LIVING IN CAIRNS
A guide to living, working and playing in the tropical north

KNOW WHAT’S GOING ON
Welcome From The Mayor

This is a very special part of the world and our residents enjoy a great way of life. Our unparalleled natural attractions, superb climate and tropical lifestyle make this one of Australia’s most desirable places to live, visit and do business.

Cairns is a friendly, safe and sophisticated international city, alive with charm and spirit. We have world-class schools and universities, health services, sporting and recreation facilities, and enjoy a wonderfully diverse range of community and cultural celebrations.

Our unique position as the international gateway to two of the world’s most precious and pristine natural wonders – the World Heritage listed Great Barrier Reef and Wet Tropics Rainforest – makes this one of Australia’s most popular destinations for international holiday visitors. Cairns is also a premier destination for national and international conferences and sporting events, and we are proud to welcome tens of thousands of delegates, competitors and spectators from around the world to our city each year.

I encourage you to take advantage of all that our city and region has to offer – from the relaxed lifestyle, to the beaches and parks, rivers and reef, markets and community events.

My fellow Councillors and I look forward to welcoming you to our tropical paradise.

Bob Manning

Bob Manning OAM
Mayor
ABOUT CAIRNS

Cairns is the international gateway to two precious and pristine World Heritage listed natural wonders. The Great Barrier Reef is the world’s biggest marine park and home to more than 9000 species of coral, birds, fish and marine life. The Wet Tropics rainforest is a living, breathing ark and home to many plants and animals found nowhere else on earth.

Over 158,000 people reside in Cairns and this is one of Australia’s most vibrant multicultural cities. People from more than 47 nations choose to call Cairns home, with around 1300 immigrants taking on Australian citizenship here each year.

Cairns is one of Australia’s most popular destinations for international holiday makers. We welcome more than 2.4 million people each year, with approximately half of this number from overseas.

The Cairns Regional Council area encompasses 1687 km2 of land on a narrow coastal strip between the Great Dividing Range and the Coral Sea. It extends from the Eubenangee Swamp (near Mirriwinni) in the south to the Macalister Range near Ellis Beach (just north of Palm Cove) in the north.

History and heritage
Cairns is the traditional homeland of the Bama rainforest Aboriginal people who have lived here for thousands of years. Cairns Regional Council acknowledges the custodians and first people of this country, and respects their ongoing relationship and responsibility to their land and sea.

In 1770, Captain James Cook was the first known European to visit the area where Cairns is now located. Cairns was founded in 1876 and grew rapidly during the Gold Rush era of the 1870s. It was declared a city in 1923.

You can explore the region’s local heritage through our various heritage drives, trails and self-guided walks – including the Southern heritage drive, Freshwater heritage trail, Stratford heritage trail, Cairns heritage city walk and the Cairns Esplanade heritage walk.

Climate and weather
The Cairns region is characterised by two seasons – the wet summer season, which begins around November and ends around May, and the dry winter season. Being a monsoonal climate, most rainfall occurs between January and March. The cyclone season is normally confined to between December and April. The dry season is characterised by low humidity and cool breezes, and is an ideal time for leisure activities.

Typical daytime temperatures range from 14 to 26C (52-78F) in mid-winter/dry season, and from 24 to 33C (75-91F) in mid-summer/wet season.
**Industry and economy**

Cairns is tropical north Queensland’s major commercial, industrial, educational, retail and entertainment centre. It provides a diverse range of high quality professional and business services both locally and internationally to our rapidly expanding Asia Pacific market.

With well-developed transport and logistical networks, extensive health and education services, a high standard of living, affordable housing and vibrant cultural amenities, the Cairns region is the ideal place to live, visit and do business.

**Housing**

The Cairns region offers a wide spread of housing options and rates. Three and four bedroom homes with good sized backyards can be found in most suburbs, and the Cairns CBD offers many modern apartment complexes (including some with stunning water views) close to restaurants, shops and offices. The popular and distinctive high-set “Queenslander” homes are usually found in the older suburbs and typify traditional Cairns architecture. These traditional homes feature large verandahs, louvres and lattice to capture the tropical breezes and are ideally suited to our tropical lifestyle.

**Education facilities**

The Cairns region boasts a full range of quality education facilities from kindergartens to primary and secondary schools, tertiary and vocational education institutions.

There are more than 140 schools including 89 state primary schools, 27 state high schools and 25 private/non-government schools (some with boarding facilities). Visit Education Queensland’s website www.education.qld.gov.au for an online directory of state, independent and Catholic schools.

Vocational and tertiary training institutes with campuses in Cairns include TAFE Queensland, James Cook University and CQU. A number of private, registered training providers also offer a wide range of accredited programs.

The Great Barrier Reef International Marine College is one of the best equipped marine training centres in the southern hemisphere and caters for local, national and international students.

The Cairns Aviation Skills Centre, located at Cairns Airport, is a purpose-built aviation training centre offering internationally recognised aircraft maintenance qualifications.

**Child care and early childhood services**

Cairns Regional Council does not operate child care services. Private child care centres can be found in the telephone directory or on the Australian Government’s MyChild online child care portal at www.mychild.gov.au.

A number of playgroups operate throughout the region (mostly during school terms). Playgroups provide a low-cost, safe and supportive environment for young children (from birth to school age) and parents/carers to socialise and play. Search for your nearest group on the Playgroup website at www.playgroupqld.com.au.
About Cairns

Shopping
Cairns is well serviced by a wide range of quality retail and service offerings. Unique pieces and designer labels can be found in boutiques throughout the city centre and suburbs. You’ll also find a wealth of world-class art, gifts and homewares, to beauty and personal services, cafes and dining options.

Major shopping centres across Cairns trade daily and feature a range of national retailers and speciality outlets.

Getting around
With our large network of integrated transport services, it’s easy to get around the region.

> Cycling and walking
Cairns Regional Council provides over 450km of off-road paths (including shared paths suitable for walkers and cyclists) as well as many on-road bike lanes and wide shoulders suitable for cycling, so you can explore our unique region. Find maps of routes in the Cycling and Walking Guides available from Council’s Customer Service Centres or website.

> Public transport and coach services
The Sunbus public bus service operates across Cairns, with routes between the northern beaches and the southern suburbs via the Lake Street bus terminal (located between Shields and Aplin Streets). For public transport information including bus routes, fares and service updates, visit the TransLink Cairns website translink.com.au/cairns, download the free MyTransLink app to your smartphone, or phone 13 12 30.

Sunbus is operated by TransLink, a division of the Queensland Government. Cairns Regional Council does not control bus routes, timetables or fares.

Private bus lines operate services covering Port Douglas, Kuranda, the Atherton Tablelands and Innisfail / Mission Beach. Long distance and interstate coaches operate from a central depot at the Reef Fleet Terminal on the Cairns Esplanade.

> Rail
Queensland Rail operates regular passenger services between Brisbane and Cairns on the high-speed Tilt Train.

> Airport
Cairns International Airport (domestic and international terminals) is located 7km from the CBD and provides air links to a range of domestic and international locations.

The airport’s general aviation precinct is a base for freight consolidation businesses, rescue fire fighting services, avionics, maintenance, charter flights, engineering, aviation skills training and more.

> Seaport
The Port of Cairns is a multi-purpose regional port that caters for bulk cargo, luxury cruise liners, fishing fleets and reef passenger ferries. It is one of Australia’s busiest international cruise ship terminals, and is also home to the HMAS Cairns naval base.

> Car parking
Council provides more than 6400 short-term and all-day parking places in Cairns, including 4700 in the CBD. Options range from free and metered on-street parking to off-street car parks including the 300-bay Lake Street multi-storey parking station. A number of commercially operated parking facilities are also available. Time limits and prices vary; drivers should note the on-site signage.
Health Services
The Cairns region offers a full range of health services including private and public hospitals, community health centres and general practitioners, as well as allied health services such as dentists, physiotherapists, optometrists and pharmacies.

> Hospitals
Cairns Hospital is administered by the Queensland Government and provides public health care for the Cairns Health Service District. The Babinda Hospital also provides localised hospital and health services.

→ Cairns Hospital The Esplanade Cairns Phone: 4050 6333
→ Babinda Hospital 128 Munro Street, Babinda Qld 4861 Phone: 4067 8200

Owned and operated by Ramsay Health Care, Cairns Private Hospital offers a comprehensive range of medical and allied services. Phone: 4052 5200, www.cairnsph.com.au

> Community health services
Queensland Health provides Community Health Centres at Cairns North, Edmonton and Smithfield which offer a range of services including child and family health, parenting programs and immunisations.

The James Cook University Dental School at the university’s Smithfield campus is a teaching clinic offering affordable, comprehensive dental treatment by senior dental students under supervision by experienced clinical supervisors. Phone Cairns 1800 050 763 or visit www.jcudental.com to find out more.

Wuchopperen is a holistic health service for local Aboriginal and Torres Strait Islander communities. It provides primary and social health services, including traditional forms of healing and well-being. Phone: 4080 1000 or visit www.wuchopperen.com.
Being tropical and low-lying, the Cairns region is particularly vulnerable to cyclones and other natural disasters such as floods, landslides and even tsunami. It’s vital that your household is ready and you know what to do, year-round.

The cyclone season officially runs from 1 November to 30 April each year. The wet season is when cyclones and floods are most likely to occur. Cyclones are violent tropical storms with very strong winds and heavy rain that can generate storm surge and flash flooding.

There are three important steps to remember: plan, pack and listen.

**Plan**
First, plan what to do during a cyclone and know if you may need to evacuate. Evacuation is only advised if storm surge is expected to inundate developed areas. Evacuation orders are not issued for cyclonic wind. In most cases, unless you are in a declared stormtide surge zone, it’s safest to shelter at home or go to family or friends outside threatened areas.

To check if you live in one of the three storm tide surge zones, look in your meter/power box for a red, orange or yellow sticker. You can also use the Storm Tide Property Search on Council’s website or pick up a free map book from Council’s customer service centre or your nearest library.

If evacuation is advised, announcements will be made on radio, TV, Council’s website and social media. Emergency services may also door knock and use loud hailers in affected areas.

Cairns has two cyclone-rated public shelters that are a last resort option for people living in storm tide surge zones who have absolutely nowhere else to go. The shelters are typically crowded and uncomfortable and pets are not allowed.

**Pack**
Before each cyclone season, take time to pack your household emergency kit with enough food, water, clothing and medicine for three days, plus copies of important documents. For a checklist of what to put in your kit, visit Council’s website [www.cairns.qld.gov.au/disaster](http://www.cairns.qld.gov.au/disaster) or contact the Disaster Management Unit on 1300 69 22 47.

**Listen**
It is important to listen before, during and after a cyclone. Stay tuned to local radio for important weather updates and ensure you have spare batteries so you can keep listening throughout the event.

You can follow Council’s disaster messages on our website and on the Disaster Co-ordination Centre’s Facebook ([CairnsDisasterCentre](https://www.facebook.com/CairnsDisasterCentre)) and Twitter (@CairnsDisaster) pages.

**Disaster Dashboard**
The Cairns Disaster Dashboard provides a single point of reference during a disaster, with real-time information from Council, emergency services, utilities such as Ergon and Telstra, road status updates, and traffic and flood cams.

Residents can also sign up for Cairns Alert to receive disaster-related information via email or text message.
**EMERGENCY KIT CHECKLIST**

Collect the following items and make sure they are in easy reach during a disaster.

- Battery-operated radio (with spare batteries)
- Torch (with spare batteries)
- Candles, lighter and waterproof matches
- First aid kit and manual
- Combination pocket knife
- Portable (gas) stove with fuel
- Cooking gear
- Water in sealed containers (10L per person)
- Medications
- Toiletry and sanitary supplies
- Change of clothes and strong shoes
- Non-perishable food (enough for 3-4 days)
- Can opener and utensils
- Special needs for infants, the aged and people with disabilities
- Pet food, water and other animal needs
- Tent or tarpaulin, and blankets
- Other camping equipment
- Cash (ATMs may not be working)
- Personal documents (insurance certificates, photographs etc)
- Strong plastic bag (for clothing and valuables)
- Emergency phone numbers
**Crocodiles**

Estuarine (saltwater) crocodiles are an important part of north Queensland’s wetlands, freshwater and marine environments. As a native species and a large predator, they help maintain overall ecosystem health and balance.

Crocodiles are potentially dangerous; they are most active at night and during the annual breeding season (September to April). Obey crocodile warning signs and never take unnecessary risks in crocodile habitat. Never swim in water where crocodiles may live, even if there is no warning sign present. Take care when fishing and camping; don’t leave food scraps on boat ramps or at campsites.

Residents can report sightings of crocodiles in urban areas to the Queensland Government on 1300 130 372.

**Mosquitoes**

Cairns has a tropical climate with lush rainforests, mangroves and high rainfall, all of which contribute to ideal breeding conditions for mosquitoes and biting midges.

All mosquitoes require water in which to breed. Females lay eggs on the water’s surface or edge. Eggs hatch into larvae (wrigglers) which live under the water and become pupae (tumblers) which again live under the water, before emerging from the water as an adult flying mosquito.

Many mosquitoes are carriers of diseases such as Malaria, Ross River Fever and Dengue Fever. Fortunately, none of these diseases are endemic to the Cairns area.

Dengue Fever is transmitted when a *Stegomyia aegypti* mosquito bites a person who already has the virus and then bites you. The virus cannot be spread directly from person to person, but one mosquito can bite and infect your whole family. The Dengue mosquito is a domestic species that primarily breeds in still, fresh water in and around houses, businesses and yards - in containers such as buckets, tyres, roof guttering, tarpaulins, boats, coconut shells, fallen palm fronds, children’s toys, etc.

If you notice mosquitoes breeding around your home, you can help stop the breeding cycle by tipping out all containers that hold water and either store them in a dry place or throw them out if not needed. Protect yourself and your family from being bitten by using tropical strength repellent and ensuring window and door screens are ‘bug tight’.

See www.cairns.qld.gov.au/dengue for information on defending against Dengue and controlling mosquitoes.
Beach safety
Our region has some of the most beautiful beaches in Queensland. To help you enjoy your visit and stay safe, Council provides lifeguard services for bathers at the Esplanade Lagoon, on beaches and on Green Island at certain times.

Marine stingers live in Queensland’s tropical waters, and are of particular concern between November and June (stinger season). The most dangerous species are the Box jellyfish (Chironex fleckeri) and the Irukandji. Box jellyfish stings can be fatal, and hospitalisation may result from the painful Irukandji sting. Large netted stinger-resistant swimming enclosures (marine stinger nets) are installed at major public beaches during stinger season. These help to protect swimmers from jellyfish, and while they afford a high degree of protection, they are stinger ‘resistant’ not stinger ‘proof’.

Beach swimmers should take precautions:
→ Swim at beaches patrolled by lifeguards.
→ Look for and observe warning signs. Don’t swim when beaches are closed.
→ To avoid jellyfish stings, check the beach status with the beach lifeguard.
→ Wear a stinger suit during stinger season (especially important for children).

Sun safety
It can take as little as six minutes of sun exposure to cause skin damage in the tropics. Skin cancer, unlike many cancers, is largely preventable.

Protect yourself and reduce your risk. Wear sunscreen, protective clothing, a broad-brimmed hat and sunglasses. When outdoors for work or play, try to hold your activities in the shade or take portable shade (eg shade tent, canopy or umbrella).
Our region offers a wonderfully diverse range of cultural and recreation opportunities for residents and visitors. There are many opportunities to embrace our unique tropical culture: from art exhibitions, museums and galleries to theatre, concerts and live performances by local and visiting talent, as well as major cultural drawcards such as the annual Cairns Festival and Chinese New Year celebrations.

**Cairns Libraries**
Cairns Libraries operate branches at Babinda, City, Earlville, Edmonton, Gordonvale, Manunda, Smithfield and Stratford.

We also offer a free Homebound Library service for residents who are unable to access a branch due to illness, disability or advanced age.

Library membership is free. You can join online or in-branch.

See the Council listing at the back of this booklet for branch and contact details, or visit www.cairns.qld.gov.au/library.

**Cairns Museum**
The Cairns Museum is located in the beautifully restored, heritage-listed Cairns School of Arts building in the heart of the Cairns CBD. It is owned and operated by the Cairns Historical Society, and houses an extensive collection of objects, photographs and archival records.

The Cairns Museum is open Monday to Saturday 10am to 4pm (closed New Year’s Day, Good Friday, Christmas Day and Boxing Day). Entry fees apply. See the website for full details: www.cairnsmuseum.org.au
Cairns Art Gallery
The Cairns Art Gallery (located at the corner of Abbott and Shields streets) hosts exhibitions of fine arts from major Australian and international collections covering historical and contemporary art including the work of Aboriginal and Torres Strait Islander artists. It also showcases the creativity of artists based throughout the tropical north. Find out more and check opening hours at www.cairnsartgallery.com.au.

Cairns Convention Centre
This world class venue features 22 meeting rooms and is capable of hosting events for up to 2500 delegates. The Cairns Convention Centre hosts local, national and international expos, meetings, conferences as well as concerts and live performances.

The venue is also home to the Cairns Taipans NBL team and Cairns locals turn out in force to support the team at home games. Find out more at www.cairnsconvention.com.au.

Festivals and celebrations
Cairns residents embrace our tropical culture and celebrate with a wonderfully diverse range of exciting and colourful events each year.

Major annual events such as the Cairns Festival and Carnival on Collins, the Cairns Cup and Cairns Amateurs horse racing carnivals, Chinese New Year, Carols by Candlelight and New Year’s Eve on the Cairns Esplanade are major drawcards for locals and visitors alike.
PARKS AND GARDENS

Our environment and climate is perfect for outdoor activities and adventure. With more than 400 sports and recreational clubs and facilities, 450kms of cycleways, extensive tropical botanic gardens and parklands, pristine beaches and a wealth of open space, there’s something to appeal to everyone.

Cairns Esplanade
The Cairns Esplanade is the city’s iconic waterfront location offering fun for all ages. The parklands, playgrounds, lagoon and recreational facilities are all free entry.

Cool off in the beautiful 4800m² lagoon (open 6am-9am daily except on Wednesdays when it is closed until midday for cleaning), laze on the grass, enjoy a picnic or BBQ, stroll or jog along the boardwalk, work out on the Green Gym equipment, rock climb at the Bouldering Park, skate at the skate bowl, or simply relax and enjoy the regular live entertainment.

You will find electric BBQs and picnic areas right along the 2.5km Esplanade. The BBQs are cleaned daily and are free for casual users.

Muddy’s playground includes water play features, a flying fox, sound chimes, track ride, rope bridge, slides, see-saw, puzzle games and an all-abilities Liberty Swing. Muddy’s is open daily between 9am and 7pm (with sections closed for maintenance on Tuesday and Thursday from 7am to 11am).

The Endeavour Fun Ship playground at the northern end of the Esplanade is another popular facility for young families.

Cairns Botanic Gardens
The Cairns Botanic Gardens precinct is located just 4km from the Cairns city centre, on Collins Avenue at Edge Hill. This living museum houses more than 4000 species of tropical plants of both native and exotic origins.

The Gardens comprise the Flecker Gardens, Centenary Lakes, Chinese Friendship Garden, Gondwana Heritage Garden, Rainforest Boardwalk, Nature Playground, Tanks Arts Centre and Mt Whitfield Conservation Park (featuring the popular Red, Blue, Green and Yellow Arrow walking trails). The Visitor Information Centre is open daily from 10:30am to 3pm and the Flecker Gardens gates are open between 7.30am and 5.30pm every day. Admission is free.

Cattana Wetlands
The Cattana Wetlands is around 80 hectares of formerly degraded land which Council has rehabilitated into a nature conservation park. Facilities include BBQs, picnic areas, toilets, bird hides and 420m boardwalk through the Feather Palm Forest.

The Wetlands are situated off Dunne Road in Smithfield, accessed by either Yorkeys Knob Road or McGregor Road, about 20km north of the CBD. Cattana Wetlands are open daily from 5.30am to 7.00pm. (Note: It may be necessary to close the park at different times during the wet season).
Sugarworld Parklands
These beautiful parklands are located just a 20 minute drive from the centre of Cairns. A sprawling exotic fruit tree orchard produces many interesting tropical fruits such as the Jaboticaba, the Miracle Fruit (which turns sour into sweet), Mangosteen and Breadfruit to name a few.

The parklands also feature an all-abilities playground, BBQs, volleyball court, and a great shady area for functions and wedding ceremonies (bookings required). Admission is free and there is plenty of free parking. Sugarworld Parklands are open daily from 7am to 6:30pm.

Sugarworld Adventure Park
Sugarworld Adventure Park, located at Sugarworld Parklands in Edmonton, is a splashing good time for the whole family!

Attractions include Splash Town water zone with tipping bucket and mini-slides, three Super Slides (tandem tube raft ride, super jet open body slide, and mat racer), 9-hole mini-golf course, café, lounges and party pavilions.

Sugarworld Adventure Park is a Cairns Regional Council owned facility, managed by Belgravia Leisure. It is open 10am to 5pm every weekend, public holiday and Queensland state school holidays (closed Christmas Day and during severe weather conditions). For admission prices, operating hours and more information, visit www.sugarworldwaterpark.com.au or phone 4055 5477.

Babinda Boulders
The Boulders is a popular swimming and picnic area nestled in the foothills of Bartle Frere [Queensland’s highest mountain], about 6km from the township of Babinda.

Facilities include pedestrian bridges, viewing platform, all-abilities water access at the main swimming hole, picnic tables, BBQs, toilets and interpretive signage.

An unpowered campsite at The Boulders provides basic amenities with a maximum stay of 72 hours.

Crystal Cascades
Crystal Cascades – so named for its sparkling clear freshwater – is fed by Lake Morris, the main water supply for Cairns. Hidden in a tropical rainforest, this secluded spot is one of the city’s secrets and a popular spot to cool off on a hot day. A short, scenic walk on a sealed track follows the rainforest creek past a multitude of waterfalls, rapids and rock pools.

Facilities include electric BBQs, picnic tables, wheelchair-accessible pathways and toilet amenities. Interpretive signage at the site provides information on the area’s local history, indigenous stories, flora and fauna.

Mt Whitfield Conservation Park
Mt Whitfield Conservation Park is a 300ha forested mountain range that is home to rainforest, eucalyptus and grasslands. The popular Red Arrow, Blue Arrow, Green Arrow and Yellow Arrow linked walking tracks wind through the park.

- The Red Arrow Circuit is 1.3km and takes about 30 minutes.
- The Blue Arrow begins near the lookout on the Red Arrow Circuit. It is 5.4km and takes 3-4 hours.
- The 3km Green Arrow starts towards the top of the Blue Arrow loop and branches off to the west ending at Whitfield.
- The 2.34km Yellow Arrow trail provides a circuit route via the Red Arrow, Collins Avenue and Saltwater Creek back to Aeroglen.
The Cairns region’s environment and climate is ideal for outdoor activities and adventures. With more than 400 sports and recreational clubs and facilities across the region, there’s something to appeal to everyone – from netball, basketball, BMX, gymnastics, rugby league, AFL, soccer, baseball, tennis, cricket, vigoro, polocrosse, hockey and lawn bowls, to arts, ceramics and weaving.

Active Living classes
Council presents the ‘Active Living’ free fitness program at various locations on the Cairns Esplanade. The program offers introductory level classes for locals in different activities from aqua aerobics to meditation. Come and give it a try! Visit the Esplanade website at www.cairnesplanade.com.au for full session details.

Public swimming pools
Public swimming pools are available for public use for a small entrance fee. Contact the pools directly for opening hours (times may vary from summer to winter) and fees, or refer to Council’s website for details.

> Tobruk Memorial Pool
370 Sheridan St, North Cairns
Phone: 4051 2604
Tobruk’s 50 metre FINA approved pool is ideal for lap swimming, carnivals, water polo and underwater hockey. The complex also features a 25 metre heated lap pool, 25 metre multi-purpose warm water pool, toddler splash pool, artificial wave system (Flow Rider) and in-ground trampoline Jump Zone. Additional facilities include a functional training zone, volleyball court, licenced café and meeting room.

> Babinda Swimming Pool
Church Street, Babinda
Phone: 4067 1211
50m swimming pool + children’s wading pool

> Gordonvale Swimming Pool
79 Sheppard Street, Gordonvale
Phone: 4056 1353
25m indoor swimming pool (heated in winter only) + children’s wading pool

> Woree Swimming Pool
Pool Close, Woree
Phone: 4054 6964
50m heated swimming pool (heated in winter only), 25m indoor heated swimming pool, children’s free form swimming pool (closed in winter) + children’s wading pool (closed in winter).

> Marlin Coast Bicentennial Pool
Leisure Park Road (off Cheviot St), Smithfield
Phone: 4057 7720
50m swimming pool, 25m heated swimming pool, freeform children’s pool + children’s wading pool

Cairns International Tennis Centre
The Cairns International Tennis Centre at 356 Sheridan Street, North Cairns features 12 International Tennis Federation (ITF) standard hard courts including one show court as well as a clubhouse with function room, pro shop, physio/massage rooms and meeting rooms.

The Centre regularly hosts national and international tennis tournaments, and serves as a tennis training facility for aspiring local tennis talent with regular coaching programs, clinics and school holiday camps on offer.

Cycling and walking
Council provides over 530kms of off-road paths and cycle ways plus many on-road bike lanes so you can explore this beautiful region at your own pace.

You can view maps of the Cairns Cycling and Walking Circuit (which covers the central
Cairns area encompassing the Esplanade and Cairns Botanic Gardens) as well as northern and southern recreational bicycle routes on our website at www.cairns.qld.gov.au/cycling.

Printed Cycling and Walking Guide booklets are available from all Cairns library branches and Council’s Customer Service Centre.

Barlow Park multi-sports facility
Barlow Park (cnr Scott and Severin Streets, Parramatta Park) is a multi-sports facility featuring an eight-lane athletics track to IAAF standard, with grassed field, long jump pits, grandstand, corporate boxes, function room, eatery outlets, amenities and car parking.

The international standard rugby league field holds major sports matches such as national rugby league fixtures, A-League football matches and regional representative rugby union matches. Barlow Park is home to the Cairns District Rugby League, Cairns Athletics and the Northern Pride Rugby League team.

Boat ramps
The Queensland Government provides a number of boating facilities, including boat ramps, pontoons and jetties, within the Cairns region. For a list of locations and facility types (including amenities, restrictions and site conditions), visit Maritime Safety Queensland’s website: www.msq.qld.gov.au and search “boating facilities”.

Camping grounds and caravan parks
Council operates camping reserves at some of the region’s most picturesque settings.

- Palm Cove Caravan Park and Camp Ground, 149 Williams Esplanade, Palm Cove
  Bookings – phone Caretaker on 4055 3824.

- Bramston Beach Caravan Park and Camp Ground, 96 Evans Road, Bramston Beach
  Bookings – phone Caretaker on 4067 4121.

- The Boulders, Boulders Road, Babinda
  Five campsites, camping is free for 72 hours only, no bookings required.

- Rotary Park, Howard Kennedy Drive, Babinda
  Camping is free for 48 hours only, no bookings required.

- Fitzroy Island, Bookings can be made by calling Raging Thunder on 4030 7990.

- Greenpatch Reserve, Gordonvale.
  Free short - stay camp ground, dry season only.

Overnight parking or camping is not permitted on roadsides, car parks and other public land in Cairns. This includes campervans, RVs, tents, hammocks and swags. People found camping illegally can receive a significant fine on-the-spot fine.
Popular local markets include the famous Rusty’s Markets (every Friday to Sunday), Cairns Esplanade markets (every Saturday) and Tanks Arts Centre (monthly from April to November). Community-run cottage markets are held monthly at Palm Cove, Holloways Beach and Gordonvale.

Council presents regular markets to showcase local, quality products ranging from contemporary jewellery, woodcraft, pottery, locally made handcrafted goods, clothes, skincare and so much more.

**Cairns Esplanade markets**
Every Saturday between 8am and 4pm, the Cairns Esplanade showcases local, quality stalls selling contemporary jewellery, woodcraft, leather work, pottery, airbrush tattoos, clothes, skincare, relaxing massage stalls and much more.

**Tanks Arts Centre markets**
Sunday markets are held from 9am to 2pm on the last Sunday of every month from April to November at the Tanks Arts Centre on Collins Avenue, Edge Hill. Showcasing a blend of local art, craft, produce, vintage clothing, collectables and local natural health products and treatments, the markets are a relaxing way to spend a Sunday morning. Enjoy live entertainment by local musicians, get the kids involved in a workshop, wander through the art gallery – it’s all free!
Cairns Regional Council delivers a wide and diverse range of services across many aspects of community life including:

- Active Living fitness classes
- Animal management
- Arts and cultural services and facilities
- Bike paths and walking tracks
- Boat ramp maintenance
- Building regulation and development approvals
- Business regulations and permits
- Camping grounds and caravan parks
- Cemeteries
- Civic events, community celebrations and major events
- Community halls
- Community consultation
- Disability and accessibility support
- Economic development and industry support
- Garbage services (waste and recycling)
- Libraries
- Lifeguard services at beaches and the Esplanade Lagoon
- Markets
- Mosquito and midge control
- Natural disaster management
- Parklands, botanic gardens, playgrounds and foreshores
- Pest animal and weed control
- Public swimming pools
- Public toilets
- Regulated parking
- Roads, bridges, drainage, footpaths and bus stops
- Security cameras (CCTV) and community safety programs
- Skate and BMX parks
- Sport parks, recreation facilities and services
- Strategic land use planning
- Street lighting and sweeping
- Tree planting and revegetation of natural areas
- Wastewater [sewerage] services
- Water supply
- Water testing laboratory (NATA accredited)

**Council meetings, agendas and minutes**

All meetings are open to the public, unless a closed session is declared. Meetings held in the Council Chambers are live streamed so you can watch and listen to meetings in real time without the need to physically attend, giving you greater access to Council decision-making and debate.

Agendas, minutes and previously-recorded meetings are published on Council’s website. Reports can also be perused at Council’s Spence Street Customer Service Centre.

**Rates, fees and charges**

Council is required by law to levy a general rate or differential rate each financial year. The general rate is Council’s main source of revenue and funds things such as roads and footpaths, drainage, parks and gardens, public pools and sports grounds as well as services including arts and culture, libraries and community festivals.

Rates are calculated based on the unimproved value of your property (determined by the Queensland Government annually). Rates notices are issued half yearly in January/February and July/August, with payment due 31 days from the date of issue.

In addition, a cleansing charge is issued twice yearly. This provides for the kerbside waste and recycling rubbish collection service. Twice-yearly sewerage charges provide for the removal and treatment of domestic sewerage. Water consumption is charged on a user pays basis, with water usage notices sent approximately every four months (these are not linked with your rates notice).
Paying your rates
Council offers many ways to pay your rates. You can make payment online at Council’s website, by credit card (phone and internet), through Bpay, or over-the-counter at Council’s customer service centres and Australia Post offices.

Direct debit plans are available for rates to be paid from bank accounts by way of weekly, fortnightly or monthly payments in advance, leaving minimal or no amount to pay before the rates due date. Ratepayers who encounter difficulty in paying their rates should contact Council to discuss a payment plan.

Council’s Independent Rate Relief Tribunal assists residential ratepayers and not-for-profit organisations who encounter financial hardship, to receive special consideration for assistance with their rate payments.

Pensioner remission
If you are an eligible holder of a Queensland Pensioner Concession Card issued by Centrelink or the Department of Veterans Affairs, or a Queensland Repatriation Health Card issued by the Department of Veterans Affairs, you may be eligible for a rate remission.

Pensioner rate remission is applicable if you reside on the property and it is your principal place of residence. If you meet these criteria, please visit a Council Customer Service Centre to complete the necessary application form.
COMMUNITY SERVICES

Council offers a range of services, programs and activities for the aged, women, families, children, youth, people with a disability, Aboriginal and Torres Strait Islanders and people from culturally and linguistically diverse backgrounds.

Cemeteries
Council manages cemeteries for burials and memorials for ashes at Gordonvale, Babinda (Old Monument), Babinda (Nelson Road), Martyn Street and Forest View.

Council can assist you with enquiries about burials, grave reservations, inurnment of ashes, headstones and plaques, exhumations, location of graves and family tree history. You can also locate people buried or cremated in our cemeteries using the Cemeteries Search on our website.

To arrange a funeral (including burial or cremation), you will need to contact a funeral director. Refer to your phone directory for local services.

Citizenship
Council conducts Australian Citizenship Ceremonies each month on behalf of the Department of Immigration and Border Protection. If you are interested in becoming an Australian citizen, visit the Department of Home Affairs website (www.homeaffairs.gov.au) or contact the Cairns office by telephone on 131 881 to make an appointment.

Green Space Our Place
Council’s Green Space Our Place volunteer program allows locals to play an active role in enhancing our natural environment. Volunteers share a passion for gardening, revegetation and building community spirit. Weekly supervised groups operate at various locations including the Cairns Botanic Gardens, Sugarworld Gardens, Cattana Wetlands, the Esplanade and Council’s Stratford Nursery. For more information or to get involved, visit Council’s website.

Community halls and centres
Council owns a large number of community halls and centres, which are designated community buildings available for use/hire by residents. Some halls can be booked through Council’s website; other premises are managed by community groups that are appointed by Council.

Community safety
Council’s CitySafe CCTV program helps protect our community and prevent crime. There are more than 255 CCTV cameras operating 24/7 across Cairns city and suburbs, with a direct link to Cairns Police for rapid response to incidents. CCTV cameras monitor hot-spots in public spaces such as parks, footpaths, laneways, bus stops, car parks and entrances to public buildings.

Neighbourhood Watch groups are active in the region. Find out more at www.nhwq.com.au.

Disability support

> Access for All Directory
Cairns Regional Council works to ensure our region is safe and welcoming, and we want all people to be able to engage, enjoy and benefit from all that the region offers.

Council’s Access for All Directory provides information on our region for locals and visitors with a disability, their family, support workers and carers. It lists many services provided by government departments, accessible accommodation, tourist venues, cinemas, banks, service stations, restaurants, cafes and more.

> Assisted waste collection service for elderly/infirm
Residents who are unable to move their wheelie bins kerbside for collection can apply to Council for assisted waste collection at no extra cost. A medical certificate must be supplied to Council by post, fax or email, confirming that the person is physically incapable of placing their wheelie bins out for collection and has no other able-bodied person living with them.

By accepting this infirm service, residents authorise the waste collection contract staff to come onto their premises to access the wheelie bins for service.
> **Car parking permits**
Council recognises all interstate and international disability parking permits. Holders of these permits are permitted to park in on-street and off-street disability parking bays and paid parking spaces with Pay and Display machines for an unlimited time free of charge. However, permit holders are not exempt from parking in all other areas (eg loading/taxi/bus zones).

**Multicultural services**
The Cairns region is home to a diverse population and we celebrate this cultural vitality through many community festivals and events each year.

For newcomers from other countries, Council can help connect you to local multicultural services including Centacare, the Cairns and Region Multicultural Association, Anti-Discrimination Commission, translation and interpreting service, and Migrant Settlement Services.

To help you prepare and stay safe during cyclone season, cyclone guides are available in Arabic, Chinese, French, Hmong, Italian, Japanese, Nepalese, PNG Pidgin, Swahili and Tagalog languages. Download the guides from Council’s website at www.cairns.qld.gov.au/disaster.

**Sustainability**
Sustainability is about balancing environmental, social and economic considerations to reduce our impact on the planet and its inhabitants.

As a member of the Australian Government’s Reef Guardian Councils program, Council leads by example in delivering regional services and infrastructure, and makes balanced decisions around land use planning and development control.

Adopting sustainable practices in your everyday life at home and at work is simple. Follow these steps to help reduce your carbon footprint – it will benefit the environment, your lifestyle, our community and even your finances.

→ Take your own bag when you go shopping
→ Switch off lights and appliances when not in use
→ Buy energy efficient lighting and appliances for lower running costs
→ Choose locally made products and those with recycled packaging
→ Recycle your bottles, steel and aluminium cans, plastics, cardboard and paper
→ Convert your food waste into compost
→ Reduce the need for air conditioning by cooling your home with window shades and ceiling insulation
→ If using air conditioning, set thermostat to 25C
→ Plant native trees and use mulch in the garden
→ Walk, cycle and catch public transport where possible
→ Use less water – aim for a 4 minute shower, install a water efficient shower head and taps, sweep your paths and driveway instead of hosing.
→ Invest in renewable energy such as solar power and solar hot water systems.

Find out what Council is doing and how you can get involved at www.cairns.qld.gov.au/sustainability
Owning a pet can give your family years of fun, but it is your responsibility to keep your pets safe, healthy and out of trouble with neighbours and other community members.

Registering and microchipping
All dogs and cats aged 12 weeks and over must be microchipped and registered with Council.

Registering your dog or cat helps Council reunite you with your pet if it is impounded, or to notify you in case of an accident. Registration fees also enable Council to deliver a wide range of animal management services such as the pound, dog patrols and community information about responsible pet ownership.

Council offers discounted registration for desexed dogs. Proof of desexing is required, either by supplying a copy of the desexing certificate or a written letter from your vet.

Discounted registration fees are also provided to pensioners for their dog registration. Proof of eligibility is required. Discount registration and renewal fees cease on 1 August each year.

Guide, Hearing and Assistance dogs that are microchipped and desexed are eligible for free registration (renewable every three years). Similarly, aged pensioners who own dogs which are desexed and microchipped are eligible for free dog registration, renewed every three years.

Cat registration is free and for the lifetime of the pet.

Out and about with your dog
When out and about, your dog must be on a lead unless at a dog off-leash park. There are more than 40 off-leash parks in Cairns - see Council’s Register of Dog Off-leash Areas or the My Cairns app for locations. These dog off-leash areas are for the enjoyment of all (not for the exclusive use of dogs) so you must keep your dog close to you and under your control at all times.

There are a number of areas where dogs are prohibited, including throughout the Cairns city centre, the area around the Cairns Lagoon, within the stinger nets at beaches, on sporting fields and within 2 metres of a playground.

When out walking, dog owners should take a bag, pooper scooper, garden trowel or container to collect and dispose of their dog’s droppings. Not only is it unpleasant and unhealthy not to pick up after your pet, it is also illegal. Under Council’s local laws, dog owners can receive an on-the-spot fine for failing to remove their pets’ droppings from public places.
Lost pets

If your pet is missing, check the latest listing of impounded pets on Council’s website. You can also contact local vets and animal shelters (RSPCA and YAPS) or visit local lost and found pet pages on Facebook.

To release an animal from Council’s pound, you will be required to:

- Provide officers with satisfactory proof of your identity (e.g., driver’s licence).
- Pay all impoundment fees owing. Impoundment fees are calculated on a daily basis.
- Provide proof of current animal registration if applicable. If proof of registration is not provided, registration fees will be required to be paid in addition to impoundment fees.

Check Council’s website for pound opening hours, as reduced hours apply during public holidays and Christmas/New Year holiday periods.

Animal complaints

Pets are welcome in the Cairns region but, like all good residents, they must obey the rules. Pet owners must ensure their animals do not create a nuisance or hazard to others, as attacks can lead to serious penalties and restrictions. If you have been attacked or worried by a dog, contact Council immediately. This will enable officers to respond quickly to secure the offending dog, should it still be wandering at large.

If you are having other problems with an animal – such as a wandering dog, excessive barking, a very noisy bird or excessive animals being kept on premises – Council encourages you to firstly speak with the animal’s keeper to make them aware of the problem.

If your approach is not successful, you can report the problem to Council. Following investigations and reporting, Council will take appropriate action in accordance with the animal management local laws.
If you are considering building work on your property - such as an extension, renovations, carport, shed, patio, retaining wall or pool - you will likely need approval before you start. Note: this also applies to DIY kit type garden sheds, because Cairns is in a cyclonic region (as specified in the Building Code of Australia).

Check our website for information on private building certification and development applications, as well as searches to assist when buying, selling or developing a property.

Swimming pools, spas and wading pools
All new swimming pools and spas require building approval from Council.

The Queensland Government’s pool safety laws apply across the state. All pools and spas in Queensland must be registered with the Queensland Government, and you must have a pool safety certificate when selling or leasing a property with a pool or spa.


Inflatable wading pools are a great way of keeping cool in the tropics but the Queensland Government laws regarding pool safety may apply. An inflatable wading pool is classified as a ‘regulated swimming pool’ if:

→ It can be filled with water to a depth of 300mm or more; or
→ It holds more than 2,000 litres of water; or
→ It has a filtration system.

Council receives dozens of complaints each year about inflatable wading pools and in most cases the owners are ordered to empty and remove the pool. If you are thinking of purchasing a wading pool and are uncertain of your obligations please contact Council on 1300 69 22 47 for guidance.

Pool and spa fencing
Owners of swimming pools and spas for houses, flats and home units must comply with relevant pool fencing and pool safety legislation.

Under pool fencing laws, Council can inspect and issue on-the-spot fines to pool owners who do not have adequate pool fencing. If you are selling, buying or leasing your property, you must obtain a pool safety certificate (Form 23) from a licensed Pool Safety Inspector. For more information on pool fencing requirements, visit the Queensland Government’s website www.poolfencing.qld.gov.au
Council looks after the majority of roads within the local government area, including suburban roads, with the exception of highways which are controlled by the Queensland Government.

Across Queensland, a 50km/h speed limit applies to most local suburban residential streets in built-up areas, unless otherwise sign-posted. Local streets are used mainly to access homes and private property and carry neighbourhood traffic. Arterial roads and major suburban routes have a speed limit of 60km/h unless a higher speed limit is sign-posted.

The Queensland Government Department of Transport and Main Roads (DTMR) is responsible for building and maintaining State and Federal controlled roads (major arterial and connecting roads). DTMR-managed roads include the Captain Cook Highway, Kennedy Highway, Mulgrave Road, Sheridan Street, Ray Jones Drive, Reservoir Road, Anderson Street, Bruce Highway and Gilles Highway. Council maintains all other rural and suburban roads.

To find out about roadworks or hazards on Queensland Government-controlled roads, contact DTMR by phone 13 19 40, visit www131940.qld.gov.au or follow @131940_fnnq Twitter feed.

**Reporting issues with roads**
Contact Council by phone on 1300 69 22 47 or make an online customer request via our website or MyCairns app to report damage to any Council-controlled roads.

For issues on Queensland Government controlled roads (listed on the left), contact DTMR on telephone 13 19 40.

Traffic signals at intersections are maintained by DTMR. To report damage or faults, call the Far North Region Traffic Management Centre on 13 19 40.

**Street lighting**
There are over 16,000 street lights across the Cairns region, most of which are owned and maintained by Ergon Energy. To report faulty or damaged street lighting in residential areas, contact Ergon Energy on 13 10 46.

Street lighting on highways is the responsibility of DTMR. To report faulty lighting on highways or to request new highway lighting, contact DTMR on 13 19 40.
WATER AND WASTE

All of the Cairns region’s water supplies come from either “run of river” intakes or the catchment at Copperlode Falls Dam.

Copperlode Falls Dam, built in 1976, is the primary water supply source for Cairns city and suburbs. This supply is supplemented by Behana Creek and several low volume rural sources.

Water supply
The Cairns suburban water supply comes from Copperlode Falls Dam and Behana Creek. There are also several low volume run-of-river intakes that supply rural communities in Division 1. Council treats and tests the water to meet the Australian Drinking Water Guidelines, ensuring we continually deliver safe, reliable and high quality drinking water to the community.

Water conservation
Our region receives some of the highest rainfall in Australia, but a growing population and limited water storage capacity means it’s important for residents and businesses to use water wisely. As most of our rainfall occurs during the wet season, our water storage facilities can run low towards the end of the dry season.

Permanent water conservation measures apply to all properties year round – including different watering days for odd and even numbered properties, and no sprinklers allowed at all on Mondays. Hand-held hoses with a trigger nozzle, watering cans and buckets can be used at any time.

Staged restrictions may come into effect during extended dry periods to help manage water demand. This is subject to storage volume in Copperlode Falls Dam, water flow levels at the run-of-river intakes, daily water consumption and time of year.

Subscribe to water restriction notifications on the My Cairns app or check Council’s website for current information and permitted watering times, as well as practical tips to help you save water at home.

Waste and resource recovery
> Bin collections
Residential properties are issued with one general waste wheelie bin (red or green lid) and one recycling wheelie bin (yellow lid).

Use the MyCairns app to find your collection day and set a bin day reminder, or search for your collection day at www.cairns.qld.gov.au/bins.

The red/green lid bin is for general household waste including:
✓ Food scraps
✓ General household waste
✓ Plastic bags
✓ Garden waste
✗ No hazardous waste (flares, batteries, gas bottles, paints, oils etc.)
✗ No building material, soil etc.
✗ No recyclable material

The yellow lid bin is for recyclable materials including:
✓ Glass bottles and jars
✓ Plastic bottles and containers
✓ Aluminium and steel cans
✓ Paper and cardboard
✗ No plastic bags.
  Do not bag your recycling!
✗ No organic material (food scraps, garden waste etc.)

> Bin use
To make sure your bin is collected, there’s a few things you need to do:
⇒ position the bin before 6:00am on the day of collection
⇒ place the bin on the footpath next to the kerb, handle towards the house
ensure waste and recycling bins are placed at least 50cm apart
do not overfill bins, the lid must close fully
do not overload the bin (maximum weight is 70 kilograms)
o no hazardous waste (flares, batteries, gas bottles)

> Transfer stations
Council operates transfer stations at Portsmouth, Smithfield, Gordonvale and Babinda. These are not a landfill or dump. Transfer stations receive and separate self-hauled domestic waste for transfer and disposal to recycling facilities.

You can take these items to the transfer station (fees apply): oils, paints and spray paint cans, gas bottles, fire extinguishers, tyres, medical waste, batteries, smoke detectors, green waste, general household waste and unused household furnishings.
You can also take household recyclable items such as paper, cardboard, steel, aluminium, plastic and glass to your local transfer station FREE of charge (excluding Bramston Beach Waste Disposal Site).

For operating hours and disposal fees, see Council’s website or phone Customer Service on 1300 69 22 47.

> Buy Back Shop
Council’s Buy Back Shop, located next to the Portsmouth Transfer Station, is a popular place to find a ‘unique little something’. The Buy Back Shop is open 9am to 4pm, Wednesday to Sunday. Direct access is via the signed gate at the roundabout; you do not need to go through the weighbridge pay station.

Go to recycleright.cairns.qld.gov.au or request a comprehensive pantry card call 1300 MyCairns

LARGE RELEVANT PIC HERE

### WHICH BIN do I put it in?

<table>
<thead>
<tr>
<th>Red Lid Bin</th>
<th>Yellow Lid Bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Items</td>
<td>Recyclable Items</td>
</tr>
<tr>
<td>food scraps</td>
<td>glass bottles and jars</td>
</tr>
<tr>
<td>garden waste</td>
<td>plastic bottles and containers</td>
</tr>
<tr>
<td>disposable nappies</td>
<td>aluminium and steel cans</td>
</tr>
<tr>
<td>polystyrene</td>
<td>paper and cardboard</td>
</tr>
</tbody>
</table>

No plastic bags
COMMON NEIGHBOURHOOD COMPLAINTS

Rats and mice
Rats and mice can damage property, eat or contaminate food and cause health problems (including transmitting disease).

You can take simple steps to ensure your own buildings and garden vegetation do not attract or provide shelter for vermin, or encourage vermin to breed. The most effective way is to remove their food source and shelter. If vermin persist, engage a licenced pest controller who can check your property and give solid advice.

Council uses different methods to reduce rat and mice numbers in public areas without harming our native wildlife, including native rat species such as the giant white-tailed rat (Uromys caudimaculatus). We also respond to public complaints of vermin at food and other businesses.

Graffiti
Graffiti is the illegal and wilful damage of property. Graffiti management and prevention is a shared responsibility between Council, Police and the community.

Council is responsible for removing graffiti from community assets and infrastructure owned and/or managed by Council (e.g., roads, footpaths, street signs, rubbish bins, council buildings etc.). Highest priority is the removal of obscene, offensive, racist or defamatory graffiti and vandalism on prominent sites. To report graffiti on Council property, phone 1300 69 22 47 or lodge an online service request via our website or My Cairns app.

Private property owners or occupiers are responsible for removing graffiti on their premises. This includes residential, commercial and industrial property. Remove graffiti as soon as possible after reporting it, as graffiti that is left tends to attract more. Contact the Cairns District Police Centre on 4030 7000 to report graffiti damage on private property.

If you see someone vandalising property with graffiti you should contact the Queensland Police Service immediately on 131 444. If you have information on graffiti vandalism, phone Crime Stoppers on 1800 333 000.

Noise and environmental nuisance
Council administers laws covering environmental nuisances such as noise from building work, power tools, pool pumps, air conditioners and barking dogs, as well as issues relating to community safety hazards, dust, odour, light and smoke.

The Queensland Environmental Protection Act 1994 restricts when certain devices can be used:

→ Building work (including altering or demolishing a building)
  - No audible noise between 6:30pm and 6:30am on a business day or Saturday;
  - No audible noise permitted at any time on any other days (including Sundays and public holidays).

→ Regulated devices (including compressors, ducted vacuuming systems, generators, grass-cutters, impacting tools, leaf-blowers, mulchers, electrical, mechanical or pneumatic power tools such as chainsaws, drills, electric grinder or sanders, electric welders or nailguns)
  - No audible noise permitted between 7pm and 7am on a business day or Saturday
  - No audible noise permitted between 7pm and 8am on any other days (including Sundays and public holidays).

→ Pumps (including pool/spa pumps, electrical, mechanical or pneumatic pumps)
  - No audible noise permitted between 10pm and 7am
  - No audible noise permitted between 7am and 7pm if noise exceeds 5dB(A) above the background level
  - No audible noise permitted between 7pm and 10pm if noise exceeds 3dB(A) above the background level.

→ Air-conditioners must not be used at any time if noise exceeds 5dB(A) above the background level.
Trees and vegetation
Council or State legislation may protect trees and other vegetation on your property. Please check with Council whether you require a permit before you prune or remove trees.

Take care to plant the right tree for your location. Seek professional advice from nursery staff about the suitability of trees before you purchase and plant them. Don’t plant large growing trees on small properties or near buildings and powerlines. Keep trees pruned to prevent damage to property during storms or cyclones.

Blocked drains
Council receives over 500 calls every year from residents requesting assistance with drainage problems.

Drains on local roads are regularly inspected and cleaned, with annual inspections done before each wet season to address any flow capacity issues.

Illegal dumping of green waste and household rubbish in drains and easements increases the risk of flooding to properties. If you are concerned about flooding after heavy rain and the water is not draining away, or you wish to report illegal dumping in drains, contact Council to report the exact location.

If you have an easement on your property, you must ensure you do not obstruct the free flow of water along the drainage pathway. Dumping waste, planting garden beds or building fences across the flow path are all examples of activities that can obstruct stormwater flow. If you deliberately obstruct a drainage easement, you can be held liable for any damage caused to adjacent and neighbouring properties.

Littering and illegal dumping
Litter is everything from discarded cigarette butts and soft drink cans, to dumped shopping trolleys, building waste, chemical containers, tyres and garden debris.

Litter and dumping impacts the look of our community and costs millions of dollars to clean up. It can also have significant safety, health, economic and environmental impacts.

Be sure to dispose of your household waste responsibly, using your red/green and yellow-lid wheelie bins. Take excess waste to your nearest Transfer Station for proper disposal.

Free disposal is offered for items such as hand-held batteries, electronic waste (TVs, monitors and computer equipment) and mobile phones. Metal household appliances with electronic components (eg microwaves, white goods and kettles) are also accepted free of charge as scrap metal.

Council offers a number of free green waste disposal periods each year, so you can clean up your yard and drop off your domestic garden clippings at no cost.

There are hefty penalties for littering or illegally dumping of waste, with fines of up to $16,500. You can help keep Cairns clean by reporting littering or illegal dumping via the My Cairns app, Council’s website online form or by phoning 1300 69 22 47.
The Councillors represent nine divisions, and each Councillor is elected by eligible voters in each division. The Mayorality is decided on a majority popular vote across the entire local government area. To find your Division, check the interactive map on the Electoral Commission of Queensland website.

**Mayor**
Councillor Bob Manning OAM  
Phone: 4044 3083  
E: b.manning@cairns.qld.gov.au

**Division 1**
Councillor Brett Moller  
Phone: 4044 3071  
E: b.moller@cairns.qld.gov.au

**Division 2**
Councillor Rob Pyne  
Phone: 4044 3072  
E: r.pyne@cairns.qld.gov.au

**Division 3**
Councillor Cathy Zeiger  
Phone: 4044 3073  
E: c.zeiger@cairns.qld.gov.au

**Division 4**
Councillor Terry James  
Phone: 4044 3074  
E: t.james@cairns.qld.gov.au

**Division 5**
Councillor Amy Eden  
Phone: 4044 3075  
E: a.eden@cairns.qld.gov.au

**Division 6**
Councillor Kristy Vallely  
Phone: 4044 3076  
E: k.vallely@cairns.qld.gov.au

**Division 7**
Councillor Max O’Halloran  
Phone: 4044 3077  
E: m.ohalloran@cairns.qld.gov.au

**Division 8**
Councillor Rhonda Coghlan  
Phone: 4044 3078  
E: r.coghlan@cairns.qld.gov.au

**Division 9**
Councillor Brett Olds  
Phone: 4044 3079  
E: b.olds@cairns.qld.gov.au
Minami, Japan
(formerly Hiwasa) since 1969
Hiwasa became Cairns’ first sister city in 1969. In 2006, Hiwasa and neighbouring town Yuki merged and were renamed Minami. The relationship was sparked by the Mayor of Hiwasa’s interest in the Loggerhead turtle and the decision by Cairns to send an example for display at the Hiwasa museum. Minami has approximately 10,000 residents and is located on the island of Shikoku in the south east of the Japanese archipelago.

Lae, Papua New Guinea, since 1984
The second largest city in Papua New Guinea, Lae shares a similar history to Cairns, being founded on gold mining and then agriculture. Located on the central east coast, the city is home to Papua New Guinea’s largest port and acts as the entry point to road travel into the central highlands. It is considered the industrial capital of the country. Lae has a population of approximately 100,000.

Sidney, Canada, since 1984
Like Cairns, Sidney is a year-round tourist destination with an extensive waterfront and artificial reef. Associated industries include fishing, ocean science and marina operation. It is located at the northern end of Vancouver Island, at the extreme south west of Canada and has a population of approximately 11,500 residents.

Scottsdale, USA, since 1987
Scottsdale, in the desert state of Arizona, is considered one of the world’s premier golf and resort destinations. The population of approximately 227,000 swells dramatically during the North American winter, when its year-round warmth and sunshine make the city a popular annual destination for Americans and Canadians escaping the cold. Consequently, almost 40 per cent of residents are employed in the tourism industry. The city is steeped in Native American culture and cowboy lore, and is officially “The West’s most western town.”

Riga, Latvia, since 1988
The mayors of Riga and Cairns forged their sister city relationship at the International Sister Cities Convention hosted by Cairns in 1988. The capital and largest city in Latvia, with approximately 645,000 inhabitants, Riga was founded in 1201 and is a former Hanseatic League member. This history is recognised in UNESCO World Heritage status for its city centre. Riga lies on the central western coast of Latvia and provides an important port on the Baltic Sea.

Oyama, Japan, since 2006
Surrounded by centuries-old rice fields and industrial mega-factories for some of Japan’s biggest companies, Oyama is well known for its mix of traditional and contemporary lifestyles. Located in the central region of Honshu Island, the largest of the Japanese island chain, the city has a population of approximately 164,000 people.

Zhanjiang, China, since 2004
One of China’s four major sugarcane areas, Zhanjiang has a lot of parallels with Cairns. The most recent city to forge a relationship with Cairns, it is also the largest with approximately 7 million residents. On the South China Sea, Zhanjiang is China’s southern-most port, part of the southern economic zone and close to Hong Kong, making it a hub for mining, mineral exploration, the petrochemical industry, off-shore oil exploration, agriculture and marine products.
COUNCIL CONTACTS

Cairns Regional Council
Post: PO Box 359 CAIRNS QLD 4870
Email: council@cairns.qld.gov.au
Website: www.cairns.qld.gov.au
My Cairns App (available for iOS & Android)
Facebook: www.facebook.com/CairnsRegionalCouncil
Phone: 1300 69 22 47

Customer Service Centres
Cairns: Council Administration Centre, 119-145 Spence St, Open 8.30am-4.30pm weekdays. Closed public holidays.
Ph: 1300 69 22 47 (24/7)

Smithfield: Inside Smithfield Library, Cheviot St, Open 9am – noon weekdays, closed public holidays

Gordonvale: Inside Gordonvale Library, 88 Norman St, Open 9am – noon weekdays, closed public holidays

Earlville: Inside Earlville Library, Stockland Shopping Centre, Open 9am–noon weekdays, closed public holidays

Babinda: Inside Babinda Library, 24 Munro St, Open 9am – 3pm (closed 12:30-1:30pm for lunch) weekdays, closed public holidays

After Hours Emergencies
Ph: 1300 69 22 47 (24/7)

Disaster Coordination Centre
Ph: 4044 3377

Barlow Park
Corner Scott & Severin sts, Parramatta Park
Ph: 4044 3645

Cairns Botanic Gardens
78-96 Collins Ave, Edge Hill Ph: 4032 6650

Tanks Arts Centre
46 Collins Ave, Edge Hill Ph: 4032 6600

Cairns Performing Arts Centre
Cnr Sheridan and Florence sts, Cairns
Ph: 4050 7775

Ticketlink
Box office open 9am-5pm Monday to Friday; 9am-1pm Saturday. Closed public holidays.
Ph: 1300 855 835

Caravan and camping grounds
Bramston Beach Ph: 4067 4121
NRMA Cairns Holiday Park Ph: 1800 259 977
Fitzroy Island Ph: 4044 6700
NRMA Palm Cove Holiday Park Ph: 1800 736 741
Babinda Rotary Park
(free, no bookings required, 72 hour stay limit)
Babinda Boulders
(free, no bookings required, 72 hour stay limit)
Fitzroy Island Ph: 4044 6700

Esplanade and Lagoon
Ph: 4044 3715 (8:30am-4:30pm Monday to Friday)

Libraries
Babinda, 24 Munro St Ph: 4067 8400
Cairns City, 151 Abbott St Ph: 4044 3720
Earlville Stockland Shopping Centre Ph: 4044 3766
Edmonton, 175 Bruce Hwy Ph: 4044 3735
Gordonvale, 88 Norman St Ph: 4044 3778
Manunda Raintrees Shopping Centre Ph: 4044 3779
Smithfield, Cheviot St Ph: 4044 3711
Stratford, 11 Kamerunga Rd Ph: 4044 3733
www.cairns.qld.gov.au/library

Pound
Earlville, 161 McCoombe St Ph: 1300 69 22 47

Swimming Pools
Babinda, 26 Church St Ph: 4067 1211
Gordonvale, 79 Sheppard St Ph: 4056 1353
Smithfield, Captain Cook Hwy Ph: 4057 7720
Tobruk Memorial Pool, Sheridan St Ph: 4051 2604
Woree, Pool Cl Ph: 4054 6964

Waste and Recycling Facilities
Buy Back Shop (9am-4pm Wednesday to Sunday)
37-51 Lyons St Portsmouth Ph: 1300 69 22 47
Babinda Waste Transfer Station Ph: 1300 69 22 47
Gordonvale Waste Transfer Station Ph: 1300 69 22 47
Portsmith Waste Transfer Station Ph: 1300 69 22 47
Smithfield Waste Transfer Station Ph: 1300 69 22 47
Bramston Beach Waste Transfer Station
Ph: 1300 69 22 47

Other emergency contacts
Police, Ambulance, Fire (emergencies only) Ph: 000
State Emergency Service (SES) Ph: 132 500
Ergon Energy (for power emergencies and urgent hazardous situations) Ph: 13 22 96
## NEW RESIDENTS CHECKLIST

### Council Services
- Download the free My Cairns app and sign up for notifications from Council.
- Check general waste (red/green lid bin) weekly collection day. Set a reminder in your My Cairns app.
- Visit your local library and become a Cairns Libraries member.
- Know what days you can water your gardens (permitted watering times).

### Phone and Power
- Arrange telephone connection.
- Connect electricity (Ergon Energy 13 10 46).
- Check current mobile phone provider coverage.
- Update your residential address details with your mobile phone provider to ensure you will receive Emergency Alert warnings by text message.

### Electoral roll
- Update your enrolment details for federal, state and local government elections (forms available at www.aec.gov.au or at Australia Post offices).

### House
- Update home, contents and vehicle insurance covers.
- Redirect mail.
- Ensure your house is clearly numbered so the postie, visitors and emergency services can find you easily.

### Banking
- Notify change of contact details.

### Car
- Update your residential address details for your Driver’s Licence and car registration (contact Queensland Transport 13 23 80).
- Update your road service (eg, RACQ) membership details.

### Medical
- Check location of local hospitals and medical centres.
- Locate closest dentist, optometrist etc.
- Update your contact details with Medicare and your private health fund.

### Schools and childcare
- Check locations and contact details.

### Pets
- Register your dog with Council.
- Identify closest veterinary practice.
- Update microchip information.
- Check pet vaccination/treatment due dates.
www.cairns.qld.gov.au

My Cairns App (available free for iOS and Android)

www.facebook.com/CairnsRegionalCouncil

1300 69 22 47