

## **5.7. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD OCTOBER TO DECEMBER 2021**

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**DEPARTMENT** Office of the Chief Executive Officer

### **RECOMMENDATION**

**That Council receives and notes the Organisational Report Card and the Report from the Chief Executive Officer for the period October to December 2021.**

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### **EXECUTIVE SUMMARY**

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

### **BACKGROUND**

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

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

### **PROPOSAL**

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

### **FINANCIAL/RESOURCE IMPLICATIONS**

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

### **RISK MANAGEMENT IMPLICATIONS**

The Council's operations have been subjected to an early risk assessment process, which will shortly be followed by the finalisation of the Risk Policy and a comprehensive Enterprise Risk Management Plan.

## SUSTAINABILITY IMPLICATIONS

- Economic:** The twin pillars of financial and economic sustainability underpin all Council's operations.
- Environmental:** Environmental management is a priority consideration in the delivery of all Council operations and services
- Social:** The diverse communities of Douglas are Council's clients. Council's operations, services and programs are designed and delivered to support the people of Douglas.

## CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the *Local Government Act 2009*, and in accordance with all applicable policies and the Douglas Shire Council Operational Plan 2020-2021 adopted on 8 June 2021.

### Corporate Plan 2019-2024 Initiatives:

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

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

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

## COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance. The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

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

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

## CONSULTATION

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

## ATTACHMENTS

1. Report from the Chief Executive Officer for October to December 2021 [5.7.1 - 96 pages]
2. Organisational Report Card October to December 2021 [5.7.2 - 15 pages]



## DOUGLAS SHIRE COUNCIL

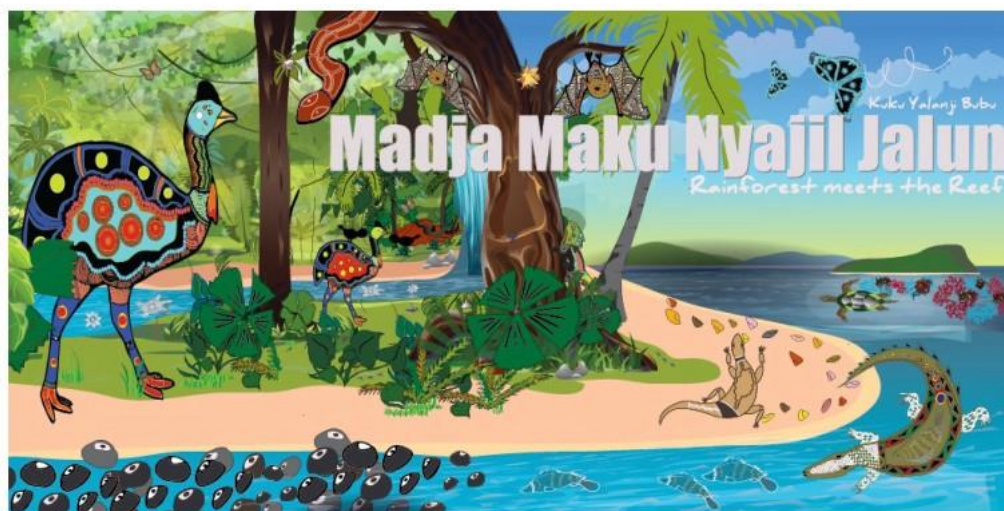
# REPORT FROM THE CHIEF EXECUTIVE OFFICER

2021 - 2022

October – December 2021

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





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

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## ACTING CHIEF EXECUTIVE OFFICER

I am pleased to present the CEO Report for the October to December 2021 period. It has seen another full schedule of projects being either starting, continuing or completed.

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

- Anich's Bridge – Civil crews continued with the construction in preparation for the foundations
- Mossman to Cooya Beach Principal Cycle Network – Stage 2 underway
- Footpath repairs along Agincourt Street
- Drainage works/repairs along Port Douglas Road
- Re-sealing work on Tulip Oak Road - Cowboy
- New Shade Sail over the Port Douglas Skate Park installed

The Donovan's Range Pavement Upgrade and the Cape Tribulation Road Pavement and Culvert Upgrade are now completed.

The Water Reticulation team are progressing well with the pre-works for Stage 1 of the Smart Water Meter Project. Property owners have been notified of the pre works being done to ensure meters are accessible for the main installation of works being delivered.

National Water Week was celebrated in October in conjunction with Water Night. Both events were held to encourage participation in various activities with the goal of assisting all water consumers to be more aware of how they use precious freshwater resources.

Our Library community has celebrated Seniors Week, Under 8's Day, and Halloween Activities. If you have not visited your local library, I strongly encourage you to call in to see the team. There are many programs offered and have an amazing team ready to assist.

Small businesses in the Far North are set to benefit from less red tape and more opportunities thanks to the new Small Business Friendly Council (SBFC) signings in November. Douglas Shire Council Mayor Michael Kerr said signing the Small Business Friendly Council Initiative was a great way to re-affirm Council's support for the local business sector. Now as a proud Small Business Friendly Council, we are excited to explore new and exciting outcomes for our amazing local businesses.



Image: Signing of the SBFC

While it's been a busy finish to 2021, I would like to acknowledge and thank Council staff for all their hard work during this year. This report celebrates the contributions of many officers and teams whose work and dedication to the Shire 'behind the scenes' may otherwise go unnoticed.

## PEOPLE AND COMMUNITY SERVICES

### Libraries

#### Adults:

Douglas Libraries hosts a wide range of programs for adults. A sample of recent events below:



Image: Local author Crystal Leonardi presenting her new book



Image: A range of activities were held during Senior's Month, like this games day



This year Mossman Library hosted its first-ever 100% community-decorated Christmas tree!



Image: Some of the participants making Christmas tree decorations



Image: A sample of some decorations made



Tech Help in myriad forms is a huge part of life in a modern library. Alongside the perennially popular group sessions and weekly Tech Time offering one-on-one assistance, both Port Douglas and Mossman library branches held pop-up sessions to assist library visitors in setting up their COVID check-in app and vaccination certificates. Many users had purchased a smart phone for the very first time, and needed assistance in phone set-up, including creating an email account, Medicare app or My Gov app logins. Others had already worked out the QLD Check-in app, but needed help to link their digital vaccination certificate. It has been good to see user confidence in using their devices grow over the past few months. As always, the team will be listening and responsive to community tech needs, providing programs and assistance accordingly.

### Kids:

Mossman Library held a range of kid's events, including our very spooky Halloween party.



Image: Kids enjoying our Halloween party, complete with a bubbling brew science experiment!



Image: One of our make a Christmas tree decoration sessions





**Image: Alison leads the kids through a series of puzzles and clues as part of our Summer Reading Club Launch**

Douglas Libraries has reintroduced Summer Reading Club – an annual reading event over the summer holidays. The launch party featured games, music and snacks. Primary school kids sign up in the library and collect a prize for each bookmark of reading completed. It's a fantastic way to encourage the joy of reading (and frequent library visits!). The kids have created a wall of book recommendations too.



**Image: Summer Reading Club book reviews, written by the kids. The hearts at the top were made by our library members during a craft afternoon for adults.**



A large storytime party combining our three age groups (baby, toddler and preschool) was held in December. It was a fabulous celebration of the team's hard work and dedication in promoting children's literacy throughout the year. The little ones and their carers had a wonderful time, the bubble machine in particular was a huge hit.



**Image: Children's librarians Dei, Ali and Bill join musicians Rosie and Jenn in the storytime Christmas party celebrations**

Following extensive community and professional consultation, the storytime format was expanded to 3 x weekly sessions. Baby Rhyme Time from birth, Toddler Time and Preschool Storytime. New partnerships with guest presenters were developed and very well received. A visiting therapist from Speech Plus Speech Pathology proved particularly useful.

### **Social media:**

Library users and community members continue to follow and interact with the Douglas Library's Facebook page as a primary source of information. It is heartening to see local community groups, schools and early learning centres cross-promoting library events and tagging our outreach visits in their posts.

The stronger the collective engagement, the more that libraries can cement their presence as a vital community space for all. Social media also allows for quick responses to community questions and queries.



Image: Puppy Immy visits the library on Christmas Eve

### Community Engagement and Outreach:

Douglas Libraries are thankful to the generous Douglas Shire community members who have been able to donate books towards the Queensland Police Service initiative- Back Seat Books. The library has received over two hundred superb quality fiction and non-fiction titles suitable for children and youths.





**Image: A sample of donations from the public for Back Seat Books**

Our children's librarians bring a wealth of knowledge and extensive qualifications to our outreach work promoting early childhood literacy. For older children, we have an ongoing partnership with Queensland Museums, who provide hands-on kits for schools to borrow and learn from.



**Image: Dei on an outreach visit to Port Douglas Community Neighbourhood Centre – Parent and Child Support Program**

### Library Spaces:

The frequently changing Covid-19 restrictions present an ongoing challenge for staff and library users. As at 31 December 2021, our library branches do not require proof of vaccination. Check-in and mask-wearing rules remain, as do density limits while both vaccinated and non-vaccinated community members are permitted entry. Staff diligently check to ensure compliance.

Mossman Library's carpark lines have been repainted. The old ones were so faint that people were parking anywhere they liked! It looks much better now.

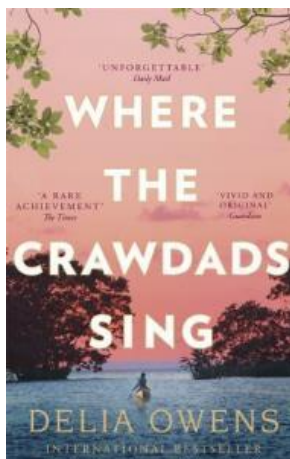


**Image: Mossman Library carpark after the lines were repainted**

Douglas Libraries are part of Rural Libraries Queensland (RLQ). Supported by the State Library of Queensland (SLQ), purchasing and cataloguing of items is organised through the headquarters in Brisbane. Library members can reserve items from any of other members of RLQ, ensuring a wide selection of material is available. Our community highly values its library service – Douglas Shire is the most-used member of RLQ in any way you measure it, from membership per capita to borrowing statistics. Take-up of online resources has continued to grow this year, with e-magazines and audiobooks seeing the biggest growth. All of these resources are available for FREE with your library card.

The Douglas Shire most borrowed titles for the 2021 are:

Adult fiction: *Where the Crawdads Sing* by Delia Owens

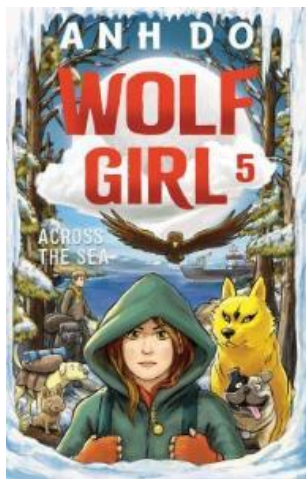




Adult non-fiction: Becoming by Michelle Obama



Junior: Wolf Girl 5 by Anh Do



Previously, libraries closed along with the Council shutdown for approximately 2 weeks around Christmas. This year, Mossman Library opened on Wednesday 29, Thursday 30 and Friday 31 December, only closing on the public holidays. Community support has been strong, and the branch has been busy during this time. Library staff are proud to be at work supporting their community by providing a safe, air-conditioned space with wi-fi, PCs, and access to the collection.

### **Council at the NDIS Services Expo**

The inaugural NDIS (National Disability Insurance Scheme) Services Expo, presented by Mission Australia, was held at the Mossman Bowls Club on 8 December 2021.

The expo aimed to:

- Celebrate Disability Action Week and International Day of People with Disability;
- Showcase existing providers of services, supports, facilities and resources to people with disability, their families/carers in the Douglas Shire;
- Attract potential new service providers including disability specific, allied health, mainstream and community to expand and have a physical presence on an ongoing/regular basis in Douglas Shire; and
- Showcase available community organisations/activities in Douglas Shire such as Tai Chi, Hockey, Bowls, Churches, U3A, etc. so people with disability, their families/carers can actively participate, volunteer, join as a member and feel a greater sense of belonging and connection to their local community.

The Douglas Shire Council had a strong presence at the event, with a stall promoting the Mossman Pool, Library, and cyclone preparedness to people with disabilities and their families.



Image: Team Leader Libraries Amy Inglis and Pool Officer Kye Daly promoting Council services and facilities to people with disabilities and Carers at the NDIS Services Expo.

## Mossman Pool and Caravan Park

### Plastic Free Champs

The team at the Mossman Pool are tickled (environmentally friendly) green to be PLASTIC FREE CHAMPS, a program set to make Douglas Shire a leader in the state-wide ban on single-use plastics.

It was a no brainer for the Mossman Pool to change their approach to the glaring problem of the throwaway culture that plagues society. With just a few simple tweaks to their operations the team now proudly displays their Plastic Free Champ badge encouraging the community to make a conscious effort to do what they can to eliminate the use of environmentally unfriendly single use plastics.

The efforts of the Mossman Pool are just a mere drop in the ocean, but that's kind of the point, if we can all do even a little, together we can prevent millions of tons of plastic waste each year, and when it comes to single use plastics that can pretty much last forever, every little bit counts.





Image: Plastic Free Champs ambassadors at the Mossman Pool

### Toy Dive

The inaugural Mossman Pool TOY DIVE was a splashing success with the pool overflowing with toys and support from the community. Local swimmers generously donated to the Mayor's Christmas Appeal while many other residents of the Douglas Shire community took their first visit to the Mossman Pool to drop off toys and swim a lap or two.

Donning festive threads and hearts full of Christmas cheer the chuffed team eagerly tallied up the presents. With a total of 176 donations there were plenty of toys to be spread around to organisations that are helping families make a memorable Christmas morning by ensuring every child receives a gift under the tree. With the soul of the season being it is far better to give than to receive, the pool team were brimming with heartfelt delight passing along bundles of gifts to Mossman Support Services, Port Douglas Neighbourhood Centre and Goobidi Bamanga.



Image: Local Swimmers contributing to the Mossman Toy Dive





**Image: The inaugural Toy Dive collected 176 toys for local children this Christmas**



**Image: Hand-over of toys to Goobidi Bamanga Bubu for distribution to those in need**

### Introduction to Underwater Hockey

Mossman Pool was proud to introduce a sport that asks players to grab their stick, puck and snorkel! According to participants, hockey is better when it's wetter and the Mossman Pool is showcasing an underwater twist on the classic game of hockey.

Underwater hockey is suitable for people from all walks of life and fitness abilities, it's a non-contact community sport with men and women competing against each other on an equal basis. It's fast, furious, and a lot of fun.



The sport, which has been in the Douglas Shire before, was relaunched at the Mossman Pool with the hope to gain momentum to start regular competitions.

Games every Monday and Friday at the Mossman Pool from 5:30pm to 7:00pm.

### **Seniors Morning Tea**

Nearly 50 seniors joined in at the Mossman Pool to celebrate Seniors Month. Aqua extraordinaire Helen and much-loved instructor by the locals delivered an extra special 'Seniors Make a Splash' aqua class.

Afterwards there was a free fully catered morning tea, with plenty of sandwiches, fresh fruit, lamingtons and of course lots of laughter!



**Image: Morning Tea to celebrate Seniors' Month at the Mossman Pool**



**Image: Seniors' Aquafit**

## Community and Economic Development

### Sport and Recreation – Masterplan

The Coronation Park and Port Douglas Sports Complex Masterplan actions are now in full swing. Council's Sport and Recreation Officer has been working with the clubs to apply for their own grants following the masterplan priorities.

The following updates in terms of masterplan implementation:

- The Port Douglas Rugby Club has been successful in the Building Better Regions Fund grant application of \$41,000 for steps/ seating, balustrading, and undercover area - artist impression below
- The Mossman Shark Juniors Rugby League Club was successful in applying for funding to upgrade their field. They have recently also completely upgraded the Burger Bar with a new kitchen and roof
- The Amenities block is complete at Coronation Park inclusive of storage now for the Mossman Shark Juniors, thanks to funding to the Mossman Show Society.
- Water bubblers have been installed at the Port Douglas Sports Complex – thanks to grant funding from AFL Juniors
- The new shade tree project is underway with the open space department. Species have been investigated and will be growing in the nursery in the coming months.
- The Hockey Club have now obtained their own club rooms with the previous daycare building being upgraded and handed over for tenure
- The Port Douglas AFL juniors are investigating the requirements for the new irrigated turf area near the entrance of PDSC, this will also cover some drainage issues. Council will support the club through this process and support the club through grant applications.
- Council has applied for the current field of play funding for lights for Coronation Park to the value of \$150,000 with the State Governments Active Game Day Grant.
- The Douglas United Football Club (cassowary) earlier obtained a \$150,000 election commitment grant for lights, which was not enough for the infrastructure so are applying for the current round of Active Game Day funding to support existing funding (total \$300,000). Council will support the club through project management
- The next project for council is the entrance way and ticket box for the Port Douglas Sport Complex, designs and survey of this area are already underway
- The masterplan implementation table has been reviewed with staging the phases of infrastructure planning complete over the next 10-year period, in line with the masterplan implementation table and community need.



**Image: Port Douglas Rugby Clubs artist impression of the new granted funded Infrastructure**



## Port Douglas Markets

As border closures were heavily impacting tourist numbers in the region, Council undertook a sustained marketing campaign in the last few months of 2021 to encourage locals to shop at the markets – it's not just for tourists. Stallholders generously donated hundreds of dollars' worth of goodies for three massive hampers, with all locals eligible to enter the prize draw and winners drawn at the Christmas Spectacular.



**Image: Some of the generous donations from Port Douglas Markets Stallholders to the Christmas Hampers**

The Port Douglas Markets Christmas Spectacular was even bigger and better than the inaugural event in 2020. Tropical Santa joined us again and Alteouise DeVaughn and her choir showcased some impressive carols. Mayor Mike judged the stall decoration competition with the prize a \$100 fuel voucher donated by Council. Many thanks to those who generously gave to make a very special day.



**Image: The Port Douglas Markets Christmas Spectacular Choir led by Alteouise DeVaughn**





Image: The Port Douglas Markets Christmas Spectacular Choir led by Alteouise DeVaughn



Images: Tropical Santa, his helpers, Market Coordinators, and stallholders



## Arts and Culture

**Douglas Arts and Culture Map:** an online tool which geographically displays information about local artists – which encompasses writers, actors, musicians, visual artists, craftspeople, and dancers, as well as festivals, public art, galleries, and dance schools. People can access information online to search for galleries, artists, dance schools, shows and festivals for example.

Anyone in the shire offering creative services can register as a contributor and upload information about their offerings and there is no cost to have a listing. Once uploaded, the information can be updated by contributors.

Invitations to have a listing were distributed to those in the sector in November and to date there are 29 listings. The Map will be officially launched in February 2022 when the aim is to have 100+ listings.

**Art Strategy Review:** Five conversations with people in the creative sector were held in the shire in five locations: Port Douglas, Mossman, Wonga Beach, Daintree Village and Diwan. These chats generated fabulous ideas and a summary has been distributed widely, inviting further input. The draft strategy is underway and will be distributed for comment once approved by Councillors.

**FLAME - International Women's Day Mentorship Project and Exhibition:** Five young emerging artists from Douglas Shire are undertaking a mentorship under local artist, Fiona Price, as part of the Flame Mentorship Project and Exhibition. The three-month period of mentorship gives the young women experience in the professional arts industry and an opportunity to showcase their work at the Tanks Arts Centre for International Women's Day 2022.

The Flame Project is delivered by Cairns Regional Council in partnership with Douglas Shire Council, Regional Excellence in Arts and Culture Hub, Young Creatives Project and NorthSite.

## The Mayors Christmas Appeal

The 2021 Mayors Christmas appeal was supported by businesses and the community and raised funds for purchasing and providing Christmas hampers for those in need.

This year's Mayors Charity Lunch and combined raffle at Salsa Bar & Grill generated funds for the appeal. Special thank you to the team at Salsa for their continued support of the fundraising event and appeal.



Image: Mayor Kerr and Cr Scomazzon at the Mayors Charity lunch at Salsa Bar & Grill

Working with the Mossman Community Centre, Goobidi Bamanga CACS LTD, the Port Douglas Neighbourhood Centre, the Mossman Elders Justice Group and member from the Julatten Family Fellowship, the Mayors Christmas Appeal provided Christmas hampers and toys for families across the shire with the hopes of bringing some Christmas cheer



**Image: Mayor Kerr, Council staff and members of the Julatten Fellowship packing hampers**

## Douglas Street Christmas

Hundreds of people attended the Douglas Christmas Street Party in Mossman on Friday 17 December 2021. The biggest street party of the year was the ultimate festive celebration with plenty of community spirit on show with performances by local music students from Lynda's Music School and Music with Joanne, Bodies in Motion, the Walker Brothers and magic act, the White Wizard. There was plenty to see and do with market stalls, roaming performers and free activities for the kids as well as a smorgasbord of delights for the foodies with food trucks and vendors galore. This was the second year the event had been held and it was once again blessed with clear night skies, big crowds and smiles all round.



**Image: Local music students entertain the crowds**





Image: Bodies in Motion



Image: Mayor Kerr and music students



Images: Santa and Buggy Bumble bee





Image: Mama Dees Kitchen



Image: The White Wizard

### New Year's Eve Celebrations – Welcome 2022!

Dickson Inlet was awash with music and color for the Family Friendly New Year's Eve Fluro Disco as part of the regions Welcome 2022 celebrations. In the lead up to the 8pm fireworks show, ACE DJ played an entertaining mix of music for all ages and gave away prizes to enthusiastic dancers.

Many families brought picnic rugs and chairs and made the most of the perfect weather and free entertainment. This hugely successful family event was made possible thanks to generous sponsorship from many local businesses. Council also supported the Midnight Fireworks.





Images: Fluro Family Fun Fireworks – Happy 2022!





Image: Fluro Family Fun Fireworks – Happy 2022!

## Community Engagement


**Grogan Street, Mossman:** We asked all residents in Grogan and Owen Streets, Mossman whether they wanted the chevron blocking Grogan Street to remain in place or whether they wanted it removed and the road re-opened. We also invited comment from Mossman State School, St Augustine's State School, the bakery, and the newsagents.

A total of 25 responses were received. Four wanted the road re-opened and 21 wanted it to remain closed. There is a clear preference for Grogan Street to remain a no through road and it will remain as is. Results of the consultation have been communicated to residents.

**TV Tower South Mossman:** A survey was distributed to Shannonvale and Cassowary residents to ascertain how many accessed television channels from the South Mossman Television Tower. Surveys were posted to 137 ratepayers and a 51% response rate was achieved with 72 completed surveys returned. Most respondents – 62 of the 72 - watch Free to Air channels broadcast from the South Mossman Tower with 37 relying solely on this signal. The survey results were discussed and given the community's strong demand for the service; it was determined the current level of service would be continued. Letters with a copy of the survey results have been mailed to Shannonvale and Cassowary residents.

**Sugar Wharf:** An onsite meeting with representatives from the wedding and events industry and historical society was held to discuss measures to minimise impacts while vehicles are banned from the concrete jetty. Comments were gathered on the day, and a summary was distributed to those who could not attend inviting further comments.

**Manjal Dimbi Road, Mossman:** Douglas Shire Council recently purchased the land serving as the road to its Mossman material storage site. The road is used by Council staff and contractors and is presently unnamed. After consultation with residents and Traditional Owners, the unnamed road will be called Manjal Dimbi referring to the mountain behind Mossman. When translated it means mountain holding back telling the story of the Manjal Dimbi holding back the evil spirit.

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

**Safe Place Emergency Accommodation:** The provision of crisis accommodation for families in the Douglas Shire has been a goal for many years. At present, people have no option but to access temporary accommodation, usually in Cairns, away from family and friends and other support networks. Due to efforts in the community, land was identified, purchased and a grant secured from the Australian Government Department of Social Services to build two units in Mossman to provide emergency accommodation for two families.

Council officers dropped in to talk to the immediate neighbours to providing information about the facility being built and to answer any questions. No one expressed any concerns, and a few were pleased it was finally happening. Construction has been underway for several months with no issues raised thus far.

**Disability Parking Space Macrossan Street, Port Douglas:** in response to requests for additional disability parking spots in Macrossan Street, Port Douglas, a new spot has been installed at the corner of Macrossan and Owen Streets, Port Douglas. Consultation about the design and location was checked with the Access and Disability Group as well as the business located on the corner. All were supportive of the disability car park.

## Human Resources

As we progressed into the end of year the key functions of Human Resources remained in the central areas of recruitment and selection, industrial relations, learning and development and “return to work” facilitation.

Recruitment activities over the last quarter has resulted in a range of staff changes within several departments. This has been the direct result or flow-on effect of a range of staff movements including staff turnover (with several employees securing employment opportunities in other Councils) internal staff appointments, secondment and the appointment of new staff to Council.

A series of training programs were held in the lead-up to Council’s Annual Shutdown. Staff training delivered included a range of accredited and non-accredited training. Staff participated in first aid and CPR training, Performance Management Training (for managers, coordinators and team leaders), Pool Safety Inspectors course, Peak Performing Teams workshops (to enhance team collaboration and communication), in-house information sessions delivered by Wet Tropics Management Authority and Cyber training.

Council continues to support staff in their personal and professional development in studying toward certificate, diploma and graduate qualifications. Through continued funding from Constructions Skills Queensland (CSQ) staff are progressing well in their competency based gap training and formal qualifications that range for from Certificate III to Diploma.

On 24 November 2021 Council hosted the second meeting for the Joint Consultative Committee (JCC) as agreed within the Douglas Shire Council Certified Agreement 2020. The JCC is a consultative body between Council and Union parties with all parties in attendance in relation to facilitating Agreement implementation, employee relations issues and workplace reform.

## Workplace Health & Safety

Council’s WHS Team continues to focus on assisting Council and the Pandemic Working Group with COVID management for all staff and public facing facilities.

Works under the strategic WH&S Management Plan 2021-2024 have commenced, and first quarter actions have been completed. The team is programming short term works that are achievable around the constantly changing COVID environment. Current identified works include procedure development and review and drafting WH&S training packages for staff.



Regular activities include conducting inspections, developing toolbox talks and incident reporting and analysis.

## Property Services

Wonga Beach Caravan Park is now under the management of new caretakers who are doing a fabulous job settling into the area. Construction of the new caretaker residence is underway albeit with the usual weather and COVID supply issue delays.

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

## Media and Communications

Douglas Shire Council's Media and Communications Unit released the first edition of the free 'Your Douglas' community newsletter. More than 3000 copies were printed and distributed to cafes, supermarkets, libraries and other regularly visited areas across the shire. A digital edition is also available at Council's website. **The next edition will be distributed in March 2022.**

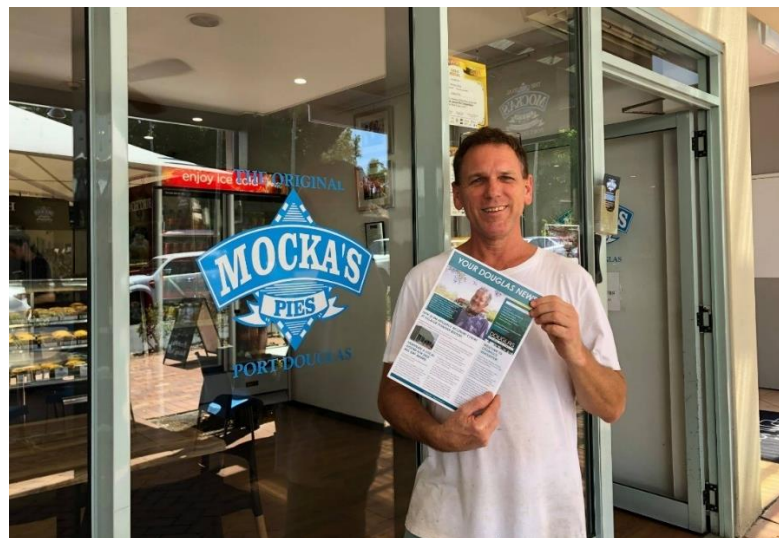


Image: Local business operator with a copy of the community newsletter



Image: 'Your Douglas' community newsletter

The fortnightly E-newsletter gains 7 new subscribers each week with **1125 people now subscribed** to the mailing list.

#### Media and Communications 2021 Summary

- Media Releases: 143
- Web Posts: 147
- Media Enquiries: 108
- E-Newsletters: 24

Council's website:

- Page views: 677,722 [**+132,929**] vs (2020: 544,793)
- Users: 240,798 [**+78,128**] vs (2020: 162,670)
- Mobile and Tablet 67%, Computer 33%

#### **Top 10 most visited web pages (views):**

1. Daintree Ferry – 45,898
2. Community Markets – 28,288
3. COVID-19 – 24,164
4. Bloomfield Track – 20,973
5. Employment at Council – 13,149
6. Mossman Pool and Caravan Park – 10,167
7. Contact Us – 10,053
8. Douglas Shire Planning Scheme – 8,526
9. Waste and Recycling Facilities – 8,347
10. Council Meetings – 7,999

#### **Top 5 most visited news posts (views):**

1. COVID testing in Mossman – 8,318
2. 2021 Cairns Ironman Changed Traffic Conditions – 5,604
3. New Daintree Ferry Ticket Prices – 4,568
4. Trans-Tasman Rivalry Set to Reignite in Port Douglas – 2,287
5. New Year's Eve Welcome 2022 – 1,843

#### **Council Facebook Page:**

- Total reach: 294,047 users
- New likes – 1,102 users

#### **Top 5 Performing Posts (Reach):**

- Bloomfield Track Open – 55.1K
- Bloomfield Track Closed – 39.5K
- Australia Day Awards 2022 Now Open – 21.8K
- HAVE YOUR SAY || RV Park in Mossman – 20,758
- Our Precious Water Intakes – 18.2K

#### **Top 5 Performing Posts (Reactions):**

- Douglas, Get On Board the Community Bus
- Torres Strait Islander performers at Port Douglas Markets
- Meet Douglas Shire's Newest Aussies
- Shower in Colour For Reconciliation
- Yalanji Artist Lenice Shonenberger

### Douglas Disaster Info Facebook Page:

- Total reach: 148,690
- New Likes – 1,010

### Council Meeting Live-Stream

- Total video views: 2,016
- Average views per Council meeting: 101

### Council Grants Program

#### External Grants

4 applications for External Grants have been applied for during the October to December 2021 period at a total cost of \$1,934,691.

#### Community Grants

8 applications for Major Grants have been awarded during this quarter at a total cost of \$52,000.

2 applications for Micro Grants have been awarded during this quarter at a total cost of \$2,000.

#### In-kind

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

#### Community – Major Grants – Successful Recipients

Successful Applicant	Project	Amount Awarded (GST exc)
Alexandra Bay Sports Club	Tai Chi for Health Program	\$10,000
Daintree Life	Stage 2 Beach Restoration Planting Myall Beach North, Cape Tribulation	\$10,000
Douglas Historical Society	Five Additional Historic Photoposts in Port Douglas	\$6,650
Douglas Hockey Association	Beach Hockey Player and Spectator Sunshade Marquee	\$2,000
QLD-Youth Orchestra	Summer Swing & Cool Jazz: QYO Big Band interactive performances and workshops	\$7,200
Mossman Botanic Garden	"Many Voices" video project for the Mossman Botanic Garden launch	\$5,000
Mossman Community Centre	Mossman Support Services – She Shed	\$8,500
Rainforest Rescue	Regenerating our World Heritage Daintree Rainforest Project	\$2,650

#### Community – Micro Grants – Successful Recipients

Successful Applicant	Project	Amount Awarded (GST exc)
Douglas Shire Community Services Assoc.	Community Open Day	\$1,000
Douglas Theatre Arts Group	Douglas Shire Christmas Carols 2021	\$1,000



### External Grants – Applied for during October to December 2021 Decision Pending

Applications Submitted	Project	Amount
Strong and Resilient Communities	Safe places Domestic and Family Violence Supported Accommodation and Life-skills Development Plan	\$280,000
Active Gameday	Coronation Park - Lighting Up-grade	\$136,339
Building our Regions	PDWWTP – Sequencing Batch Reactors Upgrade	\$1,000,000
Fishing Infrastructure Grant	<ul style="list-style-type: none"> <li>Newell Ramp Upgrade</li> <li>Cooya Ramp Upgrade</li> <li>Rocky Point Parking Upgrade</li> <li>Douglas Jetties (CCTV)</li> <li>Recreational Fishing Trail</li> <li>Fish for the Future</li> </ul>	\$414,500
Local Government Illegal Dumping Partnerships Program – Round 2A	Field Compliance Officer	\$103,852

### External Grants – Outcomes for October to December 2021

Application	Outcome	Project	Amount
COTA	Acquitted Grant	Mossman Seniors make a Splash	\$960
LRCI – Phase 3	Successful Application	To be advised	\$548,674
Cycling Network	Successful Application	<ul style="list-style-type: none"> <li>Lou Prince Drive to Bougainvillea Street</li> <li>Port Douglas Road to Lakeland Ave</li> </ul>	\$100,000 \$120,000
Tech Savvy Communities	Successful Application	Empowering Library Staff	Face to face staff training
Gambling Community Benefit Fund	Unsuccessful Application	Learn to Swim	\$9720
BBRF – Building Better Regions Fund – Rd 5	Unsuccessful Application	Cooya Beach Reservoir Connection	\$1,387,980
BBRF – Building Better Regions Fund – Rd 5	Unsuccessful Application	Mossman Shire Hall – Upgrade	\$693,000
MoveIT NQ	Acquitted Grant Monies Refunded	Active8	Refunded amount \$7,536

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## FINANCE AND CORPORATE SERVICES

### Procurement

#### Contracts

- New Council-wide wet hire contracts solicited and awarded to 23 vendors
- Installation of new caretaker's cottage at Wonga Beach Caravan Park commenced December 2021 (due to complete February 2022)
- Market Park watering contract issued for the period 16 October 2021 – 15 October 2022

#### Projects (with procurement elements)

- Retirement village (stage 2) marketing Expression Of Interest issued
- Council is preparing to release a Request For Tender for temporary labour hire
- Review of trades services engagement and expenditure
- Analysis of traffic control expenditure for last four years with a view to going out to tender
- Assisting Infrastructure with Wangetti Trail contract rectifications
- CEO recruitment Request For Tender issued and awarded
- Furniture sourcing for Domestic Violence housing
- Assisted Council's Sustainability Officer with the drafting of ECO accreditation certification documentation
- Revised Port Douglas Aquatic Park design and concept Request For Tender issued
  - Councillors requested additional research be undertaken in relation to requirement and location

#### Vendor Panel

- More detailed data provided to vendor Panel & ArcBlue facilitating improved data analysis
- Vendor Panel training continues to be provided to Douglas Shire Council employees

#### Training

- WGC Lawyers will provide introductory and advanced contract training to Council staff in February
- Local Buy will be joining us in Mossman and Port Douglas in February to provide information sessions to interested vendors

#### Audit

- Daintree River Ferry probity audit finalised and released


#### Grants

- Grant application for splash parks submitted and approved

#### Processes

- Process mapping exercise continuing with a view to improving training and achieving efficiency gains



- 
- Options for vendor performance management are being investigated
  - Drafting of Nex Gen policy guide underway
  - Exploring possibilities for inter-Council resource engagement
  - Per guidance from *The Queensland Office of the Chief Advisor – Procurement*, Council will assess insurance requirements in relation to managing our risk profile
  - Additional procedures progressed with the goal of establishing easy to use guides for all staff

### Communication

- Vendor outreach continues including the provision of constructive feedback (when requested)
- Attended FNQROC Procurement Workshop (in Cairns) in December 2021

### Finance

#### Financial Result 2020-2021

The final operating result for 2020-2021 was an operating deficit of \$2.23m compared to a (revised) budgeted operating deficit of \$3.66m. This represents an improved result of \$1.43m to revised budget.

The improved operating result compared to revised budget was due to increased revenue from fees and charges (search fees, property fees & tipping fees), grant revenue (financial assistance grant, disaster grant revenue and other income (TMR contract works, recycling income); and saving in expenditure (electricity, landfill & depreciation).

#### External Audit 2020-2021

The audit undertaken by the QAO was completed in October 2021 and Council was provided with an unmodified (unqualified) audit opinion (Independent Auditor's Report) on 14 October 2021. The QAO Closing Report was presented to the Councillors and the Audit Committee on 12 October 2021 by Sri Narasimhan, Director QAO.


The QAO Final Management Report for 2020-2021 was presented to Council's ordinary meeting on 30 November 2021. There were no additional issues identified since the QAO closing report was issued. The Final Management Report contains details of two previously reported issues during the audit year, both of which were resolved at 30 June 2021. There were no outstanding issues at 30 June 2021.

#### Valuation of Assets

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

#### Asset Management

The Plant and Equipment Asset Management Plan is being updated to incorporate changes and improvements over the last two years, including improvements in green energy

A vertical illustration on the left side of the page depicts a colorful bird, possibly a lorikeet, with a blue head, yellow beak, and a body adorned with various patterns and colors including green, red, and black. The bird is shown in profile, facing right.

technology and WHS changes as the result of Covid-19. The Strategic Asset Management Plan is currently undergoing a management review prior to presentation to Council.

A contract for an Asset Management Software System has been awarded and the project is progressing to plan, this project will include a high-level review of Council fixed asset base.

### **Rates**

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

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 financial situation. Ratepayers who had existing arrangements to pay for outstanding balances on either their rates or water accounts, received a courtesy balance letter during the first week of December with a request to have the account paid in full no later than 31 December 2021. As at 31 December 2021 94.70% of rates were collected.

Supplementary Rate Levy notices were issued in October 2021 and November 2021. These notices were for the amendment of charges due to requests (e.g. additional bins), buildings that have been completed, changes in rating valuations.

Water notices were issued on 2 November 2021, with a due date of 7 December 2021.

Council has conducted a full pension verification as per State Government Regulations. This verification process reviews all current pension remission holders to determine the continued eligibility of State and Council pension remission.

### **Rates Model Review**

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

Mead Perry Group has been engaged by Council as an independent consultant company to assist with the review. The review is expected to commence in March/April 2022 once land revaluations have been completed in the region.

### **ICT (Information & Communications Technology) Services**

The project to upgrade the Council Chamber Audio / Video equipment has finally been completed, after the vendor completed the final configuration tweaks.

Several projects have stalled as vendors have experienced staff shortages and have therefore been unable to resource work. After discussions with one vendor Council has been able to negotiate priority status for projects that are security related. Unfortunately, these resource / staff shortages will see a number of projects not commenced in this year and thus be carried over into the following financial year.

Work to strengthen system security, raised by the recent penetration testing exercise, is substantially complete, with only two significant items remaining, these should be completed in the first few months of next calendar year.



The project to upgrade to Council's Enterprise Software Suite went live in October as planned. Since then, the system has undergone several patches, to fix issues with the new version. None of the issues / faults affected service delivery.

## Records

Records welcomed a second staff member to the department. This has enabled the department to commence creating helpful user-friendly process documents for all staff. Detailed Records Procedures regarding the record keeping system and record keeping practices are also being documented for the business continuity plan.

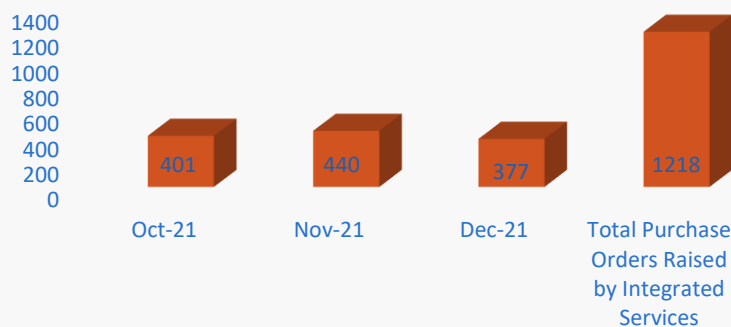
Work continues on the redesign of the document management system for each team.

Training has been conducted for all new staff.

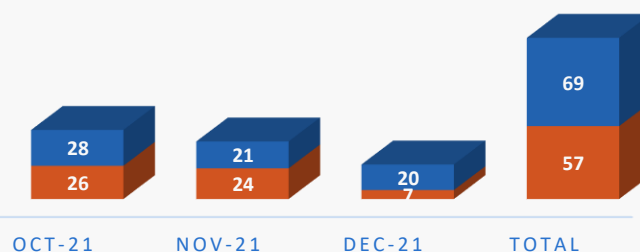
Records has also been working on cleansing of physical records to free up office space at various locations and ensuring appropriate processes are being followed for record retention by all teams.

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

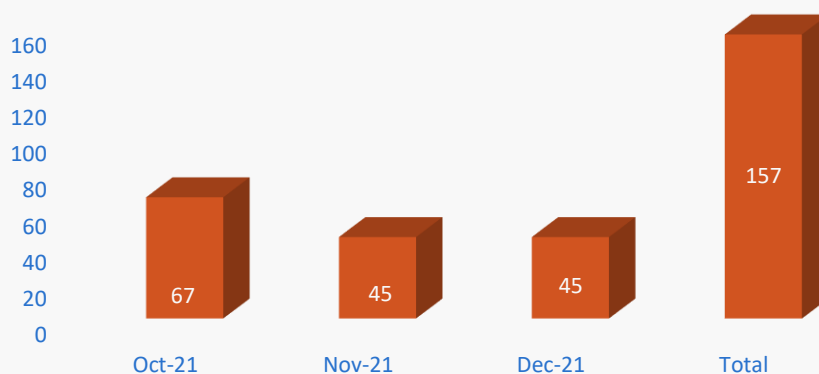
### PURCHASE ORDERS RAISED OCT - DEC 2021



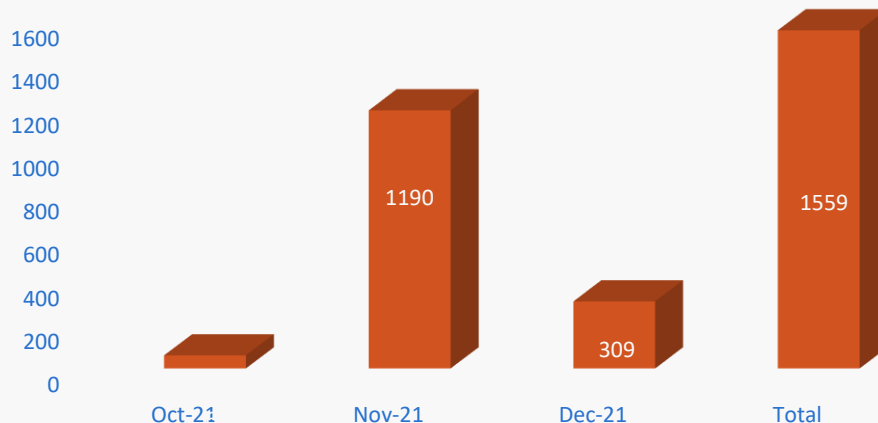
### BUILDING APPLICATIONS AND SEARCHES OCT - DEC 2021



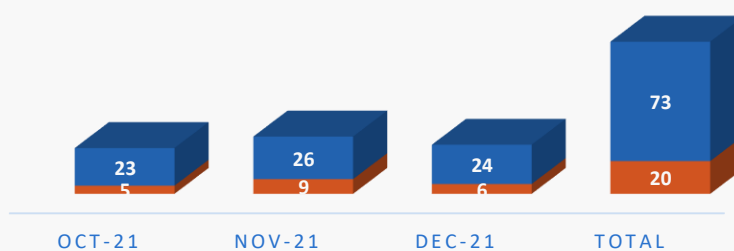
### FERRY CARDS ISSUED OCT - DEC 2021



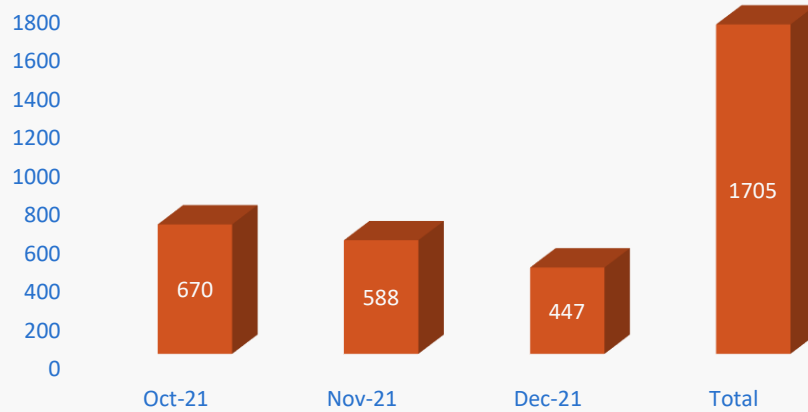
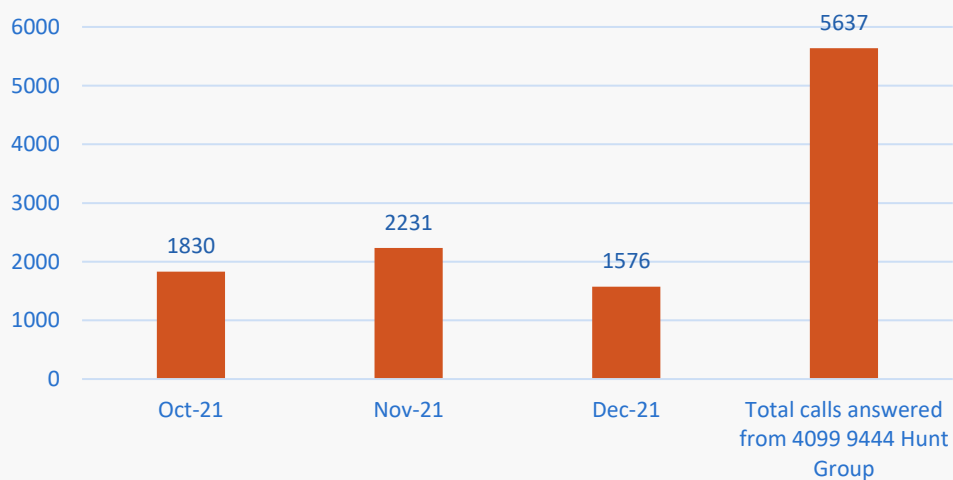
### DOUGLAS CARDS ISSUED OCT - DEC 2021



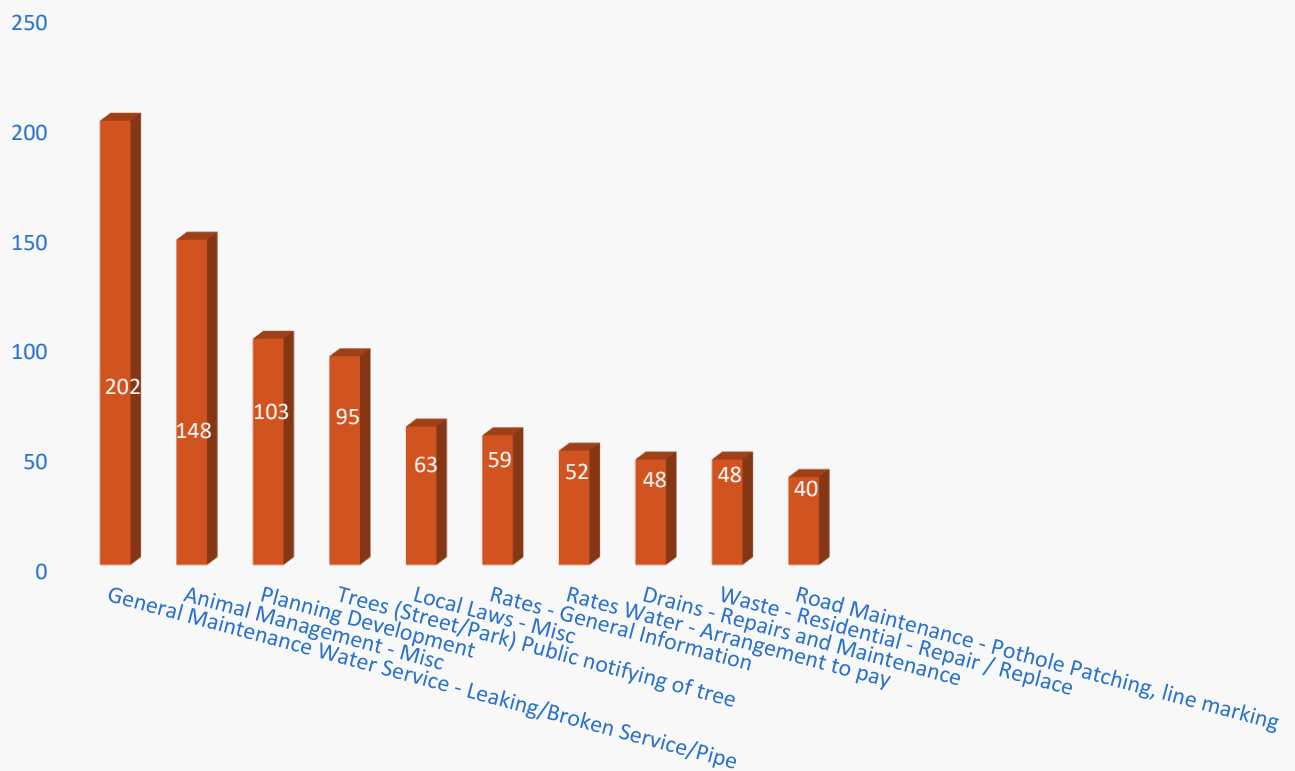
### PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF AND COUNCIL PARKS/HALLS OCT - DEC 2021





**TOTAL CRMS FOR PERIOD OCT - DEC 2021****TOTAL CALLS ANSWERED FROM HUNT GROUP  
OCT - DEC 2021**

## TOP 10 CRMS OCT - DEC 2021



## GOVERNANCE

### General Governance

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

### Complaints Management

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

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

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





Image: Administrative Action Complaints for this quarter

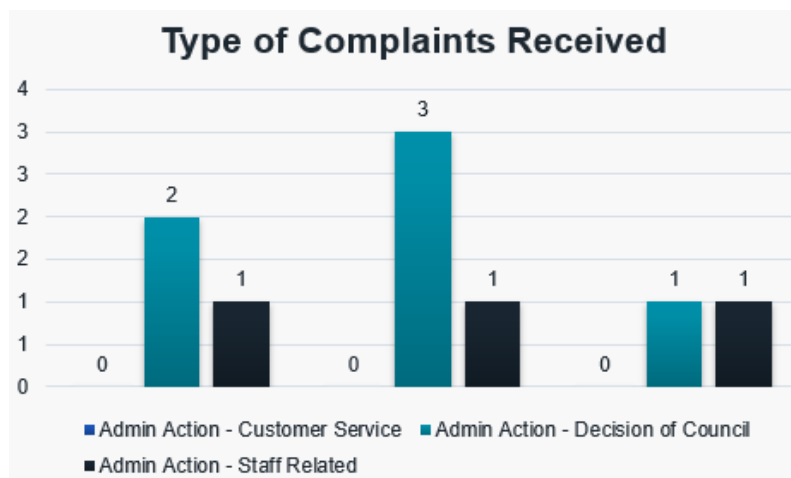


Image: Types of Administrative Action Complaints for this quarter

## Right to Information and Information Privacy

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

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

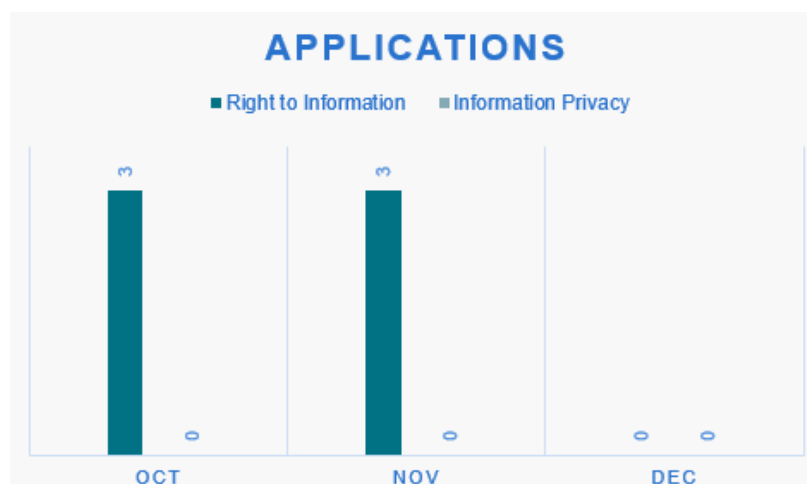


Image: Right to Information Applications received for this quarter

## Policies and Procedures

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

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

Policies can view viewed on Council website at:

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

## Legislation and Compliance

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

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

### Registers

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

Registers available for the public to inspect:

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

## Risk Management

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

## Internal Audit

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

Supported by legislation, the Internal Audit function is directed to examine, assess and evaluate the operational and financial control measures that Council has adopted, or plans to adopt, to manage business risks that have the potential to impact the achievement of the corporate



objectives. In doing so, the Internal Audit function must review the key corporate-wide risks and consider the areas of the organisation, in consultation with Management, that require or would benefit from internal audit activity.

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

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

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

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

### **Audit Committee**

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

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

## **ENVIRONMENT AND PLANNING**

### **Planning**

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

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

The two stages comprise a total of 31 residential lots and involve the removal of the temporary drain constructed to service Stage 4 and involves the construction of a sewer pump station.

Operational works approval was issued in August 2019.

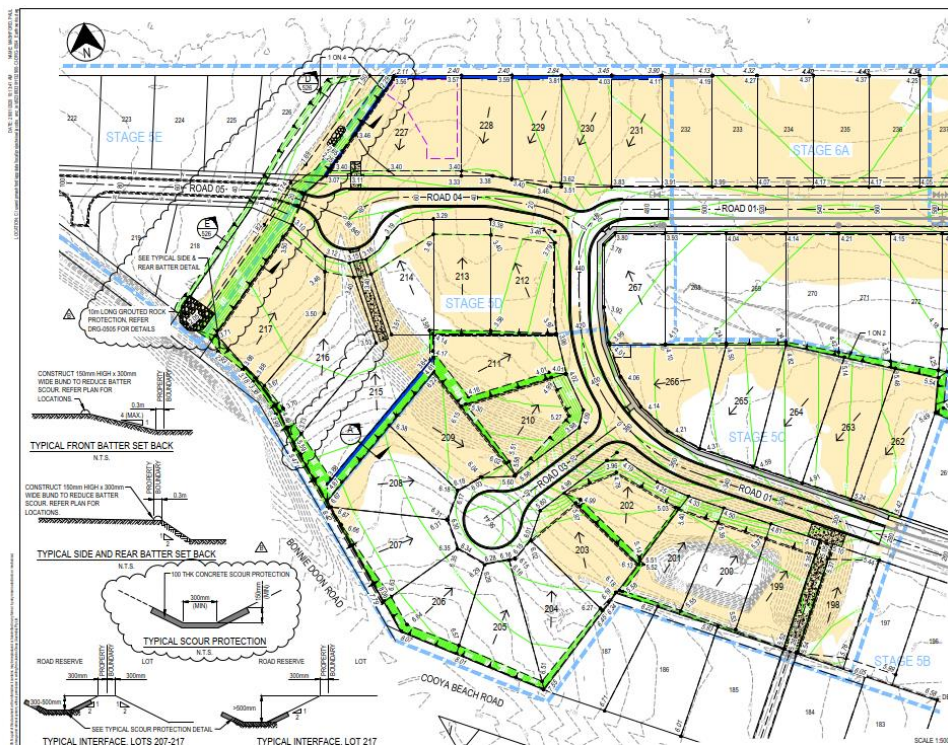


Image: Development Footprint of Stage 5C and 5D

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

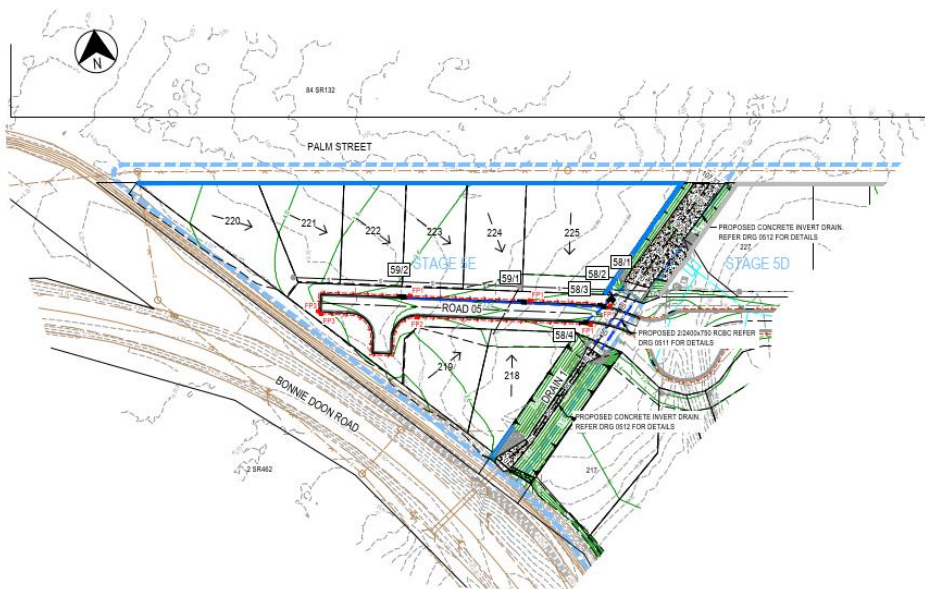


Image: Development Footprint of Stage 5E

### Wave Park - Mowbray

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

- A Wave Park;
- Ancillary outdoor water-based recreational activities (Lagoon and Waterpark);



- A Hotel complex of around 160 rooms to be used for short term accommodation;
- A Village precinct containing shops, restaurants and a function facility;
- A residential precinct to provide for short term accommodation around a lagoon;
- A Tourist Park containing 35 self-contained cabins;
- A helipad; and
- Caretaker's Residence;

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



Image: Master Plan for the Resort Complex

An information request was issued by Council and subsequently responded to by the Applicant in November 2021. The application commenced public notification in November 2021 and concluded on 13 December 2021 with a number of submissions received both in favour and against the proposed development.

The development application was referred to the State Assessment & Referral Agency (SARA) due to development proposal containing multiple triggers for assessment by various State Government Agencies. SARA is yet to provide a referral agency response on the proposed development. Council, as the Assessment Manager commences its Decision Period following receipt of the response from SARA.

As part of the assessment, Council is undertaking its own hydraulic modelling exercise with respect to the water demands that the development will represent on the water reticulation network. The results of this exercise is expected to be known in the coming weeks.

At this stage, it is anticipated that the development application will be presented to Council in March 2022.

### Residential Estate - Craiglie

Stage 1A and 1B of "Newport Estate" has been completed with the development going on 'Works Acceptance' towards the end of October 2021 which enabled the survey plan to be endorsed and registered.



The development of the estate included a number of trunk infrastructure items. The infrastructure agreement with regard to the outstanding monies and how the developer will be refunded these monies is subject to further discussions.

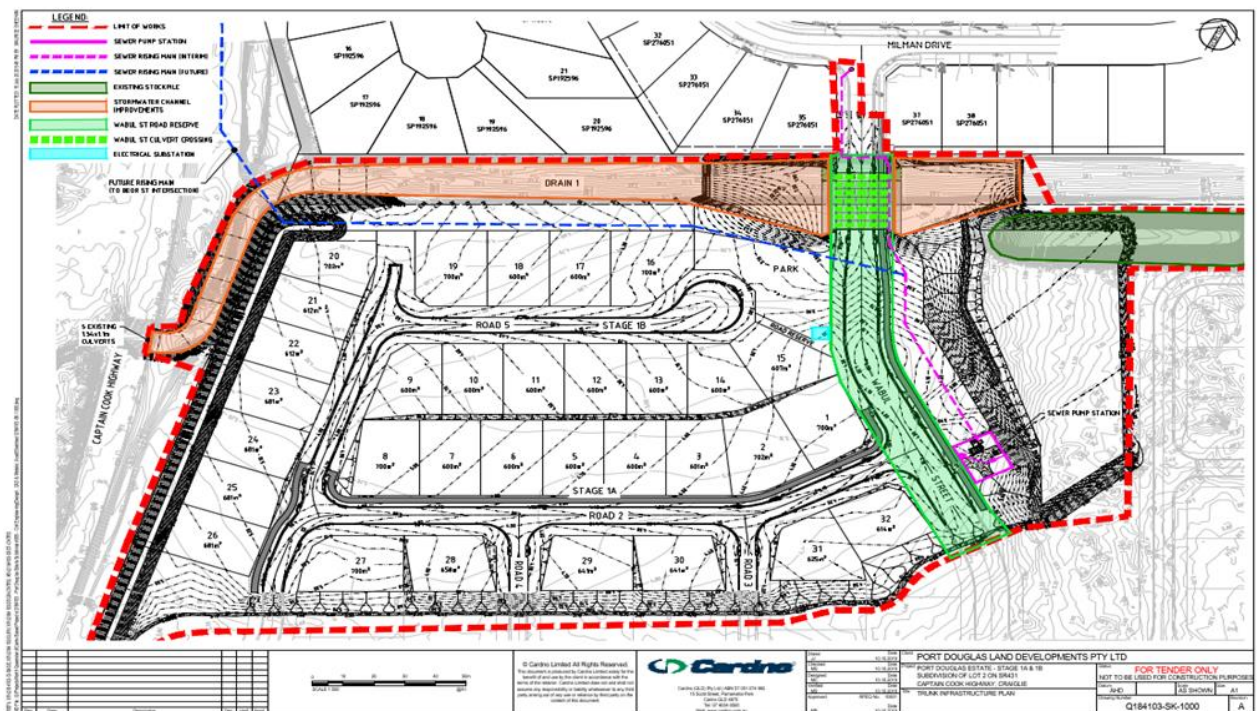


Image: Various components of trunk infrastructure being developed as part of the 1st Stage

Assessment of Stage 2 of the development comprising 32 lots is complete and was approved by Council at the last Ordinary Meeting in December 2021. The Applicant has recently suspended the Appeal period and will be making representations on conditions of approval. The matter will be returned to Council for a decision on these representations in due course.



Image: Extent of Stage 2



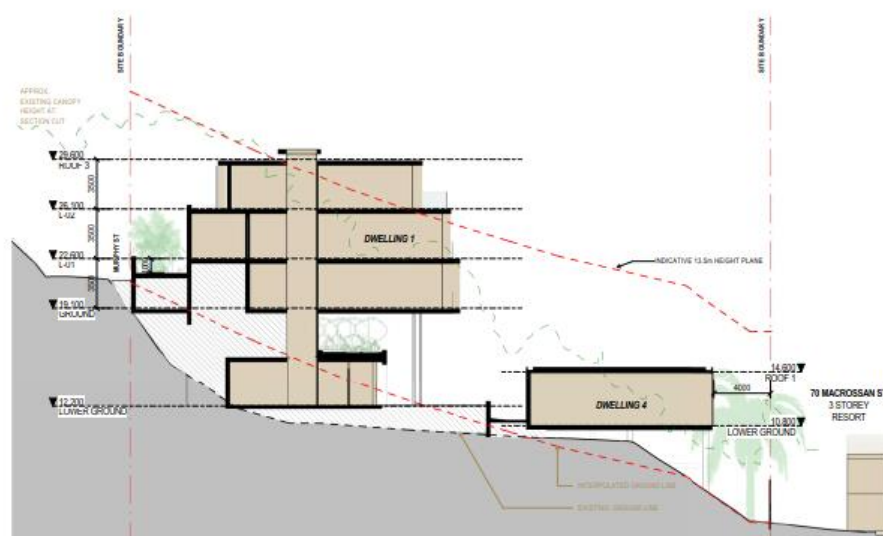
## Murphy Street – Port Douglas

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

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



Image: Site Plan



SECTION 2  
1:200

Images: Section of proposed development

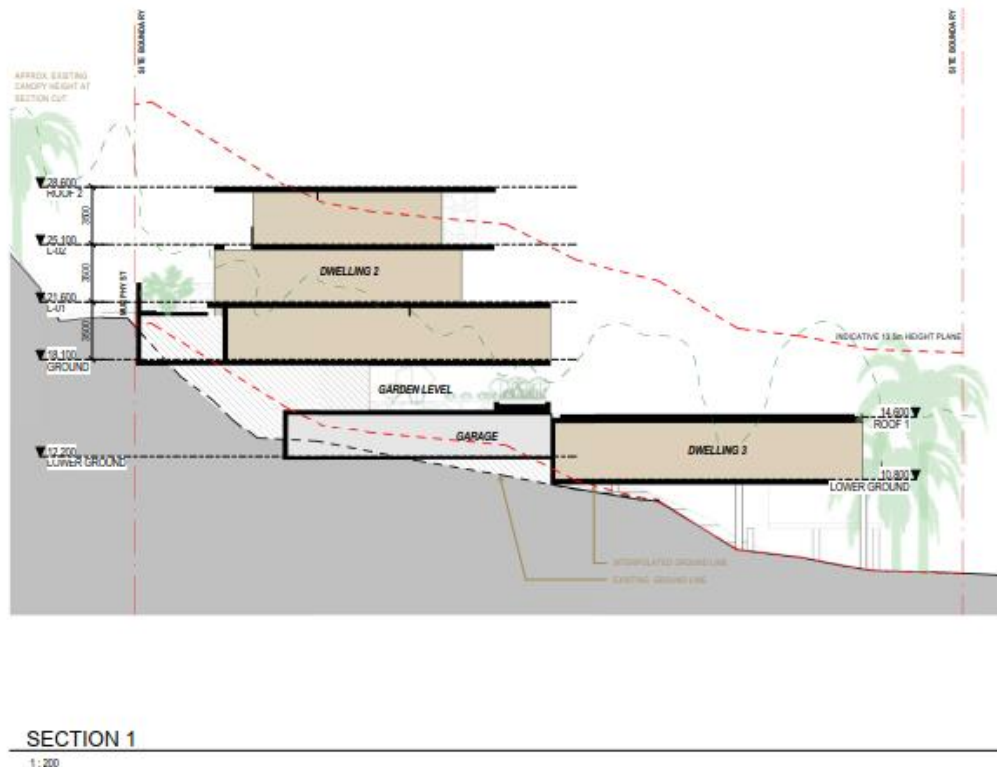


Image: Section of proposed development

## Plumbing and Drainage

Council has received 59 Plumbing applications in the report period and conducted all required Trade Waste inspections and Notifiable work audits for QBCC. Plumbing applications are higher than normal due to the new residential estate at Craiglie opening.

## Local Laws

In the period October to December, Local Laws Officers responded to a total of 435 customer requests/complaints.

## Approved Inspection Program – Dog Registration

Officers have now completed inspections in the following areas:

Wonga, Newell, Cooya Beach, Degarra, Mossman, Craiglie, Killaloe and Cassowary.

Since the commencement of the audit, officers have issued 339 Notices to register and 252 have now complied. This has resulted in an additional 555 new registrations and 292 renewals. Follow up compliance action will be taken to resolve the outstanding Notices and the audit continues in all other areas.





Image: Dog registration form and tags

## Resource Management

### Waste and Recycling Volumes

The following approximate volumes were collected in Council's kerbside collection service for the period October to December 2021:

- Domestic waste: 933 tonnes
- Domestic recycling: 220 tonnes
- Commercial waste: 297 tonnes
- Commercial recycling: 32 tonnes

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

- Co-mingled recyclables: 47 tonnes
- Scrap metal: 0 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- General waste: 2,261 tonnes\*
- Asbestos: 0.7 tonnes

The following approximate volumes were disposed of in Springmount Landfill:

- General waste: 749 tonnes
- Asbestos: 0 tonnes

\*Killaloe Landfill closed on 22 November 2021

### Killaloe Transfer Station Amenities Building

A new staff amenities building has been opened at Killaloe Transfer Station. The new demountable building replaces the existing site donga which has been onsite for the last 30 years. The building approval was recently installed and staff can now utilise the new building and enjoy the air conditioning during their breaks. Gutters, additional security and a shade sail over the doors will be installed in the new year.



**Images: Photos of the new staff amenities building at Killaloe Transfer Station**

### **Mattress Recycling with the Endeavour Foundation**

Council has joined forces with the Endeavour Foundation to reduce the number of mattresses going to landfill. The disability provider has the ability to recycle almost every part of a mattress, including the springs, wood and fabric. The new initiative is expected to save more than 693 cubic meters of waste going to landfill every year. On 8 October 2021 the Endeavour Foundation assisted Council with opening the new Resource Recovery Shed at Killaloe Transfer Station. The team also gave a demonstration of how mattresses are dismantled for recycling.



**Image: The team from the Endeavour Foundation**



### Killaloe Landfill Closes

After 32 years, Killaloe Landfill has reached capacity and was closed on 22 November 2021. A two-year contract with an alternative landfill has been procured and incoming landfill waste to Council's transfer stations will be transported 2-4 times per week to Springmount Landfill for disposal. Killaloe Landfill has been capped with interim material, rolled and seeded with grass prior to the wet season. Council officers are working with specialist landfill experts to design the final capping material and rehabilitate the area. Whilst the Douglas Shire no longer has any active landfills, Council's transfer stations will continue to operate largely as normal.



Image: Killaloe Landfill closed, rolled and seeded

### Cleanaway Star Award Goes to Damien Orwin

The Cleanaway STAR Awards Program is an annual, Cleanaway wide recognition program designed to acknowledge the exceptional work and community related performance by Cleanaway employees. There are ten categories to award employees who show community spirit, outstanding driving and excellent customer service.

The Resource Management Team work closely with the local Cleanaway depot based in Craiglie. The team have daily conversations with Cleanaway's Leading Hand, Damien Orwin to ensure the kerbside service operates smoothly and customer enquiries are dealt with in a timely manner.

Damien was awarded the 'Customer Service Champion' Cleanaway STAR Award on 15 December 2021. Damien's nomination was based on his excellent communication with Council and going above and beyond to help Council Officers. Council staff invited Cleanaway and Damien's family to the Council Chambers to celebrate the occasion. During the celebration, Jeff Delgado, Cleanaway's Regional Queensland Manager recalled an occasion where Council called Damien to ask if he would assist with a chemical clean up following a two-car accident on Port Douglas Road. Damien reacted immediately, liaised with QFES, attended the traffic incident, sourced Safety Data Sheets from the local pool shop and got quotes for disposal. He then transported the spilt chemicals to an appropriate disposal point. Council officers are very grateful to Damien and his team for their great relationship and enabling them to work together effectively to put the community first.



**Image: Council Officers celebrate with Cleanaway and Damien's Family**

## Sustainability

### Sustainable Fishing

The "Promotion of Sustainable Fishing in Douglas" grant funded project was finalised in October 2021 with momentum continuing amongst local stakeholders. Council and Tourism Port Douglas Daintree were approached by a Charter Fisher operator to assist them in establishing a Charter Fishers working group. A working group establishment meeting was held 22 November 2021 and attended by 10 local Charter Fisher businesses. A total of 13 local Charter Fishers expressed an interest in establishing a working group with the next meeting planned for February 2022. The purpose of the group is to provide a platform for the Charter Fishing Industry to advocate and collaborate on industry opportunities and all of region marketing.

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

### Dune Rehabilitation Reef Assist Project

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

#### Foreshore Management Plans

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

The development of the Plans involved surveying the local community to identify their values and a three (3) week public comment period including five (5) face-to-face community consultation sessions with the local community. The drafts are currently being finalised and will be workshopped to Council soon.



### Coastal Rehabilitation Project

Council engaged agency staff and contractors to undertake coastal rehabilitation works. To date, the agency staff have planted 3656 trees at various locations including Wonga Beach, Newell Beach, Oak Beach, Cooya Beach and Port Douglas, and treated approximately 24800m<sup>2</sup> of weeds including Singapore Daisy (*Spagneticola trilobata*), Guinea Grass (*Megathyrsus maximus var maximus*), Rhoeo (*Rhoeo sp.*), Agave (*Agave sp.*), Mother in laws Tongue (*Sansevieria trifasciata*), Yucca plant (*Yucca sp.*) and Tecoma (*Tecoma stans*).



Image: Oak Beach tree planting at Northern car park and beach access point.

### **Resilient Coast Strategic Plan – Photo Monitoring Points**

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

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



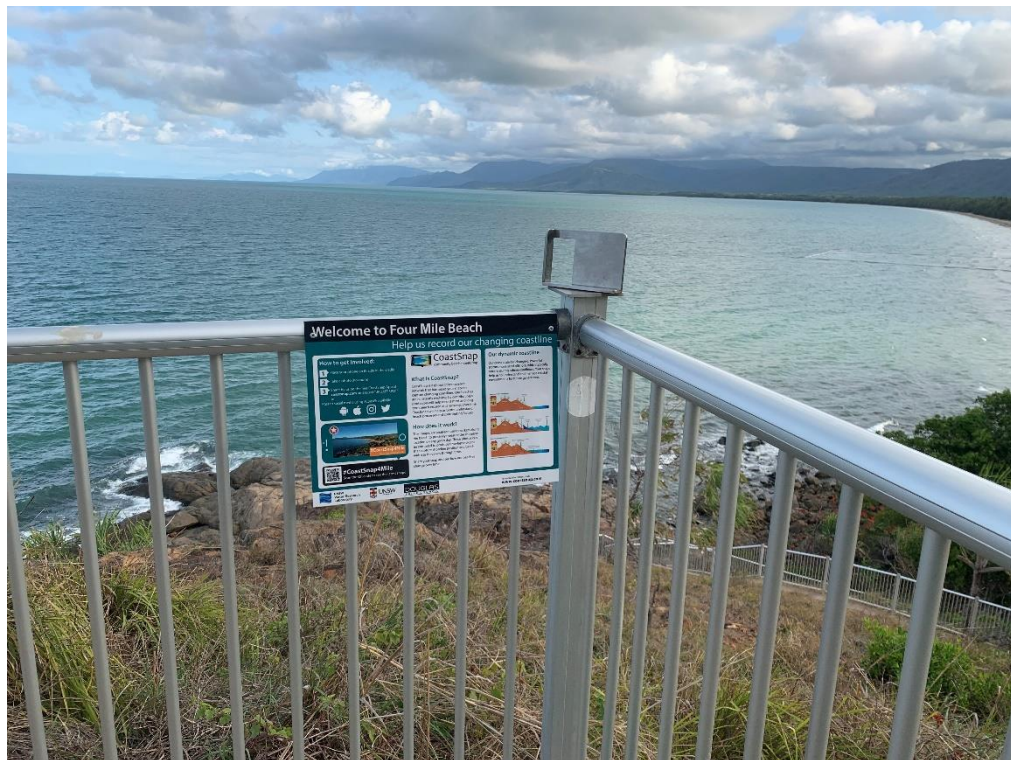


Image: Photo Monitoring Point at Four Mile Beach.



Image: Example of photo taken from the photo monitoring point at Four Mile Beach.

## Disaster Management

### Mitigation

#### PLANNING

2021 Annual Inspectorate General of Emergency Management review of plans executed successfully.



### AWARENESS RAISING

For this quarter awareness raising was presented at several locations: The DESBT Small Business Disaster Recovery Expo 2021, Tourism Port Douglas Daintree's inaugural Tourism Expo with >60 business industry stakeholders, to countless scholars at Julatten State School and Wonga State School (with support from Community Development Officer Alex Earl and Local Laws Officers Danni Morache, Michael Malley, Gary Aylett and the stars of the show – Luna and Pablo), the University of the Third Age of Douglas Shire, the NDIS Disability Expo and the Mossman Support Services Open Day.



Image: 2021 Small Business Disaster Recovery Expo



Image: TPDD's inaugural Tourism Expo 2021



Image: Wonga State School Get Ready awareness raising



Image: Booth at the NDIS Disability Expo

### TRAINING

Guardian Incident Management System training was also provided to all Incident Management Team members and critical council services. In this quarter training was facilitated by Paul Hoyer to the Incident Management Team on LAT/HAT/AHD and by the Bureau of Meteorology on their new products.

### **Preparedness**

#### 2021-2022 DOUGLAS Incident Management Team (IMT)

Members announced for the 2021-22 season.

Table: 2021-22 Douglas IMT members

Position	Details
LDC	Paul Hoyer
COMMUNITY SUPPORT/RECOVERY	Lisa Golding, Renee Ker, Alex Earl
PUBLIC INFORMATION	Thomas Volling
PLANNING	Liza Dowling
LOGISTICS	Ada Pasanan
CYCLONE SHELTER MANAGER	Jacob Shearer
CYCLONE SHELTER OFFICERS	Salgira Rema, Amy Inglis, David Plath
FLOOR MANAGER	Jamie Kleinhans
CALL LOGGER/ TASKING	Natalie Crimmins

### WET SEASON

In preparation for the wet season Douglas LDMG participated in the annual district-wide communications exercise, *Semper Paratus*, in the first week of November 2021. Tropical Cyclone probability in the La Nina season continues to be monitored.

### FLOOD ASSETS

Another rain gauge has been added to Douglas Shire's knowledge base – located north of the Daintree, Diwan. Access the data here: [http://www.bom.gov.au/cgi-bin/wrap\\_fwo.pl?IDQ60365.html](http://www.bom.gov.au/cgi-bin/wrap_fwo.pl?IDQ60365.html)



### PORT DOUGLAS STORM TIDE CYCLONE SHELTER (PDSTCS)

Improvements to strengthen the resilience of the PDSTCS includes erecting proper signage in line with the PDSTCS sub-plan and fitting out the ventilation room as an office for the Cyclone Shelter Team.

### SUPPORT TO DISASTER PEERS

Douglas Shire Council was involved with the Cairns Regional Council's Exercise Genesis as Exercise Controller/Acting Local Disaster Coordinator (Jamie Kleinhans) and evaluator (Jake Shearer). This was a functional-driven flood scenario with rapid evacuation of thousands of residents living downstream of two detention basins.



**Images: Incident Management Team Briefing and Jamie Kleinhans, Nadine Oosen and Justin *what was I thinking* Smith**

### MOSSMAN SES

The Mossman SES Unit has actively been involved in local training exercises. 9 October 2021 marks the start of State Emergency Services (SES) week in Queensland. With the support from the local Mossman QFRS, Mossman QAS, Douglas Local Disaster Management Group and Mossman Gorge Voyages Centre - Mossman SES Group (through exercise control Jamie Kleinhans) was able to facilitate a multi-agency emergency exercise to kick-off SES week and to test preparedness measures for the wet season. This simulated realistic exercise improved individual and team performance, whereas training together early on a Saturday morning also gave all agencies a better awareness of capability and limitations.



**Image: Mossman SES Unit, Mossman QAS and Mossman QFRS**

A chainsaw course was held in Bibbohra from 6 to 7 November 2021. 20 Students and 6 trainers attended the Level 1 Chainsaw Course. This training has assisted to increase Mossman SES Unit's chainsaw operators.



**Image: Mossman SES Unit members Corin Teague and Julian Simon**

The Mossman Year 12 Annual Road Crash Rescue Exercise was executed. It was a remarkable collaborative exercise in a controlled environment - on scene was Mossman Fire & Rescue, Port Douglas Fire and Rescue, Mossman SES, Queensland Ambulance Services, Rescue 510, Queensland Police Services (officers and forensics), the local funeral director, Mossman Driving school and Mossman Hospital.



**Image: All participants at the Annual Mossman RCR**

Over a weekend in December, Council's Disaster Management Officer completed her Australasian Inter-service Incident Management System (AIIMS) intermediate training. The system enables Australian agencies to come together to resolve incidents through an integrated and effective response.

On 8 November 2021 Alexandra Bay SES hosted an open/ recruitment day. Demonstrations included Road Crash Rescue, RPAS and the ATV were well received by the community with eight new applicants joining the unit. Douglas Shire Council looks forward to seeing this unit grow in numbers and reputation.





Image: Alexandra Bay SES Unit members at the 2021 Open Day

## Response

### DOUGLAS LDMG: COVID-19

The Queensland Border Reopening Day was announced earlier and moved from 17 to 13 December 2021. Douglas LDMG is still activated for COVID-19 at the Lean Forward level. One LDMG meeting was held this quarter and several updates was circulated to the LDMG. The Douglas Disaster Information Facebook page has actively been updating its followers on availability to COVID-19 vaccination and other emergency advice.

With the borders reopening the Douglas Shire vaccination uptake increased by 4.7%:

Vaccination Coverage Progress by LGA

Local Government Area (LGA)	Coverage (1+)	Coverage (Full)	Coverage % (1+)	Coverage % (Full)	Coverage (1 dose)	Not Vaccinated	ERP (2020p)	First Doses (Last week)	Administered (Last week)	Administered Weekly Avg. (Last 4 weeks)
☐ Cairns (R)	119,662	107,929	90.4%	81.6%	11,733	12,636	132,298		4,967	4,384
☐ Cassowary Coast (R)	20,031	17,624	90.0%	79.2%	2,407	2,229	22,260		953	813
☐ Douglas (S)	9,053	8,276	88.7%	81.1%	777	1,153	10,206		381	331
☐ Tablelands (R)	18,220	16,254	87.9%	78.4%	1,966	2,508	20,728		731	601
☐ Yarrabah (S)	1,565	1,228	81.9%	64.2%	337	347	1,912		94	103
☐ Mareeba (S)	15,316	13,311	81.7%	71.0%	2,005	3,436	18,752		714	564
☐ Etheridge (S)	451	391	74.3%	64.4%	60	156	607		9	14
☐ Croydon (S)	141	119	67.5%	56.9%	22	68	209		9	6
<b>Total</b>	<b>184,405</b>	<b>165,125</b>	<b>89.1%</b>	<b>79.8%</b>	<b>19,280</b>	<b>22,561</b>	<b>206,966</b>		<b>7,858</b>	<b>6,816</b>

Image: Vaccination Coverage Progress by Local Government Area

Throughout this quarter Paul Hoyer, Jamie Kleinhans and Finn Blayney supported the local covid testing clinics through setup of the marquees, fitting out testing clinics, putting together swab kits and delivery much needed water during heat waves. Thank you for the additional support from John Kenna, Gary Aylett, Pieter Kleinhans, Cameron Case and Thomas Volling!





**Image: QML Covid testing site (pre-wet season)**

Scientists around the world have been racing to learn more about the new omicron strain of SARS-CoV-2, first declared a “variant of concern” on 26 November 2021 by the World Health Organization. In light of this the Douglas LDMG COVID-19 Pandemic Response Plan was endorsed and accepted on 16 December 2021.

During the LDMG meeting of 16 December 2021 CHHHS represented by Rudi De Faveri introduced and emphasized CHHHS's COVID-19-tiered response plan.

Tourism Port Douglas Daintree (TPDD) along with Douglas Shire Council and the Douglas Chamber of Commerce launched assets for businesses to display to promote employees who are vaccinated and if they are a 100% vaccinated business, this material has been designed to provide clarity and confidence to visitors.



**Images: Launch of COVID-19 vaccinated business promotion material and the COVID-19 badge**

The Douglas LDMG teamed up with Douglas Shire's Council's Tourism and Economic Development Officer, Douglas Chamber of Commerce and Tourism Port Douglas Daintree to create the page based on questions being asked by Douglas business owners and community members. A page was designed by Council's Economic Development Officer to help small businesses in Douglas prepare.

The COVID mythbusting video with Local Laws Officers Danni, Michael and Luna has also been very well received by the public: <https://www.youtube.com/watch?v=i33mXz9zMjo>

The Douglas LDMG has been providing ongoing assistance for CHHHS COVID-19 Vaccination Program. During this quarter it included supporting Minister Y D'Ath with the CoVan in the Mossman Gorge Community, an info session in Diwan with more than 30 business owners north of the Daintree and registering Mossman Wastewater Treatment Plant as part of the wastewater sampling conducted by Queensland Health.





Image: Minister D'Ath with local community members in front of the CoVan



Image: Business owner session at the Heritage Lodge

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

Please refer to the Environmental Health section of this report for the tremendous amount of work the Pandemic Working Group has done. The Workplace Pandemic Plan is a living document and is continuously updated with the latest information.

Council's Local Disaster Coordinator and Disaster Management Officer are continuing to work with the Covid-19 Incident Control Team from Cairns Hinterland Health Service, the Mossman Hospital and many other partners to assist in managing the pandemic response.

#### Tropical Lows, Cyclones and Floods

Over the Christmas break (and again in early January) Council's Disaster Management Officer, Local Disaster Coordinator and Media Officer have worked in response to the threats posed by the effects of Cyclone Seth and Cyclone Tiffany.

### **Environmental Health**

#### **Acid Sulphates Soils Workshop**

The Department of Resources and Department of Environment and Science teamed up to bring an Acid Sulfates for Soils workshop to the Douglas Shire. Staff from across the organization attended the workshop, including Environment and Planning, Civil, Water and the Project office.

Left undisturbed, acid sulfate soils do not present any risk. But when they are exposed to air, the iron sulfides they contain react with oxygen to create sulfuric acid, which can damage waterways and corrode Council infrastructure.

The workshop centered around the practice side of identifying these soils through sampling and measure to safely treat and manage Acid Sulfate soils.



**Images: Attendees at the Acid Sulphates Soils Workshop**

### **COVID Compliance**

The Environmental Health team continues to work closely with Qld Health to ensure that COVID compliance information and actions in the Douglas Shire are consistent with other local governments in the Far North Qld region. To facilitate a consistent approach, a representative of the EH team attended monthly FNQ Inter-Agency COVID19 Compliance Meetings. The EH Team continues to compile and disseminate regulatory COVID information to our registered businesses and undertake follow-up monitoring to ensure that they comply with current Public Health directives.

The Environmental Health Team continues to Chair of the Pandemic Working Group and provide updates to WH&S and Management to ensure the latest Public Health directives and advice are implemented by Council where necessary.

### **Illegal Dumping**

Round 2 funding for the Illegal Dumping partnership was submitted in December which will allow Council to extend its Illegal Dumping Strategy.

Council has also been invited to apply to the Department of Environment and Science (DES), who have announced funding for the installation of anti-littering road-side signage at litter and illegal dumping hotspots across Queensland.

### **Prescribed Activity Approvals**

Seventeen (17) approvals for events and activities on Council controlled areas and roads were assessed and issued during the October to December period including eight (8) approvals for temporary entertainment events (Taste, Beach Hockey Day, Xmas events, NYE events and more), four (4) minor filming activities were conducted and the placing goods/using public land.

Love Island filming was cancelled locally due to COVID-19 restrictions and relocated to Byron Bay. Beam Mobility started operating in Port Douglas and Council is in the process of issuing an approval with conditions under the Local Laws. An approval is also being issued for the placement of train engines and carriages in front of Choo Choo's Marina.



## INFRASTRUCTURE

### Civil Operations

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

- Grading Crew – continuing with maintenance grading and clearing trees on road shoulders
- Backhoe and Maintenance – clearing trees, continue drainage and road shoulder works
- Sweeping streets and killing weeds in gutters
- Water Truck – working on Capital projects
- Patching Crew – Pothole repairs for Transport and Main Roads and on Council roads



Image: Cleaning out stormwater drainage in preparation for the wet season



Image: Slashing along Councils owned roads



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

1. Concrete Crew
  - i. Anichs Bridge Construction;
  - ii. Repairing trip hazards on footpaths in Mossman and Port Douglas.;
  - iii. Level 1 bridge inspections and repairs;
  - iv. Footpath Renewal Program.
2. Civil Crew
  - i. Disability upgrade Program;
  - ii. Repairing drainage issues in Port Douglas and Wonga.
  - iii. Inspecting and cleaning blocked stormwater pipes;
  - iv. Repair Sinkholes.

### Drumsara Material Site

The infrastructure officers developed a plan to improve the recycling and reusing of spoil materials transported to Drumsara. Technical officers created a new site plan to create allocated sites for different materials and spoil. Recycled/reusable materials generated at Drumsara includes:

- Topsoil;
- Fill Material;
- Rock;
- 2,3 Base (Crushed Concrete);



Images: Generating Topsoil to be used on Council projects and in parks



## Footpath Renewal Program

Council Crews undertook the renewal of two section of pedestrian paths in Port Street, Port Douglas and along Hart Street, Mossman to improve all accessibility and connect communities to important infrastructure.



Image: Port Street path renewal, Port Douglas



Image: Hart Street path renewal, Mossman



### Realignment of Douglas Creek Road

Council Grader Crew undertake the project to realign a section of Douglas creek road. Works completed on time just before the start of the wet season and on budget.

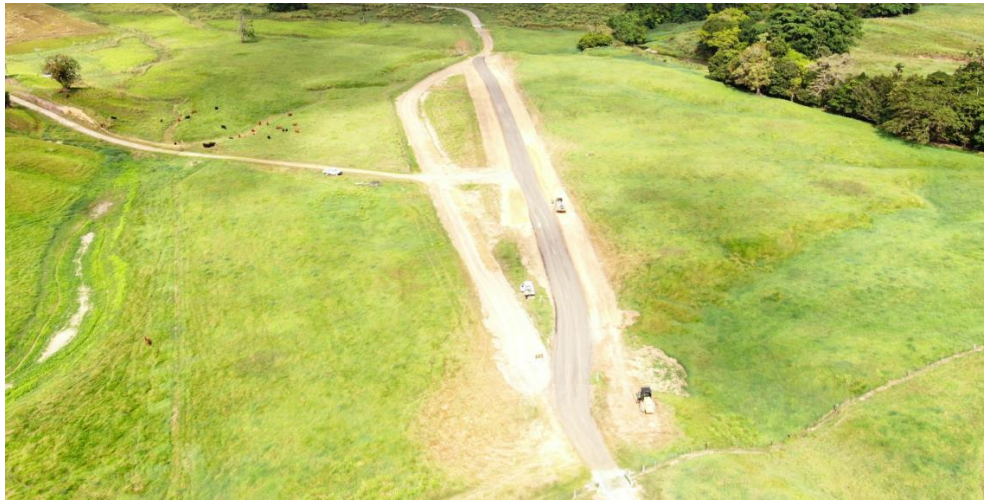


Image: Douglas creek Road realignment

### Reef Park Street Lighting Renewal, Port Douglas

Council engaged Consultant Engineers to manage the stage 2 upgrade of street lighting in Reef Park to Rate 2 Ergon lighting. Works will commence during the next Quarter. The following list of streets were included in Phase 2:

- St Crispins Avenue (from Agincourt to Endeavour Street);
- Endeavour Street;
- Arlington Close;
- Ruby Close.



Image: Reef Park Lighting Renewal Phase 2



### Cooya Beach Cycle Path Construction

Commencing at the turnoff to Junction Road, this route travels down Bonnie Doon Road (across Junction Bridge), before accessing Cooya Beach Road at the Intersection. Council staff engaged Local contractors to assist with the construction of the section one and section 3. Construction of the path are progressing well. Design engineers are finalising a few safety requirements.



Image: Section 1 of Cooya Beach Principal Cycle network

### Port Douglas Road Refuge Island Project

Local Contractor, MC Group completed the Port Douglas Road refuge Island upgrade as part of the DTMR safety program:

- Roadworks involving pavement works and bitumen Seal
- Signage and line marking
- Fencing
- Concrete pathways, kerbs, ramps and islands.

### Sagiba Avenue Port Douglas Pedestrian Bridge Renewal

Councils Construction Crew commenced with the pedestrian bridge renewal. The new composite bridge was transported to Mossman and as soon as the Headstocks are complete, we can crane the new bridge into its place for the next 80 Years. The new bridge has a composite structure and is uniquely suited to withstand the harshest environments while providing a low maintenance, long life asset to the local community. Materials used are perfect for coastal, marine and environmentally sensitive areas. From tidal flood plains and protected mangrove swamps to alkaline desert and corrosive mining facilities.





Image: New Composite pedestrian bridge

### **Pedestrian Bridge Replacement project**

Junction pedestrian bridge construction commenced during the month of March 2021. The Pedestrian bridge is an important link to complete the shared path between Mossman and Cooya Beach and to improve safety along the Bonnie Doon Rd Bonnie Doon. Project was completed end of October 2021. The new bridge provides a safe crossing for Cooya residence heading to Mossman or back home.



Image: Junction Pedestrian Bridge Abutment Concrete Pour



## Anich's Bridge Construction Project

Infrastructure Construction Crew commenced with the Anich's Bridge project in August and nearing completion. Throughout the project Council engaged local suppliers and contractors to assist with the project. The scope of works included the following:

- Constructing a temporary bypass;
- Removing the old bridge;
- Install 16,5m long steel piles;
- Construct new concrete headstocks;
- Install new Concrete girders;
- Construct new approaches on both sides of the bridge;
- Rock batter protection.



Images: Time laps photos of Anich's Bridge Construction progress





**Images: Time laps photos of Anich's Bridge Construction progress**





Technical drawing of a bridge section showing the design surface level, existing surface level, and chainage. The drawing includes a cross-section of a bridge with two abutments and a central span. The bridge is supported by piles. The design surface level is shown as a dashed line, and the existing surface level is shown as a solid line. The chainage is indicated by a vertical line on the left. The bridge is labeled "BRIDGE LEVEL RL 14.000". The bridge is supported by piles, with a note indicating "PILE TOP RL -4.00". The bridge is also labeled "21m SPAN". The drawing includes a note about the protective coating system: "PROVIDE PROTECTIVE COATING SYSTEM TO THE TOP 75% OF THE BURIED PILE LENGTH FROM THE PROTECTIVE COATING SHALL BE INTERZONE BSA APPLIED 150µm THICK IN ACCORDANCE WITH THE MANUFACTURERS SPECIFICATION OR APPROVED EQUIVALENT. SUITABLE FOR UNDERGROUND CONDITIONS IN CONTACT WITH MOISTURE AND WITHSTAND THE SOIL FRICTION DURING DRYING." The drawing also includes a note about the piles: "300X130 PILES TYPICAL". The drawing includes a note about the design surface level: "DESIGN SURFACE LEVEL". The drawing includes a note about the existing surface level: "EXISTING SURFACE LEVEL". The drawing includes a note about the chainage: "CHAINAGE". The drawing includes a note about the bridge level: "BRIDGE LEVEL RL 14.000". The drawing includes a note about the pile top level: "PILE TOP RL -4.00". The drawing includes a note about the span: "21m SPAN". The drawing includes a note about the piles: "300X130 PILES TYPICAL". The drawing includes a note about the protective coating system: "PROVIDE PROTECTIVE COATING SYSTEM TO THE TOP 75% OF THE BURIED PILE LENGTH FROM THE PROTECTIVE COATING SHALL BE INTERZONE BSA APPLIED 150µm THICK IN ACCORDANCE WITH THE MANUFACTURERS SPECIFICATION OR APPROVED EQUIVALENT. SUITABLE FOR UNDERGROUND CONDITIONS IN CONTACT WITH MOISTURE AND WITHSTAND THE SOIL FRICTION DURING DRYING." The drawing includes a note about the design surface level: "DESIGN SURFACE LEVEL". The drawing includes a note about the existing surface level: "EXISTING SURFACE LEVEL". The drawing includes a note about the chainage: "CHAINAGE".



## Design and Planning

- Kerb and Channel renewal along Alchera Drive, Mossman
- Cooya Beach Rd Cycleway design
- Mossman to Newell Shared Path Design
- Port Douglas Road Cycleway upgrade.

Infrastructure staff are busy working on Strategies and plans to improve Councils future operations and service delivery. Operational Plan 2021-2022 initiatives include:

- Ordinary Council Meeting - 25 January 2022



- Road safety improvement register to identify safety upgrades
- Develop a future Carbon Neutral Strategy to reduce fleet Carbon emissions.

## Open Spaces and Natural Areas

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

- Continuation of the shire wide beautification program through the Capital Works
- Tree Maintenance Program Macrossan St Port Douglas – Including lift and trim away from buildings, deadwood removal and mistletoe removal.
- Specialist Turf Maintenance at Port Douglas Sport Complex and Coronation Park- Including fertilising - dethatching, top dressing and levelling
- Pressure washing all BBQ areas, picnic shelters and picnic tables/chairs
- Port Douglas Esplanade – fertilising and mulching garden beds
- Landscaping Renewal Front Street Mossman
- Rotary Park – Grant St Port Douglas – Drainage works and levelling works
- Major dead wooding of Raintrees in Mossman
- Coconut Trees replaced at Sugar Wharf
- Macrossan St Port Douglas garden beds – Crews recently removed the rock surrounds between Café Eco & LJ Hooker, re-planting of borders and mulched garden beds.
- Macrossan and Owen Street Port Douglas Intersection Upgrade



Image: Sport Douglas AFL/ Cricket Oval after treatment



Image: Drainage Works Rotary Park, Port Douglas





Image: Weeding gardens Front St, Mossman



Image: Coconut Replacement Sugar Wharf

The following table highlights staff accomplishment data captured for the 2<sup>nd</sup> quarter in the REFLECT Open Spaces data base:

Table: 2nd Quarter Data Capture

Activity Name	Accomplishment for Each Quarter Q2	Person Hours for Each Quarter Q2
Vandal Damage Rectification	2	30
Litter Pickup	54	115
Mowing	11	138
Tree Maintenance	77	136



Activity Name	Accomplishment for Each Quarter Q2	Person Hours for Each Quarter Q2
Grounds Maintenance	581	1933
Illegal Dumping Removal	5	24
Beach/Foreshore Maintenance	44	47
BBQ Maintenance	665	469
Amenity Cleaning	1641	1855
Park Furniture Maintenance	17	25
Playground Furniture Maintenance	35	37
Skate Park Maintenance	1	1
Irrigation Maintenance	10	58
Landscape Maintenance	27	360
Herbiciding	20	73
Signs Install / Maintenance	2	3
Bridge and Footbridge Maintenance	0	0
Footpath Works and Maintenance	8	12
Bus Shelter Maintenance	0	0
Litter Bin Maintenance	305	20
Inspections General	6	3
Burial	24	320



Image: Major dead wood removal on Raintrees, Mossman



## Capital Works

Parks Renewal Program 2021-22:

This period a new shade sail was installed over the Port Douglas Skate Park.



**Image: Renewal of Skate Park Shade Structure**

The Macrossan / Owen Street Intersection upgrade was completed this quarter. The upgrade provided major traffic and pedestrian safety improvements to the street and was complemented by a fresh palette of tropical landscaping. These works were funded by DTMR.



**Image: Macrossan / Owen Street Port Douglas Intersection Upgrade**



## Biosecurity

On 12 October 2021 Council's biosecurity team in conjunction with Queensland Parks Wildlife Service and the Rural Fire Service conducted a controlled burn of the north-eastern side of the Cassowary Range. The aim was to implement a moderate intensity burn to eradicate Siam weed and reduce fuel loads around Colenso Road to decrease risk to life, property, and assets in wildfire situations.

Siam is an invasive weed which poses a threat to agricultural land and amenity's and will readily spread and dominate if left unchecked. Siam weed is a restricted species category 3 under the Biosecurity Act 2014. The northern section of the targeted controlled burn area also has an electric ant infestation which is a restricted pest category 1 under the *Biosecurity Act 2014*. The area has been burnt previously as part of a planned burn rotation every 3-5 years with the first burn in 2010, 2013 and again in 2016. As well as assisting with weed and pest control the controlled burn will open up this section of the Cassowary Range making it easier for weed/pest management teams to survey in order to detect new infestations of Siam weed.

### Benefits of Controlled Burns:

- Lower risk of more dangerous fires. The risk of wildfire is always present in many ecosystems.
- Native plant reproduction.
- Control of invasive species.
- Improve habitat for wildlife.
- Minimise the spread of pests and diseases.



Image: Ground staff monitor the burn in progress





**Image: Cassowary Range Burn as viewed from Newell Beach**

### **Invasive Weeds**

Council's weed management team with help from local contractors have completed the Hiptage Eradication Project Stage 4 for 2021 which was funded through Terrain NRM. This year the team have focused on follow up works re-treating a heavily infested gully located on the east side of Butchers Hill near Mossman township.

Initial treatment in this area was started back in 2015 and continued through each year until 2018. Follow up work is essential in weed management to treat any target species that have been missed or seed bank that may have germinated. This initiative 'Native Vegetation – Many Hands Make Light Work Project' has tackled 'transformer' weeds like Hiptage, which is particularly invasive. In doing so it has increased the resilience of big patches of native vegetation containing endangered eco-systems and 'of concern' habitat while implementing the continued treatment of Hiptage throughout the main core infestation located on Butchers Hill Mossman. The scope of works involved on ground treatment (cutting and poisoning) of Hiptage within the target area.



**Image: Staff with large treated hiptage vine**



**Image: Area treated this year approximately 4 hectares**

#### Biosecurity Statistics:

- Total man hours on weed control = 1,490
- Feral pigs terminated = 39

#### Nursery Statistics:

- Total trees potted up = 8,006
- Total supplied to Terrain for river stabilisation works = 9,430
- Total plants supplied to community groups, private landholders, and council works = 1,684
- Total plants supplied by nursery = 12,149

## Building Facilities

### Operational Works

During the second quarter the Building Facilities team have continued to address ongoing maintenance issues as well as managing service contracts for compliance testing, plumbing, electrical, air-conditioning and generators. With an increase in visitor numbers to the area the Building Facilities Team have also been busy managing an increase in maintenance issues with its infrastructure.

Building facilities have also rolled out some smaller operational projects including but not limited to:

- the replacement of several older air-conditioning units,
- new down lights in the Reynolds Room at Mossman Admin building,
- new battery charger on the Ferry Generator,
- new vehicle bollards to protect Council infrastructure,
- new bin enclosure at the Yacht Club,
- new zip boiler at Mossman Admin Building,
- rebuilding of an aluminum seat in the Mossman Show grounds grandstand,
- painting of SES shed office,
- replacement of defective exit lights, and
- replacement of defective smoke detectors.



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

### Capital Works

Building Facilities continue to roll out a considerable number of capital projects across the Council with many of them assisting in improving Council monitoring and management systems. Building Facilities have also worked along with the ICT team in rolling out new security hardware and software across many of Councils sites.

#### Current Capital Projects

- Port Douglas Sugar Wharf Electrical upgrade - (Completed)
- Daintree Toilet dispersal area - (Completed)
- Sugar Wharf Deck reseal - (Completed)
- Mossman Pool Pump replacement - (Completed)
- Mossman Depot Gates - (Installed, to be commissioned January 2022)
- Mossman Admin BMS upgrade - (Underway)
- Flag Staff Hill Generator Monitoring - (Underway)
- Diwan Generator Monitoring - (Underway)
- Mossman Library Fence - (Underway)
- Sugar wharf – old toilets removed - (starting January 2022)
- Diwan Generator compound - (starting January 2022)
- Daintree Hall repairs - (works underway)
- Port Douglas Community Hall repairs - (works underway)
- Security upgrade - (works underway)
- Port Sports Field lighting improvements - (Planning)
- Sugar wharf Concrete Jetty - (Planning)

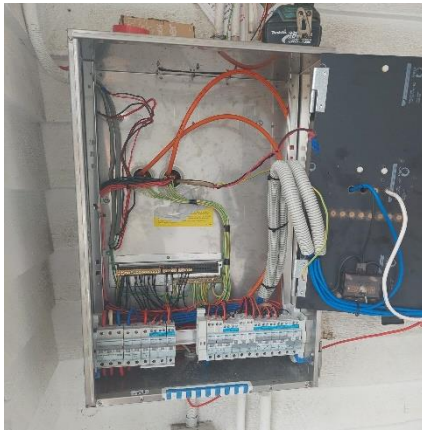
#### Port Douglas Sugar Wharf Electrical Upgrade

The Port Douglas Sugar Wharf was fully re-wired with new fans, lights, power box, RCD's, smoke detectors and a lighting management system as part of the BOR grant funding project.



Images: Electrical upgrades at Port Douglas Sugar Wharf





Images: Electrical upgrades at Port Douglas Sugar Wharf

### Mossman Pool Pump Replacement

Building Facilities recently worked along with the Pool and Caravan Park staff to organise the installation of a new pool pump and motor after the existing one began to fail.



Images: Installation of new water pump at Mossman Pool





**Image: Installation of new water pump at Mossman Pool**

### **Mossman Depot Gates**

Installation of new automated gates will assist in improving security at Mossman Depot.



**Images: Mossman Depot gates**  
 Ordinary Council Meeting - 25 January 2022



### **Daintree Toilet Block – new sewerage trenches**

New sewerage trenches have been installed at the Daintree Toilet Block to assist in reducing the odor coming from the toilets that has been impacting local business in the Daintree Township.



**Images: Installation of new toilet dispersal area**

### **Mossman Pool Shade Sails**

New shade sails have been installed on all four pools including a water proof shade sail over the BBQ area. One of the biggest accomplishments though, has been the installation of a new shade sail over the main pool which can now be extended and retracted in 1 minute and forty seconds with the push of a button. This will assist in enabling the shade sail to be extended during the hot summer days and retracted in the evening for utilizing the new lighting.

### **Back-up Generator for Daintree Ferry**

The old Generator from the Diwan Health Clinic was repurposed and installed on an elevated platform to assist with mitigating the risk from flooding events. This will provide power to the ticket offices and lighting at the ferry loading ramp during power outages.

### **Mossman Show Grounds Amenities Building**

Construction of the new amenities block is due for completion in time for the Mossman Show. The new building will provide two new change rooms, two store rooms, a disability access toilet, two ambient toilets, First aid room, coaches room, cleaning room and a room to be set up as a future canteen/storeroom as funding becomes available.



**Images: Before construction of new Amenities building**





**Images: After construction of new Amenities building**

## Workshop and Fleet Services

Small plant has continued to be maintained to the required standards in support of Council Maintenance Crews. We continued to renew the old small plant to improve productivity and ensure all equipment (small plant, hand tools and generators) are operational. Council is starting to replace small plant with battery powered equipment as part of our Carbon Emission reduction goals.

The new Maintenance Management System is being utilised to ensure all plant is serviced on time and details recorded. The new system integrates service actions, scheduling, and financial records for each piece of plant and will improve maintenance compliance and Work Health and Safety compliance.



**Images: New Battery pack powered small plant to replace old failing petrol-powered**

## PROJECT OFFICE

### Capital Works

The following projects were completed during the period:

- Mossman Pool Lighting Design & Installation
- Mossman Pool – Design. Funds reallocated
- Port Douglas WWTP – UV Disinfection Upgrade
- Port Douglas WWTP – Aerators & Diffusers
- Whyanbeel WTP Residual Plant Design & Construction
- Killaloe Resource Recovery Shed

The active projects progress consists of:

- Noah Creek Bridge – finalising the Cultural Heritage Agreement
- Daintree Ferry Landside Works – defining work scope
- RTU & Switchboard upgrades – switchboards manufacture has commenced
- Mossman WTP Chemical Storage – Obsolete plant removed in readiness for new scope
- Mossman WTP Raw Water Pipe Repair – successful implementation of one repair coupling with the second coupling scheduled to be installed in January
- Mossman WTP Electrochlorination Upgrade – scope defined and designs commenced
- Reservoir Access – Fabrication of components occurring
- Water Main Upgrades – Tender put to market for Grant St project
- Forward Warning Infrastructure – Procurement underway
- Storm Tide/Flood Mapping – Consultants have produced draft reports
- Ferry maintenance – ongoing
- Port Douglas WWTP SBR Diffuser Upgrade – Tenders received and evaluation progressing
- Pile Mooring Review – quotes received and evaluation progressing
- Port Douglas Aquatic Park – Tenders received and evaluation progressing
- Port Douglas Sports Masterplan – Entry design commenced, awaiting grant application decision for lighting upgrade
- Cooya Beach Cycleway – Tenders received and evaluation progressing
- Wonga Beach Caravan Park Septic Upgrade – awaiting expert advice
- Warners Bridge renewal – Contractor engaged
- Killaloe Leachate level upgrades – procurement underway
- Mossman Gorge Cycleway & Bridge - finalising tender documentation

### **Domestic Violence Accommodation**

The construction of the domestic violence accommodation units is well underway with all the block work and electrical wall penetrations complete and with the bond beam and truss cleats ready for installation.



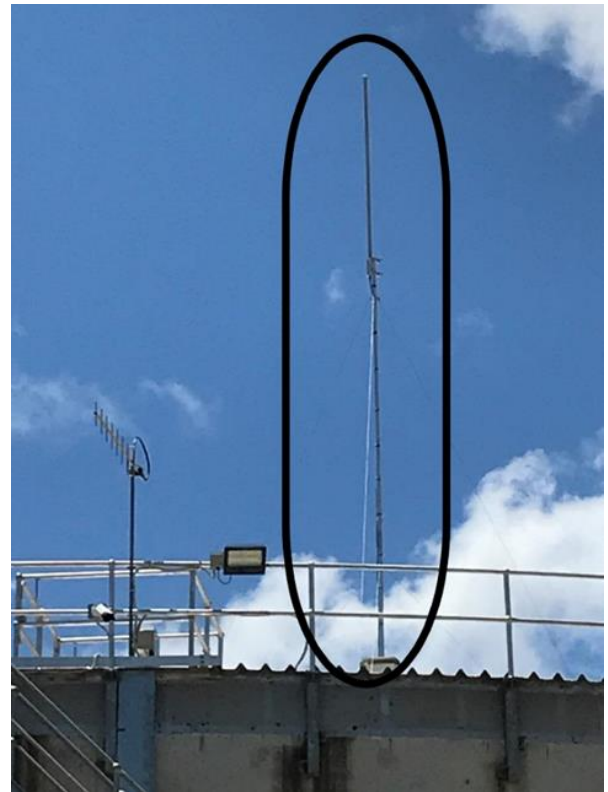
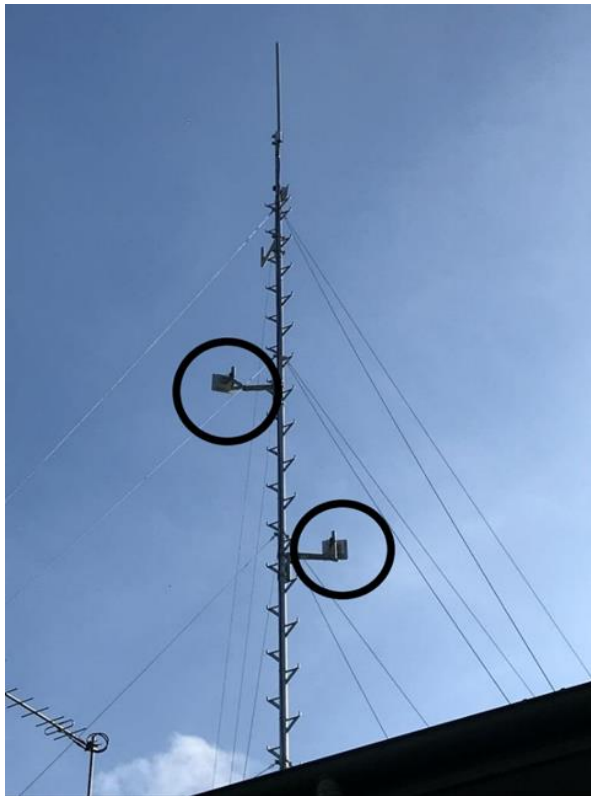
Image: Blockwork erected



### Smart Water Meters

Council Officers have been working closely with the contractor who will be installing a smart water meter system initially in the Port Douglas area in early 2022, with the remainder of the Shire being upgraded as funding becomes available.

Regular data and communications working groups have been held to ensure accurate information transfer between the parties in preparation for rollout of the smart water meter system. Installation has also commenced of eight receivers, which will collect data from smart water meters across the Shire.



Images: Receiving antenna installed on Council infrastructure in preparation of rollout of smart water meters to ratepayers properties in 2022.

### Disaster Recovery Projects

Considerable progress on the \$10.6M Australian Government and Queensland Government jointly funded Disaster Recovery Betterment projects has been made in the reporting period.

#### Donovan's Range Betterment

The Donovan's Range Betterment project on the Cape Tribulation Bloomfield Road approximately 4 kilometres north of Emmagen Creek was completed in October 2021.

The project consisted of the installation of 1.5 kilometres of concrete pavement to three sections of the mountain range to improve driving conditions and to reduce the maintenance requirements of this section of the road.





**Image: New concrete pavement on Cape Tribulation Bloomfield Road at Donovan's Range being installed**

### **Cape Tribulation Bloomfield Road Betterment**

The Cape Tribulation Bloomfield Road Betterment project was completed in December 2021. The works consisted of significant drainage structure improvements, civil earthworks, pavement upgrades and rock protection. Pavement upgrades have been completed at four locations around Degarra that were previously subject to significant damage to the existing gravel pavement causing delays and inconvenience for motorists.



**Image: New concrete pavement on steep section of Cape Tribulation Bloomfield Road known as Pierces Hill**

### **Zig Zag Road Betterment**

Significant progress was achieved on the nine upgrade sites on the Zig Zag Road. The works consisted of drainage structure improvements, civil earthworks, pavement upgrades and rock protection. 900 meters of very steep road has been transformed by a concrete pavement. The project is anticipated being completed in January.





Image: New concrete pavement being installed on Zig Zag Road, Degarra

## WATER AND WASTEWATER

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

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

### Water

#### Potable Water Consumption

The Water and Wastewater Department implemented Level 1 water restrictions for all properties using the reticulated water supply within Douglas Shire on Wednesday 20 October 2021. The well-established dry season and lack of rain decreased Rex Creek Intake to 360mm on the day restrictions were implemented.

The Rex Creek Intake water level declined to 310mm at the end of October and middle of November, however had bursts of rainfall events since then. The highest rainfall event occurred on 18 November 2021 raising Rex Creek intake to 990mm. On 2 December 2021, the Water and Wastewater Department lifted Level 1 restrictions and implemented Level 0 community water conservation measures for the first time. The water conservation measures continued to promote water wise behavior, but with much less restriction on use.

ENSO outlook was moved to La Niña by The Bureau of Meteorology, meaning that there is a higher possibility of an early rainfall onset for the 2021–22 season across most of Northern Australia.

The latest rainfall outlooks from the Bureau reflect a seasonal signal that broadly resembles a typical La Niña rainfall pattern, with a high chance of above-median rainfall across much of eastern Australia, including Queensland.



Image: Rex creek intake showing good water levels as of 18 November 2021

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

The average water consumption for the months from October to December was **8.41 ML/day** for the Port Douglas network and **2.81 ML/day** for the Mossman network. The graph below displays the total water use between Mossman and Port Douglas networks and Rex Creek intake level during the reporting period.

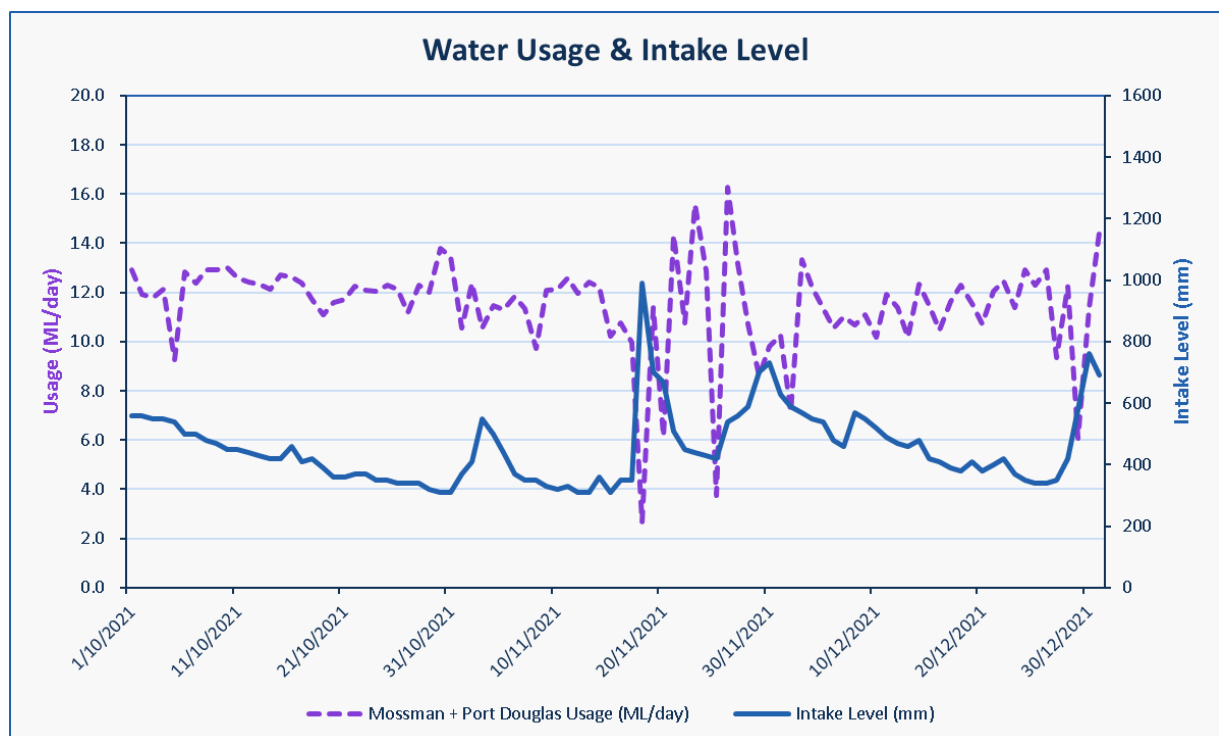


Image: Water Usage and Intake Level Graph



## Water Education

The annual National Water Week event was held between 18-24 October this year. The theme was Caring for Water and Country and encouraged everyone to think about where water comes from, how we use it, and to be more aware of the impacts we all have on our environment that we rely on to support life every day.

A display was set up in the Council foyer with lots of different pieces of useful information, including some posters showing the average rainfall and temperatures for Australia over 100+ years (*source - Bureau of Meteorology website*), and lots of activity sheets for our younger community members to take away to colour in/puzzle over. In addition to the foyer display, a couple of activities were held at the Mossman Library. The ultrafiltration cartridge display and supporting information was installed there, as well as some additional information as displayed in the Council foyer.

The 'Our Precious Water' video was played for anyone interested in learning more about how our great tasting water is sourced and eventually provided to consumers. An under 5s story time session was also held to talk about water, where it goes when the toilet is flushed, and the 3 Ps. The young audience loved the stories that Miss Ali read to them, and they were very keen to talk about what should and shouldn't be put down the toilet with Miss Marie (the grownups enjoyed this part too!).

During National Water Week, the second annual Water Night event was held on 21 October 2021. This event, delivered by Smart Approved WaterMark, encouraged everyone to take a fresh look at how much they use their tap water by committing to only using a bucket of water over a twelve-hour period (with some exemptions). The event asks the public to register their involvement and includes some baseline questions on signs, and then post event report on how many times they reached for their tap and answer more questions about how they value water. The data for the night is still being processed, but there were many participants around Australia who signed up for this night. This is a fantastic initiative that helps promote more awareness around everyday water use that is often taken for granted. The data from 2020 showed that many participants had been surprised at how often they reached for the tap unnecessarily in a day and were determined to reduce this waste (see tap guard image for the type of physical reminder used).

All water events are great opportunities to encourage everyone to be more Water Wise and to acknowledge that fresh water is a very precious resource that we are very privileged to access easily from our taps. It helps to reinforce that Every Drop Counts.

Also, during National Water Week, the Mossman Support Services held an open day. Various Council staff from the Disaster team, Waste team, Library team and Water and Wastewater team, staffed a stall at the event. Various water activities were offered to those attending the event, and there was a lot of interest in how to improve on water wise behavior, rainwater tanks, how much fluoride was added to the reticulated potable water supply (none), and other great questions. Requests were also received for further material to look at which was provided after the event.



Image: Water, Waste and Wastewater display set up in the Council foyer for Water Week October 2021



Image: Tap guard for a physical reminder not to use the tap for 12 hours during Water Night



Acting Manager Water and Wastewater, Peter White, delivered a presentation in Cairns for the WIOA FNQ Water Interest Day on Friday 8 October 2021. The 'Blower Replacement and Process Improvements'. The presentation showcased the treatment improvements that Council has achieved at Port Douglas Wastewater Treatment Plant by replacing aeration blowers and diffusers.



**W-I-O-A Australia**  
EXCELLENCE IN OPERATIONS

## FNQ Operations Interest Day

*Including optional TRILITY Barefoot Bowls afternoon*

**WHERE** West Cairns Bowls Club  
216 Gatton Street, Westcourt, Cairns

**WHEN** Friday 8 October 2021

**COST** Free for WIOA members and invited guests  
Registrations close 4pm Wednesday 6th October

**PROGRAM**

9.00am	Meet and Greet Tea and Coffee
9.15am	Welcome & Housekeeping <b>Shane Bandiera &amp; Simon Page</b>
9.20am	Keynote Presentation <b>Duncan Middleton</b> Seqwater Chlorates and THM's in water supplies
9.50am	<b>Jon Ham</b> Cairns RC Freshwater Creek WTP Filter Refurbishment
10.10am	<b>David Thienekamp-Jamie</b> TRILITY BGA mgmt in Townsville raw water supply
10.30am	<b>Peter White</b> Douglas SC Blower replacement & process improvements
10.50am	Morning Tea Courtesy of Cairns Water
11.10am	<b>Jon Turner</b> Tablelands RC Journey towards quality - DWQMP's
11.30am	<b>Manu Gravatt</b> Cassowary Coast SC Rural Water Quality Improvement Projects
11.50am	<b>Carlie Sargent</b> qldwater Regional Skilling Challenges and Initiatives
12.10pm	<b>George Wall</b> WIOA Certification database and Indigenous Training Project
12.25pm	Lunch West Cairns Bowls Club Incorporating the 3rd FNQ Main Tapping competition (enter your team with WIOA - <a href="mailto:info@wioa.org.au">info@wioa.org.au</a> )
1.15-3.30pm	Optional TRILITY Barefoot Bowls
3.45pm	Presentations to winning teams
4.00pm	End of Day

**SPONSORSHIP OPPORTUNITIES AVAILABLE**

**FURTHER INFORMATION & TO REGISTER**  
[www.wioa.org.au](http://www.wioa.org.au) | **E** [george@wioa.org.au](mailto:george@wioa.org.au) | **P** (03) 5821 6744

Image: Flyer promoting the FNQ Operations Interest Day

## Training

In this reporting period the Water and Wastewater teams completed the following training:

- Wet Tropics Management Authority Training – training covered the World Heritage area, it's values and relevant legislation, including maintenance permit conditions. All of Council's water intakes are situated within WTMA World Heritage listed area and the working crews are required to work within strict processes when maintaining infrastructure inside these areas.
- Acid Sulphate Soil Training.

## Regulation compliance

All drinking water parameters analysed were compliant with the Health Guideline Values of the Australian Drinking Water Guidelines (ADWG) and the *Public Health Act 2005*. There was one water quality notification during this reporting period. The customer was concerned about the safety of consuming water at their new residence. The staff investigated the situation and tested the water internally and within the Council's water network. The results indicated that the water quality was within the Australian Drinking Water guidelines and the water was found to be clean and clear during testing.



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

### **Rectification of faults, defects and scheduled maintenance**

During this reporting period, there were 275 customer request notifications, 115 service repairs and 21 water main breaks that were repaired. There were also 20 new service installations. The water reticulation team records the number of water service renewals and Dial Before You Dig (DBYD) service locations. There were 12 new water service renewals and 213 DBYD in this reporting period. Water service renewals are replacing water services which have reached their life expectancy and are at risk of failing. Providing DBYD service locations on council infrastructure assists in preventing damage and disruption to water, sewer and drainage services within the Douglas Shire.



**Images: Water Reticulation team and local plumbers working together to install a new water service for the Mossman Fire Station**



**Images: Water Reticulation team fixing a main break in Seabrook Avenue, Port Douglas.  
Six metres of pipe was replaced**





**Image: Work being undertaken on the treated water main on Coral Sea Drive. These parts had to be manufactured by a local engineering company due to the unavailability of standard fittings.**

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

To rectify a water leak on Mossman raw water main, contractors fitted an internal band to the raw water main at the Mossman WTP. The leak has been present for some years and took considerable effort to plan and repair. The repair included high risk entry into the pipe and alternate water distribution due to plant shut down during the works.



**Image: Staff and contractors inspecting inserts at Mossman WTP**

## Craiglie Reservoir

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



Image: Craiglie Reservoir electrochlorination building

### Chemical spills abatement Mossman Water Treatment Plant

The Water Quality team has worked to remove redundant pumps from the Mossman WTP in readiness for re-purposing the area as a chemical bund storage area. The old pumps have been removed and electricals isolated in readiness for lining the pit. A chemical fill area where the chemical delivery trucks park, has been designated to ensure any spills from the delivery trucks can be captured.



Images: Redundant pumps and equipment removal at Mossman WTP

Maintenance, repair and operational activities included:

- Flange leak repair on the 600-diameter raw water main at Mossman Water Treatment Plant
- Water pressure cleaning at all water treatment plants
- Repair to UF cartridges
- CIP cleans undertaken on UF cartridges at all water treatment plants
- Backwash filter, pre-filter and CIP filter maintenance for operational efficiency
- Service of all generators
- Service of all gas chlorine dosing plants



- Reservoir inspections
- Service of Calcium Hypo dosing plants
- Work area improvements to perform efficient operational activities
- Raw water feed pre-filter maintenance at Whyanbeel and Mossman Treatment Plants
- CIP filter maintenance at the Whyanbeel and Mossman Treatment Plants.

## COVID-19

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

## Capital Works

In preparation for the commencement of the Smart Water Meter (SWM) project, the Water Reticulation team started pre-works inspections of existing water meters in the Port Douglas area to resolve any potential issues that could prevent or delay the smart water meter installations when works start in early 2022. Residents have been helpful and cooperative with field staff and any concerns or questions raised have been responded to directly by the team or via Community Liaison Officer, who is assisting with enquiries for this project.

To assist with community education about smart water meters, some Frequently Asked Questions (FAQs) were uploaded to Council's website [Smart Water Meter Program - Douglas Shire Council](#). In addition, a physical display involving some smart water meter technology and additional information was set up in the main foyer of the Council Administration building, as well as information displays being installed at the Mossman Library, and the Port Douglas Community Hall.



Image: Display at Council Administration involving some smart water meter technology

## Wastewater

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



**Images: Wastewater Manhole Raising Project, showing a manhole that has been raised**

A new auto sampler for Mossman Wastewater Treatment Plant was also procured as part of the capital program for Wastewater this financial year.

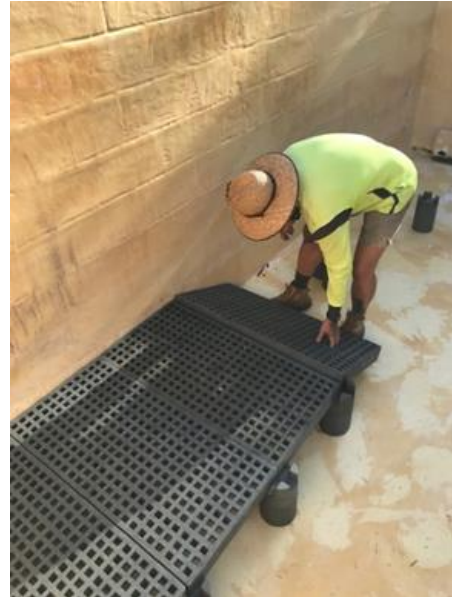


**Images: Replacement auto sampler (right) at Mossman WWTP**

Ongoing capital projects expected to be completed early in the new year include the refurbishment of the odour control unit at Port Douglas WWTP. The roof on the odour control unit was lifted off for easy removal of the old bark and zeolite along with the false flooring system, this work was completed by an excavator.

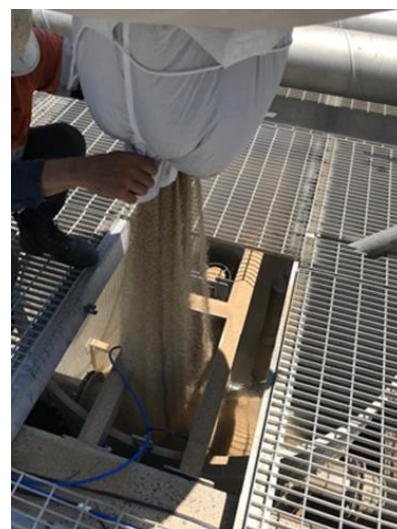
The Wastewater team installed new flooring and replaced pine ark within the odour control unit. The false floor system allows foul air from the inlet works to be delivered through pipework and under the false floor through to the pine bark bed. The air with high hydrogen sulphide (H<sub>2</sub>S) content moves through the bark bed where microorganisms break down the odour, utilising biological gas treatment and eliminating odours to the surrounding environment.





**Images: Refurbishment of the odour control unit**

As part of the capital works program, the Wastewater team replaced and replenished continuous backwash filter sand at Port Douglas Wastewater Treatment Plant. During the process, backwash air sparge stainless steel line was removed, inspected for wear and replaced where necessary.



**Images: Replacing backwash filter sand at the Port Douglas WWTP**  
 Ordinary Council Meeting - 25 January 2022

## COVID-19

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

From December 2020, Queensland Health commenced a state-wide wastewater surveillance program for COVID-19. The program finished at the end of 2021 while having a strong support from the Chief Health Officer. Wastewater at both Mossman and Port Douglas wastewater treatment plants was tested under COVID-19 surveillance program. COVID-19 was not detected from our wastewater treatment plants in the reporting period. Our Wastewater team collected samples for the program that was delivered by Queensland Health, who has partnered with researchers from the University of Queensland and CSIRO.



DOUGLAS SHIRE COUNCIL

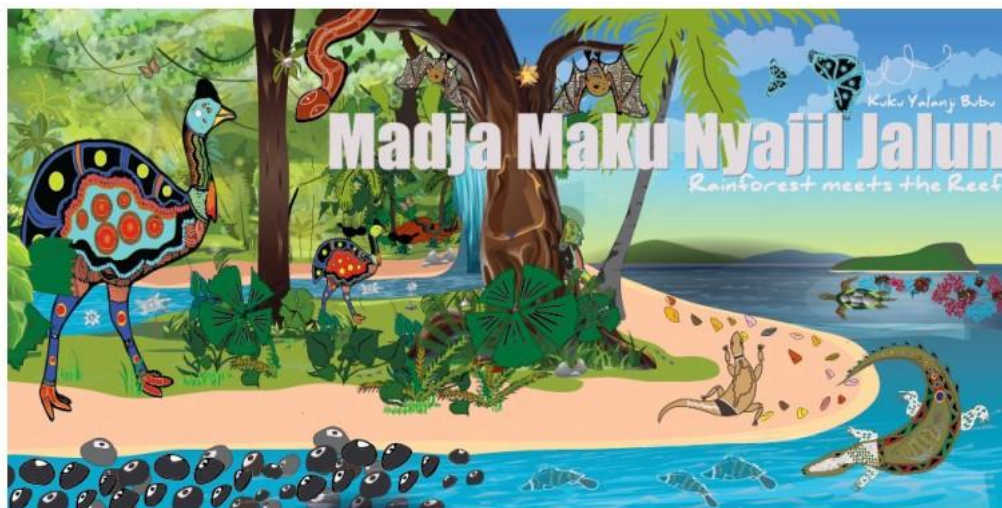
# ORGANISATIONAL REPORT CARD

2021 - 2022

October – December 2021

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



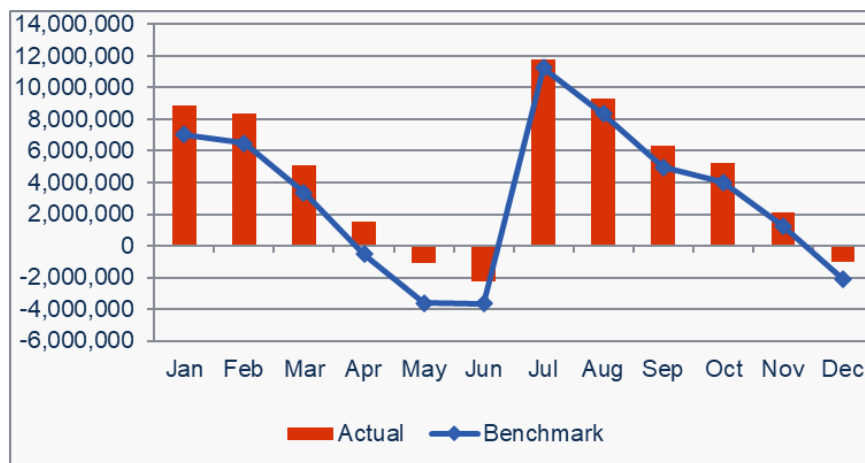


Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"



# 1.0 FINANCIAL PERFORMANCE

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

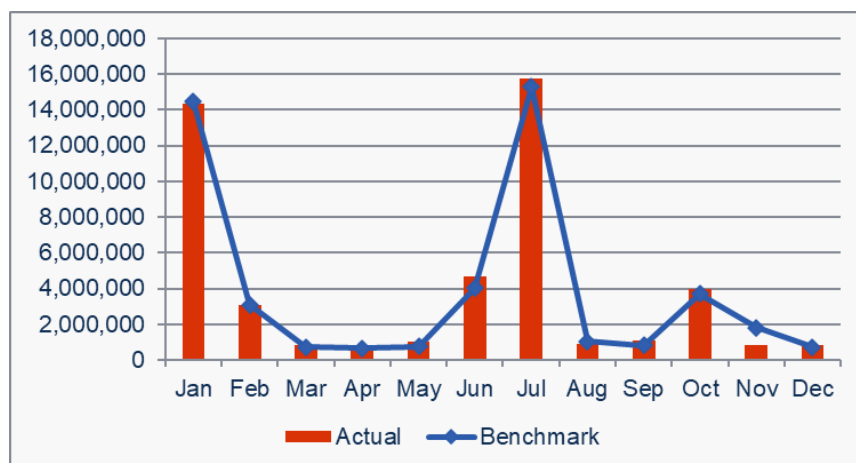


	Year To Date October	Year To Date November	Year To Date December
<b>Benchmark:</b>	4,016,660	1,247,305	-2,097,642
<b>Actual:</b>	5,197,409	2,116,895	-1,000,676
<b>Variance:</b>	1,180,749	869,590	1,096,966

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

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

## 1.2 Revenue Against Budget

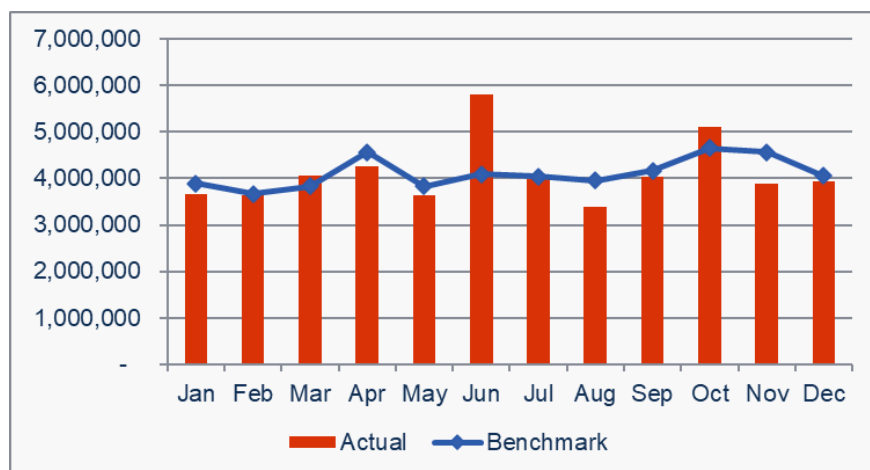


	October	November	December
<b>Benchmark:</b>	3,690,972	1,795,606	708,702
<b>Actual:</b>	3,957,354	809,991	805,694
<b>Variance:</b>	266,382	-985,615	96,992

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

**Interpretive Comments:** Council has collected 48% of its forecasted operational revenue.

### 1.3 Expenses Against Budget

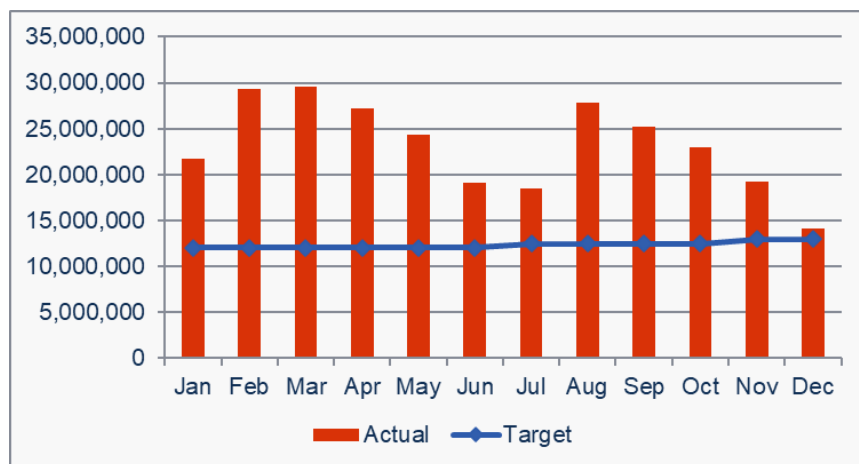


	October	November	December
<b>Benchmark:</b>	4,651,464	4,564,961	4,053,649
<b>Actual:</b>	5,100,761	3,890,506	3,923,263
<b>Variance:</b>	449,297	-674,455	-130,386

**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



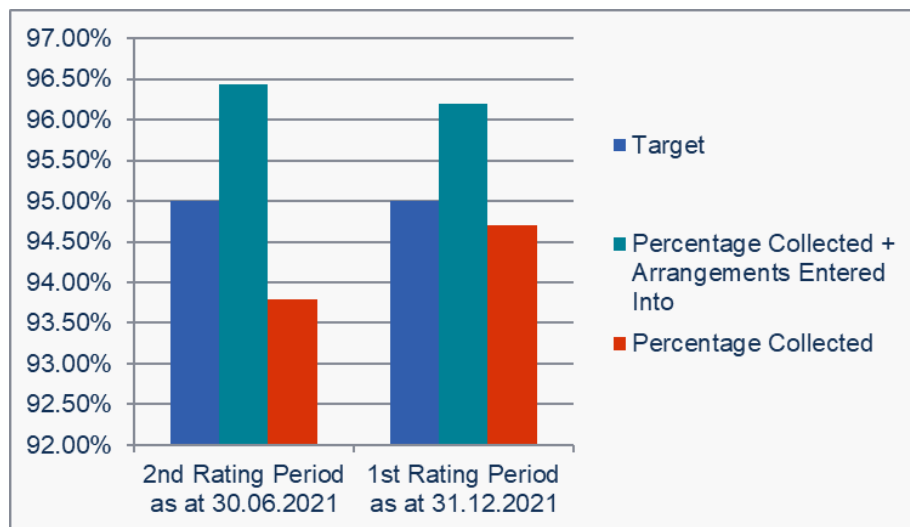
	October	November	December
<b>Target:</b>	12,488,755	12,965,125	12,965,125
<b>Actual:</b>	23,013,829	19,299,922	14,115,295
<b>Variance:</b>	-10,525,074	-6,334,798	-1,150,171

**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



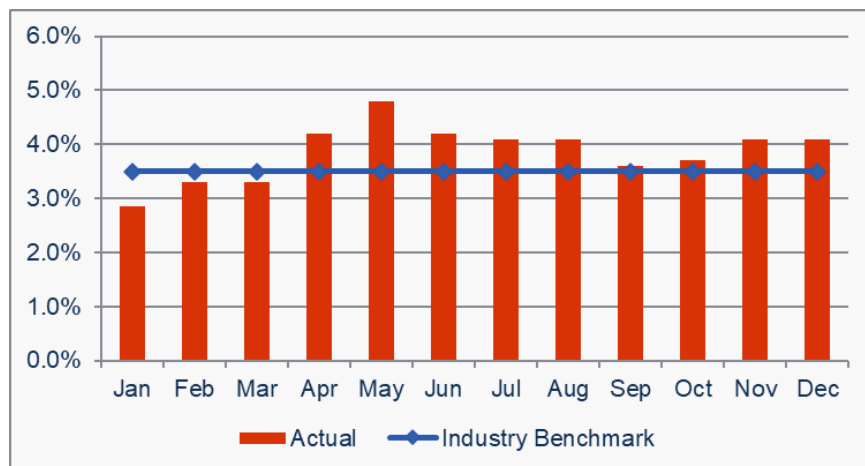
	2 <sup>nd</sup> Rating Period	1 <sup>st</sup> Rating Period
<b>Target:</b>	95.00%	95.00%
<b>Percentage Collected and arrangements entered into:</b>	96.43%	96.20%
<b>Percentage Collected:</b>	93.79%	94.70%

**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

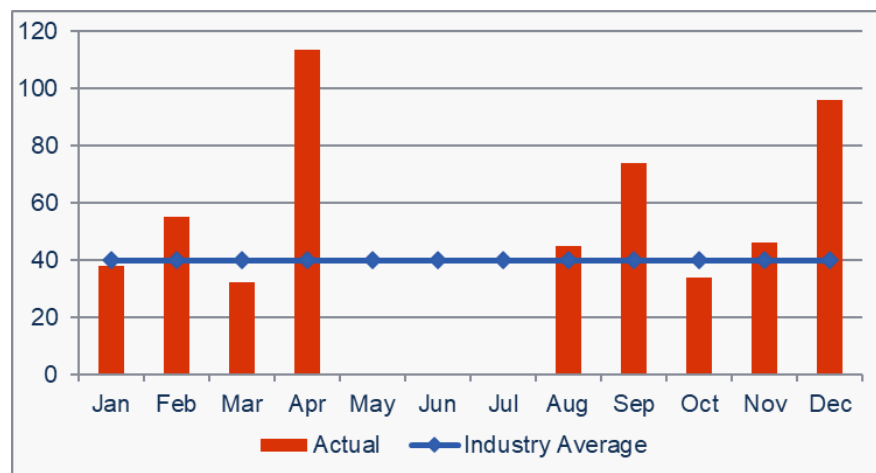


	October	November	December
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	3.7%	4.1%	4.1%

**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



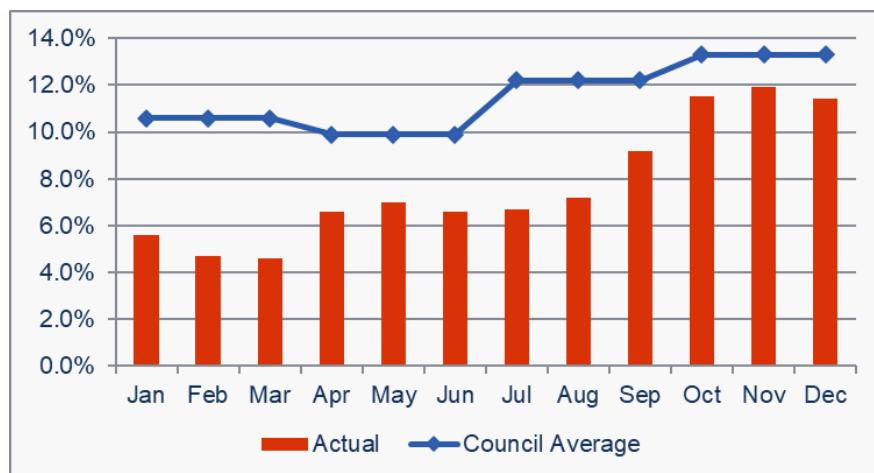
	October	November	December
Maximum:	40	40	40
Actual:	34	46	96
Variance:	6	-6	-56

**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 have significantly increased that have impacted on the October to December quarter and will flow into the January to March 2022 recruitment activities.



## 2.3 Monthly Staff Turnover

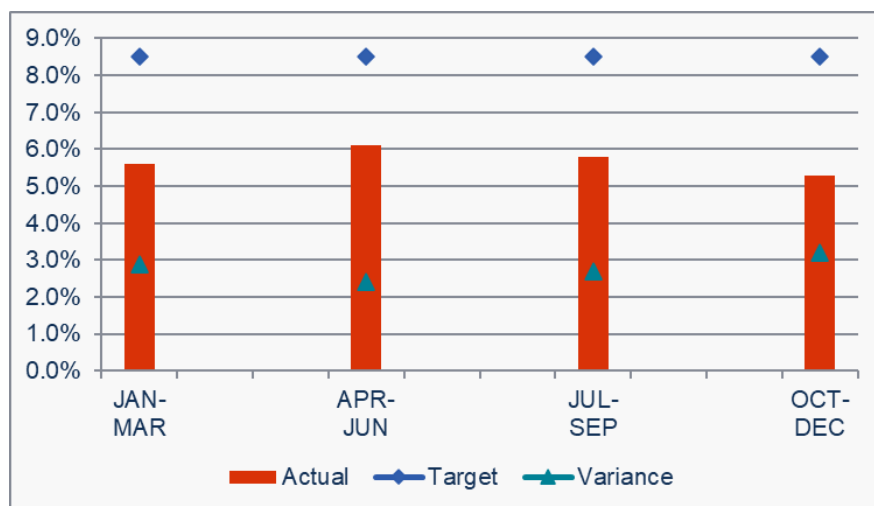


	October	November	December
Maximum:	13.3%	13.3%	13.3%
Actual:	11.5%	11.9%	11.4%
Variance:	1.8%	1.4%	1.9%

**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 11.67% for this reporting quarter, which is a yearly average 13.3% of total staff.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



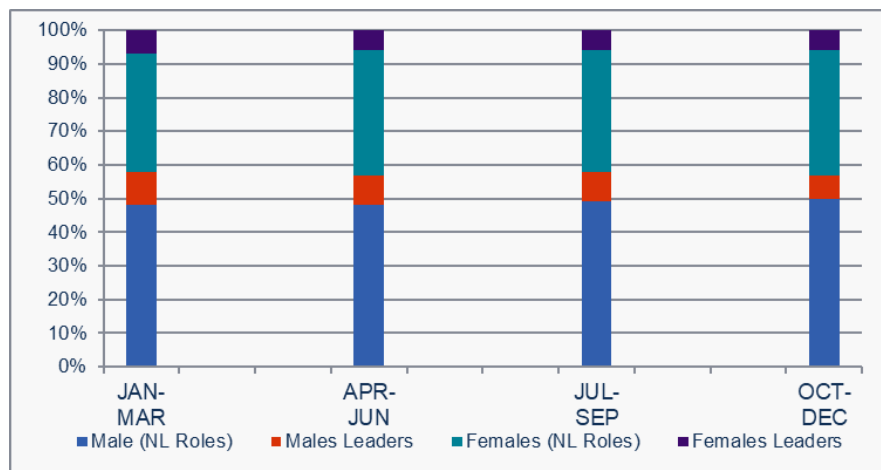
### October – December 2021

Maximum:	8.5%
Actual:	5.3%
Variance:	3.2%

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

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

## 2.5 Workplace Diversity – Males & Females



### October – December 2021

Males (NL roles):	50%
Males	7%
Females (NL roles):	37%
Females:	6%

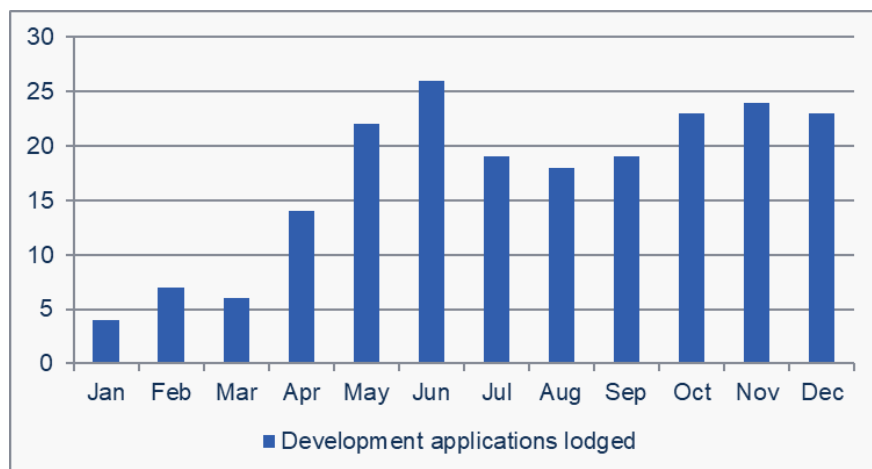
**Explanatory Notes:** This graph shows the number of male and female staff expressed as Leaders and Non-Leaders (NL).

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



## 3.0 ENVIRONMENT & PLANNING

### 3.1 Development Applications Lodged

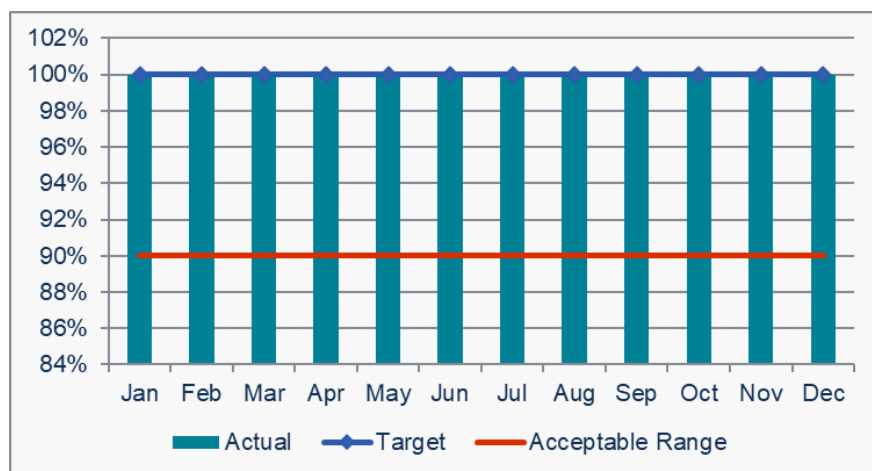


	October	November	December
Actual:	23	24	23

**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 increased in the last quarter. This is not uncommon as the end of year approaches.

### 3.2 Assessments Completed Within Statutory Timeframe

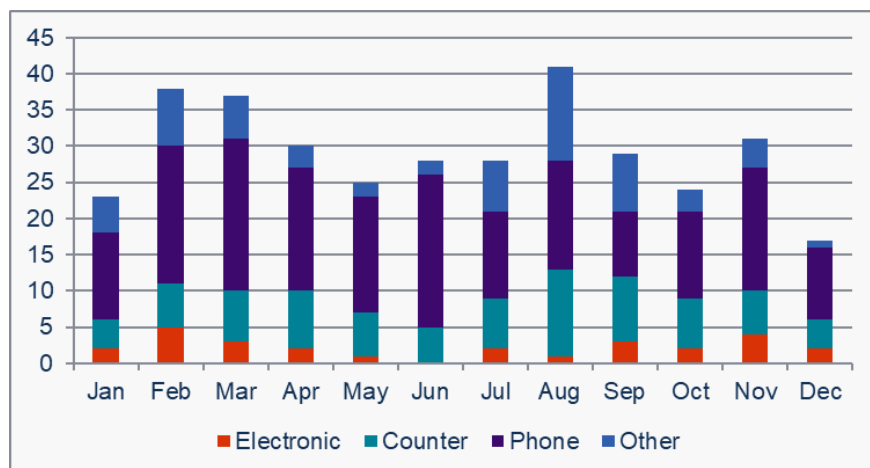


	October	November	December
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

**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

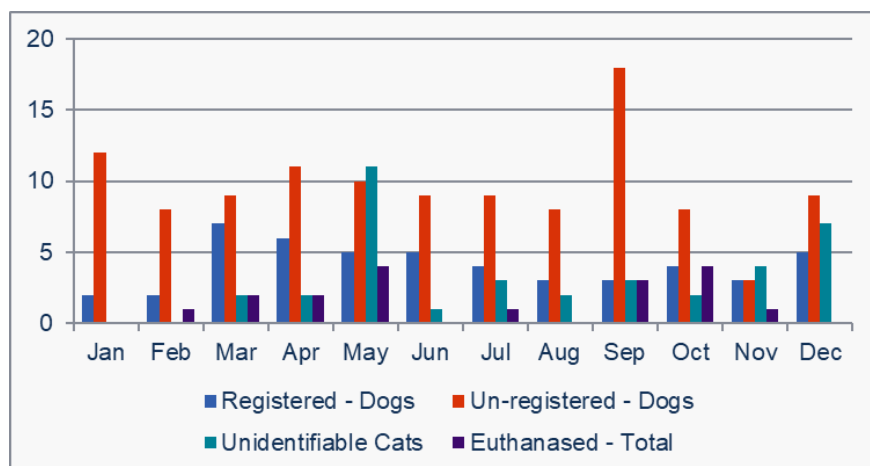


	October	November	December
<b>Electronic:</b>	2	4	2
<b>Counter:</b>	7	6	4
<b>Phone:</b>	12	17	10
<b>Other:</b>	3	4	1

**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



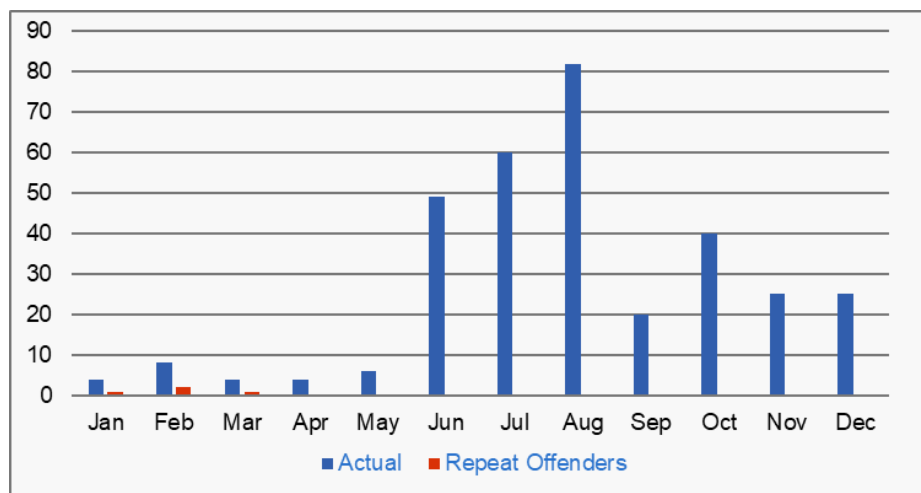
	October	November	December
<b>Registered - Dogs</b>	4	3	5
<b>Un-registered - Dogs</b>	8	3	9
<b>Unidentifiable Cats</b>	2	4	7
<b>Euthanased - Total</b>	4	1	0

**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:** Un-registered dog impoundments continue to be greater than those that are registered. The increase in un-identifiable cats reflects that it's the breeding season with more animals wandering and mating. Euthanasia numbers remain low, and reflect the teams continued commitment to rehome animals wherever possible.



### 3.5 Illegal Camping



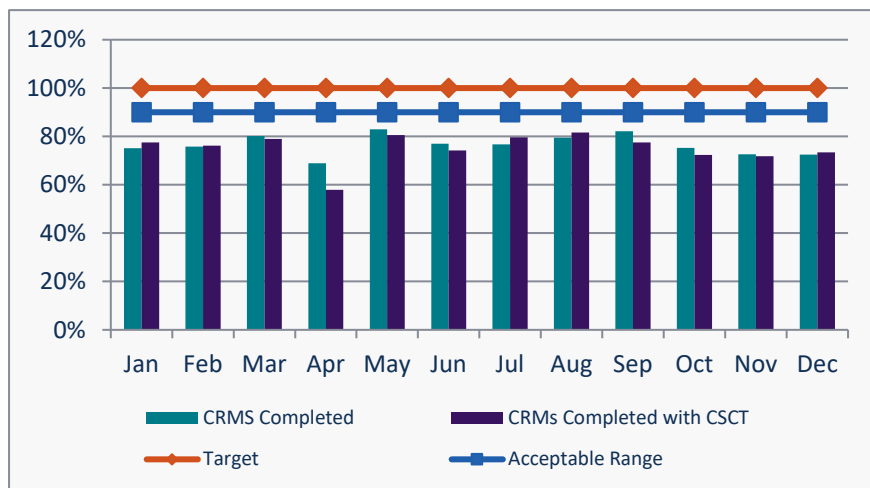
	October	November	December
Actual	40	25	25
Repeat Offenders	0	0	0

**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:** The higher than average numbers reflect an increase in reports of illegal camping and the border closure until 13 December 2021. The persons identified are, in most cases, permanent travellers/transients.

## 4.0 CUSTOMER SERVICE

### 4.1 Customer Request Management (CRM) Records



	October	November	December
<b>Target:</b>	100%	100%	100%
<b>Acceptable Range:</b>	90%	90%	90%
<b>CRMs Completed:</b>	75.28%	72.60%	72.52%
<b>CRMs Completed within CSCT:</b>	72.41%	71.80%	73.41%

**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 however this quarter has seen completion rates lower than the previous quarter.



## 4.2 Top 5 CRMs

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

### October

	Category	Quantity
1.	Leaking/Broken Service Pipe	72
2.	Animal Management - Misc	61
3.	Planner of the Day	54
4.	Trees (street/park)	28
5.	Local Laws Miscellaneous	25

### November

	Category	Quantity
1.	Leaking/Broken Service Pipe	67
2.	Animal Management - Misc	51
3.	Trees (street/park)	39
4.	Planner of the Day	28
5.	Local Laws Miscellaneous	28

### December

	Category	Quantity
1.	Leaking/Broken Service Pipe	61
2.	Animal Management - Misc	35
3.	Trees (street/park)	28
4.	Planner of the Day	21
5.	Local Laws Miscellaneous	17
	Public Health COVID-19	17

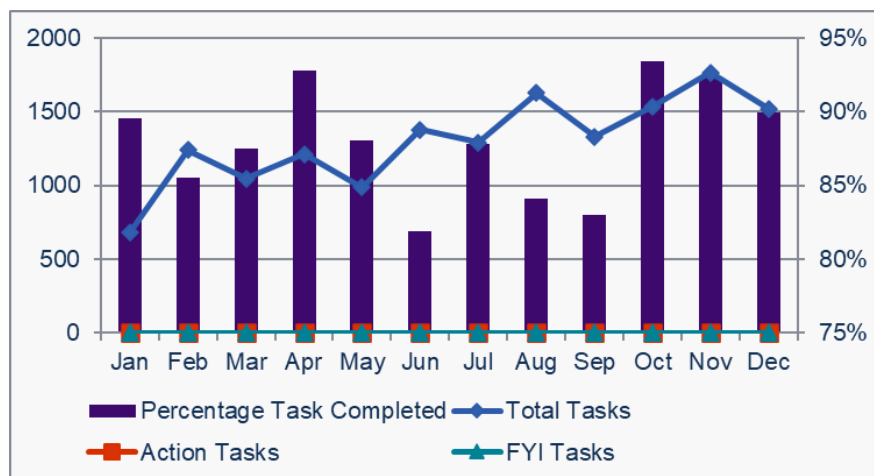
## 4.3 General Customer Enquiries

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

	October	November	December
enquiries@douglas.qld.gov.au (direct email and via web)	1707	2375	1612
Phone Calls to 4099 9444	1913	2351	1689

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

## 4.4 Inwards Correspondence Actioned

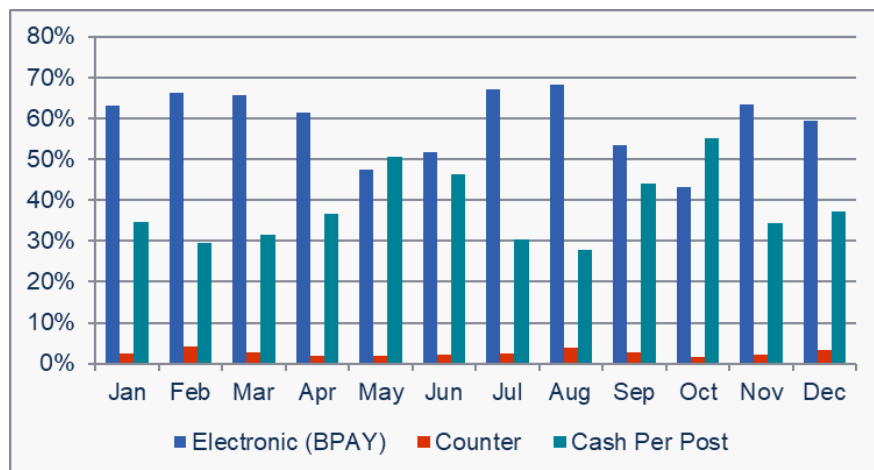


	October	November	December
<b>Total Tasks:</b>	1533	1765	1518
<b>Action Tasks:</b>	0	0	0
<b>FYI Tasks:</b>	0	0	0
<b>Percentage Task Complete</b>	93.41%	92.41%	89.92%

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

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

## 4.5 Rates Payment Methods



	October	November	December
<b>Electronic (BPAY):</b>	43.25%	63.47%	59.37%
<b>Counter:</b>	1.62%	2.27%	3.34%
<b>Cash Per Post:</b>	55.13%	34.25%	37.30%

**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

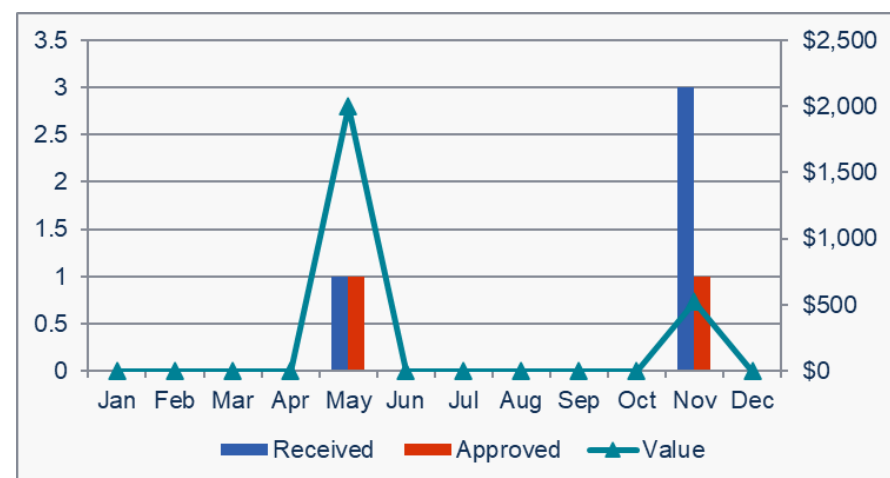
### 5.1 Council Communications to Communities

	October	November	December
Facebook Posts (people reached)	60,161	33,534	59,375
Website (Page) Views	50,271	48,897	60,565
Public Notice Advertising	23	26	31
Media Releases	17	19	5

**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



	October	November	December
Received:	0	3	0
Approved:	0	1	0
Value:	\$0.00	\$525.00	\$0.00

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