

## **5.5. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD JULY TO SEPTEMBER 2022**

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**DEPARTMENT** Office of the Chief Executive Officer

### **RECOMMENDATION**

**That Council notes the Organisational Report Card and the Report from the Chief Executive Officer for the period July to September 2022.**

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### **EXECUTIVE SUMMARY**

These reports present an outline of the operational initiatives and progress made by Council's staff from July to September 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 Councillors and the community on a selection of operational indicators. It should be read in conjunction with the Operational Plan Progress Report and Capital Works Tracking report for a full understanding of the activities undertaken in Quarter 1 of 2022-2023.

### **BACKGROUND**

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

Council's administration continues to extend an open invitation to the community to provide feedback, at any time, on any aspect of Council's service delivery, or on broader issues that pertain directly to Council's business. The organisational goal of continual improvement will be always better informed if staff have a greater understanding of the community's observations, and so we welcome and encourage all comments.

### **COMMENTS**

Council Officers are working hard to undertake the initiatives that Councillors approved in the 2022-2023 Operational Plan and this report highlights Quarter 1 achievements from across the varying departments of Council. From trapping feral pigs and conducting invasive weed surveys, to assisting with local events such as NAIDOC Week and the Mossman Show, the team toiled diligently to deliver for the community. Some key highlights included:

1. The Mayor and Councillors to celebrate the 10-year anniversary of the Mossman Gorge Cultural Centre. More than 2.5 million people have walked through the doors of the centre which delivers rich cultural experiences to travelers.
2. Council staff helped organisers of the inaugural Port Douglas Gran Fondo Cycling Festival which saw more than 1000 people enjoy a weekend of cycling in paradise in September.

3. Our *Do It In Douglas* initiative continued to connect and celebrate the local business community, headlined through the release of the region's first Investment Prospectus.
4. On the ground, biosecurity also remained a strong focus with the completion of annual surveys to find invasive weeds such as miconia and hiptage.
5. Many locals know feral pigs can disturb soil, wreck waterways, destroy crops by spreading diseases. That is why Douglas Shire Council is focused on managing feral pig populations by using remote triggering traps in the Daintree and Craiglie.
6. Continuing our commitment to engage with the community, Council continued talks with key users of the Daintree Ferry about the mandatory inspection to be done by the Australian Maritime Safety Authority (AMSA) in March 2023. In August, Council collected feedback from about the previous five-day closure and held two drop-in sessions for the community in Cape Tribulation and Diwan.
7. Finally, Council adopted a three-year waste and recycling plan which sets out a strategy to reduce the amount of stuff we throw out.

## PROPOSAL

That Council notes the Organisational Report Card and the Report from the Chief Executive Officer for the period July to September 2022.

## FINANCIAL/RESOURCE IMPLICATIONS

As this report focuses on Quarter 1 of the 2022-2023 financial year, Council's operations are conducted in accordance with the 2022-2023 Budget adopted on 28 June 2022.

## 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's Operational Plan 2022-2023 adopted on 28 June 2022.

## Corporate Plan 2019-2024 Initiatives:

### Theme 5 - Robust Governance and Efficient Service Delivery

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

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

### COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance.

The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

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

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

### CONSULTATION

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

**External:** Nil.

### ATTACHMENTS

1. Report from the Chief Executive Officer for July to September 2022 [**5.5.1** - 80 pages]
2. Organisational Report Card July to September 2022 [**5.5.2** - 15 pages]

## DOUGLAS SHIRE COUNCIL

# REPORT FROM THE CHIEF EXECUTIVE OFFICER

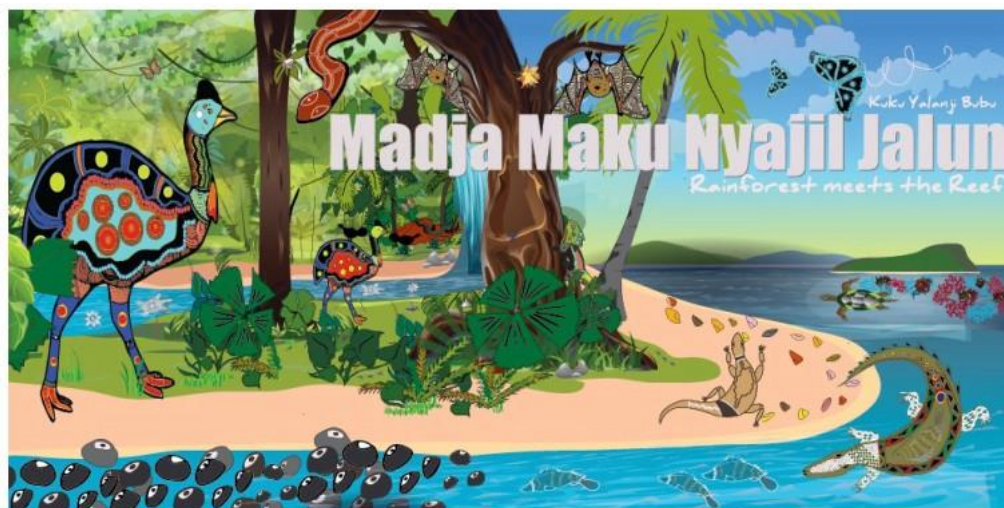
2022 - 2023

July - September 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**"

## Contents

Contents .....	3
OFFICE OF THE CHIEF EXECUTIVE OFFICER.....	4
PEOPLE AND COMMUNITY SERVICES .....	5
Libraries .....	5
Douglas Pool & Caravan Park .....	6
Community and Economic Development .....	9
Property Services .....	14
Human Resources.....	15
Media and Communications .....	16
Council Grants Program .....	17
FINANCE AND CORPORATE SERVICES .....	18
Finance .....	19
ICT (Information & Communications Technology) Services .....	21
Front Line Services (FLS) and Integrated Services (IS) .....	22
GOVERNANCE .....	26
ENVIRONMENT AND PLANNING .....	28
Planning .....	28
Plumbing and Drainage .....	30
Local Laws .....	30
Resource Management .....	31
Sustainability .....	33
Environmental Health .....	39
INFRASTRUCTURE .....	41
Civil Operations .....	41
Open Spaces and Natural Areas .....	52
Building Facilities.....	57
PROJECT OFFICE .....	60
Capital Works .....	60
Disaster Recovery Projects .....	63
WATER AND WASTEWATER .....	63
Water.....	63
Wastewater .....	72

## OFFICE OF THE CHIEF EXECUTIVE OFFICER

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

The first CEO report of the 2022/23 financial year highlights the impressive breadth of work that Douglas Shire Council does. From trapping feral pigs and conducting invasive weed surveys, to assisting with local events such as NAIDOC Week and the Mossman Show, the team worked diligently to deliver for the community. I am always amazed and incredibly proud by the amount of work local governments can get through and the past three months has been no different in Douglas.

Following the celebrations for NAIDOC Week, it was fantastic to join the Mayor and Councillors to celebrate the 10-year anniversary of the Mossman Gorge Cultural Centre. More than 2.5 million people have walked through the doors of the centre which delivers rich cultural experiences to residents and visitors to our Shire. Council's Mossman Library also welcomed local Kuku Yalanji woman Shanelle who read 'the Story of Goobiddi' to young kids during story time. Douglas really is fortunate to have such an inspiring indigenous community that celebrates its culture and shares their story.


Council staff helped organisers of the inaugural Port Douglas Gran Fondo Cycling Festival which saw more than 1,000 people enjoy a weekend of cycling in paradise in September. We are looking forward to what the event can bring next year. Gran Fondo followed the successful return of the Triple-R which is Australia's oldest point to point mountain bike event. It is important for us to support events to enhance the liveability of Douglas Shire, as well as improving the health and wellbeing of our local community.

Our *Do It In Douglas* initiative continued to connect and celebrate the local business community, headlined through the release of the region's first Investment Prospectus. The 28-page document will pitch Douglas as a location of prosperity and opportunity to investors. The prospectus was launched in front of 80 guests at a sold-out business breakfast event held at Penny Parlour in Craiglie. We have already received some fantastic feedback about the initiative and look forward to sharing it with potential investors to spark more interest in our innovative, dream-big projects.

On the ground, biosecurity also remained a strong focus with the completion of annual surveys to find invasive weeds such as miconia and hiptage. Working closely with Queensland Parks and Wildlife Service, our team found 54 new hiptage infestations in Mossman and surrounds during aerial surveys in September. These sites will now be inspected by our teams and treated appropriately to ensure our native rainforest is protected.

Many locals know feral pigs can disturb soil, wreck waterways and destroy crops by spreading diseases. That is why Douglas Shire Council is focused on managing feral pig populations by using remote triggering traps in the Daintree and Craiglie. This innovative technology sends SMS messages to our Council trapper when the cameras detect movement. Our trapper can review the images in real time, press a button and trigger the trap using a smartphone, giving us the ability to safely manage the risk of trapping any unwanted animals.

Fulfilling our commitment to engage with the community, Council continued talks with key users of the Daintree Ferry about the mandatory inspection to be undertaken by the Australian Maritime Safety Authority (AMSA) in March 2023. In August, Council collected feedback from about the previous five-day closure and held two drop-in sessions for the community in Cape Tribulation and Diwan. Staff were able to collect and consider feedback, research appropriate tide times, and publicly announce the dates six months before the 2023 closure.

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

Finally, Council adopted a three-year waste and recycling plan which sets out a strategy to reduce the amount of stuff we throw out. Council provides a kerbside collection service to 7543 homes, so it is important everyone does their bit to reduce their waste and recycle where possible. Our waste education officer has been visiting local schools to provide practical tips to kids about ways they can reduce the amount of rubbish going to landfill. Another example of a great grassroots initiative that demonstrates our commitment to sustainability.

## PEOPLE AND COMMUNITY SERVICES

### Libraries

Douglas Libraries mini website was updated in July 2021, to simplify access to the online library and meet growing demand for online resources. This year's statistics reflect the uptake of the site's resources and increasing popularity of online memberships. More time was spent on pages with practical information and instructions. A sample of the online library pages usage below:

#### Landing page:

- Page views – 3,135
- Unique views – 2,219
- Av time on page – 41 seconds

#### More than books:

- Page views – 648
- Unique views – 525
- Av time on page – 1.25 mins

#### Locations:

- Page views – 637
- Unique views – 567
- Av time on page – 1.50 mins

#### Online:

- Page views – 591
- Unique views – 476
- Av time on page – 3.03 mins

#### Membership:

- Page views – 230
- Unique views – 197
- Av time on page – 3.08 mins

#### Contact Us:

- Page views – 197
- Unique views – 171
- Av time on page – 1.52 mins



Douglas Libraries Facebook page is growing steadily. The page had 715 followers on 26 September 2022. Local community groups, schools and businesses are now actively promoting library events, programs and resources. Statistics for September 2022:

- Post reach: 5,462
- Engagement: 591
- New followers: 12
- Follower breakdown:
  - By gender: 86% women, 14% men
  - By age: 5% 18-24, 10% 25-34, 35% 35-44, 24% 45-54, 26% 55+
  - By follower location (limited): 204 Port Douglas, 108 Mossman, 165 Greater Douglas Shire

Every quarter, Douglas Libraries participates in an Exchange Program with the State Library of Queensland, Rural Libraries Depot. In July, 1,087 items were exchanged with the depot. Library staff monitor usage and request items according to user need. In this exchange, there was a focus on large print, audiobooks on CD, and junior non-fiction.

In August, Mossman Library hosted a special Storytime in Kuku Yalanji, with over 50 children plus their carers in attendance. The library is fostering relationships with Indigenous groups to improve accessibility and cultural awareness.

Outreach to vulnerable groups is growing, with the Mossman Library meeting room booked out by local providers and community groups most days of the week. A range of programs are being run by Headspace, Goobidi, No Interest Loans Scheme (NILS), Tenancy Rights and Responsibilities, Community Health, Cairns Health and similar. The library further supports these programs by providing computer and internet access, tech help, and a wide range of free online and paper resources.

## **Douglas Pool & Caravan Park**

### **A Home Away from Home... On Wheels**

July, August, and September were popular months with people falling in love with the caravan park, a home away from home on wheels.

The park saw high occupancy mirrored with revenue over the past three months and a defined taper in September.

Total occupancy per month:

- July 2022 – 97 %
- August 2022 – 94%
- September 2022 – 60%

Total revenue over the three months: \$194,884.88 (note: this is caravan park only, does not include any pool revenue).

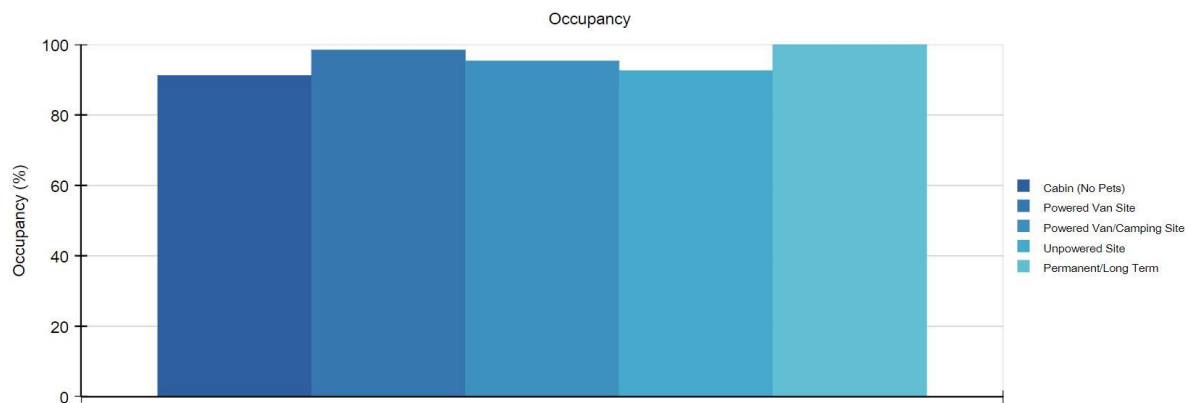


Image: July 2022 occupancy breakdown

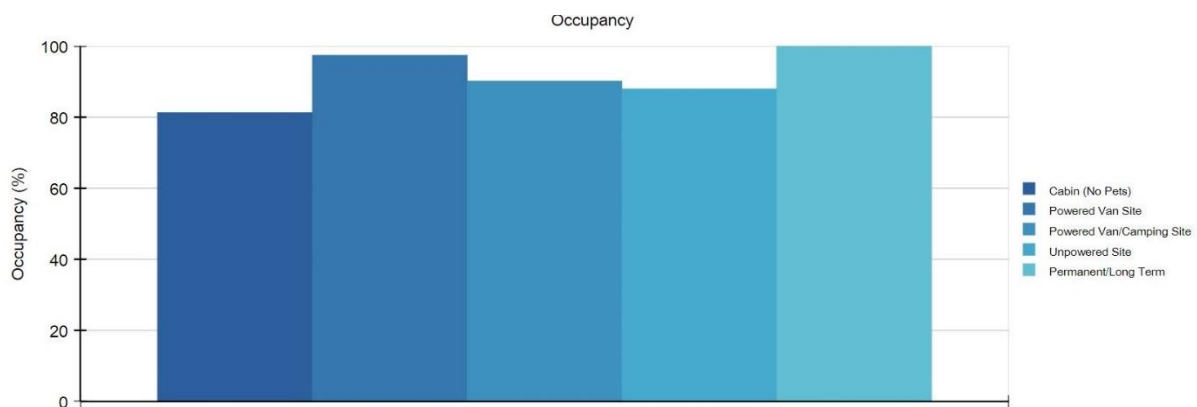


Image: August 2022 occupancy breakdown

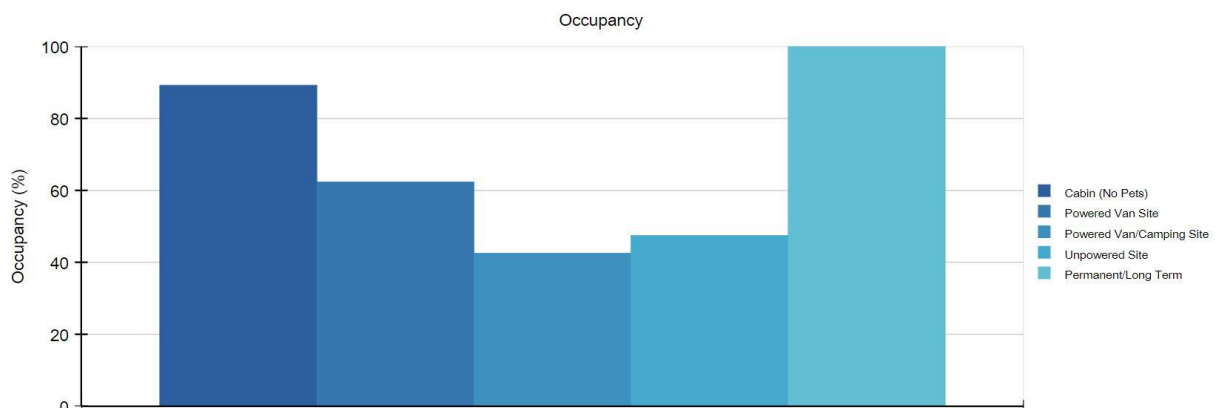


Image: September 2022 occupancy breakdown

## Enjoyed Your Stay?

The caravan park has actively been trying to bolster the park's trustworthy presence on rating and review sites.

Through internal market research with guests affirming they use sites like Wikicamps and Tripadvisor (word of mouth being high on the list) to plan their next stop while on the road.

We have been building on these sites as the caravan park has yet to utilise them to their potential. Initial call to action to make it easier for guests to pen a positive review via the considered positioned QR scanners throughout the park.







We are planning more activations and incentives for travellers to send positive reviews ahead of next season as rating and reviews sites will be a big part of our marketing strategy.

Ordinary Council Meeting - 25 October 2022





Image: QR rating and review activation around the park

<p> <b>Nath &amp; Abb</b> 21 days ago</p> <p>Good sites and good location. Great amenities. Very accomodating!</p> <p>👍 0 🗑️ 0</p>	<p> <b>FireAnts</b> 1 month ago</p> <p>What a ripping pool. We were staying at Port Douglas but the family has a lap swimming addiction. One of the nicest pools we have punched out our laps in.</p> <p>👍 1 🗑️ 1</p>
<p> <b>Wendy Starr</b> 23 days ago</p> <p>Great park, large sites, fee includes access to local community pool, amenities well maintained and cleaned daily. Camp Kitchen terrific, BBQ's, microwave, fridge, kettle, kitchen utilities. Water in river beside camp site very clear. Walk to the swimming hole close by very shady and clear water. Would recommend this site.</p> <p>👍 0 🗑️ 0</p>	<p> <b>HiIM</b> 1 month ago</p> <p>A lovely park. Not too big. Staff very helpful and a 50 metre council pool available free to campers in the park.</p> <p>👍 1 🗑️ 0</p>
<p> <b>skinnylini</b> 24 days ago</p> <p>Loved this park. Unfortunately it was wet weather which made for extra humidity and mozzies, but I would still come back when it's dry. So lush and green, good size sites, good showers. Markets up the road on Saturday was a bonus.</p> <p>👍 0 🗑️ 0</p>	<p> <b>Ash Pryse</b> 2 months ago</p> <p>2 Single lasses and a campervan called just before closing and the owners were able to find us a spot 🙏 very thankful as we were running out of options. Amenities were clean and the camp kitchen facilities were great.</p> <p>👍 1 🗑️ 0</p>

Images: Recent reviews since "call to action" to leave one



Corey D wrote a review Aug 2022  
Cronulla, Australia • 1 contribution • 1 helpful vote



### Happy Campers

"Stayed at Mossman caravan park and pool, this past week and absolutely loved it!

Staff were very kind, site was well kept and park overall had a great vibe to it.  
Centralised spot to visit the area.

The 50 meter pool was fantastic! I got free entry because I was staying in the park.  
Lifeguards were there the whole time and had a great chat with them.

The only issue I had wasn't with the park but the fact there is no public transport in the area.

Highly recommend this park."

[Read less](#) ▲

Date of stay: August 2022

Room Tip: Ask for a site near the creek

[See more room tips](#)



Value

Service



Cleanliness

Image: Recent reviews since "call to action" to leave one

## Community and Economic Development

### Do It In Douglas

Following its launch in February, Do It In Douglas continues to showcase, inform and celebrate businesses in the Douglas Shire. Do It In Douglas now has over 2,500 subscribers, and the Facebook Page has over 1,000 followers. The monthly newsletter delivers key information to local businesses including relevant Government Grants, local news, events and stories. Visit the site and subscribe [here](#).

The first Do It In Douglas event was held on August 26 at the Penny Parlour in Craiglie. Small business owners and leaders from around the Shire were encouraged to attend the free breakfast. Keynote speakers, Mark Schmitt and Mark Cox, presented on the importance of mental health for business and digital marketing respectively. The event was attended by over 80 small business representatives and attracted positive feedback, demonstrating the value of facilitating networking opportunities for local businesses.



Images: Do It In Douglas Breakfast





Images: Do It In Douglas Breakfast

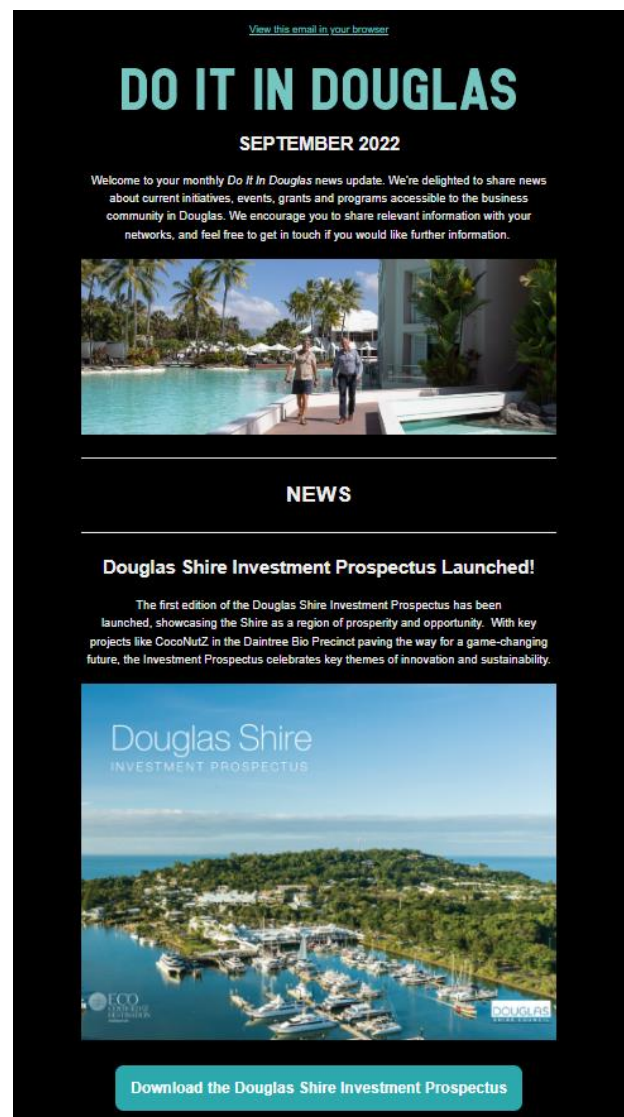
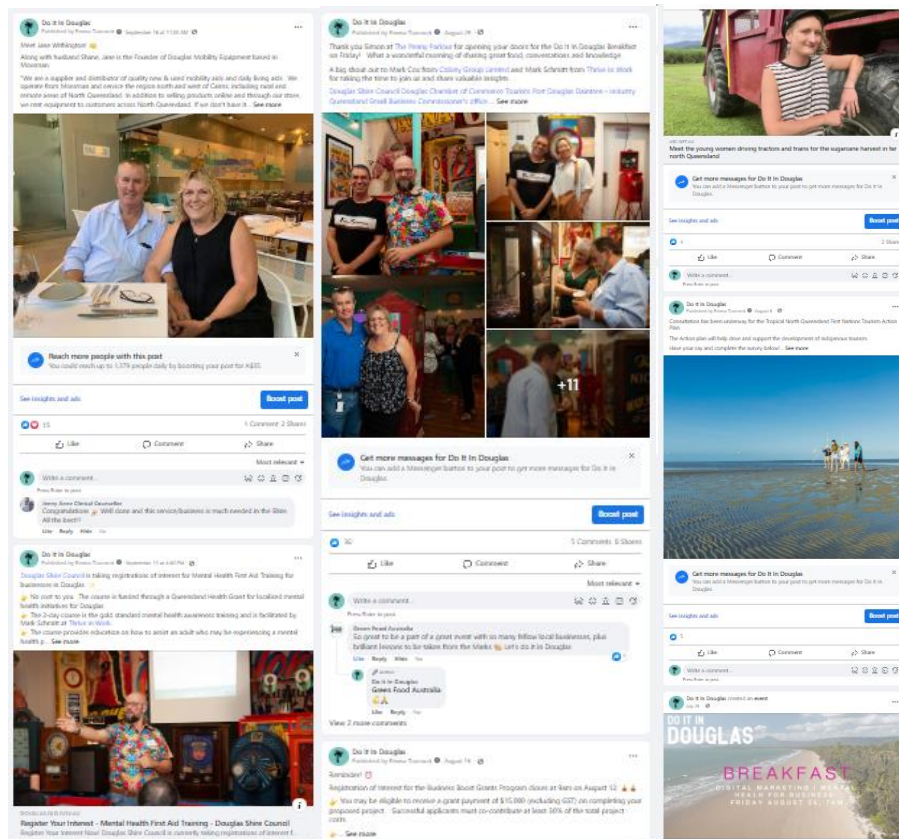


Image: Example of Monthly Newsletter



Images: Example Facebook Posts

## Investment Prospectus

The first edition of the Douglas Shire Investment Prospectus was launched in August.

The purpose of the Investment Prospectus is to showcase the Shire as a location of prosperity and opportunity; and to promote the liveability 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 Investment Prospectus will be updated as new and relevant data and information becomes available. The Investment Prospectus can be accessed on [Douglas Shire Council's website](#) and [Do It In Douglas](#).



Image: Douglas Shire Investment Prospectus



## Australian Citizenship Ceremony

A group of new Aussies from across the globe can officially call Douglas Shire home. On Thursday 15 September 2022, Douglas Shire Mayor Michael Kerr authorised the 8 new Australian Citizens at a Citizenship Ceremony at the Port Douglas Community Hall.

New citizens came from Canada, New Zealand, United Kingdom, France, South Africa, and Bosnia Herzegovina.



Image: Mayor Kerr and new citizen Radhika Doohan

## Reef to Reef / Triple R

The Ironman Reef to Reef event returned to the Shire in August, after a 2-year COVID hiatus. The 4-day stage event begins in Cairns and ends on the final day as the Triple R. Beginning at Mt Molloy, riders make their way to the bump track and then onto Fourmile beach to the finish line.

As a race, the Reef to Reef / Triple R is highly competitive, however some participants just enjoy the challenge. The event attracted over 900 competitors to the region. Council Supports the event via a resource and performance agreement.



Images: Councillor McKeown at the finish line





Image: Good times rolling with the Reef to Reef / Triple R

### Gran Fondo

The Inaugural Gran Fondo event took place on Sunday 11 September 2022. The event which allows access for cyclists of all levels and abilities to ride the Captain Cook Highway for the morning, has different distance levels for those that want a challenge. The event also included other activities over the 3-day festival, such as a family ride in Port Douglas and a sprint race along Wharf Street. The Crystalbrook Marina was the festival hub for the weekend and picture-perfect weather greeted the 1,000 or so riders.

Council supports this event via a resource and performance agreement. Organisers hope to see attendance figures rise steadily as new courses are added to the program and the positive word of mouth spreads post the 2022 event.



Image: Riders at the Gran Fondo





Images: Riders at the Gran Fondo

### Community Engagement Activities

- Two officers in the team completed IAP2 Accreditation, strengthening the team's consultation skills.
- Users of the Mossman Showgrounds, neighbours and the local bus company were consulted on the installation of two new gates at the facility.
- Messaging commenced to alert ferry users of the three-day closure planned for November and the five-day closure planned for March 2023.
- Mossman traders were apprised of the 2022 Street Christmas Party planned for 16 December 2022 and invited to be on the planning committee.
- The team provided support to the Community Disaster Resilience Scorecard Project, inviting residents and business operators to attend workshops being held throughout the shire from Degarra through to Oak Beach.
- Residents were advised of the annual maintenance of the avenue of Rosewoods in Warner Street Port Douglas
- Reef Park residents were advised of plans to complete Phase Two of the street lighting improvement program involving the installation of 29 new streetlights in the neighbourhood.
- Alerts were distributed to advise travellers of works on the Alexandra Range Road, and the Bloomfield Track.
- We shared the good news that due to the combined efforts of Bio Security Queensland, Douglas Shire Council officers and the cooperation of residents, electric ants at the Cow Bay transfer station have been eradicated. This meant the temporary ban on leaving large waste items at the Cow Bay Transfer station to stop the spread of electric could be lifted.

### Property Services

The Property team drafted a Tenure Policy to formalise tenure arrangements across Council-owned freehold and Council-controlled Reserve/Trust Land.

The roll out of this policy is planned to commence in the new financial year. To assist with finalising this policy, feedback from local sport and recreation clubs was requested in September 2022.

## What does this mean for clubs and organisations?

Clubs and organisations under formal tenure agreements will continue current arrangements until their expiry date. If agreements expire prior to the adoption of the new policy, short-term tenure arrangements may be negotiated under a short-term agreement similar to the previous agreement.

Clubs and organisations not under formal tenure agreements will be required to enter into an arrangement under the formalised tenure policy.

In addition to Leases and Permits for exclusive use, licence agreements will also be introduced for shared use, outlining the roles and responsibilities of Council and multiple users of the shared facilities.

Questions or feedback on the draft Policy, are to be forwarded to [enquiries@douglas.qld.gov.au](mailto:enquiries@douglas.qld.gov.au) Subject: Tenure Policy Feedback by 4.30pm Friday 14 October 2022.

## Human Resources

The key functions of Human Resources remain in the central areas of recruitment and selection, employee and industrial relations and learning and development.

The launch of the new in-house suite of training programs titled Douglas Organisational Learning (DOL), developed by Human Resources has been well received by employees. This program was initially launched with mandatory training in Bullying and Harassment and has now introduced several other programs in Performance Management, Recruitment and Selection and Performance Reviews. The delivery of these programs recognises that the development of employees' skills, knowledge and behaviour are key to achieving Council's strategic objectives.

A range of accredited training has been delivered in first aid and CPR, Health and Safety Representative (HSR) refresher, Agricultural Chemicals Distribution Control (ACDC) and Chainsaw Level 1, 2, 3 and Pole Saw. Through continued funding from Constructions Skills Queensland (CSQ) staff have attended work ready options of training in Licence to perform dogging and Licence to operate forklift truck that form part of the high-risk work (HRW) licence.

Recruitment activities due to staff turnover and internal staff movement continue across all areas of Council. Career opportunities through internal appointments and secondments provide career progression and assist in the retention of our skilled and experienced employees.

During Term 3 Council hosted two work experience students on a Wednesday morning from Mossman State High School. The placement provided these students with the opportunity to sample and shadow officers and to provide them with an appreciation of the various aspects of work in Council. Activities were planned giving consideration to the learning goals of the students and their disabilities, with activities scheduled in Human Resources, Local Laws, Community and Economic Development and Disaster Management.

Council will be hosting its next Joint Consultative Committee (JCC) on Wednesday 19 October 2022 (the consultative body between Council and Union parties). The meeting was initially scheduled for Wednesday 7 September 2022, but it was agreed by all parties to postpone this meeting as all parties could not be in attendance.



## Media and Communications

In the previous financial year, Council trialled a free quarterly newsletter which was printed and distributed by the media and communications team in November 2021 and March 2022. During the trial, we printed 2000 copies and distributed these to local cafes, supermarkets, libraries and other regularly visited areas across the shire.

After two editions, we gathered feedback, looked at our internal processes and re-evaluated its distribution. The newsletter now appears once a month in the Cairns Local News which is a free community newspaper distributed in the local area. The first edition was published on 8 July 2022.



Image: Editions of *Your Douglas News*

The print publication is a vital part of our communication to ensure we can reach those who do not access digital platforms such as email, social media, or the internet. Before the local paper was closed in mid-2020, our survey data indicated 60% of our local audience got their Council information from the weekly publication.

A digital version is also available online at Council's website.

## Social Media

To help communicate in a timely manner, Council manages six Facebook accounts which represent different areas of Council operations.

These include:

- Douglas Shire Council (11,791 followers)
- Port Douglas Carnivale (14,417 followers)
- Douglas Disaster Information (2,400 followers)
- Do It In Douglas (1,020 followers)
- Douglas Pets (882 followers)
- Douglas Libraries (715 followers).

These pages recorded a combined reach of 213,150 users during the previous quarter financial year.

### E-Newsletter

The fortnightly E-newsletter gained 77 new subscribers this quarter to reach a total audience of 1398. The average open from all campaigns was 32.66%. Top reader locations are Mossman and Craiglie.

## Council Grants Program

### External Grants

#### Douglas Shire Council – Applications Submitted

2 applications for External Grants have been applied for by DSC during the July - Sept 2022 period at a total cost of \$29,361.

Applications - Submitted	Project	Funding Amount Sought
NAB Community Fund	Mossman and Cow Bay SES Shed Upgrade	\$9361
RAF – Regional Arts Fund	Transformer – Art Initiative	\$20,000
<b>Total</b>		<b>\$29,361</b>

#### Douglas Shire Council - Successful Applications

3 applications for External Grants have secured funding for DSC during the July - Sept 2022 period at a total cost of \$1,692,745.

Grant Funder	Successful Project	Amount (GST exc)
Betterment Fund 2020-21	Bamboo Creek, Poletti Rd, Whyanbeel Rd	\$396,473
QRRRF 2021-22	Forest Creek Lees Bridge, Forrest Creek Floodway, Warner and Mowbray St Drainage	\$1,052,800
LGGSP – Local Government Grant Subsidies Program	Asset Management System	\$243,472
<b>Total</b>		<b>\$1,692,745</b>

#### Douglas Shire Council Grants – Acquitted

2 Grants have been acquitted by DSC during the July - Sept 2022 period.

Acquitted by DSC	Project	Amount
NAB Community Grant	SES Training Hub	\$9,948
IDF – Industry Development Fund	Daintree Ferry Area – Wi-Fi, Cow Bay Transfer Station	\$89,000



## Community Grants

- **Major Grants** - Major Grants applications were open and pending during this reporting period.
- **Micro Grants** - 1 grant application was awarded during this quarter at a total cost of \$1000.
- **In-kind** - 7 applications for In-kind assistance have been awarded during this quarter at a total cost of \$1971.00

### Community Grants – Micro Grant – Successful Applicants

Successful Grants	Project	Amount Awarded (GST exc)
Micro 2022-23	U3A – Celebrating Seniors Month	\$1,000

### Community Grants – Micro Grant – Successful Acquittals

Acquitted Grants	Project	Amount
Major 2021-22	Douglas Hockey Association	\$2,000

## FINANCE AND CORPORATE SERVICES

### Procurement

Procurement activities for the quarter were:

- Advice and assistance on WBCP Septic Waste Pump out contract
- VendorPanel Advanced Evaluation Trial
- Internal review on all suppliers with annual expenditure over \$175,000
- Meeting with JCU Professor to further research into Social Procurement benefits
- VendorPanel On-Site Visit, Buyer and Supplier Training
- Assisted with application for funding from IDF for a Disaster Management project (currently awaiting response)
- Funding sought and received for Daintree River Ferry internet connectivity upgrade and Cow Bay Transfer Station communications improvements
- Conducted finance & procurement training with internal stakeholders
- QAO Audit follow up
- Advice and assistance on document preparation for Cleaning Tenders
- Advice and assistance on Hazardous Waste contract
- Advice and assistance on Operation of Killaloe Transfer Station tender and contract
- Advice and assistance on Tyre Recycling contract
- Advice and assistance on Laboratory Services contract
- Advice and assistance on Leachate Carting tender
- Preparation of documents and progression towards release of Request for Tender for RoPS for Electrical, Plumbing and Trade Maintenance (tender release due in Q4 of 2022)

- Continued work towards release of tender for Traffic Management Services (tender documents due for release in Q4 2022)
- Local Buy on-site visit
- ArcBlue Procurement and Contract Management Framework (PCMF) discussion
- Senior Procurement Officer attended LGAQ conference in Gladstone
- Attended Annual FNQ Regional Projects Forum
- Sole & Specialised Supplier register further review and update submitted to Council
- Assistance with Douglas Safe Places Expression of Interest and Proposals
- Nex Gen Analytics Training
- Contract Law Training arranged for Procurement Administration Officer – training to take place in November 2022
- Completed Procurement Maturity Assessment with results due in October 2022
- Virtually attended VendorPanel Spring Product Update
- Completed Local Buy video testimonial (to be shown at LGAQ Conference)
- Attend monthly drop-in sessions with internal stakeholders to provide assistance with procurement requirements
- Training to internal stakeholders on VendorPanel and Procurement
- Contract Register Review
- Review of labour hire expenditure with a view to tendering for a new panel/contract
- Procurement Policy Review
- On-boarding new suppliers to VendorPanel
- Consultation with internal and external stakeholders and suppliers relating to fuel levy increases due to current climate volatility
- Collaboration with other FNQ Council's on best practice
- Advice and assistance on internal stakeholder procurement requirements
- Liaising with Local Buy to facilitate a local government procurement summit to occur in Q2 or Q3 2023
- Development of Daintree River dredging contract documents
- Providing (contractual) inputs in relation to the Mossman Retirement Village concept
- Collaborating with Infrastructure on Daintree Ferry matters including development of requirements for new contract

## Finance

### External Audit 2021-2022


The final audit visit was commenced by the QAO on 12 September 2022 and has almost been completed. Council will receive a management letter, which is to be tabled at the Council workshop and Council meetings in October 2022.

### Budget 2022-2023

The Budget for 2022-2023 financial year was adopted on 28 June 2022.

The budget for 2022-23 is based on the presumption of less prolonged financial constraints imposed by Covid-19, although Council now faces a materials and services pricing and supply crisis. The 2023 budget was extensively workshopped with the Councillors prior to adoption.



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 patterns and colors including green, orange, and black. The bird is set against a background of green foliage and a blue sky.

The Budgeted operating deficit for 2022-23 is \$2.8m. The Deficit is due to the ongoing pricing pressures and the reduced revenue base from which the budget transpires (partly due to the budgetary impacts of Covid-19). Councils Financial Assistance Grant (FAG) has thankfully also increased. With hard work, the deficit will eventually be turned around, with a projected surplus by 2025-26 (sooner than previously projected 2028-29).

Budget revision for 2022-23 will be commenced in October 2022 and will be presented to Council for adoption in December 2022.

### **Valuation of Assets**

- Cardno completed asset valuations for 30 June 2022 for marine assets, waste assets and storm water drainage assets and was audited by QAO. A report on the asset valuations was presented to the Audit Committee in September 2022.

### **Asset Management**

The Asset Management Software System implementation has progressed with the uploading of Marine and Resource Management assets, as well as the configuration of the maintenance and accounting modules having significantly progressed.

### **Rates**

Half yearly rate notices for the period 1 July to 31 December 2022 were issued on 19 July 2022 with a due date of 23 August 2022. Rates 1<sup>st</sup> notice reminder (over \$100 outstanding) were issued 1 September 2022, final reminder letters issued 20 September 2022.

Water notices were issued on 29 June 2022, with a due date of 2 August 2022. Water account reminder notices (over \$20 outstanding) were issued on 11 August and 30 August 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 31 December 2022. Where payment amounts have been required to be adjusted, letters were sent to ratepayers.

Debt recovery processes are also ongoing.

### **Rates Model Review**

Douglas Shire Council included an objective in the Operational Plan 2022-2023 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. The rates model review will commence in January 2023.

## ICT (Information & Communications Technology) Services

An ASIO seminar in Cairns highlighted that Council water infrastructure is a key target for overseas players. A project Council has been conducting to replace its Water and Wastewater control / IT infrastructure with a new environment containing best practise cyber monitoring / protection has reached the stage where the infrastructure has been handed over for the software to be configured, prior to cut-over. The cut-over is targeted to be complete by December.

Cyber threat related work continues to rise, with a new round of testing and hardening being planned. Scam Phishing eMails aimed at staff continues to be the biggest risk to password security. To this end compulsory training is being configured for all staff with eMail access, ready for rollout in the next period.

The detailed design for Council's cloud-based disaster recovery site was completed in the period and build commenced. It is estimated that this will take 3- 6 months to complete the configuration and conduct a proof-of-concept test. The next stage will be to design automatic failover – removing manual intervention / error from the changeover process. This is a big, complex undertaking, with many vendors being involved. The quantity of 'business as usual' work has varied little in the period.

## Records

The testing and trialling of one product for electronic signatures within Council's records system has commenced at the system admin level in conjunction with ICT. Next stage in the project is fine tuning the application in preparation for release to 9 Users to utilise and provide feedback.

The implementation of Council's minutes taking software for Council Meetings has commenced and is in the final stages of testing, outside of a live council meeting. This included re-vitalising the layout and design of the Agenda and Minutes documents that now have new look title pages.

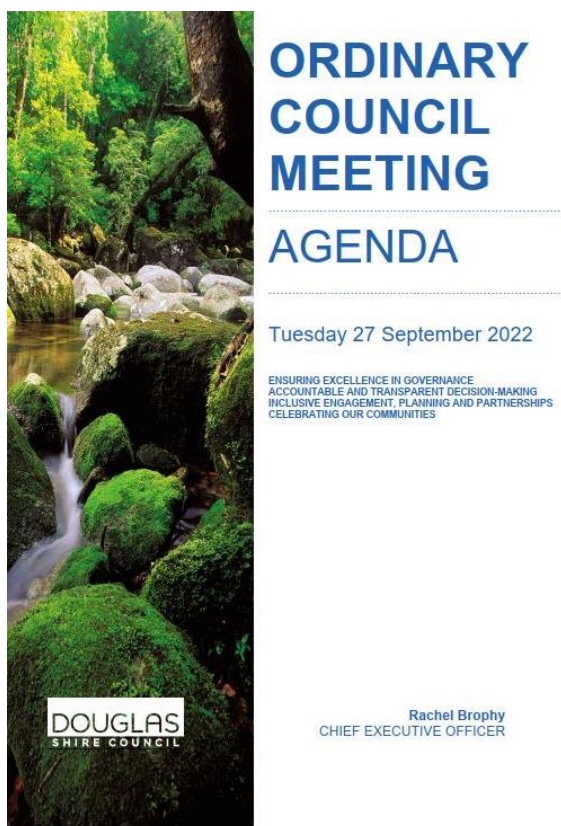


Image: Agenda cover page

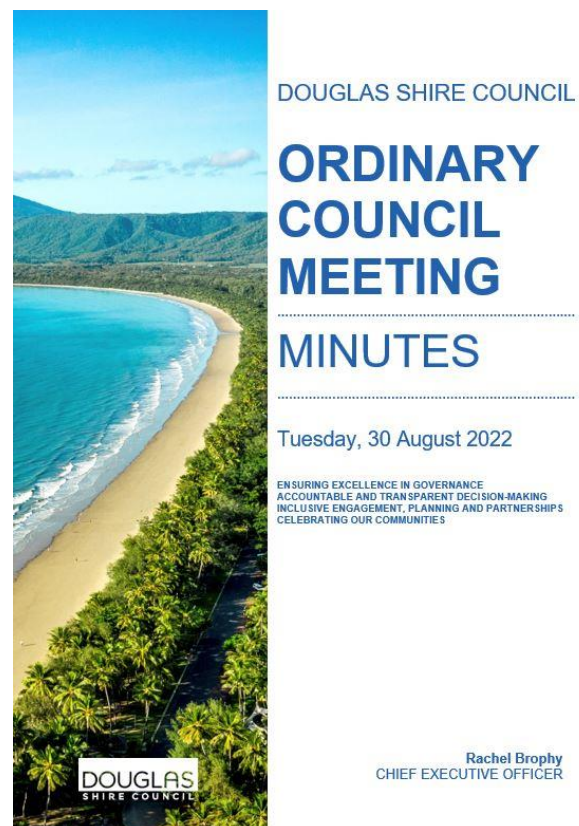


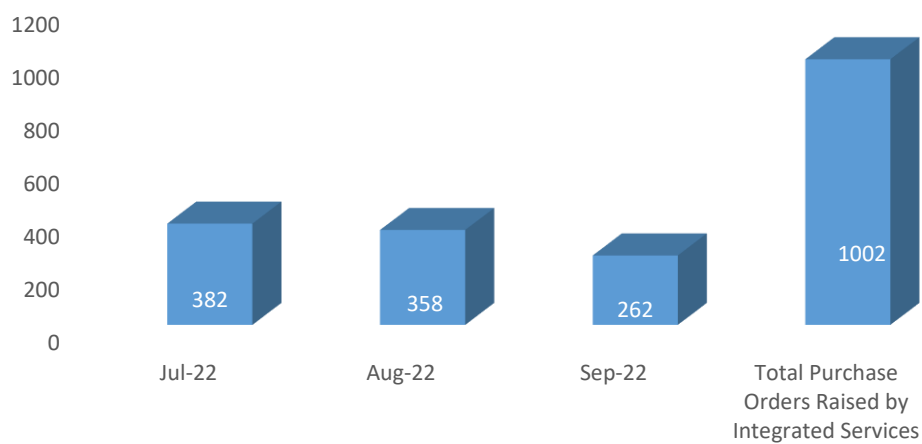
Image: Minutes cover page

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

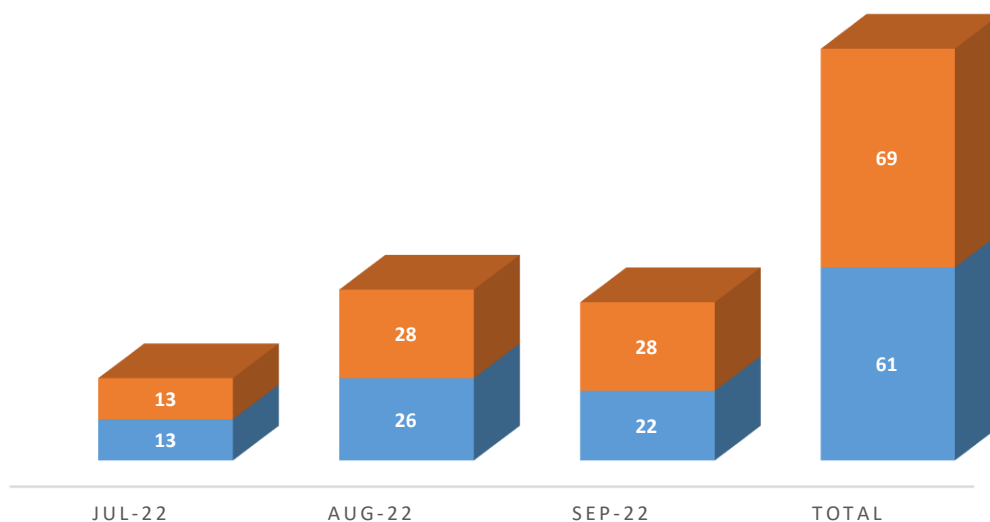
There have been 2 CRM Information/Familiarisation sessions at the Mossman Depot, which were well received.

The team have been utilising a GPS and tablet, thanks to Mangoes Mapping, in the Douglas Cemeteries checking Council's data.

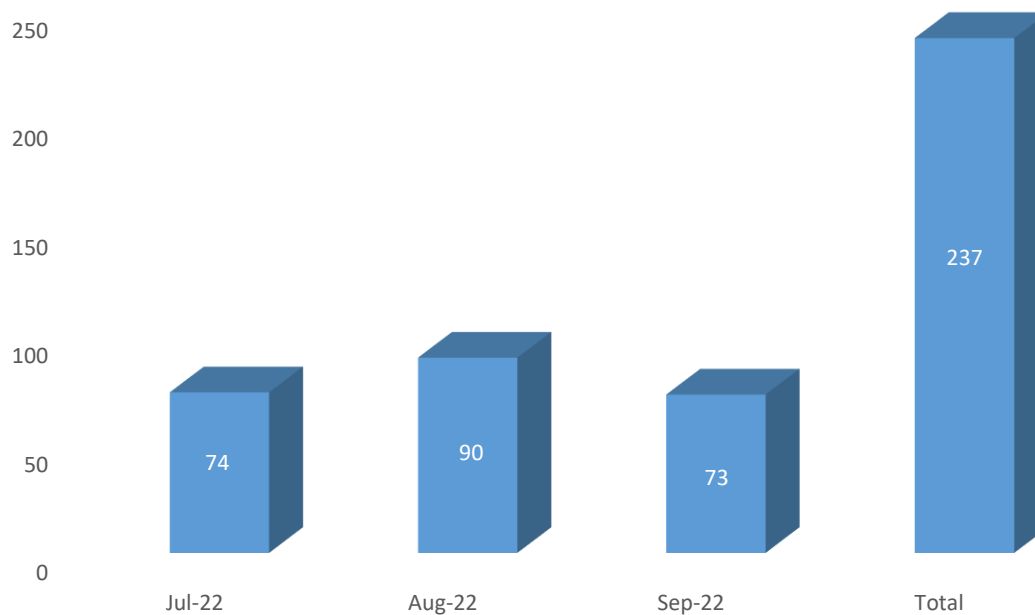
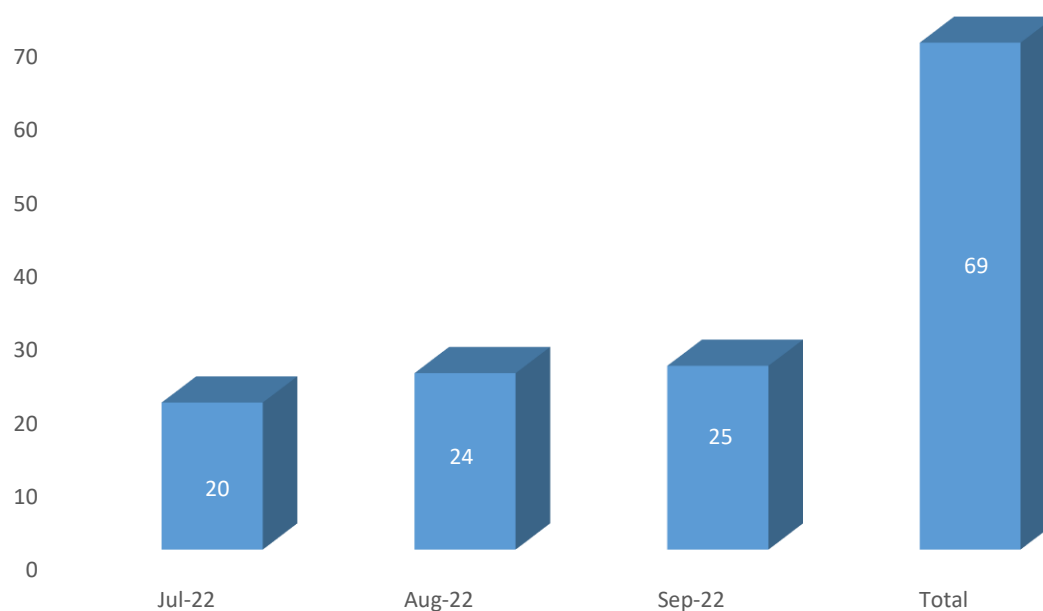
### PURCHASE ORDERS RAISED JUL TO SEPT 2022



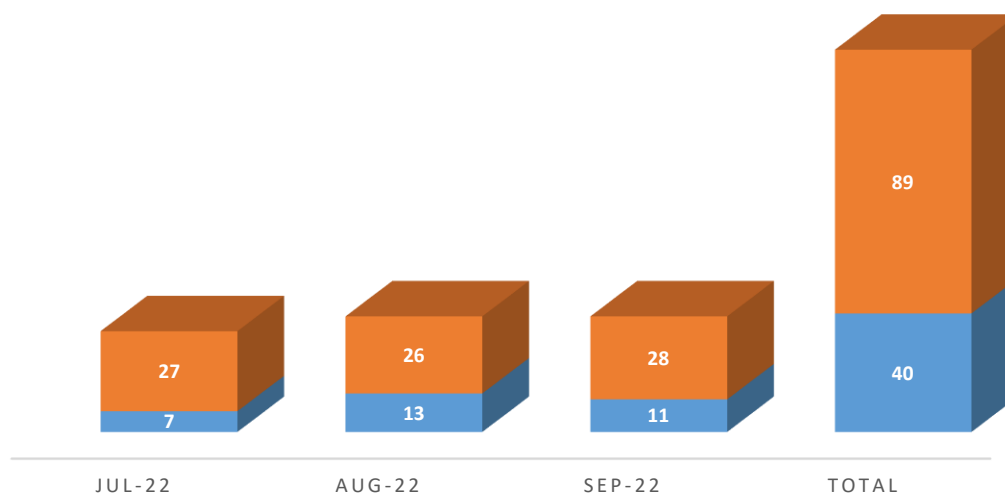
### BUILDING APPLICATIONS AND SEARCHES JUL - SEPT 2022



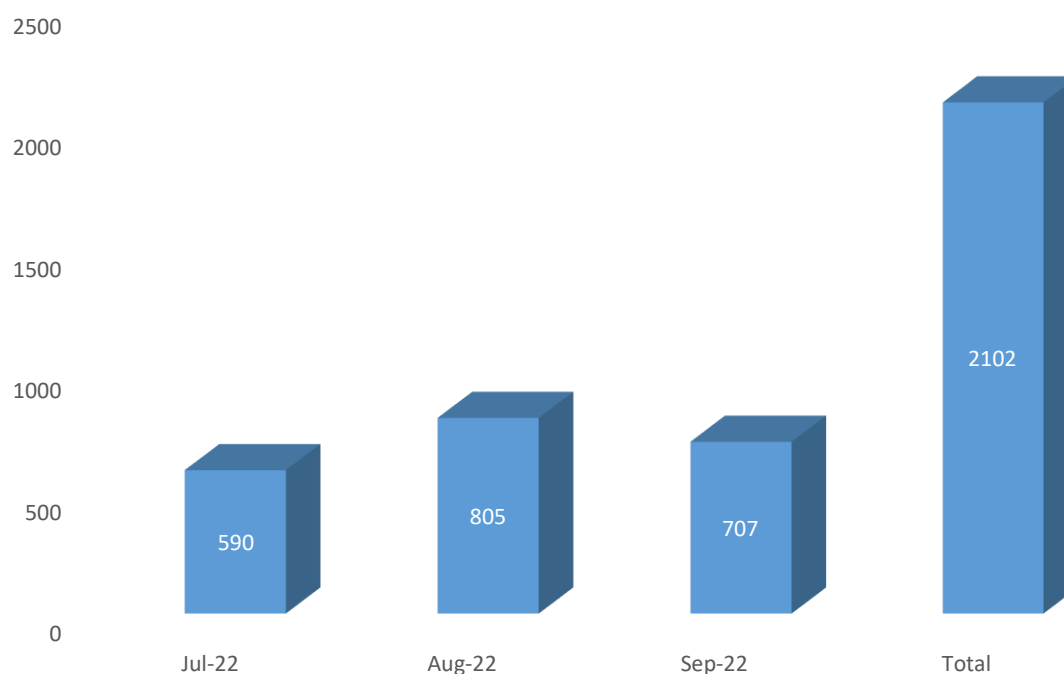


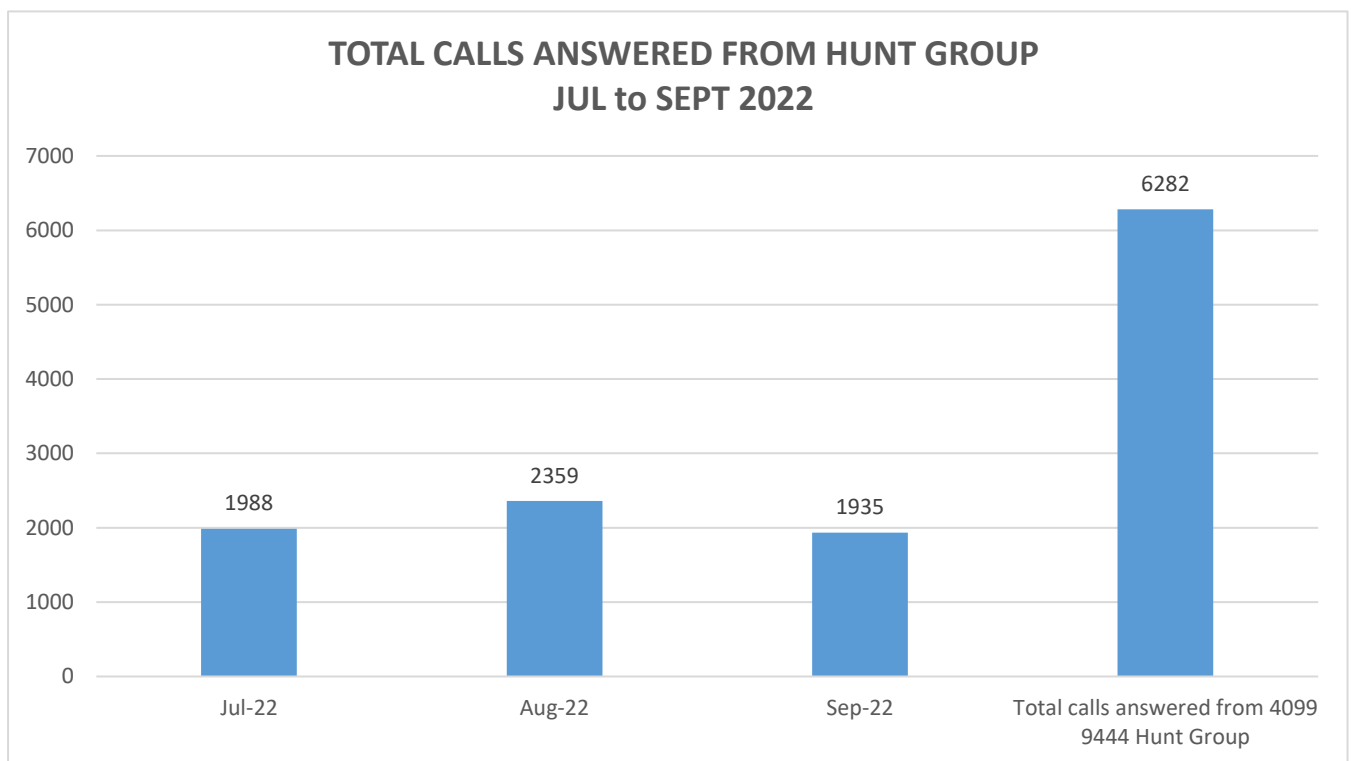
**FERRY CARDS ISSUED  
JUL - SEPT 2022****DOUGLAS CARDS ISSUED  
JUL - SEPT 2022**

### PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF **AND COUNCIL PARKS/HALLS** JUL - SEPT 2022



### TOTAL CRMS FOR PERIOD JUL - SEPT 2022







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 decorated with colorful patterns in green, yellow, and orange. The bird is positioned in the upper half of the page. Below it, there are green foliage and a small blue pond with lily pads. At the bottom, there are several dark, rounded shapes that look like stones or pebbles.

## GOVERNANCE

### General Governance

The ongoing review of the Governance processes of Council continues which enables the governance, compliance and performance developments in the organisation to strengthen.

### 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 (AAC) 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.

A review of the AAC Model is underway with consultation with the Management Team to be completed in early November 2022. Once the final review has been completed, the updated policy will be presented to Council for formal adoption.

### 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 be viewed on Council website at:

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

### Legislation and Compliance

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

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

### Registers

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

Registers available for the public to inspect:

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

### **Risk Management**

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

### **Internal Audit**


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

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

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

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

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

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 patterns and colors including green, orange, and black. The bird is set against a background of green foliage and a blue sky.

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**

#### **Appeal Proceedings - Wave Park - Mowbray**

As Council is aware, the approval for the Wave Park issued by Council at the Ordinary Meeting held of 29 March, 2022 was appealed by the Douglas Sustainability Group Inc of which Chiodo Corporation Operations (CCO) Pty Ltd was nominated as an Appellant to the appeal. Solicitors acting on behalf of Chiodo lodged a late submission with respect to the Wave Park and therefore the submission was considered as a not properly made submission under the Planning Act 2016 in the assessment of the application and CCO was not afforded Appeal rights once Council's decision was handed down.

CCO pursued two proceedings in the Planning & Environment Court being:-

1. To have the Planning & Environment Court determine that the late submission was a properly made submission under s 37 of the Planning & Environment Court Act; and (if unsuccessful),
2. Seek a declaration that public notification was not undertaken correctly and have the Planning & Environment Court set aside the approval and return the development application to the public notification stage.

Both matters were heard at the Planning & Environment Court in Brisbane on 26 August 2022 where both Council's legal representatives and Graben Pty Ltd (proponent for the Wave Park) legal representatives opposed the directions being sought. The matter was heard before Judge Rackemann

On 27 September 2022, the judgement was handed down by the Planning & Environment Court where both matters were dismissed. As a consequence, CCO is no longer an appellant to Appeal No. 1276/2022 initiated by Douglas Sustainability Group and the development application need not to return to the public notification stage.



A Court Order was made on 30 September 2022 outlining each parties' commitments to continue with the hearing of the appeal with respect to identifying the issues in dispute, nomination of experts and the meeting of experts for the purpose of establishing joint reports to narrow the issues in dispute. The matter is listed for review by the Planning & Environment Court on 28 January 2023.

### **Fairmont Appeal – Port Douglas Road Port Douglas**

The Appeal lodged by Chiodo Corporation Operations Pty Ltd against Council's decision to refuse the development application for a Resort Complex continues to progress with the nomination of experts to represent Council in the Appeal. The experts had a joint site inspection in late September 2022.

A Court Order was issued on 31 August 2022 which establishes the timeframe for the nominated experts representing each party to meet and prepare joint expert reports to narrow the issues in dispute.

The experts (other than the town planning experts) are to produce joint expert reports by 18 November 2022 with the town planning experts having until 2 December 2022 to produce a joint expert report.

The matter is listed for review on 21 November 2022.

### **Daintree Horizons – Stage 4**

An Operational Works application has been received for Stage 4 of Daintree Horizons Estate Mossman comprising 22 residential lots. The application represents the first movement for the development of approved residential subdivisions in Mossman for many years.



Image: Location of Stage 4 within Daintree Horizons estate

An information request has issued by Council requesting further detail on a number of master planning matters relating to stormwater, traffic, provision of services and detail regarding road levels.

While the Applicant is yet to respond to the information request, it is anticipated that the response will be received in the near future.

## Ocean Breeze Estate – Cooya Beach

Operational works application has been made for Stage 5E of Ocean Breeze Estate comprising of eight residential lots. This stage forms the last stage of the north western section of the estate. The adjoining Stages 5C & 5D are currently under construction and nearing completion.



**Image: Location of Stage 5E within Ocean Breeze Estate**

An information request primarily raising drainage considerations was issued by Council with the Applicant providing a response to the matters raised.

It is anticipated that the operational works approval will issue in the near future. It is also anticipated that works will continue to progress in this section of the estate.

## Plumbing and Drainage

Council has received 48 Plumbing applications in the reporting period and conducted audits on 5% of all Notifiable work applications lodged with QBCC.

## Local Laws

In the period July to September, Local Laws Officers responded to a total of 418 customer requests/complaints.

A vertical, stylized illustration of a bird, possibly a booby, with a blue head, yellow beak, and a body decorated with colorful patterns in green, yellow, and orange. It is positioned on the left side of the page.

## Yearly Renewals

The following yearly renewals were issued in the reporting period:

- Dog registrations – 2,745
- Goods on Footpath – 17
- Outdoor Dining – 32
- Portable Advertising - 93

## Animal Management (Cats and Dogs) Act Review

The Department of Agriculture and Fisheries is currently undertaking a review of the Animal Management (Cats and Dogs) Act. The Act is responsible for the regulation of dog attacks, dog registration and microchipping. Council's Coordinator Environmental Health and Local Laws is participating in the discussion as part of the Technical Working Group, with the aim being to improve outcomes for all parties involved – animals, owners and Council. While any amendments to the legislation are likely to take some time, the review is a positive step in the process.

## Resource Management

### Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period July to September 2022:

- Domestic waste: 895 tonnes
- Domestic recycling: 311 tonnes
- Commercial waste: 712 tonnes
- Commercial recycling: 111 tonnes

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

- Co-mingled recyclables: 51 tonnes
- Scrap metal: 174 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 74 tonnes\*
- Asbestos: 0 tonnes

The following approximate volumes were disposed of in Springmount Landfill:

- General waste: 420 tonnes
- Asbestos: 2.6 tonnes

\*Killaloe Landfill closed on 22 November 2021, some small-scale profiling occurred ahead of the final cap.

## FNQROC Regional Resource Recovery Plan

Officers met with consultants engaged to undertake the FNQROC Regional Resource Recovery Plan on 25 July 2022. The consultants visited Killaloe Transfer Station and interviewed officers about the Shire's key waste needs and issues. Officers continue to work with the consultants to ensure the Shire's key priorities are represented regionally.



## Waste Education Sessions

Council's Waste Education Officer presented a waste and recycling education session at Port Douglas State School as part of the Funky Friday program. More sessions are booked in for term 3 which will cover waste avoidance, littering, recycling and composting.

## Plastic Free Cairns and Douglas

Council assisted local coffee cart, Kah Veh Coffee, to increase their daily percentage of reusable cups through the 3-week Reusable Café Challenge run by Plastic Free Cairns & Douglas throughout September 2022. The program encourages café owners to track their percentage of reusable to single use cups and is available to all local cafes who achieve plastic free champion status through the Plastic Free Cairns and Douglas Program.



**Image: Kristy, owner of Kah Veh Coffee displays the 3-week Reusable Cup challenge stats for the community to get involved**



**Images: Council staff collecting group orders, phasing out disposable cups**



Images: Members of the community supporting the reusable cup challenge

## Sustainability

### Sustainable Fishing

Council was successful in receiving a Department of Agriculture and Fisheries Infrastructure Grant for the creation and installation of a Recreational Fishing Trail. Council has until September 2023 to deliver the project. The project involves installing interpretative signage at fishing hotspots detailing popular fishing species, local knowledge, information on fishing rules and best practice. A Working Group with key Stakeholders had been established with community engagement to occur late October 2022 at the local weekend Markets followed by community workshops.



Image: Recreational Fishing Working Group meeting.

### Renewable Energy Scoping Project

Council has engaged a consultant to review Council's energy consumption and identify suitable sites for future renewable energy projects. While conducting site visits the consultant is also assessing current lighting installed at Council assets and sites. A report of the findings will be presented to Council.



## Resilient Coast Strategic Plan – LGAQ QCoast 2100 Program 4

Council was successful in receiving a grant from LGAQ QCoast 2100 program 4 - CHAS Implementation.

The funding is for dune protection and education and involves formalising two pedestrian beach access points in Port Douglas at Sand Street and Port Street. The project involves installing stairs, sand ladders, fencing, and interpretative signage to educate the community on Council's Resilient Coast Strategic Plan 2019- 2029 and dune protection. Revegetation will also occur in the project area. Council has until May 2023 to deliver the project.



Image: Old Sand Street staircase (removed) being replaced

## Ecotourism Destination Certification

Douglas Shire had an online audit of its Ecotourism ECO Destination Certification in May 2022. Regular audits are a requirement of the certification process to ensure the Destination is maintaining compliance with the Certification criteria. Audit are held every two years and vary between onsite and online audits.

The process involves auditing 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.

The audit resulted in five (5) corrective actions and three (3) recommendations. The corrective actions need to be addressed by 31 December 2022 to maintain our Ecotourism level of Certification. Three of the five corrective actions have been addressed and Council Officers are working with TPDD to address the remaining actions by the December deadline.





Image: Eco Destination Certification Logo

## Disaster Management

Over the past semester the Douglas Disaster Management Unit has been involved with monitoring weather conditions, maintaining situational awareness, implementing grant funded projects in line with deliverables, providing support to the Douglas LDMG and completing financial year 2021/22 reporting.

### Mitigation

#### PLANNING

The Local Disaster Management Plan (LDMP) was reviewed in August 2022 in conjunction with the Emergency Management Coordinator-Far Northern Region, Queensland Fire and Emergency Services and as part of the annual review by the Inspectorate General of Emergency Management's (IGEM). The plan has been endorsed by the Douglas LDMG on 28 September 2022. Several disaster sub-plans have also been updated as part of this process.

### Preparedness

#### DASHBOARD/GUARDIAN IMS

Council staff attended the QIT+ Guardian Conference in Hervey Bay, which due to COVID-19 has been postponed for two years. They were introduced to change management to the Dashboard and Council will be engaging QIT+ to enhance the Douglas Dashboard with new customizable features.



Image: QIT+ Conference in Hervey Bay, attended by Liza Dowling and Shane Brumby

### DOUGLAS GRASS + ROOTS VOLUNTEER NETWORK

September saw the launch of the Douglas Grass & Roots Volunteer Network. On display was the need for connection and the potential for volunteer organisations working together.

The aim of this network is to build resilience and Council has partnered with Volunteering Queensland and the Port Douglas Neighbourhood Centre to pilot this project in Queensland and to focus to connect the >70 volunteer organisations with each other, provide a platform to share their best practice with each other, identify their training needs and with disaster recovery efforts match the right organisation to the right task. An open day for all volunteer organisations - Volunteer Expo is planned for 29 October 2022.



Images: Attendees at the launch of the Douglas Grass + Roots Volunteer Network

### DOUGLAS DISASTER RESILIENCE STRATEGY

North Queensland Recovery and Resilience Grant funding has enabled Douglas Shire Council to apply the regional resilience process on a smaller scale seeking to develop seven local community scorecards, one business resilience scorecard and one First Nations scorecard. Media releases and promotion of the workshops, scheduled for October – November 2022, have been circulated widely. Several departments are working together on this strategy and it will continue to inform future reviews of the Local Disaster Management Plan.

### DRONES

During this semester the Disaster Management Unit had three high school students participate in job placement. Work placements included logistics management at the Port Douglas Storm Tide Cyclone Shelter, introduction to flying drones and putting together recruitment packs for the Mossman SES- and Alex Bay SES groups.

### FIRE

From 1 September 2022 the Fire Danger Ratings have been simplified to four levels. During the green and yellow ratings, communities should seek information on weather conditions and stay connected to their local emergency services for updates.

The 'Catastrophic' and 'Extreme' ratings mean it is unlikely firefighters will be able to control the fire, so you need to action your personal bushfire survival plan and possibly evacuate. Due to recent fires in neighboring councils (Mareeba and Tablelands) the Annual Fire Management Group meeting of 28 September 2022 was been postponed.



## Know The Fire Danger Ratings

From 1 September 2022, Australia has a simplified, action-oriented fire danger rating system.

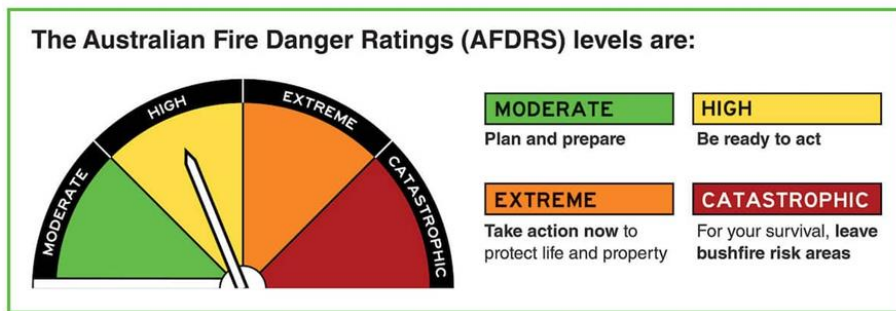


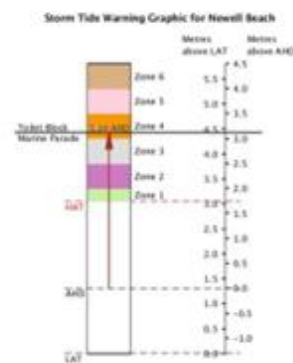
Image: Australian Fire Danger Ratings

## FLOOD MODELLING

A very exciting addition is the creation of a Flood Intel System on the back end of the public-facing Douglas Dashboard. This system integrates all the existing flood telemetry, coastal surge forecasts, storm tide maps, flood study data and asset information (and Douglas has a lot!) to deliver a flood intel system. It provides the operators of Guardian IMS with flood maps from a simulation library; the predicted upcoming flood map over the next 24 hours to 5-day period.

In 2021, Council commissioned the Department of Environment and Science for additional Storm Tide Reference Landmarks (STRL). Surveys have been completed and included in the report for the coastal localities of Wonga Beach, Newell Beach and Cooya Beach. Signage and communication regarding this project will be rolled-out in October 2022.

### A19.9 Marine Parade Toilet Block





### INCIDENT MANAGEMENT TEAM

The Incident Management Team for 2022-2023 wet season for the Local Disaster Coordination Centre (LDCC) and the Cyclone Shelter Team has been recruited.

### LOCAL DISASTER MANAGEMENT GROUP

The core membership and advisors for the 2022-2023 wet season has been identified at the 28 September 2022 LDMG meeting. LDMG Sub-groups meetings taking place this semester include: the LDMG Ferry sub-group and the Mossman Gorge Emergency Services sub-group. Memorandums of Understanding have been finalized between the Council and the Department of Education (Port Douglas Storm Tide Cyclone Shelter) and between Council and the SES.

### QUEENSLAND EVACUATION FACILITIES WORKING GROUP

The North Queensland Recovery & Resilience Grant, administered by the Queensland Reconstruction Authority, has made it possible for Douglas Shire to create a platform for collaboration – the Queensland Evacuation Facilities Working Group. The inaugural meeting of the Queensland Evacuation Facilities Working Group (QEFWG) was facilitated on Thursday 28 July in Port Douglas.

The response to participate and collaborate has been overwhelming with 15 local governments and 9 agencies/state departments. This is a collective whose purpose is to provide strategic direction and leadership for activities relating to Cyclone Shelters, Places of Refuge and Evacuation Centres.



Image: 20 participants at the inaugural QEFWG meeting of 28 July 2022

### WORKSHOPS

The Disaster Management Unit has been involved with workshops addressing the state-wide assessment of flood risk, discussing Australian Warning System protocols with neighboring peers to decide upon a consistent response, and updating Emergency Alerts with support of the GIS Officer for the State Disaster Coordination Centre.

Jamie Kleinhans attended the United Nations Disaster Risk Reduction conference (<https://apmcdrr.undrr.org/>), and the IGEM Disaster Research Forum as part of a panel, representing Douglas Shire Council and the QEFWG, discussing 'who else needs to be in the disaster management conversation' (Forum recordings here: <https://lnkd.in/gHFMRbu3>).

### ALEX BAY AND MOSSMAN SES GROUPS

The Alex Bay SES Group has focused on increasing its Road Crash Rescue capability and the Mossman SES Unit is addressing its flood boat operator capacity. The Disaster Management Unit has raised concerns about active membership and lack of facilitating and supporting training with the SES Far North Area Controller. The Disaster Management Unit, supported by the Grants Officer, has been instrumental in grant applications, termite treatment and asset management to the two groups.



Images: Updates to the Mossman SES Group – new office equipment, interior paint and fleet

### **Response**

#### DOUGLAS LDMG: COVID-19

The Disaster Management Unit has been providing ongoing assistance to Mossman Hospital with their COVID-19 Vaccination Program.

#### DOUGLAS SHIRE COUNCIL'S PANDEMIC WORKING GROUP


The Pandemic Working Group has been involved with COVID-19 workplace related matters and the Workplace Pandemic Plan remains a living document, which is continuously updated with the latest information.

### **Environmental Health**

Food licence renewals went out successfully this year and businesses have received their Food Licence for the 2022/23 year.

Eight Applications for new food businesses were received over this period including applications for two new cafes on Macrossan Street, due to open this month, and a new wine bar in Mossman.



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

Two new applications have also been received for personal appearance services (cosmetic tattoos). These are the first of this business type in the Douglas Shire and officers worked with the applicants to navigate the application under the Public Health (Infection Control for Personal Appearance Services) Act.

Officers have been fielding lots of enquiries about starting a food business, with significant interest in mobile food vending. Officers have been working with customers to provide clear information on the requirements under the Food Act and opportunities to sell in the region.

### **Event and Activity Approvals**

37 event and activity approvals were assessed and issued between July and September. Approval types ranged from temporary entertainment and sporting events such as the Taste Festival, The Gran Fondo Festival, Triple R and Reef and Reef, Cairns to Port Douglas Ultra, Surf Lifesaving Carnival, NAIDOC Week celebrations, school sporting events, community events, fireworks and many others.

Multiple filming approvals were issued during the period including tourism ads and swimwear photo shoots. In addition, a Warner Bros. Pictures and Legendary Pictures production set up in Cape Tribulation for one week to film the next chapter in the massive “Monsterverse” franchise.

### **Wizards! Feature Film**

The production wound to a close in the region on Thursday 11th August at Wangetti Beach. The Location Manager said that it was fitting to both start and finish filming in the Douglas Shire as the locations in this region are spectacular and Council staff were able to assist with location approvals at the very last minute with late changes to the schedule.

The production team captured some very iconic locations in the area including filming on the Daintree Ferry! The film crew reported that they are all taking away some fabulous memories of the region and will be bringing friends and family back at a later date. The cast enjoyed exploring the area and spent their free time in the local areas doing whatever they wanted without too much attention - unlike a lot of places in the world!

It is hoped that this will be a good international advertisement for our beautiful part of the world! The film's director David Michôd last directed War Machine and Animal Kingdom. The film's writer David Michôd last wrote Animal Kingdom.

Movie Plot: Two hapless beach-bar operators run into trouble when they stumble across stolen loot that they really should have just left alone.

It is anticipated that the movie will be released by March 2023.





Images: Some of the filming sets for Wizards! (Daintree Ferry, Port Douglas Yacht Club and Wangetti Beach)

## INFRASTRUCTURE

### Civil Operations

The grader crew has completed maintenance grading of Cape Kimberly Road and Cape Tribulation Road and are progressing onto Maple and Cow Bay Roads. With the assistance of our neighbours, Wujal Wujal Council, we were able to complete the maintenance grade and some gravel re-sheet on Bloomfield Track from Cape Tribulation all the way to Wujal Wujal.



Image: Grader crew working on Cape tribulation Road  
Ordinary Council Meeting - 25 October 2022



As part of our annual preparation for the wet season, the maintenance crew have started with the drain cleaning program in Mossman, Port Douglas and Wonga. Works to continue into the second quarter to ensure we are well prepared for an early wet season.

Council's Technical Officers have reviewed the existing flood monitoring devices and engaged a contractor to complete the following:

- Camera Battery upgrades
- Alexandra Range antenna upgrade
- Anich's Creek River gauge repair
- Barratt sign antenna upgrade
- Inspect and repair the PD WWTP

With the planned upgrades, we hope to reduce downtime and provide better connectivity while increasing battery life during cloudy days.



Images: Flood monitoring devices



## Programs and On-going Maintenance for the Quarter

Crews continue to undertake on-going maintenance:

- Line marking audit throughout the Shire
- Signs audit throughout the Shire and replacement of old signs
- Culvert inspections and audits throughout the Shire
- Road inspections and audits throughout the Shire
- Pothole and washout repairs on unsealed roads
- Drain clearing along Cemetery Creek, Port Douglas
- Grading along Bloomfield track, Cape Tribulation
- Footpath and Boat ramp pressure cleaning throughout the shire
- Sweeping as per normal routine
- Slashing throughout the shire



Image: Slashing on Council's local roads

## Drumsara Spoil Material Management

Council's Infrastructure team have been reducing and recycling waste materials generated from maintenance activities. Staff recently prepped a stockpile of fill material to be used as part of the Killaloe capping project.



Image: Drumsara stockpile site





Image: Drumsara stockpile site



Image: Drumsara stockpile site

### RMPC Contract

As part of the Conditional agreement between Council and DTMR (RMPC Contract) Douglas Shire Council manage and maintain approximately 65km of State owned roads including:

- Section of Captain Cook Highway
- Port Douglas Road
- Macrossan Street
- Mossman Daintree Road
- Section of Mossman Mount Molloy Road



Council have accomplished 120 defects in the first quarter. These Defects include:

- Pothole patching as required on all State roads.
- Pavement repairs on Captain Cook Highway and Mossman Daintree Road to help eliminate pavement failures in the future.
- Annual culvert inspections to record the condition of structure and schedule works before wet season.
- Culvert cleaning on Mossman Daintree Road and Captain Cook Highway in preparation for up-and-coming wet season.
- Tree clearing Port Douglas Road, Captain Cook Highway and Mossman Daintree Road.
- Herbicide spraying around culverts, pipes, guideposts, signs, and pits.
- Heavy shoulder grading on Captain Cook Highway to ensure vehicles can safely pull off the Highway.
- Annual sign night safety audit.



**Images: Pavement repairs on Captain Cook Highway**

### **Capital Works Projects 2022/23**

#### Road Reseal Program

Planning for the Reseal Program commenced during the month of August and Technical staff are busy evaluating Tender submissions.

The planned work is based on reports from Shepard's Asset Management Solutions who measure failures and roughness of Council roads and identify where road re-seals are required. Reseal contract to be awarded during the next quarter.

#### Kerb and Channel Program

The Kerb and Channel Program for this financial year, focused on the renewal of a section along Alchera Drive and in Mossman Street, Mossman.

Final works are scheduled to be completed in October. The Kerb and Channel Renewal Program replaces old failing kerb and channel with layback kerbing to improve drainage, accessibility, and property access where possible.





**Images: New section of Kerb and Channel renewal in Alchera Drive, Mossman**



**Image: New section of Kerb and Channel renewal in Mossman St, Mossman**

### Drainage Program 2022-23

The Drainage Program for this financial year will be focusing on the replacement of culverts across the Shire and drainage renewal along Alexandra Range. The program of works has commenced and will continue until the end of the financial year.





**Image: Drainage infrastructure on Alexandra range to be renewed**

#### Warner Bridge Renewal Project

The Warners Bridge construction project has experienced many challenges, however, is progressing well and should be completed at the end of next quarter. The Contractor completed the piling and 80% of the abutments in the first quarter.



**Image: Old Timber Bridge prior to construction**





**Image: Warner Bridge Abutment Construction**

#### Mossman to Gorge Shared Path

This project is well underway and officers are busy finalising the design and compiling Tender documents for the construction phase to commence after the wet season.

The Mossman Gorge Shared Pathway project is seeking to construct a shared cyclist/pedestrian pathway from the Kubirri Aged Care Centre to the Good Shepherd Retirement Village and then extending out to the Mossman Gorge Visitor Centre. The project will provide improved safety, give local residents a safe commuter option to access schools, medical care, employment, business and retail.

This iconic route will promote the tourist potential of Mossman Gorge, particularly as it links with the Far North Queensland's Principal Cycle Network. In addition, it will provide an idyllic exercise opportunity for Mossman residents, either cycling or jogging out to Mossman Gorge or a relaxing walk out to Marr Creek. The project also provides for indigenous artwork to be incorporated with the shared pathway.

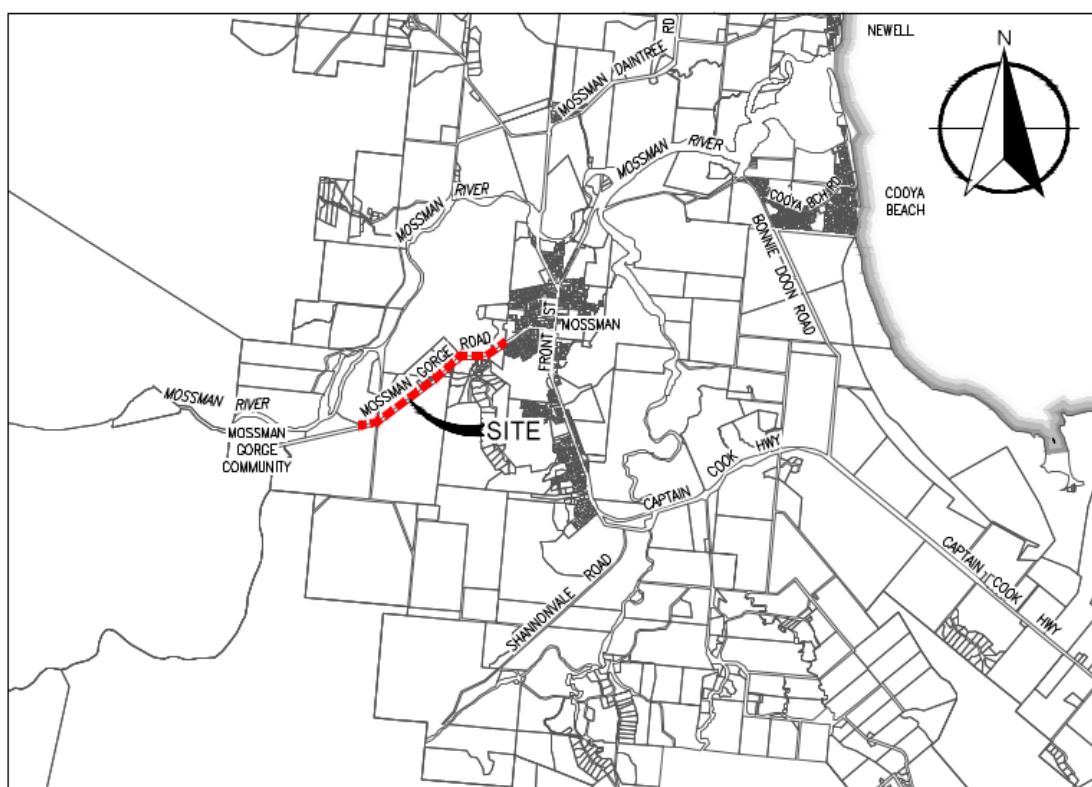


Image: Locality Plan

#### Principal Network Cycleway Project – Cooya Beach to Mossman

The Principal Network Cycleway Project for Cooya Beach running from Junction Bridge was completed during September 2022. Cooya and Mossman residents are utilising the path to commute to town and to enjoy recreational activities. Council has received positive feedback from users.



Image: Completed Cooya Beach Principal Cycleway





**Images: Completed Cooya Beach Principal Cycleway**

#### Principal Cycle Network (PCN) Path Designs - Port Douglas Road and Cooya Beach

Council was successful in receiving 50% grant funding from the State Government to undertake designs for the off-road paths in Port Douglas Road (Mirage Country Club to the AGI supermarket) and missing section of the Mossman to Cooya beach component of the PCN project (Lou Prince Drive to Bougainvillea Street) Cooya Beach. The paths will be designed to TMR standards for the PCN. Staff are currently working with engineering consultants to complete these designs.

#### Disability Infrastructure Upgrade Program 2022-23

Council's technical staff are busy ordering material to upgrade existing pedestrian crossings and to add Tactile Ground Surface Indicators (TGSIs) to continue improving accessibility in Mossman and Port Douglas.





**Image: Disability tactiles opposite Mossman State High School**

### **Mossman Depot Stores**

Our Depot Stores operation has the following to report for this quarter:

- A full State Employee PPE fit-out was completed for the new financial year. Orders are still being distributed.
- Toilet consumables orders are steady due to our warmer weather and our tourists heading home for summer.
- Busy ordering consumables in preparation for the summer and impending weather events.

### **Workshop & Fleet Services**

The Depot Workshop team continue with daily service, repairs and maintenance.

#### 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.

#### Delivered Plant ordered in 2021-22

- 2022 Toyota Hilux dual cab ute to replace amenities crew's old vehicle
- 2022 SES Toyota Hilux dual cab ute
- John Deere weed spray tractor
- Light tandem tipping trailer
- Hino 300 series 4x4 truck with tray mounted Vermeer vacuum excavator
- Howard Slasher



### Awaiting Delivery

- 2022 Hino 700 series tandem tip truck (estimated arrival late April 2023)
- Tandem tipping super dog trailer (currently in production)
- 2022 Komatsu GD 555-5 Grader (delivery 5 to 7 months from receipt of order)
- 2022 Toyota Hybrid Cross x 3 (estimate arrival of 1 only, from John Cole Toyota, late November)
- 2022 Toyota Hybrid cross x 1 (estimate arrival from Pacific Toyota, late October)



Image: New Komatsu Grader replacing the old Volvo Grader

### **Open Spaces and Natural Areas**

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

- Mossman Show set up and clean up.
- Playground maintenance and defect fixes including softfall non-compliance and minor component replacements.
- Graffiti and vandalism continue to be an issue at George Davis Park, Mossman. Council had to close the Playground for contractors to safely replace the vandalised Softfall.
- Various irrigation repairs and maintenance throughout the Shire.
- Garden mulching throughout the Shire.
- Citizenship Ceremony setup.
- George Davis Park pressure cleaned, bins in Front Street cleaned and footpaths cleaned.
- Seven coconut palms removed in Newell, Cooya and Port Douglas due public risk.



Image: Graffiti George Davis Park

### Capital Works 2022/23

The team has commenced a number of projects proposed for this new financial year, including:

- A Landscaping Contractor is about to be engaged to assess existing irrigation infrastructure along Port Douglas Road and the Captain Cook Highway. The team is working to reinstate existing irrigation in effort to improve and maintain the health of the Oil Palm Avenue.
- A contractor has been engaged to renew the North Mossman Playground. A recent playground audit identified a number of defects within this playground and it is due for renewal in line with other recent renewals.
- A contractor has been engaged to design and install a new Shade Sail over the Milman Drive Playground.
- Five new dual bin enclosures have been ordered to increase the general waste and recycle collection capacity within Macrossan and Grant Streets. The enclosures will be installed in October.
- A Landscape Architect Consultancy has been engaged to undertake consultation and design for the possible upgrade of the Port Douglas Sports Complex Skatepark.
- Council's timber public assets, including, Macrossan Street Bench Seats and Bollards, Mossman Bin Enclosures, Park Shelters, Daintree Village Playground and the Teamsters Park Amenities Building have been oiled under an annual maintenance program.
- A new shelter has been procured to replace the existing timber BBQ shelter north of the Four Mile Beach Surf Life Savers Club and an additional 2 shelters to cover the seating either side. The other BBQ shelter along the esplanade will be replaced next financial year.





Image: Proposed North Mossman Park Playground

The design for the Rex Smeal Green Ant Playground has been finalised, however Council is still awaiting the outcome of the Building Better Regions Round 6 Grant Funding Application, which was delayed due to the Federal Government Elections earlier this year.

The Team is also sourcing a quote for the renewal of landscaping at the rear of the Mossman Administration Building.

### **Biosecurity and Nursery**

The Biosecurity Team completed the 2022 Siam taskforce surveying the Cassowary Range for Siam weed as part of the annual Siam management program. The taskforce was an interagency collaboration of Douglas Shire Council, QPWS rangers, Jabalbina Yalanji Aboriginal Corporation and Department of Agriculture and Fisheries.

This site is one of the largest infestations of Siam Weed in the Douglas Shire and the eastern face of the range needed to be foot surveyed in order to successfully locate and treat Siam weed. Siam weed is considered one of the world's most invasive weeds.

It has the potential to spread across northern Australia and down the eastern and western coastlines. Siam weed is a category 3 restricted invasive plant under the *Biosecurity Act 2014*.



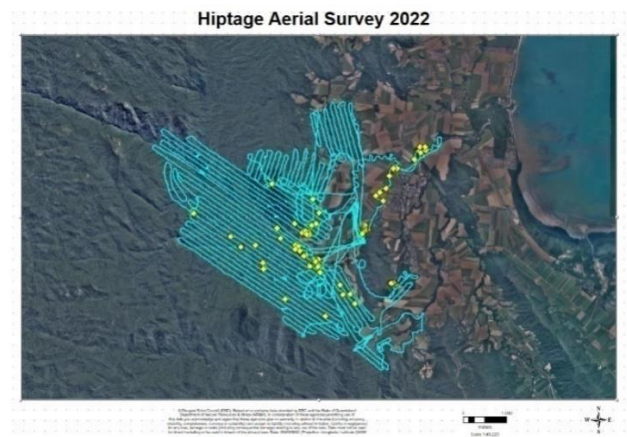


**Image: QPWS Ranger standing among Siam Plants**

The Biosecurity Team continued with the Hiptage eradication program. Each year Douglas council and QPWS follow up on historic Hiptage locations which have been located predominantly by aerial surveys dating back to 2013. This year there were 102 individual Hiptage revisit sites to follow up on before the annual aerial survey. The aerial survey was completed in September.



**Image: Aerial Hiptage Survey 2022**



In-between the Hiptage and the Miconia programs Biosecurity Team have been busy targeting a little know weed species called Turbina. Turbina is a vine scrambling over 10 m high. In North Queensland it has invaded rainforest areas displacing native vines and shrubs.





Image: Turbina Vine

The Biosecurity Team have located a new weed species, Cats Claw Creeper, which has now been confirmed as present in our Shire. Cat's claw creeper is a native of tropical America and is an aggressive climber that was used as an ornamental in older-style Queensland gardens. This vine has the ability to completely smother native vegetation, even growing up over trees, and many bushland areas already have serious infestations of this weed.



Image: Cat's Claw Creeper

Council's Pest Animal Controller has continued to target feral pigs north of the Daintree River and on request in other areas throughout the Douglas Shire as part of the feral pig trapping program. The Pest Animal Controller has 3 remote triggering traps in operation, located at various locations across the Shire, which gives the advantage of closing the trap gate remotely by the operator. In September, the Pest Animal Controller trapped a record 28 pigs in one trap at Craiglie.

#### Biosecurity Statistics:

- Total man hours on weed / electric ant control = 1038
- Feral pigs terminated = 134

## Building Facilities

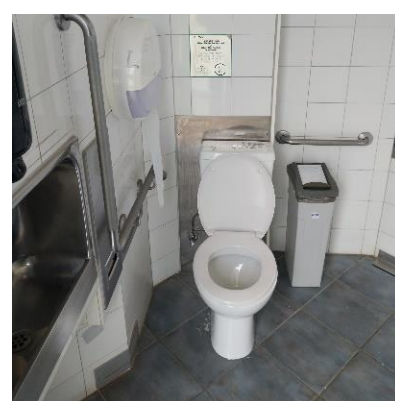
### Operational Works

The start of this financial year has been extremely busy for the building facilities team as work begins on several operational contracts which are due to be rolled out at the start of the new Calendar year. This includes a new cleaning contract which will be broken down from three contracts to nine, to allow local contractors to be able to apply for smaller portions of the work where previously the contract size may have prevented them from applying. The objective of this is to spread the work out among several local contractors with the hope of lifting the quality of the work delivered.

The Building Facilities team is also looking at engaging a new fire service provider, roof and solar panel cleaning contractor and height Safety contractor over the coming weeks as previous arrangements come to a close. Work also continues in the lead up to the Cyclone Season with the following works:

- Servicing of generators across all Council sites
- Pest treatment and termite inspections
- Bathroom services
- Electrical Test and Tag

Improvements are currently underway with the two Exeloo Toilets located in Port Douglas. These toilets were installed in 2004 and have performed well over the years, however with ongoing breakdowns in recent years the toilets have been off-line more and more. Council staff recently made the decision to change these to a more simpler design to allow for more reliable operation.



Images: Hutchings Park Exeloo – Before and after modifications



## Capital Works

With the new financial year, the building facilities team have hit the ground running as preparation starts on a number of smaller projects across Council. These include the following:

- Asbestos removal at Mossman Nursery House – (Delivery-85% )
- Remote Monitoring at Diwan Generator compound – (Delivery-75%)
- Sugar Wharf Concrete Jetty concept design – (Planning-20%)
- Sound Carpet installation Reynolds Room - (Stage one delivery – 60% )
- Sound Carpet Installation Meeting Rooms– (Stage two planning – 20%)
- Mossman Depot Roof Stage 4 – (Delivery – 40%)
- Newell Beach Toilet Roof – (Delivery– 40%)
- Security upgrade for Shire Halls - (Delivery-80%)
- Port Courthouse fence - (Delivery-50%)
- Ladder and Roof Anchor points - (planning – 20%)
- Port Douglas Lighting renewal – (Delivery – 45%)
- Mossman Shire Hall Floor sealing - (Planning-10%)
- Tiling Daintree Toilet and Newell Beach Toilet – (Planning -10%)
- Painting of Nursery House and Shire Hall – (Planning – 10%)

### Port Douglas Sports Complex Lighting Renewal

The Port Douglas field lights will have all their light globes and ignitors replaced to assist with trouble free lighting over the coming years. The program will also replace any faulty capacitors in the base of the poles and check all switch gear that controls the lights. One of the big challenges with these lights is limited access due to the size of the crane required for safe access. For this reason works can only take place during the dry season and we hope to carry out this work at the end of October weather permitting.



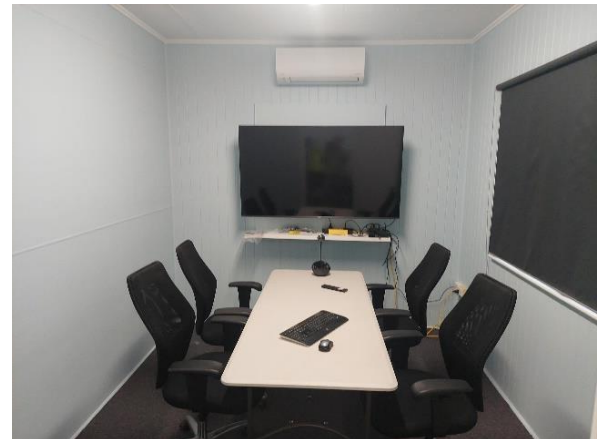
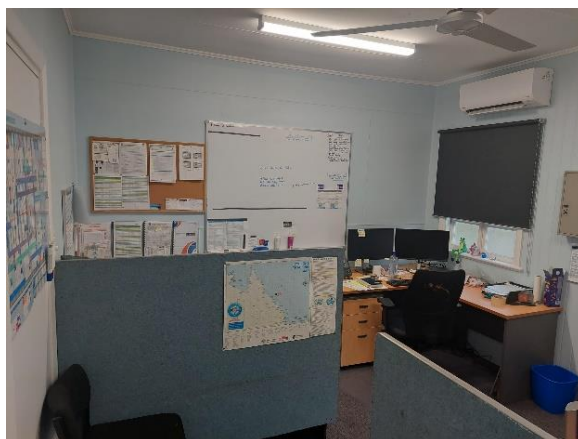
**Image: Port Sports Complex – All light globes and ignitors to be replaced in coming weeks**

### Asbestos Removal Program

With the re-organising of the Nursery office an opportunity opened up to remove a significant amount of Asbestos from the inside of the Nursery house. As part of this process the rooms have been modified to allow extra office space while still keeping a smaller Melaleuca meeting room.



**Images: Mossman Nursery House – Asbestos removal**



**Images: Mossman Nursery House – New Melaleuca Room and Building Facilities Office**



## PROJECT OFFICE

### Capital Works

#### Mossman Water Treatment Plant Prefilters Upgrade

The existing prefilter system can block up and cause plant shutdowns requiring emergency maintenance due to too turbid raw water. The new system has improved drive mechanism, which should eliminate this issue. A new system was installed in September however it was non-operational and the old system was re-installed. The manufacture has diagnosed the faults, rectified them and a second attempt will be made in October



Image: Prefilter system

#### Domestic Violence Accommodation

The construction of the domestic violence accommodation was completed during the reporting period. The People and Community Services department are currently arranging a provider to operate the service.



Image: Completed Units

## Port Douglas Wastewater Treatment Plant Sequencing Batch Reactor Diffuser Upgrade

Existing diffusers in the sequencing batch reactors are due for replacement due to age and increasing levels of maintenance requirements. Design was completed to support an application for external funding.

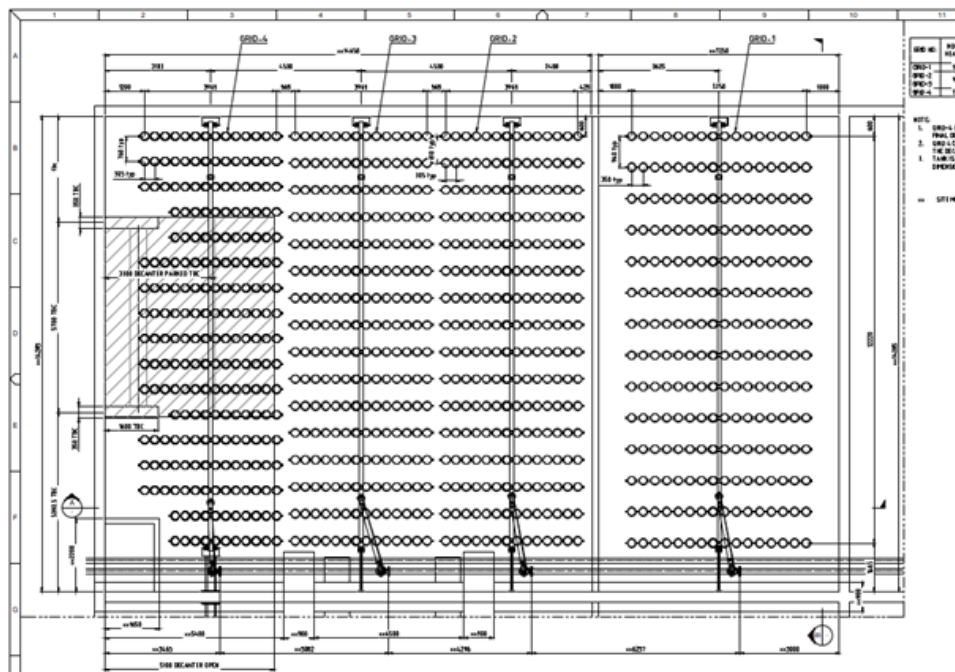


Image: New pump station

## Mossman Water Treatment Plant Chemical Handling

Mossman Water Plant chemical storage and handling area has undergone a transformation to improve safety standards and is due for completion in October, with the arrival of a conveyor to assist in the transfer of chemicals.





**Image: Upgrades to the chemical storage facility at Mossman Water Treatment Plant**

### **Mossman Water Treatment Plant Ultrafiltration Upgrade**

An upgrade to existing ultrafiltration system is required as the original supplier of membranes, which are the main part of the system, has ceased production and the system is specific for these membranes.

A contract to progressively replace the membranes over the next three years was awarded, with the successful contractor commencing investigations during the reporting period with a view to creating a suitable design.



**Image: Existing Ultrafiltration rack**  
Ordinary Council Meeting - 25 October 2022

## Disaster Recovery Projects

### Tropical Cycle Tiffany Event

A claim for the damage incurred to Lee's bridge, Douglas Creek Road was submitted to the Queensland Reconstruction Authority (QRA) for \$2,438,483 and is currently undergoing assessment by the agency.

### Monsoon Trough

Whilst minor damage from this monsoonal trough in April 2022 occurred, there has been sufficient expenditure of \$156,353 relating to repairs from the event to make a claim to the QRA and the claim is currently under assessment.

## WATER AND WASTEWATER

The Water and Wastewater Department met all expectations for the July to September 2022 reporting period.

The below focus contains an overview of:

- Water consumption
- Water reticulation
- Water quality
- Sewerage
- Sewage treatment
- Compliance

### Water



Image: Water and Wastewater team

### Water Consumption

The Water and Wastewater Department continued with Level 0 water conservation measures for the reporting period of July to September 2022. Level 0 water conservation measures have now been in place since 2 December 2021.



The water level at Rex Creek intake was above 500mm for the duration of the reporting period, peaking at 1,440mm on the 1 July 2022 during a significant rainfall event, dropping to a minimum of 510mm on the 26 August 2022.

All intakes and reservoirs had adequate water supply during the reporting period. All water treatment plants continued to meet demand requirements.

The average water consumption was 9.48 ML/day for the Port Douglas network and 2.5ML/day for the Mossman network. The graph below displays the water usage for the Mossman/ Port Douglas scheme and shows the creek level recorded at Rex Creek intake throughout the reporting period.

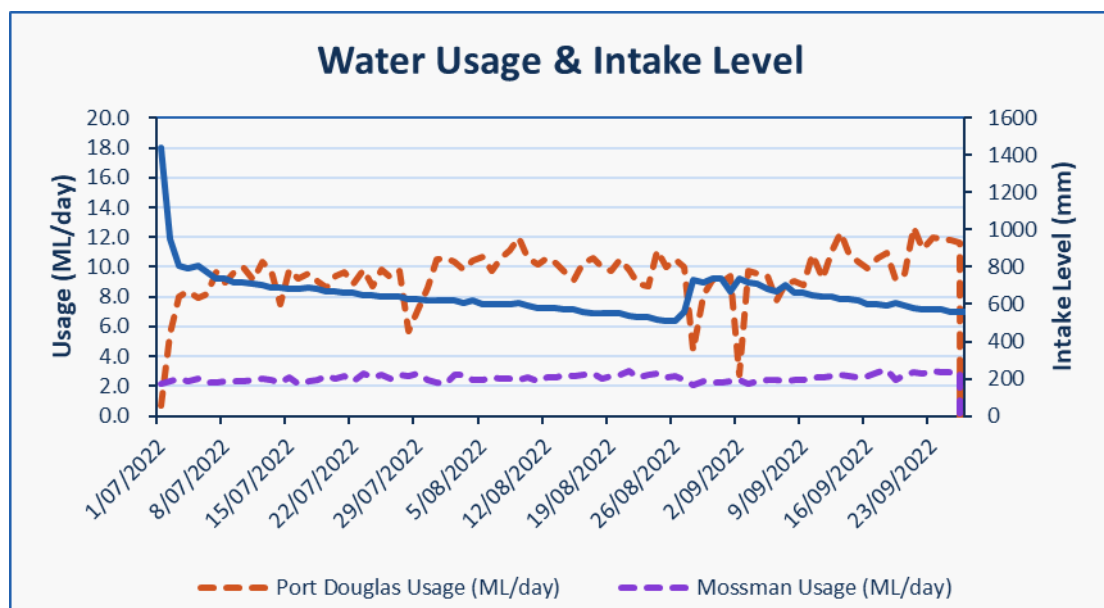


Image: Water Usage and Intake Level

The monthly water consumption for Mossman, Cooya Beach and Newell Beach is shown in the graph below.

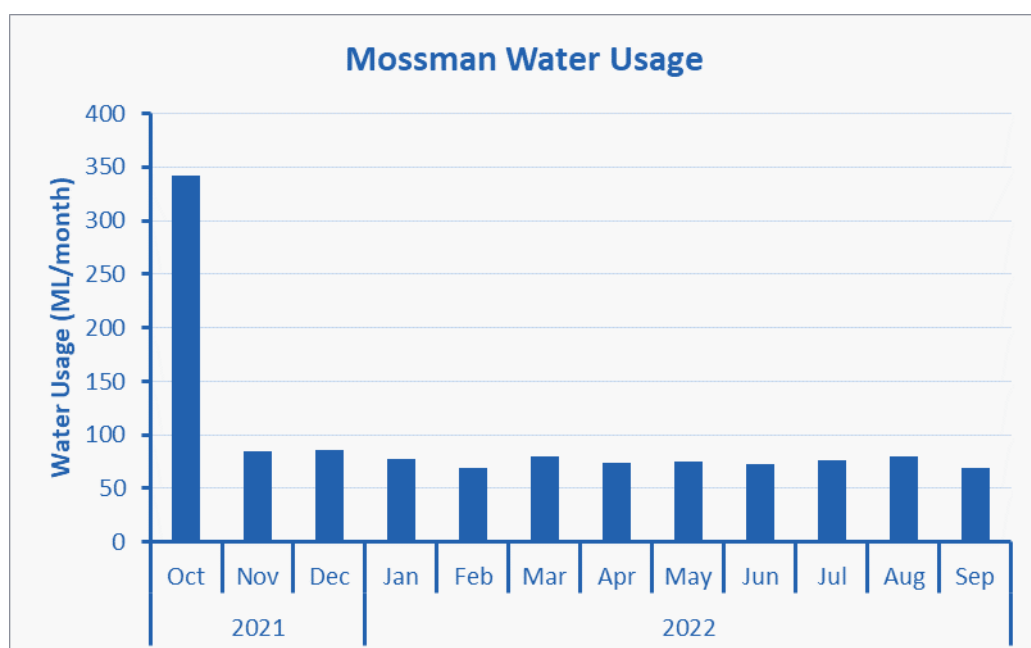


Image: Mossman Water Usage

## Port Douglas

The graph below shows the monthly water consumption for Port Douglas, Craiglie and Mowbray.

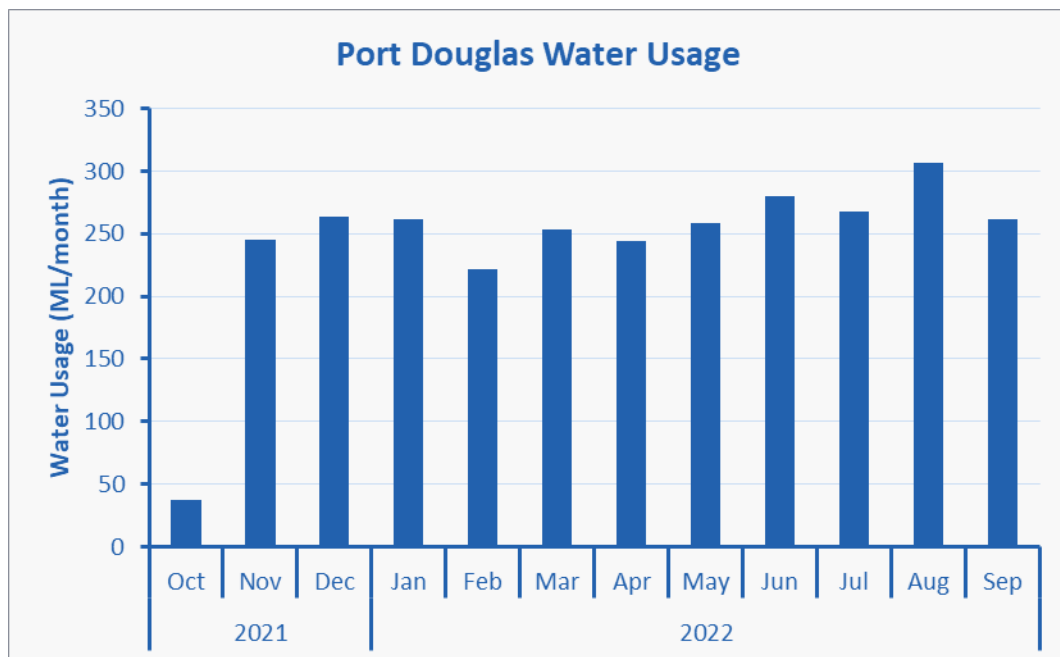


Image: Port Douglas Water Usage

## Whyanbeel

The monthly water consumption for the Whyanbeel scheme (including Whyanbeel, Wonga Beach, Miallo, Rocky Point, Syndicate and Bamboo) is shown in the graph below.

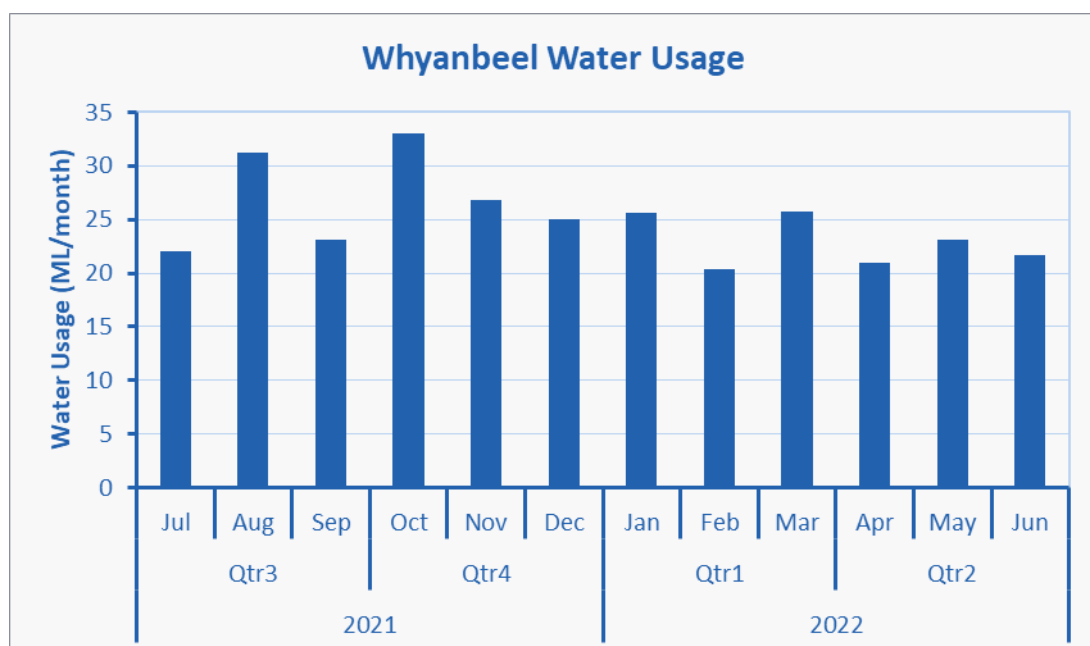


Image: Whyanbeel Water Usage



## Daintree

The graph below shows the monthly water consumption for the Daintree scheme.

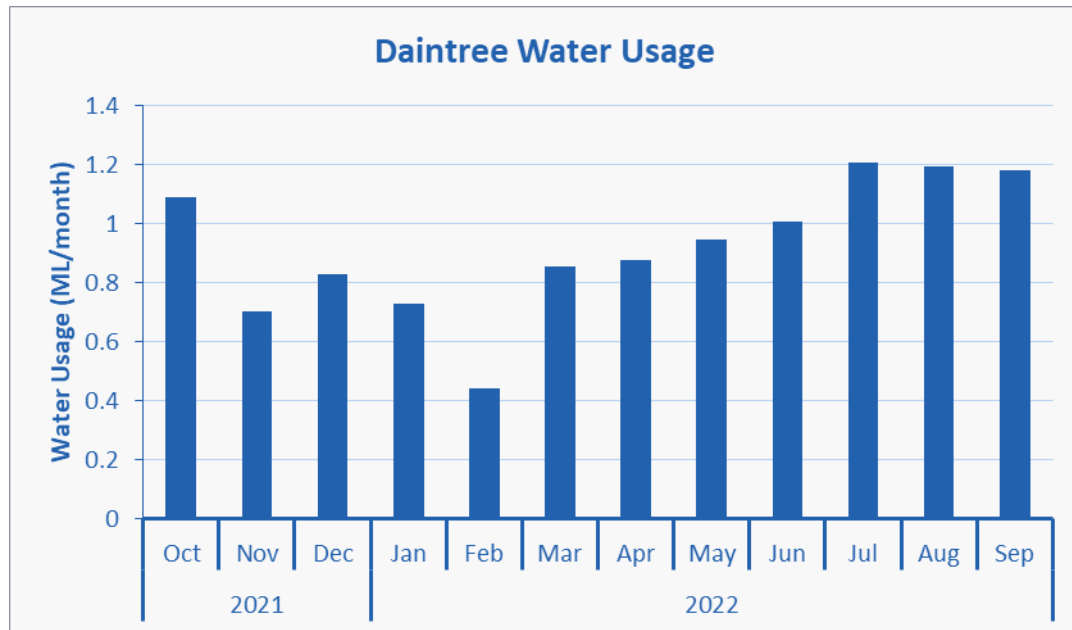


Image: Daintree Water Usage

## Mossman/ Port Douglas Scheme

Raw water turbidity during wet weather events caused a few interruptions to water production at the Mossman WTP throughout this reporting period.

The graph below indicates the daily turbidity trends at the intake and treated water as recorded at the Mossman WTP for the current period. High turbidity can be seen between 27 and 28 August after a high-intensity rainfall event.

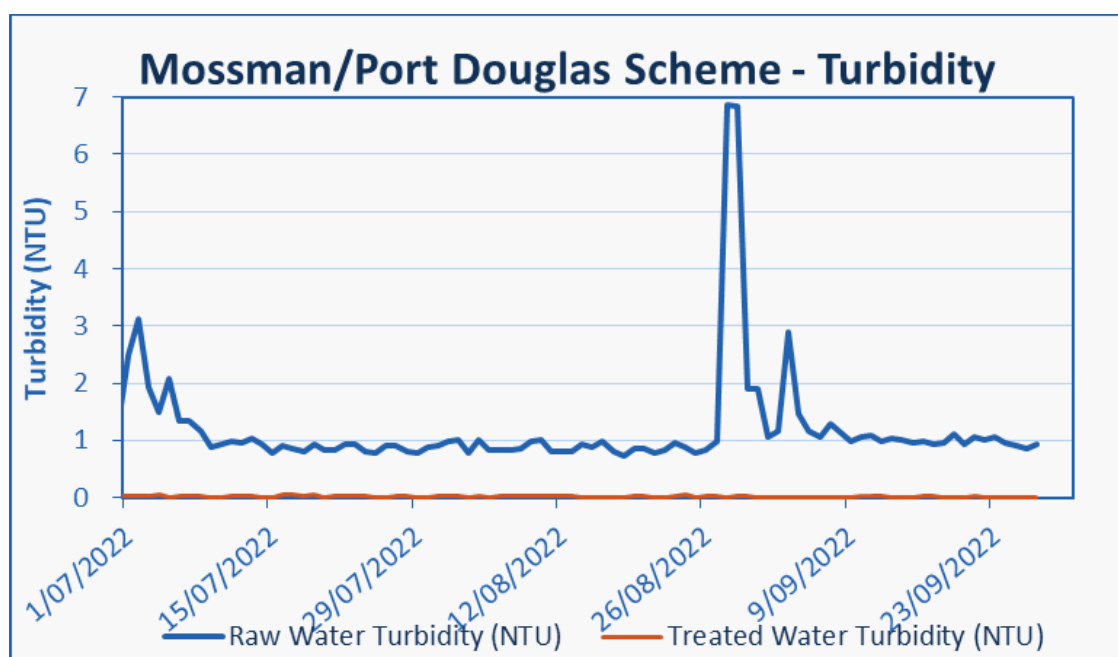


Image: Mossman/Port Douglas Scheme – Turbidity

Routine general maintenance was carried out during the reporting period, including on the Rex Creek intake. 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 as is part of our license agreement.

All routine inspections and planned maintenance operations were carried out within the Mossman/ Port Douglas scheme throughout the period. The Mossman WTP met all demand requirements throughout this reporting period, despite the production interruptions caused by high raw water turbidity following high-intensity rainfall.

Two incidents were reported of pH outside the licensed parameters for the discharge of filter backwash water from the water treatment plant. Negotiations have commenced with the regulator to amend the license conditions to more realistic and measurable parameters, whilst not impacting the quality of the discharge returned to the creek.

### Whyanbeel Scheme

Whyanbeel WTP met all demand requirements during the reporting period. There were no water quality incidents in the Whyanbeel scheme for the reporting period.

Routine maintenance was carried out during the reporting period, including at the intake. 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.

The graph below indicates the daily turbidity trends at the intake and treated water as recorded at the Whyanbeel WTP for the current period. The turbidity spikes correspond to the same wet weather events that affected the Rex Creek intake.

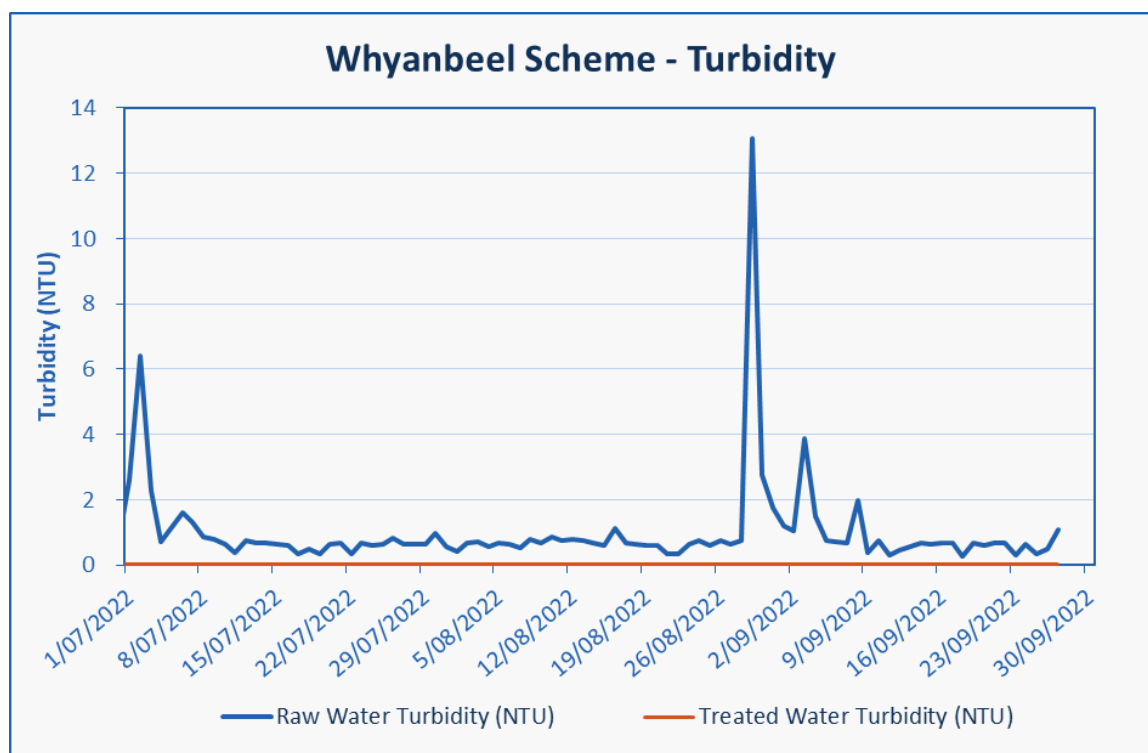


Image: Whyanbeel Scheme – Turbidity



## Daintree Scheme

The Daintree WTP met all demand requirements during the reporting period. There were no water quality reportable incidents in the Daintree water scheme for the reporting period.

Routine general maintenance was carried out during the reporting period, including at the intake. 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.

The graph below indicates the daily turbidity trends at the intake and treated water as recorded at the Daintree WTP for the current period.

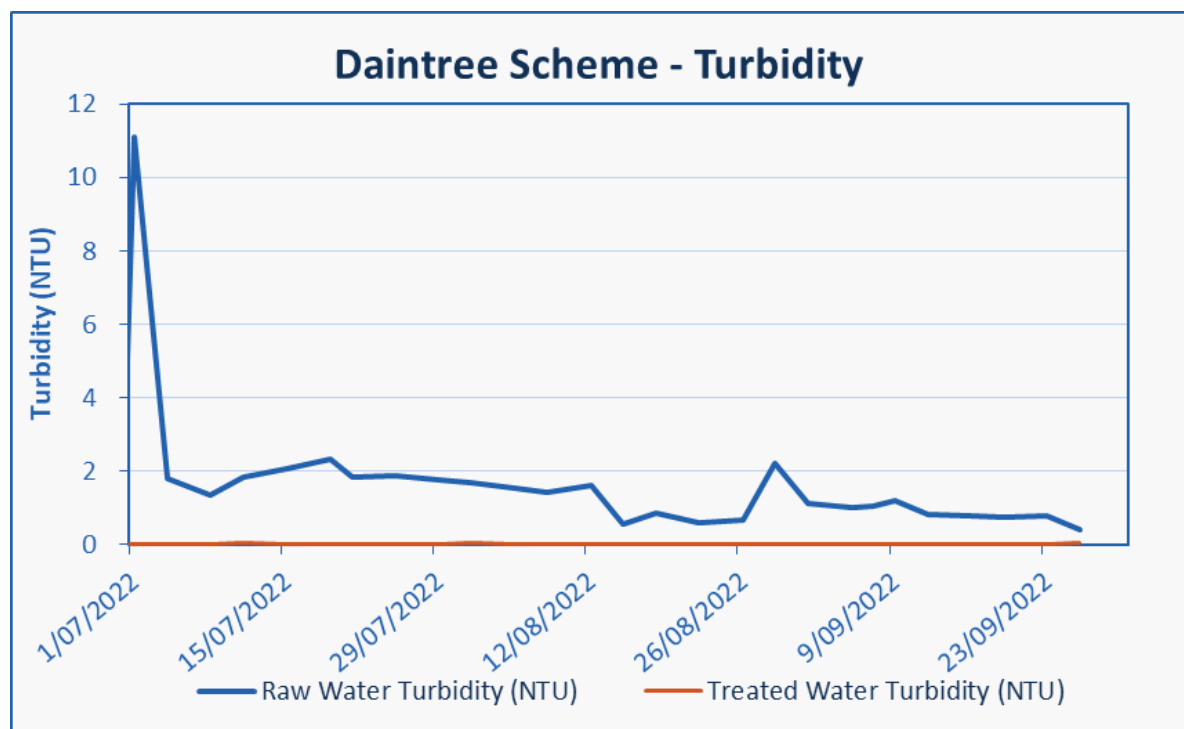


Image: Daintree Scheme – Turbidity

## Water Reticulation



Image: Water Reticulation team

Regular general reservoir, pump station checks and maintenance were performed across all three water supply schemes. The table below details the significant activities carried out.

**Table: Water reticulation team maintenance activities**

Activity	Number in period
Settlement meter reads	175
New water service connections	27
Service repairs	95
Water main repairs	17
Water quality notifications (customer complaints)	0
Dial-Before-You-Dig enquiries	348
Flushing events: Mossman/ Port Douglas scheme (including Cooya and Newell)	17
Flushing events: Whyanbeel scheme (including Wonga)	5
Flushing events: Daintree scheme	15
Water meter leg inspections for smart water meter program	0
Water meter leg replacements for smart water meter program	480

## Water Quality

**Image: Water Quality team**

Drinking water sampling occurs at intakes, reservoirs and in the reticulation network to ensure compliance with the Australian Drinking Water Guidelines (ADWG).

Water quality verification monitoring includes regular testing of individual reticulation zones with monthly sampling at the reservoirs. Supporting programs for the verification of drinking water quality include:

- Water treatment plants and reservoirs that have SCADA alarms for action and critical limits and are operated under critical control points;
- Reservoir inspections that are done regularly to ensure that the reservoirs are intact and that any points of ingress are repaired; and
- Network operations that have a flushing program that ensures the chlorine residual is above 0.2 mg/L.



For the reporting period, a total of 79 treated water *E. coli* compliance samples were taken across the drinking water schemes. A total of 27 *E. coli* samples were tested in the Douglas water laboratory and 52 in a NATA accredited laboratory. Other parameters monitored allow the Water and Wastewater Department to observe trends in water quality across the schemes.

All parameters in drinking water samples tested at the NATA laboratory up until 21 September 2022 were compliant with ADWG health guideline values and standards required by the Water Supply Regulator and Queensland Health. Results are still outstanding for the last week of September with results due on 12 October 2022. All in-house results were compliant with ADWG health guideline values and standards.

Non-potable water supplied to Dagmar residents was also monitored monthly for metals and *e-coli* and quarterly for pesticides throughout the period.

In addition, water quality was monitored at all of the intakes, with 9 raw water *E. coli* samples analysed by Council during the reporting period. Raw water sampling assists Council to understand the treatment needs and the health-based targets.

### Mossman / Port Douglas Scheme

Average monthly values for key compliance parameters are detailed in the below tables for treated water in the Port Douglas reservoirs and Mossman / Port Douglas reticulation network respectively.

**Table: Average monthly values for key compliance parameters in the Port Douglas reservoirs**

Month	pH	Temp °C	Total Alkalinity mg CaCO <sub>3</sub> /L	Free Cl mg/L	Total Cl mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0 - 200	0.2 - 5.0	0.2 - 5.0	<1
Jul-22	7.2	23.1	7.3	1.13	1.16	<1
Aug-22	7.4	23.1	7.6	1.0	1.1	<1
Sept-22	7.5	24.4	6.6	1.32	1.32	<1

**Table: Average monthly values for key compliance parameters in the Mossman / Port Douglas reticulation network**

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
Jul-22	7.1	23.3	0.8	0.8	<1	0.01	0.023	0.0002	<1
Aug-22	6.8	24.1	0.9	0.9	2.25	0.01	<0.015	<0.0002	<1
Sept-22	7.1	26.3	0.9	0.9	<1	0.014	<0.015	<0.0002	<1

## Whyanbeel Scheme

Average monthly values for key operational and compliance parameters are detailed in the below tables for treated water at Rocky Point reservoir and Whyanbeel reticulation network respectively.

**Table: Average monthly values for key compliance parameters in the Rocky Point reservoir**

Month	pH	Temp °C	Total Alkalinity mg CaCO <sub>3</sub> /L	Free Cl mg/L	Total Cl mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0 - 200	0.2 - 5.0	0.2 - 5.0	<1
Jul-22	8.96	23.1	11	1.0	1.1	<1
Aug-22	7.64	23.5	10	0.9	0.95	<1
Sept-22	7.99	23.8	9.5	0.81	0.95	<1

**Table: Average monthly values for key compliance parameters in the Whyanbeel scheme**

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
Jul-22	7.89	23.9	0.96	1.0	<1	0.004	0.017	0.0004	<1
Aug-22	7.65	23.8	0.74	0.74	<1	0.0105	<0.015	0.0003	<1
Sept-22	7.74	25.1	0.76	0.9	<1	0.003	<0.015	0.0003	<1

## Daintree Scheme

Average monthly values for key compliance parameters are detailed in the table below for treated water in the Daintree reticulation network.

**Table: Average monthly values for key compliance parameters in the Daintree scheme**

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
Jul-22	7.7	22.1	1.13	1.15	<1	0.002	<0.015	<0.0002	<1
Aug-22	7.8	23.1	1.13	1.15	<1	0.002	<0.015	<0.0002	<1
Sept-22	7.9	25.6	1.10	0.98	-	-	-	-	<1

NOTE – waiting for results from NATA lab for September



## Wastewater



Image: Wastewater team

## Sewerage

General maintenance programs continued the reticulation networks and 32 pump stations in the Mossman and Port Douglas catchments. Wastewater treatment plants (WWTPs) operated with in license requirements throughout this period, although there are growing concerns with the performance of aerators at the Port Douglas WWTP that have reached the end of their useful life.

The result of poor aeration is that ammonia levels in the treated effluent are very close to licensed limits, particularly when the sewage loads are high (i.e. with high tourist numbers during peak season).

Council officers are awaiting the outcome of a key funding application submitted under Building Our Regions Round 6 in May 2022, which will mean that the aeration systems can be upgraded before next year's peak tourist season.

Key capital works programs during the reporting period for the wastewater team included:

- The contract was awarded and work has commenced on the servicing of pumps at 32 sewage pump stations and at Mossman and Port Douglas wastewater treatment plants.
- This year's wastewater network renewal program comprises the repair of broken house connection branches.

The table below shows the number of incidents on the sewer network and complaints across the wastewater schemes.

**Table: Sewerage activities for the current period**

Issue	Port Douglas WWTP Catchment	Mossman WWTP Catchment
Pump Blockages	5	4
Sewer Chokes	0	0
Sewer Main Breaks	0	0
HCB Repairs	6	1
Odour Complaints	0	0
Public Complaints	0	0
Reportable Incidents	0	0

### Influent and Irrigation Flows

Both Port Douglas WWTP and Mossman WWTP operated within their discharge license requirements throughout this period.

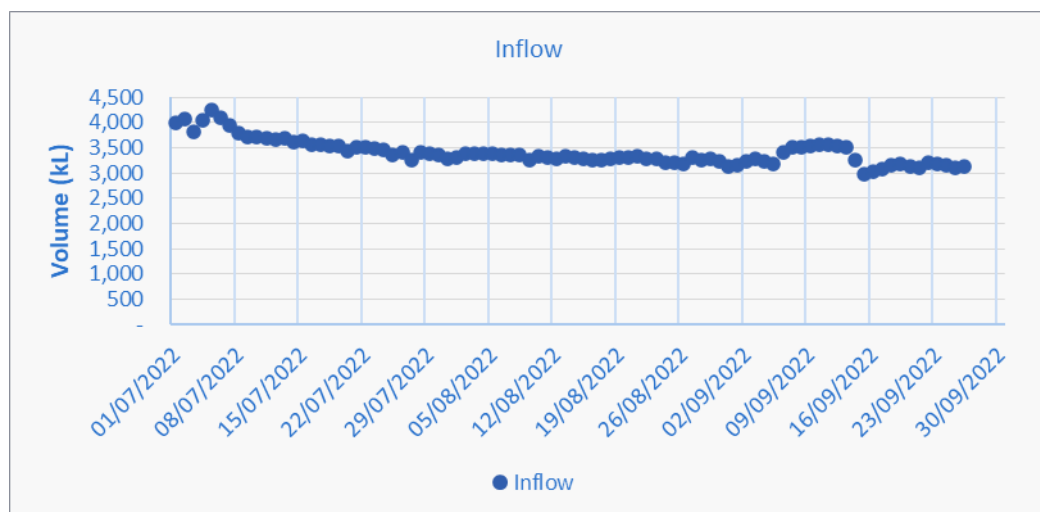
### Port Douglas Wastewater Treatment Plant

#### Rainfall

Total rainfall on site during the reporting period was measured as 246mm. The highest daily rainfall of the period was 47mm.

#### Influent

A total of 362,494 kL of influent entered the Port Douglas WWTP during the reporting period. The average daily flow was 3,397 kL/day. Tanker trucks delivered 676 kL of septage to the plant and 288 kL of leachate from Killaloe. Daily inflows, outflows and recycled water supplied for the reporting period are presented in Figures 9 and 10 respectively.



**Image: Port Douglas WWTP daily inflow**



## Recycled Water

A total of 47% of the treated effluent was pumped to two resort golf courses for irrigation purposes and the remaining discharged into the Dickson Inlet.

The Sheraton Grand Mirage Golf Club received 91,544 kL and Palmer Sea Reef Golf Club received 78,163 kL of treated effluent during this period.

### Treated Effluent

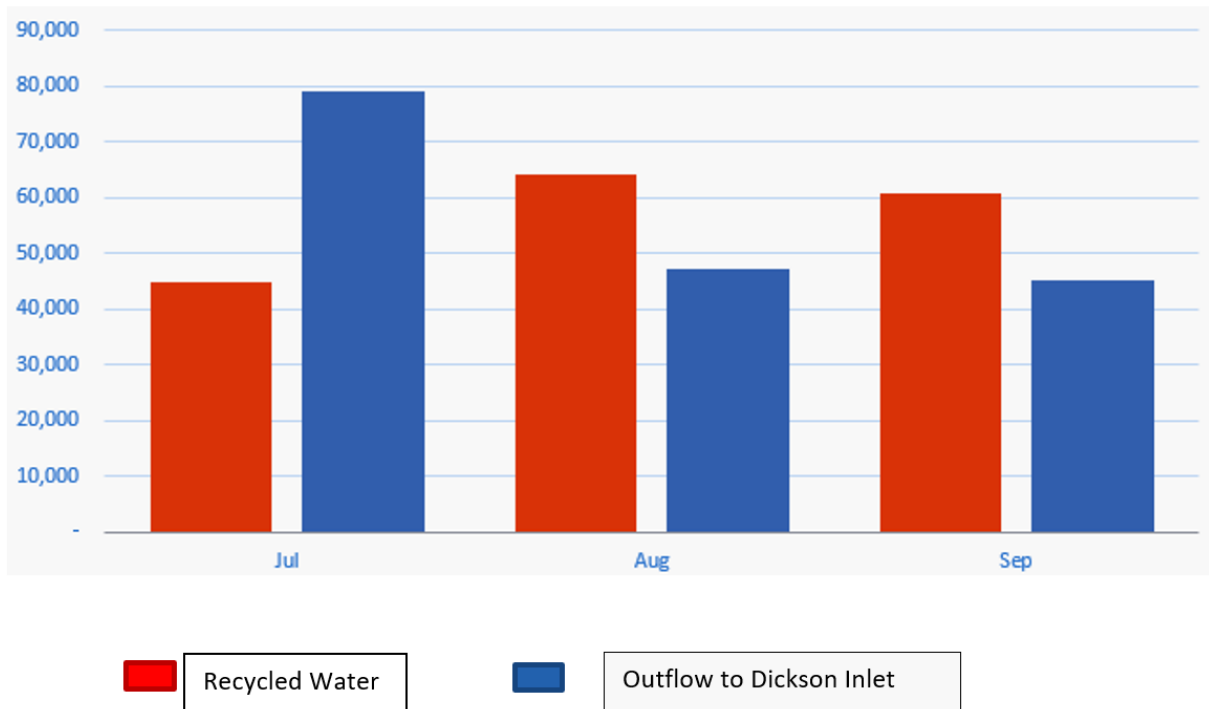


Image: Port Douglas WWTP monthly outflow

## Biosolids

At Port Douglas WWTP, 604.24 tonnes of wet bio-solids (comprising 11% solids) was produced during the reporting period, which equates to 66.46 tonnes dry weight.

These biosolids were transported by Arkwood Organics to Edmonton Farms, Tablelands Regional Farms and Springmount Waste Facility for further treatment and beneficial land application as organic fertiliser and soil conditioner.

The monthly biosolids production trends can be seen below.

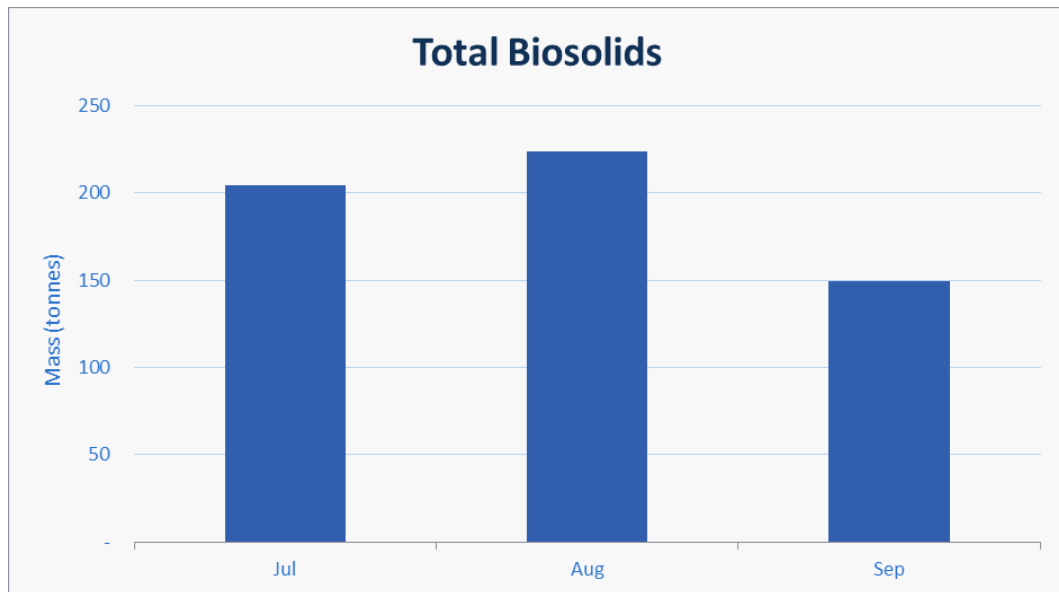


Image: Port Douglas WWTP biosolids production

## Mossman Wastewater Treatment Plant

### Rainfall

A total of 305mm of rain fell on site for the reporting period with the highest daily rainfall measured at 71mm on 1 July 2022.

### Influent and Effluent

The Mossman WWTP received a total influent flow of 94,217 kL during the reporting period. The average daily flow was 1,024 kL/day.

Inflow and outflow data for the reporting period are shown below.

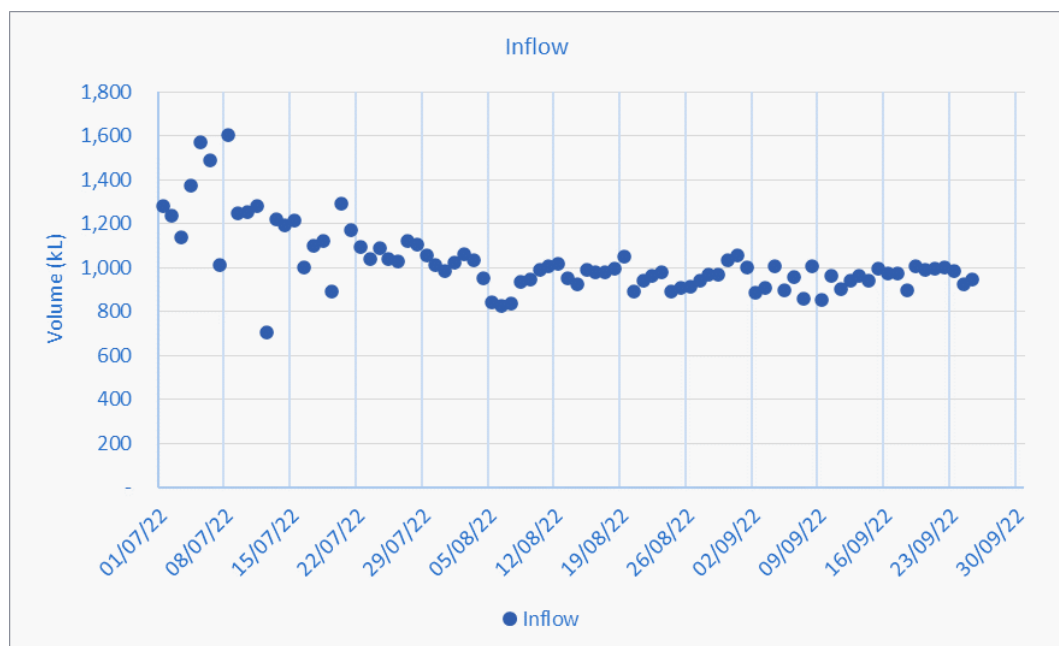


Image: Mossman WWTP daily inflow



## Biosolids

At Mossman WWTP, 43.92 tonnes of wet biosolids (comprising 10% solids) were produced during the reporting period, equating to 4.39 dry tonnes. Biosolids were transported by Arkwood Organics to Edmonton Farms, Tablelands Regional Farms and Springmount Waste Facility for further treatment and beneficial land application as organic fertiliser and soil conditioner.

The monthly bio-solids production trends can be seen below.

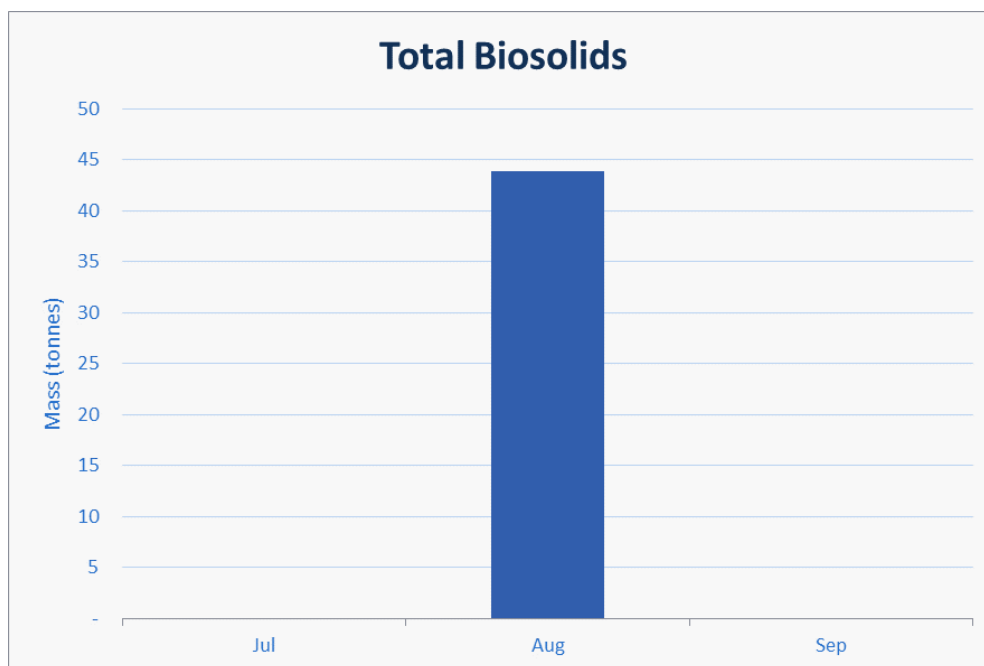


Image: Mossman WWTP biosolids production

## Effluent quality and compliance

During the reporting period, compliance sampling was performed, per EPPR01790513 license conditions, see table below.

Table: Monitoring of contaminant releases to waters as per Environmental Authority EPPR01790513

Characteristics Determination	Port Douglas WWTP	Mossman WWTP
5-day Biochemical Oxygen Demand	Weekly	Fortnightly
Suspended Solids	Weekly	Fortnightly
pH	Weekly	Weekly
Dissolved Oxygen	Weekly	Weekly
Ammonia Nitrogen	Fortnightly	Fortnightly
Total Nitrogen	Fortnightly	Fortnightly
Total Phosphorus as P	Fortnightly	Fortnightly
Oil and Grease	Fortnightly	Fortnightly
Faecal Coliforms (Organisms/100ml)	Fortnightly	Fortnightly
Free residual chlorine	-	Fortnightly

Additionally, more samples are taken from the treatment processes, biosolids, receiving waters and bores. Samples are tested by a NATA-accredited laboratory for physical, chemical and microbiological parameters. All parameters tested during the reporting period from the Port Douglas and Mossman WWTPs were compliant.

Treatment process and compliance monitoring is carried out each day by in-house analysis of samples at the WWTPs. Process settings, effluent quality, flow rates, pump station performance and maintenance aspects are monitored and controlled with SCADA Citect via an extensive telemetry network.

### Port Douglas Wastewater Treatment Plant

The results for final effluent key licence compliance parameters (ammonia, total phosphorous, total suspended solids, BOD<sub>5</sub> and total nitrogen) are shown in the images below.

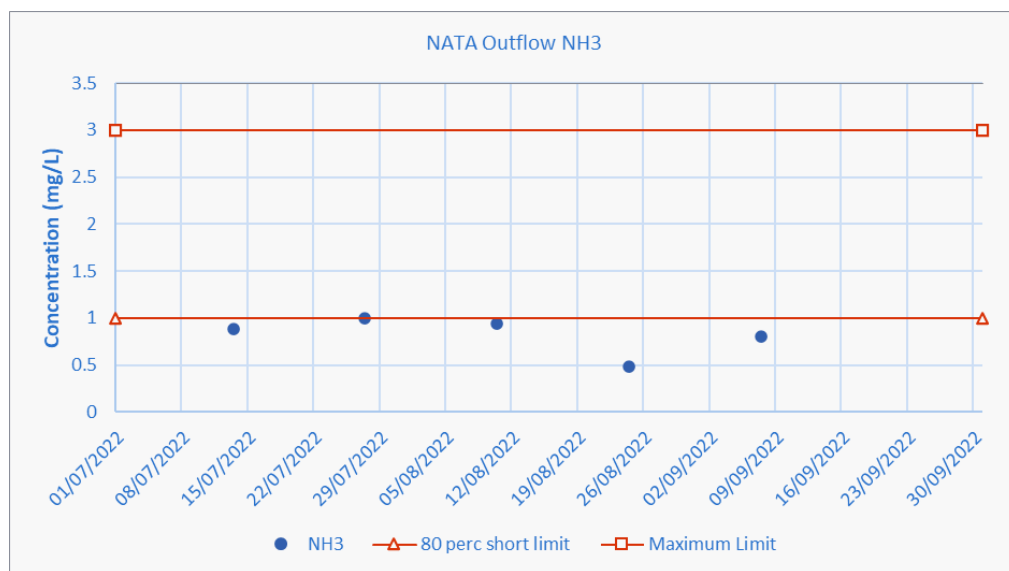


Image: Port Douglas WWTP final effluent – ammonia (NH<sub>3</sub>)

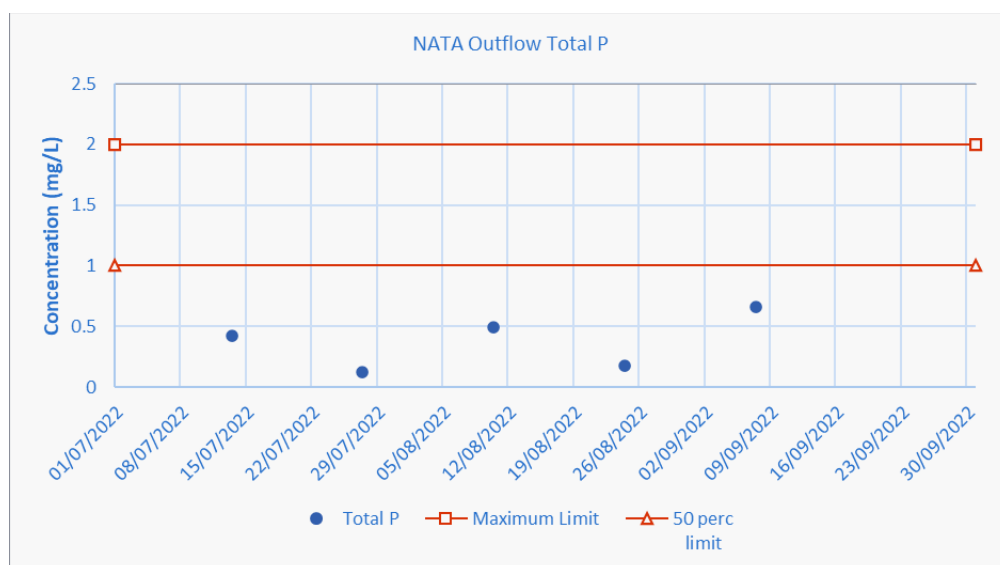
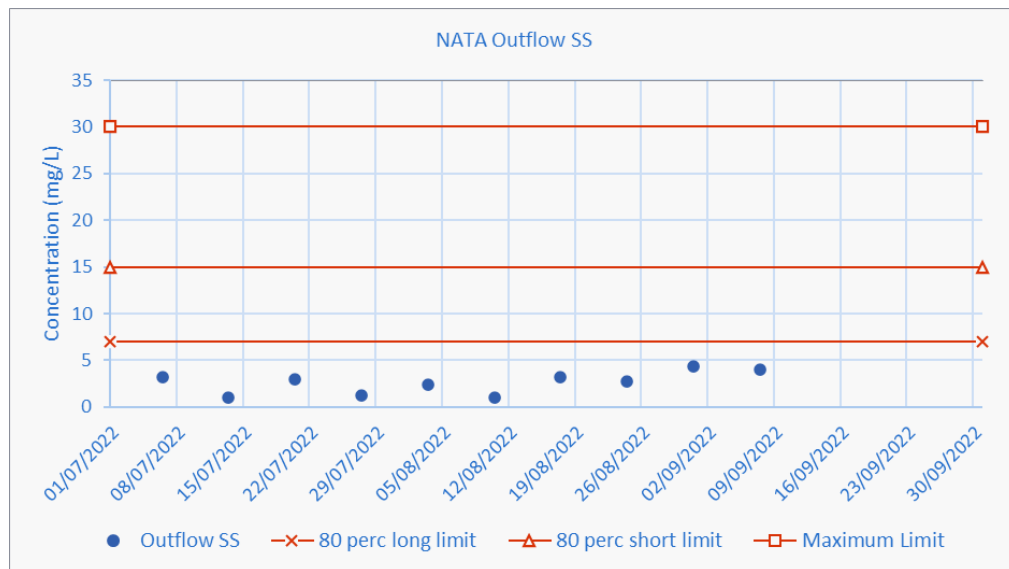
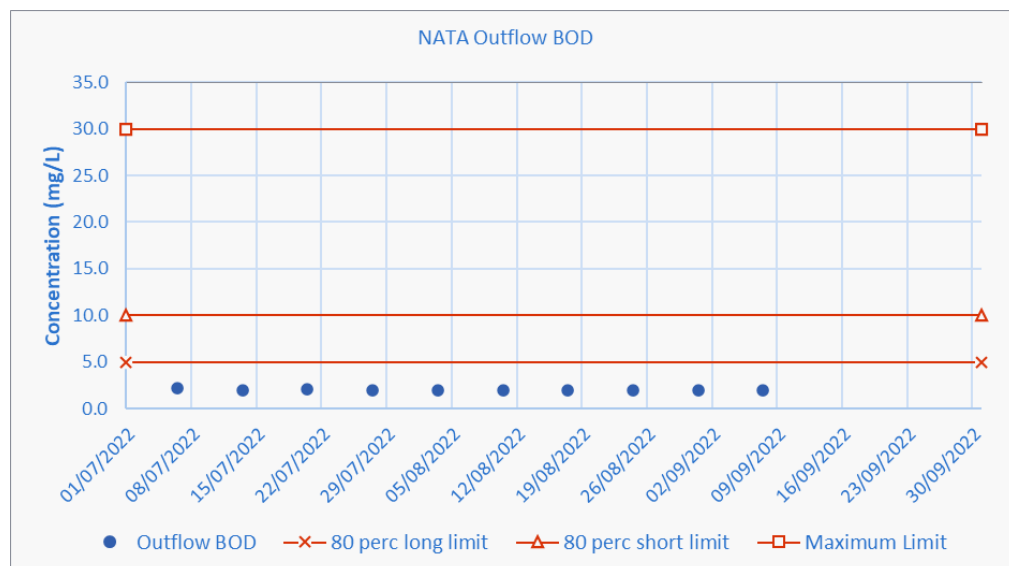


Image: Port Douglas WWTP final effluent – total phosphorous

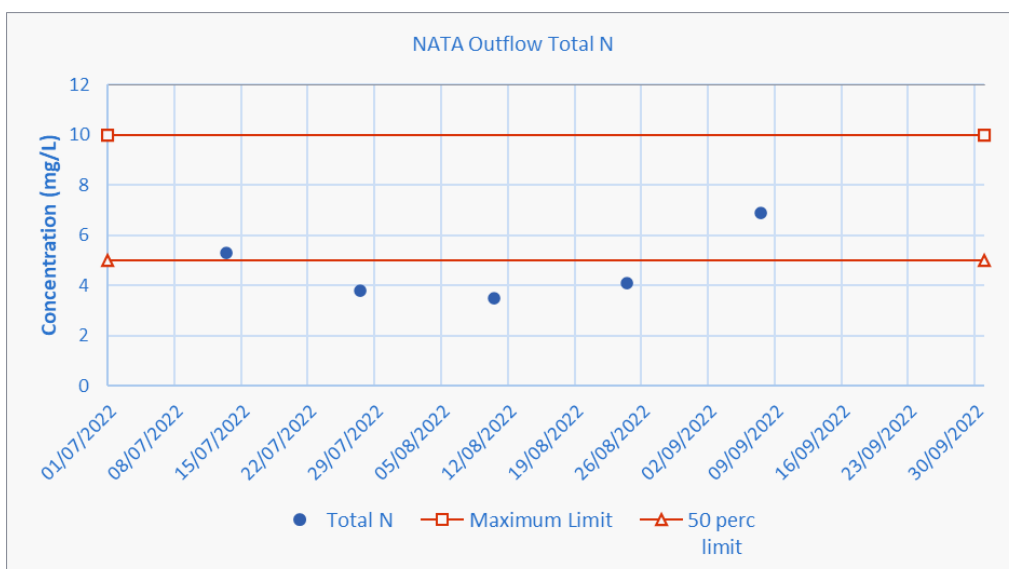




**Image: Port Douglas WWTP final effluent – total suspended solids**



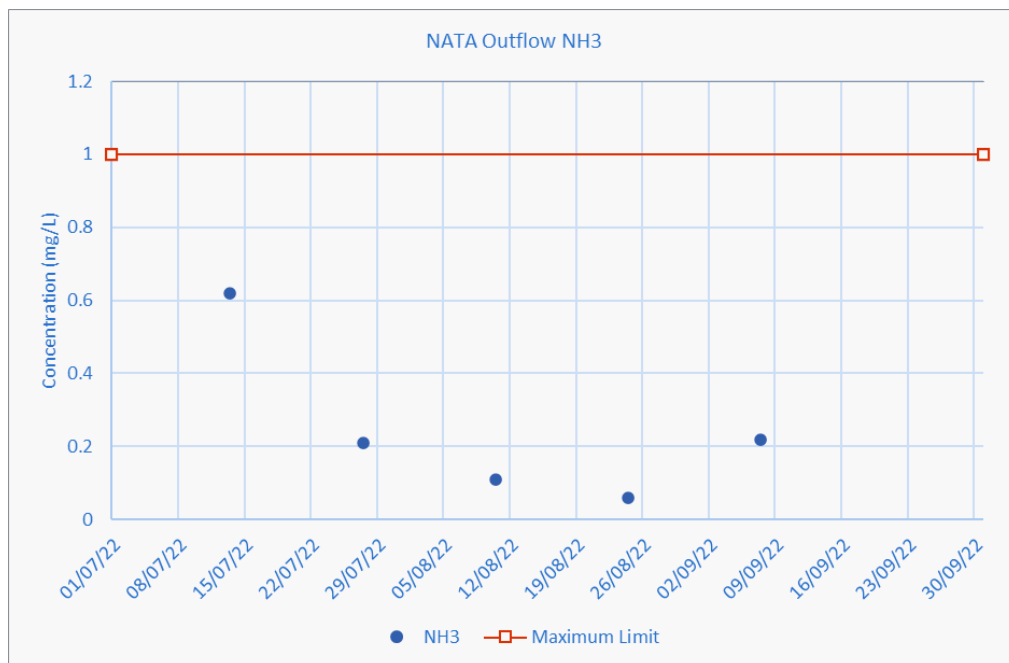
**Image: Port Douglas WWTP final effluent – BOD<sub>5</sub> (biochemical oxygen demand)**



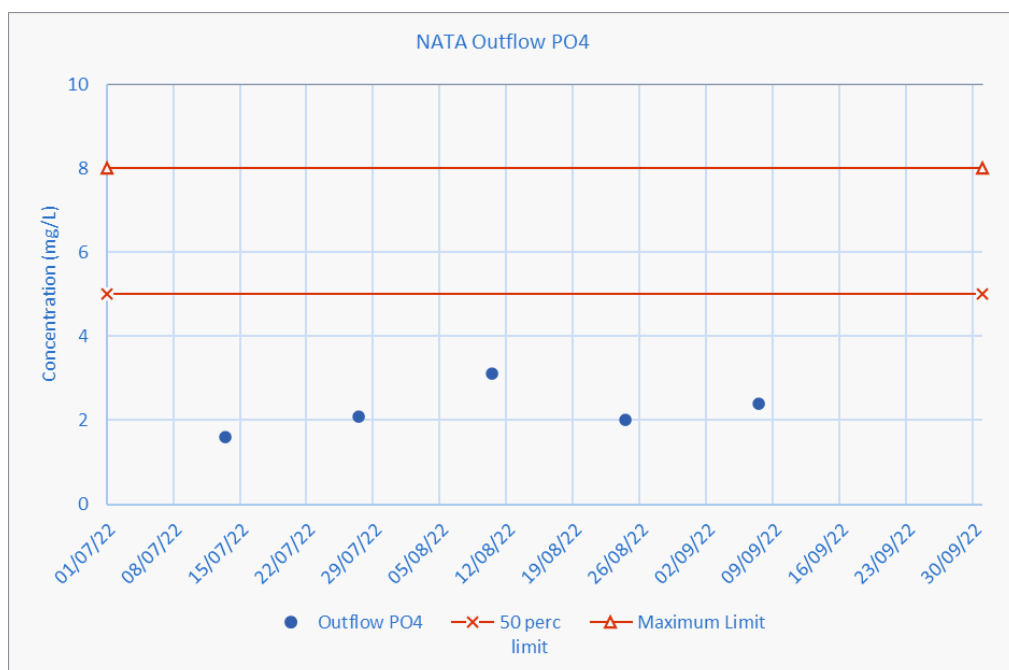
**Image: Port Douglas WWTP final effluent – total nitrogen**

## Mossman Wastewater Treatment Plant

The results for final effluent key licence compliance parameters (ammonia, total phosphorous, total suspended solids, BOD<sub>5</sub> and total nitrogen) are shown in the images below.

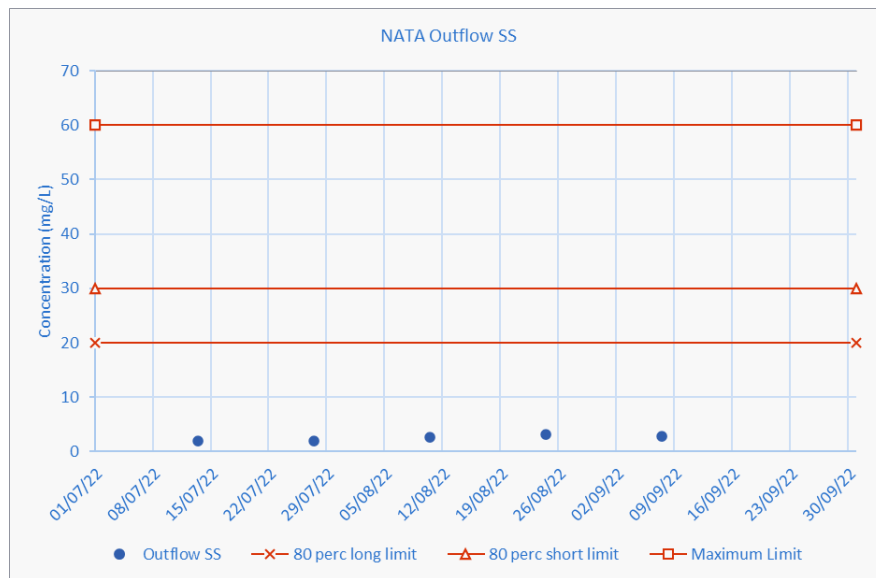


**Image: Mossman WWTP final effluent – ammonia (NH<sub>3</sub>)**

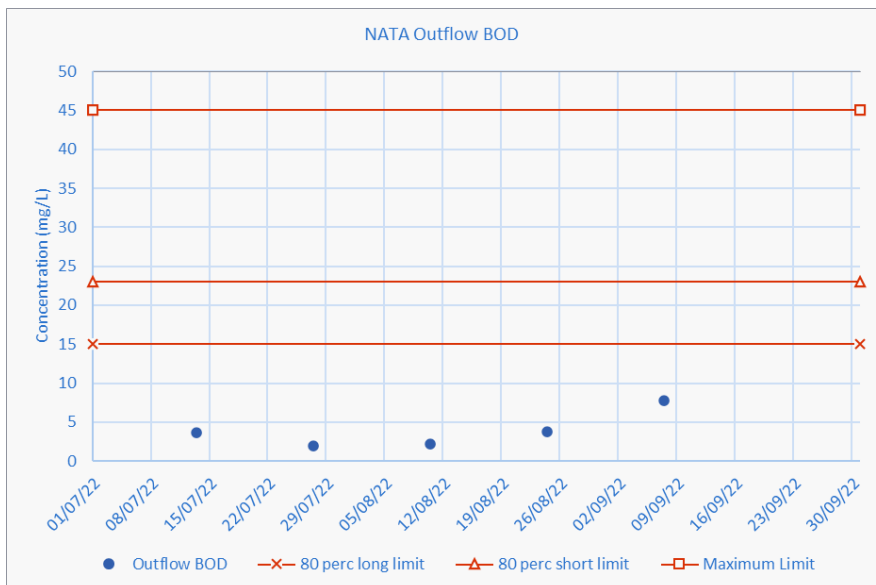


**Image: Mossman WWTP final effluent – total phosphorous**

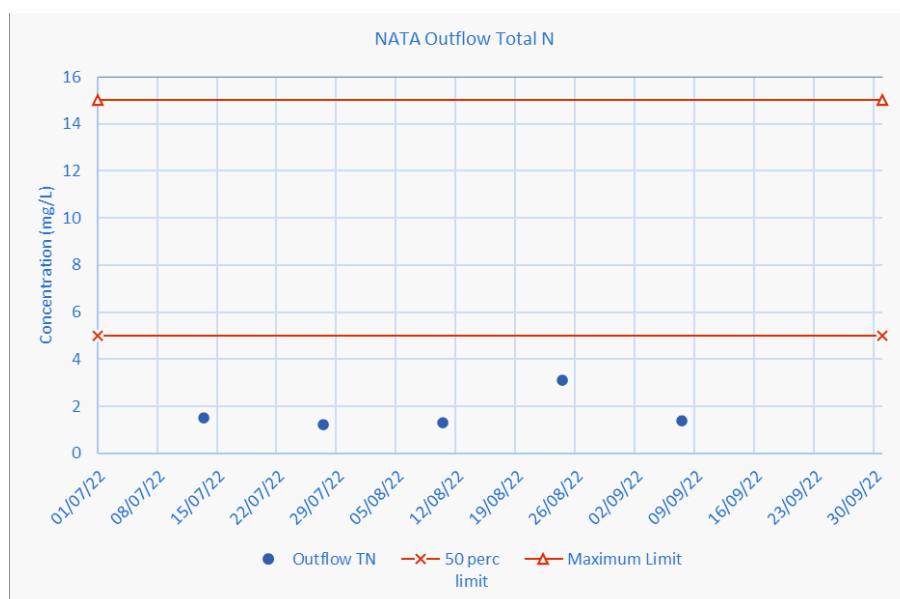




**Image: Mossman WWTP final effluent – total suspended solids**



**Image: Mossman WWTP final effluent – BOD<sub>5</sub> (biochemical oxygen demand)**



**Image: Mossman WWTP final effluent – total nitrogen**

DOUGLAS SHIRE COUNCIL

# ORGANISATIONAL REPORT CARD

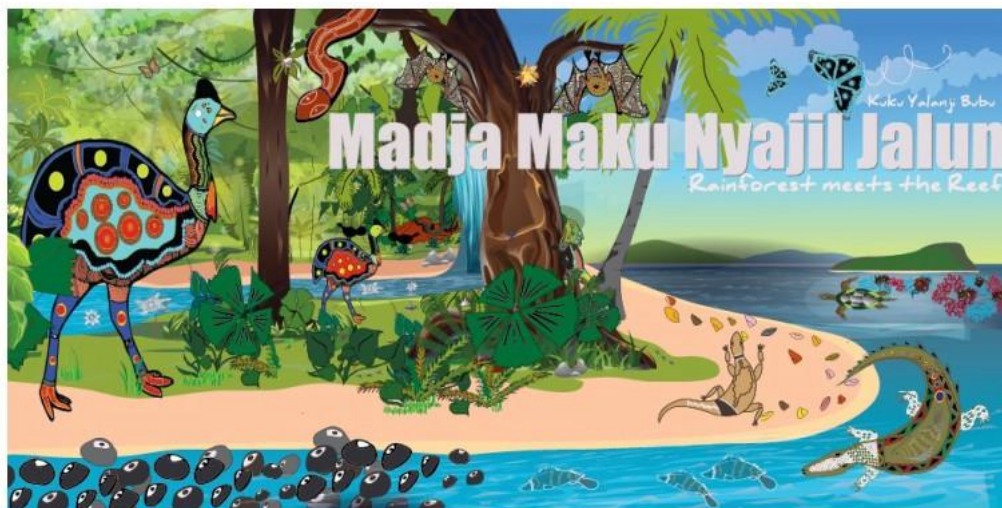
2022 - 2023

July – September 2022

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



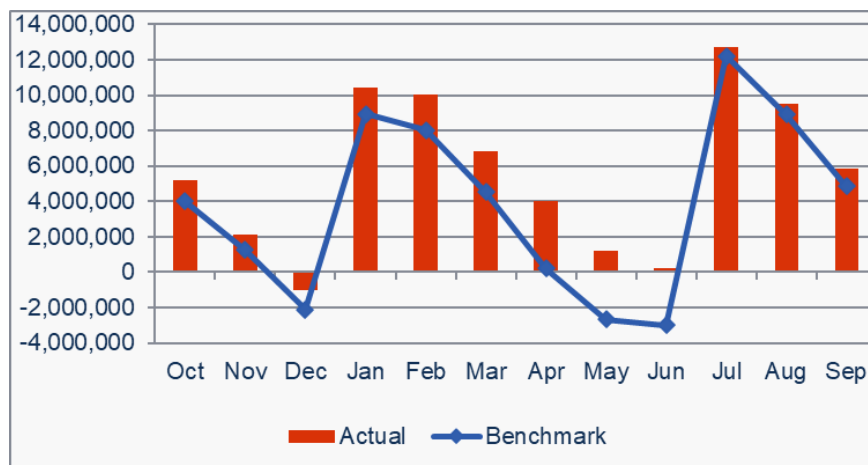




Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"

# 1.0 FINANCIAL PERFORMANCE

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

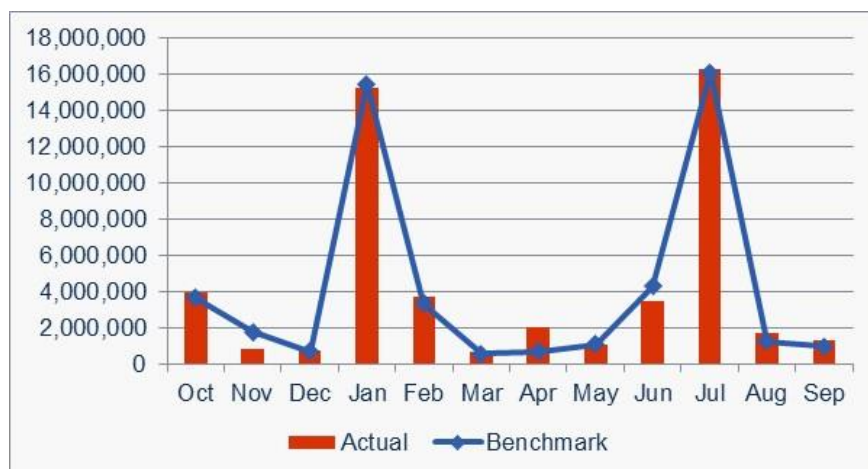


	Year To Date July	Year To Date August	Year To Date September
<b>Benchmark:</b>	12,201,918	8,899,121	4,848,167
<b>Actual:</b>	12,725,913	9,541,560	5,837,277
<b>Variance:</b>	523,995	642,439	989,110

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

**Interpretive Comments:** Council adopted the 2022/23 Budget on 28 June 2022.

## 1.2 Revenue Against Budget



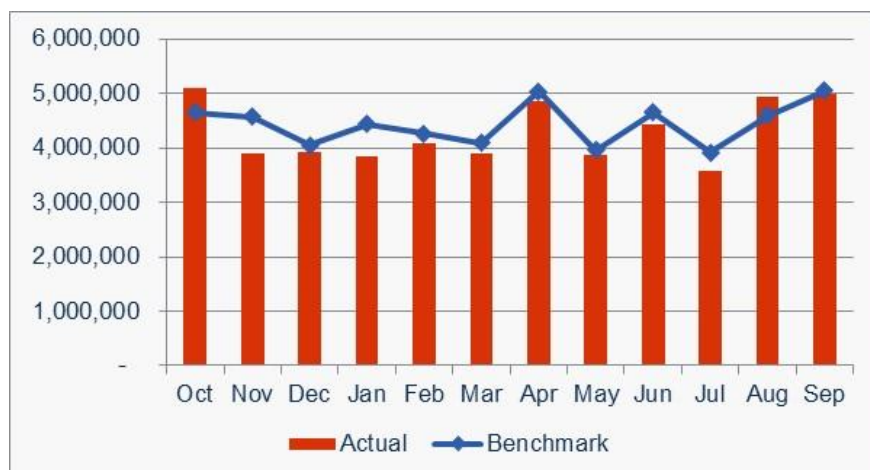
	July	August	September
<b>Benchmark:</b>	16,124,698	1,287,486	1,003,091
<b>Actual:</b>	16,289,045	1,747,263	1,290,573
<b>Variance:</b>	164,347	459,777	287,482

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

**Interpretive Comments:** Council has collected 38% of its forecasted operational revenue.



### 1.3 Expenses Against Budget

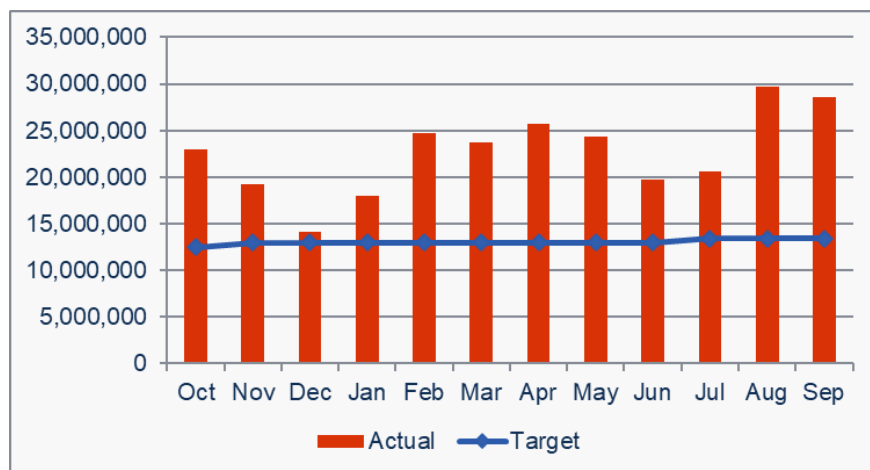


	July	August	September
<b>Benchmark:</b>	3,922,780	4,590,283	5,054,045
<b>Actual:</b>	3,563,132	4,931,616	4,994,856
<b>Variance:</b>	-359,648	341,333	-59,189

**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

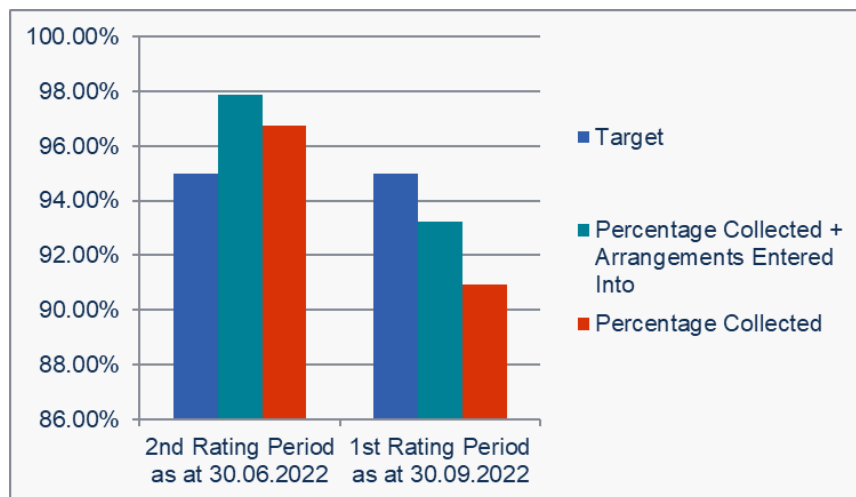


	July	August	September
<b>Target:</b>	13,402,114	13,402,114	13,402,114
<b>Actual:</b>	20,651,678	29,663,315	28,557,290
<b>Variance:</b>	-7,249,564	-16,261,201	-15,155,176

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

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

## 1.5 Rates Collected



	2 <sup>nd</sup> Rating Period	1 <sup>st</sup> Rating Period
<b>Target:</b>	95.00%	95.00%
<b>Percentage Collected and arrangements entered into:</b>	97.89%	93.22%
<b>Percentage Collected:</b>	96.76%	90.94%

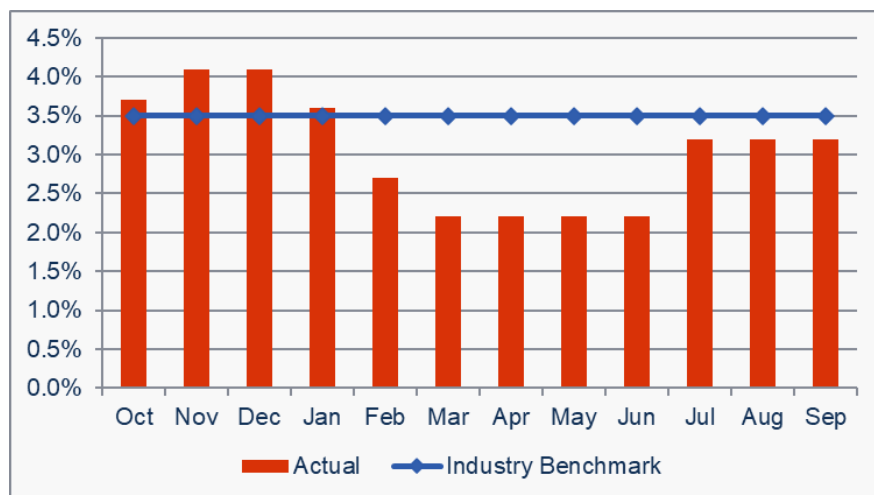
**Explanatory Notes:** Demonstrates the collection rate of Council levies which contribute to over 80% of Total Revenue. Target is to have less than 5% of levies outstanding at the end of each six monthly rating period. This graph excludes water consumption charges.

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



## 2.0 HUMAN RESOURCES

### 2.1 Lost Time – Workplace Injury

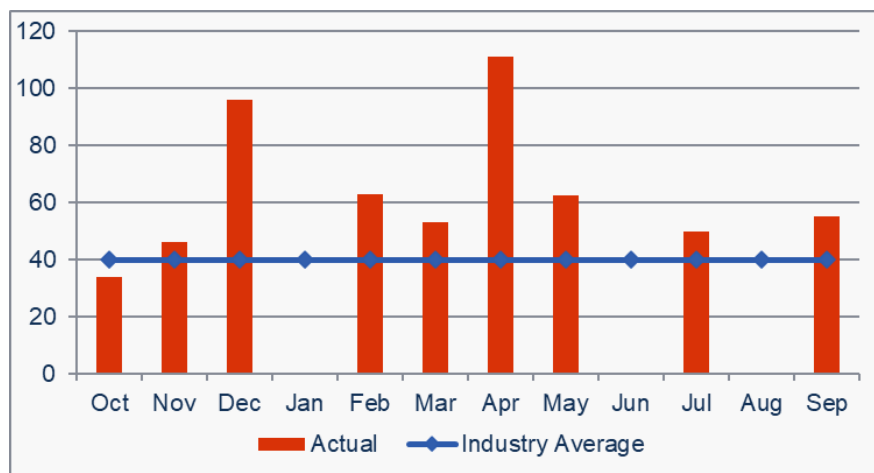


	July	August	September
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	3.2%	3.2%	3.2%

**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

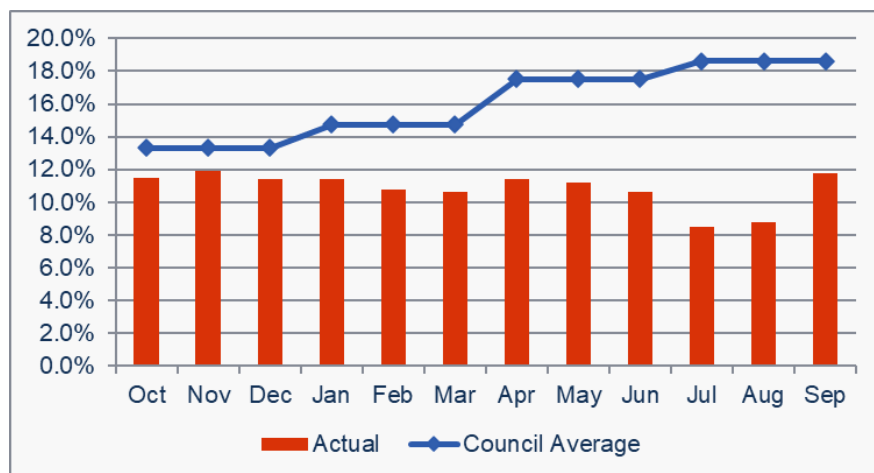


	July	August	September
Maximum:	40	40	40
Actual:	50	0	55
Variance:	-10	40	-15

**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 during July to September 2022 remained consistent with slight increase in external advertising during September that will be reflected in the next quarter.

## 2.3 Monthly Staff Turnover

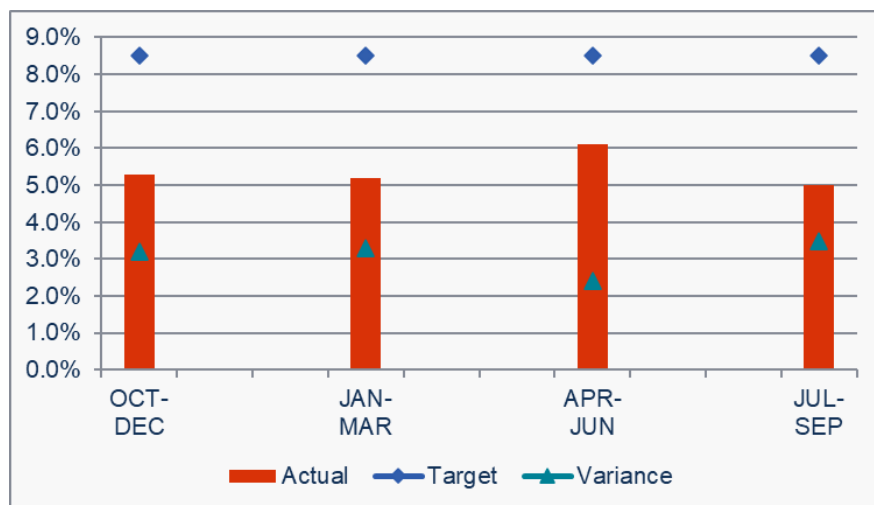


	July	August	September
Maximum:	18.6%	18.6%	18.6%
Actual:	8.5%	8.8%	11.8%
Variance:	10.1%	9.8%	6.8%

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

**Interpretive Comments:** The average number of staff exiting Council in the last 12 months is average 9.7% for this reporting quarter, which is a yearly average 18.65% of total staff.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



### July – September 2022

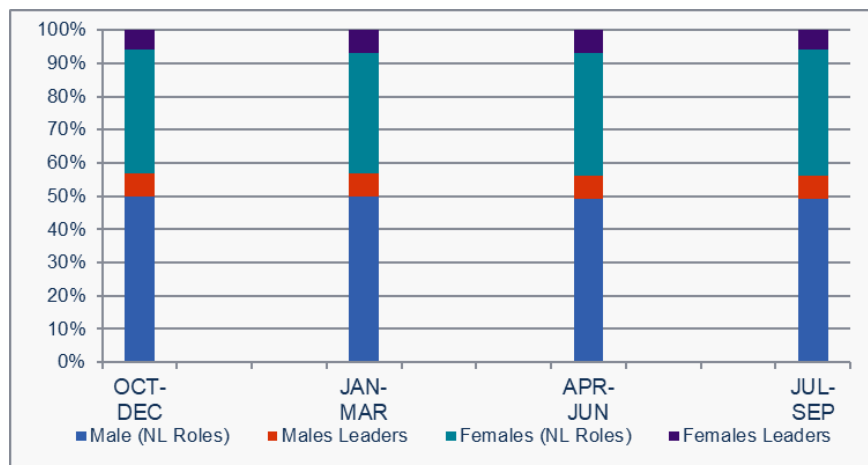
Maximum:	8.5%
Actual:	5.0%
Variance:	3.5%

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

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



## 2.5 Workplace Diversity – Males & Females



### July – September 2022

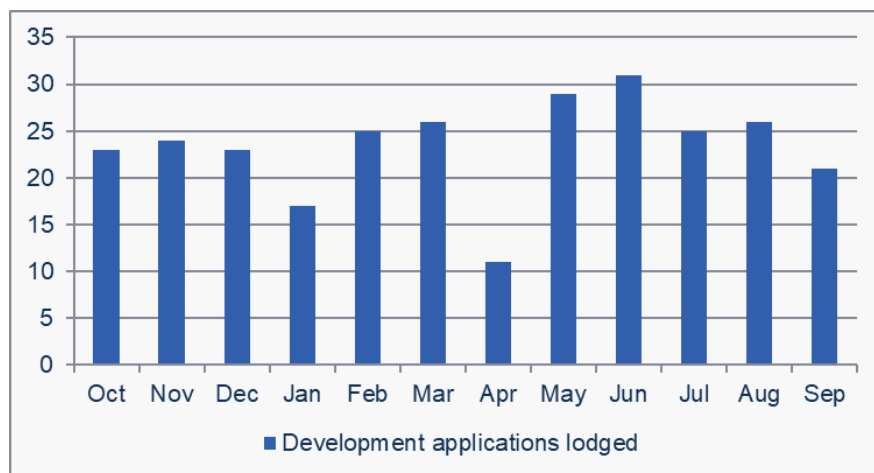
Males (NL roles):	49%
Males	7%
Females (NL roles):	38%
Females:	6%

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

**Interpretive Comments:** In this quarter Council employed an average of 220 staff - 56% male and 44% female. The number of leadership roles remained unchanged with 15 male staff and 14 female staff holding leadership roles.

## 3.0 ENVIRONMENT & PLANNING

### 3.1 Development Applications Lodged

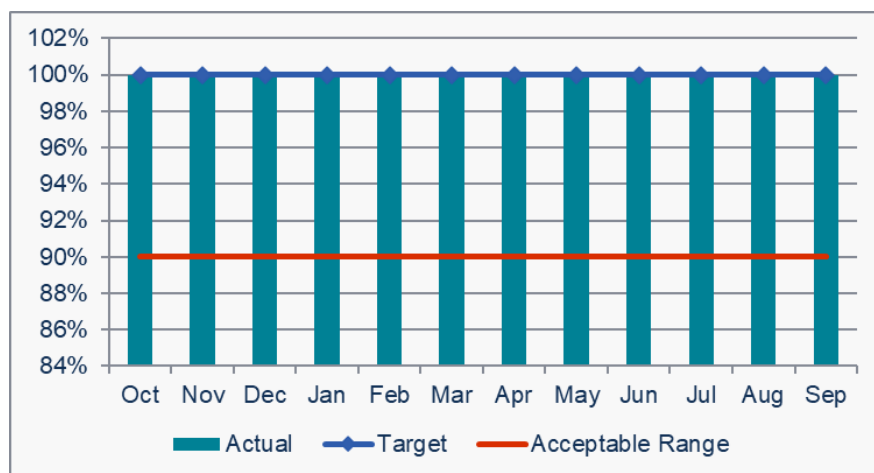


	July	August	September
Actual:	25	26	21

**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 when compared with previous quarters with these numbers being quite high.

### 3.2 Assessments Completed Within Statutory Timeframe



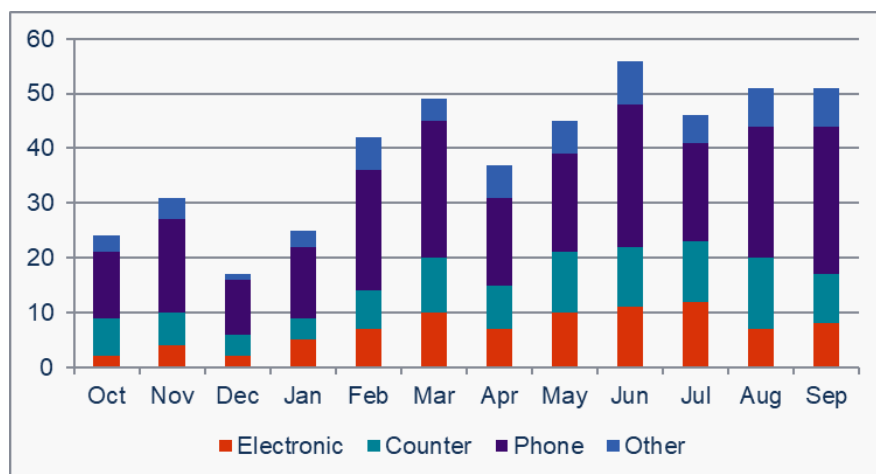
	July	August	September
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

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

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



### 3.3 Development & Assessment Officer Enquiries

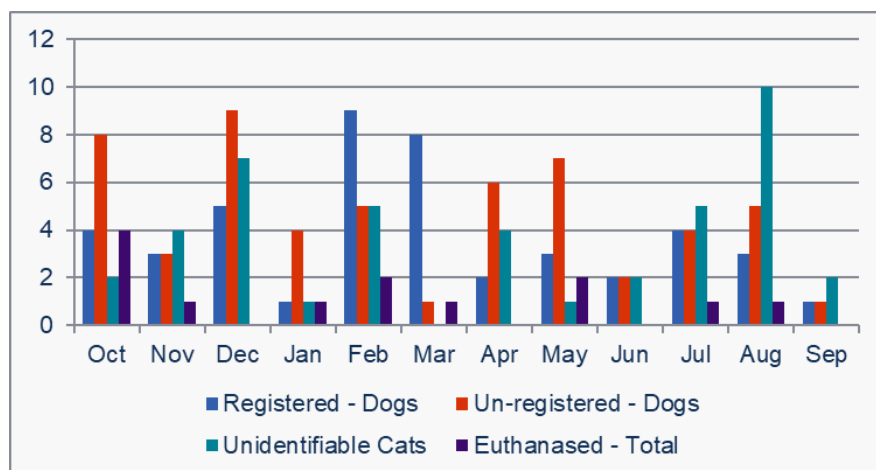


	July	August	September
Electronic:	12	7	8
Counter:	11	13	9
Phone:	18	24	27
Other:	5	7	7

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

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

### 3.4 Animal Impoundments

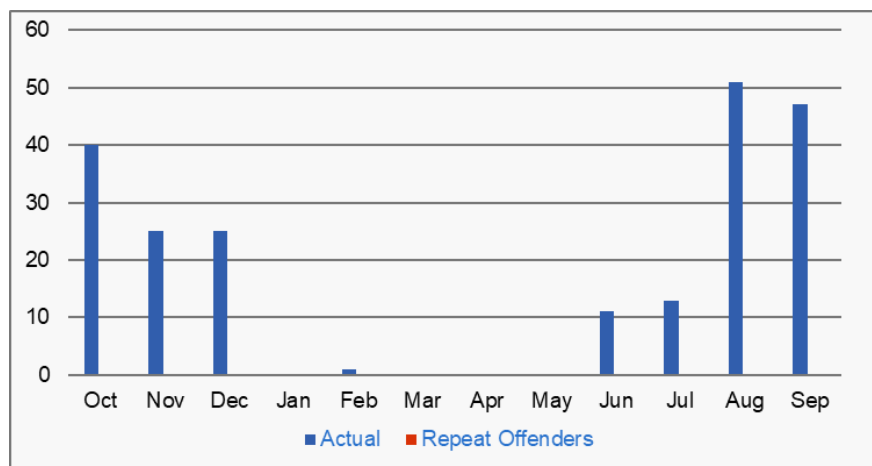


	July	August	September
Registered - Dogs	4	3	1
Un-registered - Dogs	4	5	1
Unidentifiable Cats	5	10	2
Euthanased - Total	1	1	0

**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:** Cats have again featured heavily in this period's statistics, with no real known cause.

### 3.5 Illegal Camping



	July	August	September
Actual	13	51	47
Repeat Offenders	0	0	0

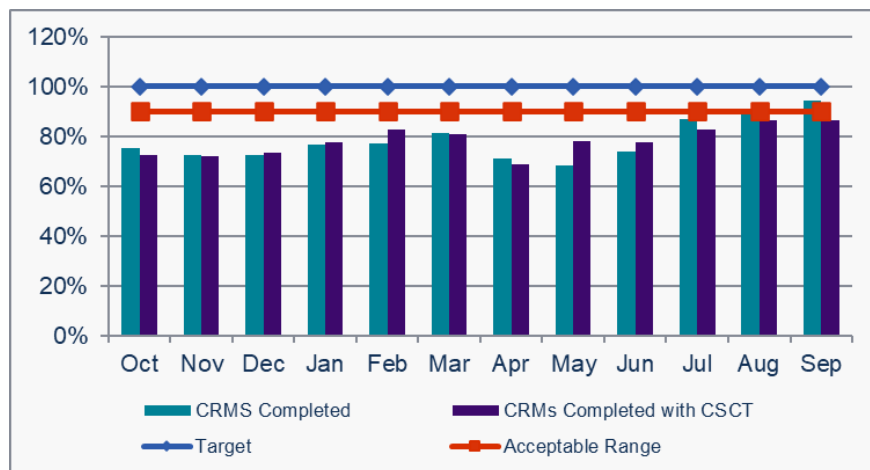
**Explanatory Notes:** The figures give an overall indication of the number of illegal campers that the local laws officers had direct contact with and reflect actual campers rather than vehicle numbers.

**Interpretive Comments:** Numbers increased during the August to September period, with a number of travellers indicating they were moving through the area to attend festivals in the Cooktown area. With the weather beginning to get warmer and wetter it is anticipated that number will now begin to decrease.



## 4.0 CUSTOMER SERVICE

### 4.1 Customer Request Management (CRM) Records



	July	August	September
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>CRMs Completed:</b>	87.11%	91.21%	94.50%
<b>CRMs Completed within CSCT:</b>	82.75%	86.41%	86.48%

**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.

### July

	Category	Quantity
1.	Leaking/Broken Service Pipe	41
2.	Trees (street/park)	36
3.	Planner of the Day	30
4.	Animal Management - Misc	25
5.	Waste/Recycle – General Advice	23

### August

	Category	Quantity
1.	Rates – Arrangement to pay	76
2.	Leaking/Broken Service Pipe	63
3.	Trees (street/park)	44
4.	Planner of the Day	37
5.	Rates – General Information	35

### September

	Category	Quantity
1.	Animal Management - Misc	84
2.	Rates – Arrangement to pay	58
3.	Planner of the Day	46
4.	Leaking/Broken Service Pipe	44
5.	Trees (street/park)	39

## 4.3 General Customer Enquiries

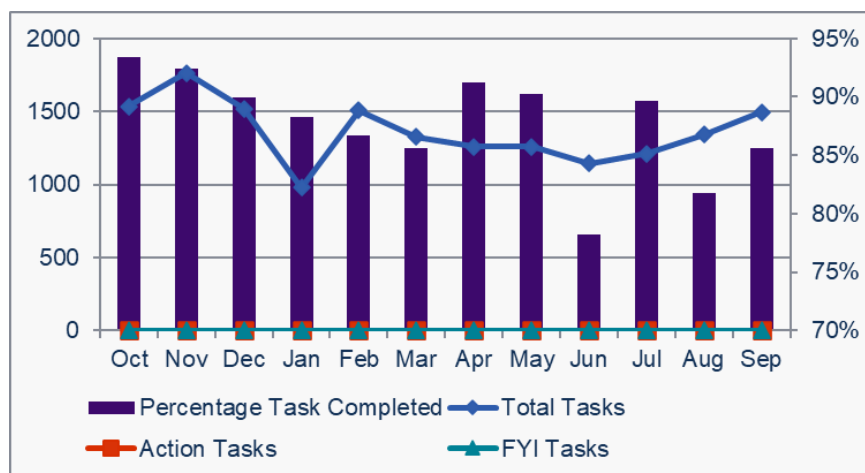
The following table details the number of telephone calls received to Council's main enquiry number by month.

	July	August	September
enquiries@douglas.qld.gov.au (direct email and via web)	1627	1825	1775
Phone Calls to 4099 9444	2105	2527	2039

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



## 4.4 Inwards Correspondence Actioned

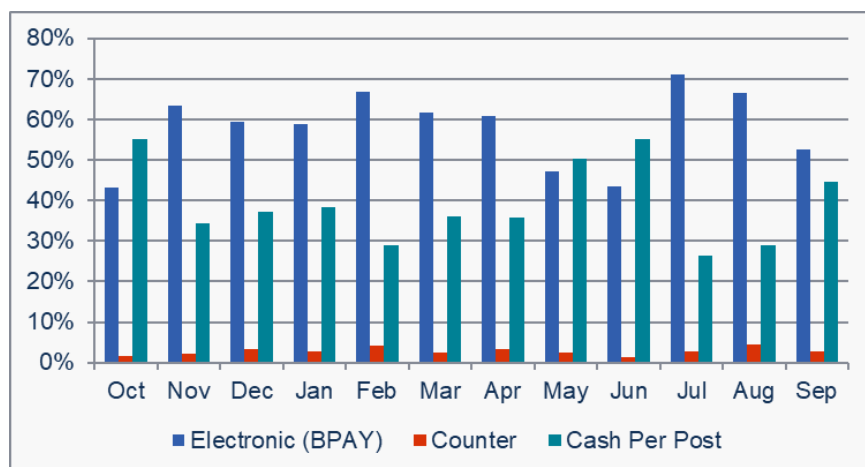


	July	August	September
<b>Total Tasks:</b>	1212	1342	1497
<b>Action Tasks:</b>	0	0	0
<b>FYI Tasks:</b>	0	0	0
<b>Percentage Task Complete</b>	89.69%	81.74%	85.64%

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

**Interpretive Comments:** The completion rate of tasks was consistent with the previous quarter.

## 4.5 Rates Payment Methods



	July	August	September
<b>Electronic (BPAY):</b>	71.02%	66.65%	52.65%
<b>Counter:</b>	2.73%	4.36%	2.74%
<b>Cash Per Post:</b>	26.26%	29.00%	44.62%

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

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

## 5.0 MEDIA AND COMMUNICATIONS

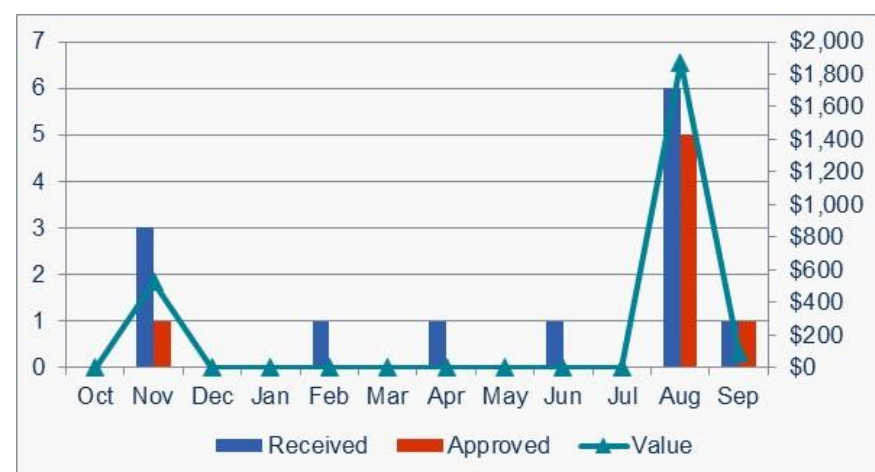
### 5.1 Council Communications to Communities

	July	August	September
Facebook Posts (people reached)	46,454	57,862	108,834
Website (Page) Views	58,115	59,066	45,079
Public Notice Advertising	4	7	12
Media Releases	6	17	14

**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



	July	August	September
Received:	0	6	1
Approved:	0	5	1
Value:	\$0.00	\$1,875.00	\$96.00

**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.