



COUNCIL in FOCUS



January -
March 2020







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Focusing on your Council

The first quarter of 2020 introduced the most significant global changes in some decades and it is challenging now to recall the work underway just three months ago.

Council staff returned from the New Year break enthusiastic and ready to push through the anticipated wet season, continuing to deliver our services, capital works and to fulfil our grant obligations. The final stages of planning for Cooktown Expo 2020 were well underway, as the details of programming, contracts, logistics and budgets were reviewed.

As the potential reach of COVID-19 first became apparent, we changed gear rapidly to focus on the delivery of critical services in the event that suppliers and human resources were severely impacted.

The maintenance of critical infrastructure and business continuity meant re-shaping teams and the way in which Council addresses and communicates solutions to the myriad issues arising each day. It became inevitable that Expo 2020 be postponed and that different opportunities for economic development and support be explored to engage Cook Shire and Cape York at a new major event in 2021. The introduction of the Commonwealth Biosecurity Determination towards the end of March resulted in the closure of the Cape to all but those conducting essential activities and others subject to strict assessment. Some Council staff were re-deployed to provide information and assistance at the coal face to our community members and businesses who turn to local government first. I extend my sincere appreciation to all staff who went above and beyond to provide messaging, assistance and expertise at every level.

For those who may be reading Council in Focus for the first time, this report is intended to be an informative recount of some of the activities that Council has undertaken over the past three months. The work and role of local government is often perceived as just “roads, rates and rubbish”, but in reality it is a whole lot more. In remote communities in particular, where options are sometimes limited, Council provides a valuable link to programs, services, community opportunities and funding. Our staff who live and work in our Cook Shire communities take immense pride in their contributions to the wellbeing of the Shire, and this report not only provides an insight into their day to day work, but also recognition of the wonderful and diverse skills our workforce brings to the Shire.

Part One of this report is largely in pictorial format to provide some insight into recent operational works that may not otherwise be the subject of a Council report or media release. Part Two is presented as an informative summary of some of Council’s key performance indicators. The graphs and charts detail Council’s operational performance against benchmarks or targets in an accessible format.

Linda Cardew
Chief Executive Officer



PART 1

Executive Leadership Team

The Executive Leadership Team comprises the Chief Executive Officer and the Directors of three separate departments:

- Community Economy and Innovation, a customer focused Department charged with the responsibility of developing and maintaining social and economic capital, and to identify and implement new and innovative actions and projects;
- Organisational Business Services, managing a diverse portfolio of corporate and business responsibilities including finance, governance, facilities, land tenure, planning and environment, customer service, human resources and information technology; and
- Infrastructure, responsible for all civil works, water and waste water, parks and gardens, fleet management, major capital projects and asset management.

Over the last three months the Executive Leadership Team has represented Cook Shire in a wide range of forums. These have included:

DATE	NAME OF EXTERNAL PARTY	NATURE OF ENGAGEMENT
7 January	Coen Interagency Group	Emergency meeting
13 January	Director-General Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)	<ul style="list-style-type: none">• Human resources – appointment of an Indigenous Partnerships Officer and Cooktown Expo 2020 Indigenous Projects Officer• Native Title matters and gravel leases/agreements• Savage Street housing• Coen (via Aurukun) emergency situation• Torres Cape Indigenous Councils Alliance• Cooktown Expo 2020 – discuss Indigenous projects and activities• Indigenous partnership and consultation
13 January	Various stakeholders including South Cape York Catchments Group, Cape York Natural Resource Management, Queensland Parks and Wildlife Service, Lakeland Progress Association, Western Yalanji Corporation and My Pathway	Gateway to the Cape Project Steering Committee meeting
13 January	Lady Gowrie Queensland	Operation of the Barrier Reef Childcare Centre
13 January	Wujal Wujal Aboriginal Shire Council	Appointment of a Community Development Officer (Recovery)
13 January	Local Government Association of Queensland (LGAQ)	Consultation
14 January	Cooktown District Community Centre (CDCC)	Nature's PowerHouse tenure
15 January	Douglas Shire Council	Appointment of a Community Development Officer (Recovery)
15 January	CA Architects	Boathouse Redevelopment Project
15 January	Cooktown Chamber of Commerce and Tourism (CCCT)	Cruise ship visits
15 January	Department of Communities	Cook Shire Local Disaster Management Group (LDMG) Recovery Plan
16-17 January	Local Government Managers Association (LGMA)	Board meeting
16 January	CCCT	Regular meeting

17 January	Department of Premier and Cabinet	Cooktown Expo 2020 event planning and overview
17 January	Arts Queensland	Meeting/Strategic Planning Session - Gateway To The Cape/Tropical Trail
23 January	Cook Shire Local Disaster Management Group (LDMG)	Regular meeting
23 January	Mass Gathering Executive Committee	Regular meeting
23 January	Aurukun Interagency Group	Emergency meeting
23 January	NQ Public Health Network	Introductory meeting/collaboration
24 January	Australia Day Awards event	
29 January	Queensland Police Service Security and Counter-Terrorism Network	Cooktown Expo 2020 security
29 January	CA Architects	Reconciliation Rocks Precinct
29 January	Endeavour Lions Club	Playground shade options
29 January	Yuku Baja Muliku Land Trust	Strategic planning
3 February	Cooktown Expo 2020 Advisory Committee	Regular meeting
3 February	Far North Queensland Regional Organisation of Councils (FNQROC)	Board meeting
4 February	Cooktown and District Interagency Group	Regular meeting
5 February	District Human and Social Recovery Group	Social recovery planning
5-6 February	Torres and Cape Indigenous Councils Alliance (TCICA)	Board meeting
11 February	Cairns District Disaster Management Group (DDMG)	Regular meeting
12 February	Sir Frank Moore and Ian Kean	Meeting to discuss Cape York development and tourism opportunities
12 February	Tourism Tropical North Queensland (TTNQ)	Future Tourism Conference
14 February	Cook Shire LDMG	Regular meeting
14 February	Mass Gathering Executive Committee	Regular meeting
18 February	Lakeland Progress Association	Regular meeting
19 February	Laura Interagency Working Group	Regular meeting
21 February	DDMG	Extraordinary meeting - Gulf weather event
25 February	Queensland Fire and Emergency Services Commissioner Greg Leach	Coen Government Champion, visit and meetings
27 February	FNQ Trade and Investment Group	Investment opportunities on Cape York
27 February	Cooktown Community Housing Association (CCHA)	Meeting and service visit
27 February	CCCT	

2 March	Cooktown Expo 2020 Advisory Committee	Regular meeting
3 March	LDMG	Extraordinary meeting for COVID-19 pandemic
4 March	CCHA	Regular meeting
5 March	LGMA	CEO Forum
9 March	FNQROC	Industry consultation
10 March	State Disaster Coordination Centre (SDCC)	Mayor's COVID-19 update
11 March	TTNQ	Brand platform launch
13 March	Cooktown Interagency Group	Regular meeting
13 March	Laura Interagency Group	Meeting to discuss COVID-19 pandemic
13 March	LDMG	Extraordinary meeting for COVID-19 pandemic
16 March	Torres and Cape Hospital and Health Service	Meeting to discuss COVID-19 pandemic
17 March	Laura Interagency Group	Meeting to discuss COVID-19 pandemic
18 March	DDMG	Meeting to discuss COVID-19 pandemic
18 March	TCICA	Meeting to discuss COVID-19 pandemic
19 March	Department of Aboriginal and Torres Strait Islander Partnerships	Meeting to discuss COVID-19 pandemic
20 March	Far North Queensland Regional Roads Technical Group	Opportunities for engagement and collaboration
23 March	Laura Interagency Group	Meeting to discuss COVID-19 pandemic
23 March	Coen Interagency Group	Meeting to discuss COVID-19 pandemic
23 March	Department of Housing and Public Works	Meeting to discuss COVID-19 pandemic
23 March	Cooktown Expo 2020 Advisory Group	Meeting to discuss the impact of the COVID-19 pandemic on the event
23 March	DDMG	Meeting to discuss COVID-19 pandemic
25 March	SDCC	Mayor's COVID-19 update
26 March	LDMG	Meeting to discuss COVID-19 pandemic
26 March	Cooktown Interagency Group	Meeting to discuss COVID-19 pandemic
27 March	DDMG	Queensland Health briefing to FNQ councils
30 March	Wujal Wujal Interagency Group	Meeting to discuss the impact of the COVID-19 pandemic on Cooktown Expo 2020
31 March	Department of Local Government, Racing and Multicultural Affairs	Meeting to discuss COVID-19 pandemic



Community, Economy and Innovation department

It has been another busy quarter for the Community Economy and Innovation (CEI) Department.

The Library Services team has made good progress with converting a number of nursery rhymes into the Indigenous languages of Hope Vale and Wujal Wujal. The team is also participating in a successful collaboration with the State Library of Queensland in Cairns to reopen rural library services in Lakeland, Laura and Coen.

A Master Plan to guide the future development of the Lakeland Sports Field was adopted by Council during the quarter in review and approval granted to name the sports oval in honour of retiring Councillor Alan Wilson for his tireless efforts in advancing the cause of sport and recreation in the Shire.

A detailed mid-point review was conducted into Cooktown Expo 2020, which resulted in a change in the delivery structure for the event. The delivery process was split into two major streams, with one team focused on the creative aspects of the event and a second team focused on the operational delivery elements. In light of the community health risks of COVID-19, Council voted unanimously to postpone the event until June 2021 and the CEI team has worked diligently to place the event on hold, with the support of our many funding partners, sponsors and other stakeholders.

Substantial progress has been made with the planning and delivery of several major funded projects, including the Gateway to the Cape, Gamaay Dreaming Track, Reconciliation Rocks and Boathouse upgrade projects.

The initial phase of the Clean Growth Choices climate

change readiness project has been completed, with the publication of three detailed business cases: Dynamic Business Ventures, Making Water Work and Local Food Futures. Council is supporting the various consortium partners in a funding bid to deliver the next phase of the project.

The department continues to undertake extensive economic and business development advocacy, with discussions well advanced into the feasibility of forming a local tourism organisation to advocate for the interests of tourism development in the Cape and Torres region. Council has entered into a partnership with Tourism Tropical North Queensland to participate in the Drive North Queensland program, which will be key to post-pandemic business recovery.

The COVID-19 pandemic has necessitated the development of a Cook Shire Council Pandemic Management Plan, the closure of a number of Council's customer-facing facilities and the redeployment of staff into frontline support roles. The CEI team has also established Council's first mini call centre to assist with processing community enquiries around the pandemic, as well as working creatively to deliver a range of services online.

Council has also formed a productive partnership with the Cooktown Chamber of Commerce and Tourism to support the business community in these times of need. Initiatives include the launch of a Facebook group to enable information and innovations to be shared, a Buy Local campaign, introduction of a COVID-19 page on Council's website and extensive business outreach and advocacy by members of the team.



◀ Low food miles teams lunch

The Community, Economy and Innovation team started a "Lunch with Mates" concept, with different teams from Council having a lunch together to build workplace morale and get to know each other better.

The first lunch was with the CEI and finance teams, and although participation wasn't compulsory, the teams turned out in force and enjoyed themselves. Everyone brought a plate to share, highlighting local food with less than 100km of food miles to help promote buying local and reduce our fossil fuel footprints.

Staff enjoyed homemade gingerbread, chutney, bread and jam, freshly picked tropical fruit and veg and a host of other delectable goodies.



▲ New look for Bloomfield Library children’s play area

Bloomfield Library staff revamped the children’s section to look and function better for all the youngest library members in the Bloomfield Valley.



▲ Australia Day Awards event

The CEI team coordinated an Australia Day event on the evening of Friday, 24 January to announce the Shire’s Australia Day Award recipients. Joint Citizens of the Year were former Councillor Alan Wilson (above) and retired Council employee John ‘Tex’ Harrison.

▼ Library Lego Club popular

Lego Club is held on Tuesdays at the Cooktown Library (prior to COVID-19 restrictions) and is a popular activity.



▼ Collaboration and planning key to disaster management

Disaster Management Officer Tim Wilkin and CEI staff held an in-depth planning session around community recovery and resilience.



▼ Cruise ship brings hundreds

On 5 February, the Seven Seas Voyager cruise ship arrived in Cooktown with hundreds of passengers coming ashore to experience Cooktown.



▼ Birdie books share important disaster messages

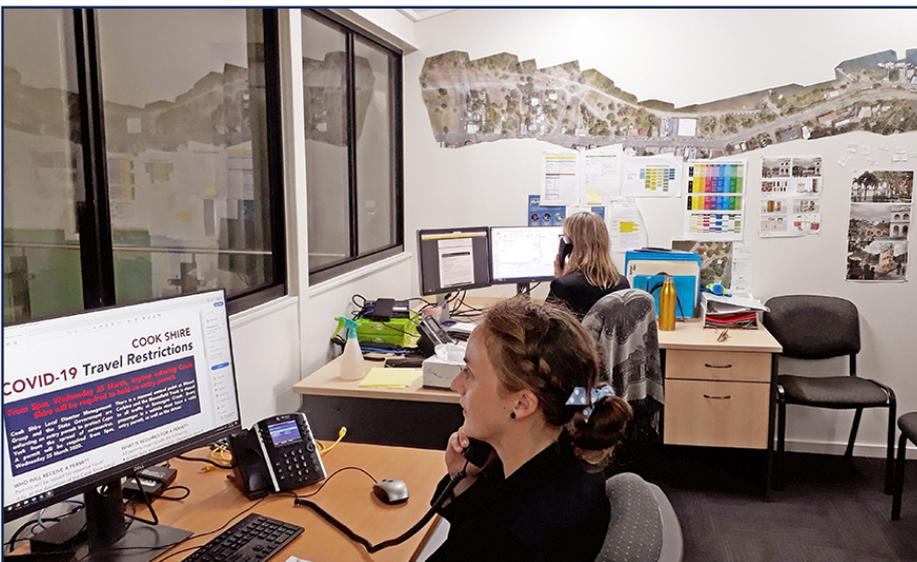
Council received copies of the ‘Birdie Books’ from the Queensland Centre for Perinatal and Infant Mental Health at the end of last year due to the monsoonal trough flooding that occurred at the beginning of 2019. The Birdie Books are designed to support the mental health and emotional wellbeing of babies and young children, their parents and families, during severe weather events and other natural disasters. The resources are helpful when preparing for an impending natural disaster, during the response phase while an event is occurring and in the recovery phase after an event has occurred. The centre has released two new books ‘Birdie and the Big Sickness’ and ‘Birdie and the Very Hot Day’ copies of which Council has received, along with some puppets. The books and puppets will be used for online Library Interactive Storytime sessions.





► Library Lovers' Week

Among the activities to celebrate at Cooktown Library for Library Lovers' Week in February were bookmark making, enjoyed by Jack and Savannah Lemon, and a 'blind date with a mystery book'.



◀ Council launches into action with COVID-19 response

Council has been actively involved in the coronavirus pandemic response in our region, helping keep the community informed and preparing the workforce to ensure no interruption to Council's essential services.

With a significant increase in enquiries to Council, mostly around the State-controlled entry restrictions into the Shire, Council redeployed staff to a specially created call centre.

- **WEBSITE** – 1094 hits on the coronavirus page and over 500 hits on the coronavirus latest news page during the month up to mid-April.
- **FACEBOOK** – The first travel restrictions post on 22 March reached more than 113,100 people. Council's COVID-19 posts generated hundreds of comments and questions.
- **CUSTOMER SERVICE** – Processed 1042 phone calls and 292 in person customers in the week ending 27 March; 531 phone calls and 27 in person customers in the week ending 3 April; 492 phone calls and 46 customers in the week ending 10 April; and 233 calls and 32 customers in the week ending 17 April.
- **EMAILS** – 1035 emails received to the covid19@cook.qld.gov.au address since it was created on 25 March.



▲ Keeping cool in the pool

Prior to COVID-19 restrictions closing the pool in late March, aqua aerobics was one of the most popular activities. Aqua aerobics was held every week on Tuesday and Thursday mornings and Wednesday afternoons and attended by up to 25 people.

▼ Council supporting local Indigenous business growth

Council liaised with Indigenous Business Australia (IBA) to hold an Indigenous business workshop in Cooktown recently, focused around business start ups. Seven locals attended the workshop, which was held at the PCYC Cooktown Events Centre.



▼ Redcliffe trade show

Council's Kathrina Southwell shared information about Cooktown and Cape York with hundreds of people at the Redcliffe trade show.



▲ Desiree keeps it safe at work

Council's Housing Officer Desiree Smith tried out her new personal protective equipment in the office, much to the amusement of other staff. It's all in a day's work for Desiree!

▲ Newsagency donates Lego

The Frost family – Peter, Roslyn and Andrew – of the Cooktown Newsagency donated a huge box of brand new Lego sets to the library to be used for the weekly Lego Club. "We were making way for new stock and read in the newspaper about Lego Club, and Andrew thought it would be a great idea to donate," Mrs Frost said. Pictured are Mr and Mrs Frost with Library Manager Karien Francois and some of the donated Lego.



▲ Interactive Storytime at Bloomfield Library proves popular

The Bloomfield Library's fortnightly storytime sessions were popular with youngsters and their parents.



▼ Sharing Cooktown and Cape York far and wide

Council's Tourism and Events team travelled to the Moreton Bay Caravan and Camping Expo in February. The team distributed information and brochures on travelling and holidaying to Cooktown and Cape York. Tourism and Events Manager Sally Eales also attended the Victorian Caravan, Camping and Touring Supershow in Melbourne in February. Sally was joined by Roger De Vos from Culture Connect and other staff from Tropical North Queensland to promote the region as a holiday destination.

▲ Council postpones Cooktown Expo 2020 due to COVID-19

In March Council made the difficult but inevitable decision to postpone Cooktown Expo 2020 due to the coronavirus pandemic. Plans are already underway to hold the Expo in 2021, with a focus on supporting local and regional communities and businesses and providing economic stimulus. Council will continue to work with suppliers, contractors, businesses and communities involved in the event to renegotiate arrangements for the rescheduled Expo.



Put your \$ where your ❤️ is.
#buylocal to support Cook Shire businesses during coronavirus
www.cook.qld.gov.au/buylocal

Bought local? Take a pic, share with us and tell us why you loved it ❤️

▲ Cook Shire launches Buy Local campaign in March

As our country and our region continues to make important changes to slow the spread of coronavirus, Cook Shire Council is encouraging our local residents to do their part in supporting local businesses wherever possible over the coming months. This support can range from buying gift vouchers to be used at a later date if you need to cancel appointments, buying food from businesses that are now offering takeaway options or supporting your local corner stores and locally owned or operated produce suppliers.



Organisational Business Services department

Organisational Business Services' core function is to provide the environment to allow all Council staff to efficiently and effectively deliver on the ground services to the Cook Shire community. Our work is centered on a number of inward-facing areas, ensuring Council operates within the law and the adopted budget, delivering services that meet community needs, strengthen community growth and contribute to the long-term sustainability of the region.

Financial services have continued to closely monitor Council's budget, balancing cash reserves with own-source and grant revenue to ensure services delivered to the community are within budget and do not put the financial stability of the Council at risk.

To improve compliance and build economic sustainability within the region, there has been a focus on Council's procurement systems, balancing legislative requirements with the provision of opportunities for local suppliers to provide goods and services to Council.

A significant number of Council's core policies have been reviewed by the governance team, ensuring our practices are compliant, contemporary, efficient and offer value to our business and ultimately the community. These policies, available on Council's website, include Fraud and Corruption, Employee Code of Conduct, Equal Employment Opportunity, management of Council's Non-Current assets and Internal Audit.

The Human Resources team continued to focus on recruitment with 15 active jobs in the first three months of this year. Three of those positions were filled internally providing current staff with opportunity for promotion or development into another area of Council. The Safety team

focused on compliance training for staff, taking advantage of the wet season and down time to complete important training including Load Restraint and Core Training which address recent changes in legislation for heavy vehicles.

The Information, Communication and Technology team has continued to maintain essential communications technology that plays a vital role in the operation and management of Council's water and sewer treatment plants across the region. They have responded to 547 requests for support and significantly improved the coverage, security and ease of management of Council's wireless network, allowing seamless movement across Council.

Land Tenure and Native Title negotiations are ongoing across the Shire as Council develops productive relationships with Traditional Owners to ensure Native Title and cultural heritage is protected as much as possible while developing community places and facilities for the region.

The Planning and Environment team play a pivotal role in ensuring the community is protected from a range of manageable hazards including, roaming dogs, poor food handling practices, unsafe building practices and noxious weeds. In the quarter to March the team worked with swimming pool owners to achieve a 97.5 per cent compliance rate with pool safety certification and issued building permits.

The Building and Facilities team maintains more than 219 buildings throughout the shire ensuring they are safe, compliant and meet the needs of council and the community. During the last quarter the team reviewed the way facilities are cleaned and put in place an inspection and assessment program to ensure Council's limited financial resources are allocated in the most effective way.



► Animal control on the moove

You never know what you'll come across when you work in animal control! The team picked up this calf, which fitted easily in the dog cage, in Coen.

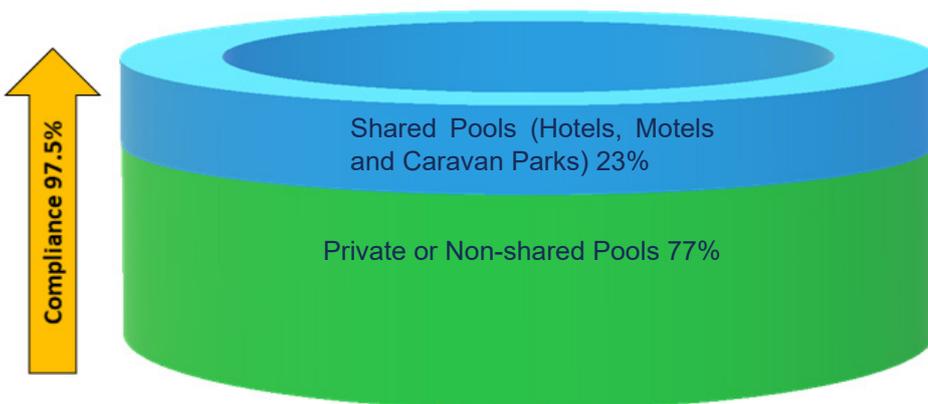
▼ Pool safety compliance heading for 100 per cent

Council has been improving the conformity of swimming pools in the Shire this summer. Of the Shire's 78 registered pools there are now only two pools (2.5 per cent) without pool safety certification. Our aim is 100 per cent compliance at the end of the March quarter. Understanding the importance of pool safety and encouraging locals to get on board and prevent drownings has been a key goal of the Planning and Environment department. Planning and Environment has instigated a social media safety campaign to raise awareness of safety requirements for inflatable and portable pools over the last 12 months. The Royal Life Saving Society of Australia have a Keep Watch Home Pool Safety initiative. This initiative has apps, checklists and important information regarding keeping children safe around water. Please visit the Keep Watch Home Pool Safety website for more information. Council would like to help pool owners to ensure they have a safe and compliant pool to reduce the chances of a tragedy. If you feel that your pool may have an issue or would like to ask a question, please contact the Planning and Environment team.



▲ Sweet treats to raise funds

Council staff are baking goodies to give away at work for a gold coin donation, with all proceeds going to the Cooktown CWA.





◀ Local Laws and Animal Control keep team busy

The Local Laws and Animal Control team have been kept busy in the past quarter, issuing 46 overgrown notices and 16 abandoned vehicle notices. There are currently 653 registered dogs in Cook Shire, 164 of which are desexed males and 243 are desexed females. Continuing with Council's policy to reunite or rehome animals whenever possible, Ubba was happily reunited with his owner Fiona (far left) in Cooktown and Red was adopted by a family in Cairns (left).

▼ Plumbing team here to help

The plumbing team has been busy working on applications, inspections and approvals and keeping Council's backflow and on-site sewer registers up to date. The plumbing team is responsible for ensuring all State legislative requirements are met to protect the community's health. The team provides guidance to customers with on-site sewerage systems and backflow prevention devices. Council also monitors trade waste to ensure contaminants don't enter Council's sewer system and cause damage.



▲ Biosecurity Services update

- Rubber vine - >8,459 individual plants treated on the Peninsula Development Road and Mulligan Highway
- Rat's tail grass – 384 tussocks treated on Shipton's Flat Road between Stony Creek and Mount Poverty
- Gamba grass – 2,333 tussocks of gamba grass treated in the Poison Creek Road area
- Gamba grass – 60 herbicide trial sites established with CSIRO on the Peninsula Development Road near Weipa
- Thatch grass – 5km of roadside treated on the Peninsula Development Road through Piccaninny Plains
- Ant sentinel survey undertaken at waste transfer facilities

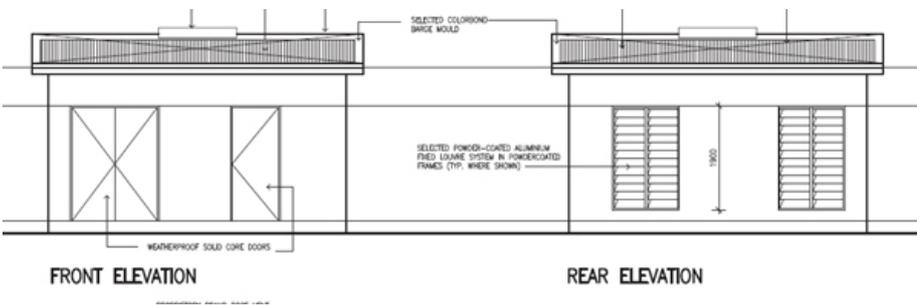




▲ **Michelle sharing Environmental Health with local students**



Environmental Health Officer Michelle Jordan has been working with Cooktown students to discuss the importance of food safety and personal hygiene to reduce infection and food poisoning. Michelle also demonstrated effective handwashing techniques with GlitterBug hand hygiene training products to students and police.



◀ **Building and Facilities keeping the work rolling**



The Building and Facilities team has been busy all over the Shire in the past quarter. In Cooktown they started facade works on the Cooktown History Centre building, with completion expected in April. The team also gave the Cooktown Creative Arts Association building facade a new coat of paint, and work has commenced on the high level water reservoir project, which was awarded to a local contractor.

Infrastructure department

The Ignite course, which facilitates people engagement and leadership, began in February. Run by LGMA Queensland, several Infrastructure managers are attending the five-session course which continues until July.

In late February the Director Infrastructure attended an irrigation study tour of select sites in the south island of New Zealand with farmers from Lakeland and prospective participants for the proposed Palmer River dam and irrigation project. The tour examined irrigation system design, layout and function, together with gaining an appreciation of the level of system management required. Work in this space will be ongoing in order to facilitate Lakeland moving into the next phase of the proposed project.

Infrastructure managers responded with agility to the urgent call for COVID-19 planning and preparedness. There has been a move to more physical distancing practices at work. COVID-19 already has a major impact on the availability of suppliers in the Cape area, and may cause delay on some of our projects. The value of those who work in water and wastewater has never been more important and it is vital that this essential service continues for the health of the community.

The Engineering team has been highly engaged in preparing shovel-ready submissions for the federally announced infrastructure stimulus. This work is being completed in conjunction with planning for next year's capital works program.

The wet season precipitated road closures and the necessity for Closed Road Usage Permits. Oakey Creek road re-construction and seal is progressing. Poison Creek road seal is now complete, with only the guard rails and line markings still outstanding. Savage Street seal is complete, together with kerbing and guttering, and only the line marking and signage still to be completed.

The Bridge crew were busy replacing pipes and a concrete causeway at Orange Tree Gully on Shipton's Flat Road; and replacing pipes under the road at Solander Road. The May Street drainage was completed, requiring quite a bit of concrete work.

The new Manager Assets Everett Gay was welcomed to the Assets team in February. The Assets team is currently assisting in the compilation of an updated Assets 10 Year Program, has commenced work on a service level statement and is highly involved in the annual flood damage 'pick-ups'.

The Parks and Gardens crew have largely been occupied with carrying out regular maintenance activities, with much slashing and whipper snipper activity generated after the wet season commencement. The Cooktown Botanic

Gardens Access Road and Carpark Upgrade has been completed. This is the first component of the Federally funded \$1.98million Botanic Gardens Upgrade project.

The preparation and re-tendering of the kerbside collection contract has also been underway, with the tender evaluation report prepared for the April Council meeting.

Level One water restrictions which were imposed in the previous quarter due to dry weather were lifted at the end of January when welcome rain lifted levels at the Annan River Weir. The Water and Wastewater team have implemented measures to enable delivery of water and wastewater services without disruption during the ongoing coronavirus challenges, including roster changes.

The executive and selected staff attended re-supply training, evacuation modules and place of refuge training in preparedness for a disaster event in the Cape. Not long after, the rapid escalation of government introduced measures to mitigate against the COVID-19 pandemic necessitated intensive planning at the Local Disaster Management Group (LDMG) level, in collaboration with the District Disaster Management Group (DDMG).

Flood damage 'pick-ups' have begun this year. A systems administrator position to assist Disaster Recovery Funding Arrangements (DRFA) works was appointed internally in January.

Lightning strikes at the Cooktown Airport in January destroyed all the LED runway lights, the Mount Tully hazard beacon and the secondary wind indicator. LED lighting repairs including surge diverters were installed expeditiously.

The Fleet and Workshop Manager and Workshop Foreman attended a fleet management conference in Brisbane, organised by the Institute of Public Works Engineering Australasia (IPWEA). It has enhanced Cook Shire's knowledge of fleet purchasing and management, keeping us up-to-date with innovations in fleet, and providing valuable networking opportunities.

► **First People’s Grove grows**

Despite social distancing, the Botanic Gardens team managed to create several new garden beds in the First People’s Grove, opposite Nature’s PowerHouse. Additionally they planted around 100 specimens of plants traditionally utilised by the First Peoples of Cape York.



▼ **Annan Treatment Plant gets annual sediment clean**

The Annan River is the principal site for the Cooktown water supply. Coagulation of the particulates in water settle to the bottom of the tank. Over time this sediment in the water tank builds up. As part of the yearly maintenance the Annan Water Treatment Plant, the sedimentation tank has to be cleaned. The job requires confined space entry, and four staff are needed over two days. Wearing safety harnesses and having spotters is a necessary feature of confined entry space work. With the use of a hose and a vacuum truck, the settled particulates (river sediment) are removed from the tank, ready for next year and the process to begin again.



▼ **Keeping the grass at bay**

Mowing is a never ending task during the wet season, especially at the Cooktown Airport.



▲ **Checks and balances**

Waste Management staffer Ambre Paran collecting water samples at the Coen landfill leachate pond.

▼ **Laura airport reseal**

Cairns-based contractors Pioneer North Queensland completed a reseal on the Laura airport in February.



▼ Townsville garden visitors

The Cooktown Botanic Gardens received a visit from Townsville Botanic Gardens' staff this quarter. Over the two days of their visit, they saw how Cooktown's gardens operate and accompanied some of the Council crew collecting plant specimens for the gardens displays. The team were also kept busy clearing up storm damage in mid January.



▲ Coen waste improved

A waste disposal bay was constructed at the Coen landfill to improve public safety at the site. Public access to the main stockpile and landfill cells is now restricted. Guardrails installed to reduce the risk of falling into debris have also been installed and access to the main stockpiles and landfill cells has been fenced off.



► Water quality top notch

Water and Wastewater Technical Support Officer Cath Hocking entering the water quality results from Cairns Regional Council Laboratory. Extensive sampling is done of the water and wastewater systems and Cath checks and enters all the results into Council's SWIM database. This database is used to compile our Annual Drinking Water Quality Report to the regulator.



▼ Learning on the job

Apprentice plumber Mikel Whipper digging a trench for a new line at the Annan Water Treatment Plant for an eyewash station.



► Checks and balances

Scott and Tim installing the leachate depth level metre at the Coen landfill.



▼ Gardens showing off colour

The Elegant Hyacinth Orchid (*Dipodium elegantulum*) was spotted in Cooktown Botanic Gardens for the first time. Their appearance has been put down to increased mulching, providing the necessary environment for the orchid to survive. Also spotted was this colourful fungi, which is related to stinkhorns.

▼ Wet season slashing

Keeping the grass down and visibility open is essential at the Cooktown airport.



◀ Flame trees for town entry

Parks and Gardens staff planted Illawarra Flame Trees (*Brachychiton acerifolius*) on Harrigan Street to brighten one of the main entrances to Cooktown.





▼ Bogged down with work

Parks and Gardens Ganger Ben Broad experienced one of the occupational hazards of working outdoors during the wet when he bogged his mower. Not even a 4WD diff locked mower could extract itself out of this drain!



▼ Keeping on top of leaks

Zac Adams working to fix a leak inside the Lakeland Water Treatment Plant compound.



▲ Dust free living for Savage Street residents after bitumen seal

Cooktown's Savage Street is dust-free for the first time, with contractors laying the bitumen seal last week. Work on the project started in November, but was delayed by a thick layer of hard rock that required a specialist blasting contractor. The road, which connects Harrigan and Mason streets, will be completed with backfill behind the kerb and signage.



▲ Workshop crew kept busy

Workshop and Fleet Manager Scott Johnson and Maintenance Technician Neil 'Tomo' Thompson fixing the valve in the Cooktown Transfer Station leachate management system.

▼ Wet season work keeps Parks and Gardens crew busy

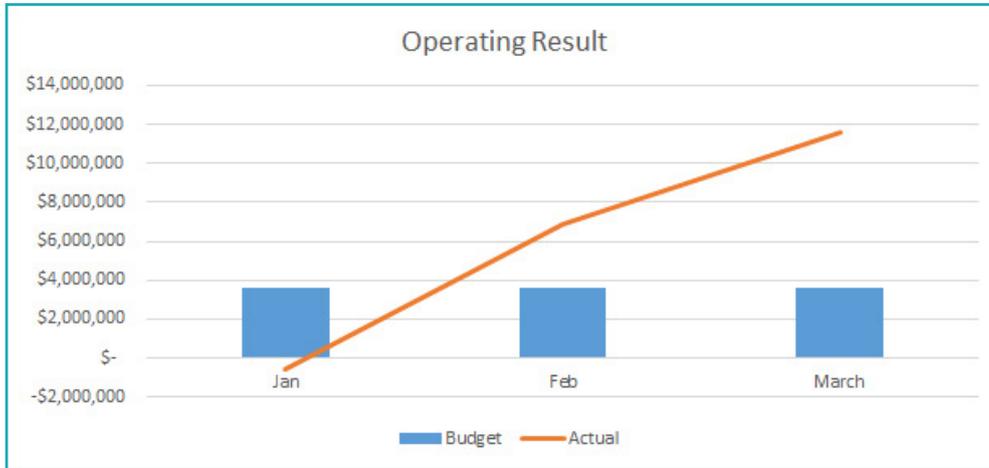
Parks and Gardens staff Tony Joyce, Delwain Bally and Vasco Timmermanns spent several days pruning low hanging branches on Charlotte Street to enable Council's mowing operators easier access without damaging their mowers.



PART 2

Financial performance

Operating result - Actual vs budget



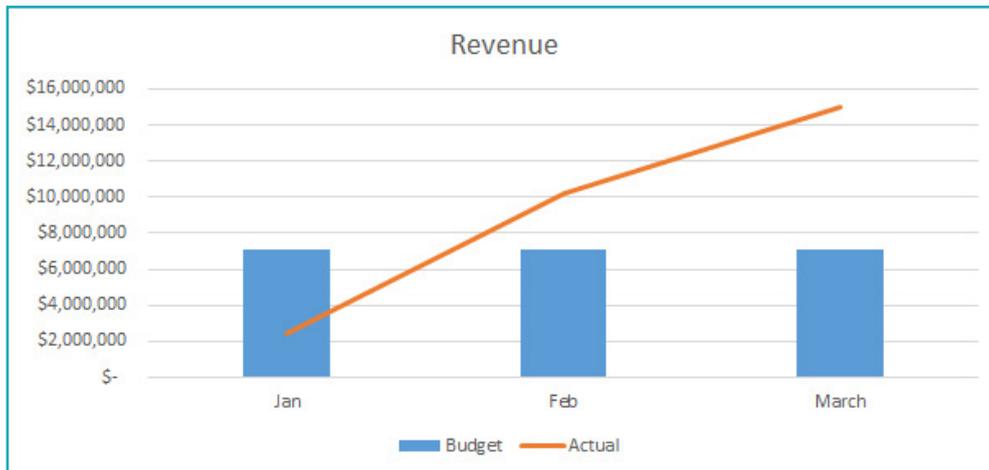
Explanatory Note: This graph displays the operating result (revenue less expenditure) compared to the budget forecast for the year divided by the 12 months.

Interpretive Comments:

The operating position for the quarter (shown as actual) is exceeding budget expectations due to progress payments for disaster recovery works made subsequent to completion of the works, and less works being performed over the wet season.

	January	February	March
Budget	\$3,608,204	\$3,608,204	\$3,608,204
Actual	-\$616,069	\$6,863,834	\$11,608,034
Variance	-\$4,224,273	\$3,255,631	\$7,999,831

Revenue against budget



Explanatory Note: This graph displays the actual revenue compared to budget forecast for the year, divided by the 12 months.

Interpretive Comments: The revenue for the March quarter is exceeding budget, mostly due to progress payments on disaster recovery works being made subsequent to completion of the work. The variances per month result from the budget not being phased over the year to reflect the timing of revenue and expenditure.

	January	February	March
Budget	\$7,047,235	\$7,047,235	\$7,047,235
Actual	\$2,398,672	\$10,232,598	\$15,030,569
Variance	-\$4,648,563	\$3,185,364	\$7,983,35

Financial performance

Expenses against budget

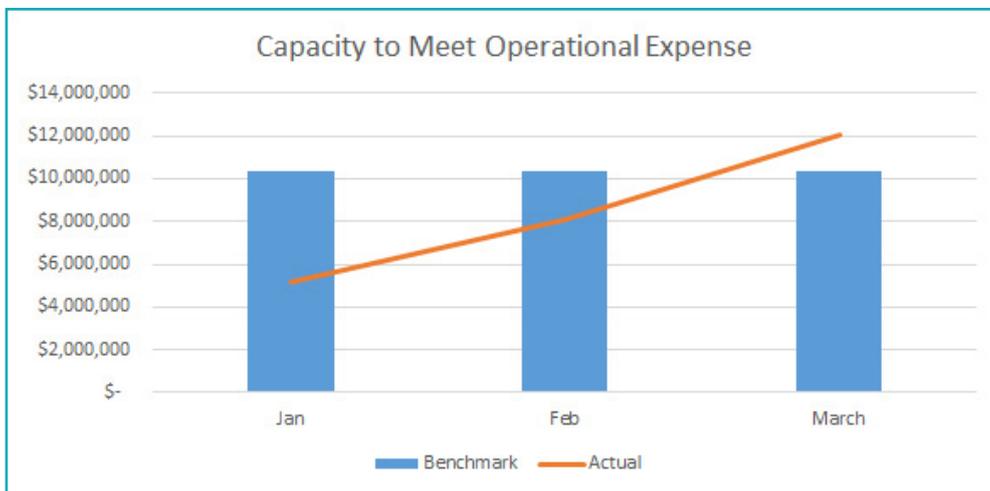


Explanatory Note: This graph displays the actual expenditure incurred compared to budget forecast for the year, divided by the 12 months.

Interpretive Comments: The expenses for the quarter are tracking well against the overall budget. The variances per month result from the budget not being phased over the year to reflect the timing of revenue and expenditure.

	January	February	March
Budget	\$3,439,031	\$3,439,031	\$3,439,031
Actual	\$3,014,741	\$3,368,764	\$3,422,535
Variance	\$424,290	\$70,267	\$14,496

Capacity to meet operational expenses



Explanatory Note:

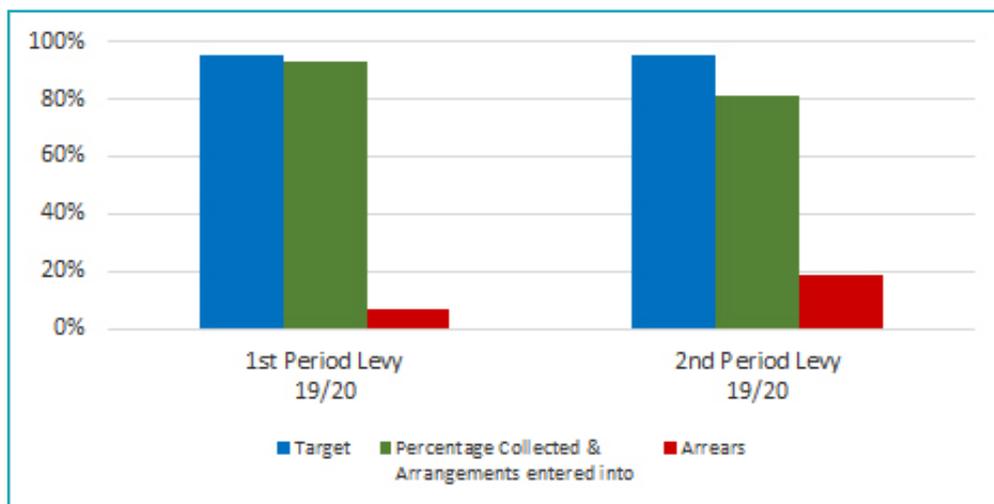
This graph displays the forecast expenditure over three months, compared to the cash held. It shows Council's capacity to meet operational expenses as they fall due.

Interpretive Comments: The capacity to meet expenses for the quarter was adequate for February and March, yet almost fell short in January. Council anticipates shortfalls in cash for disaster recovery works and has a \$5million overdraft facility to meet operational requirements.

	January	February	March
Benchmark	\$10,317,096	\$10,317,096	\$10,317,096
Actual	\$5,185,000	\$8,104,000	\$12,037,000
Variance	-\$3,260,411	-\$5,381,352	+\$5,099,767

Financial performance

Rates collected - levy comparison



Explanatory Notes:

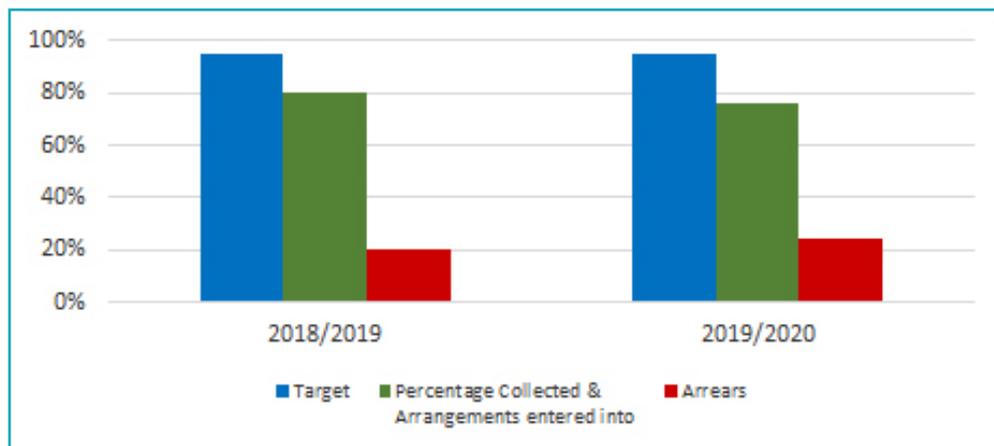
This graph demonstrates the collection rate of Council levies from last rating period to current rating period, excluding arrears over six months. The target is to have less than 5 per cent of current levy outstanding at the end of each six-monthly rating period.

Interpretive Comments:

This graph excludes arrears greater than six months, totalling \$858,000.

	First period levy 2019-20	Second period levy 2019-20
Target	95%	95%
Percentage collected including those with payment arrangements entered into	93%	81%
Arrears	7%	19%

Rates collected - yearly comparison



Explanatory Notes:

This graph demonstrates the collection rate of Council levies from rating year to rating year. The target is to have less than 5 per cent of levies outstanding at the end of each six-monthly rating period.

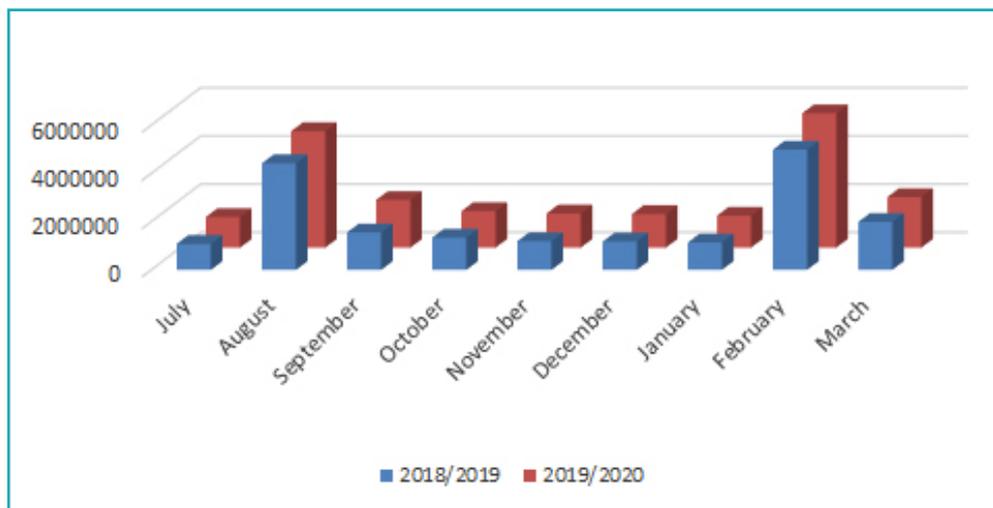
Interpretive Comments:

The Rates Officer monitors payment arrangements and implements corrective action as required.

	2018-19	2019-20
Target	95%	95%
Percentage collected including those with payment arrangements entered into	80%	76%
Arrears	20%	24%

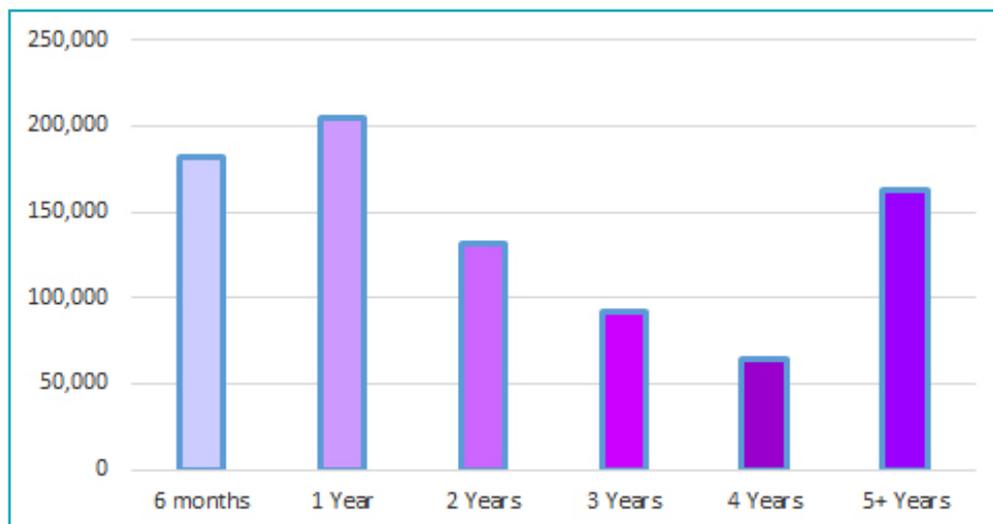
Financial performance

Rates arrears - monthly/yearly comparison



Explanatory Notes: This graph demonstrates the arrears for each month compared to the previous financial year.

Rates aged debtor breakdown

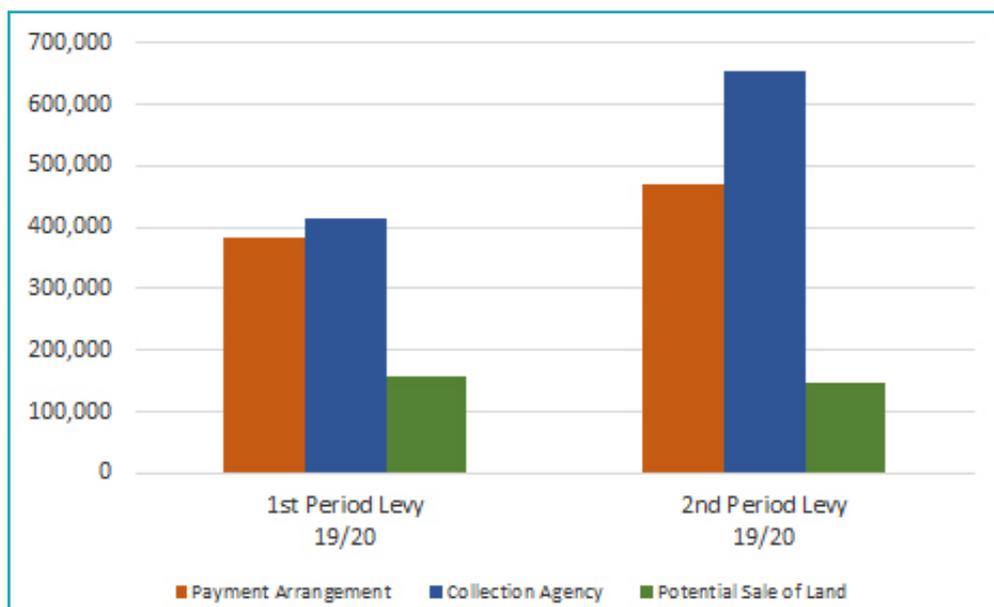


Explanatory Notes: This graph shows the arrears that are more than six months overdue. Current rates from 30 days to six months, totalling \$2,100,904, are not included in this graph.

	6mths	1yr	2yr	3yr	4yr	5+yr
Actual	\$181,474	\$204,268	\$131,428	\$91,799	\$64,355	\$162,313

Financial performance

Rates recovery breakdown



Explanatory Notes: This graph shows the total of arrears that have payment arrangements, are with collection agencies or have progressed to sale of land.

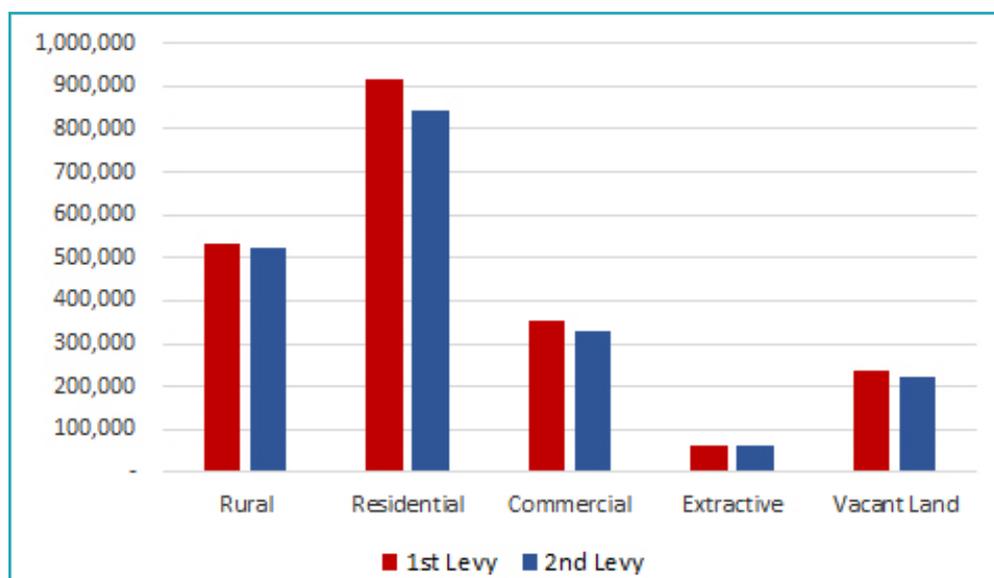
Interpretive Comments: The totals for each category are:

- Payment arrangements - first levy 104, second levy 106;
- Collection agencies - first levy 103, second levy 83; and
- Sale of land - first levy 13, second levy 11.

1st period levy 2019-20 2nd period levy 2019-20

Payment arrangement	\$384,540	\$469,163
Collection agency	\$412,597	\$652,452
Potential sale of land	\$157,485	\$146,088

Rates and charges breakdown - current and arrears



Explanatory Notes: This graph shows the total of rates and charges, including the current levy and arrears.

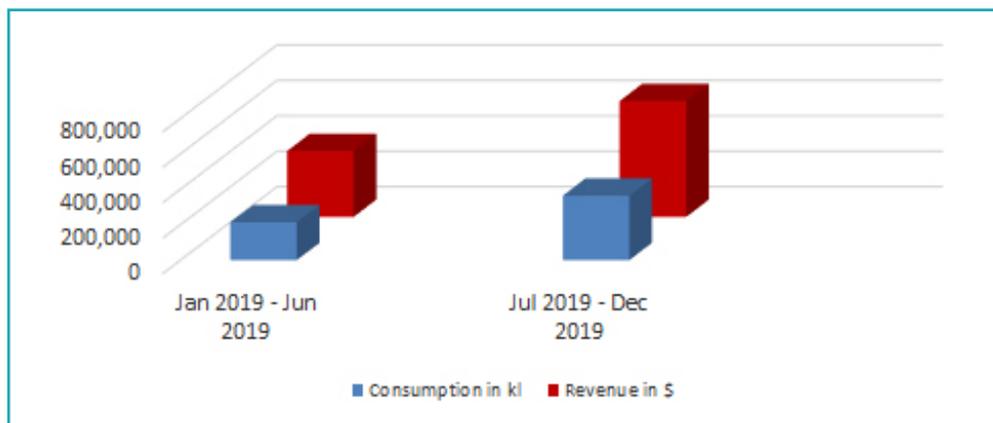
Interpretive Comments: The total assessments for each category are:

- rural 36;
- residential 292;
- commercial 50;
- extractive 68; and
- vacant land 132.

	Rural	Residential	Commercial	Extractive	Vacant land
First levy	\$533,591	\$914,733	\$351,505	\$62,035	\$239,041
Second levy	\$524,619	\$843,391	\$331,245	\$61,935	\$223,451

Financial performance

Water consumption



Explanatory Notes: The figures show the difference between the dry season, from July to December, against the wet season, from January to June.

Interpretive Comments: Water consumption generally increases by 70 per cent during the dry season.

	Jan-Jun 2019	Jul-Dec 2019
Consumption	214,168kL	364,162kL
Revenue	\$372,627	\$654,357

Rates payment methods

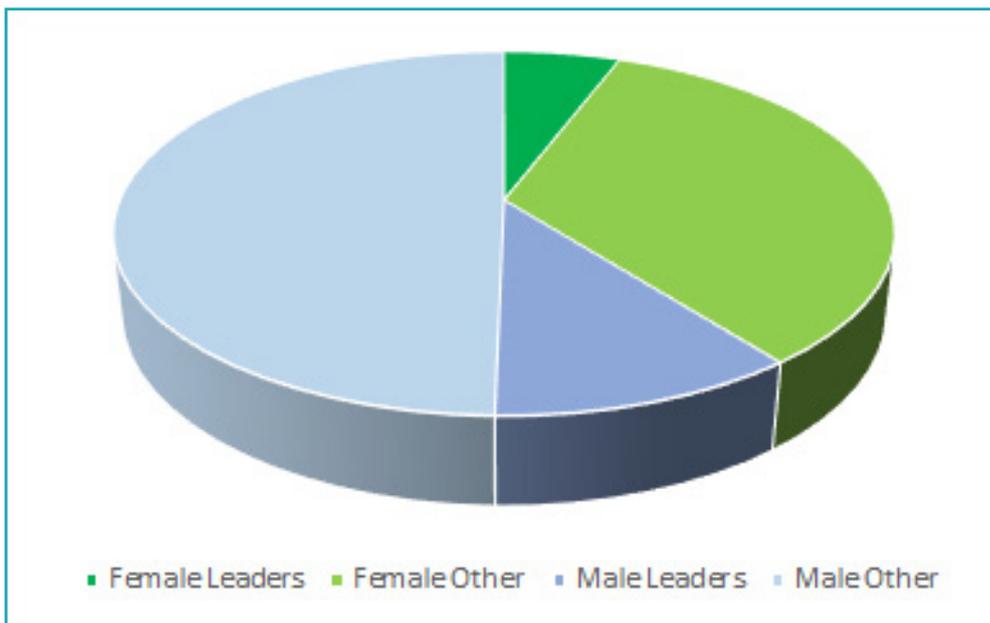
Rates payment methods	January	February	March
Cash	15	15	87
Cheque	1	7	112
Credit card	9	25	238
Money/postal order	0	0	0
Electronic funds transfer	9	12	214
Bpay/direct debit	406	466	1542

Explanatory Notes: This graph shows the means by which rates payments are received.

Interpretive Comments: The trends continue to show a higher acceptance of electronic payments as opposed to over the counter and postal payments, with an average of 84 per cent of payments made electronically over the past three months.

Human resources

Workplace diversity - male vs female



Explanatory Notes:

This graph shows the number of female and male staff expressed as leaders and others.

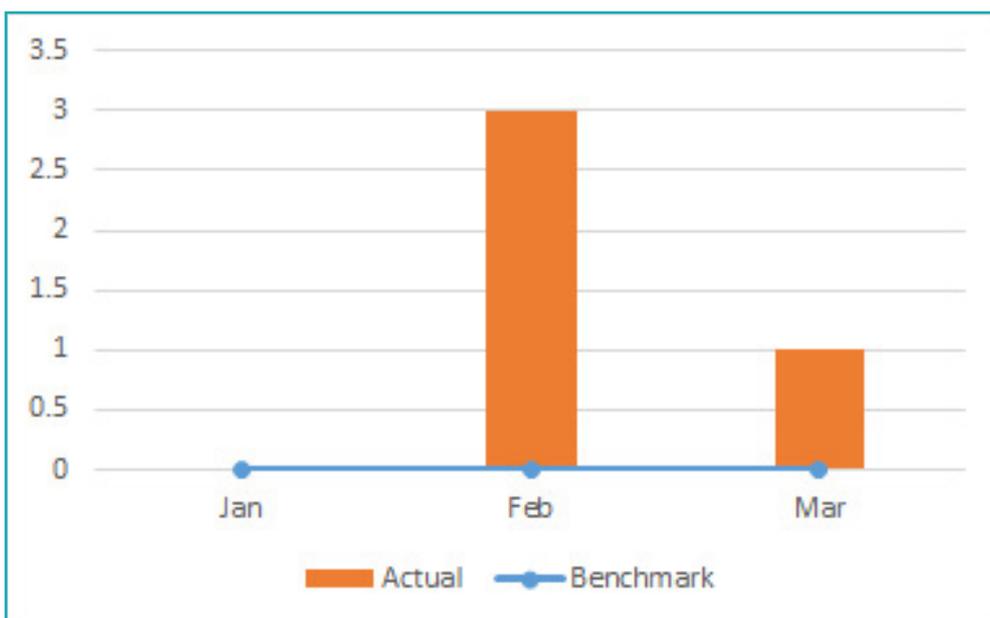
Interpretive Comments:

During this quarter Council employed an average of 154 staff - 40.9 per cent female and 59.1 per cent male. Eight of the 63 female staff and 17 of the 91 male staff held leadership roles.

Percentage of workforce

Female leaders	5.7%
Female others	33.8%
Male leaders	10.8%
Male others	49.7%

Lost time workplace injury



Explanatory Notes:

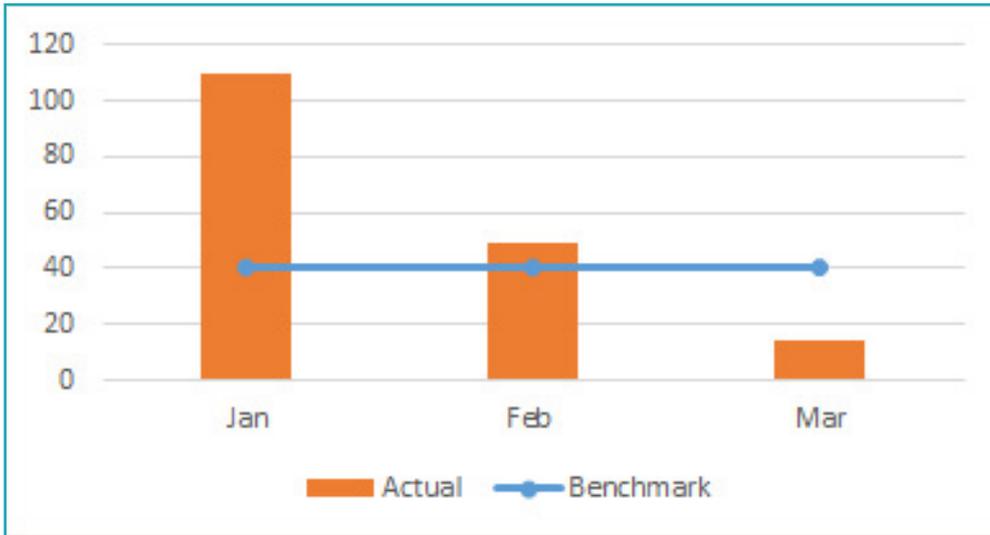
A lost time claim is created when a worker suffers a work-related injury or disease which results in being off work past the day of accident, loss of wages or a permanent disability or impairment.

Interpretive Comments:

An unfortunate run of wet season incidents resulted in three incidents recorded in February, and one in March.

Human resources

Efficiency of filling vacant positions



Explanatory Notes:

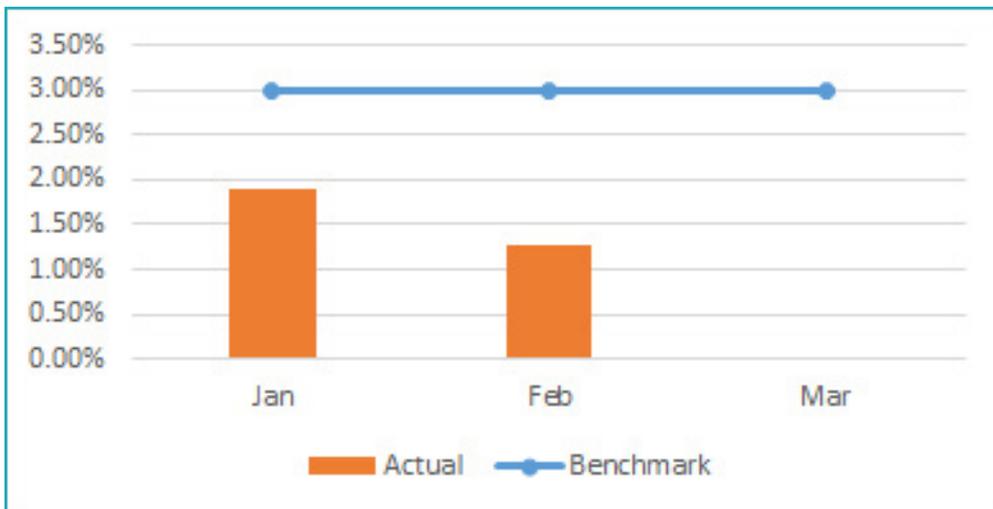
The efficiency of filling vacant positions is calculated as the number of working days from advertisement of a role to when an offer is made to the preferred candidate. Council expects roles to be filled within eight weeks, however will extend this as needed in order to secure quality staff for our organisation.

Interpretive Comments:

Council filled 13 roles this quarter, with an average turnaround of 56.9 days. January's figure is particularly high due to the length of time taken to fill the Manager Assets position (199 days).

	January	February	March
Benchmark	40	40	40
Actual	110	49.22	14
Variance	70	9.22	-26

Monthly staff turnover



Explanatory Notes:

This graph shows the number of resignations received as a percentage of total staff. There are currently 157 filled positions within Council.

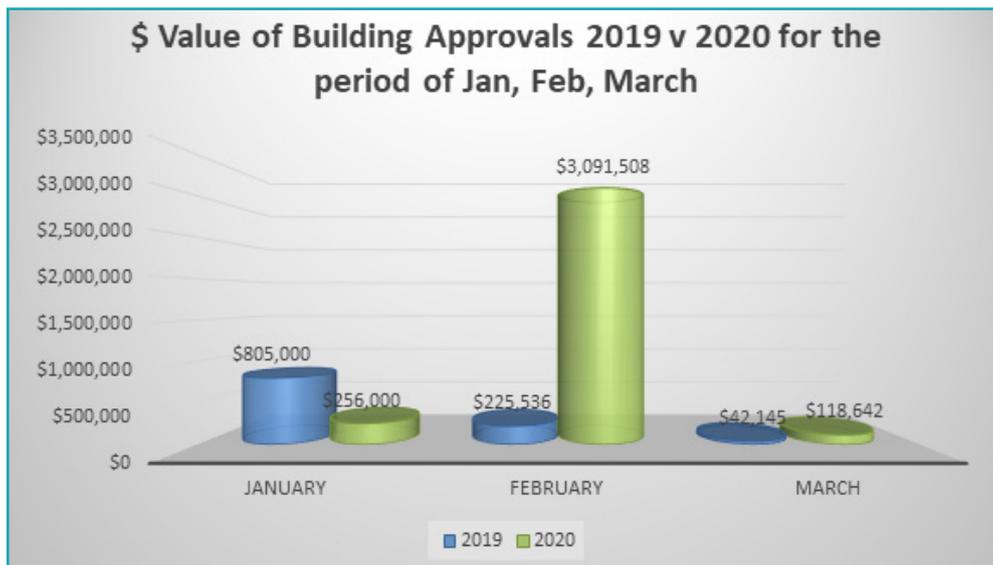
Interpretive Comments:

The total number of staff exiting Council this quarter was five, which is 3.18 per cent of total staff.

	January	February	March
Benchmark	3%	3%	3%
Actual	1.9%	1.27%	0%
Variance	-1.1%	-1.7%	-3%

Environment and planning

Value of building approvals by financial year



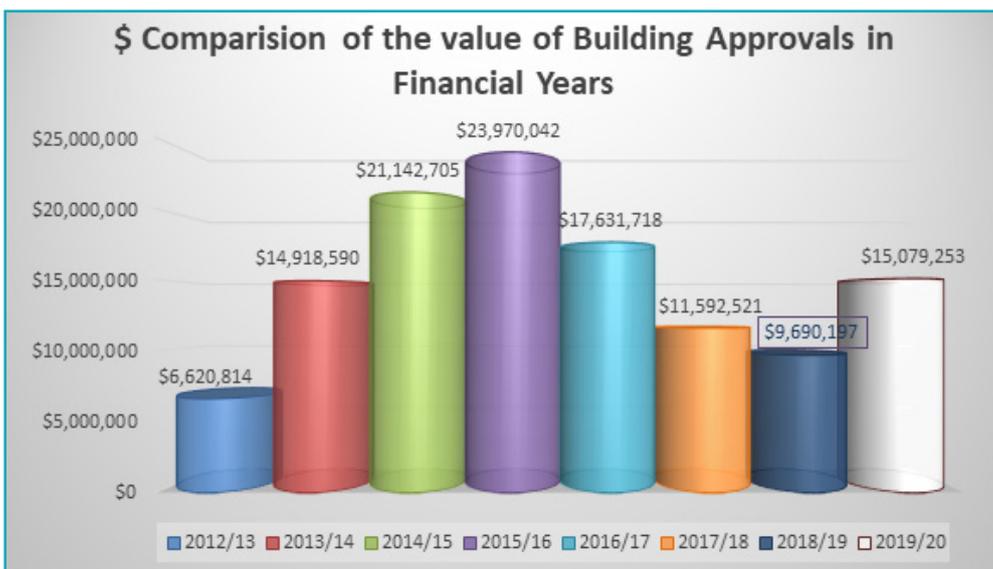
Explanatory Notes:

The figures reflect the dollar value of new building applications approved for construction in the months indicated. It does not include other requests, and inspections associated with existing applications.

Interpretive Comments:

The jump in building approval value in February was due to a large project in Weipa for a vet clinic, kennels and offices.

Comparison of building approvals



Explanatory Notes:

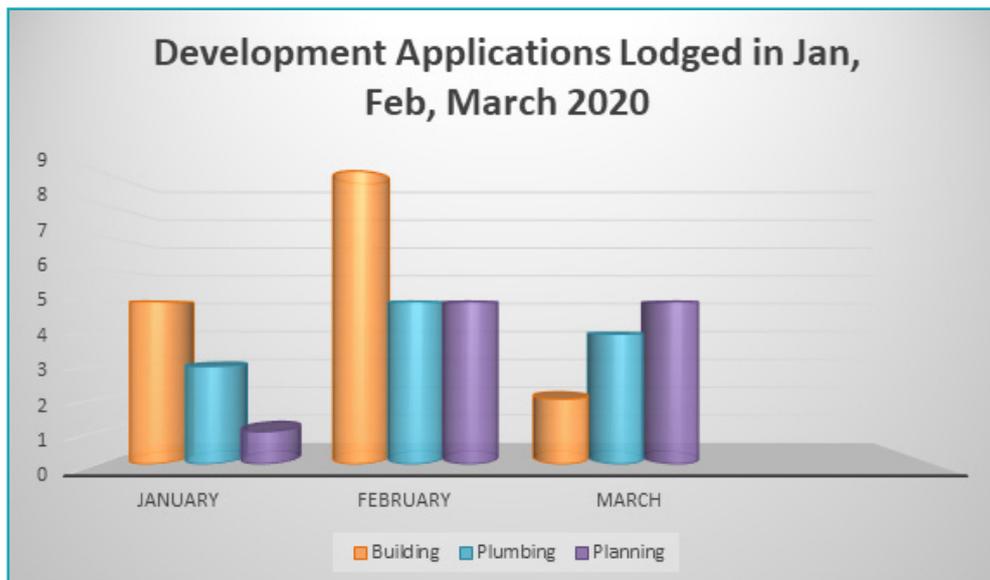
The figures reflect the dollar value of new building applications approved for construction by financial year indicated.

Interpretive Comments:

2013-16 saw a considerable spike in dollars, mainly due to Cyclone Ita damage to buildings throughout the Shire and major reconstruction works at the Lizard Island Resort valued at more than \$3million. These years also saw growth and new construction work in Cook Shire which included the \$11.5million Residential Rehabilitation Centre; \$7.1million Holy Spirit College; \$1.6million Stage 3 Endeavour Christian College; \$1.2million Waterfront Kiosk, Gazebo and Ablution Blocks; \$1million Offices Weipa; and \$2million Day Respite Care Coen. The statistics for 2019-20 will continue to be adjusted quarterly.

Environment and planning

Development applications lodged



Explanatory Notes:

The figures reflect the number of new development applications lodged in the months indicated. They do not include other requests, assessment processes and inspections associated with existing applications.

Animal control - fun facts

Top Three male dog names

Toby

Jack

Spot

Top Three female dog names

Bella

Jessie

Coco

Top Ten dog breeds in Cook Shire

Number of dogs registered

Australian kelpie

84

Australian cattle dog

64

Bull arab

57

English staffordshire terrier

43

Bull mastiff

39

Irish wolfhound

29

Border collie

23

American staffordshire terrier

22

Fox terrier

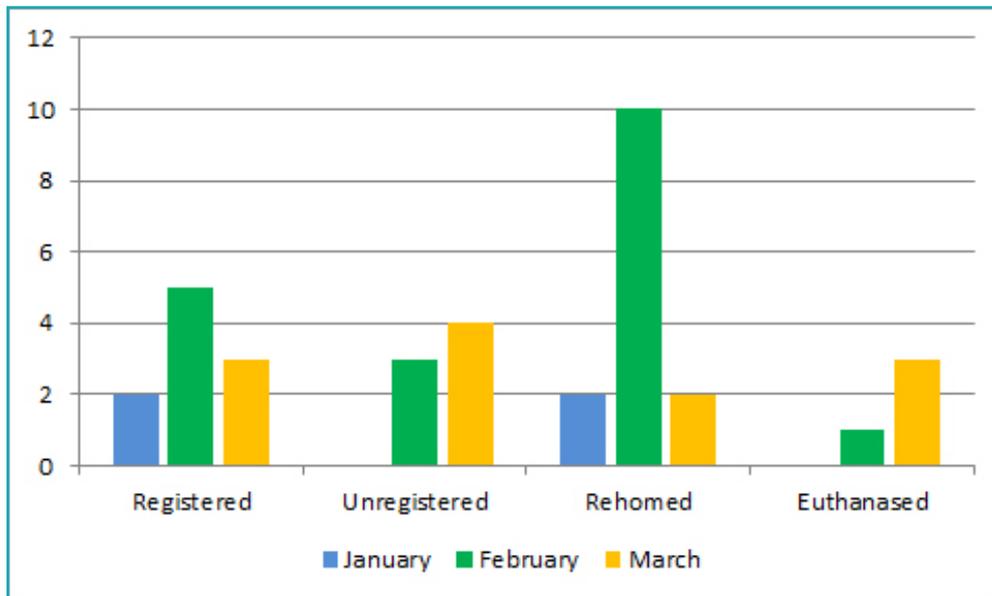
19

Labrador

16

Environment and planning

Animal impoundments



Explanatory Notes:

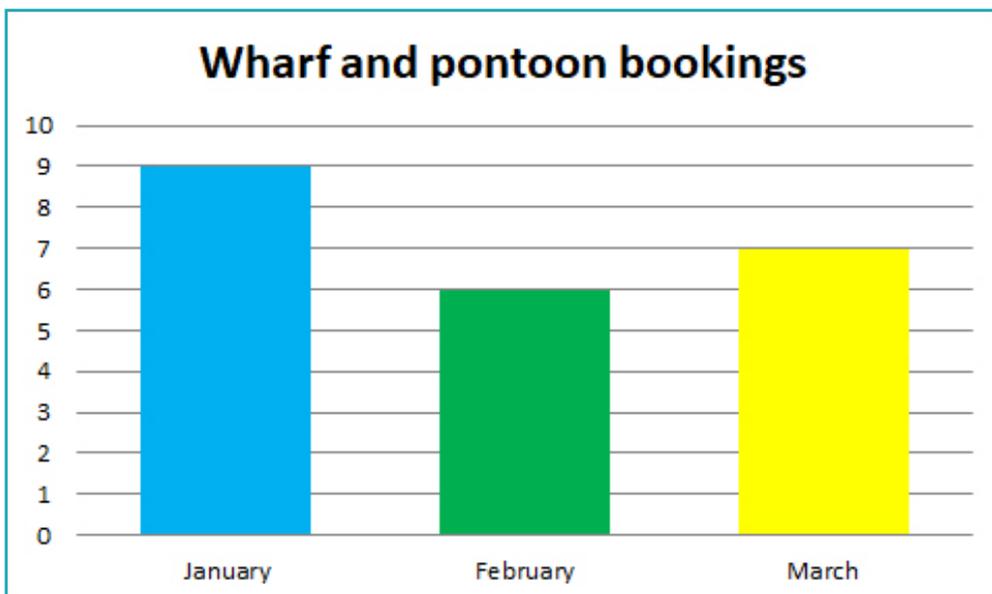
The figures represent the numbers of registered and unregistered dogs impounded over the period and the number of animals that were rehomed and euthanased.

Interpretive Comments:

The graph shows that a much larger proportion of animals are rehomed when compared with euthanasia. Euthanasia is a last resort due to behavioural or health issues.

	January	February	March
Registered	2	5	3
Unregistered	0	3	4
Rehomed	2	10	2
Euthanased	0	1	3

Wharf and pontoon bookings

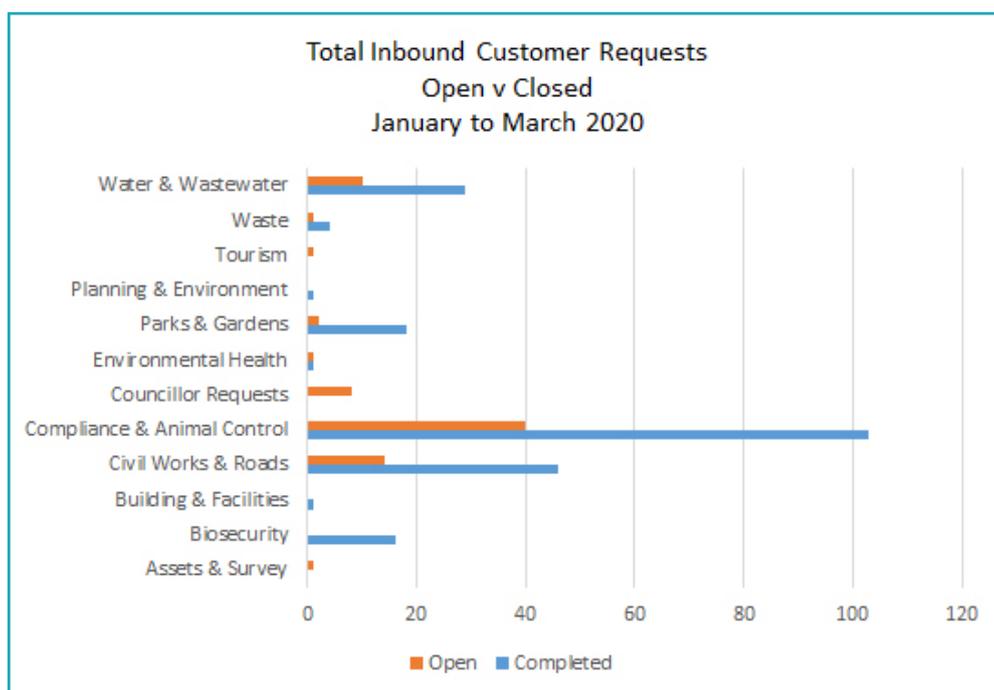


Explanatory Notes: The figures show the number of bookings for the public wharf and pontoon at Cooktown.

	January	February	March
Wharf/pontoon bookings	9	6	7

Customer service

Total inbound customer requests - open vs closed



Explanatory Notes: This graph depicts the number of customer requests received by Council over the last three months, open versus closed.

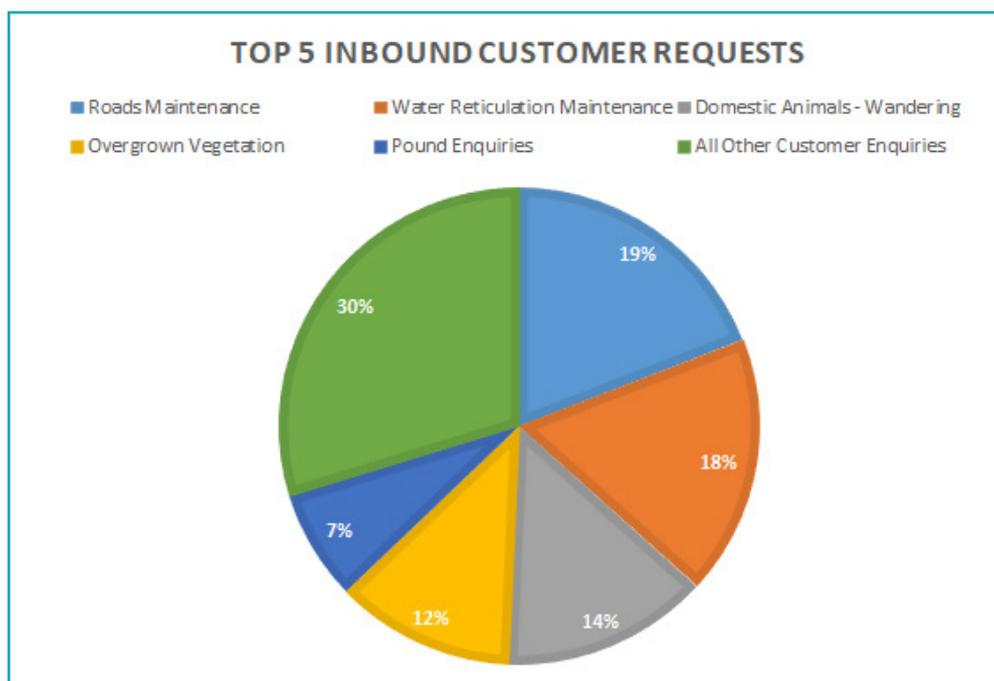
Interpretive Comments: Managers continue to work with staff to improve response and task completion rates against Council's Customer Service Standards Charter. 78 per cent of all requests received during the quarter have been finalised (the request has been actioned and the customer notified of the outcome).

Total inbound customer requests - open vs closed By business function - January to March 2020

Business function	Completed	Open	Total
Assets and Survey		1	1
Biosecurity	16		16
Building and Facilities	1		1
Civil Works and Roads	46	14	60
Compliance and Animal Control	103	40	143
Councillor Requests		8	8
Environmental Health	1	1	2
Parks and Gardens	18	2	20
Planning and Environment	1		1
Tourism		1	1
Waste	4	1	5
Water and Wastewater	29	10	39

Customer service

Top five inbound customer requests



Explanatory Notes: This chart depicts the top five inbound customer requests received over the last three months, in comparison to all other requests.

Interpretive Comments: The top five inbound customer requests make up 54 per cent of the total requests received during January, February and March 2020. The top five inbound customer requests show those Council functions and services that are either brought to Council's attention by the community and/or other business units within Council, or matters that are submitted to Council as a specific request for action. This graph is a good means to measure the focus of the community in their interactions with Council i.e. Roads Maintenance is an area of concern for the community and the community are happy to communicate with Council regarding their concerns and requests for work to be done.

Top five inbound customer requests

Type	Complete	Open
Roads maintenance	32	9
Water reticulation maintenance	28	10
Domestic animals wandering	25	5
Overgrown vegetation	15	11
Pound enquiries	14	2
Other enquiries	37	27

General customer enquiries

The following table details the number of email, phone and front counter enquiries received by Council, by month.

	January	February	March
Phone calls to 4082 0500	605	1505	2557
Front counter enquiries	173	569	836

Interpretive Comments: The significant increase in customer enquiries during March was due to enquiries around COVID-19 pandemic advice in Cook Shire, such as travel restrictions.

Customer service

Right to Information Requests

January to March 2020

New Right to Information Applications Received	0
Pages Relevant to Existing Applications Reviewed	10,018+
Pages Released	360
Application Fees Received	0
Hours Spent Processing Application	16
Processing Costs Accrued at Rate Prescribed by Office of the Information Commissioner *	\$502.40
Processing Costs Waived	\$188.40
Estimated Actual Cost to Council	\$880.00

* \$7.85 per 15 Minutes as prescribed by the Office of the Information Commissioner

Where no Right to Information Applications have been received during the quarter, the statistics reported relate to the ongoing processing of applications and internal or external reviews that span across more than one quarter.



Information, Communication and Technology (ICT) support

ICT requests created across all Council facilities



Explanatory Notes: The table shows the number of requests made to Council's ICT Team by Council staff across all facilities.

Interpretive Comments: ICT requests grew steadily from April 2019 with the implementation of a direct ICT Helpdesk request service.

	New Requests	Requests resolved
January	134	239
February	157	192
March	157	116

Media and communications

Council communication by media type

Media type	January	February	March
Facebook posts	23	32	56
Website (page) views	12,872	11,620	33,529
Public notice advertising	13	10	12
Media releases	7	6	7
Instagram posts	8	10	8
Tweets	3	9	12

Explanatory Notes: The table details some of the different channels Council uses to communicate with our communities.

Interpretive Comments: Figures for social media and website use spiked in March due to coronavirus publicity increasing.

Procurement

Summary of contracts - third quarter 2019-20 financial year

Contracts over \$15,000

Number of tender documents released	6
Number of quote documents released	33
Total value of contracts awarded	\$1,033,923.30
Total value awarded to local suppliers	\$94,888.90

Contracts over \$200,000

Number	3
Total value	\$1,214,436

Explanatory Notes: Of the three contracts awarded over \$200,000 totalling \$1,214,436 – one contract was awarded to a local supplier totalling \$534,573 – the other two contracts awarded for Superintendent Services and for Resealing/Patching Program were released to Local Buy contractors. There were no local suppliers on either of the two pre-qualified supplier lists.

All contracts awarded over \$15,000 but under \$200,000 were awarded to locals where an offer was submitted or where there was local expertise, however there were a number of quotes for items with no local expertise.

Tenders

- Gateway to the Cape project
- Supply and testing of fire equipment
- Servicing and maintenance of air conditioning plant and equipment
- Inspection and maintenance of lighting and height safety equipment
- Provision of kerbside waste collection
- Supply and delivery of cleaning supplies

Quotes

- 11 quotes released against Local Buy contractors.
- Eight quotes released via Vendor Panel Marketplace.
- 14 quotes released via email to selected contractors.



Cook Shire Council grants

Current Cook Shire Council grants - State Government

Grant Fund	Department	Project	Funding amount
Maturing the Infrastructure Pipeline Program 2 (MIPP)	Department of State Development, Infrastructure & Planning (DSDMIP)	Charlotte and Adelaide Street design	\$530,000
Building Our Regions (BoR)	DSDMIP	Gateway to the Cape	\$998,000
Cycle Network Local Government Grants Program	Department of Transport and Main Roads (DTMR)	Charlotte Street/Two Mile Bridge	\$467,703
Get Playing Places and Spaces	Department of Housing and Public Works	John Street Oval Irrigation	\$107,042
Coastal Hazard Adaption Strategy	Local Government Association Queensland	QCoast2100 Phases 3-8	\$406,406
Works for Queensland 2019-21	DSDMIP	Waterfront shade, Shire Hall refurbishment, Borefields water resilience upgrades	\$2,370,000
National Disaster Response Force	Queensland Reconstruction Authority (QRA)	Ayton Radio Tower and VHF	\$66,175
Expo 2020 Sponsorship	Department of Premier & Cabinet	Expo 2020 Project Producer	\$150,000
Expo 2020 Sponsorship	Department of Premier & Cabinet	Expo 2020 activities	\$650,000
Regional Arts Services Network (RASN) Officer Funding	Arts Queensland	RASN Officer	\$258,533
Regional Arts Development Fund (RADF)	Arts Queensland	2019-20 RADF Program	\$30,000
Healthy Dogs Healthy Community	Department of Health	Coen Palliative Care	\$50,000
Healthy Dogs Healthy Community	Department of Health	Coen Healthy Dog Program	\$249,625
Get Ready Queensland	QRA	Get Ready Queensland 2019-20 Program	\$10,660
Communities in Transition	Department of Science	Clean Growth Choices	\$60,000
First 5 Forever Nursery Rhymes	State Library of Queensland	Under 5s Literacy	\$28,236
Tech Savvy Regional Queenslanders	State Library of Queensland	Tech Savvy Cook Shire	\$9,420
Tech Savvy Seniors	State Library of Queensland	Cooktown Savvy Seniors	\$8,640
Be Connected	Good Things Foundation	Activation Grant	\$1500
Far North Queensland and North Queensland Monsoon Trough Fund	Department of Communities, Disability Services and Seniors	Community Resiliency days	\$39,918
FNQ and North Queensland Monsoon Trough Fund	Department of Communities, Disability Services and Seniors	Community Development Officer	\$652,912
Queensland Destination and Events Program Round 14	Tourism and Events Queensland	Expo 2020 - Festival marketing	\$15,000
Deadly Digital Communities	State Library of Queensland	Deadly Digital Communities	\$3840
Total funding			\$7,163,610

Cook Shire Council grants

Current Cook Shire Council grants - Federal Government

Grant Fund	Department	Project	Funding amount
RAUP Round 6 (Remote Airstrip Upgrade Program)	Department Infrastructure and Regional Development and Cities	Lakeland & Laura Airstrip – RAUP000054	\$67,500
RAUP Round 7 (Remote Airstrip Upgrade Program)	Department Infrastructure and Regional Development and Cities	Cooktown Airstrip – RAUP000078	\$60,000
BBR (BUilding Better Regions)	Dept. Industry, Innovation and Science	Cooktown Airport Road	\$1,738,079
TMR (Transport Main Roads) Bridges Renewal	Dept. Infrastructure and Regional Development	Jensen's Crossing Bridge	\$662,750
Community Development Grants	Australian Government	Cooktown Expo 2020 Legacy – Boat House	\$870,000
Community Development Grants	Australian Government	Cooktown Expo 2020 Legacy – Gamaay Dreaming Track	\$1,700,000
Community Development Grants	Australian Government	Cooktown Expo 2020 Legacy – Reconciliation Rocks	\$1,200,000
Community Development Grants	Australian Government	Cooktown Expo 2020 Legacy – Botanic Gardens	\$1,980,000
National Museum	Australian Government	Indigenous Project Officer	\$209,891
BBR (Building Better Regions) Fund	Dept. Industry, Innovation and Science	Expo 2020 Main Stage	\$214,902
Illegal Dumping Hotspot Grants	Dept.Environment and Science	Cook Shire Illegal Dumping Data Collection	\$20,000
Regional Recycling Transport Assistance Package	Dept. Environment and Science	Recycling transport costs	\$105,677
		Total funding	\$8,828,799

