



MARCH 2024

# LIVING IN CAIRNS

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



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# 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 169,000 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 1687km<sup>2</sup> 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, the Rainforest Peoples of Tropical North Queensland, who have lived here for thousands of years. Cairns Regional Council acknowledges the Traditional Custodians of our region, the Djabugay; Yirrganydji; Buluwai, Gimuy Walubara Yidinji; Mandingalbay Yidinji; Gunggandji; Dulabed and Malanbara Yidinji; Bundabarra and Wadjanbarra Yidinji; Wanyurr Majay; Mamu and NgadjonJii peoples 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.

## 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 tropical cyclone season typically runs from November to 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 a vibrant tropical city, globally connected with its international airport and seaport, and located between two UNESCO world heritage sites; the Great Barrier Reef and the Wet Tropics rainforest. Cairns has a diverse economy with two world-class universities (James Cook University and CQUniversity) and industry-leading training facilities at the Cairns Aviation Skills Centre, TAFE Queensland, and Great Barrier Reef International Marine College. To further encourage economic diversity, Council has identified eight priority industries and sectors that are expected to define and grow our economy in the future, which are: aviation; marine and defence; healthcare and social assistance; tourism; construction; manufacturing; education and training; arts and culture.

## 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.

Within Cairns, families have many education choices with 10 state high schools, 25 state primary schools and 21 independent and non-government schools. Special education and distance education services are also available. Education Queensland has an online directory of state, independent and Catholic schools. Visit [schoolsdirectory.eq.edu.au](http://schoolsdirectory.eq.edu.au) to find a school in your local area.

Vocational and tertiary training institutes with campuses in Cairns include TAFE Queensland, James Cook University and CQUniversity. 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.

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.

# 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 an extensive network 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. Find maps of routes in the Cycling and Walking Guides available from Council's Customer Service Centres or website.

### > Public transport and coach services

Translink's public bus service (Sunbus) 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](http://translink.com.au/cairns), download the free MyTransLink app to your smartphone, or phone 13 12 30. Note: 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.

### > 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 Private Hospital offers a comprehensive range of medical and allied services.

- Cairns Hospital, 165 The Esplanade  
Phone: 4226 0000
- Babinda Hospital, 128 Munro Street  
Phone: 4067 8200
- Cairns Private Hospital, 1 Upward Street  
Phone: 4052 5200

### > 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 1800 050 763 or visit [www.jcudental.com](http://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.org.au](http://www.wuchopperen.org.au).

# CYCLONES

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.

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, the Cairns Disaster Dashboard and Cairns Disaster



Centre Facebook page. 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 ABC Far North radio for updates. A battery powered radio and spare batteries will ensure you can stay informed even if the power goes out.

Follow Council's disaster messages on our website, the Cairns Disaster Dashboard and Cairns Disaster Group Facebook page (@CairnsDisasterCentre).

## 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. Bookmark the dashboard at [disaster.cairns.qld.gov.au](http://disaster.cairns.qld.gov.au) or find it via the menu in the My Cairns app.

Residents can also sign up for Cairns Alert ( [Cairns.qld.gov.au/cairnsalert](http:// Cairns.qld.gov.au/cairnsalert)) to receive disaster-related information via email or text message.



## EMERGENCY KIT CHECKLIST

Collect the following items and keep them within 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 including COVID-19 protection
- 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 (wigglers) 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 Council's website for information on controlling mosquitoes around your home and yard.



## 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).



# ARTS AND CULTURE

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.

## Cairns Performing Arts Centre (CPAC)

CPAC is Cairns Regional Council's leading performance arts venue. It features a 941-seat theatre with balcony and balcony boxes for premium viewing, and a versatile 400-seat studio. CPAC hosts a diverse mix of local performing artists and touring productions including theatre, music, dance, contemporary circus, opera, film and comedy. Find out more at [www.cairns.qld.gov.au/cpac](http://www.cairns.qld.gov.au/cpac)

## Munro Martin Parklands

Munro Martin Parklands is a locals' favourite to experience the performing arts under a tropical sky. The venue hosts a wide range of shows from opera and ballet to circus arts and contemporary music.

The Parklands also boast tropical plantings, vine covered pergolas and arbours and an open-air plaza for casual use for the public from 6am to 8.30pm, seven days a week (except on ticketed event days).

## Tanks Arts Centre

This community arts space is uniquely located in three refurbished World War II concrete fuel storage tanks, within the stunning Cairns Botanic Gardens precinct at Edge Hill. The Tanks offers an eclectic mix of visual and performance arts and workshops. Find out more at [www.cairns.qld.gov.au/tanks](http://www.cairns.qld.gov.au/tanks).

## The Court House

This regionally significant heritage-listed building on Abbott Street, adjacent to the Cairns Art Gallery, is the former home of law and order in Cairns (1919-1992). Council has invested \$6.2 million to restore and refurbish the building in order to maintain its unique heritage values.

The Court House was officially opened in February 2021 and presents a vibrant program of events and art exhibitions celebrating the city's cultural heritage. It is a key component in Council's proposed Cairns Gallery Precinct.

## Cairns Libraries

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

We also offer a free Home 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](http://www.cairns.qld.gov.au/library).





### 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](http://www.cairnsartgallery.com.au).

### 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](http://www.cairnsmuseum.org.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](http://www.cairnsconvention.com.au).

Popular local markets include the famous Rusty's fresh produce markets (every Friday to Sunday) and Tanks Arts Centre (monthly from April to November).

Community-run cottage markets are held monthly at Palm Cove, Holloways Beach, Redlynch, Woree and Gordonvale. Our residents and visitors enjoy a diverse range of community celebrations, major events and festivals each year, with many of these delivered and supported by Council.

## Tanks Arts Centre markets

The Tanks 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.

The markets feature a blend of local art, craft, produce, vintage clothing, collectables and local natural health products and treatments, as well as musicians, food and refreshments. Entry is free so come and wander the leafy promenade, explore the site and take in the atmosphere. The Tanks Markets are managed by Cairns Regional Council.

Every Father's Day, thousands of people enjoy a giant day of family fun at Carnival on Collins.

Parking is available along Collins Avenue including the Tanks car park (Sheridan Street end). Off-street parking is also available on Greenslopes Street with access to the markets via Centenary Lakes.

## Festivals and celebrations

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

Check the My Cairns app and Council's website for a calendar of upcoming events happening around Cairns. Community groups are invited to list their free, non-profit and fundraising events on Council's website (terms and conditions apply).

### Major annual events include:

- Australia Day celebrations
- Australia Day Awards
- Chinese New Year
- International Women's Day
- Youth Week
- Great Barrier Reef Masters Games (every 2 years)
- Cairns Children's Festival
- Ecofiesta
- Ironman Cairns
- Cairns Show
- Relay for Life
- Cairns Indigenous Art Fair
- Gordonvale Pyramid Race
- Cairns Festival and Carnival on Collins
- Seniors Week and Positive Ageing Expo
- Multicultural Month
- Cairns Cup and Cairns Amateurs
- Babinda Harvest Festival
- Carols by Candlelight
- New Year's Eve

Groups and organisations looking to add a great event to our annual calendar can apply for funding and support through Council's event grant streams. Visit [www.cairns.qld.gov.au/grants](http://www.cairns.qld.gov.au/grants) for details.



# PARKS AND GARDENS

Our environment and climate is perfect for exploring the outdoors. With hundreds of parks and reserves across the Cairns region, there are many hidden treasures just waiting to be discovered. Council provides many parklands, gardens and open space for recreation, sports and leisure.

## 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 4800m<sup>2</sup> 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. The playground is open daily between 9am and 7pm (with sections closed for maintenance on Tuesday and Thursday mornings 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 8.30am to 4pm weekdays, 9.30am to 2pm weekends and public holidays, and the Flecker Gardens gates are open between 7.30am and 5.30pm every day (closed Christmas Day). Admission is free. Dogs are not allowed in any part of the Gardens, with the exception of registered assistance animals.

## 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.



## 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 botanic 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 6am 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 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 4:30pm every weekend, public holiday and Queensland state school holidays (closed Christmas Day, Boxing Day and Good Friday, and during severe weather conditions). For admission prices, operating hours and more information, visit the website [www.sugarworldwaterpark.com.au](http://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.



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 Active Living free fitness classes at various locations on the Cairns Esplanade and throughout the suburbs. The program offers introductory level classes for locals in different activities from aqua aerobics to meditation. Come and give it a try! Visit [www.cairns.qld.gov.au/activeliving](http://www.cairns.qld.gov.au/activeliving) 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, licenced café and meeting room.

### > Babinda Swimming Pool

Church Street, Babinda  
Phone: 4067 1211  
50m swimming pool + children's wading pool  
Closed during winter

### > Gordonvale Swimming Pool

79 Sheppard Street, Gordonvale  
Phone: 4056 1353  
25m indoor heated pool plus wading pool

### > Woree Swimming Pool

Pool Close, Woree  
Phone: 4054 6964  
50m heated swimming pool, 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 heated 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. It hosts national and international tennis tournaments, and serves as a training facility for aspiring local tennis talent. The Centre offers social court hire, competitive fixtures, adults and juniors coaching, school holiday clinics and pro shop.

## Cycling and walking

Cairns is a great place to get outdoors and be active. Council provides hundreds of kilometres of off-road paths and cycle ways plus many on-road bike lanes so you can explore this beautiful region at your own pace. Check our website or the My Cairns app for route maps.

Unless otherwise marked, the cycle ways are also walking paths.



We have some great off road tracks for cycling, but keep in mind when riding on the street that we all need to get along and share the road safely.

### Barlow Park multi-sports facility

Cairns' premier football and athletics facility is Barlow Park, located on the corner of Scott and Severin Streets in Parramatta Park. It features two rectangular fields including one international standard rugby league field, an IAAF-standard athletics track, long jump pits, grandstand, corporate boxes, function room, eatery outlets, amenities blocks and car parking.

### Go Clubs

Go Clubs is your one-stop-shop for community club support within the Cairns region. It helps clubs through a professionally-managed development program. The Go Clubs website also features a searchable directory listing many local community, sport and recreation clubs. Visit [www.cairns.qld.gov.au/goclubs](http://www.cairns.qld.gov.au/goclubs).

### 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 and search "boating facilities".

### Camping grounds and caravan parks

Council operates camping reserves at some of the region's most picturesque settings.

- Cairns Holiday Park,  
12-30 Little Street, Manunda  
Phone 1800 259 977.
- Palm Cove Holiday Park,  
149 Williams Esplanade, Palm Cove  
Operated by NRMA Holiday Parks on behalf  
of Council. For bookings, phone 1800 736 741.
- Bramston Beach Campground  
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 booking required.
- Rotary Park, Howard Kennedy Drive, Babinda  
Camping is free for 72 hours only,  
no booking required.
- Fitzroy Island,  
For bookings, phone Fitzroy Island Resort on  
4044 6700.
- Greenpatch Campground.  
Dry season only. Camping allowed for up to 72  
hours, no booking required.

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 on-the-spot fine.

# ABOUT CAIRNS REGIONAL COUNCIL

Cairns Regional Council delivers a wide and diverse range of services across many aspects of community life including:

- Active Living free 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 subsidy and concession

Eligible pensioners may be entitled to the State Government subsidy on rates and charges levied by Council, and the Council Pensioner Concession of the General Rate.

Pensioner rate concession is applicable if you reside on the property and it is your principal place of residence. If you meet these criteria, please download the application form via our website, or visit a Council Customer Service Centre to complete the form.

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 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](http://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, 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.org.au](http://www.nhwq.org.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 and infirm residents

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](http://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](http://www.cairns.qld.gov.au/sustainability)

# PETS AND ANIMALS

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 in a dog off-leash area. 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 (eg drivers 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. Our officers will respond quickly to secure the offending dog, should it still be wandering or 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, we 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.

Council has Licensed Pool Safety Inspectors who can conduct pool safety inspections and issue Pool Safety Certificates (fees apply). Alternatively, you can engage a private Pool Safety Inspector. Visit the Queensland Government Pool Safety website for more information about swimming pool safety requirements and to search for a licensed Pool Safety Inspector.



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 from a licensed Pool Safety Inspector. For more information on pool fencing requirements, visit the Queensland Government's website [www.qld.gov.au/poolsafety](http://www.qld.gov.au/poolsafety).

Cairns Regional Council is responsible for thousands of kilometres of sealed urban roads, rural roads, footpaths and cycleways. It invests millions of dollars each year on the road and drainage network to build, renew and upgrade roads, paths, bridges and street lighting, to install and repair kerb and channel, and to sweep our streets.

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 DTMR-controlled roads, phone 13 19 40 or visit [www.131940.qld.gov.au](http://www.131940.qld.gov.au).



### 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.

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

Cairns gets plenty of rainfall in the wet season but a growing population and limited storage capacity means we must all use our water wisely.

Permanent water conservation measures apply year round - including different watering days for odd and even numbered properties (no sprinkler use on Mondays). Staged restrictions may come into effect during extended dry periods.

Subscribe to receive water restriction notifications on the My Cairns app or check Council's website for current information.

## Bin it, don't flush it

Everything flushed down the toilet goes through our sewerage systems. Flushing the wrong things can lead to build-up and cause expensive blockages.

Only flush pee, poo and (toilet) paper down your toilet. Most wipes are not flushable; cleaning wipes, baby wipes and facial wipes should be binned, not flushed.

Only water, non-toxic cleaning products, household washing, dishwashing and cooking water should go down your sink or drain. Food scraps and small items should go in the general waste bin or the compost.

For more information, visit Council's website at [www.cairns.qld.gov.au](http://www.cairns.qld.gov.au).

## 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. You can also search for your collection day on Council's website at [www.cairns.qld.gov.au/bins](http://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.)

# #RecycleRight



Keep it simple. Keep it clean. Keep it coming 'round.



## > 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)
- 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.

# 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 (eg, 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)
  - 7am to 7pm any day - no louder than 5dB(A)
  - 7pm to 7am any day - no louder than 3dB(A)
- 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 hundreds of 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 four 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.



**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](mailto:council@cairns.qld.gov.au)  
Website: [www.cairns.qld.gov.au](http://www.cairns.qld.gov.au)  
My Cairns App (available free for iOS & Android)  
Facebook: [www.facebook.com/CairnsRegionalCouncil](http://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)

**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:** 1300 69 22 47

## Barlow Park

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

## Cairns Botanic Gardens Visitor Centre

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

## Animal Care and Education Centre (Pound)

Woree, 55-57 Links Drive **Ph:** 1300 69 22 47

## Esplanade and Lagoon

**Ph:** 4044 3715 (8:30am-4:30pm Monday to Friday)

## 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)

Greenpatch Campground  
(free, no bookings required, 72 hour stay limit)

## 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](http://www.cairns.qld.gov.au/library)

## 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 Portsmith **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 10 46



## 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](http://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](http://www.cairns.qld.gov.au)

My Cairns App (available free for iOS and Android)

 [www.facebook.com/CairnsRegionalCouncil](https://www.facebook.com/CairnsRegionalCouncil)

**1300 69 22 47**

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