

AGENDA

1st Ordinary Council Meeting

Tuesday 6 October 2020

The Ordinary Meeting of the City of Palmerston will be held in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston, NT 0830 commencing at 5:30 PM.

COVID-19 Statement of Commitment

The Ordinary Meeting of Council will be open to the public and holds a Statement of Commitment to adhere to:

- Physical distancing measures
- Health and hygiene principles



LUCCIO CERCARELLI
CHIEF EXECUTIVE OFFICER

TABLE OF CONTENT

1	ACKNOWLEDGEMENT OF COUNTRY	4
2	OPENING OF MEETING	4
3	APOLOGIES AND LEAVE OF ABSENCE.....	4
3.1	Apologies.....	4
3.2	Leave of Absence Previously Granted.....	4
3.3	Leave of Absence Request	4
4	REQUEST FOR AUDIO/AUDIOVISUAL CONFERENCING	4
5	DECLARATION OF INTEREST	4
5.1	Elected Members.....	4
5.2	Staff.....	4
6	CONFIRMATION OF MINUTES.....	4
6.1	Confirmation of Minutes	4
6.2	Business Arising from Previous Meeting	4
7	MAYORAL REPORT	4
8	DEPUTATIONS AND PRESENTATIONS.....	8
9	PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS).....	8
10	CONFIDENTIAL ITEMS	8
10.1	Moving Confidential Items into Open	8
10.2	Moving Open Items into Confidential	8
10.3	Confidential Items	8
10.3.0	Confidential Items	8
11	PETITIONS.....	9
12	NOTICES OF MOTION.....	9
13	OFFICER REPORTS	9

13.1 Receive and Note Reports	10
13.1.0 2020 Community Survey Research Report.....	10
13.1.2 Organisational Services Quarterly Report - July to September 2020	60
13.1.3 City Growth and Operations Quarterly Report - July to September 2020.....	73
13.1.4 Palmerston Lakes Management Plan Update.....	88
13.2 Action Reports	93
13.2.1 Inclusive, Diverse and Accessible Policy Framework	93
13.2.2 Council Policy Review - FIN17 Rate Concession.....	105
13.2.3 Shared Paths - Walk, Cycle and Scoot to School Grant Acquittal	116
13.2.4 End of Financial Year 2019/20 Reserve Allocation.....	123
14 INFORMATION AND CORRESPONDENCE	126
14.1 Information.....	126
14.2 Correspondence.....	126
15 REPORT OF DELEGATES.....	126
16 QUESTIONS BY MEMBERS	126
17 GENERAL BUSINESS.....	126
18 NEXT ORDINARY COUNCIL MEETING	126
19 CLOSURE OF MEETING TO PUBLIC.....	126
20 ADJOURNMENT OF MEETING AND MEDIA LIAISON	126

1 ACKNOWLEDGEMENT OF COUNTRY

2 OPENING OF MEETING

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

3.2 Leave of Absence Previously Granted

3.3 Leave of Absence Request

4 REQUEST FOR AUDIO/AUDIOVISUAL CONFERENCING

5 DECLARATION OF INTEREST

5.1 Elected Members

5.2 Staff

6 CONFIRMATION OF MINUTES

6.1 Confirmation of Minutes

THAT the Minutes of the Council Meeting held on 15 September 2020 pages 10212 to 10221 be confirmed.

6.2 Business Arising from Previous Meeting

7 MAYORAL REPORT

MAYORAL REPORT

1st Ordinary Council Meeting

AGENDA ITEM: 7.1
REPORT TITLE: Mayoral Update Report - 6 October 2020
MEETING DATE: Tuesday 6 October 2020
AUTHOR: Mayor, Athina Pascoe-Bell

COMMUNITY PLAN

Governance: Council is trusted by the community and invests in things that the public value.

PURPOSE

This report provides Council with a summary of some recent activities.

KEY MESSAGES

- Advocating on behalf of Council with Australian and Northern Territory Governments.
- Attendance at a variety of activities and services in Palmerston on behalf of Council, such as Harmony Week, World Suicide Prevention Day, Peacekeepers Day and National Police Remembrance Day.
- Proud to represent Council at the launch of SWELL, the proposed revitalisation of the Palmerston Swimming Pool.
- I attended this year's Public Speaking Competition at St Teresa Catholic Primary School as one of the judges, where this year's students had to speak to the question, 'Coronavirus has had a Positive Impact on the World'.

RECOMMENDATION

THAT Report entitled Mayoral Update Report - 6 October 2020 be received and noted.

DISCUSSION

Meeting with the Member for Spillett, Mrs Lia Finocchiaro

The CEO and I met with the Member for Spillett, Mrs Lia Finocchiaro to discuss her ongoing support of projects in Palmerston.

Meetings with Federal and Northern Territory Ministers

The CEO and I had the opportunity to meet with the following members of the Federal and Northern Territory Governments:

Member for Solomon, Mr Luke Gosling MP OAM,
Senator Samantha McMahon,
Hon. Warren Snowdon,
Hon. Eva Lawler and,
Hon. Kate Wordon

to discuss current projects, funding opportunities, ongoing support, and community issues in Palmerston.

In October, we will meet with the Chief Minister Hon. Michael Gunner and the Minister for Local Government, Arts and Culture Hon. Chanston Paech, and in November with Senator for the Northern Territory, Malarndirri McCarthy.

Harmony Week- Conversations with Coffee and Cake

Due to COVID-19 the Harmony Week celebrations normally held every year in March were postponed and instead a Harmony Day Event was held this month.

Harmony Week is about inclusiveness, respect and belonging for all Australian's, regardless of cultural or linguistic background.

I attended the event hosted in partnership with 'Grow Well, Live Well' a community initiative focused on working together in Palmerston for the wellbeing of children and young people. The event featured performances from local groups and free coffee to invoke conversation.

World Suicide Prevention Day

I was invited to attend an event for World Suicide Prevention Day at Billeroy House. The event was organised to gather and recognise first responders. The event focused on highlighting the needs of people at risk of suicide and promote understanding and awareness around suicide and effective prevention activities.

Peacekeepers Day

I was honoured to attend the Peacekeepers event at Palmerston War Memorial Park, hosted by the Palmerston RSL. The ceremony highlighted the role that Australia's armed forces have played in global peacekeeping operations.

National Police Remembrance Day

The National Police Memorial honours and remembers those police men and women, from all of the Australian police jurisdictions, who gave their lives in the line of duty, or who have died as a result of their duties, be it on service here within Australia or overseas. I attended the service at the St Mary's Star of the Sea Cathedral, Thank you to the Deputy Commissioner, Ian Smalpage for the invitation.

SWELL Media Launch

City of Palmerston with support from the Northern Territory Government, has announced the commencement of community consultation for a \$15 million proposed revitalisation of Palmerston's only public Swimming Pool. I was proud to attend the Media Launch along with the Minister for Infrastructure and Planning and Logistics, Hon. Eva Lawler, Member for Drysdale. The project will deliver vital upgrades to the Palmerston Swimming and Fitness Centre to ensure there is something for everyone in the Palmerston Community.

Catholic Primary School's Public Speaking Competition

For the second year in a row, I was invited to judge the Catholic School's speaking competition at Mother Teresa Catholic Primary School in Zuccoli. The topic this year was 'Coronavirus has had a Positive Impact on the World'

The idea was to reframe the narrative for students from an overwhelmingly negative picture to help them gain a broader understanding of the Pandemic.

The students presented some very thoughtful and emotive speeches. Well done to all those involved.

POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

There are no budget or resource implications relating to this report.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

There are no risk, legal and legislative implications relating to this report.

ATTACHMENTS

Nil

- 8 DEPUTATIONS AND PRESENTATIONS
- 9 PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS)
- 10 CONFIDENTIAL ITEMS

10.1 Moving Confidential Items into Open

10.2 Moving Open Items into Confidential

10.3 Confidential Items

THAT pursuant to *Section 65(2) of the Local Government Act* and *Regulation 8 of the Local Government (Administration) Regulations* the meeting be closed to the public to consider the following confidential items

Item	Confidentiality
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25.2.1

8(c)(iv)	This item is considered 'Confidential' pursuant to Section 65(2) of the <i>Local Government Act</i> and 8(c)(iv) of the <i>Local Government (Administration) Regulations</i> , which states municipal council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person is discussed.
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8(e)	This item is considered 'Confidential' pursuant to Section 65(2) of the <i>Local Government Act</i> and 8(e) of the <i>Local Government (Administration) Regulations</i> , which states municipal council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information provided to the council on condition that it be kept confidential.
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A Place for People

- 11 PETITIONS
- 12 NOTICES OF MOTION
- 13 OFFICER REPORTS

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.1.0
REPORT TITLE:	2020 Community Survey Research Report
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	Chief Executive Officer, Luccio Cercarelli
APPROVER:	Chief Executive Officer, Luccio Cercarelli

COMMUNITY PLAN

Governance: Council is trusted by the community and invests in things that the public value.

PURPOSE

This Report presents to Council the outcomes of the 2020 Community Survey.

KEY MESSAGES

- The City of Palmerston conducts an annual survey of residents to understand community attitudes, perception and satisfaction with various facilities and services.
- The survey aligns to the Community Plan and several key performance indicators.
- In 2020, the survey was conducted in August with 634 residents participating.
- Results for 2020 survey showed that the overall Council performance rating has improved to 6.77/10 (up from 6.56 last year) and its highest level recorded since research commenced in 2012.
- While not a traditional measure for Councils the net promoter score improved to - 4 being a 5-point improvement on the -9 in 2019.
- Highest performing areas included providing libraries and library services, kerbside waste collection providing and maintaining Archer Waste Management Facility. This was consistent with last year.
- The two most important issues for the community are crime/safety and addressing anti-social behaviour and increasing/maintaining green spaces.
- The community highlighted Council achievement was in the delivery of more green space.
- The Report has identified several existing or proposed 2020/2021 initiatives designed to continue improving performance.

RECOMMENDATION

THAT Report entitled 2020 Community Survey Research Report be received and noted.

BACKGROUND

When Council considered the 2019 Community Survey Results it identified a number of initiatives designed to improve Council performance.

The Survey aligns to the Community Plan and several key performance indicators.

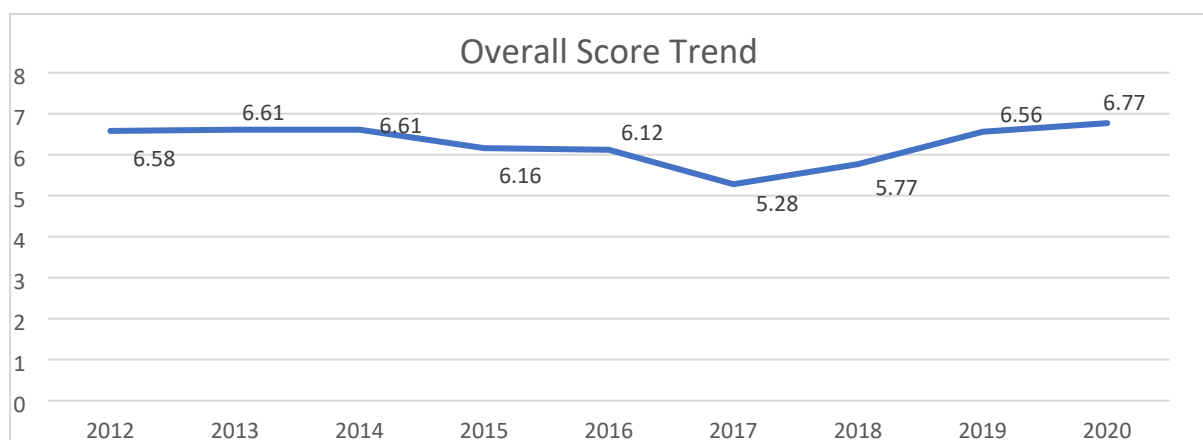
The Survey was conducted in August 2020, by a suitably qualified and independent organisation, KANTAR, with 634 participants. 600 residents were surveyed by telephone and 34 completed the online survey.

The report presents the research results.

DISCUSSION

The 2020 Community Survey Research Report (KANTAR, September 2020) is provided as **Attachment 13.1.0.1**.

Overall, there has been some very promising improvements in Council's performance in 2020 with overall performance increasing to 6.77/10 (up from 6.56 last year). This is the highest overall score since researched commenced in 2012.



All Community Plan Outcome Areas have seen an increase in performance.

Key Area	2019	2020	Change
Family and Community		6.80/10	↑0.12
Vibrant Economy	6.01/10	6.28/10	↑0.27
Cultural Diversity	7.04/10	7.21/10	↑0.17
A Future Focus	6.70/10	6.84/10	↑0.14
Environmental Sustainability	7.16/10	7.33/10	↑0.17
Governance	6.01/10	6.17/10	↑0.16
Net Promoter Score	- 9	-4	↑5
Overall Performance	6.56/10	6.77/10	↑0.21

In 2020, Council's performance has increased with 69% of the community rating Council's performance as good or very good. This represents a 6% increase in 2019.

In 2020 we have also seen an increase in Council's Net Promoter Score (NPS) with a score of -4 being an improvement on -9 for last year representing a 5-point improvement. The NPS represents how likely the community is to recommend living in Palmerston.

The overall scores for outcomes are informed by several specific measures within each Community Plan Outcome area. There is a total of 35 measures and in 2020 we saw an increase in 32 of the measures and minor decreases in 3 measures.

The areas that saw the greatest increase in 2020 include:

- Supporting and attracting new and existing businesses (up 0.43)
- Council has a long-term vision for Palmerston economy (up 0.42)
- Supporting innovation in the business community (up 0.39)

Areas that decreased in 2020 include:

- Providing and maintaining community halls (down 0.21)
- Hosting enough quality community events (down 0.08)
- Palmerston is 'A place for people' (down 0.03)

With the first two items that have seen a decrease, these could be directly related to COVID-19 restrictions being facilities closed and events cancelled for a significant part of 2020, to comply with national safety requirements.

It is also noted that despite the decrease the overall scores of the three items each remain above 6.5/10.

Specific Outcome Measure Results for each measure as represented by KANTAR are as follows.

Family and Community

Overall, family and community performed relatively well with an overall average of 6.8 out of 10. This is a slight increase compared to the results achieved in 2019. The highest performing aspect of the measure was 'maintaining parks and playgrounds which averaged 7.34. This was followed by 'managing Palmerston Swimming and Fitness Centre', which averaged 7.08.

The poorest performing aspect related to family and community was 'advocating for the community' in planning issues' which received an average score of 5.99 out of 10.

To maintain or improve these scores, Council's 2020/2021 adopted budget includes numerous initiatives including but not limited to:

- Hosting community events in the financial year. Several events have been affected by COVID-19 and are being re-imagined.
- A \$1.45 million upgrade of the Gray Community Hall.
- Public consultation has commenced on the SWELL Project to revitalise the Palmerston Swimming and Fitness Centre.
- Council has increased its engagement with dog owners including the development of a new dog park and expansion of Marlow Lagoon Parks.

- Regulatory Services will maintain increased service level, with increased patrols, increased enforcement, and education, and has increased services offered outside of hours.
- A review of the Animal Management By-laws to provide the most contemporary and responsive local laws in the Northern Territory will commence in 2020/21.
- Council is in its second year of investing \$15,000 per year for three years in a de-sexing program to reduce the amount of unwanted and feral cats and dogs in the community.
- Animal Education will continue to increase communication and engagement of Council's key messages.
- Council will continue promotion of Council's vision of "A Place for People" so Palmerston is recognised as the Family City of the Northern Territory.
- Council's "Dark Spots" programs will ensure new public lighting assets are improving community safety.
- Council is working closely with the Northern Territory Planning Commission in the review of the Central Palmerston Area Plan, and in so doing will also be promoting the importance of urban planning for the whole municipality.
- Council will continue its greening the city initiative delivering improved public amenity.
- Final stage of the southern section of Temple Terrace Landscaping will be completed.
- Council is offering free access to the Palmerston Swimming Pool.
- Council is offering free Community Venue Hire until 30 June 2021.
- A draft rating for Council's Laneways has been developed with Community consultation to occur.

Vibrant Economy

Vibrant economy as an overall outcome saw an increase in 2020 of 0.27, scoring 6.28 out of 10.

The Council's slogan, 'A Place for People', received moderate awareness (43%). Despite this, residents agreed with the sentiment of the slogan with an average agreement score of 6.80 out of 10.

Increases were observed in 2020 in terms of agreement that Council has a long-term vision for the Palmerston economy, and Council's performance in supporting and attracting new and existing businesses.

In order to maintain or improve these scores, Council's 2020/2021 adopted budget includes numerous initiatives including but not limited to:

- Council is advocating for better land use outcomes as part of the Northern Territory Government's review of the Palmerston Central Area Plan. This includes the provision of appropriate levels of open space.
- Council has extended free parking in the City Centre until 20 June 2021.
- Council has made a submission the Northern Territory Economic Reconstruction Committee identifying projects worth \$404 million to stimulate the economy and create jobs.
- Council in partnership with the Northern Territory Government will be introducing a 'my Palmerston initiative to support local businesses.
- Council will look for opportunities to promote Palmerston businesses across the region.
- Continued investment in promoting Council's brand and image.
- Council will continue to develop its social media channels including Facebook and Instagram. Council's Instagram page has been designed to highlight the City's people and community.

- Council be will launching parking payment application to support Council's implemented carparking strategy. Council will also finalise and implement the Palmerston Local Economic Plan this year, which will contain a number of objectives to stimulate the local economy.

Cultural Diversity

In 2020, cultural diversity saw an increase in all four measures that make up this overall outcome area.

The largest increase came from promoting art and culture (increasing 0.28) and providing recognition and support for our indigenous and multi-cultural community also increased in 2020 by 0.20.

Providing libraries and library services to the community continues to score highly, achieving 8.276/10 in 2020.

In order to maintain or improve these scores, Council's 2020/2021 adopted budget includes numerous initiatives including but not limited to:

- Inconsideration of COVID-19 Council is looking for opportunities to grow and re-imagine its events.
- Funding of \$1.7 million for library services, including ongoing collection development and the expansion of popular programs such as:
 - Nurserytime and Storytime for the early years
 - Tech and Coding programs
 - Youth engagement initiatives
 - "Drop in Computer Sessions" and "Get Job Ready" resume and job assistance sessions for adults
 - "Be Connected" digital literacy programs for seniors; and
 - Special Storytime's for culturally and linguistically diverse groups.
- Ongoing modernisation and innovation of the Library and delivery of Library services.
- Outreach into the multicultural community, including multi-cultural family dinners and regular citizenship ceremonies.
- \$130,000 funding for Community Benefit Scheme recipients.
- \$80,000 of new funding for a program of public art installations around Palmerston.
- Development of an Inclusive, Diversity and Accessibility Framework for Palmerston.
- Installation of two Anytime Library facilities, one in Zuccoli and one in Moulden to improve access to library materials.
- Construction of a Music and Video Recording Studio in the Palmerston Library.

A Future Focus

In another very positive finding, all areas measured under outcome area 'A future focus' achieved increases in 2020. The highest performing area continues to be maintaining roads, and the lowest performing area in 2020 was found to be the flexibility of the City of Palmerston. The greatest increase in this outcome area came from Council's performance in supporting innovation in the business community, increasing by 0.39 since 2019.

In order to maintain or improve these scores, Council's 2020/2021 adopted budget includes numerous initiatives including but not limited to:

- Infrastructure investment in road reseals, in new pathways and pathway replacements, and in drainage upgrades and maintenance.
- Replacement of 4,700 public lights with energy efficient LEDs to provide more effective lighting, reduce energy consumption and electricity costs.
- Investment in improvements to “Dark Spots” in Palmerston to ensure appropriate lighting in public area.
- Projects in partnership with the Northern Territory Government including:
 - Connected Pathways
 - School Zone Road Safety Improvements
 - Greening and Cooling the City
 - Community Safety projects in laneways
 - Palmerston Library Upgrade planning
 - Mitchell Creek and Escarpment Feasibility and Operations Study.
- Expanded library services, including continued collaboration with Litchfield Council on operation of the Taminmin Library and a review of library opening hours.
- Finalisation of Assets Management Plus for transport, pathways and drainage infrastructure.
- Development of an Open Space Strategy.
- Partnership with Australian Government to deliver new Gray Community Hall
- Continued advocacy by Council to ensure that as new suburbs are built, community services and infrastructure are delivered in line with the Community Plan.

Environment Sustainability

Council also saw consistent increases in the outcome area of environmental sustainability. The highest performing area is kerbside waste collection, scoring 8.33/10. This area also recorded the largest increase in 2020. Other larger increases came in the areas of promoting environmental sustainability (up by 0.29) and increasing shading and greening the city (up by 0.25).

In order to maintain or improve these scores, Council's 2020/2021 adopted budget includes numerous initiatives including but not limited to:

- Ongoing investment in tree planting, including a grant made by the Northern Territory Government for projects across the city.
- Investment in final landscaping stage of the southern end of Temple Terrace, with contribution from Northern Territory Government.
- 2019 Pre-Cyclone Clean-Up.
- Demonstrated leadership through an education campaign including interactive tools to encourage and enable recycling.
- Community environment grants for local projects.
- Continuation of the delivery of solar panels on Council buildings which have delivered up to 38% saving in energy consumption.
- Reduction in carbon emissions and electricity costs from the installation of LED public lights.
- Development of City of Palmerston Sustainability Strategy
- Development of a Lake Management Plan.

Governance

Governance received an overall average of 6.17 out of 10, representing a slight increase of 0.16 since 2019. The highest performing aspect in this outcome area was 'Council's Effectiveness' which averaged 6.41 in 2020.

In order to maintain or improve these scores, Council's 2020/2021 adopted budget includes numerous initiatives including but not limited to:

- Ongoing Implementation of the Community Plan into all aspects of Council activities, especially strategic planning, budgeting, and reporting.
- Council has implemented an Instagram page, and continues to deepen its engagement on Facebook.
- Council will conduct a further three "Council to the Community" Meetings this year to bring Elected Members closer to the community and encourage more participation in Council's decision-making process.
- A continued presence at the Palmerston Markets, and a public forum preceding Council meeting.
- Council continues its focus on communication as a key aspect of all projects and activities.
- Ongoing review of Council policies to ensure they reflect best practice, respond to legislative changes, reflect the Community Plan and align to the new Local Government Act.
- Continuation of adopted internal audit program.
- Review and endorsement of Strategic Risk Register.
- Review of Terms of Reference of Council Committees and Advisory Committees.
- Ongoing training for Elected Members and staff.
- Continued development of our website and social media channels.

Additional Findings

The survey also provided details to a variety of Council related issues. The information received will be further considered in the development of Council's Long Term Financial Plan, Annual Budget, and programs.

Some highlights are as follows:

- 9% of the total sample identified as Aboriginal or Torres Strait Islander, and of this group, 38% agree that Council is inclusive and has a strong relationship with their indigenous community, an 8% decrease since last year.
- Awareness of Council's slogan 'A Place for People' increased significantly in 2020, with 43% of the community aware, compared to 37% in 2019. Belief in this statement is at 61% in 2020, representing a slight decrease (of 2%) since 2019.
- Among promoters, the most common reasons for scoring high at the NPS question include being a generally nice place to live, proximity to amenities and parks and open space.
- Among detractors, the most common reason for providing a low likelihood to recommend score include crime and safety issues (55%). This is consistent with the finding from 2019.
- Overall, Council's area of highest performance is 'kerbside waste collection', scoring 86% satisfaction.
- The lowest performing area was in supporting and attracting new and existing businesses (33%).

- Compared to the 2019 results, in 2020 Council has seen significant improvements in terms of satisfaction in the areas of kerbside waste collection and supporting and attracting new and existing business.
- A decrease since 2019 has been found in the area of supporting innovation in the business community.
- When asked why people feel Council is doing a good job, the community generally mentioned that Council are doing a good job, and that things in the area are perfect.
- For those who rated Council's performance as 'poor' overall, the main reason for this was due to a lack of communication from Council.
- The two most important issues to the City of Palmerston community are:
 1. Crime/safety and addressing antisocial behaviour; and
 2. Maintaining / increasing green spaces.
- From the perspective of the community, the most significant achievement that Council has achieved is the creation of more green spaces.
- Usage of Council facilities remained reasonably consistent in 2020 compared to 2019, with the Archer Waste Management Facility among the top used (68%), followed by shared pathways (67%). Usage of the Palmerston Recreation Centre and Community halls had lower usage rates in the three months prior to launching the survey.
- In 2020, the proportion of people in the community who agree that Council has a long-term vision for the economy has increased by 6%, and community perceptions of Council's accountability also increased slightly (by 2%).
- In 2020, we have seen increases in the proportion of people who feel that Council is effective (up 5%) and accessible (up 2%). The results for Council being flexibly remained consistent in 2020.
- Those who indicated that Elected Members are not accessible were asked how they could be more accessible. The most common response in 2020 was online, through online forums and via email (20%), followed by face to face interactions (19%). This is a significant shift from 2019, where the community wanted to see Elected Members at events in the community.
- 37% of the community have had contact with Council on a specific issue in the past year, with this contact generally happening via phone (60%), and the majority of the community rating Council's customer service as Very good or Good (66%).
- Contact with Council appears to be steadily decreasing over time, with 2020 recording one of the lowest levels of contact recorded since the research has been undertaken.
- Council appears to be providing information to the community in the channels preferred by the community, with the top two channels being through Council's website and social media.

Local Issues

This year the survey identified what was most important to participants at a local level.

These results are provided by suburb on page 30 of the report on page 40 of **Attachment 13.10.1**.

It must be noted that this data is indicative only, as the participation on numbers by suburb vary and may not be statistically correct.

This information will be analysed and used to inform and improve program delivery with suburbs to ensure Council is meeting Community needs.

The issues that featured most commonly as most important include:

- Crime/Safety

- Maintaining and increasing green spaces
- Road/footpath maintenance
- Cleanliness
- No issues

It is noted that with some issues such as crime and safety, the primary responsibility may be with Government but Council can advocate on behalf of the community and deliver some programs (for example lighting upgrades) that will influence these issues.

Next Steps

The survey results will be initiatives to inform existing and future programs and services as well as the development of the draft 2021/2022 budget.

The results from the 2020 relating to key performance measures will be used within the 2019/2020 Annual Report to be delivered in November 2020.

CONSULTATION PROCESS

This report does not require community consultation. Council will undertake a media release and social media to inform the community of the outcomes.

The following internal City of Palmerston Staff were consulted in preparing this report:

- Deputy Chief Executive Officer
- Director City Growth and Operations

POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

Provision has been made in the 2020/2021 Municipal Plan and budget to fund the work being undertaken by Council as outlined in this report. Some of these initiatives also receive funding from the Australian and Northern Territory Governments.

Where it is required, future funding will be sought as part of budget considerations in future years.

The proposed business survey will cost an estimated \$46,970.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

With a population of approximately 36,000 a sample size of 34 provides a minor margin of error. This means Council can be confident that if it had asked the question of the entire population, the percentage level of response, would expect to be marginally different. This is considered a robust sample size and an acceptable margin of error for most government applications.

Council has a number of annual key performance measures which are measured via this survey. The results are positive for the year and they will be reported with Council's Annual Report.

There is a risk that if Council does not continue with its initiatives and consider the results and use them to inform future decisions that the level of Community satisfaction may decline.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications from this report, however several initiatives being undertaken by Council will reduce carbon emissions and create renewable energy.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

I the author and approving officer declare that I do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. 2020 Community Survey Research Report [13.1.0.1 - 40 pages]



City of Palmerston

2020 Community Survey Research Report DRAFT REPORT

Prepared by Sarah Zanker & Jake Villaverde
20 September 2020
Kantar Ref: 263406466



Contents.

1. Executive summary	3
2. Background & methodology	6
3. Key findings	8
4. Results in detail	15

1

Executive summary

The City of Palmerston's 2020 Community Survey.

Background & Methodology

The City of Palmerston conducts an annual survey of residents to understand community attitudes, perceptions and satisfaction with various facilities and services.

The survey is conducted through a combination of telephone and online surveys. In 2020, the 15 minute telephone survey was conducted in August with 600 residents of the City of Palmerston. The survey was also made available online.

The total sample sizes achieved were as follows:

- Telephone sample n=600
- Online sample n=34

Key findings

Overall performance

The results of the 2020 survey show that the overall Council performance rating has increased to 6.77 / 10 (up from 6.56 last year) and is at its highest level recorded since 2014.

Net Promoter Score

While not a traditional measure for councils, the net promoter score for residents of Palmerston in 2020 sits at -4 (out of a possible range of -100 to +100). When compared to a benchmark of -19 for three other Australian Councils, this is a relatively good score. It is also a 5-point improvement on Council's NPS In 2019.

Highest performing services

Consistent with the results achieved in 2019, the highest areas of performance included providing libraries and library services to the community, kerbside waste collection, and providing and maintaining the Archer waste management facility.

Key issues

When asked explicitly what the most important issues are in the local area, the majority of respondents mentioned crime and safety issues.

The two most important issues to the City of Palmerston community are Crime/safety and addressing antisocial behaviour; and maintaining / increasing green spaces. Positively, when asked to consider Council's achievements over the past year, the most common response was Council's achievements in the area delivering more green space.

The 2020 Community Survey Results: At a glance.

Overall there has been some very promising improvements when it comes to Council's performance in 2020.

In addition to making improvements in terms of overall satisfaction and Council's NPS score, each of the 6 outcome areas have seen an increase in performance.

The areas that saw the greatest increases in 2020 include:

- Supporting and attracting new and existing businesses (up 0.43)
- Council has a long-term vision for Palmerston economy (up 0.42)
- Supporting innovation in the business community (up 0.39)

Areas that decreased in 2020 include:

- Providing and maintaining community halls
- Hosting enough quality community events
- Palmerston is 'A place for people'

Key Area	2019	2020	Change
Family and Community	6.68	6.80	↑ 0.12
Vibrant Economy	6.01	6.28	↑ 0.27
Cultural diversity	7.04	7.21	↑ 0.17
A Future Focus	6.70	6.84	↑ 0.14
Environmental Sustainability	7.16	7.33	↑ 0.17
Governance	6.01	6.17	↑ 0.16
Net promoter score	-9	-4	↑ 5
Overall Performance	6.56 / 10	6.77 / 10	↑ 0.21

2

Background & methodology



Background, objectives and research methodology.

An important survey to understand the needs of the community and Council's performance.

The City of Palmerston is home to over 36,000 residents and is the second largest and fastest growing city in the Northern Territory. The City of Palmerston recently issued an updated community plan based around 6 key outcome areas: Family and community, Vibrant Economy, Cultural Diversity, A Future Focus, Environmental Sustainability and Governance.

To better align the Community survey with these outcomes, the City of Palmerston revitalise the existing questionnaire and prioritised a robust and comprehensive document over the ability to compare to previous measures.

Under each outcome sit a range of indicators to measure Council's progress against each. Many of these indicators are measured and tracked through Council's standard operating processes. However, others rely on the thoughts, perceptions and satisfaction levels of the community, which is measured through the annual community survey.

A consistent methodology to enable year on year tracking

To meet the objectives of the research and gain a clear and representative picture of community perceptions and satisfaction, a 15 minute telephone survey was conducted in August 2020 with 600 residents of the City of Palmerston. The survey was also made available online.

The total sample sizes were as follows:

- Telephone sample n=600
- Online sample n=34

The sampling frame was designed to be representative of the City of Palmerston Community in terms of age and gender. To adjust for any shortfalls in the sampling, the data was weighted at an overall level to be in line with the population of Palmerston with regard to age and gender.

Telephone interviewing was conducted by ISO20252 accredited telephone research interviewers and residents were reassured that the research was in compliance with the Privacy Act.

3

Key findings



Family and community.

Overall, family and community performed relatively well with an overall average of 6.8 out of 10. This is a slight increase compared to the results achieved in 2019. The highest performing aspect of the measure was 'maintaining parks and playgrounds' which averaged 7.34. This was followed by 'managing the Palmerston swimming & fitness centre', which averaged 7.08.

The poorest performing aspect related to family and community was 'advocating for the community in planning issues' which received an average score of 5.99 out of 10.

Measure	Score 2019	Score 2020	Change
Managing Palmerston swimming & fitness centre	6.86	7.08	↑ 0.22
Maintaining parks and playgrounds	7.26	7.34	↑ 0.08
Providing and maintaining community halls	6.80	6.59	↓ 0.21
Managing the Palmerston Recreation Centre	6.69	7.02	↑ 0.33
Hosting enough quality community events	6.78	6.70	↓ 0.08
Advocating for the community in planning issues	5.76	5.99	↑ 0.23
Providing animal management services	6.63	6.91	↑ 0.28
Overall:	6.67 / 10	6.80 / 10	↑ 0.13

Vibrant economy.

Vibrant economy as an overall outcome saw an increase in 2020 of 0.27, scoring 6.28 out of 10.

The Council's slogan, 'A place for people', received moderate awareness (43%). Despite this, residents agreed with the sentiment of the slogan with an average agreement score of 6.80 out of 10.

Increases were observed in 2020 in terms of agreement that Council has a long-term vision for the Palmerston economy, and Council's performance in supporting and attracting new and existing businesses.

Measure		Score 2019	Score 2020	Change
Awareness of Council's slogan 'A place for people'		37%	43%	↑ 6%
Agreement that:	Palmerston is 'A place for people'	6.83	6.80	↓ 0.03
Agreement that:	Council has a long-term vision for Palmerston economy	5.95	6.37	↑ 0.42
Performance in:	Supporting and attracting new and existing businesses	5.25	5.68	↑ 0.43
Overall:		6.01 / 10	6.28 / 10	↑ 0.27



Cultural diversity.

In 2020, cultural diversity saw an increase in all four measures that make up this overall outcome area.

The largest increase came from promoting art and culture (increasing 0.28) and providing recognition and support for our indigenous and multicultural community also increased in 2020 by 0.20.

Providing libraries and library services to the community continues to score highly, achieving 8.27 / 10 in 2020.

Measure	Score 2019	Score 2020	Change
Supporting culturally diverse events	7.02	7.14	↑ 0.12
Promoting art and culture (e.g. public art, murals, paving etc.)	6.28	6.56	↑ 0.28
Providing libraries and library services to the community	8.20	8.27	↑ 0.07
Providing recognition and support for our indigenous and multicultural community	6.68	6.88	↑ 0.20
Overall:	7.04 / 10	7.21 / 10	↑ 0.17



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A future focus.

In another very positive finding, all areas measured under outcome area 'A future focus' achieved increases in 2020. The highest performing area continues to be maintaining roads, and the lowest performing area in 2020 was found to be the flexibility of the City of Palmerston. The greatest increase in this outcome area came from Council's performance in supporting innovation in the business community, increasing by 0.39 since 2019.

Measure		Score 2019	Score 2020	Change
Performance in:	Supporting innovation in the business community	5.65	6.04	↑ 0.39
How:	Innovative is the City of Palmerston?	5.95	6.08	↑ 0.13
	Flexible is the City of Palmerston?	5.89	6.00	↑ 0.11
Performance in:	Ensuring roads built by developers are fit for purpose	7.10	7.22	↑ 0.12
	Maintaining roads	7.31	7.51	↑ 0.20
	Ensuring footpaths built by developers are fit for purpose	7.07	7.17	↑ 0.10
	Maintaining footpaths	6.95	6.99	↑ 0.04
	Providing shared pathways	6.81	6.92	↑ 0.11
	Maintaining shared pathways	6.88	7.00	↑ 0.12
	Maintaining drainage facilities	7.37	7.44	↑ 0.07
Overall:		6.70 / 10	6.84 / 10	↑ 0.14



Environmental sustainability.

Council also saw consistent increases in the outcome area of environmental sustainability. The highest performing area is kerbside waste collection, scoring 8.33 / 10. This area also recorded the largest increase in 2020. Other larger increases came in the areas of promoting environmental sustainability (up 0.29) and increasing shading and greening the city (up 0.25).

Measure	Score 2019	Score 2020	Change
Providing opportunities for recycle and re-use through the Pre-cyclone clean up	7.56	7.77	↑ 0.21
Managing gardens and nature reserves	7.27	7.34	↑ 0.07
Maintaining Lakes	7.12	7.15	↑ 0.03
Increasing shading and greening the city	6.27	6.52	↑ 0.25
Kerbside waste collection	8.02	8.33	↑ 0.31
Providing & maintaining Archer Waste Management Facility	7.78	7.87	↑ 0.09
Promoting environmental sustainability	6.07	6.36	↑ 0.29
Overall:	7.16 / 10	7.33 / 10	↑ 0.17



Governance.

Governance received an overall average of 6.17 out of 10, representing a slight increase of 0.16 since 2019. The highest performing aspect in this outcome area was 'Council's Effectiveness' which averaged 6.41 in 2020.

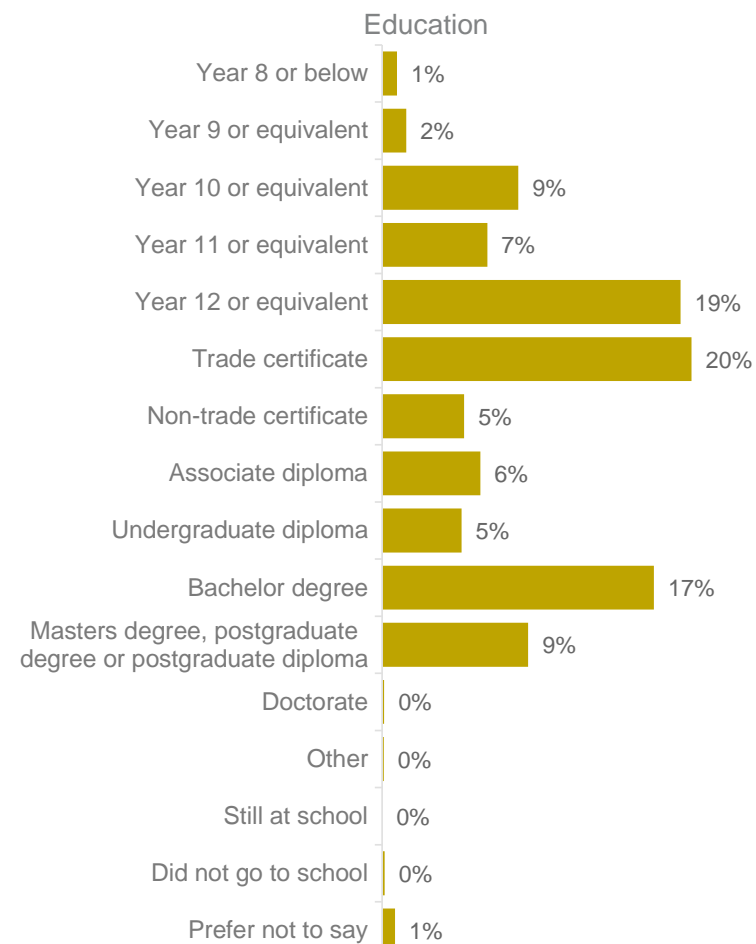
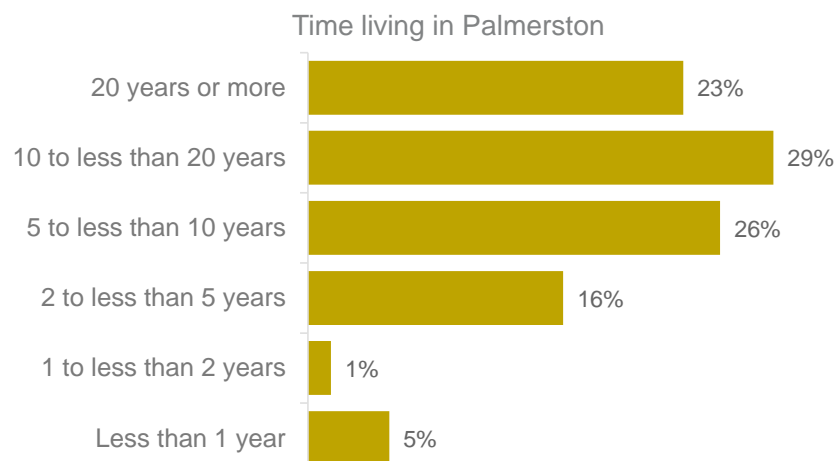
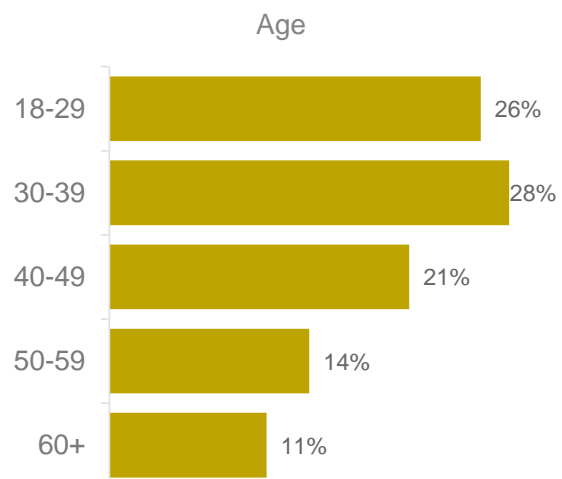
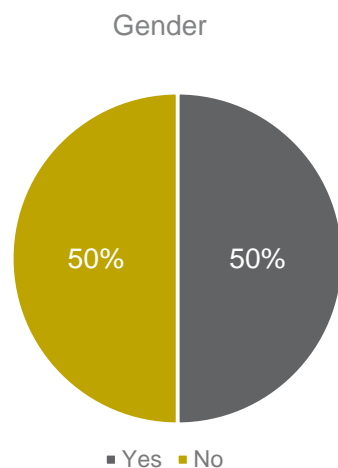
Community consultation, namely 'providing residents the opportunity to comment on decision making and interact with council', performed lowest in this outcome area.

Measure		Score 2019	Score 2020	Change
How:	Accountable is the City of Palmerston Council?	6.13	6.27	↑ 0.14
	Effective is the City of Palmerston Council?	6.22	6.41	↑ 0.19
Performance in:	Providing you with the opportunity to comment on Council's decision making and interact with Council	5.63	5.71	↑ 0.08
	Achieving funding and getting things done by working in partnership with government and the community	6.05	6.30	↑ 0.25
Overall:		6.01 / 10	6.17 / 10	↑ 0.16

4

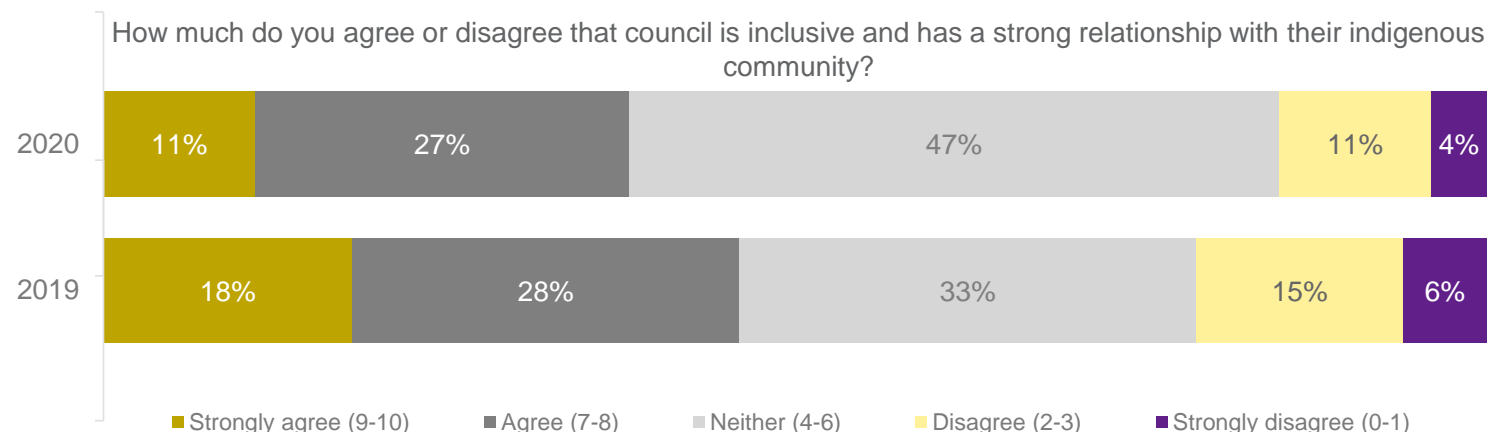
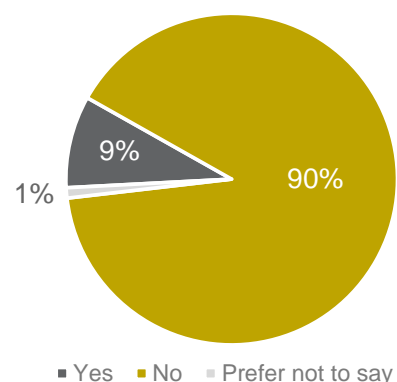
Results in detail

Demographics.

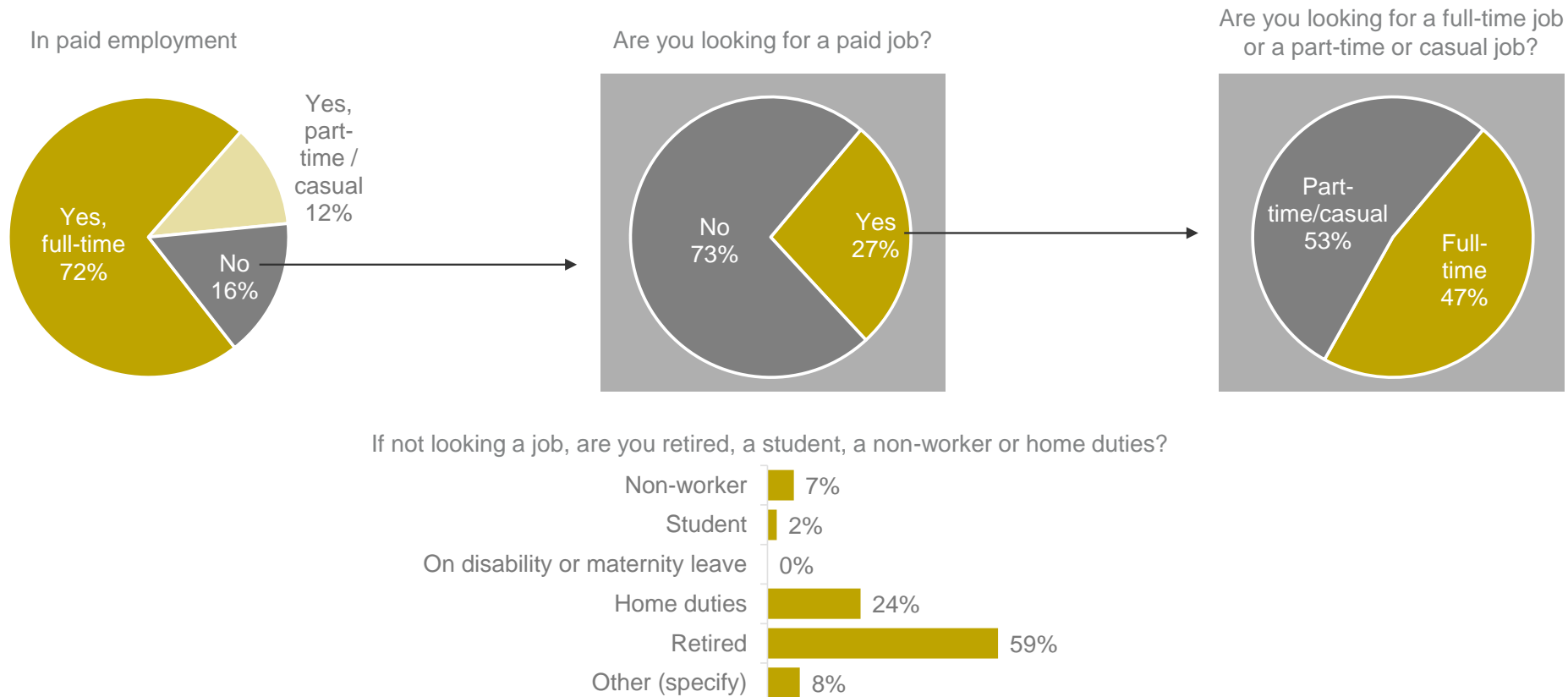


9% of the total sample identified as Aboriginal or Torres Strait Islander, and of this group, 38% agree that Council is inclusive and has a strong relationship with their indigenous community, an 8% decrease since last year.

Do you identify as Aboriginal or Torres Strait Islander?

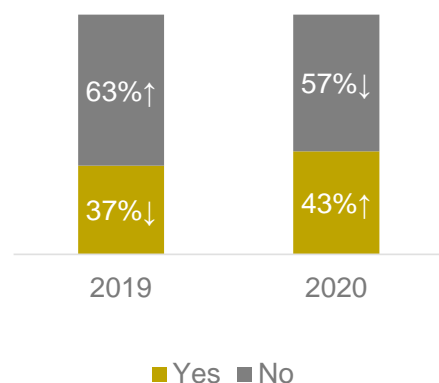


84% of the community are in either full or part time employment, and among those not currently employed (16%), most are retired.

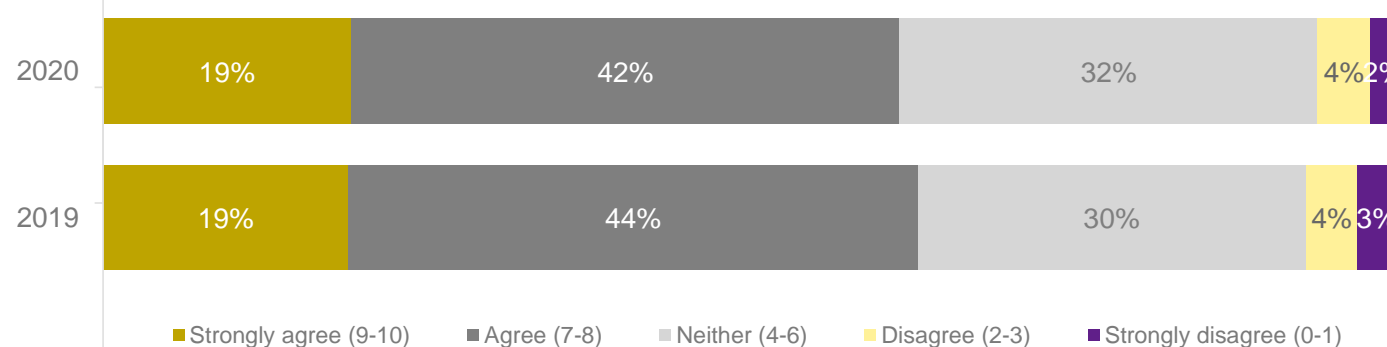


Awareness of Council's slogan 'A place for people' increased significantly in 2020, with 43% of the community aware, compared to 37% in 2019. Belief in this statement is at 61% in 2020, representing a slight decrease (of 2%) since 2019.

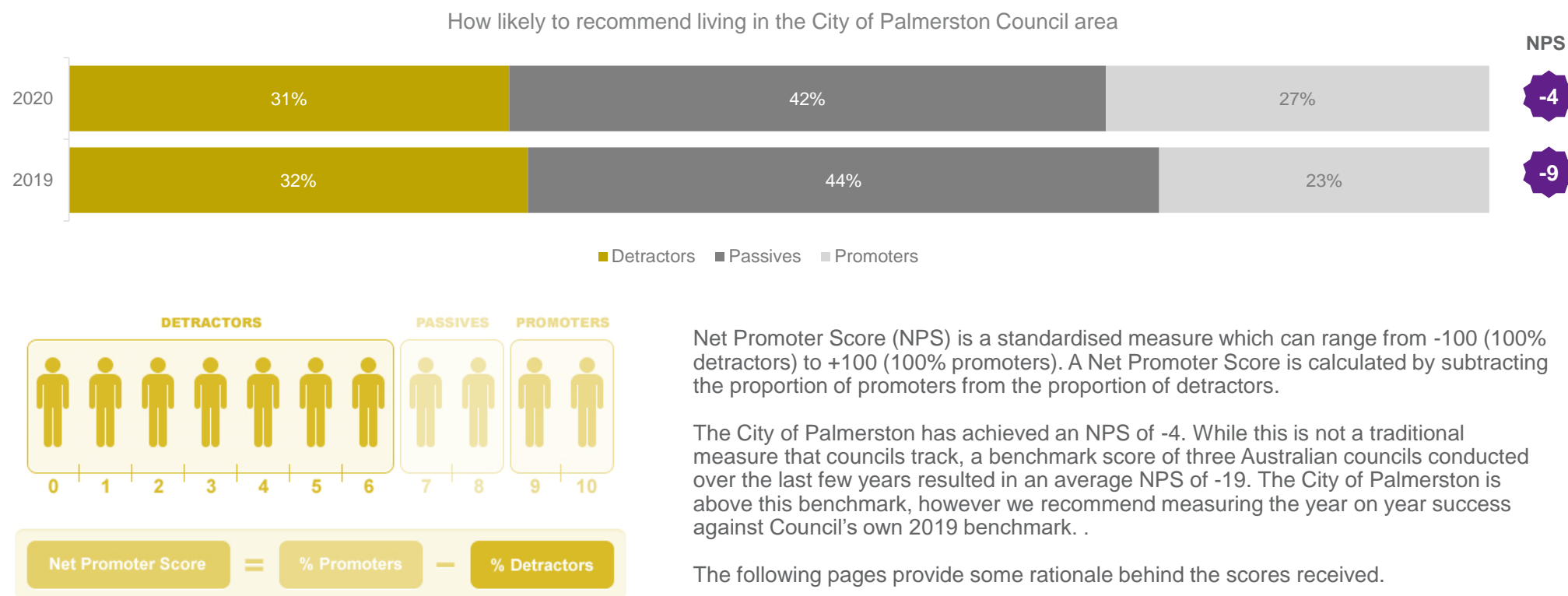
Are you aware of council's slogan 'A place for people'?



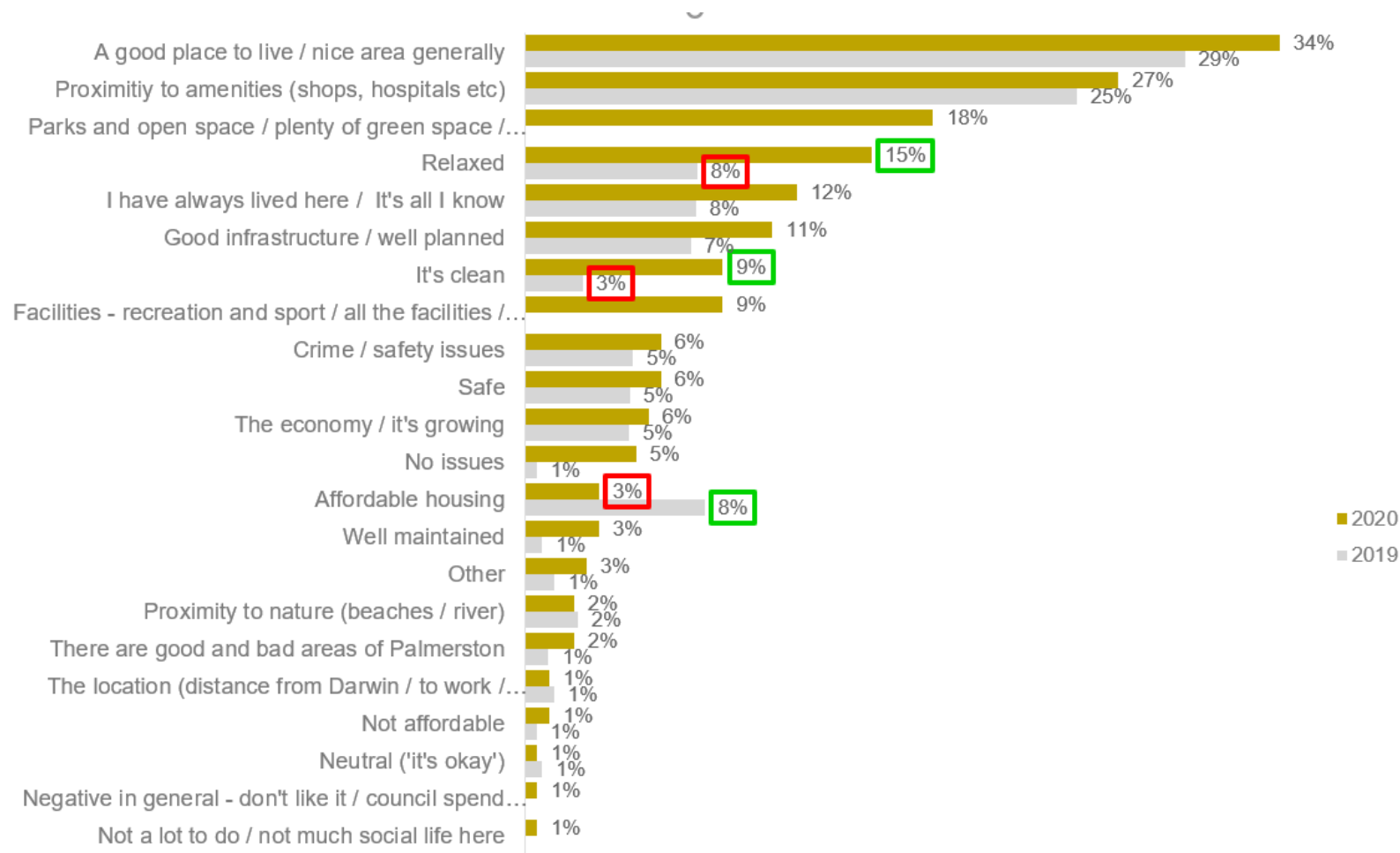
To what extent do you agree or disagree that Palmerston is a place for people?



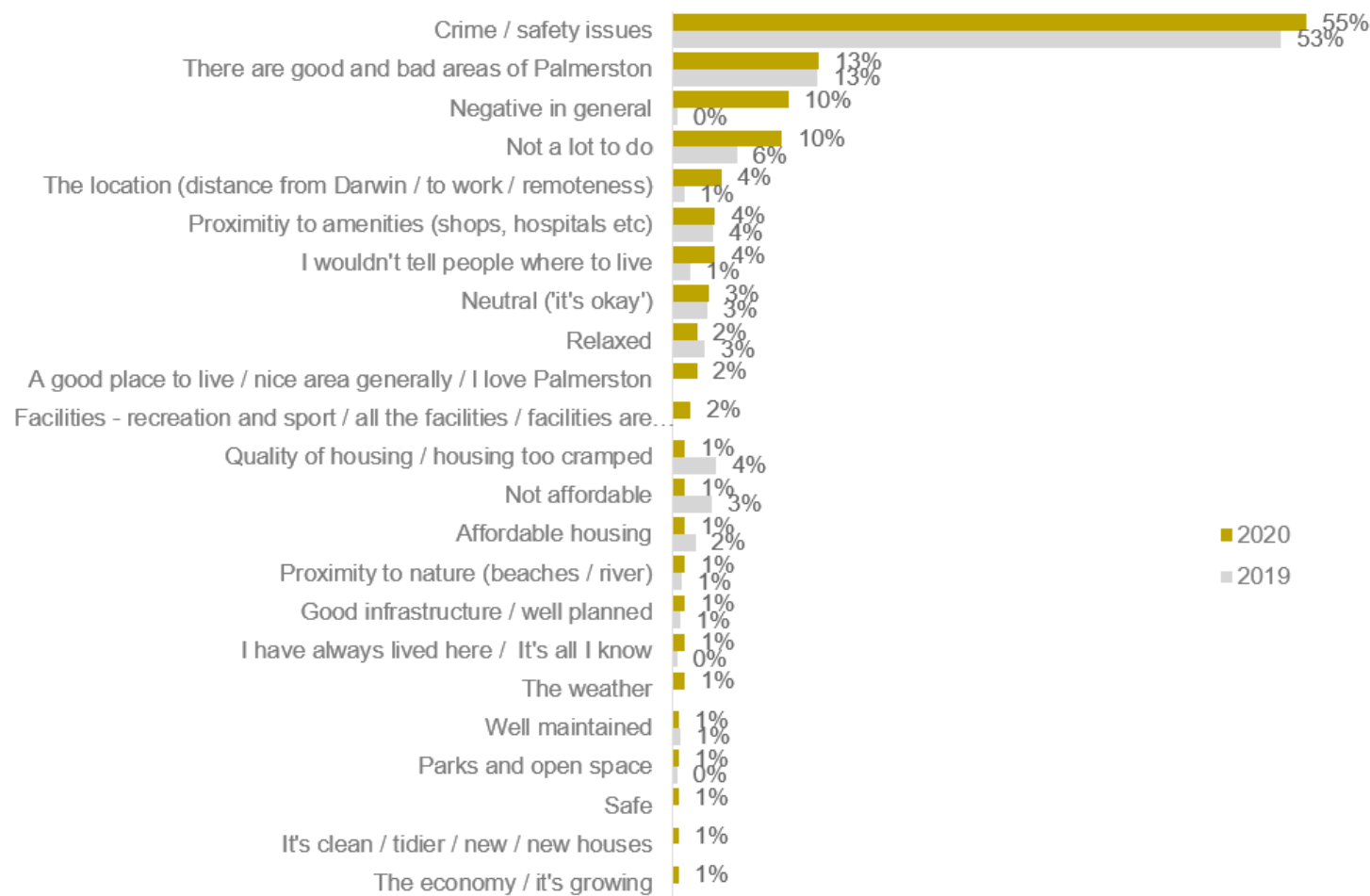
In 2020 we saw a slight increase in Council's Net Promoter Score, as we saw the proportion of promoters increase and the proportion of passives and detractors decrease.



Among promoters, the most common reasons for scoring high at the NPS question include being a generally nice place to live, proximity to amenities and parks and open space.

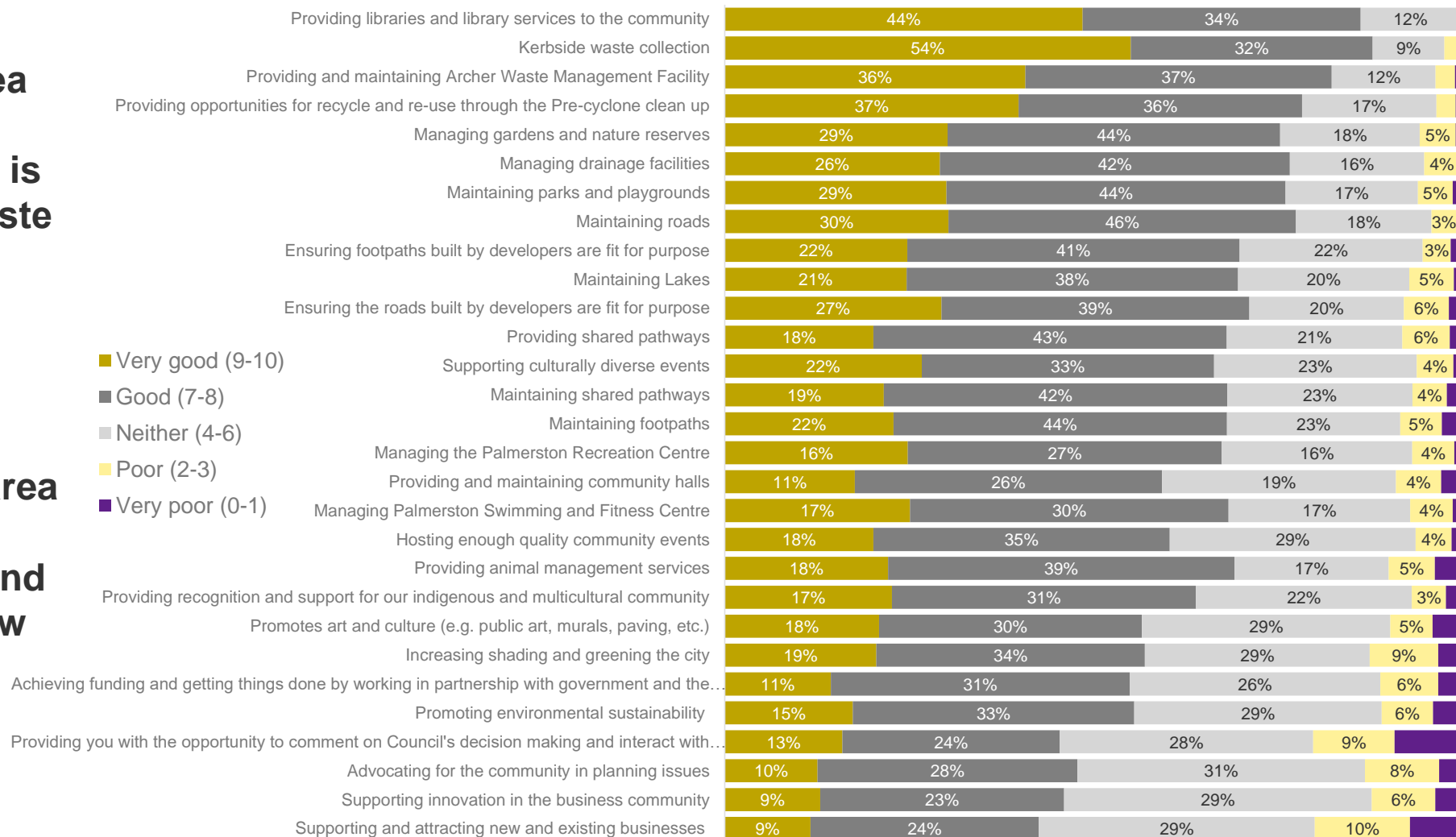


Among detractors, the most common reason for providing a low likelihood to recommend score include crime and safety issues (55%). This is consistent with the finding from 2019.



**Overall,
Council's area
of highest
performance is
'kerbside waste
collection',
scoring 86%
satisfaction.**

**The lowest
performing area
was in
supporting and
attracting new
and existing
businesses
(33%).**



Compared to the 2019 results, in 2020 Council has seen significant improvements in terms of satisfaction in the areas of kerbside waste collection and supporting and attracting new and existing business.

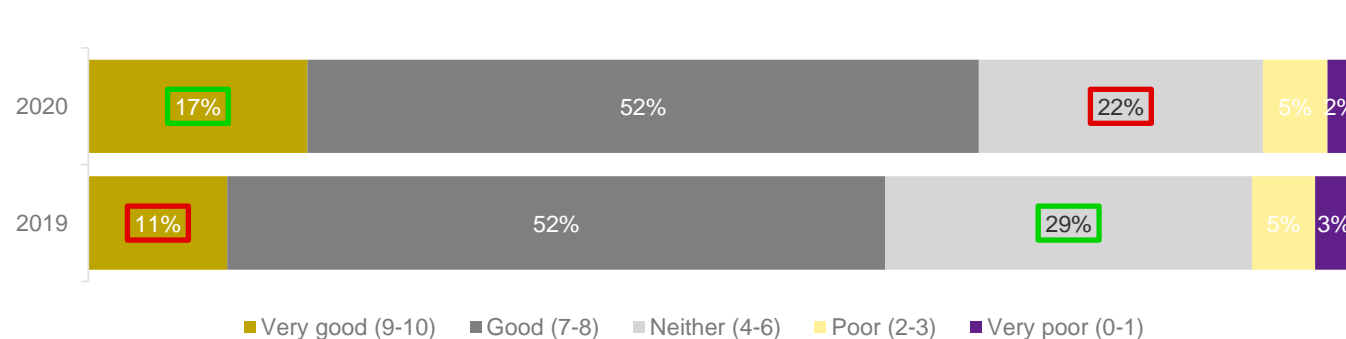
A decrease since 2019 has been found in the area of supporting innovation in the business community.

	2019	2020
Providing libraries and library services to the community	8.4	8.3
Kerbside waste collection	8.0	8.3
Providing & maintaining Archer Waste Management Facility	8.2	7.9
Providing opportunities for recycle and re-use through the Pre-cyclone clean up	7.8	7.8
Managing gardens and nature reserves	7.4	7.3
Maintaining drainage facilities	7.7	7.4
Maintaining parks and playgrounds	7.4	7.3
Maintaining roads	7.3	7.5
Ensuring footpaths built by developers are fit for purpose	7.4	7.2
Maintaining Lakes	7.5	7.2
Ensuring the roads built by developers are fit for purpose	7.4	7.2
Providing shared pathways	7.3	6.9
Supporting culturally diverse events	7.6	7.1
Maintaining shared pathways	7.3	7.0
Maintaining footpaths	7.1	7.0
Managing the Palmerston Recreation Centre	8.1	7.0
Providing and maintaining community halls	8.5	6.6
Managing Palmerston Swimming and Fitness Centre	8.1	7.1
Hosting enough quality community events	7.0	6.7
Providing animal management services	7.2	6.9
Providing recognition and support for our indigenous and multicultural community	7.8	6.9
Promotes art and culture (eg. public art, murals, paving etc)	7.1	6.6
Increasing shading and greening the city	6.6	6.5
Achieving funding and getting things done by working in partnership with government and the community	7.2	6.3
Promoting environmental sustainability	6.9	6.4
Providing you with the opportunity to comment on Council's decision making and interact with Council	6.6	5.7
Advocating for the community in planning issues	7.0	6.0
Supporting innovation in the business community	7.1	6.0
Supporting and attracting new and existing businesses	5.2	5.7

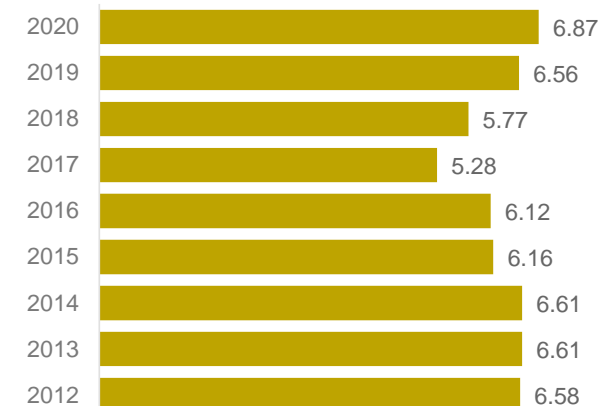
Council's performance across each of the outcome areas.

	2019	2020
Supporting and attracting new and existing businesses	5.2	5.7
Achieving funding and getting things done by working in partnership with government and the community	6.0	6.3
Providing you with the opportunity to comment on Council's decision making and interact with Council	5.6	5.7
Maintaining parks and playgrounds	7.3	7.3
Managing the Palmerston Recreation Centre	6.7	
Providing and maintaining community halls	6.8	6.6
Managing Palmerston Swimming and Fitness Centre	6.9	7.1
Hosting enough quality community events	6.7	6.7
Providing animal management services	6.6	6.9
Advocating for the community in planning issues	5.7	6.0
Maintaining drainage facilities	7.4	7.4
Maintaining roads	7.3	7.5
Ensuring footpaths built by developers are fit for purpose	7.1	7.2
Ensuring the roads built by developers are fit for purpose	7.1	7.2
Providing shared pathways	6.8	6.9
Maintaining shared pathways	6.9	7.0
Maintaining footpaths	7.0	7.0
Supporting innovation in the business community	5.6	6.0
Providing libraries and library services to the community	8.1	8.3
Supporting culturally diverse events	7.0	7.1
Providing recognition and support for our indigenous and multicultural community	6.7	6.9
Promotes art and culture (eg. public art, murals, paving etc)	6.3	6.6
Kerbside waste collection	8.0	8.3
Providing & maintaining Archer Waste Management Facility	7.8	7.9
Providing opportunities for recycle and re-use through the Pre-cyclone clean up	7.6	7.8
Managing gardens and nature reserves	7.3	7.3
Maintaining Lakes	7.1	7.1
Increasing shading and greening the city	6.3	6.5
Promoting environmental sustainability	6.1	6.4

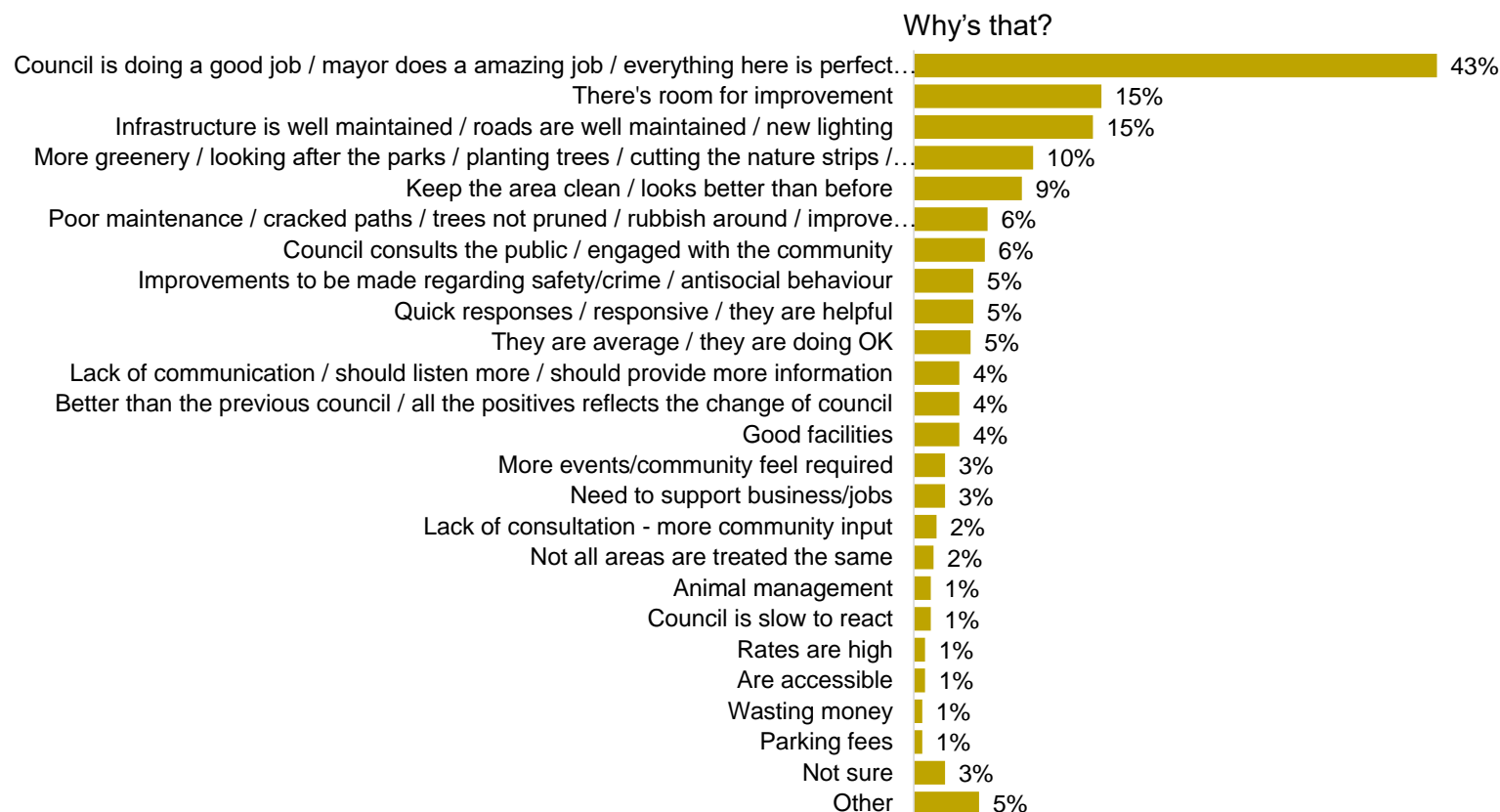
This year, Council has recorded the highest performance rating achieved since the research commenced in 2012. In 2020, Council's performance has increased, with 69% of the community rating Councils performance as good or very good. This represents an increase of 6% since 2019.



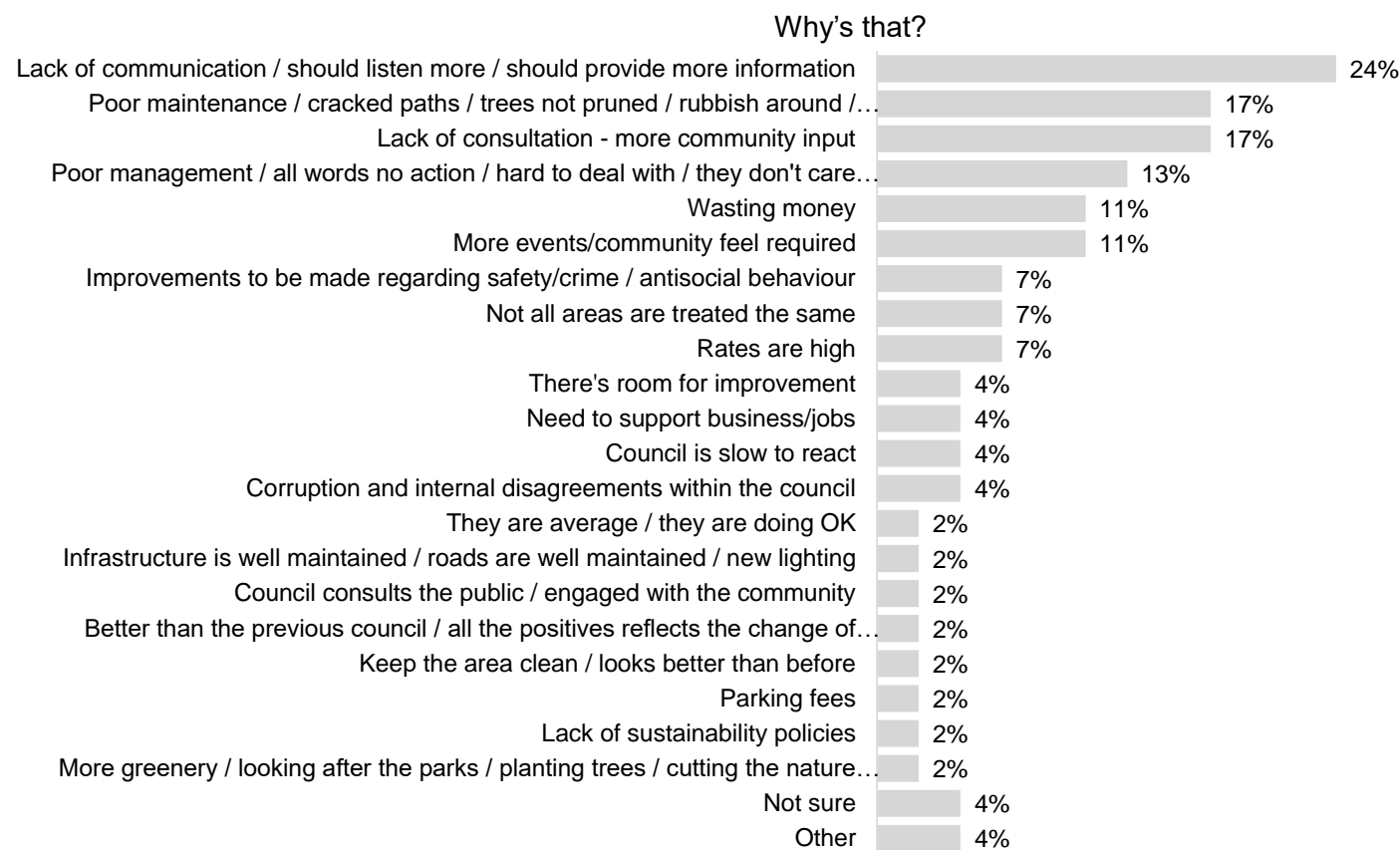
Average overall performance by year



When asked why people feel Council is doing a good job, the community generally mentioned that Council are doing a good job, and that things in the area are perfect.



For those who rated Council's performance as 'poor' overall, the main reason for this was due to a lack of communication from Council.



The two most important issues to the City of Palmerston community are:

1. Crime/safety and addressing antisocial behaviour; and
2. Maintaining / increasing green spaces.

	Most	Second
Crime/Safety / antisocial behaviour / youth crime / more policing needed	48%	15%
Maintaining/increasing green spaces	12%	8%
No issues	11%	
Cleanliness	8%	6%
Road/footpath maintenance	6%	7%
Animal control	4%	2%
Noise control	3%	2%
Improved lighting	3%	1%
More programs for young people / more youth diversion programs	2%	
Traffic management - speeding / too much traffic / dangerous roads / badly designed roads	2%	3%
Homelessness	2%	1%
Management of public housing	1%	1%
Increasing business/employability	1%	3%
Affordability / roaring house rates / keeping the value of our rates down	1%	2%
Facilities for families	1%	2%
Facilities for the elderly	1%	
Sustainability policies / recycling / environmental issues	1%	3%
Additional infrastructure (e.g. shopping)	1%	1%
Council not wasting money	1%	
Traffic management / safer roads - roads too narrow / dangerous intersections / street parking		3%
More community events		2%
Council consulting public		2%
Additional Shade		1%
Programs for young people / keeping them off the streets		1%
Improved schools		1%
Additional sporting facilities		1%
I don't know	2%	2%
Other	4%	4%

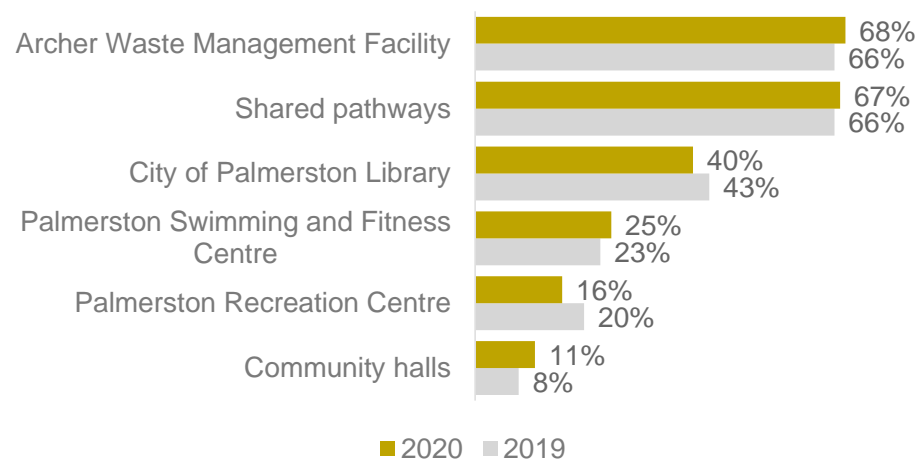
Most and second most important issues by suburb.

Gray (n=75)		Bakewell (n=42)		Rosebery (n=58)		Durack (n=57)	
Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important
<ul style="list-style-type: none"> • Crime/safety (71%) • Maintain/increase green space (6%) • No issues (6%) 	<ul style="list-style-type: none"> • Nothing (36%) • Crime/safety (16%) • Cleanliness (12%) 	<ul style="list-style-type: none"> • Crime/safety (48%) • No issues (11%) • Cleanliness (10%) 	<ul style="list-style-type: none"> • Nothing (22%) • Cleanliness (18%) • Road/footpath maintenance (10%) 	<ul style="list-style-type: none"> • Crime/safety (53%) • Cleanliness (19%) • Maintain/increase green space (18%) 	<ul style="list-style-type: none"> • Nothing (38%) • Crime/safety (20%) • Road/footpath maintenance (15%) 	<ul style="list-style-type: none"> • Crime/safety (41%) • No issues (23%) • Maintain/increase green space (13%) 	<ul style="list-style-type: none"> • Nothing (46%) • Cleanliness (10%) • Maintain/increase green space (10%)
Driver (n=50)		Gunn (n=50)		Zuccoli (n=47)		Woodroffe (n=65)	
Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important
<ul style="list-style-type: none"> • Crime/safety (46%) • No issues (14%) • Road/footpath maintenance (12%) 	<ul style="list-style-type: none"> • Nothing (25%) • Crime/safety (22%) • Road/footpath maintenance (16%) 	<ul style="list-style-type: none"> • Crime/safety (54%) • Maintain/increase green space (22%) • Cleanliness (10%) 	<ul style="list-style-type: none"> • Nothing (50%) • Maintain/increase green space (9%) • Crime/safety (6%) 	<ul style="list-style-type: none"> • Crime/safety (37%) • Maintain/increase green space (21%) • Road/footpath maintenance (13%) 	<ul style="list-style-type: none"> • Nothing (44%) • Road/footpath maintenance (9%) • Crime/safety (8%) • Maintain/increase green space (8%) 	<ul style="list-style-type: none"> • Crime/safety (62%) • Maintain/increase green space (9%) • No issues (9%) 	<ul style="list-style-type: none"> • Nothing (45%) • Crime/safety (12%) • Traffic management (8%)
Moulden (n=57)		Farrar (n=34)		Marlow Lagoon (n=18)		Palmerston City (n=7)	
Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important
<ul style="list-style-type: none"> • Crime/safety (53%) • Maintain/increase green space (13%) • Cleanliness (9%) 	<ul style="list-style-type: none"> • Nothing (29%) • Crime/safety (21%) • Maintain/increase green space (12%) 	<ul style="list-style-type: none"> • Crime/safety (32%) • No issues (16%) • Maintain/increase green space (15%) 	<ul style="list-style-type: none"> • Nothing (35%) • Crime/safety (25%) • Maintain/increase green space (12%) 	<ul style="list-style-type: none"> • Crime/safety (33%) • Cleanliness (28%) • Road/footpath maintenance (22%) 	<ul style="list-style-type: none"> • Nothing (24%) • Crime/safety (18%) • Road/footpath maintenance (15%) 	<ul style="list-style-type: none"> • Crime/safety (62%) • Increasing business/employability (30%) 	<ul style="list-style-type: none"> • Homelessness (30%) • Crime/safety (27%)
Bellamack (n=33)		Johnston (n=29)		Pinelands (n=3)		Yarrowonga (n=8)	
Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important	Most important	2 nd most important
<ul style="list-style-type: none"> • Crime/safety (32%) • Maintain/increase green space (18%) • No issues (9%) 	<ul style="list-style-type: none"> • Nothing (38%) • Crime/safety (26%) • Maintain/increase green space (18%) 	<ul style="list-style-type: none"> • Crime/safety (38%) • No issues (17%) • Maintain/increase green space (16%) 	<ul style="list-style-type: none"> • Nothing (41%) • Traffic management (12%) • Maintain/increase green space (9%) 	<ul style="list-style-type: none"> • No issues (82%) • Road/footpath maintenance (18%) 	<ul style="list-style-type: none"> • Nothing (100%) 	<ul style="list-style-type: none"> • Cleanliness (34%) • Maintain/increase green space (27%) • Road/footpath maintenance (21%) 	<ul style="list-style-type: none"> • Nothing (25%) • Don't know (21%)

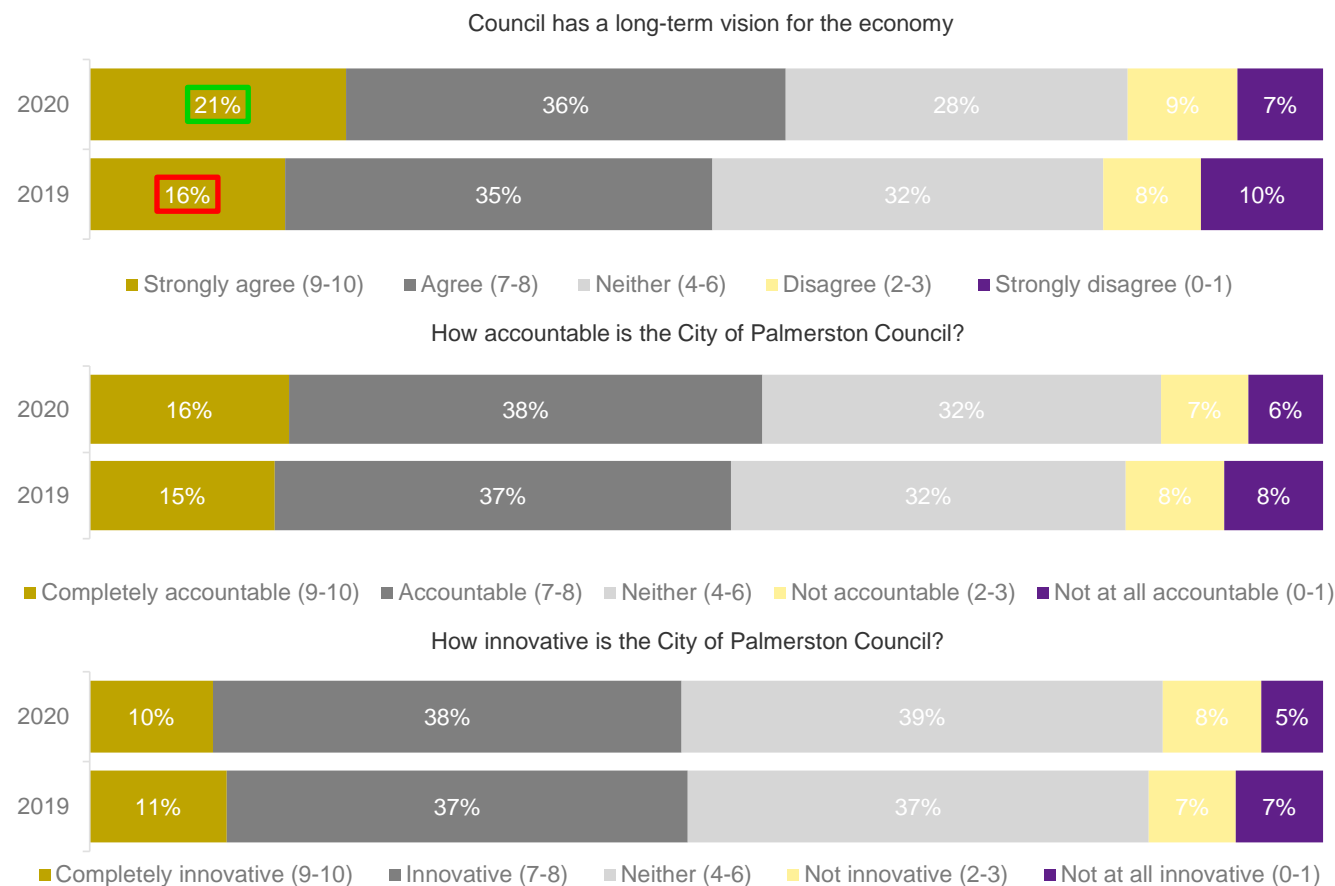
From the perspective of the community, the most significant achievement that Council has achieved is the creation of more green spaces.

	Most important achievement	Other achievements
More green spaces (beautifying the area /nature strip improvements / soil / trees / grass etc / improved the parks)	19%	8%
I am not sure what the council have achieved	11%	
Improved quality of roads/footpaths	10%	3%
Increased lighting	8%	
Addressing crime (including building police station) (laneways)	8%	4%
Increasing the 'community feel'	6%	5%
General maintenance	6%	2%
Cleanliness - (tidiness of streets etc)	5%	3%
The markets	4%	1%
Improving facilities	4%	2%
Consulting the public - (being more transparent)	3%	
Supporting businesses	3%	2%
Everything	3%	
Increased services	2%	
Waste management	2%	2%
Lower rates	2%	1%
Sustainability policies (solar panels)	1%	
Reduced parking costs (free parking)	1%	1%
Hospital	1%	
The school	1%	
Cyclone clean up management	1%	1%
Financial stability	1%	2%
Community grants	1%	
Changing the council	1%	
'The Gateway'	1%	
Additional shade	1%	
Other	16%	
To continue with the job they are doing - doing a good job / supporting us		3%
Community consultation - social media use / informing the community		2%
Services - youth programs / library services for the kids / social services		1%
Development and growth		1%
Increased lighting		1%
Animal control		1%
Homelessness		1%

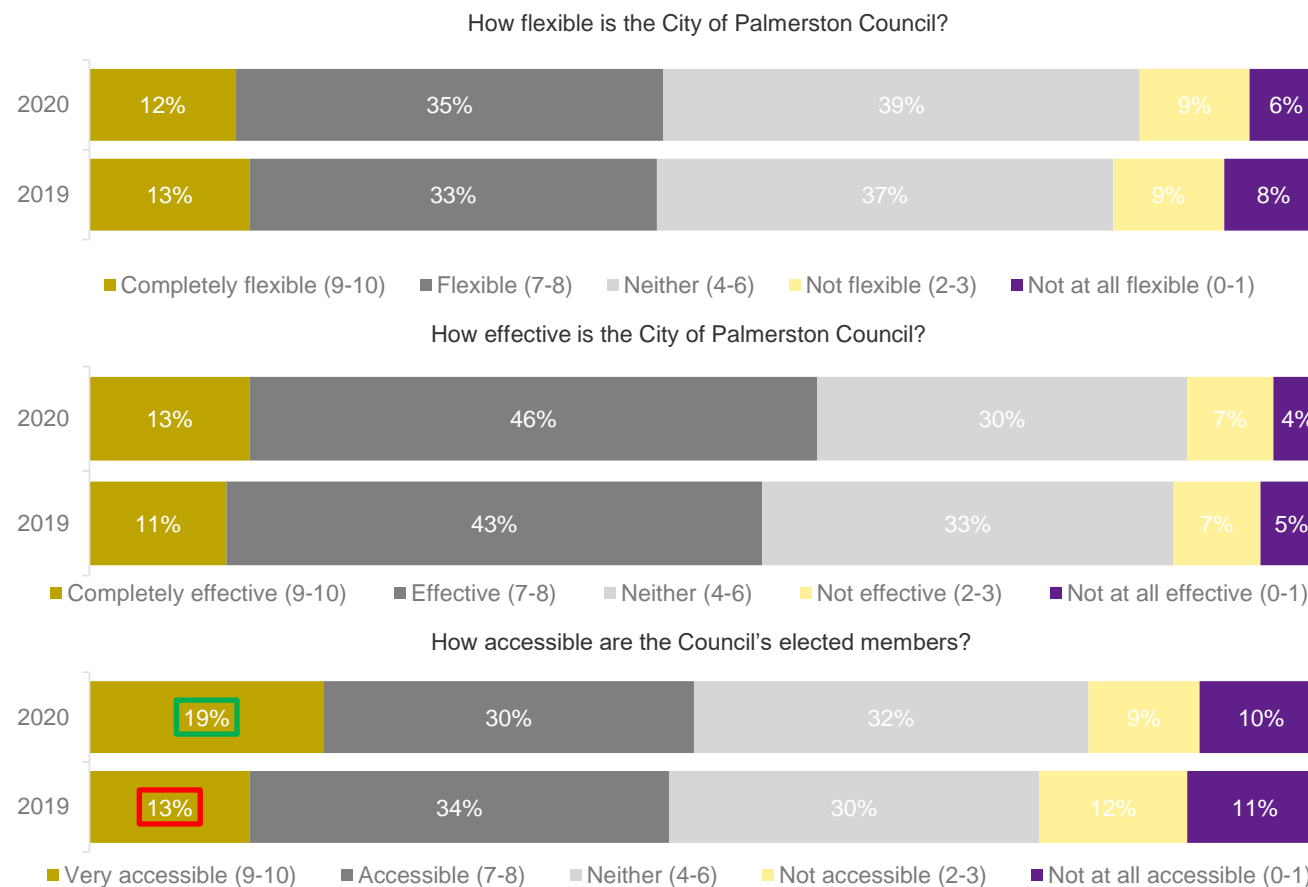
Usage of Council facilities remained reasonably consistent in 2020 compared to 2019, with the Archer Waste Management Facility among the top used (68%), followed by shared pathways (67%). Usage of the Palmerston Recreation Centre and Community halls had lower usage rates in the three months prior to launching the survey.



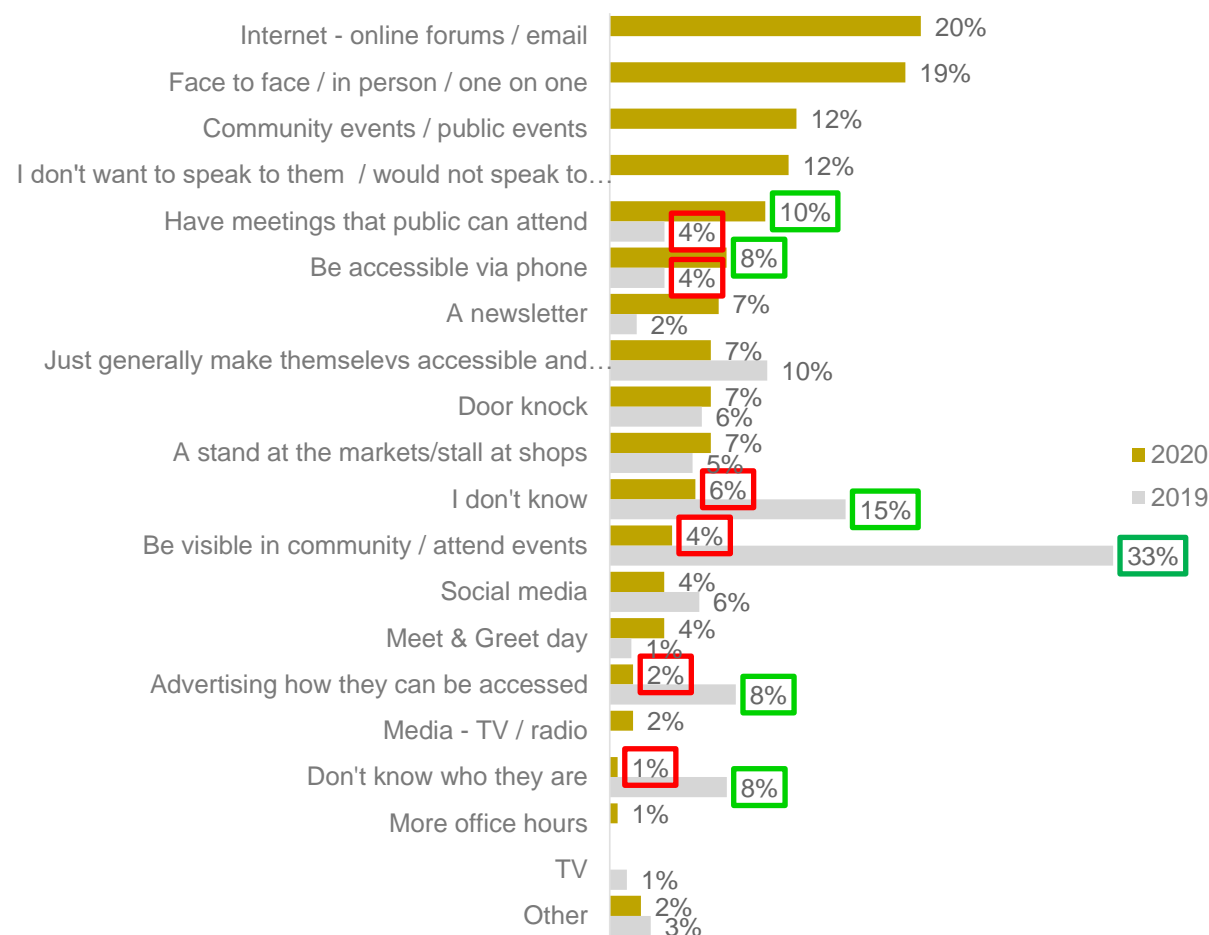
In 2020, the proportion of people in the community who agree that Council has a long-term vision for the economy has increased by 6%, and community perceptions of Council's accountability also increased slightly (by 2%).



In 2020, we have seen increases in the proportion of people who feel that Council is effective (up 5%) and accessible (up 2%). The results for Council being flexibly remained consisted in 2020.



Those who indicated that Elected members are not accessible were asked how they could be more accessible. The most common response in 2020 was online, through online forums and via email (20%), followed by face to face interactions (19%). This is a significant shift from 2019, where the community wanted to see Elected Members at events in the community.



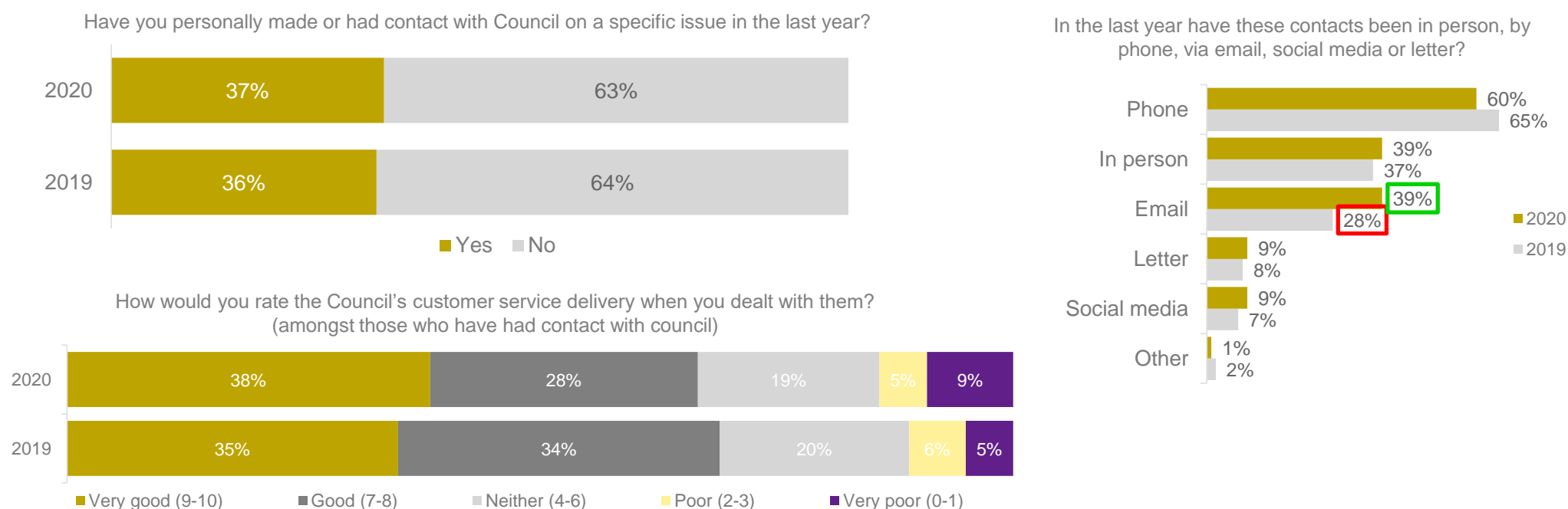
Source: Q18. On a scale of 0 to 10, where 0 is not at all accessible and 10 is very accessible, how accessible do you consider Council's Elected Members to be?

Base: All respondents, excluding those who responded, 'can't say' (n=507)

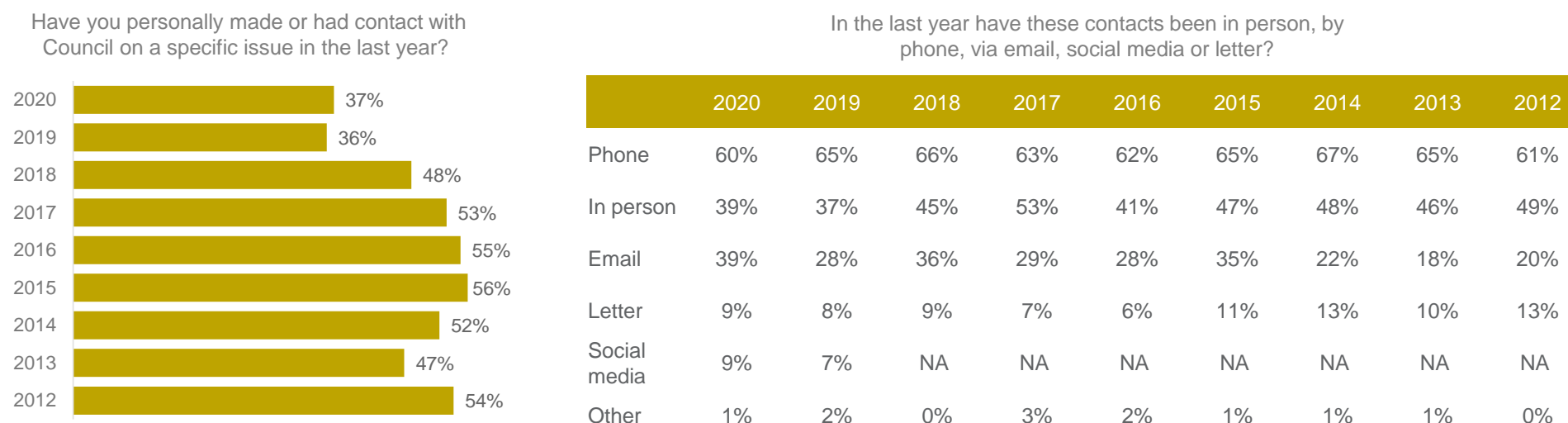
Source: Q18a. How could Elected members be more accessible?

Base: Those who indicated that Council's Elected Members are not accessible 2019 (n=188); 2020 (n=199)

37% of the community have had contact with Council on a specific issue in the past year, with this contact generally happening via phone (60%), and the majority of the community rating Council's customer service as Very good or Good (66%).

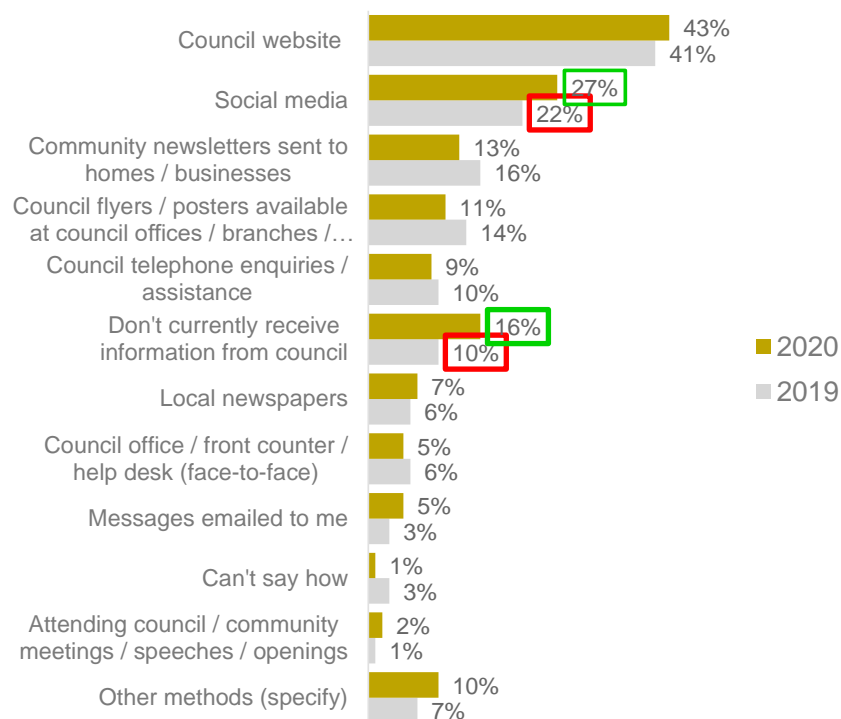


Contact with Council appears to be steadily decreasing over time, with 2020 recording one of the lowest levels of contact recorded since the research has been undertaken.

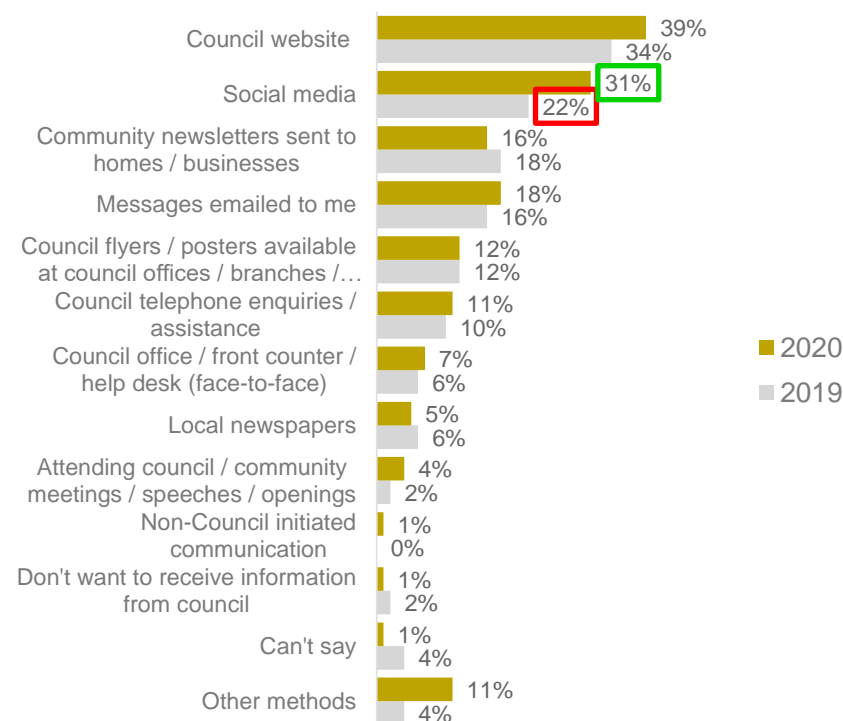


Council appears to be providing information to the community in the channels preferred by the community, with the top two channels being through Council's website and social media.

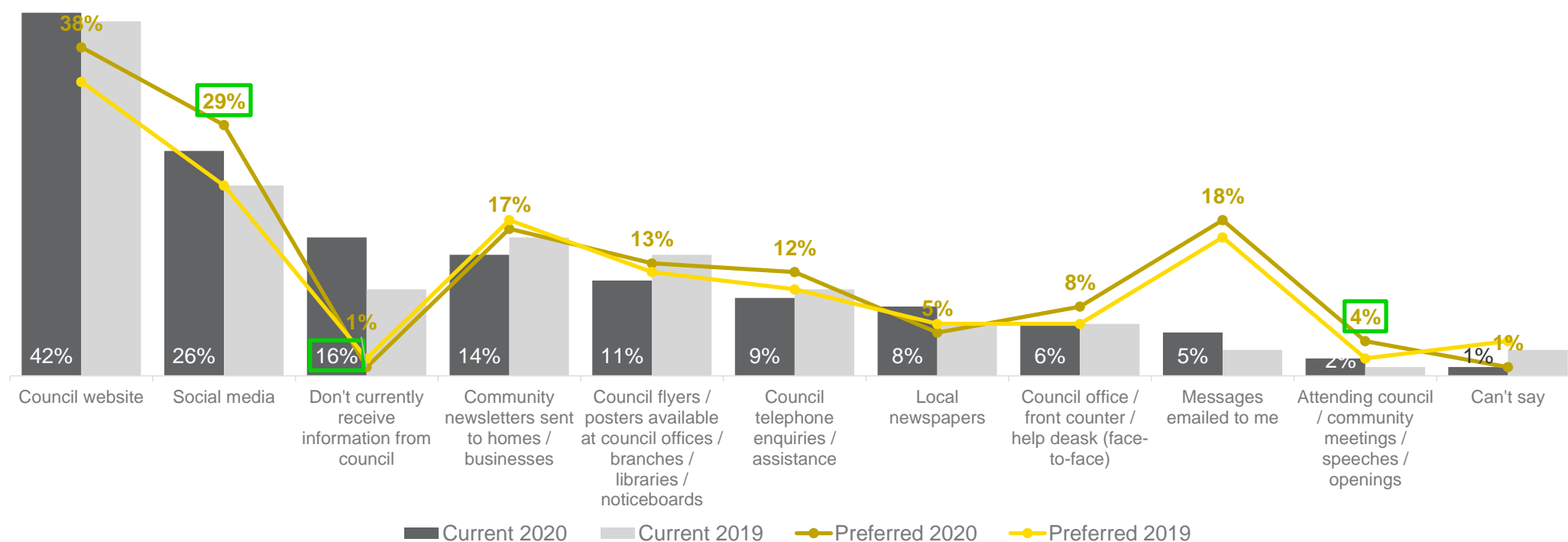
How do you currently obtain information from Council?



What would be your preferred way of obtaining information from council?



The chart below shows the variance between current methods of council communications and preferred methods. The areas of interest are where there are gaps in provision. For instance, 5% of residents currently have messages emailed to them, however 18% of residents would prefer this method of communication.



KANTAR

Thank you

Sarah Zanker

Sarah.Zanker@kantarc.com

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COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.1.2
REPORT TITLE:	Organisational Services Quarterly Report - July to September 2020
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	Executive Assistant to the Director Lifestyle & Community, Jessica Eves
APPROVER:	Chief Executive Officer, Luccio Cercarelli

COMMUNITY PLAN

Governance: Council is trusted by the community and invests in things that the public value.

PURPOSE

This report summarises the key activities undertaken by Organisational Services in the July to September 2020 quarter.

KEY MESSAGES

- The department of Organisational Services provide a summary of its activities for the previous quarter.
- The Quarterly update report aligns with City of Palmerston's Community Plan structure and the Plan's outcomes.
- Customer Services commenced providing services from the Palmerston Library, including payments for rates and dog registrations.
- With 2020 being a challenging year for everyone, Council promoted and discussed RUOK? Day to raise awareness to mental health and wellbeing.
- City of Palmerston, in partnership with NTG has launched the myPalmerston Local Business Voucher Scheme to promote economic growth within the Palmerston business community.
- Update is provided on the Council Policy Review Schedule originally endorsed by Council on 7 August 2018. A total of 11 Council Policies remain to be reviewed.
- As a result of the incoming Local Government Act 2019 all Council Policies will be reviewed, the 11 outstanding policies will be reviewed prior to 30 June 2021 with update and Policies being presented to Council as work progresses.

RECOMMENDATION

1. THAT Report entitled Organisational Services Quarterly Report - July to September 2020 be received and noted.
2. THAT the completion of Council's Policy Review for the Ninth Council Term be completed prior to 30 June 2021.

BACKGROUND

Council is provided with a report on key activities undertaken by the Organisational Services department on a quarterly basis.

DISCUSSION

Key activities undertaken during the July to September 2020 quarter are provided as **Attachment 13.1.2.1**.

Highlights include:

Customer Services at Palmerston Library

During August City of Palmerston commenced providing Customer Services at Palmerston Library, including processing payments for rates and dog registrations.

Internal RUOK? Day

With 2020 being a challenging year for everyone, circumstances have made it even more important for us all to stay connected, Council promoted and discussed RUOK? Day to raise awareness to mental health and wellbeing.

myPalmerston

In partnership with the Northern Territory Government, City of Palmerston is delivering \$220,000 worth of discount vouchers to encourage increased spending to actively promote economic activity within the Palmerston business community.

Code of Conduct

City of Palmerston reviewed the Code of Conduct, the revised version encompasses both the Policy and Guidelines to provide more clarity and understanding around expected behaviours and obligations as a City of Palmerston employee.

Risk Management & Audit Committee

The Risk Management & Audit Committee met to review Council's Strategic Risk Register. The Strategic Risk Register identifies key strategic risks which could prevent the Council from achieving its six key outcomes outlined in the Community Plan as well as the strategies to manage these risks. Council's revised Strategic Risk Register was adopted at the 2nd Ordinary Meeting in September.

Council Policies

As a result of the incoming Local Government Act 2019 all Council Policies will be reviewed, there are 11 outstanding policies for review and their review will be undertaken prior to 30 June 2021 with update and Policies being presented to Council as work progresses.

CONSULTATION PROCESS

In preparing this report, the following staff were consulted:

- People and Customer Manager
- Finance Manager
- Acting Information and Technology Manager
- Governance Lead

POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

There are no budget or resource implications relating to this report.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

There are no risk, legal and legislative implications relating to this report.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications for this report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

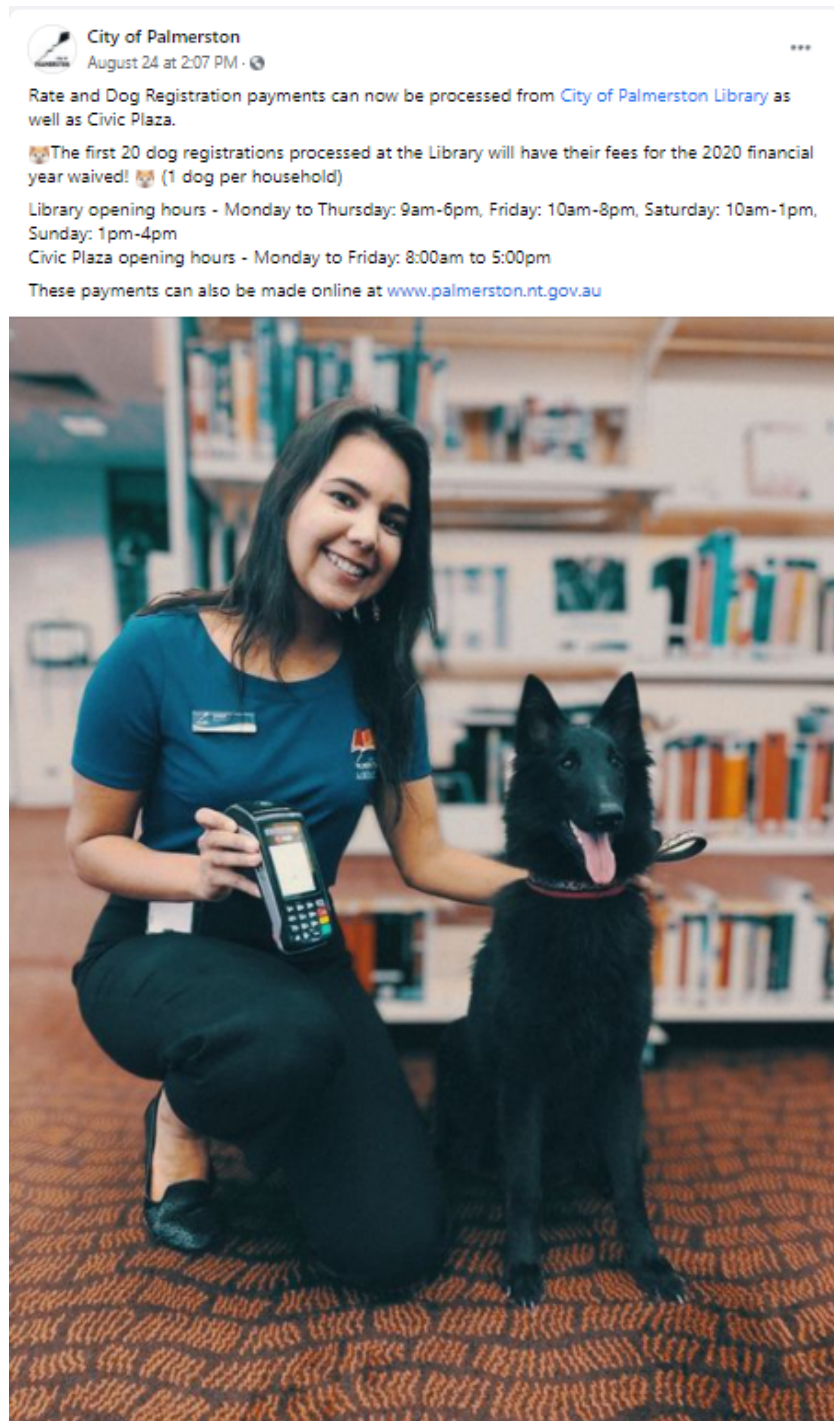
1. Organisational Services Quarterly Report July to September 2020 [13.1.2.1 - 10 pages]

1. Community Plan Outcome: Family and Community

Palmerston is a safe and family community where everyone belongs

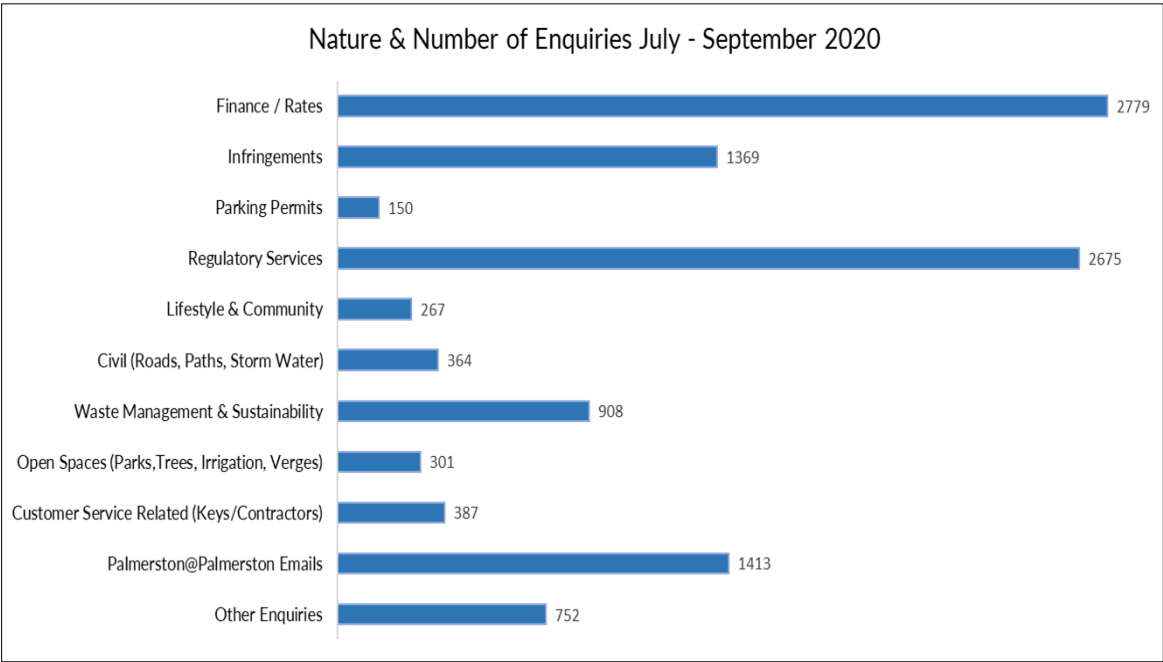
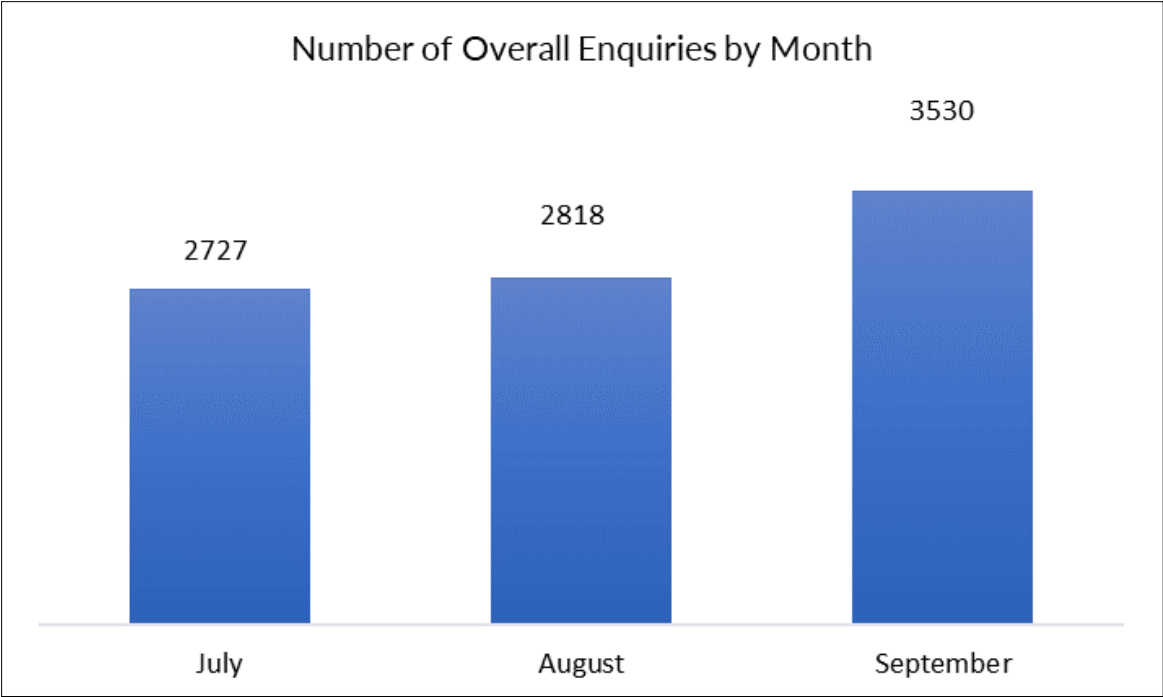
1.1 Customer Service

During August City of Palmerston commenced providing Customer Services at Palmerston Library, including processing payments for rates and dog registrations. City of Palmerston promoted the service through social media, Council's website and on rates and dog registration notices.



1.2 Enquiries

During this quarter Council commenced recording customer enquiry data to gain better insight and understanding of our customer needs and improve service requirements.
September saw an increase due to dog registrations and rates notices being distributed.



1.3 RUOK? Day 2020

With 2020 being a challenging year for everyone, circumstances have made it even more important for us all to stay connected, Council promoted and discussed RUOK? Day to raise awareness to mental health and wellbeing.



2. Community Plan Outcome: Vibrant Economy

Palmerston is a destination city for employment, it is a place where businesses are encouraged to set up and grow.

2.1 myPalmerston

In partnership with the Northern Territory Government, \$220,000 worth of discount vouchers to encourage increased spending to actively promote economic activity within the Palmerston business community.

Customers will receive up to \$40 (with minimum spend requirements) of myPalmerston vouchers each day to spend at locally owned businesses across Palmerston.

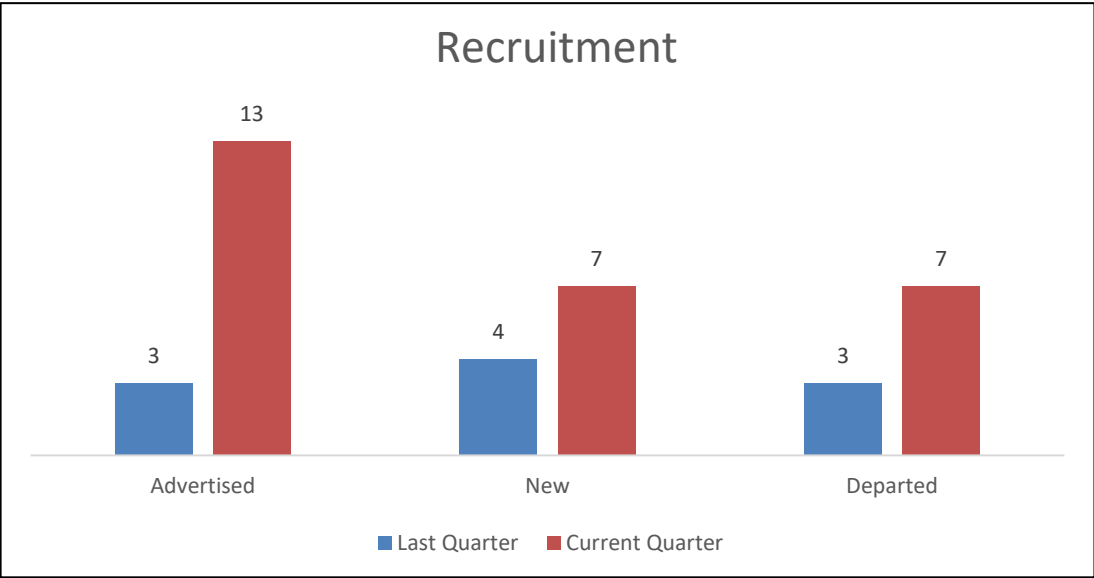
Results from Day 1 Customer Launch



2.2 Recruitment

The quarter saw significant recruitment occur with 13 positions advertised to recruit a broad scope of vacant and newly created roles within Council.

- 6 positions are currently still under recruitment.

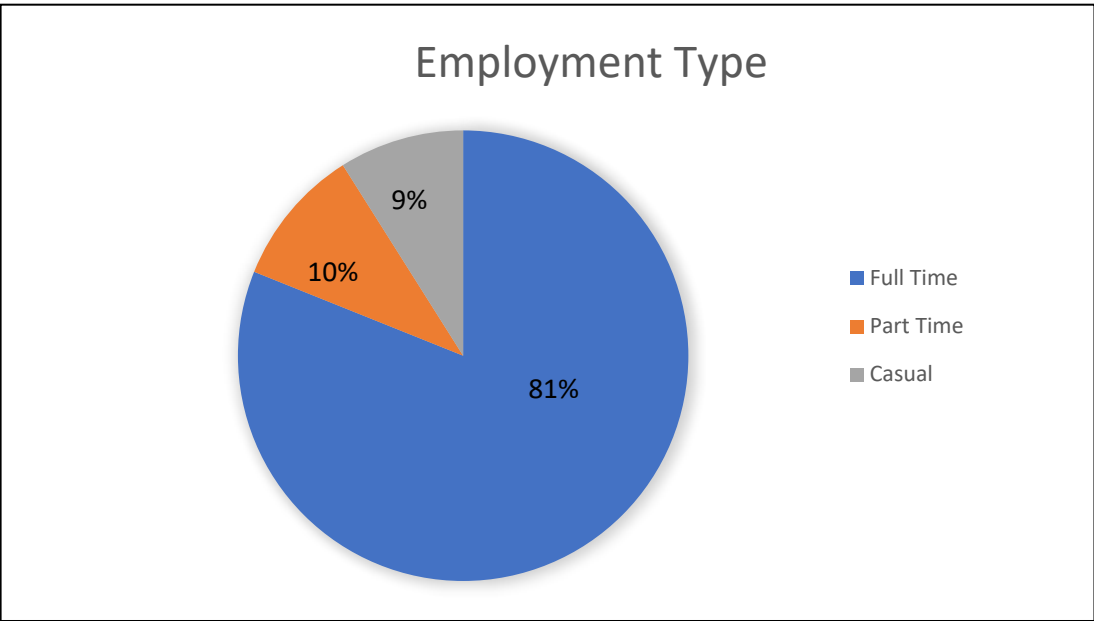


3. Community Plan Outcome: Cultural Diversity

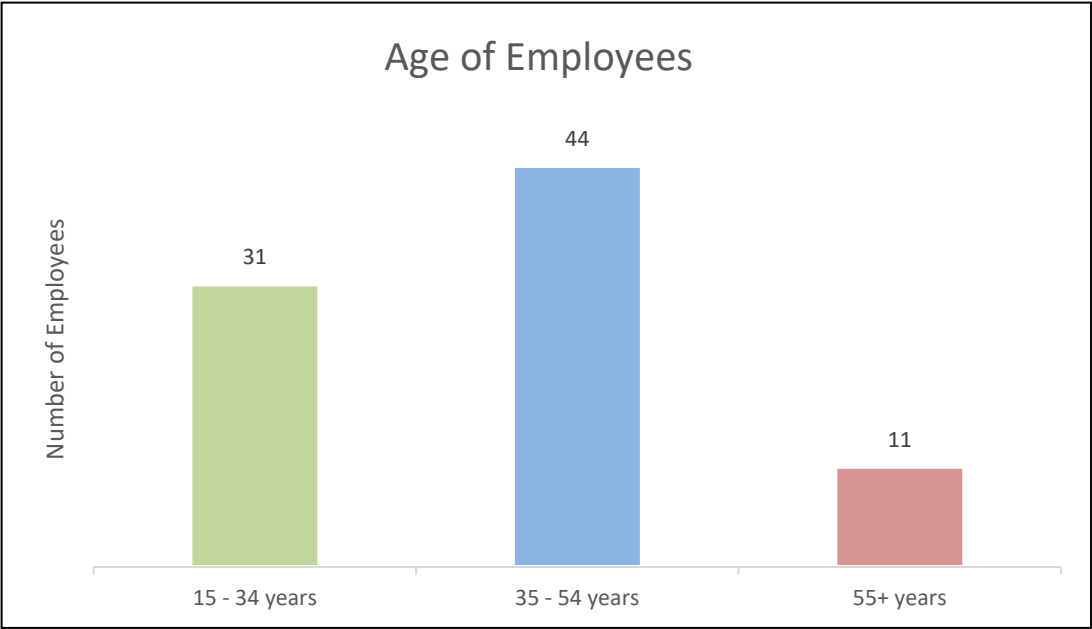
In Palmerston we celebrate our cultures in a way that values our diversity

3.1 Workforce Statistics

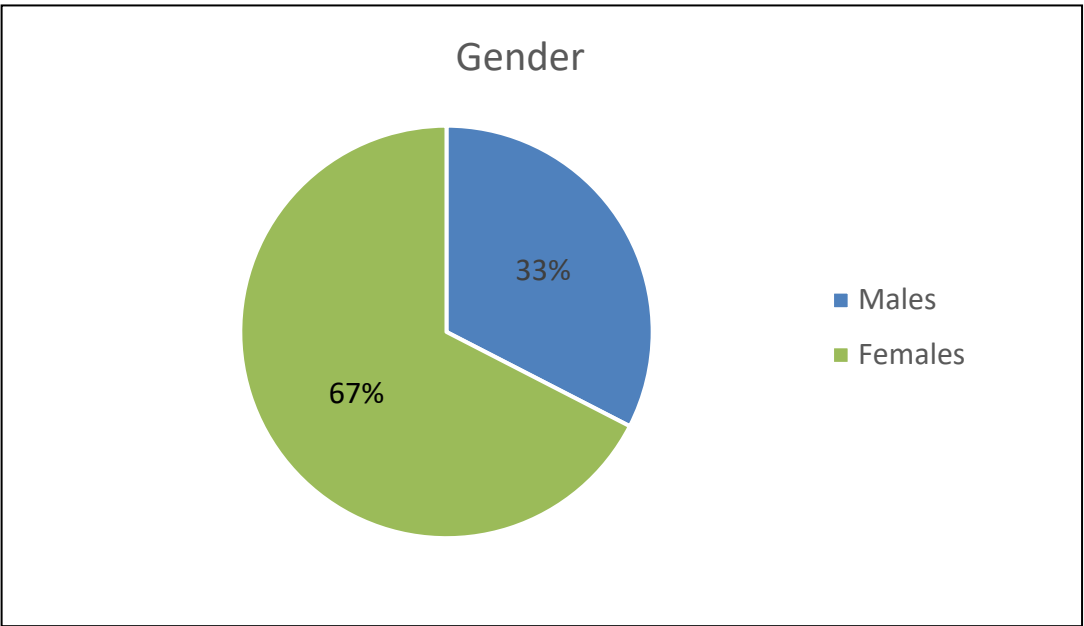
Council has a diverse workforce performing many functions on behalf of the Community. Council currently employs 86 staff.



Age distribution:
Council’s average age of employees is 41 years. This remains relatively unchanged from the previous quarter.

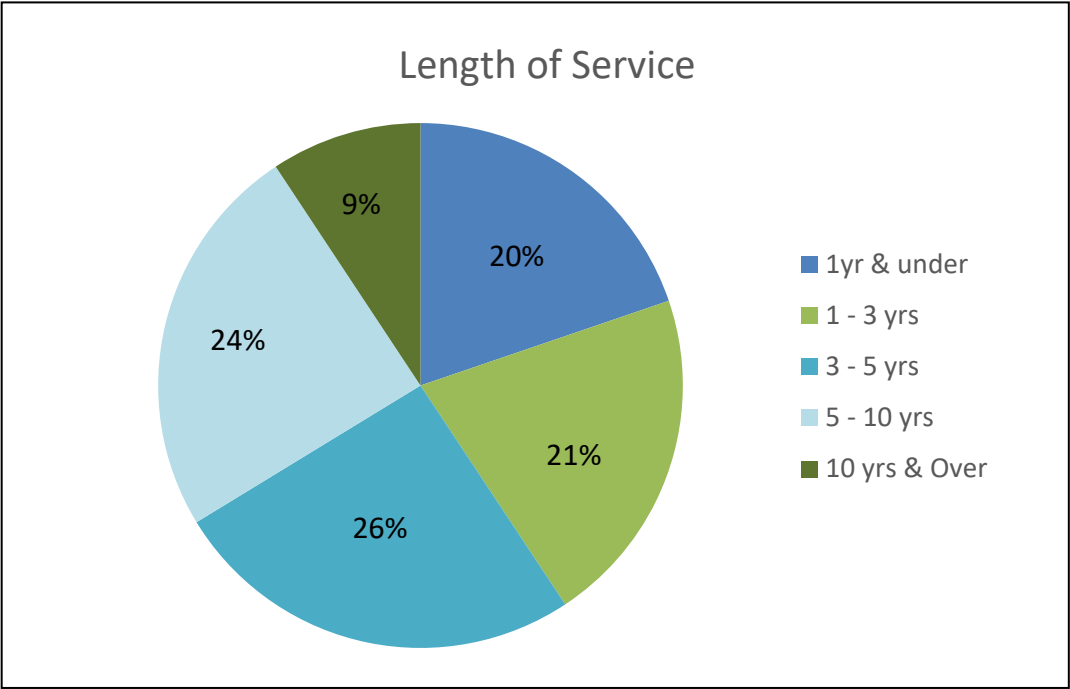


Gender distribution:
Council’s gender breakdown is 33% male to 67% female.



Length of Service:

The average length of service of Council employees for this quarter is 4.25 years compared to 4.2 years this quarter last year.



3.2 Professional Development

Council coordinated the delivery of multiple training and development opportunities through both internal and external delivery method, to ensure staff remain modern and contemporary in their skills and knowledge. Some of these opportunities included:

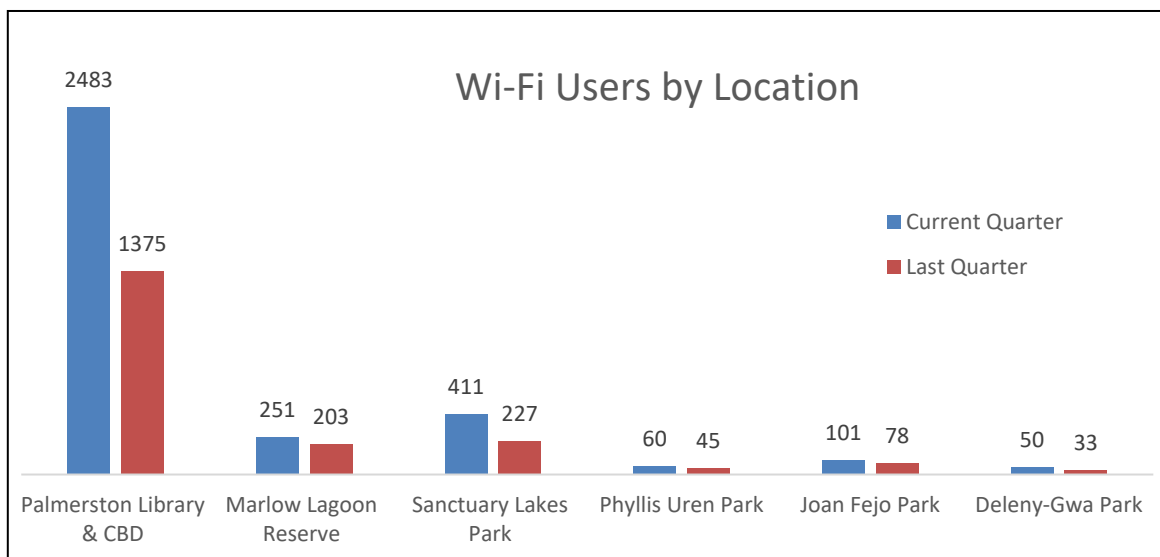
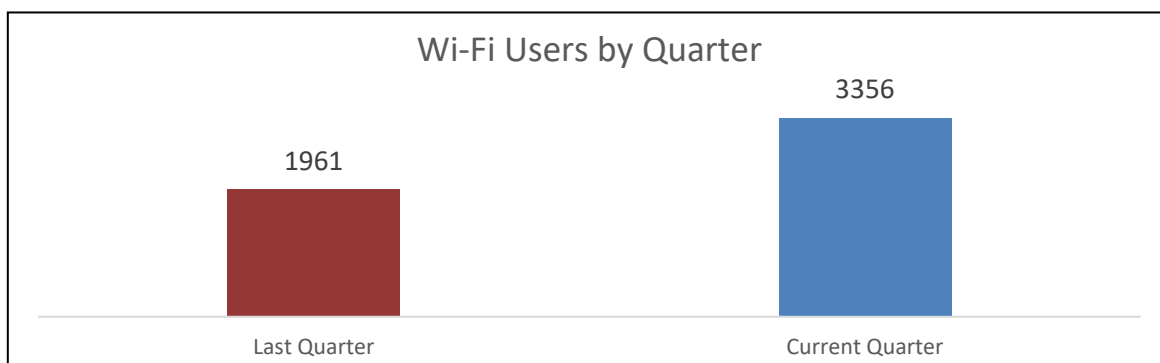
- Leadership Training
- Governance Training
- Individual Development and Coaching
- First Aid / Fire Training

4. Community Plan Outcome: A Future Focus

Palmerston is an innovative City can sustain itself through the challenges of the future.

4.1 Public Wi-Fi

Public Wi-fi users increased from 1961 connections in the last quarter to 3356 this quarter with most connections occurring at Palmerston Library and Goyder Square.



5. Community Plan Outcome: Environmental Sustainability

Palmerston in an environmentally friendly, livable city that promotes renewable practices and sustainability

5.1 Printer Upgrade

Council's printer contract expired at the end of July. All printers have been replaced with models managed by print management software. Print management will allow guest printing and reduce wastage, minimising environmental impact and other associated costs. Council projects a saving on printing cost of approx. \$20,000.

6. Community Plan Outcome: Governance

Council is trusted by the community and invest in things that the public value

6.1 Code of Conduct

September saw the release of the revised City of Palmerston Code of Conduct. The revised version has been refreshed and upgraded to encompass both the Policy and Guidelines to provide more clarity and understanding around expected behaviors and obligations as a City of Palmerston Employee.

The revised Code is guided by our Vision to make Palmerston “A Place for People” and achieve the greatest outcomes for our Community. Training for all City of Palmerston employees is scheduled to commence on the 24 September 2020.

A copy of the revised Code of Conduct can be found on the City of Palmerston website.



Quarterly Report – July to September 2020

6.2 Tender Awards

Two tenders were awarded within the last quarter:

Temple Terrace Streetscape Upgrade Stage 2 (TS2020-09)

The contract was awarded to local company SterlingNT with a value of \$547,000.

The project involves landscaping 600m of road verge on Temple Terrace between Kafcaloudes Crescent to Tilston Avenue.

City of Palmerston Tree Planting (TS020-11)

The contract was awarded to Larrakia Development Corporation with a value of \$54,606.

The project involves planting approximately 300 trees on road verges on Chung Wah Terrace and Temple Terrace.

6.3 Rates

Council offers a business rates concession under policy FIN17a – Public Benefit Concession Policy for Commercial Ratepayers. Council's original estimate of the cost of this program was \$100,000. To date the concession and interest remission total is \$27,722. This consists of six approved applications with two additional applications currently in progress.

Council offers rate concession to ratepayers experiencing financial hardship under FIN17 – Rates Concession. Financial hardship applications under this policy allows for the waiver of interest for the balance of the financial year when accompanied by a reasonable repayment plan. To date for the financial year council has received and approved applications for 19 properties.

Council also offers public benefit concessions under FIN17 – Rates Concession. Public benefit concessions have been granted to four sporting clubs in this financial year.

6.4 Risk Management & Audit Committee

Within this quarter Council's Risk Management & Audit Committee (RMAC) met two times: RMAC's August meeting was delegated to the review of Council's Strategic Risk Register. The Strategic Risk Register identifies key strategic risks which could prevent the Council from achieving its six key outcomes outlined in the Community Plan as well as the strategies to manage these risks. Council's revised Strategic Risk Register was adopted at the Second Ordinary Meeting in September.

6.5 External Audit

The Annual Financial Statement review process is currently in its final stages. Council's Annual Report, including Council's Annual Financial Statements will be presented to the Risk Management and Audit Committee at its meeting in October before being presented to Council at its first meeting in November. Council will present its Annual Report to the Minister before the legislated deadline of 15 November 2020.

Quarterly Report – July to September 2020

6.6 Council Policies

Update is being provided on the Council Policy Review Schedule that had been endorsed by Council on 7 August 2018.

As part of good governance all Council Policies will be reviewed at least once during its term.

Since the adoption of the policy review schedule, numerous policies have been rescinded and new policies have been introduced. Of the original schedule, 11 policies remain to be reviewed, some of which have surpassed the recommended review date.

Work is currently being undertaken with the Department of Local Government, Housing and Community Development, developing sample policies to assist council's in the consideration and drafting of new policies in preparation of the incoming Local Government Act 2019 (the Act).

As a result of the incoming Act all Council Policies will be reviewed as part of this process and the 11 outstanding policies for review will form part of this process. This work will be undertaken prior to 30 June 2021 with update and Policies being presented to Council as work progresses.

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.1.3
REPORT TITLE:	City Growth and Operations Quarterly Report - July to September 2020
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	EA to Director Lifestyle and Community, Stoney Dethmore
APPROVER:	Director City Growth and Operations, Nadine Nilon

COMMUNITY PLAN

Governance: Council is trusted by the community and invests in things that the public value.

PURPOSE

This report summarises the key activities undertaken by City Growth and Operations in the July to September 2020 quarter.

KEY MESSAGES

- This report provides a summary of the City Growth and Operations activities for the July to September 2020 quarter.
- This quarter, Council continued maintenance and operations activities, and completed a number of significant capital projects.
- Council's draft Laneway Management Policy was developed, and consultation commenced.
- Key projects included;
 - Reggie Park upgrade works were undertaken.
 - Pathways in Zuccoli were installed.
 - Works commenced on Stage Two of Tempe Terrace greening and beautification.
- Wet season preparation works commenced, including the pre cyclone clean up and cleaning of stormwater drains.

RECOMMENDATION

THAT Report entitled City Growth and Operations Quarterly Report - July to September 2020 be received and noted.

BACKGROUND

City Growth and Operations provides a quarterly report to Council on key activities undertaken during the quarter and further works underway for the next quarter.

DISCUSSION

1. Family and Community

Objective 1.1: 'We focus on families'

Public Open Space facilities

Council undertakes maintenance and works on Public Open Space to ensure the community have year-round access to Council facilities. These activities are vital to ensure Council are able to encourage families to gather together and optimise use of amenities provided. Park structures are cleaned on a monthly basis to ensure the community are able to enjoy the outdoor benefits associated with living in the Top End. Play equipment is inspected monthly and any faults are rectified or made safe until repairs are able to be coordinated.

Council's public litter bins continue to be serviced on a pre-prescribed frequency. Council has approximately 191 public place bins that require servicing on either a weekly, twice weekly, or daily frequency. In this quarter, 6.06 tonnes of litter have been collected from public place bins. Litter is also collected weekly throughout all Public Open Space areas across the Municipality.

Park Bookings are an excellent way for Council to gauge the diverse ways residents make use of Community assets and a new online form system for bookings is under development.

Reggie Park

Reggie's Park is a local park named after "Reggie" the Red-winged Parrot, the mascot for the Adopt-A-Park Scheme. This scheme was designed to allow a group or an individual (usually residents in the neighbouring area) to adopt that particular park. 2020 is Reggie's 25th Birthday and to celebrate, City of Palmerston have been upgrading facilities and access. The park renovations will lift the amenity of the area and encourage the community to once again to take an interest in engaging with the natural environment.

Council completed pathway upgrades to provide safe pedestrian access through the native bushland while enjoying the artworks hidden amongst the vegetation. The pathway meanders through retained native bushland providing all abilities access and promoting healthy living. A new path was also constructed to provide all abilities access to the gazebo and barbecue area, and two bench seats will be installed throughout the walk.



Reggie Park- Before and After Pathway Upgrade Works

Objective 1.2: 'The wellbeing of our community is a focus for all of our work'

Laneway Program

During the last quarter City of Palmerston maintained the seven full time and twelve part time closures and has developed a draft Laneway Management Policy for community consultation that commenced on 23 September 2020. The 28-day submission period ends on 21 October 2020.

The provision of laneways to support active transport is important for the community and the draft policy reflects on the desire to address the cause or source of the anti-social behaviour rather than immediately instigate some form of closure.

To facilitate improved information on laneway usage, three CCTV cameras were installed at Schombacher Court and Cycas Way, Moulden, and Hannibal Court, Gray. The data collected provides the number of people and the time of day the laneways are used. Following a three-week period, the cameras were relocated to Azimuth Court and Castor Court, Woodroffe and Strawbridge Crescent, Moulden.

Together with other statistics and discussions with government agencies a report will be submitted to Council at the 2nd Ordinary Meeting in November 2020 outlining the results of the draft Policy submissions, the final draft Policy and how that would be applied to existing laneway treatments.

Graffiti, Vandalism and Litter Management

City of Palmerston acknowledge that amenity and perceptions of public safety are negatively affected by graffiti and vandalism. Council assists in removal of graffiti on private property including fences by the owner/occupier of the property. Council also provides free graffiti removal kits which contain the materials required to remove the graffiti and instructions to use them.

Last quarter, Council removed approximately 268 square metres of offensive graffiti from private fencing abutting major roadways, laneways, pathways. Council also attended to graffiti in parks removing approximately 84 square metres of graffiti from public facilities and infrastructure.

Unfortunately, August 2020 saw extensive destruction of play equipment in three parks. NT Police and NT Fire and Rescue Service attended deliberately lit fires at George Park, Hobart Park and Joan Fejo Park. Initial clean-up was undertaken immediately and involved the removal of damaged items and the isolation of affected play areas. City of Palmerston are working with local contractors and play equipment manufacturers to source replacements. Due to the extent of damage, this will be through a public tender process. It is anticipated that this process will see revitalised park facilities in place by the end of the year.

4. A Future Focus

Objective 4.2: 'Infrastructure is fit for purpose'

Roads

Council continued working towards providing safe and serviceable road assets to the community. Major highlights of road works carried out in this quarter included reconstruction of damaged sections of road pavement along Emery Avenue, Tilston Avenue, Duwun Road and Gunn Crescent to make road safe and prevent road pavement from further damage.

Early intervention of potholes on roads is very important for road safety and protection of road pavement. Council is using a combination of contractors and internal workforce to repair potholes, with a new process established. This has resulted in a significant reduction in response time with more than 90% of customer requests regarding potholes being attended to within 2 working days. There were 24 potholes repaired this quarter.

A program has been developed for the use of Council's electronic speed limit trailer. Over this quarter, the trailer was utilised on Temple Terrace, Farrar Boulevard and Bloodwood Terrace.

As the upcoming quarter is the commencement of the wet season, no significant road projects will be undertaken, however planning is underway for a number of tenders and upcoming projects, including;

- **Reseal Tender:** Tender documents are being compiled for road reseal works for City of Palmerston. Unlike previous years where the annual reseal works were undertaken through a singular contract, this will be a period contract to allow both the reseal works and maintenance works to be undertaken by a contractor which will improve efficiencies and services.
- **Pavement Marking Tender:** Tender documents are also being prepared for pavement marking works (line marking). This period contract which will assist the Council in undertaking efficient planned and reactive pavement marking works.
- **Buscall Avenue road safety review** at the Lakeview Boulevard/Maurice Terrace roundabout.
- **Installation of electronic speed signs** at school zones on Waler Road and Tilston Avenue.

Pathways

Council undertook various maintenance activities and capital works on its pathway network this quarter to provide safe pedestrian access and improve connectivity.

Some of the major works undertaken in this quarter include:

- Zuccoli Aspire Stage 3 & 4, Substage 2C- Council completed construction of pathway Sundew Circuit & Woollybutt Street. Works were paid for by the developer and completed by Council.
- Zuccoli Aspire 3A – Zuccoli Aspire: Developer has commenced pathway construction in Aspire Stage 3A. Approximately 75% of the works are completed so far. Remaining works are expected to be completed in next quarter.

These newly constructed pathways will provide a safe and convenient movement network for pedestrians in the area and to playgrounds, parks, school, and other community services.

Also, in the future, council will be focusing on developing and classifying footpath priorities and planning for missing links across the network. As part of the program Council will be upgrading footpaths with the greatest demand, being in proximity such as schools, shopping centres, sporting facilities, parks, and public amenities.

As part of regular maintenance, damaged section of pathways within Royal Park & Carpentaria Park, Durack, various sections along Woodlake Boulevard and along Buckingham Street were also replaced to provide safe access to pedestrians all year around. Reggie Park also had the footpath replaced as described within this report.



New Pathway in Zuccoli Stage 3 & 4, Substage 2C

Driveways

Below is a snapshot of driveway activities undertaken in this quarter. As many new driveways are constructed within new developments, an approval process is in place to ensure completion of works to Council's requirements.

- 25 driveway location plans were approved during this period.
- Council installed 18 driveways across various suburbs during this period.
- Permits were issued for the construction of 9 driveways by builders.
- Maintenance and repairs were completed on 8 driveways in this quarter.

Stormwater

Council undertook works on City of Palmerston's stormwater infrastructure, which includes open drains, underground pipe networks and pits, and associated lakes and basins to address the safety issues, flood mitigation and environmental issues.

The following major stormwater works were undertaken in this quarter:

- Cleaning of open stormwater drains in Marlow Lagoon commenced. This includes cleaning of the major drain that runs from Elrundie Avenue to Surcingle Drive. Cleaning the drains assists in lowering pollution and prevents from damage due to flooding.
- The upgrade of letterbox pits along Temple Terrace to improve safety and enhance stormwater capture commenced, which will improve the safety, functionality, and amenity of the pits within the upgraded Temple Terrace works (Stage 2).
- Pre wet season inspection of secured drains commenced. Secured stormwater infrastructure will be inspected to ensure that all securing mechanism of lids and grates for these pits are intact.



Marlow Lagoon Drain - Before and After Cleaning

Planned Activities:

- Inspection and maintenance of water cleansing facilities such as gross pollutant traps and silt traps.

Lights

Dark spot initiatives continued this quarter, with the aim to replaced existing luminaires with LED replacements aimed at reducing power costs and creating more efficient maintenance processes and enhance public safety for all users of roads and parks alike.

All dark spot works are designed to achieve relevant lighting compliance for the area.

Over the previous financial year, including the last quarter, the following works occurred.

- Raffles Road, Gray lighting upgrade.
- Cornwallis circuit lighting upgrade.
- Woodroffe Drain lighting upgrade.
- Bonson Terrace, Moulden works commenced, which is also a Black Spot project, which involves the addition of new light poles and replacement of all lights with LED luminaires.

- Raffles Road, Gray works commenced.

Upcoming works include.

- Durack – Yale parade – Mains.
- Dwyer Circuit, Driver.

Council Facilities

During the first quarter, scheduled and reactive maintenance works on all the council managed buildings were carried out as normal. Exterior paintings on the Frances Drive and The Boulevard side of the Recreation Centre were completed.



The Boulevard and Frances street side of building- After painting

Design for landscaping to suit the mural theme at the north west side external wall face of Recreation Centre were completed and procurement process commenced. Works are expected to be completed in October.

Lights at the Palmerston Swimming and Fitness Centre in the gym, change rooms and fitness hall were replaced with LED lights. The lights changeover has received a very good response from patrons and Council expects to have reduction in the ongoing maintenance of the lights and electricity consumption.

Procurement process for the renewal of footbridge decks at Marlow Lagoon commenced this quarter, works are expected to complete by end of second quarter.

5. Environment Sustainability

Objective 5.1: 'Reduce our footprint on the environment'

Liveable Cities

The greening of Temple Terrace continued this quarter, with Stage Two commencing in August 2020. This project will improve the amenity and walkability of Temple Terrace through increased tree canopy, irrigated grass, and garden beds.

The second stage between Kafcaloudes Crescent and Tilston Avenue comprises planting of 164 trees, establishment of grass areas, and creation of new garden areas.

The Stage 1 completed works have transformed a dry dusty wide verge into a walkway that will be shaded and cool as the trees develop their canopies above the path and road.

Lakes

The Lake Management Plan continues to progress this quarter.

Assessments of each lake were undertaken as part of the baseline studies for the plan, which included current use of the lake, site survey observations, Dissolved Oxygen (DO) measurements, assessment of stormwater infrastructure and review of past water quality monitoring results. The results will be used to assess the effectiveness of our current management actions and provide strategies for future management of the lakes.

Additionally, under SCALE funding, Lake 9 will have lake-bed diffusers installed this quarter. These are designed to move large volumes of water from near the bottom of a water body to the surface, where it will spread out in contact with the air and become oxygenated. The diffusers will maintain DO throughout the water column, preventing stratification, and hypoxic conditions (this in turn will prevent fish deaths and nutrient loading from lakebed sediments). This installation is part of a wider aeration program designed for our lakes. Further iterations of the program will involve the installation of surface fountains for aeration, which have the added benefit of improving the amenity of a lake.



Lakebed Diffuser



Surface Fountain

In addition to the strategic planning and aeration program, Council has continued systematic weed removal from each lake. Between the 8th July to the 31st August, fifteen of Council's lakes were cleared of weeds using the mechanical weed harvester.

Objective 5.2: 'Palmerston is a cool, shaded, green city'

Trees

Tree Planting

Planting trees along verges and throughout parks provides shade and visual appeal to Council streets and open spaces. This quarter, Council planted eight trees in response to residential requests. This is an ongoing service throughout the year and requires the support of the requesting resident to assist in establishment of the tree. Additionally, 54 trees were replaced due to vandalism or theft at an approximate cost of \$7,000. Smaller size trees are being trialled to reduce the requirement for tree

stakes (which may also reduce termites), risk of vandalism and improve establishment. In addition, smaller trees can also provide a cost saving at planting.

Council are in the process of developing an online platform where residents will be able to request tree planting, schedule a tree assessment or report a tree-specific issue. The ability to interact in real time with inspecting officers is expected to reduce administration and therefore response timeframes, resulting in an improved customer experience.

The 2020 tree planting contract is set to provide shade primarily in areas of pedestrian concentration. The first stage of tree planting is planned for late September 2020. As part of the SCALE funding 217 trees are coordinated to be planted on the verges of Temple Terrace and Chung Wah Terrace. Specific planting locations have been considered with relation to re-establishment of trees in areas where loss was sustained as a result of Cyclone Marcus and other significant weather events. Individual species selection has been based on characteristics which allow the trees to provide required amenity and be managed in a way they remain stable throughout their lifespan.

The second stage of tree planting is expected to be tendered in late October with up to 500 trees planned for Driver Avenue, Woodlake Boulevard, Farrar Boulevard and Forrest Parade. Tree procurement for these locations is underway.

Tree Maintenance

Tree maintenance continued this quarter with pruning and removals undertaken along Temple Terrace and Elrundie Avenue. Council arborists coordinated the removal of dead or declining trees and the raising of tree canopies to improve visibility and access.

Street tree pruning has been completed this quarter through the suburbs of Gunn, Woodroffe and Gray. This work is programmed each year with the aim that trees within the road reserve in each suburb are assessed for pruning once per annum. Pruning works are carried out to ensure tree foliage does not interfere with pedestrian and vehicle movement. Pruning clears foliage from obstructing street signs, lights, and traffic signals. The work also identifies where trees may be impinging on private infrastructure and aims to reduce or negate any encroachment.

All woodchip generated from tree maintenance programme is stored and utilised as mulch throughout the garden beds in the CBD.

Solar Photovoltaic Systems on Council Buildings

The public tender for the Civic Plaza Solar Shade Structure closed, with the finalisation of tender assessment underway.

This quarter the Photo Voltaic systems at the City of Palmerston Library and Palmerston Recreation Centre produced a combined amount of 23MWh of electricity, offsetting 30% of the building's power use. This equates to approximately of 9 tonnes of carbon emissions mitigated (equivalent to planting 249 trees). This value is lower than previous quarters due to the systems being faulty, which are currently being prepared.

Irrigation

Irrigation capital works are planned for a portion of Temple Terrace median that is old and unreliable. The portion identified for replacement is the median between Chung Wah Terrace and Essington Avenue. The new design for the median has been received and is under assessment by irrigation staff.

The work is anticipated to be offered for quote in October/November. The cost of this planned works will determine the extent of other irrigation systems replaced this financial year as irrigation costs have fluctuated significantly over the past few years. The other locations considered for refurbishment this financial year are the garden beds on Woodlake Boulevard, Flinders Park and Hayes Park in Durack.

A further capital improvement in the planning stage is a self-cleaning filter at Lake 4 in Durack to reduce maintenance visits and to improve the operation of the system.

Irrigation repairs are ongoing with two new staff members engaged to assist with the day to day upkeep of the system, as well as the use of contractors.

An irrigation audit commenced this quarter for two of our signature parks, Eric Ashe Park in Farrar and Tiverton Park in Moulden. This audit looks at the watering requirements for each park and determines if the current operational practices and irrigation infrastructure are optimal. The audit will propose improvements that will increase water use efficiencies. The aim is for information gathered through the audit and retrofit of these parks to be used as benchmarks for broader improvements across the City.

Archer Waste Management Facility

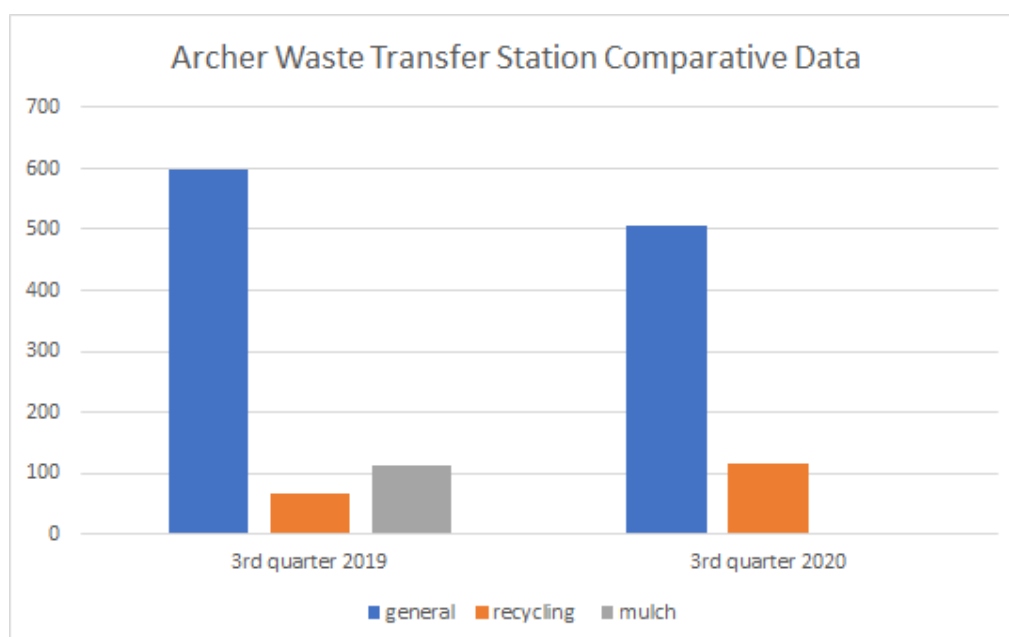
Waste Generation and Recycling Statistics

In this quarter the following amounts were collected or diverted at the Archer Waste Management Facility.

- 506.84 tonnes of general waste
- 115.95 tonnes of recyclable materials diverted.
- 0 tonnes of green waste converted to mulch (459 tonnes sold).

NB. These statistics include data up for until the 14th of September, when this report was compiled.

Comparing data with the same quarter last year indicates that while total volumes of waste generated is lower than the previous year, diversion rates are considerably higher. Without the inclusion of mulch (as no mulch has been processed at the facility this quarter) the diversion rate for third quarter 2020 was 23% compared to 11% in the 2019 third quarter.



Domestic Kerbside Waste Collection

General and Recyclable Waste Tonnage

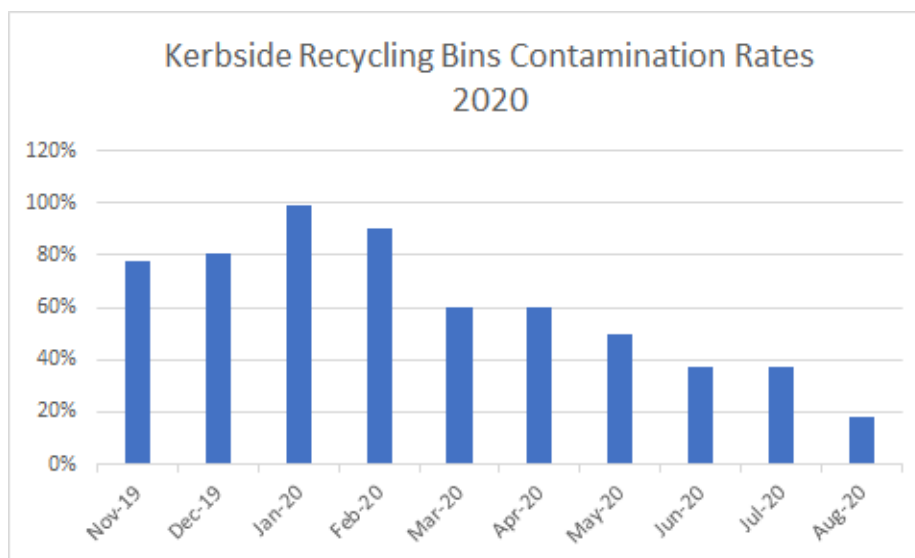
In this quarter the following amounts of material was collected in both our recycling and general waste collections.

- 181 tonnes of recycling material collected.
- 1369 tonnes of general waste.

Recycling and Contamination.

Of the 181 tonnes of recyclable material collected kerbside this quarter, 139.35 tonnes were sent to repurposing facilities for recycling. The remainder was considered 'contaminated', which is when non-recycling material such as food scraps and soft plastics is intermingled within the recycling stream.

This quarter the contamination rate reached the lowest percentage that has been recorded since the calculations began in November 2019 (see graph below). This has been attributed to a wider understanding by the community of the correct materials that should be placed in the bin. In addition, contractors collecting the bins are more aware, and will refuse to collect and then sticker a bin (i.e. label the bin to make the resident aware) should it contain contaminated material.



Objective 5.3: 'Encourage personal action and taking a leadership role'

Verge Assistance Program

The Verge Assistance Program for this dry season was finalised this quarter. This quarter, a further 76 properties were provided topsoil and seed. This brings the total number of residents in 2020 that have been awarded assistance under the program to 240. A report will be presented to Council in the coming months recommending a way forward for the program in 2021.

Pre-Cyclone Clean Up

The pre-cyclone clean-up was initiated on the Monday the 7th of September, with western suburbs of Durack, Driver, Marlow's Lagoon, Gray, Woodroffe, and Moulden the first to place material on their verges. The collection is designed for 'hard waste' only, and was to be undertaken in two stages, with recyclable materials collected in the first week and general waste the second week.

The eastern portion of the Municipality (Bellamack, Bakewell, Zuccoli, Roseberry, Gunn, Johnson, Farrar, Palmerston CBD) will be completed early October.

At the date of this report, the first round of pre-cyclone clean-up is 90% complete. There was a 14% presentation rate (number of houses that put material out on the verge) of recyclable material, and an average of 18% presentation rate of general waste material across the suburbs.

Early data indicates the following units/volumes have been collected, with final collection data to be reported in the next quarterly report.

- White Goods (fridges, aircons, freezers) - 90 units
- Household appliances (microwaves, dishwashers, washing machines) – 142 units
- E-waste (tv, printers) – 60 units
- Metal - 3040kg
- General Waste Collected - 58 tonnes

Waste Education

'Take-the-Pledge'

Council's 'Take the Pledge' competition was launched this quarter. This is an incentive-based program, whereby residents enter a draw to win prizes if they sign up to reduce contamination in their recycling bins. To advertise the program information stalls were set up at several local facilities and events such as the Library, Palmerston Shops, and Palmerston Markets, engaging with the community face to face. To date there have been 102 pledge registrations.



Additional advertising has been undertaken through a bin tagging program, with all 13 suburbs of Palmerston to be tagged over a 4-week period. The tags have the additional bonus of having the 'do's and do not's' rules of recycling on them (see below).



Community Education Activities

Five community workshops across two weekends were held as part of the waste education program. This included three beeswax wrap (replaces plastic wrap) making workshops (65 attendees in total), and two papermaking workshops (38 attendees in total). Attendees greatly enjoyed these sessions, with many requests for more in future.

'Thank you for the workshop. The kids used their wraps today for school and want to make some for xmas presents.'

'Thank you for the beeswax wrap workshop. It was very helpful and very informative'

'My son and I attended both the beeswax and papermaking sessions and absolutely loved it! Thank you!'



School Education program

A total of 26 school sessions were delivered to over 565 students and staff. This included 11 papermaking workshops, 12 recycle relays, one staff meeting presentation, one bin materials audit, and one preschool session. The sites visited included Forrest Parade School, Sacred Heart Catholic School, Bakewell Primary School and Driver Primary School.



6. Governance

Objective 6.1: Ensure we have a leading governance model'

Council records customer requests within a Customer Relationship Management (CRM) system. Each request is tasked to the relevant area, and officer for actioning. Staff have been working on ensuring tasks are actioned efficiently, with timely response to customers a priority.

As indicated in the table below, this quarter the highest number of requests were relating to waste (bin requests etc), closely followed by open space activities including irrigation and trees.

Nature of Request	2019/20 QTR Average	QRT1	QRT2	QRT3	QRT4
Irrigation		55			
Litter	8	2			
Public Places	97 (incl Irrigation)	47			
Roads	24	24			
Signs	4	8			
Stormwater	8	6			
Trees	96	64			
Waste	84	224			
General	5	1			
Total Received	326	431			
Total Completed	337	340			

CONSULTATION PROCESS

City Growth and Operations staff were consulted in preparing this report.

POLICY IMPLICATIONS

The draft Council Policy *Preserving Our Urban Forest* completed a period of 21 days consultation and was adopted by Council. This Policy sets the principals for preserving our urban forest and establish the criteria upon which trees must be assessed to maximise the retention of our urban forest.

The draft Laneway Management Policy commenced community consultation this quarter.

BUDGET AND RESOURCE IMPLICATIONS

There are no budget or resource implications relating to this report.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

There are no risk, legal and legislative implications relating to this report.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications for this report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

Nil

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.1.4
REPORT TITLE:	Palmerston Lakes Management Plan Update
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	City Sustainability Manager, Katie O'Neill
APPROVER:	Director City Growth and Operations, Nadine Nilon

COMMUNITY PLAN

Environmental Sustainability: Palmerston is an environmentally friendly, liveable city that promotes renewable practices and sustainability.

PURPOSE

To provide Council with an update on the development of the Palmerston Lakes Management Plan, including some of the key findings to date.

KEY MESSAGES

- Stage One and Two of the development of the Palmerston Lakes Management Plan has been completed. These stages consisted of determining the primary function of each lake and their current condition.
- Potential functions of the lakes have been considered, and include stormwater retention and treatment, amenity and aesthetics, irrigation, ecological habitat, and recreational fishing. Many lakes serve many different functions.
- Conditions assessment of the lakes has been undertaken, with varied results that will be used to inform the required actions, based on the identified functions of the lakes.
- Most lakes demonstrated a degree of sedimentation; and initial studies indicate that it is the disturbance of these sediments that are causing nutrification of the water bodies.
- Aeration works as part of the SCALE funded project have commenced and are being included in the management considerations.
- Next steps for the plan will be to determine individual objectives and actions for each lake.

RECOMMENDATION

THAT Report entitled Palmerston Lakes Management Plan update be received and noted.

BACKGROUND

Council currently manage a series of lakes that cover a combined stormwater catchment area of 260ha. These lakes serve many different purposes, including stormwater retention and treatment, amenity and aesthetic values, irrigation, ecological habitat, and recreational fishing.

To date, the management of the lakes has been focused on rotational harvesting of plant material, topping up of water levels from the Dolostone Aquifer and monitoring water quality at ingress and egress points. There are several operational risks associated with this approach. Ongoing collection of data not directly linked to management outcomes.

- A reactive response to environmental incidences, as evident through the recent fish kills event.
- Possible over expenditure and focusing of resources on ineffective management techniques.
- Raising community expectations around lake conditions and functions, thereby creating a false lake environment that requires extensive Council resources to maintain.

As such, Council is developing a Lakes Management Plan that will provide a coordinated approach to the management, with targeted actions designed to maintain specific lake functions.

The lakes considered in this management plan include:

- The Durack Lakes System (numbered 1- 10, see diagram below).
- Marlow's Lagoon.
- Sanctuary Lakes.

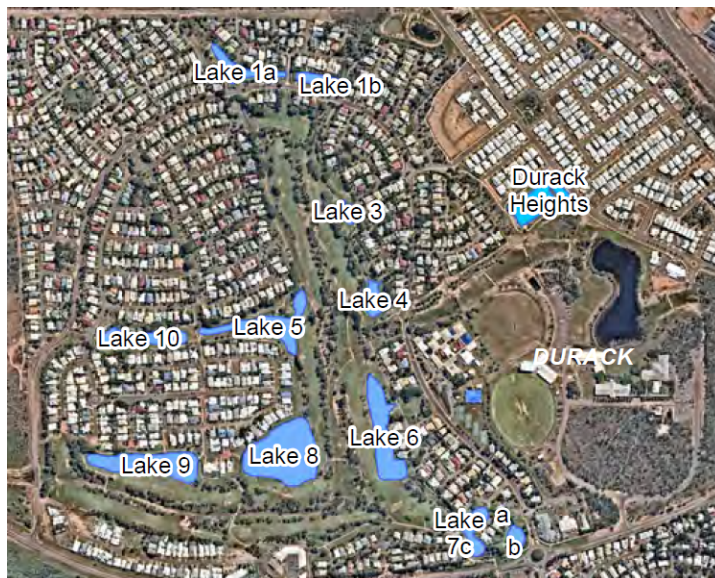


Figure 1: Durack Lake Systems

DISCUSSION

Ecoz Environmental, local environmental consultants have been engaged to undertake the development of the plan, which involves five key stages. As of the date of compiling this report, Stages One and Two have been completed.

- Stage One: determining the functional purpose each lake (i.e. whether it is used primarily for stormwater retention, ecological habitat, flood mitigation, amenity, irrigation and or recreational fishing).
- Stage Two: developing an understanding of the current condition of each lake.
- Stage Three: determining management targets for each lake.
- Stage Four: review and undertake a gaps analysis on current lake management practices and the impact of the surrounding land use.
- Stage Five: the development of the final City of Palmerston Lakes Management plan inclusive of targets, strategies and actions designed to improve the management and use of Palmerston lakes.

Results to Date

Stage One: Functional Purpose.

Primary function can be defined as the purpose that a lake:

- (a) was designed to undertake,
- (b) is currently the only lake undertaking that purpose, and
- (c) would result in an environmental/and or financial risk to Council should the lake no longer be able to serve this purpose.

The information gathered in this stage allows for a review of current management practices to see if they promote the desired purpose. In addition, the current and desired functions of each lake will be assessed against the reportable conditions determined in Stage two. The aim is to determine if the lakes have the capacity to perform the desired function, i.e. the suitability of use for irrigation.

The below table lists the potential functions of each lake. The final determination of the primary and supplementary function(s) for each lake will be included in the final report.

Table One: Lake Functions

Function	Potential Lakes	Considerations
Stormwater Management	1a, 1b, 3 & 4, 6, 9, 10a, 10b. Sanctuary Lakes.	All lakes have some form of stormwater management function, with the lakes listed below being modelled as being more critical to the function of stormwater in their respective stormwater catchments. Lake 1 location is at the top of the catchment. Lake 4 is the treatment train between lake 1b and 3 and is the final discharge point before entering into the Darwin harbour. Lake 9 & 10 are also the final part of the treatment chain before discharging into the channel to the Darwin Harbour. Sanctuary Lakes is the only form of storm water treatment in this catchment.
Visual	4, 5, 6, 7a, 7b, 7c, 8, Sanctuary Lakes. Marlow Lagoon.	Lakes chosen due their proximity to parks, roads, and locations within major activity centres.
Ecological Habitat	All lakes	All lakes provide support to aquatic animals and birds. Marlow Lagoon has been noted as especially important as a natural ecosystem.
Irrigation	6, 9, 10a, 10b.	These lakes are currently part of the public open space irrigation program. Other lakes could be potentially suitable.
Recreational Fishing	All lakes	Some lakes have fishing infrastructure (such as platforms and signage), however; the NT Govt. fish stocking program and the connectivity nature of the lakes means that fish are throughout the system.

As can be seen in the table above, each lake may perform multiple functions. This combination does not compromise or confuse the management of the individual lake; it allows the critical aspects to be quantified and prioritised rather than take a 'one size fits all' approach.

Stage Two: Condition Assessments

The general condition of each lake varies significantly. Condition was determined via site survey observations and available data, including Dissolved Oxygen (DO) measurements, presence of good condition stormwater infrastructure and past water quality monitoring results.

Lake 8 appears to have the best water quality of all lakes. This lake is relatively deep, with a large volume of water and small catchment compared to the other lakes. In addition, treatment of runoff occurs prior to entering the water body via Lake 5, that results in the effective removal of sediments, thus reducing Total Phosphorus and Total Nitrogen (and reducing plant growth).

Lake 6 was identified as being in the worst condition upon site inspection. This may be due to the large draw down by the Palmerston Golf Course for irrigation and its location within the golf course catchment area (with potential fertilizers in runoff). It is also the lake most regularly topped by Crowson bore, which is the most saline of all Council bores (Palmerston Dolostone Aquifer Report, 2018).

Lakes 1a, 1b, 3 and 4 have consistently poor water quality in terms of low DO and high nutrients, which is likely due to the contributing catchment entering the lakes (total of 66.75ha). Specific areas of pollution for this catchment include runoff from Tiger Brennan Drive and Durack Heights.

All lakes demonstrated a degree of sedimentation, with recent depth testing indicating that the lakes are getting progressively shallower. The MUSIC (Model for Urban Stormwater Improvement Conceptualisation) for each lake demonstrated that while runoff volumes during the wet are significant and can result in nutrient/pollutant loading, the simultaneous outflux of large volumes of water means that it is unlikely these pollutants stay in the water column for long.

The modelling demonstrates that a lot of the nutrification of the lakes is occurring from sediment influx and build-up. Each time sediments are disturbed on the lakebed floor there is a resultant increase in nutrients in the water. This was confirmed during the observation of the use of the harvester in several of the lakes. Although the weeds were effectively removed, there was an increase in macro-algae due to the stirring up of sediments from the lakes bed. Additional issues may arise from the sedimentation of these lakes, including the potential for reduced capacity to act effectively in flood mitigation.

NEXT STEPS

The results of Stage One and Two will now be incorporated into specific management actions for each lake. While specific actions have yet to be finalised, there have been some clear gaps identified in the current management of the lakes, including:

- The need for an updated and appropriate Water Quality Monitoring Program and reporting process.
- A need for a coordinated approach to weed harvesting.
- The need for community education programs around the purpose of the lakes and what a healthy lake system looks like.
- The need for a lake vegetation survey to determine which plants are required/native to a healthy Northern Territory lake.

In addition, risks identified from this study that have already resulted in changes to current management practice. Several lakes presented stratification when the Dissolved Oxygen (DO) measurements were undertaken. This is when layers of the lake contain different levels of DO, which can impact on the aquatic life and ultimately lead to algal build up. As a result, Council is installing lakebed air diffusers in Lake 9. Under the SCALE funding program, aeration systems are also being installed in Lakes 1a, 1b, 4,

7c and 10. As previously reported to Council, evaluation of the effectiveness of the systems will guide recommendations for other lakes.

Once the management objectives and implementation actions have been finalised for each lake, the results will be collated into the Draft Palmerston Lakes Management Plan, which will be presented to Council at the 1st November Council Meeting.

CONSULTATION PROCESS

Consultation is not proposed for the management plan as it is an operational plan, however; information of the outcomes of the plan will be made available on Council's website. Actions of the management plan may result in specific consultation being undertaken as relevant.

POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

The Palmerston Lakes Management Plan is being funded through existing budgets.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

Council is subject to several reputational risks should the management of the lakes not be effective. As these lakes are a prime recreational and aesthetic asset for the community, any water quality issues can lead to negative perceptions of Council's management in the community. In addition, the Department of Fisheries stocking program is reliant on the maintenance of these lakes to ensure fish survival. Fish deaths are largely attributed by the community to Council's management, rather than any potential stocking rate issues.

There are also operational risks, as the current irrigation program for many Council public open spaces being set up around the use of lake water (with ongoing top-ups from the aquifer).

Salvinia is a declared weed under the Weeds Management Act; it is also a Weed of National Significance (WoNS). Council as managers of the land need to comply with control of this weed as per legislative requirements.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

Effective and coordinated management of lakes will improve the water quality and ecology of these systems. Due to reduced rainfall, the increased salinity of Council bores and the large draw down on the aquifer, the use of lakes for irrigation (coupled with the ongoing top up of lakes from the aquifer) is not considered sustainable into the future. A coordinated approach to management will allow for alternatives to this irrigation process to be considered.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

Nil

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.1
REPORT TITLE:	Inclusive, Diverse and Accessible Policy Framework
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	Executive Manager Community and Library Services, Anna Ingram
APPROVER:	Director Lifestyle and Community, Amelia Vellar

COMMUNITY PLAN

Cultural Diversity: In Palmerston we celebrate our cultures in a way that values our diversity.

PURPOSE

This report seeks to update Council on the progress of the development of a new City of Palmerston Inclusive, Diverse and Accessible Policy Framework.

KEY MESSAGES

- A Notice of Motion for an Inclusive, Diverse and Accessible Policy Framework was submitted by Alderman Spick at the 2nd Ordinary meeting on 21 July 2020.
- Research has been undertaken into similar bodies of work developed by other organisations, to determine current research, language, policy, and best practice.
- Staff recommend that the development of a Family and People Plan, as well as a Culture and Diversity Plan incorporating a First Nations Strategy, alongside a review of the Disability Access Strategy (2016), would need to be included within the fully formed framework.
- By creating these three plans, Council will be more responsive to its community, and meets its objectives as outlined in the Community Plan.
- As this is a larger body of work than first anticipated, staff recommend that the timeline for presentation to Council be adjusted to delivery at the 2nd Ordinary Council Meeting in February 2021 (delayed from November 2020).
- Once the draft Inclusive, Diverse and Accessible Policy Framework has been presented to Council, we will undertake a period of Community Consultation.

RECOMMENDATION

1. THAT Report entitled Inclusive, Diverse and Accessible Policy Framework be received and noted.
2. THAT Council approve that the draft Inclusive, Diverse and Accessible Policy Framework delivery date be amended from the 2nd Ordinary meeting in November 2020 to being presented at the 2nd Ordinary Council Meeting in February 2021.

BACKGROUND

At the 2nd Ordinary Council Meeting on 21 July 2020, Alderman Mick Spick submitted the following Notice of Motion:

12.2 Inclusive, Diverse and Accessible Public Domain and Programs

THAT Council investigates and develops an Inclusive, Diverse and Accessible Policy Framework for its public domain and programs, that includes a review and update of Council's Disability Access Strategy (2016), consideration of key elements of the Community Plan, engagement of key stakeholders and ensuring it is modern, contemporary and reflective of our community with the outcomes to be presented to the Second Ordinary Council Meeting in November 2020.

CARRIED 9/1204 – 21/07/2020

Currently Council has in place a Disability Access Strategy (2016), **Attachment 13.2.1.1** which is due for review and will form part of the new Framework.

In addition, upon review of both **Outcome 1: Family and Community**, and **Outcome 3: Cultural Diversity** in the Community Plan, the following areas have been identified as requiring planning and strategic development, in order to meet Council's objectives:

Outcome 1: Family and Community

Objective 1.1: We focus on families

- A Palmerston Family and People Plan is developed in partnership with the community. It includes strategies for all types of people and families in Palmerston.

Outcome 3: Cultural Diversity

Objective 3.1: To celebrate our rich culture and heritage

- Develop a Culture and Diversity Plan which models how the city values and respects the diversity of the community. This plan builds and enriches our diversity, promotes unity, embraces culture and heals the past.

Objective 3.1: Recognise and support diversity through our partnerships and leadership

- Consider development of a First Nations Strategy that recognises, acknowledges, increases awareness, and promotes partnerships with Larrakia Nation

DISCUSSION

The Notice of Motion submitted by Alderman Mick Spick states that Council is:

"committed to creating a community where all members of are given equal rights of access within the public domain and services by responding to needs across our community's life course, encouraging independence, participation, and supporting a cohesive and inclusive society."

Infrastructure in particular, should follow Universal Design principles to help achieve an inclusive and accessible public domain.

It was also noted that the scope of inclusion, diversity and accessibility covers a broad range of socially and economically diverse people, as well as those with a physical or mental disability.

Therefore, the scope of this Framework should also be quite broad, encompassing all elements of access and participation for Palmerston's diverse people, with respect to public domains and programs, including activities, services, infrastructure, and information.

The development of a Family and People Plan, as well as a Culture and Diversity Plan incorporating a First Nations Strategy, alongside a review of the Disability Access Strategy (2016), will ensure that the City of Palmerston creates truly inclusive public domain and programs, and meets its objectives as outlined in the Community Plan. It is envisaged that altogether, the three focus areas would form the overall Inclusive, Diverse and Accessible Policy Framework.

Investigation by Council staff was undertaken into similar bodies of work developed by various Councils, Local Government Associations and the Northern Territory Government, in order to determine current research, language, policy and best practice. Organisations researched included:

- South Australian Local Government Access and Inclusion Network (LGAIN)
- South Australian Local Government Association
- City of Adelaide
- City of Port Adelaide Enfield
- Barossa, Light and Lower North
- South Australia Police
- City of Kalgoorlie-Boulder
- City of Sydney
- Glenelg Shire Council
- Northern Territory Public Service
- City of Darwin
- City of Casey

During this investigation it has become evident that this is a much larger body of work than was first anticipated, as it requires the development of new plans as well as the review of an existing strategy.

Common Themes/Proposed Structure

Investigation into similar work from other organisations reveals some common themes, which would be incorporated into the work developed by the City of Palmerston. The following outlines key areas for consideration that may be incorporated, however the work would not necessarily be limited to these common themes, and the scope may become narrower or broader as the work develops.

It is proposed that the Inclusive, Diverse and Accessible Policy Framework would incorporate the following three focus areas:

Inclusive: Family and People Plan (to be developed)

Areas for consideration in the development of this plan will include but are not limited to:

- Targeted focus on Children, Young People, Seniors and Families, ensuring access, inclusion and advocacy across all areas of Council
- Current demographics on Children, Young People, Seniors and Families in City of Palmerston

- Access for Families to inclusive community engagement and learning opportunities, activities, programs and events provided and/or supported by Council
- Access to participation, ensuring Families have a voice and are provided with opportunities for consultation and collaboration in Council's planning processes
- Promotion of physical and mental Health and Wellbeing for Families, including access to services and natural and built environments, provided, managed and/or supported by Council
- Seeking and maintaining partnerships with service providers who support and advocate for Children's and Young People's rights, ensuring the complex needs of Children, Young People, Seniors and Families are met and/or supported by Council
- Development of Outcome areas and Key Performance measures within the plan in order to properly evaluate progress and achievements

Diverse: Culture and Diversity Plan, incorporating First Nations Strategy (to be developed)

Areas for consideration in the development of this plan and strategy will include but are not limited to:

- Targeted focus on Culturally Diverse and First Nations Communities, ensuring access, inclusion and advocacy across all areas of Council
- Current demographics on culturally diverse and First Nations communities in City of Palmerston
- Use of accepted appropriate and contemporary definitions and language for culturally diverse and First Nations communities, including multicultural groups, religious organisations, LGBTQI+ community, etc.
- Adherence to relevant National and Northern Territory anti-discrimination legislation, for example:
 - *Australian Human Rights Commission Act 1986*
 - *Age Discrimination Act 2004*
 - *Racial Discrimination Act 1975*
 - *Sex Discrimination Act 1984*
 - *Australian Government Guidelines on the Recognition of Sex and Gender 2013*
 - *NT Anti-Discrimination Act 1992*
- Commitment to encouraging active engagement and participation of culturally diverse and First Nations people in programs, activities and services provided and/or supported by Council
- Commitment to encouraging economic participation of culturally diverse and First Nations people through the provision by Council of equal opportunities and capacity building
- Promoting healthy and safe communities for culturally diverse and First Nations people, through access to services provided and/or supported by Council
- Active acknowledgement, support and celebration of culturally diverse and First Nations country, culture, language and community
- Shared Vision statement between City of Palmerston and First Nations community members
- Consultation with First Nations community members to ensure cultural protocols are built into all levels of planning and delivery across Council
- Development of Outcome areas and Key Performance measures within the plan/strategy in order to properly evaluate progress and achievements

Accessible: Disability Access Strategy (to be reviewed)

Areas for consideration in the review will include but are not limited to:

- Targeted focus on Persons with a Disability, ensuring access, inclusion and advocacy across all areas of Council
- Current demographics on Persons with a Disability in City of Palmerston
- Use of accepted appropriate and contemporary definitions and language for persons with a disability

- Adherence to relevant National and Northern Territory anti-discrimination legislation, as well as building codes and standards, for example:
 - *Disability Discrimination Act 1992*
 - *Disability Standards for Accessible Public Transport 2002*
 - *Disability (Access to Premises – Buildings) Standards 2010*
 - *Disability Standards for Education 2005*
 - *NT Anti-Discrimination Act 1992*
- Accessibility within the physical and built environment controlled and/or managed by Council. Consideration given to the seven Universal Design principles, as follows:
 - *Equitable use*
 - *Flexibility in use*
 - *Simple and innovative use*
 - *Perceptible information*
 - *Tolerance of error*
 - *Low physical effort*
 - *Size and space for approach and use*
 - *Access to information and services, provided and/or supported by Council*
- Access to employment and/or equal opportunities provided by Council
- Access to programs and events run and/or supported by Council
- Active support and celebration of persons with a disability as valued members of, and contributors to the Palmerston Community, led by Council
- Development of Outcome areas and Key Performance measures within the strategy in order to properly evaluate progress and achievements

Next Steps

The original date for the presentation of the Framework to Council, as outlined in the Notice of Motion, was the Second Ordinary Meeting in November 2020. However it has since become evident that more time is required to develop a high-quality Framework, in a way that results in meaningful goals and outcomes as well as tangible actions that Council can take to in order to meet its Community Plan objectives.

In addition, it will be essential to consult with a range of local stakeholder groups such as NT Council of Social Services, Disability Advocacy Service, Larrakia Nation, as well as various multicultural groups and other services providers.

To ensure this work is completed in a thorough and timely manner, a consultant will be engaged to assist council staff with the research, writing and collation of the documentation within the Framework. Council staff will facilitate consultation sessions and reporting, as well as promotion and planning at the completion of the work, which is anticipated to be in early 2021.

Timeline

- October 2020 - Further research, Engagement of consultant.
- November 2020 – Early February 2021 – Continued research, consultation with Stakeholder groups after Christmas, writing and collation of documentation.
- Presentation of the draft to Council at the 2nd Ordinary Council Meeting in February 2021.

Staff believe for this to be a truly quality outcome the stakeholder engagement element is crucial. Conducting this over the Christmas period is often problematic due to limited availability of community members. Therefore, staff recommend a late February delivery date to ensure that there is ample opportunity to hear a diversity of views.

CONSULTATION PROCESS

The following City of Palmerston staff were consulted in preparing this report:

- Chief Executive Officer

Once the draft Inclusive, Diverse and Accessible Policy Framework has been presented to Council, we will undertake a period of Community Consultation.

POLICY IMPLICATIONS

There are no policy implications for this reports, however when the Framework is presented to Council at the 2nd Ordinary Council Meeting in February 2021, new Council policies may need to be created that underpin the Framework and guide Council and the community in planning and decision making.

BUDGET AND RESOURCE IMPLICATIONS

Funding will be required for the engagement of a consultant. This cost will be covered within Council's adopted operational budget.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

This report addresses the following City of Palmerston Strategic Risks:

- 4 Fails to effectively design and implement contemporary governance practices
Context: Strong foundations to hold the Council and Administration to account with clear and transparent performance reporting.

No specific legislation needs to be taken into consideration for this report, however upon development of the Framework, the legislation detailed within the Discussion area of this report must be taken into consideration before presentation to Council at the 2nd Ordinary Council Meeting in February 2021.

Although Council is yet to have a framework in place, holistically committing to action in the areas of Inclusivity, diversity, and accessibility it does operationally deliver a range of programs and practices in all three areas. These include considering accessibility requirements in building upgrades and designs, pathways, and online content. Diversity and inclusion activities such as drag queen story time, supporting seniors' activities, harmony day and NAIDOC week celebrations. This mitigates any immediate risk in not having a framework in place. Council will remain committed to delivering a community where all members are given equal rights of access within the public domain whilst the framework is being developed.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications for this report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. City of Palmerston Disability Access Strategy [13.2.1.1 - 5 pages]

SEPTEMBER 2016

CITY OF PALMERSTON



DISABILITY access strategy



1

INTRODUCTION

The City of Palmerston is committed to creating a community where all members are given equal rights of access to not only council facilities but those provided by local businesses.

1.2 The Disability Discrimination Act (DDA) 1992 states:

The objects of this Act are:

- (a) to eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:
 - (i) work, accommodation, education, access to premises, clubs and sport; and
 - (ii) the provision of goods, facilities, services and land; and
 - (iii) existing laws; and
 - (iv) the administration of Commonwealth laws and programs; and
- (b) to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
- (c) to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

The act establishes minimum levels of service that must be provided to people with disabilities. As a local government service provider we are bound to deliver infrastructure which is compliant with the framework established by the act.

1.3 Council strives to provide community leadership in the provision of infrastructure and services to the disabled. Council seeks a positive image and to be seen promoting initiatives, which create improvements for disabled people who live, work, and visit the Palmerston Municipality. Although much has already been achieved it is important that the residents and visitors are made aware of current and future strategies.

2

THE ACCESS STRATEGY RATIONALE

- 2.1 This Strategy has been created to address access issues surrounding council policies, procedures, and services as well as the physical / sensory access provided by the City of Palmerston, Government, and private organisations. It is also about accessibility in the built environment, which includes streets, public open spaces, council buildings, outdoor spaces around buildings, transport, and buildings in the control of other public bodies or private organisations. The good practice recommended by this strategy will not only enhance the lives of disabled people, but also will enrich the lives of all who live, work, or visit the City of Palmerston.

3

STRUCTURE

- 3.1 The Access Strategy will address two main areas:
- (a) What the City of Palmerston Controls
 - (b) What the City of Palmerston Influences

4

WHAT THE CITY OF PALMERSTON CONTROLS

The Strategy is directly relevant to all services provided by the council. The more immediate Council services which relate to open spaces, transportation, and the built environment will already have a high level of community understanding. Less obvious areas such as library services, sports, and health and fitness while not as visible are considered of equal importance. An understanding of these issues will aid in the implementation of the Equality Standards council seeks to implement.

The Strategy Aims are:

4.1 **Aim 1: To Improve Access To Council Services**

As a service provider the council has a duty under the DDA 1992 to create policy, practice and procedures that are accessible to the community. We take great pride in the quality of our services and the will to develop our services further to create the most accessible service possible. By systematically undertaking Service Reviews of all policies and procedures and including access considerations in the Service Reviews including Best Value Review.

4.2 **Aim 2: To Improve Access in the Built Environment**

The independence of disabled people is highly determined on the built environment. Therefore, it is the responsibility of those who shape the built environment to create equality in design. Although Legislation has set minimum standards it is important that Palmerston aims to achieve best practice, which goes beyond these minimums.

4.3 **Aim 3: To Improve Access To Information**

Information in the traditional sense is not always accessible to a wide variety of people. Information comes in many forms, from leaflets to signage. It is important that the council communicate information in different formats, which a wide range of people find accessible. The Council will work to provide a range of communication options within its Communication Strategies.

5

WHAT THE CITY OF PALMERSTON INFLUENCES

5.1 **Aim 1: We aim to improve the Environment throughout Palmerston**

Through its roles as a referral agency and through direct advocacy council seeks to promote better access for disabled people in the built environment, open space, roadways, infrastructure, and transport.

5.2 **Aim 2: We aim to improve the Social inclusion of disabled people**

The council will promote disabled people as active citizens in all its functions of community leadership. Through education we will influence how society is informed of disability and access issues. We will oppose illegal and unfair discrimination in all its forms.

5.2.1 We will promote the employment of disabled people with all current and future employers in the City. Where appropriate we will engage in positive action initiatives to increase the number of disabled people in work or moving closer to work.

5.3 **Aim 3: We aim to work with our Partners to achieve the strategy**

Through our existing and future relationships with Government (Federal and State), other local government authorities, and non government organisations we will actively work to deliver this strategy

5.4 **Aim 4: We aim To Work With and Support Disabled People's**

Organisations

The council is committed to supporting organisations and groups, which try to ensure access improvements for all members of the community, whether they represent disabled people, or others who face access barriers. The Council aims to work with such organisations, and try to reflect their needs in the service it provides.

6

MEASURES OF SUCCESS

6.1 There are several over-arching objectives against which all progress can be measured:

- (a) A range of accessible buildings, spaces and venues developed as a result of regeneration activity.
- (b) The number of buildings and streets made accessible, thereby helping to increase employment and recreation opportunities for disabled people.
- (c) Inclusion of council's disability service levels in planning decision made by the Development Consent Authority.
- (d) Ensuring that access issues are a recognised part of best value service reviews, including services that are not directly related to upgrading the physical environment.
- (e) Increasing employment opportunities for disabled people.

6.2 Council will form a disability advisory group consisting of technical and community service staff, the Mayor and an Alderman who will consider disabled standards, formulate an annual disabled access works programs, and report to Council annually.



CONTACT US



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COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.2
REPORT TITLE:	Council Policy Review - FIN17 Rate Concession
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	Finance Manager, Maxie Smith
APPROVER:	Chief Executive Officer, Luccio Cercarelli

COMMUNITY PLAN

Governance: Council is trusted by the community and invests in things that the public value.

PURPOSE

This report seeks Council approval to amend Council Policy *FIN17 Rate Concession* after a review of this policy.

KEY MESSAGES

- Council Policy *FIN17 Rate Concession* has been reviewed.
- Council is providing relief to ratepayers to make it easier, faster and simpler to access financial support.
- The *Local Government Act 2008* expiring on 30 June 2020. Due to COVID-19, *Local Government Act 2019* will be commencing on 1 July 2021, to facilitate use across both acts section number references have been removed.
- Policy *FIN17* is compliant with both the *Local Government Act 2008* and the *Local Government Act 2020*.

RECOMMENDATION

1. THAT Report entitled Council Policy Review - *FIN17 Rate Concession* be received and noted.
2. THAT Council adopt the amended Policy *FIN17 Rate Concession*, on Report entitled Council Policy Review - *FIN17 Rate Concession*.

BACKGROUND

Council Policy *FIN17* details requirements for hardship applications, temporary interest remission periods and deferment of external recovery action. Amendments to this policy will provide greater support to the ratepayers of Palmerston times of financial need.

DISCUSSION

Council Policy *FIN17 Rate Concession* has been reviewed to aid City of Palmerston ratepayers in seeking professional assistance whilst continuing to provide relief to ratepayers making it easier, faster and simpler to access financial support when unprecedented events occur.

Recommended amendments relating to current events as below.

Amend for clarity:

4.3.1 Any other waiver of rates, charges, interest or legal fees, is to be submitted to the Chief Executive Officer in writing from the ratepayer or the ratepayer's agent, with reasons as to why the waiver should be considered.

4.4.1 In the event of a Natural Disaster or Public Health Emergency, Council or the Chief Executive Officer in the instance Emergency Delegation is in place, may elect to:

- a) Waive interest for a nominated period for ratepayers in line with suggested criteria.
- b) Defer external recovery action to a later date.

Insert:

4.4.2 Hardship- arrangements and/or deferments may be accepted by Council staff to alleviate the pressures of sourcing independent financial counsellors. Any waiver is a one-off waiver for the balance of a financial year in response to circumstances presented at the time.

4.4.3 All above criteria are subject to management's discretion.

Section numbers for the Act have also been removed from the policy as section numbers between the *Local Government Act 2008* and the *Local Government Act 2019* will change when the incoming Act takes effect on 1 July 2021.

CONSULTATION PROCESS

The following City of Palmerston staff were consulted in preparing this report:

- Rates Officer

POLICY IMPLICATIONS

If adopted, the amended version of *FIN17 Rate Concession* will become the policy of Council.

BUDGET AND RESOURCE IMPLICATIONS

If adopted, there will no ongoing budget implications for Policy *FIN17*. Rate concessions are already budgeted for in the Council budget.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

Amendment of Council's current rate concession policy complies with the *Local Government Act 2019*.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications for this report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. FIN17 Rate Concession Policy [13.2.2.1 - 3 pages]
2. FIN17 Rate Concession Policy - Track Changes [13.2.2.2 - 3 pages]
3. FIN17 Rate Concession Policy - Clean [13.2.2.3 - 3 pages]

FIN17

Name:	Rate Concession		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	Executive Manager Finance		
Approval Date:	07/04/2020	Next Review Date:	31/08/2020
Records Number:	403439	Council Decision:	9/1065

1 PURPOSE

This Policy provides a framework and guidance for applying rates concessions in line with the requirements of the *Local Government Act* to eligible ratepayers.

2 PRINCIPLES

The City of Palmerston is committed to providing a transparent, impartial and consistent process of application and consideration for rate concessions and/ or remission of interest accrued on overdue rates.

3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

Term	Definition
Rate concession	As defined by section 164 of the <i>Local Government Act</i> .
Waiver	A waiver removes the liability to pay and may be offered to include the whole or part of rates and/or legal charges.
Deferment	The action or fact of putting something off to a later time; postponement.
Suspend	To temporarily prevent from continuing or being in force or effect.
Financial Hardship	Financial hardship is where a ratepayer is found to be unable, because of illness, unemployment or other reasonable cause, to discharge their financial obligations towards the City of Palmerston.
Public Benefit Concessions	As defined by Section 167 of the <i>Local Government Act</i> .
Natural Disaster	A natural event such as a flood, earthquake, or cyclone that causes great damage or loss of life
Public Health Emergency	A declared public health emergency

4 POLICY STATEMENT

4.1 Financial Hardship

- 4.1.1 The Chief Executive Officer may grant a rates concession upon application for the balance of a financial year for proven financial hardship.
- 4.1.2 Financial hardship arrangements and/or deferments may be accepted by Council staff to alleviate the pressures of sourcing independent financial counsellors. Any waiver is a one-off waiver for the balance of a financial year in response to circumstances presented at the time.
- 4.1.3 Financial hardship applications must be accompanied by a reasonable payment plan.

- 4.1.4 If the payment plan is not honoured, the hardship application becomes void and overdue interest and any legal charges will begin to be applied to the ratepayer's account.
- 4.2 **Public Benefit Concessions**
 - 4.2.1 A rates concession may be granted if the CEO is satisfied that the concession will advance one or more of the purposes outlined in section 167 of the *Local Government Act*
 - 4.2.2 Any application for a rate concession requires a written submission by the organisation explaining why the submission should be considered and how it satisfies the condition in 4.2.1.
 - 4.2.3 Sporting and community organisations cannot apply for a rates concession on a property that caters for gambling or that holds a license related to gambling.
 - 4.2.4 Sporting and community organisations must provide with their application a copy of their most recent audited financial statements and the constitution of the organisation. The constitution must clearly prohibit any member of the organisation making a private profit or gain, either from ongoing operations or as a result of distributions of assets if the organisation is wound up.
 - 4.2.5 To be considered for a rates concession, sporting and recreation community groups must provide substantial community benefit by meeting at least two of the following criteria:
 - a) The facility is regularly used for junior development.
 - b) The facility is regularly used by members of the public other than members of the organisation at no charge.
 - c) Where unrestricted/free access is not possible due to the type of facility, the organisation must provide 'pay as you play' type activities.
 - d) Where unrestricted or un-supervised access is not possible to the facility due to the type of facility, organisations must demonstrate other methods of encouraging community access through open days, come and try events etc.
 - 4.2.6 Sport and recreation community groups are eligible for one of the following rates concessions:
 - a) Category 1: Not for profit organisations that undertake sporting or recreational activities and that predominately rely on player fees, community support and/or grants regardless if they have a special liquor license for events or social purposes can apply for a rates concession that reduces their rates to the declared minimum rate for that zone under the NT Planning Scheme;
 - b) Category 2: Not for profit organisations that hold a liquor license and operate a commercial bar, that is open to the public regular hours irrespective of events held at the location, or that has a license to sell take away alcohol can apply for a 50% rates concession or a concession that reduces their rates to the declared minimum rate for their zone under the NT Planning Scheme, whichever result in a lower concession.
- 4.3 **Waiving of Charges, Interest or Legal Fees**
 - 4.3.1 The Chief Executive Officer can approve any other application for a waiver of charges, interest or legal fees, that is submitted, in writing from the ratepayer or the ratepayer's agent, with reasons as to why the waiver should be considered.
 - 4.3.2 Any waiver is a one-off waiver in response to circumstances presented at the time.
- 4.4 **Waiving of Interest and/or External Recovery Action for Classes of Ratepayers**
 - 4.4.1 In the event of a Natural Disaster or Public Health Emergency, and with advice from the Chief Executive Officer, Council may elect to:

- a) Waiving interest for a nominated period for ratepayers in line with suggested criteria
- b) Defer external recovery action to a later date

5 ASSOCIATED DOCUMENTS

- 5.1 City of Palmerston Declaration of Rates and Charges

6 REFERENCES AND RELATED LEGISLATION

- 6.1 *Local Government Act*



FIN17

Name:	Rate Concession		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	Director Organisational Services		
Approval Date:		Next Review Date:	30/06/2022
Records Number:		Council Decision:	

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1 PURPOSE

This Policy provides a framework and guidance for applying rates concessions in line with the requirements of the *Local Government Act Northern Territory* to eligible ratepayers.

2 PRINCIPLES

The City of Palmerston is committed to providing a transparent, impartial, and consistent process of application and consideration for rate concessions and/or remission of interest accrued on overdue rates.

3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

Term	Definition
The Act	The Local Government Act currently in force.
Rate concession	As defined by Part 11.8 in the Act.
Waiver	A waiver removes the liability to pay and may be offered to include the whole or part of rates and/or legal charges.
Deferment	The action or fact of putting something off to a later time; postponement.
Suspend	To temporarily prevent from continuing or being in force or effect.
Financial Hardship	Financial hardship is where a ratepayer is found to be unable, because of illness, unemployment or other reasonable cause, to discharge their financial obligations towards the City of Palmerston.
Public Benefit Concessions	As defined by Part 11.8 in the Act.
Natural Disaster	A natural event such as a flood, earthquake, or cyclone that causes great damage or loss of life
Public Health Emergency	A declared public health emergency

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4 POLICY STATEMENT**4.1 Financial Hardship**

4.1.1 The Chief Executive Officer may grant a rates concession upon application for the balance of a financial year for proven financial hardship.

4.1.2 Financial hardship arrangements and/or deferments may be accepted by Council staff to alleviate the pressures of sourcing independent financial counsellors. Any waiver is a one-off waiver for the balance of a financial year in response to circumstances presented at the time.

4.1.3 Financial hardship applications must be accompanied by a reasonable payment plan.

CITY OF PALMERSTON - FIN17 RATE CONCESSION POLICY / 1



POLICY

- 4.1.4 If the payment plan is not honoured, the hardship application becomes void and overdue interest and any legal charges will begin to be applied to the ratepayer's account.
- 4.2 Public Benefit Concessions
- 4.2.1 A rates concession may be granted if the CEO is satisfied that the concession will advance one or more of the purposes outlined in the Act.
- 4.2.2 Any application for a rate concession requires a written submission by the organisation explaining why the submission should be considered and how it satisfies the condition in 4.2.1.
- 4.2.3 Sporting and community organisations cannot apply for a rates concession on a property that caters for gambling or that holds a license related to gambling.
- 4.2.4 Sporting and community organisations must provide with their application a copy of their most recent audited financial statements and the constitution of the organisation. The constitution must clearly prohibit any member of the organisation making a private profit or gain, either from ongoing operations or as a result of distributions of assets if the organisation is wound up.
- 4.2.5 To be considered for a rates concession, sporting and recreation community groups must provide substantial community benefit by meeting at least two of the following criteria:
- The facility is regularly used for junior development.
 - The facility is regularly used by members of the public other than members of the organisation at no charge.
 - Where unrestricted/free access is not possible due to the type of facility, the organisation must provide 'pay as you play' type activities.
 - Where unrestricted or un-supervised access is not possible to the facility due to the type of facility, organisations must demonstrate other methods of encouraging community access through open days, come and try events etc.
- 4.2.6 Sport and recreation community groups are eligible for one of the following rates concessions:
- Category 1: Not for profit organisations that undertake sporting or recreational activities and that predominately rely on player fees, community support and/or grants regardless if they have a special liquor license for events or social purposes can apply for a rates concession that reduces their rates to the declared minimum rate for that zone under the NT Planning Scheme;
 - Category 2: Not for profit organisations that hold a liquor license and operate a commercial bar, that is open to the public regular hours irrespective of events held at the location, or that has a license to sell take away alcohol can apply for a 50% rates concession or a concession that reduces their rates to the declared minimum rate for their zone under the NT Planning Scheme, whichever result in a lower concession.
- 4.3 Waiving of Rates, Charges, Interest or Legal Fees
- 4.3.1 Any other waiver of rates, charges, interest or legal fees, is to be submitted to the Chief Executive Officer, in writing from the ratepayer or the ratepayer's agent, with reasons as to why the waiver should be considered.
- 4.3.2 Any waiver is a one-off waiver in response to circumstances presented at the time.
- 4.4 Waiving of Interest and/or External Recovery Action,
- 4.4.1 In the event of a Natural Disaster or Public Health Emergency, Council or the Chief Executive Officer in the instance Emergency Delegation is in place, may elect to:

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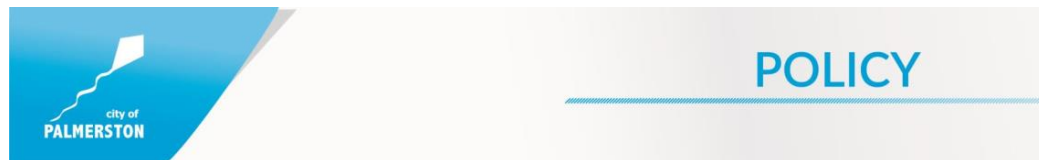
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a) Waive interest for a nominated period for ratepayers in line with suggested criteria.

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b) Defer external recovery action to a later date.

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4.4.3 All above criteria are subject to management's discretion.

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5 ASSOCIATED DOCUMENTS

5.1 City of Palmerston Declaration of Rates and Charges

6 REFERENCES AND RELATED LEGISLATION

6.1 Local Government Act Northern Territory

Name:	Rate Concession		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	Director Organisational Services		
Approval Date:		Next Review Date:	30/06/2022
Records Number:		Council Decision:	

1 PURPOSE

This Policy provides a framework and guidance for applying rates concessions in line with the requirements of the *Local Government Act Northern Territory* to eligible ratepayers.

2 PRINCIPLES

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- 4.1.3 Financial hardship applications must be accompanied by a reasonable payment plan.

- 4.1.4 If the payment plan is not honoured, the hardship application becomes void and overdue interest and any legal charges will begin to be applied to the ratepayer's account.
- 4.2 **Public Benefit Concessions**
 - 4.2.1 A rates concession may be granted if the CEO is satisfied that the concession will advance one or more of the purposes outlined in the Act.
 - 4.2.2 Any application for a rate concession requires a written submission by the organisation explaining why the submission should be considered and how it satisfies the condition in 4.2.1.
 - 4.2.3 Sporting and community organisations cannot apply for a rates concession on a property that caters for gambling or that holds a license related to gambling.
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 - 4.3.2 Any waiver is a one-off waiver in response to circumstances presented at the time.
- 4.4 **Waiving of Interest and/or External Recovery Action**
 - 4.4.1 In the event of a Natural Disaster or Public Health Emergency, Council or the Chief Executive Officer in the instance Emergency Delegation is in place, may elect to:

a) Waive interest for a nominated period for ratepayers in line with suggested criteria.

b) Defer external recovery action to a later date.

4.4.2 Hardship– arrangements and/or deferments may be accepted by Council staff to alleviate the pressures of sourcing independent financial counsellors. Any waiver is a one-off waiver for the balance of a financial year in response to circumstances presented at the time.

4.4.3 All above criteria are subject to management's discretion.

5 ASSOCIATED DOCUMENTS

5.1 City of Palmerston Declaration of Rates and Charges

6 REFERENCES AND RELATED LEGISLATION

6.1 *Local Government Act Northern Territory*

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.3
REPORT TITLE:	Shared Paths - Walk, Cycle and Scoot to School Grant Acquittal
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	Community Development Officer - Children & Families, Safe Communities, Liz Middleton
APPROVER:	Director Lifestyle and Community, Amelia Vellar

COMMUNITY PLAN

Family and Community: Palmerston is a safe and family friendly community where everyone belongs.

PURPOSE

This report seeks Council endorsement to fully acquit the 2018/2019 Special Purpose Grant, Shared Paths – Walk, Cycle or Scoot to School.

KEY MESSAGES

- In late 2018, City of Palmerston received a \$25,000 Special Purpose Grant (SPG) from the Northern Territory Government (NTG) to promote walking, cycling, or scooting as a safe, healthy transport option to families attending Palmerston schools.
- The Northern Territory Government's Department of Local Government, Housing and Community Development requires SPG acquittals be laid before Council.
- The Department of Local Government, Housing and Community Development requires Council to fully expend the SPG within two years of receipt of the funding.
- SPG funding was received on 3 December 2018 and the SPG must be fully acquitted by 3 December 2020.
- Council approved the partial acquittal of the SPG on 16 July 2019 for the amount of \$6,677.46.
- As at 25 September 2020, the full grant amount of \$25,000 has been expended to promote and implement the Shared Paths – Walk, Cycle and Scoot to School project.

RECOMMENDATION

1. THAT Report entitled Shared Paths - Walk, Cycle and Scoot to School Grant Acquittal be received and noted.
2. THAT Council endorse the full acquittal of the 2018/2019 Shared Paths – Walk, Cycle or Scoot to School Special Purpose Grant to the value of \$25,000.

BACKGROUND

The Walk, Cycle or Scoot to School (WCSTS) project was designed to support Palmerston's growing population of young people to encourage safe and healthy routines while reducing the number of cars in the school zone during peak periods.

In November 2018, City of Palmerston was successful in their NTG Special Purpose Grant (SPG) application to promote and encourage safer and more active travel to school in Palmerston. A SPG to the value of \$25,000 was provided to promote walking, cycling or scooting at least once a week.

Phase one of the program commenced rollout in May 2019 and was completed by September 2019. During this period, the SPG required partial acquittal by 31 August 2019 of funds spent as of 30 June 2019.

At the 2nd Ordinary Council Meeting of 16 July 2019 Council made the following decisions:

*13.2.4 2018/2019 Special Purpose Grant Partial Acquittal of Shared Paths – Walk, Cycle or Scoot to School
9/0271*

- 1. THAT Report Number 9/0271 entitled 2018/2019 Special Purpose Grant Partial Acquittal of Shared Paths – Walk, Cycle or Scoot to School be received and noted.*
- 2. THAT Council approve the 2018/2019 partial acquittal of the Special Purpose Grant to the value of \$6,677.46 to promote and implement the Shared Paths project to Palmerston schools.*

CARRIED 9/0737 – 16/07/2019

DISCUSSION

Phase one of the WCSTS project commenced in May 2019 and rolled-out with support of Rosebery Primary School in Term Three, 2019. The school encouraged active travel to school every Wednesday and students received stamps in their Travel Passports, which were provided as part of the program. Council provided signage to be placed on the school grounds (pictured below). The school promoted active travel to school with communication via their newsletter and social media to remind students and their families throughout the term.

Council installed decal stickers along three main pathways leading into the school:

- Odegaard Drive, Rosebery
- Forrest Parade, Rosebery/Bellamack
- Owston Ave, Rosebery

As part of the project, Rosebery Primary School held a Road Safety Day at the end of Term Three. City of Palmerston Mayor Athina Pascoe-Bell also presented an award to the class that had the most active trips each Wednesday over the term.



Image: Rosebery Primary School entry displaying the project signage

Following the roll-out of the pilot program at Rosebery Primary School, additional schools were contacted to participate, however interest from schools was limited. The school's commitment to champion the project to parents and students was an element of the project's original design. As a result, the anticipated month of completion in April 2020 was revised.

In early September 2020, over 50 Walk, Cycle or Scoot to School (WCSTS) decals were installed in three additional suburbs: Zuccoli, Gray and Durack. Two WCSTS paths were identified for Zuccoli and Gray and one for Durack. The paths were determined by considering the suitability of the physical paths that lead into the school zone such as, the condition and its width. The purpose of highlighting WCSTS active paths allows families who don't live close to school or who may be time poor the opportunity to drive part of the way and walk the remaining distance to school. They also encourage students to build road safety knowledge and confidence. All WCSTS paths are within 1km of the school, with the decal stickers indicating both 500m and 200m distances to school.

The active pathways established for phase two can be found in the following locations:

Zuccoli

- Commences on Zuccoli Parade (Near Hawker Street)
- Commences on Zuccoli Parade (Corner of Silverleaf Street)

Gray

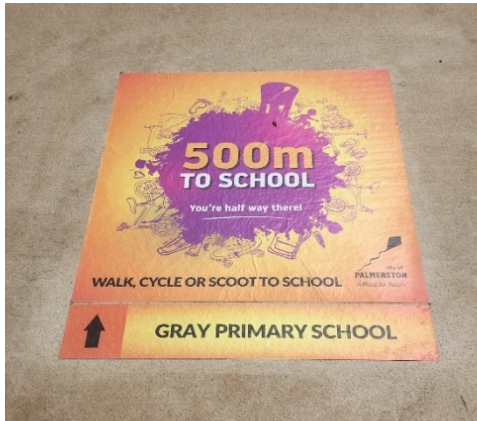
- Commences on Essington Avenue
- Commences on Victoria Drive/Corner of Emery Avenue

Durack

- Commences on Woodlake Boulevard

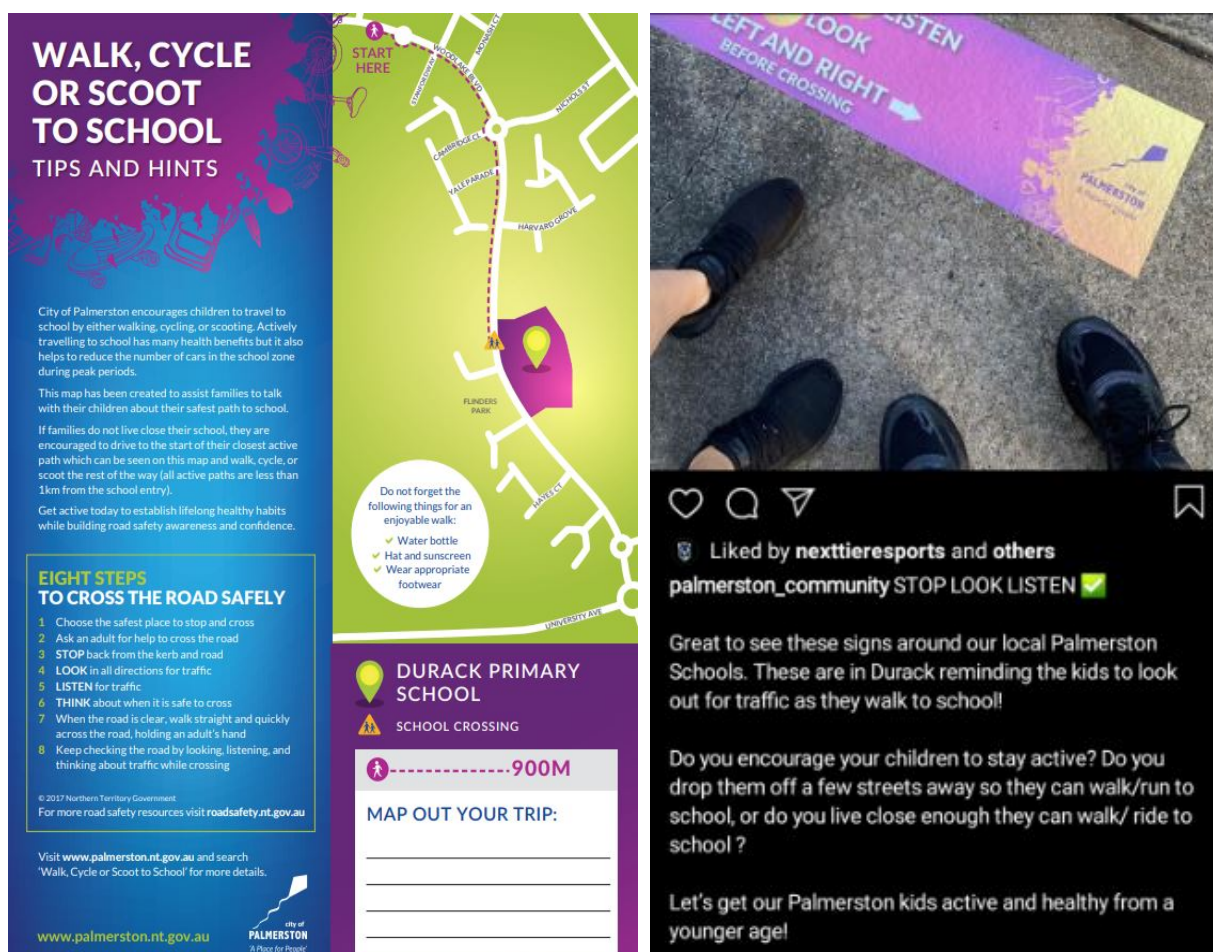
All active paths comprise of four types of decals which include:

- Start Here
- 500m to School
- 200m to School
- Stop, Listen, Look (left and right) at each road crossing point along the path



Images: 500m to School Decal located in Gray on Victoria Drive (Left) & Stop Listen and Look Decal located on Essington Ave, Gray (Right).

WSCTS maps detailing the active paths are available on Council's website for those seeking more information for those attending school in Durack, Zuccoli and Gray. The maps have been designed as a tool for families to use to and print off and to discuss with their child the best way for them to get to school. Schools still have the option of taking up the in-school program that encourages the selection of an active travel day.



Images: Durack Walk, Cycle or Scoot to School Map (Left) & Palmerston Community Instagram post, 15 September 2020 (Right).

CONSULTATION PROCESS

There was no consultation required during the preparation of this report.

POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

The SPG funding was received by Council on 3 December 2018 and required partial acquittal by 31 August 2019 of funds spent as at 30 June 2019. Council approved the partial acquittal of the SPG on 16 July 2019 for \$6,677.46. The remaining \$18,322.54 requires a full acquittal within two years of receipt of funding in line with clause (h) of the funding agreement dated 20 November 2018.

As of 25 September 2020, Council has expended a total of \$25,000 from the Special Purpose Grant funds.

Council has budgeted additional funds as part of the current operating budget to support the ongoing maintenance of the decal stickers and other associated costs.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

The Department of Local Government, Housing and Community Development requires Council to fully acquit the SPG within two years of receipt of funding. Funding was received on 3 December 2018.

Failure to approve and submit an acquittal for the Special Purpose Grant within the two-year period could result in the Department of Housing and Community Development requesting the remaining funds be repaid and refusal of additional funding to Council.

This report addresses the following City of Palmerston Strategic Risks:

4. Fails to effectively design and implement contemporary governance practices
Context: Strong foundations to hold the Council and Administration to account with clear and transparent performance reporting.
6. Fails to create and deliver the strategic vision for the City
Context: Ensuring a vision is enduring and clear to all relevant stakeholders, guiding future decision making, delivered effectively and efficiently, and that progress is measurable and celebrated.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications for this report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. 2018/2019 Acceptance of Special Purpose Grant [13.2.3.1 - 1 page]



City of Palmerston

Manager Grants Program
Sustainability and Compliance Branch
Department of Local Government and Community Development
GPO Box 4621
DARWIN NT 0801

Dear Sir/Madam

RE: ACCEPTANCE OF SPECIAL PURPOSE GRANT (SPG) FOR 2018-19

On behalf of the City of Palmerston the offer of a SPG for \$25 000 is accepted under the following terms and conditions.

- (a) Manage and expend the SPG in accordance with the *Local Government Act* and the *Local Government (Accounting) Regulations*.
- (b) Purchase services funded under this agreement on the requirements of the Northern Territory Government's Buy Local Plan, unless it can be proven, through a competitive process that there is no suitable Territory enterprise able to supply the service.
- (c) Place the SPG in a **trust account**, details of which are BSB: 085-933, Account No: 17-190-2236 until such time it is to be expended.
- (d) Only use the SPG to promote walk, cycle or scoot to school.
- (e) Absorb any costs above \$25 000.
- (f) Acquit the grants as at 30 June 2019 using a statement titled "Special Purpose Acquittal" as issued (copy attached), on or before 31 August 2019 or thereafter for a period of two years in line with clause (h).
- (g) Lay the acquittal before a council meeting and provide a copy of the council minutes.
- (h) Fully expend the SPG within two years of receipt of the funding otherwise failure to do so may result in the Department of Housing and Community Development requesting the remaining funds to be repaid.

Yours faithfully

CEO

20/11/2018

CFO

20/11/2018

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.4
REPORT TITLE:	End of Financial Year 2019/20 Reserve Allocation
MEETING DATE:	Tuesday 6 October 2020
AUTHOR:	Finance Manager, Maxie Smith
APPROVER:	Chief Executive Officer, Luccio Cercarelli

COMMUNITY PLAN

Governance: Council is trusted by the community and invests in things that the public value.

PURPOSE

This report seeks Council approval to allocate surplus 2019/20 funds to reserve.

KEY MESSAGES

- The Annual Financial Statements have been finalised and there are additional funds to be allocated to reserves.
- Reserves have improved favourably by \$3.282 million compared to previous expectations.
- The majority of these funds is being recommended to allocate to the Working Capital Reserve until a specific purpose is identified.
- All reserve movements require a Council decision.

RECOMMENDATION

1. THAT Report entitled End of Financial Year 2019/20 Reserve Allocation be received and noted.
2. THAT Council adopts the end of financial year reserve movements for 2019/20 of:

Transfers to Reserve:

- \$60,000 transferred to the Developer Contribution Reserve.
- \$1,060,000 transferred to the Waste Reserve.
- \$2,162,000 transferred to the Working Capital Reserve.

BACKGROUND

As a function of each Quarterly Budget Review, Council allocates and draws funds to and from reserves as deemed fit throughout the financial year. Council also approves transfers to and from the reserves to fund capital projects that are rolled over and transfers unspent grants between financial years through reserves. These processes give an indicative balance of what the reserves will be at year end pending the end of financial year processes which are performed on an accrual basis as required by Australian Accounting Standards. In addition, Council's reserves are cash backed and as such may not exceed net working capital.

DISCUSSION

The Annual Financial Statements are nearing completion. As part of this process, end of year accruals, capitalisation of assets and other year-end transactions have occurred. As Council reserve balances are calculated based on net working capital, these transactions have impacted on the reserve balances previously presented and adopted by Council.

To remain compliant with Australian Accounting Standards council has adopted Australian Accounting Standards Board (AASB) 1058 in this financial year. AASB 1058 - Income of Not-for-Profit Entities clarifies and simplifies the income recognition requirements that apply to not-for-profit (NFP) entities, in conjunction with other standards. Under AASB 1058 the timing of income recognition depends on whether such a transaction gives rise to a liability or other performance obligation, related to an asset (such as cash or another asset) received by an entity. Consequently, grant funding with performance obligations are reflected in Liabilities instead of Reserves. Additionally, the impact relating to previous years has been reflected in equity.

Overall, the reserves have improved favourably by \$3.282 million compared to expectations. The table below identifies the recommended adjustments from to the budgeted reserve balances and the reasons for those adjustments.

Reserves \$'000	Previous EOFY Balance	Final EOFY Balance	Movement	Reason for adjustment
Unexpended Grants	9,064	9,064	-	
Unexpended Capital Works	1,195	1,195	-	
Election Expenses	150	150	-	
Disaster Recovery	500	500	-	
Developer Contributions	5,040	5,100	60	Contributions received were slightly higher than anticipated.
Major Initiative	866	866	-	
Asset Renewal Reserve	-	-	-	
Waste Management	522	1,582	1,060	Due to the timing of the loan drawdown in 2018/19, Council managed to delay approximately \$310,000 in loan repayments and interest. Furthermore, approximately \$315,000 of savings was recognised as part of the change of contract for the transfer station, and finally the remainder relates to funds to be rolled to finalise the rehabilitation works at the Archer Landfill site.
Working Capital	6,809	8,971	2,162	Council received a part prepayment of the 2019/20 Financial Assistance Grant in June for \$874,000. This will need to be drawn from reserves at the first

				review to fund the reduction in income for the 2019/20 budget. The remaining \$1.2 million relates predominately to the reduction in the current provision. As this provision decreases the funds transfer back into working capital.
TOTAL	24,146	27,428	3,282	

CONSULTATION PROCESS

There was no consultation required during the preparation of this report.

POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

There are no budget or resource implications relating to this report.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

Details the risk any decision made from this report may relate to or explain why there is no risk.
What legal information has been sourced to assist with a decision to be made from this report.

This report addresses the following City of Palmerston Strategic Risks:

2 Is not sustainable into the long term

Context: Optimising the financial, social and environmental sustainability of the Council.

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications for this report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

Nil

14 INFORMATION AND CORRESPONDENCE

14.1 Information

14.2 Correspondence

15 REPORT OF DELEGATES

16 QUESTIONS BY MEMBERS

17 GENERAL BUSINESS

18 NEXT ORDINARY COUNCIL MEETING

THAT the next Ordinary Meeting of Council be held on Tuesday, 20 October 2020 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

19 CLOSURE OF MEETING TO PUBLIC

THAT pursuant to *Section 65(2) of the Local Government Act and Regulation 8 of the Local Government (Administration) Regulations*, the meeting be closed to the public to consider the Confidential item of the Agenda.

20 ADJOURNMENT OF MEETING AND MEDIA LIAISON

COUNCIL MEETING MINUTES

TUESDAY, 15 September 2020

CITY OF PALMERSTON

Minutes of Council Meeting
Held at Mother Teresa Catholic Primary School, Zuccoli
on Tuesday 15 September 2020 at 5:30pm.

ELECTED MEMBERS

Deputy Mayor Amber Garden (Chair)
Alderman Benjamin Giesecke
Alderman Sarah Henderson
Alderman Tom Lewis
Alderman Mick Spick
Alderman Lucy Morrison

STAFF

Chief Executive Officer, Luccio Cercarelli
Deputy Chief Executive Officer/ Director Lifestyle and
Community, Amelia Vellar
Director City Growth and Operations, Nadine Nilon
Manager Projects, Alex Douglas
Communications and Media Officer, Samantha Abdic
Executive Assistant to CEO, Tree Malyan
Minute Secretary, Ashlee Gaddes

GALLERY

ABC Reporter: Matt Garrick & Al Dowler
1 Member of the Public

1 ACKNOWLEDGEMENT OF COUNTRY

I respectfully acknowledge the traditional owners of the land on which we are meeting – the Larrakia People – and pay my respects to their elders, past, present, and future.

2 OPENING OF MEETING

The Chair declared the meeting open at 5:33 pm.

Initials: _____

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

Moved: Alderman Giesecke
Seconded: Alderman Lewis

1. THAT the apology received from Mayor Pascoe-Bell for 15 September 2020 be received and noted.
2. THAT the apology received from Alderman Hale for 15 September 2020 be received and noted.

CARRIED 9/1287 – 15/09/2020

3.2 Leave of Absence Previously Granted

Nil.

3.3 Leave of Absence Request

Nil.

REQUEST FOR AUDIO VISUAL/VIDEO CONFERENCING

Nil.

5 DECLARATION OF INTEREST

5.1 Elected Members

Nil.

5.2 Staff

Moved: Alderman Spick
Seconded: Alderman Giesecke

THAT the Declaration of Interest received from the Chief Executive Officer for Item 25.2.1 be received and noted.

CARRIED 9/1288 – 15/09/2020

Initials: _____

6 CONFIRMATION OF MINUTES

6.1 Confirmation of Minutes

Moved: Alderman Henderson
Seconded: Alderman Morrison

THAT the minutes of the Council Meeting held on 1 September 2020 pages 10197 to 10208, be confirmed.

CARRIED 9/1289 – 15/09/2020

6.2 Business Arising from Previous Meeting

Nil.

7 MAYORAL REPORT

Nil.

8 DEPUTATIONS AND PRESENTATIONS

Nil.

9 PUBLIC QUESTIONS (WRITTEN SUBMISSIONS)

Nil.

10 CONFIDENTIAL ITEMS

10.1 Moving Confidential Items into Open

10.1.1 Swell Update- August 2020

Moved: Deputy Mayor Garden
Seconded: Alderman Henderson

1. THAT Report entitled Swell Update- August 2020 be received and noted.
2. THAT Council commence public consultation on the SWELL (Swimming, Wellness, Events, Leisure, Lifestyle) Project in September 2020 as detailed in report entitled SWELL Update August 2020.

Initials: _____

Minute Book Page 10215
2nd Ordinary Council Meeting

3. THAT the Council Decisions relating to Report entitled Swell Update- August 2020 be moved to the Open Minutes following a media announcement of the SWELL project.

CARRIED 9/1285 – 01/09/2020

10.2 Moving Open Items into Confidential

Nil

10.3 Confidential Items

Moved: Alderman Spick
Seconded: Alderman Giesecke

THAT pursuant to *Section 65(2) of the Local Government Act* and *Regulation 8 of the Local Government (Administration) Regulations* the meeting be closed to the public to consider the following confidential items:

ITEM	REGULATION	REASON
25.2.1	8(e)	This item is considered 'Confidential' pursuant to Section 65(2) of the Local Government Act and 8(e) of the Local Government (Administration) Regulations, which states municipal council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information provided to the council on condition that it be kept confidential.

CARRIED 9/1290 – 15/09/2020

11 PETITIONS

Nil.

12 NOTICES OF MOTION

Nil.

Initials: _____

13 OFFICERS REPORTS

13.1 Receive and Note Reports

13.1.1 Community Benefit Scheme September Update

Moved: Alderman Henderson
Seconded: Alderman Morrison

THAT Report Number entitled Community Benefits Scheme September Update be received and noted.

CARRIED 9/1291 – 15/09/2020

13.1.2 Financial Report for the Month of August 2020

Moved: Alderman Morrison
Seconded: Alderman Spick

THAT Report Number entitled Financial Report for the Month of August 2020 be received and noted.

CARRIED 9/1292 – 15/09/2020

13.2 Action Reports

13.2.1 Risk Management and Audit Committee Minutes - 25 August 2020

Moved: Alderman Spick
Seconded: Alderman Henderson

1. THAT Report entitled Risk Management and Audit Committee - Minutes 25 August 2020 be received and noted.
2. THAT Council receive and note the unconfirmed Risk Management and Audit Committee minutes provided as **Attachment 13.2.1.1** to report entitled Risk Management and Audit Committee - Minutes 25 August 2020.
3. THAT Council endorse the recommendations from the Risk Management and Audit Committee meeting held on 25 August 2020:
 - a. The following items from report entitled Strategic Risk Register Review- August 2020:

Initials: _____

- THAT report entitled Strategic Risk Register Review- August 2020 be received and noted.
- THAT Strategic Risk Register including the control improvement plans and risk maturity roadmap, be presented to Council including feedback and comments from the Risk Management and Audit Committee meeting with the following amendments:
 - Amend risk two net risk consequence moderate and likelihood possible with addition of associated controls, and control rating some weaknesses.
Timeframes and assignment of risk leads be provided at the October 2020 Risk Management and Audit Committee meeting.
- THAT a review of the Strategic Risk Register be undertaken every twelve months and be presented to the Risk Management Committee at its February meeting.
- 4. THAT Council endorse the Strategic Risk Register being **Attachment 13.2.1.2** to report entitled Risk Management and Audit Committee Minutes- 25 August 2020.

CARRIED 9/1293 – 15/09/2020

13.2.2 Palmerston Animal Management Advisory Committee Meeting Minutes - 26 August 2020

Moved: Deputy Mayor Garden
Seconded: Alderman Henderson

1. THAT Report entitled Palmerston Animal Management Advisory Committee Meeting Minutes - 26 August 2020 be received and noted.
2. THAT Council receive and note the unconfirmed Palmerston Animal Management Advisory Committee Minutes provided as **Attachment 13.2.3.1** to Palmerston Animal Management Advisory Committee Meeting Minutes - 26 August 2020.
3. THAT Council endorse the recommendations from the Palmerston Animal Management Advisory Committee meeting held on 26 August 2020:
 - a. THAT Report Number PAMAC9/029:
 - That Report Number PAMAC9/029 entitled Dog Pound Upgrade be received and noted.
 - b. The following items from Report Number PAMAC9/030:
 - THAT Report Number PAMAC9/030 entitled Off Leash Dog Exercise Area- Maurice Terrace Park, Bakewell be received and noted.

Initials: _____

Minute Book Page 10218
2nd Ordinary Council Meeting

- THAT the Palmerston Animal Management Advisory Committee supports the Maurice Terrace Park, Bakewell Off leash dog exercise area with the following feedback:
 - Double Gates
 - Good neighbour fencing instead of shade cloth
 - The Council considers a small/quiet dog area at future locations
- c. The following items from Report Number PAMAC9/031:
 - THAT Report Number PAMAC9/031 entitled Amendment to Palmerston Animal Management Advisory Committee Terms of Reference be received and noted.
 - THAT Council approve the changes the frequency of committee meeting, amended in the Palmerston Animal Management Advisory Committee Terms of Reference highlighted at **Attachment B** to Report Number PAMAC9/031 entitled Amendment to Palmerston Animal Management Advisory Committee Terms of Reference.

CARRIED 9/1294 – 15/09/2020

13.2.3 Community Venue Hire- Free Initiative

Moved: Alderman Henderson
Seconded: Alderman Morrison

1. THAT Report entitled Community Venue Hire-Free Initiatives be received and noted.
2. THAT Council continue to offer free hire of Council venues from 1 October 2020 to 30 June 2021 inclusive, at the Palmerston Recreation Centre's community rooms and stadium, the Palmerston Library's Community and Training Room, Driver Resource Centre, and Durack Arts Centre in response to COVID-19 to assist the community.
3. THAT the cost of extending free venue hire be included in the 1st Quarter Budget Review.

CARRIED 9/1295 – 15/09/2020

Initials: _____

13.2.4 Draft Laneway Management Policy

Moved: Alderman Spick
Seconded: Alderman Henderson

1. THAT Report entitled Draft Laneway Management Policy be received and noted.
2. THAT Council adopt, in principle the Draft Laneway Management Policy noted as **Attachment 13.2.4.1** to the report entitled Draft Laneway Management Policy for the purposes of community consultation for a period of 28 days with the inclusion of the following amendment section 4.4.4 to be amended to read Certified Practicing Valuer instead of Licensed Valuer.
3. THAT a Report be presented to the 2nd Ordinary Council Meeting in November 2020 on the results of the consultation.

CARRIED 9/1296 – 15/09/2020

13.2.5 Palmerston Safe Communities Committee Unconfirmed Minutes 27 August 2020

Moved: Alderman Morrison
Seconded: Alderman Henderson

1. THAT Report entitled Palmerston Safe Communities Committee Unconfirmed Minutes 27 August 2020 be received and noted.
2. THAT Council receive and note the unconfirmed Palmerston Safe Communities Committee Minutes provided as **Attachment 13.2.5.1** to Report Entitled Palmerston Safe Communities Committee Unconfirmed Minutes 27 August 2020.
3. THAT Council endorses the investigation of how it can support the opportunity and possible partnerships for the delivery of the play 'The Stones' for Palmerston students.

CARRIED 9/1297 – 15/09/2020

14 INFORMATION AND CORRESPONDENCE

Nil.

Initials: _____

15 REPORT OF DELEGATES

Nil.

16 QUESTIONS BY MEMBERS

16.1 Recreational Fishing Competition - Update

Moved: Alderman Morrison
Seconded: Alderman Henderson

THAT the question asked by Alderman Morrison regarding Recreational Fishing Competition - Update, and the response provided by the Chief Executive Officer be received and noted.

CARRIED 9/1298 - 15/09/2020

17 GENERAL BUSINESS

Nil.

18 NEXT COUNCIL MEETING

Moved: Alderman Giesecke
Seconded: Alderman Morrison

THAT the next Ordinary Meeting of Council be held on Tuesday, 6 October at 5:30pm in the Council Chambers, First Floor, Civic Plaza, 1 Chung Wah Terrace Palmerston.

CARRIED 9/1299 - 15/09/2020

19 CLOSURE OF MEETING TO PUBLIC

Moved: Alderman Lewis
Seconded: Alderman Spick

THAT pursuant to Section 65(2) of the *Local Government Act* and Regulation 9 of the *Local Government (Administration) Regulations* the meeting be closed to the public to consider the Confidential Items of the Agenda.

CARRIED 9/1300 - 15/09/2020

Initials: _____

20 ADJOURNMENT OF MEETING AND MEDIA LIAISON

Moved: Alderman Henderson
Seconded: Alderman Morrison

THAT the meeting be adjourned for 10 minutes for media liaison.

CARRIED 9/1301 – 15/09/2020

The meeting adjourned at 6:19pm.

The Chair declared the meeting closed at 6:50pm.

Chair

Print Name

Date

Initials: