

## 5.13. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD JANUARY TO MARCH 2022

**REPORT AUTHOR** Rachel Brophy, Chief Executive Officer

**DEPARTMENT** Office of the Chief Executive Officer

### RECOMMENDATION

**That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period January to March 2022.**

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### EXECUTIVE SUMMARY

These reports present an outline of the operational initiatives and progress made by Council's Administration from January to March 2022. 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 Councilors and the community on a selection of operational indicators.

The new CEO, Rachel Brophy commenced in February 2022. The Mayor, Councilors and staff have all been very welcoming. A special mention and thanks must be given to the Acting CEO, Juanita Warner for continuing to lead and guide the organisation through the smooth transition of CEO handover. The attached report provides a comprehensive overview of the operations of Council during the Q3 period. It is suggested that this report is read in conjunction with the Operational Plan Progress Report for Q3 to provide further information. Of particular note during Q3 is:

1. Council's continued strong financial position
2. DSC sitting below the industry benchmark for lost time injuries
3. Lower than average staff turnover

In addition to the large amount of work achieved by the organisation during Q3, the CEO has also been focused on meeting with key stakeholders and community members. This has included:

- Warren Entsch, Member for Leichardt
- Cynthia Lui, Member for Cook
- Tourism Port Douglas Daintree
- Launch of the new "Do it in Douglas" program
- Far North Qld Regional Organisational of Councils
- Launch of the Daintree renewable microgrid with the Mayor and Councillors

### BACKGROUND

Councils are complex organisations, providing a myriad of services from libraries and swimming pools as well as being responsible for large scale infrastructure projects. The aim of these reports is to communicate how staff are 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 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 January to March 2022.

## 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 January to March 2022 [**5.13.1** - 78 pages]
2. Organisational Report Card January to March 2022 [**5.13.2** - 15 pages]

DOUGLAS SHIRE COUNCIL

# REPORT FROM THE CHIEF EXECUTIVE OFFICER

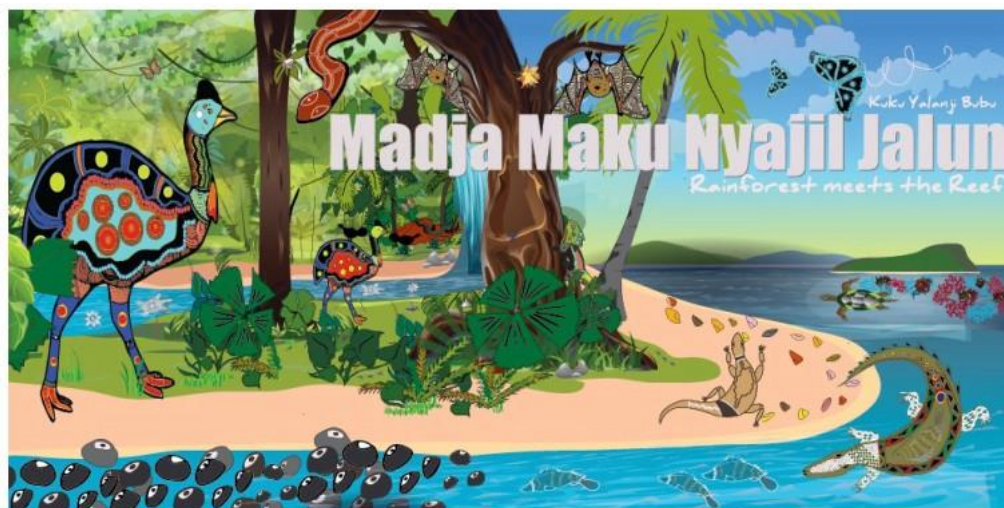
2021 - 2022

January - March 2022

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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## PEOPLE AND COMMUNITY SERVICES

### Libraries

#### Adults:

The Home Library Service continues to grow. As Covid cases ripped through the shire, many contactless deliveries were made to residents and even some tourists who unexpectedly found themselves in isolation. For others who are more vulnerable in the community, temporary deliveries were set up. It is anticipated that the delivery run will continue to expand.

Much of January was also spent promoting the library's online resources.

The library team takes pride in featuring and promoting different events throughout the year. Below are some recent displays:



Image: International Women's Day display

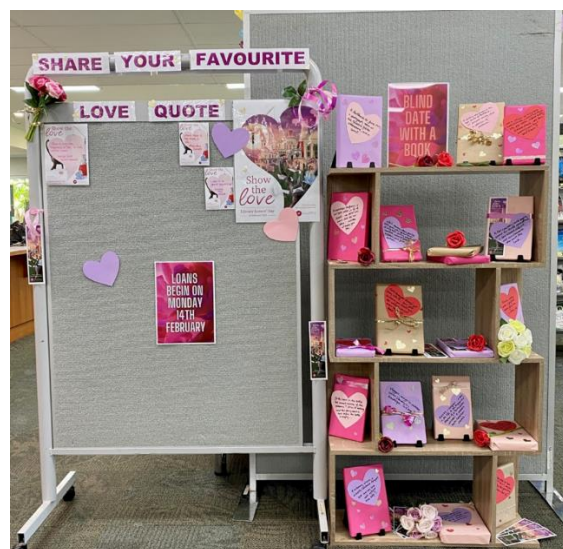
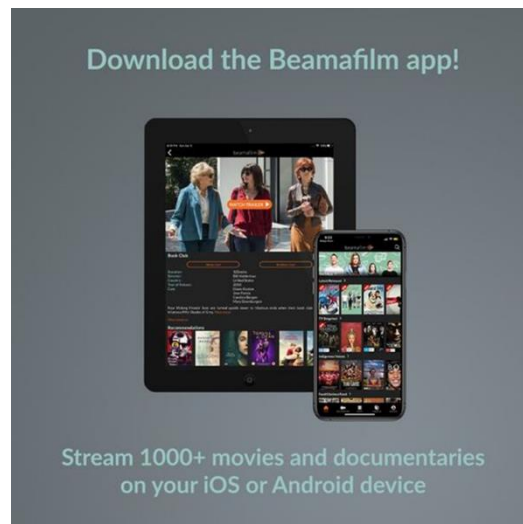


Image: Library Lover's display featuring 'Blind Date with a Book and a competition



Douglas Libraries has secured a new streaming platform – Beamafilm! With over 1000+ movies, TV and documentaries, it's a FREE streaming service accessible with your library card.

Access Beamafilm at [douglas.beamafilm.com](https://douglas.beamafilm.com) or through the app with your library card number and pin.

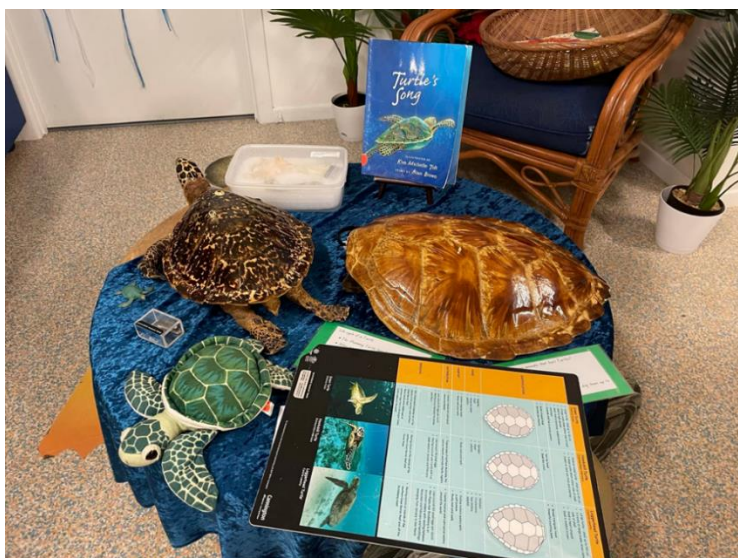


**Images: Library's new Beamafilm app and a Tech Time at Mossman Library**

Douglas Libraries has expanded its weekly Mossman Library Tech Time offerings to include Port Douglas Library on Tuesday mornings. Tech Time is one-on-one assistance for any device. Mossman Library also runs recurring Tech Savvy Sessions. These are group classes on a topic – recent examples include Intro to Computers, Intro to Email, Intro to the Internet. The classes are responsive to community feedback and tailored to local needs.

### **Kids:**

In partnership with Queensland Museum, local educators may borrow hands-on learning kits from the library. They are educational and fun, and the kids really enjoy them.



**Images: A museum kit being put to good use in a local kindergarten and Junior Non-Fiction Display**

The libraries have a great collection of junior non-fiction, which can tie-in with the museum kits. Or sometimes just enjoying learning something new for the fun of it!

Mossman Library has a range of board games and puzzles for families to use while visiting the library.

### **Library Spaces:**

Bright and colourful replacement banners have arrived at Port Douglas Community Hall!





Images: New banners at Port Douglas and new magazine displays prominent by the reading chairs

## Mossman Pool and Caravan Park

### Friday Night Nippers

On Friday 28 January nearly 30 young swimmers made a splash at the Mossman Pool to dive into the start of a 10-week Nipper Training Program.

The immensely community focused initiative from the Mossman Pool and Port Douglas Surf Life Saving Club allowed young swimmers the opportunity to practice and develop needed skills ahead of the 2022 Nippers season. The program taught upcoming Nippers the basics of life saving through a fun, well-supervised and experienced group of Surf Lifesavers giving them the vital foundations needed on their Nipper journey, bolstering the Aussie traditions of lifesaving and swimming. And what better way to start than at your local community pool, where fun and memories are made while keeping active and healthy!





Images: Friday Night Nippers Training



Images: Friday Night Nippers Training

## Learn 2 Swim

Frogs, turtles, tadpoles – dolphins, crocodiles, and sharks were all splashing around Mossman Pool with the new season of Learn-to-Swim program starting 25 January 2022. The classes were held every Tuesday and Thursday and were available for children aged five months and older.

Instructor Marine Theiller is passionate to teach kids in a fun environment while helping them to develop skills at their own pace. She ensures every child receives personal and individual attention, providing regular assessments to monitor your child's progress.

This vital community program at the amazing Mossman aquatic centre is all about getting kids excited about learning to swim and becoming more confident in the water. Lessons spots sold out quickly this term and we have a waiting list for our next lot of learn 2 swim classes.

## On Pace with Speedo

So, what happens when the Speedo rep visits one of the most top-rated aquatic centres (among the Douglas Shire)?

Well, by just witnessing the dazzling and elite facilities the rep was blown away by the jewel pool of the region, they offered to update our old worn-out pace clocks with two shiny slick new ones, FOC (RRP \$460. Each). A very welcomed addition to the facilities that will keep our community swimmers on pace up and down the premium 50 metre pool.



Image: Pace clock donated by Speedo



### **Holiday Play on the Aquaglide**

Super-duper aqua fun is being had at the Mossman Pool these school holidays and on the weekends for birthday parties as the “Aquaglide”, the pool’s inflatable obstacle course, has been set up to delight the fun and fancy free. Making the Douglas community aquatic centre the perfect place to keep children cool and entertained as they splash about slipping and sliding while laughter is boomed throughout the venue.

Over the holidays the pool has played host to many birthday parties and family shindigs, proving a day out at your community aquatic centre is fun for the kids as well as an affordable family outing, that’s just bursting with splash-happy excitement!



**Image: Pool lifeguard trying out the Aquaglide**

### **Marine Rescue Training**

The pool assisted with the Mossman High Marine Rescue Training. A fantastic program that these young boys and girls should be proud to undertake. They are learning the skills necessary to race to save lives on unforgiving seas. We’re glad the pool was a bit calmer for them to practice on.



**Image: Marine Rescue Training**

## High School Swim Carnivale

Hundreds of the Mossman State High School students spent their last day of term one at the pool for a day of keeping cool at their swim carnival. It was a splash happy good time with some serious competition in between! Well done to all the students!



Image: Mossman High students going through their paces at the Swim Carnival

## Rainforest Ramblers

A convoy of 15 caravans arrived at the Mossman Caravan Park calling themselves the “Rainforest Ramblers” a chapter of the Australian Caravan Club, where friendships and adventures begin. Unfortunately, they came on a wet week but luckily our facilities at the park offered a warm and dry welcome. Many coffees and teas were consumed under the cover of more than adequate renovated camp kitchen. Stories were told, cards played, and lot of laughter and memories were shared at the caravan park. Despite the rain that poured everyone left happy campers.

It was important for the Mossman Caravan Park to ensure a good time was had and the facilities were smart and tidy as word of mouth through groups like the Rainforest Ramblers spreads like wildfire.



Image: The Rainforest Ramblers chapter of the Australian Caravan Club



## Community and Economic Development

### Sport and Recreation – Masterplan Updates

The Port Douglas Raiders Rugby Club are now sporting an upgrade to their building at the Port Douglas Sports Complex. The club started in 2000, in 2014 the club obtained funding for club rooms including change rooms and toilets, which they have maintained since. When the club was presented with the findings from the masterplan in 2020 it identified a safety issue with a requirement for balustrading around the timber deck. The club decided to take the opportunity to implement a much larger upgrade which included a new shaded roof structure and tiered timber seating that would double as grandstand.

The club applied for the very competitive Building Better Regions Fund and were granted \$41,000 for steps/ seating, balustrading, and undercover area. Council Officers have supported the club through the application and building process.

The infrastructure is in its final stages and is expected to be completed by the end of April. The club is a perfect example of how grant funding can support a club to build and enhance facilities, increase participation, increase club fundraising opportunities, and build culture within its club.



**Image: Port Douglas Rugby Club's new grant funded Infrastructure**

The new shade tree project is underway with the open space department. Species have been investigated and are now growing in the Mossman nursery ready for planting later in the year.

## Sport and Recreation – Masterplan Funding Applications

Council Officers have been working with the sports clubs to apply for their own grants following the masterplan priorities.

Council and clubs are still awaiting the response from the Get Playing grant funding applications made at the end of 2021. Funding applications included Council's application for Coronation Park's field lighting upgrade for the oval. The Douglas United Football Club also made an application for full lighting infrastructure at Cassowary Park to support the existing funding they have already obtained through the State Government, of \$150,000 and Council's co-contribution of \$50,000. The Douglas Netball Association has also applied for funding for an upgrade to the courts at Port Douglas Sports Complex. Announcements for successful clubs and councils were expected to have been made earlier in the year however have been delayed due to severe weather events throughout Queensland.

All these funding applications align with the Port Douglas Sports Complex, Coronation Park Masterplan. View the Masterplan [here](#).



Image: Coronation Park

## Sport and Recreation –Other Funding Support

Council has been supporting clubs through several grant applications including the Community Benefits Funds 'super round' which enables clubs to obtain up to \$100,000 in grant funding and the State Governments \$2,000 club support grant. These funding announcements are estimated to be announced in late April.

## Port Douglas Markets

Stall holders have expressed their gratitude to Council regarding the discount offered to stallholders during both the border closures and the wet season, which enabled the stallholders to continue to trade during a time where customer numbers were lower than normal.



Now the borders have opened, and restrictions have been eased the Port Douglas Markets is once again seeing a higher volume of visitors. The market stallholders have been experiencing an influx in sales and one stallholder was keen to share that they had recorded the largest sales day in their history. New stalls are attending the markets on a weekly basis to create a new and vibrant change and Council is pleased to see some of the long-term stall holders returning.

A social media campaign has been launched to promote and increase awareness of Port Douglas Markets. Together the Markets Coordinator and the Media and Communication Team have been including content on Council's social media platform. This is expected to continue through the peak tourist season.



Image: Port Douglas Fresh Fruit Sorbet Stallholders

### Do It In Douglas

Launched on February 24 2022, *Do It In Douglas* is the next iteration of Council's buy local campaign - Buy Douglas Build Douglas. Do It In Douglas is positioned as a business concierge service to support the network of small businesses in Douglas as well as be an important promotional tool to attract business and investment to the Shire and promote the livability of the region with – where lifestyle meets livelihood.

Some key aspects of the platform include a *Talent Directory* – business-to-business directory designed to facilitate collaborations between businesses in Douglas, premium content with 9 cinematic videos to promote our unique lifestyle-meets-livelihood positioning, purposeful

*Resources* section to help guide people to the right tools and information, an *Entrepreneurs* page to connect with a key sector in our business community, and a dedicated Facebook Page.

The aim is to create a platform that we can continually evolve with for key messages around business, opportunity, and investment in Douglas.

The project was grant-funded through the Small Business Disaster Recovery Centre and is a collaboration between Douglas Shire Council, Douglas Chamber of Commerce and Tourism Port Douglas Daintree.

Visit the site and watch the videos [here](#).



**Images: Stills from the inspirational videos *Where Lifestyle Meets Livelihood***

## Housing shortage – update

Following the first Housing Taskforce meeting, the following outreach/research has been conducted over the Jan - March period;

- Outreach to a selection of Councils who have addressed the housing crisis to understand what role Council is playing: FNQROC, (WQAC (Western Queensland Alliance of Councils), Mareeba Shire Council, and Livingstone Council.
- FNQROC are awaiting the outcome of the National Housing Strategy before progressing further on discussions for our region.
- Apart from FNQROC, all Councils engaged with have undertaken Housing Solutions Studies for their respective regions.
- Exploring option of self-contained portable accommodation for use in Douglas.
- Compiling stakeholder list across various government departments and agencies so we are ready to engage decide on the next steps.



## Investment Prospectus

Through the Council tender process, an agency has been appointed to carry out the design of the Douglas Shire Investment Prospectus. The agency is C7EVEN, based in Cairns.

The purpose of the Investment Prospectus is to showcase the Shire as a location of prosperity and opportunity; and to promote the livability of the region and encourage investment, skilled migration, and entrepreneurship. Several projects are in the planning stages that will position Douglas as a region of dynamic growth, with sustainability and environment at its heart.

The content plan has been developed and approved, and the draft Investment Prospectus will be ready to present to Councillors in May.

## New Business and Capacity Building Initiatives

Vanguard Laundry – commercial laundry and social enterprise organisation looking to expand operations into Douglas. Vanguard is looking to build a large-scale commercial laundry in Craiglie or Mossman employing 50-60 people from marginalised backgrounds. Council officers engaged with Vanguard Laundry CEO and GM to provide regional information and help facilitate connections with key stakeholders across Council and community service organizations.


Celebrating Douglas micro-businesses and Douglas women in business - A free community workshop was held in January and hosted by Council in conjunction with local entrepreneur, Tracy Jones Photography. The workshop provided a tutorial on product photography for social media and e-commerce sales conversion and offered a well-received networking opportunity.



Images: Attendees at the Tracy Jones Photography workshop

## Suicide Prevention Community Action Plan (SPCAP)

The Cairns and Hinterland SPCAP is a community and sector endorsed response to the need for increased coordinated suicide prevention activities across the region. As part of the SPCAP, an implementation team was established in Mossman to oversee progress within the Douglas Shire and progress locally-specific activities.

A vertical illustration on the left side of the page depicts a vibrant, stylized bird with a blue head, yellow beak, and a body adorned with various colorful patterns and spots. The bird is set against a background of green foliage and a blue sky.

Since forming, the Mossman Implementation Team has developed a number of priority actions to reduce suicide in the community and raise awareness of the services available in the region. As a project partner, Council has come on board to provide funding support for the Mossman Implementation Team's Priority Actions. Priority Actions include:

- Living Works ASIST suicide prevention training
- an awareness and wellness day for Community and
- a service mapping model for their Community.

These key priority actions are expected to drive change and improve capacity in the community to prevent suicide in the Mossman region.

This work aligns with the objectives of Council's Localised Mental Health Initiatives program which aims to upskill individuals within the community in responding to mental health issues and enhance the whole of community's wellbeing.

### **Australia Day Awards**

Australia Day Award recipients in Douglas Shire were recognised in front of an online audience for the first time due to health advice around the predicted Queensland COVID-19 peak. As the ceremony could not be held in-person, Council published a pre-recorded video on 10am on January 26.

All residents were able to join in the celebrations and watch the presentation via Council's website and Facebook page on Australia Day. The presentation was well received by the public with over 500 views online, and significant social media engagement.

The Council Chambers were turned into a studio on the Monday before Australia Day, with recipients asked to attend in stages throughout the afternoon for their recording. Upon signing a non-disclosure agreement, their segments were filmed and then edited together to make the awards presentation ceremony.

Council recognised 8 residents for their achievements.

- Citizen of the Year - Deborah Kachel
- Young Citizen Of The Year – Ellie Zillfleisch
- Volunteer Of The Year – Stephen Oldham
- Arts & Culture Award – Alteouise DeVaughn
- Environmental Achievement Award – Lynette Johnson
- Junior Sports Award – Tyson Crees
- Senior Sports Award – Danny Buzza
- Civic Recognition Award – Bev Gwynne

The presentation remains available for viewing online at Council's webpage.





Image: Mayor Kerr and 2022 Citizen of the year Deborah Kachel



Image: Reynolds Room recording studio for the day

## Australia Day Citizenship Ceremony

Douglas Shire welcomed another diverse group of new Aussies at a Citizenship Ceremony in Port Douglas on Australia Day.

Douglas Shire Mayor Michael Kerr officially welcomed 11 new citizens at the Port Douglas Community Hall during a private ceremony which was held under restrictions due to COVID-19.

Each new Aussie with their certificate along with a native plant from the Mossman Nursery.



Image: Mayor Kerr and new citizen Louisa Payne and her family

### Hot and Steamy Festival

The third Hot and Steamy Festival was held on the 24 - 27 February 2022. The annual event is aimed at celebrating and recognising LGBTQI culture and brings economic benefit to the region during the typically slow part of the tourist season. Council has been a funding supporter of the event since its inception and although organisers have had to navigate challenges brought on by the pandemic, the event has steadily grown in attendance each year. Council supports the event through a resource and performance agreement that includes funding and in-kind assistance for the use of the Sugar Wharf.

### Community Engagement


#### Wonga Beach NBN

Council teamed up with NBN Australia to apply for Federal funding to upgrade telecommunications in Wonga Beach. We emailed our Wonga Beach database and did a leaflet drop to 513 households via Australia Post inviting residents to provide a letter of support, and/or complete a survey. We received 139 responses.

#### Bloomfield Track Closure

Council was given an opportunity to use the money it had saved on the Zig Zag and Bloomfield Track repairs to fix a problematic section of the Bloomfield Track. This section of road runs beside the river and is constantly washed away. Residents who use the road frequently say it is the worst affected section and complained when it was not included in the last round of disaster works. It was initially proposed by the project team for repair but was knocked back.



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

This advice was received just prior to Christmas and the project team was not given any time to negotiate extending the date for works. The options were to do the work in January while contractors were still on site or lose the opportunity to fix the road. Users were given less than a week's notice of the closure.

The call was made to get it done understanding the short notice would impact several people, however getting this done has resulted in long-term benefits for regular users of the Bloomfield Track.

### **Warri Park Maintenance Program**

Over the past five years Council has received approximately 60 customer requests relating to Warri Park. Most requests have been received from residents living in either Ulysses Avenue or Lake Close. Most residents are requesting the trimming of trees to rectify problems with adjacent infrastructure. But there are other residents with opposing views regarding any vegetation and tree clearing.

To settle future neighbourhood disputes, and further harassment of Council workers, the Warri Park Maintenance Program was developed to document Douglas Shire Council's Level of Service specifically for Warri Park. This Program has been formally adopted by Council and provides clarity, transparency, and accountability on maintenance operations within this zone.

A copy of the Warri Park Maintenance Program was delivered to the 49 homes adjoining Warri Park Wetlands in Port Douglas. It was also sent to The Lakes Body Corporate requesting all owners be given a copy giving all residents and property owners the opportunity to read and understand the program.

The Program was well received, and since being promoted, has helped clarify who is responsible for what in a few areas where it was unclear.

### **Removal of Heritage Listed Rain Tree**

Preparation of FAQs sent to Councillors and Frontline staff. Advice sent to Billy Tea Safaris to give to tour guides who stop each morning under the raintrees. No adverse response to removal of the tree.

### **Newell Beach Foreshore Shelters**


Email distributed to Newell Beach residents to advise the Lyons Club shelter and BBQ area was being replaced.

### **Newell Beach Boat Ramp Construction - TMR (Transport and Main Roads)**

Advice of night works commencing in February, emailed to our Newell Beach database and a supply of leaflets left at the takeaway. One complaint was received which was passed onto TMR who responded directly to resident.

### **Daintree Village Water Treatment Plant Gates**

To improve security at Daintree Village Water Treatment Plant, it has been proposed Council install gates at the property boundary to prevent unauthorised vehicles accessing the treatment plant and water tank. The gates will be locked to stop unauthorised vehicles entry, but walkers will still be able to walk up the track. Vehicles wanting access to the track beyond

A vertical illustration on the left side of the page depicts a colorful bird, possibly a booby, with a blue head, yellow beak, and a body decorated with intricate black, white, and orange patterns. The bird is shown in profile, facing right, against a background of green foliage and a sandy ground.

the water tank, will be able to use the Ergon track off Hughes Street. The proposal was discussed with walkers, residents who drive their ATVs up the track and adjacent landowners.

### **Fronds on Nautilus**

Letterbox drop to let residents living in Fronds on Nautilus know about some about road works to improve safety for people entering and exiting the property.

### **Asphalting Patches**

Letterbox drop to advise residents in Crees Road, Mowbray Street, Nautilus Street, Solander Boulevard and Warner Street of asphalting starting 9 Feb to 11 Feb 2022.

### **Garrick Street**

Email and leaflet drop to notify accommodation places and homes of road closure at intersection of Garrick and Sands Streets for six weeks to renew stormwater drainage in Garrick Street. The work will significantly improve drainage in the surrounding area. Alert also put on website under public notices and works notices.

### **Foreshore Vegetation Removal at Four Mile Beach**

Leaflet prepared and given to life savers to explain purpose of vegetation removal around the life savers hut on Four Mile Beach. Vegetation was impeding sightlines for those operating the winder for the stingers net. On the day work commenced, we received a call from a distressed owner of a beach hire company who was very concerned about the extent of the vegetation being cleared. A meeting was held on site, and this resolved the issue.

### **Mossman Showgrounds**

In line with the Sports Master Plan, there is a proposal on the table to install gates and potential ticket booths at the two entrances. To make sure what is installed is fit for purpose, the Showground Association committee, and all the clubs which use the showgrounds, were invited to a briefing to discuss what was proposed with the opportunity to provide feedback.


### **Wonga Beach – Community Tree Planting**

Invitation emailed to Wonga Beach community inviting residents help plant 500 trees to replace weeds, repair and expand an area of foreshore vegetation just north of the Janbal Street beach access.

## **Human Resources**

Human Resources (HR) continues its focus in the areas of employee relations, learning and development and recruitment and selection.

The Human Resources (HR) 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. As we commenced into the new year scheduled face-to-face training that forms part of Council's Training calendar was either re-scheduled to a future date or delivery methods modified due to COVID-19 restrictions to ensure safe social distancing practices were adhered to including a limit on classroom numbers and location of training.

A vertical illustration on the left side of the page depicts a vibrant, stylized bird with a blue head, yellow beak, and a body adorned with intricate patterns in green, black, and orange. The bird is set against a background of green foliage and a hint of a landscape.

Staff have recently attended specific workplace training (accredited and non-accredited) in First Aid and CPR, Managing Aggressive and Difficult Subjects (MADS), Situational Awareness, Investigative Interviewing and Witness Statements, Error Management and CRM for Low Level Crews, SCADA Micro-Credential courses and Local Government e-learning modules.

Several staff have completed or are currently undertaking a formal qualification from Certificate III to a Degree as part of their ongoing professional development. Council currently has several staff members participating in the Local Government Managers Australia IGNITE Leadership Course that includes representatives from other North Queensland Councils. The course comprises six (6) full day interactive workshops designed to provide new or aspiring leaders with the necessary skills to manage and lead themselves and their team.

Council hosted Hearing Australia in March 2022 who provided free hearing checks to all staff in the Mossman Administration Building. Council will host another visit by Hearing Australia to ensure those staff who were unable to secure any appointment have the opportunity for a free hearing test.

Recruitment and selection activities continued into this latest quarter due to staff turnover and internal staff movements providing career opportunities for staff to develop and enhance existing skills and experience through internal appointments and secondment with the addition to Council of several new staff members who are highly qualified and experienced in their field of expertise.

### **Workplace Health & Safety**

Council's WHS Team continues to focus on assisting Council and the Pandemic Working Group with COVID management for all staff and public facing facilities. After making it through the first two years of the pandemic relatively unscathed Council has faced the highest number of staff out with the virus or in isolation as close contacts, after school resumed for the year and everybody's children brought home the germs.

Attempting to ensure that Council services can continue to operate and we can prevent whole teams being laid-low at once, has become an ongoing challenge.

### **Property Services**

The Property Team are working on business as usual tasks of road opening and closures, Form C's, new lease arrangements, use of Reserve land, reconfiguration of boundary alignments, liquor permits, Native Title issues, encroachments and various insurance matters.

### **Media and Communications**

#### **Your Douglas Newsletter**

Douglas Shire Council's Media and Communications Unit released the second edition of the free 'Your Douglas' community newsletter. Council printed 2000 copies and distributed these



to cafes, supermarkets, libraries and other regularly visited areas across the shire. A digital edition is also available at Council's website. After distribution, staff gathered feedback from local business owners and are now considering options for future print editions.



Image: 'Your Douglas' community newsletter

## E-Newsletter

The fortnightly E-newsletter gained 111 new subscribers this quarter with **1234 people now subscribed** to the mailing list. Each campaign had an average open rate of 32.26% with a total of 1794 links clicked.

## Minute With The Mayor Launched

Minute with the Mayor is a short social media video which is posted to Council's Facebook, LinkedIn and YouTube channel. The video features Mayor Michael Kerr wrapping up the top Council news items for the week in under one minute. These will be rolled out weekly in a bid to improve digital engagement with the local audience. Since launching on March 21, the videos have been viewed 784 times.



Image: Minute with the Mayor

## Council Grants Program

Major Grants applications were closed during this reporting period.

### Micro Grants

Two (2) applications for Micro Grants have been awarded during this quarter at a total cost of \$1174.90.

### In-kind

No applications for In-kind assistance have been awarded during this quarter.

### Community – Micro Grants – Successful Recipients

| Successful Applicant           | Project                | Amount Awarded (GST exc) |
|--------------------------------|------------------------|--------------------------|
| Mossman Squash and Tennis Club | Tennis is for everyone | \$1,000                  |
| Gaye Scott                     | Daintreepedia          | \$1,000                  |

### External Grants

Eight (8) applications/EOI for External Grants have been applied for by DSC during the January to March 2022 period at a total cost of \$10,823,725.

**Applications submitted by Douglas Shire Council – January to March 2022**

| Applications/EOI Submitted                                 | Project  | Funding Sought |
|--|--|----------------|
| Building Better Regions – Round 6                          | Cooya Beach Reservoir Connection   | \$1,467,078    |
| Building Better Regions – Round 6                          | Rex Smeal Park Upgrade   | \$1,050,000    |
| Regional Connectivity Program – Round 2                    | Wonga Beach Fibre to the Home  | \$1,826,874    |
| Queensland Resilience and Risk Reduction Fund 2021-22(EOI) | <ul style="list-style-type: none"> <li>Lees Bridge - Design</li> <li>Forest Creek Floodway</li> <li>Warning Signs</li> <li>Whyanbeel Drainage</li> <li>Lees Bridge – Culvert Construction</li> <li>Forest Creek – Culvert Construction</li> </ul>  | \$3,022,000    |
| North Queensland Natural Disasters Mitigation Program      | <ul style="list-style-type: none"> <li>Warner and Mowbray Streets Trunk Drainage</li> <li>Reef Park Trunk Drainage</li> <li>Bridge Renewal Program - Lees Bridge and Forest Creek Major Culvert</li> <li>Whyanbeel Road Drainage Upgrades</li> <li>Floodway Program Gravel Roads - Forest Creek Road Floodway</li> </ul> | \$2,875,000    |
| QCoast2100-2.0 Funding Program 4                           | Community Coastal Rehabilitation & Education Project   | \$200,000      |
| QCoast2100-2.0 Funding Program 4                           | Ecological Monitoring and Assessment of Littoral Rainforest dominated Foreshores in Douglas Project  | \$139,300      |
| Local Government Grant Subsidies Program                   | Asset Management System  | \$243,472      |

**Grants/Funding awarded to Douglas Shire Council - January to March 2022**

| Grant/Funding Funder         | Successful Project                        | Amount Awarded (GST exc) |
|------------------------------|---|--------------------------|
| Fishing Infrastructure Grant | Cooya Boat Ramp Access Upgrade            | \$68,000                 |
| Fishing Infrastructure Grant | Douglas Jetties – CCTV in three locations | \$82,000                 |
| Fishing Infrastructure Grant | Recreational Fishing Trail                | \$71,500                 |



| Grant/Funding Funder                             | Successful Project   | Amount Awarded (GST exc) |
|--|--|--------------------------|
| Department of Environment and Science            | Litter and Illegal Dumping Road Signage                          | \$3,500                  |
| Department of Transport and Main Roads           | TIDS Alex Range Surfacing  | \$200,000                |
| Department of Transport and Main Roads           | TIDS Alexandra Range Drainage                                    | \$75,000                 |
| Department of Transport and Main Roads           | TIDS Garrick Street Upgrade Culvert                              | \$70,000                 |
| Queensland Department of Environment and Science | Local Government Illegal Dumping Partnerships Program – Round 2A | \$103,852                |

### External Grants – Acquitted – January to March 2022

| Acquitted External Grants | Project  |
|---------------------------|--|
|                           | Buy Douglas Build Douglas – Local Business Hub |

### Community Grants – Acquitted – January to March 2022

| Type of DSC Grant | Acquitted Project  |
|-------------------|--|
| RADF              | Marine Flowering and Can you see trees – artwork for CRT21 |
| RADF              | Melting Earth – artwork for CRT21                          |
| RADF              | Screenprinting Workshop                                    |
| RADF              | Alien Landscape – artwork for CRT21                        |
| RADF              | Mosaics for Mossman  |
| RADF              | Marketing for CRT21  |
| Major             | Summer Swing and Cool Jazz: QYO Big Band In FNQ            |
| Major             | Artists Mural for Daintree River Ferry Amenities Block     |
| Micro             | North verses South Challenge                               |

A vertical decorative banner on the left side of the page featuring a stylized, colorful illustration of a bird, possibly a booby, with a blue head, yellow beak, and green and yellow patterned body, set against a background of green foliage and a blue sky.

## FINANCE AND CORPORATE SERVICES

### Procurement

#### Contracts

- Planning Scheme Revision contract close to award
- Installation of new caretaker's cottage at Wonga Beach Caravan Park commenced December 2021 (due to completion February 2022)

#### Projects (with procurement elements)

- Investment Prospectus project awarded to C7even
- Assessing requests for economic price adjustments based on increased fuel costs
- Disaster Resilience Strategy tender documents released
- Tender documents in the process of development for Reef Park lighting project
- DSC reviewed a proposal to extend the existing FNQROC Regional Removal & Beneficial Reuse of Biosolids and agreed to the terms
- Council is preparing to release a Request For Tender for temporary labour hire
- Procurement requirements for Carnivale 2022 finalised
- Traffic control tender documents under development
- Liaising with various Douglas Shire Council stakeholders on both Mossman splash park project and Port Douglas Aquatic Precinct project
- Ordering of furniture, appliances and general household items for Domestic Violence housing

#### Vendor Panel

- Douglas Shire Council is one of only two Queensland councils participating in an advanced evaluation pilot
- Vendor Panel training continues to be provided to Douglas Shire Council employees
- Procurement Administration Officer nominated to be Vendor Panel Champion for Douglas Shire Council participating in ongoing training – First Training session for the Vendor Panel Champions program occurred in February 2022

#### Training

- Development of a comprehensive Corporate Services training guide is in the final stages of drafting
- Douglas Shire Council Procurement continues to participate in, and contribute to, the Queensland Government's Social Procurement Buyer Network with the view to improving Council's commitment to social enterprise
- Vendor information sessions scheduled for April
- WGC lawyers to provide contracts training to Douglas Shire Council personnel (fundamentals and advanced sessions)
- Local Buy to provide a presentation and opportunity for vendors to explore options for Local Buy panel registration



A vertical decorative bar on the left side of the page, featuring a stylized Indigenous Australian artwork. It includes a blue and yellow bird-like figure at the top, a colorful fish-like figure in the middle, and a black and white fish-like figure at the bottom, all set against a background of green foliage and orange/brown earth tones.

## Audit

- A revised Probity Plan has been shared with key DSC stakeholders and Council's lawyers for review and input

## Grants

- Grant applications submitted for communications upgrades to Daintree River crossing area (where ferry operates) and Cow Bay refuse facility

## Processes

- Process mapping exercise continuing with a view to improving training and achieving efficiency gains
- Working with Council's Work Health & Safety team to improve communication and collaboration in relation to contracting, compliance and project management
- Vendor performance management checklists drafted and shared with Douglas Shire Council section leads (for review)
- Nex Gen policy guide implemented
- Procurement Planning document/guide in draft stage
- Reviewed and updated sole and specialised supplier process prior to register being presented to Council
- Internal Procurement Portal under review

## Communication

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

## Finance

### External Audit 2021-2022

The planning audit was undertaken by the QAO in March 2022. Council was provided with a draft External Audit Plan, which is to be tabled at the Audit Committee meeting on 4 April 2022. The interim audit visit is scheduled for June 2022.

### Valuation of Assets

- A new asset class 'Marine Assets' has been created and includes the Daintree River Ferry.
- Cardno has commenced preparing asset valuations for 30 June 2022 for marine assets, waste assets and storm water drainage assets.

A vertical decorative illustration on the left side of the page. It features a stylized, colorful bird with a blue head, yellow beak, and a body with various patterns in green, yellow, and red. The bird is positioned vertically, facing right.

## Asset Management

- Plant & Equipment Asset Management Plan update is on hold to allow incorporation of a vehicle emission reduction plan.
- The Water Supply Asset Management Plan is being updated to incorporate improvements made over the last two years.
- The Strategic Asset Management Plan is currently undergoing a management review.

The Asset Management Software System implementation has commenced with the upload of the Water Supply asset data.

## Rates

Council commenced services with Collection House for debt recovery on selected properties. Collection House issued the half yearly rate 2<sup>nd</sup> reminder notices (over \$50 outstanding) on 30 November 2021 followed up with SMS reminders and phone calls. Other Debt recovery processes are also ongoing.

Half yearly rate notices for the period 1 January to 30 June 2022 were issued on 13 January 2022 with a due date of 16 February 2022. Council officers sent out a courtesy email and SMS reminder to ratepayers one week prior to the rate notice due date. This reminder was sent to ratepayers where an email address or mobile number is attached to the ratepayers NAR details.

Half yearly rates 1<sup>st</sup> reminder notices (over \$50 outstanding) were issued on 1 March 2022. 2<sup>nd</sup> reminder notices (over \$50 outstanding) were issued on 17 March 2022.

Water notices were issued on 10 March 2022, with a due date of 13 April 2022.

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 30 June 2022. Where payment amounts have been required to be adjusted, letters were sent to ratepayer.

On 23 March 2022, Council had sent 39 properties to Collection house to commence debt recovery by legal means for properties with outstanding balances and where no arrangements have been in place.

In February 2022, Council received the full shire valuation for all properties with new valuations effective from 1<sup>st</sup> July 2022.



A vertical decorative graphic on the left side of the page, featuring a stylized, colorful bird or fish-like creature with a blue head, yellow beak, and a body decorated with various patterns and colors including green, orange, and black. The creature is set against a background of green foliage and a blue sky.

## Rates Model Review

Douglas Shire Council included an objective in the Operational Plan 2021-2022 to continue to perform a review of the General Rates structure, to ensure the model provides equity to ratepayers and to work through any issues associated with the general rates structure.

Mead Perry Group has been engaged by Council as an independent consultant company to assist with the review. The rates model review report will be tabled at the April 2022 Council meeting.

## ICT (Information & Communications Technology) Services

Activity has centred on planning and pricing projects intended for the next financial year. The main initiatives for the next financial years will be:

- Replacement of the deskphone system
  - The existing system is coming up for end of life and will not be supported by the vendor
- Connected Staff
  - With mobile applications now available for every niche, it is now possible to give all outside staff equity of access to internal communications (e.g. Payroll system and Policies and Procedures), as inside staff - in a single, secure container on private devices.
  - Additionally, this initiative will remove the need for paper-based work practice and WHS documents in the field.
  - We are expecting a 90% take-up of these tools, given that a large number of staff currently are using private mobiles to assist with their role.
- Authority Community Portal
  - This tool extends the eServices available on Council's web site to include lodging of Customer Requests across a range of services – replacing the need to lodge requests by phone, eMail or in person.
  - Customers can create logons and then see all of their property, water and animal records. History and status of any Customer Request will be available. Over time, it is intended that updates to requests can occur direct from the actioning Council officer to the Customer's account / eMail.
  - The service will also host a central notifications register for all council services. Customers will be able to decide how they are notified and for what services e.g. Media Releases, Disaster Management notifications, Account notifications,
- Various projects to improve process efficiency make up the remainder of the intended projects

Council and its vendors have experienced staff shortages due to the tight IT employment market. It is expected that this drought will slow delivery of projects for the foreseeable future. A symptom of this problem has been the length of time Council has had to wait from vendors to even quote on new work, let alone schedule approved work.

Operational work continues to rise as a result of the demand for more devices, to more staff, with additional applications.

Cyber protection, the ongoing hardening of Council's system and the increased threat environment is increasing the daily workload as the IT staff investigate alerts from Council's various monitoring systems. Projects related to this area have also risen with Cyber related projects now making up a significant share of projects. Work on this area, reduces the available time to work on other areas.

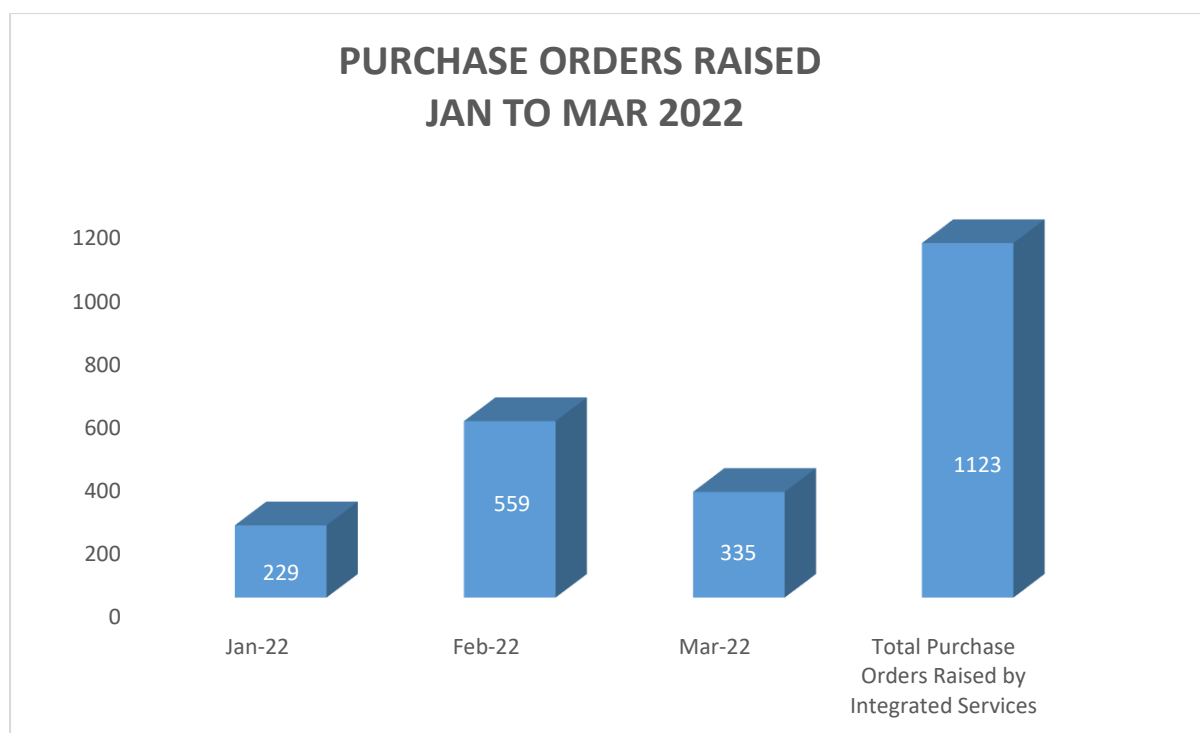
Due to the growing size of the operational workload, urgent security upgrades that need to be applied and dependency on outside resources, it is getting harder to schedule IT related projects.

## Records

The Records area have finalised the layout and updating of Council's agenda documentation for Council meetings with the new CEO on board, which should see the revitalisation of the testing and implementation of Council's minute taking software. This project has been in testing and small refinements are expected to be finalised by June 2022.

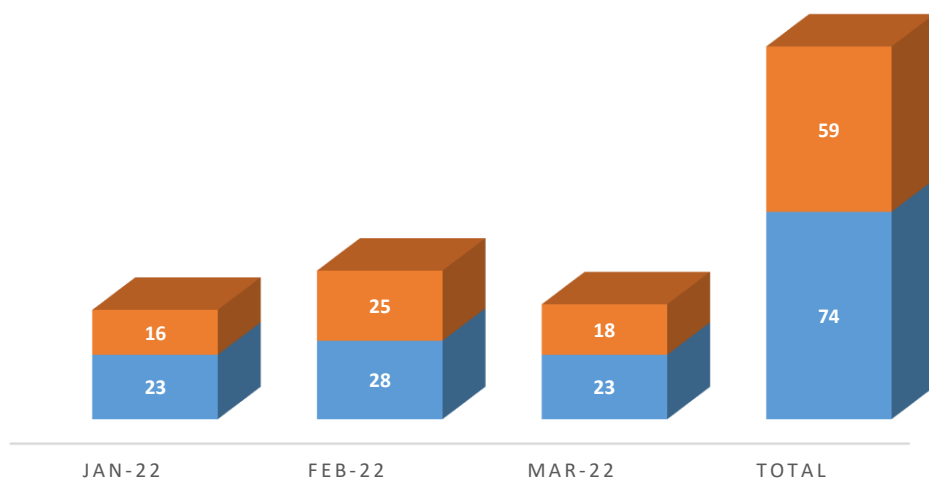
The next project in line for Records is the trialling of different products in relation to electronic signatures that are secure and protected, and can be synchronised with Council's existing recordkeeping application, and to integrate with other Council applications to reduce printing and the manual process of signing documents. The first trial is expected to commence in May 2022.

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

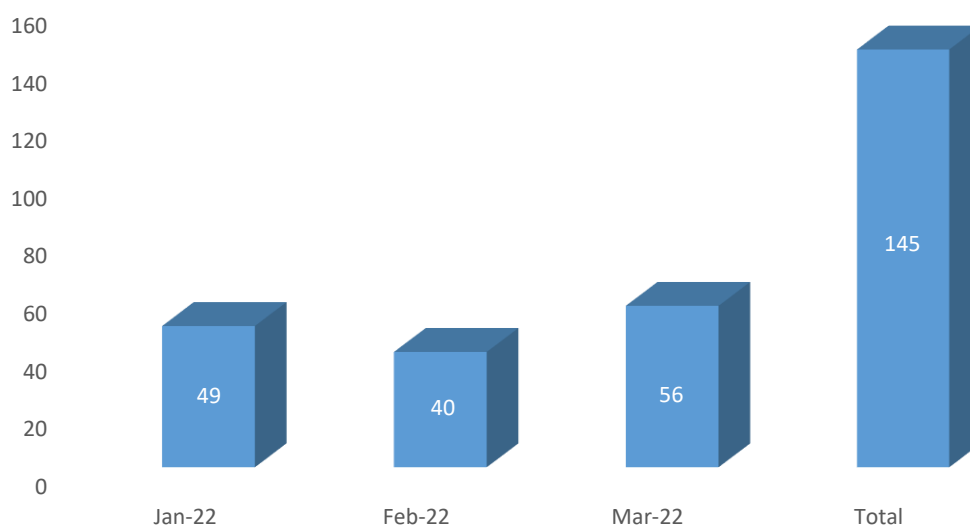




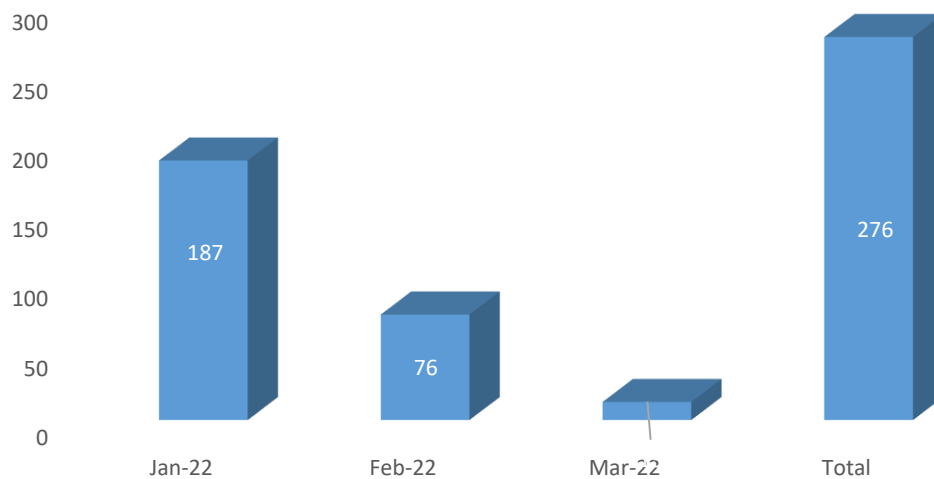
### BUILDING APPLICATIONS AND SEARCHES JAN - MAR 2022



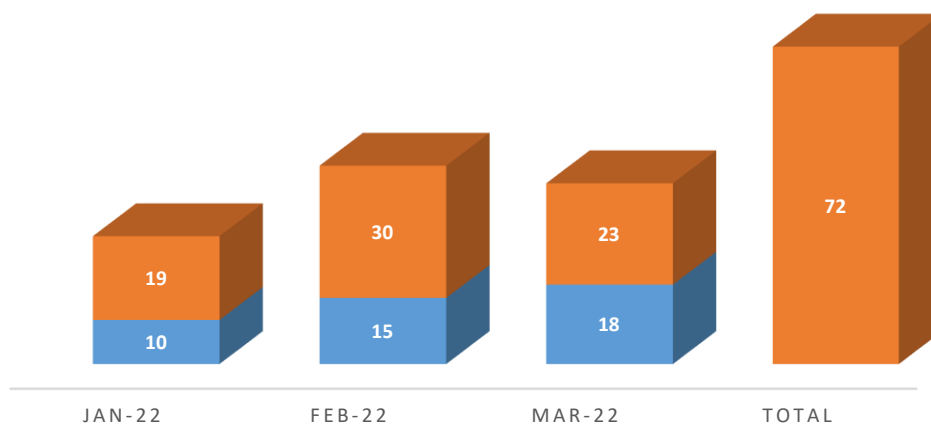
### FERRY CARDS ISSUED JAN - MAR 2022



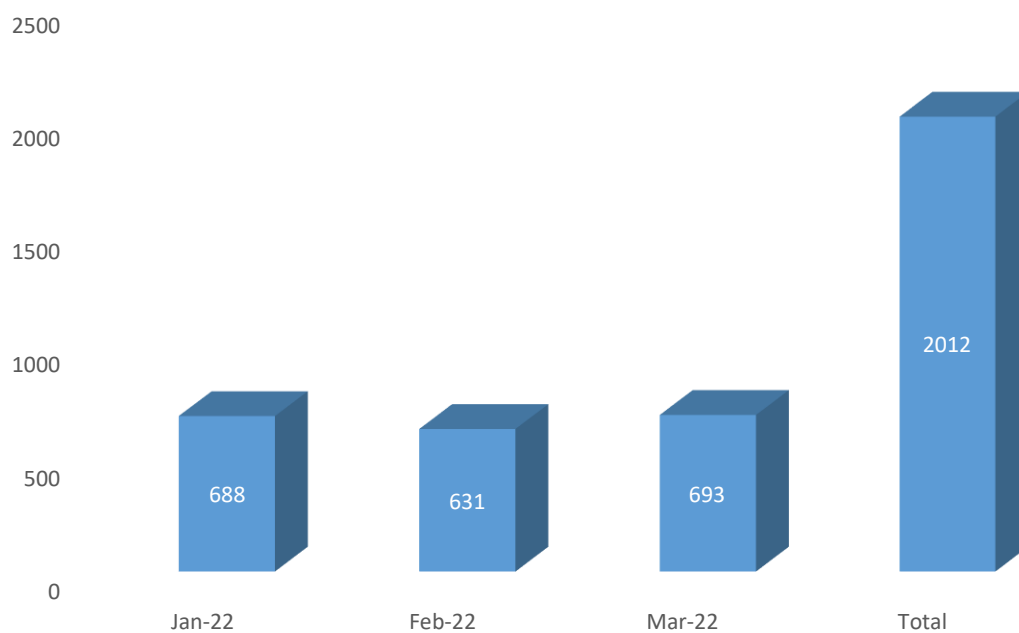
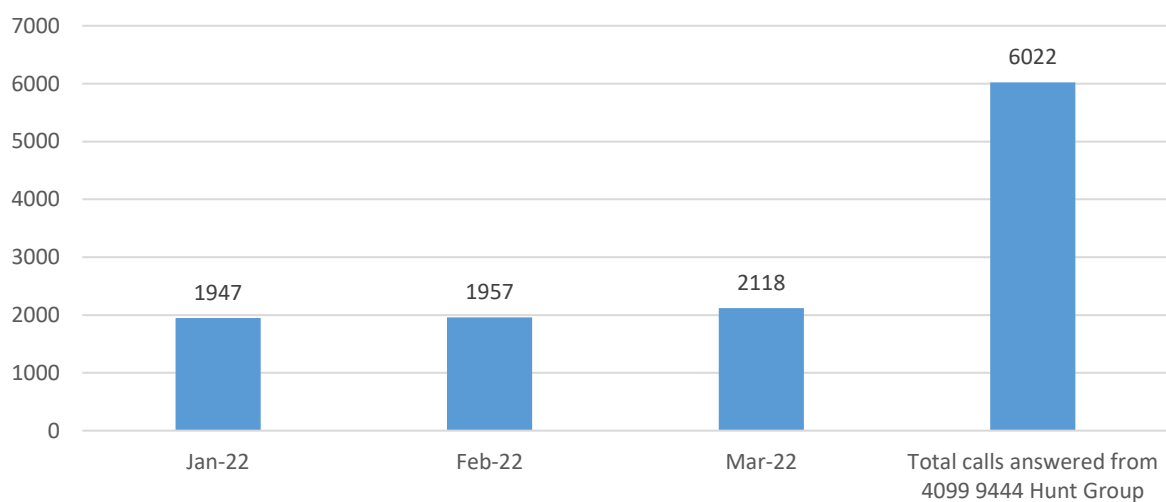
### DOUGLAS CARDS ISSUED JAN - MAR 2022

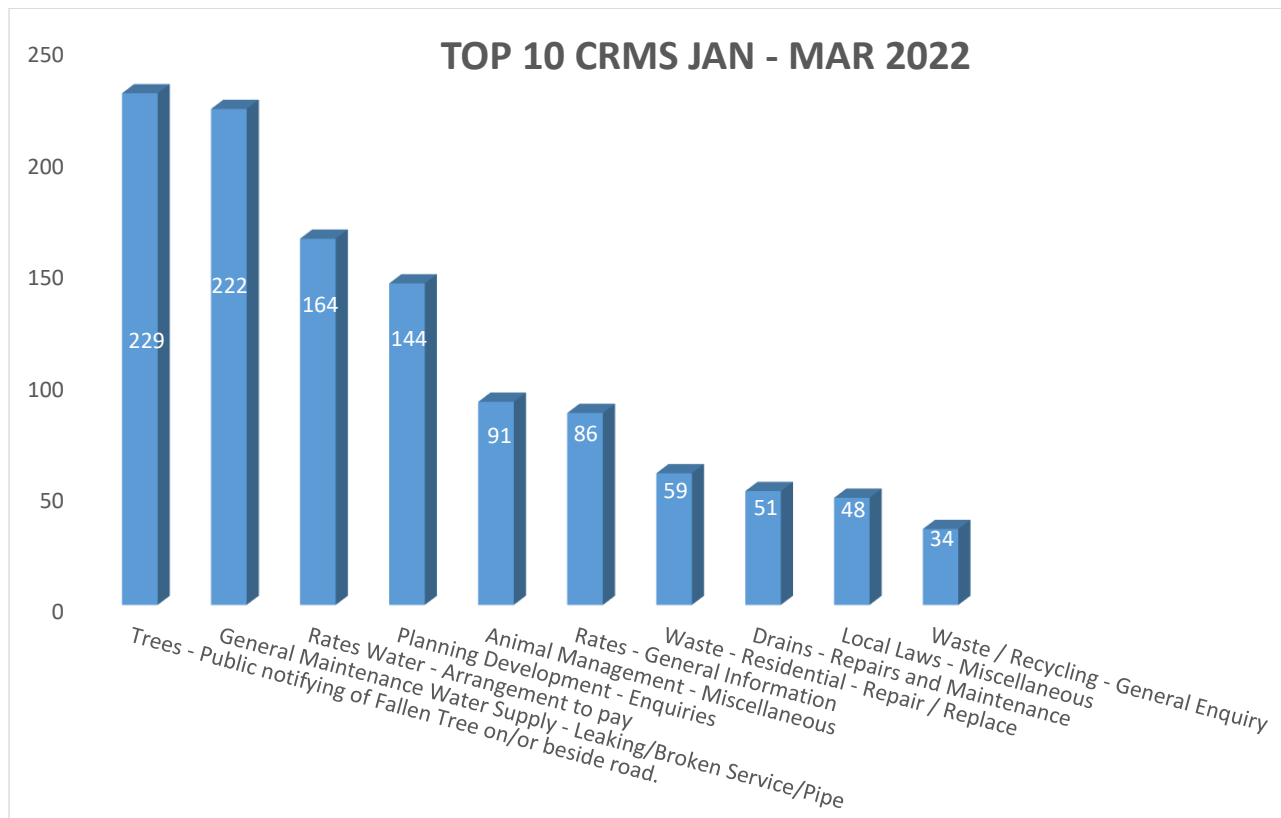


### PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF AND COUNCIL PARKS/HALLS JAN - MAR 2022





**TOTAL CRMS FOR PERIOD JAN - MAR 2022****TOTAL CALLS ANSWERED FROM HUNT GROUP  
JAN to MAR 2022**



## 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.

## Policies and Procedures

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



A vertical illustration on the left side of the page depicts a vibrant, stylized bird with a blue head, yellow beak, and a body adorned with various colorful patterns and spots. The bird is set against a background of green foliage and a blue sky.

## **Risk Management**

Managing Risk is an essential component of Council's 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.

Further information regarding the Audit Committee can be located at - [Audit Committee - Douglas Shire Council](#)

## ENVIRONMENT AND PLANNING

### Planning

#### Wave Park - Mowbray

At the Ordinary Council Meeting on 29 March 2022, Council approved the development application for a Resort Complex comprising:

- A Wave Park;
- Ancillary outdoor water-based recreational activities (Lagoon and Waterpark);
- A Hotel complex containing 164 rooms;
- 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 approval also provided for the ability to reconfigure the site into 4 allotments and common property with a Preliminary Approval issued for the short-term accommodation component surrounding the lagoon which provides for a maximum of 90 accommodation units.

The Applicant has suspended the appeal period and will be seeking to have further discussions on several conditions pertaining to staging. These discussions will be taking place in the near future and may require the matter being presented back to Council pending the outcomes of those discussions. Once this process is complete, notices of the decision will be issued to those who lodge a submission on the development proposal.



Image: Master Plan for the Resort Complex

Ordinary Council Meeting - 26 April 2022



## Ocean Breeze Estate – Stage 5C, 5D and 5E

Construction continues on the next two stages of Ocean Breeze Estate being Stage 5C and 5D located at Cooya Beach.

The two stages comprise a total of 31 residential lots and involve 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.



Image: Development Footprint of Stage 5C and 5D

In October 2021, an application for Operational Works was submitted to Council for Stage 5E comprising 8 lots. Stage 5E is located on the other side of an open drain and requires the installation of a culvert crossing. An information request was issued on the next stage which sought to understand and clarify stormwater assumptions and calculations for the upstream catchment. The Applicant is yet to respond to the request for further information.

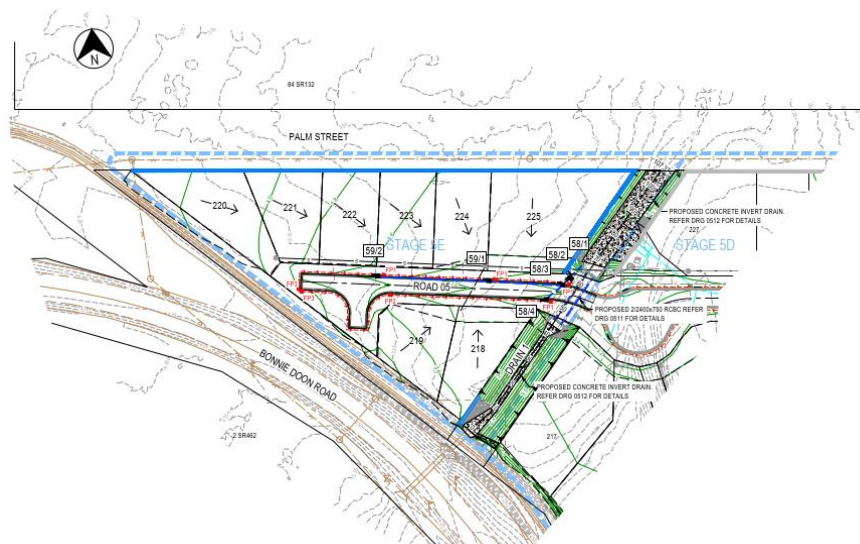


Image: Development Footprint of Stage 5E



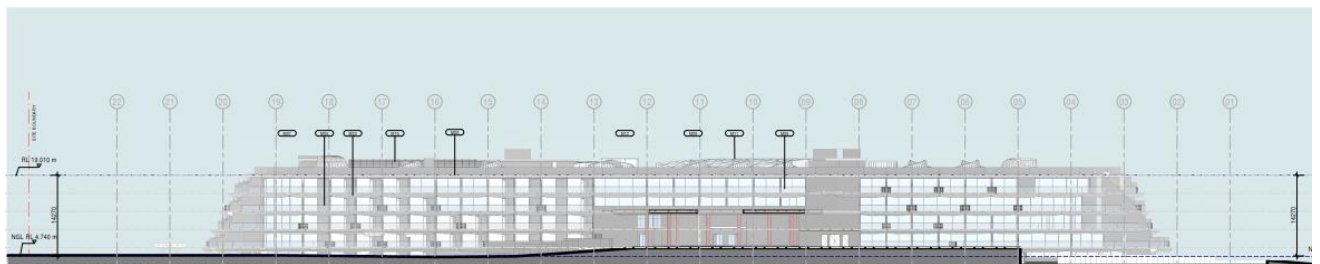
## Fairmont Resort – 71 –85 Port Douglas Road Port Douglas

At the Ordinary Council Meeting held on 28 September 2021, Council refused the development application lodged by Chiodo Corporation for a Resort Complex proposed at 71-85 Port Douglas Road Port Douglas.

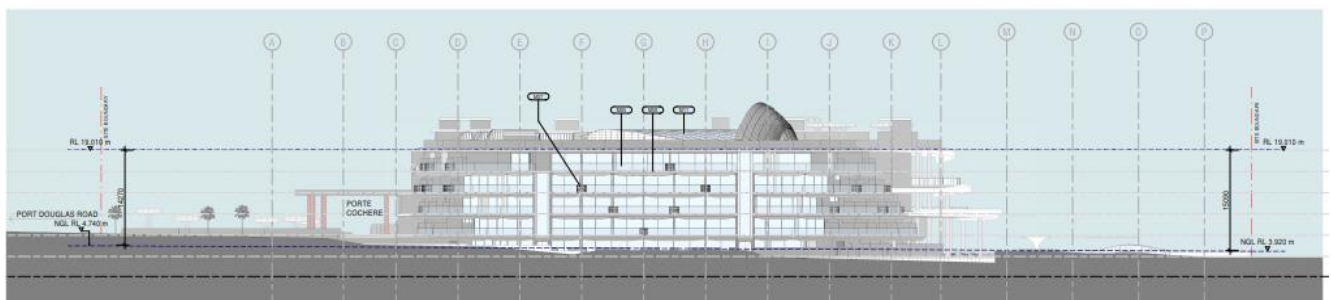
The decision was subsequently appealed by the applicant and mediation over the matters of the appeal took place in Brisbane on 18 February 2022. The outcome of the mediation was that Chiodo Corporation was going to provide amended plans to seek to address the concerns raised by Council and present them for further consideration.

The matter was presented back to the Planning & Environment Court on 24 February 2022 where a Court Order was made requiring Chiodo Corporation to nominate the plans that they are going to rely on in the appeal and provide Council with such plans by 25 March 2022. To date, no material has been provided.

Council has been advised by its solicitors that the Registrar of the Planning & Environment Court has granted an extension to 27 April 2022 for Chiodo Corporation to nominate the plans that will be relied upon in the appeal. Several elevations of the development are shown below.



**Image: North East Building Elevation**



**Image: North West Building Elevation**

## Residential Estate - Craiglie

Assessment of Stage 2 of the development comprising 32 lots is complete and was approved by Council at the last Ordinary Meeting in December 2021. The Applicant suspended the suspended the Appeal period and made representations regarding a number of conditions of the approval. Those representations were subject to a Council workshop where those items were discussed with the matter being returned to Council at the Ordinary Meeting of 26 April 2022.



Image: Extent of Stage 2

### Murphy Street – Port Douglas

A development application lodged on behalf of Gurner was received by Council in November 2021 over land at 69-73 Murphy Street Port Douglas. The development application seeks approval for four (4) multiple dwelling units that can also be used for holiday accommodation.

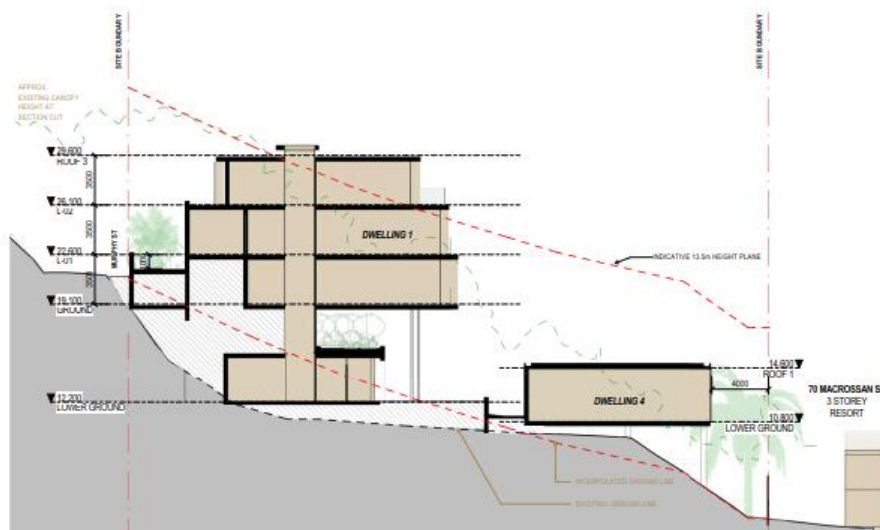
The development is code assessable development. An information request has been issued by Council. Full details of the development application can be found on Council's website including the request for further information using the following link - <https://douglas.qld.gov.au/development-applications/>

A response to Council's information request was received on 18 March 2022. The additional information is currently being reviewed. The development application will be presented to Council for determination in due course.



Image: Site Plan

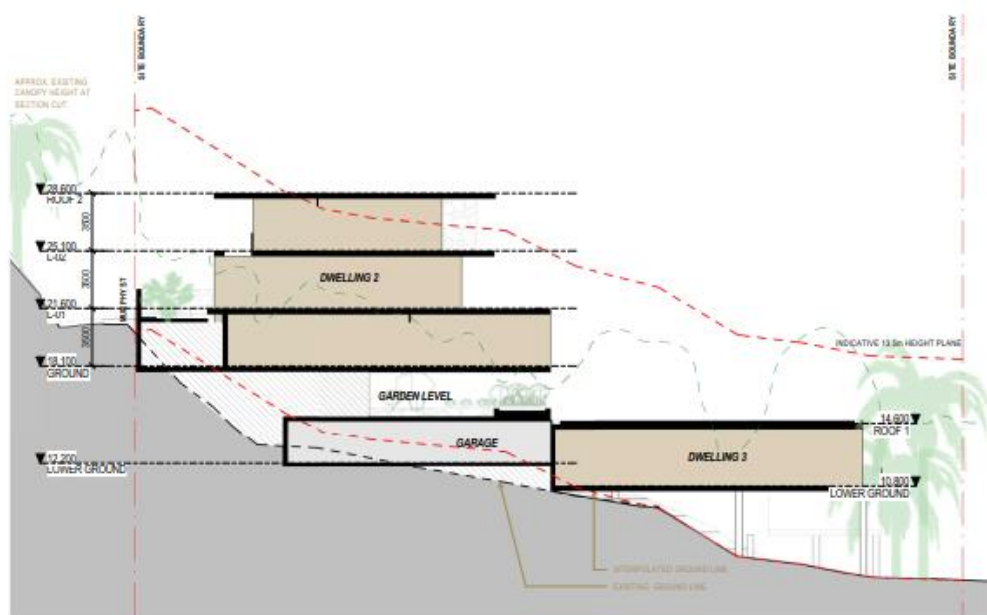




SECTION 2

1:200

Image: Section of proposed development



SECTION 1

1:200

Image: Section of proposed development

## Plumbing and Drainage

Council has received 40 Plumbing applications in the reporting period and conducted all required inspections and Notifiable work audits for QBCC.



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## Local Laws

In the period January to March, Local Laws Officers responded to a total of 345 customer requests/complaints.

### Approved Inspection Program – Dog Registration

Inspections for the approved dog registration program are now complete. Officers are currently following up with residents that have failed to register dogs that were identified on properties, which may result in compliance and enforcement action.

Overall, the audit appears to have been a success with hundreds of new dog registrations received, hundreds of additional microchip details added to Council's system, and 32 excess dog permits being assessed. A full summary will be provided to Council at the completion of the follow ups.

## Resource Management

### Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period January to March 2022

- Domestic waste: 919 tonnes
- Domestic recycling: 245 tonnes
- Commercial waste: 430 tonnes\*
- Commercial recycling: 34 tonnes

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

- Co-mingled recyclables: 25 tonnes
- Scrap metal: 507 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 0 tonnes\*\*
- Asbestos: 0 tonnes

The following approximate volumes were disposed of in Springmount Landfill:

- General waste: 649 tonnes
- Asbestos: 1.3 tonnes

\*The volumes of commercial kerbside waste and commercial self-hauled landfill waste brought to Killaloe Transfer Station has seen a substantial increase compared to the previous quarter.

\*\*Killaloe Landfill closed on 22 November 2021.

### Killaloe Transfer Station Resource Recovery Shed

The new Killaloe Transfer Station Resource Recovery Shed is now fully operational. The shed has one large bay in the centre (Bay F) for commercial landfill waste and five smaller bays (Bays A-E) at the front for items such as mattresses. The shed is predominantly used for commercial customers and provides an undercover space for transfer station staff to recover materials such as steel, cardboard and plastics which can be recycled.

Bay F residual landfill material is transported to Springmount Landfill in Mareeba Shire, for disposal. The land to the north and east of the new shed is currently being profiled in line with the Killaloe Stormwater Management Plan.

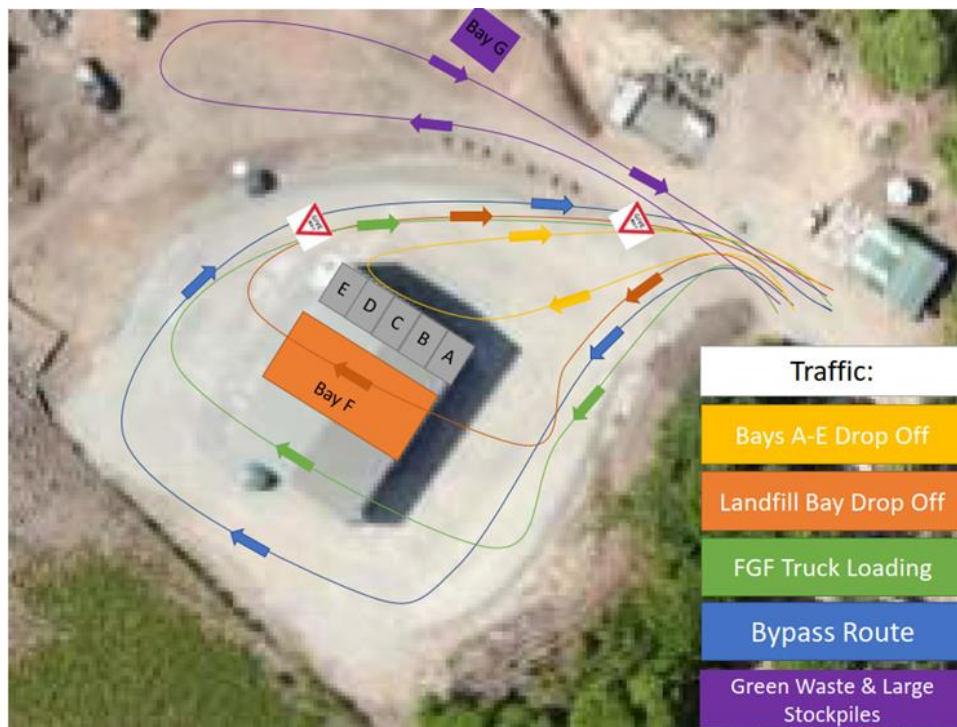


Image: Killaloe Transfer Station Resource Recover Shed

### Killaloe Transfer Station Old Amenities Building

Killaloe Transfer Station staff have happily moved into their new amenities building and are enjoying the views from their large window overlooking the site. The old amenities building which was installed when the transfer station first opened in 1989 is in the process of being decommissioned. This involves disconnecting the power, potable water, septic system (which has been pumped out) and fire extinguisher. The building will shortly be auctioned off before being removed from site.



Image: The Killaloe Transfer Station old amenities building is being decommissioned



### Increase in Illegal Dumping In and Around Bins

Unfortunately, in March 2022 there was an increase in illegal dumping activity in and around kerbside bins in Port Douglas. Non-acceptable items such as tyres, paint, chemicals, oil and asbestos should be responsibly disposed of at a Council transfer station and not placed in and around bins. If not identified early by staff and contractors, liquid and hazardous wastes can put a kerbside bin truck off the road for cleaning, or worse put staff at risk or create an environmental incident on a public road or at a Council transfer station.

In March 2022 alone Council officers responded to:

- 3 serious cases of non-acceptable materials found in wheelie bins across Port Douglas.
- 1 oil drum which leaked all over Bay 5 in Killaloe Transfer Station.
- 2 cases of illegally dumped asbestos at Killaloe Transfer Station and Newell Transfer Station.

Council officers investigate illegal dumping incidents and are in the process of working with local businesses and residents to decrease contamination rates. CCTV cameras are used for high-risk sites.



Images: Non-acceptable items found in and around bins in Port Douglas

### Department of Environment and Science Drone Flight

In March 2022, the Department of Environment and Science (DES) flew a \$40,000 drone over Killaloe Transfer Station and Landfill. The site, along with all other Queensland council landfills, is being audited against the Landfill Levy legislation. The drone footage will provide a 3D model of the site, allowing stockpiles to be compared with monthly data Council Officers provide to DES through the Queensland Waste Data System (QWDS) portal.





Image: Department of Environment and Science fly a drone over Killaloe Transfer Station and Landfill

### Waste Education Sessions

Council officers visited Goodstart Early Learning Centre in Mossman and Port Explorer's OSHC in Port Douglas for waste education sessions in March. The kerbside collection truck was able to visit the kindy kids in Mossman just before the presentation, emptying bins while the excited kids looked on. The Port Douglas OSHC session touched on organics and composting, with some earthworms coming along for the ride to be released into the garden.

Schools, early learning centres and community groups can book a free waste and recycling session using the form on Council's website.



Image: Council's Waste Education Officer presenting to Port Explorer's OSHC



Image: Earthworms being released into the garden at Port Explorer's OSHC



## Composting at Council

Council released 1,000 worms into a sub-pod, an in-ground compost system and worm farm, to make better use of its food waste from the Mossman Administration Building. A kitchen caddy has been set up in the lunchroom to receive food and other compostable waste which feeds the worms and gives the plants a boost.

## Extension of the Plastic Free Places Program

The Queensland Government has funded the extension of the Plastic Free Cairns program into the Douglas Shire until the end of 2022, as part of the national Plastic Free Places program run by the Boomerang Alliance. The program offers businesses free assistance in making the transition away from single use plastics as easy as possible, this is particularly relevant as the QLD Government considers a second round of single-use plastics ban in Queensland. Businesses can sign up here: [www.plasticfreecairns.org/douglas](http://www.plasticfreecairns.org/douglas).



## Waste Reduction and Recycling Plan

Community consultation on Council's Waste Reduction and Recycling Plan closed on 10 March 2022. The updated plan will go to a Council Workshop in April before proceeding to a Council Meeting for adoption.

## Sustainability

### Sustainable Fishing

The "Promotion of Sustainable Fishing in Douglas" grant funded project was finalised in October 2021 with momentum continuing amongst local stakeholders. In March 2022, The Great Barrier Reef Foundation, one of the funding bodies, published a case study of the Douglas Project on their website: [Local Action project wrap: Stories of impact - Great Barrier Reef Foundation](https://www.gbrreef.org.au/local-action-project-wrap-stories-of-impact-great-barrier-reef-foundation)

A draft Fishing Strategy has been developed and went out for public comment September/October 2021. The council received the last of the submissions March 2022 and is considering all submissions before taking the Strategy to a Council Meeting for endorsement.



## Dune Rehabilitation Reef Assist Project

The 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, Four 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 drafts are currently being finalised and will be workshopped to Council soon.

### Coastal Rehabilitation Project

The Council engaged agency staff and contractors to undertake coastal rehabilitation works. To date, the agency staff have planted 5261 trees at various locations including Wonga Beach, Newell Beach, Oak Beach, Cooya Beach, Port Douglas, and Borderline Beach and treated approximately 24800m<sup>2</sup> of weeds including Singapore Daisy (*Spagneticola trilobata*), Guinea Grass (*Megathyrus maximus var maximus*), Rhoeo (*Rhoeo sp.*), Agave (*Agave sp.*), Mother in laws Tongue (*Sansevieria trifasciata*), Yucca plant (*Yucca sp.*), Coconut Palm (*Cocos nucifera*) and Tecoma (*Tecoma stans*). Installed 240m of fencing to protect the foredune from damage caused by vehicles driving along the beach and improve wildlife and nesting habitat. The agency staff finished in January 2022.



Image: Fence installed at Borderline Beach to restrict vehicles driving along the beach

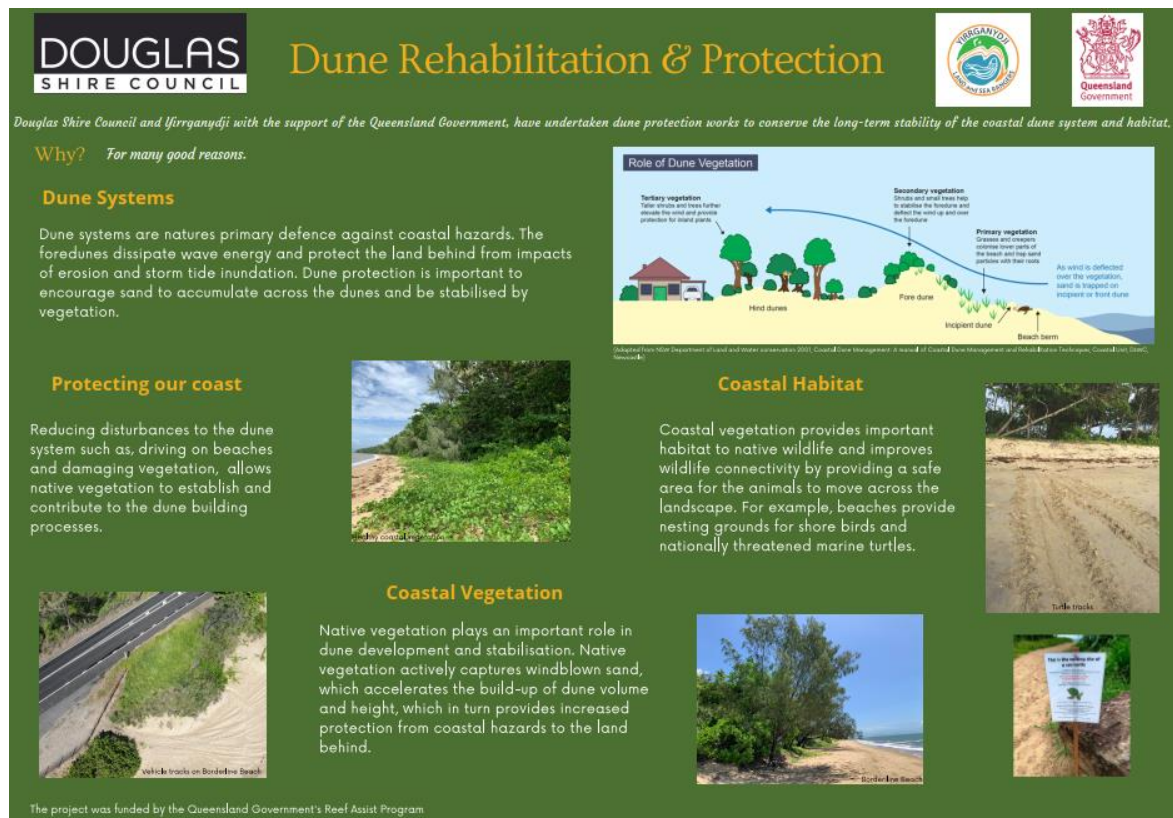


Image: Signage installed at Borderline Beach

### Resilient Coast Strategic Plan – Photo Monitoring Points

The Council worked with the University of New South Wales (UNSW) to establish a Photo Monitoring Program under the Resilient Coast Strategic Plan 2019-2029. The program involved developing a Douglas Shire Council network CoastSnap webpage and App, as well as installing five (5) photo monitoring points in the Shire. A local fabricator designed and installed five monitoring phone cradles and posts at Cow Bay Beach, Wonga Beach, Newell Beach, Cooya Beach and Four Mile Beach. The program is being finalised with permanent signage now installed at each photo monitoring point, which gives the community instructions on how to take a photo and upload the photo to the CoastSnap App. A representative from the UNSW visited Douglas to launch the photo monitoring sites in March 2022.

The intent of the monitoring program is to utilise citizen science based CoastSnap technology, where the community can assist with creating long-term data of coastal changes. The photos are used by Coastal Scientists to understand and forecast how the coastline may change over time.





**Image: The Mayor using the Photo Monitoring Point at Four Mile Beach.**



**Image: Member of the public using photo monitoring point at Cow Bay Beach.**

### **Ecotourism Destination Certification**

Douglas Shire Council and Tourism Port Douglas Daintree have been busy upgrading our Ecotourism Destination Certification to meet the new version of the international best practice Green Destination Standards in preparation for our desktop audit in May 2022. The upgrade involves reviewing and strengthening existing criteria and addressing new criteria. There are 105 different criteria under 8 themes including destination characteristics, destination management, nature and scenery, environment and climate, culture and tradition, social well-being, business and communication and ecotourism criteria.





Image: Eco Destination Certification Logo

## Environmental Health

### Illegal Dumping

Advice was received in January that Council had been successful in securing further funding for illegal dumping compliance and anti-littering road signage.

A Compliance Officer has been engaged in the Local Laws team for a period of 12 months to investigate and enforce compliance of the illegal dumping provisions in the Waste Reduction and Recycling Act 2011 and signage has been ordered for inclusion in identified roadside areas.

### Prescribed Activity Approvals

There have been 19 prescribed activity approvals issued in the reporting period. Activities include the Grand Fondo Festival official start celebration, running and cycling events, fireworks conducted on public land and accessing private property via the beach to do emergency sewerage works. Timing for the beach access was altered to ensure nesting turtles were avoided. Three filming approvals were issued for small projects including advertisements and reality shows.

### Pile Moorings

A contractor was engaged to conduct a detailed condition assessment of a selection of pile moorings and provided a report summarising the current condition and recommendations to economically increase the life span of the assets. Determined actions will be undertaken over the next few months.

### Pandemic Working Group

The pandemic working group, made up of staff from Environmental Health, Workplace Health and Safety and Disaster Management have worked together to ensure workplace procedures and standards are kept up to date with the changing government directives and the presence of the virus in the community.

## INFRASTRUCTURE

### Civil Operations

All Civil Crews began 2022 with tending to emergency callouts, repairs and clearing as a result from the effects of Cyclone Tiffany bringing torrential rain and flooding around the Shire. Our flood cameras captured some amazing images via the Disaster Dashboard:



Image: Diggers Bridge, Mowbray – 10 January 2022 6:00pm



Image: Anich's Bridge, Finlayvale – 10 January 2022 5:00pm

### Civil Capital Works Projects/Programs and On-Going Maintenance

Crews continued progress in relation to the following on-going maintenance and programs:

- Safety upgrade along Alchera Drive, Mossman with the installation of safety Kerbs and guideposts
- Pressure cleaning to footpaths and bus shelters around the Shire
- Asphalt patching as part of an Asphalt Patching program concentrating in Crees Road, Mowbray Street, Nautilus Street and Solander Boulevard, Port Douglas. A letter-box drop was conducted reaching out to the residents advising them of the improvements.
- Disability parking bays placed in Port Douglas and Tactiles placed in Front Street, Mossman included in the Disability Infrastructure Program for 21/22
- Part of the Drainage Program 21/22 included improvements at Cow Bay
- Pollution traps cleaned around the Shire ready for the wet season
- Line marking improvements throughout the Shire
- Wastops valves (tide gates) installed at Mudlo Street
- Radar speed alert signs installed along Bonnie Doon Road, Cooya Beach as part of the Safety Upgrade Program 21/22





Image: Tide gate installed at Mudlo Street



Image: Safety Kerbs and guideposts, Alchera Drive



Image: Radar speed alert sign

### Projects In Progress

As soon as the effects of the inclement weather settled, construction crews and contractors progressed with the deck concrete pour at Anich's Creek Bridge followed by the last relieving slab pour and guard rail install. By early March, the original bridge bypass was removed and replaced with stone pitching. Completion of the project is anticipated at the end of April.



Images: Deck concrete slab pour, and stone pitching placed on the riverbank at Anich's Bridge



### **Mossman to Cooya Beach Cycleway PCN Project Stage 21/22**

Towards the end of February, the first section of the dedicated cycle and pedestrian path which runs from Junction Pedestrian Bridge to Crees Hill, was placed. The installation of the TMR Type-4 Kerbing along the new Cooya Beach Cycleway is part of Council's Principal Cycleway Network Program which is near completion.



**Image: New cycleway at Cooya Beach**

### **Operational Plan 21/22 Projects Completed:**

- Realignment of Douglas Creek Road
- Kerb & Channel Renewal Program 21/22
- Footpath Renewal Program 21/22
- Timber Bridge & Boardwalk Renewal 21/22

### **Completed Project - Sagiba Avenue, Pedestrian Bridge**

The install of the new 20 metre composite bridge uniquely designed and constructed by Wagner's to withstand the harshest of environments.



**Image: Constructed composite bridge delivered to the Mossman Depot**



Image: Lowering of the pedestrian bridge into position



Image: New Pedestrian bridge at Sagiba Avenue, Port Douglas

## Workshop & Fleet Services

The Depot Workshop team continue with daily service, repairs and maintenance with the focus on identifying a cleaner, greener future for Council's fleet, plant and equipment.

Under Council's Operational Plan, *Goal: 3.2.1 Identification of carbon neutral Council fleet options* the team have sourced the following for our fleet range:

- Battery powered equipment continued, to replace fuel powered models for Open Spaces:
  - Stihl Leaf blower x 3
  - Pole saw x 1
  - Hedge trimmer x 1
- 2022 Toyota Hybrid Cross



## Purchased Fleet

All purchased fleet have the latest in emission reducing technology and are much more fuel efficient, which assists the reduction of Council's carbon footprint and daily running costs.

- Wacker Newson Multi Tyre Roller
- Hustler Ride on mowers x 3

## Awaiting Delivery

- 2021 SES Toyota Ute – ready for collection in May
- Hino 300 with Chassis mount Vermeer, for the Reticulated Water team
- John Deere weed spray Tractor
- 2022 Toyota Hybrid Cross x 4

## Open Spaces and Natural Areas

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

- Continuation of the shire wide beautification program through the Capital Works
- Major clean up works early January after a close call with Cyclone Tiffany
- Tree maintenance works Port Douglas Esplanade
- Vegetation maintenance Flagstaff Walking Trail
- Implementation of the Sports Complex Master Plans (Planting of shade trees)
- Vegetation maintenance for sight lines on stinger net
- Herbicide treatments and weeding of gardens in Front Street
- Ongoing grounds maintenance – Mowing, brush cutting, weeding all areas
- Contractors completed coconut denutting
- Pressure cleaning of high-profile areas Macrossan St, Grant St, Front St
- Irrigation repairs to Front St and continuous vandalism
- Implementation of Warri Park maintenance Program



Image: Clean up works from severe weather



Image: Herbicide treatments Mossman



Image: Pressure cleaned traffic island in Mossman

The following table highlights staff accomplishment data captured for the 3rd quarter in the REFLECT Open Spaces data base:



**Table: 3rd Quarter Data Capture**

| Activity Name                     | Accomplishment for Each Quarter Q3 | Person Hours for Each Quarter Q3 |
|-----------------------------------|------------------------------------|----------------------------------|
| Vandal Damage Rectification       | 4                                  | 15                               |
| Litter Pickup                     | 245                                | 218                              |
| Mowing                            | 15                                 | 138                              |
| Tree Maintenance                  | 124                                | 370                              |
| Grounds Maintenance               | 453                                | 1521                             |
| Illegal Dumping Removal           | 2                                  | 1                                |
| Beach/Foreshore Maintenance       | 77                                 | 107                              |
| BBQ Maintenance                   | 544                                | 278                              |
| Amenity Cleaning                  | 1260                               | 1261                             |
| Park Furniture Maintenance        | 58                                 | 6                                |
| Playground Furniture Maintenance  | 61                                 | 17                               |
| Skate Park Maintenance            | 10                                 | 27                               |
| Irrigation Maintenance            | 5                                  | 4                                |
| Landscape Maintenance             | 33                                 | 15                               |
| Herbicide                         | 33                                 | 444                              |
| Signs Install / Maintenance       | 1                                  | 202                              |
| Bridge and Footbridge Maintenance | 6                                  | 2                                |
| Footpath Works and Maintenance    | 37                                 | 41                               |
| Bus Shelter Maintenance           | 22                                 | 8                                |
| Litter Bin Maintenance            | 18                                 | 43                               |
| Inspections General               | 26                                 | 36                               |

### Capital Works

Parks Renewal Program 2021-22:

Renewal of picnic shelters and BBQ's is under way at Newell beach and Port Douglas.



**Images: Before and After Renewal of picnic shelter and BBQ Rex Smeal Park**

The Junior sharks received a grant to resurface the rear field at Coronation park. The works are jointly funded by DSC. A new fence will be installed to protect the field upgrade.



Image: Resurfacing of rear rugby field Coronation Park

### Biosecurity

The Biosecurity team accompanied with the nursery staff have assisted in the Reef Assist funded revegetation project to replant an area of beach damage at Borderline Beach. Staff have also been busy maintaining and watering other revegetation sites under the same project planted at the end of last year.



Image: Reef Assist Revegetation Program

The electric ant restricted zone was amended on 17th January 2022 to reflect new detections of electric ant infestations, and operational activities being completed in some areas. The new or amended areas included in Douglas are:



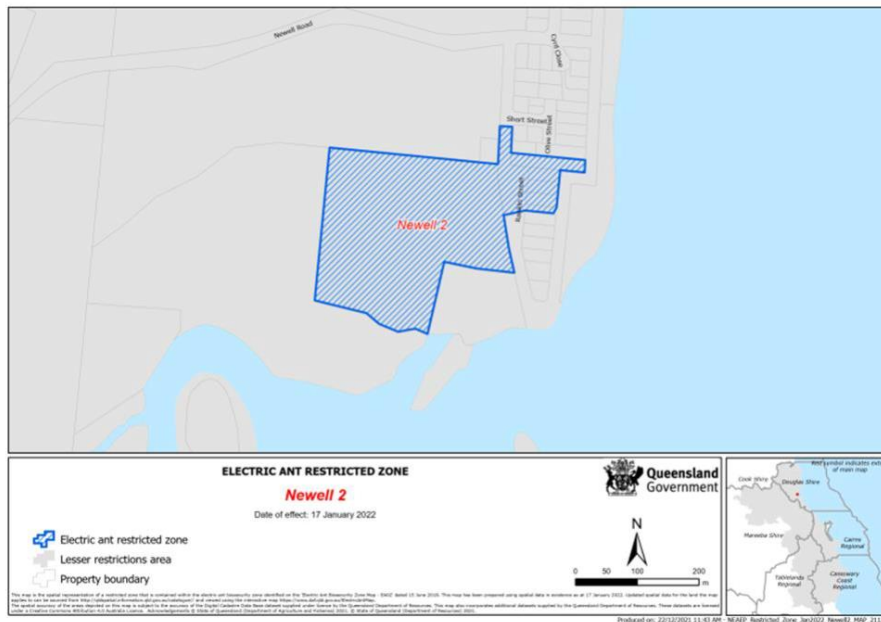


Image: New restricted zone Newell Beach

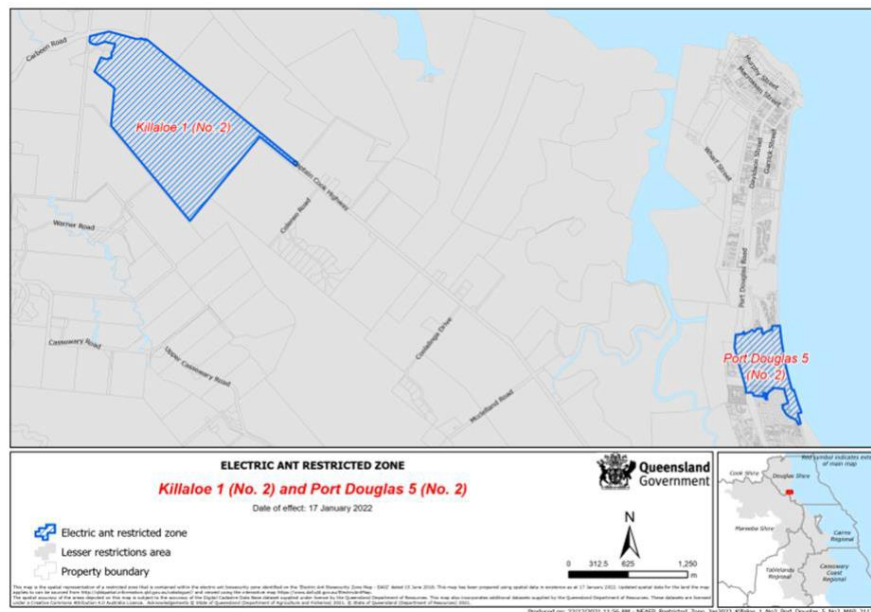


Image: New Electric ant zone Port Douglas

Eradication activities, such as treatment and surveillance, have commenced in these areas. People or contractors working in the zone, must not move live electric ants, or move electric ant carriers from a property within a restricted zone to another property within or outside of the restricted zone unless certain conditions have been met.

Council has received numerous CRM's for wild dog control. The increase in CRM's is due to it being breeding season for Dingos which has resulted in an increase in activity throughout the Shire. This activity usually decreases as breeding season ends.



Image: Example Wild Dog / Dingo

### Invasive Weeds

The Biosecurity team have been working closely with a private property owner in the Whyanbeel Valley to treat a large Thunbergia vine site for the last year. The Property owner recently hired a backhoe to expose the vine tubers, to ease the access for DSC biosecurity officers to treat the tubers and surrounding seedlings.



Image: Thunbergia site Whyanbeel Valley

### Biosecurity Statistics:

- Total man hours on weed control = 697
- Feral pigs terminated = 85

### Nursery Statistics:

- Total trees potted up = 2,681
- Total plants supplied to community groups, private landholders, and council works = 1,480
- Total plants supplied by nursery = 3,093



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

## Building Facilities

### Operational Works

The Building Facilities team has continued to roll out operational works over the last three months including:

- Servicing of generators across all Council sites
- Load testing of 50% of all council generators (second half to be done following year)
- First Aid kits serviced on all sites
- Fire equipment – 6 monthly service completed
- Fire plans reviewed and updated at a number of sites
- Decommissioning of Alexander Black Spot tower under way
- Pest treatment and termite inspections completed
- painting of fleet workshop completed
- Install new access ramp onto sugar wharf
- replacement of defective exit lights, and
- replacement of defective smoke detectors.

Operational and Capital works continue to be impacted by supply and availability issues caused by Covid. This has also significantly impacted the cost of items as price increases for materials continue to impact allocated budgets.

### Capital Works

Building Facilities continue to work through a large number of smaller Capital projects as the end of the financial year fast approaches

Current Capital Projects:

- Port Douglas Sugar Wharf – removal of old toilets (Completed)
- Security upgrades for Admin - (Completed)
- Security upgrade for Mossman Depot- (Completed)
- Security upgrade for Mossman library - (Underway – waiting on parts)
- Mossman Depot Gates - (Completed)
- Mossman Admin BMS upgrade - (Completed)
- Flag Staff Hill Generator Monitoring - (Completed)
- Diwan Generator Monitoring - (Underway)
- Mossman Library Fence - (Underway- final stage to be completed in April)
- Sugar wharf – old toilets removed - (Completed)
- Diwan Generator compound - (Construction starting 1<sup>st</sup> April)
- Daintree Hall repairs - (Complete)
- Port Douglas Community Hall repairs - (Complete)
- Donga Office Upgrade - (Underway)
- Port Sports Field lighting improvements - (Planning)
- Sugar wharf Concrete Jetty - (Planning)

### Port Douglas Sugar Wharf Electrical Upgrade

The Port Douglas Sugar Wharf project has now been completed ready for a busy wedding season in 2022.

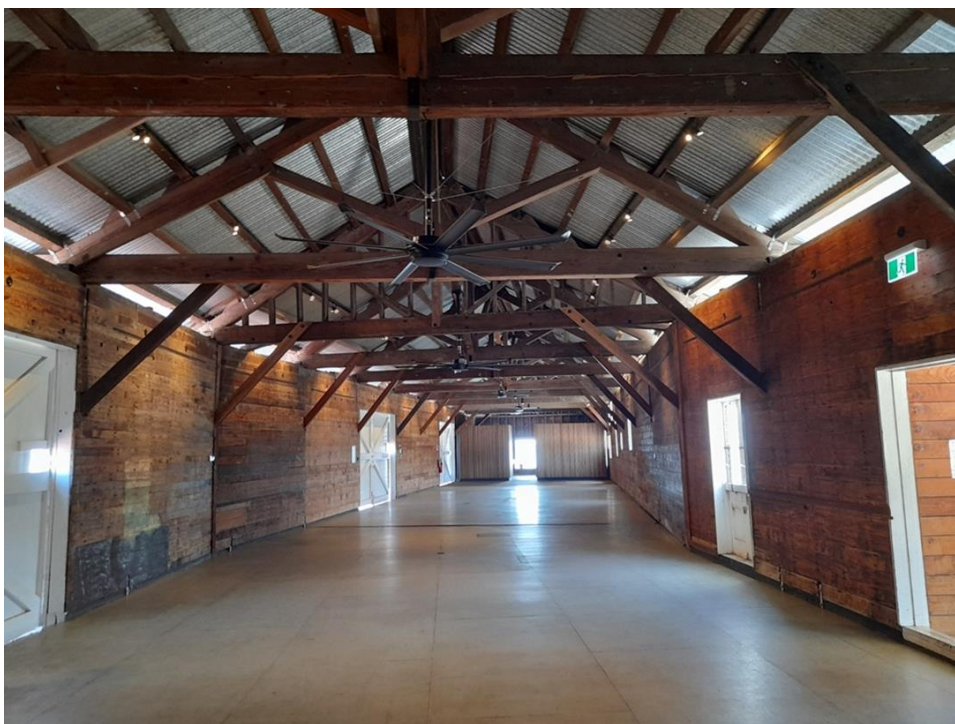


Image: Port Douglas Sugar Wharf after old toilets removed



Images: Bathroom upgrades at Port Douglas Sugar Wharf

### Mossman Library Fence

Building Facilities have been working to rectify drainage issues and install a new fence at the rear of the Mossman Library car park





**Image: Mossman Library fence before works started**



**Image: Library Fence and new garden ready for bitumen**

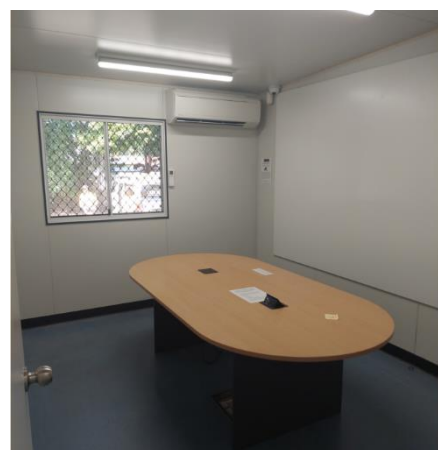


## Mossman Admin Donga Office

Modifications are well underway as the Admin Donga is transformed into extra office space and the Kirwan meeting room shrinks in size. A new fresh air system will be installed in coming days to reduce CO2 levels along with carpet to help with noise reduction.



Images: Mossman Admin Donga – new meeting room taking shape



Images: The new Kirwan Room



Image: Sugar Wharf – new access ramp



## PROJECT OFFICE

### Capital Works

The following projects were completed during the period:

- Mossman WTP Electrochlorination Upgrade
- Reservoir Access upgrade
- Pile Mooring Review
- Killaloe Leachate level upgrades

The active projects progress consists of:

- Noah Creek Bridge – continuing to finalise the Cultural Heritage Agreement
- Daintree Ferry Landside Works – defining work scope and preliminary environmental scope
- RTU & Switchboard upgrades – switchboards manufacture almost complete. Slab extensions completed
- Mossman WTP Chemical Storage – Construction activities commenced.
- Mossman WTP Raw Water Pipe Repair – second repair cancelled due to success of first. Permanent repair design procurement commenced
- Water Main Upgrades – Tender awarded in March meeting
- Forward Warning Infrastructure – Installation yet to commence
- Storm Tide/Flood Mapping – Consultants have produced some final reports
- Ferry maintenance – ongoing
- Port Douglas WWTP SBR Diffuser Upgrade – Design progressing
- Port Douglas Aquatic Park – Options report completed, and concept approach commenced
- Mossman Splash Park – Investigations underway. Tender documentation commenced
- DV Housing – approaching lock up stage.
- Port Douglas Sports Masterplan – Entry design commenced, awaiting grant application decision for lighting upgrade
- Cooya Beach Cycleway – Construction commenced
- Wonga Beach Caravan Park Septic Upgrade – awaiting expert advice
- Warners Bridge renewal – Contractor engaged. Ergon delays
- Mossman Gorge Cycleway & Bridge – design commenced
- Mossman WTP Pre Filtration – tenders received and evaluated
- Mossman Ultra filtration Cartridges – Procurement commenced
- Cow Bay Upgrades – scoping commenced
- Killaloe landfill Stage 3 – concept feasibility commenced

### Domestic Violence Accommodation

The construction of the domestic violence accommodation units continues with some minor Covid related delays. Lock up is expected shortly after the reporting period. Roof, block render, framing, internal sheeting and first fix of plumbing, electrical and refrigeration completed



Image: Units approaching lockup stage

### Chlorination

The Mossman Water Treatment Plant has had some compliance work completed on the chlorination system, which chlorine doses the Mossman and Port Douglas' drinking water. The final stage is to build a parking space for the forklift, which would otherwise block the access to the chlorination system shed.



Image: Shed extension to Chlorination building Mossman water treatment plant



## Disaster Recovery Projects

### Tropical Cycle Tiffany Event

During January, Category 2 Tropical Cyclone Tiffany affected the region. Minor damage occurred throughout the Shire with Infrastructure crews repairing most of the damage in conjunction with local plant operators. The Project has been working on disaster funding applications for the damage which is estimated to be in the order of \$1 million.



Image: Blocked drainage structure and road damage – Crees Road, Craiglie

### Cape Tribulation Bloomfield Road and Zig Zag Road Betterment

Completion of the project occurred in January. Over 3,000m<sup>2</sup> of concrete pavement and seven drainage structures were installed on the Zig Zag Road. Officers were also successful in obtaining a funding variation for the Cape Tribulation Bloomfield project and the contractor in January also completed an additional section of concrete pavement near Woobada Creek.



Image: New drainage structures installed on Zig Zag Road, Degarra  
Ordinary Council Meeting - 26 April 2022

## WATER AND WASTEWATER

Operations in the Water and Wastewater department proceeded well during the January to March 2022 reporting period with an emphasis on:

- Potable water consumption
- Water education
- Training
- Regulation compliance
- Rectification of faults and defects
- Scheduled maintenance
- Business continuity plan for COVID-19 and
- Capital projects.

### Water

#### Potable Water Consumption

The Water and Wastewater department implemented Level 0 water restrictions on 2 December 2021 for all properties using the reticulated water supply within Douglas Shire, which continued for the January – March 2022 reporting period.

The Bureau of Meteorology update on the 2021-22 La Niña event indicates it has passed its peak and has returned to neutral El Niño–Southern Oscillation (ENSO) levels. As La Niña weakens, it will continue to influence weather and climate. The recent increase in tropical activity over the north and south Indian Ocean is associated with the presence of the Madden–Julian Oscillation (MJO). As a result, atmospheric conditions across the region remain favorable for enhanced tropical weather. As the MJO and other tropical waves dissipate and move out of the region, conditions are likely to return to near average across the Australian tropics.

However, there is an increased chance of unusually high rainfall for April to June across the northern tropics of Queensland. The latest rainfall outlooks from the Bureau show a greater than 80% likelihood of above-median rainfall for northern Queensland.

The Rex Creek Intake water level declined to 510mm in the first week of January, however bursts of rainfall events since then increased the level with the highest rainfall event occurring on 12 January 2022 raising Rex Creek intake to 850mm. Level 0 community water conservation measures continued to promote water wise behavior during the quarter, but with much less restriction on use.





Image: Rex creek intake showing good water levels as of 15 March 2022

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

The average water consumption for the months from October to December was **8.175 ML/day** for the Port Douglas network and **2.573 ML/day** for the Mossman network. The graph below displays the total water use between Mossman and Port Douglas networks and Rex Creek intake level during the reporting period.

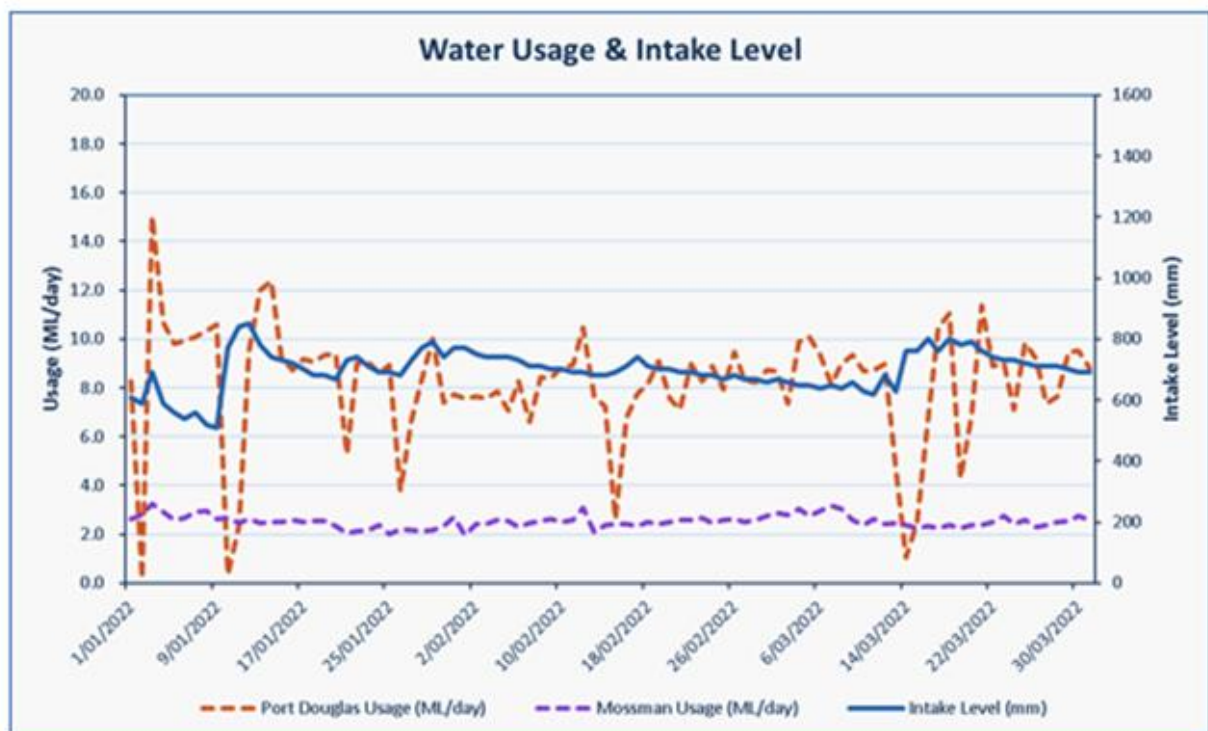
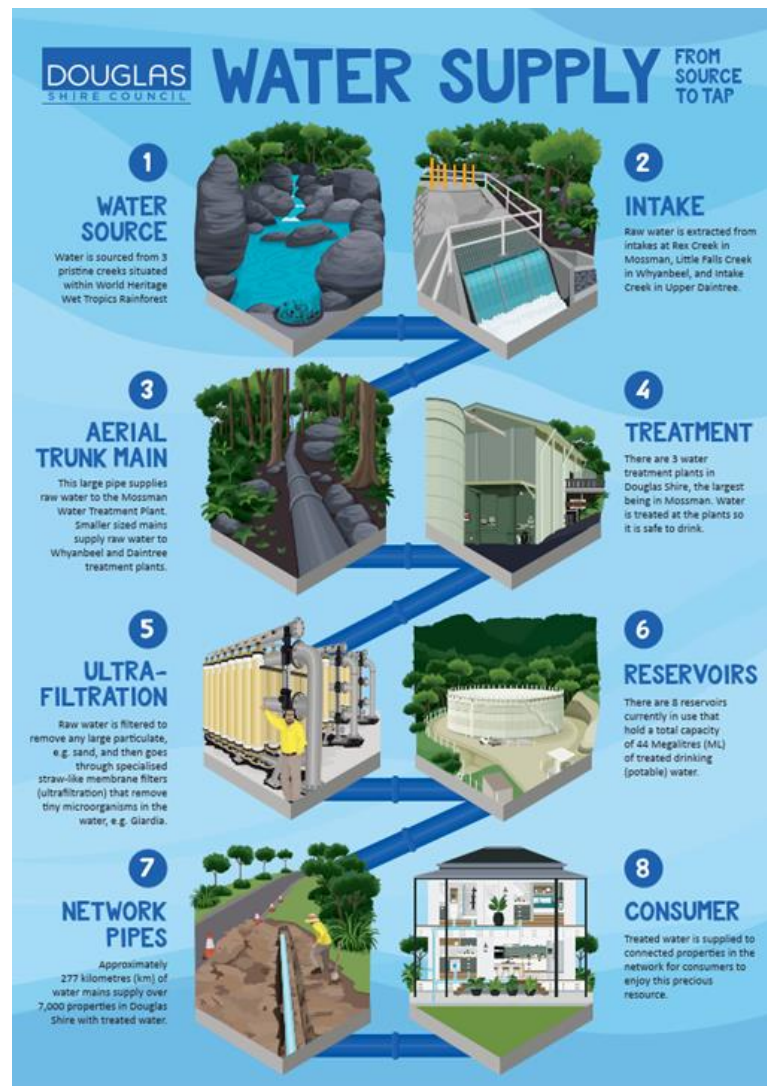


Image: Water Usage and Intake Level Graph

## Water Education

A Water Supply poster specifically designed with Douglas Shire Council infrastructure artwork has been completed (see image below):



**Image: Educational poster with Douglas Shire Council water infrastructure artwork**

The poster will be provided to schools and displayed in various locations throughout the Shire to assist in showing how potable water is supplied to consumers. The artwork on the poster is also planned to be posted on the council website with expanded information for each stage of supply to further support how water is treated and supplied. The target audience is school-age children but the education is also suitable for adults. In addition, work on the Wastewater Treatment poster has commenced.

Work has continued to progress on the development of a Water Education Program which is being designed to align with the national curriculum. The Australian Curriculum is currently in the process of being reviewed and is planned to be endorsed and published later in the year, with a transition between the existing and latest versions expected to occur over the next few years.

### Drinking Water Regulation Workshop

Ada Pasanen (A/Coordinator Water & Wastewater) presented at a Drinking Water Regulation Workshop on Monday, 21 March 2022. Ada presented on 'Ultra-filtration issues and solutions' which was well received by the audience. The workshop was attended by other water providers and regulators.



## 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 four water quality notifications during this reporting period. The staff investigated each situation, tested the water, and flushed water main where necessary. The results indicated that the water quality at each circumstance was within the Australian Drinking Water guidelines.

All water quality notifications/complaints were handled under customer service standards. Water and Wastewater team views all water quality notifications and complaints seriously and endeavours to achieve outcomes where customer satisfaction is priority.

## Rectification of faults, defects and scheduled maintenance

During this reporting period, there were 263 customer request notifications, 154 service repairs and 21 water main breaks that were repaired. There were also 33 new service installations. The water reticulation team records the number of water service renewals and Dial Before You Dig (DBYD) service locations. There were 29 new water service renewals and 242 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 addition to the work for the Water Reticulation Team, as part of the Smart Water Meter Program 300 water meter leg replacements were completed.



Images: Water Reticulation team responding to a water main break between Rocky Point and Wonga Beach





**Images: Water Reticulation team replacing a faulty Wang Offtake Clamp and valve on the 450mm trunk main feeding Port Douglas reservoirs, located at the corner of Coral Sea Drive, Mossman**

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

### **Craiglie Reservoir**

A contractor has been recommissioning the Craiglie Reservoir electrochlorination system to assess the functionality of the chlorination system in all scenarios, including during mains break situations and extended storage periods. During the reporting period, Craiglie reservoir was used as a supplementary supply via Crees Rd Reservoir which re-chlorinates the water to the required level prior to distribution. Until the functionality of the chlorination system is resolved to allow for direct distribution, Craiglie reservoir can continue to be used as supplementary supply via Crees Reservoir.



**Image: Craiglie Reservoir electrochlorination building**  
Ordinary Council Meeting - 26 April 2022



### Chemical spills abatement Mossman Water Treatment Plant

The Water Quality Team removed redundant pumps from the Mossman WTP and the re-purposing of the area as a chemical bund storage area has started. The old pumps have been removed and electricals isolated in readiness for lining the pit. Once completed, the chemical bund area where the chemical delivery trucks park, will ensure any leaks or spills during the delivery will be contained on site. This will make the site best practice for protecting the environment and waterways surrounding the plant.



**Image: Works on the chemical bund storage area at the MWTP have begun**

Maintenance, repair and operational activities included:

- Water pressure cleaning at all water treatment plants
- Repair to UF cartridges
- CIP cleans undertaken on UF cartridges at all water treatment plants
- Backwash filter, pre-filter and CIP filter maintenance for operational efficiency
- Service of all generators
- Service of all gas chlorine dosing plants
- Reservoir inspections
- Service of Calcium Hypo dosing plants
- Work area improvements to perform efficient operational activities
- Raw water feed pre-filter maintenance at Whyanbeel and Mossman Treatment Plants
- CIP filter maintenance at the Whyanbeel and Mossman Treatment Plants.

### Capital Works

In this quarter, the Smart Water Meter project progressed to the installation phase on 28 March 2022 with contractors installing new automatic master meters as required and retrofit devices for those not due for replacement. The first stage installation works for this project involves approximately 900 meters/retrofit devices and is due to be completed by early April 2022.

To assist with community education about smart water meters, some Frequently Asked Questions (FAQs) were uploaded to Council's website [Smart Water Meter Program - Douglas Shire Council](#).

Data from the Smart Water Meter's 'Aqualus Portal' is already proving useful, as it showed one resident had a water consumption of over 500 liters/hour. The W&WW Department called and notified the resident of a possible leak. The customer arranged a plumber to fix the leak which reduced the water usage at the property.

Once rollout is completed, Aqualus smart water meter data portal activated and residents have access to the customer portal, residents will receive leak alerts along with consumption information from the Aqualus portal.

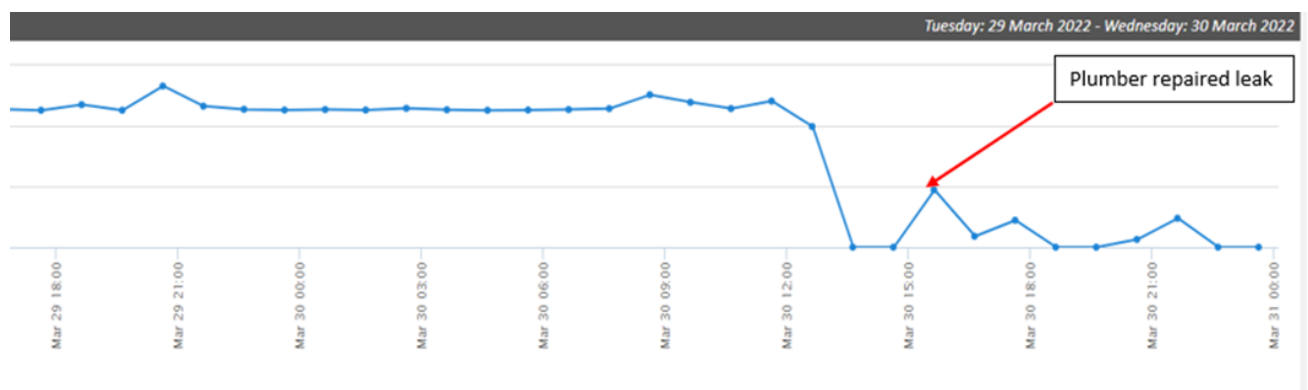
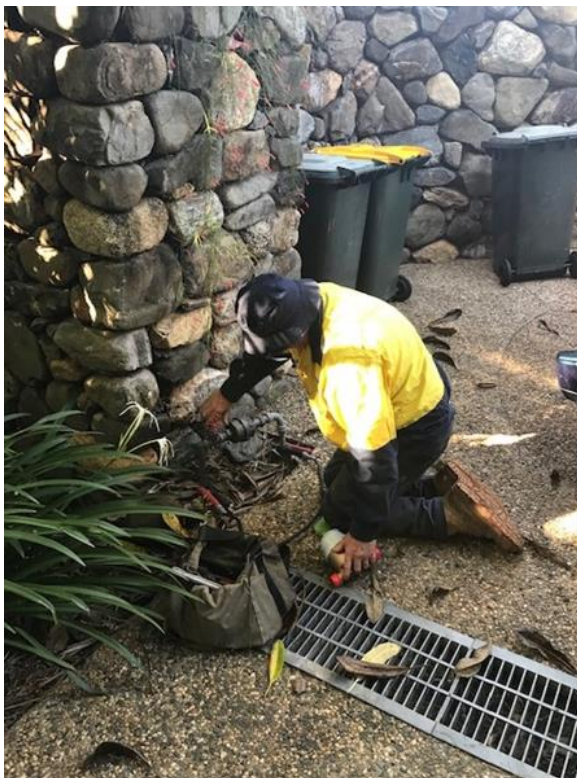


Image: Data from the Aqualus portal showing water consumption at a residency in Port Douglas



Images: Water Reticulation staff installing smart water meters



## Wastewater

Capital works programs during the reporting period for the Wastewater department included continuation of the Manhole Raising project. This project focused on Mossman and involved finding manholes and manufacturing and installing risers to allow access to sewer mains and effective rectification of blockages, as well as identifying the integrity of the sewer mains.



**Images: Wastewater Manhole Raising Project, showing a deteriorated manhole on the left and a refurbished manhole on the right**

The refurbishment of the odour control unit at Port Douglas WWTP was completed in this quarter. The roof on the odour control unit was lifted off for easy removal of the old bark and zeolite along with the false flooring system, this work was completed by an excavator.

Ongoing capital works projects included the Wastewater Network Renewal Program, which consisted of the Wastewater Team working in conjunction with contractors repairing and replacing broken House Connection Branches. The team replaced eight House Connection Branches in the Port Douglas area and five in the Mossman area.



**Images: Works carried out on a collapsed House Connection Branch on Andrews Close, Port Douglas**





Images: Replacing a House Connection Branch at 11 Pringle Street, Mossman



DOUGLAS SHIRE COUNCIL

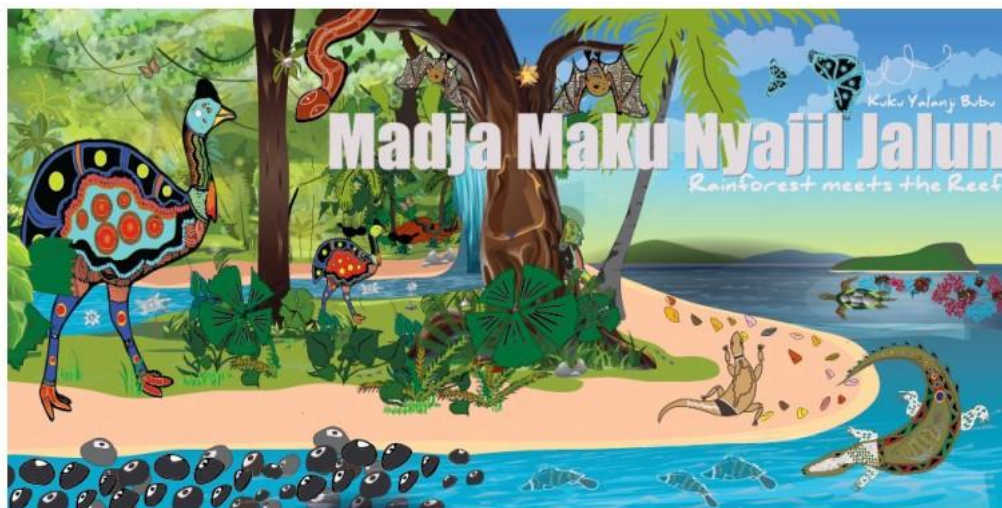
# ORGANISATIONAL REPORT CARD

2021 - 2022

January – March 2022

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



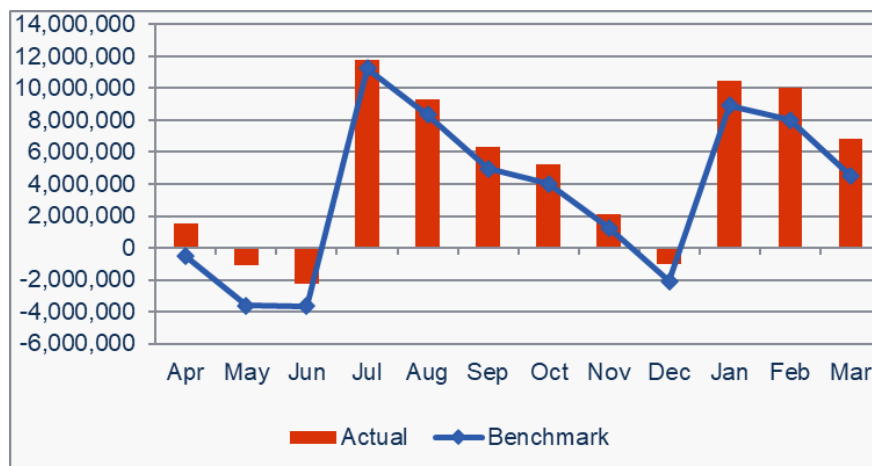


Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"



# 1.0 FINANCIAL PERFORMANCE

## 1.1 Operating Result – Actual vs. Budget Year To Date

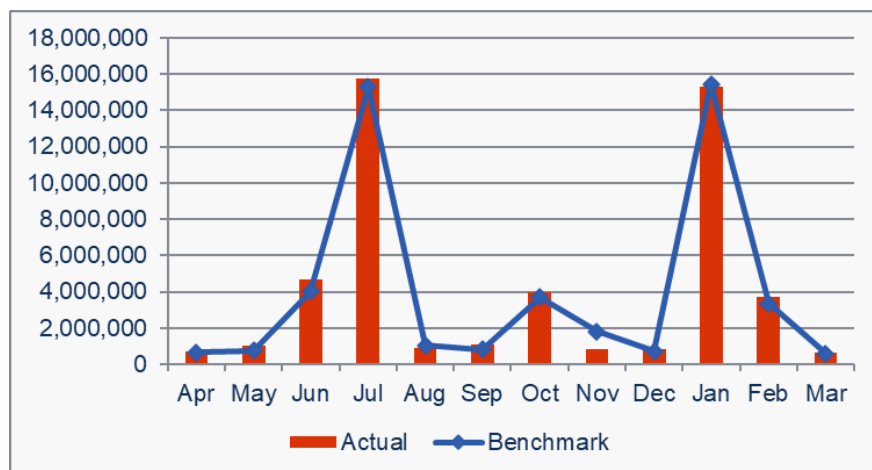


|                   | Year To Date<br>January | Year To Date<br>February | Year To Date<br>March |
|-------------------|-------------------------|--------------------------|-----------------------|
| <b>Benchmark:</b> | 8,926,480               | 8,006,494                | 4,517,617             |
| <b>Actual:</b>    | 10,428,736              | 10,062,641               | 6,831,082             |
| <b>Variance:</b>  | 1,502,256               | 2,056,147                | 2,313,465             |

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

**Interpretive Comments:** Council adopted the revised 2021/22 Budget on 30 November 2021.

## 1.2 Revenue Against Budget

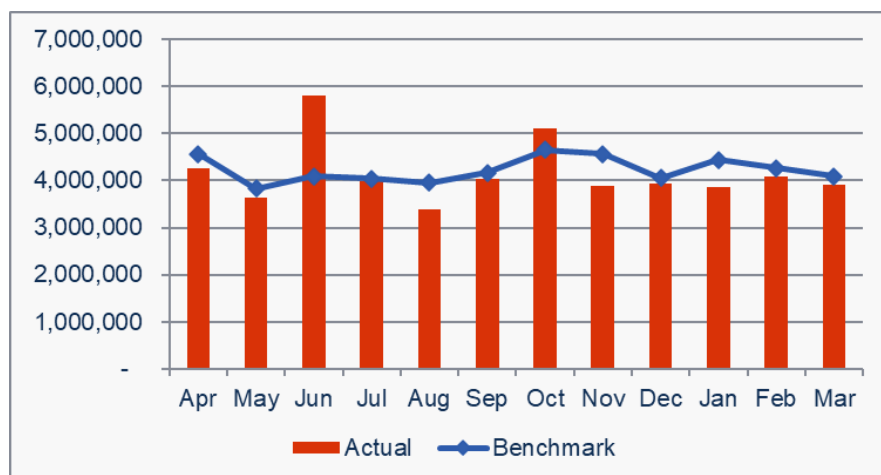


|                   | January    | February  | March   |
|-------------------|------------|-----------|---------|
| <b>Benchmark:</b> | 15,464,951 | 3,339,765 | 598,471 |
| <b>Actual:</b>    | 15,279,090 | 3,716,805 | 671,227 |
| <b>Variance:</b>  | -185,861   | 377,040   | 72,756  |

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

**Interpretive Comments:** Council has collected 88% of its forecasted operational revenue.

### 1.3 Expenses Against Budget

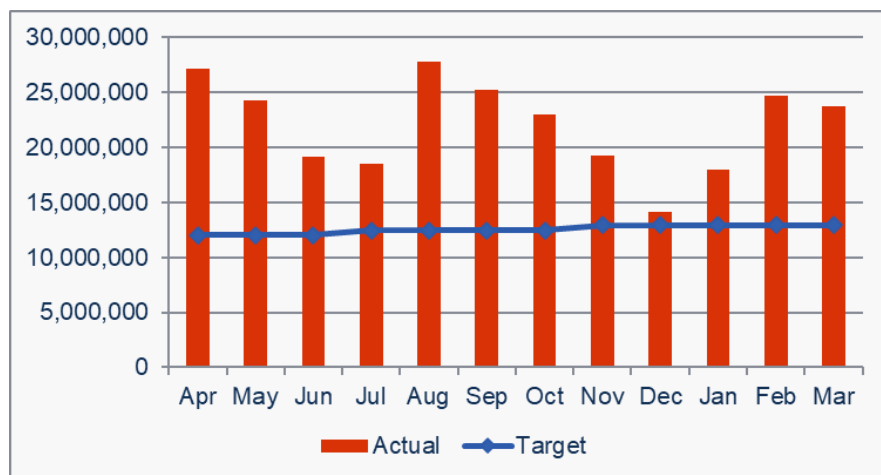


|                   | January   | February  | March     |
|-------------------|-----------|-----------|-----------|
| <b>Benchmark:</b> | 4,440,829 | 4,259,751 | 4,087,348 |
| <b>Actual:</b>    | 3,849,678 | 4,082,901 | 3,902,786 |
| <b>Variance:</b>  | -591,151  | -176,850  | -184,562  |

**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 and some savings due to unfilled employee positions.

### 1.4 Capacity to Meet Operational Expenses



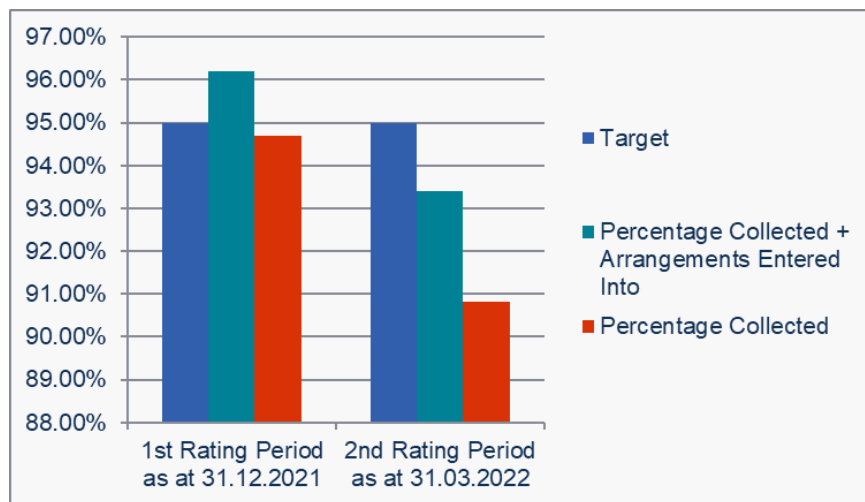
|                  | January    | February    | March       |
|------------------|------------|-------------|-------------|
| <b>Target:</b>   | 12,965,125 | 12,965,125  | 12,965,125  |
| <b>Actual:</b>   | 17,937,917 | 24,671,350  | 23,721,738  |
| <b>Variance:</b> | -4,972,793 | -11,706,225 | -10,756,614 |

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

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



## 1.5 Rates Collected



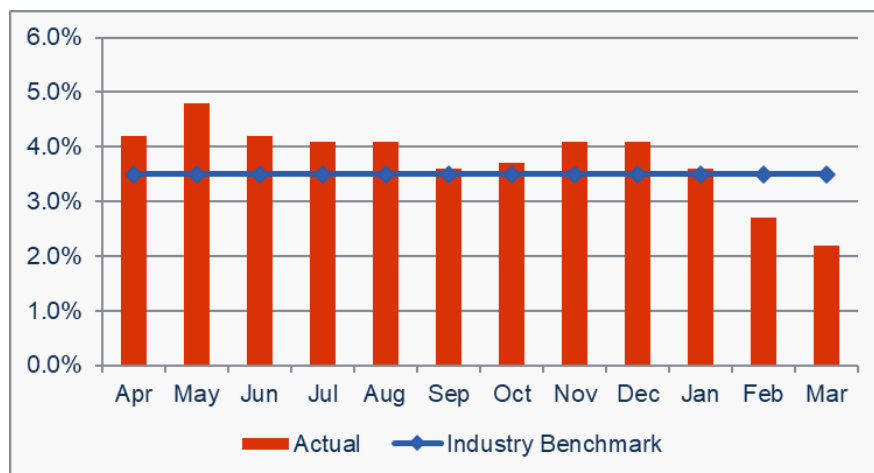
|  | 1 <sup>st</sup> Rating Period | 2 <sup>nd</sup> Rating Period |
|--|-------------------------------|-------------------------------|
| <b>Target:</b>   | 95.00%                        | 95.00%                        |
| <b>Percentage Collected and arrangements entered into:</b> | 96.20%                        | 93.41%                        |
| <b>Percentage Collected:</b>                               | 94.70%                        | 90.82%                        |

**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

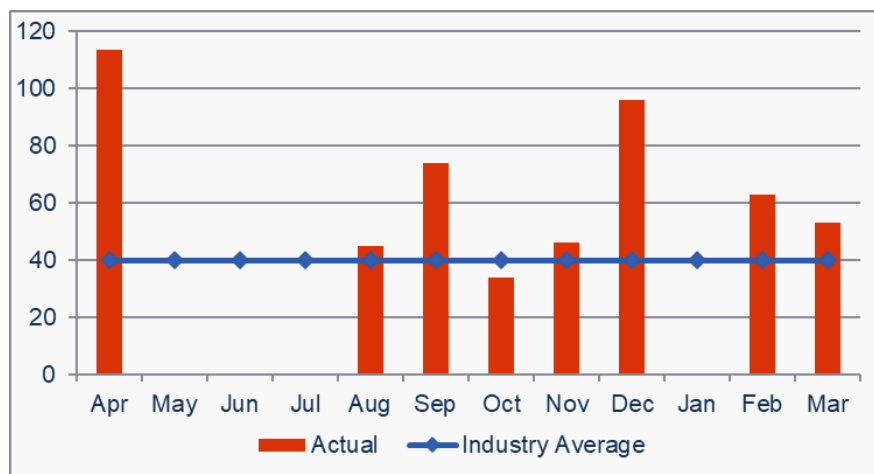


|                     | January | February | March |
|---------------------|---------|----------|-------|
| Industry Benchmark: | 3.5%    | 3.5%     | 3.5%  |
| Actual:             | 3.6%    | 2.7%     | 2.2%  |

**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 is due to a small number of longer term return to work cases.

### 2.2 Efficiency of Filling Positions Vacant



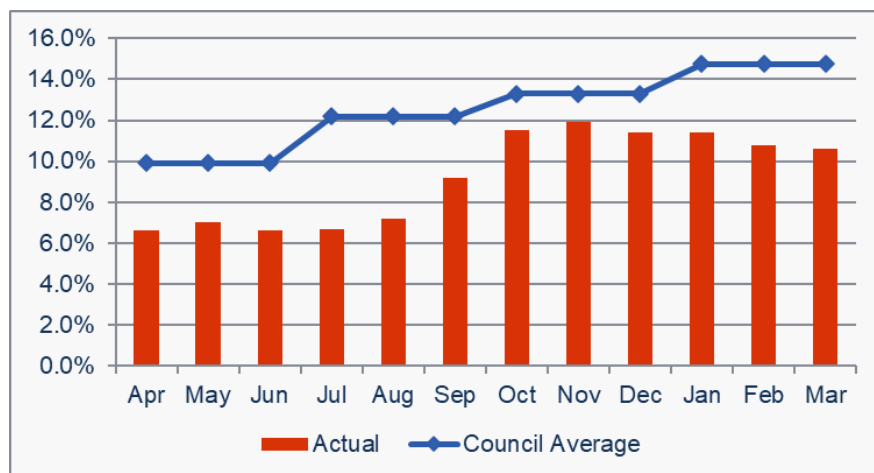
|           | January | February | March |
|-----------|---------|----------|-------|
| Maximum:  | 40      | 40       | 40    |
| Actual:   | 0       | 63       | 53    |
| Variance: | 40      | -23      | -13   |

**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:** External recruitment activities increased in the later part of 2021 and with Council's Christmas Shutdown period and Covid-19 restrictions had some impact on the recruitment activities from January to March 2022.



## 2.3 Monthly Staff Turnover

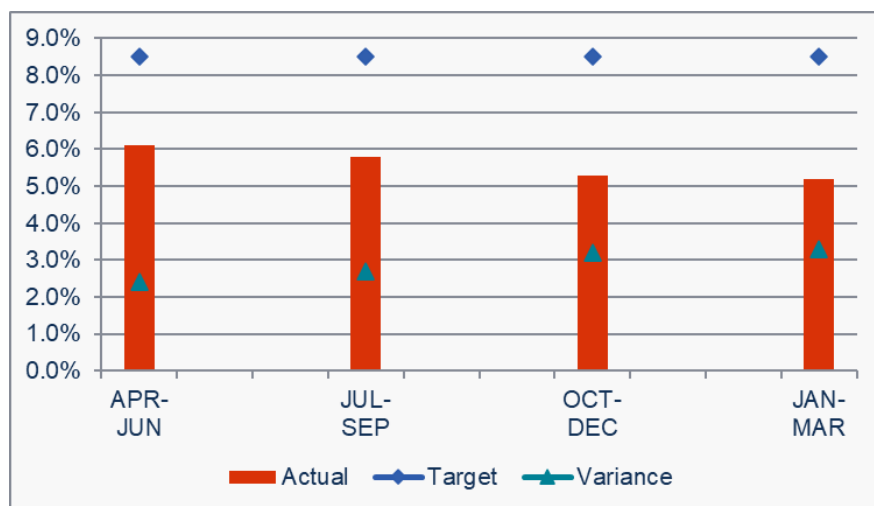


|           | January | February | March |
|-----------|---------|----------|-------|
| Maximum:  | 14.8%   | 14.8%    | 14.8% |
| Actual:   | 11.4%   | 10.8%    | 10.6% |
| Variance: | 3.4%    | 4.0%     | 4.2%  |

**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 10.94% for this reporting quarter, which is a yearly average 14.75% of total staff.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



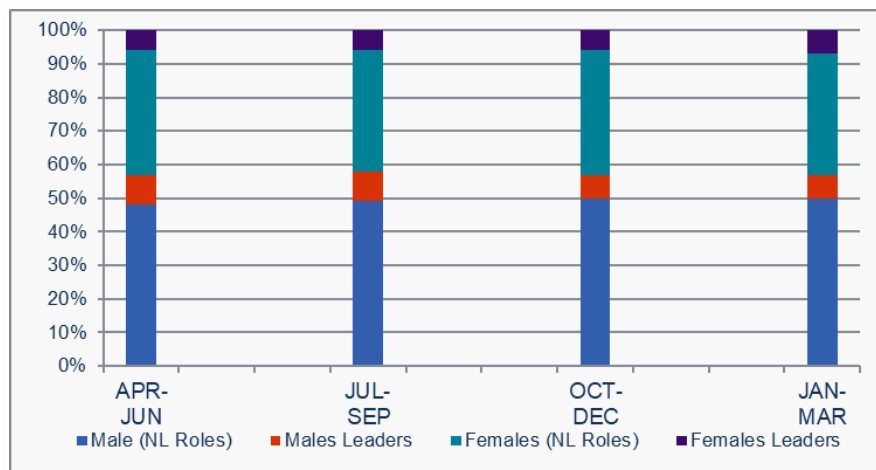
### January – March 2022

|           |      |
|-----------|------|
| Maximum:  | 8.5% |
| Actual:   | 5.2% |
| Variance: | 3.3% |

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

**Interpretive Comments:** In this quarter Council employed an average of eleven employees who identify as Aboriginal and Torres Strait Islander.

## 2.5 Workplace Diversity – Males & Females



### January – March 2022

|                     |     |
|---------------------|-----|
| Males (NL roles):   | 50% |
| Males               | 7%  |
| Females (NL roles): | 36% |
| Females:            | 7%  |

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

**Interpretive Comments:** In this quarter Council employed an average of 209 staff - 57% male and 43% female. The 15 of the male staff and 13 of the female staff held leadership roles.



## 3.0 ENVIRONMENT & PLANNING

### 3.1 Development Applications Lodged



|         | January | February | March |
|---------|---------|----------|-------|
| Actual: | 17      | 25       | 26    |

**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 lodged with Council has remained relatively consistent compared with previous quarters with these numbers being quite high.

### 3.2 Assessments Completed Within Statutory Timeframe

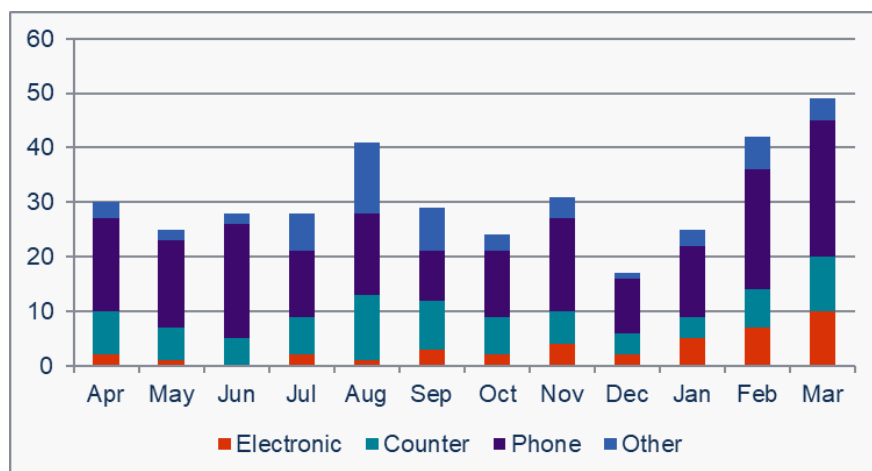


|                   | January | February | March |
|-------------------|---------|----------|-------|
| Target:           | 100%    | 100%     | 100%  |
| Acceptable Range: | 90%     | 90%      | 90%   |
| Actual:           | 100%    | 100%     | 100%  |

**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

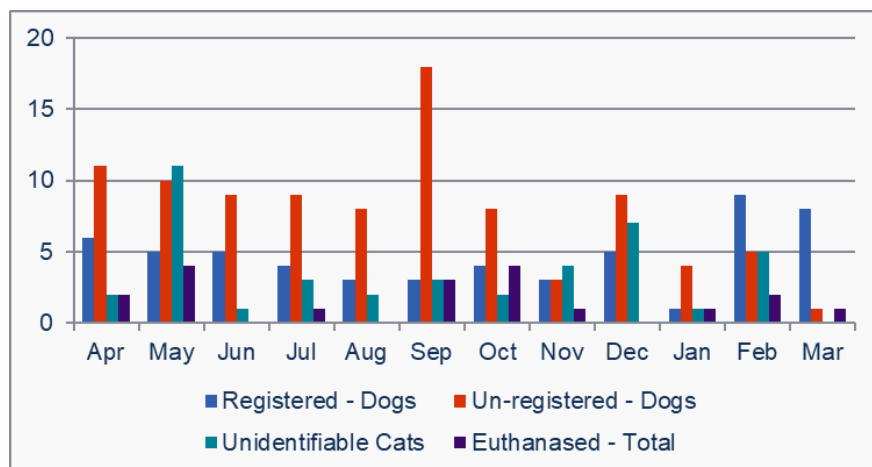


|             | January | February | March |
|-------------|---------|----------|-------|
| Electronic: | 5       | 7        | 10    |
| Counter:    | 4       | 7        | 10    |
| Phone:      | 13      | 22       | 25    |
| Other:      | 3       | 6        | 4     |

**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



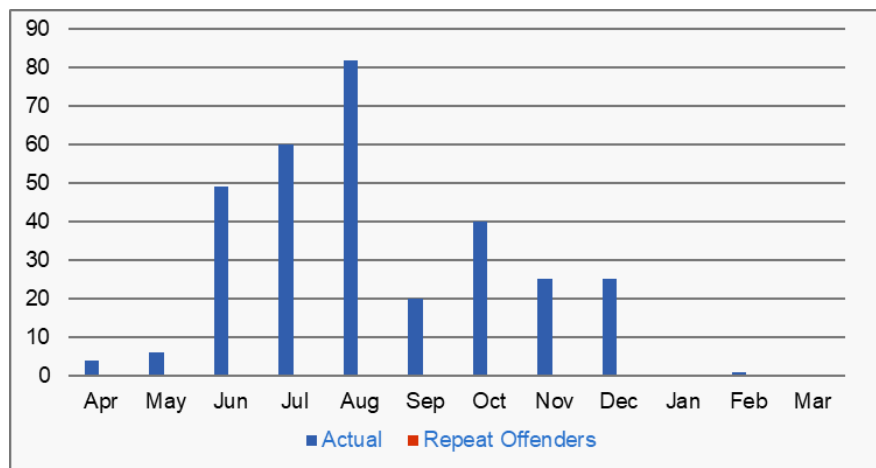
|                      | January | February | March |
|----------------------|---------|----------|-------|
| Registered - Dogs    | 1       | 9        | 8     |
| Un-registered - Dogs | 4       | 5        | 1     |
| Unidentifiable Cats  | 1       | 5        | 0     |
| Euthanased - Total   | 1       | 2        | 1     |

**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:** An increase in impoundments of registered dogs reflects the success of the Approved Inspection Program for dog registration, and an overall increase of registered dogs in the Shire.



### 3.5 Illegal Camping



|                  | January | February | March |
|------------------|---------|----------|-------|
| Actual           | 0       | 1        | 0     |
| Repeat Offenders | 0       | 0        | 0     |

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

**Interpretive Comments:** Numbers are always lower during these months due to weather and other factors. The continued reduction of Covid-19 restrictions, and increases in both domestic and international travellers, may result in a sharp increase in the coming months.

## 4.0 CUSTOMER SERVICE

### 4.1 Customer Request Management (CRM) Records



|                                    | January | February | March  |
|------------------------------------|---------|----------|--------|
| <b>Target:</b>                     | 100%    | 100%     | 100%   |
| <b>Acceptable Range:</b>           | 90%     | 90%      | 90%    |
| <b>CRMs Completed:</b>             | 76.73%  | 77.17%   | 81.40% |
| <b>CRMs Completed within CSCT:</b> | 77.42%  | 82.82%   | 79.91% |

**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. 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.

### January

|    | Category                           | Quantity |
|----|------------------------------------|----------|
| 1. | Trees (street/park)                | 108      |
| 2. | Leaking/Broken Service Pipe        | 68       |
| 3. | Planner of the Day                 | 47       |
| 4. | Rates – Arrangement to pay         | 35       |
| 5. | Waste – Residential Repair/Replace | 30       |

### February

|    | Category                    | Quantity |
|----|-----------------------------|----------|
| 1. | Rates – Arrangement to pay  | 80       |
| 2. | Leaking/Broken Service Pipe | 64       |
| 3. | Trees (street/park)         | 55       |
| 4. | Planner of the Day          | 41       |
| 5. | Animal Management - Misc    | 30       |

### March

|    | Category                    | Quantity |
|----|-----------------------------|----------|
| 1. | Leaking/Broken Service Pipe | 90       |
| 2. | Trees (street/park)         | 66       |
| 3. | Planner of the Day          | 56       |
| 4. | Rates – Arrangement to pay  | 49       |
| 5. | Animal Management - Misc    | 35       |

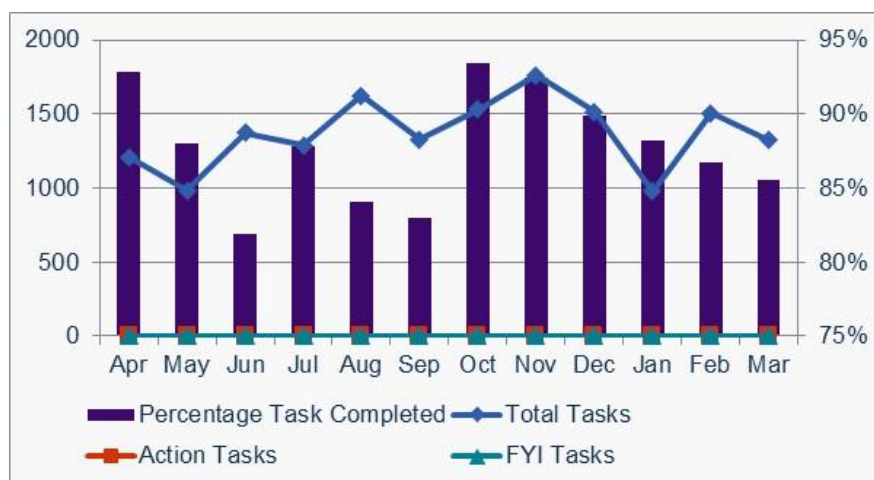
## 4.3 General Customer Enquiries

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

|  | January | February | March |
|--|---------|----------|-------|
| enquiries@douglas.qld.gov.au<br>(direct email and via web) | 1352    | 1639     | 1721  |
| Phone Calls to 4099 9444                                   | 1966    | 2045     | 2205  |

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

## 4.4 Inwards Correspondence Actioned

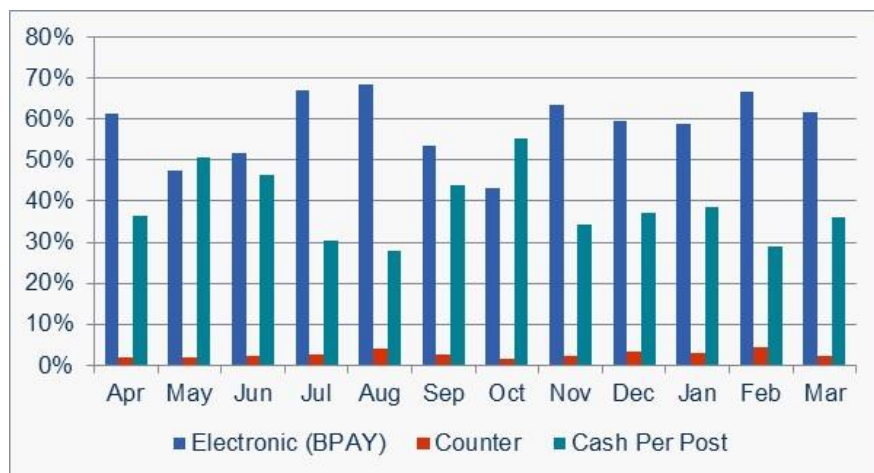


|                                 | January | February | March  |
|---------------------------------|---------|----------|--------|
| <b>Total Tasks:</b>             | 977     | 1505     | 1326   |
| <b>Action Tasks:</b>            | 0       | 0        | 0      |
| <b>FYI Tasks:</b>               | 0       | 0        | 0      |
| <b>Percentage Task Complete</b> | 88.23%  | 86.71%   | 85.60% |

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

**Interpretive Comments:** A lower completion rate of tasks has been completed over the last three months.

## 4.5 Rates Payment Methods



|                           | January | February | March  |
|---------------------------|---------|----------|--------|
| <b>Electronic (BPAY):</b> | 58.78%  | 66.79%   | 61.66% |
| <b>Counter:</b>           | 2.81%   | 4.22%    | 2.37%  |
| <b>Cash Per Post:</b>     | 38.41%  | 28.99%   | 35.97% |

**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

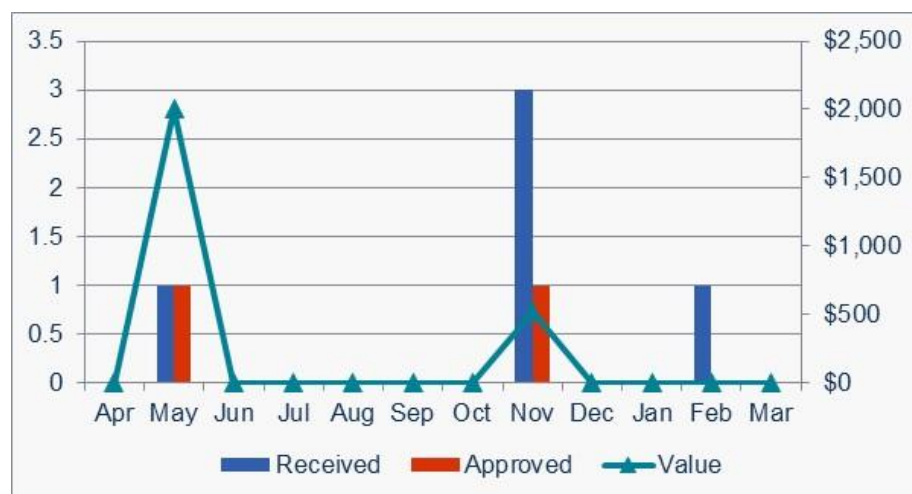
### 5.1 Council Communications to Communities

|                                 | January | February | March  |
|---------------------------------|---------|----------|--------|
| Facebook Posts (people reached) | 55,693  | 21,182   | 49,093 |
| Website (Page) Views            | 56,520  | 40,567   | 45,090 |
| Public Notice Advertising       | 22      | 25       | 20     |
| Media Releases                  | 6       | 11       | 10     |

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

Please note: The media release count includes releases, enquiries and statements made to the media.

### 5.2 Community In-Kind Request



|           | January | February | March  |
|-----------|---------|----------|--------|
| Received: | 0       | 1        | 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.