

COUNCIL WINS APP AWARD

Noosa Council has won the Snap Send Solve Community Engagement State Award in the inaugural 2022 Solver of The Year Awards.

Snap Send Solve is a free app that simplifies the reporting of community issues across Australia.

The app makes reporting easy for Noosa residents and visitors when they see an issue while out and about.

Cooran resident Andrea Taylor says Snap Send Solve is a great tool to communicate issues to Council 24/7.

“I’ve been using Snap Send Solve for over three years, you get a good response and can do it right there and then when you have an issue, and don’t need to wait on the phone or do during office hours,” Ms Taylor said.

Noosa Council out-performed 90 organisations in Queensland to win the title.

Jason Pratt, Council Customer Service Manager, said, “having pictures attached really helps to identify and prioritise the requests we receive, and we’ve seen consistent growth. In 2022 we received 4966 reports.”

Noosa residents can find out more information on Council’s website – noosa.qld.gov.au – and download the app from the App Store or Google Play.



SNAP: Customer Service Officers Kenzo and Tasha (left and right) with Noosa resident Andrea (centre).

WORK CONTINUES ON \$80 MILLION FLOOD REPAIR PROGRAM

A year since the 2022 floods, Council is making progress on the massive reconstruction effort needed to restore essential assets

It has been a busy 12 months for Council since the storm event which impacted South East Queensland.

Noosa Shire has a program of works across 11 localities, including the repair of 30 landslides, 13 water crossings or drainage structures and 70 roads.

The work is expected to total approximately \$80 million and

is funded through assistance provided through the jointly-funded Commonwealth/State Disaster Recovery Funding Arrangements (DRFA).

Director of Infrastructure Services, Larry Sengstock, says the most significant impact is a landslide which has destroyed a section of Black

Mountain Road, Black Mountain.

“Progress towards that rebuild took a step further this week by publishing of the forward procurement notice,” he said.

“In January this year the repair of the landslide nearby Crawfords Road, Black Mountain, was completed to help ensure continued access to the new detour created by the larger landslide.”

Late last year, some interim works were completed on Schreibers Road, Cooran to protect water main infrastructure.

Mr Sengstock said the dedicated project team continued to assess the works program and prioritise repairs based on the impact to the community and resources availability.

RAPID RESPONSE TEAM LAUNCHED



ON THE ROAD: Council’s new rapid response team will ensure a swift fix to damage and other infrastructure issues.

Council has formed a new rapid response team to swiftly deal with damage reports and other public infrastructure issues across the shire. The team will be first on scene to “make safe” the site or infrastructure that is damaged or not operating as intended, until further works can be carried out.

The move will help tackle an increase in customer requests and speed up job completion times to ensure community expectations are being met.

The team will assess damage, prioritise and implement repairs and safety measures.

“Wherever possible, the multidisciplinary team will complete

immediate repairs, or install barriers and temporary signage advising that Council is aware of the issue and repairs will be completed as soon as practical,” Infrastructure Services Director, Larry Sengstock, said.

Any work that is beyond the capacity of the rapid response team will be scheduled to be completed at a later date.

Rapid Response Officer, Mark Jackson, said, “the requests we have received so far have been varied, no two days are the same. We have responded to oil spills, phones being dropped in a drain, trip hazards, overgrown vegetation, sign damage and emergencies such as trees that have fallen across the road.”

The rapid response team is committed to providing a high level of customer service. Once the site has been inspected, the team will contact the customer directly to advise of the outcome.

“The community response has been very positive so far. We have been contacting customers after completing their request and they have been very happy with our prompt service and communication,” Mr Jackson said.

LIVING WELL NOOSA PROGRAM EXPANDS

Activities on offer from the coast to the hinterland to support residents

Noosa Council’s latest initiative, the Living Well Noosa program, is already expanding, much to the delight of local residents.

The program includes popular classes such as beach yoga, mindfulness sessions, Pilates, art therapy, crocheting and sewing workshops amongst others.

Council’s Community Programs Officer, Angela Romanowski, said the program has been well received within the community.

“One of our newest classes is the Workers’ Wellness Wednesdays. This event focuses on the combination of physical and mental wellness, with



ART OF LIVING WELL: Angela Romanowski (left) from Council joins locals (L-R) Norma Donnelly and Penny Robertson at the art therapy class with Holistic Integrated Art Therapist Michelle Greene.

classes changing every month,” Ms Romanowski said.

Local resident and art lover Penny Robertson finds the weekly art therapy group at Peregrin Beach Community House uplifting and inspirational.

“I love my Thursday morning art class. It gets me out of the house. I have met people with whom I now go to lunches, outings and social events outside the class,” Ms Robertson said.

Council launched the Living Well program with a specific focus on promoting preventive strategies related to mental wellbeing and social connection across the shire.

For more information on the Living Well Noosa program visit Council’s website – noosa.qld.gov.au

IN BRIEF

Shire-wide traffic counts underway

Council is using pneumatic rubber tube strips and cameras to conduct traffic counting at more than 95 intersections across the Shire.

Used for traffic counting only, this technology can classify vehicles based on their type, size, and speed.

Traffic counting is an important activity in Council’s infrastructure planning. It provides valuable information on the flow of traffic, evaluates road performance, and enables Council to make informed decisions about the design and operations of our infrastructure network for the future.

Counts have recently been completed in Cooroy, Doonan and Tewantin, with further suburb counts scheduled until May.

CHECKING THE PIPES

Did you know that Council maintains over 250km of stormwater pipes?

Council is currently using camera footage to inspect the stormwater network to help identify cracks, blockages, tree roots and other maintenance issues before they turn into bigger problems.

So far, half of the network has been inspected. The footage has found an abundance of items that do not belong in the drains such as bottles, balls, plastics and an esky lid. Please bin it - don’t drop it to help avoid blocking the drains and keep Noosa litter free.