

ORDINARY MEETING	1
24 JANUARY 2024	

CEO MONTHLY REPORT

93/1/2 | #7324874

RECOMMENDATION:

1. That Council notes:
 - a) The update on Ex-Tropical Cyclone Jasper Flooding Event.
 - b) The status of Council Resolutions.
 - c) The CEO Month in Review for November 2023 and December 2023.
2. That Council approves:
 - a) Gifts received by Council that are not deemed to hold curatorial, historic or artistic value to be directed to Council's Buy Back Shop for sale to the general public.
 - b) The amended schedule of Ordinary Council Meetings for 2024 as contained in this report.

INTERESTED PARTIES:

Nil.

Note: The identification of interested parties is provided on a best endeavours basis by Council Officers and may not be exhaustive.

Ex-Tropical Cyclone Jasper Flooding Event

Ex-Tropical Cyclone Jasper crossed the coast north of Cairns at Wujal Wujal at 8pm on Wednesday 13 December 2023. Ex-TC Jasper was initially expected to continue out to sea by Friday 15 December, westward to the Gulf of Carpentaria, taking the rain with it.

Instead it stalled over north Queensland and ultimately lead to a major flood emergency.

1. Summary of Recovery Arrangements

The Cairns Local Disaster Recovery Group (LDRG) first met on 19 December 2023 and is currently at full activation level.

The LDRG relies upon both the State Recovery Plan and the Cairns Local Recovery Sub Plan.

There are four core recovery pillars in the areas of: Economic, Environment, Human & Social and Infrastructure (Infrastructure is further divided into four sub-pillars).

We have implemented a small operational team to support these recovery pillars, and that team comprises of our Local Recovery Coordinator, Marketing & Communications, Administration Support, Logistics, Cost Recovery Coordination, Financial Oversight and a Grants Coordinator.

We are anticipating the following timeframes:

January – April 2024: Short Term Recovery Focus

includes emergency relief, clean up and repairs, preliminary impact assessments etc. This phase tends to be the most reactive phase in response to emergent issues.

May 2024 - May 2025: Medium Term Recovery Focus (notwithstanding further weather events)

includes remediation, rehabilitation, and reconstruction

June 2025 – June 2026: Long Term Recovery Focus (TBD)

includes rebuilding, reshaping and sustainability. Long term recovery is about embedding a new norm, long term behaviour changes and awareness, and new ways of doing things.

2. After-Action Review Process (Council's Response to the Ex-TC Jasper Flooding Event)

As with any major event, a post-event debrief will now be conducted. We are currently in the process of engaging an independent consultant to undertake this using an *After-Action Review* methodology. This engagement will involve a debriefing exercise with all of the relevant Council stakeholders engaged in Disaster operations – including those in the Incident Management Team (IMT), the Local Disaster Management Group (LDMG) and the relevant subcommittees - and will focus on levels of effectiveness of operational, tactical, and strategic activities.

The approach is the standard framework used by emergency services agencies and the Australian Defence Force to understand and improve areas of capability as part of a continuous improvement cycle.

This work is expected to commence in early February, post the series of IMT welfare debriefs being undertaken by Council's mental health provider. It is anticipated a draft report will be available by late April.

In the event the State Government initiates a review of the wider LDMG activity, we will of course also fully participate in this exercise.

3. Current SITREP and Summary of Key Messages (as at 18 Jan 2024)

- Local Disaster Recovery Group Activated
- Residents should continue to visit the Cairns Disaster Dashboard

- The Local Disaster Centre is ready for business-as-usual operations as required, and will continue to monitor weather
- Recovery Pillar Sub-Committee Meetings occurring weekly
- Community Recovery Hub open at Tjapukai (Smithfield)
- Donations should continue to be channelled via Givit
- Centacare is the lead agency for individual case management

4. Infrastructure Update

- All Transfer Stations and Water Treatment Plants are operational
- A full audit of Council owned assets has been completed
- A full audit of existing flood monitoring equipment and coordinating with BOM on assessment is underway.
- Temporary flood markers have been installed at Kamerunga Bridge, Lake Placid and Thomatis Creek Bridge.
- Goldsborough: Fisheries Bridge, Goldsborough Rd - bridge has been washed away: *initial discussions for a proposed new bridge have been undertaken; geotechnical investigations and hydraulic assessments are required.*
- Holloways Beach: Casuarina Street – large section of the road was washed out, isolating 55 properties: *a temporary causeway/road was constructed in under a week to provide access for residents and has also allowed for critical services (water, waste and electricity) to be restored. Council is working with QRA to investigate options for a long-term solution.*
- Lake Placid: Barron Gorge Road - washouts and slips at various locations: *the road is closed and is likely to remain closed for an extended period as some areas require a full reconstruction.*
- Lake Placid: Douglas Track – the road has been washed out: *temporary repairs have been completed to make it safe. Pipes and drainage have been blocked with rock and work has commenced to clear the blockages.*
- Ellis Beach: Ellis Beach car park and foreshore parklands: *the area has been severely impacted by debris from landslides and significant restoration works will be required. To date, rock removal works have progressed considerably.*
- Lake Morris Road (Copperlode Rd) - washouts and slips at various locations: *the road remains closed after the lookout. It is likely to remain closed for 6-8 weeks as crews work to clear landslide debris.*

We will continue to provide regular updates to Councillors, including in this monthly report.

Outstanding Council Resolutions

Since the previous reporting period 22 resolutions have been completed and there are 28 resolutions outstanding. See below table:

Date of Meeting	Type of Meeting	Clause No.	Report Title	Directorate
13/09/2023	Ordinary Meeting	Clause No. 7	Disaster Recovery Funding Arrangements Event Northern and Central Queensland Monsoon And Flooding, 20 December 2022 – 30 April 2023	CIA
04/10/2023	Ordinary Meeting	Clause No. 6	Proposed Infrastructure Agreement for the Deferred Payment of Levied Charges for a Development Permit For Reconfiguring a Lot (1 Lot into 60 Lots and Common Property) – 15 Short Street, Redlynch – Division 6	PG&S
25/10/2023	Ordinary Meeting	Clause No. 7	Economic Event Partnerships Grant Application – Cairns Fashion Week 2024	ED&A
08/11/2023	Ordinary Meeting	Clause No. 1	Local Laws Amendments	PG&S
08/11/2023	Ordinary Meeting	Clause No. 4	Infrastructure Agreement for the Deferred Payment of Levied Charges Between Cairns Regional Council and Goldsborough Valley Properties Pty Ltd for Reconfiguring a Lot (3 Lots into 95 Lots and Open Space) at Fairweather Access, Goldsborough – Division 1	PG&S
22/11/2023	Ordinary Meeting	Clause No. 8	1-Year Extension of Five Resource and Performance Agreements	ED&A
22/11/2023	Ordinary Meeting	Clause No. 9	Register of Pre-Qualified suppliers (ROPS) 2881 – Wet and Dry Plant Hire	CIA
22/11/2023	Ordinary Meeting	Clause No. 10	Preferred Supplier Arrangement (PSA) 2913 – Stormwater Pipes, Box Culverts and Pre-Cast Concrete Products	CIA
22/11/2023	Ordinary Meeting	Clause No. 11	Award of Contract 2915 - Reservoir Remediation Package (Mayers Street, Paguna, Bayview Large, Barron View, Runnymede Brinsmead, Dempsey Street A/B, Crest Close)	CIA
22/11/2023	Ordinary Meeting	Clause No.14	Tenure Arrangement - Freehold Lease with Amended Lease Area – Redlynch Strikers United FC Inc. – Lease B on SP173567 in Lot 3 on RP851436, 403-411 Brinsmead Road, Redlynch – Division 6	PG&S
22/11/2023	Ordinary Meeting	Clause No. 17	Infrastructure Agreement for the Deferred Payment of Levied Charges for Rocky Creek Stage 2 (2 Lots into 35 Residential Lots, New Orad, Park, and Balance Land) and Stage 2B (1 Lot into 8 Lots) and Deed of Variation to amend Infrastructure Agreement for trunk water supply, wastewater and transport infrastructure for Rocky Creek Stage 1 (1 Lot into 48 Lots, plus new road, park, and balance land)	PG&S

Date of Meeting	Type of Meeting	Clause No.	Report Title	Directorate
22/11/2023	Ordinary Meeting	Clause No. 18	Major Events Precinct - Application to Regional Precincts and Partnerships Program	L&C
21/12/2023	Ordinary Meeting	3	Cairns Water Security Stage 1 – Project Construction Matters	CIA
21/12/2023	Ordinary Meeting	4	Cairns Water Security Stage 1 – Funding	ED&A
21/12/2023	Ordinary Meeting	5	NRL Bid 25 Limited – Collaboration	ED&A
21/12/2023	Ordinary Meeting	9	Cairns Chamber of Commerce Sponsorship Agreement	ED&A
21/12/2023	Ordinary Meeting	10	Major Events Sponsorship Application – Cairns Amateurs 2024-2026	ED&A
21/12/2023	Ordinary Meeting	11	Major Event Sponsorship Application – Cairns Italian Festival 2024	ED&A
21/12/2023	Ordinary Meeting	12	Major Events Sponsorship Application – Reef to Reef 2024-2026	ED&A
21/12/2023	Ordinary Meeting	13	Major Events Sponsorship Application – Red Hot Summer 2024-2026	ED&A
21/12/2023	Ordinary Meeting	14	Recommendation for the Award of Contract 75700 – Sewage Pumping Station Remediation Works	CIA
21/12/2023	Ordinary Meeting	15	Recommendation for the Award of Contract 2927 – Construction of New Sewage Pumping Station W1A	CIA
21/12/2023	Ordinary Meeting	16	Johnson Road Upgrade PT23204	CIA
21/12/2023	Ordinary Meeting	18	Reef Guardian Council Funding Application – Part 2: Charging Towards 100% Renewable Energy (Electric Vehicle Fleet Pilot) and Conservation Partnerships	PG&S
21/12/2023	Ordinary Meeting	20	Community Partnership Grant - Cairns Agricultural Pastoral and Mining Association	L&C
21/12/2023	Ordinary Meeting	22	Cairns Gallery Precinct Steering Project Steering Committee Dissolution	L&C
21/12/2023	Ordinary Meeting	23	Regional Arts Development Fund (RADF) 2023/24 – Major Round One	L&C
21/12/2023	Ordinary Meeting	Closed Session No. 2	Prejudicial Matter - Infrastructure Agreement between Cairns Regional Council and Community Housing (Cairns) Limited for the Discretionary Full Waiver of Levied Charges to the Sum of \$8,668,207.28 for Catalytic Development under the Development and Investment Incentive Support Policy for Multi Unit Housing at 710-714 Des Chalmers Drive, Woree	PG&S

CEO Month in Review – November and December 2023

The CEO’s monthly review summarises several of Council’s operational activities and associated metrics from the previous two months, as well as providing relevant updates on major initiatives and projects. See Attachments 1 and 2.

Management of Dignitary Gifts

It is common practice for visiting dignitaries to provide a small gift when engaging with Council.

Sister City gifts are added to the City’s collection, and gifts from other dignitaries are reviewed by Council’s Curator so appropriate gifts can be recorded and maintained in the City’s collection.

Where gifts are not appropriate for the city’s collection, it is recommended that they be redirected to the Buy Back shop for sale.

Note this would only apply to low value gifts that have no historic, curatorial, or artistic significance to the city.

Council does not actively encourage the exchange of gifts to commemorate the visit of a dignitary to Cairns.

Ordinary Council Meeting Schedule 2024

A review of Council’s upcoming agenda indicates that conducting two meetings in February 2024 would be surplus to our requirements.

In the interests of efficiency, we are proposing to amend the schedule as follows:

Schedule of Ordinary Meetings for balance of Quadrennial Term
Wednesday 7 February, 2024 - CANCEL
Wednesday 21 February, 2024
Wednesday 6 March, 2024

Adopting this schedule would be compliant with the *Local Government Regulation 2012* which sets out that Council must conduct a monthly meeting.

ATTACHMENTS

Attachment 1: CEO Month in Review - November 2023 #7324870

Attachment 2: CEO Month in Review - December 2023 #7324890

A handwritten signature in black ink, appearing to read 'Mica Martin', with a long horizontal flourish extending to the right.

Mica Martin
Chief Executive Officer

CEO Month in Review

93/1/2 | #7324870 / 7324874

NOVEMBER 2023

The data contained within this review relates to the following:

- Community and Civic events
- Media Coverage
- Employment Pathways
- Event and Library attendance
- City Safe Stats
- Cairns Infrastructure and Assets Customer Requests
- Economic Snapshot



Mica Martin
Chief Executive Officer

Community and Civic events

Citizenship

Date: Thursday 30 November

Attendance: 160, including 51 conferees

Purpose: A ceremony to naturalise incoming Australian citizens, welcoming them to the Cairns region with a morning tea post ceremony. This event is delivered by Cairns Regional Council, held on behalf of the Department of Home Affairs.



160 people

5 Star Chefs for Charity Gala Dinner

Date & Venue: Friday 3 November, Pullman Cairns International

Attendance: Approx: 150 attendees

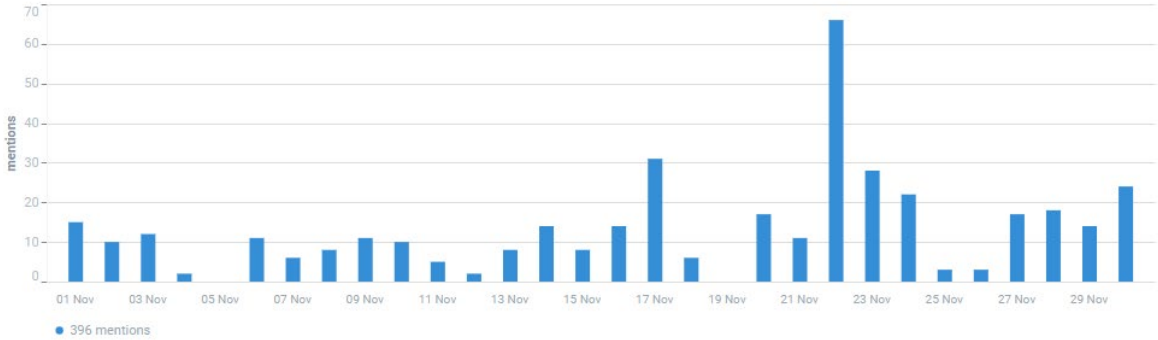
Purpose: A charity gala dinner to raise funds for the Mayors Christmas Cheer Appeal. A total of \$35k was raised.



150 people

Media Coverage in November

Coverage over time



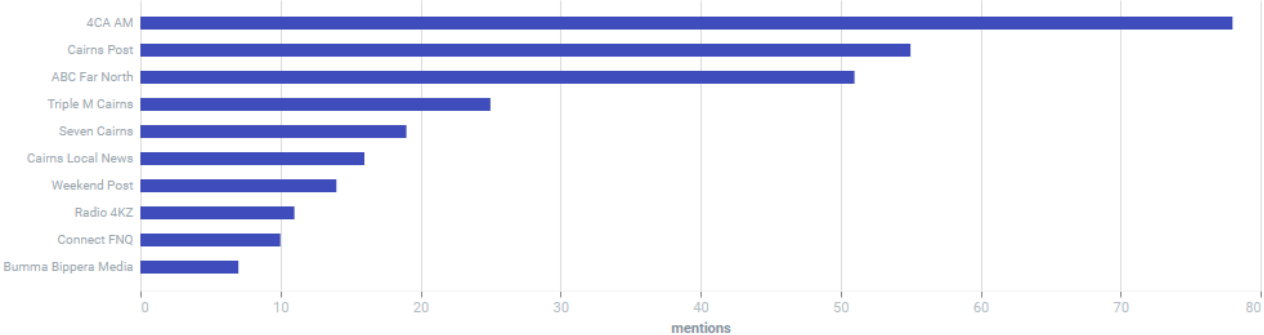
Media coverage from 1st to November had 396 mentions of Cairns Regional Council.

This was a 72.2% increase on October media coverage.

Most coverage was on 22 November regarding the appointment of Cr Terry James as Mayor.

Media Coverage in November

Top 10 outlets



No change. The majority of media coverage was from 4CA AM, Cairns Post, and ABC Far North.

Employment Pathways

CRC is currently supporting:

- **31** apprentices undertaking training to earn their trade in: electrical, horticulture, plumbing, mechanical, fitting & turning:
- **9** trainees building their skills in business, live production/technical services, supply chain operations



CRC Trainees Charlee, Abbi, Toni and Hannah deliver staff donations to YAPS

2023 program employment outcomes

- **2** x plumbing apprentices successfully completed and retained in trade roles with Utility Services
- **1** x fitter & turner apprentices successfully completed and in fulltime employment within the mining industry
- **3** x business trainees successfully completed with **2** retained internally (1 x temporary contract and 1 x fulltime permanent contract) and the other in fulltime employment externally with the police force (administration)
- The Trainees completed their end of year project raising donations from staff for YAPS

CREATIVE VENUES:

75 workshops, classes, shows, exhibitions, live performances, movie nights and other events across six venues (Botanic Gardens Visitor Centre, CPAC, Tanks, Court House Gallery, MMP and public parks for Movie Nights) in November.

Attendance for November: 25,968

LIBRARY PROGRAMS:

Attendance for November: 2,015 across 107 inhouse and outreach programs.

All library attendance for November: 55,346

64,418 loans in November

COMMUNITY EVENTS:

November: Two events with attendance of 4,000. Traditionally a slow month for events as many groups prepare for Christmas celebrations.

MARKETS:

Attendance for November:

Gordonvale – 165 market stalls | 5,000 attendance

Palm Cove – 130 market stalls | 4,120 attendance

Holloways – 154 market stalls | 2,700 attendance

Tanks – 69 market stalls | 1,900 attendance

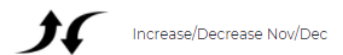
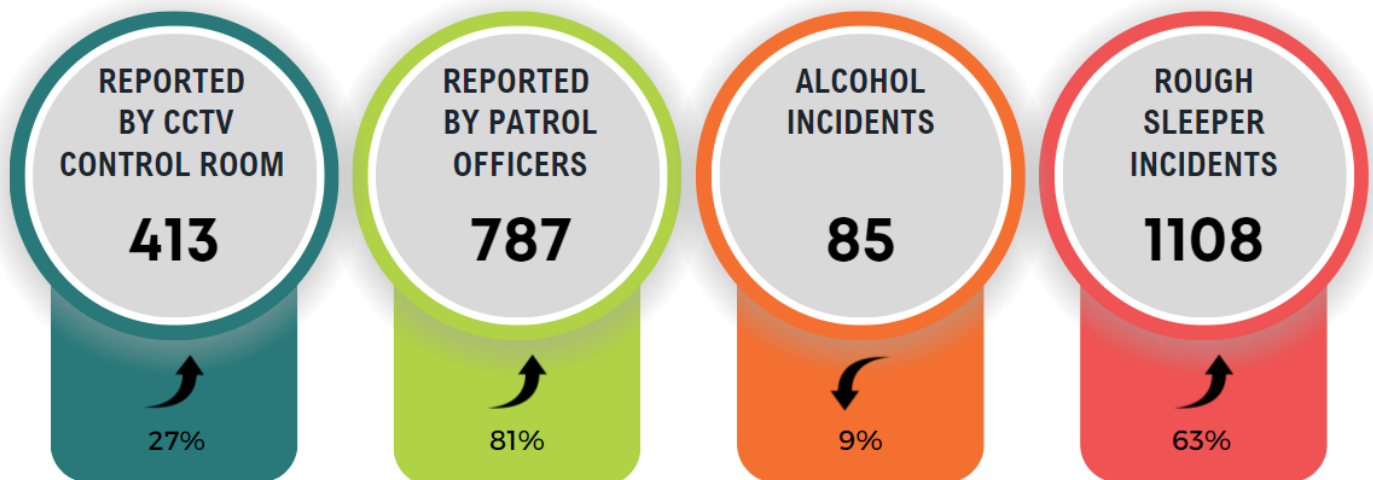


City Safe incidents reported	Oct-23	Nov-23	Dec-23	Total
Alcohol	93	85		178
Drugs	12	8		20
Assault	29	32		61
Local Laws	29	42		71
Other	181	237		418
Rough Sleeper / Homelessness	680	1,108		1,788
Alcohol in public	186	340		526
Alcohol unattended	3	5		8
Assault	22	19		41
Begging / Banning notices	12	20		32
Harassment	12	23		35
Medical Assistance	3	1		4
Rough sleeper Observations	76	72		148
Public drunkenness	7	14		21
Sleeping in public	319	561		880
Threat / verbal abuse	30	34		64
Theft	2	4		6
Urinating in public	2	3		5
Warrant	6	7		13
Total Youth Crime Incidents	98	69		167
Youth Crime Incidents	55	35		90
Youth Non-Crime incidents	6	3		9
Youth Observations	37	31		68

Incidents reported by:	Oct-23	Nov-23	Dec-23	Total
Queensland Police Service	205	173		378
Street Based Security	436	787		1,223
Camera Room	324	413		737
Community/Other	156	208		364

Police Response to incidents	Oct-23	Nov-23	Dec-23	Total
Incidents with QPS attendance	335	360		695
QPS request for Vision/Patch/CCTV assistance	362	319		681
Footage requests and uploads	149	161		310

NOVEMBER 2023 CITY SAFE INCIDENTS



Reported by CCTV Control Room and Reported by Patrol Officers:

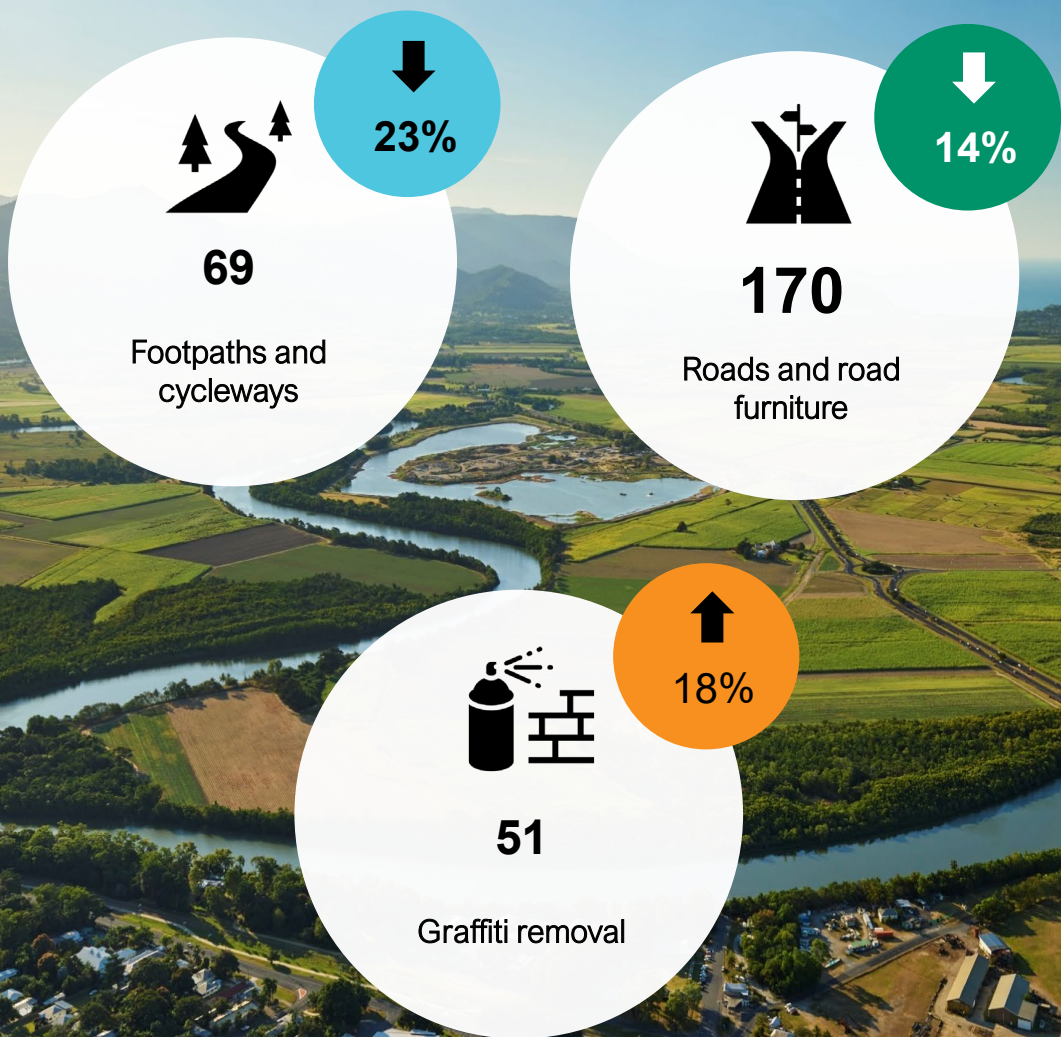
- Increased CBD patrols introduced on 6 Nov have provided ability to identify and react to more incidents. This large statistical increase (27% control room and 81% by patrol officers) evidences that there are issues in the CBD that our team can attend to with the increase in patrolling numbers.

Alcohol Incidents and Rough Sleeper Incidents:

- From 6 Nov increased SBS patrols saw an increase in reporting with 63% increase in Rough Sleeper (RS) detected incidents, 83% increase in alcohol related RS incidents, 75% increase in sleeping in public incidents detected.
- Youth crime incidents recorded a 36% decrease in incidents reported by City Safe Officers suggesting an increase in presence being a key deterrent however more statistical data over the coming months is needed to confirm this.

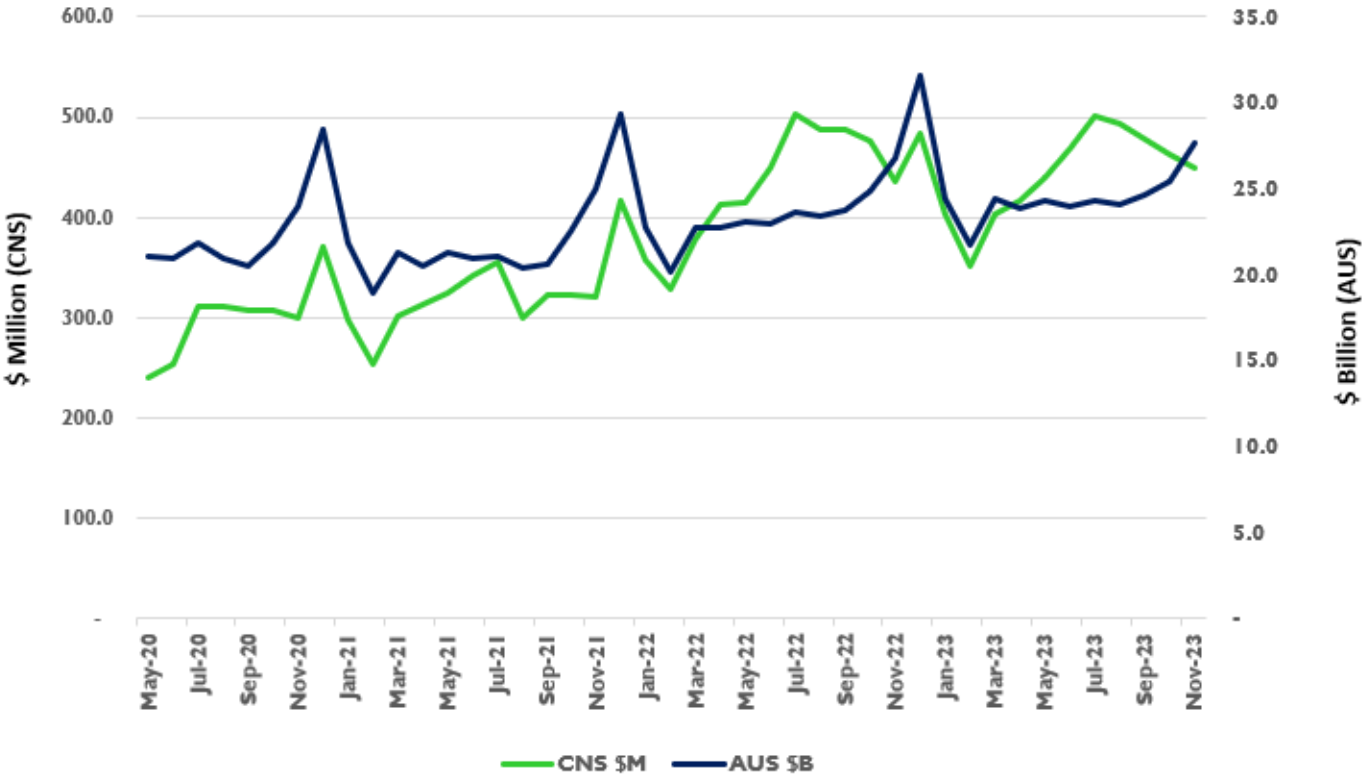
Cairns Infrastructure and Assets

Customer Requests – November 2023



Economic snapshot

Monthly consumer spending – Cairns vs Australia



CEO Month in Review

93/1/2 | #7324870 / 7324890

DECEMBER 2023

The data contained within this review relates to the following:

- Events from the month
- Workforce Profile
- Employment Pathways
- City Safe
- Cairns Infrastructure and Assets Customer Requests
- Economic Development and Advocacy Highlights
- Economic Snapshot
- Finance and Business Services Update
- Development and Planning Activity for 2023
- EX-Tropical Cyclone Jasper



Mica Martin
Chief Executive Officer

Community and Civic events

Christmas Light Switch On

Event: Christmas Tree Light Switch-on

Date & Venue: Friday 1 December, Lagoon Plaza

Attendance: Approx: 3,000 attendees

Purpose: An event to celebrate Christmas in the Cairns community via switching-on the city's Christmas tree lights. 2023 featured the Bluey Live Show.

Christmas Theming

1 December – 11 December 2023, The Lagoon Plaza, The Esplanade

Purpose: to generate a festive spirit for residents and businesses through visual decorations displayed on the Esplanade.

Notes: the tree was taken down early due to Tropical Cyclone Jasper, only the surrounding natural tree decorations designed by Hayley Gillespie and India Collins were reinstalled.



3,000 people



Community and Civic events



Carols in the Park

Event: Carols in the Park

Date & Venue: Sunday 17 December, Munro Martin Parklands and CPAC

Attendance: Event cancelled on the day due to the 2023 flood event

Purpose: A Christmas carols production to celebrate the festive season within the Cairns local community.

Mayor's Christmas Cheer Appeal Hamper Packing

Event: Hamper Packing Day

Date & Venue: Revised date of Tuesday 18 December, Fred Moule Pavilion

Attendance: 120 volunteers & 950 hampers distributed

Purpose: A one day event for volunteers to pack and deliver 950 food hampers for those in need at Christmas within the Cairns community.



950
Hampers

Community and Civic events

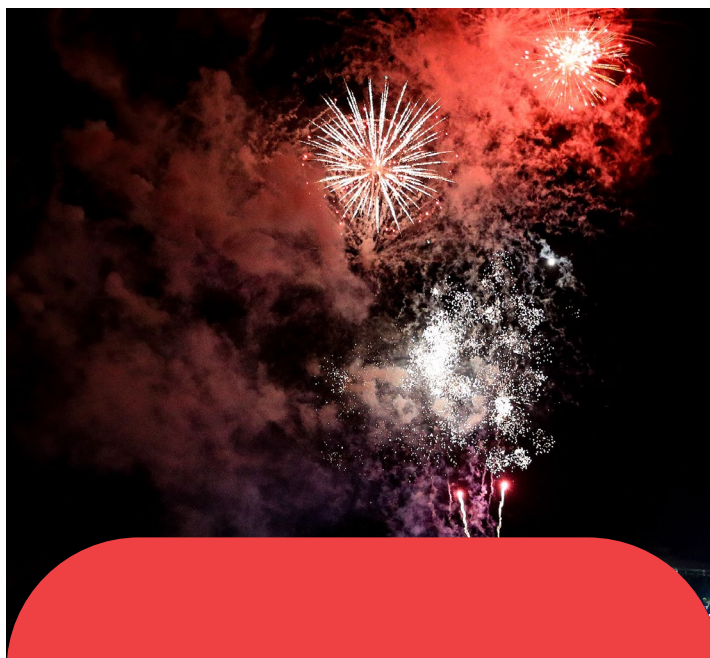
New Year's Eve Fireworks

Event: New Years Eve

Date & Venue: Sunday 31 December, various locations

Attendance: Varied at each site, estimated up to 20,000 total

Purpose: To celebrate the incoming year (2024) with 4 firework displays at 3 locations; Cairns City, Edmonton and Palm Cove and enjoy a family movie in the Park at Cairns City and Edmonton.



**est. 20,000
attendees**

Workforce profile

Age Demographic



- Employees 35 years of age and under:
- Employees 36 to 44 years of age:
- Employees 45 to 54 years of age:
- Employees 55 years of age and over:

Gender

Stream A (indoor staff)

Female – 409
Male – 358

Stream C (Trades)

Female – 0
Male – 84

Stream B (outdoor Ops)

Female – 53
Male – 368

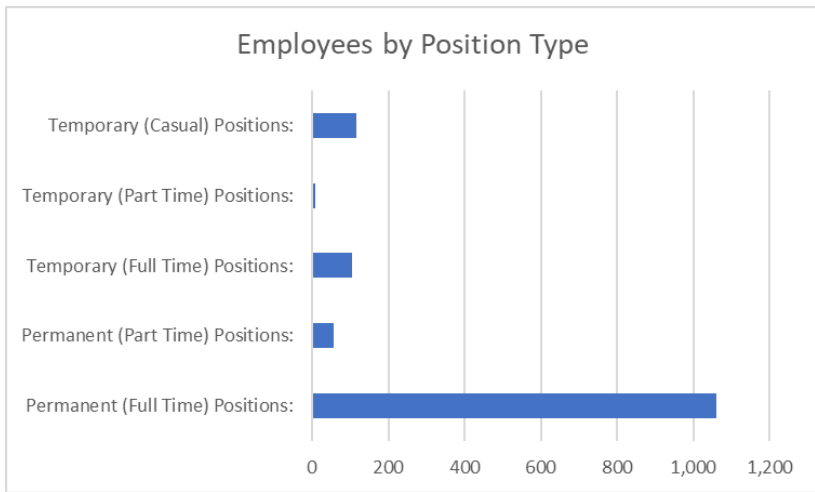
Trainee / Apprentices

Female – 4
Male – 33

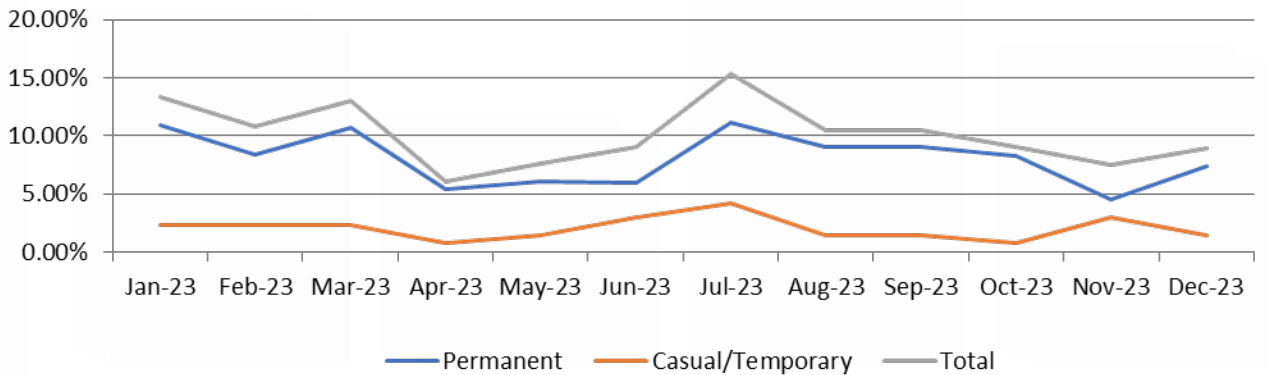
Of the 1309;

- 466 female
- 843 male

Note the total of 1309 (excludes Directors and EM's which is 31)



Employee Turnover



COMMENTARY:

According to ALGA, the national turnover rate in local government is around 15%, and closer to 20% in rural areas (current as at September, 2022).

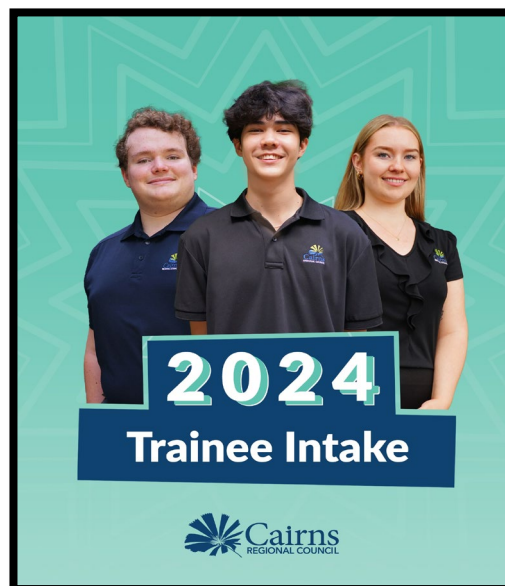
Employment Pathways

Outcome of 2023 campaign for 2024 intake

- Advertised in October for January
- All positions filled
 - 2 x plumbing, 1 x fitter, 2 x business FT and 2 x SB part-time
 - Fulltime roles commencing 22nd January
 - School based roles commencing 31st January

Current recruitment campaign

- 6 x traineeships (4 x business, 1 x ICT, 1 x Audio-vis & live production)
- Launched on the 12th of January
- Advertised on:
 - councils website
 - SEEK
 - Facebook post
 - Facebook advertisement
 - Public information session on the 18th January

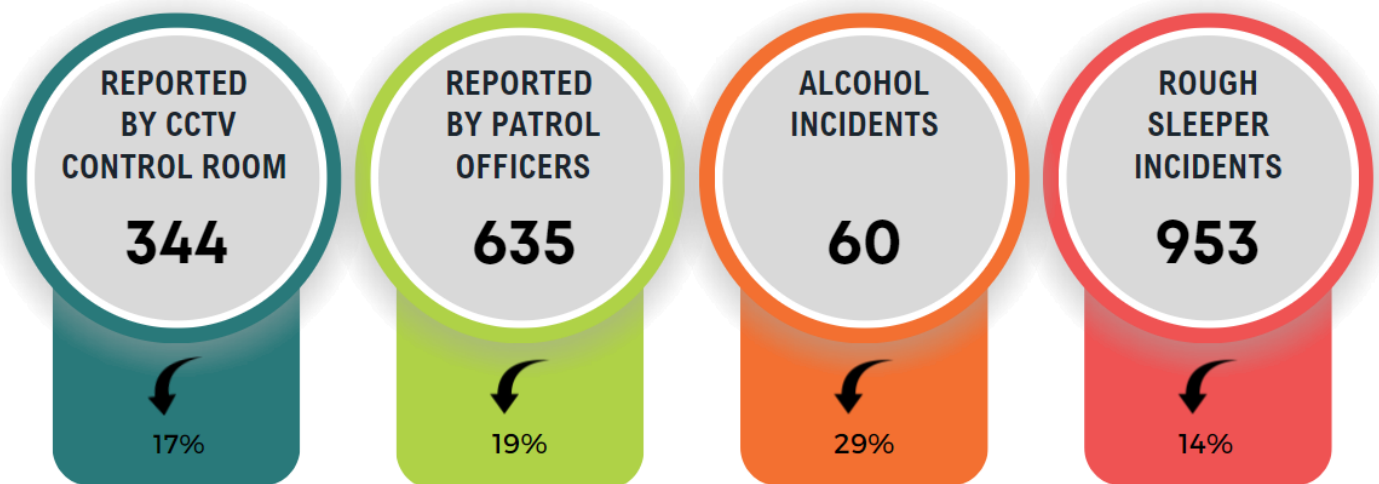


City Safe incidents reported	Oct-23	Nov-23	Dec-23	Total
Alcohol	93	85	60	238
Drugs	12	8	8	28
Assault	29	32	46	107
Local Laws	29	42	31	102
Other	181	237	216	634
Rough Sleeper / Homelessness	680	1,108	953	2,741
Alcohol in public	186	340	332	858
Alcohol unattended	3	5	5	13
Assault	22	19	19	60
Begging / Banning notices	12	20	32	64
Harassment	12	23	20	55
Medical Assistance	3	1	3	7
Rough sleeper Observations	76	72	80	228
Public drunkenness	7	14	3	24
Sleeping in public	319	561	426	1,306
Threat / verbal abuse	30	34	24	88
Theft	2	4	1	7
Urinating in public	2	3	5	10
Warrant	6	7	3	16
Total Youth Crime Incidents	98	69	30	197
Youth Crime Incidents	55	35	14	104
Youth Non-Crime incidents	6	3	5	14
Youth Observations	37	31	11	79

Incidents reported by:	Oct-23	Nov-23	Dec-23	Total
Queensland Police Service	205	173	159	537
Street Based Security	436	787	635	1,858
Camera Room	324	413	344	1,081
Community/Other	156	208	206	570

Police Response to incidents	Oct-23	Nov-23	Dec-23	Total
Incidents with QPS attendance	335	360	339	1,034
QPS request for				
Vision/Patch/CCTV assistance	362	319	260	941
Footage requests and uploads	149	161	122	432

DECEMBER 2023 CITY SAFE INCIDENTS



Increase/Decrease Nov/Dec

Reported by CCTV Control Room and Reported by Patrol Officers:

- Incidents in total down by 15% but still up on October by 20%, a month when we did not have the extra CBD patrols. City Safe experienced five full weather affected days in December where staff could not operate safely or at full capacity.

Alcohol Incidents and Rough Sleeper Incidents:

- Overall numbers remain high due to increased patrol interceptions. Likewise, Youth incidents continue to decline with fewer trouble seeking youth being identified throughout the CBD.
- Non R/S related assaults are up by 43%. This increase is as a direct result of increased party patronage prior to Christmas and is sadly common this period of each year.
- R/S activity was down by 14%. This could be partially attributed to the Cyclone Jasper event that saw a significant reduction in activity on the streets.

Cairns Infrastructure and Assets

Customer Requests – December 2023



0%

69

Footpaths and
cycleways



↑
19%

202

Roads and road
furniture



↓
35%

33

Graffiti removal

Economic Development

- The Economic Recovery Sub-Committee (ERS-C) has been stood up by the Local Disaster Management Group.

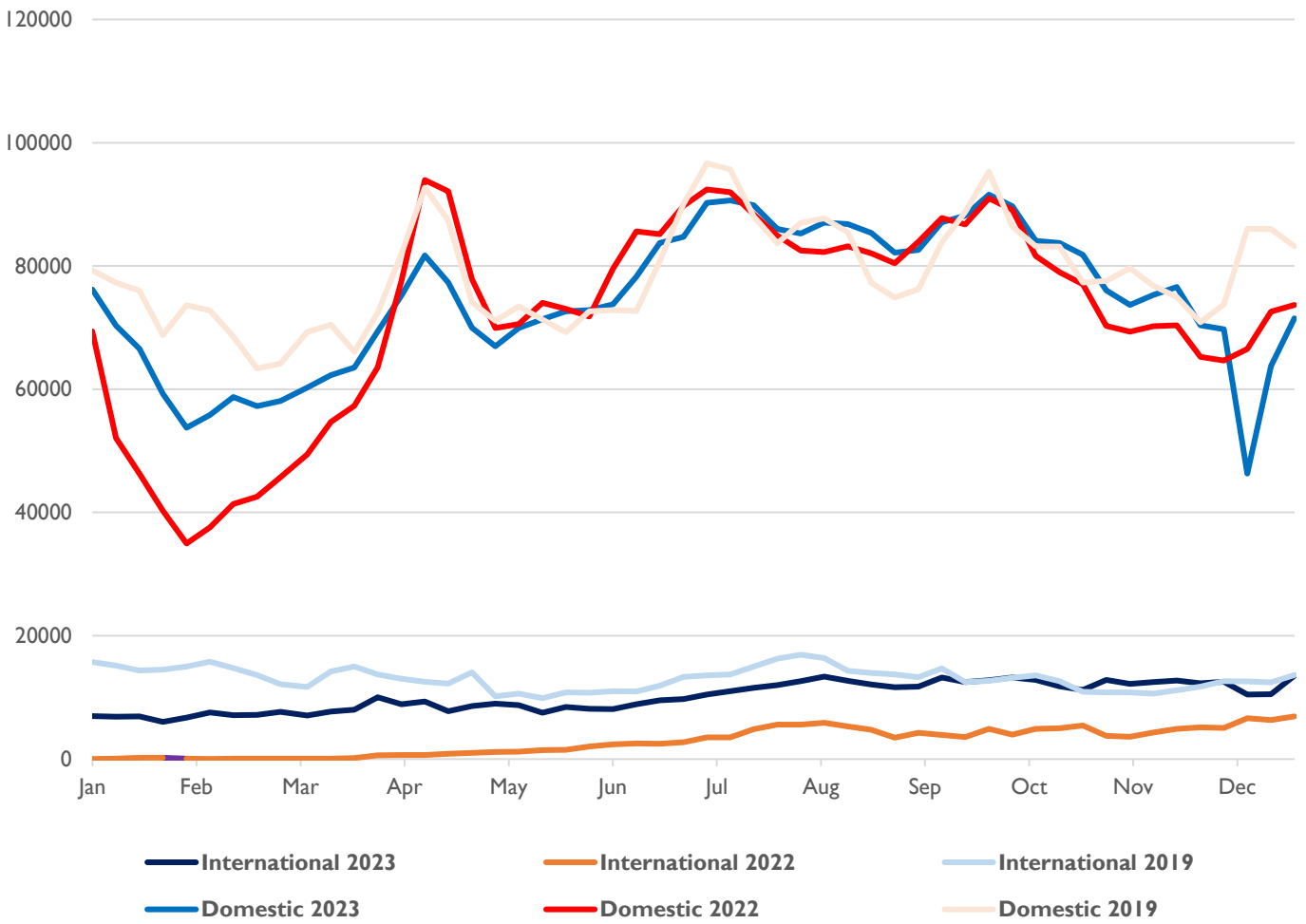
Major and Economic Events

- Crankworx Cairns Alliance contract signed for another 2 years, 2024 & 2025, with an Option for 2026.
- *New Major Events Policy* endorsed.
- Major Events outcomes for 21/22 and 22/23 reported, delivering \$58.4m in economic impact and 223,951 visitor nights to the region across 25 Major Events.
- Council endorsed renewal of 4x sponsorship agreements; Cairns Italian Festival, Cairns Amateurs, Red Hot Summer Tour, Reef to Reef.

Advocacy

- Council reconfirmed the Cairns Water Security – Stage 1 project as its number one advocacy priority.
- On the back of TC Jasper and the subsequent flooding event, Council provided disaster-related briefings to Prime Minister Albanese, Queensland Premier Steven Miles, Federal Opposition Leader Peter Dutton, and Federal Minister for Emergency Management Senator Murray Watt, all of whom visited the region.

Aviation (Weekly Passenger Movements Cairns Airport)



Data obtained from numerous sources, including Cairns Airport, Cairns Economic Profile (.id) and TNQ Regional Snapshot (TRA).

Financial Assistance – TC Jasper Flood Event

Rates

- Ratepayers severely impacted by the recent flood event caused by ex-Tropical Cyclone Jasper can apply for financial assistance in the form of extended interest-free payment arrangement. Assistance extends to all ratepayers including residential, commercial and rural.
- The latest half year rates notices were issued on 11 January and are due on 14 February.
- Ratepayers are encouraged to apply for assistance via Councils website or by calling Customer Service.
- To date, over 200 applications have been received with many more expected as rates notices are received.

Water Usage

- Council will ensure that impacted ratepayers are not charged for any excess water usage above their average usage.
- An allowance will be applied automatically to upcoming water usage notices, eliminating the need for a separate application.

Cyber Security Resiliency Program (CSRP)

- Council's Cyber Security Resiliency Program is moving to the implementation phase. The Program aims to refresh, enhance and refocus Council's cybersecurity capabilities via a holistic approach that aligns to agreed ICT strategy and standards to enable measurable progression to an increased level of maturity.
- A CSRP Roadmap has now been developed which details actionable recommendations based on priority and risk to deliver our desired 'target state'.
- The first project under the Roadmap will focus on 'Quick Wins' what will address critical and high risk items and also set the building blocks for Governance Risk and Compliance and also Network Segmentation.

TechOne Business Improvement (TOBI) Project

- The TOBI team are currently working through the Enterprise Asset Management (EAM) module implementation with the business.
- The EAM Module covers Asset Management, Work Management and Asset Accounting.
- Go live is scheduled for July 2024, the project is currently on track to meet the go live date.

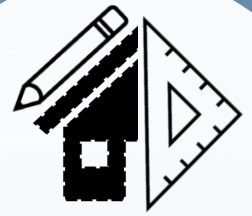
Development & Planning Activity for 2023

**387**

Decision Notices
issued

**204**

Pre-Lodgement
enquiries

**602**

Referral Agency
responses

**820**

Lots created

**86**

Infrastructure
agreements
executed

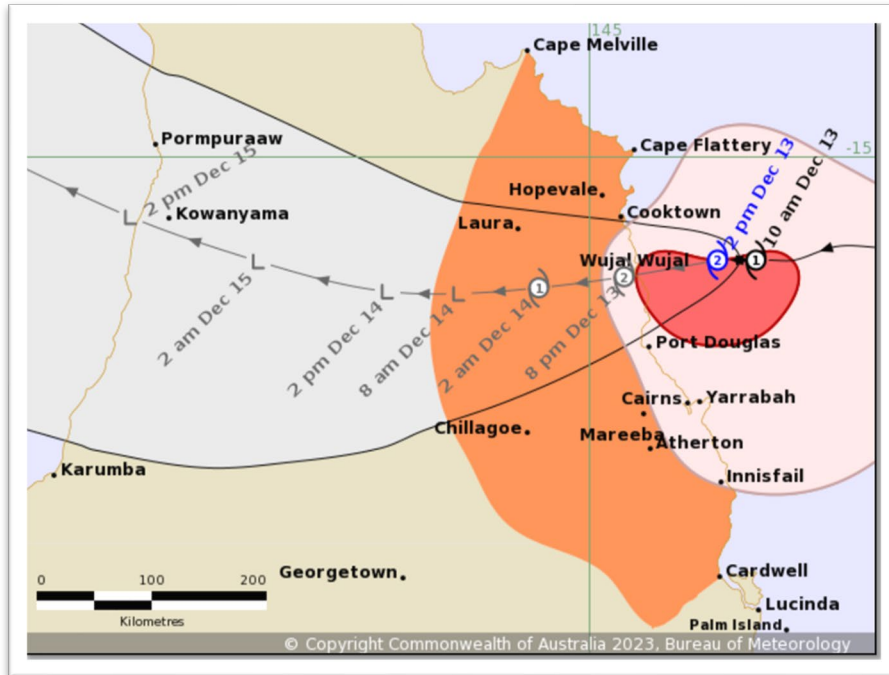
**2,960**

Customer enquiries

**97%**

Completed within KPI

EX-Tropical Cyclone Jasper Timeline



Track Map – TC Jasper 13 Dec 2pm

Wednesday 13 Dec – 8.00pm

- TC Jasper crossed coast at Wujal Wujal as Category 2

Thursday 14 Dec – 11.30 am

- BoM Update, Jasper now a tropical low - severe weather warning for heavy rainfall today and into Friday – have already seen with between 200-400mm last 24 hours
- Flood watch for most Far North Qld catchments

Friday 15 Dec – 11.30 am

- BoM Update – ex TC Jasper slowed down over peninsula resulting in tropical north coast experiencing heavy rain – another 150mm to 250mm in last 24 hours (<https://fb.watch/psRcr8SdmT/>)
- Expect more rain today and into Saturday
- Cairns now outside of the severe weather warning
- Flood watch most of Far North Qld – Cairns ‘moderate’ flood warning

EX-Tropical Cyclone Jasper Statistics

- 3 months' worth of waste was presented in one week at our transfer stations during the week prior to TC Jasper crossing (pre-cyclone clean up)
- At the height of the flooding, the volume of water that passed the gauge at Myloa hit 6800m³ - equal to 2.7 swimming pools of water per second
- 600 bins 'missing' post event - required replacements
- 3,000+ rapid damage assessments completed
- Critical water shortage – 2 hrs of supply only (ability to produce drinking water compromised due to blocked intake)

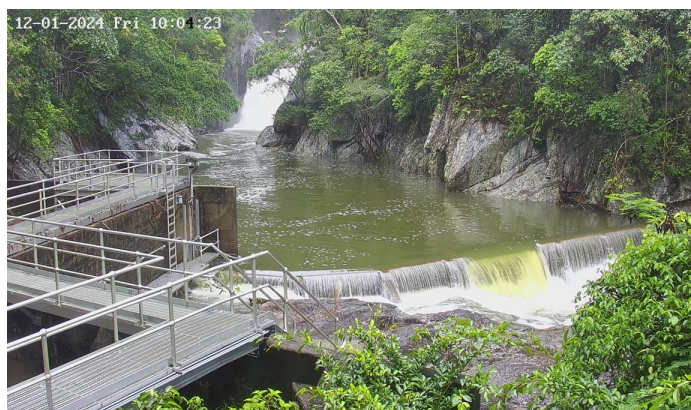


- Casuarina Street – 5 days to construct a 100-metre causeway to reconnect 55 homes that were isolated (images above)
- 475 meters of water pipe replaced (372 meters Holloways Beach Causeway)
- Only flood gauge operational at present is Myloa (combination of BOM and CRC assets)

EX-Tropical Cyclone Jasper

Statistics cont.

- Cairns Disaster Dashboard was accessed by 244,000 users with 2.8 million event counts recorded
- Cairns Disaster Centre Facebook page reached 710,000 people and attracted 9,300 new followers
- Cairns Clean Up Crew – 200+ volunteers assisting over 100+ residences attended
- At it's peak of 2.7m over the Spillway, Copperlode Dam was spilling 210,000Litres/second. This flow rate is equivalent to the entire volume of our 38 Billion Litre dam flowing over the spillway every 2 days.



Crystal Cascades: 17 December 2023 and 12 January 2024

- Limited disruption to residents' water and sewerage despite multiple breaks, access issues (Northern Treatment Plant flooded and non-operational (image below))



EX-Tropical Cyclone Jasper

Statistics cont.

107

- Wastewater Retic - Machan Beach vacuum station & catchment – 8 staff x 5 days x 12 hours shifts to rebuild = 480 hrs
- First time ever Cairns Airport has closed due to flooding
- 237 meters rising main replaced or installed
- 37 vacuum pods removed, serviced and repaired
- 4,394 alarms sent to SCADA call out phone
- 32,732 alarms sent to all reticulation call out phones
- 673 CRM's – Water Retic (13 Dec – 11 Jan)
- 158 CRM's – Wastewater (13 Dec – 11 Jan)
- 14 pallets or 16,162 litres of water delivered various sites
- Kerbside collection – increase of 636 CRM compared to same time last year



Landslips and road damage