

AGENDA

1st Ordinary Council Meeting

Tuesday 3 October 2023

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

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

TABLE OF CONTENT

1 ACKNOWLEDGEMENT OF COUNTRY4

2 OPENING OF MEETING4

3 APOLOGIES AND LEAVE OF ABSENCE.....4

 3.1 Apologies4

 3.2 Leave of Absence Previously Granted.....4

 3.3 Leave of Absence Request4

4 REQUEST FOR AUDIO/AUDIOVISUAL CONFERENCING4

5 DECLARATION OF INTEREST4

 5.1 Elected Members.....4

 5.2 Staff.....4

6 CONFIRMATION OF MINUTES.....4

 6.1 Confirmation of Minutes4

 6.2 Business Arising from Previous Meeting4

7 MAYORAL REPORT4

 7.1 Mayoral Update Report - September 20235

8 DEPUTATIONS AND PRESENTATIONS10

9 PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS).....10

10 CONFIDENTIAL ITEMS.....10

 10.1 Moving Confidential Items into Open.....10

 10.2 Moving Open Items into Confidential.....10

10.3 Confidential Items.....	10
11 PETITIONS	10
12 NOTICES OF MOTION	10
13 OFFICER REPORTS.....	10
13.1 Action Reports.....	11
13.1.1 Vibrant Economy Advisory Committee Minutes - 25 September 2023.....	11
13.1.2 Community Safety Advisory Committee Minutes - 26 September 2023.....	20
13.1.3 Community Benefit Scheme - Arafura Music Collective	28
13.2 Receive and Note Reports	44
13.2.1 Infrastructure Quarterly Report July to September 2023.....	44
13.2.2 Community Quarterly Report July to September 2023.....	71
13.2.3 Community Satisfaction Survey 2023	106
14 INFORMATION AND CORRESPONDENCE.....	169
14.1 Information.....	169
14.2 Correspondence.....	169
15 REPORT OF DELEGATES.....	169
16 QUESTIONS BY MEMBERS	169
17 GENERAL BUSINESS.....	169
18 NEXT ORDINARY COUNCIL MEETING	169
19 CLOSURE OF MEETING TO PUBLIC.....	169
20 ADJOURNMENT OF MEETING AND MEDIA LIAISON	169

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 19 September 2023 pages 11136 to 11144 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 - September 2023
MEETING DATE:	Tuesday 3 October 2023
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

In September 2023, the Mayoral activities included:

- Community Events attended on the behalf of Council
- Meetings with Ministers, MLAs, and Government Agencies
- Media interviews with ABC, First Nations Broadcasters and Mix 104.9

RECOMMENDATION

THAT Report entitled Mayoral Update Report - September 2023 be received and noted.

DISCUSSION

An overview of events attended by the Mayor on behalf of Council during the month of September.

- Kings Birthday Honours and Awards – Government House
- TOPROC (Top End Regional Organisation of Council) meeting
- National Peacekeepers Day Service
- Palmerston Saints Junior Hockey Presentation
- Palmerston Development Consent Authority (DCA) Meeting
- Walking off The War Within
- Citizenship Ceremony
- Charles Darwin University (CDU) Graduation Ceremonies
- Freedom of Entry Parade
- Islamic Society of Darwin (ISD) Golden Jubilee and Interfaith Day Celebration
- Decommissioning of HMAS Ships Maryborough (II) and Larrakia Ceremony
- Elected Members Stall at Palmerston Markets
- Greek school of Darwin, Kids Festival

Meetings with Ministers, MLAs, and Government Agencies:

- Minister Eva Lawler, Minister for Infrastructure, Planning and Logistics, Member for Drysdale
- Mayor Matthew Ryan, West Arnhem Regional Council
- Lia Finocchiario, Member for Spillett, Leader of the Opposition
- Minister Lauren Moss, Minister for Seniors, Minister for Youth, Member for Casuarina
- Mr Mark Monaghan, Member for Fong Lim, Speaker for the Legislative Assembly
- Mr Luke Gosling, OAM, MP, Member for Solomon
- Matt Hollamby, Acting Assistant Commissioner Northern Territory Police

National Peacekeepers Day Service

It was an honour to attend the Peacekeepers event at Palmerston War Memorial Park hosted by the Palmerston RSL. On 14 September each year, we remember and thank those Australian Defence Force personnel, civilians and police who have served on international peacekeeping operations. Sadly, 16 Australians have died while serving as peacekeepers to make the world a safer place. Currently, Australians are serving in operations in South Sudan, Cyprus and in the Middle East.



National Peacekeepers Day Service held on 14 September 2023

Citizenship Day Ceremony

On Sunday 17 September 2023, City of Palmerston welcomed 33 conferees from Philippines, Indonesia, New Zealand, Zimbabwe, Malaysia, India, Thailand, Nepal, Sri Lanka, Pakistan, and Hong Kong special Administrative Region of the People's Republic of China (Hong Kong) made their commitment to becoming Australian Citizens.

We were honoured to have The Hon Eva Lawler, Member for Drysdale, Mrs Lia Finocchiaro MLA, Member for Spillett, Mr Mark Turner, Member for Blain, Ms Marie-Clarie Boothby MLA, Member for Brennan, Mr Luke Gosling OAM MP, Member for Solomon, Member of Parliament, Deputy Mayor Danielle Eveleigh, Councillor Amber Garden and Councillor Mark Fraser.

City of Palmerston is proud of our multi-cultural community, and we welcome and congratulate all conferees on becoming Australian Citizens. I would like to thank all staff involved with organizing today's ceremony and for giving up their time on a Sunday.



With Conferees and special guests on Sunday 17 September 2023 at the Citizenship Ceremony

Freedom of Entry Parade

City of Palmerston was privileged to host the 8th/12th Regiment's Freedom of Entry Parade which is the highest honour a city can bestow on the Australian Defence Force. It affirms the bond between the regiment and the City of Palmerston. The 8th/12th Regiment holds a special place in the heart of Palmerston. The regiment made its home within our Municipality in 1999 and there are around 170 personnel and their families currently residing in Palmerston. It was a wonderful opportunity to celebrate this historical occasion, celebrate the regiment's 50th birthday and express our gratitude to the 8th/12th Regiment for their ongoing service to our nation and our city.



Granting soldiers from the 8th/12th Regiment freedom to enter the City of Palmerston

Community Benefit Scheme

We had two Palmerston Community Benefit Scheme (CBS) cheques to hand out at the last Council meeting, which was held at the Durack Community Arts Centre. If you would like to apply for a community benefit scheme for your organisation, please reach out to The Community Services Team, they are more than happy to guide and assist you with the process. Ph 89359975 or email grants@palmerston.nt.gov.au



Riding for the Disabled Top End receiving their CBS Cheque.



Palmerston Crocs Rugby Union Football Club receiving their CBS cheque.

SWELL (Swimming, Wellness, Events, Leisure and Lifestyle) Tour

I had the pleasure of showing Hon Lauren Moss, Minister for Youth and Minister for Seniors and the Hon Mark Monaghan, Speaker of the Legislative Assembly the progress being made at the SWELL Construction site. SWELL will be open just in time for the December 2023 school holidays and the City of Palmerston (CoP) is grateful to both the Northern Territory Government and the Commonwealth Government for their financial contribution to CoP's largest project to date.



L-R Hon Mark Monaghan, Speaker of the Legislative Assembly, Mayor Athina Pascoe-Bell and Hon Lauren Moss, Minister for Youth and Minister for Seniors

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
25.2.3	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.

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

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.1.1
REPORT TITLE:	Vibrant Economy Advisory Committee Minutes - 25 September 2023
MEETING DATE:	Tuesday 3 October 2023
AUTHOR:	Executive Assistant to General Manager Finance and Governance, Bertsie Taru
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 of the recommendations from the Vibrant Economy Advisory Committee meeting held on Monday 25 September 2023.

KEY MESSAGES

- The Vibrant Economy Advisory Committee met on Monday 25 September 2023.
- The Vibrant Economy Advisory Committee agenda and unconfirmed minutes from this meeting are available for viewing on Council's website.
- The Committee reviewed the Action Report – Economic Development Website and the Receive and Note Reports – Update on Economic Development Website and Update on Business Survey.
- Louise McCormick, Commissioner for Infrastructure NT, Department of Infrastructure, Planning and Logistics on Infrastructure NT presented an overview on the Northern Territory Government Infrastructure investment projects.

RECOMMENDATION

1. THAT Report entitled Vibrant Economy Advisory Committee Minutes - 25 September 2023 be received and noted.
2. THAT the unconfirmed Vibrant Economy Advisory Committee minutes provided as **Attachment 13.1.1.1** to report entitled Vibrant Economy Advisory Committee Minutes - 25 September 2023 be received and noted.
3. THAT Council endorse the recommendations within the respective minute from the Vibrant Economy Advisory Committee being:
 - a) *THAT the Vibrant Economy Advisory Committee notes that the expected completion date for Phase 1 of the website will be November 2023.*
 - b) *THAT the tabled correspondence received from Sue Shearer, representative of the Palmerston Regional Business Association, advising of her resignation as a member of the Vibrant Economy Advisory Committee be received and noted.*

- c) *THAT Council writes to Sue Shearer on behalf of the Committee acknowledging her resignation and expressing its gratitude for her contribution.*
- d) *THAT Council seeks nominations for the position of Business Association representative on the Vibrant Economy Advisory Committee via a public call for Expressions of Interest.*

BACKGROUND

The Vibrant Economy Advisory Committee (Committee) is responsible to provide advice to Council relating to actions and priorities relating to the Palmerston Local Economic Plan and its Action Plan.

Referencing 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 September 2023 with the unconfirmed minutes provided at **Attachment 13.1.1.1**. The Committee reviewed the Action report, *Economic Development Activities* and the Receive and Note Reports *Update on Economic Development Website* and *Update on Business Survey*. A presentation by Louise McCormick, Commissioner for Infrastructure NT, Department of Infrastructure, Planning and Logistics on Infrastructure NT was received.

Economic Development Activities

The Council has undertaken the following Economic Development Activities:

- There has been progress made on the priority actions under the Palmerston Local Economic Plan (PLEP), being the development of a website and a business survey
- Palmerston Youth Festival held between 8 and 14 July 2023, in partnership with the Northern Territory Government (NTG). Council spent a total of \$399,873, with NTG contributing \$300,000
- Council has allocated \$26.6 million to the Capital Works Programs in 2023/24. These programs included a broad range of asset renewal programs along with major capital projects from planning and development stages to delivery. This relates to the action in the PLEP 'Bring forward capital investment programs planned for the City of Palmerston.'
- Over the last 12 months Council spent \$40 million with local suppliers out of the combined \$47 million Operational and Capital expenditure between that period presenting 85% significant investment to the continued support and growth of the local economy.

Update on Economic Development Website and Business Survey

There has been progress made on the priority actions under the Palmerston Local Economic Plan (PLEP), that is the development of a website and a business survey. These two key actions in the PLEP were identified as key priorities that would inform future PLEP actions.

The update to the Committee outlined 3 Phases of the website development. The economic development website will be a standalone website that opens opportunities for search engine optimisation in the future and allows businesses to find information without having to navigate via the main council website. The most cost-effective and timely method of doing this is having a standalone URL but hosted by City of Palmerston's existing website.

Currently, Council is facing a skill shortage and trying to attract suitably qualified staff has been difficult. And has a direct impact on Council's ability to deliver this project. However, the development of the website continues to progress through Phase 1 and expected to be completed by November 2023. The

shell of the website has been developed and is in test mode, with several items still under development. A consultant has been engaged to further develop the content.

EOI for Business Association Representative

The Committee received the resignation of the Business Association Representative, Sue Shearer on Wednesday 20 September 2023 via email. A letter will be drafted by the Chief Executive Officer to the President of PRBA Cheryl Mallet thanking Sue for her contributions to the Committee and expressions of interest will be invited following Council approval.

Address by Louise McCormick

Louise McCormick addressed the Committee with an overview of her role as the Commissioner for Infrastructure NT, Department of Infrastructure, Planning and Logistics on Infrastructure NT (DIPL NT). Ms McCormick leads the development of a new Territory Infrastructure Framework, including a refocussed Infrastructure Strategy and Infrastructure Plan, to create an infrastructure ecosystem to support economic growth and secure the Territory's economic future. Some of the for key enabling infrastructure projects that Ms McCormick is advocating for include Middle Arm Sustainable Development Precinct, Darwin Regional Water Supply, including the Adelaide River Offstream Water Storage and the Beetaloo Sub-Basin development.

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:

6. Governance
Failure to effectively govern.

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. 20230925 UNCONFIRMED Minutes Vibrant Economy Advisory Committee Meeting 25 Sept 2023 [13.1.1.1 - 6 pages]



MINUTES

Vibrant Economy and Advisory Committee **Monday 25 September 2023**

The Advisory 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'



A Place for People

COUNCIL AGENDA Attachment 13.1.1.1 COMMITTEE MINUTES

Minutes of Vibrant Economy Advisory Committee Meeting
held in Council Chambers
Civic Plaza, 1 Chung Wah Terrace, Palmerston
on Monday, 25 September 2023 at 5:30pm.

PRESENT

COMMITTEE MEMBERS

Councillor Mark Fraser (Chair)
Mayor Athina Pascoe-Bell
Brandon Evans, Department of the Chief Minister
and Cabinet Representative
Ruth Palmer, Property Representative
Carmine Rauseo, Local Business Owner Representative

STAFF

Chief Executive Officer, Luccio Cercarelli
General Manager Finance and Governance, Wati Kerta
Acting General Manager People and Place, Emma Blight
Minute Secretary, Bertsie Taru

GALLERY

Nil

Initials: _____



A Place for People

COUNCIL AGENDA Attachment 13.1.1.1 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 5.35 pm.

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

Moved: Ruth Palmer
Seconded: Carmine Rauseo

1. THAT the apology received from Councillor Giesecke for 25 September 2023 be received and noted.
2. THAT the apology received from Mohan Kandasamy for 25 September 2023 be received and noted.

CARRIED VEAC10/24 – 25/09/2023

3.2 Leave of Absence Previously Granted

Nil

3.3 Leave of Absence Request

Nil

4 DECLARATION OF INTEREST

4.1 Elected Members

Nil

4.2 Staff

Nil

5 CONFIRMATION OF MINUTES

5.1 Confirmation of Minutes

Moved: Mayor Pascoe-Bell
Seconded: Carmine Rauseo

THAT the Minutes of the Vibrant Economy Advisory Committee Meeting held on 26 June 2023 pages 12 to 16 be confirmed.

CARRIED VEAC10/25 – 25/09/2023

Initials: _____

5.2 Business Arising from Previous Meeting

Nil

6 DEPUTATIONS AND PRESENTATIONS

6.1 Department of Infrastructure, Planning and Logistics

Louise McCormick entered the meeting at 5.35 pm

Moved: Mayor Pascoe-Bell

Seconded: Carmine Rauseo

THAT the presentation by Louise McCormick, Commissioner for Infrastructure NT, Department of Infrastructure, Planning and Logistics on Infrastructure NT be received and noted.

Louise McCormick left the meeting at 6.04 pm

CARRIED VEAC10/26 – 25/09/2023

7 CONFIDENTIAL ITEMS

7.1 Moving Confidential Items into Open

Nil

7.2 Moving Open Items into Confidential

Nil

7.3 Confidential Items

Nil

8 OFFICER REPORTS

8.1 Action Reports

8.1.1 Economic Development Activities

Moved: Ruth Palmer

Seconded: Carmine Rauseo

THAT Report entitled Economic Development Activities be received and noted.

CARRIED VEAC10/27 – 25/09/2023

Initials: _____

8.2 Receive and Note Reports

8.2.1 Update on Economic Development Website

Moved: Mayor Pascoe-Bell
Seconded: Brandon Evans

1. THAT Report entitled Update on Economic Development Website be received and noted.
2. THAT the Vibrant Economy Advisory Committee notes that the expected completion date for Phase 1 of the website will be November 2023.

CARRIED VEAC10/28- 25/09/2023

8.2.2 Update on Business Survey

Moved: Carmine Rauseo
Seconded: Ruth Palmer

THAT Report entitled Update on Business Survey be received and noted.

CARRIED VEAC10/29 - 25/09/2023

9 INFORMATION AND CORRESPONDENCE

9.1 Information

Nil

9.2 Correspondence

9.2.1 Committee Resignation - Sue Shearer

Moved: Ruth Palmer
Seconded: Mayor Pascoe-Bell

1. THAT the Committee recommend to Council:
 - a. THAT the tabled correspondence received from Sue Shearer, representative of the Palmerston Regional Business Association, advising of her resignation as a member of the Vibrant Economy Advisory Committee be received and noted.
 - b. THAT Council writes to Sue Shearer on behalf of the Committee acknowledging her resignation and expressing its gratitude for her contribution.
 - c. THAT Council seeks nominations for the position of Business Association representative on the Vibrant Economy Advisory Committee via a public call for Expressions of Interest.

CARRIED VEAC10/30 - 25/09/2023

10 GENERAL BUSINESS

Nil

Initials: _____



A Place for People

COUNCIL AGENDA Attachment 13.1.1.1 COMMITTEE MINUTES

11 NEXT COMMITTEE MEETING

Moved: Brandon Evans
Seconded: Mayor Pascoe-Bell

THAT the next Vibrant Economy Advisory Committee Meeting of Council be held on Monday, 27 November 2023 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

CARRIED VEAC10/31 – 25/09/2023

12 CLOSURE OF MEETING TO PUBLIC

Moved: Brandon Evans
Seconded: Ruth Palmer

THAT the meeting of the Vibrant Economy Advisory Committee held in Council Chambers, Civic Plaza, Palmerston on 25 September 2023 closed at 6.46 pm.

CARRIED VEAC10/32 – 25/09/2023

The Chair declared the meeting closed at 6.46 pm.

Chair

Print Name

Date

Initials:

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.1.2
REPORT TITLE:	Community Safety Advisory Committee Minutes - 26 September 2023
MEETING DATE:	Tuesday 3 October 2023
AUTHOR:	EA to General Manager Community, Tree Gillam
APPROVER:	General Manager Community, Kylie Darley

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 Palmerston Community Safety Advisory Committee meeting held on Tuesday 26 September 2023.

KEY MESSAGES

- The Palmerston Community Safety Advisory Committee met on Tuesday 26 September 2023.
- The Advisory Committee agendas are available for viewing on Council's website.
- Council approval is sought to endorse the recommendations from the Palmerston Community Safety Advisory Committee meeting held on Tuesday 26 September 2023.

RECOMMENDATION

1. THAT Report entitled Community Safety Advisory Committee Minutes - 26 September 2023 be received and noted.
2. THAT the unconfirmed Palmerston Community Safety Advisory Committee minutes provided as **Attachment 13.1.2.1** to report entitled Community Safety Advisory Committee Minutes - 26 September 2023 be received and noted.
3. THAT Council endorse the recommendations within the respective minute from the Palmerston Community Safety Advisory Committee being:
 - a. THAT the tabled correspondence received from Sue Shearer, representative of the Palmerston Regional Business Association, advising of her resignation as a member of the Palmerston Community Safety Advisory Committee be received and noted.
 - b. THAT Council writes to Sue Shearer on behalf of the Committee acknowledging her resignation and expressing its gratitude for her contribution.
 - c. THAT Council seeks nominations for the position of Business Association representative on the Palmerston Community Safety Advisory Committee via a public call for Expressions of Interest.

BACKGROUND

The Community Advisory Committees have been established to provide strategic advice to council on a range of community, social and animal wellbeing issues that may influence the Palmerston By-Laws, Council services and program development. The Committees will assist Council to identify, articulate and respond appropriately to new and emerging issues.

As per the *Northern Territory Local Government Act 2019 (the Act)* and the *Local Government (Accounting) Regulations*, the Committee make recommendations to Council about any matters because of the Committee's functions.

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

DISCUSSION

The Palmerston Community Safety Advisory Committee meeting was held on Tuesday 26 September 2023 with the unconfirmed minutes provided at **Attachment 13.1.2.1**.

The agenda from this meeting is available for viewing on Council's website.

In relation to the Community Safety Advisory Committee vacancy, the Committee endorsed the recommendation to Council, to seek nominations for the position of Business Representative on the Community Safety Advisory Committee via a public call for Expressions of Interest.

CONSULTATION

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:

1. **Community Safety**
Failure of Council to effectively plan and deliver its role in community safety.
6. **Governance**
Failure to effectively govern.

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. 20230926 - UNCONFIRMED Palmerston Community Safety Advisory Committee Minutes - 26 September 2023 [**13.1.2.1** - 6 pages]



MINUTES

Palmerston Community Safety Advisory Committee Meeting

26 September 2023

The Advisory 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'



A Place for People

COMMITTEE MINUTES

Minutes of Community Safety Advisory Committee Meeting
held in Council Chambers
Civic Plaza, 1 Chung Wah Terrace, Palmerston
on 26 September 2023 at 5:30pm.

PRESENT

COMMITTEE MEMBERS	Councillor Damian Hale (Chair)
	Councillor Sarah Henderson (Alternate Member)
	Councillor Amber Garden
	Ruth Lantzke, Department of Territory Families and Communities (<i>as Proxy</i>)
	Fran Ramsey, First Nation Representative
STAFF	Sharon Binns, Senior Representative
	Chief Executive Officer, Luccio Cercarelli
	General Manager Community, Kylie Darley
	Acting General Manager People and Place, Emma Blight
	Regulatory Services Manager, Angie Heriot
GALLERY	Minute Secretary, Tree Gillam
	Nil

Initials: _____



A Place for People

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 5.44pm.

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

Moved: Councillor Garden
Seconded: Sharon Binns

THAT due to a procedural error, the following apologies from the Advisory meeting held on 27 June 2023 are to be received and noted;

- THAT the apology received from Sue Shearer, for 27 June 2023 be received and noted.
- THAT the apology received from Nelson Tinoco for 27 June 2023 be received and noted.

CARRIED CSAC 10/19 – 26/09/2023

3.1 Apologies

Moved: Councillor Garden
Seconded: Sharon Binns

- THAT the apology received from Mayor Athina Pascoe -Bell for 26 September 2023 be received and noted.
- THAT the apology received from Superintendent Peter Malley for 26 September 2023 be received and noted.
- THAT the apology received from Sarah Gotch for 26 September 2023 be received and noted.
- THAT the apology received from Tania Jacobsen for 26 September 2023 be received and noted.
- THAT the apology received from Lucy Morrison for 26 September 2023 be received and noted.

CARRIED CSAC 10/20 – 26/09/2023

3.2 Leave of Absence Previously Granted

Nil

Initials: _____

MINUTES COMMUNITY SAFETY ADVISORY COMMITTEE MEETING - 26 SEPTEMBER 2023 13 | 16



A Place for People

COMMITTEE MINUTES

3.3 Leave of Absence Request

Nil

4 DECLARATION OF INTEREST

4.1 Elected Members

Nil

4.2 Staff

Nil

5 CONFIRMATION OF MINUTES

5.1 Confirmation of Minutes

Moved: Sharon Binns

Seconded: Fran Ramsey

THAT the Minutes of the Community Safety Advisory Committee Meeting held on 26 June 2023 pages 7 to 11 be confirmed with the exclusion of 3.1 and 8.1.1 due to a procedural error.

CARRIED CSAC 10/21 – 26/09/2023

5.2 Business Arising from Previous Meeting

Nil

6 DEPUTATIONS AND PRESENTATIONS

Nil

7 CONFIDENTIAL ITEMS

7.1 Moving Confidential Items into Open

Nil

7.2 Moving Open Items into Confidential

Nil

7.3 Confidential Items

Nil

Initials: _____



A Place for People

COMMITTEE MINUTES

8 OFFICER REPORTS

8.1 Action Reports

Nil

8.2 Receive and Note Reports

8.2.1 Network Update - Community Safety Advisory Committee

Moved: Councillor Garden
Seconded: Sharon Binns

THAT Report entitled Network Update - Community Safety Advisory Committee be received and noted.

CARRIED CSAC 10/22 - 26/09/2023

8.2.2 Animal Management Update

Moved: Sharon Binns
Seconded: Councillor Garden

THAT Report entitled Animal Management Update be received and noted.

CARRIED CSAC 10/23 - 26/09/2023

8.2.3 Infrastructure Safety Project Update

Moved: Sharon Binns
Seconded: Councillor Garden

THAT Report entitled Infrastructure Safety Project Update be received and noted.

CARRIED CSAC 10/24 - 26/09/2023

9 INFORMATION AND CORRESPONDENCE

9.1 Information

Nil

9.2 Correspondence

Moved: Sharon Binns
Seconded: Councillor Garden

THAT the Committee recommend to Council:

Initials: _____

MINUTES COMMUNITY SAFETY ADVISORY COMMITTEE MEETING - 26 SEPTEMBER 2023 15 | 16



A Place for People

COMMITTEE MINUTES

1. THAT the tabled correspondence received from Sue Shearer, representative of the Palmerston Regional Business Association, advising of her resignation as a member of the Palmerston Community Safety Advisory Committee be received and noted.
2. THAT Council writes to Sue Shearer on behalf of the Committee acknowledging her resignation and expressing its gratitude for her contribution.
3. THAT Council seeks nominations for the position of Business Association representative on the Palmerston Community Safety Advisory Committee via a public call for Expressions of Interest.

CARRIED CSAC 10/25 – 26/09/2023

10 GENERAL BUSINESS

Nil

11 NEXT COMMITTEE MEETING

Moved: Councillor Garden
Seconded: Sharon Binns

THAT the next Community Safety Advisory Committee Meeting of Council be held on Tuesday, 28 NOVEMBER 2023 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

CARRIED CSAC 10/26 – 26/09/2023

12 CLOSURE OF MEETING

Moved: Sharon Binns
Seconded: Fran Ramsey

THAT the meeting of the Palmerston Community Safety Advisory Committee held in Council Chambers, Civic Plaza, Palmerston on 26 September 2023 at 6.13pm.

CARRIED CSAC 10/27 – 26/09/2023

The Chair declared the meeting closed at 6.13pm

Chair

Print Name

Date

Initials: _____

MINUTES COMMUNITY SAFETY ADVISORY COMMITTEE MEETING - 26 SEPTEMBER 2023 16 | 16

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.1.3
REPORT TITLE:	Community Benefit Scheme - Arafura Music Collective
MEETING DATE:	Tuesday 3 October 2023
AUTHOR:	Community Development Officer, Kate Townsend
APPROVER:	Chief Executive Officer, Luccio Cercarelli

COMMUNITY PLAN

Family and Community: Palmerston is a safe and family friendly community where everyone belongs.
Cultural Diversity: In Palmerston we celebrate our cultures in a way that values our diversity.

PURPOSE

This Report seeks Council approval of a Community Benefit Scheme Sponsorship application from local community organisation Arafura Music Collective to perform in Gray Palmerston.

KEY MESSAGES

- The group is applying for a one-off grant of \$4,340 to deliver two performances in Palmerston at the Gray Community Hall.
- The first event Balnba (Rainy Season) Connecting Community through Music will be performed in Palmerston which is part of the North by West Weekend Festival. The second Mayilem (Knockemdowns) Balance and Harmony will deliver a cultural experience for Palmerston residents in conjunction with Harmony Day.
- This project aligns with the City of Palmerston Community Plan Objectives 1.1 We focus on Families and 3.1 To Celebrate our rich culture and diversity.

RECOMMENDATION

1. THAT Report entitled Community Benefit Scheme - Arafura Music Collective be received and noted.
2. THAT Council endorse the grant application of the Arafura Music Collective for \$4,320 to deliver the events Balnba (Rainy Season) Connecting Community Through Music and Mayilem (Knockemdowns) Balance and Harmony at Gray Community Hall.

BACKGROUND

Council provides funding through the Community Benefit Scheme (CBS) to eligible community groups and organisations to deliver activities, projects and services that benefit the Palmerston community. CBS funding for organisations includes sponsorships, donations, and grants, with Representation Support also available to individuals.

DISCUSSION

On 21 August 2023 the City of Palmerston received a grant application from the Arafura Music Collective to the Community Benefit Scheme for an amount of \$4,340 for two events Connecting Community

Through Music to be held on 11 November 2023 and 17 March 2024. Funds will be used to pay for the official Welcome to Country, advertising, photography, and catering.

Established in 1995, the Arafura Music Collective originated from a group of friends with a shared passion for music. The group would like to extend their cultural contribution to Darwin and Regional Communities through establishing a yearly performance season in the City of Palmerston beginning with two events Balnba (Rainy Season) Connecting Community through Music and Mayilem (Knockemdowns) Balance and Harmony.

The first event Balnba (Rainy Season) Connecting Community through Music will be performed in Gray Palmerston which is part of the North by West Weekend Festival. This festival brings the Darlington String Quartet from Perth to Darwin to perform. The event in Gray will give audiences the opportunity to experience chamber music and will include a performance, youth ensemble workshop and an approach play and chat event featuring classics from film and media.

The second event, Mayilem (Knockemdowns) Balance and Harmony, held on 17 March 2024 (Harmony Week) will present a music journey that explores the profound concepts of balance and harmony, essential for music, and human and environmental wellbeing. Guided by the narrative of Larrakia collaborator Nicole Brown, audiences will be invited to immerse themselves in music to explore the concept of "the golden thread".

These events are being supported by the Northern Territory Government Community Benefit Fund, and Box Office. The City of Palmerston will also work with the Arafura Music Collective to create synergy between City of Palmerston events held for Harmony Day and their event. Organizers expect approximately 70 people to attend each event.

This project aligns with the City of Palmerston Community Plan Objectives 1.1 We focus on Families and 3.1 To Celebrate our rich culture and diversity.

The organizers have presented a strong project plan, meeting all the essential criteria and includes support from co-contributions from other funders to reduce risk. This event provides an opportunity for the Palmerston Community to engage with music and diverse cultural experiences.

It is recommended the Council approve this application for \$4,340.

CONSULTATION PROCESS

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

POLICY IMPLICATIONS

CBS Applications are governed by the Grants, Donations and Sponsorships policy. Section 4.9.2 of this policy stipulates that all grant requests over \$2,000 must be referred by the Chief Executive Officer to Council with a recommendation.

This CBS grant application, is a one-off application which addresses several areas in the City of Palmerston Community Plan, particularly:

Objectives

1.1: We focus on families.

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

3.1: To celebrate our rich culture and diversity.

BUDGET AND RESOURCE IMPLICATIONS

The CBS budget for the 2023/24 fiscal year for grants, donations and sponsorships is \$230,000.

\$153,350 has been expended, with \$76,650 remaining in the Community Benefit Scheme 2023/24 budget for future projects and events which benefit the Palmerston Community.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

Council is responsible for the efficient and sustainable management of the Community Benefit Scheme budget. Funding activities or items that are not seen to be benefitting the Palmerston Community may erode trust in Council and its processes. Council mitigates this risk by following the policy relating to eligibility criteria as outlined in its Policy Grants, Donations, and Sponsorships.

Arafura Music Collective have verified they have current public liability insurance which will cover this event.

This Report addresses the following City of Palmerston Strategic Risks:

1. **Community Safety**
Failure of Council to effectively plan and deliver its role in community safety.
2. **Financial Sustainability**
Failure of Council to be financially sustainable to deliver key services and infrastructure for the community.

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. Arafura Music Collective Grant Proposal [13.1.3.1 - 6 pages]
2. Arafura Music Collective Budget 1 [13.1.3.2 - 2 pages]
3. Arafura Music Collective Budget 2 [13.1.3.3 - 2 pages]
4. ARAFURA BUSINESS PLAN 23 and 24 [13.1.3.4 - 3 pages]



Arafura Music Collective
Application to Palmerston City Council
Community Benefit Scheme

1. Project title

Enrich and Connect Community through Music. The Initiation of Palmerston City/ Arafura Music Collective Performance Series.

2. Project summary

Arafura Music Collective aims to extend our cultural contribution to Darwin and Regional communities through establishing a yearly performance season in the City of Palmerston. We wish to initiate this series through the Enrich and Connect Communities through Music project, comprising events on November 11, 2023, and March 17, 2024 at Gray Community Centre. Our aim is to foster connections to the community and celebrate cultural diversity.

The November event includes a youth music workshop and afternoon tea and concert with guest artists, the Darling String Quartet from Perth. In March 2024, the Collective will hold an afternoon concert aligned with Harmony Day on March 21, emphasizing community and individual harmony.

These initiatives reflect Arafura Music Collective's commitment to nurturing cultural bonds, artistic appreciation, and community cohesion.

3. Grant request

\$4,340

4. Budget Notes: Although the *Enrich and Connect Community through Music* project is an element of a larger project *North by West* collaboration. The funds requested from the City of Palmerston Council do not subsidise any of the *North by West* elements of the project.

5. Background to Arafura Music Collective

Established in 1995, Arafura Music Collective originated from a group of friends with a shared passion for music and the joy of ensemble playing. Our name, inspired by our place on the Arafura Sea, signifies connects to Saltwater Peoples, Asia, Oceania, and Australia. We foster relationships with Larrakia Nation and community members, recognising the importance of being guided by traditional custodians.

Arafura Music Collective nurtures a thriving community of musicians, collaborators, and audiences. Through transformative and intimate small ensemble and acoustic music experiences we enrich lives and inspire, delight, entertain and challenge our audiences. We connect people, cultures and communities and promote lifelong engagement with music. We collaborate across genres and traditions; commission works and curate performances which honour country, celebrate, and explore place, identity, and the unique cultural and artistic diversity of the NT.

In 2022 Arafura Music Collective became incorporated under the NT Associations ACT 2005. The Collective has always enjoyed strong community support, mainly performing in and around Darwin City, with every performance in the last three years a sellout. Incorporation has signified a new period in the life of the Collective and a new focus on outreach and contribution to other communities in the Darwin Palmerston and regional areas.

Arafura Music Collective
Application to Palmerston City Council
Community Benefit Scheme



6. Project description

(Details on Arafura Music Collective in attachment 2) We aim to extend our cultural contribution to Darwin and Regional communities through establishing a yearly performance season in the City of Palmerston. We wish to initiate this series through the Enrich and Connect Communities through Music project, comprising events on November 11, 2023, and March 17, 2024, at Gray Community Centre. Our aim is to foster connections to the community and celebrate cultural diversity.

6.1 Balnba (Rainy Season) Connecting Community Through Music

This project is part of a longer weekend project and enables the Palmerston community to take advantage of a collaboration which brings Darlington String Quartet from Perth to Darwin. Arafura Music Collective and Darlington String Quartet, devoted to chamber music and community connections, join forces for the "North by West" collaboration on Nov 10-12, 2023. Their weekend festival in NT aims to kindle a love for chamber music while advancing musicians. The Palmerston element of the project includes renowned chamber pieces, Australian composers' works, a youth ensemble workshop, and an approachable play-and-chat event featuring classics from film and media. This partnership not only bridges geographic gaps but also fosters cultural exchange, artistic progression, and an appreciation for small ensemble music in the Northern Territory community.

Funding: NT Government Community Benefit Fund, Box Office, City of Palmerston Community Benefit Scheme

Date: November 11

Title: Connecting Community through Music

Venue: Gray Community Centre

Co-artistic Directors: Claire Kilgariff and Semra Lee -Darlington String Quartet

Theme/Repertoire *Connecting Community Through Music November 11* features two events.

1. Saturday Nov 11 1:30-12:30 pm A free ensemble music workshop (focused on youth)
 2. Saturday Nov 11 3-4 pm An informal performance/ chat style performance followed by a meet the musicians afternoon tea.
-
1. The Darlington String Quartet will conduct a 60-minute free music workshop, focused on encouraging young people to become involved in small ensemble music, but open to all players. Schools from Palmerston and Darwin will be invited to present and participate at the workshop.
 2. Darlington String Quartet and Arafura Music Collective will perform a very reasonably priced (\$20 per ticket) 50-minute performance at Palmerston, Gray Community Centre. It will invite audiences new to acoustic small ensemble music to be part of an accessible informal play and chat style of performance. The performance will feature much loved and well know classics of the Chamber music repertoire such as Mozart's *Eine kleine Nachtmusik* (Serenade No. 13 for strings in [G major](#), [K. 525](#)), the music from *Platoon* (Samuel Barber's *Adagio for Strings*)



Arafura Music Collective
Application to Palmerston City Council
Community Benefit Scheme

6.2 Mayilema (Knockemdowns) Balance and Harmony

Funding: NT Government Community Benefit Fund, Box Office, City of Palmerston Community
Date: **March 21**
Title: **Balance and Harmony**
Venue: Palmerston Gray Community Centre
Length 60 minutes
Artistic Directors: Claire Kilgariff, Kabita Ghosh

Theme

Arafura Music Collective will present an extraordinary musical journey that explores the profound concepts of balance and harmony, essential for music, and human and environmental wellbeing.

Through music we will explore the intricate dance of inner balance and the harmonious interrelation with the external environment.

Guided by the narrative of our Larrakia collaborator Nicole Brown, our audience will be invited to immerse themselves in music to explore the concept of "the golden thread" which draws together the elements of Balance and Harmony.

They will hear the music of First Nations composer Adam Manning as he explores ideas of the importance of country, Top End Indian Classical musicians Kabita Ghosh as she provides an uplifting calm meditation, the rhythmic energetic dance music of the 14th century which was believed to induce energy and well-being, the music of Bach the 'father of harmony'. and contemporary music appealing to young people which encourages reflection on our own balance and harmony.

Taking an unconventional approach to listening, as well as providing chairs we will invite our audience to bring their cushions and yoga mats if they like to sit or lie on the floor. And of course, children and young people are welcome with a special piece of music they can join in with.

7 Intended outcomes/Contribution to City of Palmerston Community Plan

The Enrich and Connect Community with music project contributes to the following Outcomes, measures of Success and Objectives from the Community Plan

7.1 1 Family and Community, Measure of Success 1 & 4, Objective 1

The Collectives performances offer families engaging and culturally enriching experiences, bridging generations and fostering intergenerational bonds. These events can become community highlights, promoting positive interactions and a sense of belonging. Through the music workshop, we will engage youth and encourage artistic passion. The Collective's contribution serves as a positive narrative, amplifying local talents and bolstering Palmerston's identity. These activities enhance well-being, creating joyful memories, while aligning with the strategy's aim to provide inclusive and family-oriented engagements, ultimately enriching Palmerston's cultural fabric.



Arafura Music Collective
Application to Palmerston City Council
Community Benefit Scheme

7.2 2 A Vibrant Economy Objective 2.1

The project directly aligns with Palmerston's vision of being 'A Place for People.' By showcasing cultural vibrancy, fostering unity, supporting artistic expression, and creating positive experiences, the project enhances Palmerston's brand as an authentic and inviting community that celebrates its residents' passions and diversity.

7.3 3 Cultural Diversity, Measures of Success 2, Objectives 3.1& 3.2

Our performances are well known for showcasing diverse musical genres and artists. the Collectives project aligns with the city's Culture and Diversity Plan, promoting unity and cultural understanding. These musical events will become celebrations of different backgrounds, fostering community inclusion and appreciation. The project also enhances support for cultural events, acknowledges heritage through statements and visuals, and integrates diverse traditions into public spaces. Through the universal language of music, it not only celebrates cultural heritage but also promotes healing, unity, and the city's rich cultural tapestry. Our connection with Larrakia leader Nicole Bown, and First Nations musician Les Huddleston means Larrakia perspectives and included into every performance, encouraging understanding and respect for country.

8. Audience Engagement and Marketing Strategy for Palmerston Concert Series *Enrich and Connect Community through Music*

Arafura Music Collective has a track record of sold-out performances, and marketing strategies which reach our audiences.

We anticipate we will need to build up a similar brand awareness and dedicated support for strong City of Palmerston engagement. We will tailor engagement strategies to resonate with segments of the market including music enthusiasts, older people, families, and young adults.

By implementing the below comprehensive audience engagement and marketing strategy, Arafura Music Collective can both only attract a diverse audience to the Palmerston Concert Series, and also create a memorable and enriching experience that resonates with attendees long after the event is over.

8.1 Target Audience Identification:

Nov 11, 2023

- Workshop target Participants 20. Target Audience 40, parents, visitors and musicians friends.
- Target audience numbers concert and afternoon tea 70.

March 17, 2024

- Target Audience 70

Arafura Music Collective market segmentation

From audience surveys and data collected through ticket sales we understand our audience to be:

- 35% over 55
- 40% between 35 -55
- 20% 25-35
- 5% Youth Children



**Arafura Music Collective
Application to Palmerston City Council
Community Benefit Scheme**

Our audience is currently made up of people who travel into Darwin from within a radius of about 60 kilometres.

Anticipated City of Palmerston market segmentation

Age	Palmerston current
0-14	26.6
15-24	13.9
25-44	36.6
45-64	19.5
65+	6.5

We anticipate our target Palmerston audience to be similar to the current demography as reported in the City of Palmerston Community Plan (page 12). We therefore expect our strongest audience numbers to be in the 25-64 age brackets. Our experience shows that these community members respond to Facebook, enews and word of mouth and network recommendations.

The youth workshop is anticipated to attract young people especially those who are interested in the music we play. School will play a major part in raising the awareness of this group.

8.2 Social Media Engagement:

Arafura Music Collective has active Facebook and Instagram accounts with 954 followers.

Social media will be a key strategy for audience engagement. A Facebook event will be created, and City of Palmerston Facebook page invited to co-host. This will provide access to ticketing through Trybooking. Key strategies will include:

- Content Variety: Share diverse content like artist spotlights, event teasers and behind-the-scenes videos to keep the audience engaged.
- User-Generated Content: Encourage attendees to share their music experiences using event hashtags, creating a sense of community.
- Live Updates: Live streaming to provide glimpses of rehearsals, artist interactions, and exclusive previews.

8.3 Collaborative and Local Partnerships:

We will work to develop and leverage off Palmerston partnerships.

- Local Social Media, City of Palmerston Facebook, What's on in Palmerston, City of Palmerston Library, Palmerston Community Group, Creative Palmerston, and other relevant social media pages
- ABC radio for live interviews
- Community Gathering Sites; Libraries, Schools, and other sites for posters. L.
- Local Businesses: Partner with cafes, bookstores, and shops to display posters.



Arafura Music Collective
Application to Palmerston City Council
Community Benefit Scheme

- Arafura Music Collective members who live and or work in Palmerston. (own Facebook and email networks)

8.4 Influencer Engagement:

Work with City of Palmerston Community and Culture Team to:

- Identify local influencers aligned with music and culture, engaging them to promote the concerts through their social media platforms.
- Leverage influencer-generated content to tap into their followers' networks.
- Tap into individuals with Palmerston influence within Arafura Music Collective to personally invite members of diverse communities.

8.5 Young Audience Engagement:

- Student Outreach: Collaborate with Palmerston schools to distribute flyers and engage young musicians.
- Youth-Centric Content: Craft content that speaks to young music enthusiasts, Tik Tok etc.

8.6 Email Marketing Campaigns:

- Segment the current Arafura Music Collective email list and send information to Palmerston residents. Build a Palmerston email group to assist with marketing future performances.

8.7 Post-Event Engagement:

- Recap Content: Share event highlights, photos, and videos on social media to relive the experience and maintain engagement and build excitement for the next performance.
- Feedback Collection: Gather post-event feedback to improve future concerts and maintain an ongoing dialogue with attendees.

Applicant submitted by

Claire Kilgariff Creative Director Coordinator

Attachments

1. CoP Grants Excess \$2000 form
2. Budget
3. Arafura Business Plan 2023/24
4. Excerpt from Arafura Music Collective Executive Committee meeting and Board details 20/08023
5. Price list from Price Point Cafe
6. Certificate of Incorporation
7. ASIC extract
8. Certificate of Currency

Nov 11 -Youth Workshop & INCOME					
Name	Palmerston	In Kind	Other Funding	Total	Comments/Notes
Personnel					
Artist fee or stipend		\$ 2,969.10		\$ 2,969.10	
Arts worker fees or wages		\$ 2,722.42		\$ 2,722.42	
Income					
Box Office/Ticket Sales					
Adult x 70 x \$20			\$ 1,400.00	\$ 1,400.00	
Concession X 0				\$ -	
Child x0				\$ -	
Showcase / Production					
Venue hire				\$ -	
Documentation		\$ 500.00		\$ 500.00	
Evaluation/reporting		\$ 300.00		\$ 300.00	6 hrs X \$50 per hr
Marketing & Promotional					
Advertising/Marketing		\$ 95.00	\$ 550.00	\$ 645.00	Social Media and Off the Leash
Administration					
Management & administration		\$ 200.00		\$ 200.00	office supplies
Grant Funding					
Community Benefit Fund			\$ 475.00	\$ 475.00	
Palmerston City Council Grant	\$ 3,090.00			\$ -	
TOTAL INCOME	\$ 3,090.00	\$ 6,786.52	\$ 2,425.00	\$ 9,211.52	
EXPENDITURE					
Item	Palmerston CC	In Kind	Other Funding	Total	Comments/Notes
Personnel					
Artist fee or stipend	\$ 898.00	\$ 2,969.10	\$ 1,000.00	\$ 3,969.10	

COUNCIL AGENDA

Attachment 13.1.3.2

Arts worker fees or wages	\$ 200.00	\$ 2,722.42	\$ 50.00	\$ 2,772.42	
Showcase / Production					
Venue hire	\$ -			\$ -	Palmerston Gray
Insurance			\$ 68.00	\$ 68.00	
Documentation - Photography	\$ 200.00			\$ -	Pas Photography
Documentation - Film				\$ -	\$385
Documentation - Sound				\$ -	\$500
Documentation		\$ 500.00		\$ 500.00	
Evaluation		\$ 300.00		\$ 300.00	
Welcome to Country	\$ 320.00			\$ -	
TryBooking fee %2.25			\$ 31.50	\$ 31.50	
Marketing & Promotional					
Design		\$ 95.00	\$ 475.00	\$ 570.00	CBF
Advertising/Marketing			\$ 550.00	\$ 550.00	Darlington Collaboration
Social Media Management	\$ 300.00			\$ -	10hrs @\$35
Social Media Marketing			\$ 75.00	\$ 75.00	Facebook Boosts
Printing	\$ 250.00			\$ -	
Flier Distribution	\$ 100.00			\$ -	
Administration					
Management & administration		\$ 200.00		\$ 200.00	
Catering	\$ 822.00			\$ -	workshop [fruit box - 79, \$15
Other			\$ 175.50	\$ 175.50	
TOTAL	\$ 3,090.00	\$ 6,786.52	\$ 2,425.00	\$ 9,211.52	
Balance				\$0.0	

Mar 17 - Harmony Day					
INCOME					
Name	Palmerston	In Kind	Other	Total	Comments/Notes
Personnel					
Artist fee or stipend		\$ 7,917.60		\$ 7,917.60	
Arts worker fees or wages		\$ 2,722.42		\$ 2,722.42	
Showcase & Other Generated Income					
Box Office/Ticket Sales					
Adult x 80 x \$35			\$ 2,800.00	\$ 2,800.00	
Concession X 30x\$25			\$ 750.00	\$ 750.00	
Child x10 x \$10			\$ 100.00	\$ 100.00	
Showcase / Production					
Venue hire				\$ -	
Documentation		\$ 500.00		\$ 500.00	
Evaluation/reporting		\$ 300.00		\$ 300.00	6 hrs X \$50 per hr
Marketing & Promotional					
Advertising/Marketing		\$ 550.00	\$ 95.00	\$ 645.00	Off the Leash and Social Media
Administration					
Management & administration		\$ 200.00		\$ 200.00	office supplies
Grant Funding					
Palmerston City Council	\$ 1,550.00			\$ 1,550.00	
TOTAL INCOME	\$ 1,550.00	\$ 12,190.02	\$ 3,745.00	\$ 17,485.02	
EXPENDITURE					
Item	Palmerston CC	In Kind	Other Funding	Total	Comments/Notes
Personnel					
Artist fee or stipend	\$ 200.00	\$ 7,917.60	\$ 2,200.00	\$ 10,317.60	8 musicians
Arts worker fees or wages		\$ 2,722.42	\$ 250.00	\$ 2,972.42	

COUNCIL AGENDA

Attachment 13.1.3.3

Showcase / Production					
Venue hire	\$	-		\$	- Palmerston Gray
Insurance			\$ 68.00	\$ 68.00	performances
Documentation - Photography	\$	200.00	\$ 500.00	\$ 700.00	Pas Photography
Documentation - Film				\$ -	\$ 385.00
Documentation - Sound				\$ -	\$ 500.00
Evaluation		\$ 300.00		\$ 300.00	
TryBooking fee %2.25			\$ 82.13	\$ 82.13	
Welcome to Country	\$	320.00		\$ 320.00	
Marketing & Promotional					
Design	\$	5.00	\$ 95.00	\$ 470.00	\$ 570.00
Advertising/Marketing			\$ 550.00	\$ 550.00	general maketing of the event in Darwin and Palmerston
Social Media Management		300		\$ 300.00	10hrs @\$35
Social Media Marketing	\$	75.00		\$ 75.00	Facebook Boosts
Printing		50	\$ 200.00	\$ 250.00	
Flier Distribution	\$	100.00		\$ 100.00	
Administration					
Membership			\$ 30.00	\$ 30.00	membership Palmerston Centre Spread over 3
Music Hire & APRA			\$ 100.00	\$ 100.00	
Management & administration		\$ 200.00		\$ 200.00	office supplies
Contingency			\$ 249.87	\$ 249.87	
TOTAL	\$	1,250.00	\$ 11,735.02	\$ 4,200.00	\$ 17,185.02
Balance				\$0.0	

Vision

Enriching the NT Cultural Landscape: Innovating, Creating, and Honouring Heritage

Purpose

Arafura Music Collective nurtures a thriving community of musicians, collaborators, and audiences. Through transformative and intimate chamber music experiences we enrich lives and inspire, delight, entertain and challenge our audiences. We connect people, cultures and communities and promote lifelong engagement with music. We collaborate across genres and traditions; to commission works and curate performances which honour country, celebrate, and explore place, identity, and the unique cultural and artistic diversity of the NT.

Values

Artistic Excellence Continually develop and strive for technical and artistic mastery.

Innovation Our community is engaged through unique and creative practices and performances derived from our diverse NT cultural traditions.

Community Contribute to creating an inclusive and respectful community of performing artists and audiences and honour all cultural traditions.

Collaboration Connect with the musicians and arts organisations of our city and region (NT, Australian and Asia Pacific) and value interdisciplinary and intercultural collaborations.





Value Proposition

Established in 1995, Arafura Music Collective originated from a group of friends with a shared passion for music and the joy of ensemble playing. Our name, inspired by our place on the Arafura Sea, signifies connects to Saltwater Peoples, Asia, Oceania, and Australia. We foster relationships with Larrakia Nation and community members, recognising the importance of being guided by traditional custodians.

We will build on our foundations and continue to attract musicians and collaborators who value collaboration, trust, equal creative voice, curiosity, and excellence. We will maintain our audience value proposition, inviting our audience into the intimate drama of chamber music and forming collaborations that traverse genres, generations, and traditions, to nurture creativity and innovation respect for country and connection to place.

Members and volunteers: Our performances will involve between 5 to 15 musicians performing solo through to larger ensembles. We will continue to grow our community of dedicated followers and volunteers. Currently Facebook following 954 - target 1200. Enews following 367 - target 500.

Audience Numbers, Venues and Ticket Prices Our marketing strategy will continue to deliver sold out performance as per the past three years. To retain connection and intimacy marketing elements include: unique venues connected to community, carefully curated audience numbers to between 50- 250 depending on venue, and ticket prices set to maintain accessibility and value for money. Ticket categories will be maintained at Adult, Concession, children aged up to 12 free and `youth 12-17 \$10.

Governance and Finance Arafura Music Collective is an Incorporated body under the NT Associations Act (2005).

Annual turnover of \$70,000 is driven by grants, tickets sales and philanthropy. Expenses are driven by performers fees and venue and production costs.

Financial strategy Drive financial turnover to exceed total expenses by 10 % to build the retained earnings of the organisation for investment in future endeavours.

Board directors and office bearers will not be financially remunerated.

Musicians receive \$300 per performance consistent with the [Live Performance Award 2010](#), to be reviewed 23/24 financial year.



DELIVERABLES 2023/2024

COUNCIL AGENDA Attachment 13.1.3.4

OBJECTIVE	GOAL	ACTIONS	ARTISTIC VIBRANCY MEASURES
Performance	Perform enriching, and intimate musical experiences that celebrate our place and cultural heritages.	<ol style="list-style-type: none"> 1. Perform annual Chamber Music Series of 3 concerts. 2. Commission new works Netanela Mizrahi and Melanie Mununggurr 3. Maintain Louvred Lounge Series with addition of AMC soloist performance. 4. Perform Balnba Chamber Music Festival with Darlington Strings Nov 23 5. Co-produce and collaborate with Musica Viva, Bowerbird Collective and other opportunities as they arise. 6. Initiate Palmerston City series 	<p>No of performances/commissions of works by Australian, First Nations and NT composers.</p> <p>Increased community access</p> <p>Percentage of venue capacity (Ticket sales)</p>
People	Engage, develop, and diversify our audiences, artists, and collaborators.	<ol style="list-style-type: none"> 1. Perform Darwin Festival 2023 Music for Birds (Honouring Country Series) 2. Establish Palmerston City Series Nov 2023 3. Establish performance partnership Top End Folk Club 2024 4. Plan for Alice Springs World Chamber Orchestra collaboration 2025 5. Implement AMC young ambassador audience development program. 6. Establish relationship with Ensemble Offspring- plan for 2024 collaboration 	<p>Increased community access</p> <p>Percentage of venue capacity (Ticket sales)</p> <p>Audience feedback</p> <p>Number of collaborators (who and how they assist AMC to achieve aims)</p>
Place	Celebrate and activate diverse performance locations.	<ol style="list-style-type: none"> 1. Continue Supreme Court & Myilly Point Heritage precinct activation. 2. Activate Palmerston as a performance site. 3. Continue Honouring Country Series – Music for Birds Salon Arts collaboration 23 4. Activate Masonic Hall Parap as performance venue 	<p>Increased community access</p> <p>Number and type of performance venues</p>
Artists	Develop skilled and creative chamber musicians whose practice reflects Arafura Music Collective values.	<ol style="list-style-type: none"> 1. Implement AMC Professional Development plan. 2. Develop players handbook. 3. Conduct weekend workshop with Ensemble Offspring 4. Youth Workshops at Palmerston Nov 23 5. Composition workshops Nov 24 	<p>Number of paid performance opportunities/ Arafura Music Collective musicians</p> <p>AMC musicians' feedback</p>
Practice	Inspire innovative collaborative and practices and approaches aligned to Arafura Music Collective values.	<ol style="list-style-type: none"> 1. Continue and develop Larrakia partnership. 2. Formalise Guest Artistic Director model. 3. Curate Louvred Lounge series Early Music in Late Afternoon and solo performances 4. Identify and plan for collaborations with similar organisations and individuals. 5. Provide AMC musicians opportunity for leadership roles Co-curator, Ensemble leader and Ensemble coordinator. 	<p>Collaborators feedback</p> <p>AMC musicians' feedback</p> <p>Number of paid performance opportunities for musicians</p> <p>Quality of performances – assessed through review of recordings and performances</p>
Governance	Formalise a sustainable, accountable, and flexible business model with diverse funding streams.	<ol style="list-style-type: none"> 1. Establish policies and systems under AMC Inc Constitution and values. 2. Conduct first AGM May 2024 3. Diversify funding applications to Australia Council, and relevant Foundations. 4. Formalise relationships with Darwin and Palmerston City Councils 5. Establish Australian Cultural Foundation project funding. 6. Establish donor recognition scheme. 7. Apply for 5-year funding Arts NT 2025-2030 Tier 1 8. Develop user friendly website 	<p>Annual, Audit and Financial reporting compliant</p> <p>Increase in sponsorship income.</p> <p>5% yearly increase in donorship</p> <p>Number of collaborators (who and how they assist the Collective to achieve aims)</p>

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.1
REPORT TITLE:	Infrastructure Quarterly Report July to September 2023
MEETING DATE:	Tuesday 3 October 2023
AUTHOR:	Executive Assistant to General Manager Infrastructure, Chloe Hayes
APPROVER:	General Manager of Infrastructure, Nadine Nilon

COMMUNITY PLAN

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

PURPOSE

This Report summarises the key activities undertaken by Infrastructure in the July to September 2023 quarter.

KEY MESSAGES

- The Pre-Cyclone Clean Up was carried out from 4 September to 29 September 2023. Preliminary observations suggest that property hard waste presentations may be lower in 2023 than in 2022, with generally smaller waste piles.
- Exemplifying objectives under Council's Inclusive, Diverse and Accessible Policy Framework and Play Space Strategy, a major upgrade of the Marlow Lagoon basket swing has been undertaken. The upgrade includes, improved all ability pathway access, replacement of sand Softfall with rubber and provision of a new shade structure.
- The Design for the refurbishment of Hall 2 and the Gym has been completed. The refurbishment has been expanded to include replacement of roof and works are expected to commence in October 2023.
- Council have received the preliminary design and needs assessment for the new Driver Community Centre. A community consultation process has commenced, and this will conclude in mid-October 2023.
- The Harvest Corner Garden was operated by Gray Community Garden Inc. which recently transferred responsibility of the Garden back to City of Palmerston (CoP). Following hand back in August, CoP Outdoor Team undertook an extensive clean-up which culminated in the removal of 2.5 tonnes of general waste, 3.5 tonnes of green waste and 4.5t of scrap metal, including 20 fridges.

RECOMMENDATION

THAT Report entitled Infrastructure Quarterly Report July to September 2023 be received and noted.

BACKGROUND

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

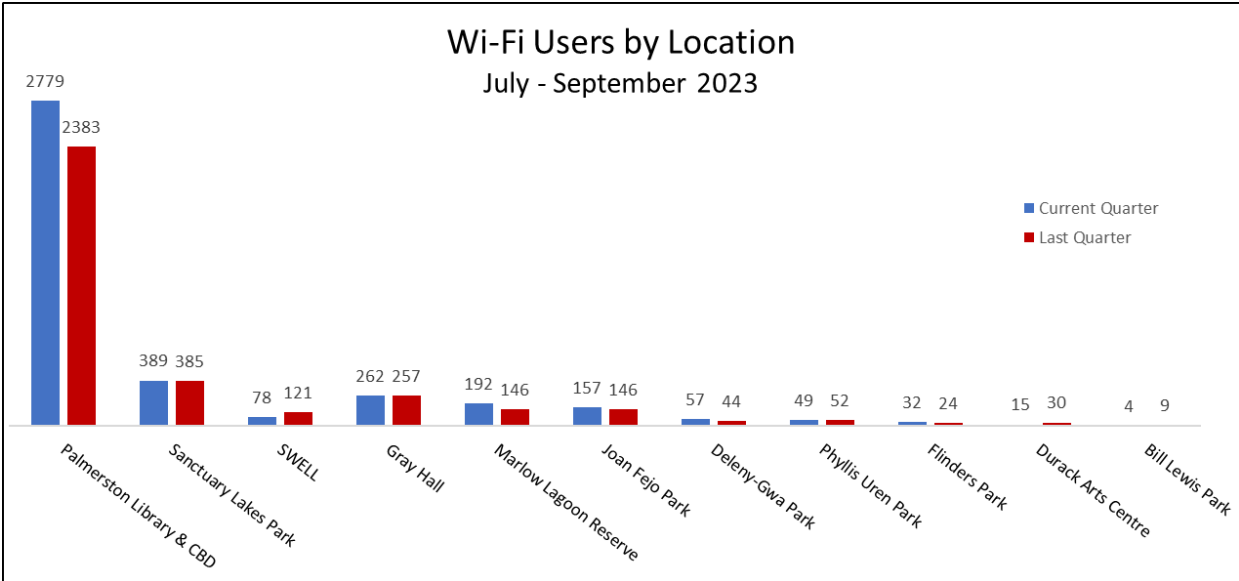
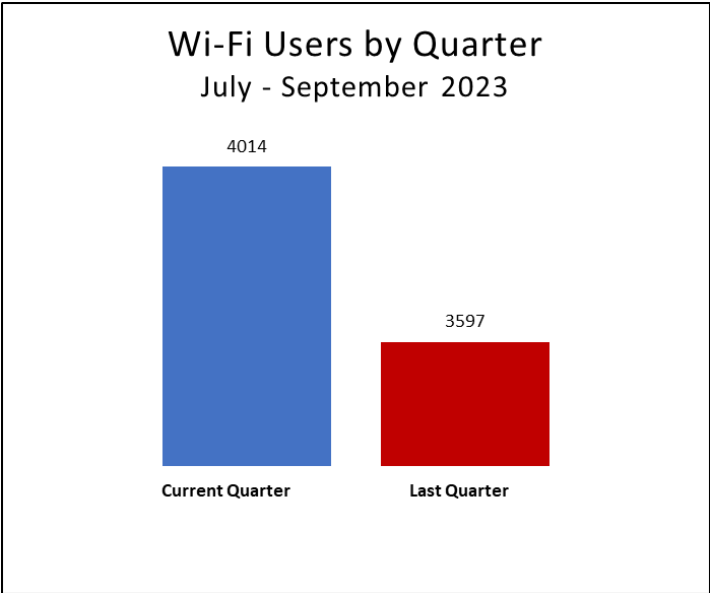
DISCUSSION

1. Family and Community
Objective 1.1 'We focus on families'

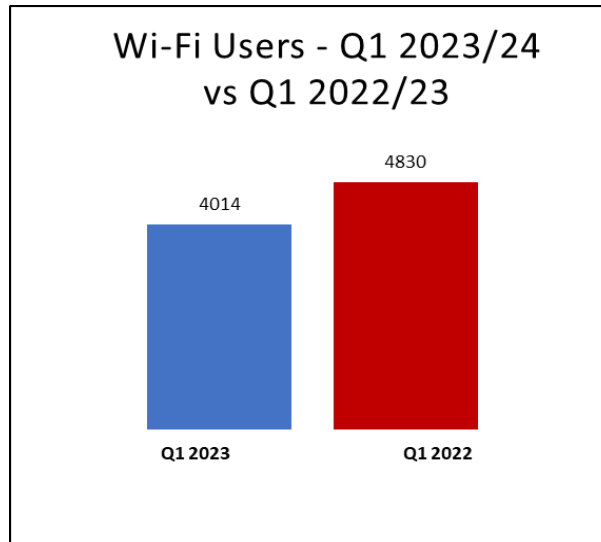
Public Wi-Fi

City of Palmerston (CoP) is committed to improving community network access with free Wi-Fi. Quarterly, 3500-5000 users connect, mainly at the library (2300-3300 users). This quarter witnessed increased public Wi-Fi usage in various locations but a decline at SWELL and Durack Arts Centre, offset by significant growth in CBD and Marlow Lagoon areas.

Remarkably, Bill Lewis Park consistently exhibits low Wi-Fi usage over several quarters. A slight dip in Wi-Fi usage is anticipated in Quarter 2 2023/24 due to weather conditions and preparations for the wet season.



Notably, there is a decline in total Wi-Fi users compared to the previous financial year's quarter 1.



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

Play Space Strategy

Council's Play Space Strategy vision is to provide a network of play spaces that appeals to and enables all in our community to play, socialise and be active outdoors.

CoP undertook an audit of all local, major, and regional playgrounds against the features and amenities identified within Council's Play Space Strategy in September 2022 and audit findings have been used to inform playground improvements including maintenance and capital spend to progressively achieve conformance with the Play Space Strategy.

Some focal areas emerging from the audit include:

- Identification of locations for replacement of sand with softfall in play spaces to facilitate inclusion and all ability access.
- Identification of prioritisation of shade over play spaces.
- Provision of all ability paths to provide access to play spaces but also access within play spaces.
- Provision of potable water (including all abilities access).
- Provision of bike parking facilities generally across all major playgrounds.

Having regard to the audit findings, the following capital projects have been completed or are in progress to improve conformance with the Play Space Strategy as well as alignment with stated objectives from the Community Plan and Municipal Plan 2022/2023.

Outdoor Basketball Half-Court

It has been identified that a new basketball half court would further enhance Council's network of play spaces in accordance with the Community Plan and Play Space Strategy. A community consultation process was undertaken and identified that Marlow Lagoon Recreation Reserve as the preferred location for a new Basketball half court. Following delivery, further improvements may be undertaken to include multi-sport components.

Council has released a RFQ for the design and construction of the basketball half court and the works are planned to be awarded in October with construction completed early 2024.

Ninja Obstacle Course (Hobart Park)

Construction of the Ninja Obstacle Course in Hobart Park was completed in June 2023. The Ninja Obstacle Course provides for enhanced and challenging play experiences suitable for all ages. The play space was officially opened to the public on 4 July 2023 with Council staff facilitating a BBQ and several hundred residents attending on the day to put their ninja skills to the test. Council recognise and thank the Northern Territory Government for co-contributing to the funding of this project. The ninja obstacle course has proven to be very popular and highly utilised with the Palmerston community. With future investment it is envisaged that Hobart Park will become a Regional Park under the Play Space Strategy hierarchy.



Hobart Park Ninja Obstacle Course

New Shade Structures – Shadforth and Dillon Park

Two new shade structures are being installed for Shadforth Park (Durack) and Dillon Park (Gray) with construction underway and completion expected in early October. Shading play spaces activates and facilitates a more enjoyable and longer lasting experience of the city's parks. The projects have been funded through the Local Roads and Community Infrastructure (LRCI) funding from the Australian Government.

Marlow Lagoon All Abilities Swing Upgrade and New Shade Structure

Exemplifying objectives under Council's Inclusive, Diverse and Accessible Policy Framework and Play Space Strategy, a major upgrade of the Marlow Lagoon basket swing has been undertaken. The upgrade includes improved all ability pathway access, replacement of sand Softfall with rubber and provision of a new shade structure. The improved facility is materially more accessible and functional and is anticipated to be highly embraced and utilised. The projects have been funded through the Local Roads and Community Infrastructure (LRCI) funding from the Australian Government.



Photo showing All Abilities Swing at Marlow's with new rubber Softfall, shade and improved pathway access under construction and refurbishment.

Minor Capital and Maintenance Improvements to Play Spaces

With consideration to alignment of the Play Space Strategy objectives and focal areas stated above, several minor capital and maintenance works have been completed this quarter as follows:

- Comprehensive playground cleaning of selected play spaces at Walter Park (Moulden), Gager Park (Gunn) and at Rosebery Park (Rosebery).
- Installation of bike racks of at Bill Lewis Park (Bakewell), Tiverton Park (Gray) and Sibbald Park (Woodroffe).
- Installation of Public Litter Bin and footpath providing pedestrian connection between the carpark and the Ninja Obstacle Course.



Rosebery Park, Rosebery – Comprehensive Playground Cleaning (illustrating before & after cleaning)

Planning Responses

Council considers the social implications of all planning and decision making, including when contributing to Territory Planning processes and provide advice on development approvals.

For the quarter, ten (10) planning applications were referred to Council for comment during the reporting period with nine (9) responses provided at the time of reporting.

No strategic planning responses were provided during the quarter.

4. A Future Focus

Objective 4.1: 'We support and foster innovation'

FiberSense

FiberSense uses underground fiber optic cables and technology to detect vibrations from machinery, vehicles, pedestrians and more. The vibrations are converted into data that CoP will be able to use for planning and improvements to the city. With this level of detail, Council can better plan for future growth and make improvements so that Palmerston continues to be a 'Place for People' by being safe, welcoming, and livable.

A total of 60km of fiber optic cable has been laid throughout Palmerston Central Business District (CBD) and Tiger Brennan Drive. FiberSense has completed 100% of the cable installation and splicing for the project within the road network. CoP is continuing to work with FiberSense in relation to the implementation and usage of the data. A demonstration of the data usage is being prepared for a workshop in October with a public launch of the product following this.

The initial system includes traffic data and asset protection i.e. excavation and works occurring in public domain. The system will also have the ability to re-enact/simulate events such as accidents with accuracy. Following the launch, work will continue as the next stages as per agreement to include things such as people movement in 2024.

Zuccoli - Private Development - Subdivisions:

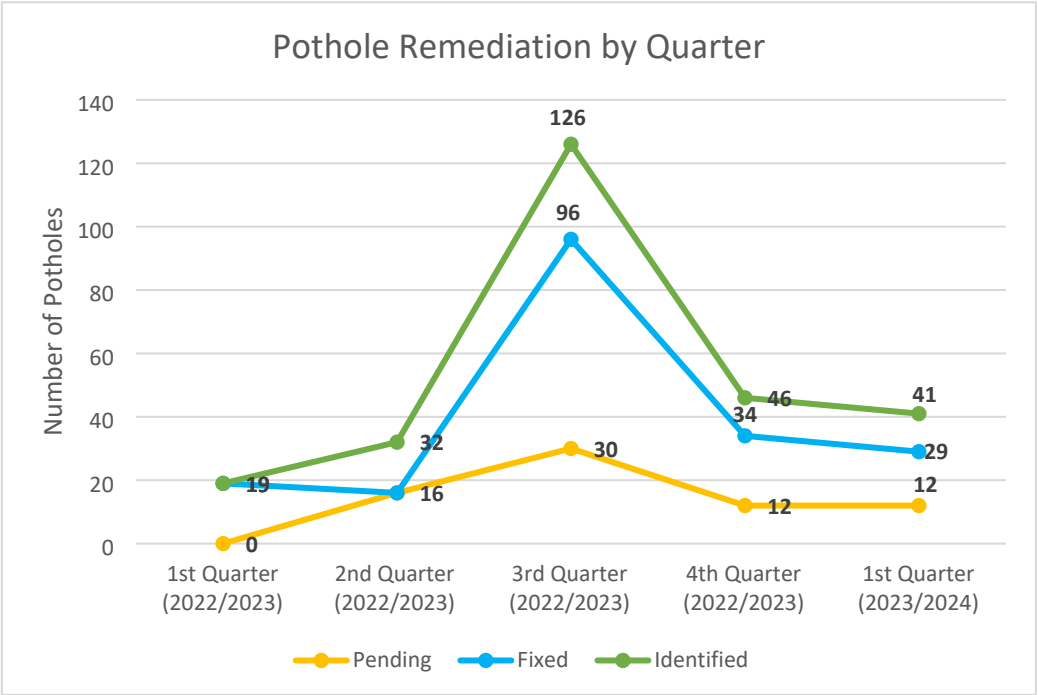
The development of Zuccoli continues. This quarter saw the delivery of Zuccoli Mitchell Creek Green Stage 212, Zuccoli Aspire Stage 4A, and Zuccoli Village Park P25A. The latest subdivision stages provide 94 new allotments, 3 new family friendly open space parklands, and provides for population growth within the Palmerston municipality, in line with the Community Plan.

Objective 4.2: 'Infrastructure is fit for purpose'

Potholes

The Council is committed to maintaining a safe, visually appealing, and long-lasting infrastructure. CoP ensures its infrastructure assets are regularly maintained and managed to meet the community's needs and is fit for purpose.

Overall, there were a total of 41 potholes identified during the quarter as requiring repair works, of which 29 were completed. There are 12 repair works to be completed which are scheduled for completion in October.

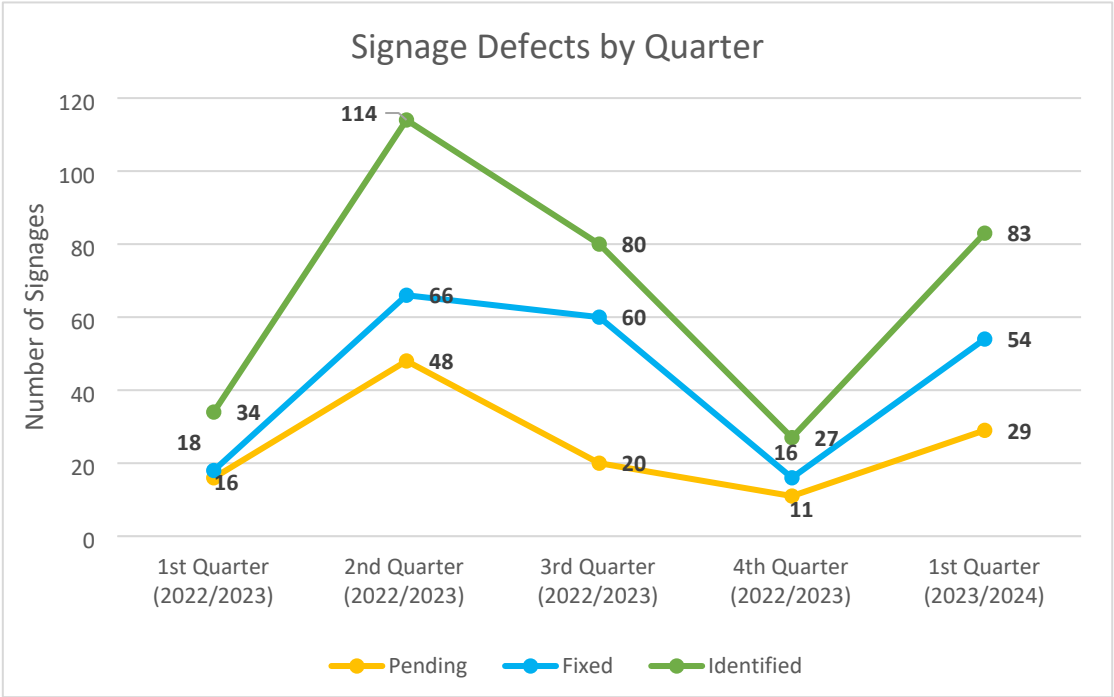


Note: Data as of 13 September 2023

Signage

CoP initiated a signage inspection program for each suburb in Palmerston to identify and repair damaged signs, this ensures infrastructure is well maintained and provides a safe community.

This quarter 83 road signs were identified as requiring repair works. Repair works on 54 signs have been completed and 29 are scheduled.



Note: Data as of 13 September 2023

Floodway Signage

This signage is a first for CoP and it will deliver real time data to CoP and provide traffic warnings when a flooding event occurs to motorists and pedestrians. This project is now completed with signage installed at Bombax Street, James Circuit and Melastoma Drive. This project will improve road network connectivity and enhance community safety.

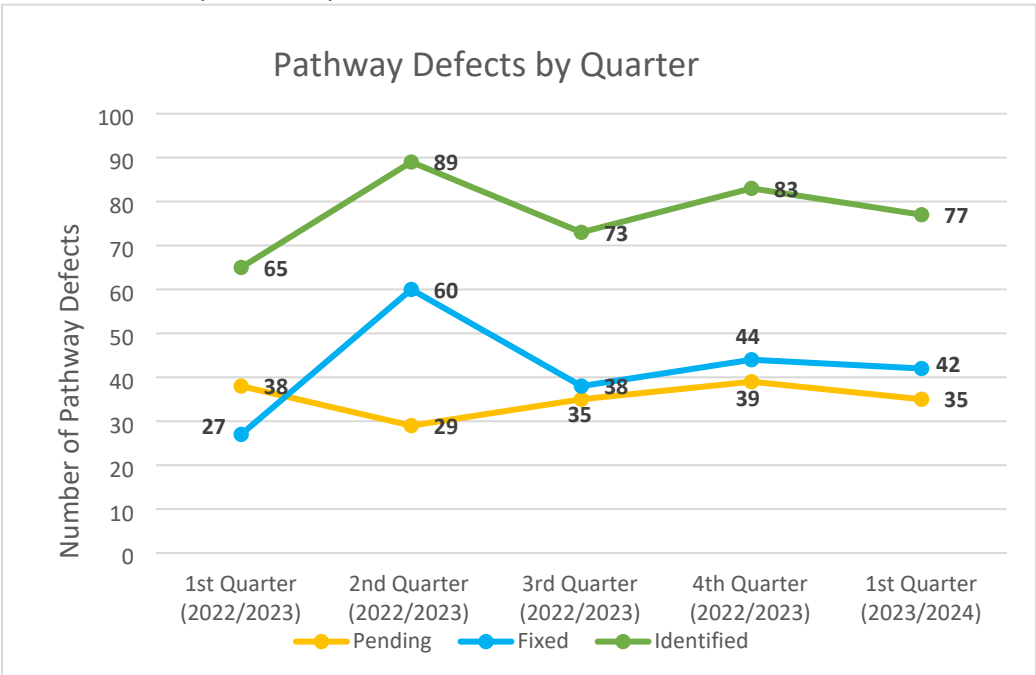


Pictured floodway signage for Bombax Street, Moulden.

Pathways

This quarter 77 pathway locations were identified as requiring repair works. 42 pathway defects have been completed and 35 are in progress or scheduled. The maintenance of our pathways contributes to the safety of the community and ensuring infrastructure is fit for purpose.

Works undertaken include the replacement of cracked concrete panels, investigations and sinkhole rectifications, and the replacement pit lids, bollards, and fences.



Note: Data as of 13 September 2023

Pathway Replacement and Renewal

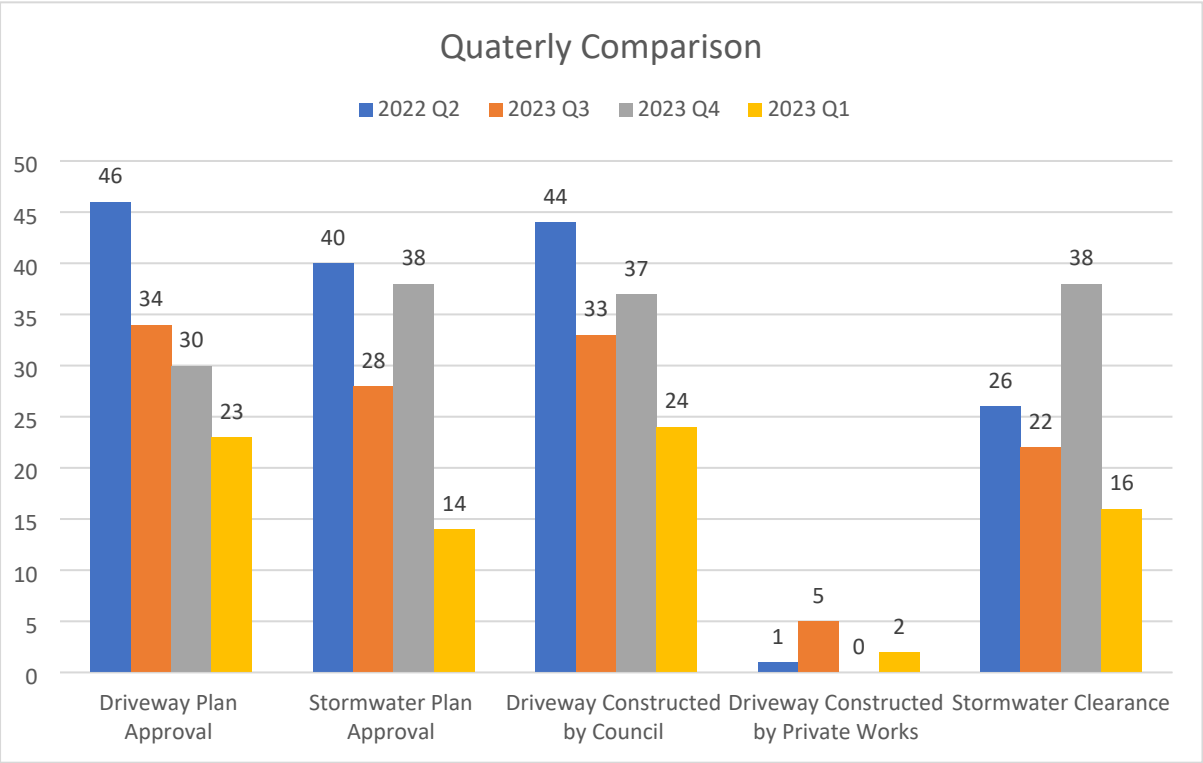
Planning and design works for the 2023-2024 New Pathways Program is being completed by CoP and it is expected the new program will be in place at the end of November 2023. The CoP Assets, IT and Infrastructure teams have collaborated to develop complete hi resolution mapping and analysis solution for pathway management program utilising the CoP ArcGIS system. The system provides mapping and data analysis that can be utilised across directorates to collaborate and share information regarding workflows and asset management. This innovative approach is assisting in improved infrastructure management to meet the needs of the community.

Driveways

In total CoP received 77 applications in the new financial year as of 18 September 2023. Applications affected 56 total allotments, 45 of which belonged to properties in Zuccoli. In total, CoP received 579 applications in the 2022/23 financial year with 245 applications received in the final two quarters. 90% of applications are from new developments and construction in Zuccoli with the minority 10% coming from other suburbs within the municipality.

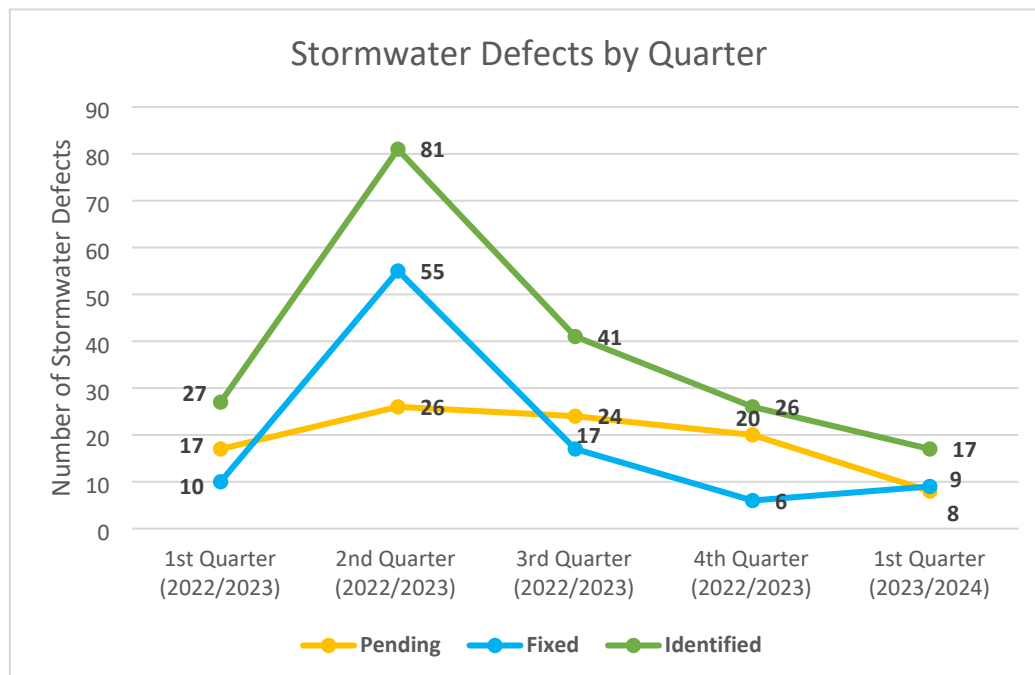
The following driveway activities were undertaken this quarter:

- Received and approved 9 driveway plans for Zuccoli.
- Received 19 driveway construction requests for Zuccoli. All driveways are expected to be constructed by mid-October pending weather conditions.
- 1 further driveway in Zuccoli was completed by private works.
- Council received 15 stormwater clearance requests, issued 15 connection approvals, and approved 7 stormwater designs for house connections in Zuccoli.



Stormwater

Ongoing condition inspection of stormwater drains, pipes and pit other minor civil works has been carried out in preparation for the wet season ensuring they are fit for purpose.



Note: Data as of 13 September 2023

Lights

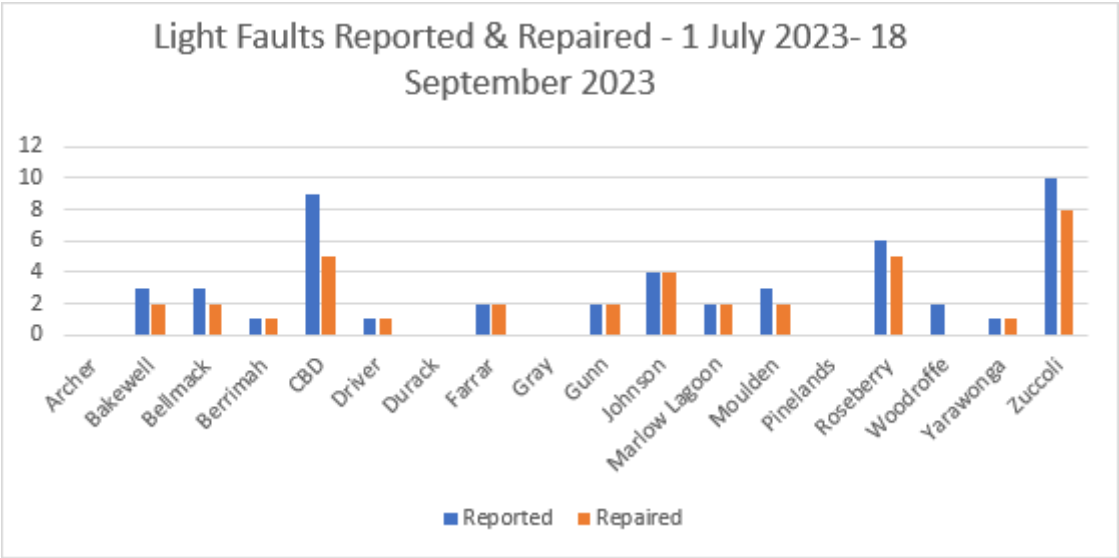
Programs have been developed for Street Lighting and continues to deliver beneficial outcomes, safety improvements and energy efficiencies for the community. The Dark Spots and Lighting Maintenance Programs ensure Palmerston is a safe family friendly city.

Dark Spots:

- Designs have been completed for Stockwhip Drive, Allamur Court, Harrison Park and Essington Park.
- A Request for Quotation is being completed and works are anticipated to commence this in November 2023 pending weather conditions.
- Development of the 2023-2024 works program is progressing and is expected to be completed in November 2023.

Light Fault Rectifications for the period 1 July 2023 to 18 September 2023:

- 49 light faults were reported (less than 1% of 5391 total lights in inventory)
- 37 faults have been rectified completely (98% of faults in this period)
- Works continue to rectify the remaining 12 faults anticipated within October 2023 pending weather conditions (all still within target dates)
- Council is continuing to undertake scheduled night inspections, rectification of luminaires to be completed under schedule; and
- 98.3% of streetlights were working as of 18 September 2023.



Black Spots

CoP have received traffic accident data from NTG Roads and Traffic Management and this will inform the development of the 2024 “Black Spots” program.

Irrigation

In addition to ongoing maintenance and repair, recent irrigation capital renewals, replacements and improvements include:

- President Bore (Driver) – new motor, pump, wiring and variable speed drive (VSD).
- Lake 8/9 (Durack) – new pump, wiring and valves.
- Lake 4 (Durack) – new variable speed drive (VSD).
- Roberts Park (Gray) - new irrigation system.

It is noted that VSD’s control and adjust the motor speed throughout the run cycle enabling full control of your electric motor applications. Additionally, VSD’s improve the life of motors and deliver energy efficiency savings through the gentle ramping up of electric motors.

The groundwater production bore at Marlow’s Lagoon supplying the irrigation system located in the vicinity of the playground has been experiencing issues. Bore investigation found that the bore casing is failing and consequently it has been recommended that the bore be decommissioned, and a new replacement bore be installed. A RFQ to develop a new replacement bore as well as decommission the original bore was released in September 2023 and is planned to be awarded in October 2023. Re-establishment of groundwater production will enable the irrigation system to be reactivated.

Council Buildings and Facilities

Recreation Centre

Refurbishment of the Recreation Centres Air Conditioning system is underway and is anticipated that the project will be completed in October 2023.

SWELL

The SWELL project is Palmerston’s largest infrastructure project to date and is set to transform the current aging Palmerston Swimming and Fitness Centre into an aquatic and leisure precinct including a

refurbished 50m pool with improved accessibility, heated program pool, an adventure play zone, warm water pool, half basketball court, events area, upgraded amenities and plenty of shade.

Construction works commenced in August 2022 and is currently on schedule to be completed by December 2023. The works are progressing in line with program and a major milestone was reached with the installation of the Mythra Pool System. Further works progressed are the structure for the pool shade systems and delivery of the Adventure Playground from Canada.



Structure for shade systems, leisure pool and Whitewater structure.

SWELL Precinct – Hall 2 and Gym Refurbishment

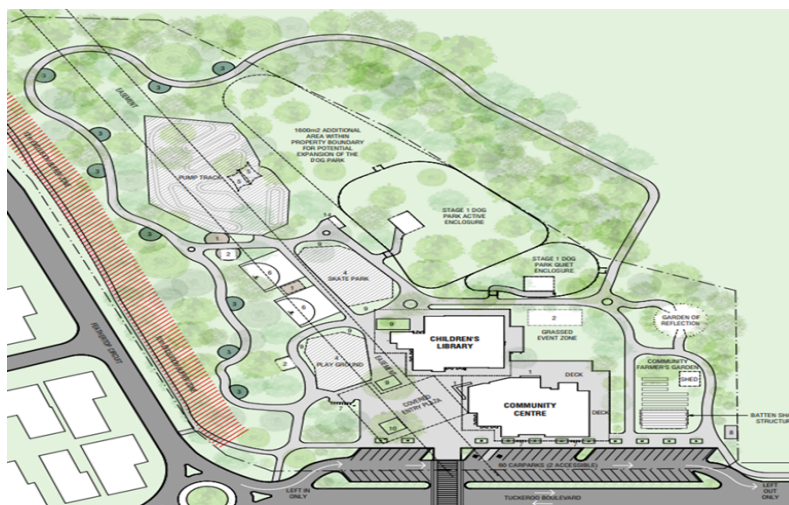
CoP is committed to strengthening the connection between people and place. This has driven the Design for the refurbishment of Hall 2 and the Gym. The design for these has been completed. The refurbishment is intended to create a more usable community space that provides open connectivity between Hall 2 and the Gym. The refurbishment has been expanded to include replacement of roof and works are expected to commence in October 2023. Once complete the centre will provide an accessible connected fitness and public space where people can come together.

Zuccoli Community Hub – Stages

The Master Plan for the Zuccoli and surrounds Community Hub, incorporates an off-leash dog park, walking trails, a skate park and pump track, a playground, children's boutique library, community centre and a garden of reflection. The project has an estimated cost of \$20 million and is anticipated to be delivered over a 5-year period, commencing in 2022.

The Community Hub will be delivered in stages, the first stage being the Dog Park (Completed, including public toilet) and the second stage will be the Skate Park and Pump Track. A Geotechnical assessment of the site has been undertaken and this will inform the Civil Design.

The second stage of the Community Hub will be the Skate Park and Pump Track. Prior to works commencing on Stage 2 of the Hub, the design of the civil, landscaping, open space structures and related infrastructure (excluding the buildings) will occur. The Civil Design is expected to commence in October 2023 with earthworks anticipated to commence for the second quarter 2024.



Project Site Plan

Driver Community Centre

Council have received the preliminary design and needs assessment for the new community centre. A community consultation process has commenced, and this will conclude in mid-October 2023. The community consultation will be used for design development of the Centre and to ensure it meets community expectations. A report will be provided to council with the results of the consultation.

Durack Community Arts Centre

The Durack Community Art Centre was constructed to provide support to artists and creative enterprises. It is Palmerston's first and only purpose built art and culture space to date. The Centre consists of two halls, only one being airconditioned. The design of the air conditioning system for the second hall has been completed and includes provisions for a building management system, solar power, and a backup genset. The design provides for improved built environment sustainability. The contract for the supply and installation of the air-conditioning system was awarded to United Airconditioning and Mechanical services. Works are progressing and the project is expected to be completed October 2023.

Harvest Corner Gray Community Garden

The vision for Harvest Corner is to provide a shared gardening space for the Palmerston community, that allows members to engage with each other and nature, be active and learn new skills, improving health, wellbeing, and community connectedness. The Harvest Corner Garden also benefits the community through increased greening and cooling of an urban space and provides educational opportunities for sustainable living practices.

The Harvest Corner Garden was operated by Gray Community Garden Inc. which recently dissolved and transferred responsibility of the Garden back to CoP.

Following hand back in August, CoP Outdoor Team undertook an extensive clean-up which culminated in the removal of 2.5 tonnes of general waste, 3.5 tonnes of green waste and 4.5t of scrap metal, including 20 fridges. The Outdoor Team continue to undertake maintenance of the Garden noting that Council has endorsed a recommendation to undertake a public expression of interest (EOI) to invite local community organisations to apply operation and management of the Garden.



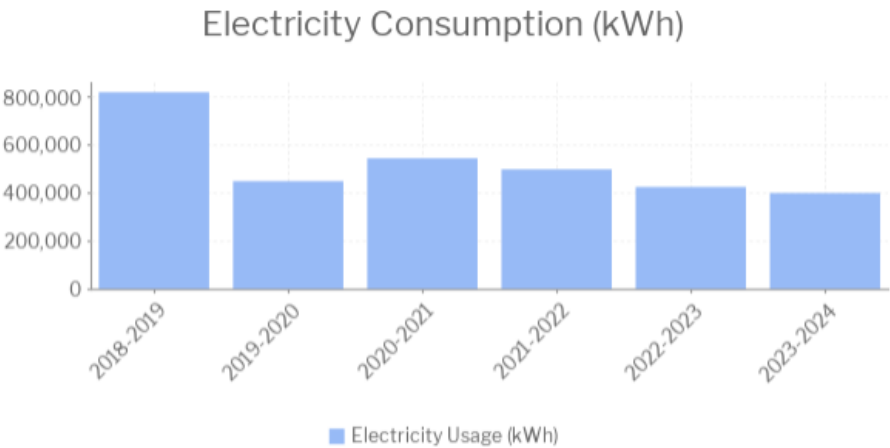
Harvest Corner Garden undergoing clean-up and maintenance.

Environment Sustainability

Objective 5.1: ‘Reduce our footprint on the environment’

Electricity Consumption:

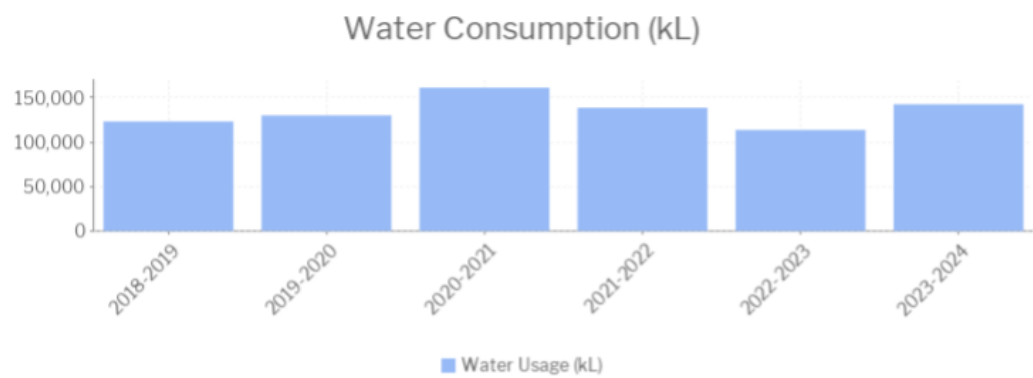
The graph below shows a comparison of Council’s total electricity consumption for quarter 1 of the financial year since 2018/2019 (Note: Data has been estimated for the final month (September) of Q1 2023/2024). The decrease in consumption in 2019/2020 may be attributed to the substitution to smart energy efficient LED streetlights and the installation of solar power systems at both the Palmerston Library and Palmerston Recreation Centre. The Civic Centre solar system was installed in 2021 which has contributed to the lower consumption in the 2022/2023. The first quarter of the 2023/2024 financial year shows a 6% reduction in energy usage. Overall, the energy efficiency improvements Council has implemented, have contributed to lower energy costs and a reduction in carbon emissions aligned with the Environmental Sustainability objectives of the Community Plan.



A Place for People

Water Consumption

The graph below shows a comparison of Council's total water consumption for the first quarter of the current and past five financial years. Q1 of 2023/2024 shows a 25% increase in water consumption (Note: Data has been estimated for the final month of the quarter of Q1 2023/2024). This increase is largely attributed to the repair and activation of a number of irrigation systems across the municipality as well as consequent to a number of leaks which have been detected and repaired.



Greenhouse Gas Emissions

The graph below shows Council's total Q1 emissions against the 2018/2019 baseline prior to the implementation of Azility (Note: Data has been estimated for the final month (September) of Q1 2023/2024 and additionally fleet emissions are excluded from this data). A downward trend is demonstrated from 2020/2021, with a 15% drop achieved in Q1 of 2022/2023, and a further 6% achieved in Q1 of 2023/2024. These emissions savings can be attributed to initiatives such as solar system installation at Council buildings, the upgrade of the street lighting network to energy efficient LED lights, smart controls, and optimisation of energy use in Council buildings. As previously reported, energy efficiency improvements have contributed to lower energy costs and a reduction in carbon emissions aligned with the Environmental Sustainability objectives of the Community Plan.

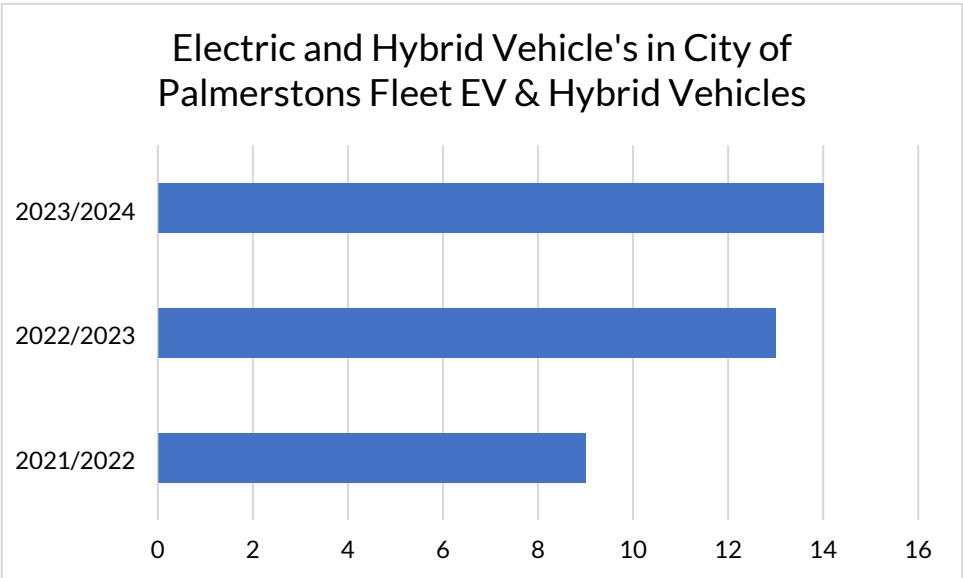
Baseline Year: 2018-2019

Financial Quarter: 1



Electric Vehicles

As part of fleet replacement, electric and hybrid vehicles are procured where operationally possible. Electric and hybrid vehicles are beneficial due to their lower emissions, which help combat climate change and improve air quality. CoP's vehicle fleet currently includes two fully electric and 12 hybrid vehicles. The most recent addition to this list is the Hino Hybrid 300 series truck delivered this quarter.



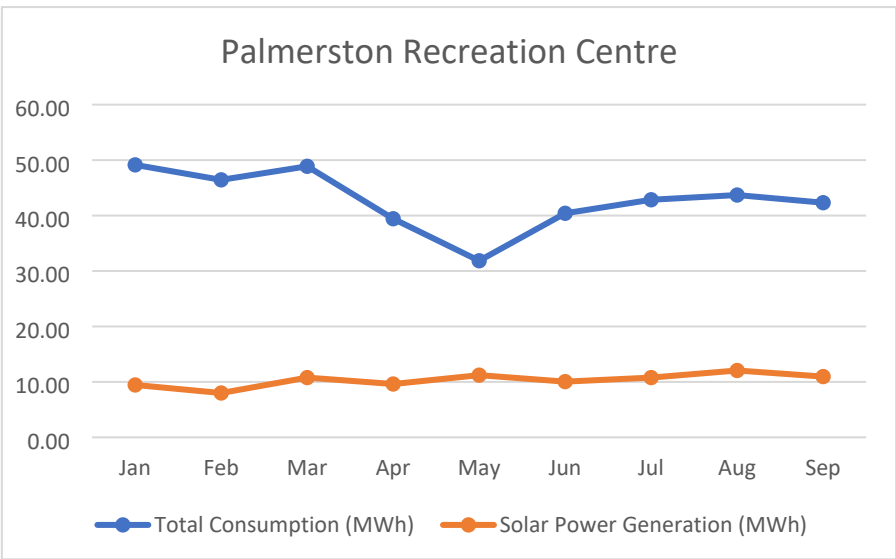
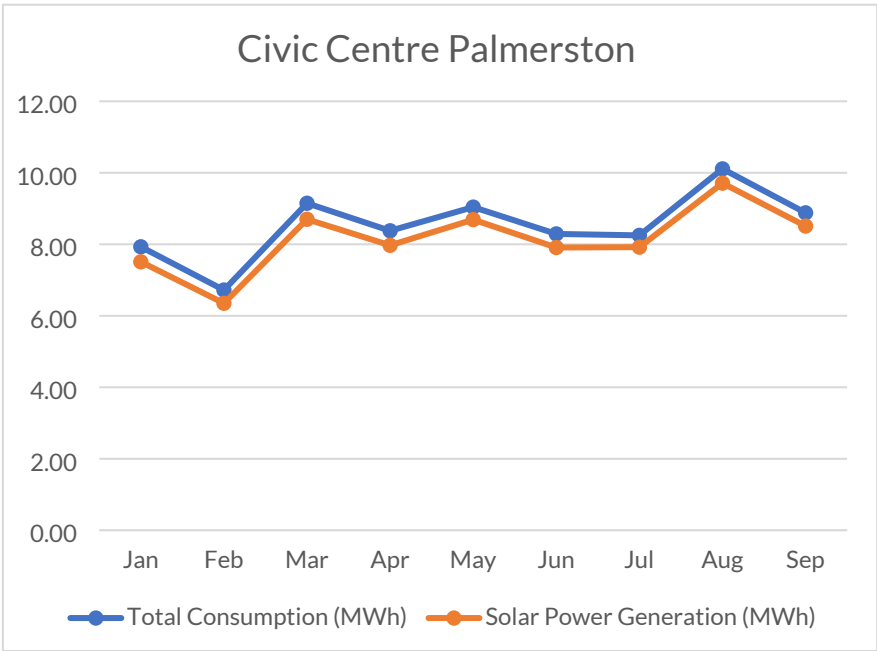
Graph showing the increase of electric and hybrid vehicles from 2021/2022 financial year to the 2023/2024 financial year.

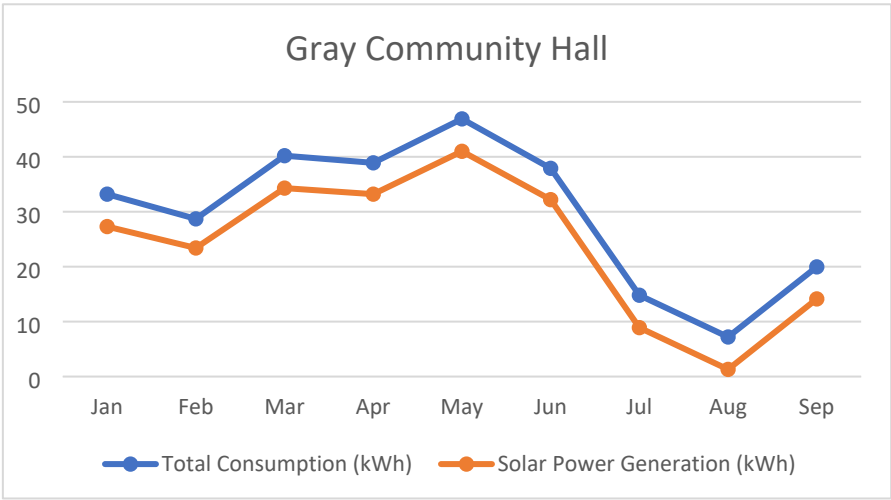


Image of the new Hybrid Hino Truck delivered this quarter.

Solar Power Generation – Recreation Centre, Palmerston Library, Civic Centre & Gray
Council maintains the solar generation systems at four facilities (Palmerston Library, Civic Centre, Palmerston Recreation Centre, and Gray Community Hall). Live and recent solar power generation information is available on Council’s website at:
<https://palmerston.nt.gov.au/operations/environment/councils-renewable-energy#library>

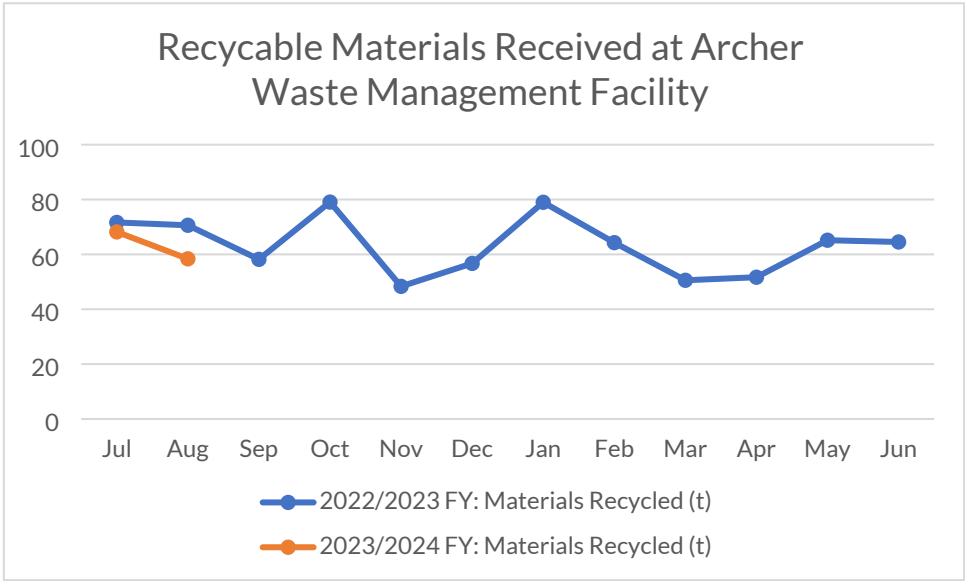
The below graphs track power consumption of these buildings compared to the solar power generated (Note: Palmerston Library solar analytics software is currently undergoing maintenance). As seen below, the majority of power consumed at Civic Centre and Gray Community Hall is from solar.





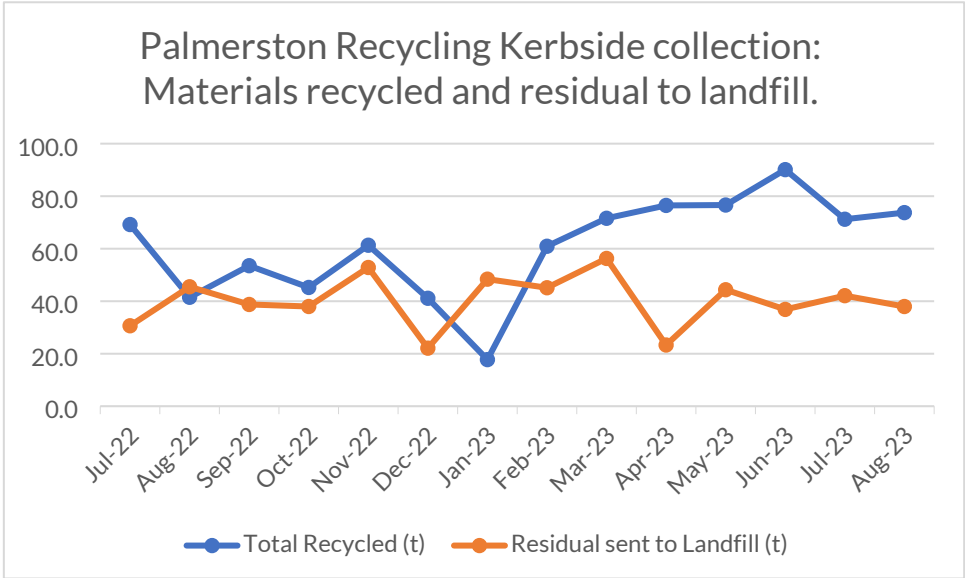
Recycling at Archer Waste Management Facility

The graph below tracks the tonnages of recyclable materials received at Archer Waste Management Facility. A comparison of the current financial year compared to the 2022/2023 financial year shows similar quantities were received in July and a decrease in August from 70 tonnes to 58 tonnes.



Kerbside Recycling Service

The below graph tracks the tonnages of materials collected in the kerbside recycling service that are able to be recycled compared to contaminated materials collected that are sent to landfill. This data tracks the previous and current financial years. From January 2023 a clear decrease can be seen in contamination rates. This is demonstrated through an increase of materials sent for recycling. In July and August of this financial year a total of 225 tonnes of recycling was collected. Of this, 145 tonnes were able to be recycled and 80 tonnes was mixed contaminated and non-recyclable material, which was transported to landfill.



E-Waste Recycling

Council has introduced e-waste recycling bins at the Civic Centre and Palmerston Library. This initiative aims to promote responsible electronic waste management and provide accessible recycling options. By facilitating the proper disposal of e-waste, Council is contributing to a cleaner environment, resource conservation, improved public health, and increased awareness of responsible waste disposal among Palmerston residents. The provision of additional waste recycling services is aligned with the Community Plan objective to Reduce our footprint on the environment and strategy to provide new opportunities for community to recycle waste. Since implementing this initiative in April 2023, 904 kgs have been recycled.



Image of CoP staff member recycling obsolete E-Waste at Palmerston Civic Centre.

Home Composting Rebate Program

The Home Composting Rebate has been promoted this quarter and will continue at the Palmerston Markets in the next quarter. Additionally, “Council Initiatives” signage is displayed across multiple Council facilities to increase awareness of the Program.

As of 15 September 2023, Council received six applications under the Home Composting Rebate Program in the quarter (compared to four applications received in the previous quarter). The total number of applications for the life of the Program is 74. The Home composting Rebate continues to be promoted on social media and monthly, at the Elected Members stalls through the compost bin raffle giveaway.

Period	QTR 1 (JULY – SEPT 23)
New Applications	6
Total Applications for Life of Scheme	74

Objective 5.2: Palmerston is a cool, shaded, green City

Lake Weed Management

Council's lake management activities, including Salvinia weed management, are key to maintaining community expectations for lake aesthetics, wildlife habitat, and recreational fishing. Lake management over the past year, including Salvinia weed management, has been a success with lakes consistently being maintained with 90-95% open water.

Further information on harvesting operations is updated regularly on Council's website at <https://palmerston.nt.gov.au/operations/environment/reserves-and-waterways/palmerston-lakes>.

Lakebed Aerators

CoP maintains a network of fountains and aerators to maintain and improve water quality in the Palmerston Lakes.

Council's recent application for funding of \$100,000 under the Northern Territory Recreational Fishing Grants Scheme (NTFRGS) was recently approved and will fund 3 additional lakebed aerators to be installed in the Palmerston Lake network. Assessment of the lakes to determine the most appropriate lakes for installation are underway.

Land Conservation (Weed and Fire) Management

Planning for the 2023/2024 weed management season has commenced in consultation with specialist land management contractors. Focal areas for weed management include conservation areas such as Gunn Escarpment, Marlow's Lagoon and Sanctuary Lakes. Weed Management will also be planned and undertaken at the AWMF including closed landfill.

For Gunn Escarpment, Council staff are collaborating with land management specialists to develop an integrated weed and fire management strategy. The integrated approach includes fire break maintenance, weed spraying (including Gamba and Mission grasses) and wet and dry season prescribed burns. Gunn Escarpment management objectives include both land conservation management and biodiversity outcomes as well as asset protection having regard to the adjoining residences.

Prescribed Burns Gunn Escarpment

Prescribed burns are carried out in Palmerston and throughout the Northern Territory at the end of the wet season to prevent against uncontrolled wildfire during the late dry season. This quarter CoP coordinated the burns in the Gunn Escarpment for the first time, after being handed over management of the reserve in July 2022.

These controlled burns were highly successful, achieving both asset protection and biodiversity preservation objectives for the reserve.



Image of the 2023 Gunn Escarpment prescribed burns taking place.

Verge Assistance Program and Residential Tree Planting Program

The Verge Assistance Program takes place during the dry season months. The Program is ongoing and residents continue to have an opportunity to apply throughout the year. "Council Initiatives" signage has been displayed across multiple Council facilities to increase awareness of the Program. A total of 45 residents benefited from the program in the 1st quarter to date.

TOTAL FY 21/22	TOTAL FY 22/23	QTR 1 (JUL - SEPT 23)	QTR 2 (OCT - DEC 23)	QTR 3 (JAN - MAR 24)	QTR 4 (APR - JUN 24)
86	46	45	-	-	-

Council's Residential Tree Planting Program supports community members with appropriate tree planting on their verge or public open space. Media communication support in highlighting this initiative is ongoing with the focus being in the lead up to the Wet Season to optimise tree establishment. A total of 11 trees were planted through the program in the 1st quarter of 2023/24.

TOTAL FY 21/22	TOTAL FY 22/23	QTR 1 (JUL - SEPT 23)	QTR 2 (OCT - DEC 23)	QTR 3 (JAN - MAR 24)	QTR 4 (APR - JUN 24)
111	64	11	-	-	-

Urban Greening and Cooling

Council's commitment to urban greening and cooling will focus on the upcoming Wet Season to optimise tree establishment. Tree planting works are centred around pedestrian linkages and road linkages throughout the Municipality.

RFQs are in development currently, to be released in early October for the planting of up to 200 trees for Driver & Gray Drain pedestrian linkages and Strawbridge/Beaumont Park.

Recently completed tree planting projects on Woodlake Boulevard and Owston Avenue have seen 180 trees successfully planted with ongoing care and maintenance committed to ensure tree health and growth is optimised. Other successful planting initiatives include the Operations Centre beautification project with 60 native planted to beautify the boundary along Temple Terrace and Toupein Road.



Mimusops elengi – Owston Avenue Tree Planting Project

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

2023 Pre-Cyclone Clean-Up

CoP holds an annual kerbside collection of hard waste in preparation for the cyclone season. The pre-cyclone clean-up (PCCU) initiative is designed to provide residents with the opportunity to clear their property of large objects that don't fit into general waste or recycle bins and risks becoming a dangerous projectile in a cyclone. Additionally, the PCCU enables streamlined post-cyclone clean-up efforts, assists in educating the community on cyclone preparedness, and promotes overall safety during severe weather events.

The PCCU was carried out from 4 September to 29 September 2023. The Clean-Up was extensively advertised via newspaper, radio, social media, Waste Calendars, CoP website, flyers located at Council touchpoints and through strategic placement of PCCU located throughout the municipality.



Image of contractors carrying out the 2023 Pre-Cyclone Clean-Up in Marlow Lagoon.

Results for the 2023 Zone 1 (Marlow Lagoon, Driver and Moulden) collection are presented below.

Suburb	Days to clear	General Waste (t)	General Waste % of Collection	Recycling (t)	Recycling % of Collection	E-Waste Recycled (eg. TV units)	Mattresses	Bikes to HPA	Furniture Donated
Marlow Lagoon	1	1.48	40%	2.2	60%	24	0	10	2
Driver	2	6.88	68%	3.2	32%	106	15	13	0
Moulden	3	13.8	82%	2.9	18%	123	31	35	0

Preliminary observations from the PCCU clean-up suggest that property hard waste presentations may be lower in 2023 than in 2022, with generally smaller waste piles. The absence of very large piles in 2023 may indicate successful clearing of long-standing hard waste. However, comparing successive PCCU years can be challenging due to substantial year-to-year variations. Factors such as increased cost of living and reduced government stimulus packages could consumption and consequently waste generation. CoP will continue monitoring PCCU clean-up data and review the program to inform improvements for the 2024 PCCU.

A Place for People

Waste Calendars

The highly anticipated Waste Calendars were released this quarter. They were distributed to residents via Council touchpoints as well as being available online on the CoP website.



Image of the recycling section in the 2023/2024 Waste Guide.

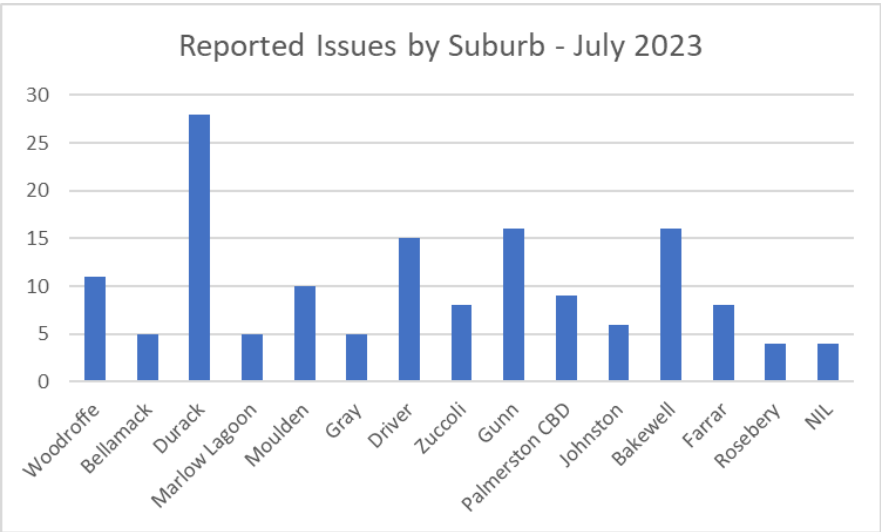
5. Governance

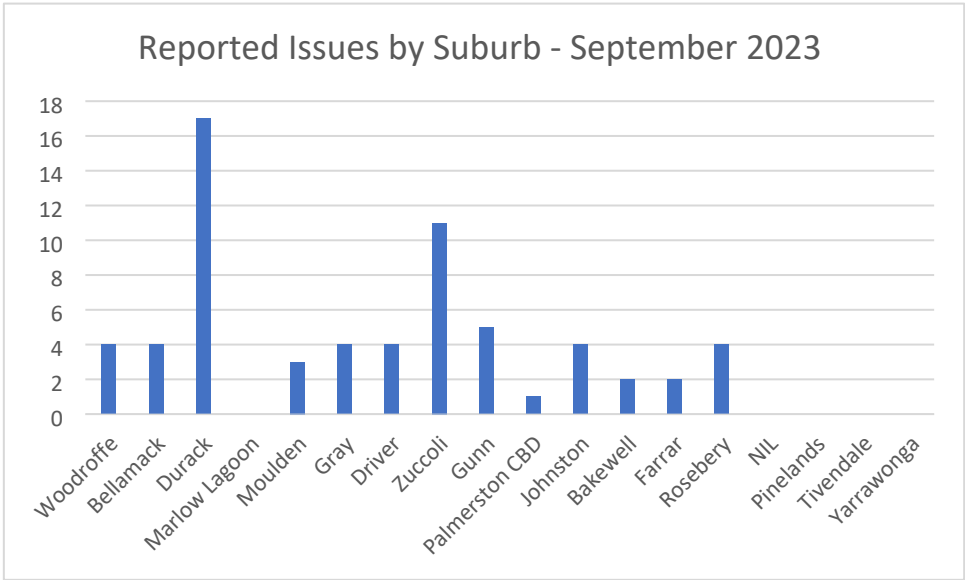
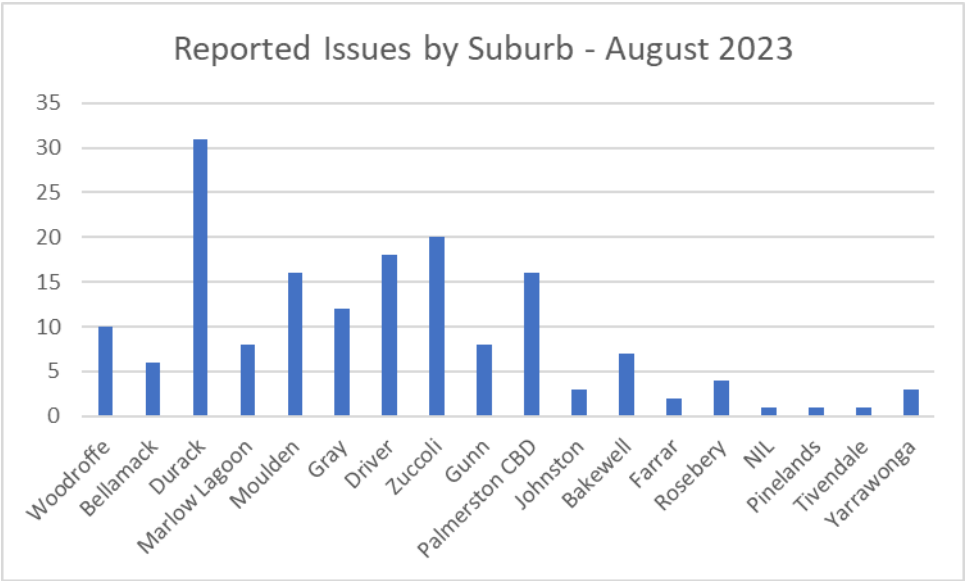
Objective 6.1: 'Ensure we have a leading governance model'

In total, 382 resident reports were raised in this quarter, with a total of 438 completed and 110 remaining outstanding as of 15 September 2023. 39 of these outstanding resident reports were raised prior to the first quarter.

In this quarter, Durack residents raised the highest number of resident reports within the Municipality being a total of 76, primarily pertaining to work related to Irrigation and Public Places. These two categories emerged as the trend for most frequent concerns voiced by all residents.

The below data summarises resident reports by suburb to Council per month in this quarter.

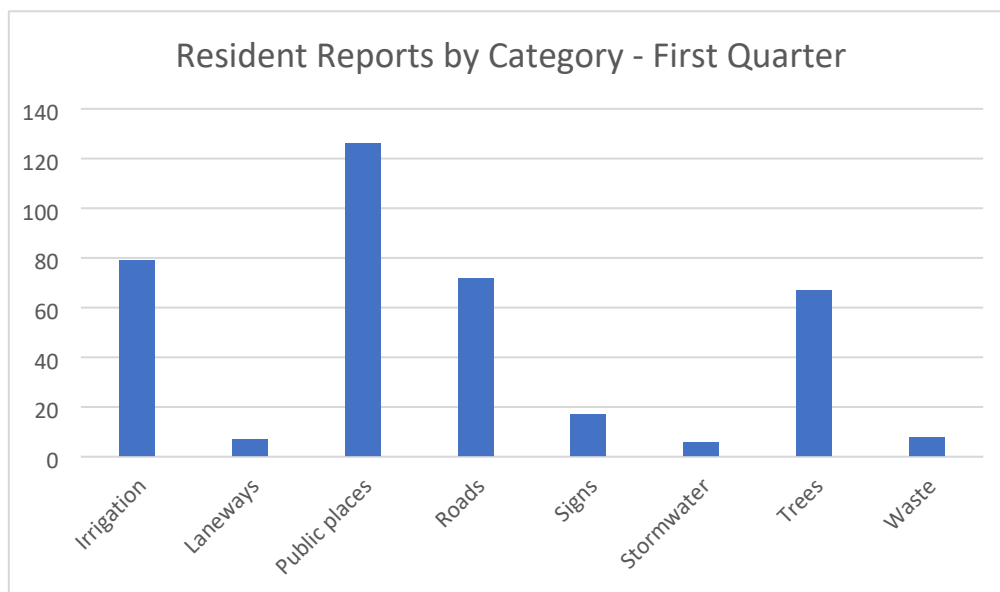




Data as of 15 September 2023

Note: NIL suburb has been identified as anonymous resident reports with no location included.

The below data summarises resident reports by category to Council in the First Quarter, as mentioned above, the most common resident reports are in regard to Irrigation and Public Places (this includes footpaths/bike paths, graffiti, and vandalism in open space).



CONSULTATION PROCESS

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

- City Sustainability Manager
- Executive Manager Projects and Infrastructure Services
- Open Space Lead
- Open Space Officers
- Land Conservation Officer
- Environment Officer
- Private Works Engineer
- Asset Lead

POLICY IMPLICATIONS

There are no policy implications for this Report.

BUDGET AND RESOURCE IMPLICATIONS

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

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

This Report addresses the following City of Palmerston Strategic Risks:

5. Infrastructure
Failure to plan, deliver and maintain fit for purpose infrastructure.

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.



A Place for People

COUNCIL AGENDA

ATTACHMENTS

Nil

COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.2
REPORT TITLE:	Community Quarterly Report July to September 2023
MEETING DATE:	Tuesday 3 October 2023
AUTHOR:	Executive Manager Community and Library Services, Anna Ingram
APPROVER:	General Manager Community, Kylie Darley

COMMUNITY PLAN

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

PURPOSE

This Report summarises the key activities undertaken by the Community Department in the July to September 2023 quarter.

KEY MESSAGES

The Community and Culture Directorate provides a quarterly report of its activities, some highlights include:

- City of Palmerston has supported six community engagement opportunities and events in the past three months with a total of 169 customer interactions, including attending the first RSPCA's Million Paws Walk held in Palmerston.
- Carnivale Cabaret was held in the gardens of Durack Community Arts Centre on Friday and Saturday 23 and 24 June with 550 people in attendance.
- Territory Day was once again held at Goodline Park in Rosebery on 1 July. This was a free event with Prayer Corby providing entertainment, with 1700 in attendance.
- Palmerston Youth Festival 2023 was a huge success seeing 6030 attendees across the seven days of events. Over 60 prizes were awarded in a variety of competitions which included sports, singing, art and cooking.
- City of Palmerston organised the last of the On Frances series party for the year with an 80s Theme, with approximately 450 people attending the event.
- The Library celebrated NAIDOC Week with a full five-day schedule of workshops during the school holidays, delivered by first nations presenters including a special Storytime with Desmo Lewis, boomerang throwing with Dr Richie Fejo, Dale Austin from Dingo Cockatoo facilitated a bark painting workshop and created a new mural painting, which will be hung in the library and screen printing with Larrakia Nation.
- Palmerston Seniors Day 2023 was held on Wednesday 16 August at the Palmerston Recreation Centre with appropriately 120 seniors attending on the day.
- Hooked-on Palmerston has proven highly popular this season with 785 people registered for the competition. Between June and September, seven to ten catches have been registered each month.
- Reboot Your Loot – Saturday 12 August hosted more than 40 stallholders who set up to sell many of their preloved items with over 150 people attending.

- The 2023/2024 dog registrations were due at the end of September 2023, with a total of 2757 dogs registered as of 26 September. City of Palmerston had a total of 5764 dogs registered in the previous year.
- Follow up on previous years dogs which haven't be reregistration has commenced.

RECOMMENDATION

THAT Report entitled Community Quarterly Report July to September 2023 be received and noted.

BACKGROUND

The Community Directorate provides a quarterly update to Council on key activities undertaken during the previous quarter. The Community and Culture Directorate comprises of Community Services, Library Services and Regulatory Services teams.

DISCUSSION

City of Palmerston had a very busy quarter, delivering a wide range of events, services and activities taking advantage of the dry season weather. Activities completed during July to September 2023 are detailed in **Attachment 13.2.2.1** with some highlights identified below:

Million Paws Walk Palmerston

RSPCA's Million Paws Walk was held at Marlow Lagoon Recreation area on 25 June 2023. This is the first time the event has been held in Palmerston and we look forward to hosting alongside RSPCA for the next three years. It was a great turnout with Rangers engaging with 43 of the attendees. Several visitors advised, they were pleased the event was held in Palmerston and that they are looking forward to next year.



Rangers engaging with the Community and pet's 1st Million Paws Walk in Palmerston

Carnivale Cabaret



Carnivale Cabaret was held in the gardens of Durack Community Arts Centre on Friday 23 and Saturday 24 June, 6.30pm – 9.00pm. Produced by Sophie Delightful, the night took inspiration from the travelling roadshows that put circus on the map in the early 1900s.

The program included a range of exciting live shows to suit all tastes, including a 30-minute cabaret, two 10-minute fire performances, and pop-up shows in the Tent of Curiosities, an intimate marquee for lovers of sideshow and burlesque. The event was attended by more than 550 people over the two days.

Carnivale Performer

Territory Day

Territory Day was once again held at Goodline Park, Rosebery. This was a free event with Prayer Corby entertaining the crowd. Everyone participated in the countdown to the spectacular fireworks display, which was the evening's climax. The event saw an increase of 500 additional attendees from last year of 1200 attendees to 1700 this year.

Palmerston Youth Festival

Palmerston Youth Festival 2023 was a huge success seeing 6030 attendees across the seven days of events. Over 60 prizes were awarded in a variety of competitions which included sports, singing, art and cooking. Events included:

- **Geekfest Top End 8 July 2023-** Celebrating all things Geek culture, Geekfest did not disappoint with thousands of community members flocking to the Palmerston CBD (Central Business District) to see some of this year's highlights which included the Cosplay competition with Cosplay special guest Danielle Deb, the highly anticipated Cube, Military display, Medieval Land, and the Darwin Symphony Orchestra Darth Vader March.
- **Youth Pride 9 July 2023-** Youth Pride was held at the Palmerston Recreation Centre and created a safe and inclusive space for the community and members of the LGBTQIA+ family. Attendees were able to take part in an array of activities which included the Beach Choir, "The Hive" makers space and exhibition facilitated by Lit Larve. Performances included Spillett, Eve Lynch, Ace, shalom, Auntie Crystal Love and a debut performance from Violetta.
- **Sportsfest 10 July 2023-** Sportsfest took over the Palmerston Recreation Centre with Inclusive Games, Basketball 3x3 and VR Gaming. Special guest Matt Flynn, Head Coach of Darwin Salties, was on hand to engage with the participants and gave an inspirational speech about the importance of pursuing your passions and the importance of dedication.
- **Palmy's Got Talent 11 July 2023-** Held at Durack Art Centre, Palmy's Got Talent was an amazing evening showcasing local talent which included Skateboard Design, Photography and performance. Our community enjoyed a beautiful array of performances as the sun went down over Durack Art Centre.
- **Rookie Cooks 12 July 2023-** Held at Gray Community Hall, Rookie Cooks was a fantastic day for showcasing culinary skills and taste testing foods from around the world. Participants had the privilege of attending a Masterclass led by Minoli DeSilva, a well-known local chef and ex-MasterChef contestant.

- **Spray it Loud 13 July 2023-** Spray It Loud combined street art, skateboarding, music, and community engagement, showcasing the talent and creativity of the Palmerston community. The support of the Palmerston Skills Centre, alongside the collaboration with the bus company, ComfortDelGro Global Corporation (CDC) Northern Territory, Build Up Skateboarding, and Intrepid Designers NT (Northern Territory), emphasised the commitment to fostering youth development, artistic expression, and community connection.
- **Suburban Sounds 14 July 2023-** Palmy's Got Talent winner Seaning, and Suburban Sounds Selection winner for 2023, Wickie Rae, made memorable debut performances at the Festival, captivating the audience with their unique musical style and vocals. Nationally renowned performers Juran, Becca Hatch, Kian, and headliner DJ Havana Brown, all took the stage and entertained the crowd.



Highlights from the Palmerston Youth Festival

80s On Frances Street Party

City of Palmerston organised the last of the On Frances series party for the year with an 80s Theme. The musical beats from DJ Sarah Mac - Caravan Sounds kept the energy level high throughout the night and Psyche dance crew dazzled the crowd. Approximately 450 people attended the event. The event was hosted by Brent Watkinson and included best dressed competition. From bright neon clothes to denim, attendees came to the event in their best 80s costumes. The food trucks at the event included ZZAN and Luigi's Pizzeria in addition to Fantasy Ice cream which catered to the taste of everyone present at the event. Fairy Jill put on magical glitter and hair spray for all to match the 80s theme.



80s On Frances Street Party



Bark Painting for NAIDOC Week in the Library

NAIDOC Week in the Library

NAIDOC week coincided with the second week of school holidays, and the Library programmed a full five days schedule of workshops delivered by first nations presenters including a special Storytime with Desmo Lewis, boomerang throwing with Dr Richie Fejo and Dale Austin from Dingo Cockatoo facilitated a bark painting workshop and created a new mural painting, which will be hung in the library and screen printing with Larrakia Nation. The boomerang throwing was particularly memorable as the kids managed to get one stuck in the roof!

Palmerston Seniors Day 2023

Palmerston Seniors Day 2023 was held on Wednesday 16 August at the Palmerston Recreation Centre with appropriately 120 seniors from around Palmerston attending on the day. Attractions included: morning tea, live entertainment from Kim Koole, Welcome to Country from Mary Williams, Opening Address by City of Palmerston Mayor, a two-course buffet lunch, wellbeing workshop delivered by Health Living NT, a Native Plant Give Away from City of Palmerston, Drag Bingo, and Art Workshop. Relationships Australia and Darwin Community Legal Service held information booths to speak to participants about their services. NT Police Attended with their police dogs and therapy puppies to interact with guests throughout the morning.



Drag Bingo lead by Prawn Cracker Spice

Hooked on Palmerston

Hooked-on Palmerston has proven highly popular this season with 785 people registered for the competition. Between June and September between seven to ten catches have been registered each month. Feedback has been exceedingly positive with families and young people enjoying the encouragement to be active and visit Palmerston's Lakes before and after school or work with friends and family. \$2,600 of the \$5,200 budget has been spent in prize money at local Palmerston businesses. Two more rounds of prizes will be distributed this year before the competition concludes.



Prize winner of Hooked-on Palmerston 2023

Reboot Your Loot – Saturday 12 August

More than 40 stallholders set up bright and early to sell many of their preloved items ranging from new and preowned clothes, household items, camping gear, plants and many more! Over 150 people went through looking for bargains and enjoying the day with coffee from Luva Cuppa, food by Palmerston Lions Club and music by Ward Handcock.



Reboot Your Loot stalls and attendees

Annual Dog Registration

Annual dog registrations were due by the end of September 2023. Registration runs from 1 September to 31 August annually. In the last financial year, City of Palmerston had a total of 5764 registered dogs, as of the 26 September 2023 a total of 2757 dogs have been registered. An active campaign was undertaken for dog registration, including advertisement in the newspaper, website, print media, email signatures, radio, social media and community events such as Brekkie in the Parks and Zuccoli Dog Park.

City of Palmerston has commenced an active campaign to follow up on dogs that were previously registered but not reregistered.

City of Palmerston
Dog Registrations are due 1 September 2023

Make sure your four-legged friend is safe in the community! By registering your dog, you are not only ensuring the safe return of your pet in the event that they escape, but you are also supporting further animal management initiatives by Council that benefit registered dog owners.

Ways to register:

- Online at palmerston.nt.gov.au
- At Civic Plaza
1 Chung Wah Terrace,
Palmerston
- At the City of Palmerston Library,
Goyder Square, The Boulevard
Palmerston

palmerston.nt.gov.au | [facebook.com/cityofpalmerston](https://www.facebook.com/cityofpalmerston) | [instagram.com/cityofpalmerston](https://www.instagram.com/cityofpalmerston)

Newspaper Advertisement

City of Palmerston
Sponsored · 🌐

Owners of our four-legged friends! 🐾

It's important to make sure your best mate is safe in the community by registering them. It's your dog's ticket home if they get lost. 🐾

Haven't received your renewal paperwork yet? Paperwork is on its way and expected to arrive this week. 📄

How to register: 📌

- Online: bit.ly/47zVQ8Y
- At Council Office
- City of Palmerston Library

Social Media Advertisement

CONSULTATION PROCESS

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

- Community Services
- Library Services
- Regulatory Services.

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. **Community Safety**
Failure of Council to effectively plan and deliver its role in community safety.
4. **Inclusion, Diversity and Access**
Failure to balance meeting needs of Palmerston's cultural mosaic
6. **Governance**
Failure to effectively govern.

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. GMC Quarterly Report July to September [13.2.2.1 - 28 pages]



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

1. Family and Community

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

1.1 The well-being of our community is a focus for all of our work.

Brekkie in the Park

Three Brekkie in the Park events have been held on the 25 June 2023 in Tiverton Park Moulden, 20 August 2023 at Joan Fejo Park and 10 September 2023 at Woodroffe Park. Over 400 community members attended the three Brekkie in the Park events. At the most recent event, Palmerston and Regional Basketball Association and Palmerston Lions joined City of Palmerston staff and Rangers. Free dog registration was offered to all new dogs now residing in City of Palmerston. Rangers engaged with approximately 100 people, handing out flyers, leads and frisbees which were a hit with the families. Staff were on hand to discuss all things SWELL and community members had the opportunity to discuss the proposed redevelopment of Driver Resource Centre.



Community members engaging in activities at Brekkie in the Park



Council Rangers ready to engage with the community at Brekkie in the Park



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

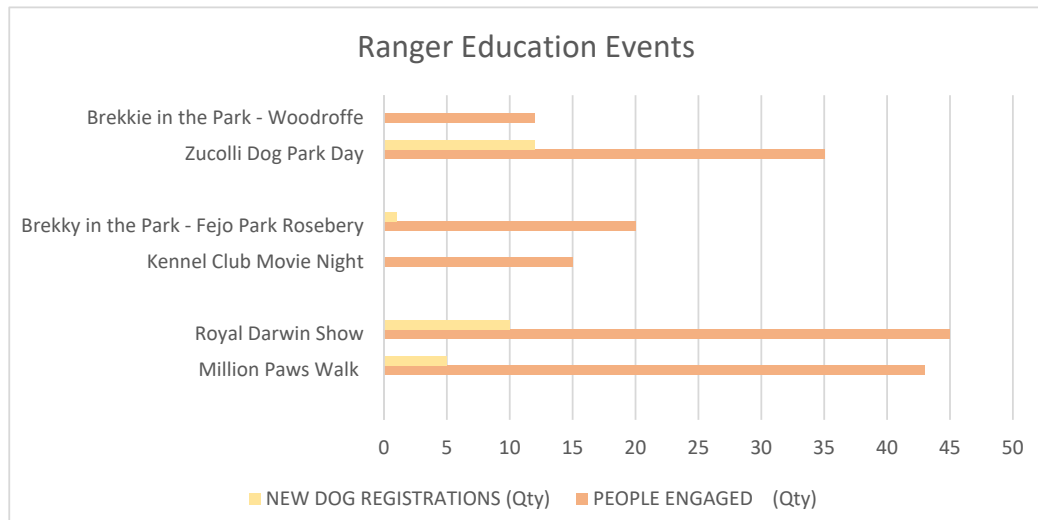


Community members learn more about SWELL, Clay activity with Kajal and Storytime with the Library

Community Animal Management Education:

One of the notable impacts of community animal education events is the community engagement statistics. Over the quarter, Rangers have supported a series of six community engagement opportunities and events with a total of 169 people engaging with Rangers at these events. These events include the Royal Darwin Show, Kennel Club Movie Night, two Breaky in the Parks and a dog event and Zuccoli dog park.

On a significant note, there was a total number of 28 new dogs registered at these events. The below table provides a comparison of engagement per events and the number of new dogs registered at these events.





COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023



Rangers engaging with the Community

RSPCA's Million Paws Walk was held at Marlow Lagoon Recreation area on 25 June 2023. This is the first time the event has been held in Palmerston and we look forward to hosting alongside RSPCA for the next three years. It was a great turnout with Rangers engaging with 43 of the attendees. Several visitors saying, they were very pleased the event was held in Palmerston and that they are looking forward to next year.



Rangers engaging with the Community

School Holidays in the Park – 26 June -7 July 2023

School holiday activities were held in a variety of parks for the first two weeks of the school holidays. Families were able to access the free program and enjoy lunch in our amazing Palmerston Parks, whilst enjoying the dry season weather and keeping fit and healthy. Organisations involved in this program: Golf NT, AFL NT, Club House Territory, Build Up Skate boarding and Palmerston and Regional Basketball Association.



Promotional Flyer



Basketball in the Park with Palmerston and Regional Basketball Association.



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Carnivale Cabaret – 23 - 24 June 2023



Carnivale Performer

Carnivale Cabaret was held in the gardens of Durack Community Arts Centre on Friday 23 and Saturday 24 June, 6.30pm – 9.00pm. Produced by Sophie Delightful, the night took inspiration from the travelling roadshows that put circus on the map in the early 1900s.

The performances were a vintage-themed mash-up of circus, cabaret and sideshow, inviting a touch of class from the Speakeasy era of the roaring '20s. There were three sets from a live local jazz band alongside interactive roving performers with feather fans, hula hoops, juggling balls, stilts and more



Carnivale Performer

The program included a range of exciting live shows to suit all tastes, including a 30-minute cabaret, two 10-minute fire performances, and pop-up shows in the Tent of Curiosities, an intimate marquee for lovers of sideshow and burlesque. The event was attended by more than 550 people over the two days.



Photos of the Performers at Carnivale Cabaret

Territory Day - 1 July 2023

Territory Day was once again held at Goodline Park in Rosebery. This was a free event with Prayer Corby entertaining the crowd. Everyone participated in the countdown to the spectacular fireworks display, which was the evening's climax. The event saw an increase of 500 additional attendees from last year of 1200 attendees to 1700 this year.



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023



Territory Day Highlights

Palmerston Youth Festival - 8 - 14 July 2023

Youth Festival 2023 was a huge success seeing 6030 attendees across the seven days of events. Over 60 prizes were awarded in a variety of competitions which included sports, singing, art and cooking.

Geekfest Top End - 8 July 2023.

Celebrating all things Geek culture, Geekfest did not disappoint with thousands of community members flocking to the Palmerston CBD to see some of this year's highlights which included the Cosplay competition with Cosplay special guest Danielle Deb, the highly anticipated Cube, Military display, Medieval Land, and the Darwin Symphony Orchestra DARTH Vader March.



Medieval Land – Blacksmith



Military Display



Cosplay Judges and Winners

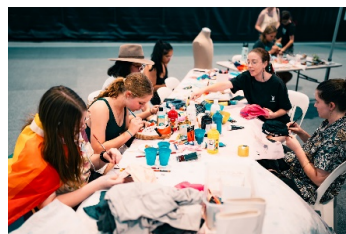
Youth Pride - 9 July 2023

Youth Pride was held at the Palmerston Recreation Centre and created a safe and inclusive space for the community and members of the LGBTQIA+ family.

Attendees were able to take part in an array of activities which included the Beach Choir, "The Hive" makers space and exhibition facilitated by Lit Larve. Performances included Spillet, Eve Lynch, Ace, shalom, Auntie Crystal Love and a debut performance from Violetta.



The Beach Choir



Lit Larvae Makers





COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Sportsfest - 10 July 2023

Sportsfest took over the Palmerston Recreation Centre with Inclusive Games, Basketball 3x3 and VR Gaming. Special guest Matt Flynn, Head Coach of Darwin Salties was on hand to engage with the participants and give an inspirational speech about the importance of pursuing your passions and the importance of dedication.



Attendees enjoying the event, Gloves on with Scott Belshaw professional boxer and Inclusive Activities with Clubhouse Territory

Palmy's Got Talent - 11 July 2023

Held at Durack Art Centre, Palmy's Got Talent was an amazing evening showcasing local talent which included Skateboard Design, Photography and performance. Our community enjoyed a beautiful array of performances as the sun went down over Durack Art Centre.



Performance by Minez Photography and Skateboard Design Competition Winner Seaning

Rookie Cooks - 12 July 2023

Held at Gray Community Hall, Rookie Cooks was a fantastic day for showcasing culinary skills and taste testing foods from around the world. Participants had the privilege of attending a Masterclass led by Minoli DeSilva, a well-known local chef and ex-MasterChef contestant. DeSilva's expertise and guidance provided a unique learning opportunity for attendees, allowing them to enhance their skills and knowledge in a specific area.



From left to right, Contestants, Councillor Morrison, Minoli DeSilva and Councillor Henderson



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Spray it Loud - 13 July 2023

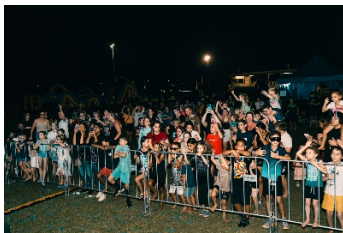
Spray It Loud combined street art, skateboarding, music, and community engagement, showcasing the talent and creativity of the Palmerston community. The support of the Palmerston Skills Centre, alongside the collaboration with CDC Northern Territory, Build Up Skateboarding, and Intrepid Designers NT, emphasised the commitment to fostering youth development, artistic expression, and community connections.



From left to right: Bus Spray Painting and Skateboarding tricks with Build Up Skateboarding

Suburban Sounds - 14 July 2023

Palmy's Got Talent winner Seaning, and Suburban Sounds Selection winner for 2023, Wickie Rae, made memorable debut performances at the Festival, captivating the audience with their unique musical style and vocals. Nationally renowned performers Juran, Becca Hatch, Kian, and headliner DJ Havana Brown, all took the stage and entertained the crowd. These performances added excitement to the Festival, showcasing the diverse talents and contributions of the performers and creating an engaging experience for all attendees.



From left to right, attendees waiting for Havana Brown to take the stage, community members enjoying the event.

Flicnics

Over 120 people attended the Flicnics to watch the screening of *How to Train Your Dragon* at Goyder Square on 15 July 2023. Over 150 people flocked to Joan Fejo Park in Rosebery to watch the hit film *Top Gun Maverick* on 5 August 2023. The next film to be shown will be a new release starring Tom Hanks - "*A Man Called Otto*" on 23 September 2023 at Sanctuary Lakes.



How to Train Your Dragon at Goyder Square



Top Gun Maverick at Joan Fejo Park, Rosebery

COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Live at the Lakes

On Saturday 22 July 2023 we had over 300 attend the Live at the Lakes to watch the wonderful Kim Koole and Ambrose perform beautifully at Sanctuary Lakes. We then had Jennie Attrill perform on Saturday 19 August 2023 in front of a crowd of 140 people.



Jennie Attrill



Crowd enjoying the vibes

80s On Frances Street Party



City of Palmerston presented the last of the On Frances series party for the year with an 80s Theme. The musical beats from DJ Sarah Mac - Caravan Sounds kept the energy level high throughout the night and Psyche dance crew dazzled the crowd. Approximately 450 people attended the event. The event was hosted by Brent Watkinson and included best dressed competition. From bright neon clothes to denim, attendees came to the event in their best 80s costumes.

The food trucks at the event included ZZAN and Luigi's Pizzeria in addition to Fantasy Ice cream which catered to the taste of everyone present at the event.

Fairy Jill put on magical glitter and hair spray for all to match the 80s theme.



Photos from 80s On Frances Street Party



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

June/ July School Holidays

The Amazing Drumming Monkeys kicked off the school holiday program drawing in 167 patrons to Goyder Square where the Library Community room was opened to allow all the excited families to enjoy the music and fun!



Amazing Drumming Monkeys

NAIDOC week was the second week of school holidays, and the Library celebrated with a full five day schedule of workshops delivered by first nations presenters including a special Storytime with Desmo Lewis, boomerang throwing with Dr Richie Fejo, bark painting and a new mural painting with Dale Austin from Dingo Cockatoo and screen printing with Larrakia Nation.

The boomerang throwing was particularly memorable as the kids managed to get one stuck in the roof!



NAIDOC Week Storytime and Screen Printing



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023



Boomerang throwing for NAIDOC Week.

Palmerston Seniors Day – 16 August 2023

Palmerston Seniors Day 2023 was held on Wednesday 16 August at the Palmerston Recreation Centre with appropriately 120 seniors from around Palmerston attending on the day.



Stall holders and guests at Seniors Day

Attractions included: morning tea, live entertainment from Kim Koole, Welcome to Country from Mary Williams, Opening Address by City of Palmerston Mayor, a two-course buffet lunch, wellbeing workshop delivered by Health Living NT, a Native Plant GiveAway from City of Palmerston, Drag Bingo, and art workshop. Relationships Australia and Darwin Community Legal Service held information booths to speak to participants about their services. NT Police Attended with their police dogs and therapy puppies to interact with guests throughout the morning.



Drag Bingo lead by Prawn Cracker Spice



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023



NT Police attended morning tea with a service dog and service puppy in training

Palmerston Good Sports Forum – 14 August 2023

On 14 August, in conjunction with the Northern Territory Government and the City of Palmerston, the Alcohol and Drug Foundation delivered a Good Sports Forum to 10 sporting organisations from around Palmerston to discuss creating positive club culture.



Palmerston Good Sports Forum, panel, and guests

The workshop focused on using strengths-based community development to tackle prominent issues within sporting clubs including poor behavior, volunteer recruitment and retention, as well as policy development and implementation. Guest speakers including Mitch Hardy – General Manager of Sport and Recreation, NTG, Annie Rose, Sports Integrity Officer, Dept of Sports and Recreation, Rachel Fosdick Palmerston and Regional Basketball Association, and Christian Thiel, Regional Community Development Officer ADF.

Attendees benefited from an invaluable networking opportunity with key organisations as well as other committee members with shared experience. Discussion has started regarding establishing a regular networking event in Palmerston to help establish stronger links between organisations and identify areas of need for further development of the sector.

Hooked on Palmerston

Hooked-on Palmerston has proven highly popular this season with 785 people registered for the competition. Between June and September between seven to ten catches have been registered each month. Feedback has been exceedingly positive with families and young people enjoying the encouragement to be active and visit Palmerston's Lakes before and after school or work with friends and family. \$2,600 has been spent in prize money at local Palmerston businesses. Two more rounds of prizes will be distributed this year before the competition concludes.



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023



Prize winner of Hooked-on Palmerston



Hooked-on Palmerston Winners August 2023

Get Active

Block 2, of the 2023 Get Active Program began in August. With activities spread across Palmerston with an emphasis on Palmerston's outdoor spaces. Activities offered included: Basketball, Zumba, Pilates, Boxing, Bootcamp, Mums and Bubs Yoga, and Hight Intensity Interval Training (HITT).



Ur Fitness DJ who delivers Zumba at the Rec Centre for Get Active on Saturday mornings

Science Week Gadgets and Games

To celebrate Science Week the Library got a visit from HealthLAB. HealthLAB set up stations to test hydration, BMI and the time machine which shows you how you'll look as you get older. They also had a facilitator helping the kids learn about how to take control of their current and future health.



Book Week Parade

The Library held special gadgets and games for Book Week to help kids make their own book week costumes. The kids had access to books and craft supplies to make sure they had the ultimate costume for their school's book week parade. The kids also did a parade around the library lead by Princess Courtney to show off their new costumes.

Left: Jayden wearing his amazing spiderman mask at Book Week event



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Auslan Storytime

The Library partnered with Deaf Connect NT to offer Auslan Storytime to celebrate National Week of Deaf People. Our Storytime crowd were treated to singing, dancing and 2 stories read and interpreted by credited Auslan interpreters. We also learned 6 keys signs in Auslan.



Right: Deaf Connect at Auslan Storytime

Water Safety Week with Boof the Barra

To celebrate water safety week Boof the Barra joined us for Storytime on the 21st of September. The kids were treated to some fun tips about being water safety wise, as well as a few sea-themed songs and stories.

September October School Holidays

The September/ October School Holidays kicked off on the 25th of September with a screening of the brand-new Super Mario Bros movie to kick off a week of fun activities, including a petting zoo, fish weaving and slime making.

2. Vibrant Economy

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

2.1 Palmerston's economic future is bright.

Entrepreneurship 101



City of Palmerston held an eight-week entrepreneurship program held fortnightly at Durack Art Centre concluding on 22 June, 2023.

The program was designed to help explore the possibilities of starting a business or becoming an entrepreneur. Each workshop was two hours long and interactive, giving plenty of opportunities for attendees to ask questions and get answers to inform taking the next step in their entrepreneurial journey. The program was open to 30 residents to ensure that the sessions were productive and purposeful, the program reached capacity before it commenced on the 16 March 2023.

The sessions covered a wide range of subjects including goal setting, processes marketing, websites and profiles.

3. Cultural Diversity

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

3.1 Recognise and support diversity through our partnerships and leadership.

Aboriginal and Torres Strait Islander Children's Day 4 August 2023

This amazing event celebrating Aboriginal and Torres Strait Islander culture was held on 4 August 2023 in Tiverton Park Moulden. Kentish received funding through the City of Palmerston Community Benefit



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

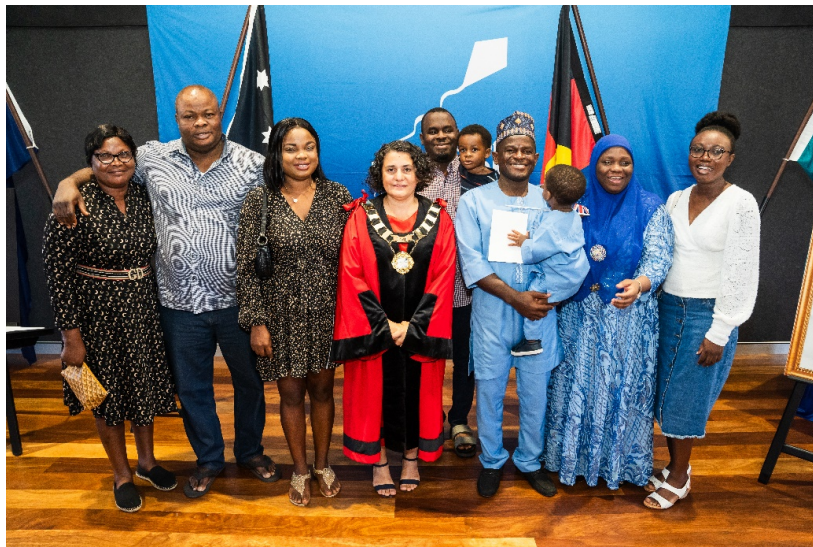
Scheme towards this event and Council staff supported the working group and attended engaging with the community by providing activities. 200 Children and Families attended the event which provided a cultural celebration for the community. The Theme of this year's event was Little Voices, Loud Futures.



Smoking Ceremony, Aunty June Mills and Kentish engaging with Families and Hector the Road Safety Cat

Citizenship Ceremony – 1 August and 17 September 2023

Council held a Citizenship ceremony on Tuesday 1 August at Gray Hall. welcoming 33 new Australians from 11 different countries including Ghana, Philippines, Italy, India, Bangladesh, Thailand, Nepal, Fiji, Sri Lanka, South Africa, and Nigeria. Celebrating with over 100 in attendance.



Palmerston's Newest Citizens with the Mayor

Another ceremony was held on Citizenship Day, Sunday 17 September with a further 33 Conferees as well as Dignitaries. The event was extended to include entertainment and catering to celebrate the day and provide an opportunity for everyone to interact and network.

Refugee Week Storytime and Morning Tea

City of Palmerston celebrated our diverse culture and the amazing people that make up the Palmerston Community with the Library hosting a Refugee Week Morning tea and Bilingual Storytime. partnering



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

with STEPS who provided morning tea and a band to serenade the audience as well as bringing a speaker from Qatar and one of their beautiful students from Indonesia who read a story with the kids in Bahasa.



Bahasa Storytime



Participants at Storytime

The event was a great success with 75 members of the community enjoying the atmosphere and food.

4. Future Focus

Palmerston is an innovative city that sustains itself through the challenges of the future.

4.1 We support and foster innovation.

GrantsWise: Full Day Community Workshop

The Grantswise Workshop regarding grant navigation and securing funding for community organisations was a resounding success. Participants gained essential knowledge and skills to unlock grant opportunities.

The event covered various topics, including an overview of grants, club/organisation readiness, practical grant writing tips, proposal/business case development, acquittals, and record keeping.



Workshop Participants



Attendees left with a clear understanding of grants, practical grant-writing skills, and the knowledge to develop compelling proposals and business cases.

The workshop was expertly facilitated by Mint Key, a trusted content creation agency based in Darwin, Northern Territory. Mint Key's extensive experience in grant and tender writing, business plans, and



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

other areas of support for government, commercial, and not-for-profit sectors ensured participants received valuable guidance. 16 participants from several organisation attended.

4.2 Infrastructure is fit for purpose.

Palmerston Recreation Centre

Palmerston Young Writers Festival (PYWF) was held at the Palmerston Recreation Centre on 3 August 2023. The purpose of the PYWF is to encourage and promote young writers in the Palmerston region. Writing and literacy workshops are held in ten different stations, utilising the entire building in different ways.



Palmerston Young Writers Festival

Lighting Up Palmerston

City of Palmerston lit city assets, including the Palmerston Water tower, Recreation Centre, Library and Frances Drive light pole eleven times for a total of 25 days to acknowledge days of significance including National Drowning Prevention Day, World Fragile X Day, Donate for Life Week, National Eosinophilic Week, National Stroke Week, National Day of Action Against Bullying and Violence.



**Palmerston Recreation Centre –
Green & Gold -Supporting the FIFA
Women's World Cup**



**Palmerston Recreation Centre – Blue – National
Drowning Prevention Day**



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Palmerston Library

Palmerston Library Access Statistics

	July 2023	August 2023	September 2023	Total
Library Visits	12,704	7,192	630 counter not functioning from 17/08/2023 to 21/09/2023	20,526
Library Members	9,643	9,658	9,652	9,652
Library items borrowed	6,689	6,753	4,189	17,631
Hours on public PCs	1,389	1,238	842	3,469
Library programs	862	1,151	436	2,449
Library programs delivered	31	64	32	127

Palmerston Library Program Statistics

Program	Sessions	Attendance
School Holidays	10	390
Storytime	19	771
Nurseytime	13	470
Incursions	8	315
Gadgets and Games	5	170
Get Tech Savvy	Ad hoc	50
Geek Squad	13	139
Code Club	9	140
Lego Club	10	56
Special Events	3	65
Totals	90	2,566

*In 2023, Get Tech Savvy moved to ad hoc drop in model. Formal sessions are no longer being held. Chess & Board Game Club was incorporated into Gadgets and Games to reach a larger audience.

Palmerston Library Community Room Bookings July to September 2023

Month	Bookings	Hours	Attendees	Type of Booking
July	61	182	1,168	Total numbers of Users: 7 Religious Group 8 CoP Bookings 8 Community Groups 2 Commercial
August	61	198.5	1,129	Total numbers of Users: 7 Religious Group 9 CoP Bookings 9 Community Groups 1 Commercial 1 Party
September	63	204	1,071	Total numbers of Users: 7 Religious Group 9 CoP Bookings 13 Community Groups 1 Commercial
Total	185	584.5	3,368	

Over this quarter, 5 Commercial/party bookings were made, that generated a revenue of \$940.00



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Recording Studio Bookings July to September 2023

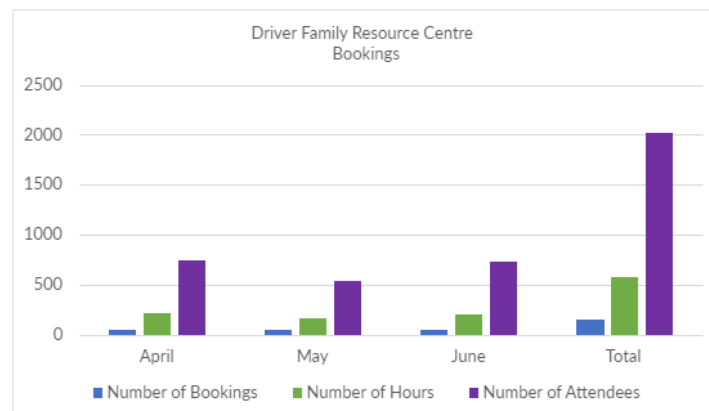
Month /Total	Bookings	Hours	Attendees	Type of Booking
July	33	98	406	Total numbers of Users: 1 Religious Group 4 CoP Bookings 1 Community Groups 1 Commercial
August	17	51	88	Total numbers of Users: 2 Religious Group 1 CoP Bookings 6 Community Groups 3 Commercial
September	12	36	180	Total numbers of Users: 2 Religious Group 2 CoP Bookings 4 Community Groups
Total	62	185	674	

Throughout this quarter, a total of 20 bookings were secured from Religious/Commercial and Community Groups, resulting in a revenue of \$1,400.00.

Driver Family Resource Centre Bookings July to September 2023

Month/Total	Bookings	Hours	Attendees	Type of Booking
July	54	213	741	Total numbers of Users: 2 Religious Group 1 CoP Bookings 7 Community Groups
August	44	161	542	Total numbers of Users: 2 Religious Group 1 CoP Bookings 6 Community Groups
September	54	208	730	2 Religious Group 1 CoP Bookings 7 Community Groups
Total	152	582	2013	

Driver Family Resource Centre Bookings July to September 2023





COMMUNITY

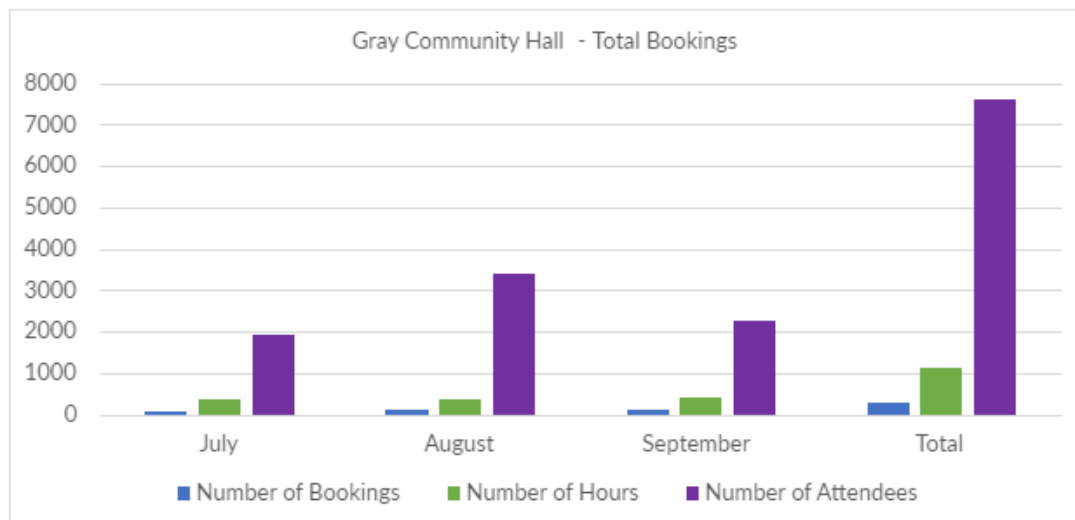
QUARTERLY REPORT JULY TO SEPTEMBER 2023

Gray Community Hall Total – Bookings July to September 2023

Month/Total	Bookings	Hours	Attendees	Revenue	Type of Booking
July	75	353	1932	\$2,790.00	Total numbers of Users: 4 CoP Bookings 18 Community Groups 6 Commercial 8 Private Celebrations -Party
August	96	370.5	3400	\$3,300.00	Total numbers of Users: 4 CoP Bookings 12 Community Groups 6 Commercial 5 Private Celebrations -Party 2 Religious Group
September	94	391.5	2272	\$2,180.00	Total numbers of Users: 2 CoP Bookings 18 Community Groups 3 Commercial 3 Private Celebrations -Party 1 Religious Group
<i>Total</i>	265	1115	7604	\$8,270.00	

Throughout this quarter, a total of 31 bookings were secured from Commercial and Private Celebrations Groups, resulting in a revenue of \$8,270.00.

Gray Community Hall Total – Bookings July to September 2023



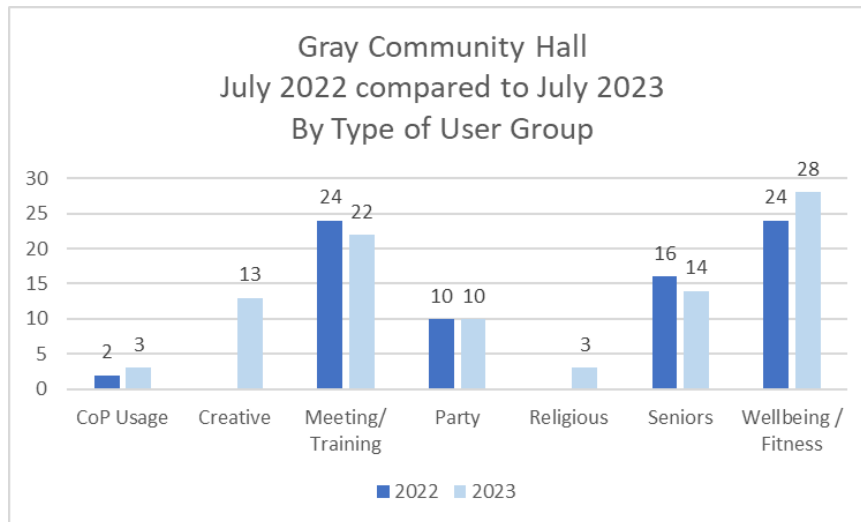


COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Gray Community Hall continues to be well utilised by a diverse range of user groups from Baby Ballet, Calisthenics and Yoga. Parties are regularly held in space on the weekends and Friday nights. The smaller room is requested regularly for meetings and training and has been well received as a quiet space for training sessions.

The graph below shows the breakdown of the various user groups in July 2022 and July 2023



Palmerston Recreation Centre – Community Rooms – Bookings July to September 2023

Month/Total	Bookings	Hours	Attendees	Type of Booking
July	197	524.5	13411	Total numbers of Users: 15 CoP Bookings 36 Community Groups 6 Commercial 3 Religious Groups
August	237	606	5260	Total numbers of Users: 16 CoP Bookings 40 Community Groups 6 Commercial 3 Religious Groups 2 Private Celebrations/ Party
September	198	501.5	3786	Total numbers of Users: 10 CoP Bookings 31 Community Groups 6 Commercial 3 Religious Groups
<i>Total</i>	632	1632	22457	

Over this quarter, eight Commercial/party bookings were made, that generated a revenue of \$7,090.00 for the Community Rooms at the Palmerston Recreation Centre.



COMMUNITY

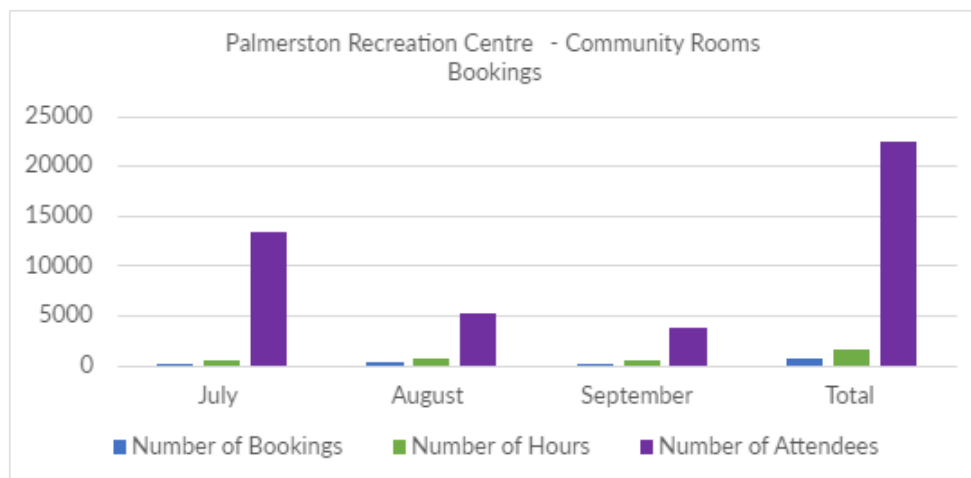
QUARTERLY REPORT JULY TO SEPTEMBER 2023

Palmerston Recreation Centre- Stadium -Bookings July to September 2023

Month/Total	Bookings	Hours	Attendees	Type of Booking
July	221	572	20971	Total numbers of Users: 2 CoP Bookings 24 Community Groups 1 Commercial
August	300	691	13247	Total numbers of Users: 1 CoP Bookings 28 Community Groups 1 Commercial
September	275	647	12370	Total numbers of Users: 1 CoP Bookings 28 Community Groups 1 Commercial
<i>Total</i>	796	1910	46588	

During this quarter, we successfully secured a single booking from a Commercial Group, which contributed \$1,740.00 to our revenue. It's worth noting that the majority of our bookings at the Stadium come from Community Groups, encompassing activities such as basketball, badminton, and volleyball.

Palmerston Recreation Centre-Community Rooms -Bookings – July to September 2023

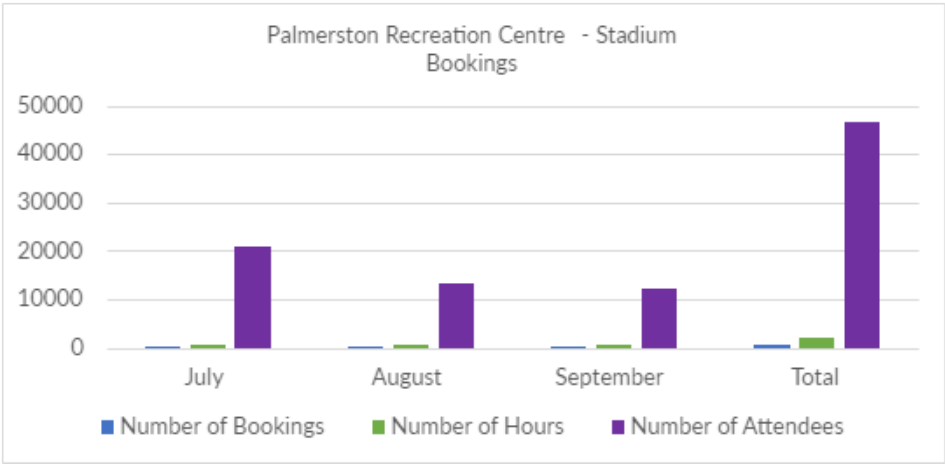




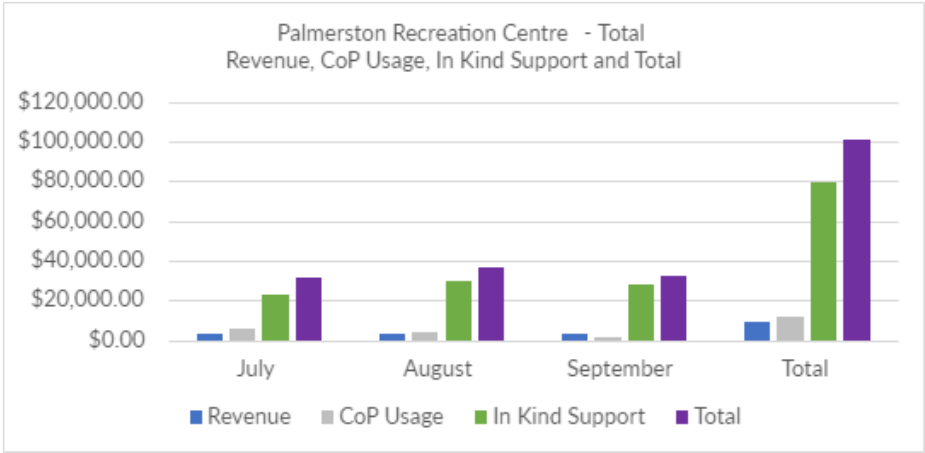
COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Palmerston Recreation Centre – Stadium -Bookings July to September 2023



Palmerston Recreation Centre -Revenue, CoP Usage, In Kind Support and Total

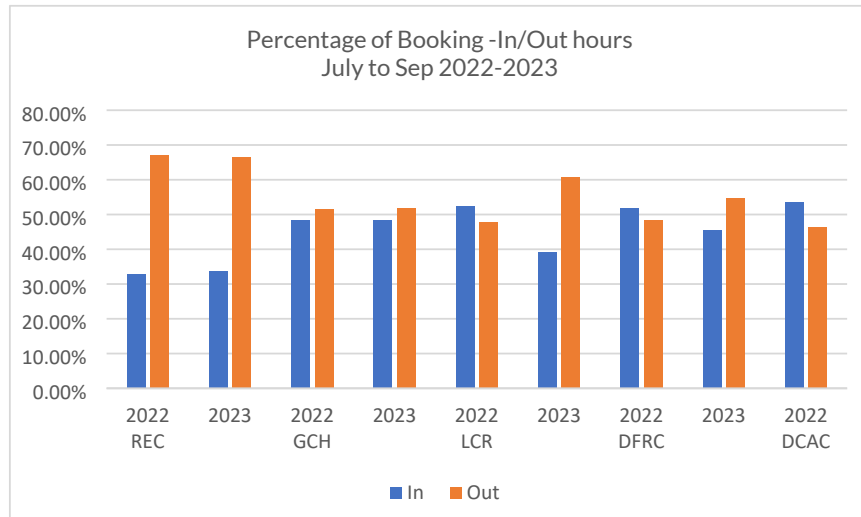


The following graph presents a comprehensive comparative analysis of booking trends during and outside regular operating hours at various Council Venues. These venues include the Palmerston Recreation Centre, Gray Community Hall, Library Community Room, and the Driver Family Resource Centre. Notably, the Durack Community Art Centre has been temporarily closed since July 2023 for air conditioning refurbishment and only 2022 is included in this analysis.



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023



This graph clearly illustrates a noteworthy trend: there is a substantial demand for bookings outside of regular operating hours in several venues, with the Library Community Room being a prominent example in 2023 with 60.73% of the booking being after hours.

Dog Registration:

The total 5764 dog registrations have rolled over for the 2023-2024 year. The current registration total provides 2757 dogs registered withing the municipality, 3007 animals are currently still pending. Council Officers have scheduled to send a curtesy reminder for the remaining unregistered dog owners during October.

Animal Management By-Law Review

City of Palmerston Officers are continuing to work with Parliamentary Counsel and legal team on the preliminary draft of the Animal Management By-Laws. The draft Animal Management By-Laws reflect the community consultation desired outcomes, from the 2021 60-day community consultation inclusion of; Consideration of regulating dog attacks and menacing behaviours and further provide for the declaration of dangerous dogs,

- Provide for a sliding scale of fines for different levels of dog attacks,
- They apply for conditional registration of declared dangerous dogs, allowing for
- Council to develop policies and be somewhat flexible around the conditions that could/should be attached to registration of declared dangerous dogs in the circumstances that prevail,
- Council to accept and regulate the application of dog registrations,
- Compulsory microchipping,
- Management of cats including microchipping, impounding, licensing etc.

Since 2018, Council has actively championed the drafting of Uniform Companion Animal Management Legislation. This commitment stems from the recognition that several key legislative requirements are unable to be resolved in Council By-Laws. Through persistent advocacy and several submissions provided to the Department, a working group dedicated to Uniform Companion Animal Legislation working group has been establish and the City of Palmerston, Regulatory Services Manager has been elected as the Chair. The working group will advocate with an intent to resolve cross-jurisdictional issues best addressed by uniform territory-based legislation.

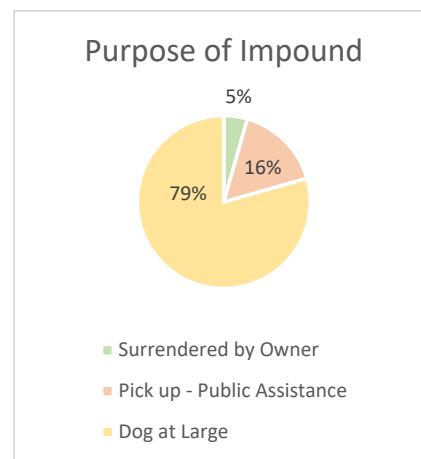
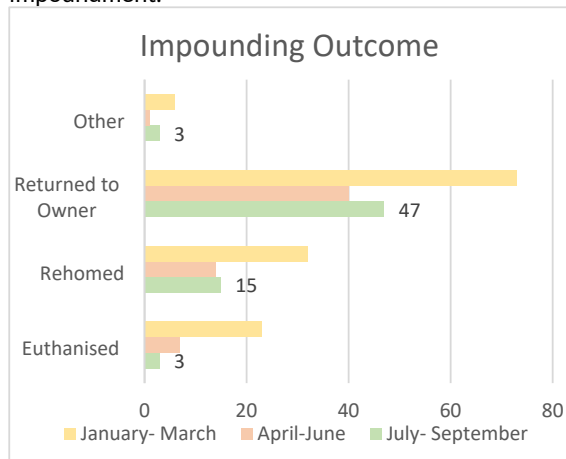
Impounding & Pound Management



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Over the current quarter, Council have impounded a total of 68 dogs, this is consistent with the previous quarter at 62 and an overall decrease from the first quarter of 134 dogs impounded. The tables below provide an overview of the reason for impoundment and the outcome. 79% of dogs impounded were at large, 16% were contained by the public and 5% surrendered by owners. It's important to communicate the outcome of dogs that are impounded, consistently with the previous quarters, between 55%-70% of dogs that are impounded are returned to the owner. 22-23% of dogs have been rehomed through Northern Territory rehoming agencies and a final 4-17% were euthanised as an outcome of the impoundment.



The quarterly pound management statistics show an average length of stay of 4.5 days.

With the high number of impounded animals, Officers are committed to the delivering best- practice animal husbandry of animals that are impounded and their return to home or rehoming process. Regulatory Operational staff have undertaken Microchip training though a Veterinary practitioner, at The Ark Palmerston.



Ranger and Pound Attendants Completing Microchip Training

The microchip training will allow for in-house microchipping for animals that are impounded and rehomed though Northern Territory rehoming agencies and further application of offering future microchipping for Palmerston dog owners.

Stage-one of the constructions of a new pound facility is complete. This new facility possesses a total of eight new kennels, half of which provide indoor and outdoor run, physical separation for the purpose of cleaning and feeding and a secondary outdoor area for animals to be relocated if they are long-term impounds. With the use of the previous facility and new, Council will have the capacity to hold a total of 26 dogs at any duration. It is important to note, with the new facility and direct appointment of Pound Attendants to manage the facilities and animals within its care, this enables better animal welfare



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

standards by the application of direct operational management and implementing best-practice animal husbandry and operational work-health.

5. Environmental Sustainability

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

5.1 Reduce our footprint on the environment.

Reboot Your Loot – Saturday 12 August

More than 40 stallholders set up bright and early to sell many of their preloved items ranging from new and preowned clothes, household items, camping gear, plants and many more. Over 150 people went through looking for bargains and enjoying the day with coffee from Luva Cuppa, food by Palmerston Lions Club and music by Ward Handcock. CoP Rangers attending promoting Dog registrations.



Palmerston Council Carpark full of stalls and attendees



Music by Ward Handcock



Luva Cuppa on Site



COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

6. Governance

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

6.1 Healthy working partnerships.

Palmerston Kids Network (PKN)

Palmerston Kids Network (PKN) was held on the 9 August, with members discussing what they have offer within the community and what they require, this will begin the mapping process for the network to build capacity and support each organisation through the network.

Palmerston Seniors Network

Palmerston Seniors Network held one meeting during the quarter which attracted representatives from three seniors' services organisations. The group discussed the upcoming Seniors Day and transport issues which were impacting residents.

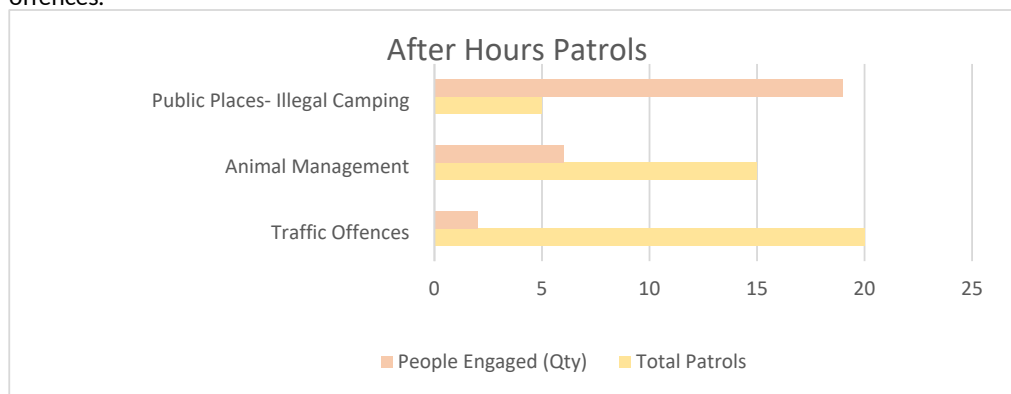
Palmerston Safe Communities Network

Palmerston Safe Communities Network held one meeting during the quarter which attracted representatives from three organisations within Palmerston, including CDC and representatives from two electorate offices in Palmerston. Discussion focused on current initiatives from service providers to provide information and services on huffing/chroming.

Out of Hours Ranger Engagement and Patrols

Throughout the quarter, Rangers undertake out-of-business hours compliance or engagement patrols. Rangers conducted a total of 40 out of business hour patrols, focusing primarily on issues such as alleged traffic offences, unauthorised camping, litter reports, and various aspects of animal management. This includes, but is not restricted to, addressing issues like dogs roaming freely, monitoring dog park activities, and following up on registration and licensing matters.

The graph below provides a visual comparison of the purpose of patrols. A reportable outcome of these patrols provides a total of 18 people were engaged during the patrols resulting within three notices of illegal camping, two unregistered dog infringements and five warning notices were issued for traffic offences.



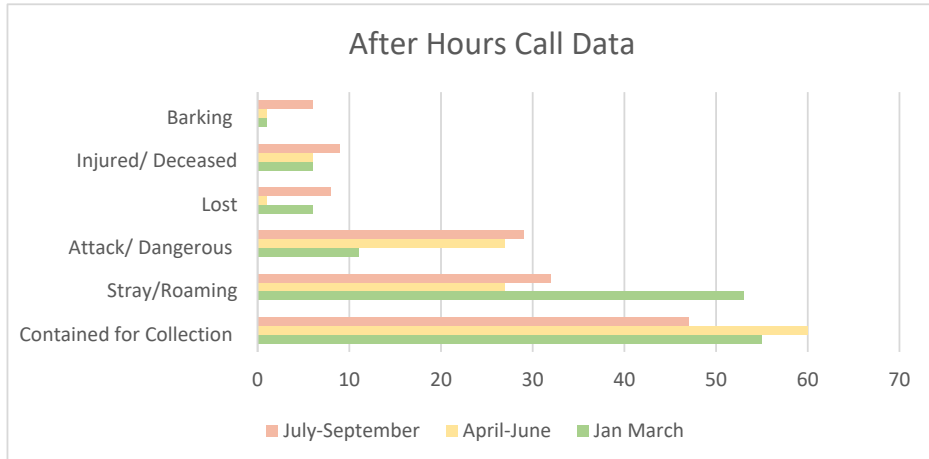
In addition to the afterhours patrols, Regulatory Services further received a total of 133 after-hours calls of which 60% were reports of dogs at large, roaming or contained for collection. A further 22% of calls were reports of dog attacks or dangerous dogs in the community and the final 18% of calls were general enquiries including animal welfare related, surrender, injured or diseased animals.

The below table displays the representation of afterhours call for Regulatory Services.



COMMUNITY

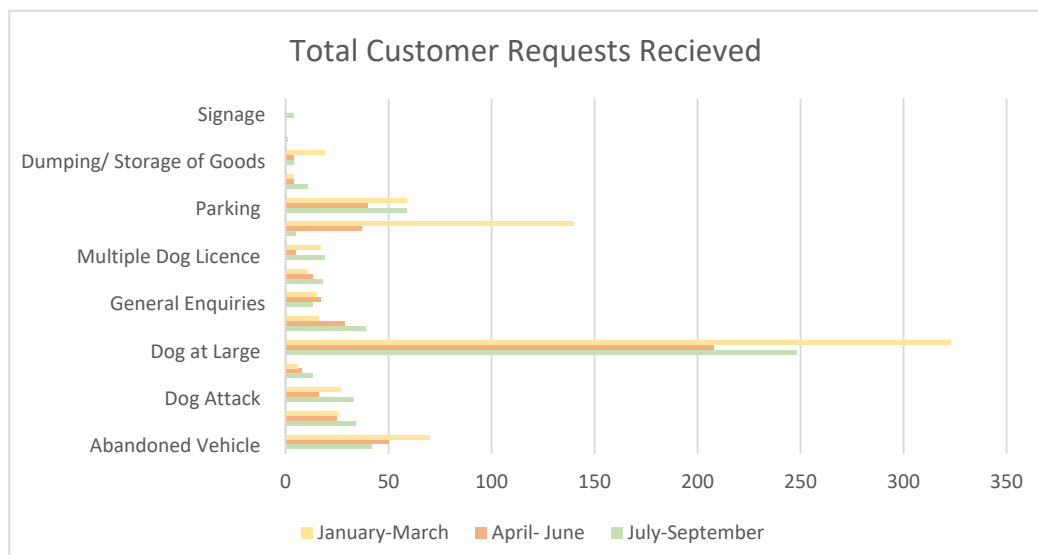
QUARTERLY REPORT JULY TO SEPTEMBER 2023



Regulatory Services Customer Action Requests

The below table provides a representation of the cumulative count of customer action requests that have been submitted to Regulatory Services over the course of three quarters. Animal Management continues to lead in the customer reporting requests across all regulatory functions. From January to present, City of Palmerston has received a total of 1732 customer requests relating to regulatory services requests for assistance.

In the ongoing quarter, Regulatory Services have received a total of 543 customer requests. Consistent with previous quarters As within previous reporting quarter, a noteworthy outcome of the high number of customer action requests received includes the 46% of requests where reports of dogs at large and or contained for collection. When we look at the overall trend, there is a decline in customer action request since the beginning of the calendar year, nevertheless, these requests still average around 24 requests per week.





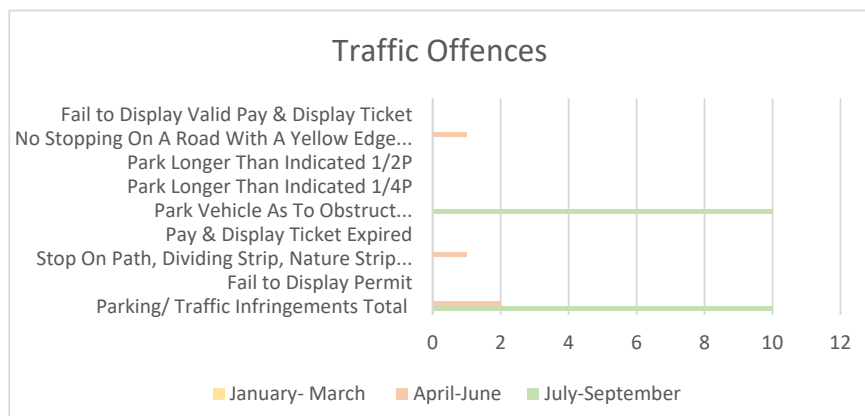
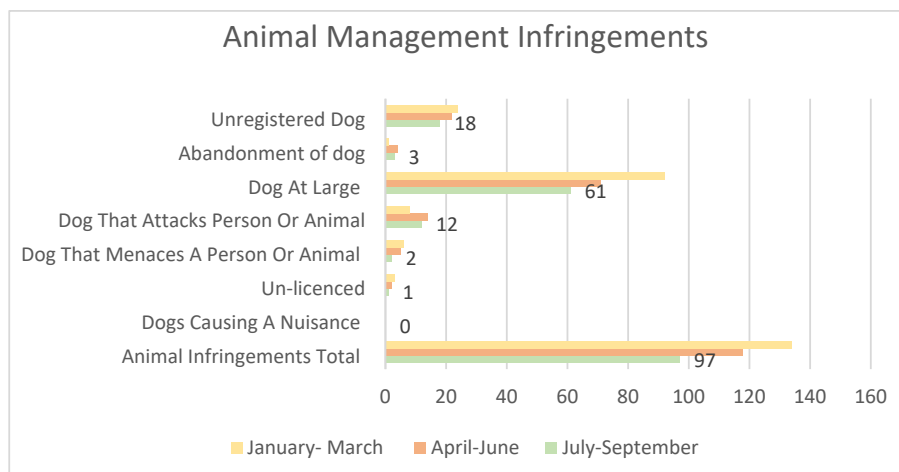
COMMUNITY

QUARTERLY REPORT JULY TO SEPTEMBER 2023

Palmerston By-Law Offences and Infringements

A total of 97 infringements have been issued for animal related offences, dog at large being the primary offence and infringement making up 62% of the total infringement issues, followed by unregistered dog at and the remaining of dog attack, menace and unlicensed property. The below tables provide a visual comparison of the totals incurred of the current and previous quarter.

The second table provides the total number of traffic related infringements issued. It's worth highlighting that parking infringement do not constitute a significant proportion of these offences. However, it's essential to recognise that tasking is undertaken on a priority, risk, needs and available resources basis across all aspects of regulatory services. While parking offences have been conducted on a complaint's basis, this has not been a daily patrol during the quarter. Regulatory Service intend to recommence CBD parking patrols within the upcoming quarter. This will be accompanied with education including social media posts aimed at reminding community members of the requirement of displaying a ticked and being mindful of timed parking areas within the Palmerston municipality.



COUNCIL REPORT

1st Ordinary Council Meeting

AGENDA ITEM:	13.2.3
REPORT TITLE:	Community Satisfaction Survey 2023
MEETING DATE:	Tuesday 3 October 2023
AUTHOR:	Governance Manager, Sheree Jeeves
APPROVER:	General Manager 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 presents the outcomes of the 2023 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 2023, the Survey was conducted during August with 635 residents participating, both online (35) and over the phone (600).
- The results of the 2023 survey show that overall Council performance has increased to 6.89/10 (from 6.74 last year) on average, which is the second highest score seen in the past twelve years behind 2021. There was a slight increase across all the key areas measured compared to 2022.
- In 2023, 69% of the community rated Council's overall performance as good or very good.
- While not a traditional measure for Councils, the net promoter score for 2023 sits at -18 (out of a range of -100 to +100). It has decreased from last year (-13), though is similar 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 and maintaining the Archer Waste Management Facility, providing libraries and library services to the community, providing opportunities for recycling and re-use through the pre-cyclone clean up, hosting enough quality events and supporting culturally diverse events.
- The lowest areas of performance also closely reflected 2021 and 2022 results and included: providing you with the opportunity to comment on Council's decision making and interact with Council and supporting and attracting new and existing businesses. It is however noted that these areas all increased in scores compared to 2022.
- 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. This is a significantly higher concern than any other issue listed.
- The most mentioned Council achievements were related to upgraded facilities, such as the swimming pool and recreation centre, and increased and improved parks/green spaces.
- With regards to communication, the largest gap between current and preferred communication methods were in social media and email channels.

- This report presents the 2023 Community Satisfaction Survey results and an indication of some actions already commenced or planned to improve outcomes in 2024.
- The outcomes will be used to inform future budgets and programs.
- A workshop was held on 21 September 2023 presenting to Council the results of the 2023 Community Satisfaction Survey prior to formal presentation.

RECOMMENDATION

THAT Report entitled Community Satisfaction Survey 2023 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.

The survey forms part of City of Palmerston's Key Performance Indicators and reporting in its annual reports.

At its meeting on Tuesday 18 July 2023, Council resolved the following:

13.1.2 Community Satisfaction Survey 2023

Moved: Deputy Mayor Eveleigh

Seconded: Councillor Henderson

1. *THAT Report entitled Community Satisfaction Survey 2023 be received and noted.*
2. *THAT Council endorses the inclusion of a free text question providing the community with the opportunity to comment on Council's decision making and ability to interact with Council.*
3. *THAT a report be prepared for the Second Ordinary Council Meeting in October 2023 providing the results of the Community Satisfaction Survey 2023.*

CARRIED 10/923 – 18/07/2023

Council engaged external consultant Kantar to conduct the Survey, which was undertaken during August 2023 with a total of 635 participants, of which 600 were over the phone, and 35 completed via the online questionnaire.

600 survey responses are considered a statistically valid sample size, based on Palmerston's population. The sampling frame was designed to be representative of the Palmerston community in terms of age and gender.

This Report presents the findings from the 2023 Survey and an indication of some actions already underway or planned to improve outcomes in 2024.

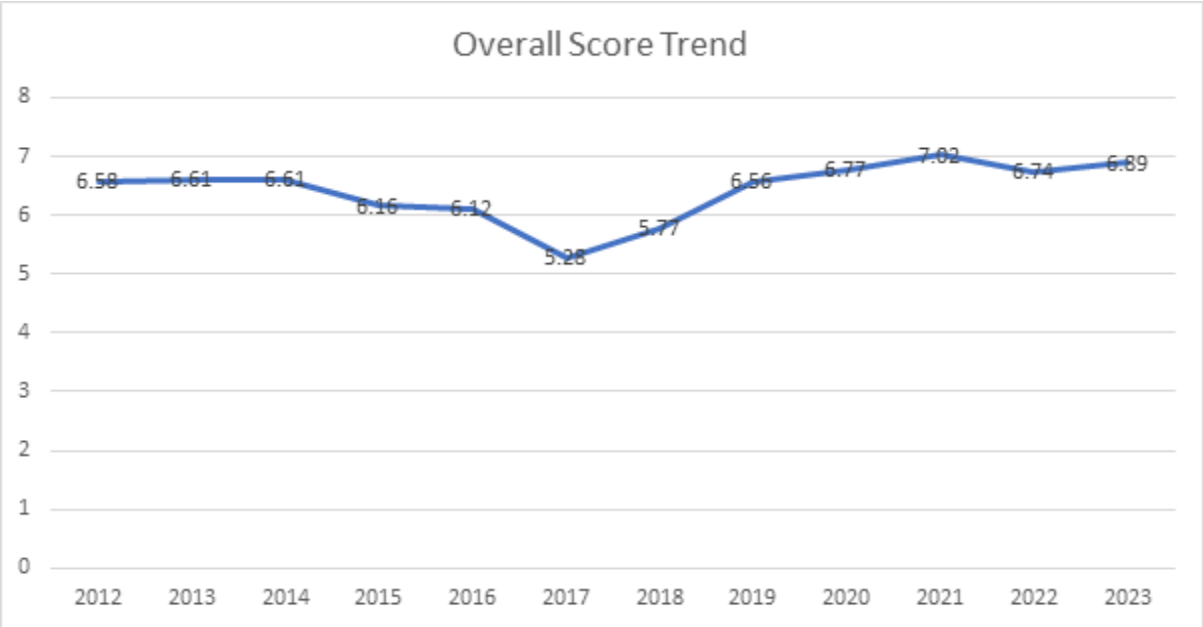
DISCUSSION

The full City of Palmerston 2023 Community Survey Research Report is provided at **Attachment 13.2.3.1** to this Report.

Overall, results for the 2023 Survey have recorded an increase in scores across all areas. Council's overall performance rating score was 6.89/10 compared to 6.74/10 in 2022. The rating of 6.89 is the second highest rating in the past twelve years, behind 2021.

A Place for People

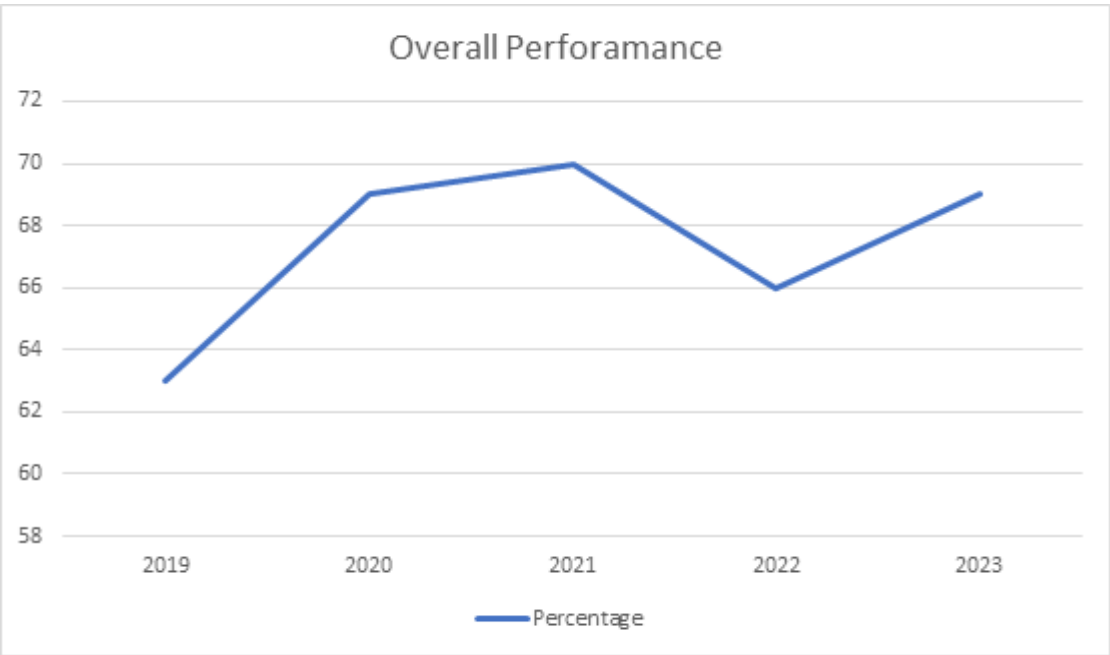
The community satisfaction survey results have had a generally upward trend projection since 2017, as depicted in the graph below. In 2021 the highest scores were recorded, with 2023 recording the second highest score.



Rating Scale for the Survey:

Very Good 10-9 Good 8-7 Neither 6-4 Poor 3-2 Very Poor 1-0

In 2023, 69% of the Community rated Council's overall performance as good or very good, compared with 66% last year.



There have been increases in scores across the board in the six (6) Community Plan Key Outcome Areas. The six (6) areas are: Family and Community, Vibrant Economy, Cultural Diversity, A Future Focus, Environmental Sustainability and Governance.

The area that scored the highest was Cultural Diversity (7.39) and the area that scored the lowest was Governance (6.43), however Governance scored the greatest increase from 2022 with +0.24 increase.

Key Area	2019	2020	2021	2022	2023	Change
Family and Community	6.68	6.80	7.16	6.89	6.96	+ 0.07
Vibrant Economy	6.01	6.28	6.55	6.24	6.44	+ 0.20
Cultural diversity	7.04	7.21	7.50	7.31	7.39	+ 0.08
A Future Focus	6.70	6.84	7.02	6.70	6.84	+ 0.14
Environmental Sustainability	7.16	7.33	7.36	7.08	7.29	+ 0.21
Governance	6.01	6.17	6.52	6.19	6.43	+ 0.24
Net promoter score	- 9	- 4	- 6	- 13	- 18	- 5
Average Performance	6.56 / 10	6.77 / 10	7.02 / 10	6.74 / 10	6.89 / 10	+ 0.15

Each Key Outcome Area includes several measurables to score Council's performance. Overall, there are 29 measurables. A summary of the scores is as follows, it is noted council achieved two scores over eight and one score below six. The majority of scores are between 7-8 being a good score.

Score range	Number of measurables in Range
9-10	0
8-9	2
7-8	14
6-7	12
5-6	1
Below 5	0

The two scores over eight were:

- Kerbside Waste Collection (rating of 8.09)
- Providing libraries and library services to the community (8.06)

The two lowest scoring measures were:

- Supporting and attracting new and existing businesses (5.96), however this has increased from the 2022 score of 5.83.
- Providing you with the opportunity to comment on Council's decision making and interact with Council. (6.14), however this has seen an increase from the 2022 score of 5.72 and is the highest score since 2019.

The two measures that had statistically significant increases were:

- Providing you with the opportunity to comment on Council's decision making and interact with Council (increase of 0.42)
- Maintaining lakes (increase of 0.79)

The measurables that saw a decrease on the previous year were:

- Hosting enough quality community events (-0.01) score 7.53.
- Promoting art and culture (-0.01) score 6.86.
- Kerbside Waste (-0.05) score 8.09.

It must be noted that the decreases are minor and that the actual scores are all above six indicating that the community is still satisfied to very satisfied with the measure.

Council has received a lower score for 'Providing you with the opportunity to comment on Council's decision making and interact with Council' for the last five years. Therefore, this year a question was included to ask respondents that ranked this item less than six; 'How would you like to be able to provide feedback on Council's decision making and interact with Council?'

It must be noted that a score of 6.14 (+0.14 score increase) was achieved this year being a significant increase and the highest since 2019 (5.63). The sample size that had ranked Council's performance less than six was 204 (34%) out of the 600 surveyed over the phone.

Of the 204 respondents that ranked Council less than six, the results showed a preference for interaction via email (22%), social media (14%), website (14%) and meetings/forums (11%). It is also noted that 10% were not interested in interacting with Council.



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 -18, which is a reduction of 5 points from -13 that was seen in 2022. The decrease this year was driven by a decrease in the proportion of promoters and an increase in the passives. The proportion of detractors remained consistent with 2022. Among the detractors, the most common reason for providing a low likelihood to recommend score was around crime, safety and anti-social behaviour being 70%. The next key issue was there are good and bad areas of Palmerston at 11%. This was also the key issue of concern identified from all respondents when listing the top issue for Palmerston, this is discussed further in the section 'Issues and achievements'. Compared to other known councils using this measure, this is a similar score, 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/I love Palmerston (40%)
- Proximity to amenities and services – shops/hospitals/schools (36%)
- Relaxed/quiet/not crowded/more rural/bigger blocks (22%)
- Family friendly area/community feel/events/activities or kids (21%).

The most common reasons for detractors to have a low likelihood to recommend Palmerston as a place to live were:

- Crime/safety issues/anti-social behaviour/lack of police presence and justice (70%), and
- There are good and bad areas of Palmerston (11%).

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

Key Outcome Areas

Family and Community

The 2023 Survey showed slight increases for each of the measures in Family and Community, except one, and an overall result of 6.96/10, up by 0.07 on 2022. The one measure that decreased was only slightly by -0.01 for 'Hosting enough quality community events' which was still the highest scoring measure at 7.53.

The lowest scoring aspect was "advocating for the community in planning issues" which has a score of 6.19/10, a slight increase from 6.12 in 2022.

In 2023/2024 City of Palmerston will continue to implement numerous initiatives to support the outcomes for Family and Community, including but not limited to:

- Implementation of the Palmerston (Animal Management) By-Laws.
- Completion of the Swimming Wellness Events Leisure Lifestyle (SWELL) major facility upgrade and largest single capital project undertaken by Council.
- Free access to SWELL until July 2026.
- Continuation of vibrant events, such as the Palmerston Youth Festival, On Frances series, FlicNics program, Live at the Lake, Halloween, 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 (Northern Territory) Youth Week, How to Adult program and ongoing programs at the Recreation Centre.
- Continued delivery of the Play Space Strategy to guide investment in parks and play spaces are sustainable, equitable and meet the varying needs of the community.

A Place for People

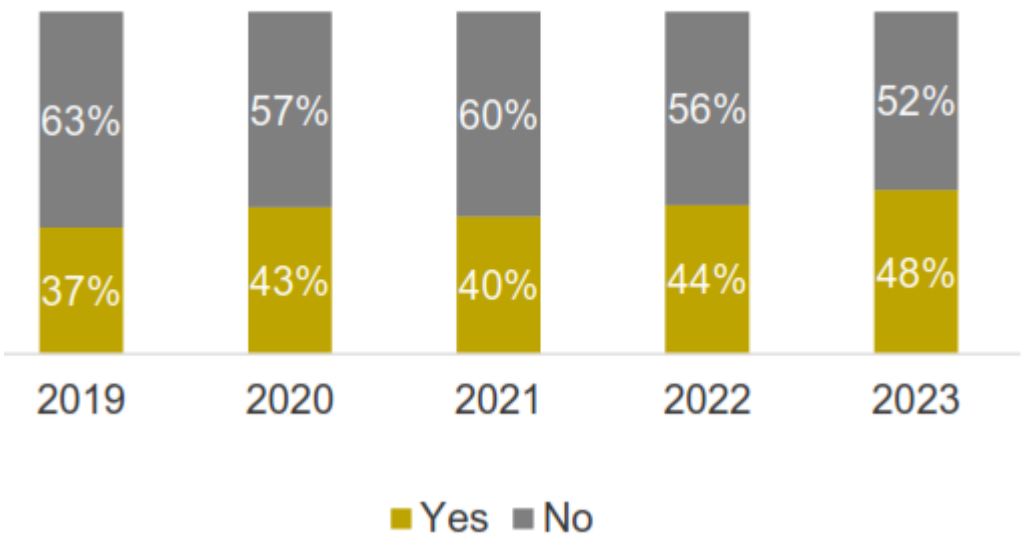
- Delivery of a half basketball court at Marlow Lagoon.
- Delivery of the skate park / pump track for Zuccoli Community Hub.
- Design of the upgrade for the new modern Driver Community Centre.
- City of Palmerston has been and will continue to be a key contributor to submissions sought on various strategies and planning matters sought by Government and others, ensuring the community's need is represented. We will consider if improvements can be made for promotion of 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.

Vibrant Economy

The 2023 Survey returned a result of 6.44/10 overall for Vibrant Economy, an increase of 0.20 on 2022.

Awareness of Council's slogan has increased by 4.82% this year to 48.43%, which is the highest score for the last five years and an increase of 12% since 2019. The Community's agreement that Palmerston is 'A Place for People' has increased by 0.14 points to 6.70/10. There was an increase in agreement that Council has a long-term vision for the Palmerston economy, increasing by 0.33 to 6.67. The measure of 'Supporting and attracting new and existing businesses continues to be one of the lowest scoring measures at 5.96, however a slight increase from 5.83 in 2022.

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



In 2023/2024 Council will continue to implement numerous initiatives to support the outcomes for Vibrant Economy, including but not limited to:

- Implementation of the Palmerston Local Economic Plan (PLEP).
- Delivery of the Palmerston Business Survey to gain greater understanding of the challenges and needs of local businesses.
- Development of a Palmerston Vibrant Economy website to support and attract local business development.
- Convening the Vibrant Economy Advisory Committee to improve relationships with the business sector and provide advice to Council.

- Increased and ongoing participation and engagement with industry groups such as PRBA (Palmerston Region Business Association), property Council and Chamber of Commerce.
- Delivery of capital investment programs with over \$26 million capital works in this year's 2023-24 budget, as of September 2023.
- Ongoing commitment to buy local with over 89% of contractor payments supporting the local economy in 2022-23.
- 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 (Professional Golfers Association) Golf Tournament and 365 Cricket.

Cultural Diversity

The overall score for Cultural Diversity increased by 0.08 points to 7.39/10 compared to 2022.

The highest performing aspect of the measure was 'Providing libraries and library services to the community' which averaged 8.06/10. The largest increase in score from 2022 was for 'providing recognition and support to our indigenous and multicultural community', improving by +0.23 to 7.09.

The lowest scoring measure was 'Promoting art and culture' which has a score of 6.86/10.

In 2023/2024 Council will continue to implement numerous initiatives to support the outcomes for Cultural Diversity, including but not limited to:

- Development of the City of Palmerston Reconciliation Action Plan.
- Ongoing implementation of the Inclusive, Diverse and Accessible Policy Framework for Palmerston and the Disability Inclusion and Access Plan.
- Convening the Palmerston Wellbeing Advisory Committee to provide advice to Council about strategies, programs and initiatives which increase access, inclusion and participation of people from the community.
- Delivery of public art as part of the SWELL project.
- Development and finalisation of the Library Masterplan.
- Events and programs to celebrate and acknowledge diversity, including:
 - Multicultural festival to celebrate all of Palmerston's cultural community
 - Citizenship Ceremonies
 - Pride Festival
 - Harmony Day
 - NAIDOC Week
 - International Women's Day
 - International Men's Day.
 - Library programs such as Drag Queen and Bilingual Storytime
- Working with community service providers and NT Government to provide support for our rough sleepers.
- Actively supporting community groups through the Community Benefits Scheme and community development programs.

A Future Focus

A Future Focus is the largest Key Outcome Area, with 10 focus areas being scored. The overall score for A Future Focus increased by 0.14 points to 6.84/10 compared to 2022. All ten scores increased for each measure.

The highest scoring aspect of the measure was 'Maintaining drainage facilities' which averaged 7.35/10.

The lowest scoring aspect was "How flexible is the City of Palmerston?" which has a score of 6.19/10; however, this had the greatest increase from 2022, increasing by 0.30 points.

In 2023/2024 Council will continue to implement numerous initiatives to support the outcomes for a Future Focus, including but not limited to:

- Investing in programs for maintaining and renewing infrastructure and assets for the future including buildings, roads, pathways, laneways, parks, driveways, stormwater, drainage and lighting networks.
- 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 and protection of assets.
- Delivery of the Palmerston Creative Industries Strategy for the sustainable growth and development of Palmerston's creative sector.
- Continued planning and delivery of the Enterprise Resource Planning project to improve Council's systems to deliver services more efficiently and effectively.
- Delivery of shared path, greening the city and public lighting programs in partnership with the NT Government.
- Delivery of the updated Car Parking Strategy.
- 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 continue Council's commitment to sustainable development.
- Ongoing focus of sustainable and innovative measure of managing weeds.

Environmental Sustainability

The 2023 Survey returned a result of 7.29/10 overall for Environmental Sustainability, an increase of 0.21 on 2022. Every measure in this outcome area increased, except for 'kerbside waste collection' which fell slightly but remained the highest score (8.09/10), in line with previous years.

The measure that received a statistically significant increase was 'maintaining lakes' which increased by 0.79 to 7.00/10.

In 2023/2024 Council will continue to implement numerous initiatives to support the outcomes for Environmental Sustainability, including but not limited to:

- Ongoing implementation of Council's Lake Management Plan for continued effective weed management.
- Implementation of Council's Sustainability Strategy to continue Council's commitment to reducing its environmental impact.
- Ongoing greening and cooling of the city with ongoing investments in current and future budgets.
- Ongoing plant giveaways to Palmerston community.
- Development of the municipal Weed Management Plan and the Bushfire Management Plan.
- Development of an Irrigation Management Plan.
- Development and implementation of upgrading irrigation infrastructure plan for water efficiency.
- Annual pre-cyclone clean ups with continued promotion to support recycling.
- Delivery of the Archer Waste Management facility upgrade to promote greater recycling and meet future needs for the community.
- Training and education to encourage and enable recycling through the kerbside collection.

Governance

The 2023 Survey returned a result of 6.43/10 overall for Governance, an increase of 0.24 on 2022, and the greatest increase of the outcome areas. The Governance scores increased for all measures and significant increases were seen in the areas of effectiveness (0.35 increase) and interactivity with Council (0.42 increase).

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

- How effective is the City of Palmerston? (up 0.35 to a score of 6.59/10).
- Providing you with the opportunity to comment on Council's decision making and interact with Council (up 0.42 to a score of 6.14/10).

In 2023/2024 Council will continue to implement numerous initiatives to support the outcomes for Governance, 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 Reconciliation Action Plan.
- Council community presence through public events and Council to the Community Meetings.
- Maintaining focus on healthy working partnerships with all levels of government.
- Completion and implementation of the updated Strategic Risk Register, Risk Policy and Framework, including delivery of Council's internal audit program.
- Development of Council's Talent Attraction Strategy to support recruitment and retention of staff.
- Ongoing training for staff on contemporary matters ensuring effective usage of resources.
- Implementation of the Digital Strategy to improve liveability in the city through accountable data-driven decision making.

Issues and Achievements

The main issue of concern in the whole City of Palmerston area is 'crime / safety / antisocial behaviour / youth crime / more policing and justice needed' (65%). This is of far greater concern to respondents than any other issue, with the next issue listed being 'cleanliness / managing rubbish and litter' (11%).

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.

Some of the programs that can influence the safety of our community that Council has already delivered on and continues to drive are:

- Advocating for the community regarding alcohol management and policing.
- Convening the Palmerston Safety Advisory Committee.
- The management of laneways through the existing Council policy.
- Investment in improved public lighting through the Dark Spot program.
- Youth programs and events.
- Public places management and security patrols.
- New Animal Management By-laws.

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

The respondents identified the most significant achievements of Council were the upgraded facilities (24%) as well as the increased and improved parks and green spaces (24%). This was followed closely by events / festivals / markets (22%).

Customer interactions

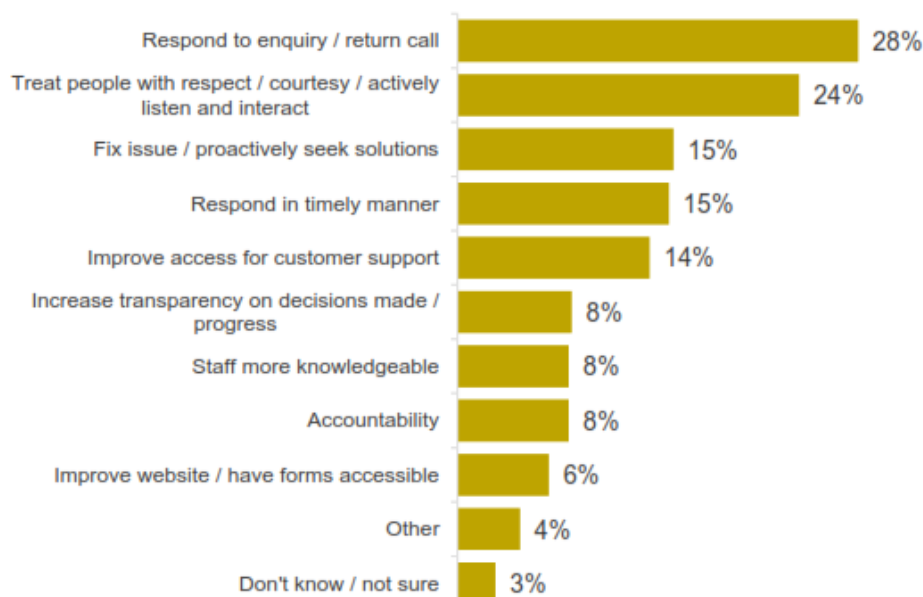
34% of respondents had made contact with Council in the past year. The most common method of interaction was by phone (56%), email (39%) and in person (33%). The table below shows how the methods of interaction have changed over the last 12 years, particularly with in person interactions decreasing as email interactions increase.

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

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Phone	56%	65%	58%	60%	65%	66%	63%	62%	65%	67%	65%	61%
In person	33%	34%	35%	39%	37%	45%	53%	41%	47%	48%	46%	49%
Email	39%	43%	38%	39%	28%	36%	29%	28%	35%	22%	18%	20%
Letter	6%	7%	11%	9%	8%	9%	7%	6%	11%	13%	10%	13%
Social media	8%	7%	9%	9%	7%	NA	NA	NA	NA	NA	NA	NA
Other	6%↑	2%	2%	1%	2%	0%	3%	2%	1%	1%	1%	0%

There was a slight increase in the proportion of respondents rating their interactions with Council good or very good (69% compared to 64% in 2022). Over two thirds of respondents (72%) believe that Council make it easy to interact with them, while only 11% believe that Council make it hard. The following responses were received with regards to what Council could have done to make your interaction easier.

What could the Council have done to make your interaction easier?



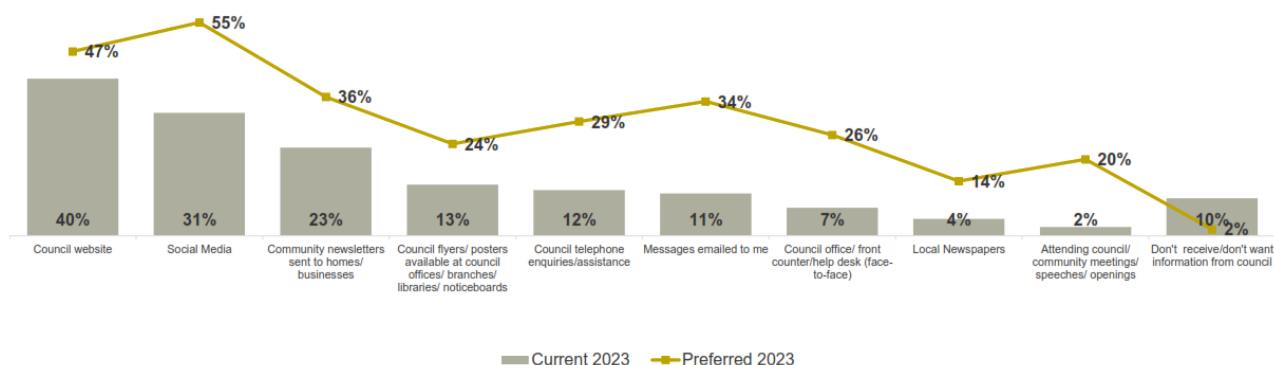
Methods of communication

For majority of communication channels, people are eager to hear from Council and receive information. The trends over the last five years show that this year's responses show a higher level of interest in obtaining information from Council:

What would be your preferred way of obtaining information from Council?	2019	2020	2021	2022	2023
Council website	34%	39%	31%	35%	47%
Social media	22%	31%	46%	37%	55%
Community newsletters sent to homes / businesses	18%	16%	31%	18%	36%
Council flyers / posters available at Council offices / branches / libraries / noticeboards	12%	12%	16%	8%	24%
Council telephone enquiries / assistance	10%	11%	15%	8%	29%
Don't want information from Council	2%	1%	2%	2%	2%
Local newspapers	6%	5%	11%	3%	14%
Council offices / front counter / help desk (face-to-face)	6%	7%	9%	7%	26%
Messages emailed to me	16%	18%	22%	18%	34%
Can't say how	4%	1%	1%	2%	1%
Attending Council / community meetings / speeches / openings	2%	4%	6%	1%	20%
Non-Council initiated communication	<1%	1%	4%	<1%	14%
Other methods	4%	11%	8%	8%	6%

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.

The greatest gap in the current methods of communication and preferred methods of communication were with social media and emails.



Demographics

Age and gender

Kantar was able to achieve a larger number of young people this year which was positive, this cohort is usually the hardest to achieve. The table below shows the breakdown compared to last year.

	Target 2023	Achieved 2023	2022 Total
Total	600	600	601
MALE	280	257	261
FEMALE	320	343	340
18-34	140	156	119
34-54	300	289	306
55+	160	155	176
Male 18-34	128	60	51
Male 35-54	122	126	126
Male 55+	51	71	84
Female 18-34	128	96	68
Female 35-54	119	163	180
Female 55+	52	84	92

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

Time living in Palmerston

Majority of survey respondents are long term Palmerston residents with 27% of respondents living in Palmerston 20 years or more and 34% living between 10 to 20 years, and 24% 5 to 10 years.

Aboriginal and Torres Strait Islander People

11% of the respondents identified as Aboriginal or Torres Strait Islander. Of this group, nearly two thirds (61%) agreed that Council is inclusive and has a strong relationship with their Indigenous community.

Conclusion

Rating overall performance, 69% of participants believe Council is doing a very good or good job, the reasons stated included 'Council doing a good job / mayor doing an amazing job / no issues' and 'good maintenance – infrastructure/roads/footpaths/lighting/lakes'.

For the small proportion who rated Council's performance as 'poor' (4%), the main reasons for this were to do with issues around crime and safety, poor maintenance, Council doesn't fix issues, and lack of consultation.

The results from the 2023 Survey indicate that Council is delivering on the Community Plan and expectations of the Community. The Results 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.

Actions committed to in the Municipal Plan for the 2023/2024 financial year will continue to deliver and improve on program outcomes.

The results will be included in the 2022-23 Annual Report which is currently being drafted.

Furthermore, the results will inform future budgets and programs as applicable.

CONSULTATION PROCESS

The annual Survey is conducted by an external consultant, Kantar, and involved 635 community members (600 over the phone, 35 online) to complete a survey of specific questions to gain their feedback on Council and its performance, facilities and services. Results will be communicated to the public through a media release, displaying results on the webpage, and incorporating the results in the 2022-23 Annual Report.

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.

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

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

With a population of approximately 40,000 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, 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:

6. Governance
Failure to effectively govern.

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. 263407755 Community Survey 2023 Full report 20230911 v 2 [13.2.3.1 - 49 pages]

KANTAR PUBLIC

City of Palmerston

2023 Community Survey Research Report

Prepared by Katelyn Kemp & Naomi Downer
September 2023
263407755



Contents

1. Executive summary	3
2. Background & methodology	6
3. Key findings	8
4. Results in detail	15
5. Appendix A - Online, CATI and overall survey results	41

KANTAR PUBLIC

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 2023, the 20 minute telephone survey was conducted in August with 600 residents of the City of Palmerston. The survey was also made available online.

The total sample sizes achieved were as follows:

- Telephone sample n=600
- Online sample n=35

In 2023, 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 2023 survey show that overall Council performance has increased slightly to 6.89/10 (from 6.74 last year) on average, which is the second highest score seen in the past 5 years behind 2021. In addition, there was a slight increase across all of the key areas measured compared to 2022.

Net Promoter Score

While not a traditional measure for Councils, the net promoter score for residents of Palmerston in 2023 sits at -18 (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 (-13 last year).

Highest performing services

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

Lowest performing services

The lowest areas of performance also closely reflected the 2022 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; and supporting innovation in the business community.

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 cleanliness (e.g. managing rubbish and litter) and homelessness.

The most commonly mentioned Council achievements related to upgraded facilities such as the swimming pool and recreation centre, and increased and improved parks/green spaces.

There continues to be a gap in communication with most of the community preferring to communicate with council through more or different channels than they currently are. The largest gaps between current and preferred communication were seen in social media and email channels.

The 2023 Community Survey Results: At a glance.

Overall, there has been a general increase in scores across all areas, however these changes have not been significant, and these scores generally reflect those seen in previous years.

Despite the general increase in scores across all key areas, the net promoter score fell again this year to -18.

Key Area	2019	2020	2021	2022	2023	Change
Family and Community	6.68	6.80	7.16	6.89	6.96	+ 0.07
Vibrant Economy	6.01	6.28	6.55	6.24	6.44	+ 0.20
Cultural diversity	7.04	7.21	7.50	7.31	7.39	+ 0.08
A Future Focus	6.70	6.84	7.02	6.70	6.84	+ 0.14
Environmental Sustainability	7.16	7.33	7.36	7.08	7.29	+ 0.21
Governance	6.01	6.17	6.52	6.19	6.43	+ 0.24
Net promoter score	- 9	- 4	- 6	- 13	- 18	- 5
Average Performance	6.56 / 10	6.77 / 10	7.02 / 10	6.74 / 10	6.89 / 10	+ 0.15

2

Background & methodology



Background, objectives and research methodology.

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

The City of Palmerston is home to over 40,000 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 20 minute telephone survey was conducted from 4-27 August 2023 with 600 residents of the City of Palmerston. The survey was also made available online.

The total number of completes were as follows:

- Telephone sample n=600
- Online sample n=35

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

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

3

Key findings



Family and community.

Family and community scores remained relatively stable between 2022 and 2023, with no significant differences in any of the outcome areas, however small increases were observed across most measures. The highest performing aspect was 'hosting enough quality community events' which averaged 7.53/10. In line with previous years, 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 6.19/10.

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Change
Managing Palmerston Swimming and Fitness Centre	6.86	7.08	7.31	6.86	7.02	+ 0.16
Maintaining parks and playgrounds	7.26	7.34	7.27	6.99	7.03	+ 0.04
Providing and maintaining community halls	6.80	6.59	7.10	6.93	6.98	+ 0.05
Managing the Palmerston Recreation Centre	6.69	7.02	7.41	7.09	7.15	+ 0.06
Hosting enough quality community events	6.78	6.70	7.52	7.54	7.53	- 0.01
Advocating for the community in planning issues	5.76	5.99	6.38	6.12	6.19	+ 0.07
Providing animal management services	6.63	6.91	7.14	6.72	6.85	+ 0.13
Overall:	6.67 / 10	6.80 / 10	7.16 / 10	6.89 / 10	6.96/10	+ 0.07



Vibrant economy.

The vibrant economy measures, at an overall and statement level, increased in 2023, however these changes were not significant.

The Council's slogan, 'A place for people', received moderate awareness (48%), a slight increase from last year. In addition to this, there was a slight increase in agreement with the sentiment of the slogan with an average agreement score of 6.7 out of 10, although this change was not statistically significant.

Measure		Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Change
Awareness of Council's slogan 'A place for people'		36.62%	42.74%	40.28%	43.61%	48.43%	+ 4.82%
Agreement that:	Palmerston is 'A place for people'	6.83	6.80	6.83	6.56	6.70	+ 0.14
Agreement that:	Council has a long-term vision for Palmerston economy	5.95	6.37	6.70	6.34	6.67	+ 0.33
Performance in:	Supporting and attracting new and existing businesses	5.25	5.68	6.11	5.83	5.96	+ 0.13
Overall:		6.01 / 10	6.28 / 10	6.55 / 10	6.24 / 10	6.44 / 10	+ 0.20



Cultural diversity.

While cultural diversity saw an increase in most measures between 2022 and 2023, these increases were not significant. The strongest score in this outcome area was 'providing libraries and library services to the community' with a score of 8.06/10.

The largest increase in score from 2022 was for 'providing recognition and support for our indigenous and multicultural community', improving to 7.09. However, this change was not statistically significant.

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Change
Supporting culturally diverse events	7.02	7.14	7.59	7.47	7.55	+ 0.08
Promoting art and culture (e.g. public art, murals, paving etc.)	6.28	6.56	7.07	6.87	6.86	- 0.01
Providing libraries and library services to the community	8.20	8.27	8.16	8.04	8.06	+ 0.02
Providing recognition and support for our indigenous and multicultural community	6.68	6.88	7.18	6.86	7.09	+ 0.23
Overall:	7.04 / 10	7.21 / 10	7.50 / 10	7.31 / 10	7.39 / 10	+ 0.08



KANTAR PUBLIC

A future focus.

All scores for a future focus increased from 2022. Despite this, none of the changes were statistically significant.

The strongest score for this outcome area was 'maintaining drainage facilities' (7.35/10). The lowest score for this outcome area was 'How flexible is the City of Palmerston?' (6.19/10).

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Change
Performance in: Supporting innovation in the business community	5.65	6.04	6.38	6.19	6.28	+ 0.09
How: Innovative is the City of Palmerston?	5.95	6.08	6.45	6.09	6.35	+ 0.26
Flexible is the City of Palmerston?	5.89	6.00	6.49	5.89	6.19	+ 0.30
Performance in: Ensuring roads built by developers are fit for purpose	7.10	7.22	7.38	6.99	7.11	+ 0.12
Maintaining roads	7.31	7.51	7.49	6.93	7.10	+ 0.17
Ensuring footpaths built by developers are fit for purpose	7.07	7.17	7.30	7.06	7.11	+ 0.05
Maintaining footpaths	6.95	6.99	7.06	6.89	6.94	+ 0.05
Providing shared pathways	6.81	6.92	7.08	6.83	6.98	+ 0.15
Maintaining shared pathways	6.88	7.00	7.07	6.81	6.96	+ 0.15
Maintaining drainage facilities	7.37	7.44	7.46	7.33	7.35	+ 0.02
Overall:	6.70 / 10	6.84 / 10	7.02 / 10	6.70 / 10	6.84 / 10	+ 0.14

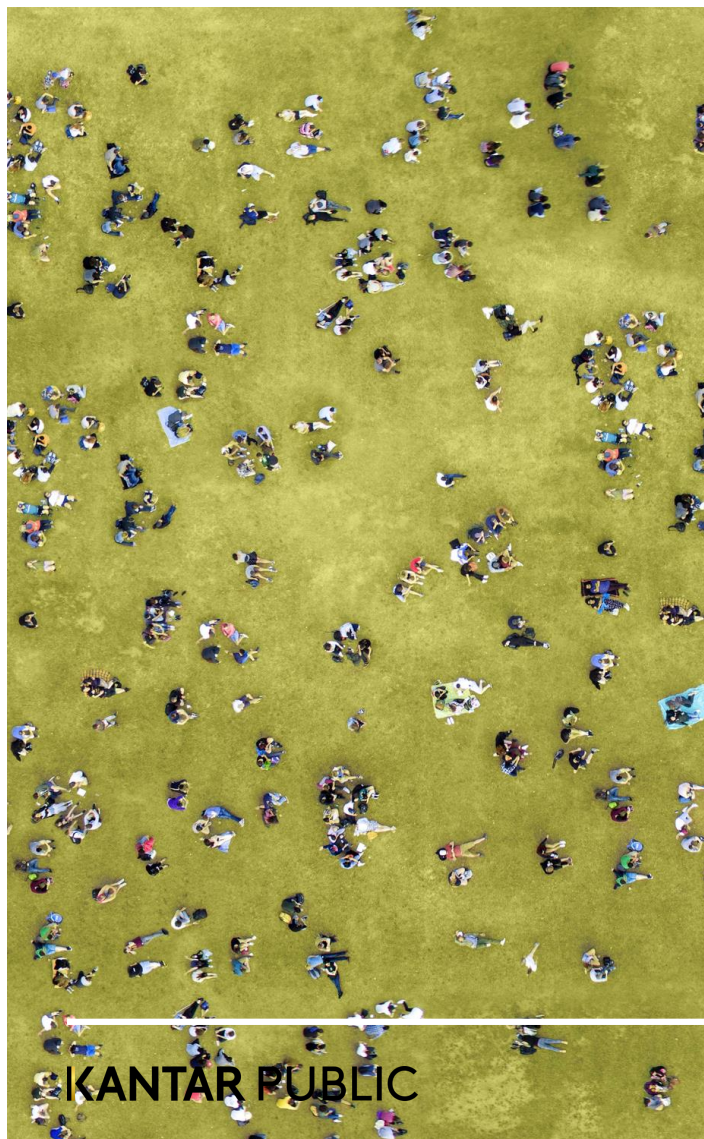


Environmental sustainability.

The Council performed relatively well in the environmental sustainability outcome area. Every measure increased in score except for kerbside waste collection which fell slightly but remained the highest score (8.09/10), in line with previous years.

The only statistically significant increase was 'maintaining lakes' which increased back to 2021 levels (7.00/10).

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Change
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.56	7.77	7.76	7.56	7.73	+ 0.17
Managing gardens and nature reserves	7.27	7.34	7.36	7.09	7.16	+ 0.07
Maintaining lakes	7.12	7.15	6.93	6.21	7.00	+ 0.79
Increasing shading and greening the city	6.27	6.52	6.72	6.56	6.56	0.00
Kerbside waste collection	8.02	8.33	8.28	8.14	8.09	- 0.05
Providing & maintaining Archer Waste Management Facility	7.78	7.87	7.95	7.74	7.96	+ 0.22
Promoting environmental sustainability	6.07	6.36	6.53	6.29	6.55	+ 0.26
Overall:	7.16 / 10	7.33 / 10	7.36 / 10	7.08 / 10	7.29 / 10	+ 0.21



Governance.

Governance scores have risen across the board, with the exception of 'achieving funding and getting things done by working in partnership with government and community' which remained stable (6.44/10).

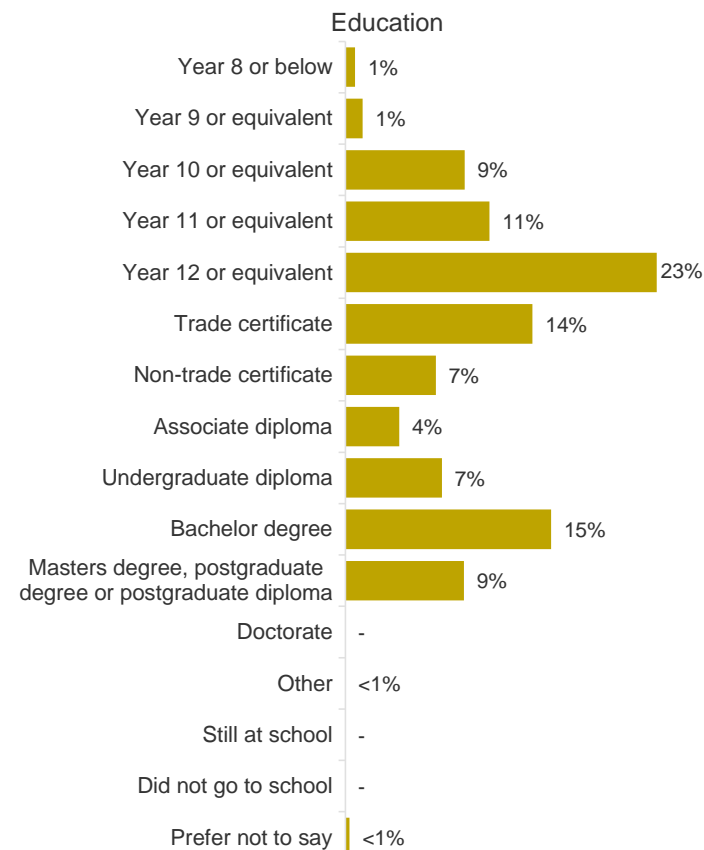
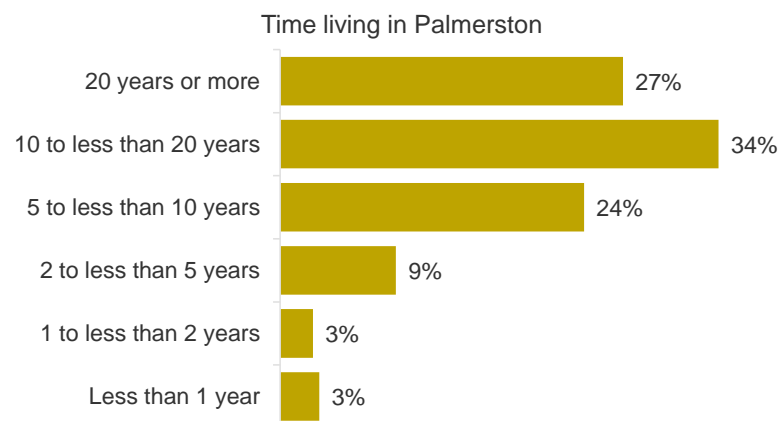
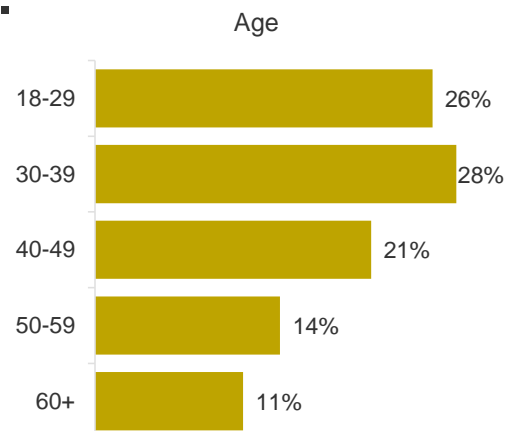
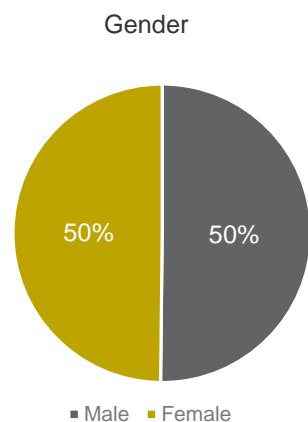
Significant increases were seen in the areas of effectiveness (0.35 increase) and interactivity with Council (0.42 increase). As a result, the highest performing measure was 'how effective is the City of Palmerston?' (6.59/10).

Measure		Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Change
How:	Accountable is the City of Palmerston Council?	6.13	6.27	6.79	6.34	6.53	+ 0.19
	Effective is the City of Palmerston Council?	6.22	6.41	6.68	6.24	6.59	+ 0.35
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	6.14	+ 0.42
	Achieving funding and getting things done by working in partnership with government and the community	6.05	6.30	6.70	6.44	6.44	0.00
Overall:		6.01 / 10	6.17 / 10	6.52 / 10	6.19 / 10	6.43/10	+ 0.24

4

Results in detail

Demographics (weighted).



KANTAR PUBLIC

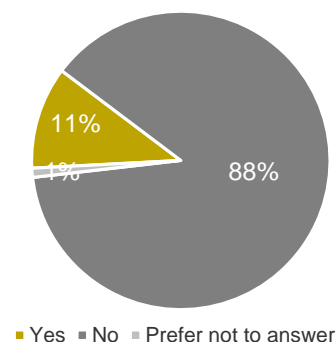
Source: Q1. Gender; Q2. Which of the following age brackets do you fall into?; Q24. How long IN TOTAL have you lived in the City of Palmerston area?; Q25. What is the highest level of education you have reached?
Sample: All CATI respondents 2023 (n=600)

16

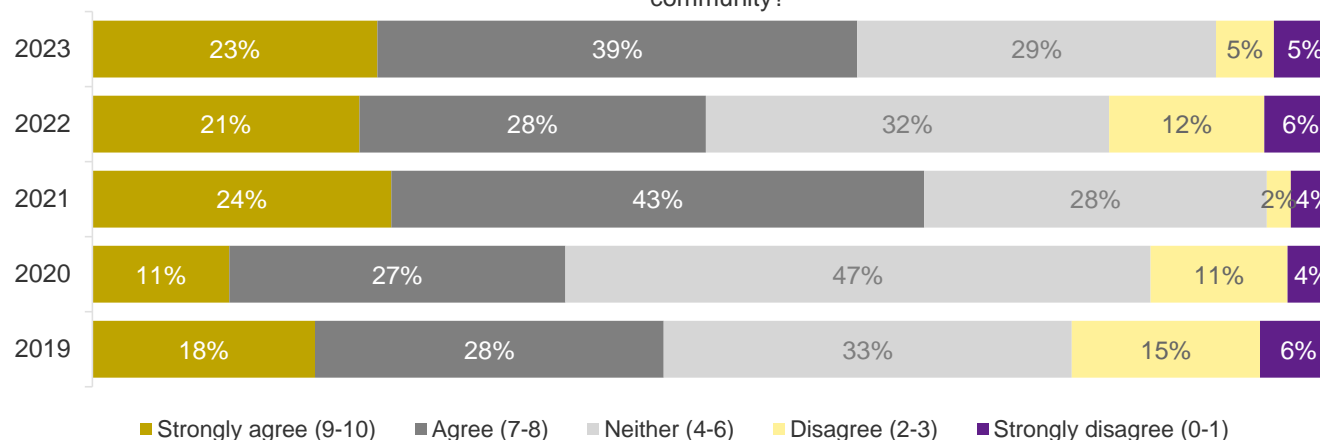
Aboriginal and Torres Strait Islander.

11% of the total sample identified as Aboriginal or Torres Strait Islander. Positively, nearly two thirds (61%) agreed that Council is inclusive and has a strong relationship with their Indigenous community. This is close to the levels of agreement seen in 2021 (67%).

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?



KANTAR PUBLIC

Source: Q30A. Do you identify as Aboriginal or Torres Strait islander?

Base: All CATI respondents 2023 (n=600)

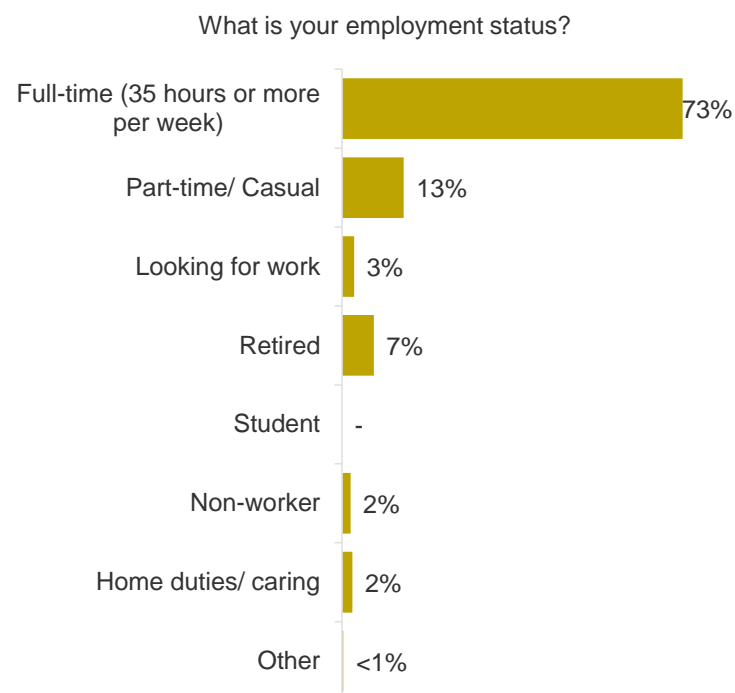
Source: Q30AA. On a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree, how much do you agree or disagree that Council is inclusive and has a strong relationship with their Indigenous community?

Base: Those who identify as Aboriginal or Torres Strait Islander 2019 (n=34); 2020 (n=53); 2021 (n=50); 2022 (n=60); 2023 (n=61)

17

Employment.

86% of the community are in either full or part time employment. In line with previous years, among those not currently employed (14%), most are retired.



KANTAR PUBLIC

Source: Q26. What is your employment status?
Base: All respondents 2023 (n=600)

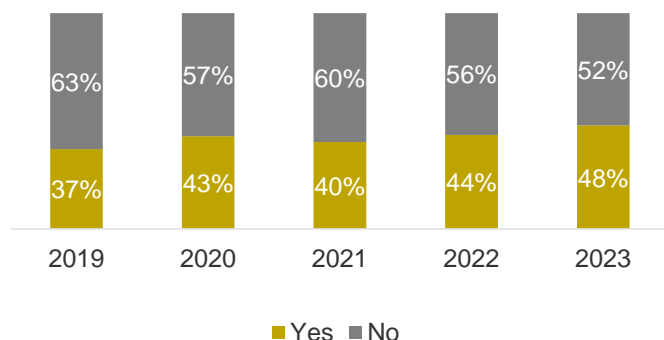
18

A Place for People.

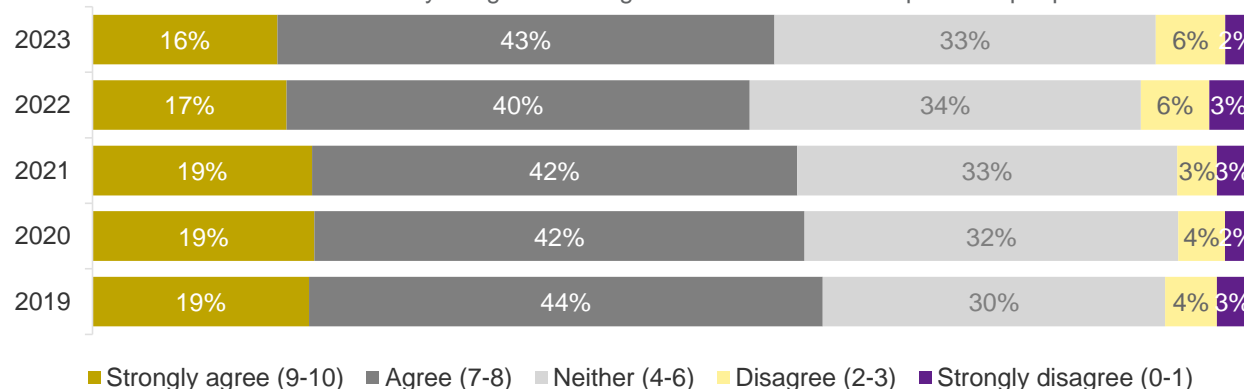
Awareness of Council's slogan 'A place for people' has increased slightly from 2022, with 48% aware of the slogan. This is the highest level of awareness seen in the past 5 years.

Belief in this statement was fairly consistent with the previous year, with 59% agreeing that Palmerston is a place for people, and only 8% 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?



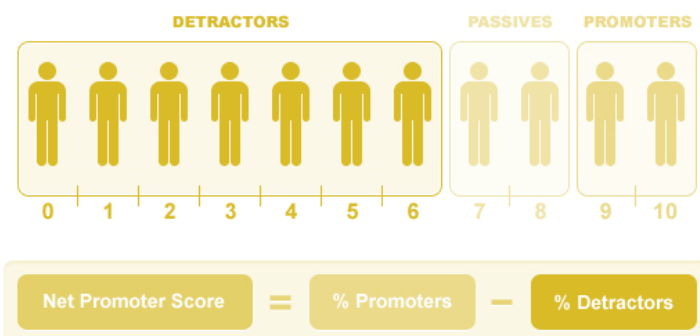
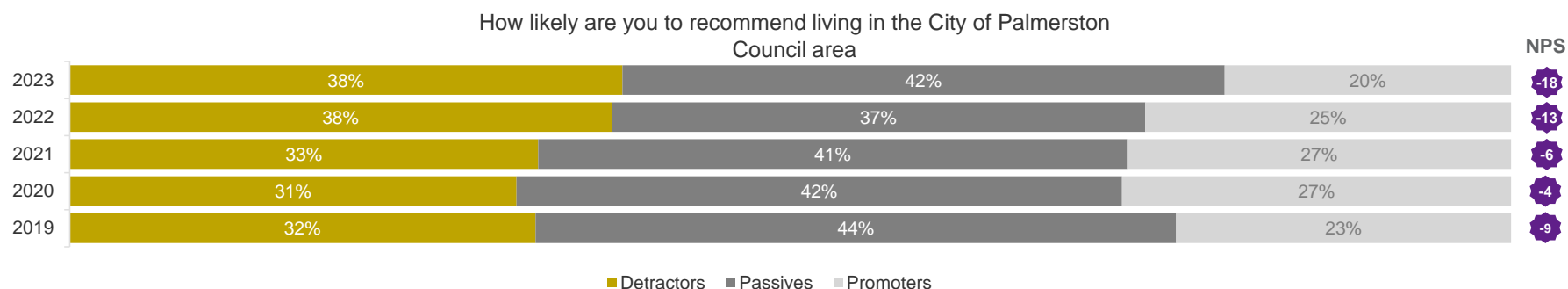
KANTAR PUBLIC

Source: Q6. Are you aware of Council's slogan 'A place for people'?; Q7. On a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree, to what extent do you agree or disagree that Palmerston is a place for people?
Base: All respondents 2019 (n=601); 2020 (n=634); 2021 (n=616); 2022 (n=601); 2023 (n=600)

19

Net Promoter Score.

In 2023 we saw a decrease in Council's Net Promoter Score. This was driven by a decrease in the proportion of promoters and an increase in the proportion of passives. The proportion of detractors remained consistent with 2022.



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.

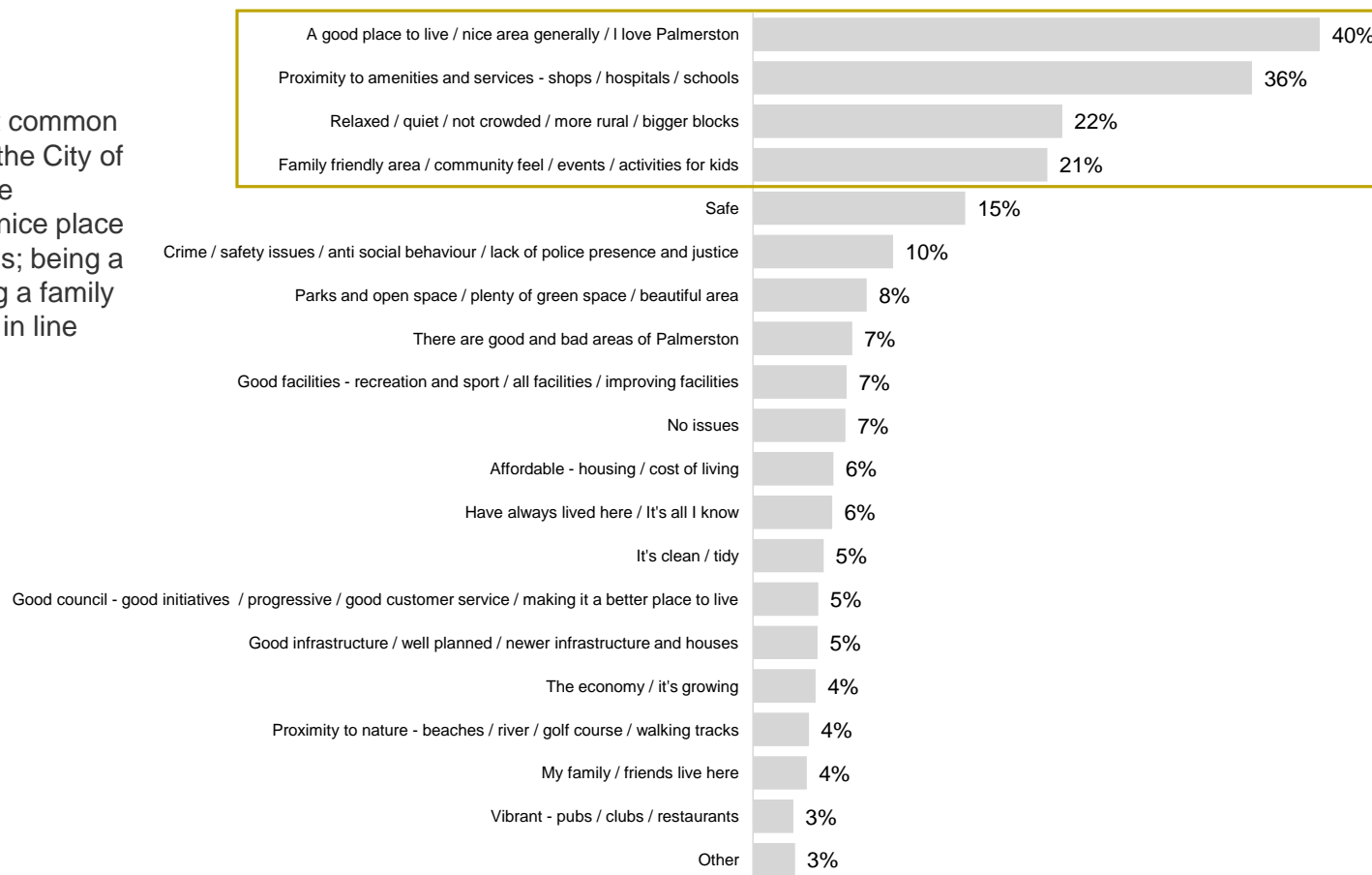
The City of Palmerston has achieved an NPS of -18 in 2023. While this is not a traditional measure that Councils track, a benchmark score of three Australian Councils conducted for 2019 resulted in an average NPS of -19. The City of Palmerston remains above this benchmark, however when comparing to the NPS results over the last five years, the score has reduced.

The following pages provide some rationale behind the scores received.

Promoters.

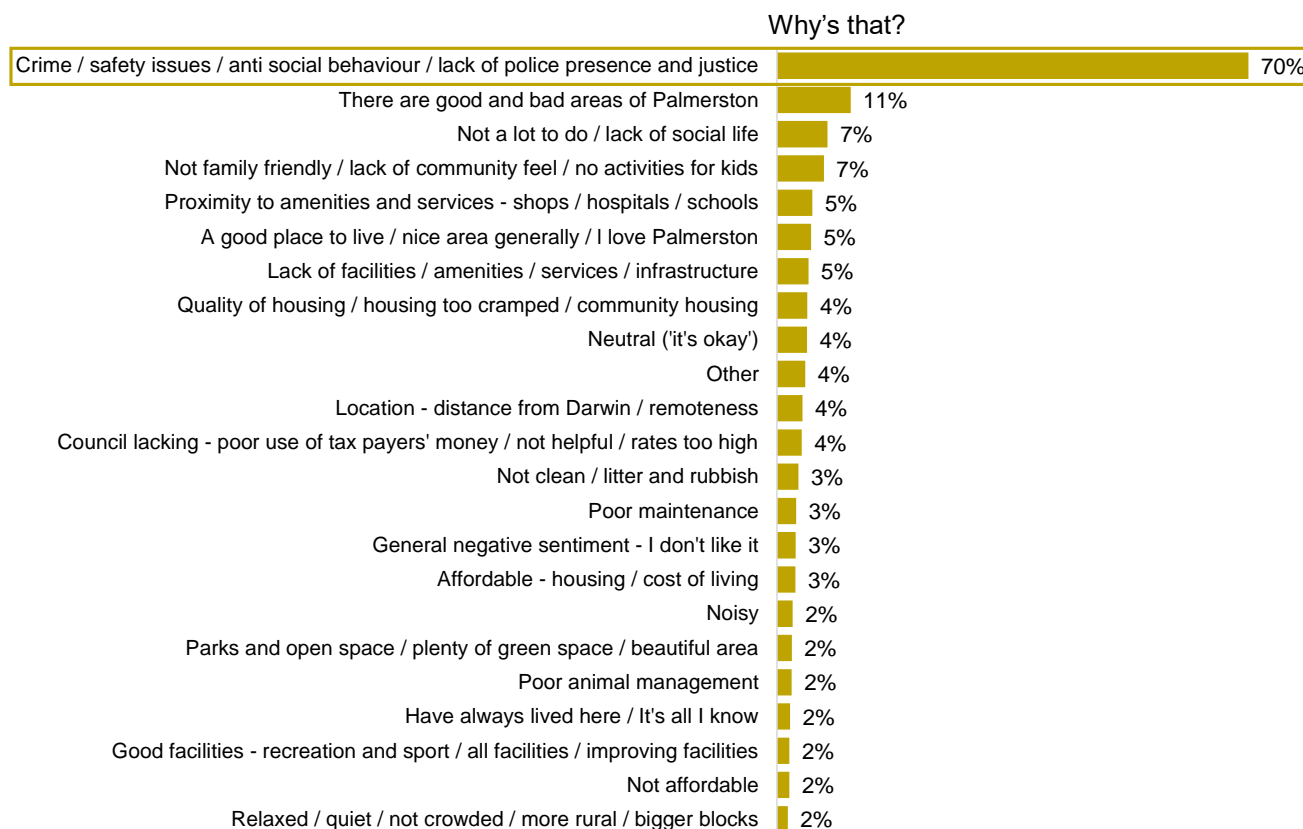
Among promoters, the most common reasons for recommending the City of Palmerston as a place to live included: being a generally nice place to live; proximity to amenities; being a relaxed and quiet; and being a family friendly area. This is largely in line with previous years.

Why's that? (Promoters)



Detractors.

Among detractors, the most common reason for providing a low likelihood to recommend score include crime and safety issues (70%). This is consistent with the findings from previous years.



KANTAR PUBLIC

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 2023 (n=228)

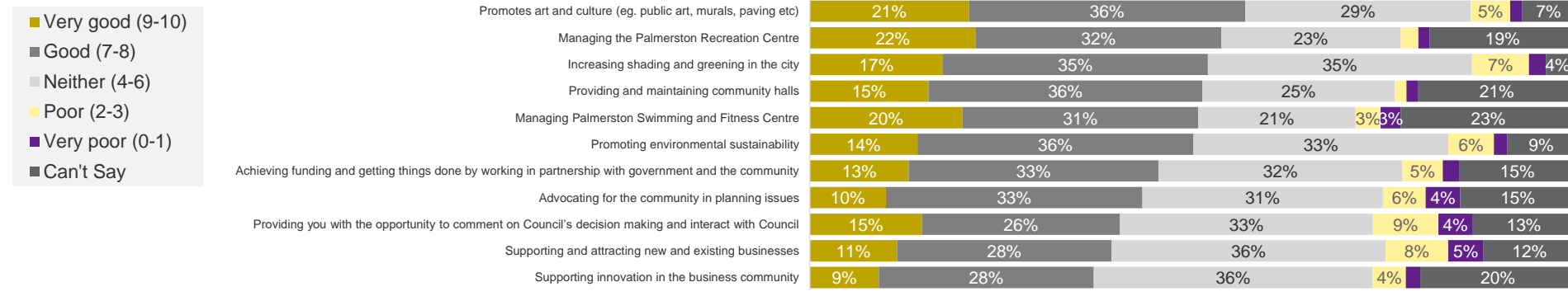
*Detractors are defined by a score of 0-6 out of 10 in Q8. Respondents may see a score of 6 as reasonable or neutral, yet NPS counts these as detractors. Therefore, some of these comments reflect a more reasonable or neutral attitude towards the City of Palmerston.

22

Council Performance.

Overall, as with previous years, Council's area of highest performance is 'kerbside waste collection', scoring 83% satisfaction.

The lowest performing area was in supporting innovation in the business community (37%).



KANTAR PUBLIC

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 2023 (n=600)
 Note: Data labels less than 3% not displayed

Council Performance.

While Council has seen an increase across most measures from 2022, only a small number of these are significant.

The only significant increases were in relation to maintaining lakes and providing people with the opportunity to comment on Council's decision making and interact with Council.

	2019	2020	2021	2022	2023	Change
Hosting enough quality community events	6.7	6.7	7.5	7.5	7.5	0.0
Supporting culturally diverse events	7	7.1	7.6	7.5	7.6	+ 0.1
Providing and maintaining community halls	6.8	6.6	7.1	6.9	7.0	+ 0.1
Promotes art and culture (e.g. public art, murals, paving etc)	6.3	6.6	7.1	6.9	6.9	0.0
Managing the Palmerston Recreation Centre	6.7	7	7.4	7.1	7.1	0.0
Achieving funding and getting things done by working in partnership with government and the community	6	6.3	6.7	6.4	6.4	0.0
Supporting innovation in the business community	5.6	6	6.4	6.2	6.3	+ 0.1
Advocating for the community in planning issues	5.7	6	6.4	6.1	6.2	+ 0.1
Supporting and attracting new and existing businesses	5.2	5.7	6.1	5.8	6.0	+ 0.2
Providing recognition and support for our indigenous and multicultural community	6.7	6.9	7.2	6.9	7.1	+ 0.2
Ensuring the roads built by developers are fit for purpose	7.1	7.2	7.4	7.0	7.1	+ 0.1
Managing Palmerston Swimming and Fitness Centre	6.9	7.1	7.3	6.9	7.0	+ 0.1
Providing animal management services	6.6	6.9	7.1	6.7	6.8	+ 0.1
Providing shared pathways	6.8	6.9	7.1	6.8	7.0	+ 0.2
Increasing shading and greening the city	6.3	6.5	6.7	6.6	6.6	0.0
Providing you with the opportunity to comment on Council's decision making and interact with Council	5.6	5.7	5.9	5.7	6.1	+ 0.4
Maintaining drainage facilities	7.4	7.4	7.5	7.3	7.3	0.0
Managing gardens and nature reserves	7.3	7.3	7.4	7.1	7.2	+ 0.1
Ensuring footpaths built by developers are fit for purpose	7.1	7.2	7.3	7.1	7.1	0.0
Maintaining shared pathways	6.9	7	7.1	6.8	7.0	+ 0.2
Maintaining footpaths	7	7	7.1	6.9	6.9	0.0
Promoting environmental sustainability	6.1	6.4	6.5	6.3	6.6	+ 0.3
Kerbside waste collection	8	8.3	8.3	8.1	8.1	0.0
Providing & maintaining Archer Waste Management Facility	7.8	7.9	7.9	7.7	8.0	+ 0.3
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.6	7.8	7.8	7.6	7.7	+ 0.1
Maintaining roads	7.3	7.5	7.5	6.9	7.1	+ 0.2
Maintaining parks and playgrounds	7.3	7.3	7.3	7.0	7.0	0.0
Maintaining lakes	7.1	7.1	6.9	6.2	7.0	+ 0.8
Providing libraries and library services to the community	8.1	8.3	8.2	8.0	8.1	+ 0.1

KANTAR PUBLIC

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); 2023 (n=600)

Council Performance.

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

		2019	2020	2021	2022	2023
Vibrant economy	Supporting and attracting new and existing businesses	5.2	5.7	6.1	5.8	6.0
Governance	Achieving funding and getting things done by working in partnership with government and the community	6.0	6.3	6.7	6.4	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	6.1
Family and community	Maintaining parks and playgrounds	7.3	7.3	7.3	7.0	7.0
	Managing the Palmerston Recreation Centre	6.7	7.0	7.4	7.1	7.1
	Providing and maintaining community halls	6.8	6.6	7.1	6.9	7.0
	Managing Palmerston Swimming and Fitness Centre	6.9	7.1	7.3	6.9	7.0
	Hosting enough quality community events	6.7	6.7	7.5	7.5	7.5
	Providing animal management services	6.6	6.9	7.1	6.7	6.8
	Advocating for the community in planning issues	5.7	6.0	6.4	6.1	6.2
A future focus	Maintaining drainage facilities	7.4	7.4	7.5	7.3	7.3
	Maintaining roads	7.3	7.5	7.5	6.9	7.1
	Ensuring footpaths built by developers are fit for purpose	7.1	7.2	7.3	7.1	7.1
	Ensuring the roads built by developers are fit for purpose	7.1	7.2	7.4	7.0	7.1
	Providing shared pathways	6.8	6.9	7.1	6.8	7.0
	Maintaining shared pathways	6.9	7.0	7.1	6.8	7.0
	Maintaining footpaths	7.0	7.0	7.1	6.9	6.9
	Supporting innovation in the business community	5.6	6.0	6.4	6.1	6.3
Cultural diversity	Providing libraries and library services to the community	8.1	8.3	8.2	8.0	8.1
	Supporting culturally diverse events	7.0	7.1	7.6	7.5	7.6
	Providing recognition and support for our indigenous and multicultural community	6.7	6.9	7.2	6.9	7.1
	Promotes art and culture (eg. public art, murals, paving etc)	6.3	6.6	7.1	6.9	6.9
Environmental sustainability	Kerbside waste collection	8.0	8.3	8.3	8.1	8.1
	Providing & and maintaining Archer Waste Management Facility	7.8	7.9	7.9	7.7	8.0
	Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.6	7.8	7.8	7.6	7.7
	Managing gardens and nature reserves	7.3	7.3	7.4	7.1	7.2
	Maintaining lakes	7.1	7.1	6.9	6.2	7.0
	Increasing shading and greening the city	6.3	6.5	6.7	6.6	6.6
	Promoting environmental sustainability	6.1	6.4	6.5	6.3	6.6

KANTAR PUBLIC

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?

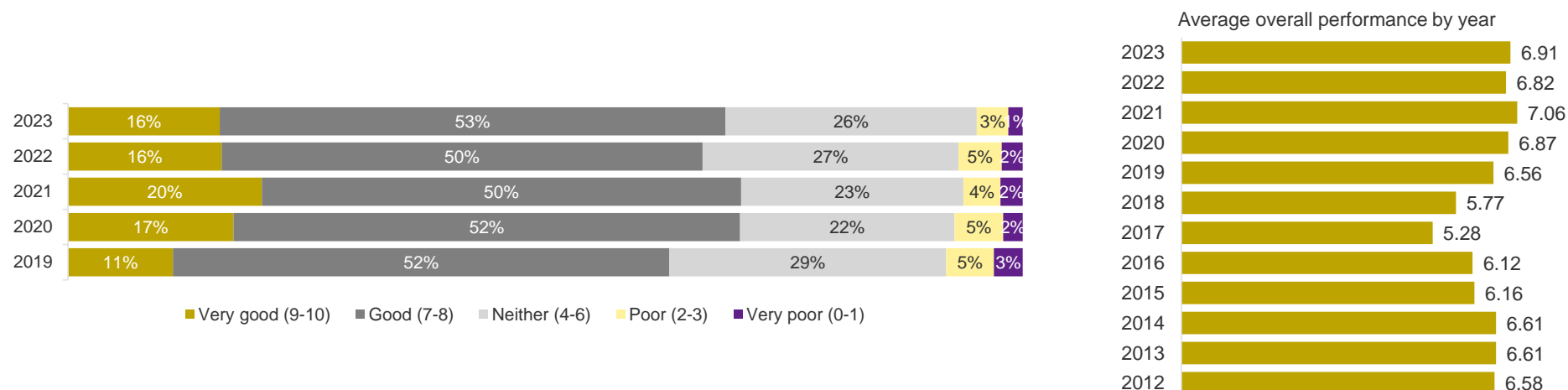
Sample: All respondents, excluding those who couldn't answer 2019 (n=601); 2020 (n=634); 2021 (n=616); 2022 (n=601); 2023 (n=600)

25

Overall Council performance.

This year, the Council has recorded a performance rating above 2022 (6.91 / 10). This is the second highest score that Council has achieved since the measure commenced in 2012.

This increase in overall performance was due to an increase in scores of 'good' (score of 7 or 8), and a decrease in the 'poor' and 'very poor' scores (0-3). In 2023, 69% of the community rated Council's overall performance as good or very good.



KANTAR PUBLIC

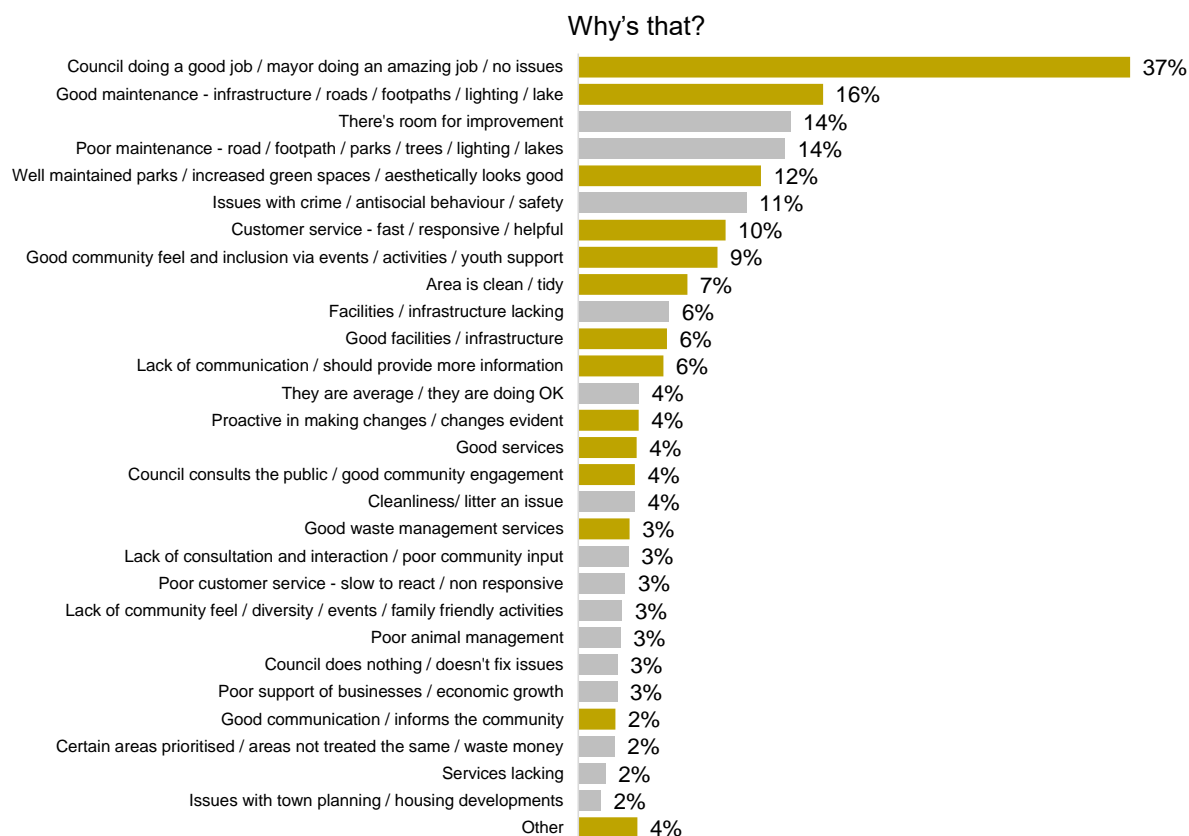
Source: Q9_30. How has your Council performed overall?

Base: All respondents, excluding those who can't say 2019 (n=589); 2020 (n=620), 2021 (n=604); 2022 (n=601); 2023 (n=600)

Please note: 2018 and earlier: measure based upon the question 'Performance in providing services and facilities for the community overall'

Reasons for Council's Performance score.

When asked why people scored the Council's overall performance 7-10, the reactions were generally that the Council and mayor are doing a good job (37%). 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.

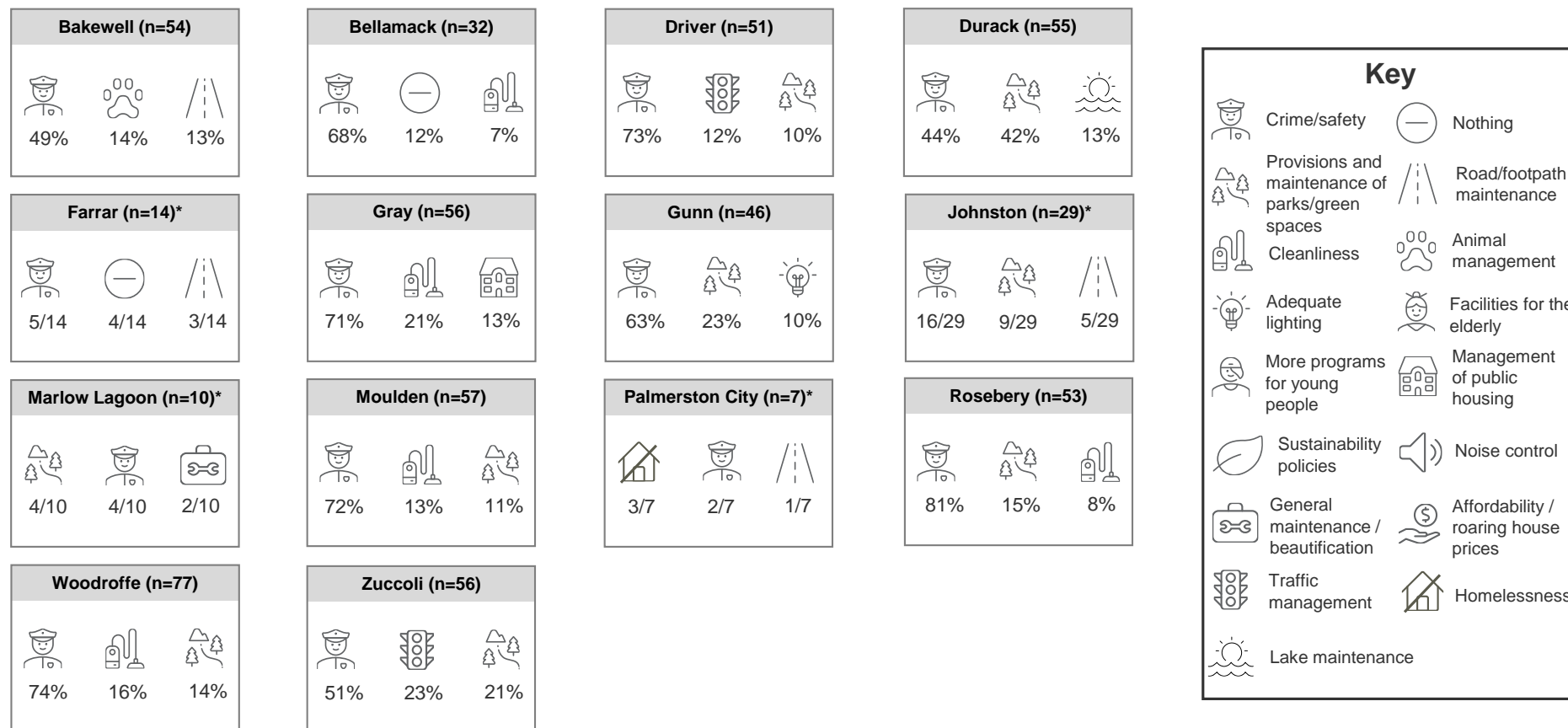


Reasons for Council Performance score.

For the small proportion who rated Council's performance as 'poor' overall (rated 0-3), the main reasons for this were to do with issues around crime and safety (41%), poor maintenance (35%), council not fixing issues (31%) and a lack of consultation and interaction (26%).



Most important issues by suburb.



KANTAR PUBLIC

Source: Q10. What are the most important issues to you in your local area of [INSERT SUBURB FROM QS2]? (open ended)
Base: All respondents 2023 (n=600)
Note: Suburbs with n=1 response are not shown
*low base size

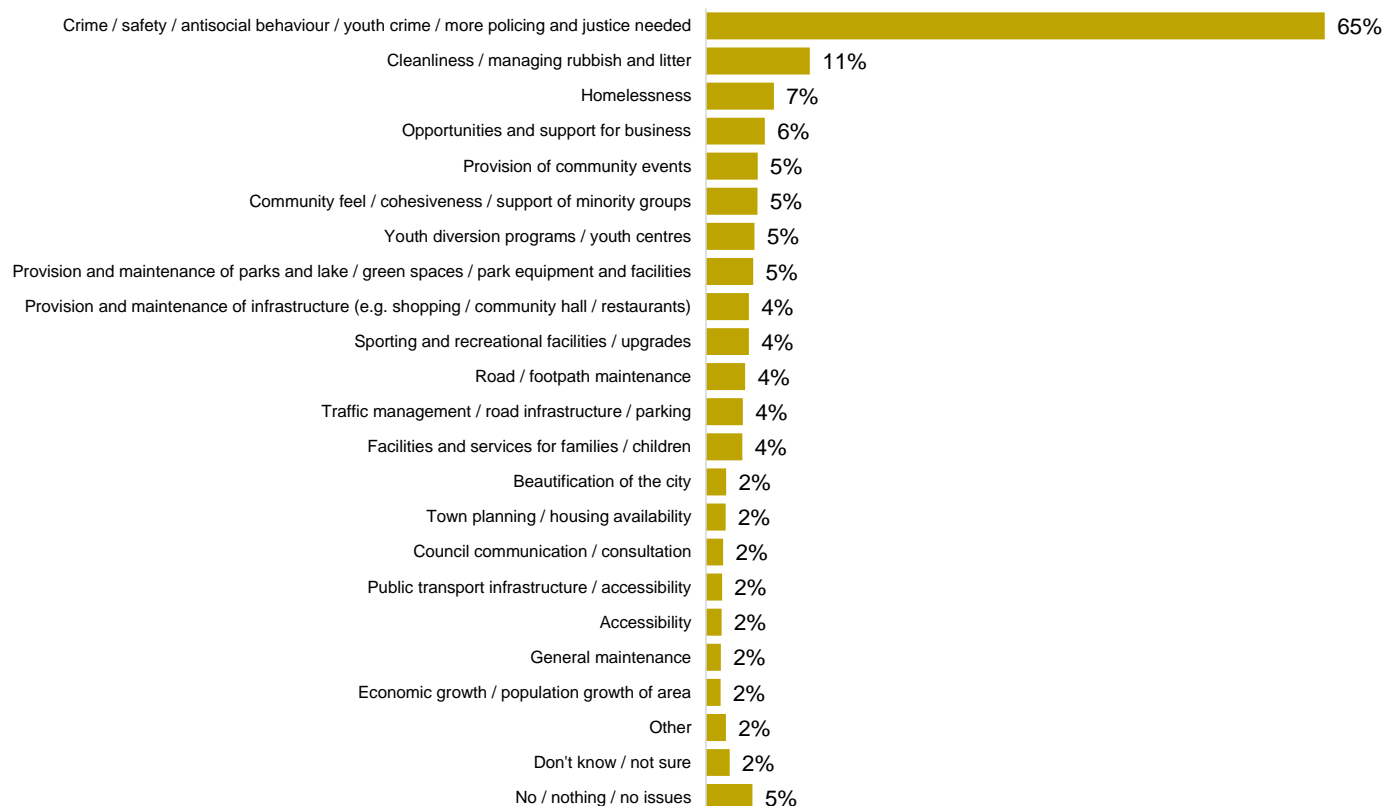
29

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, first and foremost; and
2. Cleanliness, to a much lesser extent.

Most important issues in the whole City of Palmerston



KANTAR PUBLIC

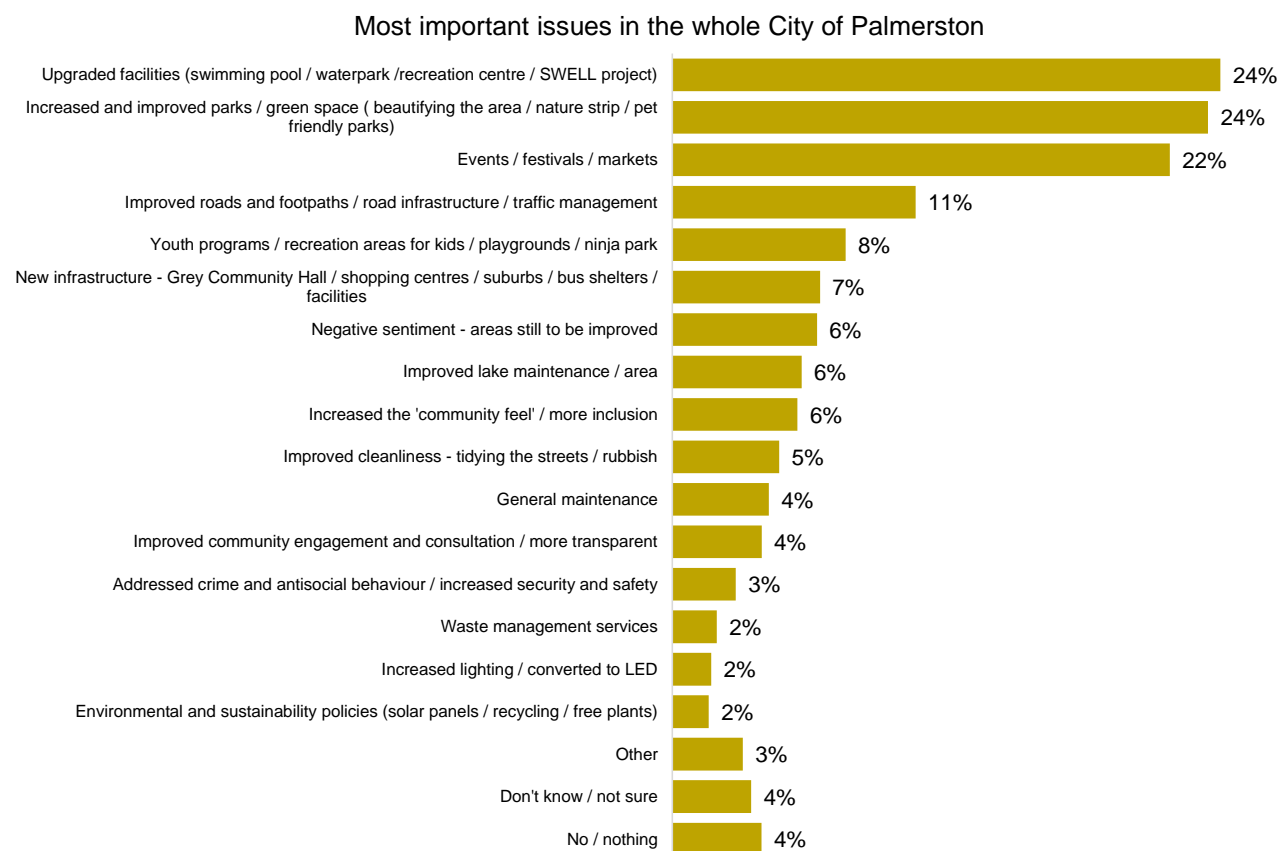
Source: Q10b. And thinking more broadly now, about the whole City of Palmerston area, what are the most important issues to you? (open ended)
Base: All respondents 2023 (n=600)
Note: Only codes above 1% are charted

30

Council achievements.

From the perspective of the community, the most significant achievements of Council were the upgraded facilities (24%) as well as the increased and improved parks and green spaces (24%).

Events and festivals were also seen as important achievements of Council (22%).



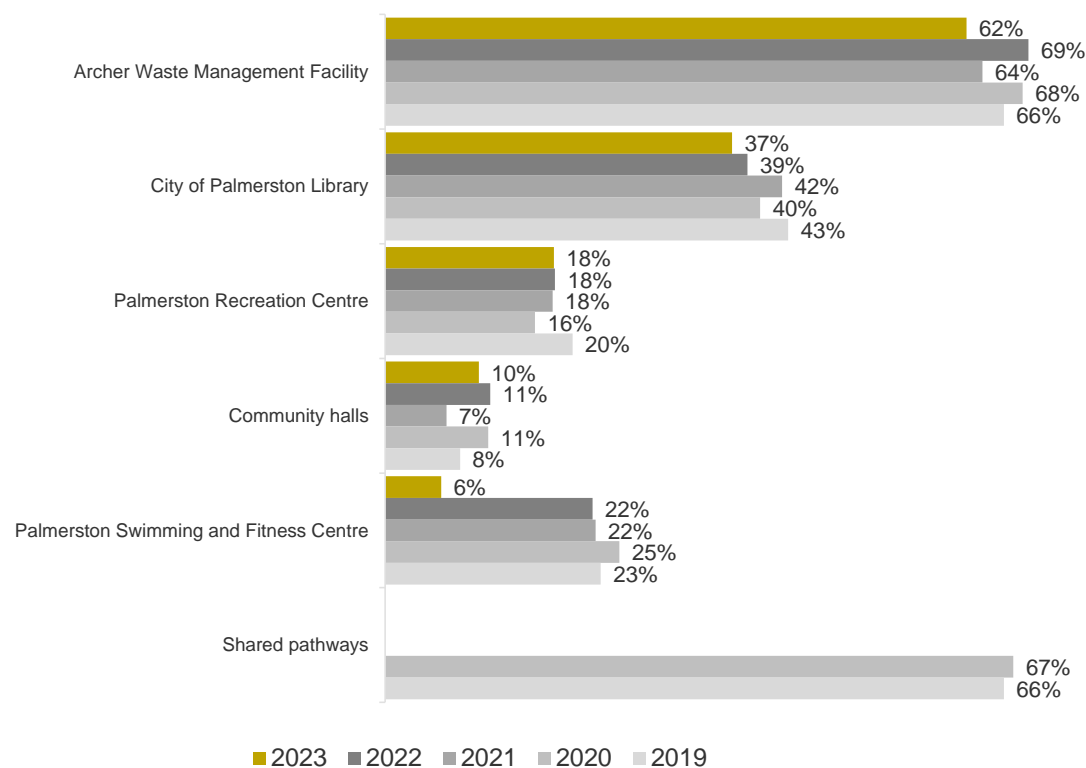
KANTAR PUBLIC

Source: Q11. Thinking about the last 12 months, what are the top achievements or outcomes by council that are most important to you?(open ended)
Base: All respondents 2023 except 'can't think of any' (n=380)
Note: Only codes above 1% are charted

31

Use of Council facilities.

Usage of Council facilities fell slightly in 2023 compared to 2022, with the Archer Waste Management Facility among the top used (62%).



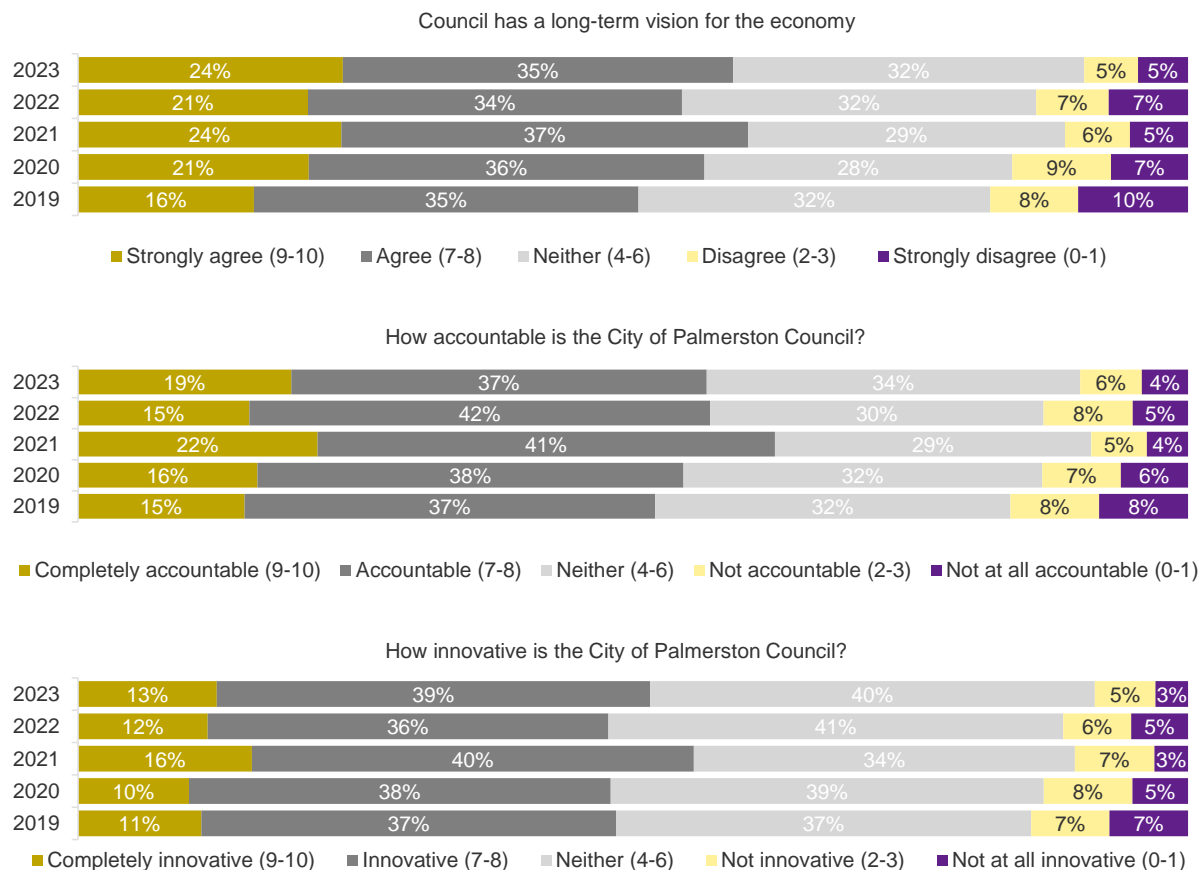
KANTAR PUBLIC

Source: Q12. In the last three months, have you used any of the following Council community facilities?
Base: All respondents 2019 (n=601); 2020 (n=634), 2021 (n=616); 2022 (n=601); 2023 (n=600)
Note: 'Shared pathways' was not an option after 2020

32

Council measures.

In 2023, there was an increase in scores relating to perceptions of Council's long-term vision and for innovation, but perceptions around accountability remained fairly consistent.



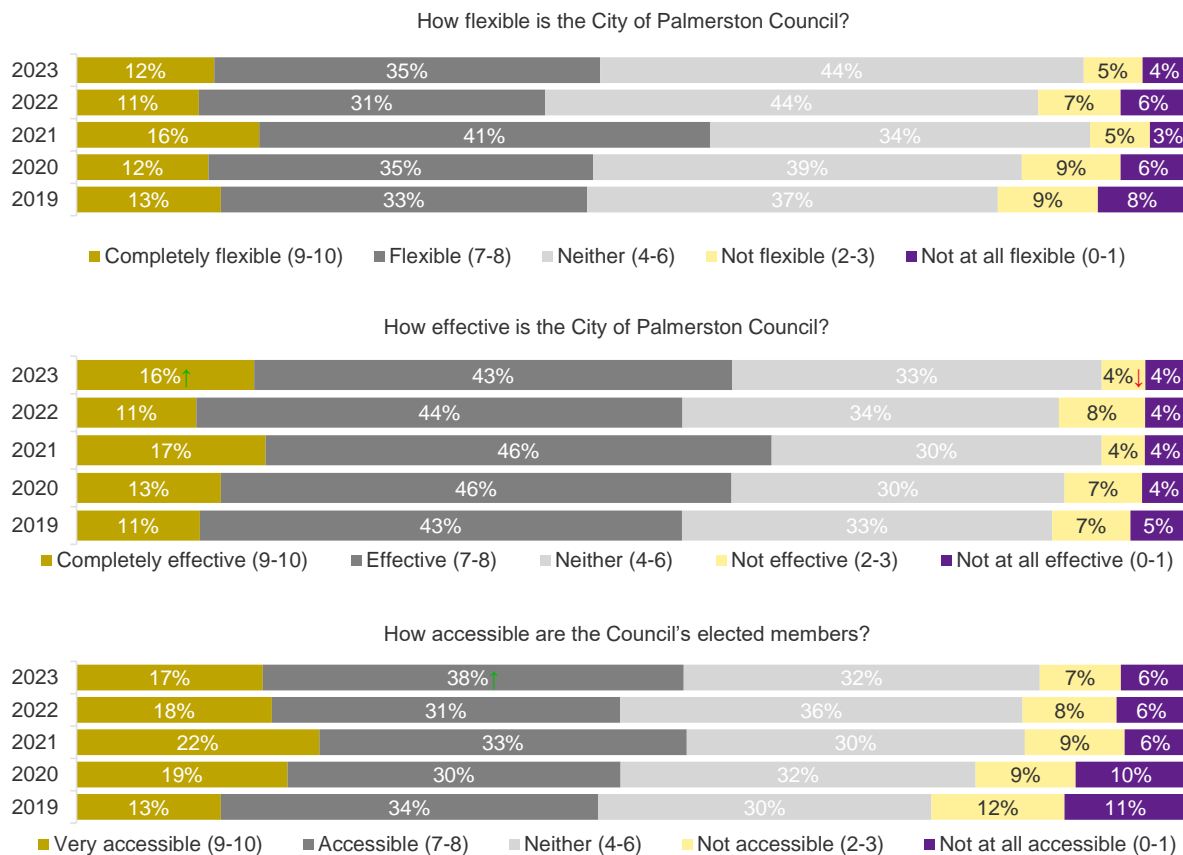
KANTAR PUBLIC

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); 2023 (n=497 to n=568)

33

Council measures.

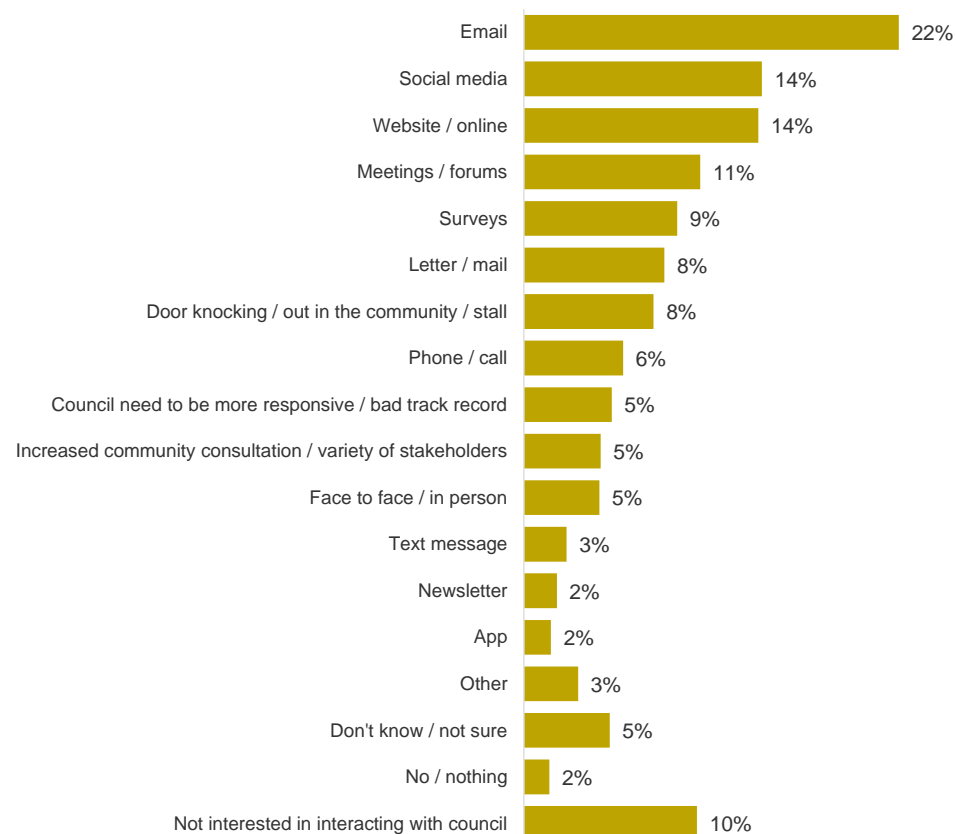
Similarly, there was a slight increase in perceptions that Council is flexible, effective and accessible when compared with 2022.



Providing feedback to Council.

Those who indicated that Council performed poorly (rated <6) in providing the opportunity to comment on Council's decision making and interact with Council would like the opportunity to provide feedback to Council through digital channels such as email (22%), social media (14%) and their website (14%).

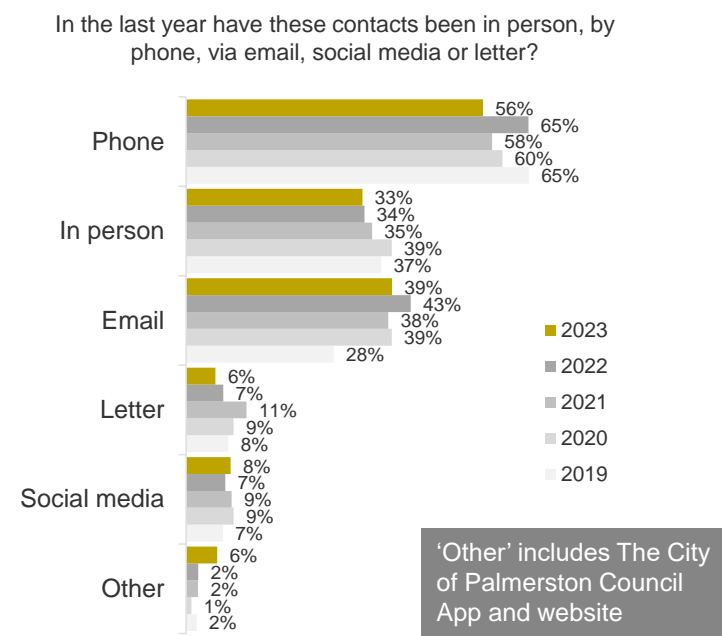
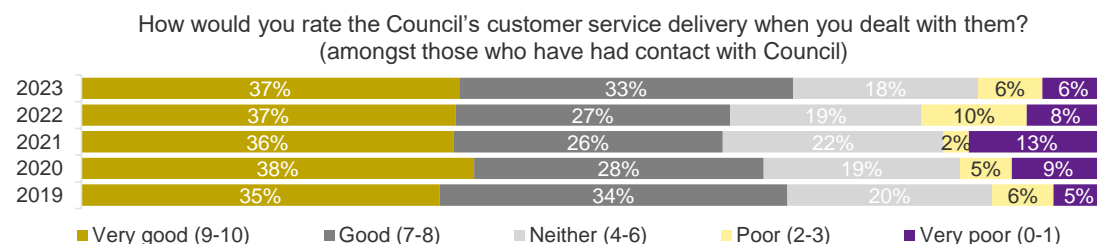
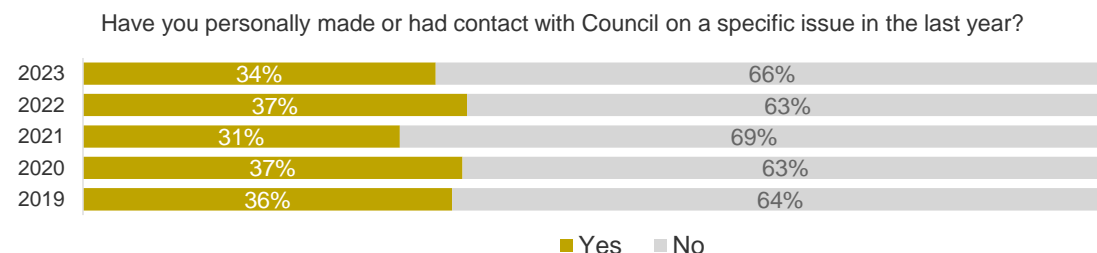
Despite this, 10% are not interested in interacting with Council.



Contact with Council.

There was a slight decrease in the proportion of residents who had made contact with Council, when compared with 2022 (34% compared with 37%). Despite this, there has been a slight increase in the proportion of residents rating their interactions with Council good or very good (69% compared with 64%).

The majority (56%) of those who have had contact with Council have done so by phone, however in person (33%) and email (39%) were also popular forms of communication.



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); 2023 (n=598)

Source: Q20. In the last year have these contacts been in person, by phone, via email, social media or letter?

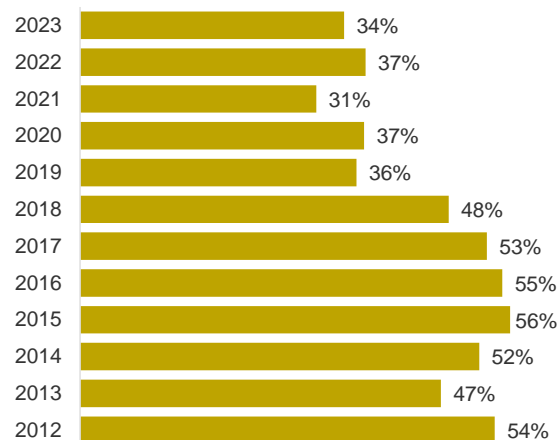
Q21. On a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate...Council's CUSTOMER SERVICE DELIVERY when you dealt with them? Base: All respondents who had made or had contact with Council in the past year 2019 (n=221); 2020 (n=249); 2021 (n=213); 2022 (n=251); 2023 (n=231)

KANTAR PUBLIC

Contact with Council.

When reviewing contact rates and modes across all the waves, in 2023 contact with Council has fallen slightly, however phone and email still 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?

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Phone	56%	65%	58%	60%	65%	66%	63%	62%	65%	67%	65%	61%
In person	33%	34%	35%	39%	37%	45%	53%	41%	47%	48%	46%	49%
Email	39%	43%	38%	39%	28%	36%	29%	28%	35%	22%	18%	20%
Letter	6%	7%	11%	9%	8%	9%	7%	6%	11%	13%	10%	13%
Social media	8%	7%	9%	9%	7%	NA	NA	NA	NA	NA	NA	NA
Other	6%↑	2%	2%	1%	2%	0%	3%	2%	1%	1%	1%	0%

KANTAR PUBLIC

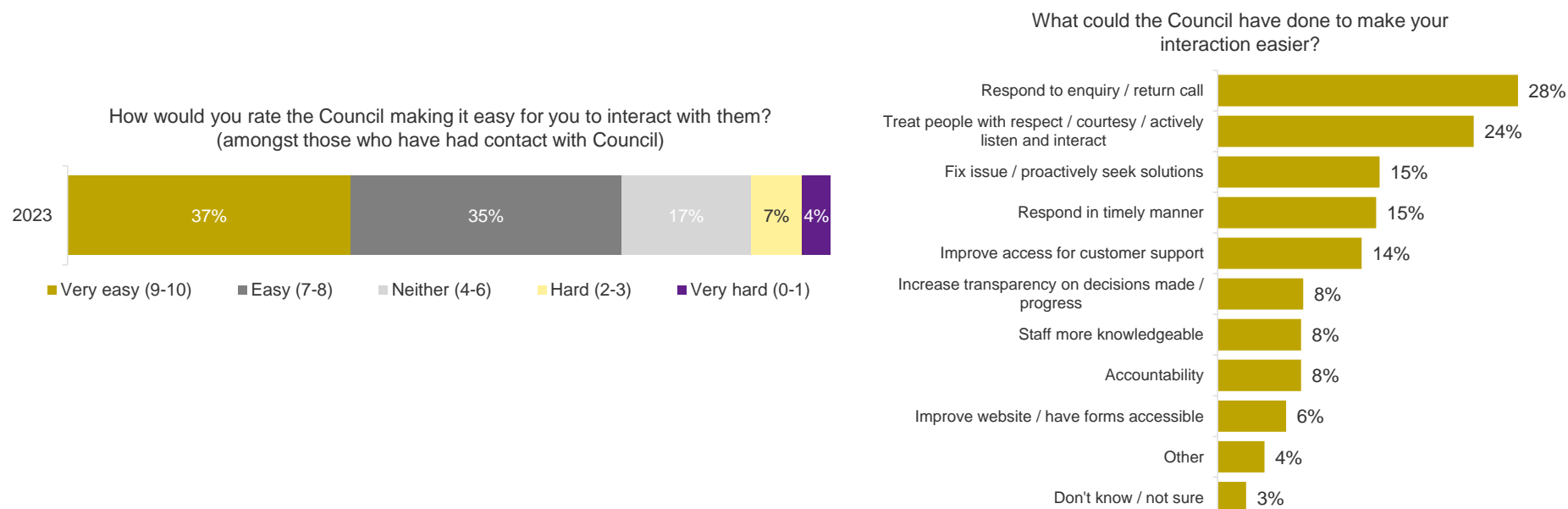
Source: Q19. Have you personally made or had contact with Council on a specific issue in the last year? Base: All respondents 2019 (n=601); 2020 (n=634); 2021 (n=616); 2022 (n=601); 2023 (n=600)
Source: Q20. In the last year have these contacts been in person, by phone, via email, social media or letter?; 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); 2023 (n=231)

37

Satisfaction with Council interactions.

Of those who had contact with Council, over two thirds (72%) believe that Council make it easy to interact with them, while only 11% believe that Council make it hard.

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.



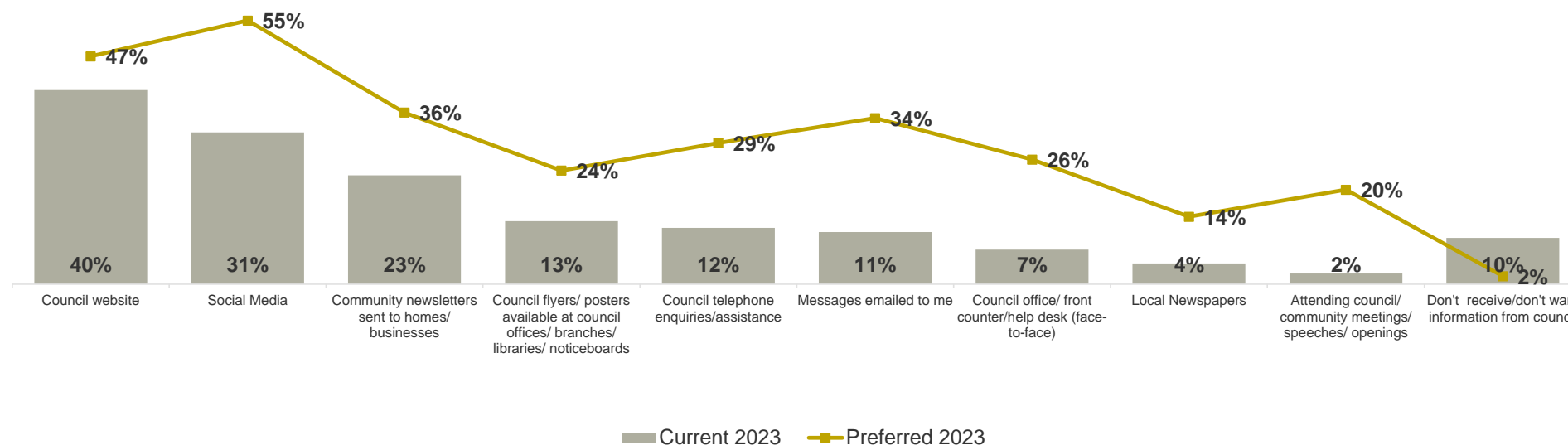
KANTAR PUBLIC

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' 2023 (n=230)
Q33. What could Council have done to make your interaction with them easier?
Base: Those who scored 0-4 at Q21b (n=32)

38

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, 11% of residents have reported they currently have messages emailed to them, however 34% of residents would prefer this method of communication. For the majority of communication channels, it seems people would prefer increased communication from Council. The biggest gaps between current and preferred channels relate to social media (24%) and email (23%), which are areas Council could consider doing more in.



KANTAR PUBLIC

Source: Q22. How do you currently obtain information from Council?; Q23. What would be your preferred way of obtaining information from Council?
Base: All respondents 2023 (n=600)

39

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 Council's website.

How do you currently obtain information from Council?	2019	2020	2021	2022	2023	What would be your preferred way of obtaining information from Council?	2019	2020	2021	2022	2023
Council website	41%	43%	35%	42%	40%	Council website	34%	39%	31%	35%	47%
Social media	22%	27%	52%	40%	31%	Social media	22%	31%	46%	37%	55%
Community newsletters sent to homes / businesses	16%	13%	38%	26%	23%	Community newsletters sent to homes / businesses	18%	16%	31%	18%	36%
Council flyers / posters available at Council offices / branches / libraries / noticeboards	14%	11%	24%	13%	13%	Council flyers / posters available at Council offices / branches / libraries / noticeboards	12%	12%	16%	8%	24%
Council telephone enquiries / assistance	10%	9%	17%	13%	12%	Council telephone enquiries / assistance	10%	11%	15%	8%	29%
Don't currently receive information from Council	10%	16%	7%	11%	10%	Don't want information from Council	2%	1%	2%	2%	2%
Local newspapers	6%	7%	16%	6%	4%	Local newspapers	6%	5%	11%	3%	14%
Council offices / front counter / help desk (face-to-face)	6%	5%	11%	7%	7%	Council offices / front counter / help desk (face-to-face)	6%	7%	9%	7%	26%
Messages emailed to me	3%	5%	11%	10%	11%	Messages emailed to me	16%	18%	22%	18%	34%
Can't say how	3%	1%	1%	1%	1%	Can't say how	4%	1%	1%	2%	1%
Attending Council / community meetings / speeches / openings	1%	2%	4%	1%	2%	Attending Council / community meetings / speeches / openings	2%	4%	6%	1%	20%
Non-Council initiated communication	-	-	8%	3%	4%	Non-Council initiated communication	<1%	1%	4%	<1%	14%
Other methods	7%	10%	10%	7%	8%	Other methods	4%	11%	8%	8%	6%

5

Appendix A

Online, CATI and overall survey results

Demographics (weighted).

Gender	CATI	Online	Overall
Male	50%	23%	49%
Female	50%	74%	51%
Prefer not to answer	-	3%	<1%

Age	CATI	Online	Overall
18-29	26%	6%	25%
30-39	28%	37%	28%
40-49	21%	34%	22%
50-59	14%	14%	14%
60 or older	11%	9%	11%

Aboriginal or Torres Strait Islander	CATI	Online	Overall
Yes	11%	6%	11%
No	88%	86%	88%
Prefer not to answer	1%	9%	1%

Time living in City of Palmerston	CATI	Online	Overall
Less than 1 year	3%	3%	3%
1 to less than 2 years	3%	9%	3%
2 to less than 5 years	9%	20%	10%
5 to less than 10 years	24%	14%	23%
10 to less than 20 years	34%	26%	34%
20 years or more	27%	29%	27%

Agreement that Council is inclusive and has a strong relationship with their Indigenous community	CATI	Online	Overall
Strongly agree (9-10)	23%	0%	22%
Agree (7-8)	39%	50%	39%
Neither (4-6)	29%	0%	28%
Disagree (2-3)	5%	50%	6%
Strongly disagree (0-1)	5%	0%	5%
n=	61	2	63

Highest level of education	CATI	Online	Overall
Year 8 or below	1%	-	1%
Year 9 or equivalent	1%	-	1%
Year 10 or equivalent	9%	3%	8%
Year 11 or equivalent	11%	3%	10%
Year 12 or equivalent	23%	9%	22%
Trade certificate	14%	9%	13%
Non-trade certificate	7%	14%	7%
Associate diploma	4%	9%	4%
Undergraduate diploma	7%	11%	7%
Bachelor degree	15%	11%	15%
Masters degree, postgraduate degree or postgraduate diploma	9%	29%	10%
Doctorate	-	-	-
Other - specify	<1%	-	<1%
Still at school	-	-	-
Did not go to school	-	-	-
Prefer not to say	<1%	3%	<1%

Employment and Council measures.

Are you employed	CATI	Online	Overall
Full-time (35 hours or more per week)	73%	69%	73%
Part-time / casual	13%	17%	13%
Looking for work	3%	-	2%
Retired	7%	6%	7%
Student	-	-	-
Non-worker	2%	-	2%
Home duties/caring	2%	6%	2%
Other	<1%	3%	<1%

Are you aware of Council's slogan 'A place for people'	CATI	Online	Overall
Yes	48%	71%	50%
No	52%	29%	50%

To what extent do you agree or disagree that Palmerston is a place for people?	CATI	Online	Overall
Strongly agree (9-10)	16%	20%	16%
Agree (7-8)	43%	37%	43%
Neither (4-6)	33%	29%	33%
Disagree (2-3)	6%	11%	6%
Strongly disagree (0-1)	2%	3%	2%

Net Promotor Score	CATI	Online	Overall
Promoters	20%	34%	21%
Passives	42%	29%	41%
Detractors	38%	37%	38%
NPS	-18	-3	-17

Council measures.

Council measures	CATI	Online	Overall
Kerbside waste collection	8.1	7.9	8.1
Providing libraries and library services to the community	8.1	8.0	8.1
Providing and maintaining Archer Waste Management Facility	8.0	8.1	8.0
Providing opportunities for recycle and re-use through the Pre-cyclone clean up	7.7	7.3	7.7
Supporting culturally diverse events, such as NAIDOC celebrations, Multicultural Festival and Pride events	7.6	7.7	7.6
Hosting enough quality community events, such as Youth Festival, On Frances Series and Live at the Lakes	7.5	7.4	7.5
Maintaining drainage facilities	7.3	7.1	7.3
Managing the Palmerston Recreation Centre	7.1	7.5	7.2
Managing gardens and nature reserves	7.2	6.3	7.1
Ensuring the roads built by developers are fit for purpose	7.1	6.7	7.1
Providing recognition and support for our indigenous and multicultural community	7.1	7.0	7.1
Maintaining roads	7.1	6.5	7.1
Ensuring footpaths built by developers are fit for purpose	7.1	5.9	7.1
Providing and maintaining community halls	7.0	7.3	7.0
Managing Palmerston Swimming and Fitness Centre	7.0	6.4	7.0

Council measures	CATI	Online	Overall
Maintaining parks and playgrounds	7.0	6.2	7.0
Maintaining Lakes	7.0	6.6	7.0
Providing shared pathways	7.0	6.0	6.9
Maintaining shared pathways	7.0	5.9	6.9
Maintaining footpaths	6.9	5.8	6.9
Promotes art and culture (eg. public art, murals, paving etc)	6.9	6.3	6.8
Providing animal management services	6.8	6.3	6.8
Promoting environmental sustainability	6.6	6.6	6.6
Increasing shading and greening in the city	6.6	6.0	6.5
Achieving funding and getting things done by working in partnership with government and the community	6.4	6.8	6.5
Supporting innovation in the business community	6.3	5.7	6.2
Advocating for the community in planning issues	6.2	6.1	6.2
Providing you with the opportunity to comment on Council's decision making and interact with Council	6.1	6.1	6.1
Supporting and attracting new and existing businesses	6.0	5.0	5.9
Council's performance overall	6.9	6.7	6.9

KANTAR PUBLIC

Unless otherwise stated, base: CATI n=600, Online n=34, Overall n=634

44

Council measures.

Family and community	CATI	Online	Overall
Managing Palmerston Swimming and Fitness Centre	7.0	6.4	7.0
Maintaining parks and playgrounds	7.0	6.2	7.0
Providing and maintaining community halls	7.0	7.3	7.0
Managing the Palmerston Recreation Centre	7.1	7.5	7.2
Hosting enough quality community events, such as Youth Festival, On Frances Series and Live at the Lakes	7.5	7.4	7.5
Advocating for the community in planning issues	6.2	6.1	6.2
Providing animal management services	6.8	6.3	6.8

Cultural diversity	CATI	Online	Overall
Supporting culturally diverse events	7.6	7.7	7.6
Promoting art and culture (e.g. public art, murals, paving etc.)	6.9	6.3	6.8
Providing libraries and library services to the community	8.1	8.0	8.1
Providing recognition and support for our indigenous and multicultural community	7.1	7.0	7.1

Vibrant economy	CATI	Online	Overall
Awareness of Council's slogan 'A place for people'	48%	71%	50%
Agreement that: Palmerston is 'A place for people'	6.7	6.5	6.7
Agreement that: Council has a long-term vision for Palmerston economy	6.7	6.2	6.7
Performance in: Supporting and attracting new and existing businesses	6.0	5.0	5.9

Governance	CATI	Online	Overall
How: Accountable is the City of Palmerston Council?	6.5	6.2	6.5
Effective is the City of Palmerston Council?	6.6	6.6	6.6
Performance in: Providing you with the opportunity to comment on Council's decision making and interact with Council	6.1	6.1	6.1
Achieving funding and getting things done by working in partnership with government and the community	6.4	6.8	6.5

Council measures.

A future focus		CATI	Online	Overall
Performance in:	Supporting innovation in the business community	6.3	5.7	6.2
How:	Innovative is the City of Palmerston?	6.4	6.2	6.3
	Flexible is the City of Palmerston?	6.2	6.0	6.2
Performance in:	Ensuring roads built by developers are fit for purpose	7.1	6.7	7.1
	Maintaining roads	7.1	6.5	7.1
	Ensuring footpaths built by developers are fit for purpose	7.1	5.9	7.1
	Maintaining footpaths	6.9	5.8	6.9
	Providing shared pathways	7.0	6.0	6.9
	Maintaining shared pathways	7.0	5.9	6.9
	Maintaining drainage facilities	7.3	7.1	7.3

Council's overall performance		CATI	Online	Overall
Overall performance		6.9	6.7	6.9

Environmental sustainability		CATI	Online	Overall
Providing opportunities for recycle and re-use through the pre-cyclone clean up		7.7	7.3	7.7
Managing gardens and nature reserves		7.2	6.3	7.1
Maintaining lakes		7.0	6.6	7.0
Increasing shading and greening the city		6.6	6.0	6.5
Kerbside waste collection		8.1	7.9	8.1
Providing & maintaining Archer Waste Management Facility		8.0	8.1	8.0
Promoting environmental sustainability		6.6	6.6	6.6

Use of Council's facilities		CATI	Online	Overall
Archer Waste Management Facility		62%	69%	62%
City of Palmerston library		37%	74%	39%
Palmerston Recreation Centre		18%	57%	20%
Community halls, e.g Gray Community Hall or Durack Community Arts Centre		10%	43%	12%
Palmerston Swimming and Fitness centre		6%	3%	6%
None of the above		21%	3%	20%

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)	24%	24%	24%
Agree (7-8)	35%	24%	35%
Neither (4-6)	32%	36%	32%
Disagree (2-3)	5%	12%	5%
Strongly disagree (0-1)	5%	4%	4%

How accountable is the City of Palmerston Council?			
	CATI	Online	Overall
Completely accountable (9-10)	19%	29%	20%
Accountable (7-8)	37%	25%	37%
Neither (4-6)	34%	25%	33%
Not accountable (2-3)	6%	14%	6%
Not at all accountable (0-1)	4%	7%	4%

How innovative is the City of Palmerston Council?			
	CATI	Online	Overall
Completely innovative (9-10)	13%	21%	13%
Innovative (7-8)	39%	27%	38%
Neither (4-6)	40%	36%	40%
Not innovative (2-3)	5%	12%	6%
Not at all innovative (0-1)	3%	3%	3%

How flexible is the City of Palmerston Council?			
	CATI	Online	Overall
Completely flexible (9-10)	12%	17%	13%
Flexible (7-8)	35%	33%	35%
Neither (4-6)	44%	33%	43%
Not flexible (2-3)	5%	4%	5%
Not at all flexible (0-1)	4%	13%	4%

How effective is the City of Palmerston Council?			
	CATI	Online	Overall
Completely effective (9-10)	16%	21%	16%
Effective (7-8)	43%	30%	42%
Neither (4-6)	33%	39%	34%
Not effective (2-3)	4%	6%	4%
Not at all effective (0-1)	4%	3%	4%

How accessible do you consider Council's elected members to be?			
	CATI	Online	Overall
Very accessible (9-10)	17%	17%	17%
Accessible (7-8)	38%	25%	37%
Neither (4-6)	32%	21%	32%
Not accessible (2-3)	7%	17%	8%
Not at all accessible (0-1)	6%	21%	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	34%	71%	36%
No	65%	20%	63%
Can't say	1%	9%	1%

In the last year have these contacts been in person, by phone, via email, social media or letter?			
	CATI	Online	Overall
Phone	56%	52%	56%
Email	39%	64%	42%
In person	33%	40%	34%
Social media	8%	16%	9%
Letter	6%	-	5%
Other	6%	16%	7%
n=	231	25	256

On a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate... Council's CUSTOMER SERVICE DELIVERY when you dealt with them?			
	CATI	Online	Overall
Very good (9-10)	37%	36%	37%
Good (7-8)	33%	40%	33%
Neither (4-6)	18%	16%	18%
Poor (2-3)	6%	4%	6%
Very poor(0-1)	6%	4%	6%
n=	248	41	289

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			
	CATI	Online	Overall
Very good (9-10)	37%	44%	37%
Good (7-8)	35%	28%	34%
Neither (4-6)	17%	12%	16%
Poor (2-3)	7%	8%	7%
Very poor(0-1)	4%	8%	4%
n=	248	41	289

Key Area	CATI	Online	Overall
Family and Community	6.96	6.75	6.95
Vibrant Economy	6.44	5.90	6.42
Cultural diversity	7.39	7.24	7.39
A Future Focus	6.84	6.16	6.80
Environmental Sustainability	7.29	6.95	7.27
Governance	6.43	6.41	6.42
Net promoter score	- 18	-3	-17
Average Performance	6.89 / 10	6.57 / 10	6.88 / 10

KANTAR PUBLIC



Thank you

Naomi Downer

Naomi.downer@kantar.com

Katelyn Kemp

Katelyn.kemp@kantar.com

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

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, 17 October 2023 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

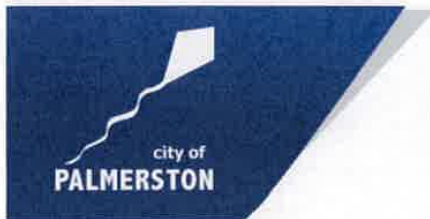


MINUTES

2nd Ordinary Council Meeting Tuesday 19 September 2023

The Ordinary Meeting of the City of Palmerston held at the Durack Community Arts Centre, 33 Packard Avenue, Durack NT 0831

'A Place for People'



A Place for People

COUNCIL AGENDA Attachment 24.1.1

COUNCIL MINUTES

Minutes of Council Meeting
held in Durack Community Arts Centre, 33 Packard Ave, Durack
on Tuesday 19 September 2023 at 5:30pm.

PRESENT

ELECTED MEMBERS

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

STAFF

Chief Executive Officer, Luccio Cercarelli
General Manager Infrastructure, Nadine Nilon
General Manager Finance and Governance, Wati Kerta
Minute Secretary, Jodi Holden

GALLERY

6 members of the public
2 members of staff

Initials:

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11136



A Place for People

COUNCIL AGENDA Attachment 24.1.1 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 5.30pm.

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

Nil

3.2 Leave of Absence Previously Granted

THAT it be noted Councillor Giesecke will be on leave of absence as previously granted on 15 August 2023, for the period of 7 September to 23 September 2023 inclusive.

3.3 Leave of Absence Request

Moved: Councillor Morrison
Seconded: Councillor Fraser

1. THAT the leave of absence received from Councillor Morrison for 22 September 2023 to 26 September 2023 inclusive be received and noted.
2. THAT the leave of absence received from Deputy Mayor Eveleigh for 9 October 2023 to 10 October 2023 inclusive be received and noted.
3. THAT the leave of absence received from Deputy Mayor Eveleigh for 15 October 2023 to 19 October 2023 inclusive be received and noted.
4. THAT the leave of absence received from Deputy Mayor Eveleigh for 22 October 2023 to 25 October 2023 inclusive be received and noted.
5. THAT the leave of absence received from Councillor Hale for 4 October 2023 to 10 October 2023 inclusive be received and noted.
6. THAT the leave of absence received from Councillor Henderson for 22 September 2023 to 23 September 2023 inclusive be received and noted.
7. THAT the leave of absence received from Councillor Morrison for 16 October 2023 to 20 October 2023 inclusive be received and noted.
8. THAT the leave of absence received from Councillor Henderson for 29 September 2023 to 1 October 2023 inclusive be received and noted.
9. THAT the leave of absence received from Councillor Fraser for 30 September 2023 to 1 October 2023 inclusive be received and noted.

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11137

10. THAT the leave of absence received from Mayor Pascoe-Bell for 28 October 2023 to 5 November 2023 inclusive be received and noted.

CARRIED 10/1005 – 19/09/2023

4 REQUEST FOR AUDIO/AUDIOVISUAL CONFERENCING

Moved: Deputy Mayor Eveleigh
Seconded: Councillor Garden

1. THAT Council approve the request for Audio/Audiovisual Conferencing received from Deputy Mayor Eveleigh who will be physically prevented from attending a meeting on 17 October 2023 due to being a greater distance than 100km from the appointed place of meeting.
2. THAT Council note that Councillor Giesecke who will be physically prevented from attending a meeting on 19 September 2023 due to being a greater distance than 100km from the appointed place of meeting.
3. THAT Council approve the request for Audio/Audiovisual Conferencing received from Councillor Morrison who will be physically prevented from attending a meeting on 17 October 2023 due to being a greater distance than 100km from the appointed place of meeting.

CARRIED 10/1006 – 19/09/2023

5 DECLARATION OF INTEREST

5.1 Elected Members

Moved: Councillor Fraser
Seconded: Deputy Mayor Eveleigh

THAT the Declaration of Interest received from Deputy Mayor Eveleigh for Item 13.2.1 be received and noted.

CARRIED 10/1007 – 19/09/2023

5.2 Staff

Nil

6 CONFIRMATION OF MINUTES

6.1 Confirmation of Minutes

Moved: Councillor Hale
Seconded: Councillor Henderson

THAT the Minutes of the Council Meeting held on 5 September 2023 pages 11123 to 11132 be confirmed with the administrative amendment of the year from 1993 to 1953 within the 'Taxation Administration Act' being item 13.1.5 and decision 10/990.

Initials:

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11138



A Place for People

COUNCIL AGENDA Attachment 24.1.1 COUNCIL MINUTES

CARRIED 10/1008 – 19/09/2023

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

10.1.1 Council Advisory Committee Membership - Palmerston Community Safety Advisory Committee

Moved: Mayor Pascoe-Bell
Seconded: Councillor Henderson

1. THAT Report entitled Council Advisory Committee Membership - Palmerston Community Safety Advisory Committee be received and noted.
2. THAT Council appoint Fran Ramsey to the Palmerston Community Safety Advisory Committee as the First Nations representative, for a period of two years from date of appointment.
3. THAT this decision be made public following advice to nominee of the outcome.

CARRIED 10/1002 – 5/09/2023

10.2 Moving Open Items into Confidential

Nil

10.3 Confidential Items

Moved: Deputy Mayor Eveleigh
Seconded: Councillor Henderson

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:

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11139

Item	Confidential Category	Confidential Clause
25.1.1	Legal Advice	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	Rate Concession Assessment	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.
25.1.3	Council Project Initiative	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. 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.
25.1.4	Appointment of Committee Member	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 10/1009 - 19/09/2023

11 PETITIONS

Initials:

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11140



A Place for People

COUNCIL AGENDA Attachment 24.1.1 COUNCIL MINUTES

- Nil
12 NOTICES OF MOTION

- Nil
13 OFFICER REPORTS

13.1 Action Reports

Nil

13.2 Receive and Note Reports

Deputy Mayor Eveleigh declared a conflict and left the meeting at 5.44 pm

13.2.1 Community Benefit Scheme - Update August 2023

Moved: Councillor Hale
Seconded: Councillor Garden

THAT Report entitled Community Benefit Scheme - Update August 2023 be received and noted.

CARRIED 10/1010 - 19/09/2023

Deputy Mayor Eveleigh returned to the meeting at 5.49pm.

13.2.2 Major Capital Projects September 2023 Update

Moved: Councillor Henderson
Seconded: Councillor Morrison

THAT Report entitled Major Capital Projects September 2023 Update be received and noted.

CARRIED 10/1011 - 19/09/2023

13.2.3 Finance Report for the Month of August 2023

Moved: Councillor Garden
Seconded: Councillor Henderson

1. THAT the tabled document entitled 'Creditors List as at 31 August 2023' be received and noted and form part of Attachment 13.2.3.2.

2. THAT Report entitled Finance Report for the Month of August 2023 be received and noted.

CARRIED 10/1012 - 19/09/2023

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11141



A Place for People

COUNCIL AGENDA Attachment 24.1.1 COUNCIL MINUTES

14 INFORMATION AND CORRESPONDENCE

14.1 Information

Nil

14.2 Correspondence

14.2.1 Palmerston Magpies Football Club - Request for Mayor's Patronage for a further two years

Moved: Mayor Pascoe-Bell
Seconded: Councillor Morrison

THAT correspondence dated 31 August 2023 14.2.1 entitled Palmerston Magpies Football Club - Request for Mayor's Patronage for a further two years be received and noted.

CARRIED 10/1013 - 19/09/2023

14.2.2 Minister Eva Lawler - Proposal to amend the NT Planning Scheme Greater Holtze Area

Moved: Councillor Fraser
Seconded: Councillor Henderson

THAT correspondence dated 25 August 2023 14.2.2 entitled Minister for Infrastructure, Planning and Logistics - Proposal to amend the NT Planning Scheme Greater Holtze Area be received and noted.

CARRIED 10/1014 - 19/09/2023

15 REPORT OF DELEGATES

Moved: Councillor Fraser
Seconded: Deputy Mayor Eveleigh

THAT the verbal report received by Councillor Fraser regarding Palmerston Regional Business Association be received and noted.

CARRIED 10/1015 - 19/09/2023

16 QUESTIONS BY MEMBERS

Moved: Councillor Fraser
Seconded: Deputy Mayor Eveleigh

THAT the question asked by Councillor Fraser regarding Flynn Park maintenance was taken on notice by the General Manager Infrastructure.

CARRIED 10/1016 - 19/09/2023

Initials:

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11142



A Place for People

COUNCIL AGENDA Attachment 24.1.1 COUNCIL MINUTES

17 GENERAL BUSINESS

17.1 Safety Concerns at Palmerston Bus Interchange

Moved: Deputy Mayor Eveleigh
Seconded: Councillor Henderson

THAT Council write to the Minister for Infrastructure, Planning and Logistics regarding ongoing safety concerns and anti social behavior at the Palmerston Bus Interchange and what action the Northern Territory Government have and will put into place to address these issues.

CARRIED 10/1017 – 19/09/2023

17.2 Palmerston Lakes

Moved: Councillor Morrison
Seconded: Councillor Garden

THAT Council thanks the staff for the work undertaken in managing the Palmerston Lakes and the promotion relating to Hooked on Palmerston.

CARRIED 10/1018 – 19/09/2023

18 NEXT ORDINARY COUNCIL MEETING

Moved: Councillor Henderson
Seconded: Councillor Morrison

THAT the next Ordinary Meeting of Council be held on Tuesday, 3 October 2023 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

CARRIED 10/1019 – 19/09/2023

19 CLOSURE OF MEETING TO PUBLIC

Moved: Councillor Fraser
Seconded: Deputy Mayor Eveleigh

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 10/1020 – 19/09/2023

20 ADJOURNMENT OF MEETING AND MEDIA LIAISON

Nil

The open section of the meeting closed at 6.20pm for the discussion of confidential matters.

Initials:

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11143



A Place for People

COUNCIL AGENDA Attachment 24.1.1 COUNCIL MINUTES

The Chair declared the meeting closed at 6.59pm.

Chair

Print Name

Date

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 19 SEPTEMBER 2023

11144