

AGENDA

1st Ordinary Council Meeting

Tuesday 1 November 2022

The Ordinary Meeting of the City of Palmerston will be held in the Durack Arts Centre, Durack, Durack, NT 0830 commencing at 5.30PM

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

Council business papers can be viewed on the City of Palmerston website www.palmerston.nt.gov.au or at the Council Office located: Civic Plaza, 1 Chung Wah Terrace, Palmerston NT 0830.



LUCCIO CERCARELLI
CHIEF EXECUTIVE OFFICER

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A Place for People

- 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 October 2022 pages 10866 to 10876 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 - October 2022
MEETING DATE: Tuesday 1 November 2022
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 recent activities of the Mayor, on behalf of Council.

KEY MESSAGES

- Citizenship Ceremony



Messie Anunu, Mamie Mwipata, Merica Makonke

- Attended the below community events on behalf of Council:
 - St Vincent De Paul Society Northern Territory Palmerston Open Day
 - NT Women's October long lunch 2022
 - Palmerston Litchfield Regional Reconstruction Committee
 - Opening of the Palmerston Christian School new educational learning areas and refurbished science lab
 - Headspace Palmerston opening
 - Women in Business with Ita Buttrose
 - NT Volunteer of the Year Awards
 - October Business Month Territory Q long lunch.
- Radio interviews with ABC radio.
- Meeting with Ministers, Mayor and MLA's:
 - Marie-Clare Boothby, Member for Brennan
 - Minister Eva Lawler, Member for Drysdale
 - Mayor Doug Barden, Litchfield Mayor
 - Mark Turner, Member for Blain.

RECOMMENDATION

THAT Report entitled Mayoral Update Report - October 2022 be received and noted.

DISCUSSION

Citizenship Ceremony

On Wednesday 12 October 2022, City of Palmerston held a Citizenship Ceremony at Gray Community Hall welcoming new Australians into our diverse and multicultural community.

City of Palmerston embraces our multi-cultural community and congratulates all conferees on becoming Australian Citizens.

It was great to have Senator Jacinta Price and Deputy Mayor Garden in attendance, along with Mary Williams from Larrakia Nation and Veronica Matipira our Citizen of the Year.

St Vincent De Paul Society Northern Territory Palmerston Open Day

It was wonderful to have a behind the scenes look at St Vinnies in Palmerston and be given an opportunity to fully appreciate the work that occurs on at the Palmerston site. St Vinnies operate a retail store which is self-sufficient from goods donated by the Palmerston community and offer a range of other emergency support from the facility.

I also had an opportunity to discuss future St Binnies Palmerston and Darwin plans with St Vinnies's NT CEO Rob Lutter, and it's great to see that they are looking forward and planning for the future.

October Business Month

I was fortunate to attend several October Business Month luncheon events where I heard from inspirational speakers, such as Ita Buttrose, and was able to network with others in the business industry. This provided me with opportunities to consider Palmerston's future plans and also invite people south of the Berrimah line to see what Palmerston has to offer.

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 99(2) and 293(1) of the *Local Government Act 2019* and section 51(1) of the *Local Government (General) Regulations 2021* the meeting be closed to the public to consider the following confidential items:

Item	Confidential Category	Confidential Clause
25.1.1	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(e) of the <i>Local Government (General) Regulations 2021</i> , which states a 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 and would, if publicly disclosed, be likely to be contrary to the public interest.
25.1.2	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a 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.
25.1.3	Review of Confidential Matters	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(a) of the <i>Local Government (General) Regulations 2021</i> , which states a 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 about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual.

- 11 PETITIONS
- 12 NOTICES OF MOTION



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COUNCIL AGENDA

13 OFFICER REPORTS

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.1.1
REPORT TITLE:	Risk Management and Audit Committee Minutes - 25 October 2022
MEETING DATE:	Tuesday 1 November 2022
AUTHOR:	Executive Assistant to Chief Executive Officer, Chloe Hayes
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 of the recommendations from the Risk Management and Audit Committee meeting held on 25 October 2022.

KEY MESSAGES

- The Risk Management and Audit Committee met on Tuesday 25 October 2022.
- The Risk Management and Audit Committee agenda and unconfirmed minutes from this meeting are available for viewing on Council's website.
- The Committee reviewed the Action Reports – Action Report October 2022,
- The Committee received the Receive and Note Report –
- Council approval is sought to endorse the recommendations from the Risk Management Committee meeting on 25 October 2022.

RECOMMENDATION

1. THAT Report entitled Risk Management and Audit Committee Minutes - 25 October 2022 be received and noted.
2. THAT the unconfirmed Risk Management and Audit Committee minutes provided as **Attachment 13.1.1.1** to report entitled Risk Management and Audit Committee Minutes - 25 October 2022 be received and noted.
3. THAT Council endorse the recommendations from the Risk Management and Audit Committee meeting held on 25 October 2022:
 - a. THAT the Risk Management and Audit Committee adopts the proposed 2023 Committee Meeting schedule being:
 - Tuesday 28 February 2023
 - Tuesday 23 May 2023
 - Tuesday 25 July 2023
 - Tuesday 24 October 2023

- b. THAT **Attachment 9.2.1.1** presented in the Report entitled Asset Management Framework is adopted with inclusion of administrative amendments identified by the committee.
- c. THAT Control Improvement Plan Register be updated to reflect the completion of the Asset Management Framework.

BACKGROUND

The Risk Management and Audit Committee (Committee) is responsible for overseeing the responsibilities of corporate governance, particularly maintaining adequate internal controls over the revenue, expenditure and assets of the Council.

As per the *Northern Territory Local Government Act 2019 (the Act)* and the *Local Government (Accounting) Regulations*, the Committee make recommendations to the council about any matters as a result of the committee's functions to monitor and review the integrity of the council's financial management and to monitor and review internal controls.

As per the Terms of Reference of the Committee, the Committee is advisory by nature and can only recommend matters, falling within its function and role, to the Council.

DISCUSSION

The Committee meeting was held on 25 October 2022 with the unconfirmed minutes provided at **Attachment 13.1.1.1**. The agenda and unconfirmed minutes from this meeting are available for viewing on Council's website.

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

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 City and Administration to account.

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. 20221025 - UNCONFIRMED RMAC MINUTES - 25 October 2022 [**13.1.1.1** - 7 pages]



MINUTES

Risk Management and Audit Committee **Tuesday 25 October 2022**

The Committee Meeting of the City of Palmerston held in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston, NT 0830.

'A Place for People'



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COMMITTEE MINUTES

PRESENT

COMMITTEE MEMBERS	Steve Bartlett, Independent Member (Chair) Clare Milikins, Independent Member (<i>via audiovisual</i>) Mayor Athina Pascoe-Bell Deputy Mayor Amber Garden Councillor Sarah Henderson
STAFF	Chief Executive Officer, Luccio Cercarelli General Manager of Infrastructure, Nadine Nilon Director of Finance and Governance, Wati Kerta Minute Secretary, Chloe Hayes
GALLERY	Three members of staff Luke Snowdon, KPMG Cy Balmes, KPMG

Initials: _____



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COMMITTEE MINUTES

1 ACKNOWLEDGEMENT OF COUNTRY

City of Palmerston acknowledges the Larrakia people as the Traditional Custodians of the Palmerston region. We pay our respects to the Elders past, present and future leaders and extend that respect to all Aboriginal and Torres Strait Islander people.

2 OPENING OF MEETING

The Chair declared the meeting open at 5.03pm.

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

Nil

3.2 Leave of Absence Previously Granted

Clare Milikins entered the meeting at 5.03pm.

Nil

3.3 Leave of Absence Request

Nil

4 REQUEST FOR AUDIO/AUDIOVISUAL CONFERENCING

Moved: Deputy Mayor Garden

Seconded: Mayor Pascoe-Bell

THAT the Committee approve the request for Audio/Audiovisual Conferencing received from Clare Milikins who will be physically prevented from attending a meeting due to being a greater distance then 100km of the place of meeting.

CARRIED RMA10/45 - 25/10/2022

5 DECLARATION OF INTEREST

5.1 Committee Members

Nil

5.2 Staff

Nil

Initials: _____

MINUTES RISK MANAGEMENT AND AUDIT COMMITTEE MEETING - 25 OCTOBER 2022

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COMMITTEE MINUTES

6 CONFIRMATION OF MINUTES

6.1 Confirmation of Minutes

Moved: Mayor Pascoe-Bell
Seconded: Deputy Mayor Garden

THAT the Minutes of the Committee Meeting held on 26 July 2022 pages 196 to 201 be confirmed.

CARRIED RMA10/46 – 25/10/2022

6.2 Business Arising from Previous Meeting

Nil

7 DEPUTATIONS AND PRESENTATIONS

Nil

8 CONFIDENTIAL ITEMS

8.1 Moving Confidential Items into Open

8.1.1 Annual Report 2021/22

Moved: Clare Milikins
Seconded: Councillor Henderson

1. THAT Report entitled Annual Report 2021/22 be received and noted.
2. THAT the decisions relating to Report entitled Annual Report 2021/22 be moved to the Open Minutes of 25 October 2022 Risk Management and Audit Committee meeting.

CARRIED RMA10/55 – 25/10/2022

8.2 Moving Open Items into Confidential

Nil

8.3 Confidential Items

Moved: Deputy Mayor Garden
Seconded: Clare Milikins

THAT pursuant to Section 99(2) and 293(1) of the *Local Government Act 2019* and section 51(1) of the *Local Government (General) Regulations 2021* the meeting be closed to the public to consider the following confidential items:

Item	Confidential Category	Confidential Clause
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Initials: _____

MINUTES RISK MANAGEMENT AND AUDIT COMMITTEE MEETING - 25 OCTOBER 2022

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COMMITTEE MINUTES

16.1.1	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a 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.
16.1.2	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a 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.
16.2.1	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a 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.

CARRIED RMA10/47 – 25/10/2022

9 OFFICER REPORTS

9.1 Action Reports

9.1.1 Action Report - October 2022

Moved: Councillor Henderson
Seconded: Deputy Mayor Garden

1. THAT Report entitled Action Report - October 2022 be received and noted.
2. THAT the Risk Management and Audit Committee notes that the Mobile Device Management Software Platform Implementation and the ERP implementation project, will be reported at the next Committee meeting.

CARRIED RMA10/48 – 25/10/2022

9.1.2 Risk Management and Audit Committee Schedule 2023

Moved: Deputy Mayor Garden

Initials: _____

MINUTES RISK MANAGEMENT AND AUDIT COMMITTEE MEETING - 25 OCTOBER 2022

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COMMITTEE MINUTES

Seconded: Mayor Pascoe-Bell

1. THAT Report entitled Risk Management and Audit Committee Schedule 2023 be received and noted.
2. THAT the Risk Management and Audit Committee recommend to the Council:
 - a. THAT the Risk Management and Audit Committee adopts the proposed 2023 Committee Meeting schedule being:
 - Tuesday 28 February 2023
 - Tuesday 23 May 2023
 - Tuesday 25 July 2023
 - Tuesday 24 October 2023

CARRIED RMA10/49 – 25/10/2022

9.2 Receive and Note Reports

9.2.1 Asset Management Framework

Moved: Councillor Henderson
Seconded: Clare Milikins

1. THAT Report entitled Asset Management Framework Update be received and noted.
2. THAT the Risk Management and Audit Committee recommend to the Council:
 - a. THAT **Attachment 9.2.1.1** presented in the Report entitled Asset Management Framework is adopted with inclusion of administrative amendments identified by the committee.
 - b. THAT Control Improvement Plan Register be updated to reflect the completion of the Asset Management Framework.

CARRIED RMA10/50 – 25/10/2022

10 INFORMATION AND CORRESPONDENCE

10.1 Information

Nil

10.2 Correspondence

Nil

11 GENERAL BUSINESS

Nil

Initials: _____

MINUTES RISK MANAGEMENT AND AUDIT COMMITTEE MEETING - 25 OCTOBER 2022

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COMMITTEE MINUTES

12 NEXT COMMITTEE MEETING

Moved: Deputy Mayor Garden
Seconded: Mayor Pascoe-Bell

THAT the next Risk Management and Audit Committee Meeting be held on Tuesday, 28 February 2023 at 5:00pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

CARRIED RMA10/51 - 25/10/2022

13 CLOSURE OF MEETING TO PUBLIC

Moved: Mayor Pascoe-Bell
Seconded: Steve Bartlett

THAT pursuant to section 99(2) and 293(3)(1) of the Local Government Act 2019 and section 51(1)(a) of the Local Government (General) Regulations 2021 the meeting be closed to the public to consider the Confidential items of the Agenda.

CARRIED RMA10/53 - 25/10/2022

The Chair declared the meeting closed at 7.03pm.

Chair

Print Name

Date

Initials:

MINUTES RISK MANAGEMENT AND AUDIT COMMITTEE MEETING - 25 OCTOBER 2022

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COUNCIL REPORT

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1st Ordinary Council Meeting

AGENDA ITEM:	13.1.2
REPORT TITLE:	First Quarter Budget Review 2022-23
MEETING DATE:	Tuesday 1 November 2022
AUTHOR:	Financial Accountant, Tinashe Gomo
APPROVER:	Director Finance and Governance, Wati Kerta

COMMUNITY PLAN

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

PURPOSE

This Report seeks Council approval for the First Quarter Budget Review for the 2022-23 Budget.

KEY MESSAGES

- Council's First Quarter Budget Review is based on year-to-date results to 30 September 2022 and the movements result in no change to the overall service delivery.
- The First Quarter Budget Review is compliant with Section 202 of the *Local Government Act 2019*, which prohibits budgeting for a deficit except in accordance with the regulations specified in Section 10 of the *Local Government (General) Regulations 2021*.
- Council continues to deliver a balanced budget at the end of the First Quarter Budget Review by considering unanticipated income, cost savings and long-term benefits to our community.
- The capital rollover from 2021/22 to 2022/23 of \$8 million had a material impact on the budget for 2022-23 and therefore the long-term financial plan has been amended in accordance with Division 4 of the *Local Government (General) Act 2021*.
- The First Budget Review movements results in no changes to the bottom line, as the overall result remains unchanged and is therefore a balanced budget.
- Once the First Budget Review movements are adopted by Council, the amended budget and the long term financial plan will be published on Council's website, sent to the Department, and advertised in the NT News.

RECOMMENDATION

1. THAT Report entitled First Quarter Budget Review 2022-23 be received and noted.
2. THAT Council adopts the First Quarter Budget Review 2022-23, pursuant to Division 4 (9) of the *Local Government (General) Regulations 2021* as presented in **Attachment 13.1.2.1** to Report entitled First Quarter Budget Review 2022-23.
3. THAT Council adopts the Revised Long-Term Financial Plan as presented in **Attachment 13.1.2.3** to Report entitled First Quarter Budget Review 2022-23, pursuant to Division 4 (9) of the *Local Government (General) Regulations 2021*.

BACKGROUND

Council adopted the 2022-23 Municipal Plan and Budget on 21 June 2022 (decision 10/401 – 21/06/2022). Budget reviews occur to enable Council to consider current requirements against the Original Budget to ensure Council are delivering on the services outlined in the Municipal Plan and Budget 2022-23 and grant commitments made to funding bodies. Section 9 *Local Government (General) Regulations*, require Council's to review the budget twice a financial year, however City of Palmerston currently undertakes three budget reviews per financial year.

If the council adopts an amended budget as a result of the review, and the amended budget has a material impact on the council's long-term financial plan, the council must, by resolution, amend the council's long-term financial plan at the same time as adopting the amended budget.

The purpose of this report is to present the First Budget Review 2022/2023 movements and seek Council's endorsement to adopt the amended budget and the revised long-term financial plan.

DISCUSSION

Council's First Quarter Budget Review is based on year-to-date results to 30 September 2022 and the movements discussed in this report result in no change to the overall service delivery. The movements will not result in any increase or decrease to the overall operating surplus or deficit.

Operational Income

The net change of \$402,500 to the operational income budget is a result of the recognition of the grant income for myPalmerston (voucher scheme), which was received in 2021/22 but sitting in the unexpended grant liability account. The total program was for \$600,000 (\$402,500 grant and \$197,500 Council contribution), and as of 30 September 2022, \$467,000 grants has paid to suppliers.

Operational Expenditure

The distribution of payment of the \$402,500 myPalmerston vouchers to businesses results in an increase in the operational expenditure budget.

Other movements across departments have been captured in **Attachment 13.1.2.1** to Report entitled First Quarter Budget Review 2022-23. The other movements do not result in any increase or decrease to the overall expenditure whilst the service delivery is maintained.

Capital Income

The budget review resulted in an overall increase of \$2.7M to the Capital Income. The increase has resulted from the following:

- \$2.6 million - recognition of capital grant income for the capital projects rolled-over from last year as per Council decision 10/446
- \$0.1 million to recognise Black Spot grant for 2022/23 approved for the road safety improvement works on Emery Avenue in Gray.

Capital Expenditure

Capital Expenditure increased by \$12.5 million and this is largely due to:

- \$8.0 million - Capital projects rolled over from last year as per Council decision 10/446
- \$4.4 million – increase to SWELL project
- \$0.1 million to recognise a corresponding increase to the capital expenditure for the Black Spot grant for 2022/23 approved for the road safety improvement works on Emery Avenue in Gray.

Borrowings

There is no change to borrowings for the Revised 2022/23 Budget, however Council approved the utilisation of the entire \$5 million to be drawn for the SWELL project which will be drawn at the end of 2023-24 with repayments commencing in the 2023-24 year and the loan repayment and the interest repayments have been factored in the amended Long Term Financial Plan.

Reserves

Reserves have been updated with audited closing balances as of 30 June 2022 and are forecasted to have a balance of \$10,705,896 by 30 June 2023 after the First Budget Review movements. This is \$4.3 million lower than original budget expectations due to funding of major projects such as SWELL though reserves. The First Budget Review reserve movements for 2022/23 is \$7.3 million and is made up of the following:

- \$5.4 million transferred from Unexpended Capital Works Reserve to Capital Expenditure for projects that were rolled over from 2021/22 financial year
- \$0.9 million transferred from Developer Funds in Lieu of Construction to fund the SWELL project
- \$0.5 million transferred from Major Initiatives reserve to fund the SWELL project
- \$0.5 million transferred from Working Capital Reserve to fund the SWELL project

The impact of the above to the budget is summarised below at Table 1.

Table 1: Original Budget compared to the Revised Budget for 2022/23

Description	Original Budget \$000	Revised Budget \$000	First Budget Review Movement
Operating Income	35,991	36,393	\$402K increase
Operating Expenditure	(42,770)	(43,172)	(\$402K) increase
Operating Surplus/(Deficit)	(6,779)	(6,779)	No change
Capital Income	19,446	22,154	\$2.709M increase
Capital Expenditure	(27,069)	(39,593)	12,524 increase
Add: Noncash Expenditure	10,793	10,793	No change
Plus Gifted Assets	1,879	1,879	No change
Net Capital Surplus/(deficit)	(5,488)	(15,303)	9,814 increase
Borrowings	3,500	6,000	2,500 increase
Repayment of Borrowings	-375	-375	No change
Reserve Movements	2,362	9,677	\$7,315 increase
Net Operating Surplus/(Deficit)	0	0	

This report includes previously adopted council decisions that have taken effect after the Municipal Plan and Budget 2022-23 was adopted and decisions made prior to 30 September 2022.

Listed below are the individual council decision included as part of the First Budget Review:

Table 2: Summary of Movements as per Council Decisions

Item	Decision	Impact
Capital Projects Rollover from 2021/22 to 2022/23	Council Decision 10/446 19/07/2022	<ul style="list-style-type: none"> - Recognise Capital Grant Income of \$2,595,514 - Recognise Capital Expenditure of \$8,010,367 - Transfer \$5,414,853 from Unexpended Capital Works Reserve
Swimming, Wellness, Events, Leisure and Lifestyle (SWELL)	Council decision to increase SWELL project value from \$15M to \$19.4M	<ul style="list-style-type: none"> - Transfer \$1.9M from Reserves, of which \$400K is being repaid over 5 years commencing in 2023/24 - Increase in borrowings of \$2.5M in 2022-23 with repayments commencing in 2023-24 - Increase Capital Expenditure \$4.4 M

Long-Term Financial Plan

The increases to capital income, expenditure, reserve movements and borrowings have a material impact on Council's adopted long term financial plan, therefore the long-term financial plan for 2023-2032 **Attachment 13.1.2.2** has been amended and presented as **Attachment 13.1.2.3** to Report entitled First Quarter Budget Review 2022-23 for Council adoption.

Furthermore the increase in borrowings, results an increase in repayments and interest over the years, which include the following:

- \$2.5M drawn in 2022-23, repaid over 20 years plus interest commencing 2023-24
- \$400K over 5 years back into Developers Funds in Lieu Reserve, principal only repayments commencing 2023/24

The following financial statements have been amended in the long-term financial plan:

- Income Statement
- Statement of Financial Position
- Statement of Cash Flow

While Council will continue to have an operating deficit each year over the next ten years, after taking into account capital income and depreciation and other a noncash item, over the term of the plan, the budget remains in surplus.

CONSULTATION

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

- Executive Leadership Team.
- Senior Leadership Team.
- Budget Officers.

POLICY IMPLICATIONS

There are no policy implications for this Report.

BUDGET AND RESOURCE IMPLICATIONS

The budget and resource implications are detailed in the body of this Report and the attachments.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

In accordance with Section 203 of the *Local Government Act*, the Budget amendments will be published on Council's website, notified to the Agency and an advertisement will be placed in the NT News.

Division 9 of the *Local Government (General) Regulations* stipulate that Council must, by resolution, amend the Council's long term financial plan at the same time as adopting the amended budget if it has a material impact on the Council's long-term financial plan. The long term financial plan is therefore amended in accordance with the Act, and the amended version will be sent to the Agency, published on Council's website and an advertisement will be placed in the NT News.

This Report addresses the following City of Palmerston Strategic Risks:

2 Fails to be sustainable into the long term

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

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. 1 st Budegt Review Movements Report updated [13.1.2.1 - 3 pages]
2. Original LTFP [13.1.2.2 - 3 pages]
3. Revised LTFP [13.1.2.3 - 3 pages]

STATEMENT OF COMPREHENSIVE INCOME

30 September 2022

Description	Original Budget \$	1st Review Increase/ (Decrease) \$	2nd Review Increase/ (Decrease) \$	3rd Review Increase/ (Decrease) \$	Revised Annual Budget \$
Operating Income					
Rates	24,291,464	0	0	0	24,291,464
Charge	6,818,686	0	0	0	6,818,686
Fees & Charges	926,773	0	0	0	926,773
Grants, Subsidies & Contributions	3,106,704	402,500	0	0	3,509,204
Interest & Investment Revenue	713,580	0	0	0	713,580
Other Income	133,730	0	0	0	133,730
Operating Income	35,990,937	402,500	0	0	36,393,437
Operating Expenditure					
Employee Costs	-11,243,215	15,000	0	0	-11,228,215
Materials & Contractors	-10,992,461	-53,000	0	0	-11,045,461
Depreciation, Amortisation & Impairment	-10,792,916	0	0	0	-10,792,916
Elected Members Allowances	-393,511	0	0	0	-393,511
Elected Members Expenses	-38,550	0	0	0	-38,550
Professional Services	-1,472,205	38,000	0	0	-1,434,205
Auditor's Remuneration	-46,080	0	0	0	-46,080
Bad and Doubtful Debts	0	0	0	0	0
Utilities	-2,510,190	0	0	0	-2,510,190
Legal Expenses	-235,700	0	0	0	-235,700
Telephone & Other Communication Charges	-255,360	0	0	0	-255,360
Donations, Sponsorships & Grants	-260,000	0	0	0	-260,000
Software, Hardware, Stationery, Subscriptions	-1,288,984	-1,800	0	0	-1,290,784
Insurance	-568,318	0	0	0	-568,318
Borrowing Costs	-518,733	0	0	0	-518,733
Other Expenses	-2,153,586	-400,700	0	0	-2,554,286
Operating Expenditure	-42,769,810	-402,500	0	0	-43,172,310
OPERATING SURPLUS/(DEFICIT)	-6,778,872	0	0	0	-6,778,872
Capital Income					
Net gain (loss) on disposal or revaluation of assets	120,000	0	0	0	120,000
Developer Contributions	200,000	0	0	0	200,000
Asset Income	1,879,000	0	0	0	1,879,000
Grants received	17,246,768	2,709,150	0	0	19,955,918
Capital Income	19,445,768	2,709,150	0	0	22,154,918
Net SURPLUS / (DEFICIT) transferred to Equity Statement	12,666,895	2,709,150	0	0	15,376,045
Capital Expenditure					
Land Purchase	0	0	0	0	0
Asset Purchase	-12,184,850	-2,949,549	0	0	-15,134,399
Asset Upgrade	-14,883,778	-9,574,455	0	0	-24,458,233
Capital Expenditure	-27,068,628	-12,524,003	0	0	-39,592,631
Less Non-Cash Expenditure	-10,792,916	0	0	0	-10,792,916
Plus Gifted Assets	1,879,000	0	0	0	1,879,000
NET CAPITAL SURPLUS/(DEFICIT)	-5,487,817	-9,814,853	0	0	-15,302,670
Borrowings	3,500,000	2,500,000	0	0	6,000,000
Less Repayment of Borrowings	-374,943	0	0	0	-374,943
Reserve Movement	2,362,760	7,314,854	0	0	9,677,614
NET OPERATING SURPLUS/(DEFICIT)	0	0	0	0	0

COUNCIL AGENDA

Attachment 13.1.2.1

STATEMENT OF RESERVES - Budget Movements 2022/23

OTHER RESERVES	Opening Balance \$ 01/07/2022	Original Budget 2022/23 to Reserves \$	Original Budget 2022/23 from Reserves \$	1st Review 2022/23 to Reserves \$	1st Review 2022/23 from Reserves \$	2nd Review 2022/23 to Reserves \$	2nd Review 2022/23 from Reserves \$	3rd Review 2022/23 to Reserves \$	3rd Review 2022/23 from Reserves \$	Balance at the EOY 2022/23 \$
Externally Restricted Reserves										
Unexpended Grants Reserve	779,817	-	-	-	-	-	-	-	-	779,817
Externally Restricted Reserves	779,817	-	-	-	-	-	-	-	-	779,817
Internally Restricted Reserves										
Election Expenses Reserve	50,000	-	-	-	-	-	-	-	-	50,000
Disaster Recovery Reserve	500,000	-	-	-	-	-	-	-	-	500,000
Unexpended Capital Works Reserve	5,414,854	-	-	-	(5,414,854)	-	-	-	-	(0)
Developer Funds In Lieu Of Construction	2,103,712	-	(375,000)	-	(900,000)	-	-	-	-	828,712
Waste Management Reserve	2,923,900	-	(500,000)	-	-	-	-	-	-	2,423,900
Asset Renewal Reserve	-	-	-	-	-	-	-	-	-	-
Major Initiatives Reserve	1,414,866	-	-	-	(500,000)	-	-	-	-	914,866
Internally Restricted Reserves	12,407,331	-	(875,000)	-	(6,814,854)	-	-	-	-	4,717,477
Unrestricted Reserves										
Working Capital Reserve	7,196,362	-	(1,487,760)	-	(500,000)	-	-	-	-	5,208,602
Unrestricted Reserves	7,196,362	-	(1,487,760)	-	(500,000)	-	-	-	-	5,208,602
Total Reserves	20,383,510	-	(2,362,760)	-	(7,314,854)	-	-	-	-	10,705,896

Reserve balances as at 01/07/2022 include 2021/22 year-end adjustments

Budget Movements detail

OPERATIONAL INCOME

Department	Operational Income	Movement
Office of CEO	My Palmerston Grant contribution Rolled over from FY2021/22	\$402,500.00
		\$402,500.00

OPERATIONAL EXPENSE

Department	Operational Expenditure	Movement
Office of CEO	My Palmerston Grant contribution Rolled over from FY2021/22	\$402,500.00
Roads & Transport	Transfer to Streetlight for the Street light Management Consultant fees	-\$35,000.00
Street Lighting	Transfer From Roads for the Street light Management Consultant fees	\$35,000.00
		\$402,500.00

CAPITAL INCOME

Funding body	Capital Income	Movement
Common wealth Grants	Recognise anticipated income for the Black Spot Grant	\$113,636.00
Territory Grants	Recognise grant income for rolled over projects, which include LRCI, SWELL, Dog Park, Greening, cooling grant, & archer Facility. Value also recognise \$100K anticipated income for the Recycling Modernisation grant	\$2,595,514.00
Loan Income	Recognise SWELL loan	\$2,500,000.00
		\$5,209,150.00

CAPITAL EXPENSE

Department	Project	Movement
Animal Management	21/22 Custom Animal Holding Pens (LG IP Grant)	\$110,300.00
	LRCI 1 - Landscaping & Shade Aquatic Centre	\$11,251.73
Aquatic Centre	SWELL - Construction	\$4,400,000.00
	SWELL - Construction	\$1,000,000.00
	LRCI 2 (Partially Funded) - Dog Pound Renewal	\$441,605.37
	Civic Centre Airconditioning	\$48,120.00
Director Community & Culture	Artwork - Sculpture	\$146,600.80
	LRCI 2 - Zuccoli/Johnston Dog Park	\$1,014,524.00
Director Infrastructure	Water Aquifer Preservation Strategy	\$200,000.00
	Sustainability Programs (Solar Panels & LEDs etc)	\$64,902.37
Fleet	Fleet Purchases	\$143,852.09
	Purchase Weed Harvester	\$180,720.24
Gray Community Hall	Gray Hall Redevelopment	\$45,591.00
Information Technology	Smart Technology Project (FiberSense)	\$1,115,183.82
Library Services	Palmerston Library Modernisation Grant	\$94,219.00
	Library Recording & Sound Studio	\$43,093.27
	21/22 Park Infra - Ninja Warrior Playground	\$379,647.00
Open Space	Tree Replacement Program	\$158,335.27
	Mitchell Creek & Escarpment Feasibility Study	\$95,510.00
Recreation Centre	Recreation Centre Renewal	\$99,592.29
	Traffic Calming & Pedestrian Safety	-\$189,688.00
	Traffic Calming & Pedestrian Safety	\$113,636.00
	Traffic Calming & Pedestrian Safety	-\$189,688.31
	21/22 T Calming & P Safety - Georgina/Callahan Y	\$130,862.32
	21/22 T Calming & P Safety - Temple T/Essington A	\$58,826.06
	Reseal Program	\$1,215,269.09
	Traffic Calming & Pedestrian Safety	\$189,688.38
	21/22 PLU Dark Spots	\$237,618.64
	21/22 T Calming & P Safety - Georgina/Callahan Y	\$130,862.32
	21/22 T Calming & P Safety - Temple T/Essington A	\$58,826.06
	21/22 Archer Waste Management Facility Renewals	\$974,742.79
		\$12,524,003.60

Reserves

Reserve	Reserve movement	Movement
Unexpended Capital Works Reserve	Capital projects Rollover	\$5,414,853.60
Developer Funds In Lieu Of Construction	SWELL Contribution	\$900,000.00
Major Initiatives Reserve	SWELL Contribution	\$500,000.00
Working Capital Reserve	SWELL Contribution	\$500,000.00
		\$7,314,853.60

TOTAL Net Impact on Budget	\$0.00
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Table 1											
Long Term Financial Plan											
INCOME STATEMENT											
\$'000's	2021-2022 Revised Budget	2022-2023 Budget	2023-2024 Forecast	2024-2025 Forecast	2025-2026 Forecast	2026-2027 Forecast	2027-2028 Forecast	2028-2029 Forecast	2029-2030 Forecast	2030-2031 Forecast	2031-2032 Forecast
Operating Income											
Rates & annual charges	29,476	31,181	32,238	33,331	34,461	35,629	36,837	38,087	39,379	40,715	42,096
Rates	22,675	24,291	25,142	26,022	26,932	27,875	28,851	29,860	30,906	31,987	33,107
Waste	6,801	6,889	7,096	7,309	7,528	7,754	7,987	8,226	8,473	8,727	8,989
Statutory Charges	140	152	156	160	163	167	171	175	180	184	188
User charges & fees	688	775	793	812	832	852	872	893	915	936	959
Interest & investment revenue	650	714	869	862	866	875	889	921	956	1,009	475
Other revenues	520	63	65	66	68	69	71	73	74	76	78
Grants & contributions for operating purposes	2,962	3,107	3,181	3,258	3,336	3,416	3,498	3,582	3,668	3,756	3,846
TOTAL INCOME	34,435	35,991	37,302	38,488	39,725	41,008	42,339	43,731	45,171	46,676	47,642
Operating Expenditure											
Employee benefits & costs	10,838	11,243	11,524	11,812	12,108	12,350	12,597	12,849	13,106	13,368	13,635
Borrowing costs	40	188	209	188	166	144	123	108	95	89	83
Materials, contracts and other expenses	20,078	20,545	21,038	21,543	22,060	22,590	23,132	23,687	24,256	24,838	25,434
Depreciation, amortisation & Impairment	10,608	10,793	11,270	11,716	12,023	12,353	12,640	12,912	13,180	13,449	13,725
TOTAL EXPENDITURE	41,563	42,770	44,041	45,260	46,357	47,436	48,492	49,555	50,636	51,744	52,877
BUDGETED OPERATING SURPLUS/DEFICIT	(7,128)	(6,779)	(6,740)	(6,771)	(6,632)	(6,428)	(6,153)	(5,824)	(5,465)	(5,068)	(5,235)
Add: Amounts received specifically for new or upgraded assets	10,868	17,567	3,524	3,910	3,160	4,160	2,160	1,160	1,160	1,070	1,070
Add: Physical resources received free of charge (non-cash)	-	1,825	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000
BUDGET SURPLUS / (DEFICIT)	3,740	12,613	(216)	139	(472)	732	(993)	(1,664)	(1,305)	(998)	(1,165)
Changes in Revaluation surplus	-	54	55	55	56	56	57	57	58	58	59
TOTAL COMPREHENSIVE INCOME / (LOSS)	3,740	12,667	(162)	194	(416)	788	(936)	(1,607)	(1,248)	(940)	(1,106)
Add: Depreciation	10,608	10,793	11,270	11,716	12,023	12,353	12,640	12,912	13,180	13,449	13,725
Less: Resources free of charge	-	1,825	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000
Less: Capital Expenditure	20,539	27,069	9,773	8,539	7,981	9,219	7,178	6,640	6,365	6,372	6,507
Add: Borrowings (Loans advances)	1,000	3,500	1,500	-	-	-	-	-	-	-	-
Less: Loan Repayments	235	375	443	455	468	481	217	223	229	235	242
Add: Transfer from reserves	5,426	2,363	700	700	-	-	-	-	-	-	-
Less: Changes in Revaluation surplus	-	54	55	55	56	56	57	57	58	58	59
NET CASH BUDGET SURPLUS/(DEFICIT)	(0)	(0)	38	561	103	385	1,252	1,384	2,280	2,844	2,811

Table 2											
STATEMENT OF FINANCIAL POSITION											
\$ '000											
	2021-2022 Revised Budget	2022-2023 Budget	2023-2024 Forecast	2024-2025 Forecast	2025-2026 Forecast	2026-2027 Forecast	2027-2028 Forecast	2028-2029 Forecast	2029-2030 Forecast	2030-2031 Forecast	2031-2032 Forecast
Assets											
Current Assets:											
Cash & cash equivalents	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000
Investments	17,126	14,865	14,306	14,273	14,483	14,958	16,302	17,778	20,152	23,089	25,995
Receivables	2,378	2,461	2,547	2,637	2,729	2,824	2,923	3,025	3,131	3,241	3,354
TOTAL CURRENT ASSETS	23,504	21,326	20,854	20,909	21,211	21,783	23,225	24,804	27,283	30,330	33,350
Non-Current Assets:											
Infrastructure, property, plant & equipment	574,655	592,756	594,259	594,081	593,038	592,905	590,443	587,171	583,356	579,279	575,061
Investment property	5,400	5,454	5,509	5,564	5,619	5,675	5,732	5,790	5,847	5,906	5,965
TOTAL NON-CURRENT ASSETS	580,055	598,210	599,768	599,645	598,658	598,580	596,175	592,961	589,204	585,185	581,026
TOTAL ASSETS	603,559	619,536	620,621	620,554	619,869	620,363	619,400	617,764	616,487	615,515	614,376
Liabilities											
Current Liabilities:											
Payables	4,349	4,453	4,560	4,670	4,782	4,897	5,014	5,134	5,258	5,384	5,513
Borrowings	375	443	455	468	481	217	223	229	235	242	248
Provisions	1,425	1,460	1,497	1,534	1,573	1,604	1,636	1,669	1,702	1,736	1,771
TOTAL CURRENT LIABILITIES	6,149	6,357	6,512	6,672	6,835	6,718	6,873	7,032	7,195	7,362	7,532
Non-Current Liabilities:											
Borrowings	1,901	4,958	6,003	5,535	5,054	4,837	4,614	4,385	4,149	3,908	3,659
Provisions	1,811	1,856	1,903	1,950	1,999	2,039	2,080	2,122	2,164	2,207	2,251
TOTAL NON-CURRENT LIABILITIES	3,712	6,814	7,906	7,485	7,053	6,876	6,694	6,506	6,313	6,115	5,911
TOTAL LIABILITIES	9,861	13,171	14,418	14,157	13,889	13,594	13,567	13,539	13,509	13,477	13,443
NET ASSETS	593,698	606,365	606,203	606,397	605,981	606,769	605,833	604,226	602,978	602,038	600,933
Equity											
Retained earnings/(accumulated deficit)	208,027	223,026	223,437	223,680	223,069	223,113	220,833	217,749	214,127	210,248	206,234
Other Reserves	17,355	14,969	14,341	14,238	14,376	15,065	16,352	17,771	20,088	22,968	25,817
Revaluation reserves	368,316	368,370	368,425	368,480	368,535	368,591	368,648	368,706	368,763	368,822	368,881
Council equity interest	593,698	606,365	606,203	606,397	605,981	606,769	605,833	604,226	602,978	602,038	600,933
TOTAL EQUITY	593,698	606,365	606,203	606,397	605,981	606,769	605,833	604,226	602,978	602,038	600,933
	-	-									

Table 3											
STATEMENT OF CASH FLOWS											
\$ '000	2021-2022 Revised Budget	2022-2023 Budget	2023-2024 Forecast	2024-2025 Forecast	2025-2026 Forecast	2026-2027 Forecast	2027-2028 Forecast	2028-2029 Forecast	2029-2030 Forecast	2030-2031 Forecast	2031-2032 Forecast
Cash Flows from Operating Activities											
Receipts:											
Rates & annual charges	29,476	31,098	32,152	33,241	34,368	35,534	36,739	37,984	39,273	40,605	41,982
User charges & fees	828	927	949	972	995	1,019	1,043	1,068	1,094	1,120	1,147
Investment & interest revenue received	650	714	869	862	866	875	889	921	956	1,009	475
Grants & contributions	2,962	3,107	3,181	3,258	3,336	3,416	3,498	3,582	3,668	3,756	3,846
Other	520	63	65	66	68	69	71	73	74	76	78
Payments:											
Employee benefits & costs	(10,759)	(11,162)	(11,441)	(11,727)	(12,021)	(12,278)	(12,524)	(12,774)	(13,030)	(13,291)	(13,556)
Materials, contracts & other expenses	(20,078)	(20,441)	(20,931)	(21,434)	(21,948)	(22,475)	(23,014)	(23,567)	(24,132)	(24,711)	(25,305)
Finance Payments	(40)	(188)	(209)	(188)	(166)	(144)	(123)	(108)	(95)	(89)	(83)
NET CASH PROVIDED (OR USED IN) OPERATING ACTIVITIES	3,559	4,116	4,634	5,050	5,498	6,016	6,578	7,180	7,808	8,475	8,585
Cash Flows from Investing Activities											
Receipts:											
Sale of investment securities	3,539	2,261	558	34	-	-	-	-	-	-	-
Amounts specifically for new or upgraded assets	5,832	17,567	3,524	3,910	3,160	4,160	2,160	1,160	1,160	1,070	1,070
Payments:											
Purchase of investment securities	-	-	-	-	(210)	(476)	(1,343)	(1,477)	(2,374)	(2,938)	(2,906)
Purchase of infrastructure, property, plant & equipment	(20,539)	(27,069)	(9,773)	(8,539)	(7,981)	(9,219)	(7,178)	(6,640)	(6,365)	(6,372)	(6,507)
NET CASH PROVIDED (OR USED IN) INVESTING ACTIVITIES	(11,168)	(7,241)	(5,691)	(4,595)	(5,030)	(5,535)	(6,361)	(6,957)	(7,578)	(8,240)	(8,343)
Cash Flows from Financing Activities											
Receipts:											
Proceeds from borrowings & advances	1,000	3,500	1,500	-	-	-	-	-	-	-	-
Payments:											
Repayment of borrowings & advances	(235)	(375)	(443)	(455)	(468)	(481)	(217)	(223)	(229)	(235)	(242)
NET CASH PROVIDED (OR USED IN) FINANCING ACTIVITIES	765	3,125	1,057	(455)	(468)	(481)	(217)	(223)	(229)	(235)	(242)
plus: CASH & CASH EQUIVALENTS - beginning of year	10,844	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000
NET INCREASE/(DECREASE) IN CASH & CASH EQUIVALENTS	(6,844)	-	-	-	-	-	-	-	-	-	-
Total Cash at Bank	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000
plus: INVESTMENTS ON HAND - beginning of year	20,665	17,126	14,865	14,306	14,273	14,483	14,958	16,302	17,778	20,152	23,089
NET INCREASE/(DECREASE) IN INVESTMENTS ON HAND	(3,539)	(2,261)	(558)	(34)	210	476	1,343	1,477	2,374	2,938	2,906
Total Investments on Hand	17,126	14,865	14,306	14,273	14,483	14,958	16,302	17,778	20,152	23,089	25,995
TOTAL CASH & CASH EQUIVALENTS & INVESTMENTS - end of year	21,126	18,865	18,306	18,273	18,483	18,958	20,302	21,778	24,152	27,089	29,995
NET INCREASE/(DECREASE) IN CASH, CASH EQUIVALENTS & INVESTME	(10,383)	(2,261)	(558)	(34)	210	476	1,343	1,477	2,374	2,938	2,906

Table 1													
Long Term Financial Plan													
INCOME STATEMENT													
	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	2028-2029	2029-2030	2030-2031	2031-2032	2022-2023	
\$'000's	Actuals	Revised Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Original	Variance
Operating Income													
Rates & annual charges	29,813	31,180	32,237	33,330	34,460	35,628	36,836	38,086	39,378	40,713	42,095	31,181	-
Rates	22,929	24,291	25,141	26,021	26,932	27,874	28,850	29,860	30,905	31,987	33,106	24,291	-
Waste	6,884	6,889	7,096	7,309	7,528	7,754	7,986	8,226	8,473	8,727	8,989	6,889	-
Statutory Charges	122	152	156	159	163	167	171	175	179	184	188	152	-
User charges & fees	914	775	794	813	832	852	873	894	915	937	959	775	-
Interest & investment revenue	733	714	1,110	1,111	1,124	1,142	1,166	1,207	1,252	1,316	793	714	-
Other revenues	639	63	65	66	68	69	71	73	74	76	78	63	-
Grants & contributions for operating purposes	3,775	3,509	3,593	3,679	3,768	3,858	3,951	4,046	4,143	4,242	4,344	3,107	(402)
TOTAL INCOME	35,996	36,393	37,953	39,158	40,414	41,717	43,067	44,480	45,941	47,468	48,457	35,991	(402)
Operating Expenditure													
Employee benefits & costs	10,026	11,228	11,509	11,796	12,091	12,333	12,580	12,831	13,088	13,350	13,617	11,243	15
Borrowing costs	40	188	275	252	227	202	179	160	145	136	126	188	-
Materials, contracts and other expenses	22,305	20,963	21,466	21,981	22,509	23,049	23,602	24,169	24,749	25,343	25,951	20,545	(417)
Depreciation, amortisation & Impairment	10,929	10,793	11,270	11,717	12,024	12,353	12,640	12,912	13,180	13,449	13,725	10,793	-
TOTAL EXPENDITURE	43,300	43,172	44,520	45,746	46,851	47,937	49,001	50,072	51,162	52,278	53,419	42,770	(402)
BUDGETED OPERATING SURPLUS/DEFICIT	(7,304)	(6,779)	(6,567)	(6,587)	(6,437)	(6,221)	(5,934)	(5,592)	(5,221)	(4,810)	(4,962)	(6,779)	-
Add: Amounts received specifically for new or upgraded assets	5,186	20,276	3,524	3,910	3,160	4,160	2,160	1,160	1,160	1,070	1,070	17,567	(2,709)
Add: Physical resources received free of charge (non-cash)	3,160	1,825	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	1,825	-
BUDGET SURPLUS / (DEFICIT)	1,042	15,322	(43)	323	(277)	939	(774)	(1,432)	(1,061)	(740)	(892)	12,613	(2,709)
Changes in Revaluation surplus	300	54	58	58	59	59	60	61	61	62	62	54	-
TOTAL COMPREHENSIVE INCOME / (LOSS)	1,342	15,376	14	381	(218)	999	(714)	(1,372)	(999)	(678)	(830)	12,667	(2,709)
Add: Depreciation	10,929	10,793	11,270	11,717	12,024	12,353	12,640	12,912	13,180	13,449	13,725	10,793	-
Less: Resources free of charge	3,160	1,825	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	1,825	-
Less: Capital Expenditure	8,658	39,593	9,773	8,539	7,981	9,219	7,178	6,640	6,365	6,372	6,507	27,069	(12,524)
Add: Borrowings (Loans advances)	-	6,000	1,500	-	-	-	-	-	-	-	-	3,500	(2,500)
Less: Loan Repayments/ Deposit refund	589	375	539	553	569	585	324	332	342	351	360	375	-
Add: Transfer (to)/ from reserves	(1,530)	9,678	700	700	-	-	-	-	-	-	-	2,363	(7,315)
Less: Changes in Revaluation surplus	300	54	58	58	59	59	60	61	61	62	62	54	-
Add: loss on Disposal	(1,966)	-	-	-	-	-	-	-	-	-	-	-	-
NET CASH BUDGET SURPLUS/(DEFICIT)	-	-	115	647	197	489	1,365	1,507	2,413	2,987	2,965	-	-

Table 2													
STATEMENT OF FINANCIAL POSITION													
\$ '000													
	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	2028-2029	2029-2030	2030-2031	2031-2032	2022-2023	
	Actuals	Revised Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Original	Variance
Assets													
Current Assets:													
Cash & cash equivalents	19,907	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	-
Investments	18,513	26,890	26,752	27,155	27,819	28,766	30,599	32,584	35,484	38,969	42,442	14,865	(12,026)
Receivables	2,938	3,041	3,147	3,257	3,371	3,489	3,612	3,738	3,869	4,004	4,144	2,461	(580)
TOTAL CURRENT ASSETS	41,358	33,931	33,900	34,413	35,190	36,256	38,211	40,322	43,353	46,973	50,586	21,326	(12,605)
Non-Current Assets:													
Infrastructure, property, plant & equipment	565,677	596,798	598,301	598,123	597,080	596,946	594,484	591,212	587,397	583,320	579,102	592,756	(4,042)
Investment property	5,700	5,757	5,815	5,873	5,931	5,991	6,051	6,111	6,172	6,234	6,296	5,454	(303)
Work in progress	2,207	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL NON-CURRENT ASSETS	573,584	602,555	604,115	603,996	603,011	602,937	600,535	597,324	593,570	589,554	585,399	598,210	(4,345)
TOTAL ASSETS	614,942	636,486	638,015	638,408	638,202	639,192	638,745	637,645	636,923	636,527	635,985	619,536	(16,950)
Liabilities													
Current Liabilities:													
Payables	19,268	19,730	20,204	20,689	21,185	21,694	22,214	22,748	23,294	23,853	24,425	4,453	(15,277)
Borrowings	241	539	553	569	585	324	332	342	351	360	370	443	(96)
Provisions	1,400	1,435	1,471	1,508	1,545	1,576	1,608	1,640	1,673	1,706	1,740	1,460	25
TOTAL CURRENT LIABILITIES	20,909	21,704	22,228	22,765	23,315	23,594	24,155	24,729	25,317	25,919	26,536	6,357	(15,347)
Non-Current Liabilities:													
Borrowings	1,035	6,362	7,309	6,740	6,156	5,832	5,499	5,158	4,807	4,447	4,076	4,958	(1,404)
Provisions	1,698	1,740	1,784	1,829	1,874	1,912	1,950	1,989	2,029	2,069	2,111	1,856	116
TOTAL NON-CURRENT LIABILITIES	2,733	8,103	9,093	8,569	8,030	7,744	7,449	7,147	6,836	6,516	6,187	6,814	(1,288)
TOTAL LIABILITIES	23,642	29,807	31,321	31,334	31,345	31,337	31,604	31,876	32,153	32,435	32,723	13,171	(16,636)
NET ASSETS	591,300	606,679	606,694	607,075	606,857	607,855	607,141	605,769	604,770	604,092	603,262	606,365	(314)
Equity													
Retained earnings/(accumulated deficit)	202,600	226,079	226,592	226,938	226,434	226,587	224,419	221,449	217,946	214,188	210,299	223,026	(3,053)
Other Reserves	20,384	12,227	11,671	11,648	11,875	12,662	14,056	15,593	18,036	21,054	24,050	14,969	2,742
Revaluation reserves	368,316	368,373	368,431	368,489	368,547	368,607	368,667	368,727	368,788	368,850	368,912	368,370	(3)
Council equity interest	591,300	606,679	606,694	607,075	606,857	607,855	607,141	605,769	604,770	604,092	603,262	606,365	(314)
TOTAL EQUITY	591,300	606,679	606,694	607,075	606,857	607,855	607,141	605,769	604,770	604,092	603,262	606,365	(314)
	-	-	-	-	-	-	-	-	-	-	-	-	-

Table 3													
STATEMENT OF CASH FLOWS													
\$ '000	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	2028-2029	2029-2030	2030-2031	2031-2032	2022-2023	
	Actuals	Revised Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Original	Variance
Cash Flows from Operating Activities													
Receipts:													
Rates & annual charges	29,787	31,077	32,130	33,220	34,346	35,510	36,714	37,959	39,247	40,578	41,955	31,098	20
User charges & fees	1,036	927	949	972	995	1,019	1,044	1,069	1,094	1,121	1,148	927	-
Investment & interest revenue received	733	714	1,110	1,111	1,124	1,142	1,166	1,207	1,252	1,316	793	714	-
Grants & contributions	3,775	3,509	3,593	3,679	3,768	3,858	3,951	4,046	4,143	4,242	4,344	3,107	(402)
Other	2,773	63	65	66	68	69	71	73	74	76	78	63	-
Payments:													
Employee benefits & costs	(10,025)	(11,151)	(11,429)	(11,715)	(12,008)	(12,265)	(12,510)	(12,760)	(13,015)	(13,276)	(13,541)	(11,162)	(12)
Materials, contracts & other expenses	(20,757)	(20,501)	(20,993)	(21,496)	(22,012)	(22,541)	(23,082)	(23,636)	(24,203)	(24,784)	(25,378)	(20,441)	59
Finance Payments	(40)	(188)	(275)	(252)	(227)	(202)	(179)	(160)	(145)	(136)	(126)	(188)	-
NET CASH PROVIDED (OR USED IN) OPERATING ACTIVITIES	7,282	4,451	5,150	5,585	6,053	6,591	7,174	7,797	8,447	9,137	9,271	4,116	(334)
Cash Flows from Investing Activities													
Receipts:													
Sale of investment securities	310	-	138	-	-	-	-	-	-	-	-	2,261	2,261
Amounts specifically for new or upgraded assets	8,962	22,483	3,524	3,910	3,160	4,160	2,160	1,160	1,160	1,070	1,070	17,567	(4,916)
Payments:													
Purchase of investment securities	2,152	(8,377)	-	(403)	(663)	(947)	(1,833)	(1,985)	(2,901)	(3,484)	(3,473)	-	8,377
Purchase of infrastructure, property, plant & equipment	(8,983)	(40,089)	(9,773)	(8,539)	(7,981)	(9,219)	(7,178)	(6,640)	(6,365)	(6,372)	(6,507)	(27,069)	13,020
NET CASH PROVIDED (OR USED IN) INVESTING ACTIVITIES	2,441	(25,983)	(6,111)	(5,032)	(5,484)	(6,007)	(6,851)	(7,465)	(8,106)	(8,787)	(8,910)	(7,241)	18,742
Cash Flows from Financing Activities													
Receipts:													
Proceeds from borrowings & advances	(425)	6,000	1,500	-	-	-	-	-	-	-	-	3,500	(2,500)
Payments:													
Repayment of borrowings & advances	(235)	(375)	(539)	(553)	(569)	(585)	(324)	(332)	(342)	(351)	(360)	(375)	-
NET CASH PROVIDED (OR USED IN) FINANCING ACTIVITIES	(660)	5,625	961	(553)	(569)	(585)	(324)	(332)	(342)	(351)	(360)	3,125	(2,500)
plus: CASH & CASH EQUIVALENTS - beginning of year	10,844	19,907	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	(15,907)
NET INCREASE/(DECREASE) IN CASH & CASH EQUIVALENTS	9,063	(15,907)	-	-	-	-	-	-	-	-	-	-	15,907
Total Cash at Bank	19,907	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	4,000	-
plus: INVESTMENTS ON HAND - beginning of year	20,665	18,513	26,890	26,752	27,155	27,819	28,766	30,599	32,584	35,484	38,969	17,126	(1,387)
NET INCREASE/(DECREASE) IN INVESTMENTS ON HAND	(2,152)	8,377	(138)	403	663	947	1,833	1,985	2,901	3,484	3,473	(2,261)	(10,638)
Total Investments on Hand	18,513	26,890	26,752	27,155	27,819	28,766	30,599	32,584	35,484	38,969	42,442	14,865	(12,026)
TOTAL CASH & CASH EQUIVALENTS & INVESTMENTS - end of year	38,420	30,890	30,752	31,155	31,819	32,766	34,599	36,584	39,484	42,969	46,442	18,865	(12,026)
NET INCREASE/(DECREASE) IN CASH, CASH EQUIVALENTS & INVESTME	6,601	(7,530)	(138)	403	663	947	1,833	1,985	2,901	3,484	3,473	(2,261)	5,269

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.1
REPORT TITLE:	Office of the Deputy Chief Executive Officer Quarterly Report July to September 2022
MEETING DATE:	Tuesday 1 November 2022
AUTHOR:	Executive Manager People and Customer, Emma Blight
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 the key activities undertaken by the Office of the Deputy Chief Executive Officer in the July to September 2022 quarter.

KEY MESSAGES

- Over the reporting period, Council sent out eight Media Releases and received 71 pieces of earned media across the local network including print articles, radio and broadcast.
- The Mayor and Deputy Mayor shared a total of ten radio interviews.
- Council attracted an additional 310 and 72 followers on Facebook and Instagram respectively.
- Council engaged with the community on two occasions, consulting on the Draft Social Media Strategy and the Community Satisfaction Survey.
- Website visitation increased by 18% in comparison to last quarter.
- The Customer Experience Team interacted with an average of 91 community members per business day, with a total of 5836 interactions.
- Our customers' preferred method of interaction was phone calls (62%) over walk in customers (27%).
- This quarter saw **14** new employees welcomed to City of Palmerston and **nine** employees were bid farewell.
- Our workforce continues to be culturally diverse and reflective of our community, with staff from over 16 different nationalities employed.
- We continued to demonstrate our commitment to the training and development of our people, with at least eight courses being offered internally to employees over the quarter.

RECOMMENDATION

THAT Report entitled Office of the Deputy Chief Executive Officer Quarterly Report July to September 2022 be received and noted.

BACKGROUND

The Office of the Deputy CEO (ODCEO) provides a quarterly report to Council on key activities undertaken during the quarter. The Directorate includes the functions of Media and Communications and People and Customer Experience including Safety and Wellbeing.

This Report presents to Council key activities undertaken by the ODCEO in the July to September 2022 quarter, as presented in Report entitled Office of the Deputy Chief Executive Officer Quarterly Report July to September 2022.

DISCUSSION

As enabling functions, the departments within the ODCEO supported organisational activities aligned to City of Palmerston's Community Plan outcomes and objectives.

Media and Communications

Community Engagement

City of Palmerston engaged with the community on two publications during the quarter: consulting on the Draft Social Media Strategy 2022 and the Community Satisfaction Survey 2022. Community feedback for both was encouraged across multiple platforms including website, online survey, social media, print and radio.

Social Media

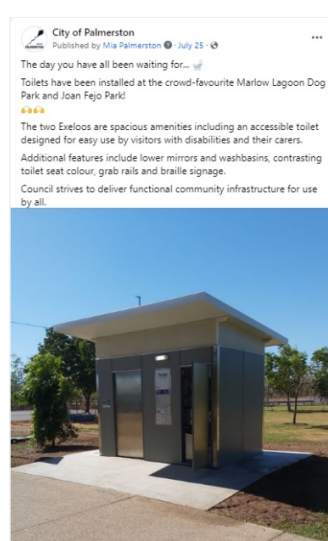
Facebook: This quarter, the City of Palmerston Facebook social page organic reach was 169,594 with the paid reach being 72,399. Council attracted 310 new Facebook followers this quarter, making a total of 16,660 page followers.

Instagram: City of Palmerston's Instagram page reached 38,806 people organically, and currently has 1687 followers which is an increase of 72 from last quarter.

LindedIn: City of Palmerston's LinkedIn profile received 142 new followers in this quarter, resulting in 1386 total followers.

Organic Posts (term that means unpaid)

This quarter there were 131 organic posts created on City of Palmerston's Facebook page. The top performing post was *'a rescue of a dog in our lakes'*.



Organic Facebook Post

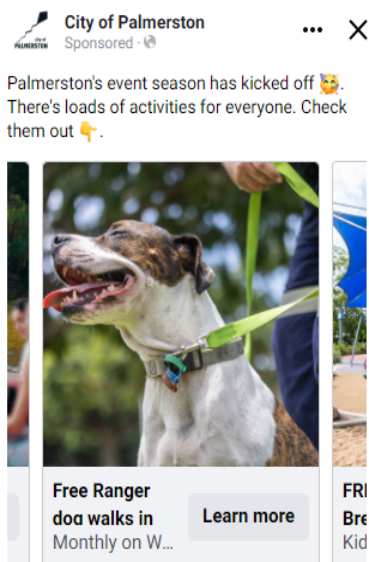
This post had a reach of 47,300 with 825 Likes and Reactions, 96 Comments and 31 shares. Results like this are generally attributed to good news stories about pets in the community. A large percentage of Palmerston residents own a dog, and our Rangers are well respected and loved by the community.

Top 5 Organic Posts

	Reach	Likes and Reactions	Comments	Shares
I'm an Island Dog	47,300	825	96	31
SWELL Construction	14,635	452	69	25
Marlow Lagoon Toilet Installation	8,981	286	39	6
Crocodile Sighting	16,563	201	117	28
Palmerston Youth Festival – Yung Milla	15,348	218	0	1

This quarter there were 55 posts and 166 stories created on City of Palmerston's Instagram page. On LinkedIn there were eight posts created. The post with the highest engagement was the announcement of the SWELL construction tender, with 4,127 impressions and 832 clicks through to the website. A recent post on recruitment saw a high click through rate of 15% and four comments and three shares.

Social Media Campaigns (paid advertising)



During this quarter, four advertising campaigns were run across our social channels targeting a large demographic. The total reach for these campaigns was 72,399 with an average of 18,009 reach per advertisement.

Due to the success of last quarters monthly events campaign, this approach was continued. The July campaign included details on Palmerston Youth Festival, Fiesta on Frances, Reboot Your Loot, Live at the Lake, Ranger Dog Walks, and Brekkie in the Park. Results continued to be much more successful than when these events were promoted individually in a targeted advertisement format.

The top performing ad campaign was the events campaign for the month of July which ran from 1-31 July. This campaign reached 59,024 users across Facebook and Instagram.

July Events Campaign

Top Three Advertisements

	Reach	Impressions
Events campaign July	59,024	145,681
Events campaign August	54,814	132,664
SWELL Construction Stage 1	9,658	9,770

Public Relations/Media

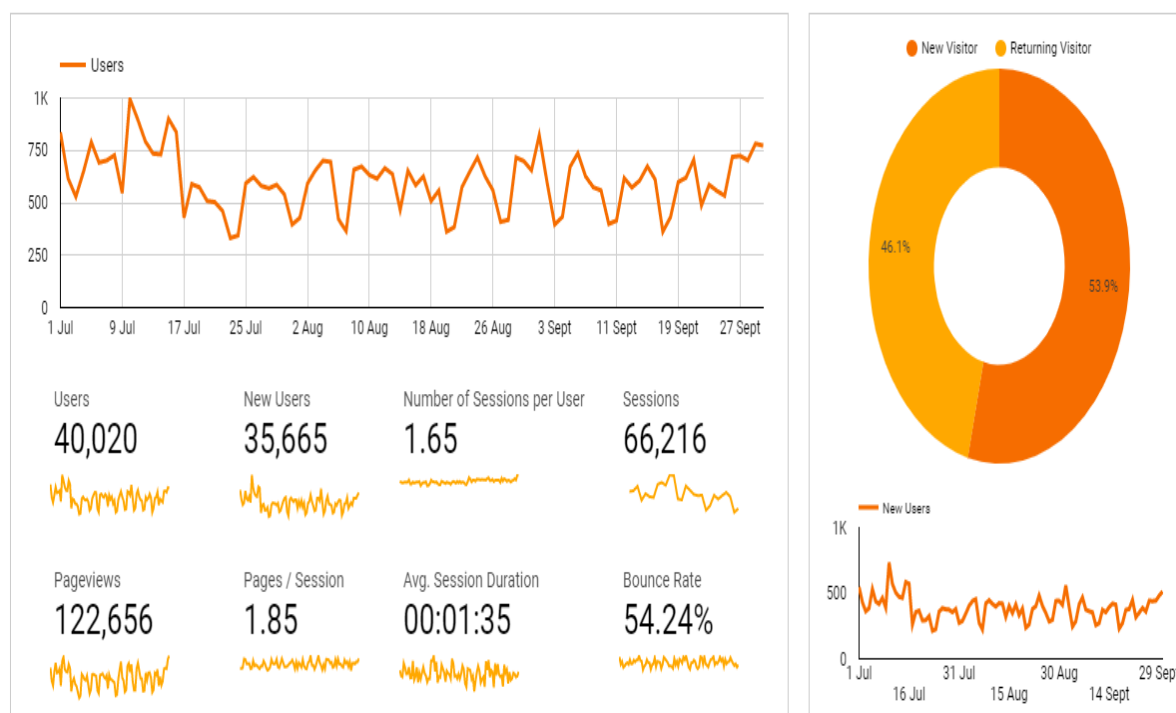
Council sent out eight Media releases during the period and received 286 pieces of organic earned media including print articles, radio and broadcast. The coverage recorded a potential reach of 594K people with an estimated ASR (advertising sales rate) of \$1.09 million. These releases included the Palmerston Youth Festival, SWELL Construction, myPalmerston, Pre-cyclone Clean Up, the passing of Her Majesty Queen Elizabeth II, and the adoption of the Disability, Inclusion and Access Plan (DIAP).

The Mayor participated in three 'Head Honcho' interviews on ABC with Adam Steer and in addition to these another seven interviews across other interview segments on ABC radio and Hot100, discussing SWELL, myPalmerston, National Tree Day and more. Deputy Mayor Amber Garden spoke on ABC radio regarding the Pre-Cyclone Clean Up. The Mayor also featured on ABC TV for the Palmerston Youth Festival.

City of Palmerston Website

Almost 180 updates have been made to the website during the last quarter.

Your audience at a glance

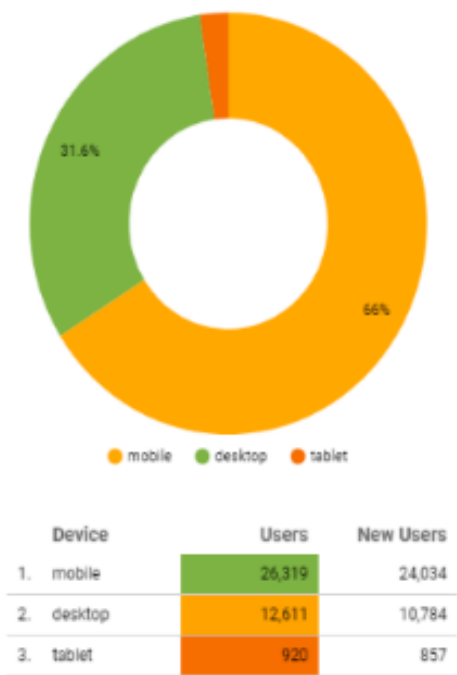


In comparison to the previous reporting period, website statistics showed an increase across all, new and organic user traffic. A total of 18.32% increase in visitation is an exceptional result. We welcomed an uplift in organic traffic (that is via google not clicking a link) by 11.16%, which shows that we have good 'trigger' words present on our website to place us within high search results through google. This is something Council has been working on improving of late. The average time on page has remained at from 1 min 36 secs. Top pages viewed for this quarter included 'online payments', 'Cyclone preparation', 'library', 'pound' and 'careers', with users still viewing the Palmerston Youth Festival page.

A Place for People

Devices People are Using

What device are people using?



Relatively similar usage of Council’s website has been recorded from this quarter compared to last quarter with the highest number of users accessing the website via their mobile device and desktop computer, an important consideration with the new CoP app on the horizon and to always ensure content on the website is accessible via a mobile device.

Publications

Council has delivered the following publications:
Disability Inclusion Access Plan 2022-2025

Marketing Campaigns

Communications and marketing support was provided on a range of projects including the following Council Projects:

- | | |
|--|--|
| Office of the Chief Executive Officer: | SWELL, myPalmerston, Annual Report design |
| Infrastructure: | Pre-Cyclone Clean Up, Lakes Management, Notice of Works |
| Community and Culture: | Palmerston Youth Festival, FlicNics, Live at the Lake, Brekkie in the Park, Reboot Your Loot, On Frances, Get Active, Art Opportunities, Annual Dog Registration, Paws, Parks and Ponds Walking Group. |

Advertising appeared across multiple platforms including websites (City of Palmerston and Off the Leash), social media, digital placements, in-app gaming, print (newspaper, magazine), TV, radio, bus backs and outdoor signage.



Our Customer Experience

Community Interactions

The Customer Experience Team interacted with an average of 91 community members per business day, with a total of 5836 interactions.

The Customer Experience team experienced a consistent 30% decrease in walk in and phone interactions in July and August 2022 compared to July and August 2021. In contrast, September 2022 delivered a 18% increase in walk in and phone interactions compared to September 2021.

The increase in volume in September can be attributed to Instalment One due date for Rate payments being due 30 September 2022, and overdue dog registration notices being distributed to residents.

The most popular method of interaction was phone calls, with 3614 total calls recorded (62% of total customer interactions), compared to 1570 walk in customers (27% of total customer interactions). The highest volumes of interactions by department were:

- 2199 interactions for Regulatory Services
- 1724 interactions for Finance Services
- 1175 interactions for Infrastructure Services

An average of 82% of all interactions received by the Customer Experience team were resolved at the first point of contact, championing our commitment to Make It Easy and Perform With Pride. The highest resolution was for Waste Management enquiries, with the Customer Experience team resolving 97% of waste enquiries received.

Customer Service Charter

On 4 July 2022, Civic Plaza commenced extended opening hours for our public to 7:30am to 5:30 pm Monday to Friday. The extension of hours provides an additional 5 hours per week that community members can interact with us in person or over the phone.

The Customer Experience team commenced collating data to track the volume of community interactions to identify trends. This data will be reviewed in conjunction the Customer Satisfaction Survey results and customer feedback responses. The report on data and feedback will be published in January 2023.

Our People

Employee Movements

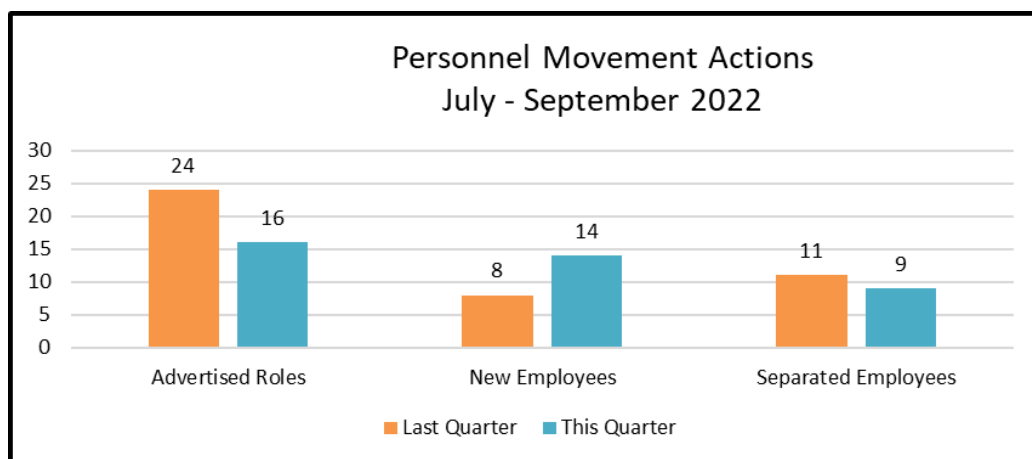


Table: Breakdown of Personnel Movement Actions across July to September 2022

The July to September 2022 quarter saw **14** new employees welcomed to City of Palmerston and **nine** employees were bid farewell.

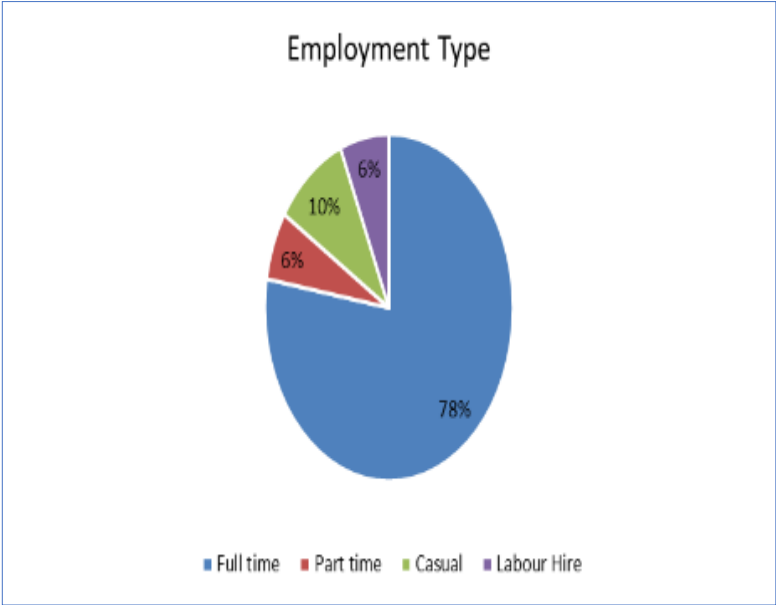
The Council currently has approved Full Time Equivalent (FTE) of 93.55, with 72.05 FTE utilised as at 30 September 2022.

The Council's headcount as of 30 September 2022 was **92** employees, comprising full-time, part-time, casual, and labour hire staff.

Recruitment of our People

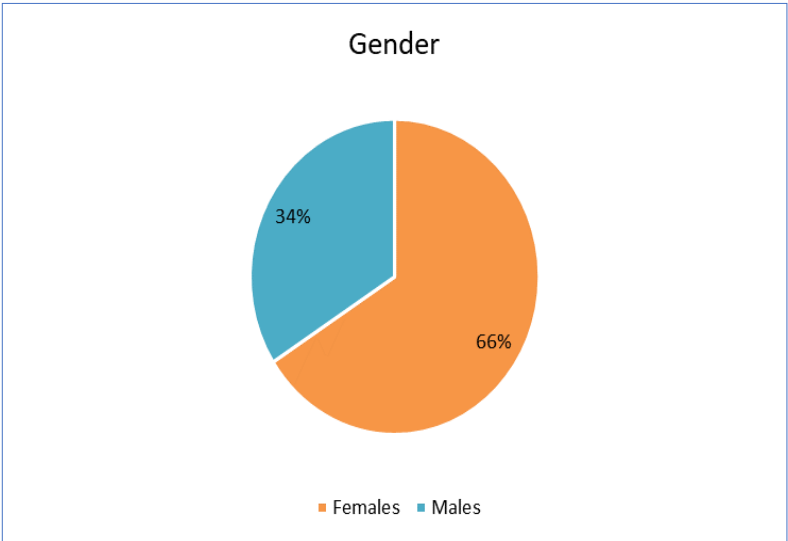
The People and Customer Team supported **16** recruitment activities across Council, with all positions being externally advised to the community for an average of **14** days per advertisement. Recruitment activities were attributed to natural attrition, and recruitment of roles to support the delivery of Community Plan outcomes.

Council continues to increase its promotion of roles through the LinkedIn platform and other job sites to reach as many potential job seekers as possible.



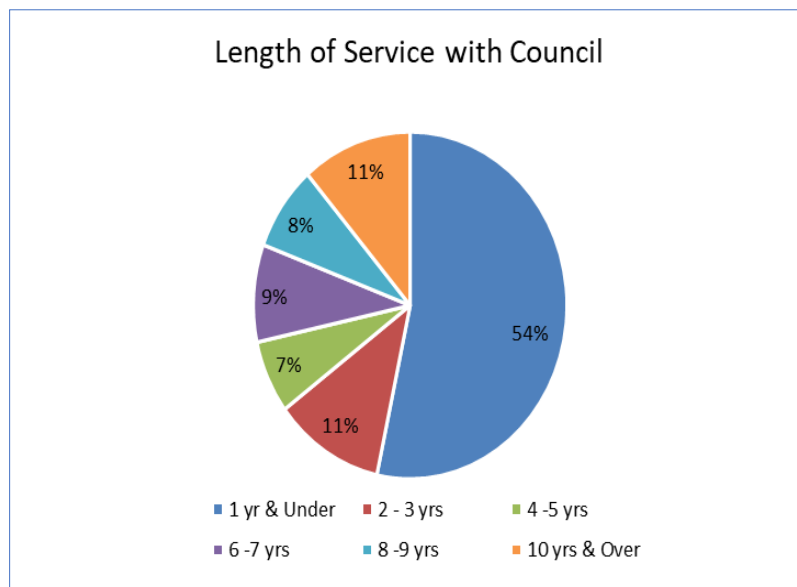
Community Plan Outcome: Cultural Diversity
Quarterly Workforce Statistics
Council has a dedicated workforce performing many functions on behalf of the Community.

As at 30 September 2022, Council employs staff from over 16 different nationalities demonstrating a culturally diverse workforce reflective of our community.



Our employees excluding labour hire comprise 58 females and 30 males and the average age of a staff member is 39.56 years, a slight reduction from the last quarter.

The average length of service with Council has decreased slightly and is 3.47 years in comparison to 4.35 years last quarter, with 10 staff completing 10 plus years of service.



Professional Development of our People

Over the past quarter Council has continued to invest in the professional development of our employees. Training activities and professional development opportunities undertaken by staff within the quarter included, but was not limited to:

- Leave Management
- Budget Management
- Procurement Training
- ARCGis Introduction and Walk through
- MAGIQ User Training
- Recruitment and Selection Training
- WHS compliance courses
- WHS Management Plan Overview

Health and Wellbeing

RUOK? Day

Thursday, 8 September was RUOK? Day and employees took the opportunity to celebrate and check in on each other. Staff utilised the Recreation Centre veranda for a BBQ breakfast.



City of Palmerston Participating in RUOK Day

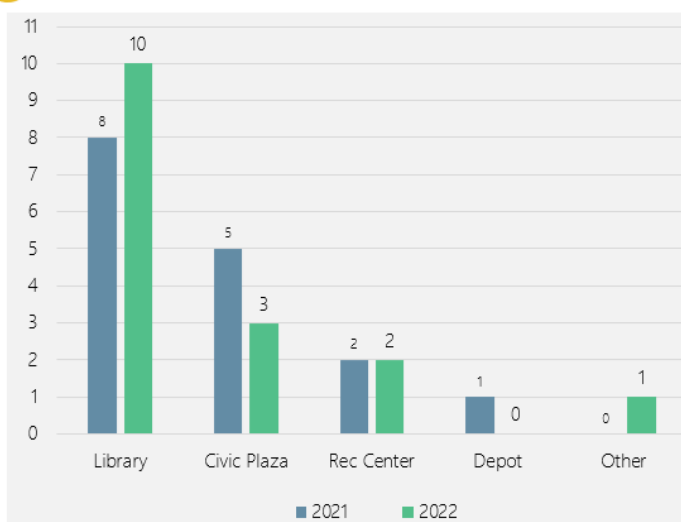
They were invited to play badminton, basketball and table tennis as well as virtual reality games to re-charge and connect while creating a fun interactive environment for all with a goal of encouraging conversations that could change a life.

Employee Safety

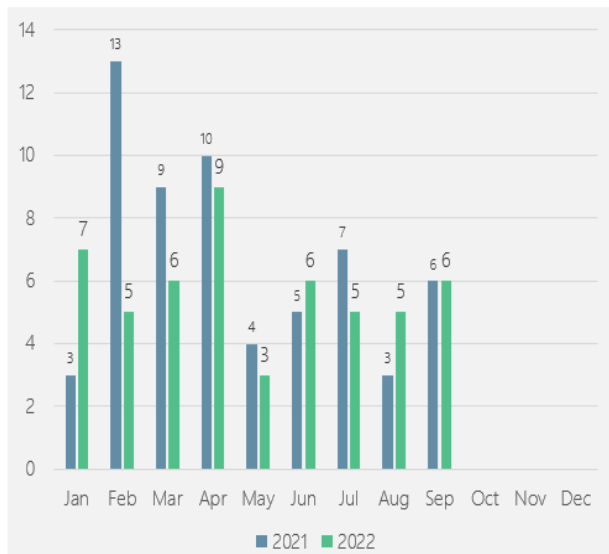
The health, safety and wellbeing of our people continues to be a focus with majority of incidents reported continue to be related to ant-social behaviour. There was a 2% reduction in reporting incidents compared to the previous reporting period.



Quarterly Incident Comparison by Location



Monthly Incident Comparison by Year



Other Human Resources Initiatives

School Visits and Work Experience Students

The City of Palmerston and Human Resources team hosted students from the Palmerston Special Education Unit at Palmerston Senior College on 5 September. Students visited to find out more about life after school and the career opportunities and services their local community offers.

Students and their teachers were greeted by HR in Chambers where they were then given an overview of Council and the work, we do by both the Mayor and CEO. Students were then invited into the outdoors for talks from the Open Spaces team about tree and land management, followed by an interactive session with Regulatory Services Staff and their dogs Bear and Star. Students were shown how Rangers capture aggressive/cheeky dogs and how to read microchips. This was followed by lunch before meeting at the Recreation Centre for an introduction to the Community Services Team and time spent at various recreation stations. The day finished at the library, with all students going home with information on Council initiatives, Council community support, and goodie bags from both Regulatory Services and the Community Services Team. The library also hosted two work-experience students from Mackillop College and Taminmin High School during this quarter

CONSULTATION PROCESS

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

- Media and Communications Manager
- People and Customer Manager
- Human Resources team
- Health Safety & Wellbeing Business Partner
- Customer Experience Advocate

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

This Report addresses the following City of Palmerston Strategic Risks:

- 1 Fails to be trusted as a Council

Context: Achieving credibility & trust with majority of those within and external to the City.

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:	13.2.2
REPORT TITLE:	Progress Report on Community Work Order Program
MEETING DATE:	Tuesday 1 November 2022
AUTHOR:	Community Services Manager, Melanie Tighe
APPROVER:	General Manager of Community and Culture, Anna Ingram

COMMUNITY PLAN

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

PURPOSE

This Report seeks to update Council on the Community Work Order program under the provision of the Northern Territory Government Work Order Operational Framework.

KEY MESSAGES

- City of Palmerston was approached by the Northern Territory Department of Territory Families, Housing and Communities to become a registered Community Work Provider.
- The Community Work Order Program aims to tackle youth crime by supporting young people who have offended to get back on track and become productive members of the community. Young people between 10-17 years old can be sentenced to Community Work Orders.
- Under a Community Work Order, an approved project provides meaningful work for young people subject to community work obligations.
- In July 2021 Council approved City of Palmerston registering as a Community Work Order organisation to potentially provide suitable projects for young people in a number of areas of Council.
- Council have not received any referred Community Work Orders since registering to become a provider.
- Council has been asked to participate in a new complementary program, Restorative Community Work Order, which is a diversion program for youth who are considered low risk and have displayed lower levels of offending behaviour.
- Council continues to partner with the Northern Territory Government on a number of initiatives, supports local organisations to provide youth engagement activities, as well as providing many Council run youth activities and events resulting in an overall reduction in youth related criminal activity in Palmerston.
- Council requested the Community Work Order Operational program be reviewed after 12 months.
- It is intended to continue with the Community Work Order Operational Program.

RECOMMENDATION

THAT Report entitled Progress Report on Community Work Order Program be received and noted.

BACKGROUND

At the 1st Ordinary Council Meeting of 6 July 2021 Council made the following decision:

13.2.1 Community Work Order Operational Framework

1. THAT Report entitled *Progress Report on Community Work Order Program* be received and noted.
2. THAT Council notes that City of Palmerston will be applying, to the Northern Territory Department of Territory Families, Housing and Communities, to become a registered Community Work Provider under the provisions of the Community Work Order Operational Framework.
3. THAT a progress report be presented to Council after a 12-month operational period, reviewing the City of Palmerston activities and outcomes as a Community Work Provider under the provisions of the Community Work Order Operational Framework and City of Palmerston Community Plan Outcomes.

CARRIED 9/1708 – 06/07/2021

The Community Work Order Program aims to tackle youth crime by supporting young people who have committed criminal offences to get back on track and become productive members of the community. Community Work Orders ensure young people between 10-17 years old engaged in offending behaviours make amends by performing work that benefits the community, and in some cases, directly repair the harm and damage caused by their offending. Young people are sentenced to Community Work Orders by the Court. Territory Families, Housing and Communities (TFHC) supports young people to comply with their Order. Projects are varied but all must meet the eligibility and assessment criteria set out by TFHC. Options include cleaning graffiti, grounds maintenance, rubbish removal, conservation, community service support and land management.

Council will only take on a Community Work Order (CWO) if it has the capacity to do so and has appropriate projects available that meet the set guidelines and criteria. CWOs would be assessed on a case-by-case basis in collaboration with the representative from Territory Families.

This report provides an update to Council regarding Council's Community Work Order program.

DISCUSSION

Since registering to become a Community Work Order provider in July 2021, Council have not received any referred Community Work Orders. Feedback from Territory Families indicates that there is a low uptake of Community Work Orders as a sentencing option out of the youth justice system. Currently there are more Community Work Order providers than the number of young people requiring workplaces to serve their orders in the Top End.

City of Palmerston (CoP) remains committed to being proactive and positively engaging with initiatives within the Youth Justice System that provide further benefit to the Palmerston community by assisting with the provision of appropriate pathways to get young people who have committed criminal offences back on track.

In June this year CoP was approached by Northern Territory (NT) Police to be involved in delivering Restorative Community Works (RCW). The RCW is aimed to divert youth who are considered low risk and have displayed lower levels of offending behaviour. It's paramount that the youth is supported by reliable Responsible Adults (RA). The youth's RA is responsible to ensure the youths attendance at the

Restorative Community Work program and is responsible to support the youth through the entire process. The RCW sits within the Community Work Orders Framework under which CoP is registered for providing Community Work Orders. A Memorandum of Understanding between CoP and the NT Police to deliver this program is being developed and will be executed when completed.

Involvement with these initiatives demonstrate to members of the Palmerston community, who may have come into contact with youth related crime, that Council is committed to ensuring criminal offences by young people are appropriately managed. It is also a measure of success in Council's Community Plan to have "Increased partnerships in place between the Council and other levels of government which seek to address crime."

Council is committed to providing a safe and welcoming community that is a 'Place for People', and as such, already supports local organisations such as PaRBA, YMCA and others to provide meaningful youth engagement activities in Palmerston, as well as providing many Council run youth activities and events such as the Palmerston Youth Festival. In addition, City of Palmerston has partnered on a number of initiatives with the Northern Territory Government, including the Palmerston Youth Action Plan through the Breaking the Cycle of Crime in Palmerston Initiative, the development of the Palmerston Youth Drop-in Centre in Moulden and ongoing participation in the Local Youth Action Group.

Given the potential benefits from these programs and the low impact on budget and resources to CoP, staff are indicating to continue the working relationships with CWO and RCW. Should circumstances changes this position will be reconsidered and Council informed.

CONSULTATION PROCESS

In preparing this report, the following external parties were consulted:

- Senior Policy Officer, Judicial Services and Youth Engagement Division
- Northern Territory Police, Fire and Emergency Services

POLICY IMPLICATIONS

There are no policy implications for this Report.

BUDGET AND RESOURCE IMPLICATIONS

Council staff will be required to supervise any young person assigned to City of Palmerston under a Community Work Order or Restorative Community Works. Council has sufficient resources to cover this expectation and any administration necessary in Council's approved operating budget.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

There is a reputational risk to Council by assisting young people who have committed crimes in the Palmerston community. Council may be perceived to be putting the community at risk by taking on these young offenders. This risk would be mitigated by ensuring that Council is providing appropriate projects under the guidelines.

The *Youth Justice Act* (the Act) provides the legislative provisions for the making of Community Work Orders. The relevant legislation can be found in Part 6, Division 6 of the Act. The Act is supplemented by Youth Justice Regulations which specify the parameters which a Community Work Order must be undertaken within. An MOU will be signed between NT Police and Council, outlining processes and responsibilities regarding Restorative Community Works.

This Report addresses the following City of Palmerston Strategic Risks:

1 Fails to be trusted as a Council

Context: Achieving credibility & trust with majority of those within and external to the City.

8 Fails to develop effective relationships and manage expectations of relevant parties

Context: Engagement & communication with stakeholders (internal and external to the City).

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:	13.2.3
REPORT TITLE:	2022 Community Satisfaction Survey
MEETING DATE:	Tuesday 1 November 2022
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 the outcomes of the 2022 Community Satisfaction Survey to Council.

KEY MESSAGES

- The City of Palmerston conducts an Annual Community Satisfaction Survey (Survey) for 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 2022, the Survey was conducted during August with 670 residents participating, both online (69) and over the phone (601).
- In 2022, 66% of the community rated Council's overall performance as good or very good.
- The results of the 2022 survey show that average Council performance has decreased to 6.74 / 10 (from 7.02 last year) which brings it in line with scores seen in 2020 (6.77 in 2020).
- Despite the decrease the 2022 score is still considered a score within a good range showing positive works by the Council. This score is still the third highest score since 2012.
- The Independent survey consultant has advised that a reduction in customer ratings as been seen across a number of other organisations in the public sector over a similar time period.
- While not a traditional measure for Councils, the net promotor score for residents of Palmerston in 2022 sits at -13 (out of a range of -100 to +100). It is decrease from last year (-6), though is a relatively good score when compared to a benchmark of -19 for three other known Australian Councils undertaking this measure.
- Consistent with previous years' results – the highest areas of performance included: kerbside waste collection, providing libraries and library services to the community, providing and maintaining the Archer Waste Management Facility: providing opportunities for recycling and re-use through the pre-cyclone clean up, supporting culturally diverse events, and hosting enough quality events.
- The lowest areas of performance also closely reflected 2021 results and included: providing you with the opportunity to comment on Council's decision making and interact with Council; supporting and attracting new and existing businesses; advocating for the community in planning issues; supporting innovation in the business community; and maintaining lakes.
- As with previous years, when asked what the most important issues are in the local area, the majority of respondents mentioned crime and safety issues. Another common issue mentioned in this year's survey was the maintenance of the lakes.

- The most mentioned Council achievements were to do with events hosted by the Council, as well as the increased greenery in the city.
- As seen in 2021, there remains a gap in the proportion of respondents who currently receive emailed messages, and those who would prefer this form of communication.
- The City of Palmerston staff are reviewing results and identifying possible actions to improve results for the community in addition the results will be further considered as part of the 2023 draft budget development.
- This report presents the 2022 Community satisfaction results and an indication of some actions already or planned to improve outcomes in 2023.

RECOMMENDATION

THAT Report entitled 2022 Community Satisfaction Survey be received and noted.

BACKGROUND

Council conducts the Community Satisfaction Survey each year to gain an understanding of the community's attitudes, perceptions and satisfaction of various facilities, events and services Council provides.

Council engaged external consultant Kantar to conduct the Survey, which was undertaken during August 2022 with a total of 670 participants, of which 601 were over the phone, and 69 completed via the online questionnaire.

600 survey responses are considered a statistically valid sample size, based on Palmerston's population and extrapolation of the data the Survey represents, it does show a range of demographics of the community.

This Report presents the findings from the 2022 Survey and an indication of some actions already or planned to improve outcomes in 2023.

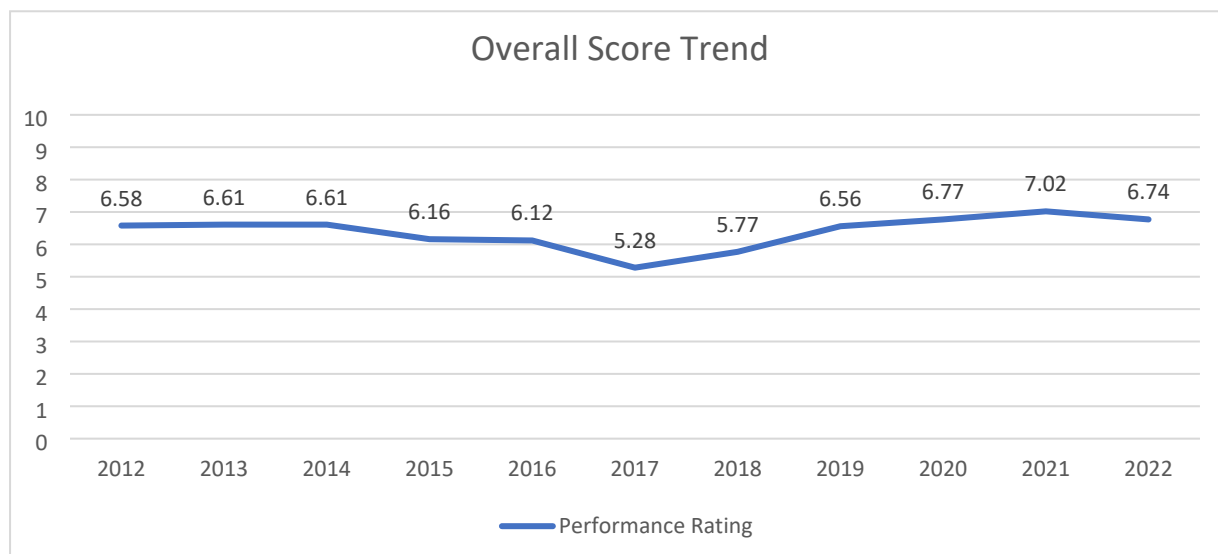
DISCUSSION

The full City of Palmerston 2022 Community Survey Research Report is provided at **Attachment 13.2.3.1** to this Report.

In 2022, 66% of the community rated Council's overall performance as good or very good.

The overall results for the 2022 Survey have recorded a decrease in Council's performance rating score, with the rating decreasing to 6.74/10 compared with 7.02 in 2021 and aligning to the rating score of 6.77 in 2020. Last year saw the highest overall score that has been recorded since the research commenced in 2012 with the 2022 score still considered a positive outcome since 2012.

Despite this year's slight decrease in score, there has been a generally ongoing upward trend projection since 2017. This minor downward step is still, however, showing the third highest score since the start of the Annual Survey in 2012, as per the graph below.



Rating Scale for the Survey:
 Very Good 10-9 Good 8-7 Neither 6-4 Poor 3-2 Very Poor 1-0

In 2022 66% of the Community rates Council's overall performance as good or very good, compared with 70% last year, 69% in 2020 and 63% in 2019.

Overall, there has been decreases in scores across the board in the six Community Plan Key Outcome Areas, again showing scores closer to the 2020 Survey results. The six areas are: Family and Community, Vibrant Economy, Cultural Diversity, A Future Focus, Environmental Sustainability and Governance. Cultural Diversity had the least reduction in score (-0.19), and Governance had the highest reduction (-0.33). The consultants have identified this trend is consistent with other public sector surveys in other areas, with a general lower level of trust in Government and higher expectations observed from respondents.

Key Area	2019	2020	2021	2022	Change
Family and Community	6.68	6.80	7.16	6.89	- 0.27
Vibrant Economy	6.01	6.28	6.55	6.24	- 0.30
Cultural diversity	7.04	7.21	7.50	7.31	- 0.19
A Future Focus	6.70	6.84	7.02	6.70	- 0.32
Environmental Sustainability	7.16	7.33	7.36	7.08	- 0.28
Governance	6.01	6.17	6.52	6.19	- 0.33
Net promoter score	-9	-4	-6	-13	- 7
Average Performance	6.56 / 10	6.77 / 10	7.02 / 10	6.74 / 10	- 0.29

Rating Scale for the Survey:
 Very Good: 10-9 Good: 8-7 Neither 6-4 Poor 3-2 Very Poor 1-0

Each Key Outcome Area has several measurables within to score Council's performance. Overall, there are 35 measurables. A number of these measurables are also used as Key Performance Indicators reported in City of Palmerston's Annual Report. A summary of the scores is as follows it is noted council achieved two scores over eight (8) and three between 5-6. The majority of scores are between 6-7 being a good score.

<u>Score range</u>	<u>Number of measurables in Range</u>
9-10	0
8-9	2
7-8	8
6-7	22
5-6	3
Below 5	0

The top two scoring measures where:

- Environmental Sustainability – Kerbside Waste Collection (rating of 8.14)
- Cultural Diversity – Providing libraries and library services to the community (rating of 8.04).

The two lowest scoring measures where:

- Governance – Providing you with the opportunity to comment on Council's decision making and interact with Council. (rating of 5.72)
- Vibrant Economy – Supporting and attracting new and existing businesses (rating of 5.83)

Net Promoter Score.

The Net Promoter Score (NPS) is a standardised measure which represents how likely our residents are to recommend living in Palmerston. It can range from -100 (100% detractors) to +100 (100% promoters), with 0 being passives (don't promote nor detract the area). This year, the NPS was -13, which is a reduction of 7 points from -6 that was seen in 2021. Compared to other known councils using this measure, this is better than most, with others scoring around -19.

The most common reasons for promoters to recommend Palmerston as a place to live were:

- A good place to live/nice area generally (42%),
- Proximity to amenities/everything you need service wise (26%),
- Family friendly area/sense of community (21%), and
- Relaxed/quiet/not crowded (16%).

The most common reason of detractors to have a low likelihood to recommend Palmerston as a place to live was:

- Crime / safety issues / anti-social behaviour (64%), and
- There are good and bad areas of Palmerston (14%).

It should be noted that there is a significant gap between the two top reasons identified above.

Key Outcome Areas

Detail Key Outcome Area results and further detail on the overall score of this year's Survey form part of the Kantar report being **Attachment 13.2.3.1** to this report, with and overview present as follows.

Family and Community

The 2022 Survey returned a result of 6.89/10 overall for Family and Community, a decrease of 0.27 on 2021, but still higher than 2020. Despite the decreases the scores are still generally higher than 2020 levels.

The highest performing aspect of the measure was 'hosting enough quality community events' which averaged 7.54 and was the only measure with a slight improvement in 2021.

The lowest performing aspect was "advocating for the community in planning issues" which has a score of 6.12/10.

This Key Outcome Area has seen three statistically significant decrease measurables being:

- Managing Palmerston Swimming and Fitness Centre (down 0.45 to a score of 6.86/10),
- Managing the Palmerston Recreation Centre (down 0.32 to a score of 7.09/10), and
- Providing animal management services (down 0.42 to a score of 6.72/10).

To maintain and build on these outcomes for the Community, in 2022/2023 Council will continue to implement numerous initiatives including but not limited to:

- Continuation of vibrant events, such as the Palmerston Youth Festival, *On Frances* series, Theatrical Nights, FlicNics program, *Live at the Lake*, Australia Day celebrations, Palmerston Christmas Wonderland activities in Goyder Square and throughout the municipality.
- Ongoing commitment to the ANZAC Day ceremony, Seniors Month and Children's week.
- Youth-friendly events with the Palmerston Youth Festival, celebrating NT Youth Week, *How to Adult* program and ongoing programs at the Recreation Centre.
- Delivery of the Swimming Wellness Events Leisure Lifestyle (SWELL) upgrades of the pool being a major upgrade and largest single capital project undertaken by Council.
- Free access to SWELL until July 2026.
- Adoption and delivery of the community led Play Space Strategy to guide investment in parks and play spaces are sustainable, equitable and meet the varying needs of the community.
- Delivery of a Ninja Obstacle Course and half basketball court.
- City of Palmerston has been and will continue to be a key contributor to submissions sought on various strategies and planning matters sought by Government and others, ensuring the community's need is represented. We will consider how we better inform the community on our work in this space.
- Continue to strengthen communication and partnerships with Government and its agencies including NT Police, community groups, local businesses, and other sectors.
- Concept development of a new modern Driver Community Hall and co-funded sought from with the Australian and Northern Territory Governments.
- Development and adoption of Palmerston Creative Industries Strategy.
- Ongoing delivery of *Project Where We Live Matters* with the development of the Zuccoli Community Hub, with stage 1 regional dog park delivered.
- Implementation of Council's Animal Management Plan and ongoing review of the Palmerston (Animal Management) By-Laws.

Vibrant Economy

The 2022 Survey returned a result of 6.24/10 overall for Vibrant Economy, a decrease of 0.30 on 2021.

Awareness of Council's slogan has decreased by 4% this year, however the Community's agreement that Palmerston is 'A Place for People' has decreased by 0.27-points to 6.56/10.

Council is currently working on the following projects and initiatives to maintain and build on outcomes for the Community, within the Vibrant Economy Key Outcome Area including:

- Implementation of the Palmerston Local Economic Plan (PLEP).
- myPalmerston 2022 Program.
- Establishment of a Vibrant Economy Advisory Committee to improve relationships with the business sector.
- Increased and ongoing participation and engagement with industry groups such as PRBA, property Council and Chamber of Commerce.
- Developing awareness campaign of business and industry opportunities and benefits in the City of Palmerston.
- Delivery of capital investment programs with over \$20.4m capital works in this year's 2021-22 budget.
- Making business easier with removing unnecessary 'red tape'.
- Continuation of free parking through Palmerston.
- No fees associated to Alfresco Dining within the municipality.
- Ongoing support for the Palmerston and Rural Markets Association.
- Ongoing sponsorship of community events attracting economic activities like the NT PGA Golf Tournament and 365 Cricket.
- Ongoing commitment to buy local with over 85% of contractor payments supporting the local economy in 2020-21.

Cultural Diversity

The overall score for Cultural Diversity decreased by 0.19-points to 7.31/10 compared to 2021, but still higher than 2020.

The highest performing aspect of the measure was 'Providing libraries and library services to the community' which averaged 8.04/10.

The lowest performing aspect was 'Providing recognition and support for our indigenous and multicultural community' which has a score of 6.86/10. This area had the largest decrease of 0.32.

To maintain and build on outcomes for the community, in 2022/2023 Council will continue or implement numerous initiatives including but not limited to:

- Ongoing implementation of the recently adopted Inclusive, Diversity and Accessibility Framework for Palmerston.
- Development and finalisation of the Library Masterplan.
- Concept development of a child/youth library for the Zuccoli Community Hub Masterplan.
- Events and programs to celebrate and acknowledge diversity, including:
 - Library programs such as Drag Queen and Bilingual Storytime,
 - Multicultural festival to celebrate all of Palmerston's cultural community,
 - Citizenship Ceremonies,
 - Pride Festival,
 - Harmony Day,
 - NAIDOC Week,
 - International Women's Day.
- Working with community service providers and NT Government to provide support for our rough sleepers.
- Actively supporting community groups through the Community Benefits Scheme.

- Ongoing support of arts and culture with the activation of the Durack Community Arts Centre and commissioned art works across the municipality.

A Future Focus

A Future Focus is the largest Key Outcome Area, with 10 measurables included within the area. These are broken into two sub-sections being *Performance In* and *How*.

The overall score for A Future Focus decreased by 0.32-points to 6.7/10 compared to 2021. Despite the decrease, all scores with the exception of one scored and remained above 6/10.

The highest performing aspect of the measure was 'Maintaining drainage facilities' which averaged 7.33/10.

The lowest performing aspect was "How flexible is the City of Palmerston?" which has a score of 5.89/10.

This Key Outcome Area has seen four statistically significant decrease measurables being:

- Innovative is the City of Palmerston? (down 0.36 to a score of 6.09/10).
- How flexible is the City of Palmerston? (down 0.60 to a score of 5.89/10).
- Ensuring roads built by developers are fit for purpose (down 0.39 to a score of 6.99/10).
- Maintaining roads (down 0.56 to a score of 6.93/10).

It is noted except for flexibility all scores above remained above six with roads areas closer to a score of 7 despite the decreases.

To maintain and build on outcomes for the community, in 2022/2023 Council will continue or implement numerous initiatives including but not limited to:

- Investing in programs for maintaining, upgrading, and installing new roads, pathways and drainage.
- launch of the FibreSense Technology project to provide data regarding usage and movements of vehicles and people to inform evidence-based decision making for infrastructure investment.
- Developing awareness campaign for doing business in Palmerston as part of the Palmerston Local Economic Plan.
- Delivery of shared path, greening the city and public lighting programs in partnership with the NT Government, expediting delivery of Council's 10-year capital program.
- Community Benefit Scheme Grants for eligible individuals and groups.
- Focusing on *Making it Easy* for customers and continuous improvement.
- Close working relationships with all developers and Government to ensure infrastructure is delivered fit for purpose.
- Implementation of Sustainability Plan to ensure the future of the community.
- Development of a new dog park as part of the Zuccoli Community Hub.
- Ongoing focus of sustainable and innovative measure of managing weeds.

Environmental Sustainability

The 2022 Survey returned a result of 7.08/10 overall for Environmental Sustainability, a decrease of 0.28 on 2021.

The highest performing measure being kerbside waste collection with a rating of 8.14/10. Maintaining lakes received the largest decrease of 0.72 resulting in a score of 6.21/10 in 2022 down from 6.93/10 in 2021.

To maintain and build on outcomes for the community, in 2022/2023 Council will continue or implement numerous initiatives including but not limited to:

- Ongoing implementation of Council's Lake Management Plan including increased water testing and public information on the status of lakes and planned work.
- Purchase and deployment of a second lake weed harvester with operation of two machines for a period of 2022/2023.
- Continuation of environmentally friendly solutions, such as the Salvinia Weevils combined with increased traditional methods such as weed harvesting with machinery.
- Trial of specialised herbicides to manage lake weeds.
- Adoption and implementation of Council's Sustainability Strategy.
- Ongoing greening and cooling of the city with ongoing investments in current and future budgets.
- Ongoing plant giveaways to Palmerston community.
- Weed management for Council land.
- Upgrading irrigation infrastructure for water efficiency.
- Annual pre-cyclone clean ups with online tracker for collection locations.
- Increase recycling through redesign of Archer Waste Management Facility.
- Commencement of major upgrade to facilities at the Archer Waste management Facility.
- Using recycled paper for Council Publications and making more information digitally accessible.
- Training and education to encourage and enable recycling through the kerbside collection.

Governance

The 2022 Survey returned a result of 6.19/10 overall for Governance, a decrease of 0.33 on 2021, but still a higher score than 2020.

The highest performing aspect of the measure was 'Achieving funding and getting things done by working in partnership with government and the community' which averaged 6.44/10, still being higher than the 2020 score.

The lowest performing aspect was "Providing you with the opportunity to comment on Council's decision making and interact with Council" which has a score of 5.72/10, being comparable to the 2020 score.

This Key Outcome Area has seen two statistically significant decrease measurables being:

- How accountable is the City of Palmerston Council? (down 0.45 to a score of 6.34/10).
- How effective is the City of Palmerston Council? (down 0.44 to a score of 6.24/10).

To maintain and build on outcomes for the community, in 2021/2022 Council will continue to implement numerous initiatives including but not limited to:

- Further engagement to the community through social media platforms, the website and face to face (i.e., at events and markets).
- Development of marketing and communication strategies for programs to increase community awareness.
- Increased involvement of the community in developing plans for the future, such as the Sustainability, Creative Industries and Disability Strategy.
- Review of more *Meet your Elected Members* events/opportunities.
- Council community presence through public events and *Council to the Community Meetings*.
- Creation of Advisory Committees with community and stakeholder membership.
- Maintaining focus on healthy working partnerships with all levels of government.
- Ongoing training for staff on contemporary matters ensuing effective usage of resources.

- Development of a Digital Strategy to improve liveability in the city through accountable data-driven decision making.
- Future business improvements including Risk Management Plans, Procurement reviews, audits of programs, projects, and initiatives.
- Increased opening hours to improve customer services.

Additional Findings

Of the respondents surveyed, the majority were between the ages of 18-49, with the highest majority being 30-39. 30% of respondents have lived in Palmerston for 20 years or more, a further 30% for 10-19 years, and 23% for 5-9 years. This slowly decreased in percentage, with just 2% of respondents having lived in Palmerston less than 1 year.

Most respondents had Year 10 or higher education as their highest education, with the highest percentages having Year 12 education (21%), a Trade Certificate (17%) or a Bachelor Degree (14%). 10% of the sample size identified as Aboriginal or Torres Strait Islander, 2% preferred not to answer and 88% did not identify as Aboriginal or Torres Strait Islander.

87% of respondents are in full time employment, 14% are in casual and/or part time employment, and 13% are not employed. Of the respondents that are not employed – 84% of these are not looking for work, and of these, the main reasons for not working are retired (50%) or doing home duties (25%).

There remains a gap in the proportion of respondents who currently receive emailed messages, and those that would prefer this form of communication. This is consistent with 2021 results.

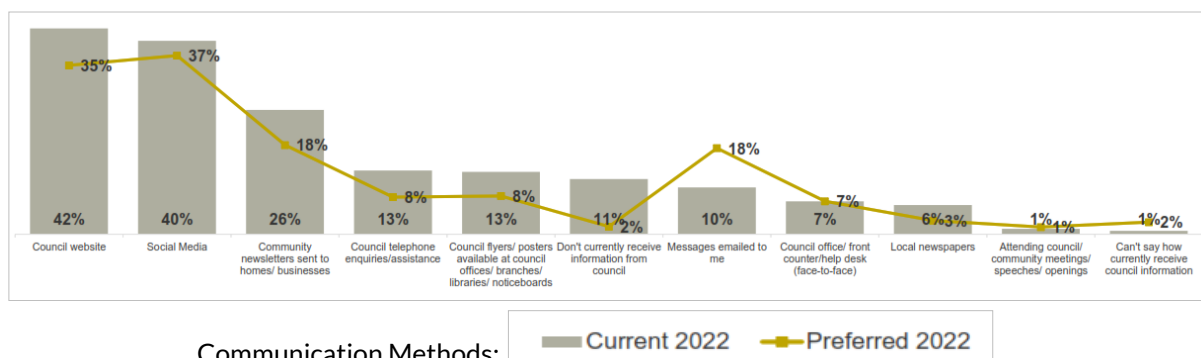
Those who indicated that Elected Members were not accessible were asked how they could be more accessible. The most common response to improve this was to have online accessibility through online forums and email, followed by face-to-face interactions. These results are also in line with findings from previous years.

Contact with Council has increased slightly after a drop in 2021 and is back to the same levels seen in 2020. There was a reduction in levels in 2021. Communication via phone is still the number one communication method, followed by in person and via email. Via phone has increased, as well as by email. Contact via in person, with letters and by using social media have all reduced in numbers, though in person still being the second most popular method. 2012, 2015, 2016 and 2017 had the highest levels of customers choosing to contact council, with decreases from 2018 down to just 31% of respondents choosing to contact council in 2021. 2022 has seen a rise in the number of respondents communicated with us again.

There has been a slight increase in those who rated the customer experience received from City of Palmerston as 'Very good' with the highest level seen in the last four years. There was also an improvement with less respondents choosing 'very poor', with more choosing to move up the ranks to 'poor'.

65% of respondents believe that Council makes it easy to interact with them, and only 13% believe that Council make it hard to interact with them. For those that thought Council makes it hard to interact with them, the most (31%) mentioned way was with Council replying to their emails, contacting them back or responding when they leave a message were the best ways to have made their interaction easier. The next best way was for Council to listen to what they had to say or listen to the residents better.

There are gaps between the provision of communication to respondents, and the level of the communication methods currently being used. 18% of respondents would prefer messages sent via email, however only 10% of these reported that they actually received these. Most of the other gaps in communication are in our favour – the current amount of the other communication methods exceeds the preferred communication methods for the number of respondents. This includes communication via Council website, social media, community newsletters sent to homes/businesses, Council telephone enquiries/assistance, Council flyers/posters available at Council offices/branches/libraries/noticeboard, local newspapers. The current and preferred level of communication for face to face and Council/community meetings as matching. Email is the only style that is less than the preferred amount.



The majority of respondents currently obtain information via the Council website, and this, as well as social media, are the main preferred methods of communication. There seems to be a reduction in social media as a preference as compared to 2021, and an increase in Council website communication. There has been a reduction in respondents seeking communication via council flyers/posters, community newsletters sent to homes, face to face, attending Council/community meetings, and local newspapers. Basically, anything they may see out in public, as opposed to what they can seek online.

City of Palmerston has been increasing its presence and methods in this space that said staff are undertaking a review of communications, marketing and customer services and will continue to implement improvements as they are identified. These results will be used to inform the work over the next 12 months.

Other notable achievements recorded in this year's Survey include:

- 10% of the total sample identified as Aboriginal or Torres Strait Islander, and of this group, just under half agree that Council is inclusive and has a strong relationship with their Indigenous community. This is a slight decrease from 2021 (down 18%), however is still higher than 2020 and 2019.
- Awareness of Council's vision 'A place for people' has increased slightly from 2021 with 44% aware of the vision. Belief in this statement was fairly consistent with the previous year, with 57% agreeing that Palmerston is a place for people, and only 9% disagreeing.
- 27% of participants believe Council is doing a good job, and everything is perfect with no issues, and 12% believe there is room for improvement.
- For those who rated Council's performance as 'poor' overall, the main reasons for this were to do with issues around crime and safety (22%), poor maintenance (10%), and a lack of hearing about what the Council is actually doing (10%).
- The community has indicated that the most important issue to them is Crime/Safety / antisocial behaviour / youth crime / more policing needed, with 60% rating this as their most important issue compared to 47% in 2021.

- The most significant achievement of the Council, according to 22% of participants, was the range of events and entertainment, followed by the creation of more green spaces at 18%.
- Usage of Council facilities remained reasonably consistent in 2022 compared to previous years, with the Archer Waste Management Facility among the top used (69%).
- Those who indicated that Elected Members are not accessible were asked how they could be more accessible. The most common response in 2022 was online - through online forums and email (28%), followed by face-to-face interactions (20%). This is in line with the findings from previous years.
- There was a slight increase in the proportion of residents who had made contact with Council, with these levels now reflecting those in 2020.
- Encouragingly, there has been a slight decrease in those who rated their experience very poor while the proportion of those who rated the service delivery as 'very good' has remained consistent.
- The majority (65%) of those who have had contact with Council have done so by phone.

Out of the above additional findings, Council is working on the implementation of the Customer Service Charter improving service delivery and ensuring we individualise the customer experience. Council will evaluate and investigate further sub surveys in the future especially in the area of communication to ensure we understand and deliver on our community's preferences.

Localised Suburb Concerns

From the 670 participants in the 2022 Survey, 60% have raised crime/ safety and addressing antisocial behaviour overall as their most important issue. A breakdown of results between each suburb is presented on page 29 of **Attachment 13.2.3.1** to this Report.

It is to be noted that these results are only relevant to the surveyed participants and may not be statistically correct for the suburb.

It is noted that with some issues such as crime and safety, the primary responsibility is with NT Government departments and NT Police, however Council continues to advocate on behalf of the community and deliver important programs (for example lighting upgrades, additional youth activities) that will influence these issues.

Programs impacting the safety of our community that Council has already delivered on and continues to drive are:

- The management of laneways through the existing Council policy with Council currently considering the closure of two laneways within the Municipality.
- Investment in improved public lighting through the Dark Spot program.
- Youth Programs.
- Public places management.
- Advocating for the community regarding alcohol management and policing.

The ongoing relationship with other levels of government and key organisations such as Larrakia Nation will contribute to improvements in the future.

Conclusion

The results from the 2022 Survey will be used to assist Council to ensure we are able to deliver things that matter to the public and make progress in those areas identified as key improvement areas.

Many actions committed to in the Municipal Plan for the 2022/2023 financial year will address some concerns identified in the Survey and further specific initiatives can be included in the budget deliberations for the 2023/2024 financial year.

CONSULTATION PROCESS

The annual Survey is conducted by an external consultant, Kantar, and involved approximately 670 community members to complete a survey of specific questions to gain their feedback on Council and its performance, facilities and services. No community consultation is required on the research report issued by Kantar. Results will be communicated to the public through a Media Release, displaying results on the webpage, and incorporating the results in the 2021/2022 Annual Report.

Council workshopped this matter on the 13 October 2022.

The following City of Palmerston staff were consulted in the preparation of this Report:

- Executive Leadership Team

POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

The Survey is budgeted into Council's annual budgets each year, and the Survey was completed within those budgets. Provision has been made in the 2022/2023 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 Federal and NT Governments. Where it is required, future funding will be sought as part of budget considerations in future years.

The results will be used to inform future decisions, programs and budget development.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

With a population of approximately 39,000 a sample size of 600 participants 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 several 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.

This Report addresses the following City of Palmerston Strategic Risks:

- 1 Fails to be trusted as a Council
Context: Achieving credibility & trust with majority of those within and external to the City.
- 3 Fails to attract, value, retain and develop the right people with the desired culture
Context: Right people at right time and place with right skills, operating consistently in accordance with desired culture of Collaboration, Accountability, Respect and Valued.

- 6 Fails to deliver the strategic vision for the City
Context: Ensuring vision is delivered effectively & efficiently, progress is measurable & celebrated.
- 8 Fails to develop effective relationships and manage expectations of relevant parties
Context: Engagement & communication with stakeholders (internal and external to the City).

ENVIRONMENT SUSTAINABILITY IMPLICATIONS

There are no environment sustainability implications for this Report.

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. KANTAR REPORT [13.2.3.1 - 51 pages]

KANTAR PUBLIC

City of Palmerston

2022 Community Survey Research Report

Prepared by Katelyn Kemp & Naomi Downer
September 2022
263407499



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1

Executive summary

The City of Palmerston's 2022 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 2022, the 23 minute telephone survey was conducted in August with 601 residents of the City of Palmerston. The survey was also made available online.

The total sample sizes achieved were as follows:

- Telephone sample n=601
- Online sample n=69

In 2022, the main body of the report shows CATI results, with online results detailed in Appendix A.

Statistical significance

Statistically significant differences are meaningful differences in the data that are not attributed to chance (e.g. through sampling).

In this report, where there are results that are statistically significantly different from the previous year, they are noted with a green (increase) or red (decrease) arrow or text. Values without a green or red arrow or text are not statistically significantly different from the previous year.

Significant differences have been noted for the current year compared with the previous year.

Rounding

Some charts may add up to between 99% and 101% due to rounding.

Key findings

Overall performance

The results of the 2022 survey show that average Council performance has decreased to 6.74 / 10 (from 7.02 last year) which brings it in line with scores seen in 2020 (6.77 in 2020). A reduction in customer ratings as been seen across a number of other organisations in the public sector over a similar time period.

Net Promoter Score

While not a traditional measure for Councils, the net promoter score for residents of Palmerston in 2022 sits at -13 (out of a possible range of -100 to +100). This is a relatively good score when compared to a benchmark of -19 for three other Australian Councils, however is a slight decrease from last year (-6 last year).

Highest performing services

Consistent with the results achieved in previous years, the highest areas of performance included: kerbside waste collection; providing libraries and library services to the community; providing and maintaining the Archer Waste Management Facility; providing opportunities for recycling and re-use through the pre-cyclone clean up, supporting culturally diverse events, and hosting enough quality events.

Lowest performing services

The lowest areas of performance also closely reflected 2021 results and included: providing you with the opportunity to comment on Council's decision making and interact with Council; supporting and attracting new and existing businesses; advocating for the community in planning issues; supporting innovation in the business community; and maintaining lakes.

Key issues

As with previous years, when asked what the most important issues are in the local area, the majority of respondents mentioned crime and safety issues. Another common issue mentioned in this year's survey was the maintenance of the lakes.

Encouragingly, the most commonly mentioned Council achievements were to do with events hosted by the Council, as well as the increased greenery in the city.

There continues to be a gap in the proportion of respondents who currently receive emailed messages and those who would prefer this form of communication. This gap was also seen in 2021.

The 2022 Community Survey Results: At a glance.

Overall, while there have been decreases in scores across the board, these generally reflect the scores seen in 2020. It is important to note that other public sector surveys have shown similar decreases in scores over the same time period, with lower levels of trust in government and higher expectations observed.

Key Area	2019	2020	2021	2022	Change
Family and Community	6.68	6.80	7.16	6.89	- 0.27
Vibrant Economy	6.01	6.28	6.55	6.24	- 0.30
Cultural diversity	7.04	7.21	7.50	7.31	- 0.19
A Future Focus	6.70	6.84	7.02	6.70	- 0.32
Environmental Sustainability	7.16	7.33	7.36	7.08	- 0.28
Governance	6.01	6.17	6.52	6.19	- 0.33
Net promoter score	-9	-4	-6	-13	- 7
Average Performance	6.56 / 10	6.77 / 10	7.02 / 10	6.74 / 10	- 0.29

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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. In recent years, the City of Palmerston developed an updated community plan based around 6 key outcome areas:

- Family and community
- Vibrant Economy
- Cultural Diversity
- A Future Focus
- Environmental Sustainability
- Governance

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 23 minute telephone survey was conducted from 3-28 August 2022 with 601 residents of the City of Palmerston. The survey was also made available online.

The total number of completes were as follows:

- Telephone sample n=601
- Online sample n=69

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.

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Key findings



Family and community.

Family and community scores declined from 2021, however were still generally higher than 2020 levels. The highest performing aspect of the measure was 'hosting enough quality community events' which averaged 7.54 and was the only measure with a slight improvement on 2021.

In line with 2021, the poorest performing aspect in the family and community outcome area was 'advocating for the community in planning issues' which received an average score of 6.12 out of 10. Additionally, 'managing Palmerston Swimming and Fitness Centre', 'managing the Palmerston Recreation Centre', and 'providing animal management services' all had significant decreases in their scores from 2021.

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Change
Managing Palmerston Swimming and Fitness Centre	6.86	7.08	7.31	6.86	- 0.45
Maintaining parks and playgrounds	7.26	7.34	7.27	6.99	- 0.28
Providing and maintaining community halls	6.80	6.59	7.10	6.93	- 0.17
Managing the Palmerston Recreation Centre	6.69	7.02	7.41	7.09	- 0.32
Hosting enough quality community events	6.78	6.70	7.52	7.54	+ 0.02
Advocating for the community in planning issues	5.76	5.99	6.38	6.12	- 0.26
Providing animal management services	6.63	6.91	7.14	6.72	- 0.42
Overall:	6.67 / 10	6.80 / 10	7.16 / 10	6.89 / 10	- 0.27



Vibrant economy.

The vibrant economy measures, as an overall and statement level, decreased in 2022, however these decreases were not significant.

The Council's slogan, 'A place for people', received moderate awareness (44%), a slight increase from last year. Despite this, there was a slight reduction in agreement with the sentiment of the slogan with an average agreement score of 6.56 out of 10.

Measure		Score 2019	Score 2020	Score 2021	Score 2022	Change
Awareness of Council's slogan 'A place for people'		37%	43%	40%	44%	+ 4%
Agreement that:	Palmerston is 'A place for people'	6.83	6.80	6.83	6.56	- 0.27
Agreement that:	Council has a long-term vision for Palmerston economy	5.95	6.37	6.70	6.34	- 0.36
Performance in:	Supporting and attracting new and existing businesses	5.25	5.68	6.11	5.83	- 0.28
Overall:		6.01 / 10	6.28 / 10	6.55 / 10	6.24 / 10	- 0.30



Cultural diversity.

While cultural diversity saw a decrease in all measures from 2021, these decreases were not significant and these measures continue to perform quite strongly.

The strongest score in this outcome area was 'providing libraries and library services to the community' with a score of 8.04/10.

The lowest score, and the score that saw the greatest decrease from 2021 was 'providing recognition and support for our indigenous and multicultural community' which scored 6.86, a decrease of 0.32 from 2021.

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Change
Supporting culturally diverse events	7.02	7.14	7.59	7.47	- 0.12
Promoting art and culture (e.g. public art, murals, paving etc.)	6.28	6.56	7.07	6.87	- 0.20
Providing libraries and library services to the community	8.20	8.27	8.16	8.04	- 0.12
Providing recognition and support for our indigenous and multicultural community	6.68	6.88	7.18	6.86	- 0.32
Overall:	7.04 / 10	7.21 / 10	7.50 / 10	7.31 / 10	- 0.19



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A future focus.

Once again, all scores for a future focus decreased from 2021. Of these, only four scores decreased significantly – innovation (decrease of 0.36), flexibility (decrease of 0.6), 'ensuring roads built by developers are fit for purpose' (decrease of 0.39), and 'maintaining roads' (decrease of 0.56).

The strongest score for this outcome area was 'maintaining drainage facilities' (7.33/10).

Measure		Score 2019	Score 2020	Score 2021	Score 2022	Change
Performance in:	Supporting innovation in the business community	5.65	6.04	6.38	6.19	- 0.19
How:	Innovative is the City of Palmerston?	5.95	6.08	6.45	6.09	- 0.36
	Flexible is the City of Palmerston?	5.89	6.00	6.49	5.89	- 0.60
Performance in:	Ensuring roads built by developers are fit for purpose	7.10	7.22	7.38	6.99	- 0.39
	Maintaining roads	7.31	7.51	7.49	6.93	- 0.56
	Ensuring footpaths built by developers are fit for purpose	7.07	7.17	7.30	7.06	- 0.24
	Maintaining footpaths	6.95	6.99	7.06	6.89	- 0.17
	Providing shared pathways	6.81	6.92	7.08	6.83	- 0.25
	Maintaining shared pathways	6.88	7.00	7.07	6.81	- 0.26
	Maintaining drainage facilities	7.37	7.44	7.46	7.33	- 0.13
Overall:		6.70 / 10	6.84 / 10	7.02 / 10	6.70 / 10	- 0.32

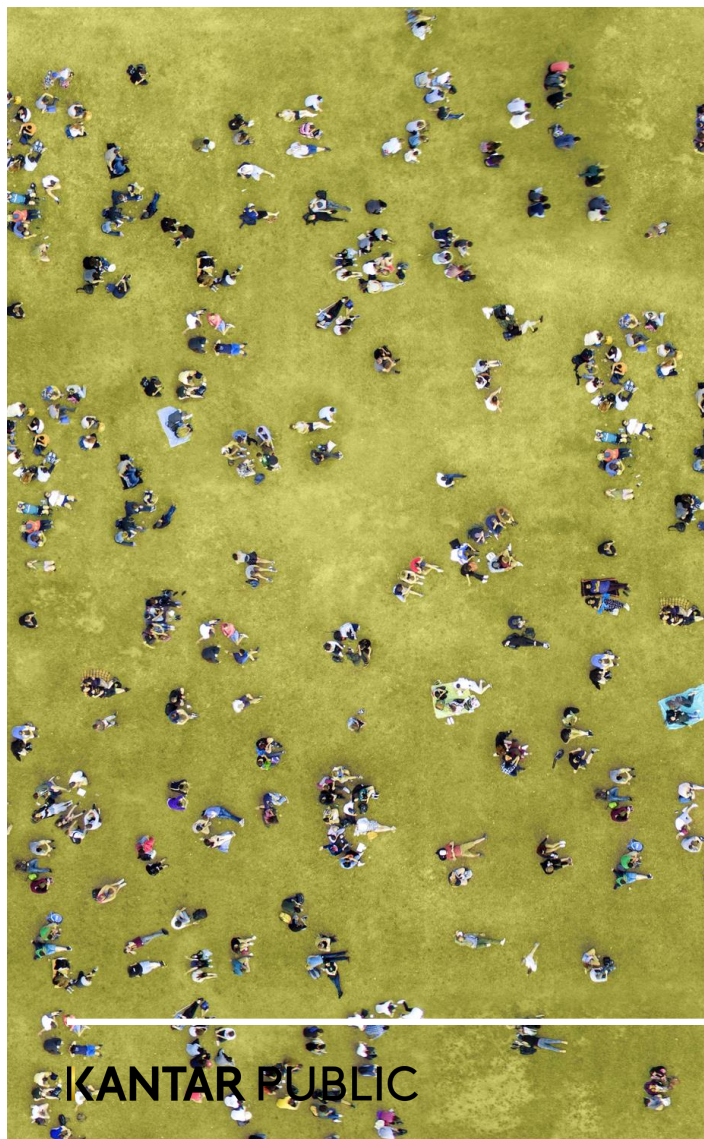


Environmental sustainability.

The Council also performed fairly strongly in the outcome area of environmental sustainability, with only one measure decreasing significantly from 2021 - 'maintaining lakes' (decrease of 0.72). This measure was also the lowest performing of the outcome area (6.21 / 10).

As with 2021, the highest performing area is kerbside waste collection, scoring 8.14 / 10 even though it saw a slight decrease in average score from 2021.

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Change
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.56	7.77	7.76	7.56	- 0.20
Managing gardens and nature reserves	7.27	7.34	7.36	7.09	- 0.27
Maintaining lakes	7.12	7.15	6.93	6.21	- 0.72
Increasing shading and greening the city	6.27	6.52	6.72	6.56	- 0.16
Kerbside waste collection	8.02	8.33	8.28	8.14	- 0.14
Providing & maintaining Archer Waste Management Facility	7.78	7.87	7.95	7.74	- 0.21
Promoting environmental sustainability	6.07	6.36	6.53	6.29	- 0.24
Overall:	7.16 / 10	7.33 / 10	7.36 / 10	7.08 / 10	- 0.28



Governance.

Governance scores have dipped below 2021 measures to more closely reflect 2020 scores.

Significant decreases were seen in the areas of accountability (0.45 decrease) and effectiveness (0.44 decrease).

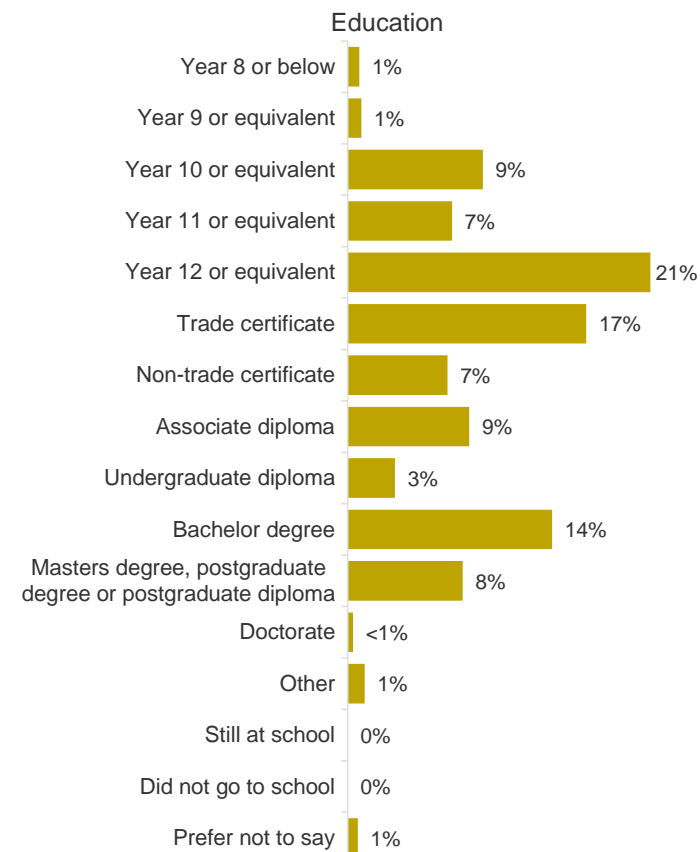
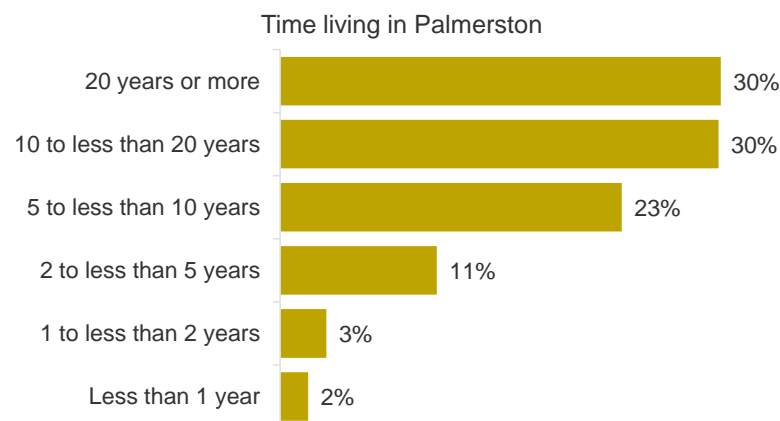
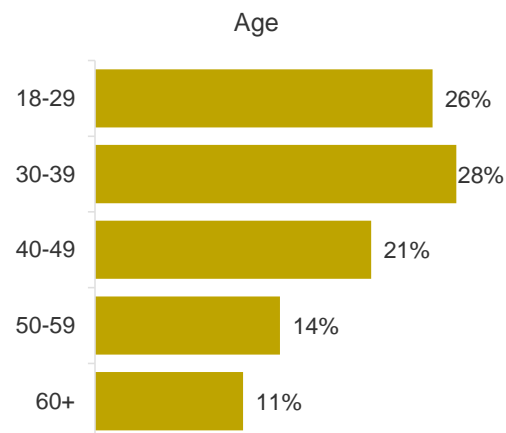
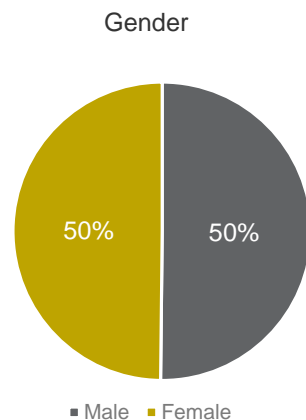
The highest performing measure was 'achieving funding and getting things done by working in partnership with government and the community' (6.44 / 10).

Measure		Score 2019	Score 2020	Score 2021	Score 2022	Change
How:	Accountable is the City of Palmerston Council?	6.13	6.27	6.79	6.34	- 0.45
	Effective is the City of Palmerston Council?	6.22	6.41	6.68	6.24	- 0.44
Performance in:	Providing you with the opportunity to comment on Council's decision making and interact with Council	5.63	5.71	5.90	5.72	- 0.18
	Achieving funding and getting things done by working in partnership with government and the community	6.05	6.30	6.70	6.44	- 0.26
Overall:		6.01 / 10	6.17 / 10	6.52 / 10	6.19 / 10	- 0.33

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Results in detail

Demographics.



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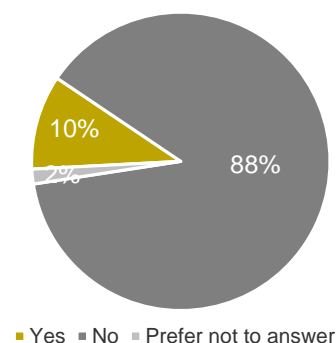
Source: Q1. Gender; Q2. Which of the following age brackets do you fall into?; Q24. How long IN TOTAL have you lived in the City of Palmerston area?; Q25. What is the highest level of education you have reached?
Sample: All CATI respondents 2022 (n=601)

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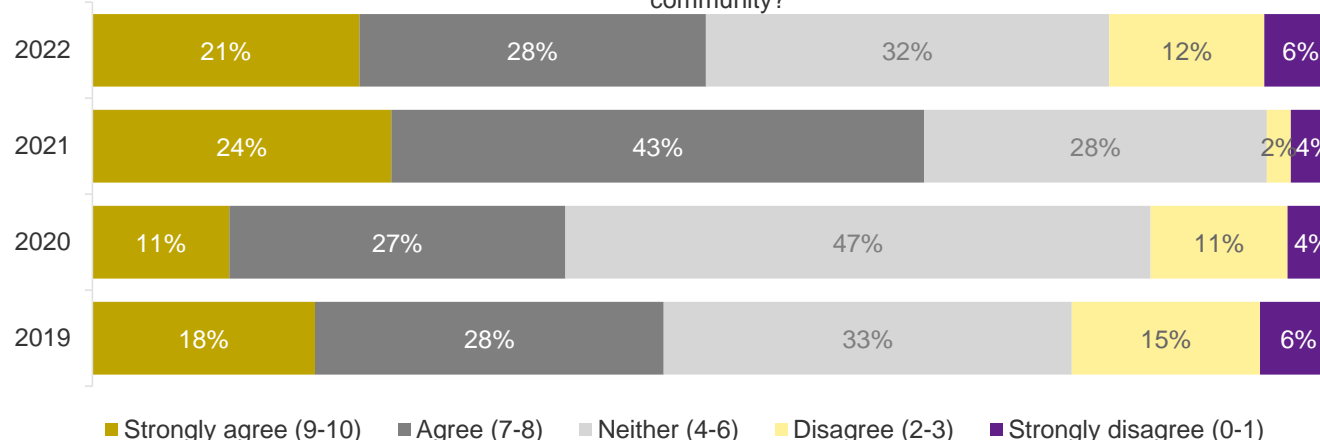
Aboriginal and Torres Strait Islander.

10% of the total sample identified as Aboriginal or Torres Strait Islander, and of this group, just under half agree that Council is inclusive and has a strong relationship with their indigenous community. This is a slight decrease from 2021 (down 18%), however is still higher than 2020 and 2019.

Do you identify as Aboriginal or Torres Strait Islander?

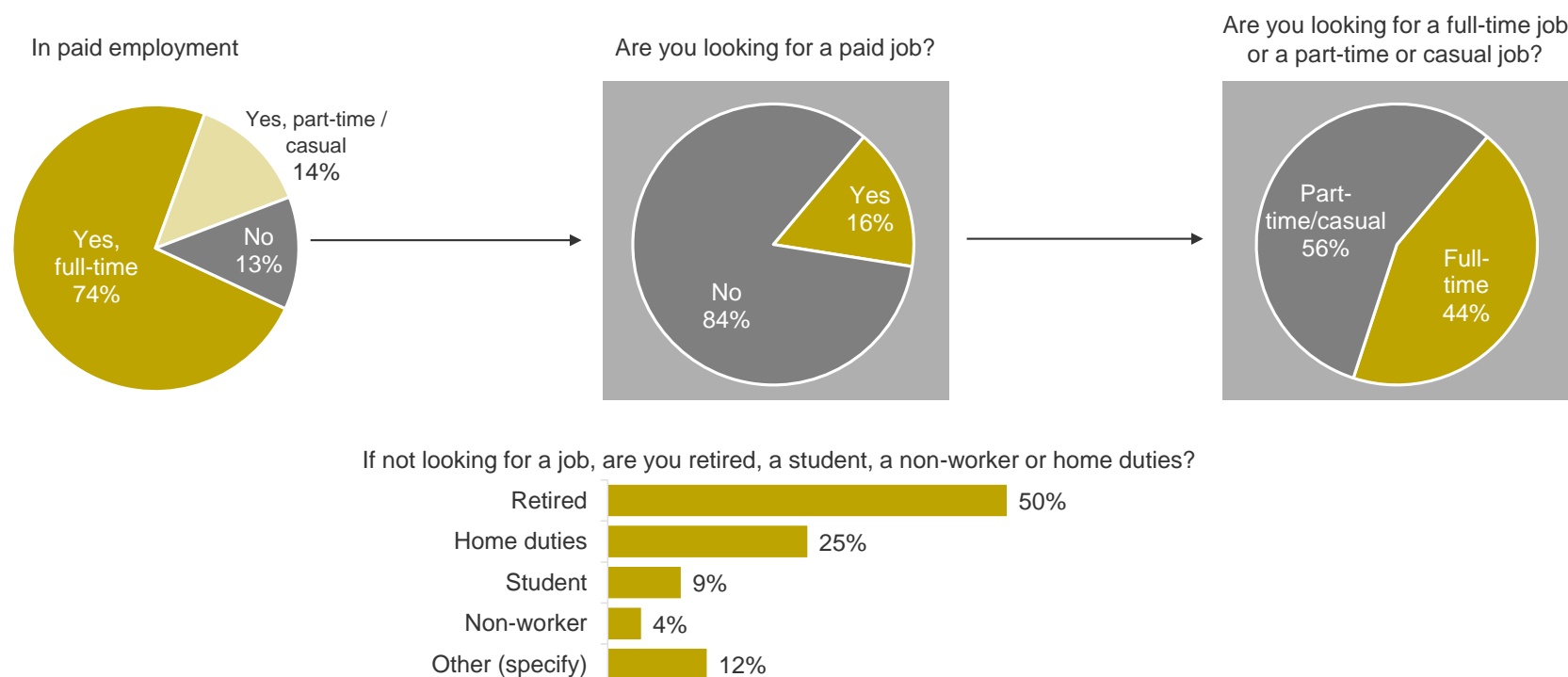


How much do you agree or disagree that Council is inclusive and has a strong relationship with their indigenous community?



Employment.

87% of the community are in either full or part time employment. In line with 2021, among those not currently employed (13%), most are retired.



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Source: Q26. Are you now in paid employment?; Q26a Is that full-time for 35 hours or more a week, or part-time? Q27. Are you now looking for a paid job?; Q27A. Are you looking for a full-time job or a part-time or casual job? Q27B. Are you retired, a student, a non-worker or home duties?
Base: Q. 26 & 29: All CATI respondents 2022 (n=601). Q. 27: Respondents with no job 2022 (n=106); Q.27A: Respondents looking for a job 2022 (n=11).
Q.27B: Respondents not looking for a job 2022 (n=95)

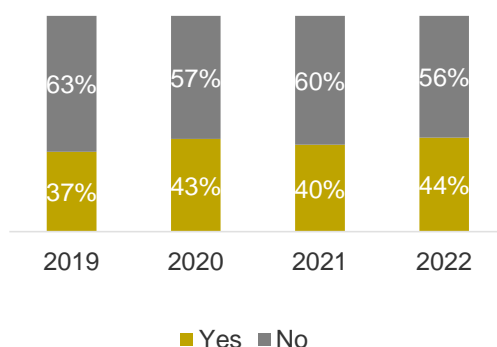
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A Place for People.

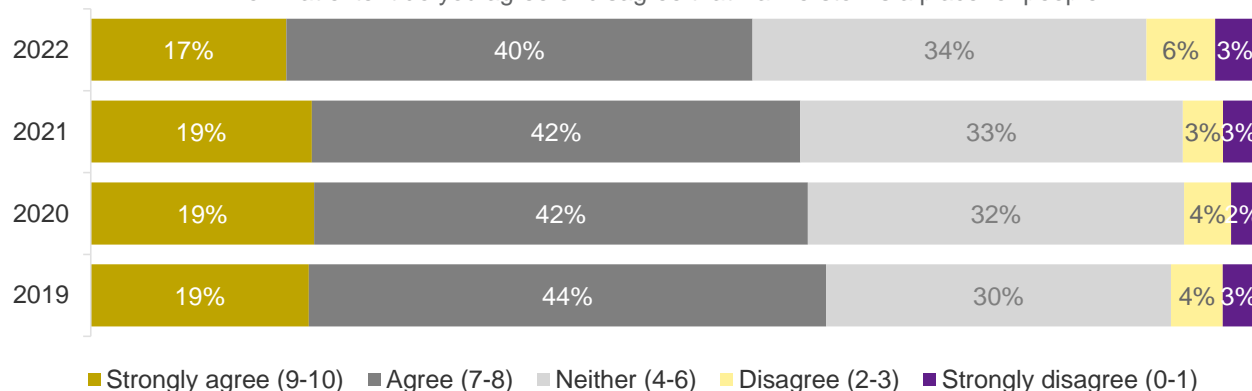
Awareness of Council's slogan 'A place for people' has increased slightly from 2021 with 44% aware of the slogan.

Belief in this statement was fairly consistent with the previous year, with 57% agreeing that Palmerston is a place for people, and only 9% disagreeing.

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

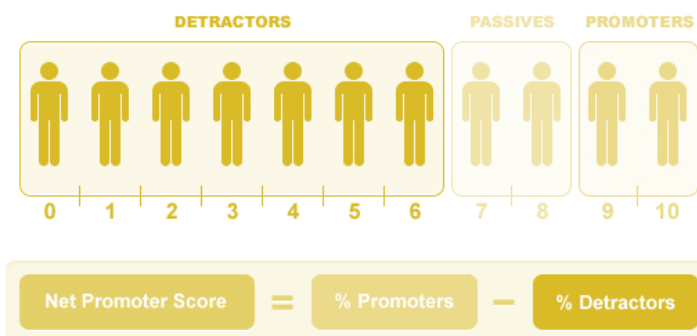
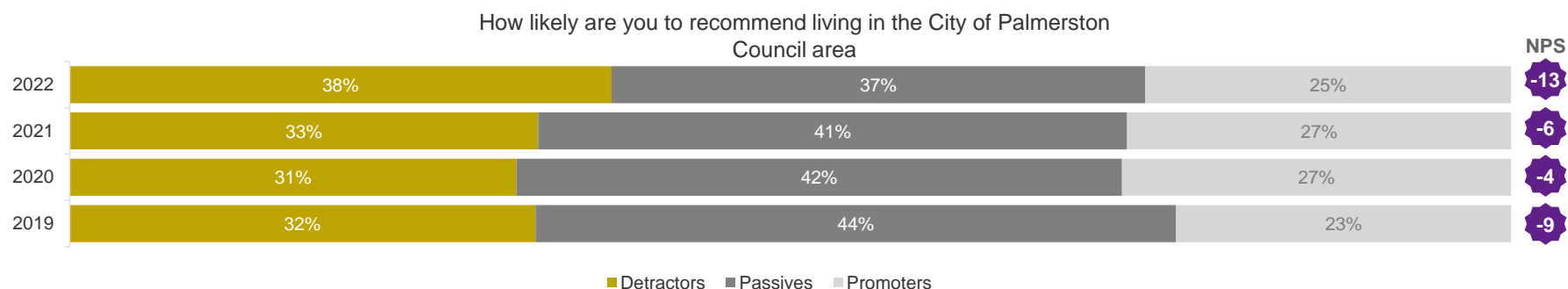


To what extent do you agree or disagree that Palmerston is a place for people?



Net Promoter Score.

In 2022 we saw a decrease in Council's Net Promoter Score. This was driven by a slight increase in the proportion of detractors and a decrease in the proportion of passives and promoters.



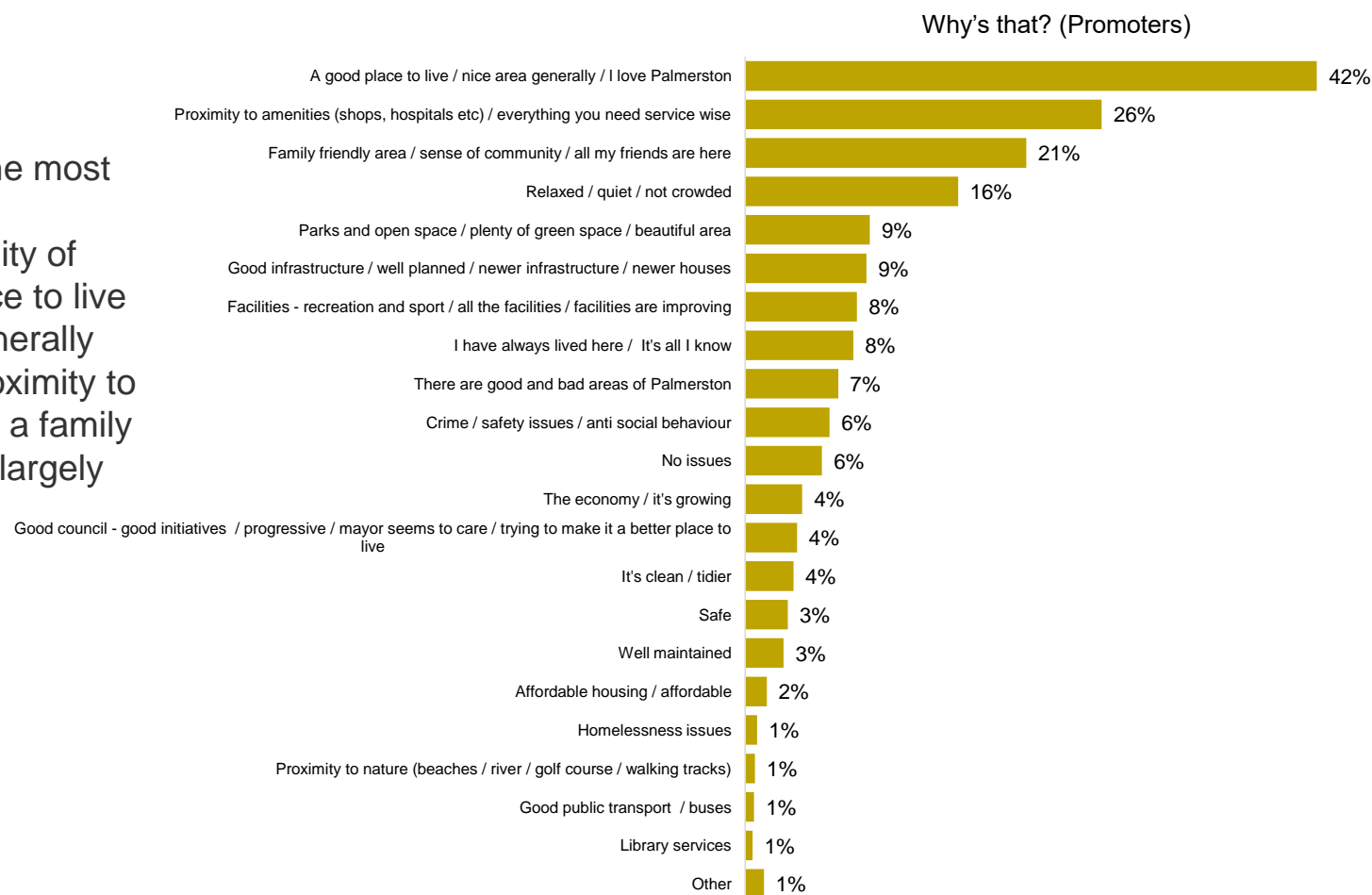
Net Promoter Score (NPS) is a standardised measure which can range from -100 (100% detractors) to +100 (100% promoters). A Net Promoter Score is calculated by subtracting the proportion of detractors from the proportion of promoters.

The City of Palmerston has achieved an NPS of -6 in 2021. While this is not a traditional measure that Councils track, a benchmark score of three Australian Councils conducted for 2019 resulted in an average NPS of -19. The City of Palmerston is above this benchmark, however we recommend measuring the year-on-year success against Council's own 2019 benchmark.

The following pages provide some rationale behind the scores received.

Promoters.

Among promoters, the most common reasons for recommending the City of Palmerston as a place to live included: being a generally nice place to live; proximity to amenities; and being a family friendly area. This is largely in line with 2021.



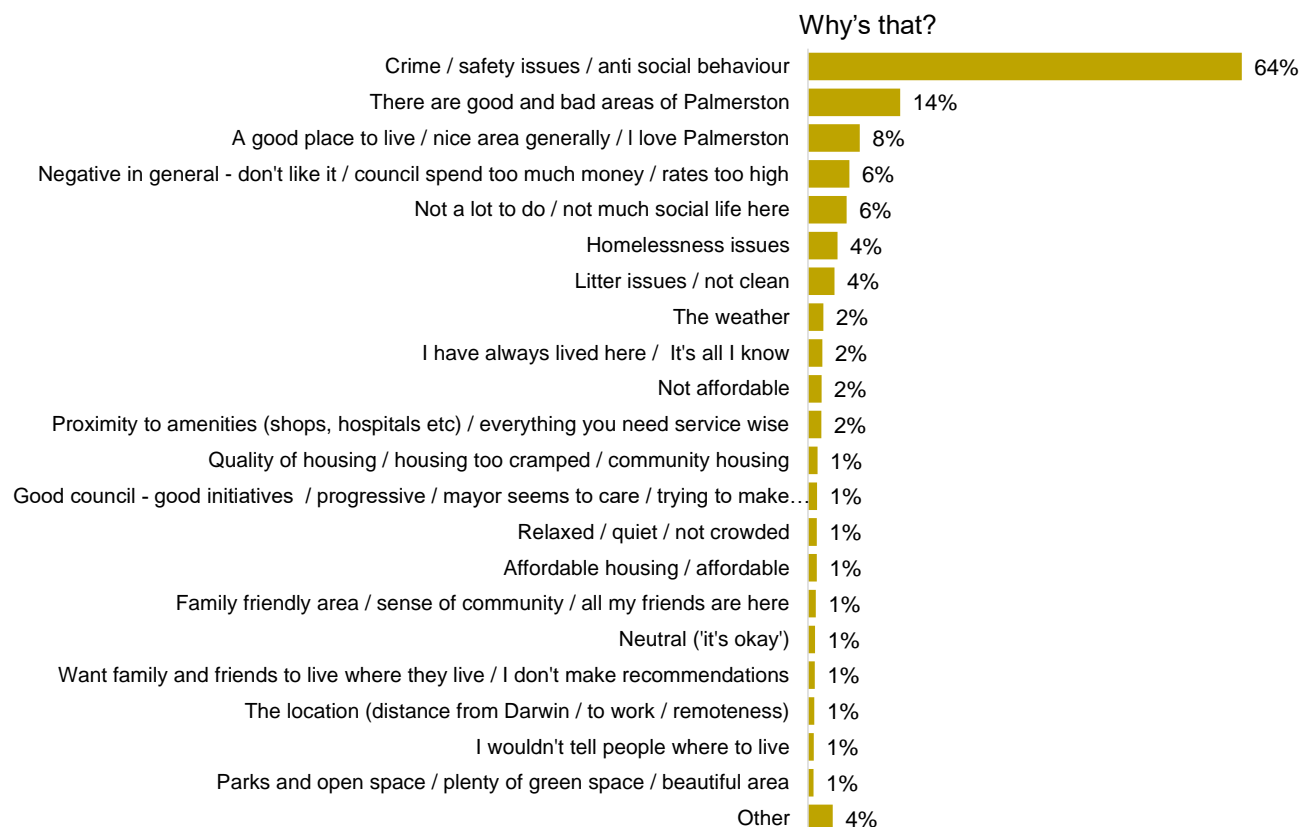
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Source: Q8. On a scale from 0 to 10 where 0 is Very unlikely and 10 is Very likely, how likely are you to recommend living in the City of Palmerston Council area to friends or family?; Q8a. Why's that? (open ended)
Base: All promoters 2022 (n=153)

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Detractors.

Among detractors, the most common reason for providing a low likelihood to recommend score include crime and safety issues (64%). This is consistent with the findings from previous years.



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Source: Q8. On a scale from 0 to 10 where 0 is Very unlikely and 10 is Very likely, how likely are you to recommend living in the City of Palmerston Council area to friends or family?; Q8a. Why's that? (open ended)

Base: All detractors 2022 (n=221)

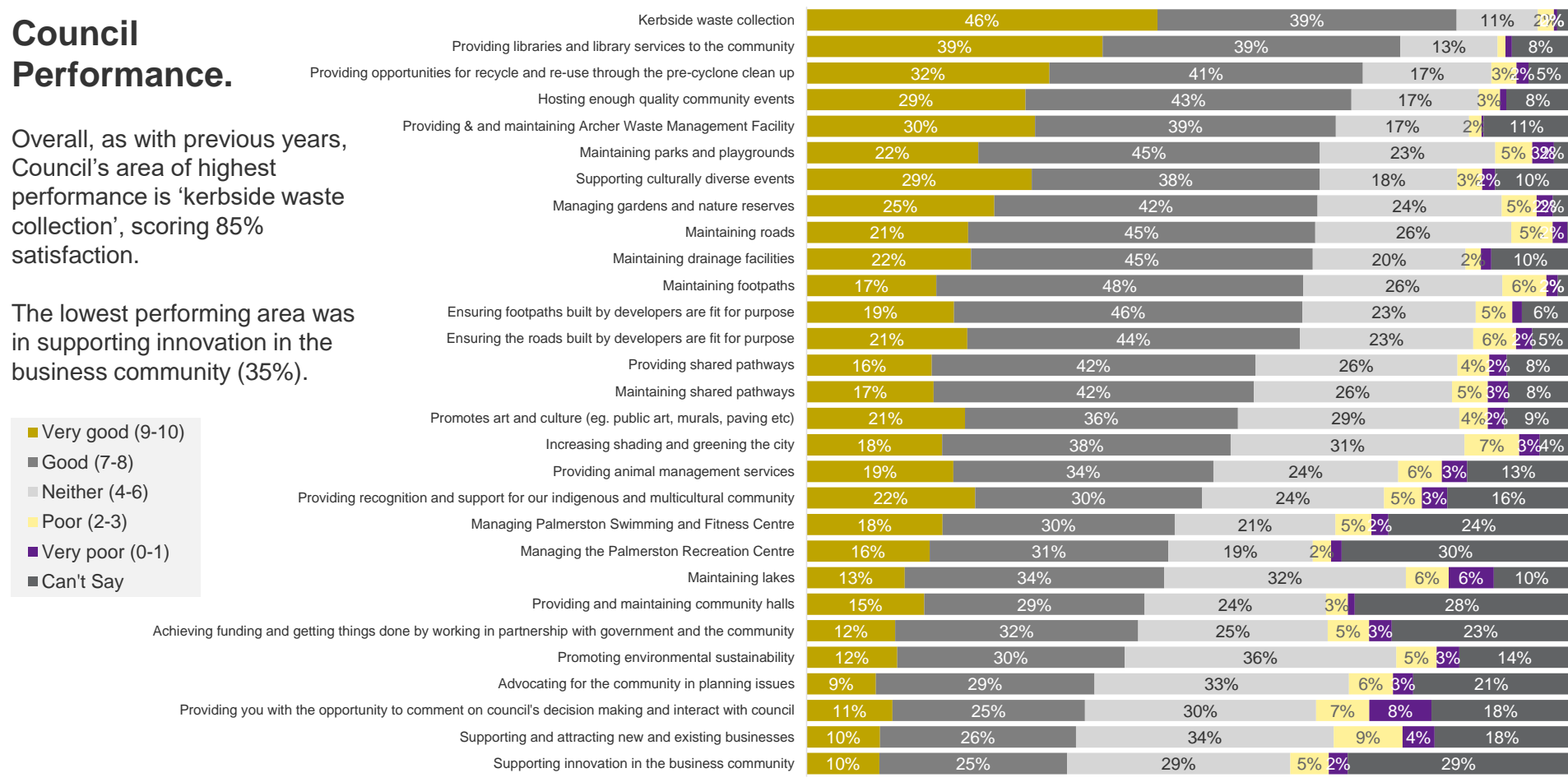
*Detractors are defined by a score of 0-6 out of 10 in Q8. Respondents may see a score of 6 as reasonable or neutral, yet NPS counts these as detractors. Therefore, some of these comments reflect a more reasonable or neutral attitude towards the City of Palmerston.

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Council Performance.

Overall, as with previous years, Council's area of highest performance is 'kerbside waste collection', scoring 85% satisfaction.

The lowest performing area was in supporting innovation in the business community (35%).



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Source: Q9. The next set of questions relate to how well your local Council has PERFORMED in conducting or providing services, facilities and information to the community. I will read out quite a long list and I want you to answer on a scale from 0 to 10 scale, where 0 is very poor and 10 is very good. Using this scale, how well has your Council performed in?
 Base: All CATI respondents 2022 (n=601)
 Note: Data labels less than 2% not displayed

Council Performance.

While Council has seen decreases across most measures from 2021, only a small number of these are significant.

The most significant decreases were in relation to maintaining lakes, maintaining roads, ensuring the roads built by developers are fit for purpose, managing Palmerston Swimming and Fitness Centre, and providing animal management services.

	2019	2020	2021	2022	Change
Hosting enough quality community events	6.7	6.7	7.5	7.5	0
Supporting culturally diverse events	7	7.1	7.6	7.5	- 0.1
Providing and maintaining community halls	6.8	6.6	7.1	6.9	- 0.2
Promotes art and culture (e.g. public art, murals, paving etc)	6.3	6.6	7.1	6.9	- 0.2
Managing the Palmerston Recreation Centre	6.7	7	7.4	7.1	- 0.3
Achieving funding and getting things done by working in partnership with government and the community	6	6.3	6.7	6.4	- 0.3
Supporting innovation in the business community	5.6	6	6.4	6.2	- 0.2
Advocating for the community in planning issues	5.7	6	6.4	6.1	- 0.3
Supporting and attracting new and existing businesses	5.2	5.7	6.1	5.8	- 0.3
Providing recognition and support for our indigenous and multicultural community	6.7	6.9	7.2	6.9	- 0.3
Ensuring the roads built by developers are fit for purpose	7.1	7.2	7.4	7.0	- 0.4
Managing Palmerston Swimming and Fitness Centre	6.9	7.1	7.3	6.9	- 0.4
Providing animal management services	6.6	6.9	7.1	6.7	- 0.4
Providing shared pathways	6.8	6.9	7.1	6.8	- 0.3
Increasing shading and greening the city	6.3	6.5	6.7	6.6	- 0.1
Providing you with the opportunity to comment on Council's decision making and interact with Council	5.6	5.7	5.9	5.7	- 0.2
Maintaining drainage facilities	7.4	7.4	7.5	7.3	- 0.2
Managing gardens and nature reserves	7.3	7.3	7.4	7.1	- 0.3
Ensuring footpaths built by developers are fit for purpose	7.1	7.2	7.3	7.1	- 0.2
Maintaining shared pathways	6.9	7	7.1	6.8	- 0.3
Maintaining footpaths	7	7	7.1	6.9	- 0.2
Promoting environmental sustainability	6.1	6.4	6.5	6.3	- 0.2
Kerbside waste collection	8	8.3	8.3	8.1	- 0.2
Providing & maintaining Archer Waste Management Facility	7.8	7.9	7.9	7.7	- 0.2
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.6	7.8	7.8	7.6	- 0.2
Maintaining roads	7.3	7.5	7.5	6.9	- 0.6
Maintaining parks and playgrounds	7.3	7.3	7.3	7.0	- 0.3
Maintaining lakes	7.1	7.1	6.9	6.2	- 0.7
Providing libraries and library services to the community	8.1	8.3	8.2	8.0	- 0.2

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Source: Q9. The next set of questions relate to how well your local Council has PERFORMED in conducting or providing services, facilities and information to the community. I will read out quite a long list and I want you to answer on a scale from 0 to 10 scale, where 0 is very poor and 10 is very good. Using this scale, how well has your Council performed in?

Sample: All respondents, excluding those who couldn't answer 2019 (n=601); 2020 (n=634); 2021 (n=616); 2022 (n=601)

Council Performance.

Council's performance, over time, across each of the outcome areas.

		2019	2020	2021	2022
Vibrant economy	Supporting and attracting new and existing businesses	5.2	5.7	6.1	5.8
Governance	Achieving funding and getting things done by working in partnership with government and the community	6.0	6.3	6.7	6.4
	Providing you with the opportunity to comment on Council's decision making and interact with Council	5.6	5.7	5.9	5.7
Family and community	Maintaining parks and playgrounds	7.3	7.3	7.3	7.0
	Managing the Palmerston Recreation Centre	6.7	7.0	7.4	7.1
	Providing and maintaining community halls	6.8	6.6	7.1	6.9
	Managing Palmerston Swimming and Fitness Centre	6.9	7.1	7.3	6.9
	Hosting enough quality community events	6.7	6.7	7.5	7.5
	Providing animal management services	6.6	6.9	7.1	6.7
	Advocating for the community in planning issues	5.7	6.0	6.4	6.1
A future focus	Maintaining drainage facilities	7.4	7.4	7.5	7.3
	Maintaining roads	7.3	7.5	7.5	6.9
	Ensuring footpaths built by developers are fit for purpose	7.1	7.2	7.3	7.1
	Ensuring the roads built by developers are fit for purpose	7.1	7.2	7.4	7.0
	Providing shared pathways	6.8	6.9	7.1	6.8
	Maintaining shared pathways	6.9	7.0	7.1	6.8
	Maintaining footpaths	7.0	7.0	7.1	6.9
Cultural diversity	Supporting innovation in the business community	5.6	6.0	6.4	6.1
	Providing libraries and library services to the community	8.1	8.3	8.2	8.0
	Supporting culturally diverse events	7.0	7.1	7.6	7.5
	Providing recognition and support for our indigenous and multicultural community	6.7	6.9	7.2	6.9
Environmental sustainability	Promotes art and culture (eg. public art, murals, paving etc)	6.3	6.6	7.1	6.9
	Kerbside waste collection	8.0	8.3	8.3	8.1
	Providing & maintaining Archer Waste Management Facility	7.8	7.9	7.9	7.7
	Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.6	7.8	7.8	7.6
	Managing gardens and nature reserves	7.3	7.3	7.4	7.1
	Maintaining lakes	7.1	7.1	6.9	6.2
	Increasing shading and greening the city	6.3	6.5	6.7	6.6
	Promoting environmental sustainability	6.1	6.4	6.5	6.3

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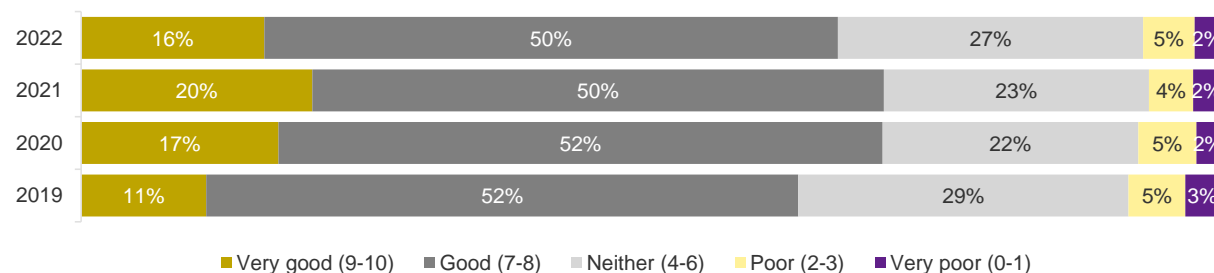
Source: Q9. The next set of questions relate to how well your local Council has PERFORMED in conducting or providing services, facilities and information to the community. I will read out quite a long list and I want you to answer on a scale from 0 to 10 scale, where 0 is very poor and 10 is very good. Using this scale, how well has your Council performed in?

Sample: All respondents, excluding those who couldn't answer 2019 (n=601); 2020 (n=634); 2021 (n=616); 2022 (n=601)

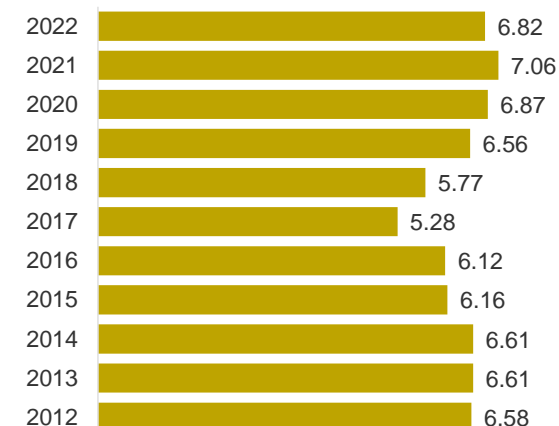
25

Overall Council performance.

This year, the Council has recorded a performance rating below 2021 but in line with what was seen in 2020 (6.82 / 10). This reduction in overall performance was due to a reduction in scores of 'very good' (score of 9 or 10), and an increase in the more neutral scores (4-6). In 2022, 66% of the community rated Council's overall performance as good or very good.

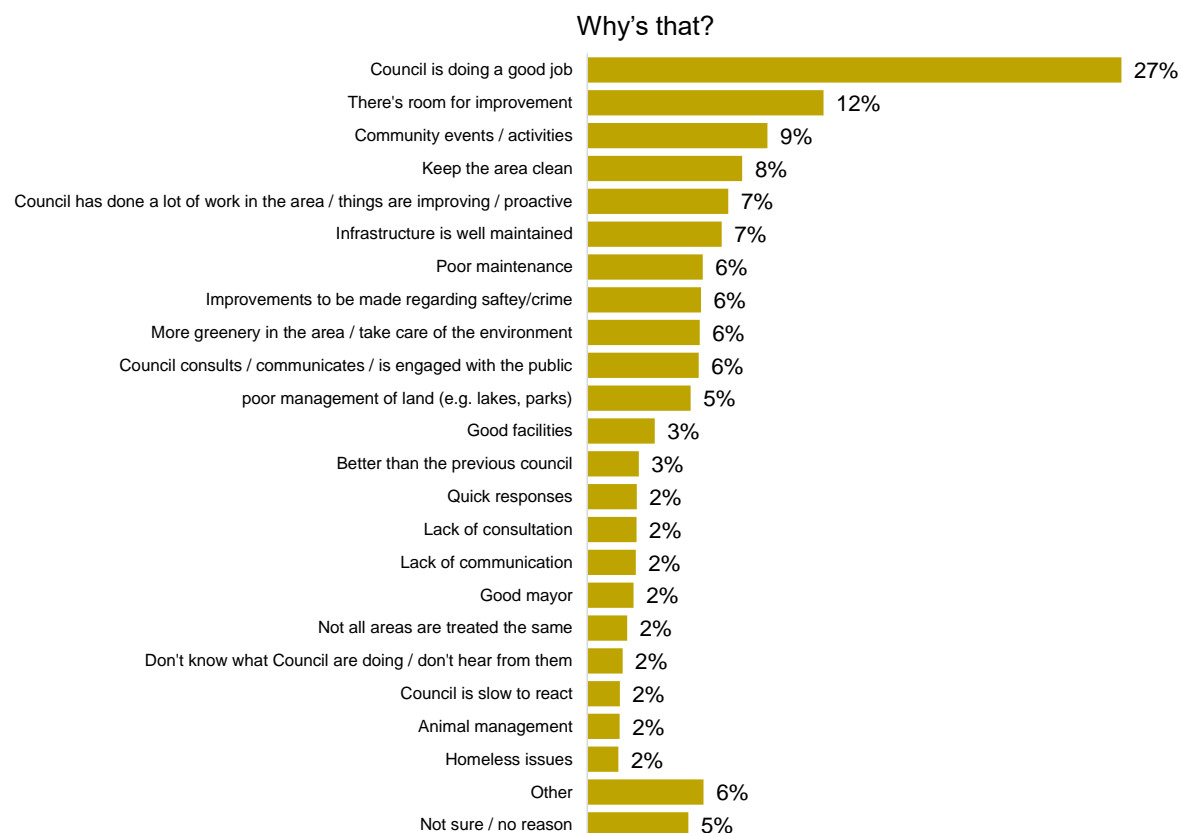


Average overall performance by year



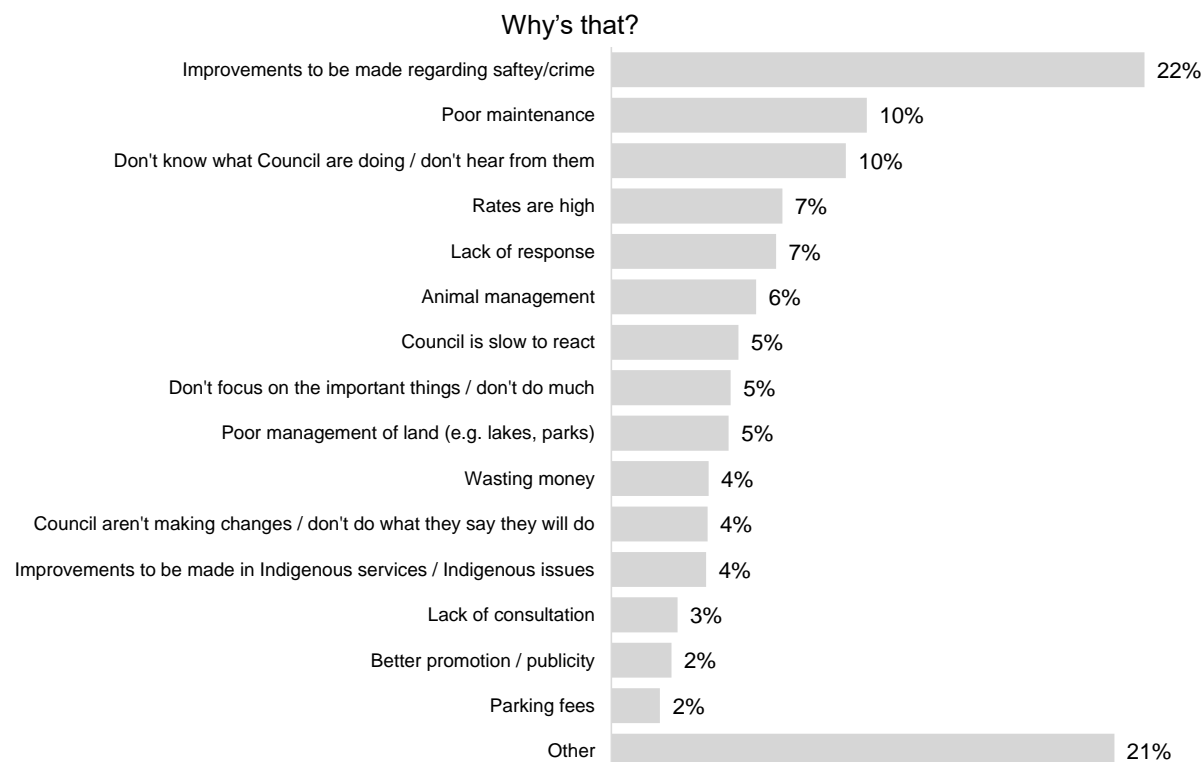
Reasons for Council Performance score.

When asked why people feel Council has performed well, the reactions were generally that Council are doing a good job. There was also an acknowledgement that Council has put in a lot of work to improve the city and to provide community events and activities.

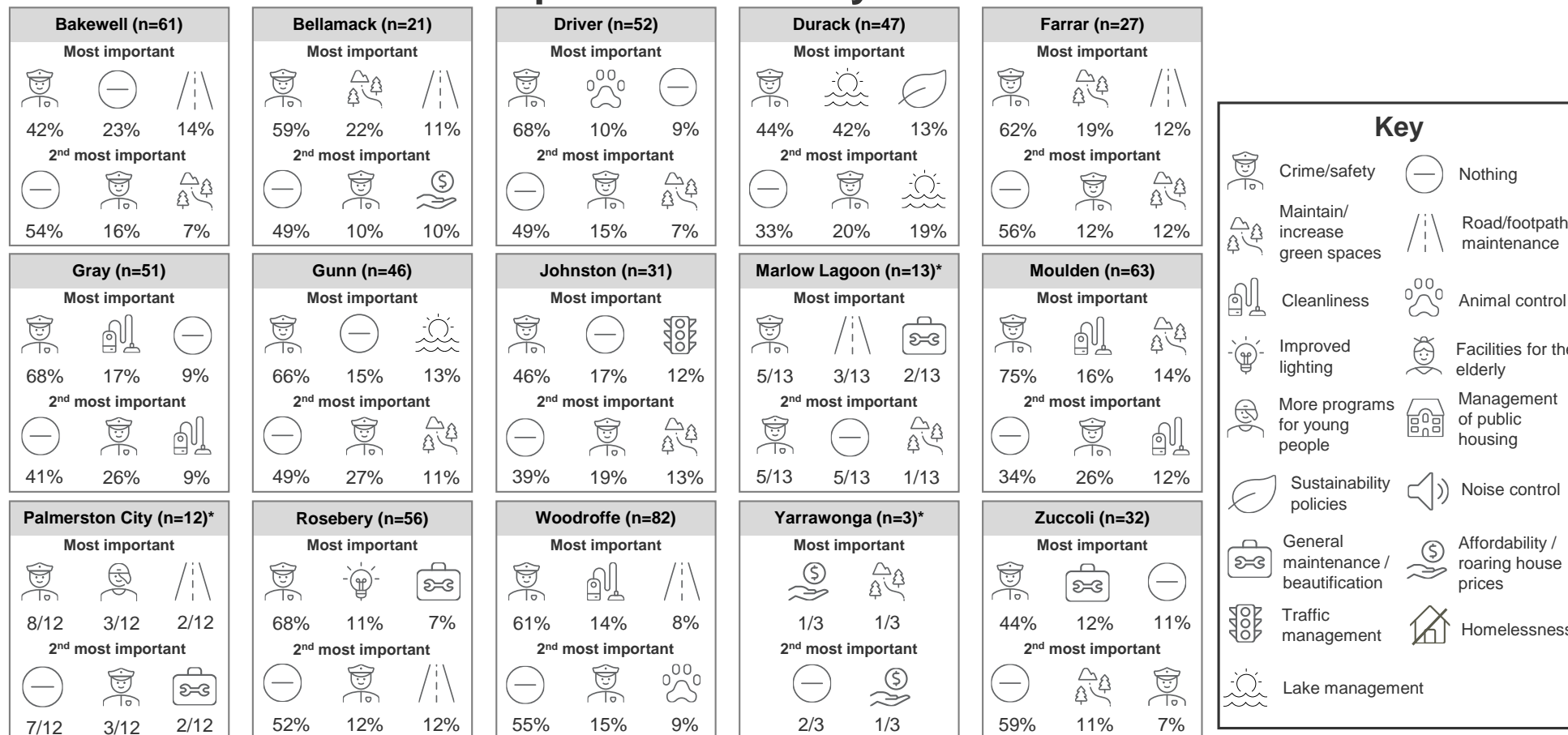


Reasons for Council Performance score.

For those who rated Council's performance as 'poor' overall, the main reasons for this were to do with issues around crime and safety (22%), poor maintenance (10%), and a lack of hearing about what the Council is actually doing (10%).



Most and second most important issues by suburb.



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Source: Q10. What is the most important issue to you, in your local area? (open ended); Q10a. What is the second most important issue to you, in your local area? (open ended)
Base: All respondents 2022 (n=601)
*low base size

Most important issues.

More broadly, the two most important issues for residents in the whole City of Palmerston area are:

1. Crime/safety and addressing antisocial behaviour; and
2. Homelessness.

	Most	Second
Crime/Safety / antisocial behaviour / youth crime / more policing needed	60%	17%
Homelessness	8%	3%
Cleaniness	7%	4%
Additional infrastructure (e.g. shopping / restaurants / schools)	5%	3%
Maintaining / increasing green spaces / more parks / more dog parks	4%	4%
Increasing business/employability	4%	4%
Traffic management - speeding / too much traffic / dangerous roads / badly designed roads / parking issues	4%	3%
Facilities for families	2%	3%
Communication / consultation - need to talk to the people / let people know what is happening / more information	2%	2%
More community events	2%	1%
Community spirit / cohesiveness	2%	<1%
General maintenance	2%	1%
Animal control	1%	<1%
More programs for young people / more youth diversion programs	1%	<1%
Better town planning	1%	1%
Affordability / roaring house rates / keeping the value of our rates down	1%	2%
More sporting facilities	1%	1%
Sustainability policies / recycling / environmental issues	1%	3%
Public transport	1%	2%
Road/footpath maintenance	1%	1%
Improved lighting	1%	1%
Additional health facilities	1%	1%
Management of public housing	1%	<1%
Accessibility / inclusivity	<1%	1%
Other	3%	2%
Don't know / not sure	3%	1%
Irrelevant	<1%	2%
No issues / nothing / none	8%	55%

KANTAR PUBLIC

Source: Q10b. And thinking more broadly now, about the whole City of Palmerston Council area, what is the most important issue to you? Q10d. What is the second most important issue to you, in the broader City of Palmerston Council area?(open ended)
Base: All respondents 2022 (n=601)

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Council achievements.

From the perspective of the community, the most significant achievement of Council was the commitment to events in the area.

The second most significant achievement was the increase in green spaces.

More than half (57%) of those who provided a response for Council's most important achievement weren't sure about what other outcomes by Council were important to them.

	Most important achievement	Other achievements
Events - events and entertainment for the community / commitment to events / youth activities	22%	7%
More green spaces (beautifying the area /nature strip improvements / soil / trees / grass / improved the parks / pet friendly parks	18%	7%
Improving facilities / redeveloped the community hall / swimming pool	15%	8%
Improved quality of roads/footpaths	12%	4%
Addressing crime (including building police station) (laneways)	8%	4%
The markets	7%	2%
General maintenance	7%	1%
Cleaniness - (tidiness of streets / cleaning the lake)	7%	3%
New infrastructure / New Grey Community Hall / new shopping center / new suburbs	6%	-
Waste management	4%	3%
Consulting the public - (being more transparent / keeping their promises)	3%	4%
Supporting businesses	3%	2%
I am not sure what the council have achieved	3%	57%
Increased services	2%	4%
Increased lighting / LED lighting	2%	1%
Increasing the 'community feel'	1%	2%
Handled COVID well / keep the community safe during COVID / supported businesses	1%	-
Hospital	1%	<1%
Lower rates / keeping rates to sensible level	1%	1%
Sustainability policies (solar panels / green energy)	1%	-
'The Gateway'	1%	<1%
Community grants / funding	1%	-
Animal management	1%	2%
Additional shade	1%	<1%
Cyclone clean up management	1%	1%
Development and growth	-	3%
To continue with the job they are doing - doing a good job / supporting us	-	1%
Homelessness	-	1%
Other	3%	2%
Irrelevant	1%	<1%

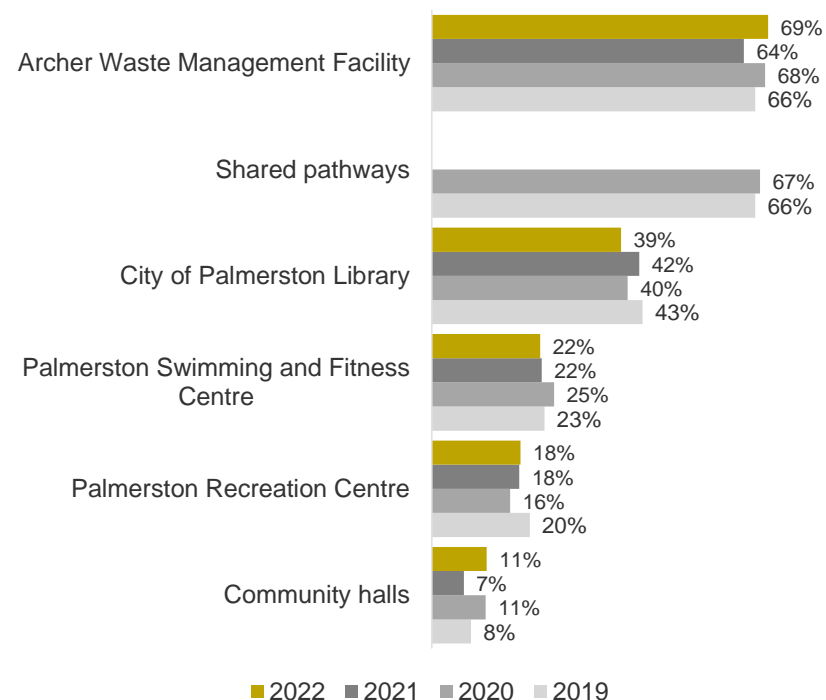
KANTAR PUBLIC

Source: Q11. Thinking about the last 12 months, what achievement or outcome by Council is most important to you? (open ended); Q11a. What other achievements or outcomes by Council that are important to you? (open ended)
Base: All respondents 2022 except 'can't think of any' (n=346)

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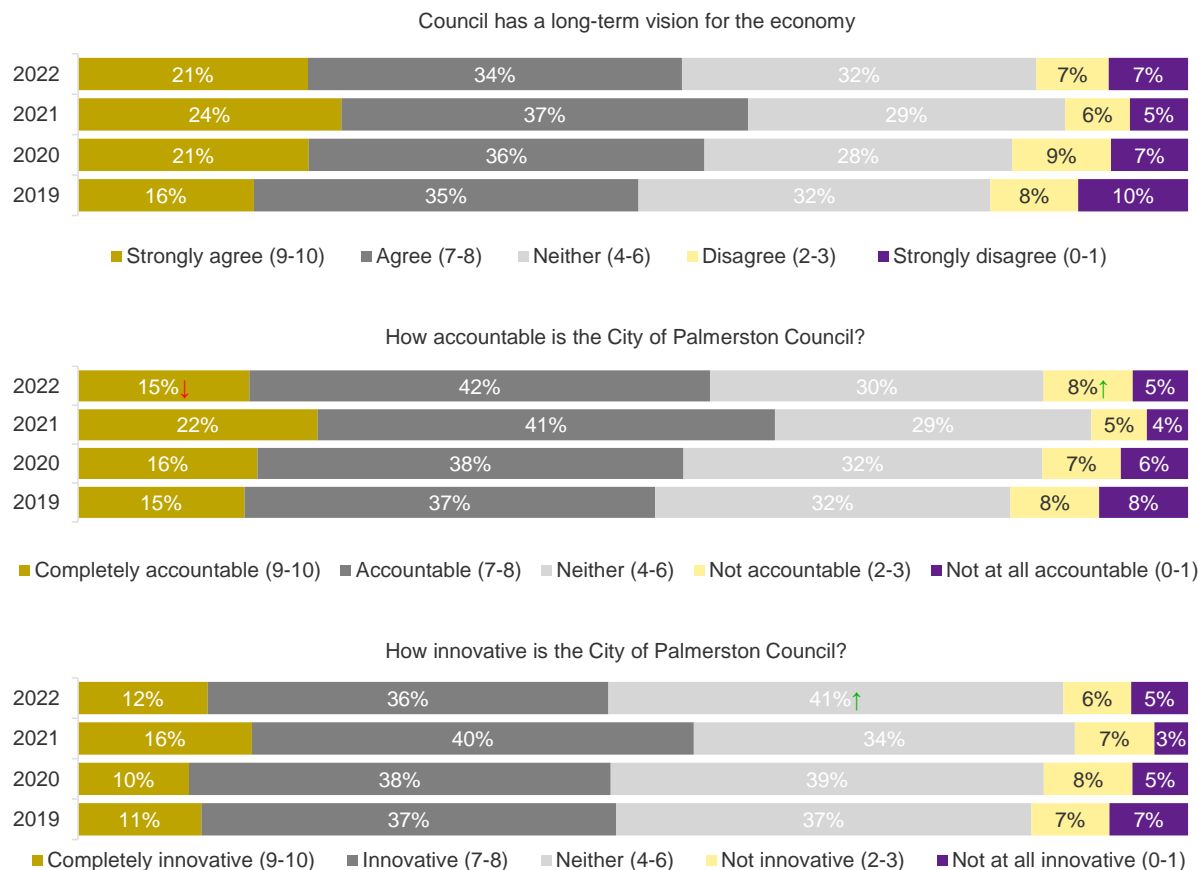
Use of Council facilities.

Usage of Council facilities remained reasonably consistent in 2022 compared to previous years, with the Archer Waste Management Facility among the top used (69%).



Council measures.

In 2022, there was a decrease in scores across each of the measures, which now reflect scores seen in 2020.



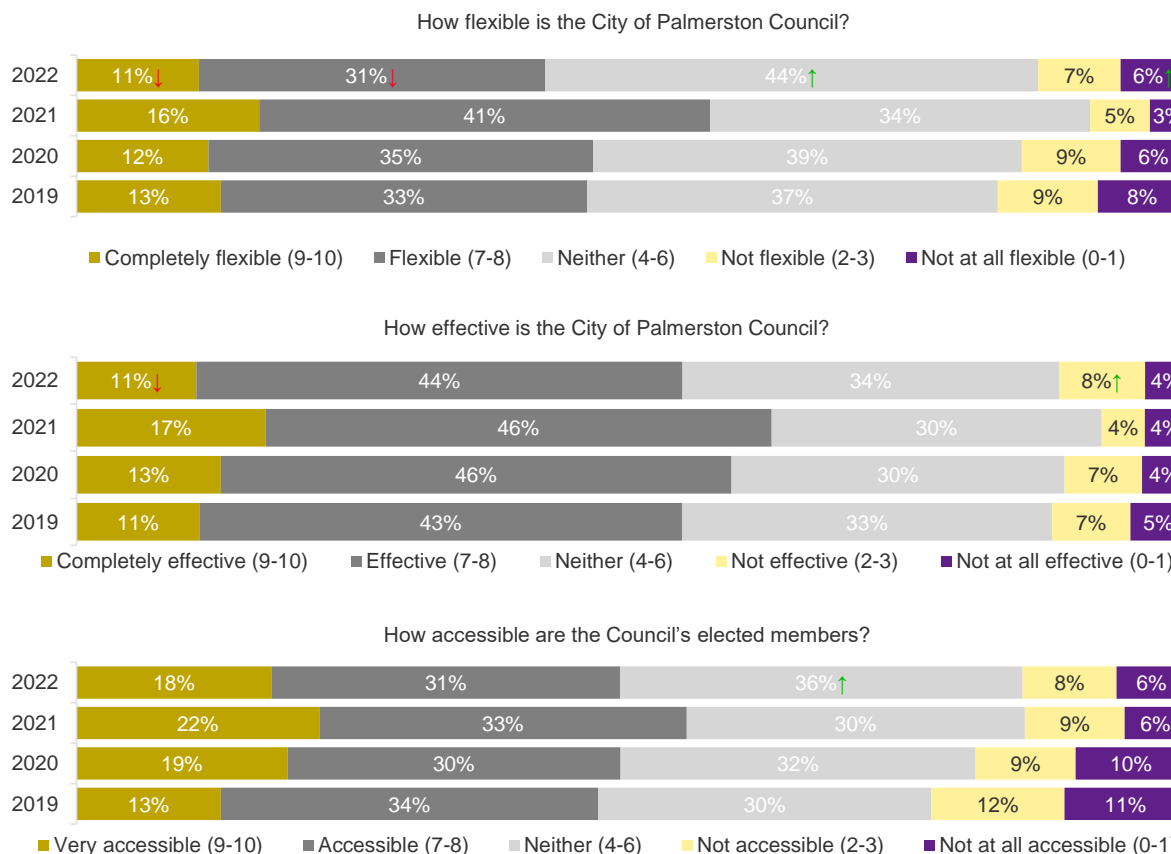
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Source: Q13 -18.
Base: All respondents, excluding those who selected 'can't say' 2019 (n=422 to n=537); 2020 (n=477 to n=581); 2021 (n=449 to n=548); 2022 (n=463 to n=549)

33

Council measures.

Similarly, there was a decrease in perceptions that Council is flexible, effective and accessible when compared with 2021.



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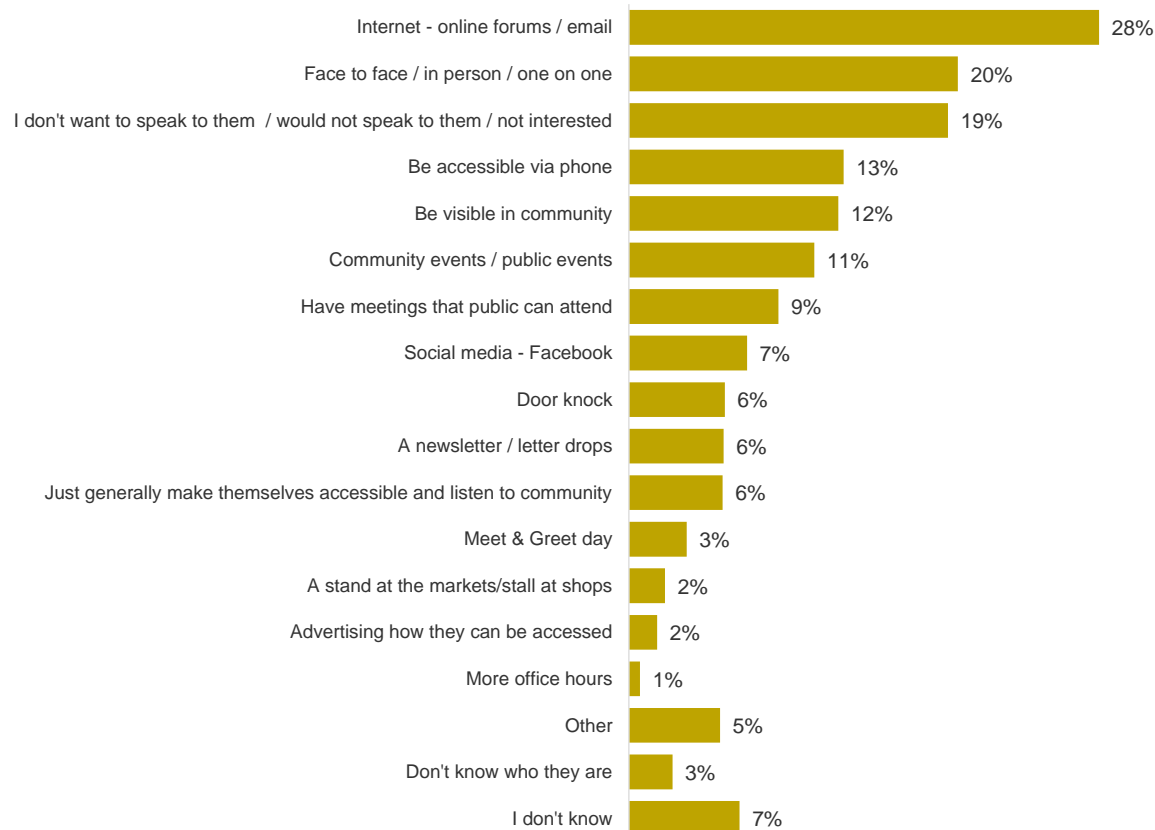
Source: Q13 -18.
Base: All respondents, excluding those who selected 'can't say' 2019 (n=422 to n=537); 2020 (n=477 to n=581); 2021 (n=449 to n=548); 2022 (n=463 to n=549)

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Increasing accessibility.

Those who indicated that Elected members are not accessible were asked how they could be more accessible.

The most common response in 2022 was online - through online forums and email (28%), followed by face to face interactions (20%). This is in line with the findings from previous years.

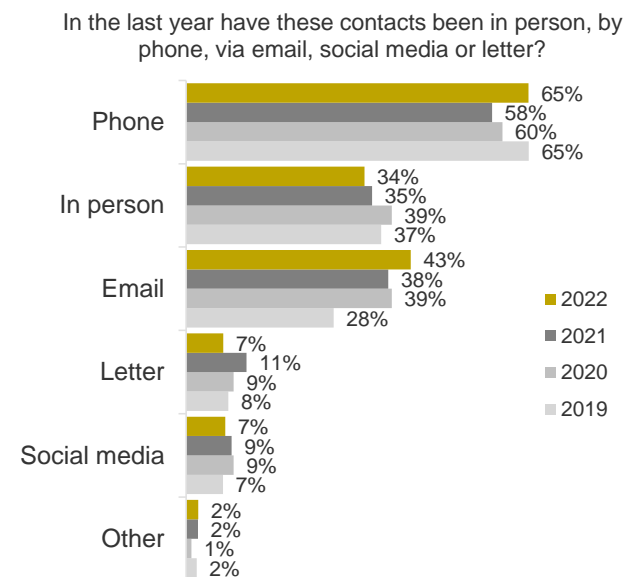
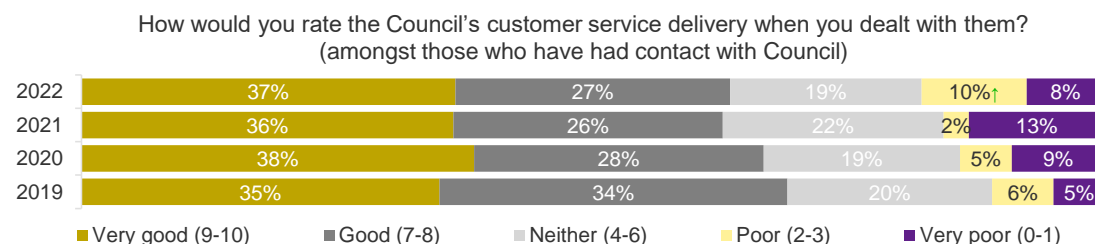
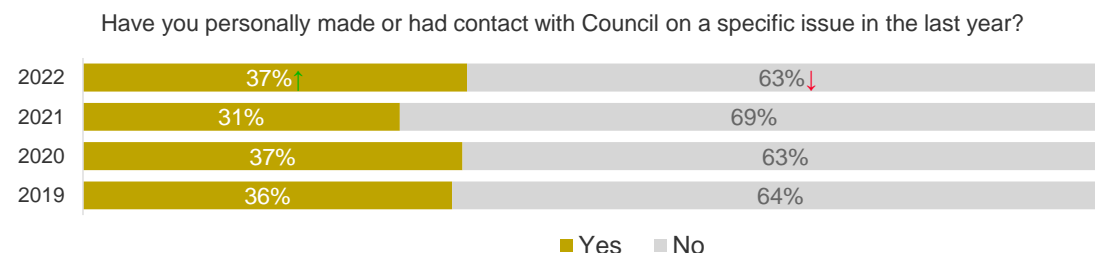


Contact with Council.

There was a slight increase in the proportion of residents who had made contact with Council, with these levels now reflecting those in 2020.

Encouragingly, there has been a slight decrease in those who rated their experience very poor while the proportion of those who rated the service delivery as 'very good' has remained consistent.

The majority (65%) of those who have had contact with Council have done so by phone.

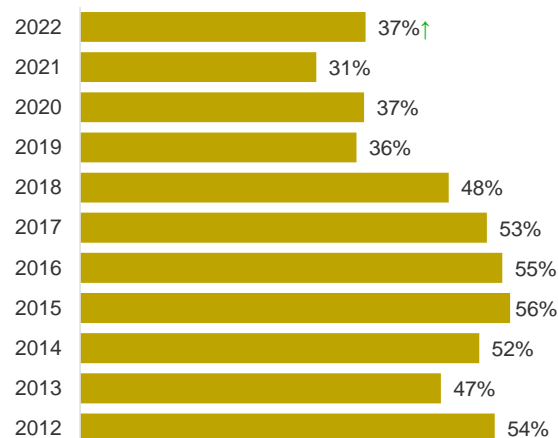


Source: Q19. Have you personally made or had contact with Council on a specific issue in the last year? Base: All respondents excluding 'can't say' 2019 (n=601); 2020 (n=631); 2021 (n=612); 2022 (n=596)
Source: Q20. In the last year have these contacts been in person, by phone, via email, social media or letter?; Q21. Even though you may not have got the outcome you wanted, on a scale from 0 to 10, where 0 is very poor and 10 is very good, how would you rate the Council's customer service delivery when you dealt with them?
Base: All respondents who had made or had contact with Council in the past year 2019 (n=221); 2020 (n=249); 2021 (n=213); 2022 (n=251)

Contact with Council.

In 2022, contact with Council has risen to 2020 levels, with phone and email the most common modes of communication.

Have you personally made or had contact with Council on a specific issue in the last year?



In the last year have these contacts been in person, by phone, via email, social media or letter?

	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Phone	65%	58%	60%	65%	66%	63%	62%	65%	67%	65%	61%
In person	34%	35%	39%	37%	45%	53%	41%	47%	48%	46%	49%
Email	43%	38%	39%	28%	36%	29%	28%	35%	22%	18%	20%
Letter	7%	11%	9%	8%	9%	7%	6%	11%	13%	10%	13%
Social media	7%	9%	9%	7%	NA	NA	NA	NA	NA	NA	NA
Other	2%	2%	1%	2%	0%	3%	2%	1%	1%	1%	0%

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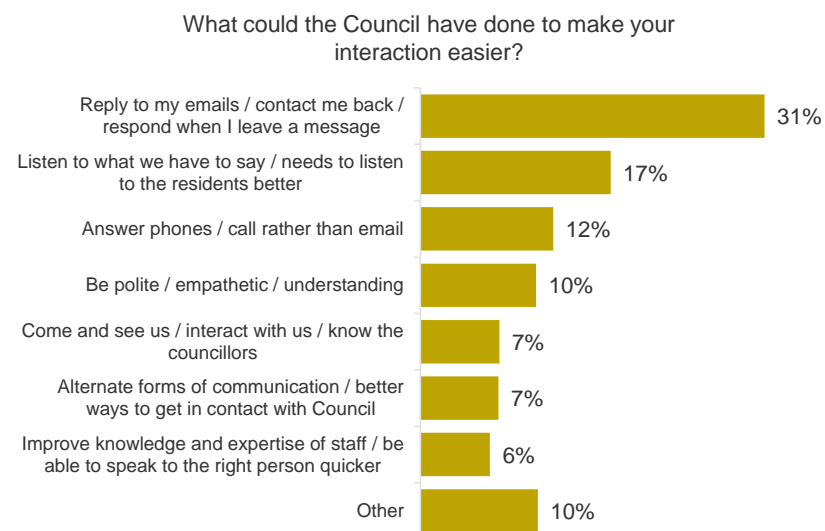
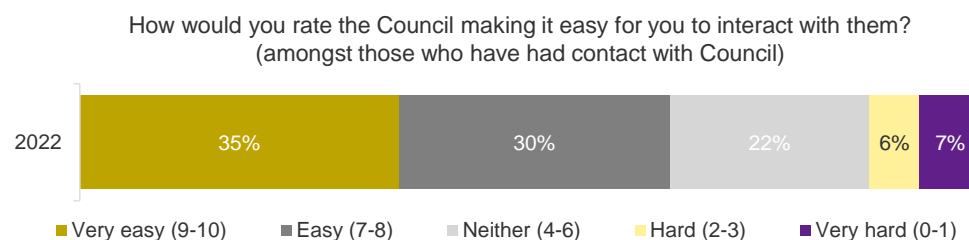
Source: Q19. Have you personally made or had contact with Council on a specific issue in the last year? Base: All respondents 2019 (n=601); 2020 (n=634); 2021 (n=616); 2022 (n=601)
Source: Q20. In the last year have these contacts been in person, by phone, via email, social media or letter?; Q21. Even though you may not have got the outcome you wanted, on a scale from 0 to 10, where 0 is very poor and 10 is very good, how would you rate the Council's customer service delivery when you dealt with them?
Base: All respondents who had made or had contact with Council in the past year 2019 (n=221); 2020 (n=249); 2021 (n=213); 2022 (n=251)

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Satisfaction with Council interactions.

Of those who had contact with Council, almost two thirds (65%) believe that Council make it easy to interact with them, while only 13% believe that Council make it hard to interact with them.

Of those who thought it was hard to interact with council, most mentioned that Council replying to them and listening to what they had to say would have made their interaction easier.



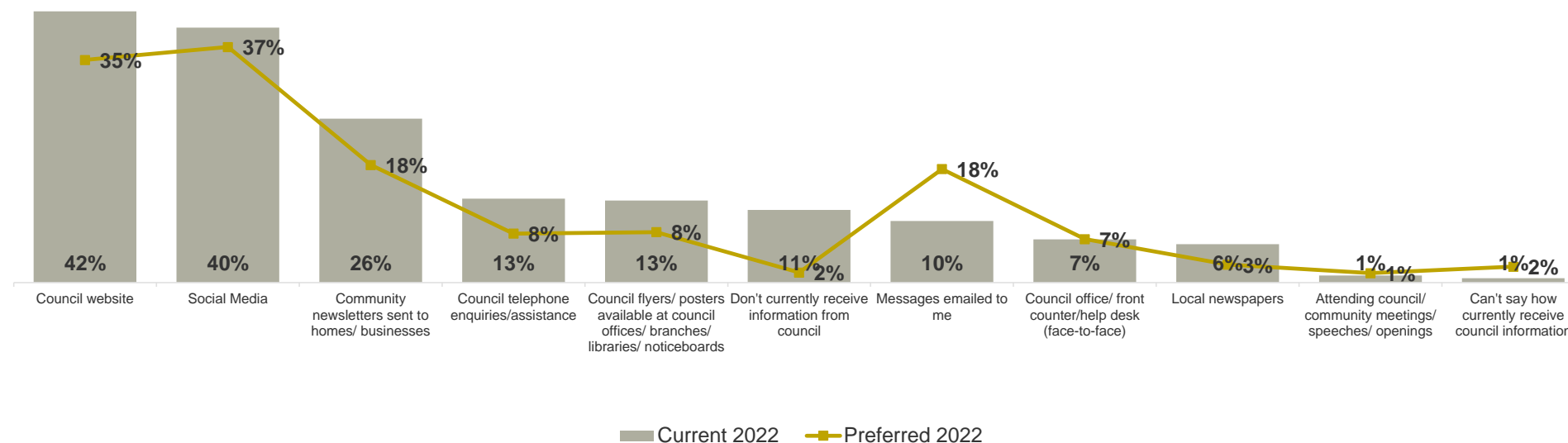
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Q21b. Even though you may not have got the outcome you wanted, on a scale from 0 to 10, where 0 is very poor and 10 is very good, how would you rate Council making it easy for you to interact with them?
Base: All CATI respondents who had made or had contact with Council in the past year excluding 'can't say' 2022 (n=248)
Q33. What could Council have done to make your interaction with them easier?
Base: Those who scored 0-4 at Q21b (n=40)

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Communication preferences.

The chart below shows the gap between current methods of Council communications and preferred methods. The areas of interest are where there are gaps in provision. For instance, 10% of residents have reported they currently have messages emailed to them, however 18% of residents would prefer this method of communication. Aside from this, in line with 2021, the current experience generally meets community preferences.



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Source: Q22. How do you currently obtain information from Council?; Q23. What would be your preferred way of obtaining information from Council?
Base: All CATI respondents 2022 (n=601)

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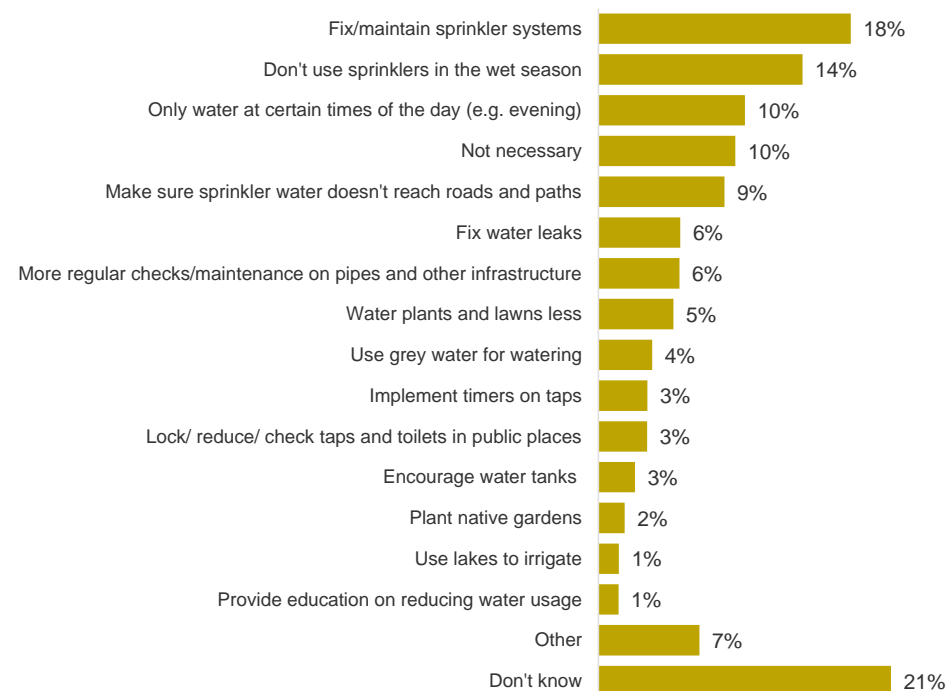
Communication preferences.

Council appears to be providing information to the community through the right channels, with the top two channels being Council's website and social media. While there has been a drop in the proportion of people using social media to interact with Council, there is an increase in the number of people accessing the Council's website.

How do you currently obtain information from Council?	2019	2020	2021	2022	What would be your preferred way of obtaining information from Council?	2019	2020	2021	2022
Council website	41%	43%	35%	42%	Council website	34%	39%	31%	35%
Social media	22%	27%	52%	40%	Social media	22%	31%	46%	37%
Community newsletters sent to homes / businesses	16%	13%	38%	26%	Community newsletters sent to homes / businesses	18%	16%	31%	18%
Council flyers / posters available at Council offices / branches / libraries / noticeboards	14%	11%	24%	13%	Council flyers / posters available at Council offices / branches / libraries / noticeboards	12%	12%	16%	8%
Council telephone enquiries / assistance	10%	9%	17%	13%	Council telephone enquiries / assistance	10%	11%	15%	8%
Don't currently receive information from Council	10%	16%	7%	11%	Don't currently receive information from Council	2%	1%	2%	2%
Local newspapers	6%	7%	16%	6%	Local newspapers	6%	5%	11%	3%
Council offices / front counter / help desk (face-to-face)	6%	5%	11%	7%	Council offices / front counter / help desk (face-to-face)	6%	7%	9%	7%
Messages emailed to me	3%	5%	11%	10%	Messages emailed to me	16%	18%	22%	18%
Can't say how	3%	1%	1%	1%	Can't say how	4%	1%	1%	2%
Attending Council / community meetings / speeches / openings	1%	2%	4%	1%	Attending Council / community meetings / speeches / openings	2%	4%	6%	1%
Non-Council initiated communication	-	-	8%	3%	Non-Council initiated communication	<1%	1%	4%	<1%
Other methods	7%	10%	10%	7%	Other methods	4%	11%	8%	8%

Sustainability Strategy.

Residents provided ideas for how they thought Council could reduce water use in public places. The most common answers had to do with watering grass and plants. Specifically, these suggestions were around fixing and maintaining sprinkler systems (18%), not using sprinklers in the wet season (14%), and only watering at certain times of the day (10%).



KANTAR PUBLIC

Source: Q34. City of Palmerston has recently adopted its Sustainability Strategy and one of the actions is to reduce water consumption. What do you think Council could do to reduce the use of water in its public places?
Base: All CATI respondents 2022 (n=601)

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Appendix A

Online, CATI and overall survey results

Demographics.

Gender	CATI	Online	Overall
Male	50%	23%	47%
Female	50%	72%	52%
Prefer not to answer	-	4%	<1%

Age	CATI	Online	Overall
18-29	26%	16%	25%
30-39	28%	26%	27%
40-49	21%	23%	21%
50-59	14%	17%	14%
60 or older	11%	17%	12%

Aboriginal or Torres Strait Islander	CATI	Online	Overall
Yes	10%	9%	10%
No	88%	87%	88%
Prefer not to answer	2%	4%	2%

Time living in City of Palmerston	CATI	Online	Overall
Less than 1 year	2%	3%	2%
1 to less than 2 years	3%	3%	3%
2 to less than 5 years	11%	17%	11%
5 to less than 10 years	23%	23%	23%
10 to less than 20 years	30%	30%	30%
20 years or more	30%	23%	30%

Agreement that Council is inclusive and has a strong relationship with their Indigenous community	CATI	Online	Overall
Strongly agree (9-10)	21%	17%	21%
Agree (7-8)	28%	0%	25%
Neither (4-6)	32%	50%	34%
Disagree (2-3)	12%	17%	13%
Strongly disagree (0-1)	6%	17%	7%
n=	60	6	66

Highest level of education	CATI	Online	Overall
Year 8 or below	1%	0%	1%
Year 9 or equivalent	1%	0%	1%
Year 10 or equivalent	9%	6%	9%
Year 11 or equivalent	7%	3%	7%
Year 12 or equivalent	21%	9%	20%
Trade certificate	17%	17%	17%
Non-trade certificate	7%	3%	7%
Associate diploma	9%	16%	9%
Undergraduate diploma	3%	3%	3%
Bachelor degree	14%	16%	14%
Masters degree, postgraduate degree or postgraduate diploma	8%	17%	9%
Doctorate	<1%	3%	1%
Other - specify	1%	3%	1%
Still at school	-	-	-
Did not go to school	-	-	-
Prefer not to say	1%	4%	1%

Employment and Council measures.

Are you employed	CATI	Online	Overall
Full-time (35 hours or more per week)	74%	68%	73%
Part-time / casual	14%	12%	13%
Not working	13%	20%	14%

Are you looking for a paid job? (those who don't work)	CATI	Online	Overall
Yes	16%	7%	15%
No	84%	93%	85%
n=	106	14	120

Are you looking for a full time or a part time job? (those looking for work)	CATI	Online	Overall
full-time work (35 hours or more per week)	44%	0%	41%
part-time / casual work	56%	100%	88%
n=	11	1	12

Are you... (those not looking for a paid job)	CATI	Online	Overall
Retired	50%	69%	53%
Student	9%	0%	8%
Non-worker	4%	0%	3%
Home duties	25%	15%	23%
Other (specify)	12%	15%	13%
n=	95	13	108

Are you aware of Council's slogan 'A place for people'	CATI	Online	Overall
Yes	44%	64%	46%
No	56%	36%	54%

To what extent do you agree or disagree that Palmerston is a place for people?	CATI	Online	Overall
Strongly agree (9-10)	17%	25%	18%
Agree (7-8)	40%	42%	40%
Neither (4-6)	34%	28%	33%
Disagree (2-3)	6%	3%	6%
Strongly disagree (0-1)	3%	3%	3%

Net Promotor Score	CATI	Online	Overall
Promoters	25%	35%	26%
Passives	37%	33%	37%
Detractors	38%	32%	37%
NPS	-13	3	-11

Council measures.

Council measures	CATI	Online	Overall
Kerbside waste collection	8.14	8.27	8.16
Providing libraries and library services to the community	8.04	8.61	8.10
Providing & maintaining Archer Waste Management Facility	7.74	8.30	7.80
Hosting enough quality community events	7.54	7.74	7.56
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.56	7.47	7.55
Supporting culturally diverse events	7.47	8.20	7.54
Maintaining drainage facilities	7.33	6.81	7.28
Managing the Palmerston Recreation Centre	7.09	7.73	7.15
Ensuring footpaths built by developers are fit for purpose	7.06	6.47	7.01
Managing gardens and nature reserves	7.09	6.22	7.00
Providing and maintaining community halls	6.93	7.50	6.99
Ensuring the roads built by developers are fit for purpose	6.99	6.90	6.99
Maintaining roads	6.93	7.05	6.94
Maintaining parks and playgrounds	6.99	6.36	6.93
Promotes art and culture (eg. public art, murals, paving etc)	6.87	6.83	6.87

Council measures	CATI	Online	Overall
Providing recognition and support for our indigenous and multicultural community	6.86	6.90	6.87
Maintaining footpaths	6.89	6.22	6.83
Providing shared pathways	6.83	6.40	6.79
Managing Palmerston Swimming and Fitness Centre	6.86	6.02	6.77
Maintaining shared pathways	6.81	6.08	6.73
Providing animal management services	6.72	6.84	6.73
Increasing shading and greening the city	6.56	5.86	6.49
Achieving funding and getting things done by working in partnership with government and the community	6.44	6.52	6.45
Promoting environmental sustainability	6.29	6.19	6.28
Supporting innovation in the business community	6.19	6.29	6.19
Advocating for the community in planning issues	6.12	6.19	6.12
Maintaining lakes	6.21	4.93	6.08
Providing you with the opportunity to comment on Council's decision making and interact with Council	5.72	6.15	5.76
Supporting and attracting new and existing businesses	5.83	4.85	5.75

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Unless otherwise stated, base: CATI n=601, Online n=69, Overall n=670

45

Council measures.

Family and community	CATI	Online	Overall
Managing Palmerston Swimming and Fitness Centre	6.86	6.02	6.77
Maintaining parks and playgrounds	6.99	6.36	6.93
Providing and maintaining community halls	6.93	7.50	6.99
Managing the Palmerston Recreation Centre	7.09	7.73	7.15
Hosting enough quality community events	7.54	7.74	7.56
Advocating for the community in planning issues	6.12	6.19	6.12
Providing animal management services	6.72	6.84	6.73

Cultural diversity	CATI	Online	Overall
Supporting culturally diverse events	7.47	8.20	7.54
Promoting art and culture (e.g. public art, murals, paving etc.)	6.87	6.83	6.87
Providing libraries and library services to the community	8.04	8.61	8.10
Providing recognition and support for our indigenous and multicultural community	6.86	6.90	6.87

Vibrant economy	CATI	Online	Overall
Awareness of Council's slogan 'A place for people'	44%	64%	46%
Agreement that: Palmerston is 'A place for people'	6.56	6.96	6.60
Agreement that: Council has a long-term vision for Palmerston economy	6.34	6.68	6.38
Performance in: Supporting and attracting new and existing businesses	5.83	4.85	5.75

Governance	CATI	Online	Overall
How: Accountable is the City of Palmerston Council?	6.34	6.46	6.35
Effective is the City of Palmerston Council?	6.24	6.92	6.31
Performance in: Providing you with the opportunity to comment on Council's decision making and interact with Council	5.72	6.15	5.76
Achieving funding and getting things done by working in partnership with government and the community	6.44	6.52	6.45

Council measures.

A future focus		CATI	Online	Overall
Performance in:	Supporting innovation in the business community	6.19	6.29	6.19
How:	Innovative is the City of Palmerston?	6.09	6.77	6.16
	Flexible is the City of Palmerston?	5.89	6.24	5.92
Performance in:	Ensuring roads built by developers are fit for purpose	6.99	6.90	6.99
	Maintaining roads	6.93	7.05	6.94
	Ensuring footpaths built by developers are fit for purpose	7.06	6.47	7.01
	Maintaining footpaths	6.89	6.22	6.83
	Providing shared pathways	6.83	6.40	6.79
	Maintaining shared pathways	6.81	6.08	6.73
	Maintaining drainage facilities	7.33	6.81	7.28

Council's overall performance		CATI	Online	Overall
Overall performance		6.82	6.81	6.82

Environmental sustainability		CATI	Online	Overall
Providing opportunities for recycle and re-use through the pre-cyclone clean up		7.56	7.47	7.55
Managing gardens and nature reserves		7.09	6.22	7.00
Maintaining lakes		6.21	4.93	6.08
Increasing shading and greening the city		6.56	5.86	6.49
Kerbside waste collection		8.14	8.27	8.16
Providing & and maintaining Archer Waste Management Facility		7.74	8.30	7.80
Promoting environmental sustainability		6.29	6.19	6.28

Use of Council's facilities		CATI	Online	Overall
Archer Waste Management Facility		69%	70%	69%
City of Palmerston library		39%	54%	40%
Palmerston Swimming and Fitness Centre		22%	23%	22%
Palmerston Recreation Centre		18%	42%	21%
Community halls		11%	25%	13%
None of the above		16%	12%	16%

Council measures.

How much do you agree with statement that Council has a long- term vision for Palmerston's economy?			
	CATI	Online	Overall
Strongly agree (9-10)	21%	43%	23%
Agree (7-8)	34%	23%	33%
Neither (4-6)	32%	9%	30%
Disagree (2-3)	7%	13%	7%
Strongly disagree (0-1)	7%	11%	8%

How accountable is the City of Palmerston Council?			
	CATI	Online	Overall
Completely accountable (9-10)	15%	23%	16%
Accountable (7-8)	42%	29%	40%
Neither (4-6)	30%	29%	30%
Not accountable (2-3)	8%	16%	9%
Not at all accountable (0-1)	5%	4%	5%

How innovative is the City of Palmerston Council?			
	CATI	Online	Overall
Completely innovative (9-10)	12%	29%	14%
Innovative (7-8)	36%	32%	36%
Neither (4-6)	41%	26%	39%
Not innovative (2-3)	6%	8%	6%
Not at all innovative (0-1)	5%	5%	5%

How flexible is the City of Palmerston Council?			
	CATI	Online	Overall
Completely flexible (9-10)	11%	22%	12%
Flexible (7-8)	31%	29%	31%
Neither (4-6)	44%	33%	43%
Not flexible (2-3)	7%	7%	7%
Not at all flexible (0-1)	6%	9%	6%

How effective is the City of Palmerston Council?			
	CATI	Online	Overall
Completely effective (9-10)	11%	29%	13%
Effective (7-8)	44%	38%	43%
Neither (4-6)	34%	21%	33%
Not effective (2-3)	8%	8%	8%
Not at all effective (0-1)	4%	5%	4%

How accessible do you consider Council's elected members to be?			
	CATI	Online	Overall
Very accessible (9-10)	18%	24%	18%
Accessible (7-8)	31%	22%	31%
Neither (4-6)	36%	34%	36%
Not accessible (2-3)	8%	7%	8%
Not at all accessible (0-1)	6%	12%	7%

Contact with CoP.

Have you personally made or had contact with Council on a specific issue in the last year?			
	CATI	Online	Overall
Yes	37%	62%	40%
No	62%	32%	59%
Can't say	1%	6%	1%

Even though you may not have got the outcome you wanted, on a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate the Council's customer service delivery?			
	CATI	Online	Overall
Very good (9-10)	37%	44%	38%
Good (7-8)	27%	27%	27%
Neither (4-6)	19%	12%	18%
Poor (2-3)	10%	5%	9%
Very poor(0-1)	8%	12%	8%
n=	248	41	289

In the last year have these contacts been in person, by phone, via email, social media or letter?			
	CATI	Online	Overall
Phone	65%	47%	62%
In person	34%	49%	36%
Email	43%	60%	45%
Letter	7%	2%	6%
Social media	7%	9%	8%
Other - specify	2%	7%	3%
n=	251	43	294

Even though you may not have got the outcome you wanted, on a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate Council making it easy to interact with them?			
	CATI	Online	Overall
Very good (9-10)	35%	46%	37%
Good (7-8)	30%	22%	29%
Neither (4-6)	22%	22%	22%
Poor (2-3)	6%	2%	5%
Very poor(0-1)	7%	7%	7%
n=	248	41	289

Summary of the Community Pillars.

Key Area	CATI	Online	Overall
Family and Community	6.89	6.91	6.89
Vibrant Economy	6.24	6.16	6.24
Cultural diversity	7.31	7.64	7.35
A Future Focus	6.70	6.52	6.68
Environmental Sustainability	7.08	6.75	7.05
Governance	6.19	6.51	6.22
Net promoter score	-13	3	-11
Average Performance	6.74 / 10	6.75 / 10	6.74 / 10

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Thank you

Naomi Downer

Naomi.downer@kantar.com

Katelyn Kemp

Katelyn.kemp@kantar.com

Kantar Public | Level 2, 199a Rundle Street Adelaide SA 5000

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.4
REPORT TITLE:	Financial Report for the Month of September 2022
MEETING DATE:	Tuesday 1 November 2022
AUTHOR:	Operational Accountant, Tinos Rushwaya
APPROVER:	Director Finance and Governance, Wati Kerta

COMMUNITY PLAN

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

PURPOSE

The purpose of this Report is to present to Council the Financial Report for September 2022.

KEY MESSAGES

- The month-end figures for September are representative of the year-to-date expenditure as of 30 September 2022.
- 85% (\$2,565,414.08) of September creditors' payments were paid to local suppliers.
- City of Palmerston's monthly financial report is compliant with the Local Government regulations and guidelines.
- A quarterly update on individual capital projects exceeding \$150,000 has been provided as per council decision 10/448 in the attachment of this report for the quarter ended 30 September 2022.

RECOMMENDATION

THAT Report entitled Financial Report for the Month of September 2022 be received and noted.

BACKGROUND

In accordance with Local Government (General) Regulations 2021 - Part 2 (Division 7), the proceeding month's Financial Report must be presented to Council.

The Department of Chief Minister and Cabinet issued the monthly finance report guidelines in accordance with Regulation 17 of Local Government (General) Regulations 2021. The prescribed format is mandatory from the month following Council's first budget review in the 2022-23 financial year, which is after September 2022.

This Report should be read in conjunction with **Attachment 13.2.4.1** as it presents the financial position of the Council at the end of September 2022.

The additional information provided in this report includes payment and reporting obligations for insurance, Councillor expenses and Chief Executive Officer (CEO) certification. In accordance with the Local Government Act 2019 and Local Government (General) Regulations, Council must be tabled with a report on variations to contracts that exceed 10% and public quotes which exceed a value of \$150,000.

This report includes a commentary on any recorded variations for September 2022.

DISCUSSION

The information below is provided to assist with the terminology used throughout the Report:

- Revised Annual Budget is the total Budget per the municipal plan for the 2022/23 financial year plus all Budget review movements during the year.
- Year to date (YTD) Budget – is the budget equivalent from 1 July to the current reporting date.
- Year to date (YTD) Actual – is the actual income and expenditure from 1 July to the current reporting date.
- Percentage target for actuals to budget as at 30 September is 25%.

Budget by Directorate

Operating Income

Description	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget
Office of the Chief Executive	916,639	69,486	8%
Deputy Chief Executive	0	0	0%
Finance and Governance	24,783,288	23,025,982	93%
Community and Culture	1,474,201	514,000	35%
Infrastructure	8,816,809	7,178,263	81%
Total (City of Palmerston)	35,990,937	30,877,440	86%

- Total operating income is at 86% of the Annual Budget and includes rates and charges levied for 2022/23.
- Office of the CEO includes the first instalment of \$69K for Federal Assistance Grants.
- Community and Culture received \$300k grant income for the Palmerston Youth Activities Festival.
- \$36k was collected in the month of September for infringements with a YTD of \$113k for total infringement in FY23.
- Infrastructure have recorded \$6.9M revenue received from waste management and the first instalment of \$66K for Federal Assistance Grant (Roads) funding.

Operating Expenditure

Description	Annual Budget \$	YTD Actual	YTD Commitments	% YTD Actual + Committed of Annual budget
Office of the Chief Executive	1,489,783	553,399	29,489	39%
Deputy Chief Executive	2,347,149	588,889	139,287	31%
Finance and Governance	14,055,873	3,342,505	158,309	25%
Community and Culture	5,538,010	1,472,546	170,406	30%
Infrastructure	19,338,996	3,832,681	1,323,011	27%
Total (City of Palmerston)	42,769,810	9,790,021	1,820,502	27%

- Total operating expenditure inclusive of commitments sits at 27% for the first three months of the financial year.

- Office of the Chief Executive includes \$419k myPalmerston vouchers reimbursed to suppliers
- Infrastructure has actual expense of \$1.5M for waste management to date with a further \$335K committed.
- All Directorate budgets are tracking well for the first quarter of the financial year.

Capital Income

Description	Revised Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget
Office of the Chief Executive	0	0	0%
Deputy Chief Executive	0	0	0%
Finance and Governance	0	0	0%
Community and Culture	304,519	0	0%
Infrastructure	21,736,762	122,980	1%
Total (City of Palmerston)	22,041,282	122,980	1%

- Council receives grant income and records this as a liability until the specific performance obligations outlined in the grant agreement are met up. Once the performance obligations are met, the liability is reversed, and income is recognised in accordance with Australian Accounting Standards.
- Council has various Capital Projects targeted for this year. Below is a breakdown of the grant income and projects

Capital Project	Total Grant Income	Grant income received to date	Grant income yet to be received
SWELL Project	\$12.50M	\$7.5M (NTG)	\$5.0M (AG)
Zuccoli Community Hub	\$2.80M	0	\$2.80M
LRCI Phase 3 funding	\$0.82M	0	\$0.82M
FiberSense Technology	\$0.50M	0	\$0.50M
Roads to Recovery Funds 2022/23	\$0.41M	0	\$0.41M
PSFC Secondary Space Upgrade	\$0.33M	0	\$0.33M
Other projects	\$0.90M	\$0.75M	\$0.15M
Total	\$18.26M	\$8.25M	\$10.01M

Capital Expenditure

Description	Annual Budget \$	YTD Actual	Commitments	% YTD Actual + Committed of Annual budget
Office of the Chief Executive	0	0	0	0
Deputy Chief Executive	0	0	0	0
Finance and Governance	0	0	0	0%
Community and Culture	580,713	19,400	384	3%
Infrastructure	34,498,282	2,604,118	2,139,057	14%
Total (City of Palmerston)	35,078,995	2,623,518	2,139,442	14%

- The Annual Budget includes capital projects valued at \$8M rolled over from 2021-22 financial year as per Council decision 10/446 and increase to SWELL project cost by over \$4M that increased the overall capital budget for 2022- 23 to \$40M.
- Infrastructure have \$4.7M committed and actual costs for the period ending 30 September 2022.
- \$406k has been committed to date for street lighting project.
- Capital projects exceeding \$150k have been reported Section 2 in **Attachment 13.2.4.1**

Financial Reserves

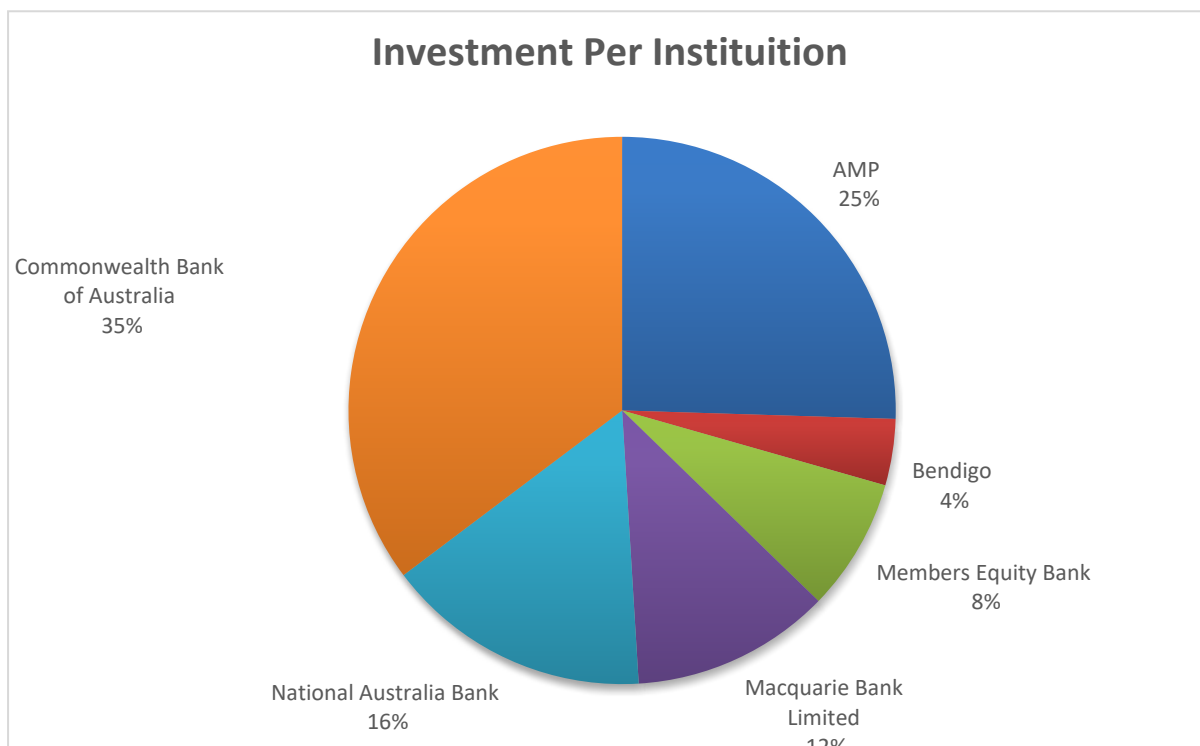
The Reserve balance as of 30 September 2022 is \$10.75M and the opening balances reflect the 30 June 2022 balances.

Below outlines the different reserves held by the Council:

Reserves per Council Policy 'Financial Reserves'		
1. Externally restricted reserves- subject to legal requirements that govern the use of the funds. The reserve includes funds that have not been utilised for the purpose for which they were received, and an obligation or requirement to return funds to its contributor exists.		
Unexpended Grants Reserve	\$779,817	
2. Internally restricted reserves- not subject to legal requirements governing the use of the funds. The reserve has been established for a specific internal purpose, however, if that purpose does not eventuate or Council changes its priorities the funding can be diverted to other purposes except for the waste management reserve. Funds in the waste management reserve cannot be used or allocated to any other purpose as it is restricted to waste management expenditure.		
Election Expenses Reserve	\$50,000	
Disaster Recovery Reserve	\$500,000	
Unexpended Capital Works Reserve	\$0	
Developer Funds in lieu of Construction	\$1,728,712	
Waste Management Reserve	\$2,423,900	
Asset Renewal Reserve	Nil	
Major Initiatives Reserve	\$1,414,866	
3. Unrestricted reserve - not subject to any legal obligations. The funds in this reserve are not currently allocated to a specific purpose.		
Working Capital Reserve	\$5,708,602	

2.3 Investments Management Report and Cash Balance

- As at the 30 September 2022, council held \$25.5M in term deposits across six financial institutions. The investment portfolio is compliant with Council Policy FIN06 Investments.
- Cash held by Council in the bank as of 30 September 2022 was \$11,535,463.88. This balance is high as council is holding on to \$5 million in preparation to make the 1st payment instalment for the SWELL project when the contractor advises.
- The breakup between institutions is:



2.4 Debtors

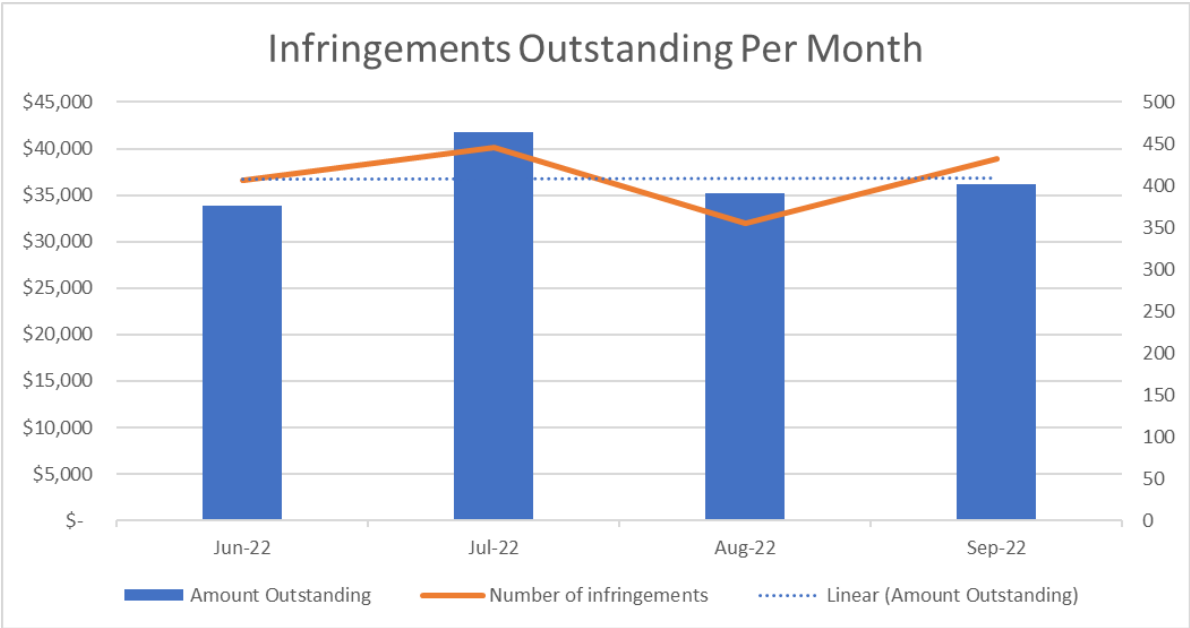
Section 2.4 – Debtor Control Accounts, as presented as **Attachment 13.2.4.1**, shows both outstanding rates and unpaid infringement notices.

Rates

- Council's overdue rates as of September 2022 are currently \$557k as per Attachment 13.2.4.1
- Council may place an overriding statutory charge on the property where there is an outstanding rate debt owing which gives Council priority over other registered and unregistered mortgages, charges, and encumbrances except for a previously registered overriding statutory charge. Council currently holds overriding statutory charges over all properties with overdue debt rated prior to 2017/18. Rates that stay overdue for more than three years qualify for the sale of land process under the Local Government Act 2019.

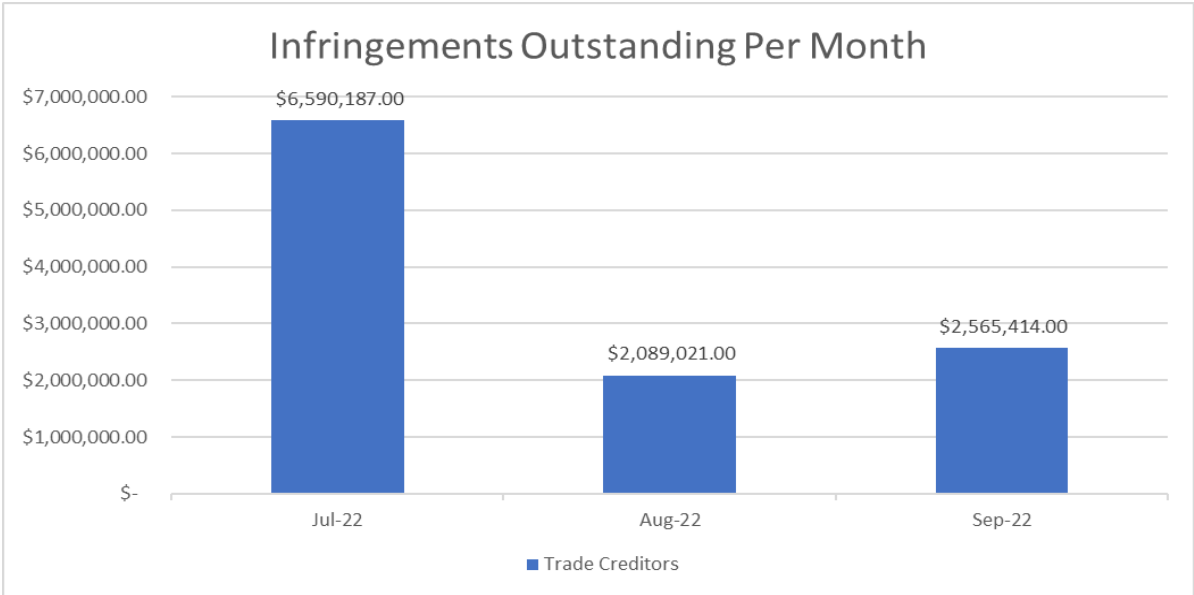
Infringements

- 69% of Infringements debtors are for this year 2022/23(273 infringements); 22% from 2021/22 (60 infringements), and the remaining 9% (74 infringements) are from infringements outstanding pre2020/21. All debts are being reviewed in line with the Local Government Act 2019 and a provision for doubtful debts was made as part of the end-of-year transactions for 2021-22. Once the financial statements are finalised, the debts will be reviewed for collectability and, if required, will be written off through Council resolution.



There has been a 3% (\$1,014) increase in infringements outstanding from last month. Parking/traffic infringements have seen the biggest percentage increase from last month's outstanding balance with 41% (\$28,886). Public place infringements have seen a slight movement of 15% increase (\$200) and Animal control infringements has only had an 8% decrease from last month.

2.6 to 2.7 Trade Creditors



- Creditors Paid in September amounted to \$3,006,161.40 and 85% (\$2,565,414.08) of these creditors' payments were paid to Local suppliers
- City of Palmerston has paid a total of \$11,6M to creditors YTD.

2.8 Waste Charges

The purpose of Section 2.8 - Waste Charges in **Attachment 13.2.4.1**, is to supply a YTD overview of the Council's progress against its budgeted Waste Reserve movement.

- Waste revenue as at 30 September 2022 is \$6.8M.
- Operating Expenditure for waste charges inclusive of commitments sits at 28% (\$1.8M), which is in line with target performance at 25%.

2.10 Loans

Council approved an internal loan for \$3.3M to fund Making the Switch in August 2018 (Council decision 9/0243), and an external loan for \$1.96M to fund the final stage of remediation works at the previous Archer Landfill site in 2018/19. The corresponding figures for both loans are shown in Section 2.10 - Council Loans of **Attachment 13.2.4.1**.

- The principal Loan repayment for Making the switch as at 30 September 2022 are \$81k inclusive of interest.
- The Archer Landfill Rehabilitation Principal Loan repayment are \$68k as at 30 September 2022.

2.11 Elected Member Expenses

- Section 2.11 - Elected Member expenses summarise expenses or benefits related to Elected Members under Section 109 of the Local Government Act 2019. Elected Members' expenditure is currently at \$75k, which all relates to Elected Member allowances.

Elected Member allowances are in line with budget, however, some claims such as professional development & information Technology capital allowances have not yet been claimed.

2.12 Elected Members & CEO Credit Card Transactions

The prescribed financial reporting format requires the credit card transactions of the Elected Members and the CEO. These are provided in **Attachment 13.2.4.1**.

Tax and Insurance

- Council is compliant with payment and reporting of all tax liabilities as outlined below.
- Council is anticipating an FBT refund of \$13K for the FBT year ended 31 March 2022. The next FBT payment (\$26K) for the period July to September 2022 will be paid in October 2022.
- \$431,091 has been paid to the ATO for Pay As You Go Tax (PAYG). In addition, Council has paid \$229,511 towards employee's superannuation YTD.
- The last Business Activity Statement was lodged on 21 September 2022 for the month ended 30th August 2022, and the GST refund was \$159,693.
- Council has all required insurances to manage the current risk exposure, payments have been made, and reporting is compliant with insurance requirements.

Contract Variations

In accordance with the Local Government Act 2019 and Local Government (General) Regulations, a report on variations to contracts that exceed 10% and public quotes that exceed a value of \$150,000 must be published at first notice. Council had no contract variations in September 2022.

CONSULTATION PROCESS

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

- Finance Team
- Procurement Support Officer

POLICY IMPLICATIONS

Investments are compliant with Council Policy FIN06 Investments.

BUDGET AND RESOURCE IMPLICATIONS

This Report provides an overview of the budget and resource implications

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

City of Palmerston's monthly financial report is compliant with the Local Government regulations and guidelines.

This Report addresses the following City of Palmerston Strategic Risks:

- 2 Fails to be sustainable into the long term
Context: Optimising the financial, social and environmental sustainability of the City.

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. Financial Management Reports_-_ September Jvqj 5 Xqe 9 Um-gnshd K Ett Q [13.2.4.1 - 28 pages]



Financial Management Reports

September 2022

- ❖ 1. Executive Summary
- ❖ 2. Financial Results

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Certification By Chief Executive Officer

I, Luccio Franco Cercarelli, the Chief Executive Officer of the City of Palmerston, hereby certify that to the best of my knowledge, information and belief:

- ❖ The internal controls implemented by Council are appropriate; and
- ❖ The Council's Financial Report for September 2022 best reflects the financial affairs of Council.



Luccio Franco Cercarelli
Chief Executive Officer

COUNCIL AGENDA

Attachment 13.2.4.1

Section 2

Financial Results

1.2 - Executive Summary as at 30 September 2022
% of year passed 25%

Description	Annual Budget \$	YTD Actual \$	% YTD Actuals of Annual Budget	YTD Committed \$	% Committed of Annual Budget	YTD Actual + Committed \$	% YTD Actual + Committed of Annual budget	YTD Budget	% YTD Actuals of YTD Budget
Operating Income									
Rates	24,291,464	22,842,633	94%	0	0%	22,842,633	94%	24,291,464	94%
Charge	6,818,686	6,873,647	101%	0	0%	6,873,647	101%	6,818,686	101%
Fees & Charges	926,773	291,577	31%	0	0%	291,577	31%	297,079	98%
Grants, Subsidies & Contributions	3,106,704	436,639	14%	0	0%	436,639	14%	1,022,745	43%
Interest & Investment Revenue	713,580	269,901	38%	0	0%	269,901	38%	253,446	106%
Other Income	133,730	73,333	55%	0	0%	73,333	55%	91,454	80%
Operating Income	35,990,937	30,787,731	86%	0	0%	30,787,731	86%	32,774,872	94%
Operating Expenditure									
Employee Costs	-11,228,215	-2,435,849	22%	-64,472	0.6%	-2,500,320	22%	-2,795,804	87%
Materials & Contractors	-11,045,461	-2,407,114	22%	-1,115,322	10%	-3,522,436	32%	-2,876,843	84%
Depreciation, Amortisation & Impairment	-10,792,916	-2,698,229	25%	0	0%	-2,698,229	25%	-2,698,229	100%
Elected Members Allowances	-393,511	-73,006	19%	0	0%	-73,006	19%	-98,378	74%
Elected Members Expenses	-38,550	-635	2%	-909	2%	-1,545	4%	-9,638	7%
Professional Services	-1,434,205	-244,980	17%	-108,347	8%	-353,327	25%	-416,742	59%
Auditor's Remuneration	-46,080	-8,750	19%	-25,856	56%	-34,606	75%	-11,520	76%
Bad and Doubtful Debts	0	0	0%	0	0%	0	0%	0	0%
Utilities	-2,510,190	-262,133	10%	0	0%	-262,133	10%	-637,338	41%
Legal Expenses	-235,700	-76,568	32%	-28,580	12%	-105,148	45%	-58,925	130%
Telephone & Other Communication Charges	-255,360	-42,302	17%	-57,334	22%	-99,636	39%	-124,521	34%
Donations, Sponsorships & Grants	-260,000	-33,856	13%	-40,000	15%	-73,856	28%	-65,000	52%
Software, Hardware, Stationery, Subscriptions	-1,290,784	-241,274	19%	-131,200	10%	-372,473	29%	-440,295	55%
Insurance	-568,318	-103,225	18%	0	0%	-103,225	18%	-142,080	73%
Borrowing Costs	-518,733	-107,337	21%	0	0%	-107,337	21%	-129,683	83%
Other Expenses	-2,151,786	-1,054,764	49%	-248,482	12%	-1,303,246	61%	-1,116,732	94%
Operating Expenditure	-42,769,810	-9,790,021	23%	-1,820,502	4%	-11,610,523	27%	-11,621,727	84%
OPERATING SURPLUS/(DEFICIT)	-6,778,872	20,997,710		-1,820,502		19,177,208		21,153,146	
Capital Income									
Net gain (loss) on disposal or revaluation of assets	120,000	0	0%	0	0%	0	0%	30,000	0%
Developer Contributions	200,000	0	0%	0	0%	0	0%	0	0%
Asset Income	1,879,000	0	0%	0	0%	0	0%	0	0%
Grants received	19,842,282	122,980	1%	0	0%	122,980	1%	213,636	58%
Capital Income	22,041,282	122,980	1%	0	0%	122,980	1%	243,636	50%
Net SURPLUS / (DEFICIT) transferred to Equity Statement	15,262,409	21,120,690		-1,820,502		19,300,188		21,396,782	

COUNCIL AGENDA Attachment 13.2.4.1

Section 2 Financial Results

1.2 - Executive Summary as at 30 September 2022
% of year passed 25%

Description	Annual Budget \$	YTD Actual \$	% YTD Actuals of Annual Budget	YTD Committed \$	% Committed of Annual Budget	YTD Actual + Committed \$	% YTD Actual + Committed of Annual budget	YTD Budget	% YTD Actuals of YTD Budget
Capital Expenditure									
Land Purchase	0	0	0%	0	0%	0	0%	0	0%
Asset Purchase	-15,334,399	-958,152	6%	-1,387,534	9%	-2,345,685	15%	-123,948	773%
Asset Upgrade	-19,744,597	-1,665,366	8%	-751,908	4%	-2,417,275	12%	-189,688	878%
Capital Expenditure	-35,078,995	-2,623,518	7%	-2,139,442	6%	-4,762,960	14%	-313,636	836%
Less Non-Cash Expenditure	-10,792,916	-2,698,229	25%	0	0%	-2,698,229	25%	-2,698,229	100%
Plus Gifted Assets	1,879,000	0	0%	0	0%	0	0%	0	0%
NET CAPITAL SURPLUS/(DEFICIT)	-10,902,670	21,195,401		-3,959,944		17,235,457		23,781,375	
Borrowings	3,500,000	0	0%	0	0%	0	0%	0	0%
Less Repayment of Borrowings	-374,943	-59,296	16%	0	0%	0	0%	0	0%
Reserve Movement	7,777,614	0	0%	0	0%	0	0%	100,000	0%
NET OPERATING SURPLUS/(DEFICIT)	0	21,136,105		-3,959,944		17,235,457		23,881,375	

Approved by: Finance Manager

Section 2 Financial Results

1.3 - Capital Expenditure & Funding

30 September 2022

CAPITAL EXPENDITURE	Annual Budget	Actuals	Commitments	Actuals + Commitments	YTD Budget
Land & Buildings	\$23,643,827	\$127,268	\$182,006	\$309,274	\$0
Infrastructure (including roads, footpaths, park furniture)	\$10,060,596	\$2,232,141	\$1,957,636	\$4,189,778	\$313,636
Fleet	\$624,572	\$264,109	\$73	\$264,181	\$0
Other Assets (including furniture & office equip)	\$750,000	\$0	\$0	\$0	\$0
TOTAL CAPITAL EXPENDITURE	\$35,078,995	\$2,623,518	\$2,139,715	\$4,763,233	\$313,636
TOTAL CAPITAL EXPENDITURE FUNDED BY:					
Operating Income	\$3,959,100	\$0	\$0	\$0	\$3,956,861
Capital Grants	\$19,842,282	\$122,980	\$0	\$122,980	\$213,636
Transfers from Cash Reserves	\$7,777,614	\$0	\$0	\$0	\$100,000
Borrowings	\$3,500,000	\$0	\$0	\$0	\$0
TOTAL CAPITAL EXPENDITURE FUNDING	\$35,078,995	\$122,980	\$0	\$122,980	\$4,270,497



Approved by: Finance Manager

Section 2
Financial Results

Quarterly Project Update - 30 September 2022

Description	Prior Year Actuals 30 June 2022	YTD Actuals (1 July 2022 to 30 September 2022)	Total Actuals	Revised Budget	Expected completion date
SWELL - Construction	\$ -	\$ -	\$ -	\$ 15,000,000.00	
Zuccoli Community Hub	\$ 113,062.00	\$ -	\$ 113,062.00	\$ 3,783,333.33	
Smart Technology Project (FiberSense)	\$ 484,816.18	\$ -	\$ 484,816.18	\$ 1,615,183.82	
Zuccoli Dog Park	\$ 324,054.51	\$ 314,716.63	\$ 638,771.14	\$ 1,014,524.00	
Archer Waste Management Facility Renewals	\$ 125,257.21	\$ 42,371.00	\$ 167,628.21	\$ 974,742.79	
IT - ERP Review		\$ -	\$ -	\$ 600,000.00	
New Pathways - Turnstone	\$ -	\$ -	\$ -	\$ 165,000.00	
Pump Parks/skate parks Zuccoli		\$ -	\$ -	\$ 500,000.00	
Archer Waste Facility Shade Structure		\$ -	\$ -	\$ 500,000.00	
Dog Pound	\$ 278,290.90	\$ 26,460.90	\$ 304,751.80	\$ 441,605.37	
Ninja Warrior Playground		\$ 8,000.00	\$ 8,000.00	\$ 379,647.00	
Youth Drop In Centre Upgrade		\$ -	\$ -	\$ 330,000.00	
Aquatic Centre Renewal		\$ 11,837.27	\$ 11,837.27	\$ 295,535.00	
Water Aquifer Preservation Strategy		\$ -	\$ -	\$ 200,000.00	
Purchase Weed Harvester	\$ 60,215.84	\$ 180,647.51	\$ 240,863.35	\$ 180,720.24	
Artwork - Sculpture		\$ 19,400.00	\$ 19,400.00	\$ 156,600.80	
Driver Resource Centre Upgrade		\$ -	\$ -	\$ 150,000.00	
Library Bathroom Refurbishment		\$ -	\$ -	\$ 150,000.00	
Durack Community Arts Centre A/C & Solar		\$ -	\$ -	\$ 150,000.00	
	<u>\$ 1,385,696.64</u>	<u>\$ 603,433.31</u>	<u>\$ 1,989,129.95</u>	<u>\$ 31,282,815.35</u>	


Approved by: Finance Manager

Section 2

Financial Results

2.1 - Budget Summary Report By Directorate as at

30 September 2022

% of year passed

25%

Operating Income

Description	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget
Office of the Chief Executive					
Office of the CEO	916,639	69,486	8%	493,039	14%
Office of the Chief Executive	916,639	69,486	8%	493,039	14%
Deputy Chief Executive					
Deputy Chief Executive	0	0	0%	0	0%
Finance & Governance					
Governance	50,000	0	0%	12,500	0%
Director Finance & Governance	149,205	22,147	15%	37,301	59%
Financial Services	168,420	121,181	72%	42,906	282%
Rates	24,415,664	22,882,654	94%	24,415,664	94%
Finance & Governance	24,783,288	23,025,982	93%	24,508,371	94%
Community & Culture					
Events Promotion	2,000	125	6%	0	0%
Health and Wellbeing Services	0	2,985	0%	0	0%
Library Services	700,153	23,279	3%	22,260	105%
Senior Citizens	2,048	1,050	51%	2,048	51%
Youth Services	300,000	300,000	100%	300,000	100%
Animal Management	349,000	168,815	48%	141,212	120%
Parking & Other Ranger Services	121,000	17,746	15%	27,224	65%
Community & Culture	1,474,201	514,000	35%	492,744	104%

Section 2

Financial Results

2.1 - Budget Summary Report By Directorate as at 30 September 2022

% of year passed 25%

Operating Income

Description	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget
Infrastructure					
Civic Centre	151,150	37,933	25%	37,787	100%
Driver Resource Centre	3,818	0	0%	0	0%
Gray Community Hall	0	2,217	0%	0	0%
Director Infrastructure	100,000	2,146	2%	100,000	2%
Private Works	31,360	11,869	38%	9,318	127%
Recreation Centre	0	2,550	0%	0	0%
Roads & Transport	1,094,905	78,893	7%	107,657	73%
Subdivisional Works	100,000	0	0%	25,000	0%
Waste Management	6,889,416	6,931,116	101%	6,889,416	101%
Odegard Drive Investment Property	446,160	111,540	25%	111,540	100%
Infrastructure	8,816,809	7,178,263	81%	7,280,718	99%
	35,990,937	30,787,731	86%	32,774,872	94%

Section 2

Financial Results

2.1 - Budget Summary Report By Directorate as at 30 September 2022

% of year passed 25%

Operating Expenditure

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Committed \$	% Committed of Annual Budget	YTD Actual + Committed \$	% YTD Actual + Committed of Annual budget	YTD Budget	% YTD Actuals of YTD Budget
Office of the Chief Executive									
Councillors	-432,061	-73,641	17%	-909	0%	-74,550	17%	-108,015	68%
Office of the CEO	-1,057,722	-479,758	45%	-28,580	3%	-508,338	48%	-709,681	68%
Office of the Chief Executive	-1,489,783	-553,399	37%	-29,489	2%	-582,889	39%	-817,696	68%
Deputy Chief Executive									
Deputy Chief Executive Officer	-236,901	0	0%	0	0%	0	0%	-59,225	0%
Customer Experience	-348,351	-63,872	18%	0	0%	-63,872	18%	-87,088	73%
People	-987,911	-242,597	25%	-35,942	4%	-278,539	28%	-248,753	98%
Public Relations and Communications	-773,985	-282,420	36%	-103,345	13%	-385,764	50%	-235,785	120%
Deputy Chief Executive	-2,347,149	-588,889	25%	-139,287	6%	-728,175	31%	-630,850	93%
Finance & Governance									
Director Finance & Governance	-530,147	-110,798	21%	-43,632	8%	-154,430	29%	-132,537	84%
Records Management	-360,791	-64,788	18%	-21,142	6%	-85,930	24%	-90,198	72%
Financial Services	-11,922,105	-3,020,559	25%	-76,908	1%	-3,097,467	26%	-2,981,326	101%
Rates	-75,700	-1,997	3%	-5,159	7%	-7,157	9%	-18,925	11%
Governance	-1,167,130	-144,363	12%	-11,468	1%	-155,831	13%	-291,783	49%
Finance & Governance	-14,055,873	-3,342,505	24%	-158,309	1%	-3,500,814	25%	-3,514,768	95%
Community & Culture									
Arts & Culture	-77,824	-14,241	18%	-4,990	6%	-19,231	25%	-15,072	94%
Community Development	-1,209,313	-240,040	20%	-40,440	3%	-280,480	23%	-302,328	79%
Diversity and Inclusion Activities	-38,072	-7,134	19%	-880	2%	-8,014	21%	-10,000	71%
Events Promotion	-521,080	-97,096	19%	-7,496	1%	-104,592	20%	-72,950	133%
Families & Children	-47,616	-30,200	63%	-6,883	14%	-37,083	78%	-5,190	582%
Health and Wellbeing Services	-42,496	-4,072	10%	-6,673	16%	-10,744	25%	-17,140	24%
Library Services	-1,689,908	-360,948	21%	-29,456	2%	-390,404	23%	-422,842	85%
Senior Citizens	-6,656	-5,939	89%	0	0%	-5,939	89%	-5,500	108%
Youth Services	-420,280	-327,602	78%	-22,824	5%	-350,426	83%	-320,430	102%
Director Community & Culture	-327,929	-134,523	41%	0	0%	-134,523	41%	-81,982	164%
Safe Communities	-20,480	-4,737	23%	-1,070	5%	-5,807	28%	-8,500	56%
Animal Management	-168,650	-40,506	24%	-48,616	29%	-89,121	53%	-42,162	96%
Parking & Other Ranger Services	-967,705	-205,508	21%	-1,080	0%	-206,588	21%	-241,926	85%
Community & Culture	-5,538,010	-1,472,546	27%	-170,406	3%	-1,642,952	30%	-1,546,024	95%

Section 2

Financial Results

2.1 - Budget Summary Report By Directorate as at 30 September 2022

% of year passed 25%

Operating Expenditure

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Committed \$	% Committed of Annual Budget	YTD Actual + Committed \$	% YTD Actual + Committed of Annual budget	YTD Budget	% YTD Actuals of YTD Budget
Infrastructure									
Information Technology	-1,588,218	-234,679	15%	-147,441	9%	-382,120	24%	-591,335	40%
Aquatic Centre	-650,927	-112,678	17%	-6,808	1%	-119,487	18%	-162,732	69%
Civic Centre	-290,448	-54,740	19%	-21,726	7%	-76,466	26%	-72,612	75%
Depot	-80,418	-72,189	90%	-6,178	8%	-78,367	97%	-20,104	359%
Driver Resource Centre	-21,292	-5,995	28%	-1,611	8%	-7,606	36%	-5,323	113%
Emergency Operations	-10,240	-148	1%	-7,400	72%	-7,548	74%	-1,710	9%
Gray Community Hall	-57,067	-5,048	9%	-2,653	5%	-7,702	13%	-15,139	33%
Director Infrastructure	-575,583	-100,855	18%	-4,440	1%	-105,295	18%	-145,048	70%
Open Space	-5,224,803	-1,172,399	22%	-377,952	7%	-1,550,351	30%	-1,314,716	89%
Private Works	-100,793	0	0%	0	0%	0	0%	-25,198	0%
Recreation Centre	-277,447	-50,327	18%	-23,473	8%	-73,800	27%	-78,129	64%
Roads & Transport	-1,699,026	-242,592	14%	-110,786	7%	-353,379	21%	-456,368	53%
Stormwater Infrastructure	-167,087	-25,012	15%	-80,251	48%	-105,262	63%	-41,772	60%
Street Lighting	-1,183,897	-103,880	9%	-152,051	13%	-255,932	22%	-321,423	32%
Subdivisional Works	-20,000	-116	1%	0	0%	-116	1%	-5,000	2%
Waste Management	-6,736,226	-1,527,499	23%	-334,382	5%	-1,861,881	28%	-1,690,778	90%
Odegaard Drive Investment Property	-131,149	-10,868	8%	-31	0%	-10,899	8%	-32,787	33%
Durack Heights Community Centre	-24,808	-10,016	40%	-6,743	27%	-16,759	68%	-6,202	162%
CBD Car Parking	-62,054	-1,734	3%	0	0%	-1,734	3%	-15,514	11%
Goyder Square	-223,056	-64,404	29%	-23,054	10%	-87,458	39%	-56,884	113%
Fleet	-214,455	-37,501	17%	-16,030	7%	-53,531	25%	-53,614	70%
Infrastructure	-19,338,996	-3,832,681	20%	-1,323,011	7%	-5,155,692	27%	-5,112,388	75%
	-42,769,810	-9,790,021	23%	-1,820,502	4%	-11,610,523	27%	-11,621,727	84%

Section 2 Financial Results

2.1 - Budget Summary Report By Directorate as at 30 September 2022
% of year passed 25%

Capital Income

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget
Office of the Chief Executive			
Office of the Chief Executive	0	0	0%
Deputy Chief Executive			
Deputy Chief Executive	0	0	0%
Finance & Governance			
Finance & Governance	0	0	0%
Community & Culture			
Library Services	194,219	0	0%
Animal Management	110,300	0	0%
Community & Culture	304,519	0	0%
Infrastructure			
Information Technology	500,000	122,980	25%
Aquatic Centre	12,656,079	0	0%
Director Infrastructure	5,485,892	0	0%
Open Space	1,251,248	0	0%
Roads & Transport	848,800	0	0%
Street Lighting	250,000	0	0%
Subdivisional Works	200,000	0	0%
Waste Management	274,743	0	0%
Durack Heights Community Centre	150,000	0	0%
Fleet	120,000	0	0%
Infrastructure	21,736,762	122,980	1%
	22,041,282	122,980	1%

Section 2
Financial Results

2.1 - Budget Summary Report By Directorate as at 30 September 2022

% of year passed 25%

Capital Expenditure

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Committed \$	% Committed of Annual Budget	YTD Actual + Committed \$	% YTD Actual + Committed of Annual budget
Office of the Chief Executive							
Office of the Chief Executive	0	0	0.00%	0	0.00%	0	0.00%
Deputy Chief Executive							
Deputy Chief Executive	0	0	0%	0	0%	0	0%
Finance & Governance							
Finance & Governance	0	0	0.00%	0	0.00%	0	0.00%
Community & Culture							
Arts & Culture	-10,000	0	0%	0	0%	0	0
Library Services	-313,812	0	0%	-384	0%	-384	0.12%
Director Community & Culture	-146,601	-19,400	13%	0	0%	-19,400	13.23%
Animal Management	-110,300	0	0%	0	0%	0	0
Community & Culture	-580,713	-19,400	3%	-384	0%	-19,784	3%
Infrastructure							
Information Technology	-2,395,184	0	0%	-573,054	24%	-573,054	24%
Aquatic Centre	-15,306,787	-77,807	1%	-50,330	0%	-128,137	0.84%
Civic Centre	-562,225	-25,241	4%	-120,352	21%	-145,593	25.90%
Spot	-19,400	-1,947	10%	0	0%	-1,947	10.04%
Driver Resource Centre	-160,000	0	0%	0	0%	0	0.00%
Gray Community Hall	-45,591	0	0%	0	0%	0	0.00%
Director Infrastructure	-5,392,760	-314,717	6%	-449,709	8%	-764,426	14.18%
Open Space	-3,113,492	-14,755	0%	-13,189	0%	-27,944	0.90%
Recreation Centre	-153,392	727	0%	0	0%	727	-0.47%
Roads & Transport	-4,182,086	-1,740,428	42%	-384,066	9%	-2,124,494	50.80%
Stormwater Infrastructure	-174,000	0	0%	0	0%	0	0.00%
Street Lighting	-735,000	-102,322	14%	-304,067	41%	-406,389	55.29%
Subdivisional Works	0	-21,148	0%	0	0%	-21,148	0%
Waste Management	-1,474,743	-42,371	3%	-243,833	17%	-286,204	19.41%
Durack Heights Community Centre	-159,050	0	0%	-384	0%	-384	0.24%
Fleet	-624,572	-264,109	42%	-73	0%	-264,181	42.30%
Infrastructure	-34,498,282	-2,604,118	8%	-2,139,057	6%	-4,743,176	14%
	-35,078,995	-2,623,518	7%	-2,139,442	6%	-4,762,960	14%

Section 2
Financial Results
2.2 Reserves Schedule

	Balance	TO RESERVES					FROM RESERVES				Balance
	as at	Original	Carry Forwards & Rollovers \$	Budget Reviews			Original	Budget Review			as at
	1/07/2022	Budget \$		1st Review \$	2nd Review \$	3rd Review \$	Budget \$	1st Review \$	2nd Review \$	3rd Review \$	30/06/2023
Externally Restricted Reserves											
Unexpended Grants Reserve	779,817	0	0	0	0	0	0	0	0	0	779,817
	779,817	0	0	0	0	0	0	0	0	0	779,817
Internally Restricted Reserves											
Election Expenses Reserve	50,000	0	0	0	0	0	0	0	0	0	50,000
Disaster Recovery Reserve	500,000	0	0	0	0	0	0	0	0	0	500,000
Strategic Initiatives Reserve	0	0	0	0	0	0	0	0	0	0	0
Unexpended Capital Works Reserve	5,414,854	0	0	0	0	0	0	5,414,854	0	0	0
Property Reserve	0	0	0	0	0	0	0	0	0	0	0
Plant & Equipment Reserve	0	0	0	0	0	0	0	0	0	0	0
Infrastructure Reserve	0	0	0	0	0	0	0	0	0	0	0
Developer Funds In Lieu Of Construction	2,103,712	0	0	0	0	0	375,000	0	0	0	1,728,712
Community Grants Reserve	0	0	0	0	0	0	0	0	0	0	0
Waste Management Reserve	2,923,900	0	0	0	0	0	500,000	0	0	0	2,423,900
Street Light Reserve	0	0	0	0	0	0	0	0	0	0	0
City Centre Improvement Reserve	0	0	0	0	0	0	0	0	0	0	0
Asset Renewal Reserve	0	0	0	0	0	0	0	0	0	0	0
Major Initiatives Reserve	1,414,866	0	0	0	0	0	0	0	0	0	1,414,866
	12,407,331	0	0	0	0	0	875,000	5,414,854	0	0	6,117,477
Unrestricted Reserves											
Working Capital Reserve	7,196,362	0	0	0	0	0	1,487,760	0	0	0	5,708,602
	7,196,362	0	0	0	0	0	1,487,760	0	0	0	5,708,602
Total Reserve Funds*	20,383,510	0	0	0	0	0	2,362,760	5,414,854	0	0	12,605,896


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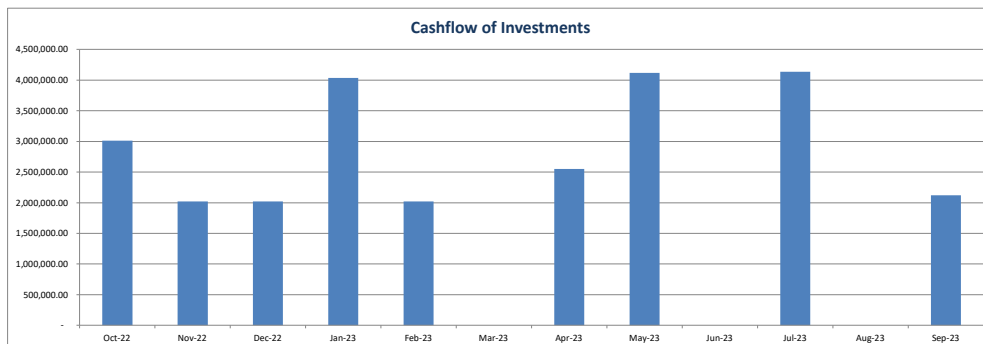
Section 2

Financial Results

2.3 Investments Management Report

INVESTMENTS REPORT TO COUNCIL AS AT 30/09/2022

COUNTERPARTY	RATING	AMOUNT	INTEREST RATE	MATURITY DATE	DAYS TO MATURITY	INSTITUTION TOTALS	%COUNTER PARTY
People's Choice Credit Union	S&P A2	\$ 6.79	0.00%			\$ 6.79	0.00%
AMP	S&P A2	\$ 1,000,000.00	1.00%	November 23, 2022	54	\$ 6,504,228.77	25.49%
AMP	S&P A2	\$ 1,000,000.00	1.00%	December 21, 2022	82		
AMP	S&P A2	\$ 1,000,000.00	1.10%	January 25, 2023	117		
AMP	S&P A2	\$ 1,000,000.00	1.10%	February 8, 2023	131		
AMP	S&P A2	\$ 1,000,000.00	1.10%	February 22, 2023	145		
AMP	S&P A2	\$ 1,504,228.77	1.95%	April 5, 2023	187		
Bendigo	S&P A2	\$ 1,000,000.00	1.95%	April 19, 2023	201	\$ 1,000,000.00	3.92%
Members Equity Bank	S&P A2	\$ 1,001,687.67	0.42%	October 5, 2022	5		
Members Equity Bank	S&P A2	\$ 1,000,000.00	3.20%	June 23, 2023	266	\$ 2,001,687.67	7.85%
Macquarie Bank Limited	S&P A1	\$ 1,000,000.00	0.40%	October 21, 2022	21	\$ 3,003,643.84	11.77%
Macquarie Bank Limited	S&P A1	\$ 1,000,000.00	0.40%	October 19, 2022	19		
Macquarie Bank Limited	S&P A1	\$ 1,003,643.84	0.50%	November 9, 2022	40		
National Australia Bank	S&P A1+	\$ 1,503,498.08	0.69%	January 11, 2023	103	\$ 4,003,498.08	15.69%
National Australia Bank	S&P A1+	\$ 1,500,000.00	0.95%	January 25, 2023	117		
National Australia Bank	S&P A1+	\$ 1,000,000.00	2.81%	May 31, 2023	243		
Commonwealth Bank of Australia	S&P A1+	\$ 3,000,000.00	2.94%	May 24, 2023	236	\$ 9,000,000.00	35.28%
Commonwealth Bank of Australia	S&P A1+	\$ 2,000,000.00	4.34%	July 5, 2023	0		
Commonwealth Bank of Australia	S&P A1+	\$ 2,000,000.00	4.36%	July 19, 2022	0		
Commonwealth Bank of Australia	S&P A1+	\$ 2,000,000.00	4.56%	September 27, 2023	0		
TOTAL SHORT TERM INVESTMENT		\$ 25,513,065.15	Average Days to Maturity		104		100.00%
% OF TOTAL INVESTMENT PORTFOLIO	A1 & A1+ (max 100%)	62.7%	A2 (max 60%)	37.3%	A3 (max 40%)	0%	100%
Weighted Average Rate	1.48%	BBSW 90 Day Rate Benchmark		2.5515%			
GENERAL BANK FUNDS	\$	11,535,463.88	Total Year To Date Budget Investment		-\$ 25,000.00		
TOTAL ALL FUNDS	\$	37,048,529.03	Total Year To Date Investment Earnings		\$ 87,029.97		



PROPERTY INVESTMENT

PROPERTY ADDRESS	VALUATION BASIS	VALUE	INCOME YTD	EXPENSE YTD	NET PROFIT YTD	COMPARITIVE YTD YIELD AT CASH RATE OF 2.35%
48 Odegaard Drive, Rosebery	Fair Value	\$ 5,700,000	\$ 111,540	\$ 16,224	\$ 95,316	33.763



Approved by: Finance Manager

Section 2

Financial Results

30 September 2022

2.4 Debtor Control Accounts

SUNDRY DEBTORS:							
	BALANCE	CURRENT	30 DAYS	60 DAYS	90 DAYS	OVER 90 DAYS	
	209,294.34	-	14,358.80	171,878.08	4,473.00	18,584.46	
	100%	0%	7%	82%	2%	9%	
RATES:							
REPORT MONTH	OVERDUE \$	Payments Received in Advance \$	OVERDUE % OF RATES INCOME				
Sep-22	\$3,413,248	\$380,655	10.12%				
Sep-21	\$2,933,339	\$248,901	9.40%				
TOTAL OVERDUE BY YEAR AND NUMBER OF PROPI	2022	2021	2020	2019	2018	2017	2016
Year	Charged in 2022/2023	Charged in 2021/2022	Charged in 2020/2021	Charged in 2019/2020	Charged in 2018/2019	Charged in 2017/2018	Charged in 2016/2017
Overdue Amount	\$557,705	\$1,694,595	\$727,055	\$269,496	\$144,937	\$14,567	\$4,893
INFRINGEMENTS:							
			2022/23	2021/22	2020/21	2019/20	2018/19
Animal Infringements		24,781	6,740	11,531	6,060	450	0
Public Places		1,550	200	1,215	135	0	0
Parking Infringements		9,882	4,212	2,395	540	2,695	40
Litter Infringements		0	0	0	0	0	0
Signs		0	0	0	0	0	0
Other Law and Order		0	0	0	0	0	0
Net Balance on Infringement Debts		36,213.00	11,152.00	15,141.00	6,735.00	3,145.00	40.00
		100%	31%	42%	19%	9%	0%
Nmber of Infringments		433.00	163.00	140.00	55.00	74.00	1.00



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SECTION 2

Financial Results

2.5 - Creditor Accounts Paid September 2022

	Creditor Name	Creditor Payment Type	Amount \$
1607	Sterling NT Pty Ltd	General Creditors	416,528.11
5104	JLM Contracting Services Pty Ltd	General Creditors	404,968.76
V03073	Programmed Property Services	General Creditors	214,746.68
2	Australian Taxation Office - PAYG	General Creditors	161,970.00
2587	Top End RACE	General Creditors	129,997.23
54	Powerwater	Utilities	124,253.27
V00318	QuickSuper Clearing House	Superannuation	106,877.46
V01860	Hays Specialist Recruitment (Australia) Pty Ltd	General Creditors	82,416.50
V00368	iWater NT Pty Ltd	General Creditors	72,021.40
V02162	RMI Security - Conigrave Pty Ltd	General Creditors	56,683.79
5142	Australian Catchment Management Pty Ltd	General Creditors	52,989.94
4538	Byrne Consultants	General Creditors	49,435.10
V03655	Kantar Public Australia Pty Ltd	General Creditors	43,945.00
V01612	News Corp Australia	General Creditors	41,236.73
V01755	Liquid Blu Pty Ltd	General Creditors	41,118.00
V03101	Golden Nails & Beauty Palmerston	MyPalmerston	40,697.50
5651	Minter Ellison Lawyers	General Creditors	35,733.65
V00582	Ezko Property Services (Aust) Pty Ltd	General Creditors	34,996.43
V00295	Jacana Energy	Utilities	33,715.91
V03556	Belgravia Health & Leisure Group Pty Ltd	General Creditors	33,083.09
V00343	MAGIQ Software Ltd. T/A - NCS Chameleon Ltd	General Creditors	31,918.70
V00773	Akron Group NT Pty Ltd	General Creditors	30,797.84
V04072	Atomic Search Pty Ltd	General Creditors	27,572.57
87	Industrial Power Sweeping Services Pty	General Creditors	26,109.33
V03118	Wicked NRG Pty Ltd	MyPalmerston	25,402.50
5254	True North	General Creditors	23,762.38
V03121	Chada Thai Massage	MyPalmerston	22,605.00
V00682	Leigh Dyson Plumbing	General Creditors	22,264.00
V02420	KC's Fireworks Displays Darwin	General Creditors	22,000.00
V04024	Scope Building NT Pty Ltd	General Creditors	21,915.99
3569	NT Build	General Creditors	21,340.00
V01619	Merit Partners Pty Ltd	General Creditors	20,842.80
V00250	Ward Keller	General Creditors	20,328.00
	Various Creditors	Refunds & Reimbursements	19,796.43
5	Australia Post	General Creditors	19,081.07
V00545	Earl James & Associates	General Creditors	18,700.00
V01801	Pumpstech NT	General Creditors	18,558.00
3438	NT Shade & Canvas Pty Ltd	General Creditors	17,468.00
5615	EcOz Environmental Consulting	General Creditors	14,470.50
V01537	Ben's Tree Service Pty Ltd	General Creditors	14,190.00
47	Telstra Corporation Ltd	General Creditors	13,491.70
1469	RTM - Police, Fire and Emergency	General Creditors	13,045.20
3936	Arafura Tree Services and Consulting	General Creditors	12,577.00
3880	PAWS Darwin Limited	General Creditors	11,642.66
3683	Area9 IT Solutions	General Creditors	10,895.28
V03063	Fresh Point Co Cafe	MyPalmerston	10,832.50
V02332	Bellridge Pty Limited	General Creditors	9,697.82
V03061	Paper & Pen	MyPalmerston	9,662.50
V04187	William Hewitt	General Creditors	9,480.00
V00599	Athina Pascoe-Bell	Elected Members	9,401.99
V03046	Palates of India Pty Ltd	MyPalmerston	9,250.00
4977	Masterplan	General Creditors	9,153.84
V03363	Arcos Consulting Pty Ltd	General Creditors	8,860.50
V03776	Business Fuel Cards Pty Ltd	General Creditors	7,849.45

SECTION 2

Financial Results

2.5 - Creditor Accounts Paid September 2022

Creditor Name	Creditor Payment Type	Amount \$
V01134 Territory Technology Solutions Pty Ltd	General Creditors	7,695.00
2049 Super Sealing Pty Ltd	General Creditors	7,576.80
V03037 KWPX Pty Ltd	General Creditors	7,376.88
V02369 Maher Raumteen Solicitors	General Creditors	7,323.91
4065 Southern Cross Protection Pty Ltd	General Creditors	6,757.72
4963 Centratch Systems Pty Ltd	General Creditors	5,897.91
V00443 Forecast Machinery	General Creditors	5,566.42
V02579 Human Synergistics Pty Ltd	General Creditors	5,504.53
1581 Northern Territory Broadcasters Pty Ltd	General Creditors	5,126.00
V03222 Matrix on Board Training Pty Ltd	General Creditors	5,099.61
5640 Think Water - Winnellie & Virginia	General Creditors	5,098.50
V03997 Marketforce Pty Ltd	General Creditors	5,073.44
3099 Iron Mountain Australia Pty Ltd	General Creditors	4,925.01
V03066 The Cheesecake Shop Palmerston	MyPalmerston	4,710.00
V00010 Rural Garden Supplies-Please use V03683	General Creditors	4,525.40
V03813 The Strategic Directions Group Pty Ltd	General Creditors	4,331.25
V01573 Amber Garden	Elected Members	4,103.48
36 Darwin Lock & Key	General Creditors	4,071.59
V01584 Salary Packaging Australia	General Creditors	4,024.80
5414 Nitro Software, Inc.	General Creditors	3,850.00
V04038 Inforbase Australia Pty Ltd	General Creditors	3,540.90
V00939 Defend Fire Services Pty Ltd	General Creditors	3,219.30
5272 Greville Fabrication Pty Ltd	General Creditors	3,148.20
V03625 Red Appointments NT Pty Ltd	General Creditors	2,901.76
V04188 Wanda Gallagher	General Creditors	2,882.80
2977 Optic Security Group NT	General Creditors	2,801.20
V00730 Tip Top Circus Entertainment	General Creditors	2,740.00
V00193 Amcom Pty Ltd Acc no CN5439	General Creditors	2,733.50
22 Norsign Pty Ltd	General Creditors	2,720.61
V01106 Darwin Toilet Hire	General Creditors	2,607.00
5508 Open Systems Technology Pty Ltd - CouncilFirst	General Creditors	2,475.16
V01420 CENTRELINK (PAYROLL)	General Creditors	2,359.58
V03648 Mark Fraser	Elected Members	2,215.04
V02595 Herron Todd White (Nothern Territory) Pty Ltd	General Creditors	2,200.00
V01579 Damian Hale	Elected Members	2,148.38
V03973 AANT Salary Packaging	General Creditors	2,130.38
V01570 Sarah Louise Henderson	Elected Members	2,055.04
V01572 Lucy Morrison	Elected Members	2,055.04
V04193 Two Two One Inc	Grants, Sponsorships, Donations & Prizes	2,000.00
627 Darwin Community Arts Inc	General Creditors	2,000.00
V02504 Signal Advantage Pty Ltd	General Creditors	1,926.54
4029 Totally Workwear Palmerston	General Creditors	1,889.00
V01569 Benjamin Giesecke	Elected Members	1,828.38
V00474 Lane Communications	General Creditors	1,819.08
V02167 Sanity Music Stores Pty Ltd	General Creditors	1,777.58
5713 Clean Fun T/A Giggling Geckos Jumping Castle Hire	General Creditors	1,760.00
V03120 Bodybar	MyPalmerston	1,750.00
V03651 Danielle Eveleigh: (Main Account - BankSA)	Elected Members	1,748.38
V01234 Mulga Security	General Creditors	1,722.05
253 Territory FM 104.1 Darwin - CDU	General Creditors	1,550.45
938 Nightcliff Electrical	General Creditors	1,548.30
V03060 Saigon Street Pty Ltd	MyPalmerston	1,535.00
V02312 Harris Kmon Solutions Pty Ltd	General Creditors	1,529.00
5006 Australian Human Resources Institute Ltd (AHRI)	General Creditors	1,527.00

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Financial Results

2.5 - Creditor Accounts Paid September 2022

Creditor Name	Creditor Payment Type	Amount \$
V01810 Jacana Energy - Payroll Deductions	General Creditors	1,395.00
4737 D & L Plumbing & Gasfitting	General Creditors	1,386.00
V01662 Bannerconda	General Creditors	1,386.00
53 Eggins Electrical	General Creditors	1,375.00
V00607 DKJ projects. architecture Pty Ltd	General Creditors	1,375.00
V02306 Well Done International Pty Ltd	General Creditors	1,361.80
V03849 Austar Underground Services Pty Ltd	General Creditors	1,347.50
V01936 Arjays Sales & Services Pty Ltd	General Creditors	1,258.14
V00542 Industry Health Solutions	General Creditors	1,254.00
V02228 NT Entertainment Solutions Pty Ltd	General Creditors	1,230.50
5387 Odd Job Bob - Darren John Fillmore	General Creditors	1,225.18
V03092 Candy Landz	MyPalmerston	1,195.00
4871 Reface Industries	General Creditors	1,104.71
4561 Bendesigns	General Creditors	1,103.30
V02328 Dale Austin - Dingo, Cockatoo Aboriginal Culture	General Creditors	1,100.00
4007 The Ark Animal Hospital Pty Ltd	General Creditors	1,095.14
V04170 Keylog Pty Ltd	General Creditors	1,094.50
5676 Royal Wolf Trading Australia Pty Ltd	General Creditors	1,011.32
5188 Palmerston Men's Shed	General Creditors	1,000.00
V03880 ASN Gateway	MyPalmerston	967.50
3594 Comics NT	General Creditors	956.00
4735 Palmerston and Rural Party Hire	General Creditors	940.00
272 City Wreckers	General Creditors	924.00
4528 Miranda's Armed Security Officers Pty	General Creditors	902.00
V03214 Russell Kennedy	General Creditors	858.55
V03665 Bilske Investments Pty Ltd T/A Outback Pest Co	General Creditors	753.50
V04211 Gayle Horne	Grants, Sponsorships, Donations & Prizes	750.00
30 Colemans Printing Pty Ltd	General Creditors	748.00
549 City of Darwin	General Creditors	743.66
2199 SBA Office National	General Creditors	732.27
256 The Bookshop Darwin	General Creditors	729.44
3189 Seek Limited	General Creditors	720.67
V00271 NTIT (Fuji Xerox Business Centre NT)	General Creditors	713.77
V03131 Palmerston Golf & Country Club	MyPalmerston	707.50
337 Mirrors Robes & Showerscreens Pty Ltd	General Creditors	706.00
V04149 Darwin Health Care	General Creditors	700.00
4398 Quality Indoor Plants Hire	General Creditors	695.55
V03888 Primal Bar and Grill	MyPalmerston	685.00
V00399 Palmerston & Regional Basketball Assoc (PARBA)	General Creditors	660.00
V04177 Tennille & Christopher Sanderson	General Creditors	650.00
V00971 Go Transit Media Group Pty Limited	General Creditors	584.57
V03992 Booktopia Pty Ltd	General Creditors	558.82
3098 Roadshow Films Pty Ltd	General Creditors	550.00
V01517 Australia Wide Taxation & Payroll Training	General Creditors	545.00
2186 Optus Billing Services Pty Ltd	General Creditors	540.00
V04119 Daish Irrigation & Fodder	General Creditors	525.00
V00334 Zumba with Adrijana	General Creditors	500.00
V03741 Two Left Feet Music	General Creditors	500.00
V04172 Charlie Bliss Creative	General Creditors	495.00
1442 Cazalys Palmerston Club	MyPalmerston	485.00
V01397 RSPCA Darwin	General Creditors	460.00
V01609 NT Recycling Solutions Pty Ltd - (NTRS)	General Creditors	452.98
2064 Larrakia Nation Aboriginal Corporation	General Creditors	450.00
2915 Territory Uniforms	General Creditors	420.54

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Financial Results

2.5 - Creditor Accounts Paid September 2022

Creditor Name	Creditor Payment Type	Amount \$
4508 News 4 U	General Creditors	420.20
V03971 Darwin Catering Company	General Creditors	408.00
V01654 Kyle Maher	General Creditors	400.00
V03327 Territory Fitness Group	General Creditors	400.00
V03799 Pilates with Alex Hurt	General Creditors	400.00
V03652 Danielle Eveleigh (\$400 Only - Bendigo Bank)	Elected Members	400.00
3787 Total Event Services T/A Top End Sounds P/L	General Creditors	382.80
4221 Institute of Public Works Engineering - IPWEA	General Creditors	374.00
V00075 Mercury Group of Companies Pty Ltd (T/A Fit2Work)	General Creditors	356.18
4782 Kennards Hire P/L Palmerston	General Creditors	348.00
2394 Pola Seal Pty Ltd	General Creditors	340.00
3648 Mobile Locksmiths Australia Pty Ltd	General Creditors	330.00
V01038 CCSNT Pty Ltd	General Creditors	304.92
V03958 Nicholas Parry Photography	General Creditors	300.00
3788 HPA Incorporated	General Creditors	275.00
V01580 Claire Johnston	General Creditors	265.00
V01720 Emma Rowe	Grants, Sponsorships, Donations & Prizes	250.00
V01873 Ava Willoughby - (Aprile Willoughby)	Grants, Sponsorships, Donations & Prizes	250.00
V03593 Lianne Lowe	Grants, Sponsorships, Donations & Prizes	250.00
V03934 Mia Wilson	Grants, Sponsorships, Donations & Prizes	250.00
V03955 Olivia Holman	Grants, Sponsorships, Donations & Prizes	250.00
V04191 Kaden Damaso	Grants, Sponsorships, Donations & Prizes	250.00
V04192 Ava Nicholls	Grants, Sponsorships, Donations & Prizes	250.00
V04194 Milena Drew	Grants, Sponsorships, Donations & Prizes	250.00
V04195 Andrew Riddle	Grants, Sponsorships, Donations & Prizes	250.00
V04204 Chaelaah McDowall	Grants, Sponsorships, Donations & Prizes	250.00
V04205 Shamah Gabriel Yak	Grants, Sponsorships, Donations & Prizes	250.00
V04206 Alan Bell	Grants, Sponsorships, Donations & Prizes	250.00
V04207 Breanna Mason	Grants, Sponsorships, Donations & Prizes	250.00
V04213 Allen Walsh	Grants, Sponsorships, Donations & Prizes	250.00
V03706 Alfiya Pocock	General Creditors	250.00
V03976 Luva Cuppa	General Creditors	250.00
639 Cleanaway Pty Ltd.	General Creditors	249.49
3313 Zip Print	General Creditors	247.50
V03056 Cutterz and Minx Hair & Beauty	MyPalmerston	240.00
V03834 Tabellarius Pty Ltd	General Creditors	240.00
2009 The Big Mower (NT) Pty Ltd	General Creditors	232.15
35 WINC Australia Pty Limited	General Creditors	224.57
5357 Amiable Communications - Amy	General Creditors	220.00
215 Employee Assistance Services NT Inc (EASA)	General Creditors	201.80
V03062 NT Ink	MyPalmerston	200.00
4469 Cancer Council NT	General Creditors	200.00
V01990 NC Electrical & Air Conditioning Pty Ltd	General Creditors	198.00
V03064 Ballantynes Fish and Chips	MyPalmerston	185.00
399 St John Ambulance (NT) Incorporated	General Creditors	180.00
V02036 Telefoniz Technology Group Pty Ltd T/A Azentro	General Creditors	167.20
V03186 Troppo Pool Shop	MyPalmerston	150.00
V03746 Kim Koole Music	General Creditors	150.00
V02534 Water Dynamics Pty Limited	General Creditors	140.46
V03167 Palmerston Super Clinic Pharmacy	MyPalmerston	132.50
V00994 Frangipani Farm	General Creditors	120.00
V01938 Windcave Pty Limited	General Creditors	99.00
18 Integrated Land Information System	General Creditors	88.20
5435 Access Hardware (NT) Pty Ltd	General Creditors	75.90

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Financial Results

2.5 - Creditor Accounts Paid September 2022

Creditor Name		Creditor Payment Type	Amount \$
V02563	Amcom Pty Ltd Acc no 68842	General Creditors	42.06
V02545	Amazon Web Services Inc	General Creditors	4.06

3,006,161.40

Percentage of this month's payments made to local suppliers
(excludes investments placed)

85%



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SECTION 2

Financial Results

2.6 - Creditor Accounts Outstanding		September 2022
Creditor No.	Creditor Name	Amount \$
V00318	QuickSuper Clearing House	71,619.13
V02014	Campaign Edge Sprout Pty Ltd	8,250.00
V03973	AANT Salary Packaging	6,835.00
V03644	2021 National Economic	2,560.00
V02162	RMI Security - Conigrave Pty	1,522.95
3880	PAWS Darwin Limited	585.00
V00773	Akron Group NT Pty Ltd	186.30
V01656	TAFE Queensland North	(1,322.00)
4190	National Australia Bank	(53,616.41)
		36,619.97

Please note that NAB credit relates to credit card end of Month automatic payments waiting for invoices to be entered after reconciliation are completed
TAFE credit will be applied against future invoices.

Please note that all creditors are outstanding less than 30days


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Section 2
Financial Results

2.7 - Waste Charges as at 30 September 2022

Waste Management

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	Commitment \$	% Committed of Annual Budget	YTD Actuals + Commitments \$	% YTD Actual + Committed of Annual budget	YTD Budget	% YTD Actuals of YTD Budget
Income									
Rates & Charges	6,818,686	6,873,647	101%	0	0%	6,873,647	101%	6,818,686	101%
Other Revenue	70,730	57,469	81%	0	0%	57,469	81%	70,730	81%
Income	6,889,416	6,931,116	101%	0	0%	6,931,116	101%	6,889,416	101%
Operating Expenditure									
Employee Costs	-640,533	-160,133	25%	0	0%	-160,133	25%	-160,133	100%
Professional Services	-41,480	-1,012	2%	-4,868	12%	-5,880	14%	-10,370	10%
Educational Resources	-50,000	-2,094	4%	-115	0%	-2,209	4%	-12,500	17%
Grants / Donations/Contributions Paid	-30,000	-394	1%	0	0%	-394	1%	-7,500	5%
Utilities	-12,000	-3,243	27%	0	0%	-3,243	27%	-2,736	119%
Street Sweeping	-332,000	-47,595	14%	-2,618	1%	-50,213	15%	-83,000	57%
Litter Collection	-588,000	-168,279	29%	-90,342	15%	-258,621	44%	-153,986	109%
Domestic Bin Collection	-2,192,668	-489,960	22%	0	0%	-489,960	22%	-548,167	89%
Kerb Side Collections	-226,797	0	0%	-220,683	97%	-220,683	97%	-56,699	0%
Tip Recharge Domestic Bin collection	-924,371	-326,506	35%	0	0%	-326,506	35%	-231,093	141%
Transfer Station	-1,299,851	-252,361	19%	-15,756	1%	-268,117	21%	-324,963	78%
Loan Repayments	-33,423	-9,298	28%	0	0%	-9,298	28%	-8,356	111%
Tip Recharge Transfer Station	-365,103	-66,624	18%	0	0%	-66,624	18%	-91,276	73%
Operating Expenditure	-6,736,226	-1,527,499	23%	-334,382	5%	-1,861,881	28%	-1,690,778	90%
Capital Expenditure									
Reserve Funded Capital Works	-274,743	-42,371	15%	-243,833	89%	-286,204	104%	-974,743	4-35%
Capital Expenditure	-274,743	-42,371	15%	-243,833	89%	-286,204	104%	-974,743	4%
Borrowings									
Repayments - Archer Loan Principal	374,943	0	0%	0	0%	0	0%	0	
Borrowings	374,943	0	0%	0	0%	0	0%	0	0.00%
Profit/(Loss)	253,390	5,361,247		-578,215		4,783,031		4,223,895	



Approved by: Finance Manager

Section 2
Financial Results

2.8 - Commercial Leases as at 30 September 2022

Commercial Leases

	Revised Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	Commitment \$	% Committed of Annual Budget	Total YTD Actuals + Commitments \$	% YTD Actual + Committed	YTD Budget	% YTD Actuals of YTD Budget
Income									
Library Services	33,388	6,320	19%	0	0%	6,320	19%	8,347	76%
Director Finance & Governance	69,205	22,147	32%	0	0%	22,147	32%	17,301	128%
Civic Centre	151,150	37,933	25%	0	0%	37,933	25%	37,787	100%
Income	253,742	66,399	26%	0	0%	66,399	26%	63,436	105%
Expenditure									
Director Finance & Governance	-12,463	-5,801	47%	0	0%	-5,801	47%	-3,116	186%
Expenditure	-12,463	-5,801	47%	0	0%	-5,801	47%	-3,116	186%
Profit/(Loss)	241,279	60,599		0		60,599		60,320	

Library Services includes lease held by The Nook

Civic Centre includes the lease held by Adult Mental Health

Director Finance & Governance includes the leases held by Peter McGrath and Palmerston Re-Engagement Centre

McGees Management Fees charged to Director Finance & Governance each month



Approved by: Finance Manager

Section 2 Financial Results

2.9 - Council Loans 30 September 2022

Internal Loan - Making the Switch Balances	
1st Withdrawal June 2019	640,000
2nd Withdrawal June 2020	2,583,849
Public lighting officer June 2020	114,000
Project Cost taken from FILOC	3,337,849
Repayments 2019/20	(200,000)
Repayments 2020/21	(313,615)
Repayments 2021/22	(321,849)
Loan Balance at 1/07/2022	2,502,385

Internal Loan - Making the Switch					
Principal as of 1/7/2022	Principal Loan Repayments for 2022/23	Principal Loan Repayments YTD	Interest for 2022/23	Interest YTD	Loan balance as of 30/06/2023
2,502,385	330,299	81,774	61,859	16,266	2,172,085
	330,299	81,774	61,859	16,266	2,172,085

The above table shows the total loan amount taken from the FILOC Reserve. The interest rate is fixed at 2.60% for the duration of the loan and is paid on a quarterly basis. The loan repayments will end in 2029. The final loan value for this project is \$3,223,849 not including employee costs for the Public Lighting Officer.

External Loan - Archer Landfill Rehabilitation Balances	
Loan from NAB	1,960,000
Total Loan Amount	1,960,000
Repayments 2019/20	(221,414)
Repayments 2020/21	(228,285)
Repayments 2021/22	(234,504)
Loan Balance at 1/07/2022	1,275,797

External Loan - Archer Landfill Rehabilitation					
Principal as of 1/7/2022	Principal Loan Repayment For 2022/2023	Principal Loan Repayments YTD	Interest for 2022/2023	Interest YTD	Loan balance as of 30/06/2023
1,275,797	374,943	59,296	8,356	9,298	900,854

The External Loan - Archer Landfill Rehabilitation is for a term of 8 years commencing 28 June 2019 and concluding 30 June 2027. The interest rate is fixed at 2.78% for the duration of the loan and is paid on a quarterly basis.



Approved by: Finance Manager

Section 2
Financial Results

2.10 - Elected Member Expenses 30 September 2022

Elected Members

	Revised Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	Commitment \$	% Committed of Annual Budget	YTD Actuals + Commitments \$	% YTD Actual + Committed of Annual budget	YTD Budget	% YTD Actuals of YTD Budget
Operating Expenditure									
Mayoral Allowance	-87,636	-22,089	25.21%	0	0.00%	-22,089	25.21%	-21,909	101%
Mayoral Electoral Allowance	-23,066	-5,813	25.20%	0	0.00%	-5,813	25.20%	-5,767	101%
Mayoral Professional Dev Allowance	-3,753	0	0.00%	0	0.00%	0	0.00%	-938	0%
Deputy Mayoral Allowance	-32,405	-7,102	21.92%	0	0.00%	-7,102	21.92%	-8,101	88%
Deputy Mayoral Electoral Allowance	-5,768	-1,264	21.91%	0	0.00%	-1,264	21.91%	-1,442	88%
Elected Members Allowances	-94,570	-23,835	25.20%	0	0.00%	-23,835	25.20%	-23,642	101%
Elected Members Electoral Allowance	-34,606	-8,722	25.20%	0	0.00%	-8,722	25.20%	-8,651	101%
Elected Members Professional Dev Allowance	-26,272	0	0.00%	0	0.00%	0	0.00%	-6,568	0%
Elected Members Meeting Allowance	-63,049	-1,760	2.79%	0	0.00%	-1,760	2.79%	-15,762	11%
Information Technology Capital Entitlement	-1,986	0	0.00%	0	0.00%	0	0.00%	-497	0%
Communications Entitlement	-6,400	-600	9.37%	0	0.00%	-600	9.37%	-1,600	37%
Acting Mayor Allowance	-11,000	-1,441	13.10%	0	0.00%	-1,441	13.10%	-2,750	52%
Acting Mayor Electoral Allowance	-3,000	-379	12.64%	0	0.00%	-379	12.64%	-750	51%
Advertising	0	-290	0%	0	0%	-290	0%	0	0%
Stationery & Office Consumables	-500	0	0.00%	0	0.00%	0	0.00%	-125	0%
Printing & Photocopying Costs	-2,000	0	0.00%	0	0.00%	0	0.00%	-500	0%
Furniture & Equipment expensed	-1,390	0	0.00%	0	0.00%	0	0.00%	-348	0%
Other Expenses	-7,620	0	0.00%	0	0.00%	0	0.00%	-1,905	0%
Food & Catering Costs	-10,752	-345	3.21%	-909	8.46%	-1,255	11.67%	-2,688	13%
Course Seminar & Conference Registration	-10,240	0	0.00%	0	0.00%	0	0.00%	-2,560	0%
Air Travel	-3,000	0	0.00%	0	0.00%	0	0.00%	-750	0%
Travel Accommodation	-2,048	0	0.00%	0	0.00%	0	0.00%	-512	0%
Travel Related Costs Other	-1,000	0	0.00%	0	0.00%	0	0.00%	-250	0%
Operating Expenditure	-432,061	-73,641	17.04%	-909	0.21%	-74,550	17.25%	-108,015	68%


Approved by: Finance Manager

Section 2 Financial Results

2.11 - Elected Members & CEO Credit Card Transactions

30 September 2022

Cardholder Name: Luccio Cercareli
Cardholder Position: CEO
Period Sep-22

Transaction Date	Amount \$	Supplier's Name	Reason for the Transaction
2/09/2022	59.00	TCBaylead Main Store	Travel Expenses for the Mayor and CEO in visiting Barkley Regional Council and Alice Springs Town Council
5/09/2022	37.00	TCBaylead Main Store	
5/09/2022	36.80	Sporties87 Pty Ltd	
5/09/2022	117.60	Woks Up Tennant Creek	
5/09/2022	115.97	Puma Energy Alice Springs	
6/09/2022	120.95	BP Tennant Creek	
7/09/2022	222.90	Europcar Alice Springs	Professional Development for the world business forum
7/09/2022	174.30	Europcar Melbourne	
8/09/2022	48.30	GM Cabs	
9/09/2022	61.74	GM Cabs	
9/09/2022	358.00	The Darling Sydney	
Total	1,352.56		

Cardholder Name: Nadine Nilon
Cardholder Position: Acting CEO
Period Sep-22

Transaction Date	Amount \$	Supplier's Name	Reason for the Transaction
23/09/2022	19.98	Tesla Inc	Monthly Subscription for Tesla Vehicles
Total	19.98		

Section 2
Financial Results

2.12 - Project status for \$150K above projects 30 September 2022

Class of Assets	Capital Project (>\$150,000 threshold)	Total Prior Year(s) Actuals\$ (A)	Revised Budget 2022	YTD Actuals \$ (B)	Total Actuals \$ (C = A + B)	Total Planned Budget ** \$ (D)	% Spent	Total Yet to Spend \$ (E = D - C)	Expected Project Completion Date
Buildings	SWELL - Construction	\$ -	\$19,400,000	\$ -	\$ -	\$19,400,000	0%	\$19,400,000.00	Nov-23
Buildings	Zuccoli Community Hub - Community B	\$113,062.00	\$3,783,333	\$ -	\$113,062	\$3,896,395	3%	\$3,783,333.33	Future Financial Years
IT	Fiber Sense	\$484,816.18	\$1,615,184	\$ -	\$484,816	\$2,100,000	23%	\$1,615,183.82	Jun-23
Buildings	Zuccoli Dog Park	\$324,054.51	\$1,014,524	\$314,717	\$638,771	\$1,338,579	48%	\$699,807.37	Mar-23
Land Improvements	Archer Waste Management Facility Upg	\$125,257.21	\$974,743	\$42,371	\$167,628	\$1,100,000	15%	\$932,371.79	Jun-23
Buildings	Dog Pound	\$278,290.90	\$441,605	\$26,461	\$304,752	\$719,896	42%	\$415,144.47	Nov-22
IT	IT - ERP Review	\$ -	\$600,000	\$ -	\$ -	\$600,000	0%	\$600,000.00	Jun-23
Land Improvements	Zuccoli Community Hub Pump Park	\$ -	\$500,000	\$ -	\$ -	\$500,000	0%	\$500,000.00	Jun-23
Buildings	Archer Waste Facility Shade Structure	\$ -	\$500,000	\$ -	\$ -	\$500,000	0%	\$500,000.00	Jun-23
Land Improvements	Ninja Warrior Playground	\$ -	\$379,647	\$8,000	\$8,000	\$379,647	2%	\$371,647.00	Jun-23
Buildings	SWELL Community Room Refurbishment	\$ -	\$330,000	\$ -	\$ -	\$330,000	0%	\$330,000.00	Apr-23
Buildings	Aquatic Centre Renewal	\$ -	\$295,535	\$11,837	\$11,837	\$295,535	4%	\$283,697.73	Jun-23
Fleet & Equipment	Weed Harvester	\$60,215.84	\$180,720	\$180,648	\$240,863	\$240,936	100%	\$72.73	Jul-22
Buildings	Water Aquifer Preservation Strategy	\$ -	\$200,000	\$ -	\$ -	\$200,000	0%	\$200,000.00	Jun-23
Pathways	New Pathways - Turnstone Park, Bakew	\$ -	\$165,000	\$ -	\$ -	\$165,000	0%	\$165,000.00	Nov-23
Land Improvements	Artwork - Sculpture	\$ -	\$156,601	\$19,400	\$19,400	\$156,601	12%	\$137,200.80	Jun-23
Buildings	Driver Resource Centre Upgrade	\$ -	\$150,000	\$ -	\$ -	\$150,000	0%	\$150,000.00	Mar-23
Buildings	Library Bathroom Refurbishment	\$ -	\$150,000	\$ -	\$ -	\$150,000	0%	\$150,000.00	Jun-23
Buildings	Durack Community Arts Centre A/C & S	\$ -	\$150,000	\$ -	\$ -	\$150,000	0%	\$150,000.00	Jan-23
			\$30,986,892.35	\$603,433.31	\$1,989,129.95	\$32,372,588.99	6%	\$30,383,459.04	

Notes

1. Revised budget for 2022 includes carry forwards where relevant
2. Detail regarding projects to be completed in future financial years to be added in future reports

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, 15 November 2022 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

19 CLOSURE OF MEETING TO PUBLIC

THAT pursuant to section 99(2) and 293(1) of the *Local Government Act 2019* and section 51(1)(a) of the *Local Government (General) Regulations 2021* the meeting be closed to the public to consider the Confidential items of the Agenda.

20 ADJOURNMENT OF MEETING AND MEDIA LIAISON



MINUTES

2nd Ordinary Council Meeting Tuesday 18 October 2022

The Ordinary Meeting of the City of Palmerston held in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston, NT 0830

'A Place for People'



A Place for People

COUNCIL MINUTES

Minutes of Council Meeting
held in Council Chambers
Civic Plaza, 1 Chung Wah Terrace, Palmerston
on Tuesday 18 October 2022 at 5:30pm.

PRESENT

ELECTED MEMBERS

Mayor Athina Pascoe-Bell (Chair)
Deputy Mayor Amber Garden (*via audiovisual*)
Councillor Danielle Eveleigh
Councillor Mark Fraser
Councillor Sarah Henderson
Councillor Ben Giesecke
Councillor Damian Hale
Councillor Lucy Morrison

STAFF

Chief Executive Officer, Luccio Cercarelli
General Manager Community and Culture, Anna Ingram
General Manager Infrastructure, Nadine Nilon
Director of Finance and Governance, Wati Kerta
Minute Secretary, Chloe Hayes

GALLERY

Four Members of Staff

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10866



A Place for People

COUNCIL MINUTES

1 ACKNOWLEDGEMENT OF COUNTRY

City of Palmerston acknowledges the Larrakia people as the Traditional Custodians of the Palmerston region. We pay our respects to the Elders past, present and future leaders and extend that respect to all Aboriginal and Torres Strait Islander people.

2 OPENING OF MEETING

The Chair declared the meeting open at 5.31pm.

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

Nil

3.2 Leave of Absence Previously Granted

Councillor Giesecke entered the meeting at 5.31pm.

Nil

3.3 Leave of Absence Request

Moved: Councillor Eveleigh
Seconded: Councillor Henderson

1. THAT the leave of absence received from Councillor Eveleigh for 25 to 27 October 2022 inclusive be received and noted.
2. THAT the leave of absence received from Councillor Eveleigh for 10 to 19 December 2022 inclusive be received and noted.
3. THAT the leave of absence received from Councillor Hale for 6 to 12 November 2022 inclusive be received and noted.

CARRIED 10/541 - 18/10/2022

4 REQUEST FOR AUDIO/AUDIOVISUAL CONFERENCING

Moved: Councillor Fraser
Seconded: Councillor Henderson

THAT Council approve the request for Audio/Audiovisual Conferencing received from Deputy Mayor Garden who will be physically prevented from attending a meeting due to being ill.

CARRIED 10/542 - 18/10/2022

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10867



A Place for People

COUNCIL MINUTES

5 DECLARATION OF INTEREST

5.1 Elected Members

Moved: Councillor Eveleigh
Seconded: Councillor Morrison

1. THAT the Declaration of Interest received from Councillor Eveleigh for Item 23.1 and 23.2 be received and noted.
2. THAT the Declaration of Interest received from Councillor Eveleigh for Item 25.1.2 be received and noted.

CARRIED 10/543 – 18/10/2022

5.2 Staff

Nil

6 CONFIRMATION OF MINUTES

6.1 Confirmation of Minutes

Moved: Councillor Hale
Seconded: Councillor Morrison

THAT the Minutes of the Council Meeting held on 4 October 2022 pages 10854 to 10861 be confirmed.

CARRIED 10/544 – 18/10/2022

6.2 Business Arising from Previous Meeting

Nil

7 MAYORAL REPORT

Nil

8 DEPUTATIONS AND PRESENTATIONS

Nil

9 PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS)

Nil

10 CONFIDENTIAL ITEMS

10.1 Moving Confidential Items into Open

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10868



COUNCIL MINUTES

10.1.1 Presentation by Venture Housing

Moved: Deputy Mayor Garden
Seconded: Councillor Fraser

1. That the Presentation by Karen Walsh, Chief Executive Officer, and Allan McGill, Chairperson, from Venture Housing be received and noted.
2. THAT this decision be moved to the open section of Council Meeting on 18 October 2022.

CARRIED 10/566 – 18/10/2022

10.1.2 Presentation by Department of Chief Minister and Cabinet

Moved: Councillor Fraser
Seconded: Councillor Henderson

1. THAT the Presentation by Maree De Lacey, Executive Director of Department of Chief Minister and Cabinet, Karen Broadfoot, General Manager Greater Darwin Region, Jared Collins, Executive Director Market Programs and Reforms and Yvette Park, Director Community Housing Reform from the Department of Territory Families, Housing and Communities be received and noted.
2. THAT this decision be moved to the open section of Council Meeting on 18 October 2022 be received and noted.

CARRIED 10/567 – 18/10/2022

10.1.3 Request for Rates Exemption – Venture Housing

Moved: Councillor Fraser
Seconded: Deputy Mayor Garden

1. THAT Report entitled Request for Rates Exemption - Venture Housing be received and noted.
2. That Council endorse the response to Venture Housing Company refusing to provide an exemption of rates being **Attachment 25.1.2.1** to Report entitled Request for Rates Exemption - Venture Housing.
3. THAT the Council decisions relating to Report entitled Request for Rates Exemption - Venture Housing be moved to the Open Minutes of the 2nd Ordinary Council Meeting of October 2022.

CARRIED 10/569 – 18/10/2022

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10869



A Place for People

COUNCIL MINUTES

10.1.4 NT Remuneration Tribunal – Local Government Submission

Moved: Councillor Morrison
Seconded: Councillor Hale

1. THAT Council adopt the tabled document as replacement for **Attachment 25.1.1**.
2. THAT Report entitled NT Remuneration Tribunal - Local Government Submission be received and noted.
3. THAT Council endorse the City of Palmerston submission with minor amendments to the Northern Territory Remuneration Tribunal being **Attachment 25.1.1.1** to report entitled NT Remuneration Tribunal - Local Government Submission.
4. THAT this decision be moved to the open section of Council meeting once the Northern Territory Remuneration Tribunal have received the submission.

CARRIED 10/570 – 18/10/2022

10.1.5 Uniform Animal Management Legislation

Moved: Councillor Hale
Seconded: Deputy Mayor Garden

1. THAT correspondence received from Minister Chansey Paech, Minister for Local Government dated 4 October 2022 entitled Uniform Animal Management Legislation be received and noted.
2. THAT this decision be moved to the open section of Council Meeting on 18 October 2022.

CARRIED 10/571 – 18/10/2022

10.2 Moving Open Items into Confidential

Nil

10.3 Confidential Items

Moved: Councillor Henderson
Seconded: Deputy Mayor Garden

THAT pursuant to Section 99(2) and 293(1) of the *Local Government Act 2019* and section 51(1) of the *Local Government (General) Regulations 2021* the meeting be closed to the public to consider the following confidential items:

Item	Confidential Category	Confidential Clause
23.1	External Presentation	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(e) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

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A Place for People

COUNCIL MINUTES

		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 and would, if publicly disclosed, be likely to be contrary to the public interest.
23.2	External Presentation	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(e) of the <i>Local Government (General) Regulations 2021</i> , which states a 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 and would, if publicly disclosed, be likely to be contrary to the public interest.
25.1.1	Review of Confidential Matters	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a 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.
25.1.2	Rate Concession Assessment	<p>This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(b) of the <i>Local Government (General) Regulations 2021</i>, which states a 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 about the personal circumstances of a resident or ratepayer.</p> <p>This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(d) of the <i>Local Government (General) Regulations 2021</i>, which states a 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 subject to an obligation of confidentiality at law, or in equity.</p>
26.2.1	Review of Confidential Matters	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a 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,

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10871



A Place for People

COUNCIL MINUTES

		information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.
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CARRIED 10/545 – 18/10/2022

11 PETITIONS

Nil

12 NOTICES OF MOTION

12.1 Community Environmental Initiatives

Moved: Councillor Eveleigh
Seconded: Councillor Morrison

THAT a report to be prepared for the 1st Ordinary Meeting in February 2023, outlining current City of Palmerston programs and events that promote Environmental Sustainability particularly in relation to greening and cooling our city, and identifying potential opportunities to assist in developing and promoting these initiatives in alignment with relevant local sustainability strategies.

CARRIED 10/546 – 18/10/2022

13 OFFICER REPORTS

13.1 Action Reports

13.1.1 Financial Reserve Policy Review

Moved: Councillor Hale
Seconded: Councillor Fraser

1. THAT Report entitled Financial Reserve Policy Review be received and noted.
2. THAT Council adopt the amended FIN19 Financial Reserves Policy as per **Attachment 13.1.1.3** to this report.
3. THAT Council approve a Financial Reserves Workshop to be held in the first week of March 2023.

CARRIED 10/547 – 18/10/2022

13.1.2 Appointment of Deputy Mayor November 2022 to June 2023

Moved: Councillor Eveleigh
Seconded: Councillor Hale

1. THAT Report entitled Appointment of Deputy Mayor November 2022 to June 2023 be received and noted.

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10872



COUNCIL MINUTES

2. THAT Council appoint Councillor Morrison as Deputy Mayor for a period of 207 days in accordance with Council Policy, Appointment of Deputy Mayor, commencing 12 November 2022 to 6 June 2023 (inclusive).

CARRIED 10/548 – 18/10/2022

13.1.3 Social Media Policy Adjustment

Moved: Councillor Morrison
Seconded: Councillor Henderson

1. THAT Report entitled Social Media Policy Adjustment be received and noted.
2. THAT Council approve the adoption of amended City of Palmerston Social Media Policy to take effect from Wednesday 19 October 2022, being Attachment 13.1.3.1 to Report entitled Social Media Policy Adjustment.

CARRIED 10/549 – 18/10/2022

13.1.4 Council Policy Grants, Donations and Sponsorships Amendment

Moved: Councillor Eveleigh
Seconded: Deputy Mayor Garden

1. THAT Report entitled Council Policy Grants, Donations and Sponsorships Amendment be received and noted.
2. THAT Council approve the amended Council Policy Grants, Donations and Sponsorships, being **Attachment 13.1.4.3** to report entitled Council Policy Grants, Donations and Sponsorships Amendment.

CARRIED 10/550 – 18/10/2022

13.1.5 Local Government Representation Review 2022

Moved: Councillor Eveleigh
Seconded: Councillor Henderson

1. THAT Report entitled Local Government Representation Review 2022 be received and noted.
2. THAT Council endorse **Attachment 13.1.5.1**, as its submission to the 2022 Local Government Review, Preliminary Report, strongly objecting to the introduction of wards with the Municipality of Palmerston and raising concerns about the potential presence of apprehension of bias and to include amendments identified by Council.
3. That the Mayor writes to the Chief Minister and the Minister of Local Government expressing its concerns regarding the potential presence of apprehension of bias by a 2022 Local Government Review Committee member.

CARRIED 10/551 – 18/10/2022

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10873



COUNCIL MINUTES

13.1.6 End of Financial Year 2021/22 Reserve Allocation

Moved: Mayor Pascoe-Bell
Seconded: Deputy Mayor Garden

1. THAT Report entitled End of Financial Year 2021/22 Reserve Allocation be received and noted.

CARRIED 10/552 – 18/10/2022

Moved: Deputy Mayor Garden
Seconded: Councillor Henderson

2. THAT Council adopts the end of financial year reserve movements for 2021/22 of:
Transfers to Reserve:

- \$670,942 transfer to the Waste Management Reserve.
- \$42,872 transfer to the Developer Contribution (FILOC) Reserve.
- \$779,817 transfer to the Unexpended Grants Reserve.
- \$50,000 transfer to the Election Reserve.
- \$ 618,942, or balance of surplus as calculated, transfer to the Major Initiative Reserve

CARRIED 10/553 – 18/10/2022

13.2 Receive and Note Reports

13.2.1 Community Benefit Scheme - Update September 2022

Moved: Councillor Eveleigh
Seconded: Councillor Hale

THAT Report entitled Community Benefit Scheme - Update September 2022 be received and noted.

CARRIED 10/554 – 18/10/2022

13.2.2 Community and Culture Quarterly Report July to September 2022

Moved: Councillor Morrison
Seconded: Councillor Eveleigh

THAT Report entitled Community and Culture Quarterly Report July to September 2022 be received and noted.

CARRIED 10/555 – 18/10/2022

13.2.3 Major Capital Projects October 2022 Update

Moved: Councillor Hale
Seconded: Councillor Fraser

THAT Report entitled Major Capital Projects October 2022 Update be received and noted.

CARRIED 10/556 – 18/10/2022

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10874



COUNCIL MINUTES

13.2.4 Finance and Governance July to September 2022 Quarterly Report

Moved: Deputy Mayor Garden
Seconded: Councillor Henderson

THAT Report entitled Finance and Governance July to September 2022 Quarterly Report be received and noted.

CARRIED 10/557 – 18/10/2022

13.2.5 Edible Pocket Gardens Policy

Moved: Councillor Morrison
Seconded: Councillor Fraser

THAT Report entitled Edible Pocket Gardens Policy be received and noted.

CARRIED 10/558 – 18/10/2022

14 INFORMATION AND CORRESPONDENCE

14.1 Information

Nil

14.2 Correspondence

14.2.1 Palmerston Youth Festival Funding 2024-2026

Moved: Councillor Morrison
Seconded: Councillor Henderson

THAT correspondence received from Chief Minister Natasha Fyles dated 12 October 2022 entitled Palmerston Youth Festival Funding 2024-2026 be received and noted.

CARRIED 10/559 – 18/10/2022

15 REPORT OF DELEGATES

Nil

16 QUESTIONS BY MEMBERS

Nil

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10875



A Place for People

COUNCIL MINUTES

17 GENERAL BUSINESS

17.1 Recognition of Service and Retirement

Moved: Mayor Pascoe-Bell
Seconded: Councillor Hale

THAT Council express its thanks to Michael Staunton for his 22 years of service to the Palmerston Community in his various roles at the City of Palmerston and wishing him all the best in his retirement.

CARRIED 10/560 – 18/10/2022

18 NEXT ORDINARY COUNCIL MEETING

Moved: Councillor Eveleigh
Seconded: Councillor Fraser

THAT the next Ordinary Meeting of Council be held on Tuesday, 1 November 2022 at 5:30pm at the Durack Community Hall, Durack Heights, Palmerston.

CARRIED 10/561 – 18/10/2022

19 CLOSURE OF MEETING TO PUBLIC

Moved: Councillor Morrison
Seconded: Councillor Fraser

THAT pursuant to section 99(2) and 293(1) of the Local Government Act 2019 and section 51(1)(a) of the Local Government (General) Regulations 2021 the meeting be closed to the public to consider the Confidential items of the Agenda.

CARRIED 10/562 – 18/10/2022

20 ADJOURNMENT OF MEETING AND MEDIA LIAISON

Moved: Councillor Fraser
Seconded: Councillor Henderson

THAT the meeting be adjourned for 5 minutes for media liaison.

CARRIED 10/563 – 18/10/2022

The meeting adjourned at 6.18pm.

The Chair declared the meeting closed at 8.59pm.

Chair

Print Name

Date

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 18 OCTOBER 2022

10876