

## **5.2. REPORT FROM THE CHIEF EXECUTIVE OFFICER FOR PERIOD OCTOBER TO DECEMBER 2022**

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**DEPARTMENT** Office of the Chief Executive Officer

### **RECOMMENDATION**

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

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### **EXECUTIVE SUMMARY**

These reports present an outline of the operational initiatives and progress made by Council's staff from October to December 2022. As part of the continual improvement of the way the business of Council is communicated, the "Organisational Report Card" was developed to provide a regular snapshot for Councillors and the community regarding operational indicators. It should be read in conjunction with the Operational Plan Progress Report and Capital Works Tracking report for a full understanding of the activities undertaken in Quarter 2 of 2022-2023.

### **BACKGROUND**

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

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

### **COMMENTS**

Council Officers are working hard to undertake the initiatives that Councillors approved in the 2022-2023 Operational Plan and this report highlights Quarter 2 achievements from across the varying departments of Council.

- Running events during the Festive Season, including the Douglas Christmas Street Party in Mossman, New Year's Eve fireworks in Port Douglas and Christmas markets.
- Work crews installed a new wash down pad at Cooya Beach boat ramp, put new solar lights at the Newell Beach boat ramp and repaired the public pontoon in Port Douglas.

- Civil crews also fixed sections of State Government roads with repairs to potholes, pavements, culvert clearing and grading on a list of 78 tasks completed. The water team was busy with 122 service repairs and 32 water main repairs, as well installing a new water main at the Parker Creek Crossing Upgrade, just south of Mossman.
- To help our community prepare for the wet season, our staff conducted face-to-face workshops in remote communities, placed communication on our digital channels and put advertisements in our monthly print publication in Cairns Local News.
- During the second quarter, Councillors were briefed by Council staff on 53 different issues impacting the Shire during workshops. These included key items such as the Mossman Splash Park project, Wangetti Trail, water security, Daintree Ferry, housing, disaster management, aged care, Rex Smeal Park playground and the revised Annual Budget.
- The Mossman Nursery provided more than 3400 plants to Landcare groups and for various projects, ensuring native species are well used.
- The Biosecurity crew also worked with Queensland Parks and Wildlife Service to treat 102 hiptage sites and identified 57 new infestations during aerial surveys.

## PROPOSAL

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

## FINANCIAL/RESOURCE IMPLICATIONS

As this report focuses on Quarter 2 of the 2022-2023 financial year, Council's operations are conducted in accordance with the 2022-2023 Budget adopted on 28 June 2022.

## RISK MANAGEMENT IMPLICATIONS

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

## SUSTAINABILITY IMPLICATIONS

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

## CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

Council's operations are conducted as required by the *Local Government Act 2009*, and in accordance with all applicable policies and the Douglas Shire Council's Operational Plan 2022-2023 adopted on 28 June 2022.

## Corporate Plan 2019-2024 Initiatives:

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

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

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

### COUNCIL'S ROLE

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

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

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

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

### CONSULTATION

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

**External:** Nil.

### ATTACHMENTS

1. Report from the Chief Executive Officer for period October to December 2022 [5.2.1 - 76 pages]
2. Organisational Report Card October to December 2022 [5.2.2 - 15 pages]

## DOUGLAS SHIRE COUNCIL

# REPORT FROM THE CHIEF EXECUTIVE OFFICER

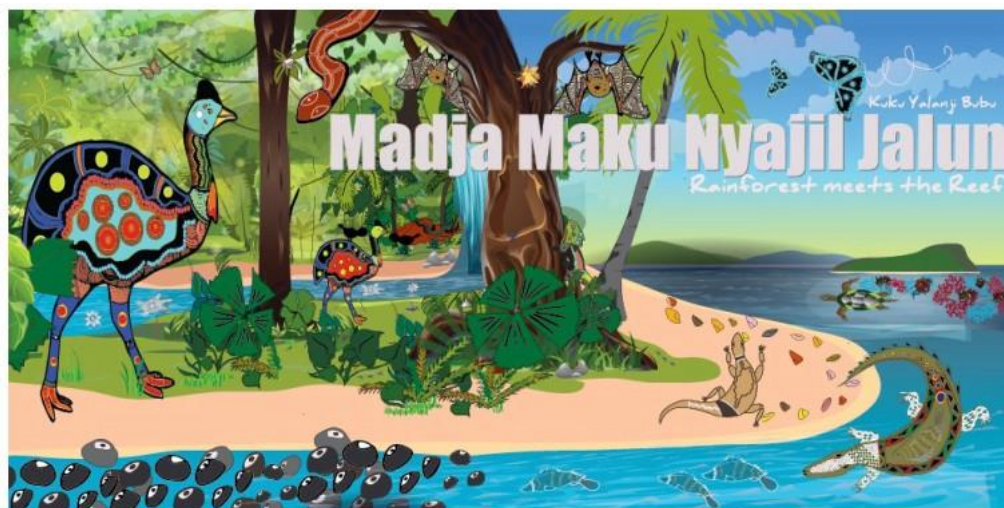
2022 - 2023

October - December 2022

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







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

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## OFFICE OF THE CHIEF EXECUTIVE OFFICER

Progress on vital projects, managing critical services and running popular events capped off a productive second quarter of the 2022-23 financial year.

Christmas is always a special time and in Douglas Shire. Douglas Shire Council staff ended the year by delivering several fantastic festive events such as the Douglas Christmas Street Party in Mossman, New Year's Eve fireworks in Port Douglas and Christmas markets. The strong turnout to these events and wonderful feedback showed us how much the community values local events which add vibrancy to the region.

I am pleased to present the second quarterly CEO report which details the vast amount of work completed by this organisation. Council staff continued to deliver projects – big and small - which make a difference to the lives of our residents. For example, crews installed a new wash down pad at Cooya Beach boat ramp, put new solar lights at the Newell Beach boat ramp and repaired the public pontoon in Port Douglas. These are relatively small projects that will improve the experience for local boaties getting in and out of the water. Civil crews also fixed sections of State Government roads with repairs to potholes, pavements, culvert clearing and grading on a list of 78 tasks completed. The water team was busy with 122 service repairs and 32 water main repairs, as well installing a new water main at the Parker Creek Crossing Upgrade, just south of Mossman.

Preparations for the wet season were in full swing with drain clearing and pre-season information through the Douglas Local Disaster Management Group. We work with our communities to ensure they are informed, empowered, and supported to be resilient to disasters. Our staff conducted face-to-face workshops in remote communities, placed communication on our digital channels and put information in our monthly print publication in Cairns Local News. Staff do this while keeping an eye on forecasts from the Bureau of Meteorology and making decisions about implementing water restrictions to help us manage water supplies and comply with our water licence at Rex Creek. This end of year period highlights the fine line we must walk with water management in Douglas.

During the second quarter, Councillors were briefed by Council staff on 53 different issues impacting Shire during workshops. These included key items such as the Mossman Splash Park project, Wangetti Trail, water security, Daintree Ferry, housing, disaster management, aged care, Rex Smeal Park playground and the revised Annual Budget, just to name a few. Staff recognise the importance of working closely with Councillors to find the best way forward for the community.

In the lead up to Christmas, Council also collected donations through the Mayor's Christmas Appeal and the annual Toy Dive at the Mossman Pool, ensuring locals less fortunate were able to enjoy Christmas. As a Council, we strive to deliver programs and services underpinned with inclusiveness and accessibility. Douglas Libraries is key branch of Council which is on the ground and working closely with the community each day. During the quarter, our library staff welcomed more than 360 people to Baby Rhyme Time, Toddler Time and Storytime sessions. These are important programs that help connect local parents and their children with others. The library also partnered with Mossman Hospital and local community agencies to deliver a range of activities for Seniors Month.

Meanwhile, our Local Laws team, which plays an important role in keeping our community safe, responded to 330 customer requests during the reporting period. Council has also doubled capacity at the local pound, while maintaining comfort for impounded animals with a recently added exercise yard.



The Mossman Nursery provided more than 3400 plants to Landcare groups and for various projects, ensuring native species are well used. The Biosecurity crew also worked with Queensland Parks and Wildlife Service to treat 102 hiptage sites and identified 57 new infestations during aerial surveys.

After replacing the northern ramp on the Daintree Ferry in November, Council staff held a second drop-in session and sought further feedback from the community about the scheduled Australian Maritime Safety Authority (AMSA) mandatory inspection in March 2023. Staff also worked with business owners on Grant Street to minimise the impacts of a water main replacement. With all projects, Council aims to provide as much notice as possible so people can plan accordingly, and to put in place practical measures to reduce impacts.

I would like to again thank staff for their hard work and dedication during a busy finish to 2022 and look forward to delivering for the community in 2023.

## PEOPLE AND COMMUNITY SERVICES

### Libraries

As Douglas Libraries wraps up another year of community programs and events, here are some program details from the final quarter of 2022.

First 5 Forever, State Library's early literacy funding, is one of library's most important and best-loved programs. Over 360 people attended Baby Rhyme Time, Toddler Time and Storytime sessions. The 2<sup>nd</sup> annual Storytime Christmas Party was attended by 63 people at Mossman Library.



Image: Loads of fun at the F5F Storytime End-of-Year Celebration

72 primary school-aged children enjoyed weekly Lego sessions at Mossman Library. Halloween was popular with 35 children taking part in a range of games and science experiments. The 2<sup>nd</sup> annual Summer Reading Club Launch Party was attended by 30. This year both libraries have seen an uptake in interest from kids, parents and carers signing up to this fun summer reading program.



**Image: Participants at the Summer Reading Club Launch Party**

Three authors presented in the library this quarter. Charlie Archbold, award-winning author of *Mallee Boys*, promoted her new YA title and provided an overview of her writing process. Local author Crystal Leonardi ran a workshop '6 Steps to Self-publishing', and Regina Meyer provided an engaging overview of her new book and some history of our region.

To celebrate Senior's Month, Mossman Library hosted a range of programs to encourage social engagement & lifelong learning. The library partners with Mossman Hospital and local community networks to provide a tailored program that is suited to our community's needs. One ad-hoc event was included, playing a documentary on the life of Queen Elizabeth II following the national day of mourning of her death.

For a hit of colour and flair at the end of the year, guest presenter Danielle Harte took a booked-out group through the process of making Papercraft Window Catchers.



**Image: The Papercraft Window Catchers add a pop of colour to Mossman Library**

Ordinary Council Meeting - 31 January 2023



While the Tech Savvy Seniors program from the State Library has completed its run, libraries are continuing this program and have been able to expand our classes with the removal of some previous digital literacy program limitations that come with the grant funding.

Alternating between a structured program and weekly drop-in sessions ensures the program stays fresh and relevant. 32 people attended Tech Time, the unstructured weekly session where customers can come in with any basic tech question. The most popular class was 'Making Peace with Your Smartphone' which reached its booking limit of 7 people within a day of release.

## Douglas Pool and Caravan Park

### What's been travelling at the Caravan Park?

The Caravan Park side of the business was slow. However, that was expected given the time of year. This has allowed us to get on top of additional maintenance and start preparations for the busier season.

### Washing up

The Caravan Park received three new washers and dryers for the laundry facility. The older ones were sending signs that they were giving up the ghost. By replacing our washers and dryers we hope to save money and the environment with the new ones being more energy efficient.

Plus saving all the hassle and frustration that comes with using inefficient machines. In fact, getting a new, high-performing washers and dryers in the park might even help our guests to love your laundry truly, well possibly.



Image: New Dryers

### School Splashes

It was all hands-on deck as the pool bustled with community children. In term four local schools participated in their swim programs and carnivals. This saw very few days over the last few months where we did not have continual busloads of children come through our doors.



- 8 local schools utilising the pool facilities for their swim programs
- 10 swim carnivals – all day use of the pool with parents and spectators coming to watch
- 6 500 plus children coming for a swim

### Toy Dive

The second annual Mossman Pool Toy Dive was again a splashing success with the pool overflowing with toys and support from the community. Local swimmers generously donated 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 prezzies. With a total over 90 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 the toys to the Goobidi Bamanga centre.



Image: Dropping toys off at Goobidi Bamanga centre

## Community and Economic Development

### Port Douglas Market

The Port Douglas Market finished the market year spectacularly, with our Christmas Market, which is becoming an annual hit!

Stallholders creatively dressed up their stalls for the “Best Dressed Stall” competition which was judged by Mayor Michael. We had carolers in the park entertaining the customers and our very own pirate/tropical Santa handing out sweets.

The Markets have welcomed many new stallholders, offering unique and innovative products; adding to the vibrancy of our incredible market.

It is exciting to see the market coming back to life after a quiet and challenging couple of years. Stallholders are proving fantastic feedback and success coming towards the end of the year with many saying they have had their best “tourist season” ever!



Image: Live music adds to the atmosphere at Port Douglas Market

### Mayor's Christmas Appeal

With the support of our local community agencies and volunteers from the local Combined Churches, the Mayor's Christmas Appeal produced 40 hampers for families in need across the Douglas Shire.



Image: Mayor Kerr and volunteers from the local Combined Churches.

### Do It In Douglas

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



In early December Douglas Shire Council welcomed members of the impact investor group - ACTAI Global, with the “Dreaming Big In Douglas” event. The event showcased the innovative and regenerative projects shaping the future of our region and was sponsored by Volt Advisory Group, Jabalbina Aboriginal Corporation, CocoNutZ Australia, Enserv Australia and North Break Port Douglas who each presented their impact projects to the group.



Images: “Dreaming Big In Douglas” event

ACTAI Global is a group of extraordinary entrepreneurs, innovators, athletes, artists, self-professed tech heads and thought leaders who support meaningful causes around the world. The event celebrated a new era of sustainability and innovation in Douglas.

We look forward to further outcomes to come from the presentations and meaningful discussions had during the event.

### **Localised Mental Health Initiatives**

Mental Health First Aid Training (MHFA) and Applied Suicide Intervention Skills Training (ASIST)

As part of Queensland Health’s *Localised Mental Health Initiatives* Grant, community training sessions were held for organisations and businesses across the Shire.

The ASIST training program took place in Mossman in October targeted towards frontline workers across community organisations who are more likely to encounter high risk situations regarding mental illness.

The MHFA Training session took place in December in Mossman and was targeted towards local businesses to help equip employers and staff with the tools to recognise the signs and symptoms of common mental illnesses and practise how to have conversations with someone experiencing symptoms.

*"It was a fantastic course, really well delivered" - course participant.*



Image: Training attendees

### **FNQ DAMA Information Session with Cairns Chamber of Commerce**

Cairns Chamber of Commerce presented an FNQ DAMA Information session in December in collaboration with Do It In Douglas.

The session was attended by a small group of business owners and provided valuable insight into how the FNQ DAMA program can benefit local businesses in securing sponsorship for key positions.



Image: FNQ DAMA Information Session

### **Seniors Month – Council Cuppa and Chat**

As part of senior's month activities across the shire, senior residents were invited to attend "Councils cuppa and chat" morning teas in Mossman, Diwan and Port Douglas. An opportunity



for Councillors to chat with seniors, the cuppa and chat morning teas were well received by those who attended.



Image: Cuppa and Chat, Heritage Lodge, Diwan

### Port Shorts

The Port Shorts Film Festival event returned to the Shire in October, after brief hiatus. The 2-day festival provides opportunities for local film makers and creators of all ages to present their work as well as drawing interstate film lovers to the region. With filming occurring regularly in the Douglas Shire, the Port Shorts Festival aligns with the regions reputation of being a terrific location for filming and film culture. The event drew good crowds over both nights.

Council has supported this event via a resource and performance agreement.



Images: Port Shorts



## Remembrance Day

Working with the Mossman RSL, Council hosted the annual Remembrance Day service at the Mossman cenotaph. Those in attendance included members of the RSL, clergy, Councillors, and students from Mossman High school who played the national anthem, were recognised for their achievements and provided the morning tea.



Image: Remembrance Day

## Douglas Christmas Street Party

It was all smiles and plenty of Christmas cheer as a couple of hundred early revellers attended the Douglas Christmas Street party. Unfortunately, with festivities well underway a tropical storm cell hit Mossman at around 6:45pm and dumped 6ml of rain accompanied by steady electrical activity, which resulted in the cancellation of the event at 7:15pm.

Although very disappointing, the large number of attendees suggests that this event, in its third year, has a special appeal and has been embraced by the community.

The event was made possible with the support of 18 different sponsors and community groups and attracted 28 stalls and food trucks. All 9 regional school participated in the Candy Cane Lane Art Project that hosted our amusements and activities.



Images: Douglas Street Christmas Party





Images: Douglas Street Christmas Party

## Sport and Recreation

In the last quarter of 2022, council met with 15 local clubs and 3 associations, to gauge community need and facilitate engagement and connections. As a result, council wrote two letters of support, for the Mossman & District Rifle Club and Douglas Hockey Association.

QLD Sport & Recreation Monthly Project Status Meetings Highlights:

- Active Gameday Projects Fund Sports Lighting Project: Coronation Park
- DSC Letter of Commitment for an additional \$153,547 supplied
- Tender evaluation completed but not awarded. Waiting on further information from the preferred supplier.
- Douglas Football Club: Cassowary Park
- Trustee Permit in place
- Tender has been advertised

In Brief:

- Mossman Community Indoor Sports Centre: Preliminary meetings with the School Principal regarding sporting clubs gaining access to the indoor courts have been extremely positive.
- Port Douglas Netball Courts: Earthworks and asphalt repairs have been completed. Court colours have been chosen by the club. Advantage Sports and Leisure to complete the project in January/February 2023 with the painting of the courts.
- PD Skate Park: Consultation completed
- Mossman Splash Park: Colours have been chosen for the equipment
- PD Aquatic Precinct: Tender awarded to CRED Consulting.

## Community Engagement Activities

### Three-day ferry closure

information continued in the lead up to the three-day ferry closure in November and a debrief held mid-December. While there are a few minor tweaks we will make to the arrangements planned for the five-day ferry closure in March 2023, the feedback indicated most things went smoothly.

Invitations to attend the Diwan debrief were emailed to 250+ ferry users on 13 November 2022 and posted on our Facebook Page twice, and once on the Cow Bay Cape Trib Community Noticeboard.

The request for feedback generated about a dozen emails, a few Facebook comments and, except for a journalist who came to cover the meeting, no one attended the debrief session in Diwan on 13 December.

### **Grant Street Water Main Replacement Project**

Communications to keep Grant Street traders updated on the construction schedule continued throughout October, November, and December. Several traders reported significant loss of trade on the days when the vac truck was on site. The closure of three staff car parks for one-two days was communicated ahead of time, minimising inconvenience for workers. Due to unforeseen circumstances, it was not possible to schedule the noisy elements later in the day as was originally planned.

### **Mossman Cycleway Consultation**

Information, including draft plans, were provided to 25 stakeholders. Follow up face to face meetings were held with Gorge Road residents to discuss machinery crossover points, purchase of land and treatment of gravel driveways. Two meetings were held with the CEO at the Mossman Gorge Centre to discuss the cycleway terminus at the centre. Plans were amended as per consultation to improve the outcome for all.

### **Warner Street**

Discussions, including an onsite meeting, were held with two traders resulting in interim work being completed to alleviate the issues being reported.

## **Property Services**

### **Draft Tenure Policy**

Feedback has been received from local sport and recreation clubs and is being collated by the Property team. Some excellent comments were provided and will ensure that the policy provides equity and clarity to users of Council controlled land. Proposed amendments and further discussions will take place early in the new year.

### **Wangetti Trail**

Advice was provided to the State in November that Council was agreeable to a trustee lease covering areas from Palm Cove to Ellis Beach, allowing construction of the first part of the trail to commence.


A site visit was conducted on 20 December 2022 between State representatives and senior Council staff of areas relating to the Mowbray North section of the trail and discussions regarding the northern sections are progressing and ongoing.

## **Human Resources**

As we advanced into the end of the year the Human Resources team continued its attention on a range of human resource functions with the predominant areas being employee and industrial relations, learning and development and recruitment and selection.

The in-house training suite, Douglas Organisational Learning (DOL) continues to be delivered by Human Resources including mandatory sessions in Bullying and Harassment and programs to enhance and develop skills and knowledge in Performance Management and Recruitment and Selection. A few new programs as part of this in-house training suite will be launched during 2023.



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

Council continues its commitment as outlined in the Certified Agreement to ensure equity in appropriate and beneficial training and development for all employees. During a two-week period in November all employees were provided the opportunity to participate in their own Personal Review and Development Plan (PRDP) creating a plan based on Council's Corporate Plan, values, goals/objectives and in planning in the context of career and personal development and self-improvement. The PRDP will provide key input into Council's annual training calendar to ensure training programs are based on approved learning and development actions through the PRDP process.

A series of training programs were held in the lead-up to the Council's Annual Shutdown. Staff training delivered included a range of accredited and non-accredited training. Staff participated in training in First Aid and CPR, Chainsaw Level 3 and Pole Saw, Bridge Inspection - Level 2, Asset Management software - Assetic and in Cyber Security.

## Media and Communications

Website and social media analytics for Council channels are regularly reviewed to track how and what type of information is being consumed. The final months of 2022 provided an opportunity to review the top performing webpages, posts, e-newsletter and social media activity for the calendar year. A brief summary for the year is below:

### Council Website

- 572,013 page views
- 220,050 users
- 3,255 returning users

#### Most popular pages (views)

1. Community Markets (34,270)
2. Daintree Ferry (31,000)
3. Bloomfield Track (16,550)
4. Mossman Pool & Caravan Park (11,094)
5. Employment at Council (10,556)
6. Waste & Recycling Facilities (9283)
7. Douglas Shire Planning Scheme (7145)
8. Beaches & Foreshores (7104)
9. Development Applications (6803)
10. Flagstaff Hill Walking Trail (6615)

#### Most popular posts (views)

1. CREB Track is Open (8,448)
2. New Daintree Ferry Ticket Prices (3,406)
3. (COVID Testing in Mossman (2,846)
4. Be Prepared, Stay Connected this long weekend (2,544)
5. Ironman Road Closures (2,502)
6. State Gov Election - Where Can I Vote in Douglas? (1,439)
7. Daintree Ferry Five-Day closure drop-in sessions (1,385)
8. Notice of Daintree River Ferry Temporary Closure (1,380)
9. Daintree Ferry Temporary Closure – Nov 2022 (1,180)
10. Gran Fondo Road Closure (1,069)

## Facebook Pages

### Douglas Shire Council

- Followers: 11,953
- Reach: 313,011

### Port Douglas Carnivale

- Followers: 14,461
- Reach: 969,692

### Douglas Disaster Information

- Followers: 2,560
- Reach: 196,439

### Douglas Pets

- Followers: 907
- Reach: 51,078

### Do It In Douglas

- Followers: 1,034
- Reach: 18,223

### Douglas Libraries

- Followers: 735
- Reach: 21,843

## Most popular posts across all channels (reach)

1. CREB Track closed due to flooding (140,239) – *Douglas Disaster Information (April 24)*
2. Mossman-Daintree Road accident (99,121) – *DSC (December 9)*
3. Daintree Ferry November Closure (48,527) – *DSC (August 31)*
4. Daintree Village flooding, ferry closed (44,420) – *Douglas Disaster Information (April 25)*
5. Foxtton Bridge Flooded (37,408) – *DSC (January 9)*
6. Seafood Extravaganza at Port Douglas Marina (26,354) – *Port Douglas Carnivale (March 4)*
7. CREB Track Closed (26,009) – *DSC (June 19)*
8. FNQ Gin Fest (21,810) – *Port Douglas Carnivale (March 5)*
9. Minor flood warning (17,200) – *Douglas Disaster Information (January 10)*
10. Little Nigel Being Re-homed (13,180) – *Douglas Pets (July 25)*

## E-Newsletter

- Total Audience: 1411 subscribers
- +316 subscribers **(+28%)** in 2022
- 24 fortnightly e-newsletters sent.
- Average Open Rate: 32.67%

## Council Grants Program

Community Grant details from the final quarter of 2022. The Douglas Shire Community have been active in applying for grant opportunities to fund varying projects that support the community.

### Major Grant -

3 applications awarded at a cost of \$16,520

### Micro Grant -

1 application awarded at a cost of \$975

### In-kind -

2 applications for In-kind assistance awarded at a cost of \$636

### Sponsorship -

2 applications for Sponsorship assistance awarded at a cost of \$2,500

## Community Grants

### Major Grants – Successful Recipients

Successful Applicant	Project	Amount Awarded (GST excl)
Port Douglas Tennis Club	Mini Court	\$5,190
Reuben Dwyer	Indigenous Recording	\$10,000
Low Isles Preservation Society	Education Centre	\$1,330

### Micro Grants – Successful Recipients

Successful Applicant	Project	Amount Awarded (GST excl)
Port Douglas Community Service Network	Table Tennis and Pickleball	\$975

### In-kind – Successful Recipients

Successful Applicant	Project	Amount Awarded (GST excl)
Mossman Support Services	Community Christmas Party	\$540
Julatten State School	Sausage Sizzle Port Douglas Markets	\$96

### Sponsorship – Successful Recipients

Successful Applicant	Project	Amount Awarded (GST excl)
Mossman Support Services	Community Christmas Party	\$500
Douglas Theater Art Group	Carols by Candlelight 2022	\$2,000

## External Grants

Grant details for the final quarter of 2022. Council staff have been busy applying for grant funding for a variety of projects, from feral pig control to upgrading the Mossman Cenotaph.

### External Grants – Applications Submitted

Applications Submitted	Project	Amount applied for
SES Support Grant	Refurbishment of SES Sheds	\$13,395
Qld Feral Pest Initiative	Feral Pig Trapping – Primary Producer Engagement	\$70,349
Festivals Australia	Carnivale 2023	\$48,160
Qld Remembers	Mossman Cenotaph - Upgrade	\$50,000
Qld Destination Event	Carnivale 2023	\$170,000
Qld Community Fishing Grant	Fishing days and Educational Brochure	\$6,000

### External Grant Applications – Outcomes

Application Outcomes	Outcome	Project	Amount
Enhancing Local Government Biosecurity Capacity in Far North Qld	Successful	Joint project with FNQROC	\$120,000
Building Our Regions – Round 6	Successful	Sequencing Batch Reactors - Upgrade	\$938,947
NAB Community Fund	Unsuccessful	SES Upgrades	\$9,361

## FINANCE AND CORPORATE SERVICES

### Procurement

Procurement activities for the quarter were:

#### Contracts

- 2022-010 Wet Plant Hire option period exercised
- Port Douglas Aquatic Precinct Consultation contract awarded
- Daintree Ferry Dredging contract awarded
- New Cleaning contracts awarded with the potential for three years of service
  - Two new cleaning providers (both with offices in the Shire) appointed to clean a number of Council's facilities
- Daintree Ferry contract option period exercised (1 July 2023 – 30 June 2025)
- Mowing contract option periods exercised



## **Tenders**

- 2023-038 Register of Pre-Qualified Suppliers for Electrical, Plumbing and Trades Services proposals received and pending evaluation
  - The introduction of this pre-qualified panel will allow Council staff to engage tradespeople with relative ease
- 2023-031 Employee Assistance Program (EAP) proposals received and pending evaluation
- 2023-033 Internal Audit Function proposals received and pending evaluation
- Traffic management tender documents have been developed and are due for release in February

## **Projects (with procurement elements)**

- Safe Places Domestic Violence housing
- Mossman Retirement Village
- 2023 Port Douglas Carnivale

## **Policy & Procedures**

- Review and development of Council induction and onboarding materials
- Procurement Policy updated and endorsed by Council
- Re-design of procurement request form

## **Grants**

- Grant application submitted to the Industry Development Fund (IDF) for disaster resilience NextG booster to assist with coverage in areas with poor connectivity (north of the Daintree River)

## **Training**

- Enhancing Council personnel's understanding of procurement and tendering requirements continues with small group and one-on-one training proving to be the most popular and effective options
- A number of training/information sessions will be offered to vendors in 2023 to prepare and submit proposals via Vendor Panel
  - Improved feedback is also a focus allowing vendors to improve their submissions in the future

## **Communications**

- Drop-in sessions at the Depot held monthly to encourage collaboration between Procurement, Media, PMO and Infrastructure staff
- Forging closer working relationship with Council's Tourism & Economic Development Officer (TEDO)
- Vendors provided with Supplier Code of Conduct reminder
- Networking with neighbouring councils and further afield (North Burnett, Noosa & Charters Towers)

## **Events Attended**

- Social Enterprise Networking Forum
- LGMA Annual Conference
- Procurement And Supply Australasia (PASA) Annual Conference
- FNQROC quarterly meeting

### **Additional/Ad-Hoc**

- Liaising with Local Buy to co-host the *2023 FNQ Towards Procurement Forum* in March 2023
- Researched Advanced Contract Management software
- Researched travel policy and program
  - Investigating means of consolidating/reducing Council's travel spend

## **Finance**

### **Financial Statements/End of Financial Year Audit**

The financial statements were workshopped with Councillors on 11 October 2022 and adopted on 25 October 2022. Council received an unqualified audit from the Queensland Audit Office (QAO) and the QAO Final Management report was tabled at the 25 October 2022 ordinary council meeting.

The operating result for 2021-2022 was a deficit of \$602k, which was an improvement on the revised budgeted deficit of \$2.99m. The operating result is better than budgeted due to increased revenue from rates property growth/water usage, van parks/pool, property search fees & tipping fees, grant revenue (including financial assistance grant) and other income; and saving in expenditure (landfill finance exp and depreciation due to change in QAO lifespan methodology). Employee expenses were under budget due to staff resourcing.

### **Revised Budget 2022-2023**

The revised budget for 2022-2023 financial year was adopted on 13 December 2022. The revised budget 2023 budget was workshopped with the Councillors prior to adoption.

The revised budget operating deficit is \$666k. The 2022-2023 original budgeted operating deficit for 2022-2023 was \$2.8m. The main factors leading to the improvement in budgeted operating result were growth in rateable properties, additional water usage, increased Ferry revenue due to bumper season, Financial Assistance Grant (FAG) increase, changes to landfill reducing depreciation expense. These improvements were partially offset by an increase in materials and services and employee expenses. The budget for 2022-2023 was based on the presumption of less prolonged financial constraints imposed by Covid-19, although Council now faces a materials and services pricing and supply crisis.

With hard work, the deficit will eventually be turned around, with a projected surplus by 2026-2027.

### **External Audit 2022-2023**

The external audit will be conducted by the Queensland Audit Office (QAO) and will comprise of a planning audit in March 2023, interim audit in June 2023 and final audit in September/October 2023.

### **Asset Management**

Work continues with implementing the Asset Management System with work focussing on optimising the finance and maintenance tracking modules to our needs. The 10-year capital works program template has been redesigned in preparation for new project requests through the Project Management Framework (PMF) process.

## Rates

Rate 1<sup>st</sup> Reminder and Final Notices were issued in September 2022. Letter of Demands were sent by Collection House Limited in October 2022 and Legal action commenced on select rate accounts in November 2022. Debt recovery is still in progress and ongoing.

Council officers conducted regular reviews of rates and water arrangements to ensure payment plans are adhered to. Ratepayers who have defaulted have been contacted and encouraged to discuss their 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 last week of November with a request to have the account paid in full no later than 31 December 2022.

Contractor water meter reads were conducted at the end of October, with Water notices for the period June 2022 to October 2022 being issued on 1 November 2022 with a due date of 6 December 2022. First reminder notices are anticipated to be sent in the first week in January 2023.

Rates staff attended the LARMAQ conference in Cairns in early October 2022.

The State Fire Claim was submitted in October 2022.

Council conducted a full pension verification as per State Government Regulations in October 2022. This verification process reviews all current pension remission holders to determine the continued eligibility of State and Council pension remission.

Supplementary Rates levy notices were issued 30 November 2022 with a due date for payment of 4 January 2023. These notices were for the amendment of charges due to requests (e.g. additional bins).

As at 31 December 2022 96.95% of rates were collected.

## Rates Model Review

Douglas Shire Council included an objective in the Operational Plan 2022-2023 to continue to perform a review of the General Rates structure, to ensure the model provides equity to ratepayers and to work through any issues associated with the general rates structure.

## ICT (Information & Communications Technology) Services

The cut-over for the new, Water and Wastewater control IT infrastructure did not occur as planned. Project delays occurred with several external vendors. The project / infrastructure is expected to go Live in January 2023.

We are now halfway through the financial year and we have seen a common thread with all projects – delays caused by resources unable to complete tasks in a timely manner / as scheduled. Many of council's suppliers are experiencing staff turnover and are experiencing difficulties in finding qualified replacements in a hot employment market. As a result, project schedules have been revised by both suppliers and council. Many projects are now expected not to complete till mid-way during the next financial year.



The silver lining to this is that the growth in new devices, systems (in particular, Cyber Security countermeasures) and people can be better accommodated within the team. While this is disappointing from a project completion point of view, it is a positive for customer service.

The build of Council's cloud-based disaster recovery site is due to complete by the end of December. At this stage of the project, Council's "on-premises" IT systems is backed up into the cloud and with manual effort, can be brought online in the case of a local disaster e.g. Fire in the Mossman building. In the first few months of next calendar year, IT will focus on performing a manual, limited systems, fail-over test. The goal is to learn what applications break in the cloud and to scope what needs to be designed and built to achieve automated failover. The build of the automated failover will occur in the next financial year.

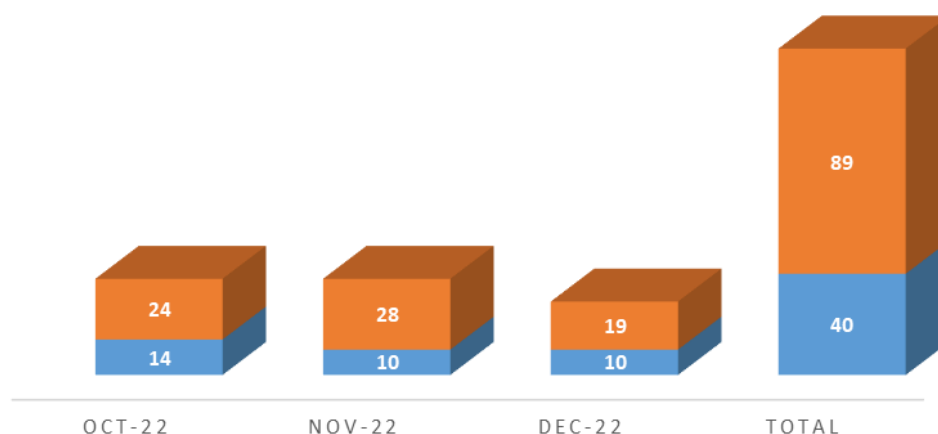
## Records

A new Records Management Policy has been drafted and will be tabled at a February 2023 Council workshop and meeting.

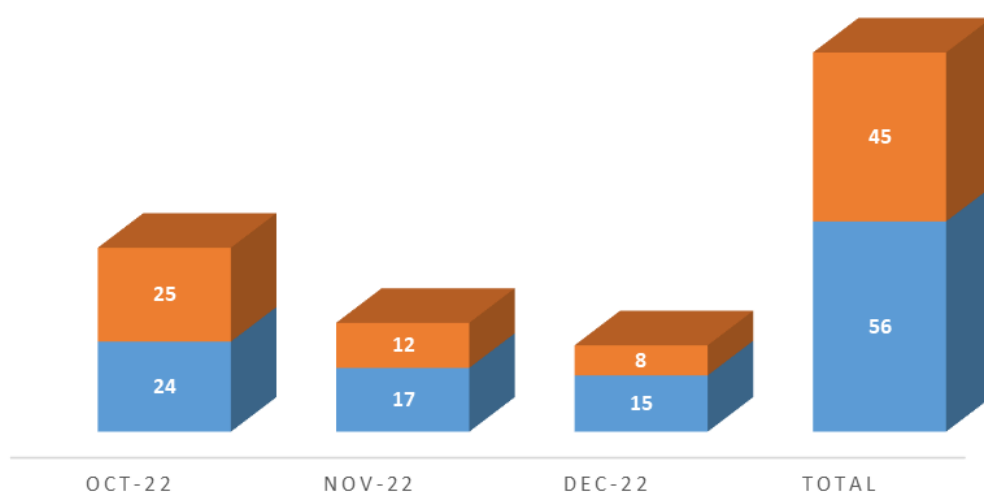
Feedback of current work practices and requirements for Recordkeeping has been undertaken with the results provided to vendors for discussion of potential improvement to the systems that Council utilises. These included requests for enhancement to the product and identifying issues with current methods for possible improvements. Council works closes with vendors to ensure the staff usage of products is not only intuitive and resourceful, but also user friendly. There is ongoing work for Council improvements to system applications.

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

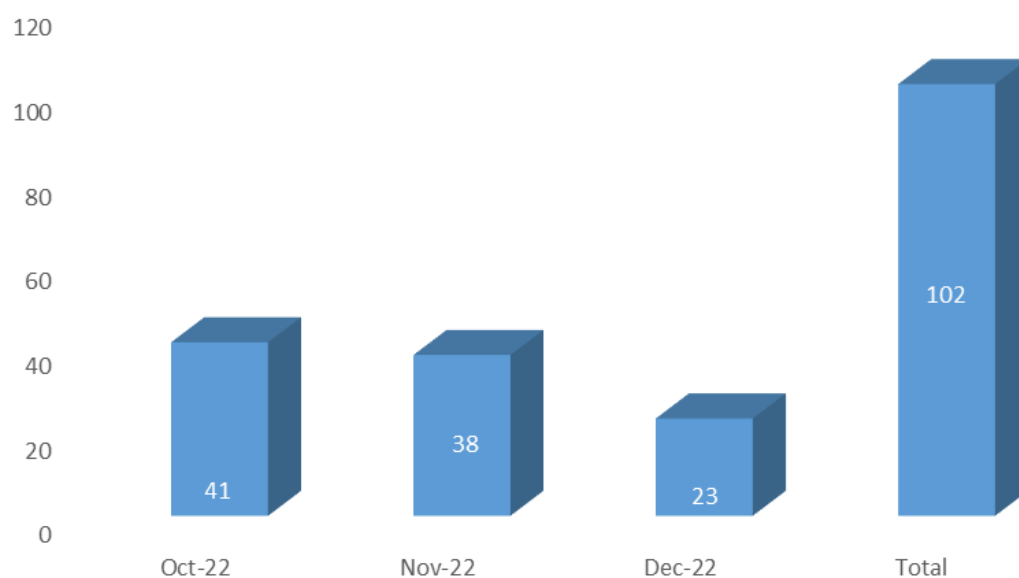
### PORT DOUGLAS VENUE BOOKINGS - SUGAR WHARF AND COUNCIL PARKS/HALLS OCT - DEC 2022



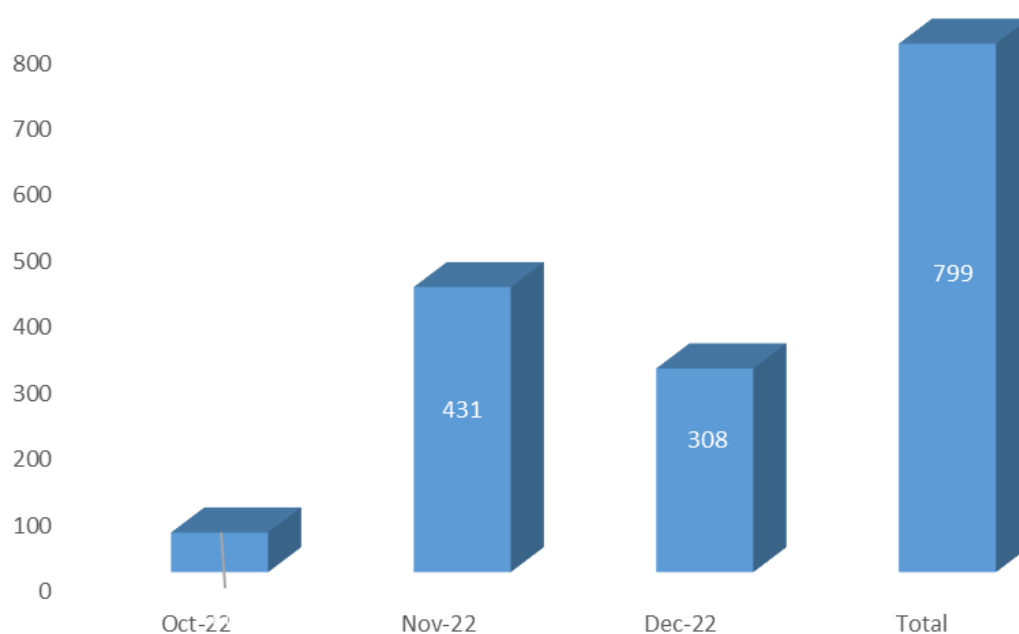
## BUILDING APPLICATIONS AND SEARCHES OCT - DEC 2022



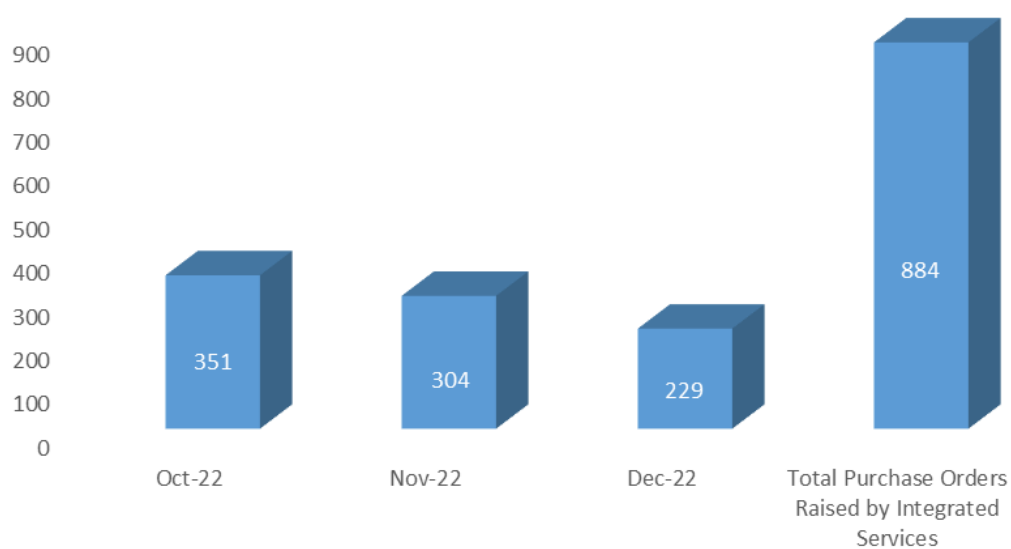
## FERRY CARDS ISSUED OCT - DEC 2022



### DOUGLAS CARDS ISSUED OCT - DEC 2022

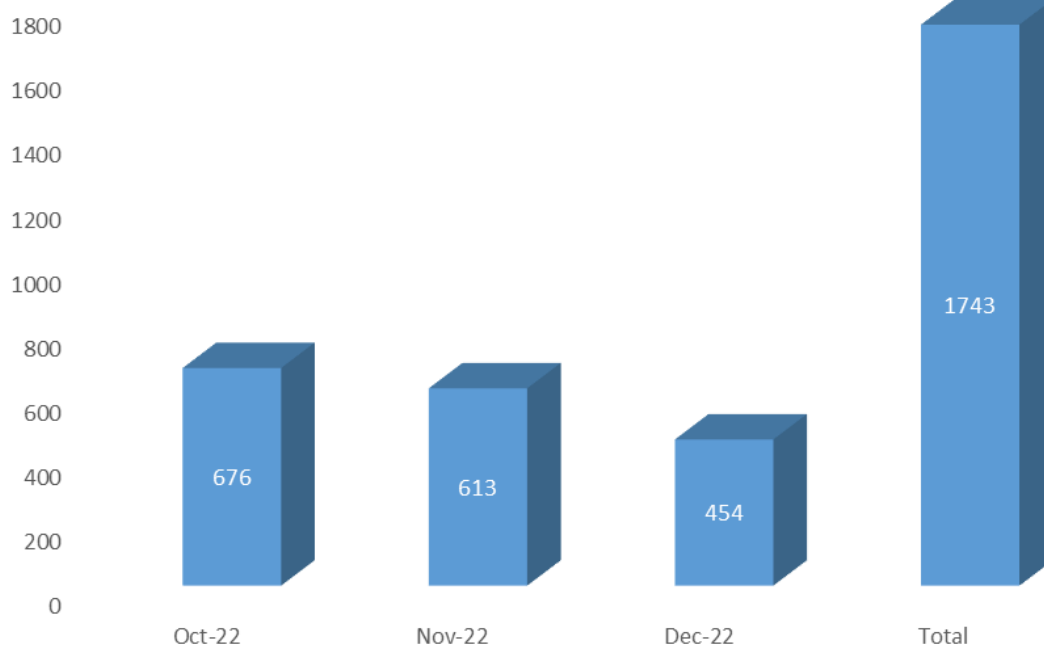


### PURCHASE ORDERS RAISED OCT TO DEC 2022

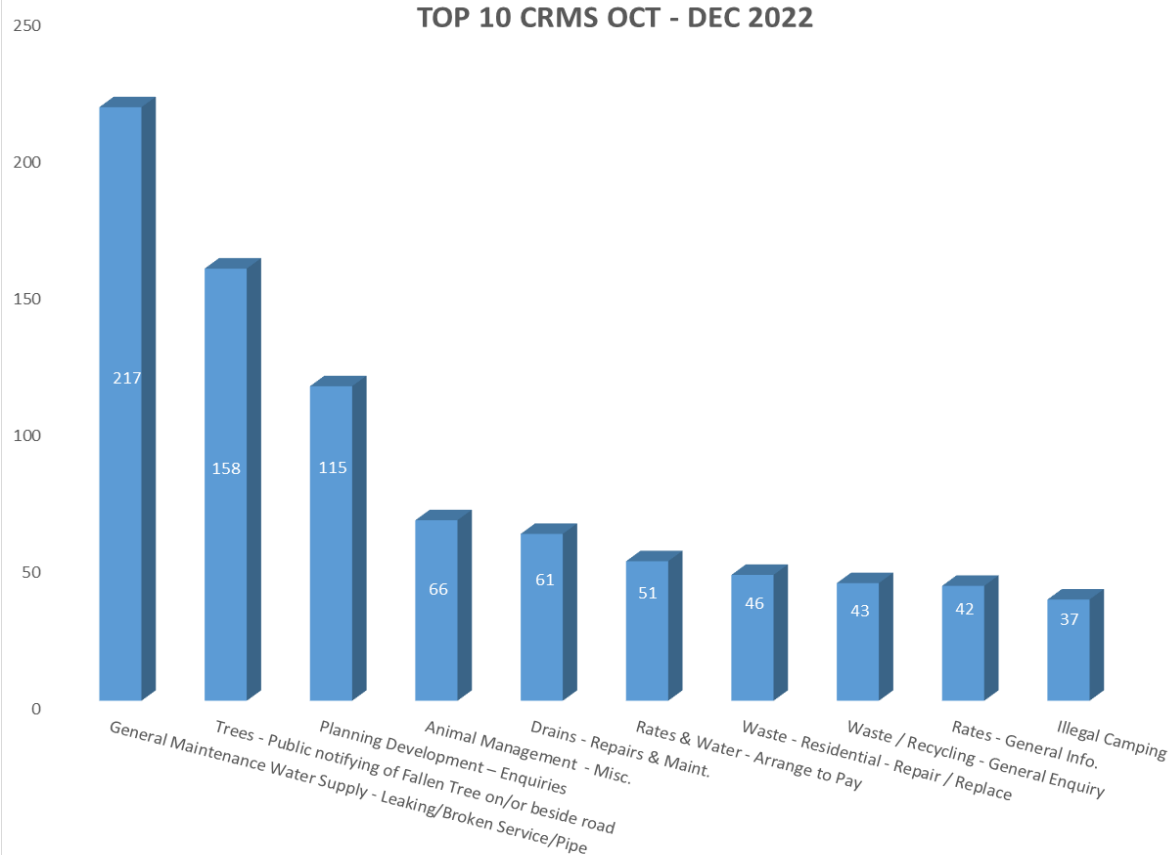


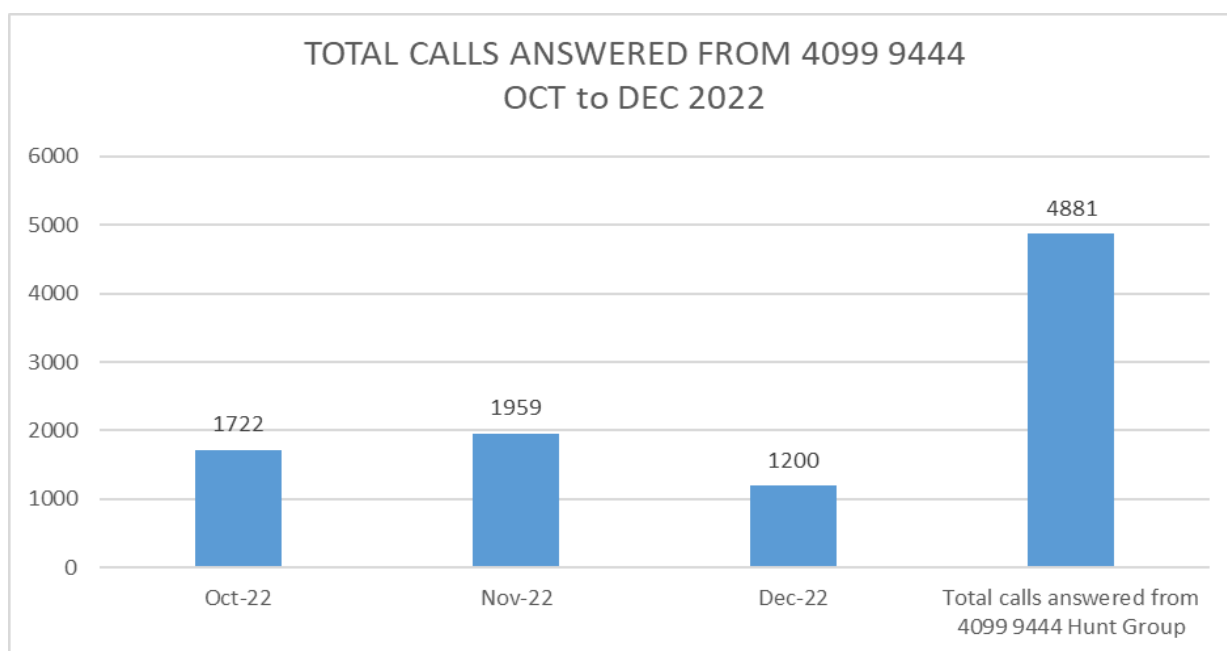


### TOTAL CRMS FOR PERIOD OCT - DEC 2022



### TOP 10 CRMS OCT - DEC 2022





## GOVERNANCE

### General Governance

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

### Complaints Management

This is to support Council's continuing commitment to inclusive and ethical governance for the community by appropriately addressing complaints from external sources. S 268 (1) of the *Local Government Act 2009* requires Council to establish a complaints management system for resolving administrative action complaints. This has been established to ensure complaints are dealt with fairly, objectively, professionally, respectfully and subject to any legal requirements, in confidence.

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

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

### Right to Information and Information Privacy

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

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

### **Policies and Procedures**

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

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

Policies can be viewed on Council website at:

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

### **Legislation and Compliance**

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

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

#### **Registers**

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

Registers available for the public to inspect:

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

### **Risk Management**

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



## Internal Audit

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

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.

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

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

## Audit Committee

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

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

# ENVIRONMENT AND PLANNING

## Planning

### Appeal Proceedings - Wave Park - Mowbray

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

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

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

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

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

A Court Order was made on 30 September 2022 outlining each parties' commitments to continue with the hearing of the appeal with respect to identifying the issues in dispute, nomination of experts and the meeting of experts for the purpose of establishing joint reports to narrow the issues in dispute.

In accordance with directions of the Court Order, each party to the Appeal has nominated experts in disciplines relevant to the grounds of the appeal. Council has nominated two experts in the disciplines of town planning and economic development. This is a conscious decision to limit Council's exposure to costs while at the same time defending Council's decision to approve the development on two key areas. The Appellant and Co-Respondent (Graben Pty Ltd) have nominated substantially more experts in a range disciplines.

The various experts representing each party are in the process of meeting to establish points of agreement and those areas that are in dispute. Joint reports from the experts are to be finalised by the end of January 2023.

A Court review is scheduled for the end of January 2023.

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

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

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

Because of additional information being required by the visual amenity experts, the previous timetable established by the Court has been vacated. It is expected that the requested information will be provided to the visual amenity experts by the end of January 2023. The delay in preparing the joint expert report for visual amenity will cause a delay in the joint town planning expert report.

The traffic engineering experts are in the process of preparing their joint report. The matter is listed for review in the Planning & Environment Court on 31 January 2023.

#### **Daintree Horizons – Stage 4**

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



Image: Location of Stage 4 within Daintree Horizons estate

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

The consultant engineer for the project has extended the information request period and has advised Council that the response is mostly complete and will be submitted shortly.

#### **Ocean Breeze Estate Cooya Beach - Stage 5C & Stage 5D**

Construction works have been finalised for Stages 5C & 5D for the creation of an additional 31 residential allotments at Ocean Breeze Estate. An application for Council to endorse the survey plan was submitted mid-December 2022.

There are a few minor matters that are to be resolved by the developer of the estate prior to the works being formally accepted by Council. However, the works are minor, and it is anticipated that the stages will be titled over the coming weeks.



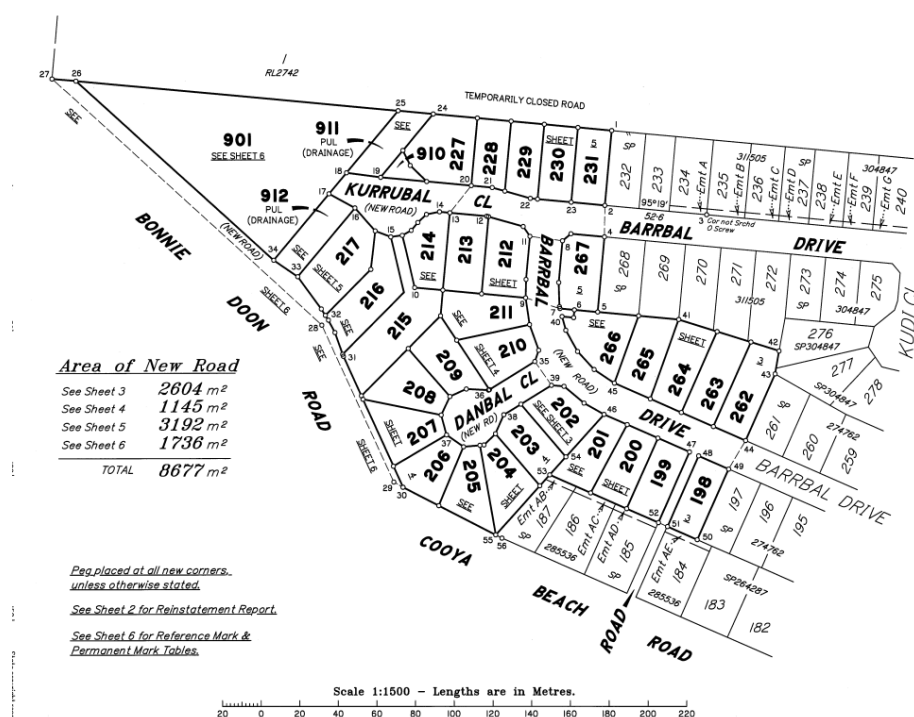


Image: Survey Plan recently submitted for Council endorsement.

## Plumbing and Drainage

Council has received 24 Plumbing applications in the reporting period and conducted audits on 5% of all Notifiable work applications lodged with Queensland Building & Construction Commission (QBCC). This is quieter than usual due to the wet season and building slowing up for the Christmas period.

## Local Laws

In the period October to December 2022, Local Laws Officers responded to a total of 330 customer requests/complaints.

**Table: Customer requests/complaints for the quarter**

CRM Category	October	November	December
Dogs stray / roaming / off lead	12	6	10
Barking	6	6	4
Lost cat / dog	1	9	3
Illegal campers	25	8	4
Local Laws miscellaneous	22	8	4
Animal Management miscellaneous	32	23	10
<b>Total of Local Laws CRMs for period</b>	<b>330</b>		

## Pound Upgrade

Local Laws have seen a significant increase in the number of animals impounded in 2022 with the pound. The recent addition of fencing and an exercise yard has increased comfort and enrichment for impounded animals.

In December, six (6) additional internal gates were added to the pound allowing Officers to split pens in half as required. This has effectively doubled the capacity of the pound.



**Image: 11 puppies surrendered to Council and subsequently rehomed**

### Nuisance Issues

Officers have continued to work with the public and to address animal nuisance issues in a compassionate and constructive manner.

Local Laws recently assisted a customer with a wandering dog issue. The owner realised things were getting out of hand when her friendly, yet kleptomaniac dog arrived home with a pair of wedding shoes!

Local Laws Officers work hard to rehome impounded animals. In December, Officers impounded a pair of chooks that showed signs of being kept in cramped and poorly maintained conditions, Officers found a new home for the birds who are now residing and free roaming on a lush rural property.

The opening of Paws and Claws has increased rehoming opportunities and saved Council officers considerable time in not having to deliver animals to Cairns based shelters, often. Between October and December 2022 Council rehomed 9 dogs, 6 of which went to Paws and Claws.

**Table: Impounded animal statistics**

	October	November	December
Registered dogs	1	7	4
Unregistered dogs	6	8	7
Cats	0	1	0
Euthanised animals	0	3	2

Due to the wetter weather the number of illegal campers reduced from October. Officers have continued to conduct patrols and have encountered fewer campers and no repeat offenders. Campers continue to be issued with verbal warnings and with an information brochure that details the laws surrounding camping and provides a list of alternative camping options.

**Table: Illegal camping statistics**

	October	November	December
Camping	0	1	0

## Resource Management

### Waste and Recycling Volumes

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

- Domestic waste: 877 tonnes
- Domestic recycling: 276 tonnes
- Commercial waste: 614 tonnes
- Commercial recycling: 63 tonnes

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

- Co-mingled recyclables: 45 tonnes
- Scrap metal: 34 tonnes

The following approximate volumes were disposed of in Killaloe Landfill:

- Stockpiled Capping Material: 504 tonnes

The following approximate volumes were disposed of in Springmount Landfill:

- General waste: 560 tonnes
- Asbestos: 0 tonnes

### Waste Contracts

Resource Management Officers have prepared and awarded five (5) new contracts for the disposal of waste, which included three (3) tenders. Waste contracts are critical to ensure Council's transfer stations are working effectively and operating within Council's Environmental Authority permit requirements.

The new contracts are:

- Tyre Collection RFQ awarded to S&J Tyres.
- Killaloe Landfill Leachate Tender awarded to Marrin Pty Ltd.
- Operation and Maintenance of Killaloe Transfer Station & Landfill Tender awarded to Springmount Waste Management Facility.
- Hazardous Waste RFQ awarded to Cleanaway Liquid Waste.
- Scrap Metal Tender through FNQROC awarded to Sims Metal.

### Department of Environment & Science Drone Audit

Officers from the Department of Environment & Science (DES) were at Killaloe Transfer Station and Landfill on 14 November 2022 flying a drone to monitor the site's stockpiles and waste disposed of in the landfill. The checks and balances are part of DES's audit requirements under the Waste Levy legislation.



## Waste Education Sessions

Council's Waste Education Officer attended Port Douglas State School as part of the Funky Friday program in October 2022. This session involved students planning and undertaking a waste audit, identifying the composition of the waste and how much of it could have been recycled. Team managers then presented results to the class and posed for a photo for National Recycling Week 2022.



**Image: Students from Port Douglas State School celebrate National Recycling Week 2022**

Council's Waste Education Officer visited Daintree State School in December 2022, presenting a waste education session focusing on sustainable waste management and the circular economy. Students were very engaged, and we are looking forward to a composting workshop in the new year.



**Image: Council's Waste Education Officer Visited Students at Daintree State School in December 2022**

## Recycling Contamination Reports

Council's Waste Collection Contractor has an online portal for notification of contamination in recycling bins. Council's Waste Education Officer monitors these events on a monthly basis,



identifying properties which may require assistance with recycling practices and contacting residential properties which have repeat contamination events. Main contaminants in recycling bins consist of plastic bags, usually containing recyclable material, and green waste. High levels of contamination can result in loads going to landfill.

Council's Waste Education Officer contacted the following number of properties between October-December 2022:

- Single Unit Residential Properties: 14
- Large Multi-Unit Properties: 4
- Large Commercial Properties: 12

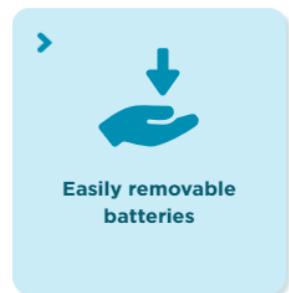
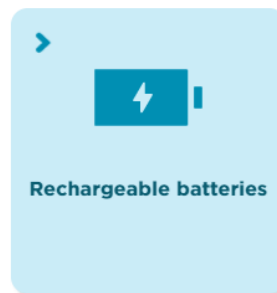
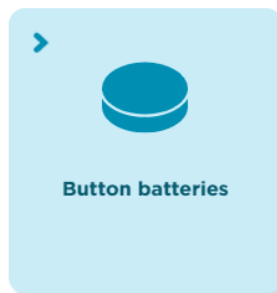


**Image: Contamination in Recycling Bins**

Council's Waste Education Officer also undertakes targeted consultation with properties requesting assistance with implementing recycling programs. Three (3) large commercial businesses were visited between October-December 2022. A cooperative effort between Council and Mossman Gorge Centre has resulted in a recycling program being fully implemented at the Centre commencing January 2023.

### **Battery Safety and Recycling**

Australia's official battery stewardship scheme, B-cycle, is in full swing since commencing in early 2022. This has been timely with increased consumer demand of electronic products which contain lithium batteries, and the resulting increase in concerns relating to the fire risk of these batteries when being placed in kerbside bins. Council advertised information about proper battery disposal over the Christmas season requesting customers to take batteries to participating disposal outlets rather than place them in kerbside bins. Accredited disposal locations in Douglas Shire include Woolworths in Mossman and IGA in Port Douglas. Participation in the scheme ensures batteries are recycled, saving finite resources and keeping toxic materials out of landfill.



Images: Acceptance Criteria under B-cycle, Australia's Official Battery Stewardship Scheme

### Library School Holiday Waste Education Sessions

Planning sessions between Council Officers from Libraries, Resource Management, Water, Sustainability and People and Community Services have resulted in the trial of a school holiday education program at Mossman Library. This will commence in January 2023 with a visit from the recycling truck and an education session on waste and recycling in Douglas Shire, followed by a variety of sessions delivered or supported by Council.

### Joint Television Advertising - Recycle Right Campaign

Joint television advertising between Cairns, Douglas and Tablelands Councils commenced in December 2022 advertising the Recycle Right campaign that operates in the three (3) local government areas. Material from the kerbside collection in each council area is processed through the Cairns Regional Council Material Recovery Facility. The advertisements are on a three-month rotation and include information on what can go into recycling bins. The three (3) Council logos feature on the advertisement as shown in the image below.



Image: Joint television advertising has commenced with Cairns, Douglas and Tablelands



## Plastic Free Cairns and Douglas

The QLD Government has funded a further extension of the Plastic Free Cairns program into the Douglas Shire as part of the national [Plastic Free Places](#) program run by the Boomerang Alliance. The program offers businesses free assistance in making the transition away from single use plastics as easy as possible, with this term focusing on encouraging a culture of reusables in a variety of settings including markets, marinas, hotels and cafes. This will be supported with the installation of a permanent water refill station in Market Park in Port Douglas, in 2023.

## Public Place Recycling

Planning for the installation of five (5) additional public place recycling bins was finalised in December 2022. Dual enclosures containing a 240L waste bin and a 240L recycling bin will be installed on Grant Street, at the Saltwater Building, Port Village, Portico, and near Jade Inn. Many of these enclosures replace an existing 60L waste bin which is expected to alleviate issues of overflowing bins in Macrossan Street during busy periods. These bins will be audited regularly to determine ways to improve public place recycling.



Image: New dual bin enclosures will be installed in Port Douglas to encourage public place recycling

## Single-Use Plastics Policy

Council's Single-Use Plastics Policy is currently being reviewed. Consultation is required with stakeholders which may be affected by updates, including event organisers, caterers and regular users of council facilities. A draft consultation survey has been developed and is expected to be finalised in January 2023.

## Sustainability

### Sustainable Fishing

Council was successful in receiving a Department of Agriculture and Fisheries Infrastructure Grant for the creation and installation of a Recreational Fishing Trail. Council has until September 2023 to deliver the project. The project involves installing interpretative signage at fishing hotspots

Ordinary Council Meeting - 31 January 2023

detailing popular fishing species, local knowledge, information on fishing rules and best practice. Community consultation occurred in late October 2022 at the local Mossman and Port Douglas Markets followed by two community workshops held in Port Douglas and Newell Beach at the fishing clubhouse.



**Images: Community consultation at Mossman and Port Douglas Markets**

Council awarded the contract to Status Signs to design, supply and install the signs. The first initial concept design has been received.

### **Renewable Energy Scoping Project**

Council has engaged a consultant to review Council's energy consumption and identify suitable sites for future renewable energy projects. Site visits of Council assets were completed November 2022 and draft report received late December 2022. A report of the findings will be presented to Council.

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

Council was successful in receiving a grant from Local Government Association QLD (LGAQ) QCoast 2100 program 4 - CHAS Implementation.

The funding is for dune protection and education and involves formalising two pedestrian beach access points in Port Douglas at Sand Street and Port Street. The project involves installing stairs, sand ladders, fencing, and interpretative signage to educate the community on Council's Resilient Coast Strategic Plan 2019- 2029 and dune protection. Revegetation will also occur in the project area. Council has until May 2023 to deliver the project. Project design has been completed and supplier engaged for major works. Waiting on delivery of materials to begin construction. Engaged contractor to undertake site survey.





Image: Old Sand Street staircase (removed) being replaced

### Ecotourism Destination Certification

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

The process involves auditing 105 different criteria under eight (8) themes including destination characteristics, destination management, nature and scenery, environment and climate, culture and tradition, social well-being, business and communication and ecotourism criteria.

The audit resulted in five (5) corrective actions and three (3) recommendations. All corrective actions were addressed satisfactorily by 31 December 2022 deadline.



Image: Eco Destination Certification Logo

### Disaster Management

Over the past semester the Douglas Disaster Management Unit has been involved with monitoring weather conditions and maintaining situational awareness.





## Preparedness

### Douglas Disaster Resilience Strategy

Several community-based risk assessment workshops, from Degarra to Port Douglas, took place in October and November 2022.

### Incident Management Team

The Incident Management Team for 2022-2023 wet season was provided with training including decision making under pressure, training of the Storm Tide Cyclone Shelter Team and Guardian Incident Management System training.

### Local Disaster Management Group

In line with the *Queensland Disaster Management Act*, the Douglas Local Disaster Management Plan (LDMP) and LDMG core members and advisors was endorsed by the Councilors in October 2022. The annual disaster exercise, Exercise Usu, was held in December 2022 and the final report highlighted 5 insights and 4 recommendations.

### Queensland Evacuation Facilities Working Group

Spearheaded by Douglas Shire Council two meetings were held during this semester, with attendance and membership continuing to grow.

### Alex Bay and Mossman SES Groups

The Alex Bay SES Group has focused on increasing its Road Crash Rescue (RCR) capability, with a new RCR trailer replacement approved by SES. Mossman SES Unit has increased its flood boat operator capacity.

## Response

### Douglas LDMG: COVID-19

Continuing to monitor the regional, national and global variants of the coronavirus.

### Douglas Shire Council's Pandemic Working Group

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

## Environmental Health

Over the current period the Environmental Health Department issued 10 New Food Licenses and one (1) new High Risk Personal Appearance Licence

Environmental Health Officers conducted over 140 health inspections during this period including Food, Accommodation and Personal Appearance Services (Tattoo).

## Workshops

In November Environmental Health Officers attended the QLD Northern Group Workshop - Practical Skills in Environmental Health hosted by Tablelands Regional Council (TRC) after being delayed and rescheduled several times due to the Covid pandemic. This workshop was attended by many of the local Councils as well as the State Public Health teams. The workshop presentations included water testing for E.coli bacteria and heavy metals, soil testing for

contaminants such as hydrocarbons (BTEX) and heavy metals, food Sampling and testing for bacteria and contaminated land investigation/asbestos removal.



Image: Practical Session Asbestos Removal

In December EHA Australia also held a live workshop attended by the Environmental Health department on issues around disease control and prevention in Australia.

#### New Food Standard

About two-thirds of all reported foodborne illness outbreaks in Australia have been linked to food service and closely related retail businesses, including restaurants, takeaways and fast-food restaurants. Food regulators have identified that a lack of skills and knowledge of food handlers, especially for high-risk activities, is commonly linked to outbreaks in food service.

On 8 December 2022, Food Safety Standard 3.2.2A (Food Safety Management Tools) was gazetted with a 12-month period for implementation.



Image: Food Standards Logo

Over the next 12 months Environmental Health Officers will work with food businesses to assist in the transition for everyone to the new standard. The new standard will have added educational



requirements for food handlers as well as record keeping ensuring compliance with food handling practices.

### Event and Activity Approvals

14 event and activity approvals were assessed and issued between October and December 2022. Approval types ranged from temporary entertainments, community events and school sporting events.

Four filming approvals were issued during the period including a fashion shoot, stills shoot for XXXX beer and a Japanese TV program “Sekai Summer Resort” (Summer Resort around the World) filmed at multiple location in Port Douglas.

## INFRASTRUCTURE

### Civil Operations

#### Civil After Hours

Early November, the Shire experienced inclement weather conditions and the on-call crew spent an entire weekend clearing trees and debris on local roads, mostly North of the Daintree River.



Image: Tree clearing North of the River

#### On-going Maintenance

Crews continue to undertake on-going maintenance:

- Drain cleaning and clearing in preparation for the wet season
- Disability access renewals
- Culvert inspections and audits throughout the Shire
- Road inspections and audits throughout the Shire



- Pothole patching and washout repairs along unsealed roads along Cape Kimberley Road and Forest Creek
- Footpath and boat ramp pressure cleaning throughout the shire
- Slashing throughout the shire

### **Mossman Depot Clean-Up**

Council's Infrastructure team have been reducing and recycling waste materials generated from maintenance activities. We also held two auctions this quarter to sell unused materials and equipment. Regular auctions are working well to keep the housekeeping of the Depot under control and to dispose of unused materials and plant.



Image: Depot December 2022

### **RMPC Contract**

As part of the Conditional agreement between Council and DTMR (RMPC Contract) Douglas Shire Council manage and maintain approximately 65km of State-owned roads. Council also has an agreement with Maritime Safety Queensland to maintain state owned marine infrastructure within our Shire.

Council have accomplished 78 defects in the second financial quarter. These include:

- Pothole patching as required on all State roads.
- Pavement repairs on Captain Cook Highway and Mossman Daintree Road to help eliminate pavement failures in the future.
- Culvert/ drain cleaning on Mossman Daintree Road and Captain Cook Highway in preparation for up-and-coming wet season.
- Sign Replacement from annual sign audit (37 Signs)
- Guidepost replacement Captain Cook Hwy (104 posts)
- Tree clearing Port Douglas Road, Captain Cook Highway and Mossman Daintree Road. Herbicide spraying/ Slashing on Hwy's and around culverts, pipes, guideposts, signs, and pits.

- Light shoulder grading on Mossman Daintree Rd to help remove water build up.
- Roadside Litter collection Captain Cook Hwy

As part of our boat ramp upgrades, Council have achieved the following:

- Newell Beach solar lights installation, pavement reflectors and raised pavement marker installation
- Port Douglas pontoon timber Whaler replacement and tap installation
- Cooya Beach boat ramp upgrades



Image: Solar lights install at Newell Beach

### Capital Renewal Programs 2022/23

As part of Councils Transport Asset Management Plan, we manage annual asset renewal programs each financial year. During the second financial quarter we completed the following renewal programs:

#### Kerb and Channel Program

The Kerb and Channel Program focused on the renewal of a section along Alchera Drive and in Mossman Street, Mossman. Final works were completed in October.





Image: Works underway along the footpath upgrade along Mossman Street

### Alexandra Range Repairs

Edge repairs and drainage improvements were undertaken along Alexandra Range as shown in the photos below.



Images: Before and after images of Alexandra Range edge repairs

### Capital Works Projects

#### Warners Bridge Renewal Construction

The Warners Bridge construction project had experienced many challenges. Practical completion was reached in December and open to traffic ahead of schedule.





Image: Warner Bridge post construction

### Workshop & Fleet Services

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

### Fleet Renewal Program

Council continued to renew old plant and fleet. During this quarter Council continued to replace fuel powered small plant with battery powered equipment.

### 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:

- Graffiti and vandalism continue to be an issue at George Davis Park, Mossman and Cooya Beach. Local Laws assisted by installing surveillance equipment at Lou Prince Park
- Various irrigation repairs and maintenance were completed throughout the Shire.
- New cemetery rule signs have been installed at Port Douglas and Mossman cemeteries. The annual cyclone clean- up was conducted, in accordance with Council's Adornment of Graves General Policy.
- Landscape renewal of gardens at Wonga Community Park trialling humdisoil product made from recycled food waste.
- Specialist turf maintenance of our sports fields including dethatching, fertilizing and topdressing to achieve premium playing surfaces.
- Removal of Rex Smeal Park Playground (Pirate Ship) for safety reasons.
- Oil Palm fertilising program to ensure optimum health.
- Removal of dead wood from the Raintrees in Mossman.
- Coconut Denuiting Program completed on 1265 specimens
- Removal of Mistletoe from Avenue of Melaleuca trees on Garrick Street



Image: Vandalised public toilet Lou Prince Park, Cooya Beach



Image: George Davis Park Pressure cleaned

Table: Quarterly Accomplishment Report

Activity Name	Tasks completed Oct-Dec 2022	Person Hours For Each Quarter	Tasks completed Year to Date	Year to Date Person Hours
Vandal Damage Rectification	4	3	19	25
Litter Pickup	227	122	644	589
Mowing	19	272	29	431
Tree Maintenance	83	133	194	370
Grounds Maintenance	343	2000	802	3950
Illegal Dumping Removal	6	7	13	24
Beach/Foreshore Maintenance	100	137	187	206
BBQ Maintenance	702	357	1310	674
Amenity Cleaning	1470	1071	2697	1987
Other Amenity Maintenance	2	1	11	10
Park Furniture Maintenance	128	104	229	164



Activity Name	Tasks completed Oct-Dec 2022	Person Hours For Each Quarter	Tasks completed Year to Date	Year to Date Person Hours
Playground Furniture Maintenance	80	33	190	80
Skate Park Maintenance	5	2	17	9
Irrigation Maintenance	9	81	38	198
Landscape Maintenance	23	343	41	601
Herbicide	32	216	65	368
Signs Install / Maintenance	1	1	5	17
Fence/Guardrail Upgrade/Replace/Repair	1	14	2	20
Bridge and Footbridge Maintenance	2	1	7	3
Footpath Works and Maintenance	63	69	106	135
Bus Shelter Maintenance	18	17	32	22
Litter Bin Maintenance	31	83	51	135
Inspections General	5	2	28	44
<b>TOTAL</b>	<b>3,354</b>	<b>5,066</b>	<b>6,717</b>	<b>10,059</b>

### Capital Works 2022/23

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

- Oil Palm Irrigation infrastructure renewal along Port Douglas Road and the Captain Cook Highway. The team have reinstated existing irrigation in effort to improve and maintain the health of the Oil Palm Avenue.
- A contractor has been engaged to renew the North Mossman Playground. A recent playground audit identified a number of defects within this playground. It is due for renewal as per parks renewal program.
- Supply and installation of a new Shade Sail over the Milman Drive Playground.
- Delivery of five new dual bin enclosures have arrived to increase the general waste and recycle collection capacity within Macrossan and Grant Streets. The enclosures will be installed in January.
- Public consultation completed by Trinity Skateparks to undertake design for the possible upgrade of the Port Douglas Sports Complex Skatepark.
- A contractor has been engaged to install new shelters to replace the existing timber BBQ shelter north of the Four Mile Beach Surf Life Savers Club and an additional 2 shelters to cover the seating either side.
- A contractor has been engaged to undertake Stage 1 of the Mossman Administration Building Landscape Renewal. The works will commence in March.



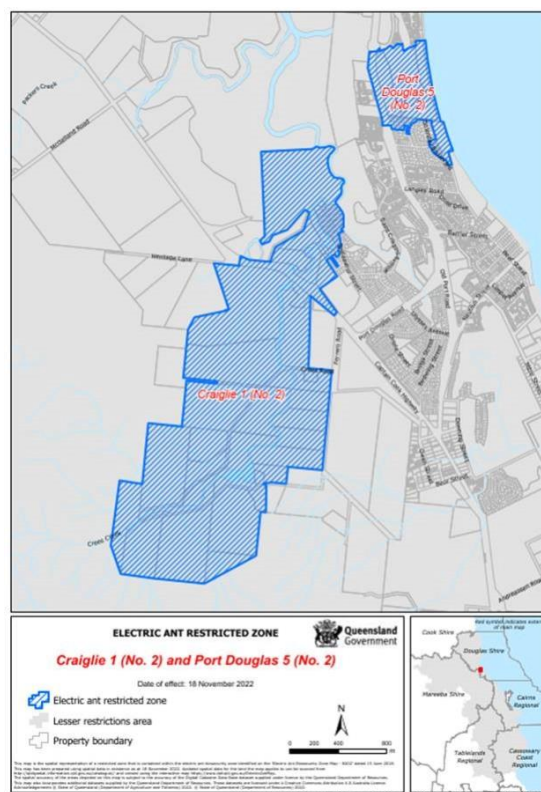


**Image: Port Douglas Skate Park Concept Design Project**

## Biosecurity

Electric ant restricted zones have been amended for Craiglie to reflect new detections of electric ant infestations, and operational activities being completed. The National Electric Ant Eradication Program has confirmed that Electric ants have been found on, and adjacent to, the Craiglie Water Reservoir, Hope Street and Endeavour Street, as well as within Crees Creek and on adjacent properties, both up and down stream.

Residents or contractors working in the restricted zones, must not move live electric ants, or move electric ant carriers from a property within a restricted zone to another property within or outside of the restricted zone unless certain conditions have been met.



**Image: Electric ant Restriction Zone Craiglie**  
Ordinary Council Meeting - 31 January 2023

Our Biosecurity team has started its annual foreshore weed management program which targets invasive species that have moved into littoral rainforest environments across the Douglas Shire. These ecological communities are listed as critically endangered under the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act).

As per Douglas Shire Council's Coconut Management Plan and the Foreshore Management Plans, the biosecurity team has been conducting weed control and removing coconut debris from the Newell Beach foreshore as part of a staged program. A future stage of the program will involve revegetation works with suitable native foreshore species.

Each year Douglas Shire Council and QLD Parks & Wildlife Service (QPWS) follow up on historic hiptage locations which have been located predominantly by aerial surveys dating back to 2013. This year, the Biosecurity Invasive Weed Team in collaboration with QPWS has treated 102 individual hiptage revisit sites, as well 57 new infestation sites identified during this year's helicopter aerial surveys.

Council's Pest Animal Controller has continued to target feral pigs north of the Daintree River and on request in other areas throughout the Douglas Shire as part of the feral pig trapping program. The program targets the protection of environmental, agricultural assets and assists to reduce the impacts of feral pigs on the natural environment. This is achieved by providing a coordinated trapping service to the community which is the most effective technique for reducing feral pig numbers in the wet tropics.



Image: Feral Pigs caught in DSC Traps

#### Biosecurity Statistics:

- Total man hours on weed / electric ant control = 721
- Feral pigs terminated = 53

#### Nursery Statistics

- Plants produced = 3,267
- Plants distributed to community, Landcare groups and project works = 3,417



## Building Facilities

### Operational Works

The Building Facilities team have been working hard to deliver operational works across the Council as well as manage and roll out new operational service contracts. Works on the new cleaning contracts have now been completed in Mossman and Port Douglas with the three successful contractors being Serco (Previously Facilities First) Eve Environmental Services and Mary's Cleaning Services. Operational works delivered throughout the last three months include:

- Pest treatments and rodent baiting
- Electrical test and tag
- Generator servicing- major service including filters and oil change
- Fire services – Fire extinguishers, fire hoses, exit lights, etc.

Planning has also been ongoing as we look at rolling out roof cleaning and servicing of first aid kits in January. Two air-conditioners have been replaced at the Flag Staff Hill Communication Tower and a new water spray system has been installed to the Administration building to assist the air-conditioners to cope with several heat waves.

Improvements have also been undertaken to manage the issue of birds roosting at the front of the Mossman Shire Hall with measured success. Council will roll out more laser lights to assist with this problem and ongoing weekly cleaning will continue to keep the front entrance in a clean and tidy state. Servicing on the Mossman Pool Shade sail has also been scheduled to allow for smooth operation over the next twelve months.



Image: Mossman Shire Hall – New bird deterrent

## Capital Works

The Building Facilities team have been working hard to roll out key projects prior to the wet season. These include the following:

### Port Douglas Sports Complex Lighting Renewal

The Port Douglas field lights have now had all bulbs and ignitors replaced on thirty-five lights. One needed to be removed for safety reasons as it was not repairable. By completing this work in October/November the team were able to access all light towers causing minimal damage to the grounds and no damage to the playing field.



Image: Port Sports Complex – Light globes and ignitors being replaced

### Mossman Depot Roof Replacement

External contractors were brought in to replace the fourth and final stage of the Mossman Depot Roof. Works were completed in a timely manner along with upgrades to the roof tie down to allow it to handle the far northern weather conditions more effectively.





Image: Mossman Depot Roof Replacement

#### Newell Beach Toilet Roof Replacement

The old aluminium roof on the Newell beach toilet was well overdue because of major timber rot in the roof structure. These works have been completed, including running all new copper pipes through the building.



Images: Newell Beach Toilet roof replacement



### Remote Generator Monitoring at Diwan Health Clinic

Works have been progressing on the remote monitoring at the Diwan Generator compound that powers the Cow Bay Health Clinic. These works also included an upgrade to the battery system and electrical boards to allow for a reliable power supply for the clinic, public toilets and sports complex.



**Images: Diwan Generator compound – New Batteries and electrical upgrades**

### Port Douglas Museum fence replacement

Douglas Shire Council officers worked along with the Port Douglas Heritage Society to replace the old timber fence at the Port Douglas Museum. Funding was obtained through a grant and local contractors were engaged to supply the timber and install the new fence.



**Image: Port Douglas Museum – New Fence**



## PROJECT OFFICE

### Capital Works

#### Grant St Water main replacement

Good progress was made on the Grant Street, Port Douglas water main replacement project, with the contractor completing the majority of works prior to the Christmas shut down. This was despite the contractor being reassigned to other emergent work on behalf of Council. The contractor will return in mid-January to make the main operational and return Grant St to its original condition.



Image: Water main being laid Grant St, Port Douglas

#### Poletti's Road Pavement Upgrade

As part of grant funding provided by the Queensland Government for infrastructure resilience, a section of Poletti's Road was upgraded to a concrete pavement, to reduce impact on road users and reduce maintenance costs and time for Council work crews.





Image: Completed resilience works

### Daintree Ferry North Ramp replacement

From 10pm Friday 18 November 2022 to 5am Tuesday 22 November 2022 the Daintree ferry was closed as the vessel's northern loading ramp was replaced by contractors.

This was a more logistically challenging project as once the ferry was docked on the northern bank, the project was committed and could not go back. Council also took advantage of the closure to undertake other maintenance activities in preparation for the March 2023 Australian Maritime Safety Authority (the regulator) mandatory safety inspection



Image: New ramp being manoeuvred into position



## Mossman Water Treatment Plant Chemical Handling

Mossman Water Plant chemical storage and handling area is finalised and has significantly improved chemical handling at the facility, reducing the risk of harm to officers and contractors.



Image: Completed chemical storage facility at Mossman Water Treatment Plant

## Mossman Water Treatment Plant Ultrafiltration Upgrade

Work to replace the membranes in the water treatment has commenced, with the contractor undertaking several site visits to understand the constraints of the project.

In conjunction with Council officers a hazard and operability analysis assessment has been completed of the new proposed system which has identified potential hazards and possible future operability issues. These issues will be addressed during the detailed design phase of the project.

## Disaster Recovery Projects

### Tropical Cyclone Tiffany Event

A claim for the damage incurred to Lee's bridge, Douglas Creek Road, Daintree was submitted to the Queensland Reconstruction Authority (QRA) and is still undergoing assessment by the agency.

### Monsoon Trough

Council was fully successful in obtaining the full claimable amount relating to this minor event.

## WATER AND WASTEWATER

The Water and Wastewater Department met all expectations for the October to December 2022 reporting period.

## Water Consumption

The Water and Wastewater Department continued with Level 0 water conservation measures until 20 November 2022. Level 1 water restrictions on 21 November 2022 due to rapidly falling creek levels at the intake. These restrictions continued throughout the rest of the reporting period.

The water level at Rex Creek intake dropped to a minimum of 290mm on 15 December 2022. The level peaked at 1,390mm on 24 December 2022 during a significant rainfall event.

The average water consumption was 9.6 ML/day for the Port Douglas network and 2.7 ML/day for the Mossman network.

The graph below displays the water usage for the Mossman / Port Douglas scheme and shows the creek level recorded at Rex Creek intake throughout the reporting period.

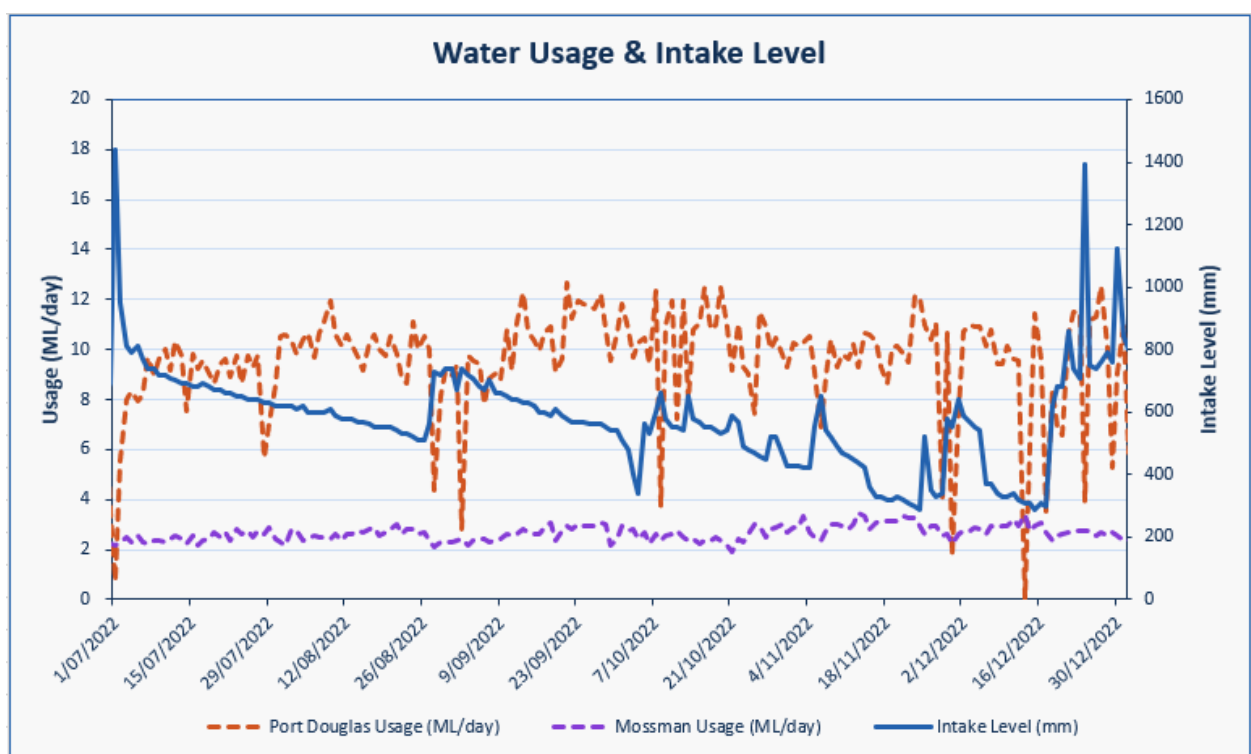


Image: Water Usage and Intake Level

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



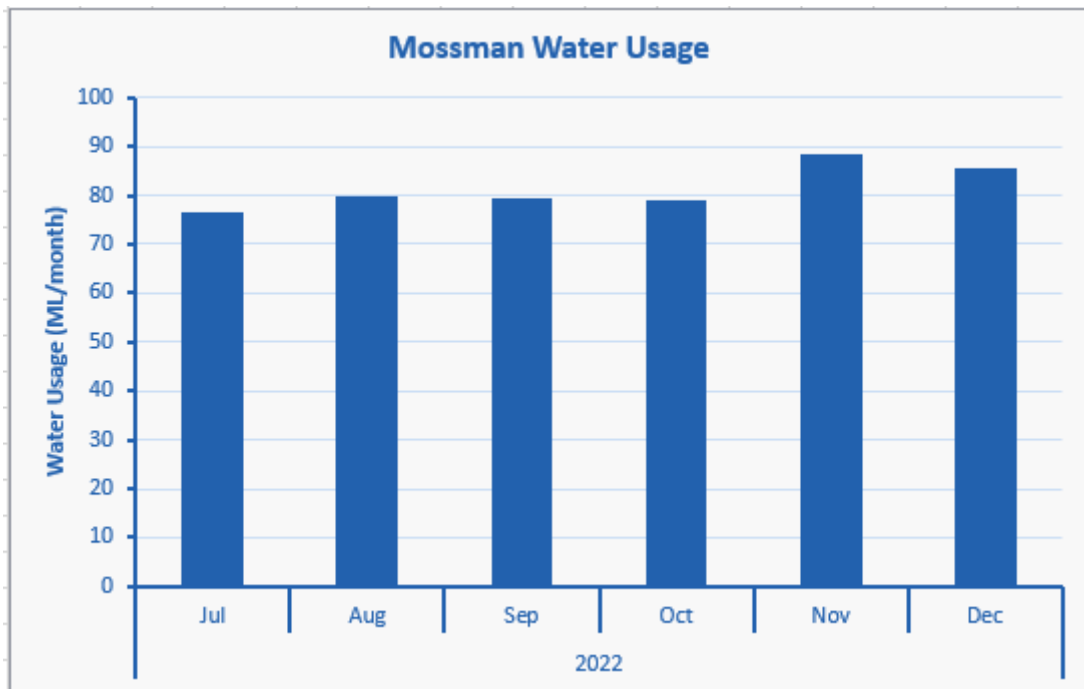


Image: Mossman Water Usage

### Port Douglas

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

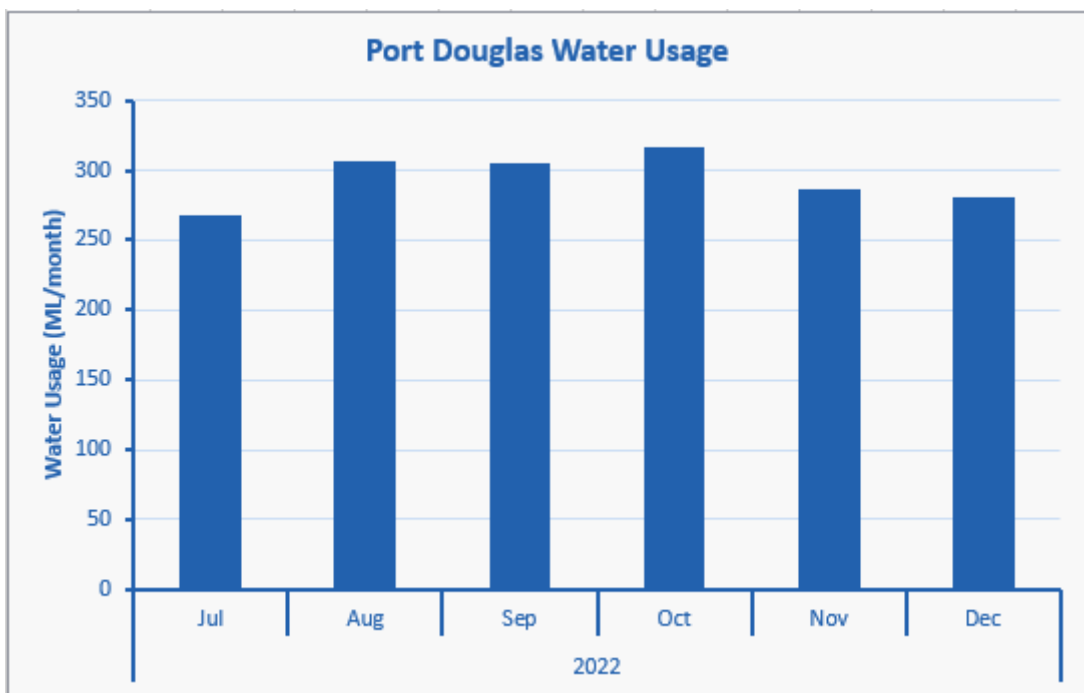


Image: Port Douglas Water Usage

### Whyanbeel

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

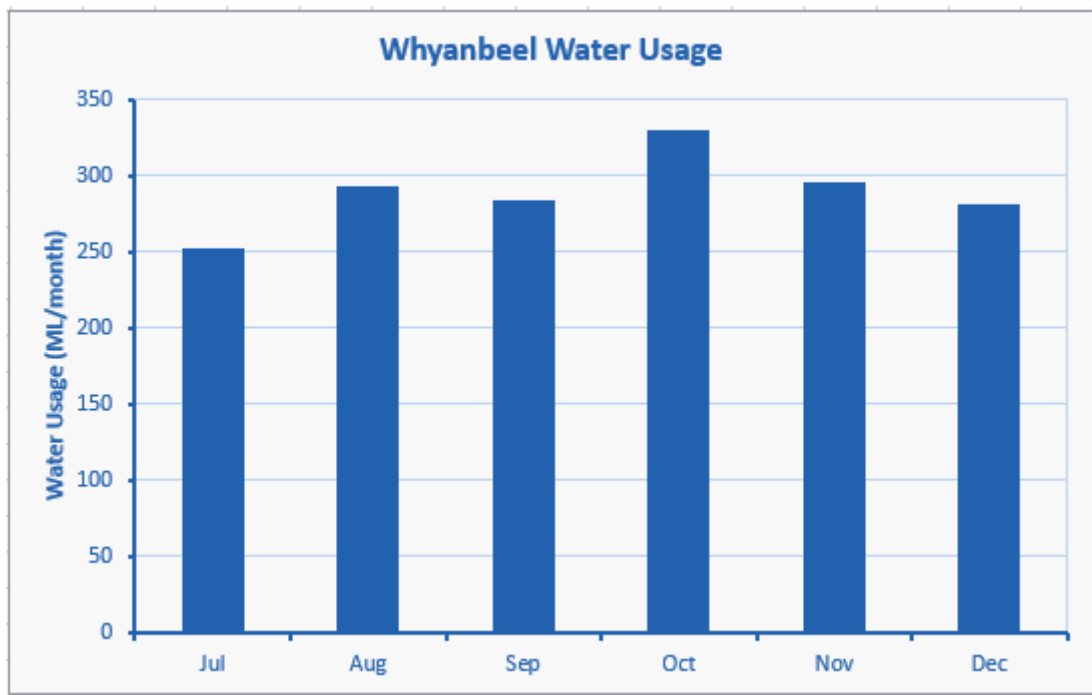


Image: Whyanbeel Water Usage

### Daintree

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

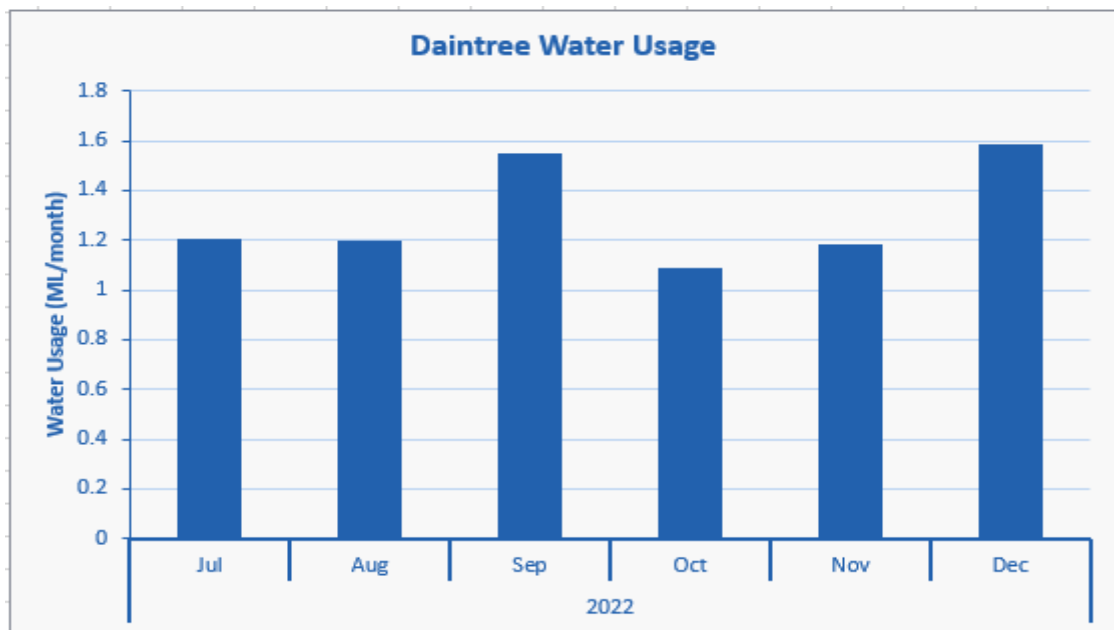


Image: Daintree Water Usage

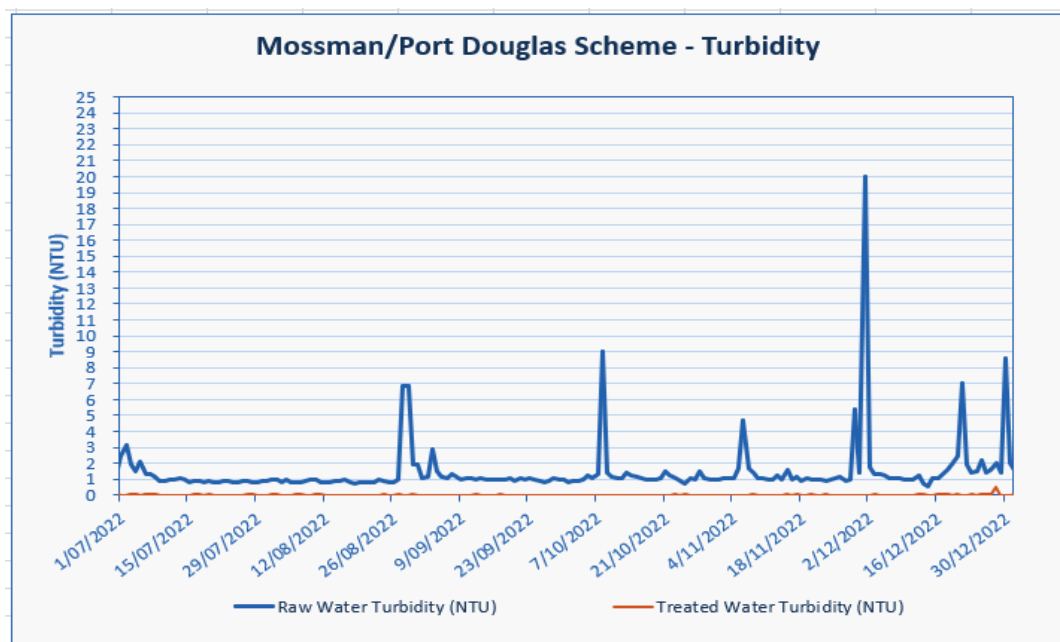
### Mossman / Port Douglas Scheme

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

The graph below indicates the trends for daily turbidity recorded at the intake and for treated water recorded at the Mossman WTP during the current reporting period. High turbidity can be seen between 28 November 2022 and 3 December 2022 after a high-intensity rainfall event. The level of turbidity (measured in NTU) was the 4<sup>th</sup> highest (at 20 NTU) that Douglas Shire has



experienced in the last decade. For comparison, the highest turbidity level recorded during the same period was 29.7 NTU on 22 May 2016.



**Image: Mossman/Port Douglas Scheme – Turbidity**

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

### Whyanbeel Scheme

Whyanbeel WTP met all demand requirements during the reporting period. There was one water quality incident for the reporting period. Low chlorine was detected at Wonga Beach Esplanade on 22 December 2022 during routine testing, which followed a temporary change in operating philosophy to deal with the interruption in supply at Warners Bridge. The line was subsequently flushed and chlorine levels were recorded back within the normal range (above 0.2 mg/L).

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

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

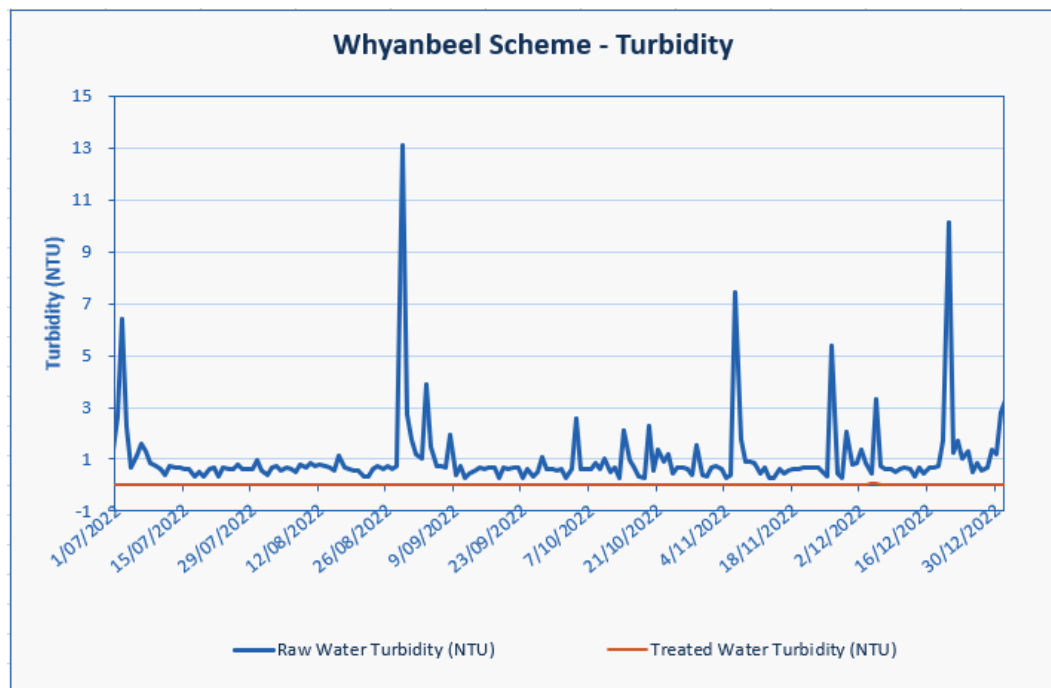


Image: Whyanbeel Scheme – Turbidity

### Daintree Scheme

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

Routine general maintenance was carried out during the reporting period, including at the intake. Reservoirs and pump stations were regularly inspected, while flushing programs were completed on an 'as needed' basis to maintain chlorine residuals within the acceptable limits.

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

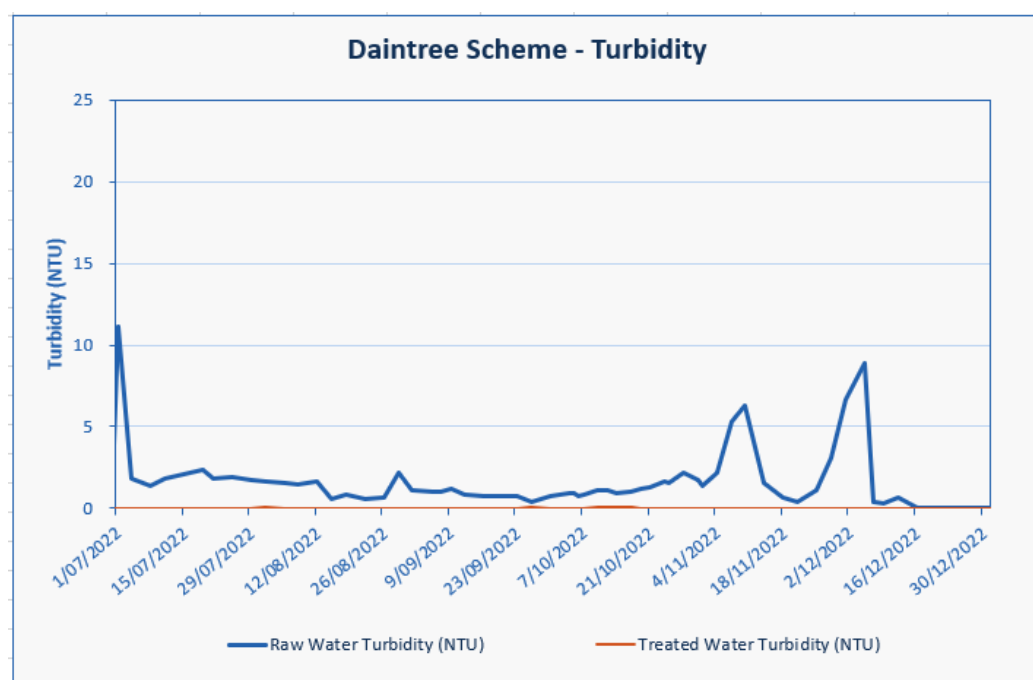


Image: Daintree Scheme – Turbidity



## Daintree Bore

The bore was commissioned following the installation of a calcite filter at the site. This should ensure that Daintree Village does not run short of water during an emergency situation where water from the intake is not available.

## Water Reticulation

Regular reservoir, pump station checks and maintenance were performed across all three water supply schemes.

The table below details the significant activities carried out.

**Table: Water reticulation team maintenance activities**

Activity	Number in period
Settlement meter reads	67
New water service connections	6
Service repairs	122
Water main repairs	32
Water quality notifications (customer complaints)	1
Dial-Before-You-Dig enquiries	291
Flushing events: Mossman/ Port Douglas scheme (including Cooya and Newell)	45
Flushing events: Whyanbeel scheme (including Wonga)	15
Flushing events: Daintree scheme	Every 2nd day
Water meter leg inspections for smart water meter program	250
Water meter leg replacements for smart water meter program	250
Smart Water Meter questions & investigations	6
Total CRMs attended	237

## Water Quality

Drinking water sampling occurs at intakes, reservoirs and in the reticulation network to ensure compliance with Council's approved Drinking Water Quality Management Plan (DWQMP) and the Australian Drinking Water Guidelines (ADWG).

Water quality verification monitoring includes regular testing within the reticulation network and monthly sampling at the reservoirs. Supporting programs for the verification of drinking water quality include:

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

For the reporting period, a total of 94 treated water *E. coli* samples were taken across the drinking water schemes. 61 *E. coli* samples were tested in the Douglas Shire water laboratory and 33 in a NATA-accredited laboratory. Other parameters monitored allow the Water and Wastewater Department to observe trends in water quality across the schemes.

All parameters in drinking water samples tested at the NATA laboratory for the period were compliant with ADWG health guideline values and standards required by the Water Supply Regulator and Queensland Health. All in-house *E. coli* samples were all compliant with ADWG health guideline values and standards.

However, there were several non-compliances identified during in-situ testing of the reticulation networks.

Routine testing on 22 December 2022 identified several areas of the network with low chlorine levels. These were explained by several concurrent unexpected events, including power outages at the Mossman WTP, a broken main at Warners Bridge which required the network to be temporarily reconfigured and interrupted water production resulting from high turbidity levels in the Rex Creek and Intake Creek at Mossman and Whyanbeel respectively.

Once production was restarted and normal operating mode was resumed, the chlorine levels returned to normal at most sites.

Despite the low chlorine levels, *E. coli* tests carried out on the same samples were all clear, despite the low chlorine residuals, indicating that the water had been sufficiently treated to prevent risk to human health.

Non-potable water supplied to Dagmar residents was also monitored monthly for metals and *E. coli* monthly and for pesticides on a quarterly basis.

In addition, water quality was tested at all the drinking water intakes throughout the reporting period. Raw water sampling assists Council to understand the treatment needs and the health-based targets.

### Mossman / Port Douglas Scheme

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

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

Month	pH	Temp °C	Total Alkalinity mg CaCO <sub>3</sub> /L	Free Cl mg/L	Total Cl mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0 - 200	0.2 - 5.0	0.2 - 5.0	<1
Oct-22	7.2	26.6	6.9	1.0	1.0	<1
Nov-22	7.1	28.8	6.4	1.0	1.0	<1
Dec-22	7.2	29.2	Not sampled	0.82	0.85	Not sampled



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

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
Oct-22	7.1	28.0	0.9	0.9	<1	0.01	0.023	0.0002	<1
Nov-22	7.1	28.7	0.7	0.7	<1	0.01	<0.015	<0.0002	<1
Dec-22	6.9	30.0	0.5	0.5	<1	0.014	<0.015	<0.0002	<1

The pH level of water returned to the Rex Creek from the Mossman WTP continues to be outside the current water license parameters. Negotiations to amend the licence to more reasonable parameters are currently underway with the Regulator.

Low chlorine levels (less than 0.2 mg/L) were repeatedly detected during routine water quality testing at both the Cassowary Bunns Corner and Cooya Beach boat ramp. The Cassowary water main is an aged AC pipe with a very low turnover of water (with only 24 customers along the entire 9 km of main).

As the main is shallow and old, the treated water experiences high temperature and high pH (both of which influence chlorine levels). An incident report was sent to the Regulator in November and investigations into the best way to manage this line in the long term are still on-going.

### Whyanbeel Scheme

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

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

Month	pH	Temp °C	Total Alkalinity mg CaCO <sub>3</sub> /L	Free Cl mg/L	Total Cl mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0 - 200	0.2 - 5.0	0.2 - 5.0	<1
Oct-22	7.9	26.5	8.5	1.1	1.0	<1
Nov-22	7.4	27.0	9	0.9	1.0	<1
Dec-22	7.9	28.7	9.7	1.0	1.0	<1

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

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
Oct-22	7.5	27.5	0.84	0.84	<1	0.005	<0.015	0.0003	<1
Nov-22	7.6	28.7	0.93	0.94	<1	0.004	0.016	0.0004	<1
Dec-22	7.5	28.3	0.76	0.76	<1	0.014	<0.015	<0.002	<1

### Daintree Scheme

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

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

Month	pH	Temp °C	Free Cl mg/L	Total Cl mg/L	Colour PCU	Cu mg/L	Fe mg/L	Mn mg/L	E.coli MPN
Standard	6.5 - 8.5	10 - 30	0.2 - 5.0	0.2 - 5.0	<15	<1	<0.3	<0.1	<1
Oct-22	7.5	28.1	1.09	1.11	<1	0.002	<0.015	<0.0002	<1
Nov-22	7.4	23.1	1.00	0.99	<1	0.002	<0.015	0.0002	<1
Dec-22	7.4	27.7	0.87	0.87	<1	0.004	<0.015	0.0006	<1

## Wastewater

### Sewerage

General maintenance programs continued on the sewerage network, including the 32 sewage pump stations (SPS) in the Mossman and Port Douglas catchments.

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

- Two replacement sewer pumps purchased for SPS SC1. (St Crispin's Ave).
- A trial pump was installed at SPS MA (Junction Road, Mossman).
- Structural house connection junction branches were replaced in the Four Mile area.

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



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

Issue	Port Douglas WWTP Catchment	Mossman WWTP Catchment
Pump Blockages	2	2
Sewer Chokes	0	0
Sewer Main Breaks	0	0
HCB Repairs	4	1
Odour Complaints	0	0
Public Complaints	0	0
Reportable Incidents	1	1

### Wastewater Treatment

A total of two reportable incidents occurred in the reporting period.

A faulty rotameter was identified as the cause of the effluent from Mossman WWTP exceeding licensed levels of faecal coliforms in November due a low free chlorine residual. Re-calibration of the instrumentation at the plant has rectified the issue.

The treated effluent discharged from Port Douglas WWTP exceeded its licensed ammonia limit in November. Upgrade works scheduled for the diffusers and aerators in May / June 2023 will improve aeration levels, thereby improving treatment, which should prevent this from occurring in the future. As tourist numbers increase in the lead up to the Easter holidays, the ammonia levels in the effluent may approach this license limit.

### Port Douglas Wastewater Treatment Plant

#### Rainfall

Total rainfall on site during the reporting period was measured as 335 mm. The highest daily rainfall of the period was 42 mm.

#### Influent

A total of 246,706 kL of influent entered the Port Douglas WWTP during the reporting period. The average daily inflow was 2,682 kL/day. Tanker trucks delivered 395 kL of septage to the treatment plant and 1371.56 kL of leachate from Killaloe landfill. Daily inflows, outflows and recycled water supplied for the reporting period are presented below.

The rising inflow volumes in December correspond to high rainfall and saturated ground conditions which result in infiltration of groundwater to the sewerage network.

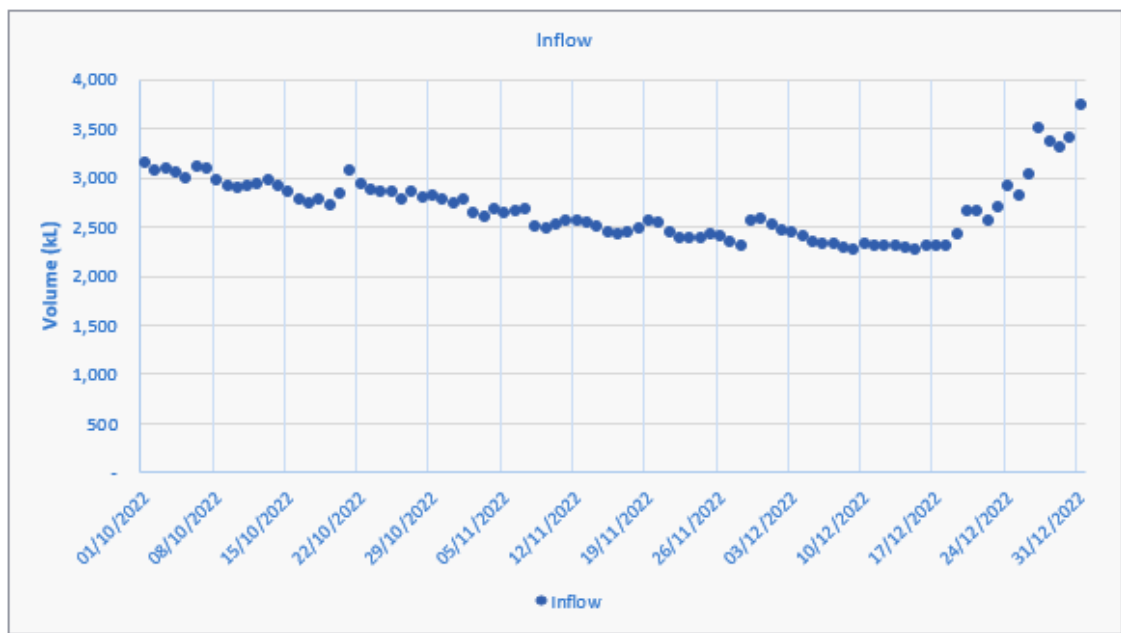


Image: Port Douglas WWTP daily inflow

### Recycled Water

Treated effluent (68% of the total volume) was pumped to two resort golf courses for irrigation purposes with the remainder discharged into the Dickson Inlet.

The Sheraton Grand Mirage Golf Club received 100,226 kL and Palmer Sea Reef Golf Club received 77,157 kL of treated effluent during this period.

### Biosolids

At Port Douglas WWTP, 444 tonnes of wet bio-solids (comprising 11% solids) was produced during the reporting period, which equates to 48.8 tonnes by dry weight.

These biosolids were transported by Arkwood Organics to farms across the region for use as organic fertiliser and soil conditioner.

### Mossman Wastewater Treatment Plant

#### Rainfall

A total of 766.3 mm of rain fell on site for the reporting period with the highest daily rainfall measured at 118 mm on 5 November 2022.

#### Influent and Effluent

The Mossman WWTP received a total influent flow of 94,174 kL during the reporting period. The average daily inflow was 1,002 kL/day.

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



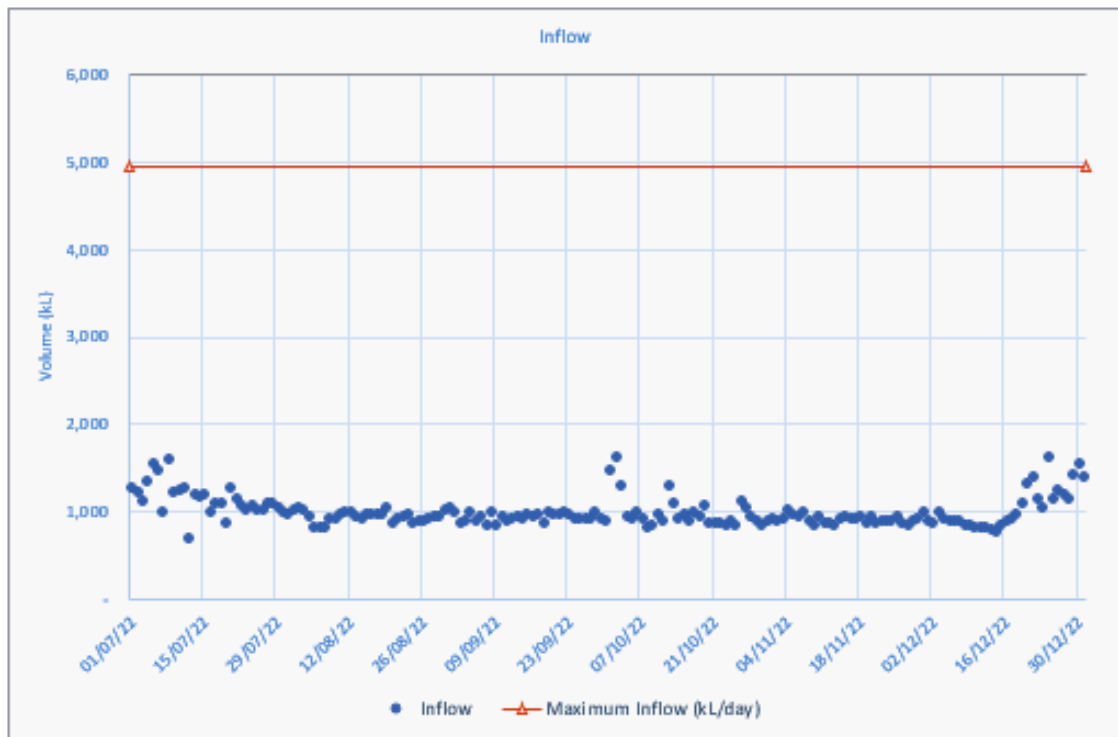


Image: Mossman WWTP daily inflow

### Biosolids

At Mossman WWTP, 104 tonnes of wet bio-solids (comprising 10% solids) was produced during the reporting period, which equates to 10.4 tonnes by dry weight.

These biosolids were transported by Arkwood Organics to farms across the region for use as organic fertiliser and soil conditioner.

The monthly biosolids production can be seen below.

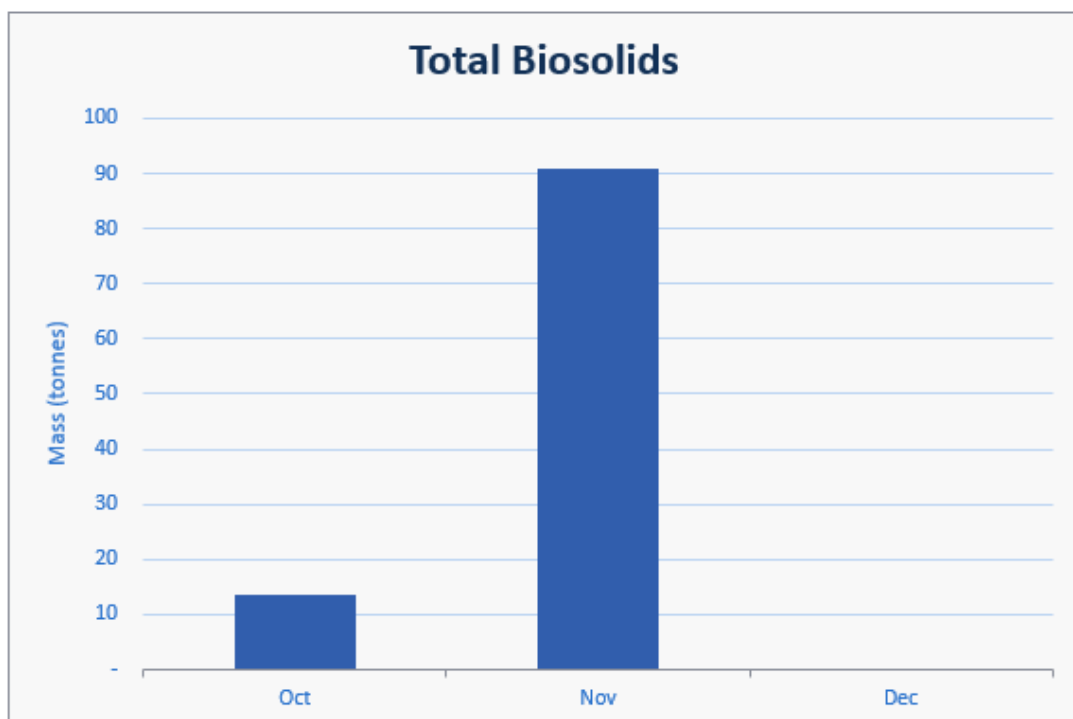


Image: Mossman WWTP biosolids production

## Effluent quality and compliance

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

Additionally, more samples are taken from the treatment processes, biosolids, receiving waters and bores. Samples are tested by a NATA-accredited laboratory for physical, chemical and microbiological parameters.

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

### Port Douglas Wastewater Treatment Plant

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

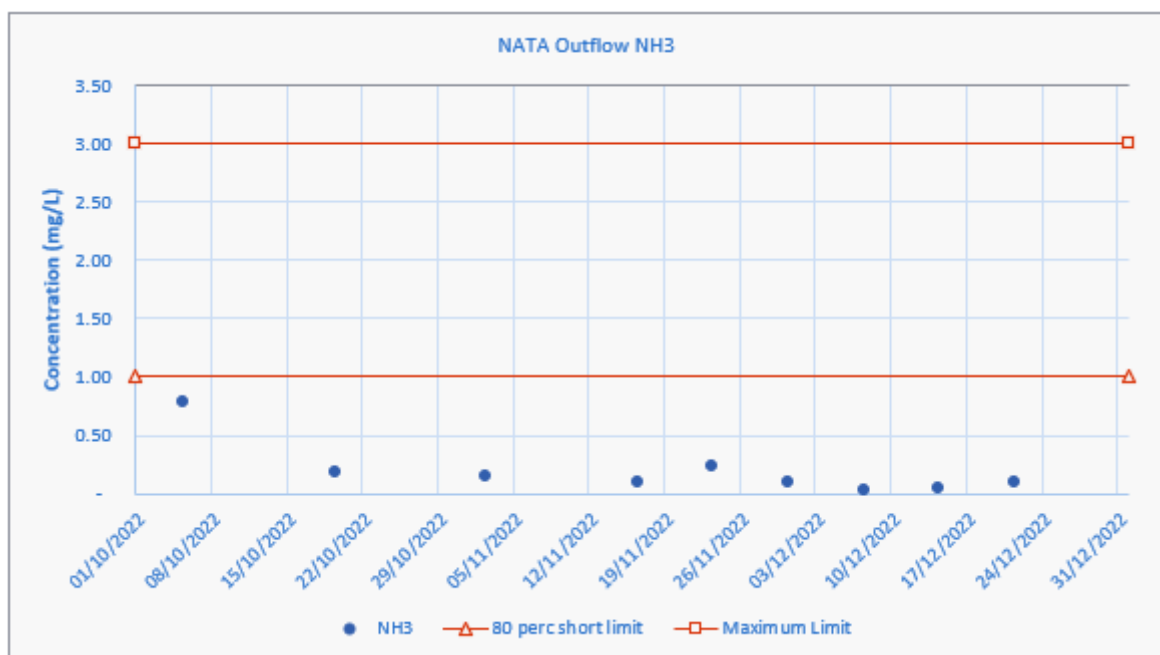


Image: Port Douglas WWTP final effluent – ammonia (NH<sub>3</sub>)



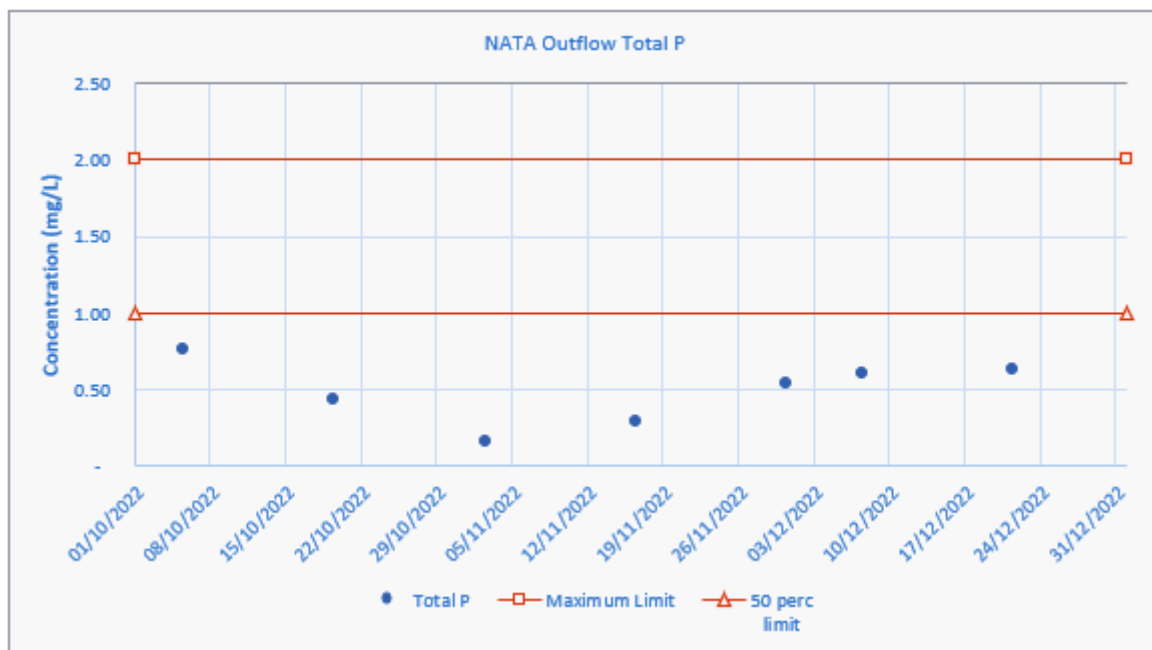


Image: Port Douglas WWTP final effluent – total phosphorous

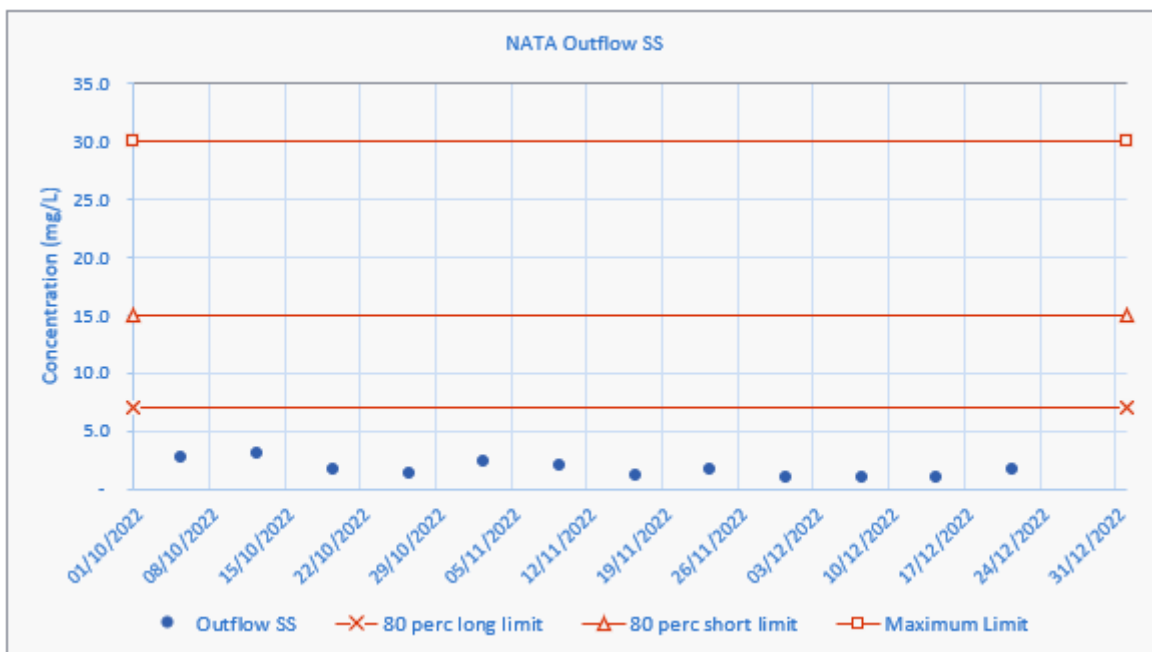


Image: Port Douglas WWTP final effluent – total suspended solids

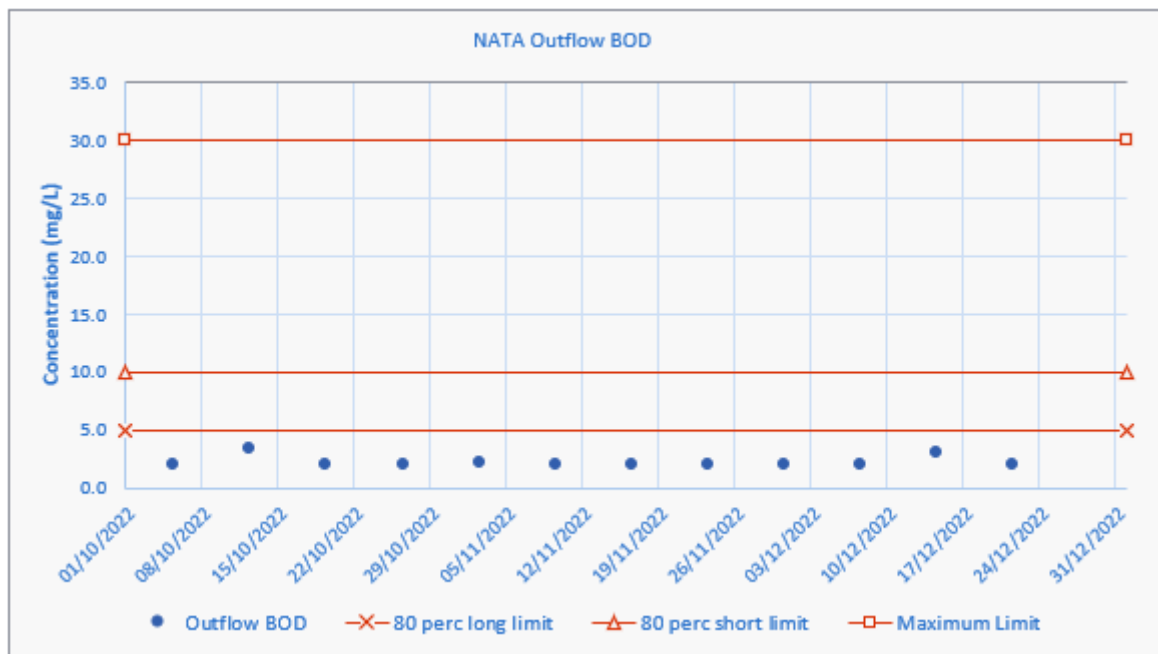


Image: Port Douglas WWTP final effluent – BOD<sub>5</sub> (biochemical oxygen demand)

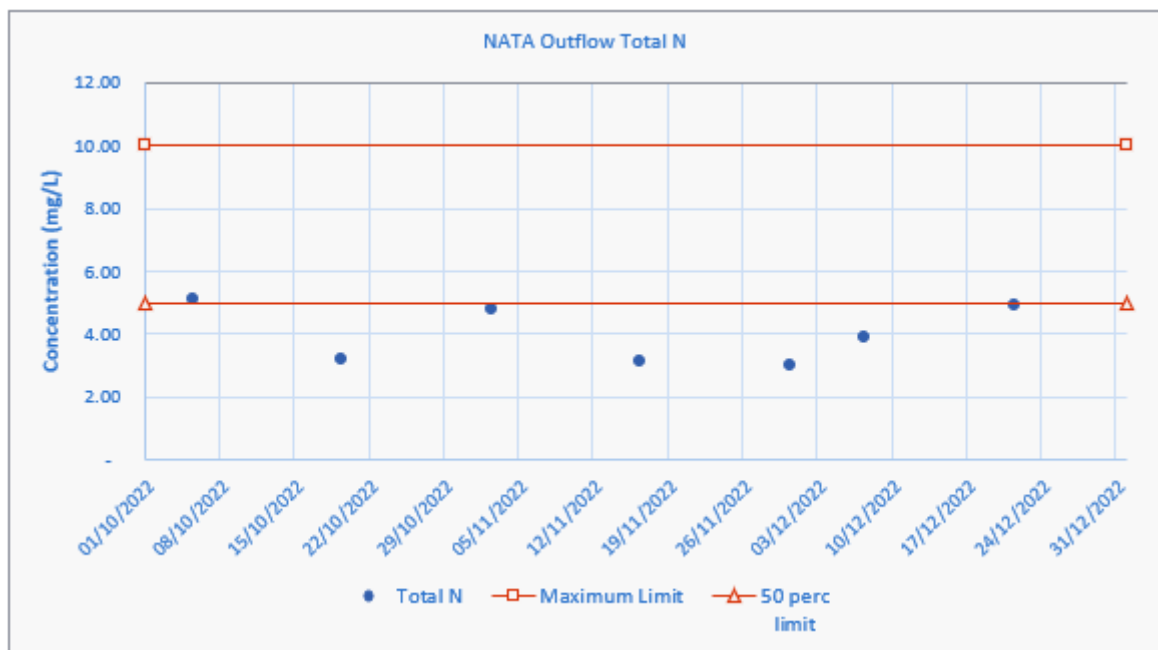


Image: Port Douglas WWTP final effluent – total nitrogen

### Mossman Wastewater Treatment Plant

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



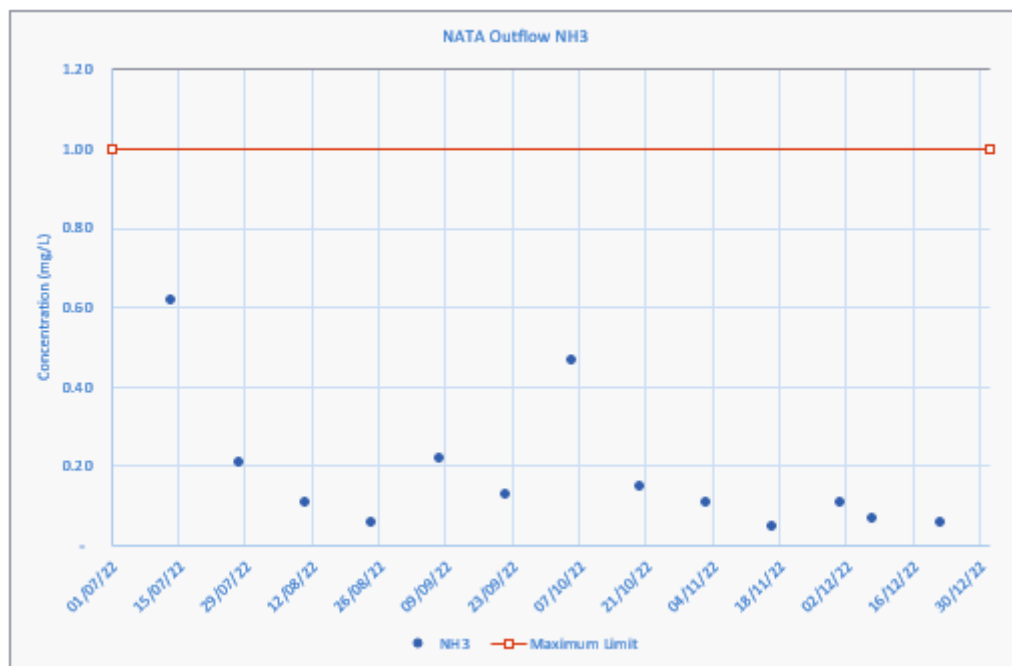
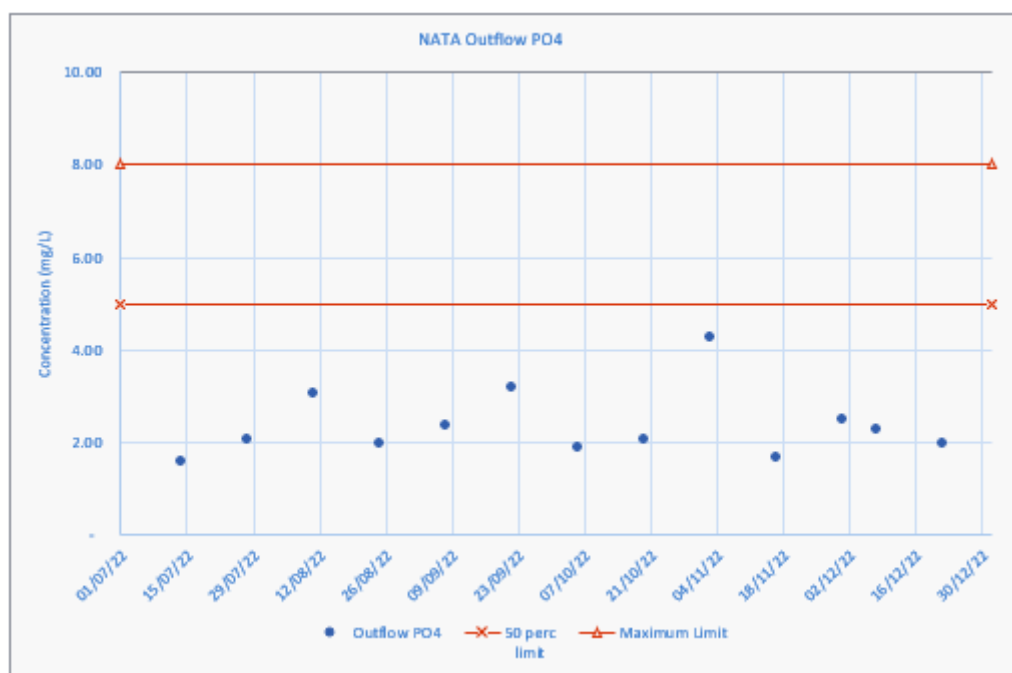
Image: Mossman WWTP final effluent – ammonia (NH<sub>3</sub>)

Image: Mossman WWTP final effluent – total phosphorous

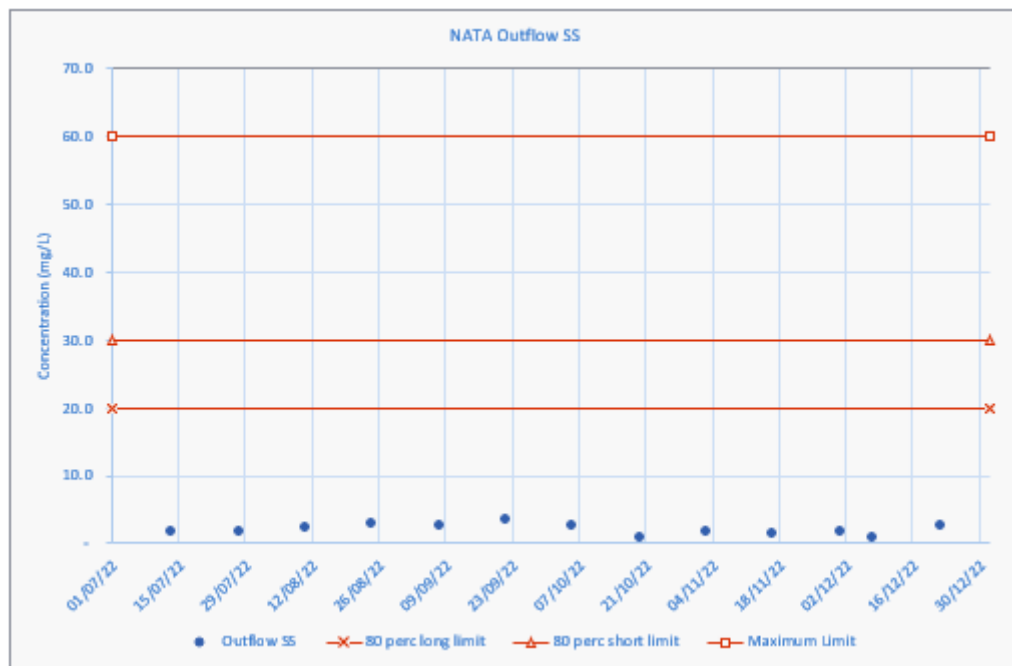


Image: Mossman WWTP final effluent – total suspended solids

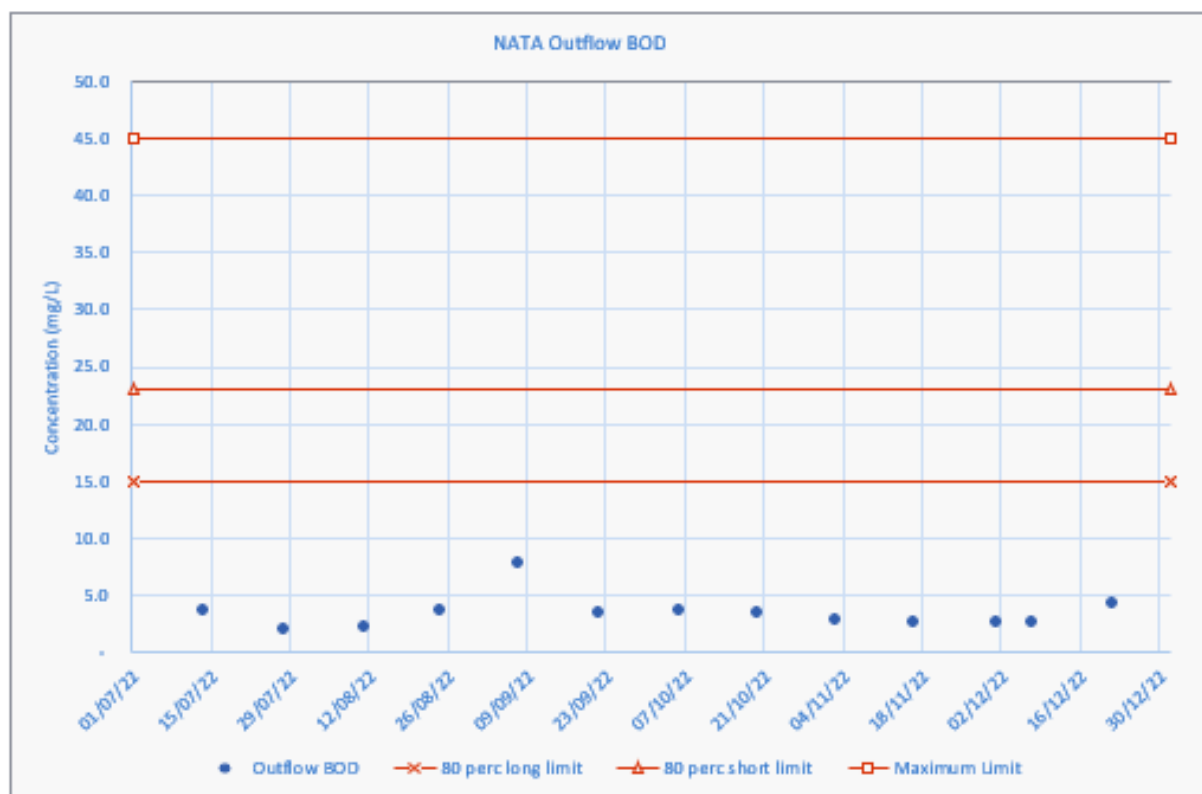


Image: Mossman WWTP final effluent – BOD<sub>5</sub> (biochemical oxygen demand)



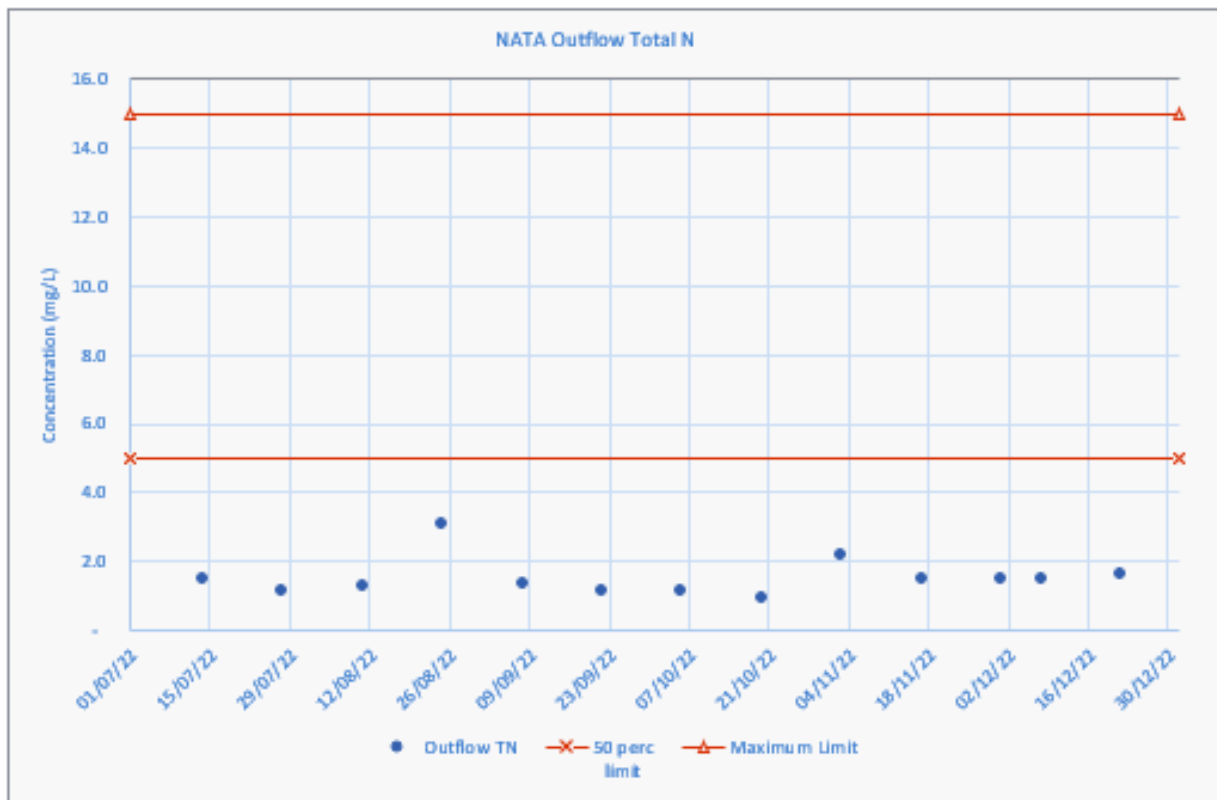


Image: Mossman WWTP final effluent – total nitrogen

## Trade Waste

Trade waste inspections have continued throughout the reporting period, with an emphasis on assisting waste generators to understand their obligations relating to the discharge of liquid waste into the sewerage network.

The main focus has been working with generators to bring their infrastructure up to the required standard in order to protect the wastewater treatment plants.

Table: Trade waste compliance activities

Activity	Number in Period
Conducted inspections	27
General letters	7
Compliance notices	0
Show cause notices	0
Additional loading charges	0
Liquid trade waste late fee	0
Annual renewals	142
New applications	4
CRMs / completed tasks	511

DOUGLAS SHIRE COUNCIL

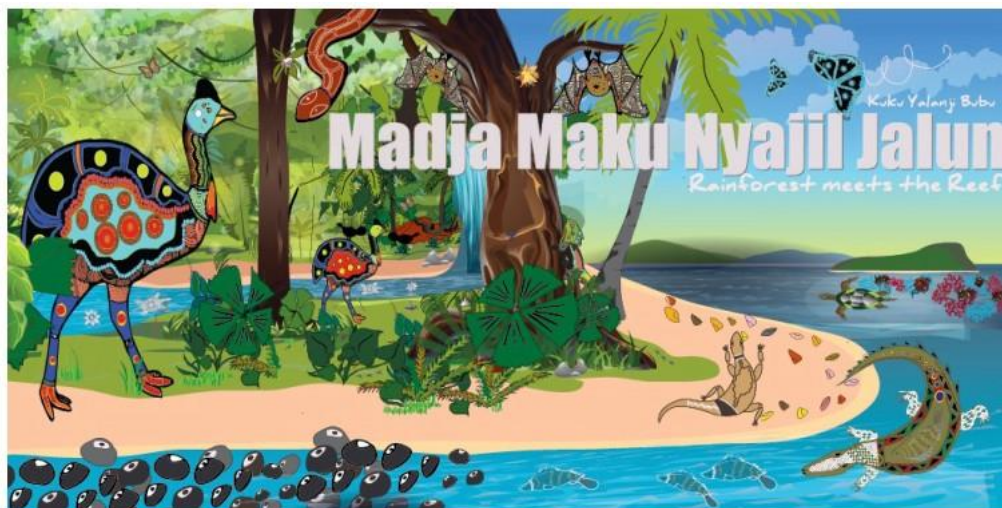
# ORGANISATIONAL REPORT CARD

2022 - 2023

October – December 2022

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



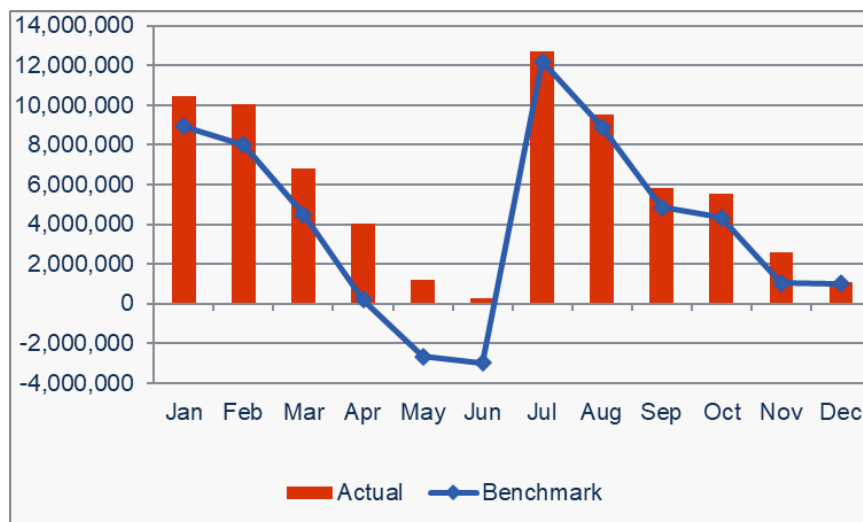


Douglas Shire Council would like to show its appreciation by acknowledging local indigenous artists Lenice Schonenberger, Loretta Pierce (Lenoy) and Ronald Bamboo for providing the cover artwork entitled "**Daintree Ferry**"



# 1.0 FINANCIAL PERFORMANCE

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

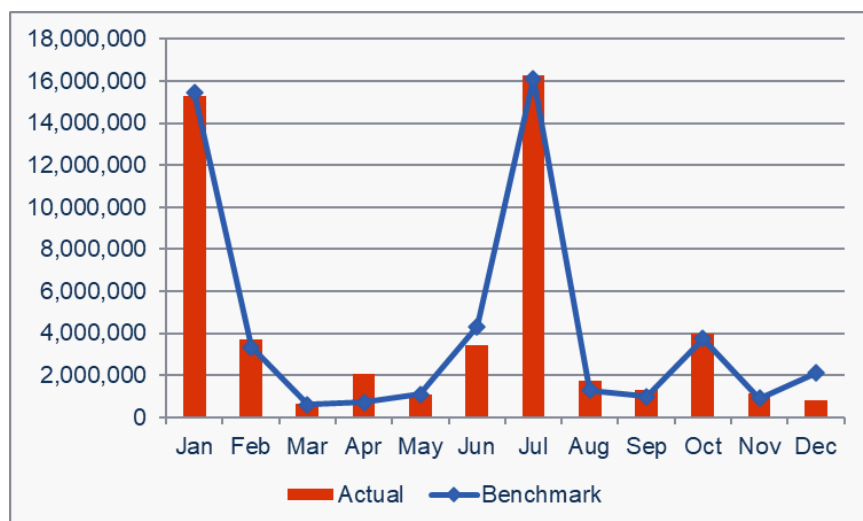


	Year To Date October	Year To Date November	Year To Date December
<b>Benchmark:</b>	4,329,394	1,043,547	1,014,574
<b>Actual:</b>	5,537,542	2,588,449	1,086,411
<b>Variance:</b>	1,208,148	1,544,902	71,837

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

**Interpretive Comments:** Council adopted the 2022/23 Revised Budget on 13 December 2022.

## 1.2 Revenue Against Budget

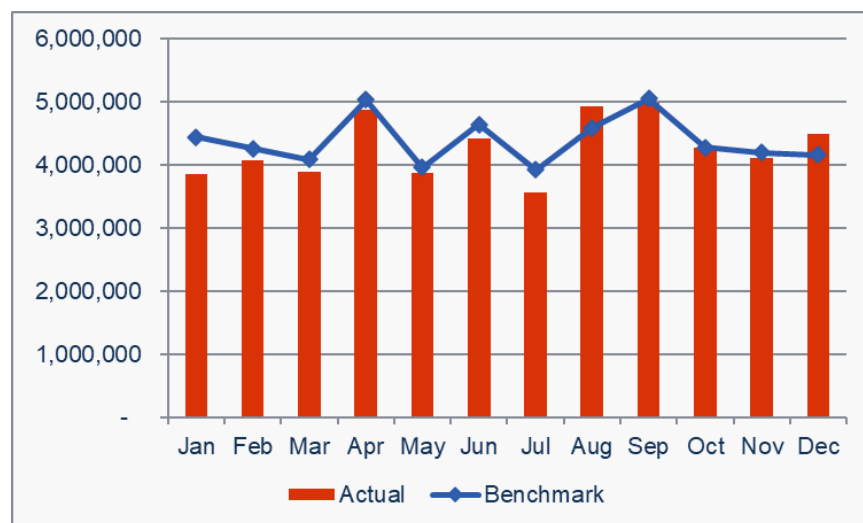


	October	November	December
<b>Benchmark:</b>	3,757,768	914,294	2,105,542
<b>Actual:</b>	3,973,910	1,154,472	810,979
<b>Variance:</b>	216,142	240,178	-1,294,563

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

**Interpretive Comments:** Council has collected 47% of its forecasted operational revenue.

### 1.3 Expenses Against Budget

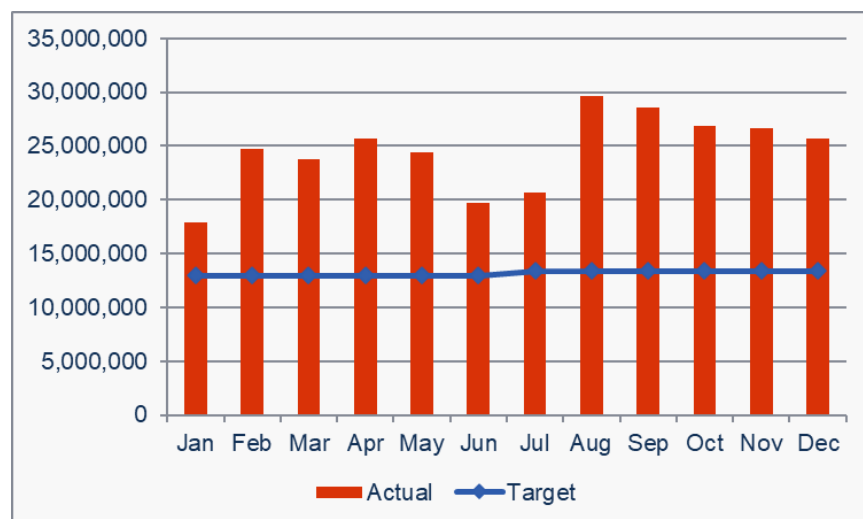


	October	November	December
<b>Benchmark:</b>	4,276,541	4,200,141	4,163,663
<b>Actual:</b>	4,273,646	4,103,564	4,485,839
<b>Variance:</b>	-2,895	-96,577	322,176

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

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

### 1.4 Capacity to Meet Operational Expenses

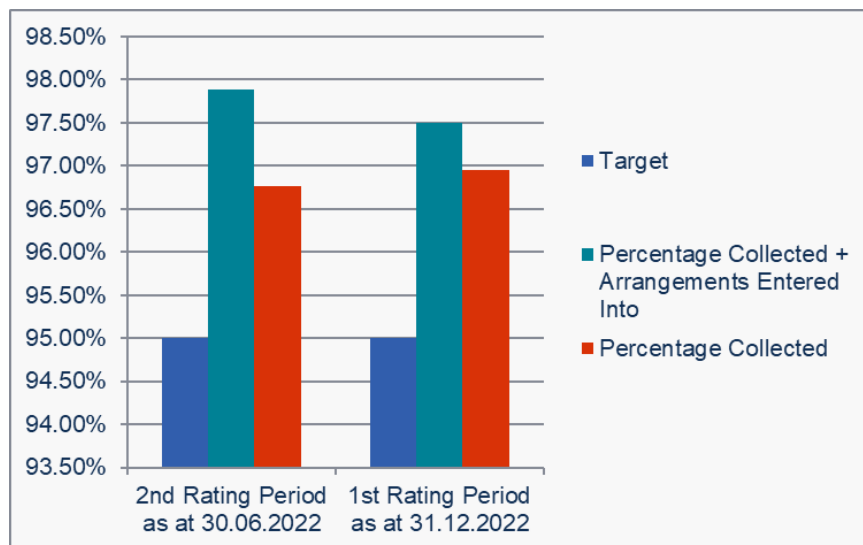


	October	November	December
<b>Target:</b>	13,402,114	13,402,114	13,402,114
<b>Actual:</b>	26,870,304	26,615,300	25,642,927
<b>Variance:</b>	-13,468,190	-13,213,186	-12,240,813

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

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

## 1.5 Rates Collected



	2 <sup>nd</sup> Rating Period	1 <sup>st</sup> Rating Period
<b>Target:</b>	95.00%	95.00%
<b>Percentage Collected and arrangements entered into:</b>	97.89%	97.50%
<b>Percentage Collected:</b>	96.76%	96.95%

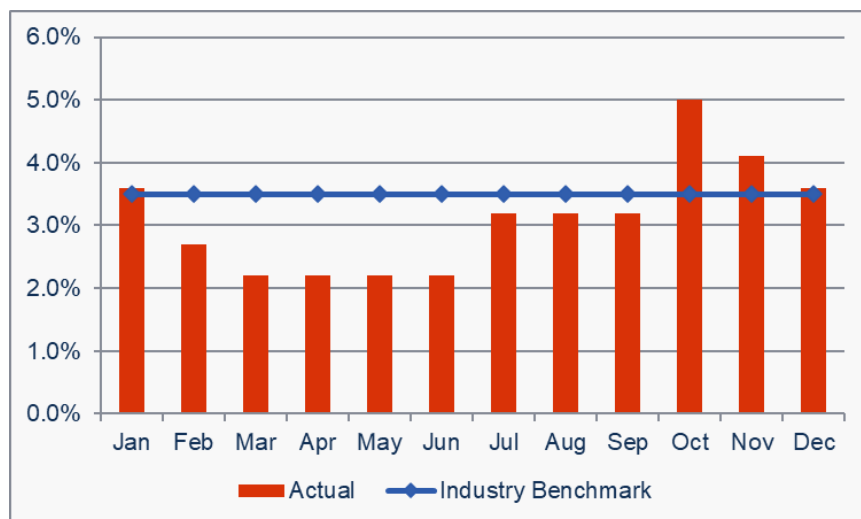
**Explanatory Notes:** Demonstrates the collection rate of Council levies which contribute to over 80% of Total Revenue. Target is to have less than 5% of levies outstanding at the end of each six monthly rating period. This graph excludes water consumption charges.

**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

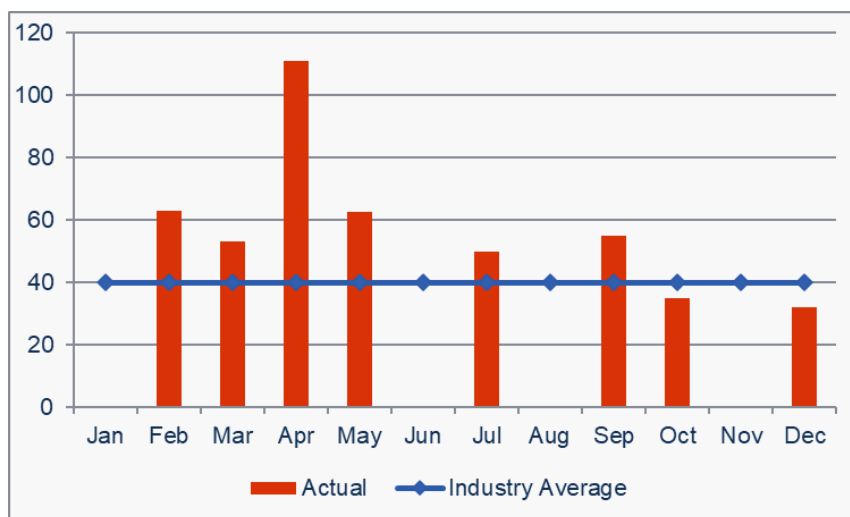


	October	November	December
Industry Benchmark:	3.5%	3.5%	3.5%
Actual:	5.0%	4.1%	3.6%

**Explanatory Notes:** This ratio is the number of Lost Time Injuries (LTIs) in a year per 100 workers. It is calculated as a twelve month rolling average.

**Interpretive Comments:** The higher rate, spiking in October for this reporting quarter is due to multiple LTI's reported in November 2021.

### 2.2 Efficiency of Filling Positions Vacant

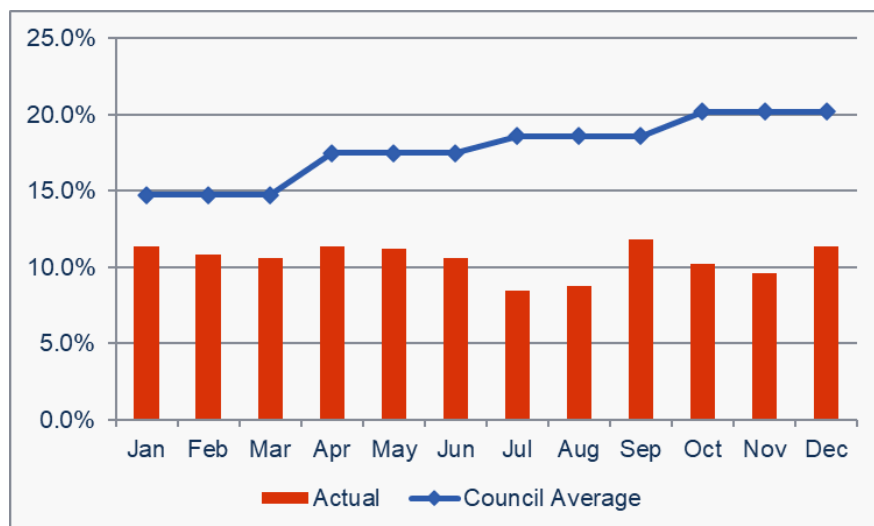


	October	November	December
Maximum:	40	40	40
Actual:	35	0	32
Variance:	5	40	8

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

**Interpretive Comments:** External recruitment activities during October to December 2022 remained consistent with increase in external advertising during December 2022 to January 2023 that will be reflected in the next quarter.

## 2.3 Monthly Staff Turnover

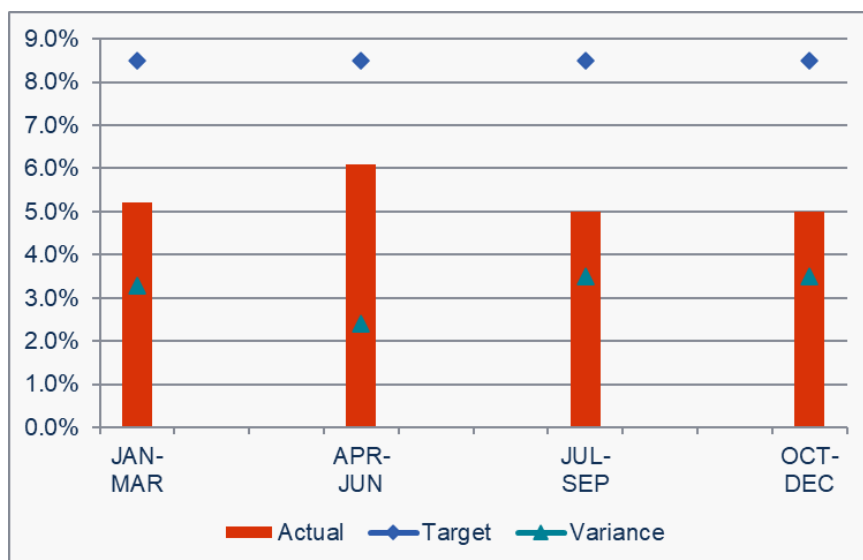


	October	November	December
Maximum:	20.2%	20.2%	20.2%
Actual:	10.2%	9.6%	11.4%
Variance:	10.0%	10.6%	8.8%

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

**Interpretive Comments:** The average number of staff exiting Council in the last 12 months is average 10.4% for this reporting quarter, which is a yearly average 20.17% of total staff.

## 2.4 Workplace Diversity – Aboriginal & Torres Strait Islanders



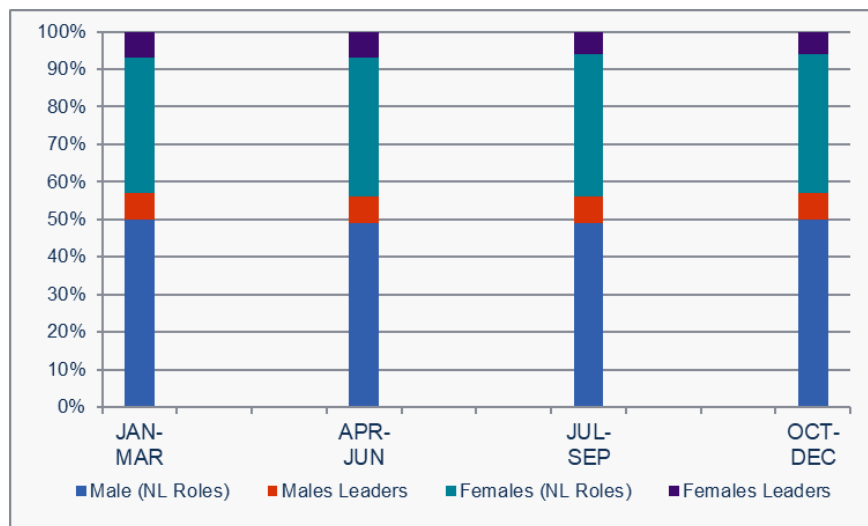
### October – December 2022

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

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

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

## 2.5 Workplace Diversity – Males & Females



### October – December 2022

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

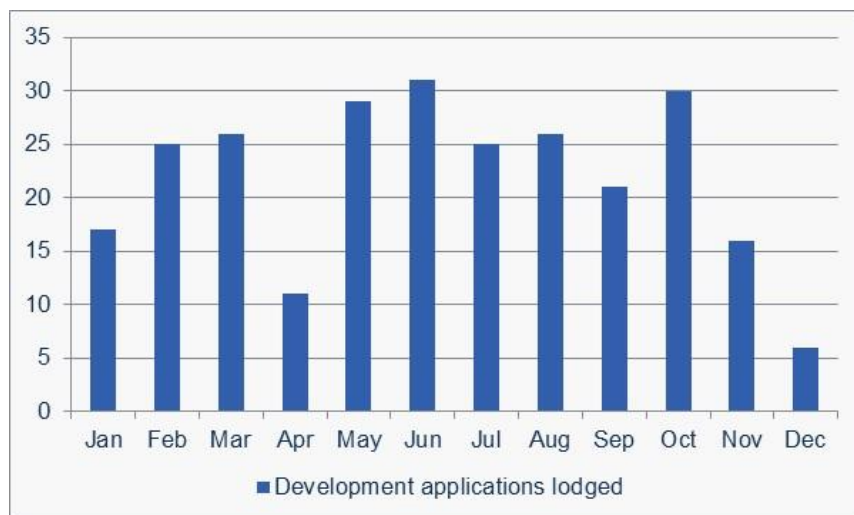
**Explanatory Notes:** This graph shows the number of male and female staff expressed as Leaders and Non-Leaders (NL).

**Interpretive Comments:** In this quarter Council employed an average of 225 staff - 57% male and 43% female. The number of leadership roles remained unchanged with 15 male staff and 13 female staff holding leadership roles.



## 3.0 ENVIRONMENT & PLANNING

### 3.1 Development Applications Lodged

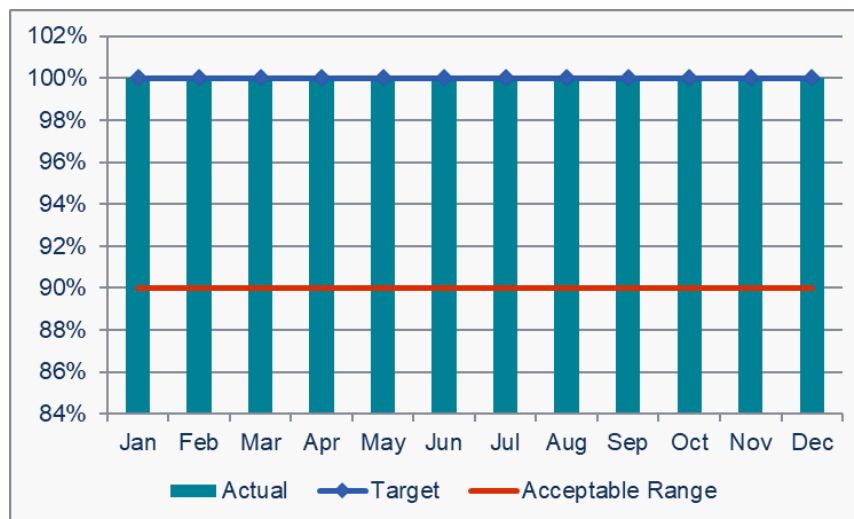


	October	November	December
Actual:	30	16	6

**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 in October is relatively high when compared with previous quarters. Traditionally application lodgement prior to the Christmas break is quieter than other months.

### 3.2 Assessments Completed Within Statutory Timeframe

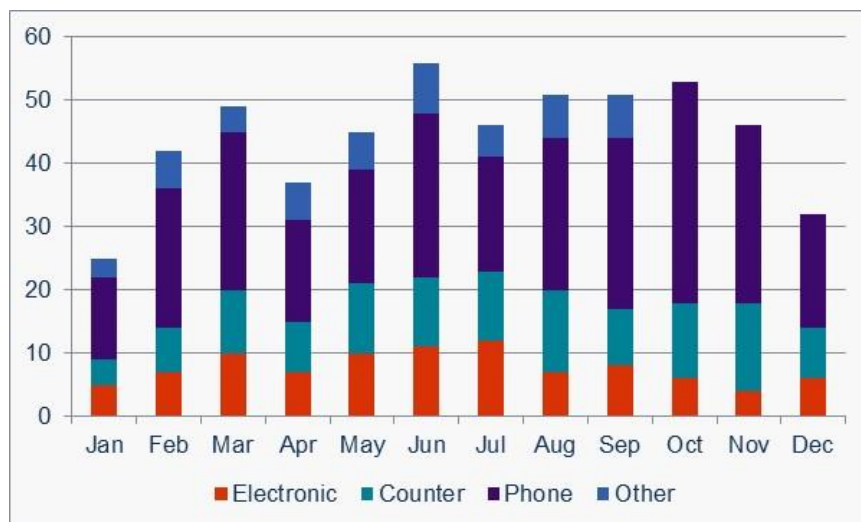


	October	November	December
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
Actual:	100%	100%	100%

**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

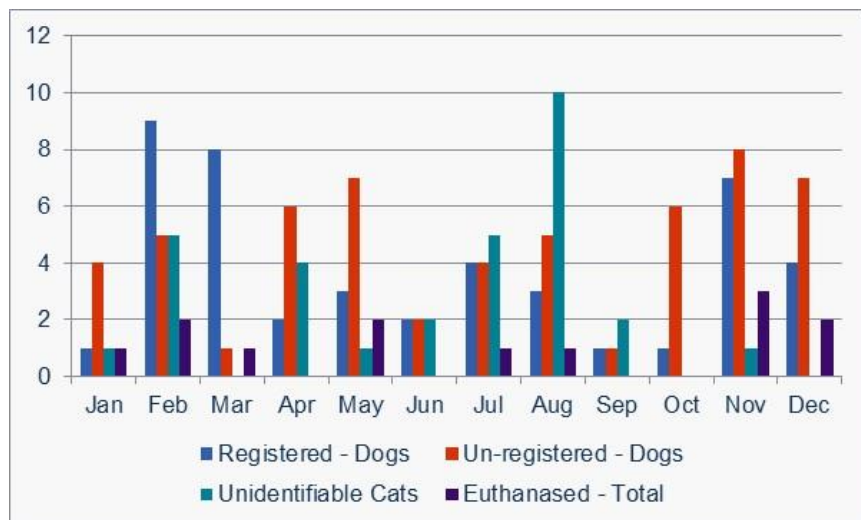


	October	November	December
Electronic:	6	4	6
Counter:	12	14	8
Phone:	35	28	18
Other:	0	0	0

**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

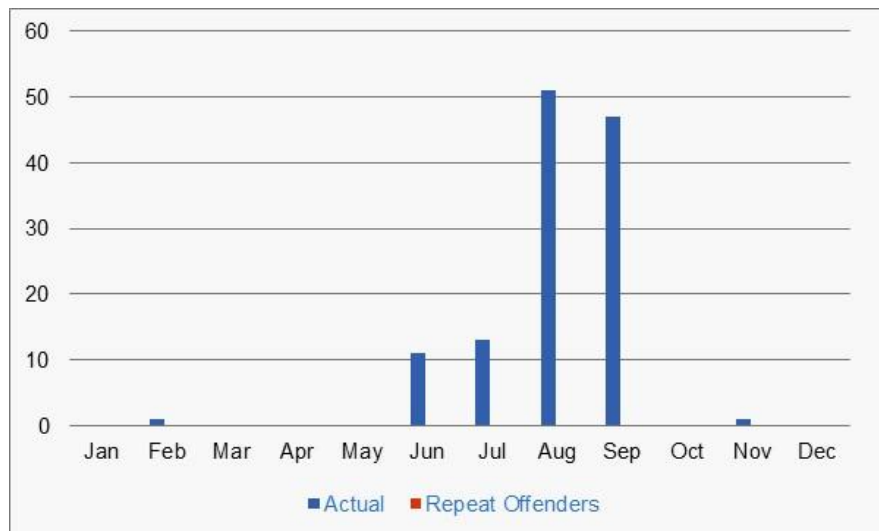


	October	November	December
Registered - Dogs	1	7	4
Un-registered - Dogs	6	8	7
Unidentifiable Cats	0	1	0
Euthanased - Total	0	3	2

**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:** In addition to the cats and dogs impounded, Local Laws have also impounded 3 ducks and 2 chooks during the period. The chooks were in poor condition consistent with being kept in a cramped and poorly maintained environment, they have subsequently been rehomed and are free roaming on acreage.

### 3.5 Illegal Camping



	October	November	December
Actual	0	1	0
Repeat Offenders	0	0	0

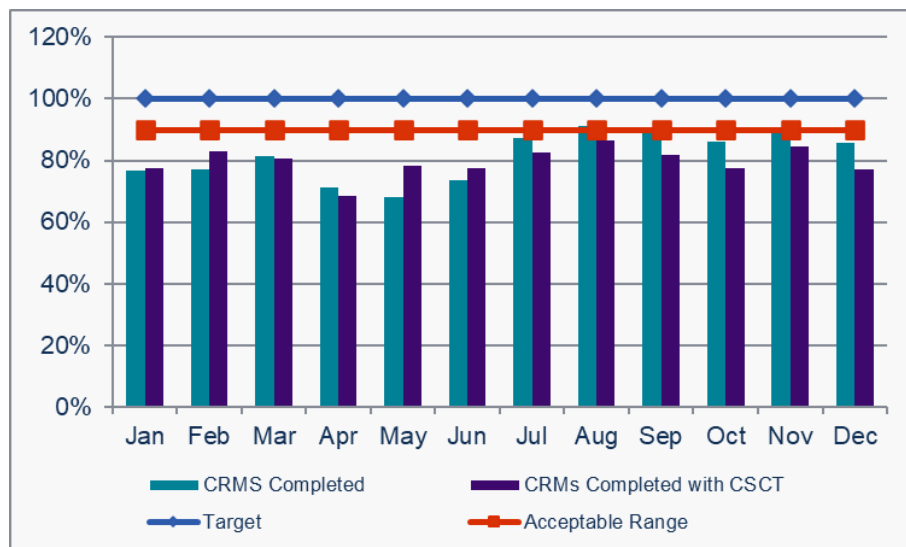
**Explanatory Notes:** The figures give an overall indication of the number of illegal campers that the local laws officers had direct contact with and reflect actual campers rather than vehicle numbers.

**Interpretive Comments:** Due to the weather the number of illegal campers reduced from October as per previous years. Officers have continued to conduct patrols and have encountered fewer campers and no repeat offenders. Campers have been issued with verbal warnings and with an information brochure that details the laws surrounding camping and provides a list of alternative camping options.



## 4.0 CUSTOMER SERVICE

### 4.1 Customer Request Management (CRM) Records



	October	November	December
Target:	100%	100%	100%
Acceptable Range:	90%	90%	90%
CRMs Completed:	86.11%	88.99%	85.66%
CRMs Completed within CSCT:	77.43%	84.50%	77.06%

**Explanatory Notes:** In accordance with service standards, all customer requests have accepted timeframes in which these requests are completed. This graph depicts performance against these standards.

**Interpretive Comments:** Managers continue to work with staff to improve performance. This quarter has seen completion rates slightly 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	80
2.	Trees (street/park)	55
3.	Planner of the Day	42
4.	Animal Management - Misc	31
5.	Illegal Camping	25

### November

	Category	Quantity
1.	Leaking/Broken Service Pipe	81
2.	Trees (street/park)	57
3.	Planner of the Day	39
4.	Open Drains – Unblock/Cleaning	32
5.	Animal Management - Misc	25

### December

	Category	Quantity
1.	Leaking/Broken Service Pipe	56
2.	Trees (street/park)	46
3.	Planner of the Day	34
4.	Abandoned Vehicles	16
5.	Rates – General Information	14
	Waste – Residential Repair/Replace	14

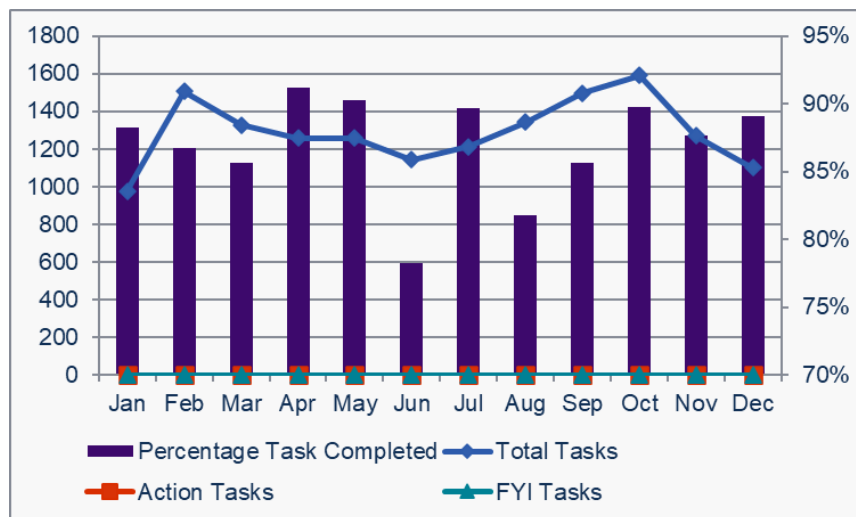
## 4.3 General Customer Enquiries

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)	1781	1762	1474
Phone Calls to 4099 9444	1803	2051	1256

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

## 4.4 Inwards Correspondence Actioned

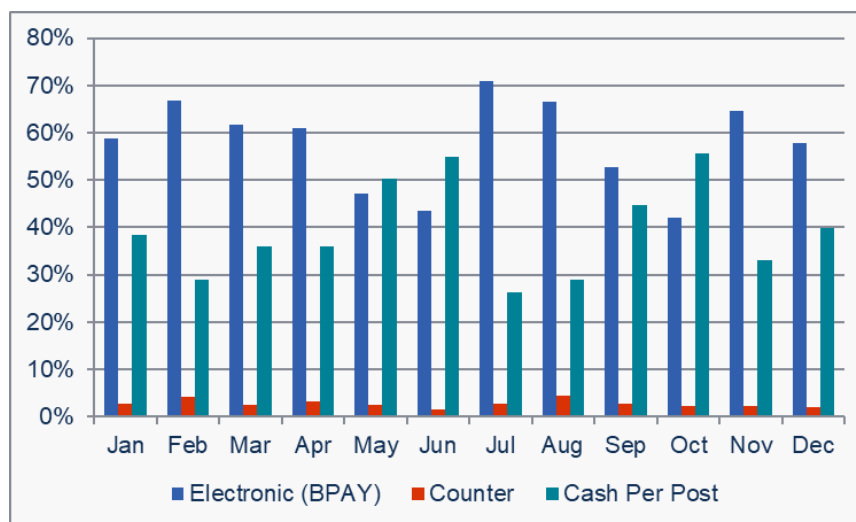


	October	November	December
<b>Total Tasks:</b>	1589	1269	1099
<b>Action Tasks:</b>	0	0	0
<b>FYI Tasks:</b>	0	0	0
<b>Percentage Task Complete</b>	89.74%	87.63%	89.08%

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

**Interpretive Comments:** The completion rate of tasks has improved on the previous quarter.

## 4.5 Rates Payment Methods



	October	November	December
<b>Electronic (BPAY):</b>	42.12%	64.59%	57.92%
<b>Counter:</b>	2.18%	2.34%	2.11%
<b>Cash Per Post:</b>	55.70%	33.06%	39.97%

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

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



## 5.0 MEDIA AND COMMUNICATIONS

### 5.1 Council Communications to Communities

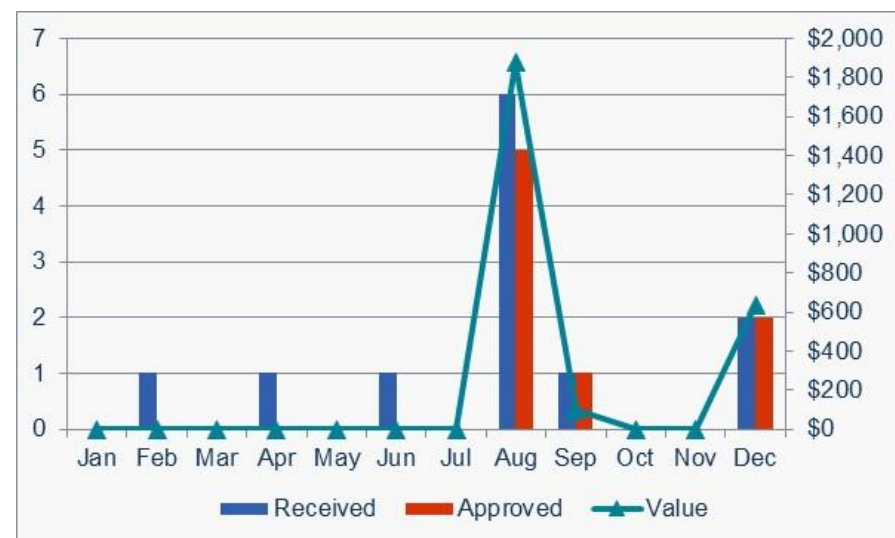
	October	November	December
Facebook Posts (people reached)	88,134	84,365	129,831
Website (Page) Views	39,319	40,464	17,305
Public Notice Advertising	2	13	2
Media Releases	20	14	15

**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.

\* December figures are as of 16 December 2022.

### 5.2 Community In-Kind Request



	October	November	December
Received:	0	0	2
Approved:	0	0	2
Value:	\$0.00	\$0.00	\$636.00

**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.