connected (outside) Employees: Online Leave & MS-Teams in lieu of eMail/Intranet
- Promapp – Process Mapping tools
- + about 18 other medium or small projects

Overall activity has been high. Statistics show that the growth in demand for IT services continues to rise at a steady pace as more IT related services and devices are commissioned. A segment of work that is rising at a high rate is that of Cyber protections. This is a constantly evolving topic. Activity related to notifications of system vulnerabilities and related patches / fixes has gone from once or maybe twice a month, to at least weekly.

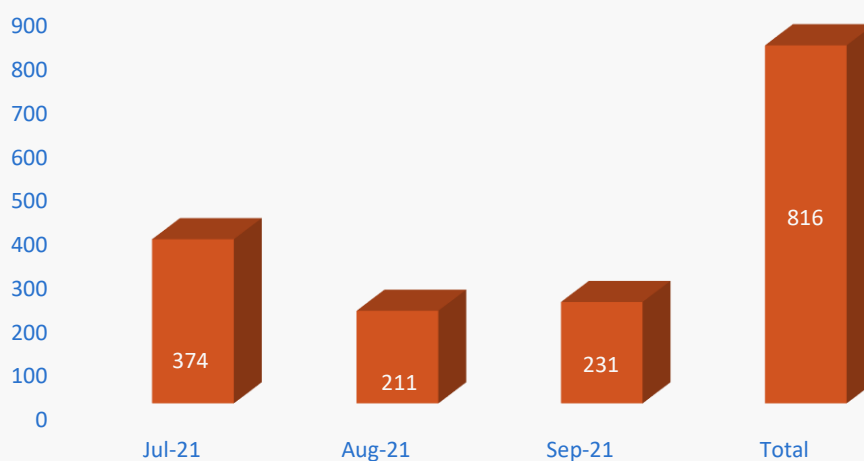
Front Line Services (FLS) and Integrated Services (IS)



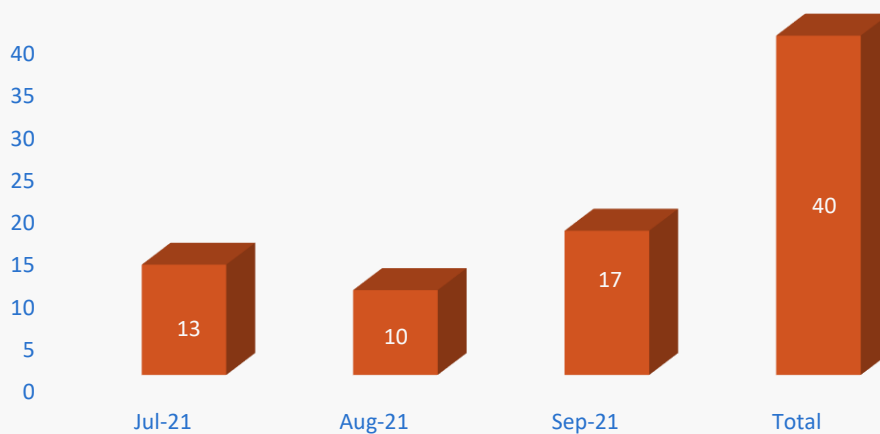
BUILDING APPLICATIONS AND SEARCHES JUL - SEP 2021



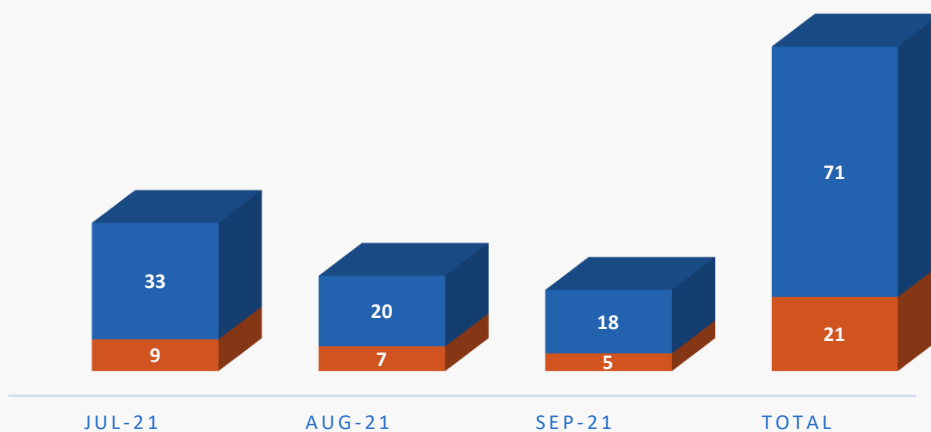
FERRY CARDS ISSUED JUL - SEP 2021



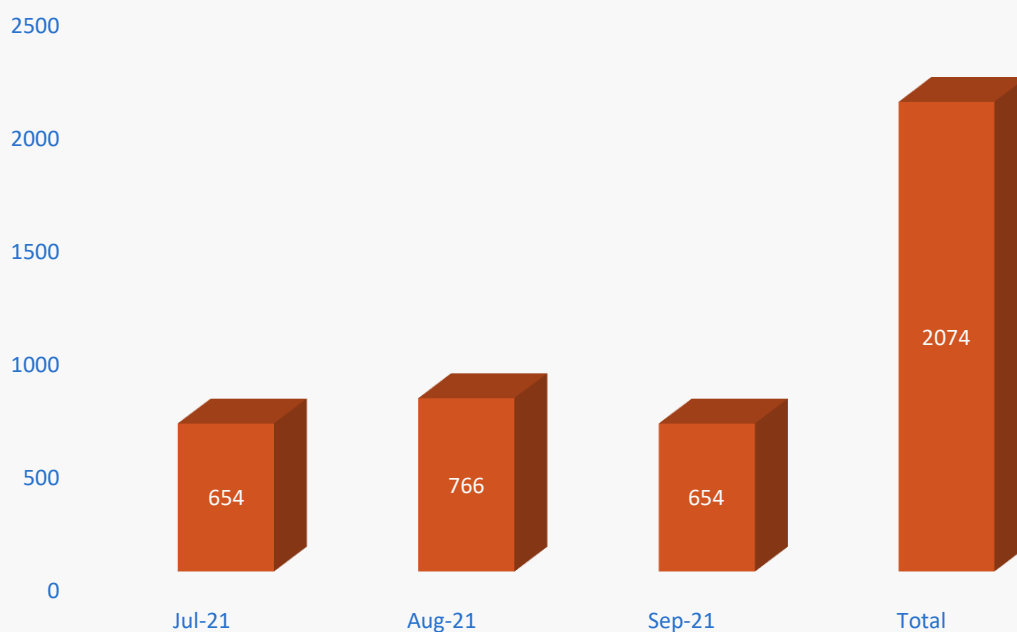
DOUGLAS CARDS ISSUED JUL - SEP 2021

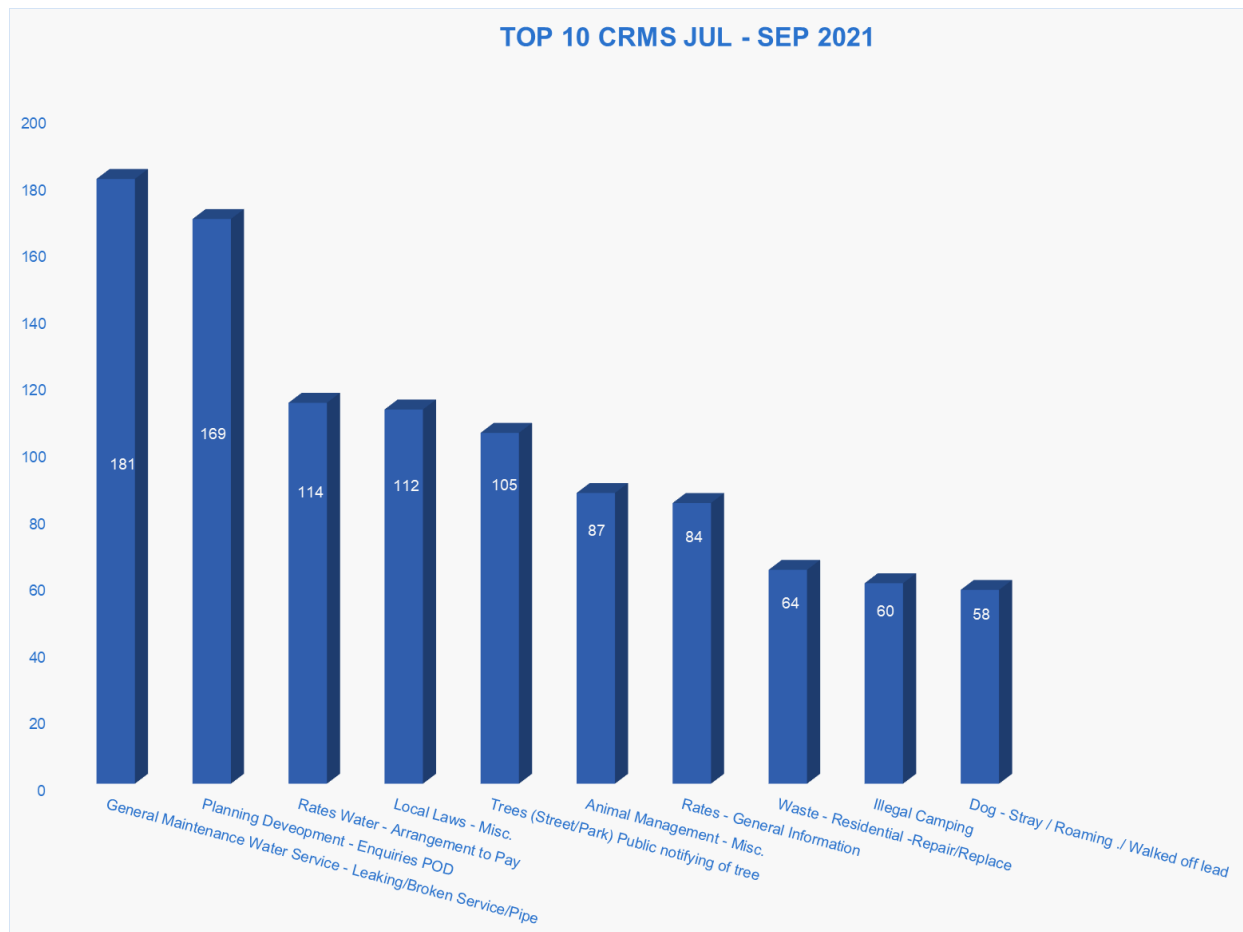


PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF AND COUNCIL PARKS/HALLS JUL - SEP 2021



TOTAL CRMS FOR PERIOD JUL - SEP 2021





Records

The Records unit has seen continuance of working on various departments folder structure, naming conventions and some Records procedures for Council's electronic record keeping system, including training of new staff in everything Records related.

The Records unit worked in conjunction with Mossman State High School to provide an information session to a group of Year 11 Business Studies students. The students were provided a presentation which included a brief introductory look at how Council's electronic document records management system operates, benefits in coordinating workflows, legislation requirements and the importance of record keeping in general.

The visit was capped off with a display of some of Council's historical minute books dating back to 1937 which are now considered as artefacts with the amazing handwriting and recording of events during this period of time. All the students found this information session very interesting and provided a fresh appreciation of the importance of historical records and how interesting they are as artefacts.



Image: Mossman State High School Yr 11 Business Studies students with Council's Senior Records Management Officer at the Records Management information session



Image: Mossman State High School Yr 11 Business Studies students with Council's Senior Records Management Officer viewing the historical Minutes book

GOVERNANCE

General Governance

The ongoing review of the Governance Unit of Council has continued and enabled the governance function to work on actions relating to Governance, Compliance and Performance issues in the organisation and to further highlight the actions required.

Complaints Management

This is to support Council's continuing commitment to inclusive and ethical governance for the community by appropriately addressing complaints from external sources. S268 (1) of the *Local Government Act 2009* requires Council to establish a complaints management system for resolving administrative action complaints. This has been established to ensure complaints are dealt with fairly, objectively, professionally, respectfully and subject to any legal requirements, in confidence.

These complaints are classed as Administrative Action Complaints and are about an administrative action of a local government. This includes a decision or a failure to make a decision, including a failure to provide a written statement of reasons for a decision; an act, or a failure to do an act; the formulation of a proposal or intention; the making of a recommendation; and is made by an affected person.

Training with the Qld Ombudman has been undertaken which has provided the appropriate resources to start the complete review of the Complaints Management Model in the 2021/22 financial year.

Right to Information and Information Privacy

The *Right to Information Act 2009* and the *Information Privacy Act 2009* aims to make more information available, provide equal access to information across all sectors of the community and provide appropriate protection for an individual's privacy.

Administrative Access to Information – this refers to the release of information other than a formal access application under the RTI or IP Acts. Administrative access schemes are generally reactive, but also include proactive schemes for disseminating information in advance of requests, such as in publication schemes.

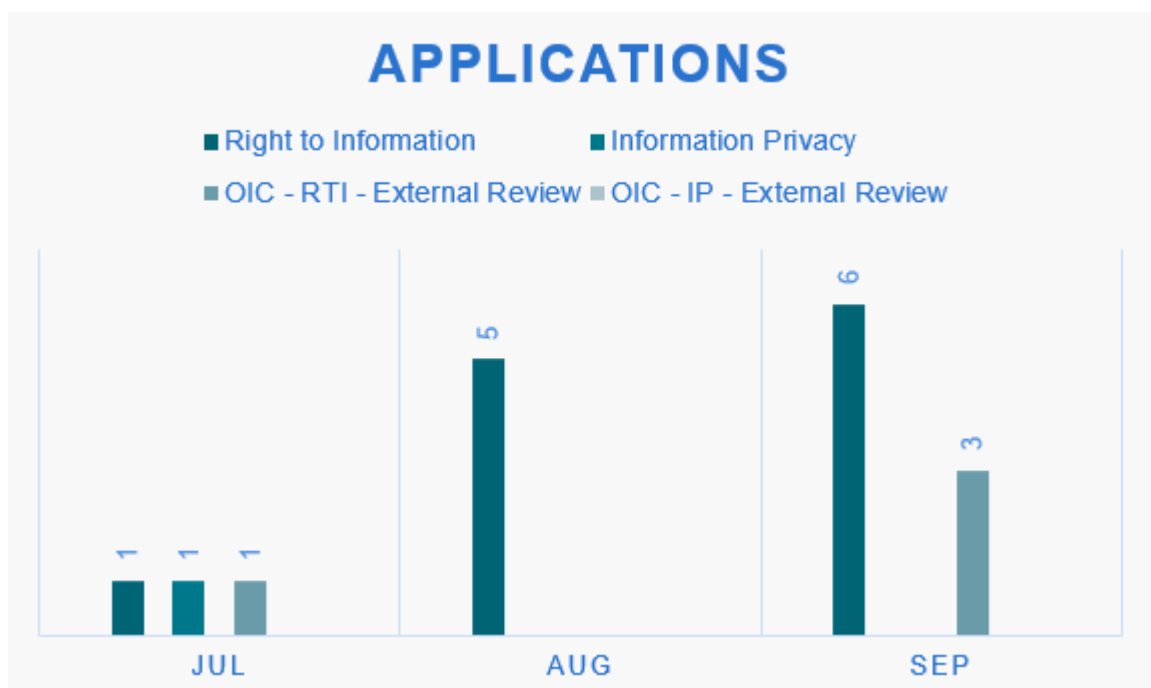


Image: Right to Information Applications received for this quarter

Policies and Procedures

All policies are made by resolution of Council in accordance with the provisions of the *Local Government Act 2009*. Policies are subject to regular review. Council policies have been structured into 3 distinct types:

- Statutory Policies – Required by legislation as part of Council's business operations
- Council (Strategic) Policies – Have direct impact on the Community
- Administrative Policies – Direction for the operation and internal management of the day to day operations of Council.

Policies can view viewed on Council website at:

<https://douglas.qld.gov.au/council-information/policies/>

Legislation and Compliance

As the legislative landscape within Queensland continues to shift and evolve, Councils are faced with increasing responsibilities in terms of compliance and management of stakeholder requirements and expectations. Local Governments must comply with a range of statutory requirements prescribed by the Local Government Act and Local Government Regulations.

There have been a range of checklists and registers updated and developed to assist in complying.

Registers

A local government must keep a register for a number of functions. These registers are available on Council's website * and can also be inspected at Frontline services reception areas.

Registers available for the public to inspect:

- Administrative Action Complaints Register
- Asset Register
- Conflict of Interest / Material Personal Interest Declarations Register
- Corporate Risk Register
- Cost Recovery Fees Register (Fees & Charges)
- Councillor Conduct Register
- Delegations Register (including financial)
- Local Laws Register
- Register of Interests Councillors

Risk Management

Managing Risk is an essential component of Councils operations to ensure that the corporate and operational goals and objectives can be achieved. Council's policy outlines the commitment to the development and maintenance of the Risk Management Framework. Risk Management is a regular topic at the Strategic monthly discussion of the Management Team.

Internal Audit

The Internal Audit function is one component of Douglas Shire Council's (Council) governance framework. In addition to key management controls and the organisation-wide risk assessment process, the Internal Audit function provides the organisation's stakeholders with a level of assurance that business processes are operating appropriately and effectively in accordance with organisational and legislative requirements.

Supported by legislation, the Internal Audit function is directed to examine, assess and evaluate the operational and financial control measures that Council has adopted, or plans to adopt, to manage business risks that have the potential to impact the achievement of the corporate objectives. In doing so, the Internal Audit function must review the key corporate-wide risks and consider the areas of the organisation, in consultation with Management, that require or would benefit from internal audit activity.

The outputs of the Risk process are best utilised by Internal Audit to develop an Internal Audit Plan that assesses the effectiveness of the existing systems, processes and controls that are implicitly relied upon by the Executive Team.

By assessing the application and effectiveness of existing systems and controls (Risk Treatments) as they operate in the organisation, Internal Audit provides independent and objective information to the Leadership Team (Council, Executive Team and Audit Committee, where one exists) about the level of reliance that should be placed on existing systems and processes and will also identify improvements required.

Furthermore, Management is best placed to continue to progress actions that strengthen existing systems and controls where there are known deficiencies, lower than expected (or unacceptable) effectiveness ratings or further initiatives/management actions are required to move the risk to a level that is tolerable.

It is important that Internal Audit is conscious of the work being undertaken and planned by Management to reduce or mitigate risks and leave enough time for these initiatives, systems and controls to become embedded before Internal Audit assess their effectiveness. Exceptions to this may be reviews designed to establish a baseline position as a guide to future Management initiatives or to provide assurance that the implementation status or progress of an initiative is adequate and can achieve the desired objectives.

Audit Committee

The Audit Committee is an internal governance process, which is intended to contribute to the improved performance of the organisation. It plays a key role in assisting Council to fulfil its governance and oversight responsibilities in relation to a number of areas including, financial reporting, internal control systems, risk management, legal and regulatory compliance and audit functions.

ENVIRONMENT AND PLANNING

Planning

Ocean Breeze Estate – Stage 5C & 5D

Construction has commenced on the next stages of Ocean Breeze Estate at Cooya Beach for the delivery of an additional 31 residential lots.

The two stages, being Stage 5C and 5D involves the removal of the temporary drain constructed to service Stage 4 and involves the construction of a sewer pump station.

Operational works approval was issued in August 2019 with a Pre-start meeting held on 23 June 2021 with works commencing shortly thereafter.



Image: Development Footprint of Stage 5C & 5D

Ordinary Council Meeting - 19 October 2021

Wave Park - Mowbray

A development application has been lodged for a Resort Complex comprising a Wave Park and a range of ancillary and associated uses which are intended to be complimentary and subordinate to the primary use. Such uses are identified as comprising:

- A Wave Park;
- Ancillary outdoor water-based recreational activities (Lagoon and Waterpark);
- A Hotel complex of around 160 rooms to be used for short term accommodation;
- A Village precinct containing shops, restaurants and a function facility;
- A residential precinct to provide for short term accommodation around a lagoon;
- A Tourist Park containing 35 self-contained cabins;
- A helipad; and
- Caretaker's Residence;

The application also includes a subdivision component whereby the parent parcel will be reconfigured into 4 large allotments which will reflect the Precinct Plan.



Image: Master Plan for the Resort Complex

The Applicant has undertaken referral to the State Assessment & Referral Agency (SARA) due to development proposal containing multiple triggers for assessment by various State Government Agencies.

Both SARA and Council have issued a request for further information which the Applicant is currently addressing. It is anticipated that the response to the information request will be received in the next few weeks. Once the response is received public notification of the development will commence.

Residential Estate - Craiglie

Construction activity is nearing completion for the 1st Stage of the residential development at Craiglie comprising 32 residential lots and a small park lot. A Works Acceptance inspection meeting took place on 15 September 2021 however the works were not of a sufficient standard to achieve Works Acceptance. Rectification works are required to be undertaken to a number of asset classes

Ordinary Council Meeting - 19 October 2021

within the estate. These include underground stormwater, park improvements and access to the drain for future maintenance. The Applicant / Project Team is currently attending to these matters.

The development involved the construction of trunk infrastructure as identified in Council's Local Government Infrastructure Plan (LGIP). Council committed \$1 Million dollars towards the delivery of the trunk infrastructure to be delivered as part of the first stage of the development. As the outstanding matters for the development do not involve the trunk infrastructure items that have been constructed, payment of the \$1 Million dollars is in the process of being transferred to the Applicant.

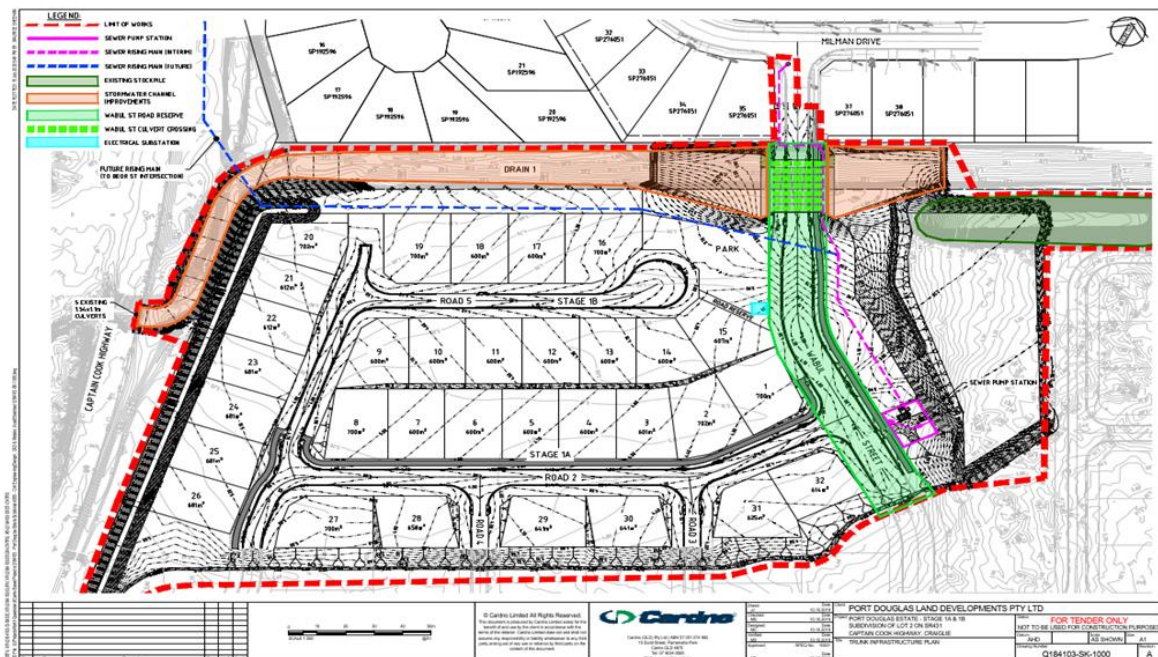


Image: Various components of trunk infrastructure that has been developed as part of the 1st Stage

Assessment of Stage 2 of the development comprising 32 lots is continuing. Council has issued a request for further information which is yet to be responded to by the Applicant. The Applicant has requested an extension of time to 29 October 2021 to respond to the information request. It is likely a further request will be made by the Applicant to extend this period.



Image: Extent of Stage 2

Kecap Manis Research & Technology Industry- (Pilot Plant)

Application has been made by CocoNutz Australia Pty Ltd for a new food processing business that utilises sugar cane billets and the processing of these into kecap manis (sweet soy sauce). The company is a food technology company with Singaporean and Australian patents for fermentation biotechnology to produce natural flavours and flavour precursors. The patented technology is capable of developing a variety of natural sweeteners to transform sugar cane juice into food ingredients and condiments that are 100% natural. One application is the creation of a natural sweetener that replaces the expensive coconut sugar component in Kecap Manis, a sweetened soy sauce, used widely throughout Southeast Asia. The commercial application of this process is the first for this technology and that which is being proposed in the pilot plant operation at Mossman Mill.

CocoNutz will lease and occupy an area at the Mossman Mill. The proponent will utilise some existing buildings, together with a new building and associated works (car parking, vehicle turning areas, billet storage etc). It is intended that the pilot plant will operate throughout the year, not just in the normal crushing season, provided sugar cane billets can be harvested and transported to the Pilot plant operation. The Mossman Mill currently employs 90 people during the cane season and 60 people during the off season. The proposed development will result in local job creation, employing 6 people during construction and 15 during operations.

The application is code assessable and requires referral to the State for the ERA (Environmentally Relevant Activity). The development will be a change to the Mill and provide diversity to this industrial site and to the local Mossman economy. Approval of the Pilot Plant is imminent.

Plumbing and Drainage

Council has received 33 Plumbing applications in the report period and conducted all required Trade Waste inspections and Notifiable work audits for QBCC.

Local Laws

In the period July to September, Local Laws Officers responded to a total of 520 customer requests/complaints.

Elders Justice Life Skills Program

The Local Laws team were invited to speak with participants of the Elders Justice Group Life Skills Program, to do some responsible dog ownership education. The program takes place over a 6 week period and is aimed at indigenous women in the community to provide education and practical life skills.

Officers presented to the group on topics such as legal requirements for keeping a dog, like microchipping and registration, the benefits of de-sexing and welfare topics such as worming, tick and flea treatments and vaccinations.

The presentation was well received. These types of activities are invaluable, not only in educating the community, but also in bridging gaps and improving relationships the Council has with residents.



Image: Officers presenting to Elders Justice Group

ATV's at Wonga Beach

Officers have issued 24 approvals for the use of ATV's on Wonga Beach. Signage has been erected to mark access points and no-go zones, and additional infrastructure is being considered to manage the foreshore areas and to ensure compliance with the conditions.

Residents are encouraged to report the misuse of the area, particularly by two wheeled motorbikes and other vehicles, so that offenders can be dealt with and a meeting between officers and Mossman Police is scheduled to take place soon. The only place a vehicle, other than an ATV, should be on the beach, is the area south of the Wonga Beach Caravan Park where there is a boat launch and retrieve area.



Image: ATV sign on Wonga Beach.

Local Laws Renewals

In July, Council issued 2,057 dog registration renewals.

A further 35 outdoor dining, 22 goods on footpath, and 114 portable sign renewals were also issued.



Image: Outdoor dining and goods on the footpath in Mossman

Resource Management

Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period July to September 2021.

- Domestic waste: 1,037 tonnes
- Domestic recycling: 272 tonnes
- Commercial waste: 404 tonnes
- Commercial recycling: 37 tonnes

The following approximate volumes were exported from Council's transfer stations for recycling:

- Co-mingled recyclables: 32 tonnes
- Scrap metal: 310 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 1,932 tonnes
- Asbestos: 1.3 tonnes

Killaloe Transfer Station Amenities Building

A new pad has been constructed at Killaloe Transfer Station in preparation for the new staff amenities building. The new demountable building will replace the existing site donga which has been onsite for the last 30 years. The building is due to be onsite in October 2021, then will be connected to mains power and power, a new septic system will also be installed.



Image: Killaloe Amenities Building Pad

Plastic Free Cairns & Douglas

Council secured a fully funded support resource from Boomerang Alliance under the Plastic Free Places Program for 6 months from July – December 2021. This program has provided free advice to over 40 businesses on how they can make the transition to reusable and sustainable alternatives and enjoy cost savings in the process. The program has also provided advice to businesses on how to comply with the single-use plastic ban which came into effect across Queensland on 1 September.

Council has requested funding from the Queensland Government to continue this program for a further 18 months to align with the Plastic Free Cairns program.



Image: Championing the Plastic Free movement in Douglas video



Image: Plastic Free Cairns & Douglas Logo

Waste Management at the Port Douglas Markets

The Plastic Free Cairns and Douglas program has been implemented at the Port Douglas Market, with a number of stall holders signing up and 4 stalls achieving champion status. New bins with bin toppers have been delivered to the markets to reduce contamination levels in recycling bins and further options to encourage reusable water bottles and carry bags are being investigated.



Image: New bins with toppers delivered to Port Douglas Markets to reduce contamination levels in recycling bins

Science Week – Port Douglas State School

Port Douglas State School invited Council to attend science on the oval for National Science Week in August 2021. Students participated in a recycling/waste game, which involved identifying which items go in each bin. Students received a prize for participating in the fun activity.



Image: The Council stall at Port Douglas State School

Waste Education Workshops

Council's Waste Education Officer was invited to the Cape York Girls Academy at Wangetti to present a waste education session. The presentation was given on 2 September 2021 to 10 students and focused on sustainable waste management, particularly why it's important to minimise our waste production.

Sustainability

Sustainable Fishing

Council received grant funding through the partnership between the Australian Government Reef Trust and the Great Barrier Reef Foundation for the Promotion of Sustainable Fishing Practices in Douglas with support from the Douglas Local Marine Advisory Committee. The Program's aim is to improve engagement and explore sustainable fishing practices that help foster long-term improvements in Douglas Shire fishery. Some of the deliverables include hosting community workshops, an educational event, creating educational material including a video. Further details on some of the deliverables are below:

Council hosted 'Fishing for the Future Charter Fishers workshop in August. Of the 17 Port Douglas and Daintree focused Fishing Charter operations, 8 people representing 7 local charter fishing operations attended the workshop. The workshop discussed the draft fishing strategy and the actions that apply to Port Douglas and Daintree Charter Fishing. This led the workshop participants into undertaking a SWOT analysis of their industry as it currently exists in the Douglas Shire. Questions like "What are our clients and what are we worth?" were asked of the participants. This guided the workshop into discussions of developing a professional charter fishers association and a draft Code of Practice. Positive and constructive conversations were held with further consultation with the charter fishers that could not attend the workshop to occur.



Image: Fishing for the Future Charter Fishers Workshop

The draft Fishing Strategy has gone out for public comment with the comment period closing 27 September 2021. The Strategy involved extensive community and stakeholder consultation and reflects the community's vision for an abundant and resilient local fishery cared for by the community.

Fishing for the Future with Kids

On Sunday 12 September, Douglas Shire Council and Mossman Boating Fishing Club hosted a fishing for the Future with Kids event. The purpose of the event was to teach future generations about sustainable fishing practices. 33 kids registered for the event with a total of 39 fish caught and released. A video was produced at the event highlighting the learning from the day. The event was a great success, made possible by the generous contributions of sponsors and volunteers. More information can be found on the Council website [Photo Gallery || Fun filled Fishing Day - Douglas Shire Council](#)



Image: Fishing for the Future kid practicing cast net throwing



Image: Fishing for the Future kid holding a fish



Image: Fishing for the Future – drone footage of kids fishing from the beach



Image: Fishing for the Future – drone footage of kids in boats fishing

Dune Rehabilitation Reef Assist Project

Council received Reef Assist funding from the Queensland Government for Dune Rehabilitation within the Douglas Shire. The funding aligns with the shire wide actions identified in the Resilient Coast Strategic Plan 2019-2029 to reduce the impacts of coastal hazards and activities in the coastal zone. Some of the deliverables of the funding are discussed in further detail below:

Foreshore Management Plans

Council engaged consultants Alluvium to develop Foreshore Management Plans for Wonga Beach, Newell Beach, Cooya Beach, 4 Mile Beach and Oak Beach. The purpose of the Foreshore Management Plans is to guide Council in the protection, maintenance and management of the coastline and foreshore, while maintaining the natural character of the area and respecting ecological, cultural, and social values of these coastal reserves.

The development of the Plans involved surveying the local community to identify their values and a three (3) week public comment period including five (5) face-to-face community consultation sessions with the local community. The draft Foreshore Management Plans were workshopped to Council 17 August 21 and will be workshopped again in October 2021.

Coastal Rehabilitation Project

Council engaged local workers and contractors to undertake coastal rehabilitation works. To date, we have planted 3056 trees at various locations including Wonga Beach, Newell Beach, Port Douglas and Oak Beach. Approximately **28400m²** of weeds have been treated including Singapore Daisy (*Spagneticola trilobata*), Guinea Grass (*Megathyrsus maximus var maximus*), Rhoeo (*Rhoeo sp.*), Agave (*Agave sp.*), Mother in laws Tongue (*Sansevieria trifasciata*), Yucca plant (*Yucca sp.*) and Tecoma (*Tecoma stans*).



Image: Oak Beach - before weed control and tree planting at northern carpark



Image: Oak Beach – after weed control and tree planting at northern carpark

Disaster Management

Mitigation

PLANNING

Several key plans have been updated for the annual Inspectorate General of Emergency Management (IGEM) review. The reviewed plans include:

1. Local Disaster Management Plan
2. Environmental Sub-Plan
3. Mossman Gorge Pandemic Plan
4. First Nations Short Term Self-Isolation Guidelines
5. Bushfire Risk Management Plan
6. Port Douglas Storm Tide Cyclone Shelter Sub-Plan – user duty card
7. Severe Weather Preparedness Levels – Infrastructure
8. Financial Management Sub-Plan.

TRAINING AND MESSAGING

Awareness raising was presented to the Douglas Shire Aged Persons Homes, residing in Alchera Drive or Port Haven, in terms of disaster preparedness resources and community recovery response.

As part of the North Queensland Recovery & Resilience Grants, a number of projects will be rolled out. This includes the appointment of a Disaster Resilience Officer and an asbestos register to identify all structures containing asbestos. Three existing members will no longer be part of the 2021-22 Incident Management Team and the Cyclone Shelter Team. Recruitment has commenced in September.

The Douglas Disaster Information Facebook page has actively been updating its followers on availability to COVID-19 vaccination, the recent lockdown for Cairns Regional Council and Yarrabah Aboriginal Shire Council, and other emergency advice.

Preparedness

2021-2022 DOUGLAS LDMG MEMBERSHIP

The core member and advisor list has been endorsed by all LDMG core members on 26 August 2021. Refer the 2021-22 Douglas LDMG membership below:

CORE MEMBERS
DSC Mayor - Chairperson
Councillor - Deputy Chairperson
DSC- Manager Environment & Planning/ Local Disaster Coordinator (LDC)
DSC - Disaster Management Officer (Deputy LDC)
DSC - Senior Media and Communications Officer
DSC - Manager People and Community Services
DSC - Manager Water/Wastewater
DSC - Manager Infrastructure
DSC - Local Recovery Coordinator
DSC - Chief Executive Officer
Mossman Hospital - Director of Nursing and Midwifery
DCHDE - Senior Community Recovery Officer (Northern)
QFES - Fire and Rescue
QFES - Emergency Management Coordinator
QAS - OIC Mossman
QPS - OIC Port Douglas
QPS - OIC Mossman
TPDD - Executive Officer
ADVISORS
Apunipima - Primary Health Care Manager
BBNAC - Manager
DATSIP - Acting Principal Planning and Engagement Officer
DSC - Environmental Health Team Leader
ERGON - Work Group Leader in Mossman
Jabalbina - CEO
Marine Rescue - Port Douglas
QAS - Port Douglas
NBN - Manager - North QLD, Regional & Remote
Port Douglas Neighbourhood Centre - Manager
Queensland Health - Team Leader – Environmental Health (WaSH)
QPWS - Senior Ranger Daintree Management Unit (Cape York)
QFES - Fire and Rescue Port Douglas
Red Cross - State Liaison and Engagement Lead
SES - Mossman Local Controller
TMR - Principal Engineer (Road Operations) Far North Region

Table: 2021-22 Douglas LDMG Membership

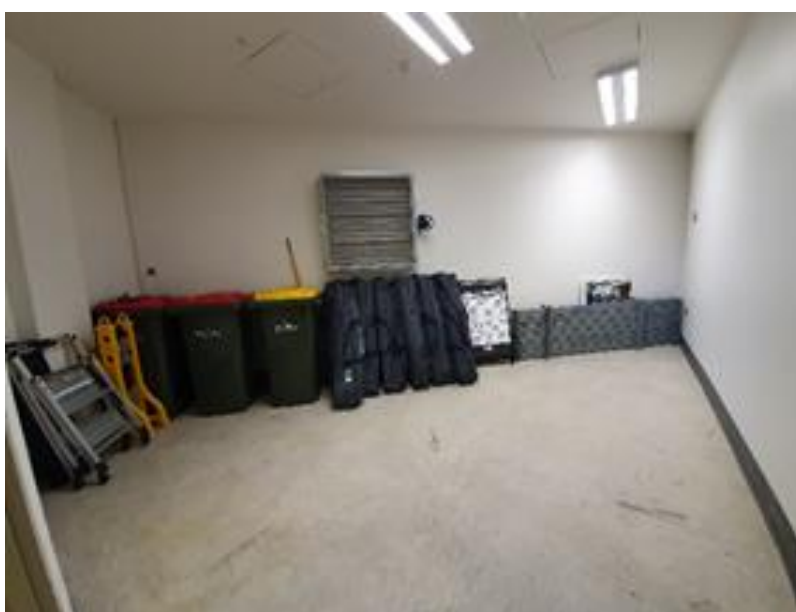
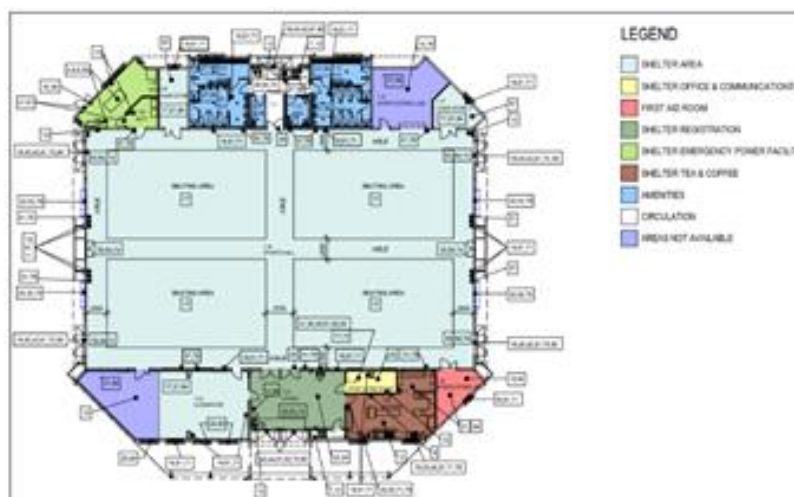
WET SEASON

A follow-up meeting was held by the Douglas LDMG with the Voyages Centre, QPWS and QFES regarding strengthening informed decision making for emergency support at Mossman Gorge. Voyages has worked with QPWS in the compilation of a protocol, which includes activations and response for the Gorge/Walking track and trigger points.

A meeting was held regarding emergency preparedness with the Entrada Ferry Operator and key agencies with the aim to increase the preparedness and understanding how to operate in wet season, after hours, etc. Actions included the distribution of emergency contact lists to the relevant stakeholders.

PORT DOUGLAS STORM TIDE CYCLONE SHELTER (PDSTCS)

Dr Peter Mullins was contracted by the Department of Energy and Public Works to review the plans, checklists and building features documentation of all cyclone shelters in the state. The current layout the safety of Port Douglas Storm Tide Cyclone Shelter occupants has been compromised for several years and impacts on the capabilities of the Cyclone Shelter Team. Council's Cyclone Shelter Manager has been working closely with the Department of Energy and Public Works: Major Projects Building Division's Manager for Disaster Coordination and the Port Douglas State School to have it reverted to the as built and current plan specifications.



Images: PDSTCS lay-out as of September 2021 with the Cyclone Shelter Storage Room/First Aid Room

DOUGLAS AREA FIRE MANAGEMENT GROUP (AFMG)

On 20 September 2021 the Douglas AFMG members participated in the close-off meeting of Operation Cool Burn.

LOCAL DISASTER COORDINATION CENTRE

Council's Cyclone Shelter Manager has been responsible for implementing a number of communication system changes to the PDSTCS and the Local Disaster Coordination Centre. Part of these changes included installing a dedicated communications cabinet in the back of the Council Chambers, which is a dedicated zone for comms and will assist our response and recovery time.



Image: LDCC Communication Cabinet

MOSSMAN SES

With support from Douglas Shire Council, the Mossman SES Unit is in the process of securing a new 4x4 Ute and replacing an older SES vehicle. Additional resources have also been provided to the Mossman SES Unit in preparation for the wet season, which includes rechargeable lights for the floodboat, dry bags, etc.



Image: Awarded resources to Mossman SES Unit

Saturday 10 and Sunday 11 July 2021 saw the brainchild of Buchan Point Group Leader Daryl Cheer (also an employee at Douglas Shire Council!) come to fruition with the running of a two-day exercise at Downfall Creek - Lake Tinaroo. Each day saw over 50 volunteers undertake a variety of land search operations some of which included being transported to and from the search areas by flood boats. Whilst land-based operations were underway, flood boats were allocated various search tasks and an RPAS team was also completing missions in the area.



Image: Mossman SES Unit Group Leader Kez Petherbridge as part of the Incident Management Team
Ordinary Council Meeting - 19 October 2021



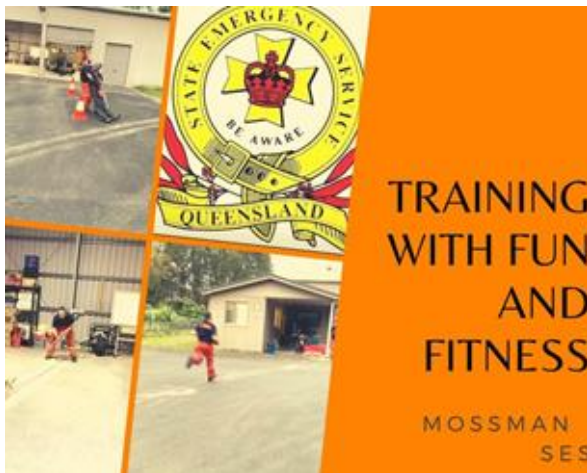
Image: Aerial Photo of SES volunteers on Saturday 10 July 2021

On 15 July 2021 the Mossman SES Unit participated in the Mossman Show. It was a great opportunity to meet fellow QFES, QPS and QAS peers and engage with the community. Paddy the Platypus was a very successful drawcard for the younger kids and we're sure we'll be seeing more of Paddy!



Images: Mossman SES Unit and Paddy the Platypus at the 2021 Mossman Show

The Mossman SES Unit has actively been involved in local training exercises on Monday evenings. A recent exercise included fitness mixed with our scenario-based training. Members made their way around a timed obstacle course completing SES-related activities. Weekend training being attended by members for this semester includes Briefing/Debriefing and AIMS.



Images: Mossman SES Unit Monday night training and Debriefing/Briefing training

Response

DOUGLAS LDMG: COVID-19

The Douglas LDMG is still activated for COVID-19 at the Lean Forward level. One LDMG meeting was held this quarter and several updates were circulated to the LDMG.

Douglas LDMG has been providing support to the Mossman Hospital in terms of scouting for secondary COVID-19 vaccination hubs and promoting the Cairns COVID-19 vaccination hub at the Cairns Convention Centre.

DOUGLAS SHIRE COUNCIL'S PANDEMIC WORKING GROUP

Council's Pandemic Working Group has been having monthly meetings regarding COVID-19 and the recent vaccine roll-out campaign. Current information is being distributed to all staff, which during this quarter pertained to mandatory mask wearing, the rolling out of mandatory Queensland Check-in App and the Brisbane lockdown.

The Workplace Pandemic Plan is a living document and is continuously updated with the latest information. From July to September Toolbox talks were facilitated by Council's EHO and Disaster Management Officer with various internal departments including Frontline, Water & Wastewater, Library staff, Finance and Integrated Services, Open Spaces and Nursery. Council's manager Environment and Planning has continued to update staff on COVID-19 related matters via the internal bulletin.

Recovery

DISASTER ASSISTANCE FOR APRIL RAINFALL EVENT

Five LGAs qualify for jointly funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA), which were impacted by heavy rainfall and flooding. Douglas Shire Council was successful in their application for recovery funding after damages to road infrastructure.

DOUGLAS SHIRE COUNCIL'S NORTH AND FNQ MONSOON TROUGH EVENT-SPECIFIC RECOVERY PLAN

The purpose of this recovery plan was to identify and describe priorities, strategies, issues, activities and actions taken to inform your impacted communities' recovery from the North and FNQ Monsoon Trough of 25 January – 14 February 2019. This report has now been closed out.

Environmental Health

Food Licenses and Accommodation Renewals

Food and Accommodation renewals are now complete and all businesses who complied with the renewal process have been issued a current approval certificate. Officers continue to work with businesses and provide support so they can continue to operate despite challenging times.

COVID Compliance

An Environmental Health Officer recently conducted inspections at Port Douglas and Mossman Markets to ensure that compliance with the Chief Health Officers directions were being achieved, particularly regarding QR codes and distancing. The officer spoke with all stallholders present and with the respective Market Coordinators, and found that overall, both markets were operating in a way that was generally compliant. Advice was provided by the officer for a few small improvements. While Council is not currently responsible for enforcement of the regulations, officers continue to assist Queensland Health with education and support, to ensure the safety of the community.

State Reporting

Officers recently completed mandatory State reporting for registered food businesses. The reporting showed that in the year ending 30 June 2021, Council licensed 218 food businesses, with 65 of those being restaurants. While officers acknowledge that it has been a tough 18 months for food businesses in the Shire, it was encouraging to see that only 1 Improvement Notice was issued and 2 Penalty Infringement Notices, highlighting the overall safety of local food operators.



Image: Food businesses in Grant Street

Illegal Dumping

Videos

As part of the Illegal Dumping Hotspot program three new animation videos have been produced for Douglas and are due to be released this month. These short videos form part of the educational component of the Hotspot grant and are looking at the problems that Illegal dumping can have and the hidden costs to rate payers with particular focus on green waste. Throughout the program green waste has often been the most reported form of illegal dumping. People sometimes don't think of green waste as a problem as its natural and breaks down, however the videos show the problems it can cause including;

- introducing seeds and cuttings that can grow in natural bushland becoming environmental weeds
- weeds compete with local native plants

- Impacts our waterways – such as, clogging stormwater drains, be harmful to animals and cause toxic algae blooms
- introducing pest animals or diseases into new areas, such as yellow crazy ants, electric ants
- removal of green waste takes council staff away from other care and vegetation programs

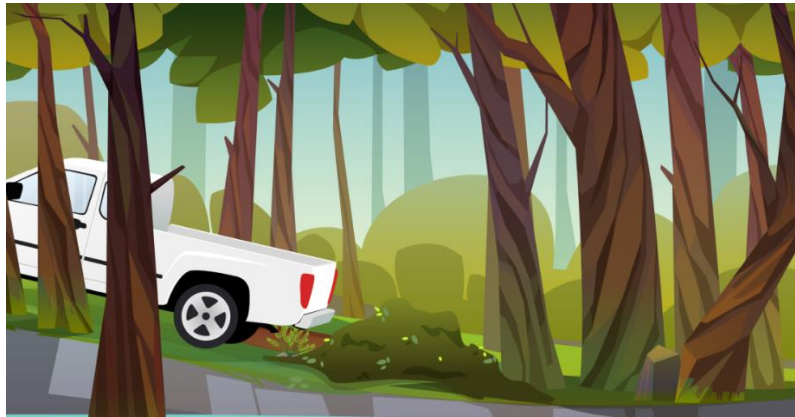


Image: Snip from Green Waste Animation Video

Beach Clean up

Councils outdoor crew were involved in a long clean up on four Mile beach after reports from residents about a large number of polystyrene balls being washed up along the shoreline. Council workers, as well as volunteers had to hand collect the polystyrene which stretched for over a kilometer from Four Mile Park.



Image: Clean Up Four Mile Beach

INFRASTRUCTURE

Civil Operations

The Maintenance Crews have been busy conducting routine maintenance during the first quarter and preparing for the wet season including the following works:

- Grading Crew – working on Capital Works Projects including Douglas Creek Road Realignment and the Gravel Renewal Program
- Backhoe and Maintenance – clearing trees, continuing drainage and road shoulder works
- Sweeping streets and killing weeds in gutters
- Water Truck – working on Capital projects
- Patching Crew – Pothole repairs for Transport and Main Roads and on Council roads



Image: Drainage Maintenance in Newell Beach area



Image: Crews removed large tree fallen across Mowbray River Road

The Construction Crews have been busy completing renewal projects and ongoing maintenance:

1. Concrete Crew

- i. Repairing trip hazards on footpaths in Mossman and Port Douglas;
- ii. Level 1 bridge inspections and repairs;
- iii. Capital Works including the Kerb and Channel renewal.

2. Civil Crew

- i. Completing inspections and repairs on Noahs Creek timber bridge;
- ii. Repairing drainage issues in Port Douglas and Wonga.
- iii. Inspecting and cleaning blocked stormwater pipes;
- iv. Repair Sinkholes.

Anich Bridge Construction Project

DSC Civil Construction crews recently commenced with the Anich's Bridge Project. The scope of work includes:

- Demolish old timber bridge.
- Construct temporary bypass.
- Install 10 steel piles as part of the new abutments.
- Construct Concrete abutments.
- Place new concrete girders.
- Construct approaches; section and improving safety.

Civform have completed the piling at Anichs Bridge. Ten piles weighing 4 tons each took approximately 30 minutes per pile to install over a period of two days. A time-lapse video showing the pile installation at the Southern abutment was be loaded onto Council's website.



Image: Demolishing the old Anich's Bridge



Image: Prepping foundation prior to installing Piles at Anich's Bridge



Images: Contractor installing Piles at Anich's Bridge

Reef Park Street Lighting Renewal Phase 2, Port Douglas

Infrastructure requesting RFQ to renew the old failing street lighting in Reef Park, Phase 2. The following list of streets are included in Phase 2:

- St Crispins Ave;
- Endeavour St;
- Ruby Close;



Image: Old streetlights to be renewed during the Reef Park Lighting Renewal Phase 2

Cooya Beach Principal Cycle Network Construction Phase

Council commenced with earthworks along Bonnie Doon Road as part of the Principal Cycle network construction project linking Mossman and Cooya Beach. The completed Cycle Path will allow school kids to cycle to school safely. The scope of the project includes the following:

- Earthworks;
- Installing Stormwater drainage;
- Signage and line marking;
- Installing a fence barriers;
- Constructing new 3m wide concrete path;



Image: Principal Cycle network project along Bonnie Doon Road

Douglas Creek Road Re-Alignment Project

The Grading Crew commenced with the road realignment on Douglas Creek Road early July 2021. After the slashing crew slashed the road reserve the new alignment was clearly defined. This is the first time the Grader crew attempted work of this kind constructing a new section of road. The Crew did a great job and improved their skills in the process.



Image: Douglas creek road prior to construction



Image: Completed realignment of a section of Douglas creek road

Gravel Renewal Program

Infrastructure staff engaged Shepherd to undertake unsealed road defect capturing using their Road Asset Condition Assessment System (RACAS). This information was processed to compare defects, gravel coverage and roughness (IRI) of this most recent capture (June 2021) against the previous RACAS capture (February 2021), to identify movements and trends. Whilst overall gravel coverage remained relatively unchanged, there were clear improvements in road roughness at a network level. This equates to a significant increase in comfortable travel speed. It is observed that a good number of roads have been graded and this is reflective in the roughness reduction as well (see below).

Table: Graded roads roughness reduction

Network Average	February 2021	June 2021	Change
Roughness (IRI)	6.4	4.8	1.6

A comparison of the two most recent RACAS surveys for the Douglas Shire Council's unsealed network indicates that the network has improved with the metrics indicating the road user will generally encounter noticeably smoother roads. The trend also indicates that the current Capital works program (Gravel Renewal Program) is managing the quantity of defects and dispersing these defects more evenly across the network whilst also improving road roughness.

Overall, the conditions of gravel roads within the Shire have improved each year since 2018/2019.

Following Shepard's Asset Services report, the Grading Crew commenced the Gravel Renewal Program on the identified roads with defects and low gravel coverage. Works include clearing gravel from drains and adjoining fields, reshaping the road and adding a new gravel layer.



Image: Upper Cassowary Road receiving 70mm gravel resheet and drainage upgrade



Image: Gravel resheet completed on Upper Cassowary Road

Kerb and Channel Renewal Program

During the first quarter Council's construction crew continued with the Kerb renewal program and replaced a section of the old failing Kerb and channel along Alchera Drive, Mossman. The renewal will reduce the ongoing maintenance along the section between Mossman Cemetery and Mossman Depot Road. The Kerb and Channel renewal program will continue to renew old, damaged Kerb and channel during the new financial year.



Image: Alchera Drive removing the old kerb and channel and prepping the base



Image: Alchera Drive kerb and channel near completion

Footpath Renewal Program

Council staff identified sections of Path to be renewed. During the first quarter the Construction crew completed a section along Hart Street to improve pedestrian accessibility to the Mossman Pool.



Images: Hart Street footpath renewal and upgraded to a 2.0m wide new concrete footpath
 Ordinary Council Meeting - 19 October 2021

Junction Pedestrian Bridge Project

Junction pedestrian bridge construction commenced during the month of March 2021. The Pedestrian bridge is an important link to complete the shared path between Mossman and Cooya Beach and to improve safety along the Bonnie Doon Rd. Project completed during the month of September 2021.



Image: Completed Junction Pedestrian Bridge

Disability Access program

Council's Technical Staff commenced with the Disability Access program. Planned works included the following:

- Renew all the Disability Parking's in Mossman and Port Douglas;
- Remove all the trip Hazards along Front Street footpaths;
- Remove and reconstruct all the non-complying access ramps;
- Add warning signs;



Image: Remarking all Disability Parkings in Mossman and Port Douglas
Ordinary Council Meeting - 19 October 2021

Design and Planning

Council officers working with Engineering Consultants to complete designs and plans for future projects and to be able to apply for future grants. The following list of future projects commenced during the first quarter:

- Kerb and Channel realignment along ALchera Drive;
- Cooya Beach Road Principal Cycle Network Path Design;
- Port Douglas Road Principal Cycle Network Path Design;
- Mossman Street and Footpath Lighting assessment.

Open Spaces and Natural Areas

The team has achieved many accomplishments during the first quarter. The following is a snapshot of the tasks / projects undertaken:

- Regular grounds maintenance, amenities cleaning and street cleaning activities across the Shire.
- Playground inspections.
- Repairs to main play unit Hutchings Park.
- Reinstatement of park shade sails. Renewal of shade sails installed at George Davis Park, Hutchings Park and Port Douglas Skate Ramp.
- Irrigation maintenance, fertilising of gardens and commencement of a mulching program.
- New and reconfigured seating at the Petanque Course to better suit the users.
- Island Point Walking Trail repairs
- Tree Planting Mowbray Street – 22 x Tree Ixora (*Tarenna dallachinana*).
- Maintenance work on all Warner Street Rosewoods. Treat wounds with insecticide and steri-prune. Remove deadwood and monitor tree health.
- Other vegetation maintenance:- Murphy Street, Island Point Walking Trail, Macrossan Street, Triton Close, Milman Drive, Davidson Street and Ulysses Street.



Image: Recent Tree Works on the Island Point Walking Trail

- Mulching works to Buluru Park, Nutalis Street and Port Douglas Community Hall.
- Tile art panels installed to the Mossman planter boxes.
- Recycled Plastic floating deck and fencing materials procured under the Reef Assist Grant to improve pedestrian access and dune health at Four Mile Beach (northern end).
- Mossman show preparations and clean up afterwards.



Images: Mossman Show Preparation and Clean Up



Image: Front Street Garden Bed Preparation

- Front Street Mossman garden bed preparation and planting.
- Pressure cleaning of amenity blocks between Mossman and Daintree.
- Hedging, herbiciding and general cleaning of cemeteries.
- Mossman and Port Douglas Sports Fields aeration and fertilisation.
- Port Douglas Sports Fields dethatching, top dressing and levelling.
- Four Mile Beach trimming of Beach Lettuce vegetation for sightlines at the lifesavers hut and around stinger net cable.

The following table highlights staff accomplishment data captured for the first quarter in the REFLECT Open Spaces data base:

Table: 1st Quarter Data Capture

Activity Name	Accomplishment for Each Quarter Q1	Person Hours for Each Quarter Q1
Vandal Damage Rectification	2	2
Litter Pickup	65	136
Mowing	15	153
Tree Maintenance	72	344
Grounds Maintenance	527	1606
Illegal Dumping Removal	4	5
Beach/Foreshore Maintenance	33	31
BBQ Maintenance	619	572
Amenity Cleaning	1384	1930
Park Furniture Maintenance	25	25

Activity Name	Accomplishment for Each Quarter Q1	Person Hours for Each Quarter Q1
Playground Furniture Maintenance	33	30
Irrigation Maintenance	9	61
Landscape Maintenance	25	402
Herbicide	23	131
Bridge and Footbridge Maintenance	2	2
Footpath Works and Maintenance	23	80
Bus Shelter Maintenance	2	1
Inspections General	8	5

Accomplishment For Each Quarter Q1 - 2021/22

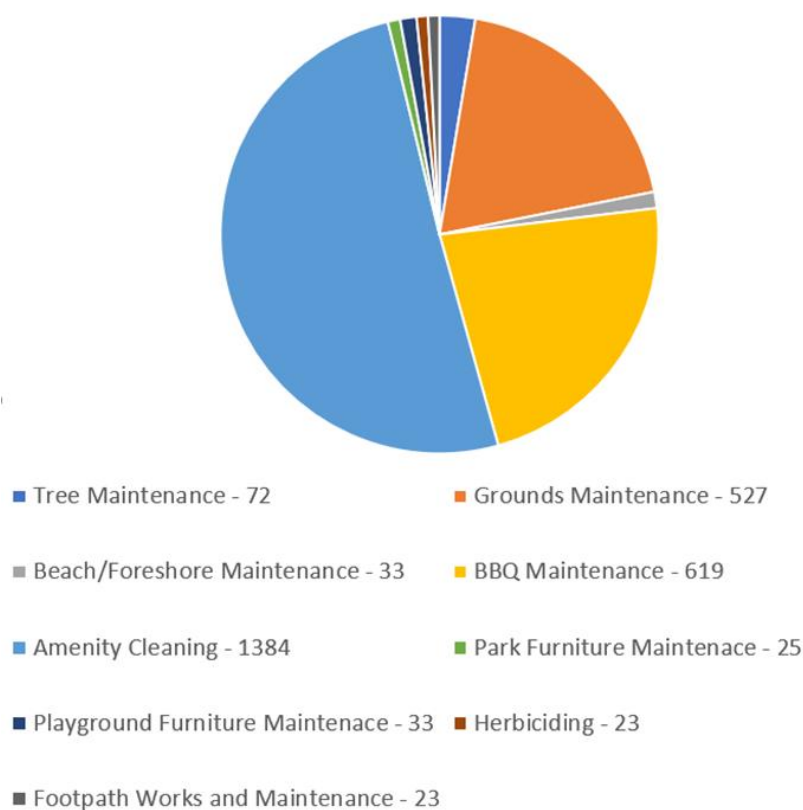


Image: Accomplishment task by amount

Capital Works

Parks Renewal Program 2020-21:

- Diggers Bridge Rest Stop – new carparking area, fencing and footpath installed.



Images: Diggers Bridge Works

- Directional drilling throughout Front Street Mossman and irrigation installed to existing garden beds.
- Request for Quote released to install a new playground in Daintree Village and renewal of the Four Mile Park playground.
- Landscape Architect completed a concept design for a new Green Ant Adventure Playground in Rex Smeal Park. Community consultation completed, with a report back to Councillor Workshop in November 2021.



Image: Rex Smeal Park Adventure Playground Feature - Oversized Green Ant

- Macrossan and Owen Street Intersection Upgrade. Works have been delayed due to material delays, however works are nearing completion. The final paving and landscaping will be completed during the month of October 2021.



Image: Macrossan and Owen Street Intersection works

- Two new Shelters and BBQ procured for Newel Beach Foreshore.
- New Shelter and BBQ procured for Rex Smeal Park.
- New seating procured for Milman Drive Park.
- New shelter procured for existing outdoor tables at Four Mile Beach near the Surf Club.

Biosecurity

During the first quarter the Nursery operations have been busy delivering large orders of native tree species for numerous revegetation project throughout the Shire as follows:

- Terrain NRM's Building Rainforest Resilience Project – Wangetti.
- Daintree Recovery Project.

- Reef Assist.
- Terrain Wangetti revegetation.



Image: Native plant production

Nursery Statistics as follows for first quarter:

- 960 native trees were planted at Wangetti Beach by Douglas Shire Council employees in order to protect and rehabilitate littoral rainforest/ forest in the southern section of the Douglas Shire. This is part of a successful grant application through Terrain NRM's Building Rainforest Resilience project which includes revegetation work, a landholder incentives program, community grants and ways to reduce cassowary deaths and injuries on roads. This project is supported by Terrain NRM through funding from the Australian Government's National Landcare Program.
- 817 trees supplied to Terrain for river stabilisation works
- 1,172 trees supplied for Reef Assist foreshore works
- 2,689 plants supplied to community groups, private landholders, and council works
- **Total Plants supplied by the Nursery 5,638**
- **Total Plants potted up 13,631**



Image: Douglas Shire Council and Terrain employees conducting the revegetation planting



Images: Douglas Shire Council employees conducting the revegetation planting



Image: Wangetti Beach Planting Project

Invasive Weeds

The Biosecurity Team completed the annual Siam surveys and now have turned their focus to the Hiptage Eradication Program. This year the team has 163 individual Hiptage revisit sites.

Hiptage aerial surveys have been successfully completed for 2021 with 50 new infestation sites identified throughout the target area. The aerial surveys were conducted over 2 days with a total of five 1.5hr flights. Douglas Shire Council's weed management team in collaboration with QPWS will now follow up with ground truthing and treating of the new sites.

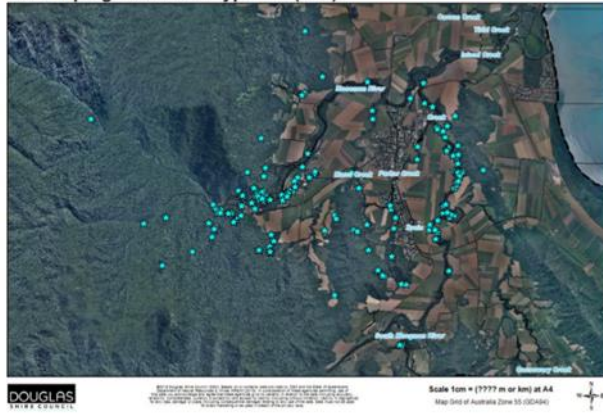


Image: 2021 Revisit Waypoints

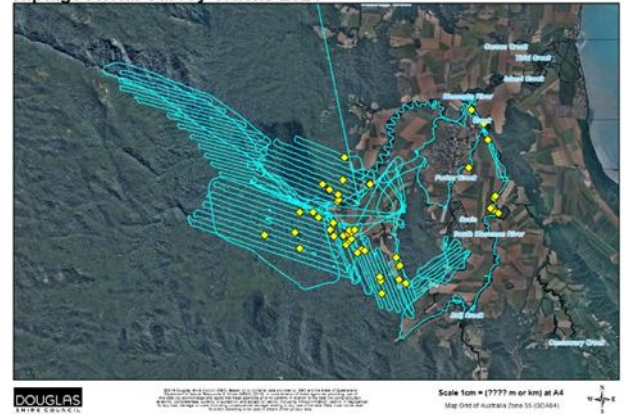


Image: Hiptage Aerial Survey Tracks 2021



Image: Hiptage surveys are a joint operation between Douglas Shire Council and Mossman QPWS



Image: Hiptage Aerial Survey Crew 2021

The Biosecurity Team has also started the annual Miconia surveys DAF, Biosecurity Queensland and QPWS in the Whyanbeel Valley to eradicate this invasive species from the Douglas Shire.



Images: *Miconia calvenscens*

In between the Hiptage and Miconia Programs, the team has also been targeting Turbina, a vine which can scramble over 10m high. It has the potential to invade and transform rainforest habitats by smothering and out competing native vegetation.



Image: Turbina Vine

Statistics:

- Total man hours on weed control = 1,001.5
- Feral pigs destroyed = 115

Building Facilities

Operational Works

With the start of the new financial year the Building Facilities team has expanded with the appointment of John Kenna to the new position of Facilities Maintenance Officer. John will be assisting the Building Facilities team with the supervision of maintenance and operational works along with site inspections for Capital projects.



Images: New window being installed at Mossman Depot

Capital Works

Building Facilities are making good progress with plans for this year's Capital Works projects, with many of the project briefs now complete and the procurement process well underway. These projects include:

- Mossman Library Fence – removal of the old library fence at the end of the car parking area, installation of a new retaining wall and timber paling fence. Installation of new concrete edging strip, gardens and irrigation and extension of the bitumen to the new concrete edging.
- Public Toilet at Dagmar Street – Installation of a new waste water dispersal area for the Dagmar Street toilet block .
- New Generator Shed at Diwan – Construction of a new generator shed to house the generator, battery bank and inverter which power the Diwan Health Clinic and the public toilets.
- New Security System- Council is rolling out a new security system across many of it's buildings to allow for improved functionality, and to keep pace with ever changing technology.
- New Automatic Gates for Mossman Depot – New automatic gates will be installed at Mossman Depot to improve security.
- Harness points – New harness points and ladder access points are to be installed on Council roofs through the Shire to improve safety for contractors when conducting maintenance works.

Council is also working together with engineers from APEC to address concrete delamination under the Port Douglas concrete jetty (Also known as Fisherman's Wharf). Preliminary works carried out by Angel Construction have revealed that the corrosion first identified is more extensive than first realised. Further investigations will be conducted to ascertain the extent of the problem.



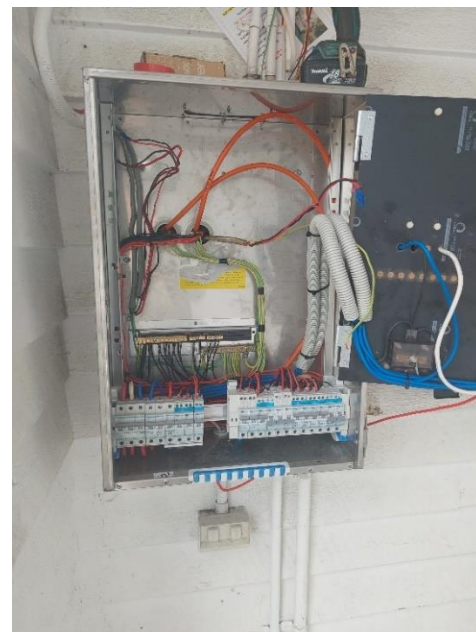
Image: Concrete jetty at Port Sugar Wharf



Images: Delaminated / spalled concrete before and after removal

Grant Funded Projects

Works at the Port Douglas Sugar Wharf have continued as the final phases of the Building our Regions Grant are rolled out. This will include upgrades to the complete electrical system with a new stainless steel power box, new lighting, new fans and new power outlets.



Images: Before and after – New electrical box at Port Sugar wharf

Ordinary Council Meeting - 19 October 2021



Images: New fans at Port Douglas Sugar wharf

The Council was also successful in securing funding from the Queensland Resilience and Risk Reduction Grant to install remote generator monitoring of two of its high-risk sites, Diwan Health Clinic generator compound and Flagstaff Hill communications tower. These projects will be rolled out in the coming weeks in time for the wet season.

Workshop and Fleet Services

Small plant continued to be maintained to the required standards in support of Council Maintenance Crews. We continued to renew old small plant to improve productivity and ensure all equipment (small plant, hand tools and generators) are operational.

The new Maintenance Management System is being utilised to ensure plant is serviced on time and details recorded. The new system integrates service actions, scheduling and financial records for each piece of plant and will improve maintenance compliance and Work Health and Safety compliance. The workshop is currently busy detailing all the Nissan Xtrails to protect the paint from harsh summer sun and to refresh the fleet.



Image: Nissan X-trails being Polished and detailed at the Workshop

Ordinary Council Meeting - 19 October 2021

After our recent Hazard inspections Councils WH&S officers identified risk in the workshop. All risks were addressed through engineering solutions to improve safety in the workshop.



Image: Emergency Stops installed on equipment in the workshop

During the month of July the Workshop rolled out the 'Stay Wider of the Rider' bumper stickers on fleet vehicles.



Image: 'Stay Wider of the Rider' sticker

WATER AND WASTEWATER

Operations in the Water and Wastewater Department proceeded well during the July to September 2021 reporting period with an emphasis on:

- Potable Water consumption,
- Water Education,
- Training and long service awards,
- Regulation compliance,
- Rectification of faults and defects,
- Scheduled maintenance,
- Business continuity plan for COVID-19 and,
- Capital projects

Water

Potable Water Consumption

This reporting period is the start of winter/spring season which is generally the driest period of the year. Although the Rex creek intake water level has slowly declined, the area has had bursts of rainfall events at the beginning of July, end of August and beginning of September 2021. The highest rainfall event occurred on 22 August 2021 which raised the Rex Creek intake level to 940 mm. The climate rainfall outlook forecasted by BoM is likely to be above average which may help us through the 2021 winter/spring period within our shire. Due to proficient intake levels, council has not needed to enforce any water restrictions. However, it is important for our community within Douglas Shire to commence water conservation practices prior to water restrictions being implemented.



Image: Rex creek intake showing good water levels as of 22 September 2021

All intakes and reservoirs had adequate water supply during the reporting period, all water treatment plants met all demands requirements and performed well with no incidents.

In late September 2021 a water main leak on the raw water main at the corner of Coral Sea Drive and Mossman Gorge Road was reported. The leak was repaired; however, another leak was found on the Port Douglas treated water main in the same area. The water reticulation team reconfigured and isolated the leaking water main resulting in the delivery of treated water from the Mossman reservoir to both networks in Port Douglas and Mossman. This was a temporary solution until a specialist fitting was manufactured and repairs were undertaken. From 24 September 2021 onwards, the average water consumption graph shows Port Douglas network as **0.00 ML/day** and Mossman network as **11.81 ML/day**.

The average water consumption for the Mossman/Port Douglas scheme for the months July through to 23 September was **8.13 ML/day** for the Port Douglas network and **2.44 ML/day** for the Mossman network. The graph below displays the comparison use between Mossman and Port Douglas networks and Rex Creek intake level.

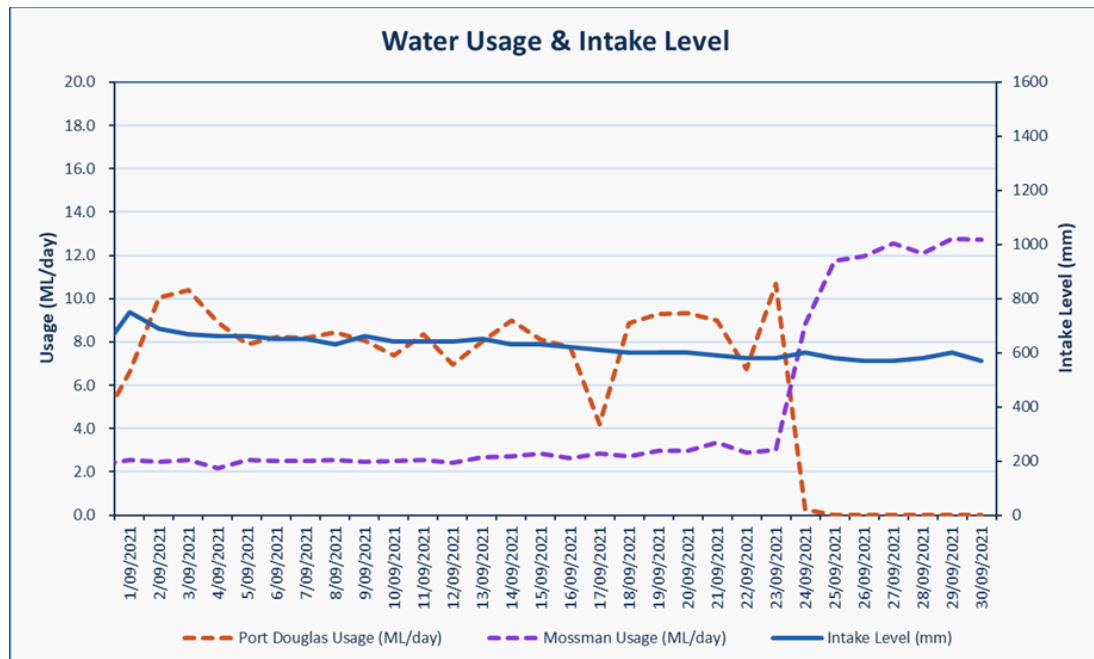


Image: Water Usage and Intake Level Graph

Water Education

The vulnerable persons register has been added to the Water and Wastewater website pages to inform those in our community who are vulnerable and may require some additional aid during water supply issues such as water main breaks or water quality incidents. Flyers and posters have been distributed out into the community for awareness.



Waste, Water and Wastewater departments got together and performed interactive games and education on waste recycling, water conservation and wastewater at the 2021 Mossman Show. Game prizes were won including miniature wheelie bins, shower timers and shower heads, so there were a lot of happy customers.

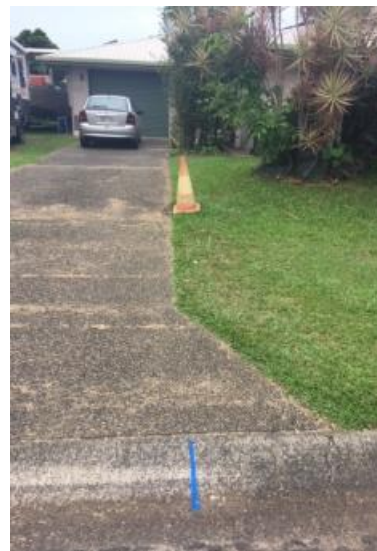


Images: Water, Waste and Wastewater Mossman Show Stall display July 2021

Training and long service awards

In this reporting period the Water and Wastewater teams completed online training in “non-hazardous confined space and a gas monitoring”.

The completed training on leak detecting instrumentation has paid off for the water reticulation unit and they are proactively finding water leaks with the new leak detector technology. Detection instrumentation has assisted the team to locate water leaks at Newell Beach and a major water main break in Whyanbeel.



Images: Water reticulation team locating water leaks



Images: Water main break in Whyanbeel

Three staff members within Water and Wastewater received their certificate of service within Douglas Shire Council. Marie Lawson and Matthew Govorko have completed 15 years of service and Jason Wilkie 10 years of service. Congratulations to all staff members for their contribution towards Douglas Shire Council.



Image: Marie Lawson and Jason Wilkie received their certificate of service

Regulation compliance

All drinking water parameters analysed were compliant with the Health Guideline Values of the Australian Drinking Water Guidelines (ADWG) and the Public Health Act 2005. There were no water quality notifications during this reporting period.

Every year Qld Water promotes the good work done by water service providers in producing a great quality product to their communities 24/7 in Queensland. Our environmental technical officer submitted a sample of Douglas Shire's water in the 'Best of the Best Queensland Water Taste Test' competition and our shire came in third place. Well done to all the staff within Douglas Shire Council water department.

Rectification of faults, defects and scheduled maintenance

During this reporting period, there were 231 customer request notifications, 110 service repairs and 17 water main breaks that were repaired. There were also 228 settlements and 11 new service installations. The water reticulation team records the number of water service renewals and Dial Before You Dig service locations (DBYD). There were 16 new water service renewals and 226

DBYD in this reporting period. Water service renewals are replacing water services which have reached their life expectancy and are at risk of failing. Providing DBYD service locations on council infrastructure assists in preventing damage and disruption to water, sewer and drainage services within the Douglas Shire.

In this reporting period, the water reticulation team performed some major water main repairs within the shire and disconnections on a dual metered property connection. The infiltration of tree roots is the major cause of water main breaks. The dual unmetered water connection was metered and the other one was unmetered.



Image: Water leak which had a dual metered property connection



Images: Water main break in North Mossman



Images: Water main break in Miallo



Image: Water main break in Cooya Beach



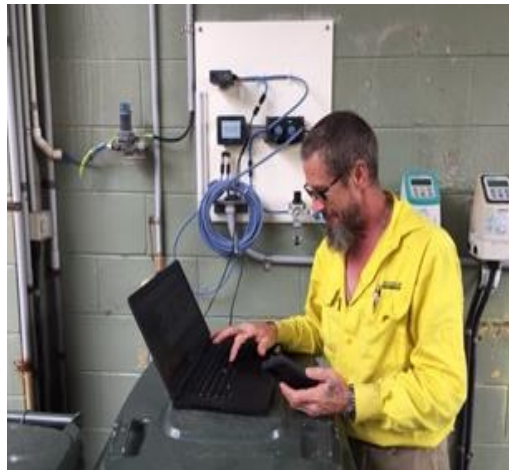
Images: Raw water main leak at the corner of Coral Sea Dr and Mossman Gorge Rd

General maintenance was carried out during the reporting period on all schemes, including maintenance of all intake valves. Regular inspections of reservoirs and pump stations and flushing programs were completed on an 'as needed' basis to keep chlorine residuals within the acceptable guideline limits.

The water quality team have installed a chlorine and pH analyser at the Mossman Water Treatment Plant to monitor and record chlorine residual and pH of water leaving the main water reservoirs. This upgrade improves the constant monitoring of the water quality. The water quality team have installed the communications and are self-taught on the set up and operation of the monitoring equipment.



Images: Water Quality team installing the communications of the chlorine/pH analyser



Images: Water Quality team commissioning works of the chlorine/pH analyser

The Mossman water treatment plant was shut down on 18 August, whilst a team of contractors performed renewal pipework replacing an old elbow pipe and replaced it with a new 600 mm diameter pipe. Prior to the works, all treated water reservoirs were filled to maximum capacity to ensure there was sufficient water supply to the Mossman and Port Douglas communities. Another part of this project involved officers from the water team, workplace health and safety and project office to inspect the new raw water main pipework at contractor's workshop. The contractors performed testing on the proposed repair procedures for the new raw water main pipework that connects into the Mossman water treatment plant.



Image: Mossman Water Treatment Plant pipework old elbow replaced with new 600-diameter pipe



Images: Inspecting Dawsons Engineering proposed repair works on raw water main pipework

Maintenance, repair and operational activities included:

- Water pressure cleaning at all water plants,
- Replaced and installed 52 new UF cartridges at Mossman Water Treatment Plant,
- Installed 2 new UF cartridges at Daintree Water Treatment Plant,
- CIP cleans undertaken on UF cartridges at all water treatment plants,
- Backwash filters, pre filters and CIP filters were maintained for operational efficiency,
- Service of all generators,
- Service of all gas chlorine dosing plant,
- Reservoir Inspections,
- Service of Calcium Hypo dosing plants,
- Work area improvements to perform efficient operational activities,
- Raw water feed pre-filters maintained at Whyanbeel and Mossman Treatment Plants, and
- CIP filters maintained at the Whyanbeel and Mossman Treatment Plants.

The Daintree Water Treatment Plant has been operating with four UF cartridges since it was commissioned in 2002 which limited production to one litre per second. The installation addition of two UF cartridges allows production of 2.1 litres per second which enhances and ensures fast recovery and continuity of water supply to residents of Daintree.



Images: UF cartridges installed at Mossman and Daintree Water Treatment Plants

COVID-19

The current COVID-19 safe workplace update within this reporting period has continued with staff within water adhering to the social distancing rules, wearing masks in indoor places and in vehicles as required. All units continued to work as separate teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered. A COVID-19 business continuity plan and an operational business continuity sub plan have been developed which identifies the minimum level of acceptable performance to be maintained in the event of a disruption.

Capital Works

This reporting period is the beginning of the new financial year 2021/2022 capital works program and most of the 2020/2021 carry over projects have been completed. The refurbishment of Craiglie reservoir has been completed with a new electro-chlorination dosing system to replace the gas chlorine system. The commissioning of the reservoir is expected in following reporting period.

Water quality and reticulation projects have commenced procurement such as acquisition of quotes, project designs, and contracts for the process control renewals, UF cartridges renewals, protective roof turbidity meter cabinet, CIP filter replacement program and programming works for water main firefighting compliance.

52 new UF cartridges were installed at the Mossman Water Treatment Plant as part of UF cartridge renewal program. The new cartridges will allow for the higher production of flow required to meet the increasing water demand.

Water Reticulation capital works project for the smart water meter program has been awarded and pre works notifications have commenced in this reporting period. Letters have been sent out to residents in Port Douglas, Craiglie and Mowbray areas.



Smart Water Meter Program Port Douglas, Craiglie & Mowbray

To The Owner

Notification of Water Meter Preparatory Works

Douglas Shire Council's authorised officers and contractors will be performing inspections and preparatory works on the water meter at your property. Inspections will commence late September 2021 and continue through to June 2022.

To ensure works can proceed without costly delays, we are asking all Port Douglas, Craiglie and Mowbray residents to check that their meter:

- Is clear of vegetation, e.g., shrubs, trees, overgrown grass
- Is not obstructed by anything such as a fence or wall
- Is not buried in concrete or dirt
- Can be accessed by workers without any interference from animals on the property

If work on the meter is required, this will be done at no cost to you. If, however, there are major works required on your side of the meter, a member of Council's water management team will contact you directly to discuss requirements.

Why Are We Doing This?

Water security is a high priority for Douglas Shire residents and the development of a Smart Water Network will enhance existing infrastructure, improve efficiency and reduce water loss from the system.

A smart water meter is a digital device that measures, in real time, the amount of water in use. Then, via a low frequency radio transmitter, sends data to Council for processing. Around 4,700 meters will be installed throughout the Shire with Port Douglas, Craiglie and Mowbray first in line. Because the meters can collect and relay information quickly, they have the potential to provide daily updates on:

- An individual property's water use, enabling people to be more aware of how much water they are using.
- Automatically issuing leak alerts, so people can act on possible water leaks quickly to save water and avoid potentially high bills.
-

Enquiries

For more information on the Smart Water Meter project including latest updates, please go to <https://douglas.qld.gov.au/smart-water-meter-program/>. You may wish to use the QR code to access the webpage via your smart phone.

If you have further questions, please contact Gaye Scott, Community Liaison Officer on telephone 4099 9414 or communityliaison@douglas.qld.gov.au



Issued 21.09.2021

Image: Smart water meter program notification works letter

Wastewater

General and preventative maintenance duties were carried out at both Wastewater Treatment Plant sites during the reporting period. In this reporting period, there were a few urgent emergent works to repair sewer house connection branch lines within the Port Douglas area.

House connection branch lines are the main pipe connections between a toilet/bathroom within a property to the council sewer main. One of the main causes of sewer blockages are tree roots. Therefore, once the sewer repairs are complete, the wastewater team ensure the path, gardens etc. are restored to their original state.

Annual service program of wastewater pumps has been awarded to a pump maintenance contractor and works commenced on 21 September 2021. The contractor will be servicing over 100 pumps within the shire for a two-week period. The purpose of the inspections is to determine the current condition of pumps, equipment within the confines of the pump installation and make any minor repairs/adjustments for the wastewater staff to action.

Developer of a new subdivision in Craiglie has completed installation of sewer pump station and sewer infrastructure.



Images: new sewer pump station and council sewer reticulation in Craigie subdivision



Image: Tree roots infiltrating a sewer main pipe



Images: House connection branch lines repaired and restored to original state in Port Douglas area.



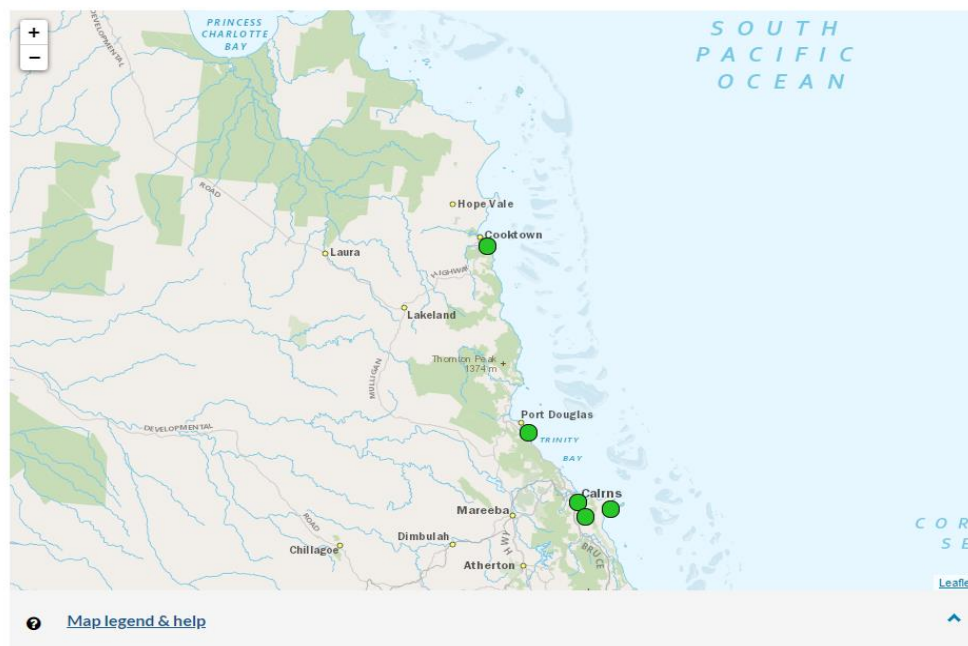
Images: House connection branch lines repaired and restored to original state in Port Douglas area.

COVID-19

The current COVID-19 safe workplace update within this reporting period has continued with staff within wastewater adhering to the social distancing rules, wearing masks in indoor places and in vehicles as required. The Wastewater team have responded to the pandemic virus COVID-19 by splitting the workforce into two teams to minimise risk to workers, maintain community safety and ensure essential services are being delivered.

From December 2020, Queensland Health have commenced a state-wide wastewater surveillance program for COVID-19. The program is expected to run until the end of 2021 and has strong support from the Chief Health Officer. The Wastewater team will be assisting Queensland Health by conducting weekly wastewater sampling from the Port Douglas Wastewater Treatment Plant. Results from the testing will be used within Queensland Health to inform public health efforts. COVID-19 was not detected at the Port Douglas Wastewater Treatment Plant since December and within this reporting period, as indicated in map below of recent wastewater testing results.

Map of recent wastewater testing results



This map summarises the most recent results from the last two weeks of available data.

- Recent detection
- No recent detections
- No samples taken recently

Image: Wastewater testing results up until 26 September 2021

Ordinary Council Meeting - 19 October 2021

Capital Works

Completed capital work projects in this reporting period include the replacement of the SBR aeration blowers, digester blowers and the digester aeration system located at the Port Douglas Wastewater Treatment Plant.

In this reporting period, the new financial year 2021/2022 capital work projects have commenced. Port Douglas Wastewater Treatment Plant air compressor renewals project and the tertiary filters sand replacement project went through a procurement process. Letters to the residents within Cooya Beach have been sent out to advise about manhole raise and resealing program. Quotes, project designs and contracts have been procured for the L1 rising main, RTU and switchboard renewals and the odour control unit renewal.



Image: Contractor's servicing wastewater pumps within Douglas Shire



Images: Digester blowers and SBR aeration blowers installed at Port Douglas Wastewater Treatment Plant



Images: Digester 1 & 2 (diffuser) aeration system replacement at Port Douglas WWTP

DOUGLAS SHIRE COUNCIL

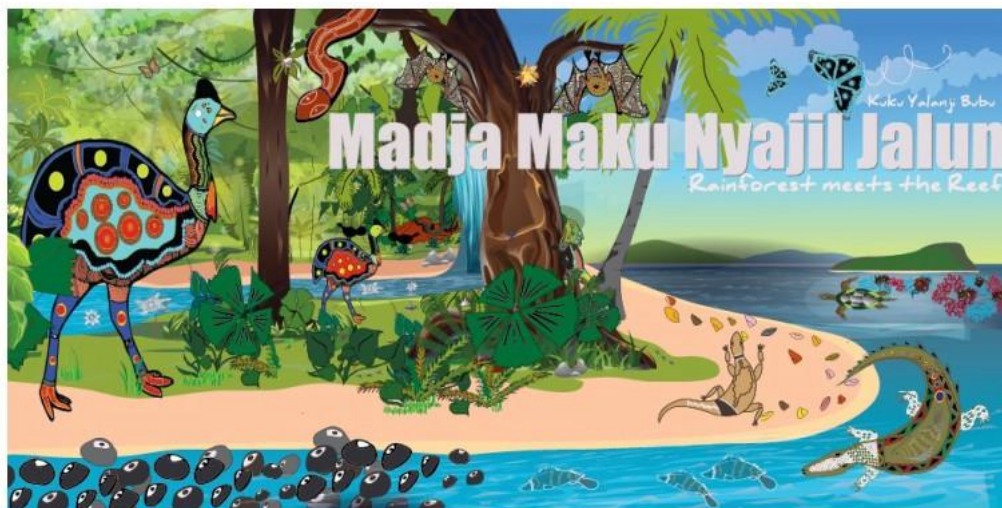
ORGANISATIONAL REPORT CARD

2021 - 2022

July – September 2021

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

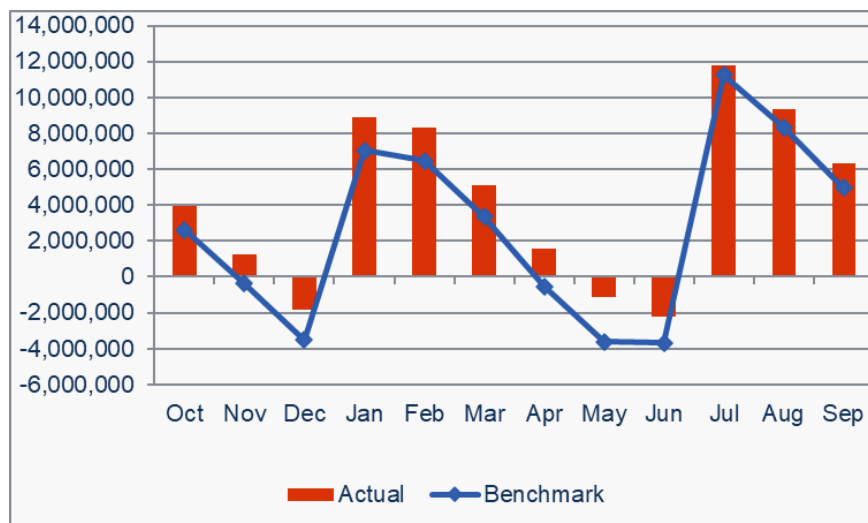




Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

1.0 FINANCIAL PERFORMANCE

1.1 Operating Result – Actual vs. Budget Year To Date

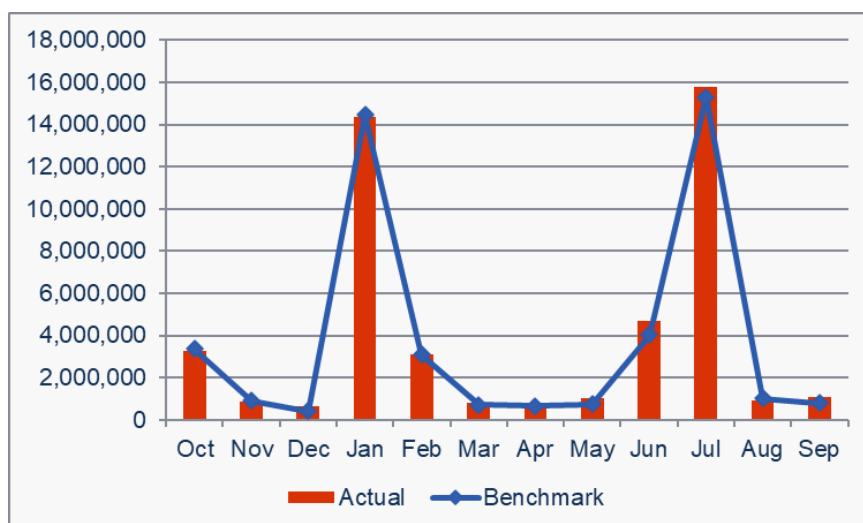


	Year To Date July	Year To Date August	Year To Date September
Benchmark:	11,257,646	8,334,718	4,977,152
Actual:	11,793,843	9,320,916	6,340,816
Variance:	536,197	986,198	1,363,664

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

Interpretive Comments: Council adopted the 2021/22 Budget on 15 June 2021.

1.2 Revenue Against Budget

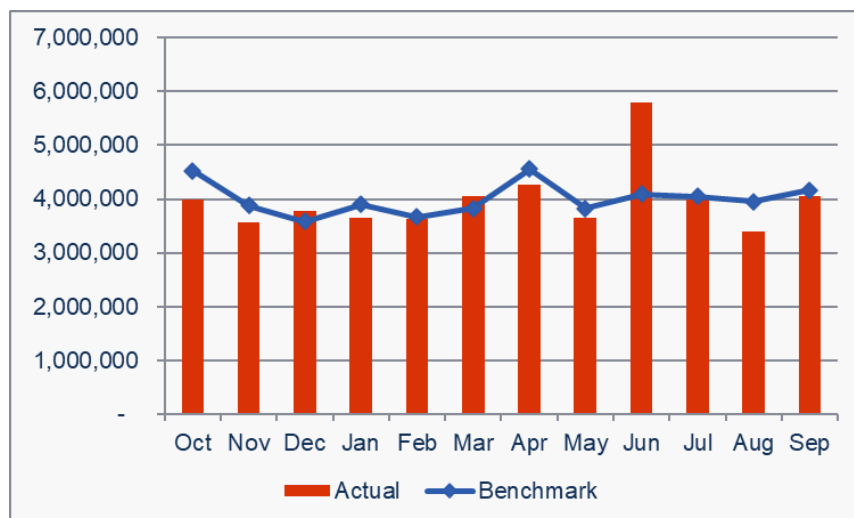


	July	August	September
Benchmark:	15,303,958	1,027,195	806,146
Actual:	15,777,016	921,710	1,065,273
Variance:	473,058	-105,485	259,127

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

Interpretive Comments: Council has collected 37% of its forecasted operational revenue.

1.3 Expenses Against Budget

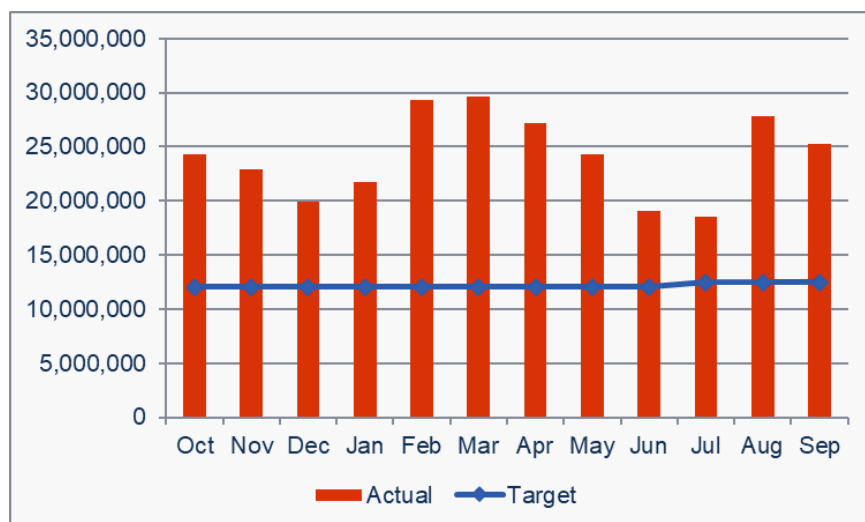


	July	August	September
Benchmark:	4,046,312	3,950,123	4,163,712
Actual:	3,983,172	3,394,638	4,045,373
Variance:	-63,140	-555,485	-118,339

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

Interpretive Comments: Year to date operating expenditure is currently under budget, predominantly due to the timing of materials and services.

1.4 Capacity to Meet Operational Expenses

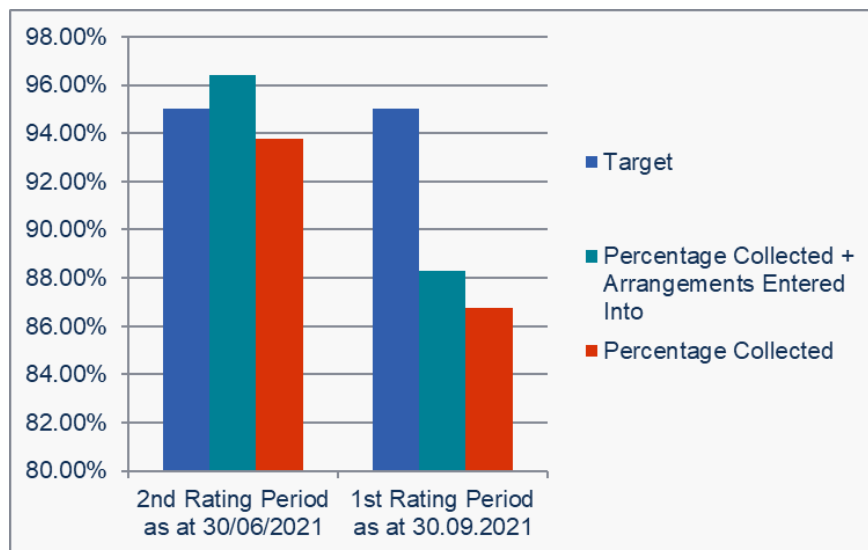


	July	August	September
Target:	12,488,755	12,488,755	12,488,755
Actual:	18,550,658	27,807,432	25,277,082
Variance:	-6,061,903	-15,318,677	-12,788,327

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

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

1.5 Rates Collected



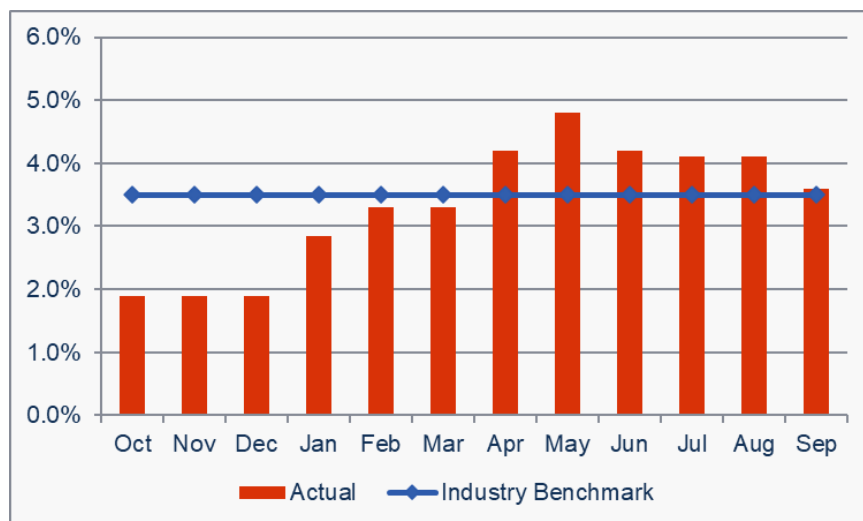
	2 nd Rating Period	1 st Rating Period
Target:	95.00%	95.00%
Percentage Collected and arrangements entered into:	96.43%	88.30%
Percentage Collected:	93.79%	86.75%

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

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

2.0 HUMAN RESOURCES

2.1 Lost Time – Workplace Injury

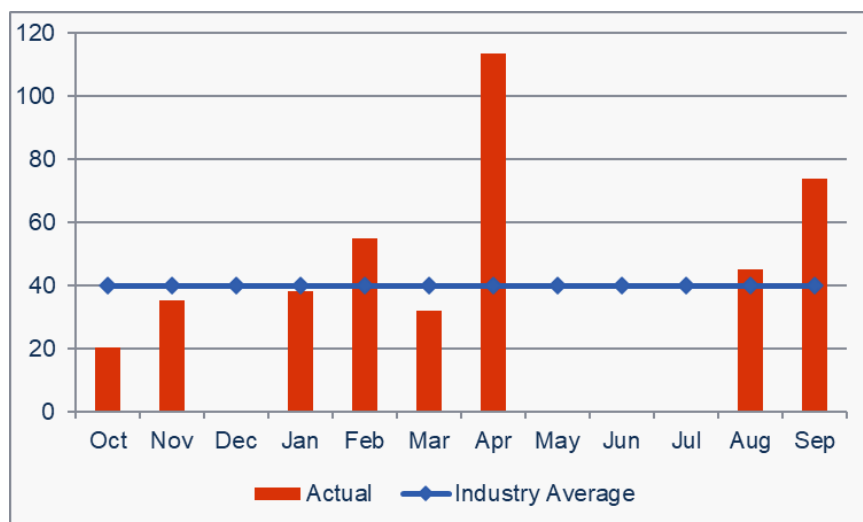


	July	August	September
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	4.1%	4.1%	3.6%

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: The rate for this reporting quarter, although trending down is higher than the industry benchmark, due to a small number of longer term return to work cases.

2.2 Efficiency of Filling Positions Vacant

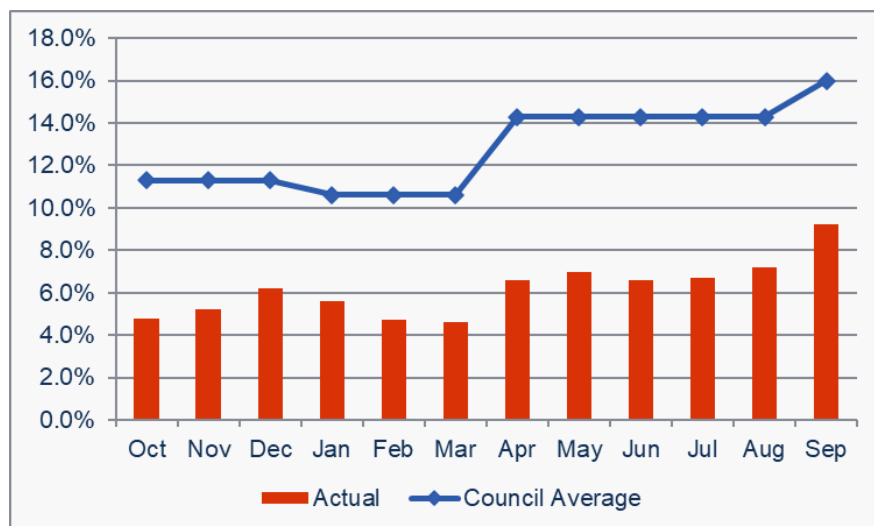


	July	August	September
Maximum:	40	40	40
Actual:	0	45	74
Variance:	40	-5	-34

Explanatory Notes: This is calculated as the number of working days from advertisement of a role to when an offer is made. Council expects roles to be filled within eight weeks however will extend this as needed in order to secure quality staff for our organisation.

Interpretive Comments: Council filled no advertised roles during July 2021 however several external advertised positions were filled during August and September 2021 including Manager People and Community Services. External recruitment activities have significantly increased that will impact on the October to December 2021 quarter recruitment activities.

2.3 Monthly Staff Turnover

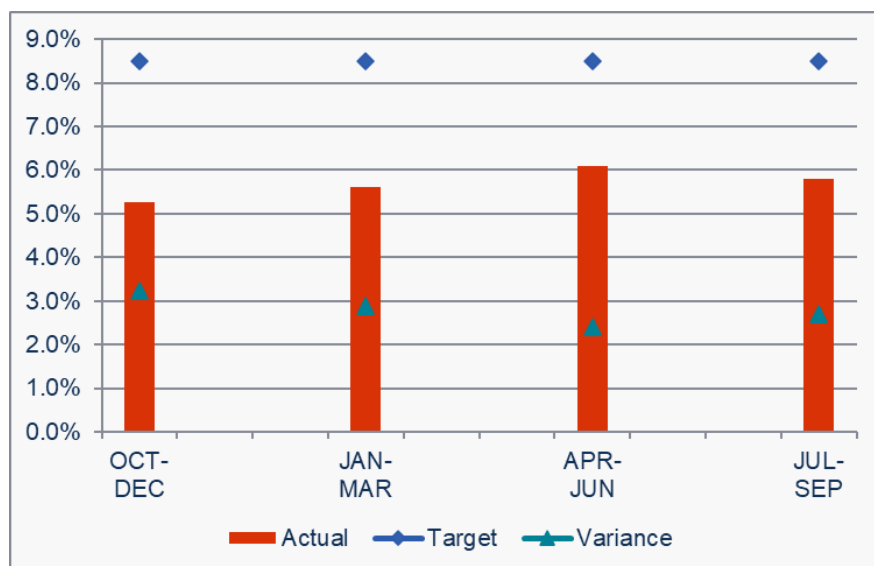


	July	August	September
Maximum:	14.3%	14.3%	14.3%
Actual:	6.7%	7.2%	9.2%
Variance:	7.6%	7.1%	6.8%

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

Interpretive Comments: The average number of staff exiting Council in the last 12 months is average 7.7% for this reporting quarter, which is a yearly average 10.05% of total staff.

2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



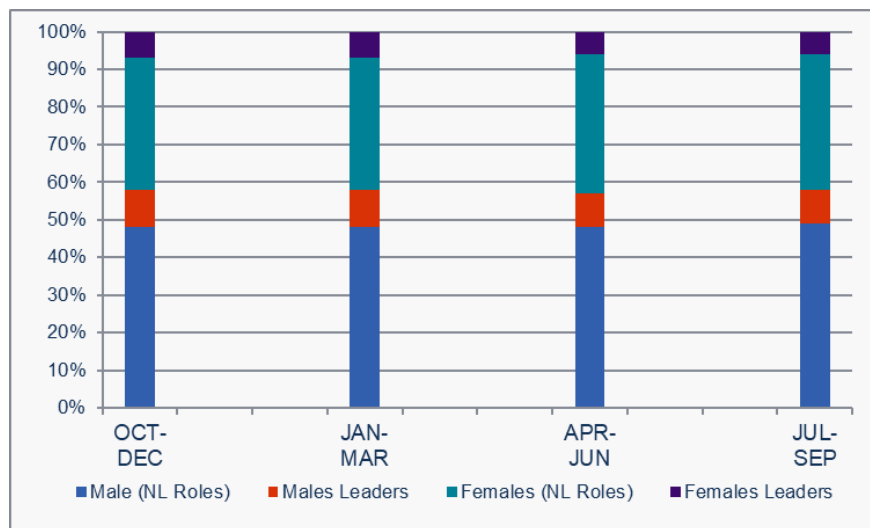
July – September 2021

Maximum:	8.5%
Actual:	5.8%
Variance:	2.7%

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

Interpretive Comments: In this quarter Council employed an average of twelve Aboriginal and Torres Strait Islander staff.

2.5 Workplace Diversity – Males & Females



July – September 2021

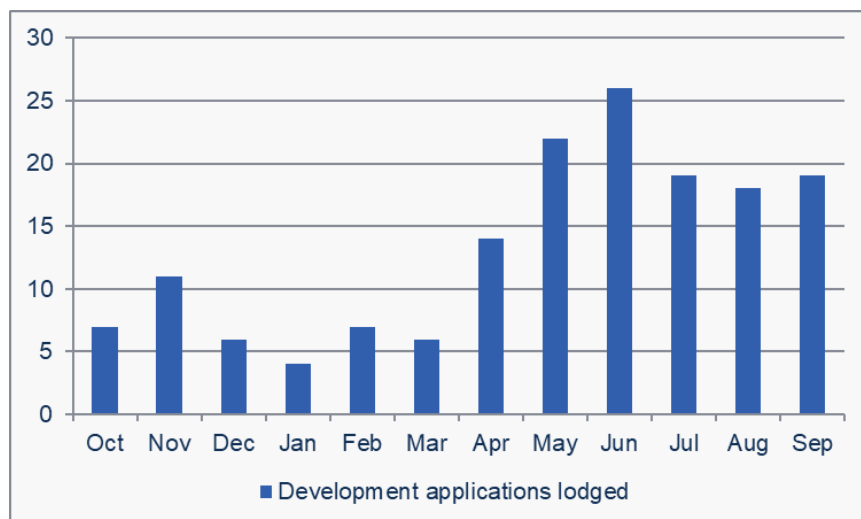
Males (NL roles):	49%
Males	9%
Females (NL roles):	36%
Females:	6%

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 208 staff - 57% male and 43% female. The 17 of the male staff and 13 of the female staff held leadership roles.

3.0 ENVIRONMENT & PLANNING

3.1 Development Applications Lodged

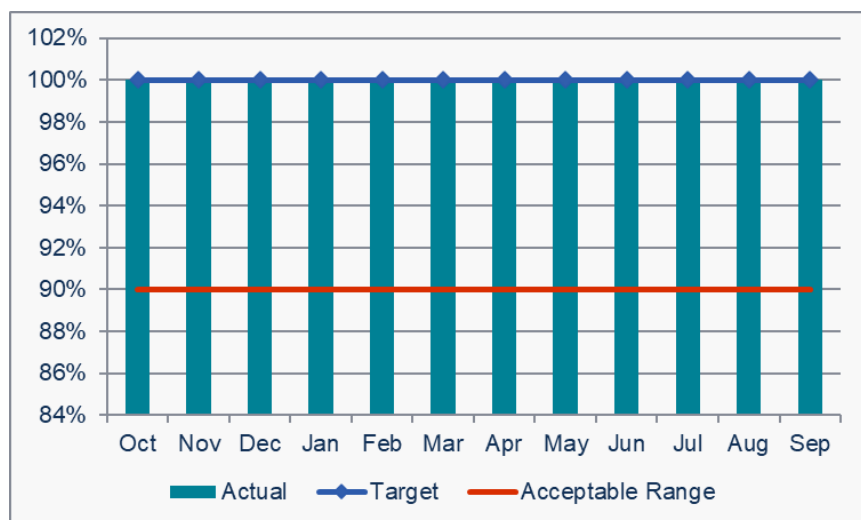


	July	August	September
Actual:	19	18	19

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

Interpretive Comments: The number of new Development Applications identified has remained relatively the same as the preceding quarter.

3.2 Assessments Completed Within Statutory Timeframe

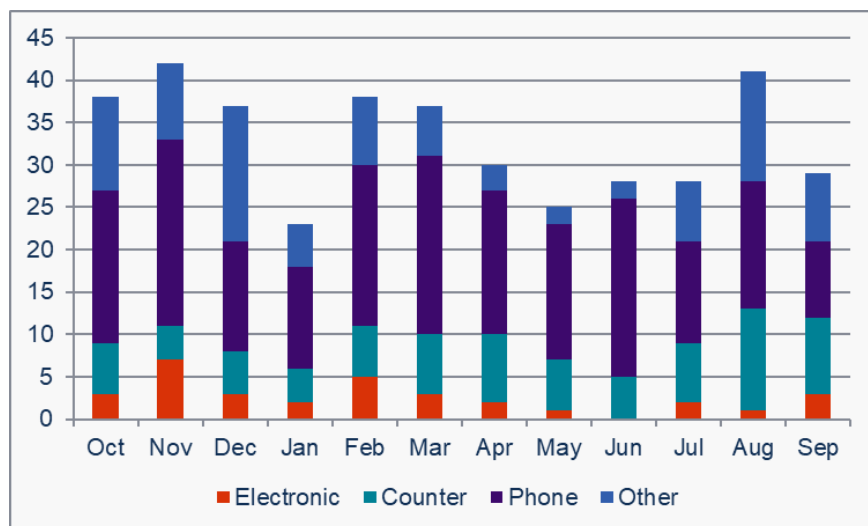


	July	August	September
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

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

3.3 Development & Assessment Officer Enquiries

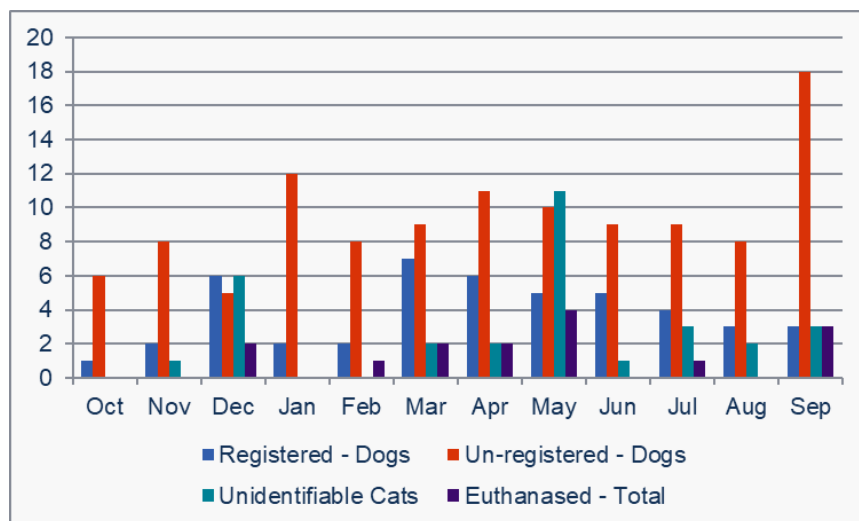


	July	August	September
Electronic:	2	1	3
Counter:	7	12	9
Phone:	12	15	9
Other:	7	13	8

Explanatory Notes: Figures capture the number of planning enquiries received via the front counter and via phone when Officers are available to take the call. When Officers cannot take the enquiry, CRM's are entered. A significant amount of overall planning related enquiries are received each month.

Interpretive Comments: Number of enquiries have remained relatively consistent with previous reporting months.

3.4 Animal Impoundments

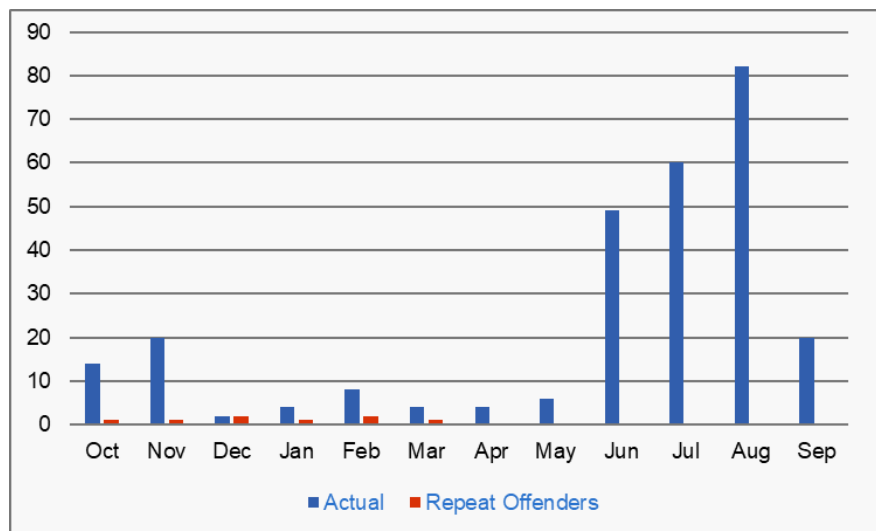


	July	August	September
Registered - Dogs	4	3	3
Un-registered - Dogs	9	8	18
Unidentifiable Cats	3	2	3
Euthanased - Total	1	0	3

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

Interpretive Comments: The large number of un-registered dog impounds in September include a litter of 6 puppies that were surrendered to Council and a number of dogs seized as the result of dog attacks.

3.5 Illegal Camping



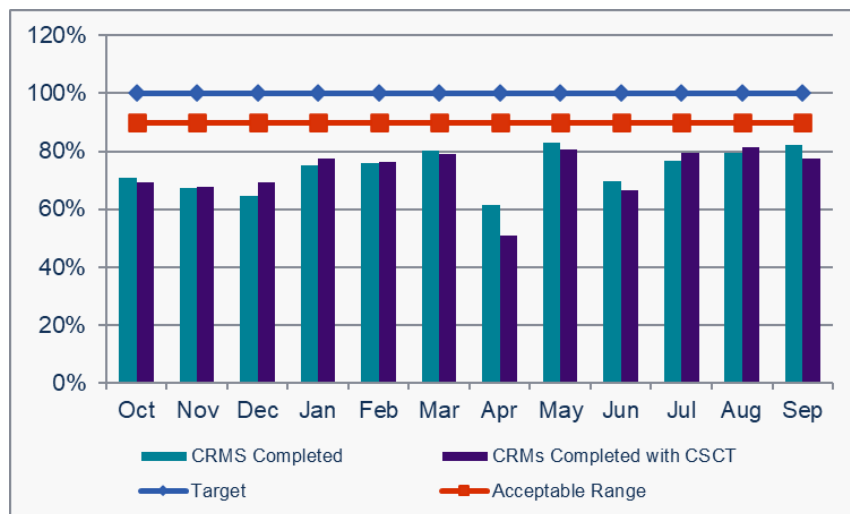
	July	August	September
Actual	60	82	20
Repeat Offenders	0	0	0

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

Interpretive Comments: With continued border closures and Covid-19 outbreaks in the south eastern states, numbers of visitors have been very low this season and are slowly declining more as we head towards the hottest time of the year and wet season.

4.0 CUSTOMER SERVICE

4.1 Customer Request Management (CRM) Records



	July	August	September
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	76.74%	79.51%	82.17%
CRMs Completed within CSCT:	79.57%	81.55%	77.54%

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: Managers continue to work with staff to improve performance and this quarter has seen completion rates higher than the previous quarter.

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	65
2.	Local Laws Miscellaneous	51
3.	Planner of the Day	43
4.	Animal Management - Misc	33
5.	Dog – Stray/Roaming/Off Lead	28

August

	Category	Quantity
1.	Planner of the Day	73
2.	Rates – Arrangement to Pay	72
3.	Leaking/Broken Service Pipe	50
4.	Trees (street/park)	40
5.	Rates – General Information	37

September

	Category	Quantity
1.	Leaking/Broken Service Pipe	66
2.	Planner of the Day	52
3.	Trees (street/park)	42
4.	Rates – Arrangement to Pay	32
5.	Animal Management - Misc	30

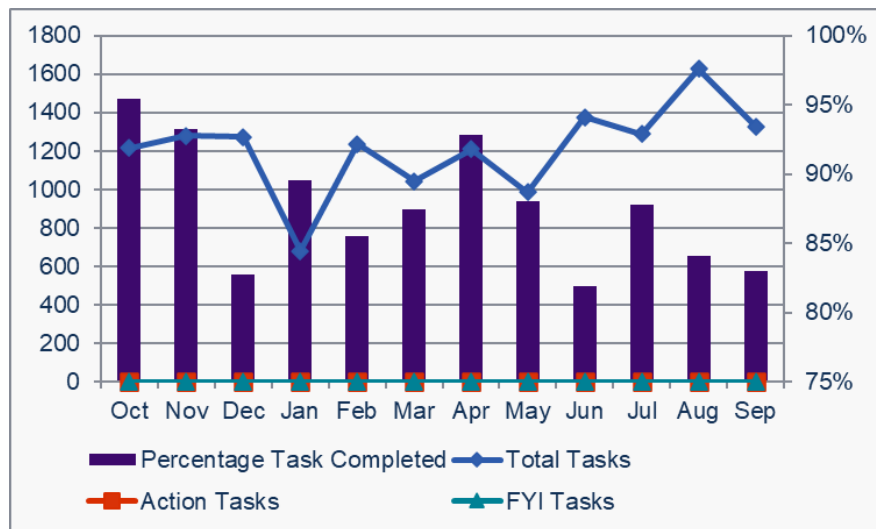
4.3 General Customer Enquiries

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

	July	August	September
enquiries@douglas.qld.gov.au (direct email and via web)	1641	1876	1858
Phone Calls to 4099 9444	2628	2639	2203

Explanatory Notes: Depicts number of emails and telephone calls received per month.

4.4 Inwards Correspondence Actioned

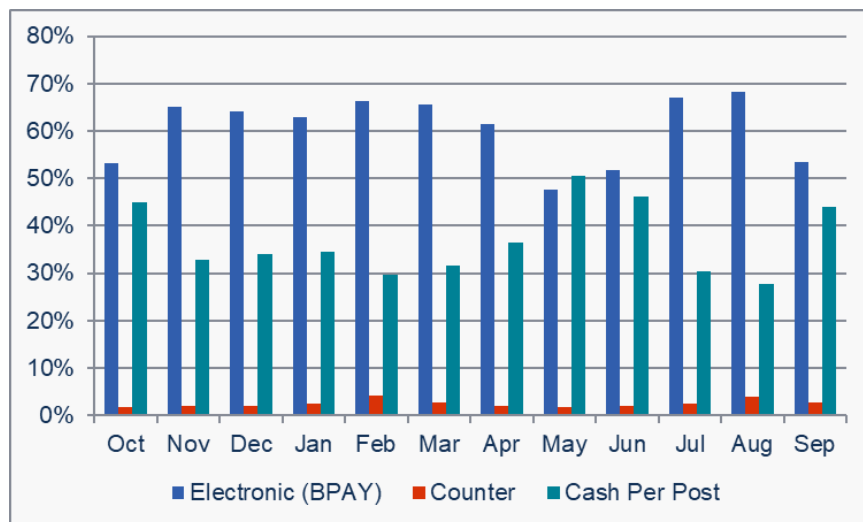


	July	August	September
Total Tasks:	1288	1626	1328
Action Tasks:	0	0	0
FYI Tasks:	0	0	0
Percentage Task Complete	87.81%	84.07%	82.98%

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

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

4.5 Rates Payment Methods



	July	August	September
Electronic (BPAY):	67.10%	68.29%	53.40%
Counter:	2.59%	3.88%	2.65%
Cash Per Post:	30.31%	27.83%	43.96%

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.

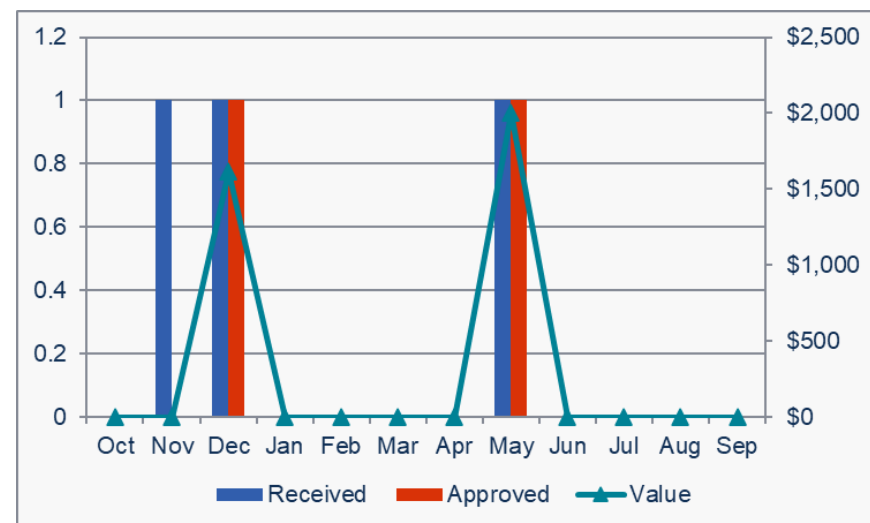
5.0 MEDIA AND COMMUNICATIONS

5.1 Council Communications to Communities

	July	August	September
Facebook Posts (people reached)	78,984	53,341	30,462
Website (Page) Views	69,304	61,410	53,381
Public Notice Advertising	18	28	21
Media Releases	12	19	23
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



	July	August	September
Received:	0	0	0
Approved:	0	0	0
Value:	\$0.00	\$0.00	\$0.00

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