



# COUNCIL in FOCUS



April – June 2020







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## Focusing on your Council

Better late than never ... our quarterly update for April – June, has now emerged from the height of the COVID lockdown. There is no question that the inclusion of Cook Shire in the Commonwealth Biosecurity Determination posed challenges relating to resourcing and logistics that no-one could have anticipated. As the rest of the State was grappling with a wide range of pandemic issues, and as some councils were faced with standing down staff, Cook Shire Council stepped up to the challenge, reinventing our business operations to ensure continuation of all services, and to deal with what proved to be a phenomenal number of community enquiries and government procedures over the three months in lockdown, following the establishment of the Vehicle Control Point on the Mulligan Highway, and checkpoints at airports and seaports.

Council set up a call centre and webpages on 22 March to address enquiries, issues and permit applications for Shire residents. Six staff were seconded from various teams to provide support to the community, the Local Disaster Management Group and government departments. Daily meetings were held with call centre staff, and delegates of the LDMG (Mayor, CEO and Officer-in-Charge Cooktown Police) met daily to assess applications for entry and determine referrals to the Commonwealth Human Biosecurity Officer or the Queensland Chief Health Officer. A terrific explanation of Council's activities in response to COVID-19 is provided by staff in this report.

During this period we welcomed our returning and new Councillors following the local government elections on 28 March and delivered an extensive induction program and an online introduction to the Shire, including virtual tours of council facilities. Budget workshops began alongside the development of the 2020-2021 Operational Plan and Capital Works Program. Meanwhile our 'business as usual' work continued with a drive to complete as many projects as possible before the end of the financial year, with numerous staff working from home or redeployed into new temporary roles when council's public facilities were closed.

As all are aware, years of work and more recently months of detailed events planning saw Cooktown Expo 2020 postponed as COVID-19 tightened its nationwide grip and the Cape communities remained generally inaccessible to 'outsiders'.

As always I extend my sincere appreciation to all Councillors for their patience and guidance, and to all staff for giving all that they could during this challenging time.

**Linda Cardew**  
**Chief Executive Officer**



### Welcome to our new Councillors

Congratulations to returning Mayor Peter Scott, returning Councillors John Dessmann, Larissa Hale and Robyn Holmes and welcome to new Councillors Peter Burns, Ross Logan and Marilyn Morris. The Councillors were sworn in and attended their first Council meeting in April.

## 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 identifying and implementing new and innovative actions and projects;
- **Organisational Business Services**, manages 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
1 April	Dept. Aboriginal and Torres Strait Islander Partnerships (DATSIP)	Teleconference re. Coen Local Response Plan for COVID-19
1 April	Various agency groups in Coen	Teleconference re. COVID-19 update
2 April	DATSIP	Teleconference
2 April	Various agency groups	Local Disaster Management Group meeting
2 April	Cooktown Multipurpose Health and Hospital Service	Meeting re. emergency housing
2 April	Local Government Managers Association (LGMA)	Meeting re. CEO's update
3 April	Cairns District Disaster Management Group (DDMG) and Queensland Health	Teleconference re. COVID-19
3 April	DATSIP	Teleconference with Queensland Chief Health Officer (CHO) re. COVID-19
7 April	Dept. Local Government, Racing and Multicultural Affairs (DLGRMA)	Teleconference with Premier and Queensland Mayors – re. COVID-19
8 April	DATSIP	Teleconference with Deputy Premier re. COVID-19
9 April	Various agency groups	Teleconference for combined special interagency meeting – Cooktown, Laura and Coen re. COVID-19
9 April	DATSIP	Teleconference re. COVID-19
15 April	DATSIP	Teleconference with CEOs of non-discrete Qld communities re. COVID-19
16 April	DATSIP	Teleconference with Mayors and CEOs of remote and discrete Qld communities re. COVID-19
17 April	DDMG	Teleconference re. COVID-19
17 April	DLGRMA	Teleconference with Premier and Queensland Mayors – re. COVID-19
21 April	Dept. Natural Resources, Mines and Energy (DNRME)	Land clearing workshop
22 April	DLGRMA	Teleconference re. impacts to local government in relation to COVID-19

DATE	NAME OF EXTERNAL PARTY	NATURE OF ENGAGEMENT
24 April	Various agency groups	Local Disaster Management Group meeting
24 April	Office of Liquor and Gaming Regulation (OLGR)	Teleconference re. establishment of a liquor accord for Cooktown
27 April	Far North Queensland Regional Organisation of Councils (FNQROC)	Monthly board meeting
29 April	DLGRMA	Teleconference with Premier and Queensland Mayors – re. COVID-19
30 April	DDMG	Extraordinary meeting re. COVID-19
30 April	LGMA	Meeting re. CEOs update
1 May	Various agency groups	LDMG Economic Recovery Group meeting
5 May	Torres and Cape Indigenous Councils Alliance (TCICA)	Teleconference for bimonthly meeting
5 May	FNQROC & Dept. Transport and Main Roads (DTMR)	FNQ Regional Road and Transport Group meeting
6 May	DLGRMA	Teleconference with Premier and Queensland Mayors – re. COVID-19
8 May	DDMG	Information session #1 via teleconference for Mayors and CEOs re. entry to Declared Biosecurity Area (COVID-19)
8 May	Cynthia Lui MP, Cooktown Chamber of Commerce and Tourism and local businesses	Videoconference to provide feedback on the impact of COVID-19 to local business
11 May	Queensland Reconstruction Authority (QRA)	Meeting re. development of a Covid Recovery Plan
12 May	DDMG	Ordinary meeting
13 May	Various agency groups	Local Disaster Management Group meeting
14 May	DDMG	Information session #2 via teleconference for Mayors and CEOs re. entry to Declared Biosecurity Area (COVID-19)
15 May	Various agency groups	Special LDMG meeting to consider Economic Recovery Submission for Cook Shire
15 May	LGIA Super	Meeting re. Cooktown Housing Project
15 May	The Hon. Craig Crawford MP	Teleconference re. National Cabinet update
18 May	Cooktown Expo 2020 Advisory Committee	Special meeting to discuss event and risks/restrictions due to COVID-19
19 May	DDMG	Meeting re. Qld roadmap to easing restrictions
20 May	Office of the Independent Assessor, Queensland Integrity Commissioner, Crime and Corruption Commission	Webinar: Local Government – Roles and Functions of Queensland Integrity Agencies
20 May	DLGRMA	Teleconference with Premier and Queensland Mayors – re. COVID-19
21 May	DATSIP	Teleconference with Queensland Chief Health Officer (CHO) re. COVID-19
21 May	DLGRMA	Teleconference with CEOs re. COVID-19 regulatory approach

DATE	NAME OF EXTERNAL PARTY	NATURE OF ENGAGEMENT
22 May	Various agency groups	Local Disaster Management Group meeting
22 May	Cooktown Expo 2020 Advisory Committee	Special meeting to discuss Council decision to postpone event due to COVID-19
22 May	Various agency groups	Laura Interagency Group meeting
22 May	LGMA	Meeting re. CEOs update
27 May	Various agency groups	Coen Interagency Group meeting
27 May	DLGRMA	Teleconference with Premier and Queensland Mayors – re. COVID-19
28 May	Various agency groups	Cooktown and District Interagency Group meeting
28 May	DLGRMA	Teleconference with CEOs re. COVID-19 regulatory approach
1 June	DDMG	Meeting re. medical appointments and movements Cooktown to Cairns and return (COVID-19)
1 June	DLGRMA	Teleconference with Premier and Queensland Mayors – re. COVID-19
2 June	DDMG	Meeting re. COVID-19 update
2 June	DATSIP	Teleconference with Mayors and CEOs of remote and discrete Qld communities re. COVID-19
3 June	Various agency groups	Cook LDMG Pandemic Discussion Exercise
3 June	Various invited guests	National Reconciliation Week luncheon
4 June	TCICA	Meeting re. approach to COVID-19 management planning
5 June	LGMA	Meeting re. CEOs update
5 June	James Cook University	Communities in Transition Mayor's Forum online
6 June	Various agency groups	Coen Interagency Group meeting
6 June	Various agency groups	Laura Interagency Group meeting
10 June	TCICA	June out-of-session meeting
10 June	RSL Sub Branch and Endeavour Lions Club	Discuss funding for park / playground upgrades
11 June	DLGRMA	Teleconference with Premier and Queensland Mayors – re. COVID-19
11 June	DATSIP	Teleconference with Mayors and CEOs of remote and discrete Qld communities re. COVID-19
12 June	Cooktown Chamber of Commerce and Tourism	Meeting re. easing of restrictions and business support initiatives
12 June	DDMG	Q&A session re. new CHO direction (COVID-19)
15 June	Minister for Indigenous Australians, the Hon Ken Wyatt MP	Meeting re. COVID-19 with Cape community Councils
17 June	Cooktown Re-enactment Association	Commemoration events for the 250th anniversary of the arrival of HMB Endeavour

DATE	NAME OF EXTERNAL PARTY	NATURE OF ENGAGEMENT
17 June	LGMA	Board meeting
18 June	Queensland Reconstruction Authority (QRA)	Regional Recovery Workshop
19 June	FNQROC	Board meeting
23 June	DDMG	Ordinary meeting
23 June	Cooktown Chamber of Commerce and Tourism meeting with Cynthia Lui MP and the Hon. Shannon Fentiman MP	Meeting re. COVID-19 economic recovery
24 June	Various agency groups	Local Disaster Management Group meeting
24 June	DATSIP	Teleconference with CEOs of non-discrete Qld communities re. COVID-19
25 June	DATSIP	Teleconference with Mayors and CEOs of remote and discrete Qld communities re. COVID-19
26 June	Local Area Waste Management Advisory Committee (LAWMAC)	Virtual meet and greet event
26 June	DLGRMA	Meeting with CEOs to discuss the proposed COVID Safe Events Framework
29 June	James Cook University	Cook Making Water Work Governance Group meeting
29 June	James Cook University	Cook Dynamic Governance Group meeting





## FACTS

# COVID-19

*How the global pandemic impacted the business of Council*



**December 2019**

A novel corona virus was detected in Wuhan China.



**30 January 2020**

The World Health Organisation (WHO) declared a Public Health Emergency of International Concern.



**25 January 2020**

The first case of coronavirus is detected in Australia in Victoria.



**27 February**

The Prime Minister declared the COVID-19 outbreak a national pandemic.



**12 March 2020**

The World Health Organisation declares COVID-19 a global pandemic. Australia introduced travel restrictions and self-isolation following WHO pandemic declaration.



**22 March 2020**

A disaster declaration was issued across Queensland, due to the risks posed by the developing COVID-19 pandemic. A vehicle checkpoint was established on the Mulligan Highway at Mt Carbine.



**26 March 2020**

Cape York became a Designated Biosecurity Area (DBA).



**26 March 2020**

Cook Shire Council opens dedicated COVID-19 Call Centre.

## CALL CENTRE STATISTICS

**106**

Days the Call Centre was activated

**8,496**

Phone calls received to the Cook Shire Council's dedicated COVID-19 Call Centre

**4,914**

Emails received to the call centre email address

**1,101**

Walk-in enquiries to the front counter at the Cook Shire Council Main Administration Building

**646**

Applications processed (not including essential service applications)

**52,942**

Combined number of page views of Council's two COVID-19 webpages

**0**

Number of cases reported in Cape York during Call Centre Activation

The quarter under review was particularly challenging for the Community Economy and Innovation team, as team members had to quickly adapt in the workplace to the impact of COVID-19. This resulted in the closure of some popular Council-run facilities, such as the Cooktown Swimming Pool, whilst other facilities such as Council's two libraries were closed to customer contact, but continued to provide phone-based and electronic services to customers. These changes meant that many staff in the directorate were redeployed to other support roles, which they did gladly and with a smile.

Other directorate staff were seconded to run Cook Shire Council's first call centre, which was established to provide important and valued support to residents, visitors and travellers impacted by the biosecurity lockdown of the Shire, necessitated by the pandemic. The volume of customer support is detailed elsewhere in this report, noting that Council delivered this project to ensure a timely, responsive and personalised level of support to the community.

The pandemic resulted in a number of innovations being made within the directorate, such as the delivery of on-line story time sessions and a wide variety of on-line art classes, enabling residents to access these services across our vast Shire. Such was the success of these initiatives that the directorate will look to continue them after COVID-19.

The directorate also engaged actively with the Cooktown Chamber of Commerce and Tourism to support the business community during the pandemic, in recognition of the importance of local businesses to the continued employment of Shire residents. Activities undertaken included lobbying the Federal and State Governments for business continuity support, establishment of a Facebook Group to disseminate grant and other important information to the businesses and regular weekly planning meetings between Council and Chamber on how to respond to the challenges caused by COVID-19. As a result, a strong alliance has been developed, with a focus on delivering long term strategic outcomes to the benefit of the broader Shire community.

## Cooktown & Cape York Expo 2021 ►

Cooktown Expo 2020, which was postponed due to COVID-19 announced that in 2021 it'll be back bigger and better than ever as the Cooktown & Cape York Expo and held from 11-20 June, 2021. With a focus on reconciliation, regeneration and economic recovery in a post-COVID world, the ten day expo will kick off with the free Reconciliation Rocks music festival and be followed by a week-long regional showcase and business expo at the PCYC Events Centre. The Discovery Festival weekend on 18-20 June will close the festivities, with a family-friendly schedule celebrating history, heritage, culture and art.

## RASN Trip to Thursday Island



Regional Arts Officer, Waratah Nicholls, managed a visit to Thursday Island a week before the COVID-19 lockdown. Gallery Officer for Gab Titui, Aven Noah, showed Waratah around the gallery, and spoke about the Torres Strait artists represented there and the many challenges that artists face, living on remote islands with little access to the internet, art supplies and materials.

## Caring for our seniors ►

Council's Economy and Community Lifestyle Senior Coordinator, Ivan Hegamaea, and Housing Officer, Desiree Smith met with the RSL Cooktown Sub-branch to discuss procedures and policies for the Coral Sea senior units. They also took the opportunity to view some of the historical war memorabilia on display.



**IT'S LIVE!**  
in Queensland

# COOKTOWN & CAPE YORK EXPO 2021

## The Rising Tide

**11 - 20 JUNE 2021**

**11-13 JUNE Reconciliation Rocks Festival** featuring live performances by Troy Cassar-Daley, Busby Marou and Mau Power and Indigenous culture and dance.

**14-17 JUNE Cape York Business Expo** bringing regional businesses together to network, promote and showcase through displays, forums and an ideas exchange.

**18-20 JUNE Discovery Festival** featuring the re-enactment of Captain Cook's landing, kids rides, family entertainment and lantern parade.

[www.cooktownexpo.com.au](http://www.cooktownexpo.com.au)



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### Storytime goes online ▶

In one of the many examples of COVID-creativity that came about during lockdown, library staff, with help from the ICT team and Natalie Fawcett, took their weekly Interactive Storytime sessions online. Their first ever virtual storytelling session is now also on Cook Shire's YouTube channel and has been shared by the State Library of Queensland's Indigenous Knowledge Centre.



### Reconciliation Rocks ▶

On Monday 29 June, the Reconciliation Rocks Project team met with Traditional Owners, artists, the Re-enactment Association, architects and representatives of Cook Shire Council to walk through the site and discuss plans. Traditional Owners and the Re-enactment Association also briefed the artists on the story of Reconciliation Rocks and the significance of the site to the history of Cooktown and as the location of the very first act of Reconciliation.



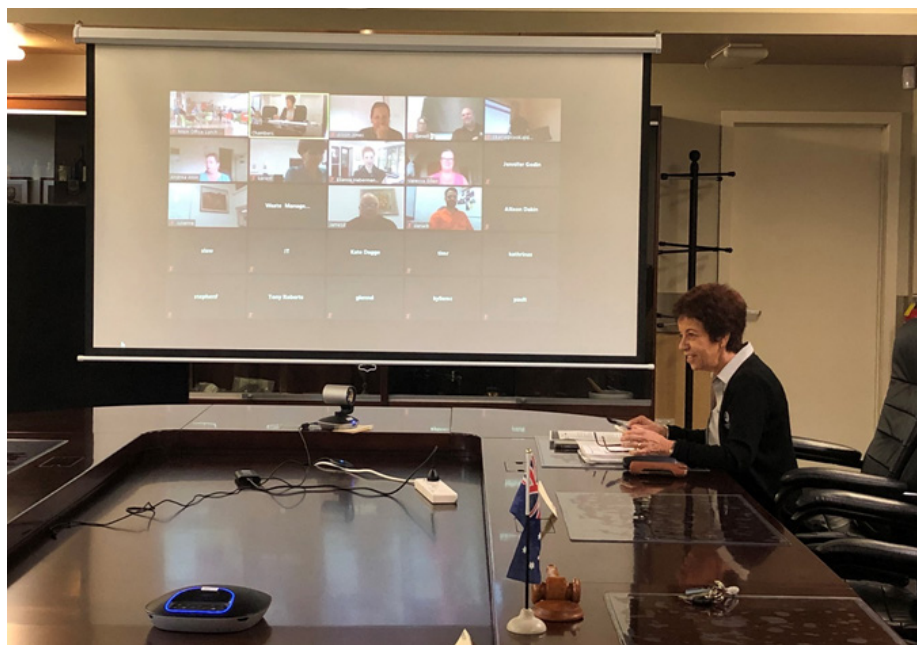
### ◀ Through the eyes of a Chinese Lion

The Cairns and District Chinese Association Inc. was successful in obtaining a Cook Shire Council Regional Arts Development Fund (RADF) grant to restore a Chinese lion dance costume donated by the Far North Queensland Chinese community. Restoration works included repairs and a number of detailed paintings that illustrate parts of Cooktown's rich and diverse cultural tapestry. The lion will now feature in their performances as part of Cooktown & Cape York Expo 2021.



**We're in this together ▶**

Cooktown Traditional Owners joined Cook Shire Councillors and council staff for a COVID-safe luncheon at the Cooktown PCYC to celebrate Reconciliation Week on Wednesday, 3 June 2020.



**◀ Dialed in**

At least 51 devices, some with multiple staff watching (at a safe social distance) were online for the all staff meeting held on 30 April.

Once the Executive Leadership Team navigated the challenges of addressing a virtual online audience, the meeting proved to be a great success, connecting staff across the Shire as well as those working remotely from home.

Also taking advantage of technology, Regional Art Services Network (RASN) took to hosting its fortnightly meetings online (BELOW).

**▼ It's written in the sky**

Measuring 8.2m by 2.2m and seen by up to 41,570 vehicles per day, the magic of Cooktown and Cape York is now written in the sky and features on a new billboard above Sheridan Street in Cairns.





### ◀ Connecting online with art

With the world in lockdown, there was a growing concern about how loneliness, isolation and unemployment might impact mental health. With this in mind, Cook Shire Council partnered with Douglas Shire Council and Regional Art Services Network (RASN) to host and run a series of ART on LINE LIVE Zoom workshops. The online workshops were free and participants were supplied with an art pack that contained all the materials they required to complete the classes in the comfort of their own home.

A huge success with the community, the program launched a second series in July.

### COVID-Safe cinema in Coen ▶

The Wunthulpu Aboriginal Land Trust successfully applied for a Community Grant from Cook Shire Council to purchase equipment so it can hold movie nights as a recreational service to the community.

The arrival and installation of their new equipment coincided with social distancing requirements, so the decision was made to hold a special COVID-safe movie night for high school students studying remotely in Coen. Wunthulpu staff partnered with Apunipima, who helped on the night and spoke with students about the safety precautions needed during the COVID-19 pandemic.



### ◀ Mulch makes greener thumbs and blooming gardens

The communal gardens at the Cook Shire Council's senior units received a donation of mulch from the Cooktown District Community Centre's 60s & Better Program. This was donated so that residents can grow their own fruit and vegetables. 60s & Better Program coordinator Chanelle Oldaker organised the donation through Cooktown Hardware.

## Organisational Business Services

The final quarter of the 2019-2020 financial year is traditionally a busy time for Organisational Business Services (OBS) as staff work to meet the requirements of one financial year while planning for the next. This was compounded this year by the impact of COVID-19 and Council elections. OBS staff responded with agility, commitment and cohesion to ensure the directorate was able to respond to the challenges imposed and continue to deliver high quality services to our internal and external customers.

A core component of Council functioning and long term sustainability is the development of an annual budget. The first stage of budget development was a review of Council's fees and charges. During this process the Council gave consideration to the impacts of COVID-19 on the community and adjusted fees to minimise the economic impact on residents while enabling the ongoing maintenance of essential infrastructure and services. The adopted budget for 2020-2021 is a conservative budget, aimed at decreasing expenditure across the organisation, while still maintaining current levels of service and delivering high quality services to our community.

Our governance function was instrumental in the coordination of a comprehensive Councillor induction program, ensuring the new Council has the knowledge and understanding required to operate within the Local Government legislative framework. The team was supported by the whole organisation and created a COVID Safe virtual tour to familiarise the Council with the Shire and the significant issues that they will be asked to make decisions on. Operationally, the governance function coordinated the completion and reporting of works against the Operational Plan while documenting the forward plan for 2020-2021. These plans, which detail the ways in which Council delivers on the adopted Corporate Plan, and are available on Council's website.

Central to the management of the diverse and complex needs of our organisation, is the provision of reliable and relevant Information Technology (IT) services. During this quarter the IT team responded to the changing work environment, introducing live-streaming of Council meetings, training and supporting staff in the use of video-conferencing technology and creating a virtual environment that enabled staff to operate from home in much the same way as if they were in the office. Through the efforts of the IT team, there was little noticeable difference in the administrative output of the organisation during the COVID-19 lockdown, and customers were able to continue to do business with Council.

Like most organisations, COVID-19 had a significant impact on the management of staff and the ability to maintain service levels while protecting the health and well-being

of all employees. The Human Resources and Business Services team responded to the changed environment, implementing safe work-from-home practices, adapting customer service practices and revising recruitment and engagement practices to ensure staff and the community remained safe. Of particular significance was the ability of the organisation, and the entire workforce, to be flexible and adaptable in working hours, conditions and roles, resulting in the retention of all staff, at full capacity, throughout the quarter.

Council's Planning and Environment Services continued to support development throughout the region, assessing development applications that represent an investment of almost \$7 million in our Shire. The team supported business in understanding Covid-safe operational requirements and provided timely advice and approvals for current building projects, ensuring ongoing economic activity in the region. Additionally, they contributed to the ongoing safety of our residents and the region, completing weed surveys of more than 235 kilometres of Council roads, supporting residents in pest management and the provision of regulatory services.

The Facilities team rapidly adapted the way in which they worked, to help protect the community from COVID-19. They increased the levels of service to public areas with a particular focus on reducing the risk of infection transmission through 'touch points' in public amenities, public buildings and Council work areas. The team provided ongoing maintenance services to community buildings throughout the Shire and trained staff to assist in the delivery of essential water and waste water services to ensure continuity of these services during the pandemic.

Land Tenure and Native Title continued to ensure the region's Indigenous Land and Culture is protected, further progressing Indigenous Land Use Agreements (ILUA) with traditional owners, and overseeing cultural heritage clearances. In addition to this, community interests were supported through ongoing work with proposed road closures and boundary realignments and a revision of the Cameron Creek Electrification scheme. Of particular focus has been the management of gravel pits across the Shire, ensuring owners rights are protected while enabling access to gravel for ongoing road works across the Shire.





### ◀Free public access wifi to Lakeland, Laura and Coen

The Information, Communications and Technology team worked with NBN Co to install satellite internet at the Lakeland (FAR LEFT) and Laura (LEFT) Town Halls and at the JS Love and CRAC buildings in Coen. The public access wifi is provided free for the public to use when in the vicinity of these community buildings.

### Community praise Council's ► clean team

The hardworking cleaners of Cook Shire were recently acknowledged and praised by the public for how clean and welcoming our public facilities are. Mike, Lueanne and Wayne have shown dedication and determination to help keep Cooktown clean and inviting to the public and tourists. Their role has been made that much more important and challenging in these COVID times



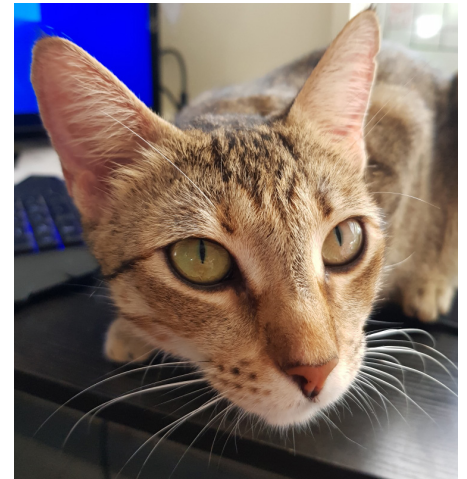
### A fresh coat of paint

As part of the Council's ongoing schedule of maintenance works, several iconic and historic buildings throughout the Shire were given a fresh coat of paint, including (CLOCKWISE FROM ABOVE): the front of the Cooktown History Centre; the old Laura Gaol; the Bloomfield Library and the barramundi mural and entry walls of the Cooktown PCYC Events Centre.



### Happily ever after ▼

It was love at first sight when ICT Helpdesk and Support Officer, Tom Midgley laid eyes on a young impounded cat. When no owner came forward, we're happy to say Tom adopted the stray, now known as KitKat - one of the eight animals successfully rehomed this quarter.



# Infrastructure

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The Infrastructure department had a busy quarter.

## **DRFA, Engineering and Construction Crew**

On-road and in-house assessment of Cook Shire's expansive roads and infrastructure network is complete and informed our applications for Disaster Recovery Funding Arrangements (DRFA).

The DRFA team submitted to the Queensland Reconstruction Authority (QRA) the full year's applications for Restoration of Essential Public Assets (REPA) works for approval. Sixteen submissions were submitted; two approvals have been receipted to date. Six Betterment Submissions have also been approved and construction will now be able to commence.

Final acquittals for 2019 event damage are currently underway within the MARS Portal (QRA's online submission website). Council's construction crew were kept busy completing the Oaky Creek Road upgrade, the Poison Creek causeway over the culvert and the resealing major patching program. The ongoing multi-year Depot Redevelopment project has seen inter-departmental input and a staged progress begin. Slashing of the lengthy roadside from Rossville to Bloomfield was also undertaken.

The new pedestrian bridge across Two Mile Creek was installed some months ahead of schedule and the concrete path almost completed. Grassy Hill Road remediation works were also completed and the road opened to users.

The design of Charlotte Street Redevelopment is progressing well. The project aims to improve the road and relevant infrastructure from the roundabout to William Daku Park. A Project Engineer has been employed and a Project Manager is due to commence shortly. A Senior Design Engineer position has been advertised. These positions are instrumental in assisting the Manager of Engineering with current and upcoming projects.

Davison Development Solutions has been appointed as the Project Manager for the following projects: Cooktown Airport access road and carpark; Jensen's Crossing bridge replacement; the Botanic Gardens development and the Gamaay Dreaming Track development.

## **Waste Management**

Green waste at the Cooktown Waste Transfer Station and Mount Tully stockpile was mulched. The mulch from Mount Tully was made available free of charge to the public, and Council also provided free loading on two Saturdays in June. A site office from Lakeland was transported to Cooktown Waste Transfer Station and installed to enable COVID-19 social distancing requirements.

Scrap metal was baled at the Cooktown Waste Transfer Station by SIMS Metal under a Far North Queensland Regional Organisation of Councils (FNQROC) contract. Council made \$58,000 from the sale of scrap metal in the 2018-19 financial year. We also successfully secured a remote transport assistance grant to cart recyclables out of Cook Shire to recycling agents.

The tender for Council's kerbside waste collection contract was awarded to Auswaste, for an eight year period.

## **Parks and Gardens**

With the onset of the dry season, regular maintenance works progressed well. Of particular note was the refurbishment programme of timber park benches and tables that involved sanding and oiling to improve the lifespan of the assets and have them looking near-new.

In the Botanic Gardens, a tender for new signage and plant labels has been awarded as part of the Federally-funded Botanic Gardens Upgrade project, with another project underway for the design and construction of a new orchid house and orientation hub. Work is also progressing on the path upgrade with designs awaiting approvals from the Queensland Department of Environment and Science (DES). The Cherry Tree Bay Walking Track and associated walks to the Botanic Gardens and Old Quarry are now approved by QRA and restoration works on these tracks are underway.

## **Workshop Team**

"Broken or just broken down, if Cook Shire owns it, we can fix it," say the Workshop Team. During the quarter the team completed a brake refurbish and hydraulic refurbish on the Waste Transfer Hook Truck and bin modifications were made to the Coen Hook Truck - this involved modifying six bins on site in Coen.



The team also assisted at the Cooktown Sewerage Treatment Plant by completing the inspection and painting of the decant pipe in the aeration tank and footings; installation of shipping container storage at both Cooktown and Coen, and removal of a redundant hopper. The valve seal at the Boundary Street pump station underwent repacking as part of necessary maintenance.

### Airports

A hazardous area electrical audit of the Cooktown Airport identified some problems with the fuel system. This was addressed in April when the bulk fuel tanks were internally cleaned, inspected and painted. The works contract also included meter calibrations, filter changes and hose testing at both the Cooktown and Coen aerodromes. Minor repairs were also done to the gauging risers and the Avgas floating suction. In June a number of critical safety issues were addressed when the Jet A1 fuel delivery pump motor was replaced and safety switch protection installed in the delivery pump circuits.

April to June is another busy time of year for vegetation control - slashing, mowing and herbicide spraying operations were ongoing. Other works in Cooktown included restoring the airport to a Code 3 facility; the removal of the overhead firefighting tank; planning for the 2020 emergency exercises and undergoing a routine CASA audit.



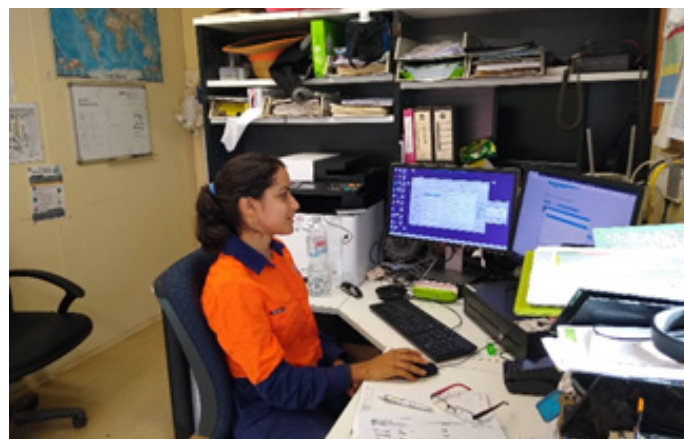
### Hard at work ▲

ABOVE: Workers replace the water main along Anderson and Cyril Streets in Lakeland while Parks and Gardens refurbished and rejuvenated timber benches and tables around Cooktown, including (ABOVE RIGHT) the Gallo Seat at Nature's PowerHouse, and the picnic tables and chairs at William Daku Park and Lion's Park.



### Waste Warrior Awarded ►

Retiring Councillor Alan Wilson, a long-time advocate for improving waste services and recycling, was presented a "Bin Chicken" award and made an honorary life member of the Local Authority Waste Management Advisory Committee (LAWMAC).



**▲ Waste Transfer transferred**

In order to comply with COVID-19 social distancing requirement, it became apparent that more office space was needed at the Cooktown Waste Transfer Station. The solution? Relocate the old Lakeland Waste Transfer office to Cooktown of course! ABOVE LEFT: The Facilities and Roads crew relocating the building. ABOVE RIGHT: Ambre making use of the new COVID-19 compliant facilities.



**▲ Paving the way**

Grassy Hill Pavement Remediation works were completed and the road was open to public access from 12 June.



**▲ Cooktown Airport repairs**

Internal cleaning and repairs of the aviation fuel tanks at Cooktown Airport were undertaken and local contractor, Mick Murphy Painting completed a repaint.

**▼ DRFA crew rise to Cooktown's windy challenge**

DRFA assessor Greg Payne was urgently called to assist in remedial safety support to the temporary traffic management at the Depot. This is just one example of how the windy Cooktown days pose many a challenge to outdoor work crews.



**▲ Green and tidy**

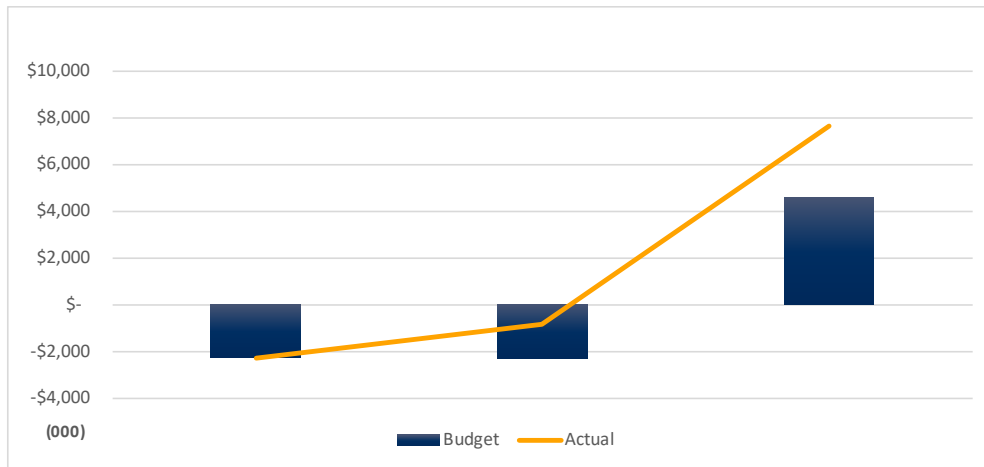
The Parks and Gardens crew were kept busy keeping the wet season vegetation under control, with plenty of mowing, whipper snipping and pruning to be done.



## PART 2

### Financial performance

#### Operating result – Actual vs budget



#### Explanatory Note:

This graph displays the net operating result (recurrent revenue less recurrent expenditure) compared to the budget forecast for the year. The budget line is simply forecast revenue less forecast expenses.

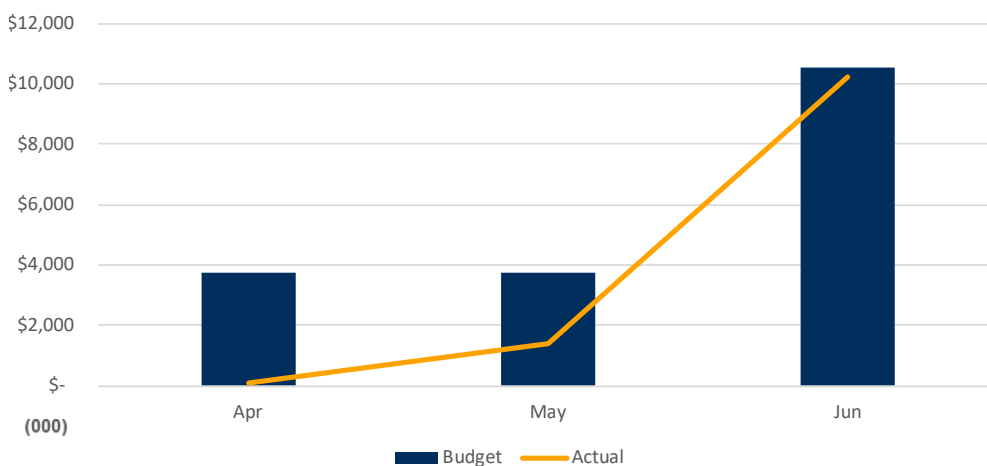
#### Interpretive Comments:

The operating position for the June quarter (shown as actual) shows revenue is \$3.1M higher than expenses, due to progress payments for flood damage works made subsequent to completion of the works.

	April	May	June
<b>Budget</b>	-\$2,248	-\$2,319	\$4,553
<b>Actual</b>	-\$2,297	-\$806	\$7,678
<b>Variance</b>	-\$49	\$1,513	\$3,125

It is worth noting that there are still expenses to be posted to the June quarter as Council finalises the accounts for the financial year.

#### Revenue against budget



#### Explanatory Note:

This graph displays the actual revenue compared to budget forecast for the year.

#### Interpretive Comments:

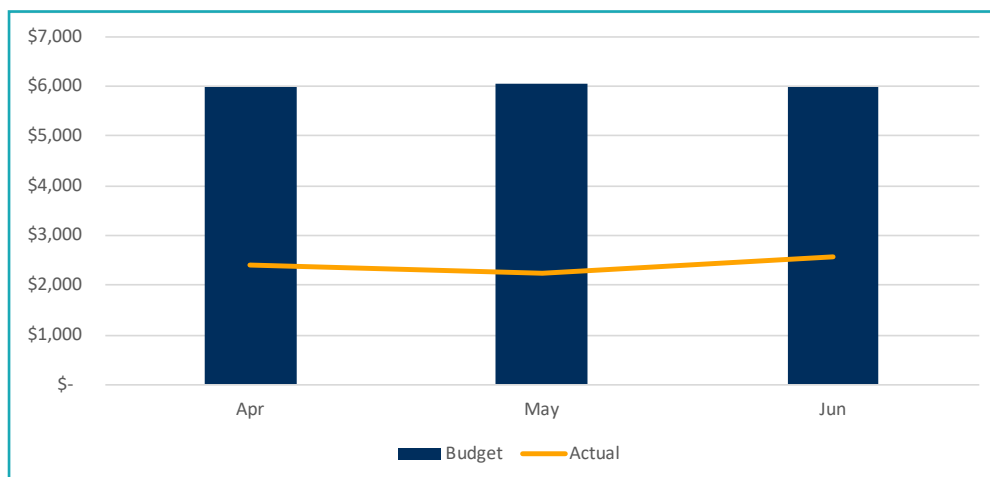
The June quarter revenue is higher due to the early payment of the Financial Assistance Grant and progress payments on flood damage works being made subsequent to completion.

	April	May	June
<b>Budget</b>	\$3,735	\$3,735	\$10,535
<b>Actual</b>	\$99	\$1,422	\$10,238
<b>Variance</b>	-\$3,636	-\$2,313	-\$297

The variances for April and May result from the budget not being phased over the year to reflect the timing of revenue and expenditure.

## Financial performance

### Expenses against budget



#### Explanatory Note:

This graph displays the actual expenditure incurred compared to budget forecast for the year.

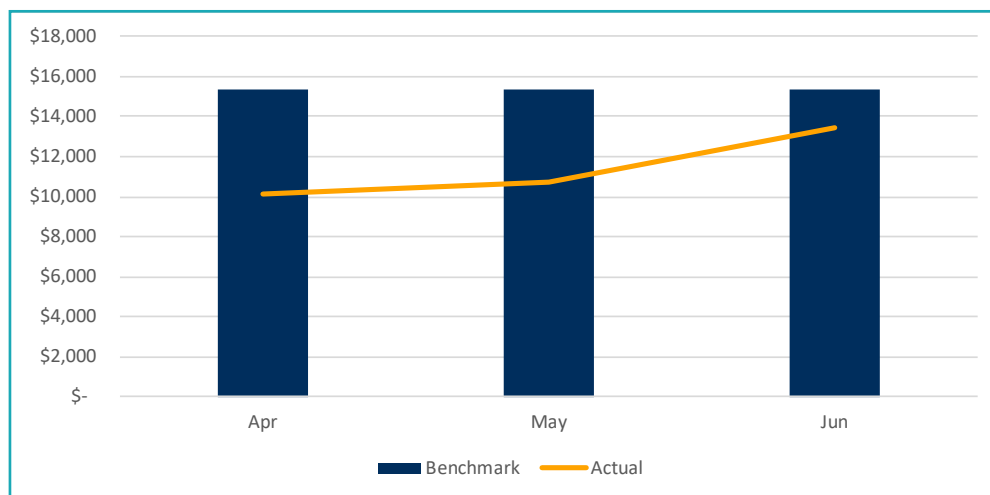
#### Interpretive Comments:

The expenses for the June quarter appear to be much less than budgeted. Note however that there will be some further expenditure to be posted to the June quarter as Council finalises year end accounts.

The variances per month result from the budget not being phased over the year to reflect the timing of revenue and expenditure.

	April	May	June
<b>Budget</b>	\$5,983	\$6,054	\$5,982
<b>Actual</b>	\$2,396	\$2,228	\$2,560
<b>Variance</b>	\$3,587	\$3,826	\$3,422

### Capacity to meet operational expenses



#### Explanatory Note:

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

#### Interpretive Comments:

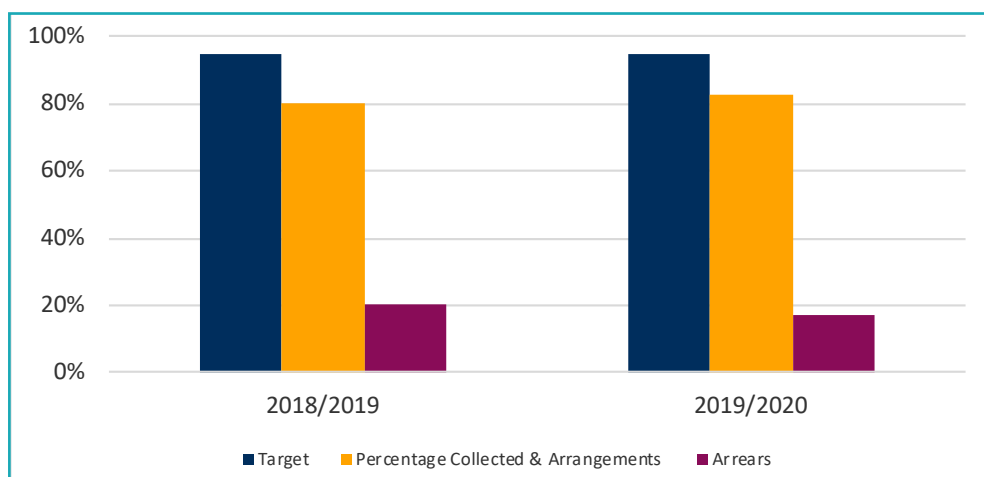
The capacity to meet expenses for the quarter fell short of the benchmark.

Council anticipates shortfalls in cash for flood damage works and has a \$5 million overdraft facility to meet operational requirements.

	April	May	June
<b>Benchmark</b>	\$15,314	\$15,314	\$15,314
<b>Actual</b>	\$10,097	\$10,745	\$13,453
<b>Variance</b>	\$5,217	\$4,569	\$1,861

## Financial performance

### Rates collected – Yearly comparison



#### Explanatory Note:

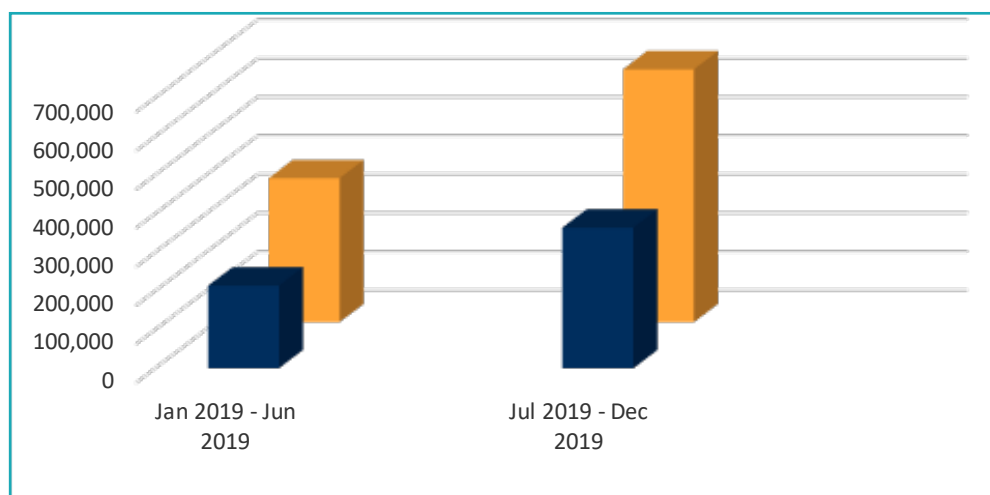
Demonstrates the collection rate of Council levies from rating year to rating year. Target is to have less than 5% of levies outstanding at the end of each six monthly rating period.

#### Interpretive Comments:

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

	2018-19	2019-20
<b>Target</b>	95%	95%
<b>Percentage collected and arrangements entered</b>	80%	83%
<b>Arrears</b>	20%	17%

### Water consumption



#### Explanatory Note:

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

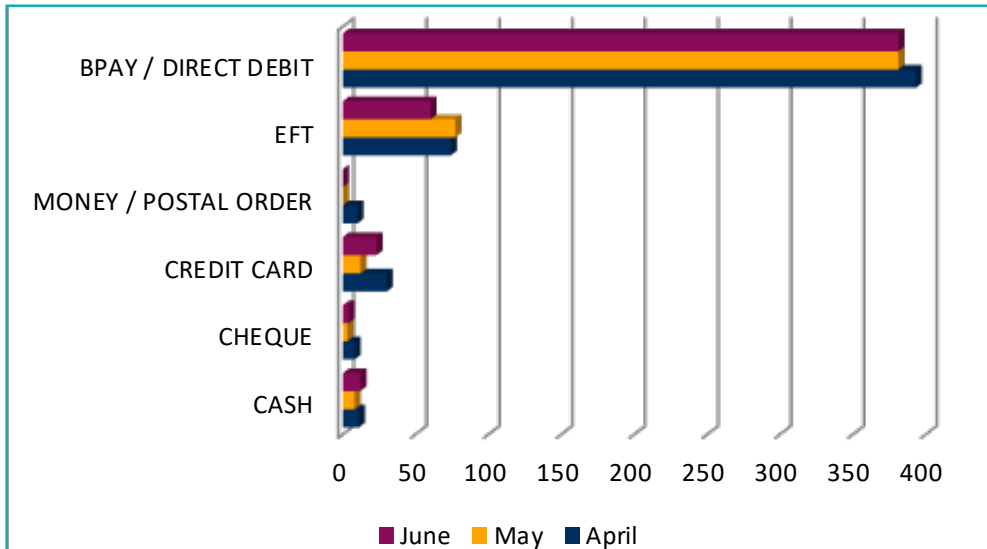
#### Interpretive Comments:

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

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

# Financial performance

## Rates payment methods



### Explanatory Notes:

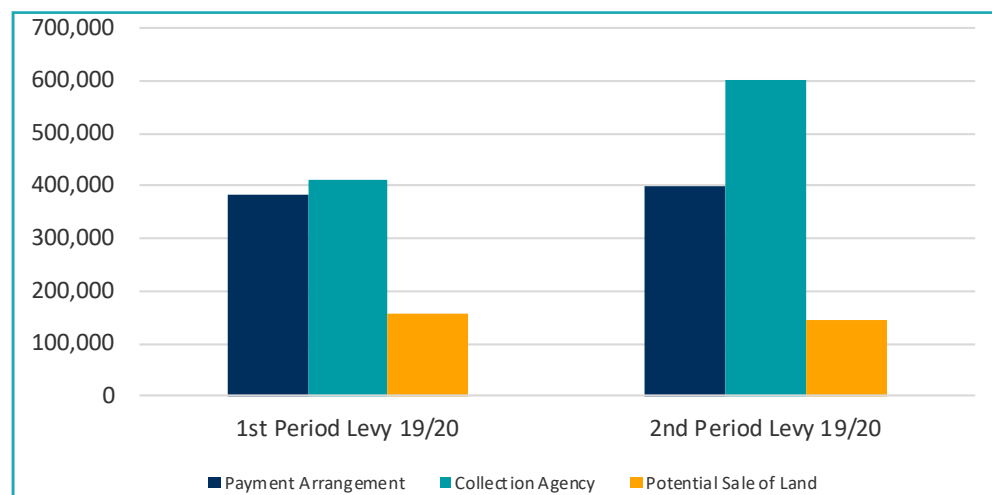
This graph shows the means by which rates payments are received.

### Interpretive Comments:

Electronic payments have increased significantly in recent years, although some customers still prefer to make cash payments.

Rates payment methods	April	May	June
Cash	11	8	12
Cheque	8	3	4
Credit card	30	12	23
Money/postal order	10	0	0
Electronic funds transfer	74	77	60
Bpay/direct debit	393	381	381

## Breakdown of Rates Recovery



### Explanatory Note:

This graph displays the total of arrears that have Payment Arrangements, are with Collection Agencies or eligible for Sale of Land.

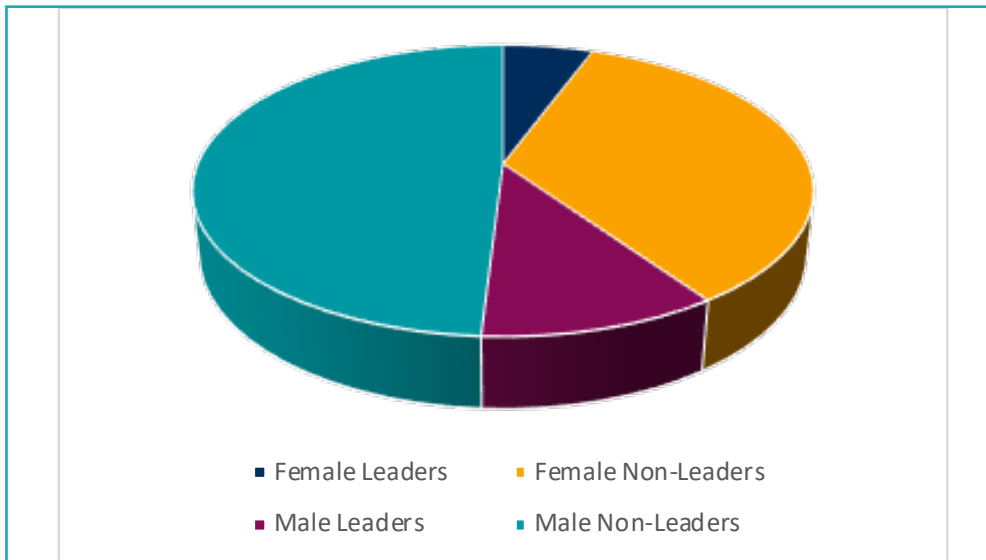
### Interpretive Comments:

The totals for each category are:

Payment Arrangements: 144  
 Collection Agencies: 78  
 Sale of Land: 11

# Human resources

## Workplace diversity - male vs female



**Explanatory Notes:**

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

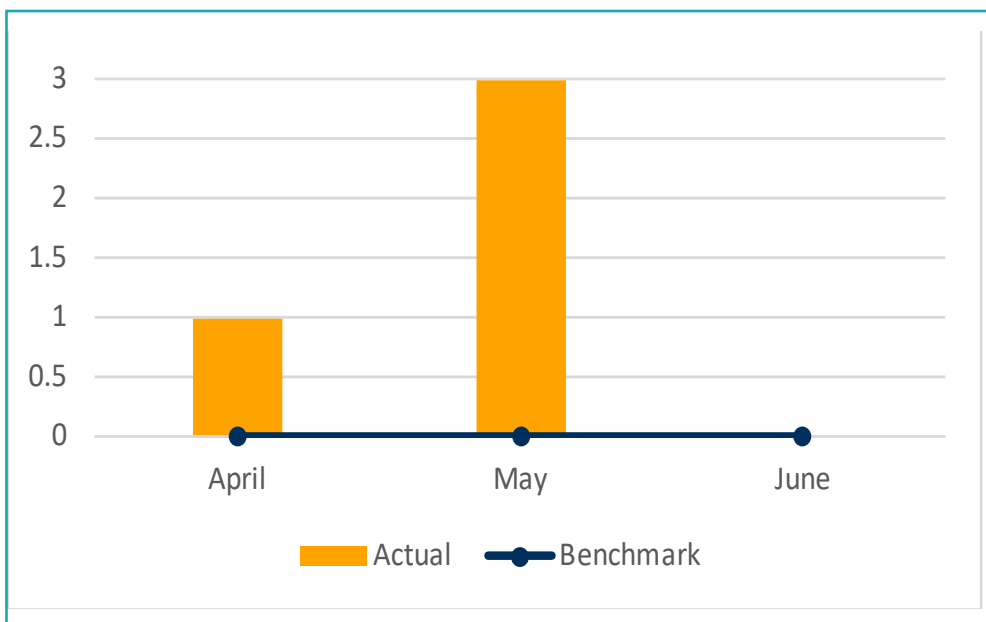
**Interpretive Comments:**

During this quarter Council employed an average of 161 staff - 40.3% female and 59.7% male. 9 of the 65 female staff and 17 of the 96 male staff held leadership roles.

Percentage of workforce

Female leaders	5.59%
Female others	34.78%
Male leaders	10.55%
Male others	49.06%

## Lost time workplace injury



**Explanatory Notes:**

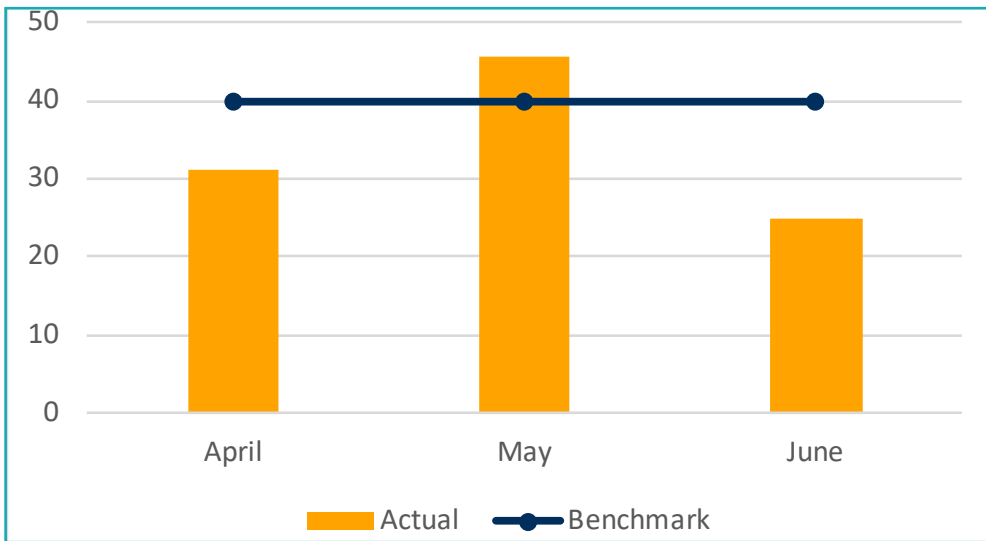
This ratio is the number of Lost Time Injuries (LTIs) in a year per 100 workers. It is calculated as a twelve month rolling average.

**Interpretive Comments:**

Council's Safety Team reports a total of 4 Lost Time Injuries for this quarter.

# Human resources

## Efficiency of filling vacant positions



**Explanatory Notes:**

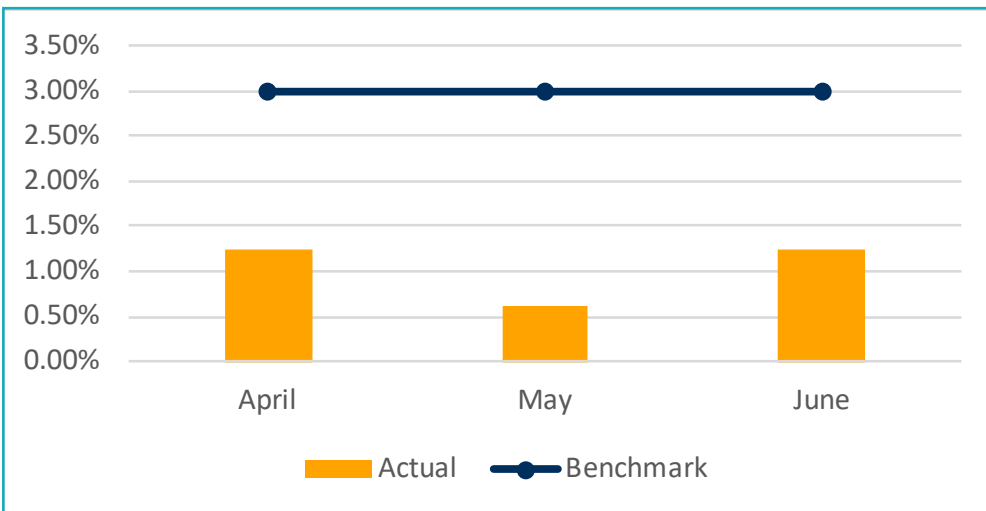
This is calculated as the number of working days from advertisement of a role to when an offer is made. Council expects roles to be filled within eight weeks however will extend this as needed in order to secure quality staff for our organisation.

**Interpretive Comments:**

Council filled 13 roles this quarter, with an average turnaround of 33.89 days.

	April	May	June
<b>Benchmark</b>	40	40	40
<b>Actual</b>	31	45.66	25
<b>Variance</b>	-9	5.66	-15

## Monthly staff turnover



**Explanatory Notes:**

This is the number of resignations received as a percentage of total staff. There are currently 161 positions within Council.

**Interpretive Comments:**

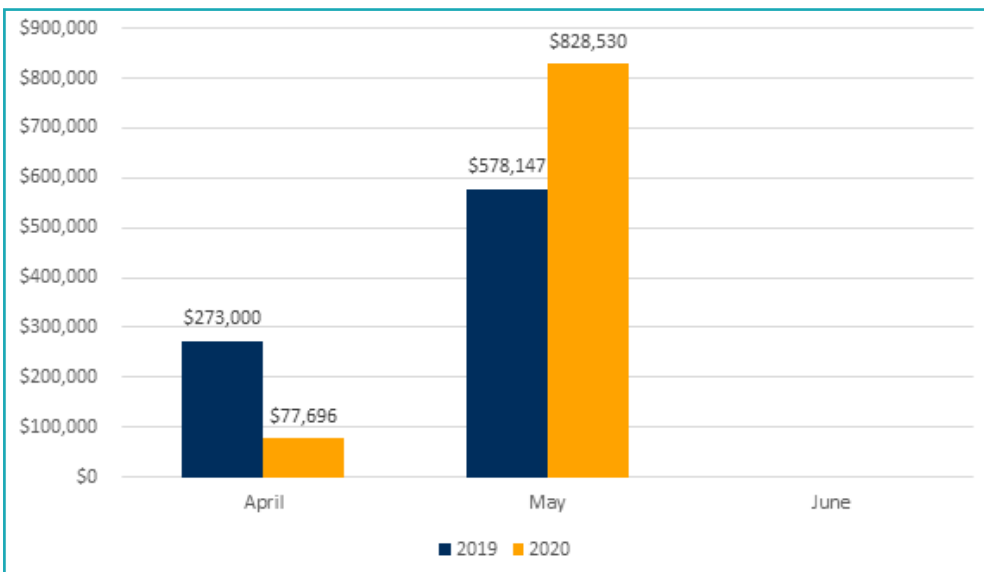
The total number of staff exiting Council this quarter was 5, which is 3.1% of total staff.

	April	May	June
<b>Benchmark</b>	3%	3%	3%
<b>Actual</b>	1.24%	0.62%	1.24%
<b>Variance</b>	-0.0176	-0.0238	-0.0176



# Planning and Environment

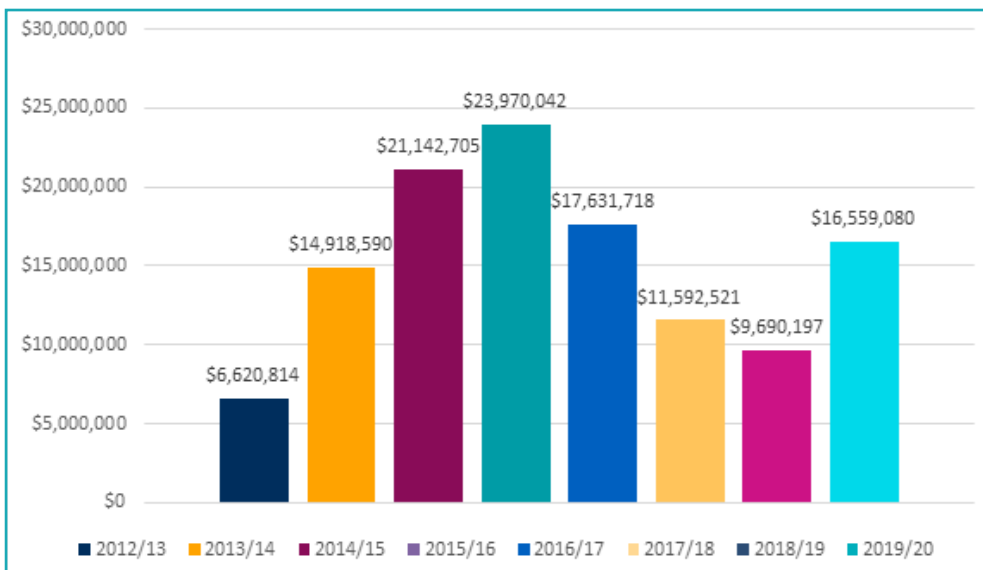
## Value of building approvals by financial year



### Explanatory Notes:

The figures reflect the \$ value of new Building Applications approved for construction in the months indicated. It does not include other requests and inspections associated with existing applications.

## Comparison of building approvals by Financial Year



### Explanatory Notes:

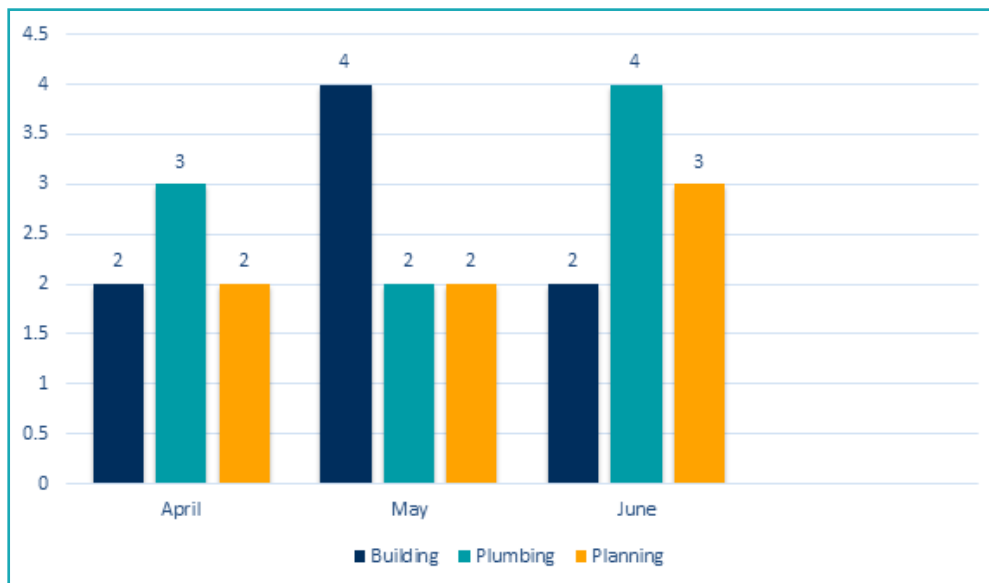
The figures reflect the \$ value of new Building Applications approved for construction by Financial Year indicated.

### Interpretive Comments:

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

## Planning and Environment

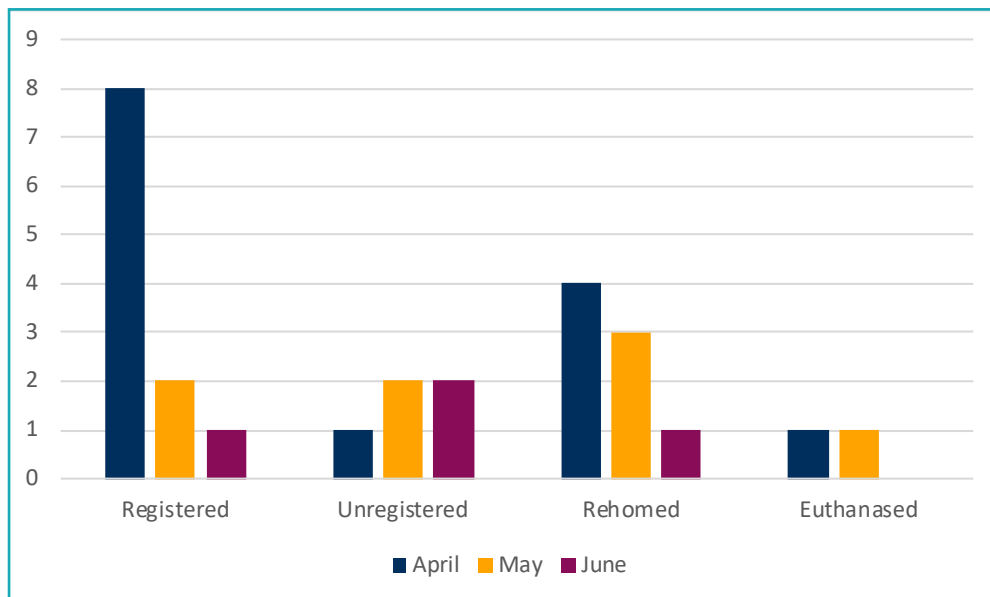
### Development applications lodged



#### Explanatory Notes:

The figures reflect the number of new Development Applications lodged in the months indicated. It does not include other requests, assessment processes and inspections associated with existing applications.

### Animal Impoundments



#### Explanatory Notes:

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

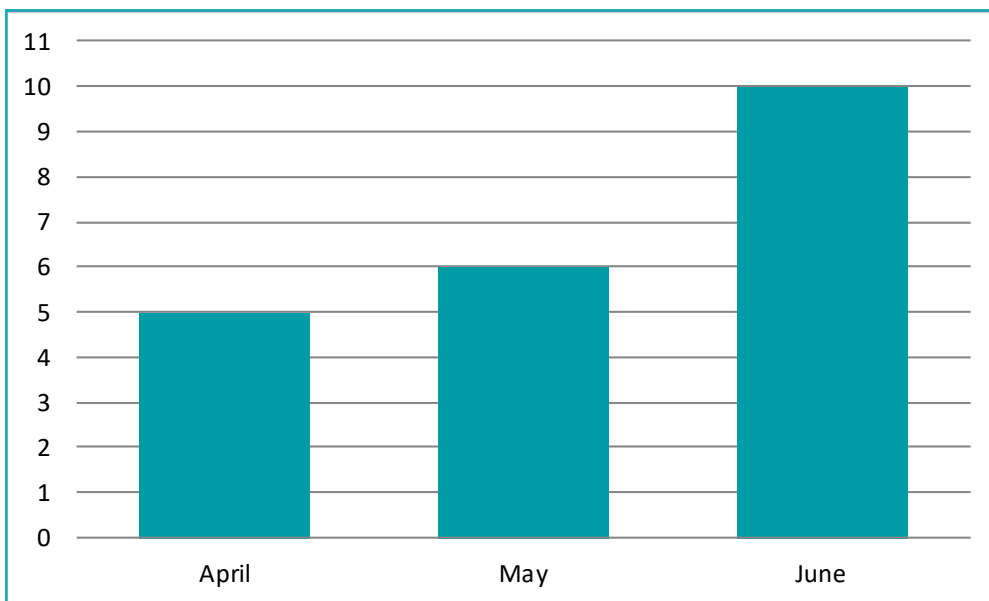
#### Interpretive Comments:

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.

	April	May	June
Registered	8	2	1
Unregistered	1	2	2
Rehomed	4	3	1
Euthanased	1	1	0

# Planning and Environment

## Wharf and pontoon bookings



**Explanatory Notes:**

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

**Interpretive Comments:**

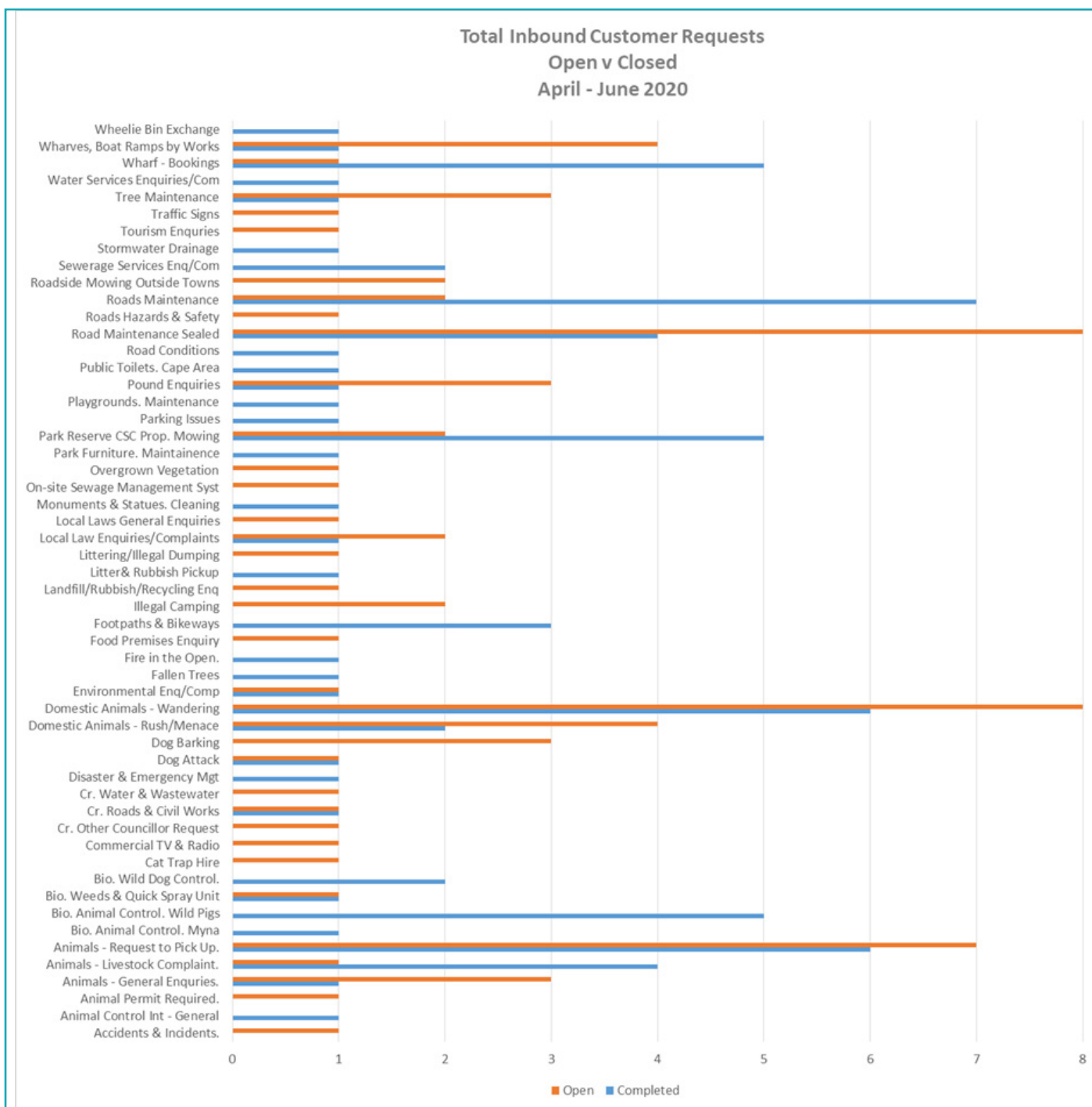
Wharf usage was very low due to COVID-19

	April	May	June
Wharf/pontoon bookings	5	6	10



# Customer service

## Total inbound customer requests – open vs closed



**Explanatory Notes:** This graph depicts the number of customer requests received by Council during the quarter, 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. Whilst 50% of all requests received during the quarter have been finalised (the request has been actioned and the customer notified of the outcome) and the remaining have been scheduled for action, included in Council’s budget for works during the next financial year or considered in longer-term strategic plans.

## Customer service

Total inbound customer requests - open vs closed by business function April - June 2020

	Completed	Open	Total
Accidents & Incidents		1	1
Animal Control Int - General	1		1
Animal Permit Required		1	1
Animals - General Enquiry	1	3	4
Animals - Livestock Complaint	4	1	5
Animals - Request to Pick Up	6	7	13
Bio. Animal Control. Myna	1		1
Bio. Animal Control. Wild Pigs	5		5
Bio. Weeds & Quick Spray Unit	1	1	2
Bio. Wild Dog Control	2		2
Cat Trap Hire		1	1
Commercial TV & Radio		1	1
Cr. Other Councillor Request		1	1
Cr. Roads & Civil Works	1	1	2
Cr. Water & Wastewater		1	1
Disaster & Emergency Mgt	1		1
Dog Attack	1	1	2
Dog Barking		3	3
Domestic Animals - Rush/Menace	2	4	6
Domestic Animals - Wandering	6	8	14
Environmental Enq/Comp	1	1	2
Fallen Trees	1		1
Fire in the Open	1		1
Food Premises Enquiry		1	1
Footpaths & Bikeways	3		3
Illegal Camping		2	2
Landfill/Rubbish/Recycling Enquiry		1	1
Litter& Rubbish Pickup	1		1

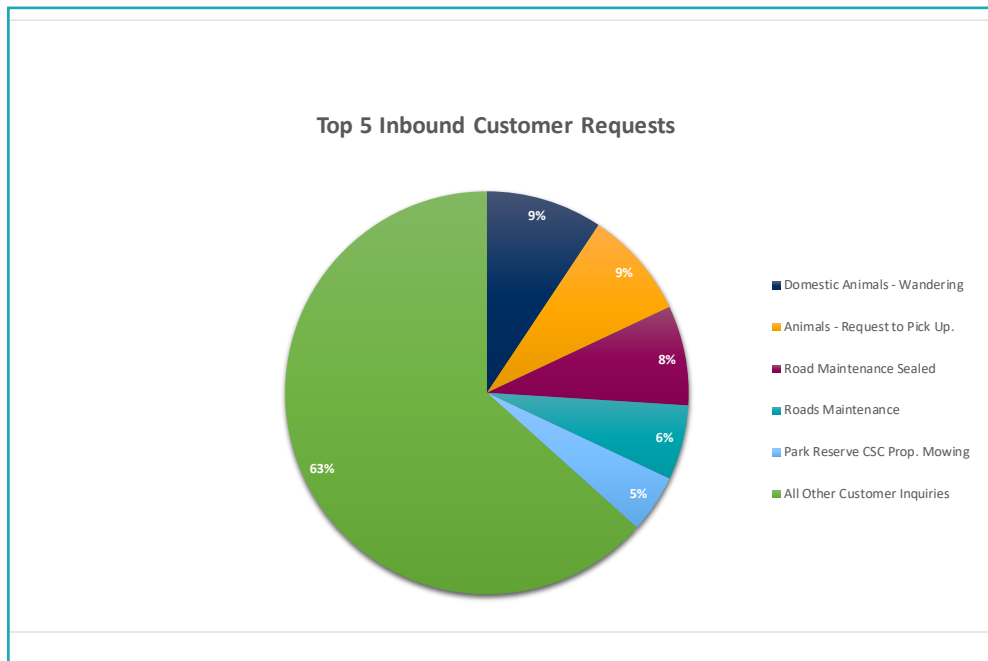
## Customer service

Total inbound customer requests - open vs closed by business function April - June 2020 (continued)

	Completed	Open	Total
Littering/Illegal Dumping		1	1
Local Law Enquiries/Complaints	1	2	3
Local Laws General Enquiries		1	1
Monuments & Statues Cleaning	1		1
On-site Sewage Management Systems		1	1
Overgrown Vegetation		1	1
Park Furniture Maintenance	1		1
Park Reserve CSC Prop. Mowing	5	2	7
Parking Issues	1		1
Playgrounds Maintenance	1		1
Pound Enquiries	1	3	4
Public Toilets Cape Area	1		1
Road Conditions	1		1
Road Maintenance Sealed	4	8	12
Roads Hazards & Safety		1	1
Roads Maintenance	7	2	9
Roadside Mowing Outside Towns		2	2
Sewerage Services Enq/Com	2		2
Stormwater Drainage	1		1
Tourism Enquiry		1	1
Traffic Signs		1	1
Tree Maintenance	1	3	4
Water Reticulation Maintenance	32	13	45
Water Services Enquiries/Com	1		1
Wharf - Bookings	5	1	6
Wharves, Boat Ramps by Works	1	4	5
Wheelie Bin Exchange	1		1

# Customer service

## Inbound customer requests



### Explanatory Notes:

This chart depicts the top five inbound customer requests received during the quarter in comparison to all other requests.

### Interpretive Comments:

The top five inbound customer requests make up 37% of the total requests received during April, May and June 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.

### Top five inbound customer requests

Type	Complete	Open
Domestic Animals - Wandering	6	8
Animals - Request to Pick Up.	6	7
Road Maintenance Sealed	4	8
Roads Maintenance	7	2
Park Reserve CSC Prop. Mowing	5	2
All Other Customer Inquiries	47	47

### General customer enquiries

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

	April	May	June
Phone Calls	1951	1985	1901
Front Counter	133	267	234

## Customer service

### Right to Information Requests

April to June 2020

New Right to Information Applications Received	0
Pages Relevant to Existing Applications Reviewed	18
Pages Released	18
Application Fees Received	0
Hours Spent Processing Application	4
Processing Costs Accrued at Rate Prescribed by Office of the Information Commissioner *	\$125.60
Processing Costs Waived	NA
Estimated Actual Cost to Council	\$220.00
* \$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.

## Media and communications

### Council communication by media type

Media type	April	May	June
Facebook posts	38	41	47
Website (page) views	27,623	29,199	48,373
Public notice advertising	15	10	17
Media releases	1	4	9
Tweets	7	15	13

#### Explanatory Notes:

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

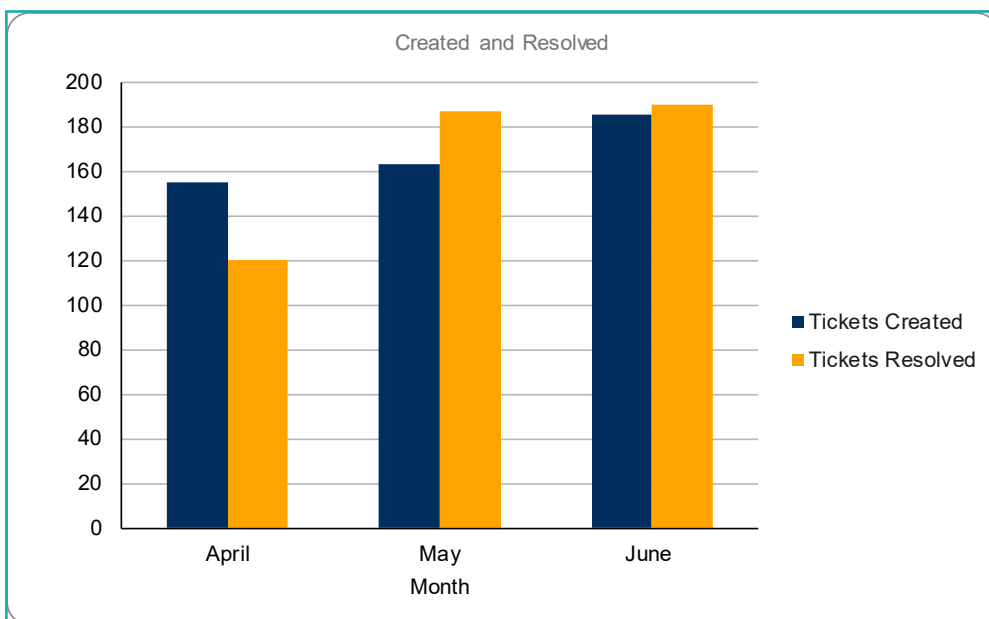
#### Interpretive Comments:

Figures for website page views continued to rise due to consistently changing and updated information regarding coronavirus and the imposed travel restrictions.



# Information, Communication and Technology (ICT) support

## ICT requests created across all Council facilities

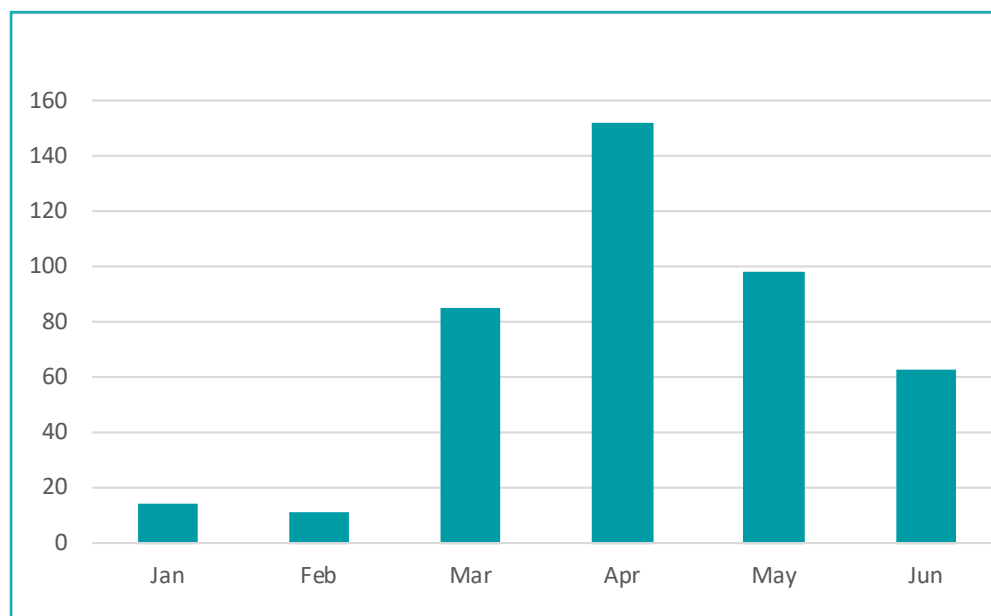


### Explanatory Notes:

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

	New Requests	Requests resolved
April	155	239
May	163	192
June	185	190

## ICT Zoom meetings



### Explanatory Notes:

This graphy shows the number of Zoom meetings hosted and attended each month in 2020.

### Interpretive Comments:

The significant increase in the use of Zoom is attributable to COVID-19 social distancing requirements and subsequent travel lockdown plus the increase in the number of staff working from home and remotely.

# Procurement

## Summary of contracts - fourth quarter 2019-20 financial year

### Contracts over \$15,000

Number of tender documents released	7
Number of quote documents released	37
Total value of contracts awarded	\$7,998,026.13
Total value awarded to local suppliers	\$6,033,382.61

### Contracts over \$200,000

Number	3
Total value	\$6,134,934

### Explanatory Notes:

The three contracts awarded over \$200,000 totalling \$6,134,934 were awarded to the following:

- Provision of Kerbside Collection totalling \$5,178,538 (local supplier)
- Gateway to the Cape Project totalling \$398,591 (non-local supplier)
- Port Stewart Road Landslip totalling \$557,805 (local supplier)

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.

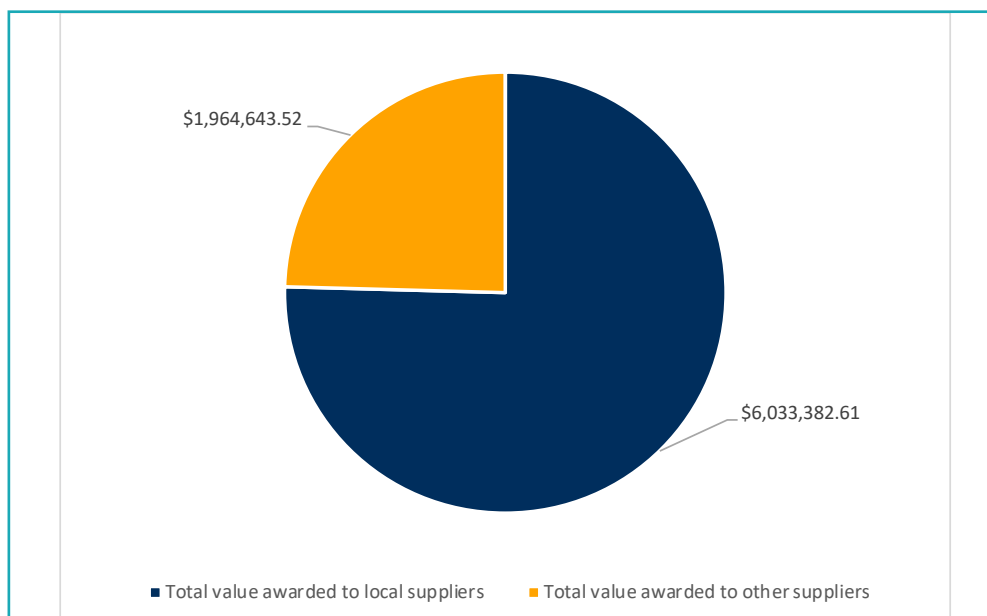
### Tenders

- Port Stewart Road Landslip
- Project Management Services
- Bulk Haulage
- Supply and delivery of road making materials
- Design and Construction of Orchid House
- Foreperson - DRFA Works Public Artwork (Gateway to Cape York)

### Quotes

- 13 quotes released against Local Buy contractors
- 4 quotes released via Vendor Panel Marketplace
- 17 quotes released via email to selected contractors

## Value of contracts awarded by supplier type - Local vs. other



## Cook Shire Council Grants

### Current Cook Shire Council Grants - State

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
Coastal Hazard Adaption Strategy	Local Government Association Queensland	QCoast2100 Phases 3-8	\$406,406
Works for Queensland 2019-21	Department of Local Government, Racing and Multicultural Affairs	<ul style="list-style-type: none"> <li>Cooktown Sun Safe Shade Installation</li> <li>Cooktown Shire Hall Refurbishment</li> <li>Pump Station Building Upgrade</li> <li>Cooktown Historical Society Building Renewal</li> <li>Borefields Water Resilience Upgrades</li> <li>Lakeland and Laura Essential Water supply upgrades</li> <li>Coen essential water and wastewater upgrades</li> <li>Cooktown essential water and wastewater upgrades</li> </ul>	\$2,370,000
National Disaster Response Force	Queensland Reconstruction Authority (QRA)	Ayton Radio Tower and VHF	\$66,175
Expo 2021 Sponsorship	Department of Premier & Cabinet	Expo 2021 Project Producer	\$250,000
Expo 2021 Sponsorship	Department of Premier & Cabinet	Expo 2021 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 Healthy Dog Program	\$249,625
Communities in Transition	Department of Science	Clean Growth Choices	\$90,000
First 5 Forever Nursery Rhymes	State Library of Queensland	Under 5s Literacy	\$28,236
Far North Queensland and North Queensland Monsoon Trough Fund	Department of Communities, Disability Services and Seniors	Community Resiliency Days	\$39,918

## Cook Shire Council Grants

### Current Cook Shire Council Grants - State (continued)

Grant Fund	Department	Projectt	Funding Amount
FNQ and North Queensland Monsoon Trough Fund	Department of Communities, Disability Services and Seniors	Community Development Officer	\$571,298
Queensland Destination and Events Program Round 14	Tourism and Events Queensland	Expo 2021 - Festival Marketing	\$15,000
Deadly Digital Communities	State Library of Queensland	Deadly Digital Communities	\$3,840
(Works for Queensland) W4Q – COVID Fund	Department of Local Government, Racing and Multicultural Affairs	<ul style="list-style-type: none"> <li>Lions Park Playground Shade Installation</li> <li>Continuation of the Shire Hall Refurbishment (Stage 2)</li> <li>Cooktown Pool Heating</li> <li>Coen Depot Building</li> <li>Electrical Compliance Cook-town Airport</li> <li>Cooktown Council/ Community Facilities Maintenance</li> <li>Battery Back-up Cooktown Pump Station</li> <li>Power Metering for senior units</li> <li>Coen Water Projects</li> </ul>	\$1,990,000
Building Our Regions Round 5 (BOR 5)	Department of State Development, Manufacturing, Infrastructure and Planning	Coen Airport Facilities Upgrade	\$955,895
Get Ready 2020-21	QRA	Get Ready QLD 2020-21 Program	\$10,660
<b>Total funding</b>			<b>\$9,981,289</b>



## Cook Shire Council Grants

### Current Cook Shire Council Grants - Federal

Grant Fund	Department	Projectt	Funding Amount
Building Better Regions (BBR)	Dept. Industry, Innovation and Science	Cooktown Airport Road	\$1,738,079
Transport Main Roads (TMR) Bridges Renewal	Dept. Infrastructure and Regional Development	Jensen's Crossing Bridge	\$662,750
Community Development Grants	Australian Government	The Boathouse	\$575,000
Community Development Grants	Australian Government	Gamaay Dreaming Track	\$1,700,000
Community Development Grants	Australian Government	Reconciliation Rocks	\$1,200,000
Community Development Grants	Australian Government	Botanic Gardens	\$1,980,000
National Museum	Australian Government	Indigenous Project Officer	\$209,891
<b>Total funding</b>			<b>\$8,065,720</b>

