



2021

city of
PALMERSTON
'A Place for People'

**2020 - 21
ANNUAL
REPORT**



CONTENTS

- 4 OUR VISION
- 6 OUR CITY
- 7 OUR YEAR 2020-21
- 8 COMMUNITY PLAN SCORECARD

.....

- 12 MAYOR'S MESSAGE
- 13 CEO'S MESSAGE
- 14 OUR ELECTED MEMBERS
- 16 OUR STAFF

.....

- 18 OUR OPPORTUNITIES AND CHALLENGES
 - 17 COUNCIL'S RESPONSE TO COVID-19
- 22 OUR PERFORMANCE
 - 24 FAMILY AND COMMUNITY
 - 32 VIBRANT ECONOMY
 - 40 CULTURAL DIVERSITY
 - 46 A FUTURE FOCUS
 - 52 ENVIRONMENTAL SUSTAINABILITY
 - 58 GOVERNANCE

.....

- 68 OUR COMMITMENT TO ENGAGE
- 72 OUR PEOPLE

.....

- 78 GENERAL PURPOSE FINANCIAL STATEMENTS

COUNCIL RESPECTFULLY ACKNOWLEDGES

the Larrakia People; the traditional owners of the land and waters of the Palmerston Region, and pays respect to their Elders: past, present and future.

OUR VISION

- 'A Place for People'.
- Palmerston is a welcoming vibrant family city that fosters diversity and unity.
- In Palmerston, everyone belongs.
- In Palmerston, everyone is safe.

City of Palmerston's Community Plan was developed in 2018 in partnership with members of the Palmerston community. It defines our vision and identifies six outcomes the community considers priorities for the next 10 years and how we will achieve them. It gives the Palmerston community and businesses certainty about what they can expect from Council over the next 10 years. We will work hard to achieve these long-term outcomes our community wants and expects.

The Community Plan recognises the importance of valuing and investing in the natural environment, balancing economic considerations and focussing on innovation to enable social transformation in our city. The outcomes have been identified to fulfil Council's vision of Palmerston being 'A Place for People'. Each outcome has objectives for Council to achieve and measures of success to track performance in achieving the results desired by the community.

Council reports its activities against each of these outcomes in its Annual Report 2020-21.

Fun at Reggie and Friends
Adopt a Park event

COMMUNITY PLAN

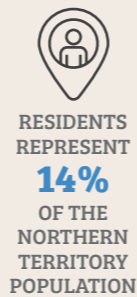
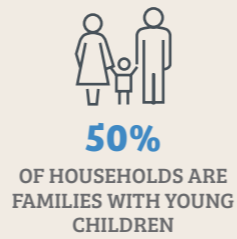
OUTCOME	OBJECTIVES	MEASURES OF SUCCESS
1. Family and Community <i>Palmerston is a safe and family friendly community where everyone belongs.</i>	1.1 We focus on families 1.2 The wellbeing of our community is a focus for all of our work	More people attend Council events and engage in community activities Reduce crime and violence Increased partnerships to address crime Increased access to Council facilities and resources for community activities for all members of our community
2. Vibrant Economy <i>Palmerston is a destination city for employment, it is a place where businesses are encouraged to set up and grow.</i>	2.1 Improve Palmerston's image 2.2 Palmerston's economic future is bright	People of Palmerston choose to shop local and retail shop spaces are full Palmerston's population is growing and employment rates increase More tourists visit Palmerston More funds available for Council to invest in the community There are more businesses located in Palmerston Council is committed to ensuring local businesses and industry receive the support they need to prosper
3. Cultural Diversity <i>In Palmerston we celebrate our cultures in a way that values our diversity.</i>	3.1 To celebrate our rich culture and diversity 3.2 Recognise and support diversity through our partnerships and leadership	Council consults with and includes the needs of people in its programs and planning Foster and promote arts and culture within our community and improve awareness of our local history
4. A Future Focus <i>Palmerston is an innovative city that can sustain itself through the challenges of the future.</i>	4.1 We support and foster innovation 4.2 Infrastructure is fit for purpose	Council consults with and includes the needs of people in its programs and planning Foster and promote arts and culture within our community and improve awareness of our local history
5. Environmental Sustainability <i>Palmerston is an environmentally friendly, liveable city that promotes renewable practices and sustainability.</i>	5.1 Reduce our footprint on the environment 5.2 Palmerston is a cool, shaded green city 5.3 Encourage personal action and taking a leadership role	The amount of recycling increases and littering decreases Increase the areas shaded by trees Reduction in businesses using packaging and wrapping Improved performance in actively protecting and enhancing environmental assets and Council infrastructure while supporting local businesses and industry in sustainable land use Improved performance in committing to effective and responsible city planning that balances and meets residential and commercial needs in our community
6. Governance <i>Council is trusted by the community and invests in things that the public value.</i>	6.1 Ensure we have a leading governance model 6.2 Community is at the centre 6.3 Healthy working partnerships	Community are satisfied that Council values and encourages participation in Council activities and is committed to delivering the highest possible levels of service and community engagement Community are satisfied that Council is committed to ensuring its systems and processes support the organisation to deliver the best possible outcomes Community are satisfied that Council values its people and culture of our organisation and is committed to continuous improvement and innovation while seeking to reduce service costs through increased efficiency Community are satisfied that Council is showing corporate and social responsibility, ensuring the sustainability of Council assets and services and undertaking effective planning and reporting of Council performance to the community

Read more about our activities against each of these outcomes during the year 2020-21 in the section Community Plan Scorecard (pages 8-11).

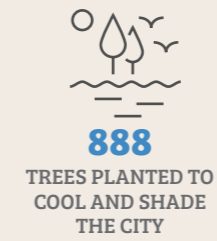
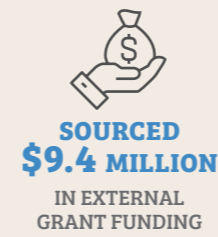
OUR CITY

City of Palmerston is the Northern Territory's youngest city, and is located 20 kilometres south-east of the Northern Territory's capital Darwin. Palmerston was established in 1980. It became a municipality in 1985 and was declared a city in 2000.

Palmerston has grown rapidly in a short period of time. In 2021, its population of almost 40,000 people live in 14 suburbs, which are bordered by two light industrial areas in Yarrowonga and Pinelands.



OUR YEAR 2020-21

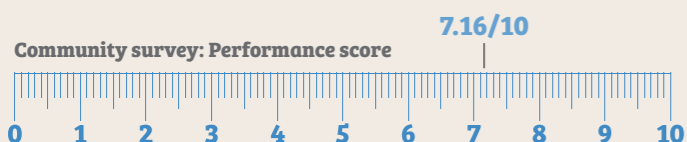




COMMUNITY PLAN SCORECARD

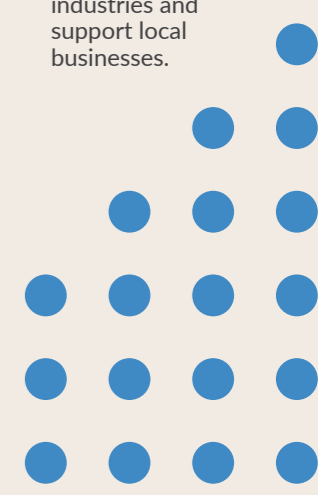
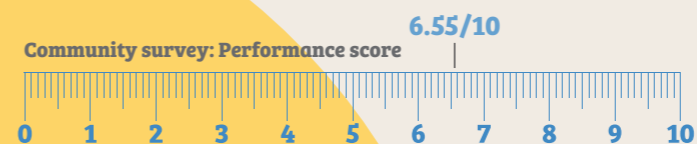
FAMILY AND COMMUNITY

Measures of Success	Success	Highlights	Looking forward
<ul style="list-style-type: none"> An increase in the number of people attending Council events and engaging in community activities. Reduced crime rates – specifically a reduction in alcohol-fuelled violence. Increased partnerships in place between the Council and other levels of government which seek to address crime. Increased accessibility of Council facilities and resources for community activities for all members of our community 	<ul style="list-style-type: none"> More people attended the community events organised by Council. Council introduced restrictions at Marlow Lagoon Reserve banning alcohol consumption to prevent anti-social behaviour. Palmerston Safe Communities Committee (PSCC) worked in partnership with Council, the Northern Territory Government, businesses and the community to reduce and prevent crime rates in Palmerston. Upgrades were made to the facilities such as Recreation Centre, Community Hall, Libraries etc. for improved community access. Council worked on the first stage of upgrading the Marlow Lagoon Dog Park and had the official opening of the permanent off-leash dog park at Maurice Terrace in Bakewell. 	<ul style="list-style-type: none"> 13,649 people attended Christmas Wonderland event at the Goyder Square. 1,500 people attended the 'Ghostly Gatherings' Halloween event. Delivered 403 face-to-face library programs. 117,000 library visits. 146,000 library items loaned, including 55,000 e-Resources. \$124,950 in grants, donations and sponsorships were provided to support the community via the Community Benefit Scheme. Upgrade of Marlow Lagoon Dog Park and new dog park on Maurice Terrace, Bakewell. 	<ul style="list-style-type: none"> Development of the Zuccoli Dog Park. Reopening of the Gray Community Hall. New Recording Studio at the Palmerston Library. Improving dog park areas. Implementation of Palmerston (Animal Management) By-Laws.



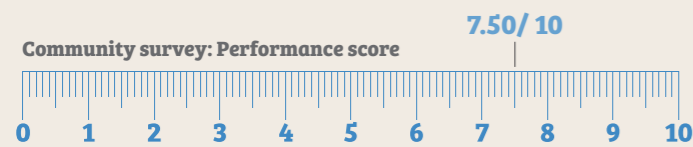
VIBRANT ECONOMY

Measures of Success	Success	Highlights	Looking forward
<ul style="list-style-type: none"> The people of Palmerston choose to shop locally. Occupancy rates – retail shop spaces are full. Employment rates increase. The population of Palmerston is growing (families stay). More tourists visit Palmerston. There are more funds available for Council to invest in the community. There are more businesses located in Palmerston. Council is committed to supporting local businesses and industry in order to grow and prosper within our region. 	<ul style="list-style-type: none"> Supported local business through different campaigns such as myPalmerston. Upgraded Palmerston's streetscape and improved public open space. Provided free parking to support residents and local businesses. Council actively sought external grant funding to support community projects. Provided agile and innovative response to the COVID crisis by introducing a range of initiatives to ensure community and employee wellbeing and engagement. Provided grants, donations, in-kind support and sponsorship for local residents and businesses. 	<ul style="list-style-type: none"> Injected over \$1.2 million into the local economy through the myPalmerston initiative. 125 hectares of public open space (parks, road verges and drains) kept clean by Council contractors. Helped owners beautify 305 properties through the 'Long Grass' program. 71 abandoned vehicles were removed from verges in Palmerston. Local businesses sold food and drink to 2,500 people during the On Frances Series. Sourced \$9.4 million in government grant funding. 2,347 registrations for 'Hooked on Palmerston' competition, with \$10,650 in prizes. 	<ul style="list-style-type: none"> Planning for economic recovery Council will continue to work on the opportunities identified in the Palmerston Local Economic Plan to increase tourism, create opportunities with local growth industries and support local businesses.



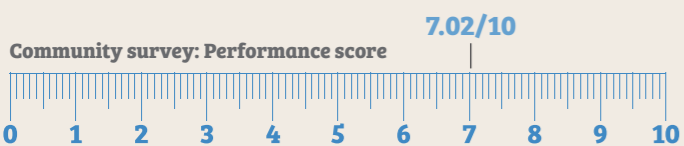
CULTURAL DIVERSITY

Measures of Success	Success	Highlights	Looking forward
<ul style="list-style-type: none"> Council consults with and includes the needs of all people in its programs and planning using a mechanism it has agreed with those communities. Fostering and promotion of arts and culture within our community and the awareness and promotion of our local history is improved. 	<ul style="list-style-type: none"> Increased opportunities for the community to participate and contribute towards events that celebrate culture and diversity. Hosted events celebrating culture and diversity, including the Inaugural Multicultural Festival and Pride Festival events. 	<p>City of Palmerston hosted a number of events celebrating culture and diversity in 2020-21, including:</p> <ul style="list-style-type: none"> Bilingual, Drag Queen and First Nations Storytimes at the library International Women's Week events inaugural Pride Festival inaugural Multicultural Festival NAIDOC and Reconciliation Week events Harmony Day Seniors Day International Women's Week 24,000 views of Storytime online. 	<ul style="list-style-type: none"> Adoption of Council's first Inclusive, Diverse and Accessible Policy Framework which showcases Palmerston's diversity. The framework is designed to ensure inclusion and accessibility for people of all backgrounds, ages, abilities and circumstances are considered in everything Council does.



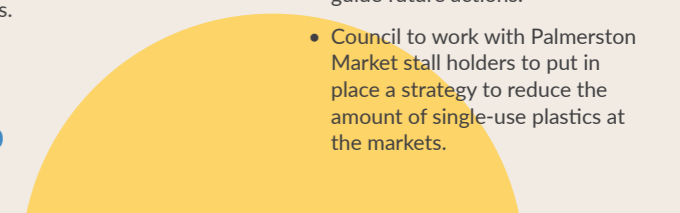
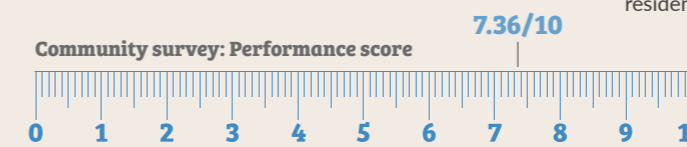
A FUTURE FOCUS

Measures of Success	Success	Highlights	Looking forward
<ul style="list-style-type: none"> Council consults with and includes the needs of people in its programs and planning Foster and promote arts and culture within our community and improve awareness of our local history 	<ul style="list-style-type: none"> Community consultations were made in developing Council strategies. Completed several major pathways works in 2020-21 to improve pedestrian safety and provide linkages to playgrounds, sporting facilities, parks and schools. Improved safety using Dark Spot Program and innovative technologies such as electronic speed limit signs. Upgrading the stormwater infrastructure and redevelopment of the waste management facility. 	<ul style="list-style-type: none"> Spent \$6 million on Capital Works Program to support our local economy. Successfully sourced funding for Dark Spot Program to improve safety on our roads. Wi-Fi is available at 11 access locations. Enabled 82,140 user sessions. Repaired 821 streetlights. 	<ul style="list-style-type: none"> Focus on sustainability Council will continue to develop its Sustainability Strategy to support its growing community and ensure our environment and liveability is protected and enhanced for current and future generations. Dark spot: Council will continue its Dark Spot program after funding was received from the Northern Territory Government under the SCALE program. More lighting will be upgraded in 2021-22. SWELL (Swimming, Wellness, Events, Leisure, Lifestyle). Gray Community Hall redevelopment. \$13.8M partnership for capital works with the Northern Territory Government's Special Community Assistance, Local Employment Grant and other grants.



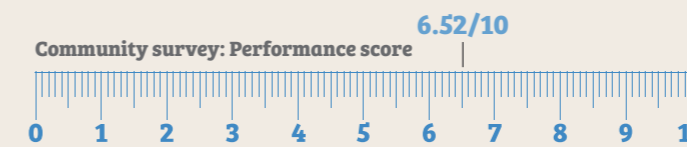
ENVIRONMENTAL SUSTAINABILITY

Measures of Success	Success	Highlights	Looking forward
<ul style="list-style-type: none"> The level of recycling/ proportion of rubbish recycled is increased. There is a decrease in littering. Increase the canopy coverage (percentage of areas shaded by trees). Reduction in businesses using packaging and wrapping. Performance in actively protecting and enhancing the environmental assets and infrastructure of the City of Palmerston, while supporting local businesses and industry in sustainable land use, is improved. Performance in committing to effective and responsible city planning which balances and meets residential and commercial needs in our community is improved. 	<ul style="list-style-type: none"> Increased the kerbside collection recycling rate by decreasing contamination. Stopped more waste from going into landfill. Planted more shade trees and improved green spaces across the city. Increased community satisfaction in the areas of improving shading and greening the city and promoting environmental sustainability. 	<ul style="list-style-type: none"> Planted 888 trees in 2020-21 through various projects. Completed Mansfield St Laneway upgrade project to change an unused city laneway into a pleasant, usable area. Weeds were mapped and treated improving the ecological sustainability of our natural areas. Lakes Management Plan was developed to manage the lakes in a coordinated and multifaceted approach. Collected 12,217 tonnes of general waste and 1,382 tonnes of recyclable waste through kerbside waste collection. Achieved a 12% diversion rate for the total waste. Funded the Student Voice, Positive Choice program to create educational bin stickers for the community. Verge Assistance Program offering free soil and grass seeds to residents. 145m³ of free soil delivered to 45 residents. 	<ul style="list-style-type: none"> The Civic Plaza is set to generate up to 40% of its own annual electricity costs with plans to develop a new solar-generating shade structure over the car park area. Construction is expected to start in 2021-22. 'Take a Pledge' program to reduce their waste production and improve recycling. Implementation of the 'Preserving Urban Forest Policy'. Strategy to empower residents to consider alternatives to plastic containers for food and drinks. Upgrade to the Archer Waste Management Facility inclusive of a Priority Infrastructure Funding grant. Additional weed harvester vessel for weed management at the lakes. Completed updating our Sustainability Strategy to align with the Community Plan and guide future actions.



GOVERNANCE

Measures of Success	Success	Highlights	Looking forward
<ul style="list-style-type: none"> Community are satisfied that Council values and encourages participation in Council activities by the community and is committed to delivering the highest possible levels of service and community engagement. Community are satisfied that Council is committed to ensuring that the systems and processes of Council support the organisation in delivering the best possible services to the community. Community are satisfied that Council values its people and the culture of our organisation. Council is committed to continuous improvement and innovation whilst seeking to reduce the costs of Council services through increased efficiency. Community are satisfied that Council is showing corporate and social responsibility, ensuring the sustainability of Council assets and services and undertaking effective planning and reporting of Council performance to the community. 	<ul style="list-style-type: none"> Conducted Community Plan Health Check through focused conversations to identify key improvements. The 2021 community survey showed significant improvements in the Council's performance and community satisfaction levels. Conducted Council meetings at community facilities to encourage public participation. Provided trainings to upskill all employees at Council. Reviewed Council policies to ensure compliance with the new legislations. 	<ul style="list-style-type: none"> Won National Planning Award for Council's Community Plan. Spent \$164,000 on training employees. Reviewed 15 Council policies and rescinded five policies. Introduced 11 new policies in accordance with the incoming legislations. Held 22 Ordinary Council Meetings. 	<ul style="list-style-type: none"> Expanding the municipal boundary to include unincorporated land to the north of Palmerston, including Wishart Business Precinct and Northcrest. Upcoming Council elections in August and welcoming the 10th Council onboard.





MAYOR'S MESSAGE

2020-21 was a year of uncertainty for all, yet City of Palmerston still managed to forge ahead and deliver some incredible projects. I am proud to support the release of the City of Palmerston 2020-21 Annual Report.

The future of Palmerston is looking bright with a variety of activities and projects coming to fruition, and many more planned for the future. From new land developments, park upgrades, sustainable thinking, and exciting business opportunities, there's nowhere else that I would rather be.

SWELL (Swimming, Wellness, Events, Leisure, Lifestyle) is set to transform the current Palmerston Swimming and Fitness Centre with proposed upgrades that are inclusive for our diverse community. The initial proposal went through community consultation, the management tender was awarded and has commenced, and now construction will begin in this next financial year. The proposed upgrades of the facility include a refurbished 50 metre pool with compliant entry ramp, an aquatic adventure play structure, additional heated program pool, new toddler play area, social hub, cafe and the introduction of more energy efficient pool plant equipment.

The Inclusive, Diverse and Accessible Policy Framework (IDA) was introduced to guide the future practice for increased community inclusion and representation across all facets of Council. The framework is a positive step forward in establishing precedence for our ever growing and diverse community.

Council delivered a successful voucher scheme, 'myPalmerston' to assist businesses during the height of COVID, which certainly had an impact on our businesses. The effects of COVID are still felt in our community, particularly those with loved ones down south. To top it off, Palmerston experienced our very first lockdown just as we ticked over the end of the financial year. The community banded together through this period and were able to avoid any community transmission which is important, particularly for our more vulnerable residents. It was also great to see the community members taking advantage of the extensions to 'free facility use hire', 'free

swimming pool entry, and 'free parking'. All of which will remain in place until at least the end of the calendar year.

An exciting piece of land was awarded to Council by the Northern Territory Government this year to secure a community 'hub' which is located within Zuccoli. The Community Hub will be delivered in stages over five years.

The COVID lockdowns in 2020 presented us with an opportunity to reimagine dog parks and it has been great to see the results with a new dog park opened in Bakewell and significant improvements made at Marlow Lagoon. The changes have been received extremely well by the community and it has been great to see dog owners utilising the different 'dog size' areas at Marlow Lagoon and making use of all the new equipment at both dog parks.

Palmerston really is 'A Place for People' and Council managed to deliver several events for community amongst the uncertainty of COVID. One of the stand out events for me was the Christmas Wonderland which was thoroughly enjoyed by many families, including my own. Along with the events, there was a variety of programs available to the community such as 'Hooked on Palmerston', 'Activate', and multiple creative classes at the relaunched Durack Community Arts Centre. All development programs set out to provide opportunities to residents, businesses, or both, and to assist in delivering for the economy.

I'm certainly looking forward to seeing what 2021-22 has in store for Palmerston. I am grateful for the opportunity to continue being Mayor and lead the Council towards what I envisage is a strong, economically viable and sustainable city that is 'A Place for People'.

Athina Pascoe-Bell, Mayor

CEO'S MESSAGE

After yet another challenging year, City of Palmerston continued to deliver positively to the overall economic and social value of our flourishing city. We have continued to make consistent improvements in our communication strategies across Federal and State levels as well as through local businesses, community groups and the general public.

Our community survey has resulted in considerable and promising improvements when it comes to Council's performance. City of Palmerston measures the success against these core principles of; Family and Community; Vibrant Economy; Cultural Diversity; Future Focused; Environmental Sustainability; and Governance. The results of the 2021 survey shows that on average Council's performance is at its highest level recorded since 2012. City of Palmerston achieved its highest score of 7.02 out of 10 for its overall performance rating of the survey. In addition to making improvements in terms of average satisfaction overall, each of the six outcome areas have seen an increase in performance.

As Palmerston continues to steadily grow, it brings an enormous responsibility to Council to ensure continued delivery of municipal services as well as responding and identifying any additional needs of the community.

In 2020-21, Council delivered capital work programs to the value of \$6.139 million, with a focus on supporting the local economy.

Council also increased its investment in infrastructure to elevate our deliverables to the community which included:

- installing Anytime Contactless Library vending machines which enables residents to access library resources at their leisure

and convenience

- initiating a Waste Education Program that provides key information on recycling and reducing waste to residents
- improved street lighting with further 'Dark Spots' initiatives where Council enhanced lighting in our city to improve amenity and safety
- completed the roll-out of Electronic Speed Limit Signs at schools throughout Palmerston to alert drivers to the 40km/h speed limit during school times to improve safety for the children
- continued to invest in 'Greening our city' by planting trees throughout suburbs to improve the environment, attractiveness and liveability of our city
- Council is also looking forward to seeing the outcome of the consultation of the Municipal Boundary Review which would see the unincorporated land of Wishart Business Precinct and Northcrest become part of Palmerston's Municipality. The final municipal boundary makes good planning sense and aligns with the Northern Territory Government's Planning for a Vibrant Future document, which states that the City should eventually grow to support more than 70,000 people. The consultation period ended on 30 June 2021.

I would like to extend a huge thankyou to our staff and Elected Members of the Ninth Council for their contribution and efforts throughout the year and look forward to continuing to deliver high standards of service to the community.

Luccio Cercarelli, Chief Executive Office,





OUR ELECTED MEMBERS

During 2020-21, the Ninth Council consisted of the Mayor and seven Aldermen, who represented the entire city (Palmerston does not have divisible wards). Residents elect their Council every four years, with the next election due on 28 August 2021. Council elects one Alderman to serve as Deputy Mayor for a term of five months at a time.



**MAYOR
ATHINA PASCOE-BELL**

Athina moved to Palmerston in 2004 with her husband, who was in the Australian Defence Force at the time. They bought their home in Marlow Lagoon a few months after arriving. Athina has two school-aged children and at year end was studying for her law degree. Before becoming mayor, Athina had an extensive career in the public service. She is focussed on the good governance of the Council and ensuring the right decisions are made at the right time.

After the Community Plan was created and implemented, Athina's focus moved to ensuring the Council delivers appropriate and timely services to the community. Athina strongly believes the way to solve issues in our community is by working together. To do this, she has built strong working relationships with both the Northern Territory and Australian Governments.



**ALDERMAN
AMBER GARDEN**

Amber moved to the NT from Queensland in 2003. She and her husband bought a property in Farrar in 2010. Amber has strong experience with Council processes, responsibilities, and governance after nine years as an HR manager in local government in the NT. Amber's more recent experience in commercial construction and maintenance gave her important skills to contribute to the City of Palmerston. Amber is dedicated to improving safety, accessibility, and communications with the community to make Palmerston a liveable city for all to enjoy. She's also actively involved in animal welfare as the Chair of the Palmerston Animal Management Advisory Committee and board member for RSPCA Darwin.

Deputy Mayor Term: 23 May 2020 to 23 October 2020

Deputy Mayor Term: 25 March 2021 to year end.



**ALDERMAN
BENJAMIN GIESECKE**

Ben was born in Melbourne but grew up in Adelaide. He moved to the NT in 2004 to begin his career as a property professional after completing his Bachelor of Business (Property). Ben bought his first home in Moulden in 2005. He and his wife now live in Johnston. Ben previously worked for two of the largest national valuation firms. He is now with one of the big four banks. Ben has extensive experience in the real estate market across the NT and is also active in the local multicultural community.



**ALDERMAN
DAMIAN HALE**

Damian came to the NT in 1974 and has lived in Maningrida, Katherine, Darwin, and Palmerston. He now lives in Gunn with his partner, Maria. Damian was the Federal Member for Solomon from 2007 to 2010. He was also a member of the Australian Workers Union for almost nine years, resigning in March 2019. At year end, Damian was Operations Manager for a local Indigenous company, Sacred Business Services, and head coach of the NT Titans rugby league team.



**ALDERMAN
SARAH HENDERSON**

Sarah is a hardworking community advocate and businesswoman who has been an active member of the Palmerston community for three decades. With her husband, she has brought up five children in Palmerston, and now her grandchildren are being raised in the community. She has been involved in many Palmerston community groups over the years.



**ALDERMAN
DR TOM LEWIS OAM**

Tom is a teacher, author and war veteran. An NT resident for 30 years, Tom served with the Australian Defence Force in the Iraq War and now writes history books and teaches at a local high school. Tom lives in Durack. He is married with two daughters. In what spare time he has left, Tom enjoys playing tournament chess.

Deputy Mayor Term: 24 October 2020 to 24 March 2021



**ALDERMAN
LUCY MORRISON**

Lucy has lived in the NT since 2008, after moving to Palmerston from Queensland. She has more than 15 years' experience in the media industry and started her career as a print journalist working for newspapers both in the Northern Territory and Queensland. Lucy then steered her career into communications, public relations and media advising. Lucy is passionate about healthy living and enjoying an active lifestyle and wants to get more youth involved in sports and local activities in the community.



**ALDERMAN
MICK SPICK**

Mick has lived in the NT since 2006. During his 11-year career in the Australian Army, Mick and his wife, Hannah, bought their home in Driver in 2016. Mick works in Indigenous health as an education and training officer. He's also a member of the Palmerston RSL and Palmerston Raiders RLFC. Mick's aspirations for Palmerston are for it to be the most liveable, sustainable and inclusive city in the Northern Territory.

OUR STAFF

In line with the *Northern Territory Local Government Act 2008*, Council employs a Chief Executive Officer (CEO) and delegates responsibilities to carry out the day-to-day functions of Council. The CEO is responsible for the overall administration of Council and works closely with the elected members to ensure Council goals and objectives are met. The CEO is supported in his responsibilities by three directors who, with the CEO, form Council's Executive Leadership Team. Staff members operate under the CEO's direction across four areas: Office of the Chief Executive Officer, City Growth and Operations, Lifestyle and Community, and Organisational Services.



City of Palmerston
Civic Centre



LUCCIO CERCARELLI
CHIEF EXECUTIVE OFFICER

RESPONSIBILITIES INCLUDE:

- Office of the Mayor and Elected Members
- executive support
- Council meetings
- governance
- strategic planning
- partnerships
- risk management
- procurement.



NADINE NILON
DIRECTOR

CITY GROWTH AND OPERATIONS

Responsibilities include:

- stormwater drainage
- waste and environmental sustainability
- transport network
- parks and open space
- public lighting
- city planning
- infrastructure design and delivery
- emergency management
- smart cities
- city operations
- city assets.



AMELIA VELLAR
DEPUTY CHIEF EXECUTIVE OFFICER

DIRECTOR LIFESTYLE AND COMMUNITY

Responsibilities include:

- arts and culture
- placemaking
- recreation and leisure
- community events
- regulatory services
- libraries
- health and wellbeing
- community facilities
- community development
- local history and heritage
- marketing and communications.



SILKE MAYNARD
DIRECTOR

ORGANISATIONAL SERVICES

Responsibilities include:

- customer services
- human resources
- technology services
- property and commercial
- economic development and innovation
- financial management.



OUR OPPORTUNITIES AND CHALLENGES

Palmerston is a young community, with a median age of 30 and many families. The second-largest city in the Northern Territory, Palmerston is a regional hub with a promising future.



Releasing of Salvinia Weevils into Palmerston lakes

Rapid population growth coupled with a young demographic presents Council with the challenge of growing and renewing essential family friendly infrastructure for Palmerston and surrounding communities.

Centrally located between the population centres of Darwin and its rural area, Palmerston is close to key industry growth sectors, including Defence and energy and minerals.

The city is near major health, education and transport infrastructure, such as the port and railway, a university campus and a new, modern hospital.

City of Palmerston continues to work to cater for the city's growth and demand on local infrastructure by delivering on the six outcomes of the Community Plan.

1. Family and Community
2. Vibrant Economy
3. Cultural Diversity
4. A Future Focus
5. Environmental Sustainability
6. Governance.

This gives Council the ability to tackle the challenges of governance, sustainability, decision making, relevance, efficiency and thereby engage meaningfully with its stakeholders.

Council embraces the opportunities to:

- maintain trust
- be sustainable
- attract and retain the right people for the right jobs
- make informed and timely decisions
- deliver the strategic vision for the city
- respond quickly to opportunities and challenges
- develop effective relationships with stakeholders
- respond to events that affect business continuity.

The challenge for the City of Palmerston is to ensure it remains sustainable and able to deliver the lifestyle aspirations of the community as well as contribute to the Territory's overall sustainability.

In 2020-21, the community identified the following challenges in Council's annual customer satisfaction survey:

- when asked what the most important issues are in the local area, more than half of respondents named crime and safety issues (47%)
- the two most important issues to the Palmerston community are crime/safety/antisocial behaviour and increasing business and employability
- in terms of communication, there is a gap in the proportion of respondents who currently receive emailed messages from Council and the proportion that would prefer this method of communication. Furthermore, when asked how Elected Members could be more accessible, the top method indicated by respondents was through internet/online forums and email
- a large portion of the respondents (46%) opted social media as the preferred way to obtain information from Council.

The survey identified our highest-performing services as:

- kerbside waste collection (8.28/10)
- providing libraries and library services to the community (8.16/10)
- providing and maintaining the Archer Waste Management Facility (7.95/10).

Our most significant achievements in 2020-21 were (% of total respondents):

- creating more green spaces (30%)
- events and entertainment for the community (12%)
- improved quality of roads/footpaths (9%).



COUNCIL'S RESPONSE TO COVID-19

City of Palmerston implemented a Business Continuity Plan to respond quickly as the global COVID-19 pandemic emerged as a challenge to operations and services.

City of Palmerston implemented a Business Continuity Plan to respond quickly as the global COVID-19 pandemic emerged as a challenge to operations and services.

Council immediately moved to ensure business continuity while supporting local businesses and residents during the pandemic.

We established the Executive Leadership Team (ELT) as the incident controllers who remained in continuous contact with the NT Government Department of the Chief Minister and Cabinet, Department of Health and other agencies as required.

Council was agile and innovative in its response to the COVID crisis by dynamically shifting environment and introducing a range of initiatives to ensure community and employee wellbeing and engagement.

As the pandemic progressed, Council continued to deliver its essential services and moved several customer services online.

Council's objectives were to work with its partners and stakeholders to:

- keep money flowing into the economy by fast-tracking capital works
- keep local businesses operating
- continue service delivery to the community (albeit in a different form)
- keep Territorians employed
- deliver community infrastructure
- deliver major projects
- prioritise the health and wellbeing of our community.

In line with Australian Government instructions, Council closed its facilities to the public, including the Palmerston Swimming and Fitness Centre, Civic Plaza, Library and Training rooms, the Recreation Centre and three Community Halls.

Once restrictions eased, staff members wore masks at work and maintained physical distancing to ensure joint safety and comply with government guidelines.

ENGAGING WITH THE COMMUNITY

Council used innovative technology to continue its operations and communication with the community and stakeholders during the pandemic. Council meetings were run online via Zoom conferencing, and we continued the online 'click and collect' borrowing service for Palmerston Library.

Initiatives to relieve financial pressure on residents included:

- waiving fees, interest, and charges for rates
- making it easier to apply for a financial hardship program for rates payment
- continued free entry to the Palmerston Swimming and Fitness Centre
- free car parking in the city centre
- free community facilities hire.

SUPPORTED LOCAL BUSINESS

With local businesses affected by closures due to COVID-19, Council worked quickly to help them keep operating and adapt to the changing environment.

Initiatives included:

- launching a Support Local campaign, advertising the names, contacts, and operating hours of Palmerston businesses
- opening a Liveable City Community Benefit Grant scheme to Palmerston businesses to alter their

business/business model in response to COVID-19

- extended our support to local businesses by continuing to pay earlier than 28 days
- retained contract workers for City of Palmerston projects and services
- myPalmerston local business voucher scheme to boost local spending in the Palmerston area.

We used the shutdowns as an opportunity to bring forward planned works on several facilities, including upgrades to the Recreation Centre, Swimming Pool and Fitness Centre, Library and Civic Plaza.

Council also fast tracked and helped fund seven major capital works projects through the Northern Territory Government's Special Community Assistance and Local Employment (SCALE) grant scheme.

Council used the funding support from Australian Government through the Local Roads and Community Infrastructure (LRCI) Program which helped to boost the economic recovery.

SUPPORTED EMPLOYEE WELLBEING

Council supported vulnerable employees to work from home through a revised working-from-home policy and made additional leave available for employees who needed it.



OUR PERFORMANCE

COMMUNITY SATISFACTION SURVEY

We conduct a community satisfaction survey each year to check in on Council's overall performance.

The survey allows us to monitor our performance and identify successful outcomes, community priorities and areas for improvement.

City of Palmerston developed an updated community plan based around six key outcome areas. The survey reports on the following six outcomes of the Community Plan, collecting detailed feedback on key services and priorities for the community:

- 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 of them. In 2020-21, the survey was done via phone and online with residents chosen to represent the community in terms of age and gender. The survey results are compared to those of previous years to track how Council is performing against the 14 objectives of the Community Plan.

The results of the 2021 survey show that average Council performance has increased to 7.02/10 (up from 6.77 last year) and is at its highest level recorded since 2012. Overall, there have been some very promising improvements when it comes to Council's performance in 2021. In addition to making improvements in terms of average satisfaction overall, each of the six outcome areas have seen an increase in performance:

Council achieved increased scores for performance in all six of its outcome areas

Key Area	2019	2020	2021	Change
Family and Community	6.68	6.80	7.16	⬆️ 0.36
Vibrant Economy	6.01	6.28	6.55	⬆️ 0.27
Cultural Diversity	7.04	7.21	7.50	⬆️ 0.29
A Future Focus	6.70	6.84	7.02	⬆️ 0.18
Environmental Sustainability	7.16	7.33	7.36	⬆️ 0.03
Governance	6.01	6.17	6.52	⬆️ 0.35
Net promoter score	-9	-4	-6	⬇️ -2
Overall performance	6.56 / 10	6.77 / 10	7.02/10	⬆️ 0.25

The areas with the biggest increases in performance in 2021 were:

- hosting enough quality community events (up 0.82)
- accountability of Council (up 0.52)
- providing and maintaining Community Halls (up 0.51)
- promoting art and culture (e.g, public art, murals, paving etc.) (up 0.51)
- flexibility of Council (up 0.49).

Areas that decreased in 2021 include:

- maintaining lakes (down 0.22)
- providing libraries and library services to the community (down 0.11)
- maintaining parks and playgrounds (down 0.07)
- kerbside waste collection (down 0.05)
- maintaining roads (down 0.02)
- providing opportunities for recycle and re-use through the pre-cyclone clean up (down 0.01).



LEFT: Children enjoying our On Frances event



FAMILY AND COMMUNITY

IN THIS SECTION

- We focus on families
- The wellbeing of our community is a focus for all of our work

“
PALMERSTON IS A SAFE AND FAMILY FRIENDLY COMMUNITY WHERE EVERYONE BELONGS.”

The people of Palmerston are the heart of our community and the focus of everything we do at the City of Palmerston.

Our strategies to maintain a safe, friendly and family City that supports the wellbeing of our community include engaging people in fun activities and bringing our community together.

Christmas Wonderland

MEASURES OF SUCCESS

In 2020-21, City of Palmerston increased the number of people enjoying Council events and services, including:



403
 FACE-TO-FACE LIBRARY PROGRAMS



117,000
 LIBRARY VISITS



146,000
 LIBRARY ITEMS LOANED, INCLUDING 55,000 ERESOURCES AND SERVICES



13,649
 PEOPLE ATTENDED THE CHRISTMAS WONDERLAND EVENT AT GOYDER SQUARE



\$124,950
 GRANTS, DONATIONS AND SPONSORSHIPS PROVIDED TO SUPPORT THE COMMUNITY VIA THE COMMUNITY CONTRIBUTION BENEFIT SCHEME.



1500
 PEOPLE ATTENDED THE 'GHOSTLY GATHERINGS' HALLOWEEN EVENT



UPGRADE
 OF MARLOW LAGOON DOG PARK AND NEW DOG PARK ESTABLISHMENT ON MAURICE TERRACE, BAKEWELL.



ABOVE: Palmerston Family

WE FOCUS ON FAMILIES

Palmerston is a place that offers sanctuary and a sense of belonging. It engages young people, families and older Territorians.

BRINGING OUR COMMUNITY TOGETHER

In 2020-21, City of Palmerston hosted a more diverse range of community events that attracted more participants. The new Christmas in Wonderland event attracted 13,650 people in one week.

Other community events organised in 2020-21 were:

- On Frances Series
- inaugural Palmerston Pride Festival
- inaugural Multicultural Festival
- Sanctuary Sessions
- Shakespeare in the Park
- Brekkie in the Park
- FlicNics
- Positive Pets Palmerston Animal Education Workshops
- Paws, Parks and Ponds Walking Group.

CHRISTMAS IN PALMERSTON

Due to COVID-19 restrictions, Council redesigned Christmas celebrations in Palmerston in 2020. Activities were held across multiple locations, including the Palmerston Swimming and Fitness Centre, Palmerston Library, Goyder Square and Frances Drive, as well as pop-up carollers singing at various locations. Christmas in Palmerston featured

a Winter Wonderland in Goyder Square, which ran over the week leading up to Christmas. It had a train to take tours through the Wonderland and a number of interactive lighting displays. In 2020, the Goyder Square Christmas tree became the centrepiece for the Christmas in Palmerston celebrations and was lit on 18 December, with a virtual tree-lighting ceremony. A total of 13,649 people visited the Christmas Wonderland over the week, with around 1,800 people riding the train each night.

GHOSTLY GATHERINGS

City of Palmerston's Ghostly Gatherings was held in October as part of Halloween at Event Cinemas at the Gateway Shopping Centre. Council partnered with Event Cinemas and Gateway Management to host the event, which offered children's activities like trick or treat, a best-dressed competition with a silent roaming judge, dance at the silent disco and a hair-raising haunted house, along with three free movie screenings. The haunted house was run by Council's Palmerston Library program, Geek Squad. Fifteen Geek Squad participants volunteered their time to help set up and perform their characters throughout the haunted house, which 1,500 people attended.



ANYTIME LIBRARIES

In December 2020, Council installed two 'Anytime Libraries' book vending machines at the Palmerston Swimming and Fitness Centre and the Zuccoli Plaza IGA. Each machine holds more than 300 items, which library patrons can borrow and return. New members can access the machines with an easy online sign-up process. This exciting initiative is a first for the NT and makes it more convenient for the community to access library items.

LIBRARY PROGRAMS

The library delivered 403 face-to-face library programs in 2020-21 that were attended by 10,093 people.

The programs were aimed at a range of people in the community, including older Territorians, youth, children, babies and parents, families and people who are culturally and linguistically diverse. The popular 'Drag Queen Storytimes' continued to be a big hit, as well as 'Bilingual Storytimes', which in 2020-21 were delivered in Mandarin, Bahasa Indonesian, German and Spanish. The library also hosted special storytimes for International Women's Day, Reconciliation Week and NAIDOC.

SHAKESPEARE IN THE PARK

TaiNTed Theatre Company performed four shows of 'The Taming of the Shrew' by William Shakespeare in May 2021 at Sanctuary Lakes. taiNTed Theatre Company is a local performing arts company run by Cat Hart and Tiny Rive. This was the first time taiNTed Theatre Company performed live shows for City of Palmerston. Running the performance over four nights was very successful, with some 460 people attending.

POP-UP PARKS

The Pop-Up Parks initiative was created to activate under-used urban spaces and transform them into a temporary park for activities and relaxing. In May 2021, a Pop-up Park was installed in the carpark behind the Palmerston Library. The three-week program of activities included Zumba aerobics, storytimes, live music and a live belly dancing performance. The initiative was part of Council's commitment to beautifying and activating our city and creating spaces that benefit residents' physical and mental wellbeing. More than 400 people attended activities throughout the program as well as people who just spent time relaxing in the space. The temporary park had a custom-made umbrella shade system with 200 umbrellas, temporary flooring to reduce the heat from the bitumen and picket fencing and artificial turf to beautify the space.

LEFT: NAIDOC Week Storytime in the library

SWIMMING, WELLNESS, EVENTS, LEISURE, LIFESTYLE (SWELL)

The SWELL project was announced in September 2020 and open for community consultation from 16 September to 28 October. The SWELL master plan is part of Council's strategic vision to give Palmerston residents a contemporary, family friendly water and lifestyle precinct. The SWELL master plan includes a refurbished 50-metre pool with compliant entry ramp and starting platforms, a dedicated warm water program pool, a toddlers' zero depth and play pool, an aquatic adventure play structure, and new sanitary, accessibility and inclusivity facilities. The precinct will have a café to give residents a social hub and meeting area, and energy-efficient, modern pool equipment will provide operational efficiencies and water hygiene.

The Palmerston pool management and operations contract expired on 30 June 2021. City of Palmerston awarded the management and operations contract for the Palmerston Swimming and Fitness Centre to Belgravia Pty Ltd from 1 July 2021.

COMMUNITY BENEFIT SCHEME

City of Palmerston provided funding to people, businesses, community groups and organisations through the Community Benefit Scheme in 2020-21.

The scheme is available to eligible community groups, individuals, incorporated organisations and associations that offer activities, projects, services and events that benefit the Palmerston community. The scheme includes sponsorships, donations, grants and scholarships.

During the year, City of Palmerston supported 33 people, community groups, businesses and sporting organisations with a total of \$124,950 for activities in the community, including almost \$10,000 in environmental initiatives. 13 schools benefitted from the \$100 student community award.

The recipients were sporting groups, schools, individuals, not-for-profit groups and community support groups.



IMPROVING ANIMAL SAFETY AND WELLBEING

Pets are important members of the family, and Council continued our work towards improving animal wellbeing and safety across the community during 2020-21.

We introduced a number of initiatives to increase awareness about animal management and held animal education programs to educate pet owners about their responsibilities and how to keep their animals safe.

Council's Regulatory Services team were involved in a number of events last year, including Brekkie at the Park, Children's Week, Youth Week and other events to share information with dog owners about minimising barking, microchipping, registration, and canine behaviour and communication.

The Palmerston (Animal Management) By-Laws were also reviewed, with extensive community consultation. Council will work with the Office of Parliamentary Council to develop new by-laws.

The Palmerston Animal Management Advisory Committee continued to meet quarterly during the year.

Regulatory Services provides an after-hours call out service 7 days a week to help the community with animal management.

In 2020-21, rangers conducted 105 after hours patrols, reunited 349 missing dogs with their owners and rehomed 136 dogs.

Rangers microchipped 43 dogs and helped organise 42 animal sterilisations.

Council also worked on the first stage of upgrading the Marlow Lagoon Dog Park and the upgrade and official opening of the permanent off-leash dog park at Maurice Terrace in Bakewell.

MAINTAINING PARKS AND PLAYGROUNDS

Joan Fejo and George Park

Refurbishments to playground equipment at Joan Fejo Park in Rosebery and George Park in Johnson were completed in 2020-21. These playgrounds were vandalised in early 2021 and play equipment needed a complete replacement. Council took the opportunity to value-add by including an all-abilities play equipment at Joan Fejo: the wheelchair carousel. This carousel was funded under the Australian Government Local Roads and Communities Infrastructure (LRCI) grant and provides a safe space for those in wheelchairs to play. The equipment is also suitable for older children (10 years plus) and is a valuable addition to the park. Further LRCI grant funding was also used to shade the newly installed carousel and the existing older children's play area, allowing for year-round access to play equipment. George Park was also refurbished during the year, with a new climbing frame suitable for all ages, including adult exercise. This equipment provides greater opportunities for active use of the park, improving the health and wellbeing of the community.

Tiverton and Phyllis Uren park upgrades

Landscape plans for the upgrade of Tiverton and Phyllis Uren parks were commissioned in 2020-21. They included upgrading the parks with new play equipment like an interactive climbing frame, a 20-metre flying fox, new garden beds and irrigation. The work for both parks was awarded to two local contractors, with all works to be completed by the end of 2021.

Maurice Terrace Dog Park

City of Palmerston opened a new dog exercise area on Maurice Terrace in Bakewell in 2020-21. The area has dog agility exercise equipment, a dog drinking fountain and a new walking path leading to extra seating. An eco-friendly car park was also constructed with grass cells, which reduced the 'heat sink' effects of a typical car park.

This dog park was installed after recognising a community need for more exercise areas for people with dogs. It supplements the current permanent dog park at Marlow Lagoon.

Marlow Lagoon Dog Park

Marlow Lagoon Dog Park was redeveloped in 2020-21 to increase capacity, incorporate innovative dog activity areas, improve functionality and diversify usability to cater for different dogs. The improvements were made to:

- help disperse dog activity across the park
- help distract dogs from a continued focus on play with other dogs
- provide areas where dogs can retreat, or where owners can take elderly or timid dogs
- help distract dogs from activity at the entry/exits
- expose dogs to a range of sensory and educational environments.

The park now has four areas: the main area for all dogs, an area just for small dogs (less than approximately 15kg), a 'quiet dog' area and a time-out area for less sociable dogs.

New fencing and dog agility exercise equipment were installed, and irrigation was upgraded to water the new turf and trees planted. An extra 200 metres of pathways now connect the existing main dog area with the other areas of the park.

ADVOCATING FOR THE COMMUNITY IN PLANNING ISSUES

During the year, Council received development applications for several subdivisions for residential development and associated open space in Zuccoli. City of Palmerston staff assessed these applications against NT Development Guidelines, ensuring open space assets, roads, footpaths, and services all meet the requirements of the Palmerston community.

The Central Palmerston Area Plan was also adopted in April 2021, concluding several years of work. The Northern Territory Planning Commission developed the area plan through several stages of consultation with stakeholders, including Council. The area plan now sits in the strategic framework of the NT Planning Scheme to inform future development decisions in Palmerston.

COMMUNITY SATISFACTION SURVEY RESULTS

Council's score on its performance with initiatives and services under the Community Plan outcome of Family and Community increased in 2020-21.

The highest performing aspect of the measure was 'hosting enough quality community events' followed by 'managing the Palmerston Recreation Centre'.

An area of improvement identified by the survey was advocating for the community in planning issues.

Measure	Score 2019	Score 2020	Score 2021	Change
Managing Palmerston Swimming and Fitness Centre	6.86	7.08	7.31	0.23
Maintaining parks and playgrounds	7.26	7.34	7.27	-0.07
Providing and maintaining community halls	6.80	6.59	7.10	0.51
Managing the Palmerston Recreation Centre	6.69	7.02	7.41	0.39
Hosting enough quality community events	6.78	6.70	7.52	0.82
Advocating for the community in planning issues	5.76	5.99	6.38	0.39
Providing animal management services	6.63	6.91	7.14	0.23
Overall	6.67/10	6.80/10	7.16/10	0.36

LOOKING FORWARD TO 2021-22

- Development of the Zuccoli Dog Park.
- Reopening of the Gray Community Hall.
- New Recording Studio at the Palmerston Library.
- Improving dog park areas - the Zuccoli and Surrounds Community Hub will include an off-leash dog park. A masterplan was completed for the project and community consultation will commence in 2021-22. The \$350,000 dog park will be among the first projects to get underway in the next financial year.
- Palmerston (Animal Management) By-Laws - these will be redrafted in 2021-22. Implementation will then take between 12 and 18 months.

VIBRANT ECONOMY

IN THIS SECTION

- Improve Palmerston's image
- Palmerston's economic future is bright



“ PALMERSTON IS A DESTINATION CITY FOR EMPLOYMENT, IT IS A PLACE WHERE BUSINESSES ARE ENCOURAGED TO SET UP AND GROW. ”

Our vibrant economy and business sector contribute in many positive ways to the people of Palmerston.

When businesses in Palmerston thrive, our families also thrive, and the number of jobs grow. This enables our community to set down roots and build our vibrant economy.

MEASURES OF SUCCESS

City of Palmerston supported local business, increased available funding and upgraded facilities to help attract locals and tourists to visit by:



\$9.4M

SOURCED IN GOVERNMENT GRANT FUNDING



305

PROPERTIES BEAUTIFIED THROUGH THE LONG GRASS PROGRAM



OVER \$1.2M

INJECTED INTO THE LOCAL ECONOMY THROUGH MYPALMERSTON



2347

REGISTRATIONS FOR 'HOOKED ON PALMERSTON' COMPETITION, WITH \$10,650 IN PRIZES AWARDED



125HA

OF PUBLIC OPEN SPACE (PARKS, ROAD VERGES AND DRAINS) MAINTAINED BY COUNCIL CONTRACTORS



2500

NUMBER OF PEOPLE THAT PURCHASED FOOD AND DRINK DURING THE ON FRANCES SERIES

LEFT: A Little More Country On Frances event

IMPROVE PALMERSTON'S IMAGE

We promote 'employ local' and 'buy local' where possible. Palmerston is committed to its 'buy local' criteria as part of its procurement assessment for projects and operation contracts.

Improving our city's image will attract new residents to grow our population and draw in tourists to visit Palmerston and contribute to our economy.

myPALMERSTON

The myPalmerston Scheme was an initiative to support local businesses by providing customer discount vouchers, subsidised by Council and the Northern Territory Government.

The myPalmerston scheme placed a high importance on providing support to local businesses, by encouraging frequent visits and spending through the delivery of discount vouchers to registered consumers.

City of Palmerston implemented this scheme to actively promote economic growth and stability within the Palmerston community during the challenging times experienced through the COVID-19 pandemic.

The myPalmerston scheme operated in late 2020 over three rounds across September, October and November, with each round offering discount vouchers to registered customers for use at participating Palmerston businesses.

The overall Scheme injected over \$1.2 million into the local economy over three rounds, with over 90 registered businesses and more than 11,000 customers participating in the scheme.

City of Palmerston thanks the Northern Territory Government for their partnership to deliver the successful myPalmerston Scheme.

BELOW: Next Level Gym, Rosebery



KEEPING THE CITY CLEAN

More than 125 hectares of parks and road verges were kept clean and free from litter by local contractors employed by Council in 2020-21.

As part of Council's management of overgrown vacant lots, contractors picked up litter, including palm fronds and dead vegetation, from vacant blocks and verges around the city.

As part of the Council's Verge Beautification Program 320 properties were identified as needing support to clean up and beautify their verges and vacant blocks.

By June 2021, Council had helped beautify and improve 305 of the properties in partnership with property owners and residents. A total of 71 abandoned vehicles were also removed from verges in Palmerston.

Part of the funding for this program was diverted to the Verge Beautification Assistance program as part of Council's response to COVID-19.

HOOKED ON PALMERSTON

The 'Hooked on Palmerston' Catch and Release Fishing Competition was introduced to encourage family outdoor activities and promote responsible fishing practices, embracing the Top End's fishing lifestyle in Palmerston's local lakes.

Palmerston's easily accessible and well-stocked lakes provided the perfect opportunity for all recreational fishers, from beginners to the avid angler, to participate in 'Hooked on Palmerston' for a chance to win a share of over \$10,000 in vouchers to spend at local businesses.

The competition was very successful, with 2347 total registrations, and the competition will run for a second time in 2021/22.

BELOW: Hooked on Palmerston catch and release barra competition



CREATING JOBS FOR LOCALS

City of Palmerston continued to plan and roll out a range of programs and initiatives to create jobs for locals and improve the lifestyle of people living in Palmerston during 2020-21, including:

Tiverton, Phyllis Uren, Joan Fejo and George Park playground refurbishments

NT local contractors were awarded the refurbishment of play equipment and landscaped gardens for these parks. The projects, costing over \$1 million, resulted in the direct and indirect employment of 23 local people.

Marlow Lagoon and Bakewell dog parks

City of Palmerston engaged local contractors to upgrade Marlow Lagoon Dog Park and construct a new dog exercise area on Maurice Terrace, Bakewell. The project injected \$500,000 into the local workforce.

Sustainability program

NT local contractors were awarded the construction of a new shade structure at the Civic Centre, with solar panels to be installed on both the existing and newly constructed shade structures.

Gray Community Hall

Demolition and renewal works of Gray Community Hall was awarded to local contractors, with over \$1.9 million to be spent on the project.

Dog pound upgrade

At year end, designs were completed and installation scheduled for 2021-22.

Energy efficiency and sustainability project

Lighting upgrades to the Recreation Centre and Library were awarded to local contractors. This increased the efficiency of energy usage and reduced running costs.

Other initiatives creating jobs and boosting the local economy that are already underway and mentioned in this report include:

Community safety

Laneway treatment trials were developed and implemented.

Library Recording Studio

Awarded to local contractors.

Pathway connectivity

Continuously improving pathways across the city to maintain and increase access, safety and convenience for the community.

Greening and cooling the city

Maintain green spaces and plant more trees to cool and shade the city.

School zone safety improvements

Installing electronic speed limit signs at the Palmerston College (Tilston Avenue, Driver) and the Palmerston Christian School (Waler Road, Marlow Lagoon).

Community safety public lighting

Rolling out the Dark Spot program to improve lighting in parks and streets across the city.

Palmerston Aquatic Centre upgrades

Deliver a renewed facility to cater for the growing needs of the community and support out family city.

Projects fast tracked for local economy

- Two mobile library vending machines to create an Anytime Library and enable contactless borrowing of library items – contract awarded.
- Council supports local contractors with its Buy Local criteria that's embedded in procurement processes, maximising the chance of engaging local contractors. Created over 80% of Council payments to local contractors.

PALMERSTON'S ECONOMIC FUTURE IS BRIGHT

Palmerston has a long-term vision to build and encourage a sustainable economy.

As a growing city, we are sourcing other income streams, such as government grants and program funding, to make sure our local businesses and industry get the support they need to grow and prosper.

Our goal is to support residents and existing business as well as attract new businesses to Palmerston to grow our future economy.

BOOSTING OUR LOCAL ECONOMY

Council also applied for and received \$9.4 million in grant funding from the Northern Territory and Australian Governments.

Some of the key fundings received were for the following projects:

- \$4M from the NT Government for Greening, Cooling, Lighting and Pathways and other projects - expected to commence in 2021/22 financial year
- \$1.7M Federal Assistance grant for general purpose and roads
- \$957K from Federal Government for Local Roads and Community Infrastructure
- \$600K from the NT Government for Public Library
- \$483K from Federal Government for Smart Cities
- \$412K from Federal Government for Roads to Recovery

Council acknowledges the funding and support received from Australian and Northern Territory Governments which assisted us in achieving our goals for the 2020-21 financial year and enhance the overall development of Palmerston community.

The Community continues to make Palmerston 'A Place for People' and builds on the work Council started to deliver on our vision for our city's growth, sustainability, and liveability.

FINANCIAL RELIEF DURING COVID-19

In response to the hardship for Palmerston residents during the COVID-19 pandemic, Council made it simpler, faster and easier for ratepayers to seek financial relief and assistance.

We improved the process so ratepayers no longer needed to consult an independent financial councillor before submitting an application.

Interest, charges and fees on unpaid rate amounts were waived on application until the end of the financial year, and external recovery action for unpaid rates could be deferred.

Council offered to refund these fees for ratepayers whose rate balance was in credit to put money back into ratepayers' pockets when they needed it the most.

Council further granted rate concessions for eligible ratepayers, in accordance with the Council Policy on Rate Concession, to alleviate financial hardships.

FREE PARKING SUPPORTS LOCAL BUSINESS

Visitors to the city centre and local businesses increased after City of Palmerston decided to continue offering free parking arrangements.

Following a review of car parking use in the city centre, council developed a Palmerston City Centre Parking Study to meet the needs of the community and business owners to attract and retain customers and visitors.

Parking in the city during weekends and public holidays remained free. Council also extended the free timed parking to free all-day parking in the city area.

The free parking initiative was introduced to support local businesses in these challenging times and improve convenience for parking users, who no longer had to use ticketing machines or display a ticket.

LANEWAY REVAMP TO CONNECT CITY CENTRE

Palmerston's city centre is being transformed as part of an ongoing urban renewal program to support local business and improve the visitor and local experience.

The Mansfield Laneway Upgrade project was completed in 2020-21. This project saw the use of landscaping, irrigation and hydroseeding planting process to change a previously underused city laneway into a pleasant, usable area. The laneway now has landscaped gardens and seating. The adjacent block was turfed and access to cars was restricted.





DEVELOPING A LOCAL ECONOMIC PLAN

In collaboration with the Northern Territory Government, Council has developed the first Palmerston Local Economic Plan. This 10-year-plan has been written to highlight key industries for growth, encouraging new businesses to set up and grow.

With more affordable rental options, a young growing population, close proximity to port and rail infrastructure, a strong defence presence, newly opened health precinct, and Charles Darwin University Campus. Palmerston is one of the Territories' fastest growing cities and is in a prime location and economic position to promote growth and opportunity for new business owners looking to set up new businesses and grow existing businesses.

With the new plan, City of Palmerston are encouraging more business growth in industry sectors including education, health, defence, agribusiness, and energy and minerals. Through the Local Economic Plan, City of Palmerston will support and advocate for more business and industry attraction and retention, short and long-term business development and innovation, as well as sustaining and growing its population to bolster the community and build a vibrant and thriving economy.

City of Palmerston will continue to monitor the progress of the plan and actively assess ways to attract new businesses and foster relationships with existing business owners – focusing on reducing red tape and making it easier to do business, enhancing safety with the use of smart technology, and creating local business networking and development services.

COMMUNITY SATISFACTION SURVEY RESULTS

Council's score on its performance with initiatives and services under the Community Plan outcome of Vibrant Economy increased in 2020-21.

The Council's best performing areas including having a long-term vision for the Palmerston economy and Council's performance in supporting and attracting new and existing businesses.

Survey results indicated that Council could improve on promoting awareness for its vision as 'A Place for People'.

Measure	Score 2019	Score 2020	Score 2021	Change
Awareness of Council's slogan 'A Place for People'	37%	43%	40%	-3%
Agreement that: Palmerston is 'A Place for People'	6.83	6.80	6.83	0.03
Agreement that: Council has a long-term vision for Palmerston economy	5.95	6.37	6.70	0.33
Performance in: Supporting and attracting new and existing business	5.25	5.68	6.11	0.43
Overall	6.01/10	6.28/10	6.55/10	0.27

LOOKING FORWARD TO 2021-22

PLANNING FOR ECONOMIC RECOVERY

Council will continue to work on the opportunities identified in the Palmerston Local Economic Plan to increase tourism, create opportunities with local growth industries and support local businesses.

LEFT: Flowers by Elise, Palmerston

CULTURAL DIVERSITY

IN THIS SECTION

- To celebrate our rich culture and diversity
- Recognise and support diversity through our partnership and leadership

“
**IN PALMERSTON,
 WE CELEBRATE OUR
 CULTURES IN A WAY
 THAT VALUES OUR
 DIVERSITY.**”

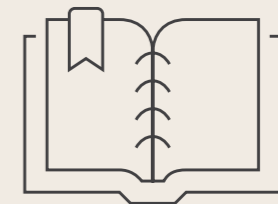
Our community is strong and successful when we live in harmony and tap into the diverse mix of people and cultures to enrich our lives.

MEASURES OF SUCCESS

Palmerston’s rich mosaic of cultures and diversity was recognised by City of Palmerston by:



Hosted events celebrating culture and diversity, including the inaugural Multicultural Festival and Pride Festival events



Bilingual, Drag Queen and First Nations Storytimes at the library



Hosted International Women’s Week events

TO CELEBRATE OUR RICH CULTURE AND DIVERSITY

With a focus on inclusion, the City of Palmerston delivers a range of services, events and activities to meet the needs of our culturally diverse people.

A PLACE FOR EVERYONE TO CELEBRATE

City of Palmerston hosted a number of events celebrating culture and diversity in 2020-21, including:

- inaugural Pride Festival
- inaugural Multicultural Festival
- NAIDOC and Reconciliation Week events
- Harmony Day
- Seniors Day
- International Women's Week.

PALMY PRIDE FESTIVAL

As part of the 'On Frances' Series, Council ran a Pride Festival. This all-day program of events included basketball matches, Drag Queen Storytime, community forums and a makeup demonstration, culminating in the 'Fab on Frances' spectacular street party, with entertainment provided by Drag Territory.

PALMERSTON SENIORS DAY

Council supports ongoing activities and events for Palmerston senior residents and annually as part of Seniors Month in August. The annual City of Palmerston Seniors Forum was replaced last year with City of Palmerston Seniors Day 2020, held at the Palmerston Recreation Centre in August 2020. The program offered 'come and try' activities, both physical and relaxing recreation. The Recreation Centre was set up to allow physical spacing and for multiple activities to run concurrently. Each participant chose their own program based on their own interests.

DIVERSE LIBRARY PROGRAMS

City of Palmerston Library continued its diverse programming and hosted Bilingual Storytime sessions and Drag Queen Storytime as part of its inclusive approach to engaging the community, as well as special Storytimes for International Women's Day, Reconciliation Week and NAIDOC Week.

Four Bilingual Storytime sessions were delivered by local volunteers in Mandarin, Bahasa, German and Spanish for people who speak English as a second language.

Council celebrated the Rainbow Community by hosting four Drag Queen Storytimes with Ms Vogue, Ms Prawn Cracker Spice and Ms Ferocia, from our partners Drag Territory.



INTERNATIONAL WOMEN'S WEEK

In March 2021, the International Women's Day Council worked with community organisations STEPS Adult Migrant English Program, Larrakia Nation, Australia Day Council NT, Palmerston Child and Family Services and Palmerston and Regional Basketball Association (PaRBA) Level Up to host events to celebrate International Women's Week.

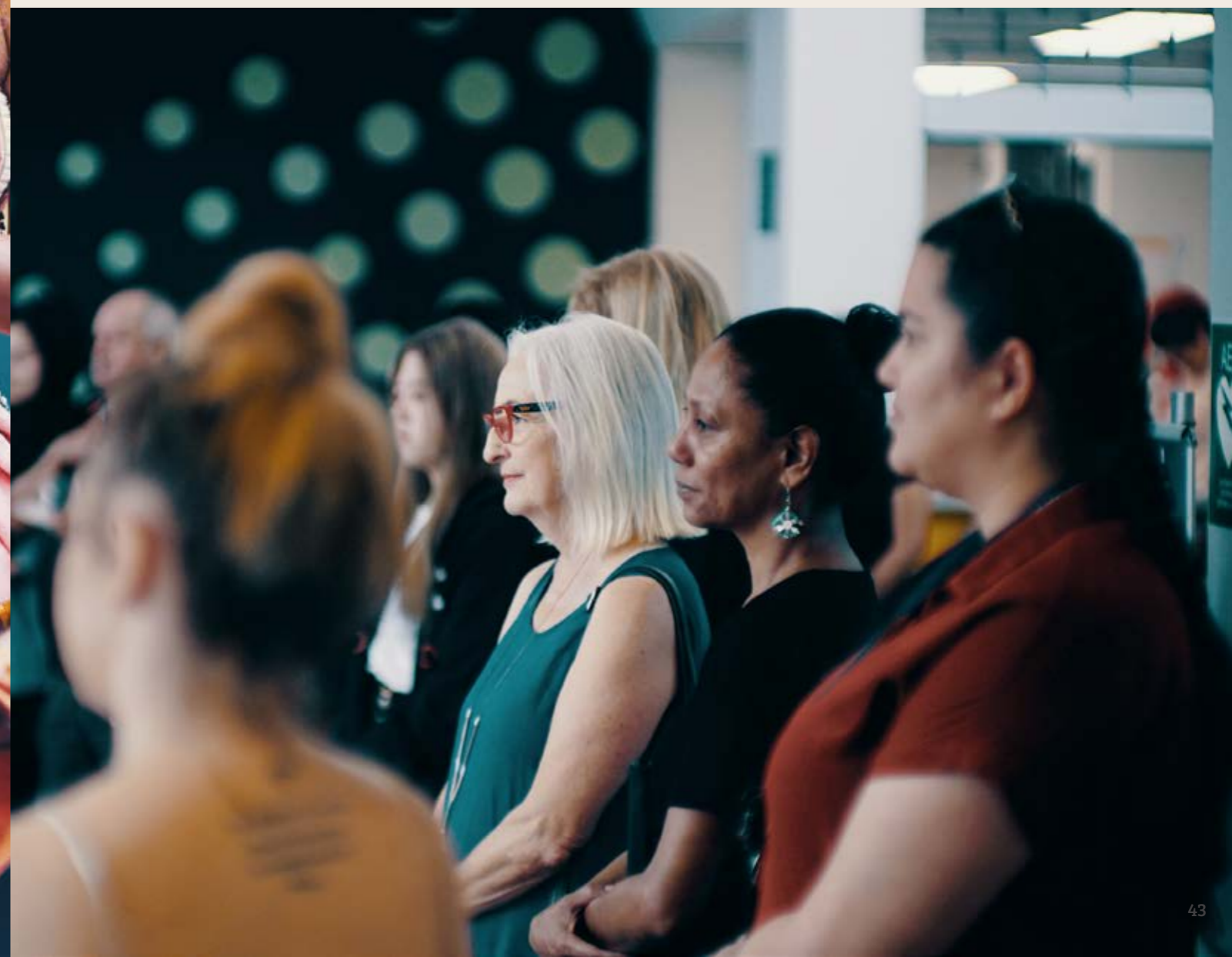
The week began with the launch of an art exhibition in the library and a special women's weaving circle hosted by Ms Norma Benger in the Palmerston Recreation Centre. A 'Storytime in the Sky' in the library was hosted by a female pilot and nurse from Careflight Top End. STEPS Education and Training coordinated a cultural fusion of fashion and food event featuring ladies from STEPS wearing cultural fashion, guest speakers, belly dancing and a huge community lunch. Her Honour the Administrator, the Honourable Vicki O'Halloran, attended the event, which was hosted by the Mayor of Palmerston, Athina Pascoe-Bell.

BELOW: International Womens Week event

PaRBA Level Up, in partnership with Council, hosted a community gaming day as part of International Women's Week in March 2021. This event was targeted at young people and gave them the opportunity to play with and meet other gamers, share their thoughts and contribute to conversation about gaming culture.

The finale event as part of the International Women's Day was a community forum in the Palmerston Library, held in collaboration with the Australia Day Council NT. Melia Jean, Australia Day Council NT board member, hosted the event, with the following five inspirational speakers:

- 2018 NT Australian of the Year, Dr Bo Remenyi
- 2021 NT Local Hero, Reanna Sanders
- 2021 National Senior Australian of the Year, Dr Miriam-Rose Ungunmerr Baumann
- International coach, speaker, and consultant, Wendy Burns
- Paralympic gold medallist, Judith O'Hearn.



YOUTH X FORUM

The Youth X – Your Voice in Palmerston forum took place in September 2020 at the Palmerston Recreation Centre. Sixty-one year 10 students from Palmerston and Taminmin colleges came together to share their voice to help find solutions for youth issues in the Territory. The Youth X Forum is a platform for young adults in the community to have a voice and help improve and develop Palmerston and the Northern Territory.

The priorities identified by young people will feed into the review of Palmerston’s current Youth Action Plan and the development of the priorities of the upcoming plan. Exploring ways to strengthen opportunities for young people to participate in decisions that affect them is an ongoing goal that will continue to be delivered by this group.

RECREATION CENTRE MURAL

Three local Indigenous artists designed a new mural on the exterior of the Recreation Centre during the year. The mural is called ‘Gudangwa’, meaning ‘this place’. It shows that Palmerston is surrounded by swamp and other waterways. It has animal motifs and a wild passionfruit flower, symbolising growth and

environmental beauty in Palmerston. The mural has since had landscaping installed below the mural to further enhance the area. Feature lighting will also be installed as part of the project

RECOGNISE AND SUPPORT DIVERSITY THROUGH OUR PARTNERSHIP AND LEADERSHIP

City of Palmerston supports the community by providing and fostering leadership and including diverse views and perspectives in its programs, planning and decision-making. Council consults with and includes the needs of all people in planning its multicultural programs and events.

City of Palmerston proudly supports the Youth Drop-in Sports Program by giving Palmerston and Regional Basketball Association (PaRBA) free access to the Recreation Centre to run after-school and school holiday activities.

This vital service supports up to 100 participants every day on weekdays, or some 23,000 visits every year.

Feature lighting will also be installed as part of the project.

COMMUNITY SATISFACTION SURVEY RESULTS

Council’s score on its performance with initiatives and services under the Community Plan outcome of Culture and Diversity increased in 2020-21.

Three out of four measures of performance increased and the largest areas of improvement included Council’s promotion of art and culture and supporting culturally diverse events.

Providing a diverse range of library services continued to be scored highly by the community though the measure decreased from an average score of 8.27 in 2020 to 8.16 in 2021.

Measure	Score 2019	Score 2020	Score 2021	Change
Supporting culturally diverse events	7.02	7.14	7.59	0.45
Promoting art and culture (e.g. public art, murals, paving etc)	6.28	6.56	7.07	0.51
Providing libraries and library services to the community	8.20	8.27	8.16	-0.11
Providing recognition and support for our Indigenous and multicultural community	6.68	6.88	7.18	0.30
Overall	7.04/10	7.21/10	7.50/10	0.29

LOOKING FORWARD TO 2021-22

Adoption of Council’s first Inclusive, Diverse and Accessible Policy Framework to showcase Palmerston’s diversity and to increase inclusion and accessibility for people of all backgrounds, ages, abilities, and circumstances.

BELOW: International Mens Day

BELOW: Recreation Centre Mural by Larrakia artists Trent Lee, Sean Lee and Tony Lee





“ PALMERSTON IS AN INNOVATIVE CITY THAT CAN SUSTAIN ITSELF THROUGH THE CHALLENGES OF THE FUTURE. ”

Our city is full of opportunities, and we are a leading regional community in the Northern Territory.

Palmerston is an inspirational city, and we model best practice in smart cities to save money, increase efficiencies and stay focused on the future. We have achieved this by introducing the most efficient, and innovative technologies.

A FUTURE FOCUS

IN THIS SECTION

- We support and foster innovation
- Infrastructure is fit for purpose

MEASURES OF SUCCESS

City of Palmerston upgraded facilities and introduced innovative technology and initiatives to improve the lives of residents, such as:



SUCCESSFULLY SOURCED FUNDING FOR
DARK SPOT PROGRAM
TO IMPROVE SAFETY ON OUR ROADS



11
WI-FI ACCESS STATIONS AVAILABLE



\$6M
SPENT ON CAPITAL WORKS PROGRAM TO SUPPORT OUR LOCAL ECONOMY



82,140
NUMBER OF WIFI USER SESSIONS (USERS LOGGING IN)



821
REPAIRED STREET LIGHTS

WE SUPPORT AND FOSTER INNOVATION

City of Palmerston shows by example how people and businesses can embrace change and innovate to improve outcomes for our city.

This year City of Palmerston upgraded its asset management system from its old on-premises server based Assetic myData to a new, more versatile Assetic cloud-based system.

Capabilities Assetic Cloud now offers users:

- flexibility and mobility in accessing and updating data
- improved workflows and clear delegation of responsibilities
- improved financial and asset reporting capabilities.



INFRASTRUCTURE IS FIT FOR PURPOSE

Council continues to work to forecast and respond to predicatability of change by planning the best use of our human, built and natural resources. Our strategy is to continue to use innovation to adapt the use of our facilities and ensure they remain well suited and useful for the community.

MAINTAIN ROADS, FOOTPATHS, SHARED PATHWAYS AND DRAINAGE FACILITIES

City of Palmerston completed several major pathway works in 2020-21 to improve pedestrian safety and provide linkages to playgrounds, sporting facilities, parks and schools.

Pathway projects completed include:

New pathways

- Granites Drive, improving connectivity to the Rosebery shops, park and bus stop.
- Marlow Lagoon Dog Park, providing safe pedestrian connectivity to multiple amenities with the park.
- Maurice Terrace, connecting pathway networks and improving access to the new dog park.

Pathway upgrades

- Essington Avenue, to improve functionality and pedestrian safety.
- Long Park, providing connection to Lorna Lim Terrace.
- Flinders Park and Woodlake Boulevard, to provide safe access all year round.

All-ability upgrades

- Temple Terrace crossing between Woodroffe Avenue and Kafcaloudes Crescent.
- Alignment correction works of wheelchair crossings along Temple Terrace at Woodroffe Avenue intersection, Kafcaloudes Crescent intersection, Tamarind Road intersection and Baldwin Drive intersection.

PATHWAYS

A defect and condition assessment was carried out on all City of Palmerston's pathways, laneways and driveways assets. Temporary data collection staff were employed for the works, and all employees were based in the greater Darwin region. Two were long-term Palmerston residents. This opportunity gave staff their first experience in their chosen field of work, a source of work since leaving school or an opportunity to re-enter the workforce.

Staff were provided training and collected close to 24,000 individual data points across all 234.5 kilometres of pathways and 12,000 driveways owned by City of Palmerston. Condition ratings were also assigned to every pathway and driveway asset ensuring that optimised asset management practices can occur.

STORMWATER INFRASTRUCTURE

- New concrete inverts along Flockhart Drive and Brumby Court, Marlow Lagoon.
- Stormwater pits along Driver drain and Confalonieri Park drain section have been upgraded to include surcharge pits and concrete lining to increase stormwater capacity and reduce hazards to nearby pedestrians.

ELECTRONIC SPEED LIMIT SIGNS

Council is committed to improving the safety on our roads with a safer environment for motorists and residents. As part of the electronic speed limit signs rollout in 2020-21, council installed speed limit signs at the Palmerston College (Tilston Avenue, Driver) and the Palmerston Christian School (Waler Road, Marlow Lagoon).

DARK SPOT PROGRAM

Council's Dark Spot initiatives in 2020-21 included installation of new LED public lighting, increasing light coverage, addressing compliance requirements, and enhancing safety for all users of roads and parks.

The following areas were upgraded under the program during the year:

- Melastoma Drive
- Waterhouse Crescent
- Cornwallis Court
- Raffles Road
- Woodroffe drain.

Designs were completed for works in 2021-22 in these areas:

- Broadarrow Circuit
- Davoren Circuit
- Mannikan Court.

GRAY COMMUNITY HALL

The renovation of Gray Community Hall was awarded to local contractors in 2020-21. This important project will see a much-loved community facility upgraded to create a contemporary, versatile space that caters to a wider audience. Completion is scheduled for December 2021.

LIBRARY SOUND RECORDING STUDIO

Works commenced on Palmerston Library Recording Studio in 2020-21, with expected completion in November 2021. This new service for the community will be as a multipurpose space that can be used for sound/video recording, rehearsals, engagement programs and skills training.

ARCHER WASTE MANAGEMENT FACILITY

Council was awarded a Priority Infrastructure Grant to redevelop the Archer Waste Management Facility. The primary objective of the facility is to achieve maximum diversion of recyclable materials, reducing the amount of waste that ends up in landfill. The redevelopment will include best practice waste management infrastructure, to maximise diversion rates on-site and increase site safety for the community. The redesign will enhance functioning of the recyclables drop-off area to support and encourage better recycling behaviours. Concept designs for the redevelopment are completed, and a tender for the design and construction of stage one of the project will be released in 2021-22. This stage will include a covered 'push-pit' area, a waste disposal methodology that allows for the safe handling, separation and transport of large volumes of material. The Stage 1 works are expected to be completed through October 2021.



LEFT: Archer Waste Management Facility



LOOKING FORWARD TO 2021-22

FOCUS ON SUSTAINABILITY

Council will continue to develop its updated Sustainability Strategy to support its growing community and ensure our environment and liveability is protected and enhanced for current and future generations. The community will be involved in providing feedback on their actions of sustainability and expectations of Council. Part of the Strategy will seek to engage with the community around components of environmental sustainability alongside building up more of our operational responses.

incorporate a refurbished 50m pool, warm water program pool, toddlers play pool, new pool plant, aquatic adventure play, refurbished amenities and café.

DARK SPOT

Council will continue its Lighting Dark Spot Program after funding was received from the Northern Territory Government under the SCALE program with more lighting to be upgraded in Driver, Gray, Marlow Lagoon, Rosebery and Woodroffe in 2020-21.

SWELL (SWIMMING, WELLNESS, EVENTS, LEISURE, LIFESTYLE) PROJECT

City of Palmerston seeks to redevelop the ageing Palmerston Swimming and Fitness Centre (over 30 years old) into a modern aquatic facility. The redevelopment will enhance the user experience, assist to revitalize an ageing infrastructure, and increase overall health and wellness for a growing community. The proposed new facility name, SWELL (Swimming, Wellness, Events, Lifestyle, Leisure), will

GRAY COMMUNITY HALL REDEVELOPMENT

City of Palmerston will be redeveloping Gray Community Hall to include multiple zones which allow for simultaneous bookings, both indoor and outdoor.

\$13.8M PARTNERSHIP

for capital works with the Northern Territory Government's Special Community Assistance, Local Employment Grant and other grants.

COMMUNITY SATISFACTION SURVEY RESULTS

There was an increase in Council's score on its performance with initiatives and services under the Community Plan outcome of A Future Focus in 2020-21.

The area with the highest performance score was maintaining roads. Area that experienced the biggest increase in performance was the flexibility of the City of Palmerston, increasing by 0.49 since 2020 which was identified as a challenge by the community in the previous year.

Measure	Score 2019	Score 2020	Score 2021	Change
Performance in: Supporting innovation in the business community	5.65	6.04	6.38	0.34
How: Innovative is the City of Palmerston?	5.95	6.08	6.45	0.37
Flexible is the City of Palmerston?	5.89	6.00	6.49	0.49
Performance in: Ensuring roads built by developers are fit for purpose	7.10	7.22	7.38	0.16
Maintaining roads	7.31	7.51	7.49	-0.02
Ensuring footpaths built by developers are fit for purpose	7.07	7.17	7.30	0.13
Maintaining footpaths	6.95	6.99	7.06	0.07
Providing shared pathways	6.81	6.92	7.08	0.16
Maintaining shared pathways	6.88	7.00	7.07	0.07
Maintaining drainage facilities	7.37	7.44	7.46	0.02
Overall:	6.70/10	6.84/10	7.02/10	0.18



Rossi Architects present Gray Community Hall concepts with Mayor Athina Pascoe-Bell

ENVIRONMENTAL SUSTAINABILITY

IN THIS SECTION

- Reduce our footprint on the environment
- Palmerston is a cool, shaded green city
- Encourage personal action and taking a leadership role

“ PALMERSTON IS AN ENVIRONMENTALLY FRIENDLY, LIVEABLE CITY THAT PROMOTES RENEWABLE PRACTICES AND SUSTAINABILITY. ”

We know that our climate is changing and we need to live within our means in Palmerston.

Our environment is important and we need to protect and enhance our green spaces while supporting others to do the same.

Council is committed to effective and responsible city planning, which balances and meets the needs of our residents and businesses to improve our community.

Mitchell Creek discharges into the larger Elizabeth River. It is the natural drainage system for the Palmerston Escarpment east of the city centre.

MEASURES OF SUCCESS

City of Palmerston reduced the impact on our environment and supported residents to do the same and together we:



888
TREES PLANTED IN 2021-21 THROUGH VARIOUS PROJECTS



12,217
TONNES OF GENERAL WASTE COLLECTED AND 1,382 TONNES OF RECYCLABLE WASTE



12%
ACHIEVED DIVERSION RATE FOR THE TOTAL WASTE



WEEDS
WERE MAPPED AND TREATED IMPROVING THE ECOLOGICAL SUSTAINABILITY OF OUR NATURAL AREAS



145M³
OF FREE SOIL DELIVERED TO 45 RESIDENTS



FUNDED
THE STUDENT VOICE, POSITIVE CHOICE PROGRAM TO CREATE EDUCATIONAL BIN STICKERS FOR THE COMMUNITY

REDUCE OUR FOOTPRINT ON THE ENVIRONMENT

Council provided more opportunities to recycle and found ways to reduce costs and increase efficiencies to reduce the impact on our environment with a number of initiatives.

KERBSIDE WASTE AND ARCHER WASTE TRANSFER STATION

City of Palmerston continued to provide opportunities for residents to recycle and divert waste from landfill. Through the kerbside waste collection and the transfer station, residents produced the following waste in 2020-21:

- 12,217 tonnes of general waste
- 1,382 tonnes of recyclable waste (sent to recycling facilities for repurposing).

Overall, City of Palmerston residents achieved a 12% diversion rate for their waste. This included the recovery of:

- 132 tonnes of cardboard
- 504 tonnes of steel
- 5 tonnes of aluminium cans.
- 55 tonnes of batteries.

This diversion rate of 12% considers the contamination rates of domestic bins. Contamination is when non-recyclable material is put in the recycling bin. Contamination rates can be reduced through education initiatives such as the Student Voice, Positive Choice bin sticker program and recycling information provided in the waste services guide.

RECYCLE AND RE-USE THROUGH THE PRE-CYCLONE CLEAN-UP

Palmerston's annual pre-cyclone clean-up resulted in the recovery of around 150 tonnes of general waste, 20 tonnes of metal scraps, 259 whitegoods units, 250 household appliances (microwaves, dishwashers and washing machines) and 138 units of e-waste (IT Equipment). In total, 28% of material recovered was diverted from general waste and sent to repurposing centres for recycling.

PALMERSTON IS A COOL, SHADED, GREEN CITY

As the climate changes, temperatures are rising and the need to cool down our city increases.

PLANTING MORE SHADE

City of Palmerston planted 888 trees in 2020-21 through various projects:

- SCALE funded plantings of mixed species along Elrundie avenue
- beautification works along Zuccoli Parade and Temple Terrace (as part of the liveable cities project)
- tree planting in Marlow Lagoon Dog Park as part of the refurbishment of the park.

These trees will provide shade, mitigate urban heats sinks and, once established, will cut 20,000 kg of carbon dioxide from the atmosphere every year.

MAINTAINING LAKES

The City of Palmerston has 14 man-made lakes and one natural water body, which are important ecological and aesthetic assets to the community. The City of Palmerston developed a Lakes Management Plan in 2020-21 to manage the lakes in a coordinated way. Lake management actions from the plan delivered on in 2020-21 include:

- installed surface fountains and lakebed aeration devices to improve water circulation and eventual water quality. The fountains have also significantly improved the amenity of the lakes
- released a biological control to fight the invasive salvinia weed throughout our lakes. The control was in the form of 4,000 salvinia weevils, an insect that feeds on and destroys the weed. The weevils have significantly reduced the plant biomass across Palmerston's lakes and will continue to be used in the fight against the weed.

MAINTAINING GARDENS AND NATURE RESERVES

Mansfield Garden

The Mansfield St Laneway upgrade project was completed in 2020-21. This project used landscaping, irrigation and hydroseeding planting process to change an unused city laneway into a pleasant, usable area. The laneway now has landscaped gardens and seating. The adjacent block was turfed and access to cars was restricted.

Natural area weed management

City of Palmerston took a proactive response to natural area weed control in 2020-21 with targeted programs for neem trees, candle bush, grader grass, gamba grass and mimosa. These are significant weeds that City of Palmerston must control under NT weeds legislation. In 2020-21, these weeds have been mapped and treated within road reserves, open space buffers and the disused Archer landfill site. This ongoing program will eventually eradicate the weeds in Council's open space areas, improving the ecological sustainability of our natural areas.










Releasing of Salvinia Weevils into Palmerston lakes

COMMUNITY SATISFACTION SURVEY RESULTS

Council's score on its performance with initiatives and services under the Community Plan outcome of Environmental Sustainability increased in 2020–21.

Kerbside waste collection remains the highest performing area though it saw a slight decrease in average score from last year. Larger increases were achieved in the areas of increasing shading and greening the city and promoting environmental sustainability.

Measure	Score 2019	Score 2020	Score 2021	Change
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.56	7.77	7.76	-0.01 
Managing gardens and nature reserves	7.27	7.34	7.36	0.02 
Maintaining lakes	7.12	7.15	6.93	-0.22 
Increasing shading and greening the city	6.27	6.52	6.72	0.20 
Kerbside waste collection	8.02	8.33	8.28	-0.05 
Providing and maintaining Archer Waste Management Facility	7.78	7.87	7.95	0.08 
Promoting environmental sustainability	6.07	6.36	6.53	0.17 
Overall	7.16/10	7.33/10	7.36/10	0.03 

LOOKING FORWARD TO 2021–22

SAVING MORE ENERGY

The Civic Plaza is set to generate up to 40% of its own annual electricity costs with plans to develop a new solar-generating shade structure over the car park area. Construction is expected to start in 2021–22.

The strategy will consider different incentives and subsidies and empower residents to consider alternatives to plastic containers for food and drinks.

IMPROVING THE CITY'S WASTE MANAGEMENT

Redesign of the Archer Waste Management Facility to improve recycling opportunities for the community and maximize diversion rates. The site upgrades will also address design and traffic flows through the site to enhance safety and functionality.

LAKE MANAGEMENT

Council is set to purchase an additional weed harvester vessel to improve our weed management on the lakes. This will support wider implementation of the Lake management Plan already underway, and other Council initiatives such as the release of Salvinia Weevils into our lakes to combat weeds.

SUSTAINABILITY STRATEGY

Council is updating its Sustainability Strategy to support its growing community and ensure our environment and liveability is protected and enhanced for current and future generations. The strategy will align with community plan outcomes and support the continuation of projects that promote sustainable development.



Marlow Lagoon

ENCOURAGE PERSONAL ACTION AND TAKING A LEADERSHIP ROLE

City of Palmerston Waste Services Guide

In 2020–21, City of Palmerston developed a Waste Services Guide. The booklet has information on correct recycling practices for domestic bins and for recycling at the Archer Waste Management Facility.

Environmental Initiatives Grant – Student Voice, Positive Choice (SVPC)

The SVPC is a schools-based program encouraging students to make positive decisions for their community. In 2020–21, City of Palmerston funded the SVPC to create educational bin stickers for the community, which will encourage improved recycling behaviours. In total, approximately 5000 stickers will be developed and given to Palmerston families to put on their recycling bins.

Verge Assistance Program

The 2021 Dry Season Verge Assistance Program recommenced in May 2021. This program is a follow-on from the successful Verge Assistance Program of 2020, which offered residents free soil and grass seed to establish turf on their verges. In 2020–21, 45 residents were given soil and seed, equating to the delivery of 145m³ of top soil and 50kg of grass seed.

REDUCE PACKAGING AND WRAPPING

Council to work with Palmerston Markets stall holders to put in place a strategy to reduce the amount of single-use plastics at the markets.

GOVERNANCE

IN THIS SECTION

- Ensure we have a leading governance model
- Community is at the centre
- Healthy Working Partnerships

“ COUNCIL IS TRUSTED BY THE COMMUNITY AND INVESTS IN THINGS THAT THE PUBLIC VALUE. ”

The City of Palmerston strives for continuous improvement to deliver the highest possible level of services to the community, recognising what the community values and valuing our employees.

MEASURES OF SUCCESS

Council is committed to being open, transparent, accountable and valued by our employees and partnerships in the community to provide best practice services and programs by:



NATIONAL PLANNING AWARD
FOR COUNCIL'S COMMUNITY PLAN



\$164,000
SPENT ON TRAINING OUR EMPLOYEES



15
NUMBER OF REVIEWED POLICIES



61
FREE FLU SHOTS PROVIDED TO STAFF



11
NEW POLICIES INTRODUCED

LEFT: LED street lighting installation as part of the 'Making the Switch' initiative

ENSURE WE HAVE A LEADING GOVERNANCE MODEL

In 2020-21, Council continued to work to be effective, accountable, and courageous in trying new solutions so it can adapt to its changing operating environment.

COUNCIL MEETINGS FOR THE COMMUNITY

Open to the public to attend, Ordinary Council Meetings are held in the Council Chambers (Civic Plaza, city centre) on the first and third Tuesday of every month at 5.30pm. Community members were given the opportunity to submit written questions to be answered during Council meetings, or the 30-minute public forum, an informal session for residents to speak with and raise ideas with elected members.

There were 22 Ordinary Council Meetings held and one Special Council Meeting held in 2020-21. Three Ordinary Meetings were held in community locations of the Community Arts Centre in Durack, Mother Teresa Catholic Primary School in Zuccoli and Palmerston Raiders Rugby League Club in Rosebery.

ELECTED MEMBERS ARE ACCOUNTABLE TO THE COMMUNITY

Council Meeting Attendance

Elected Members	Attended in person	Attended via Audiovisual conference	Total meetings attended out of 23 meetings held
Mayor Athina Pascoe-Bell	19	2	21
Alderman Amber Garden	21	-	21
Alderman Benjamin Giesecke	20	1	21
Alderman Damian Hale	16	4	20
Alderman Sarah Henderson	23	-	23
Alderman Dr Tom Lewis OAM	23	-	23
Alderman Lucy Morrison	20	2	22
Alderman Mick Spick	19	2	21

Workshops

Elected Members attended 16 workshops on various topics during 2020-21, including: Palmerston Local Economic Plan, Proposed Laneway Management Policy, Valuer General presentation, Community satisfaction survey 2020, Gray Community Hall, Draft annual report 2019-20, Draft Emergency Dashboard, Long Term Financial Plan (LTFP), Loans and Reserves and Budget 2021-22, Inclusive, Diverse and Accessible (IDA) Framework, Palmerston (Animal Management) By-Law review, Code of Conduct, Expenditure, Capital Works, LTFP and New Initiatives Budget 2021-22, Sustainability Strategy, Draft Budget 2021-22, Community Health Check, Municipal Plan and Animal Management and IDA Framework.

Professional Development for Elected Members

In accordance with Section 71 of the Local Government Act 2008 and the Local Government Guidelines 2: allowances for Council members, Council's Elected Members were entitled to a professional development allowance of up to \$3,753.17 (excl. GST) during the year to attend relevant conferences or training courses. The purpose of this allowance is to sustain a member's professional competence by keeping them informed of and able to comply with development in professional standards applicable to their role as a Council member.

Elected Members	Reason	Total
Mayor Athina Pascoe-Bell	Bachelor of Laws	\$3753.17
Alderman Benjamin Giesecke	Company Directors Course, Australian Institute of Company Directors	\$3753.17
Alderman Damian Hale	Diploma of Project Management	\$146.32

Confidential information

Council only considers matters in confidence that fall under the prescribed categories of the Local Government Regulations and retains this information until the reason no longer applies. In 2020-21, Council considered 48 confidential matters, with 42 of these Council decisions released to the public record.

The following table presents the number of confidential items against the prescribed categories as per the Local Government Regulations were applied:

Category	Number of items
8(a) information about the employment of a particular individual as a member of the staff or possible member of the staff of the Council that could, if publicly disclosed, cause prejudice to the individual.	1
8(b) information about the personal circumstances of a resident or ratepayer.	
8(c) information that would, if publicly disclosed, be likely to:	
(i) cause commercial prejudice to, or confer an unfair commercial advantage on, any person	12
(ii) prejudice the maintenance or administration of the law	1
(iii) prejudice the security of the Council, its members or staff	2
(iv) prejudice the interests of the Council of some other person.	20
8(d) information subject to an obligation of confidentiality at law, or in equity.	
8(e) information provided to the Council on condition that it be kept confidential.	11
Items requiring the use of more than one Confidential Clause.	1
Total confidential matters considered in 2020-2021	48
Total confidential matters released in 2020-2021	42

A six monthly review is undertaken on Council's confidential items review list.



In 2020-21, Council introduced a Governance and Strategy division to manage our strategic and operational direction. The division's role is to promote Council's vision to meet community expectations, deliver organisational key performance indicators and maintain accountabilities in line with the Community Plan. It will also oversee procurement and tendering requirements and support the management of Council's contracting services.

Within the 2020-21 period, the Governance and Strategy division reviewed Council policies to ensure compliance with the legislation. New policies were introduced to ensure it meets the requirements of the Local Government Act 2019, which will come into effect from 1 July 2021.

CONTINUOUS POLICY IMPROVEMENT

Internal strategies and policies reviewed and implemented by Council in 2020-21 included:

Reviewed Council Policies

- Risk Management & Audit Committee Terms of Reference
- Rate Concession
- Alcohol Management
- Asset Management
- Public Benefit Concession for Commercial Ratepayers
- Security Payments
- Borrowing
- Caretaker
- Open Data
- Media
- Debt Collection
- Community Consultation
- Elected Member Allowances and Expenses
- Procurement
- Audio/Audiovisual Conferencing.

New Council Policies

- Preserving our Urban Forest
- Appointment of Deputy Mayor
- Laneway Management
- Lighting Up Palmerston
- Confidential Information
- Breach of Code of Conduct by Elected Member
- Gifts and Benefits for Elected Members
- Credit Card by CEO
- Elected Member Casual Vacancies
- Human Resource Management
- Shared Services.

Rescinded Council Policies

- Elected Members
- Access to Council and Committee Meetings and Confidential Minutes
- Code of Conduct for Elected Members
- Public Question Time
- Credit Card.

In 2020-21, Council reviewed its Strategic Risk Register, which was developed in consultation with KPMG. This register identifies and rates the major strategic risks to Council and controls that could be put in place to help mitigate them. It also sets the direction of internal audits to be undertaken. Council also reviewed its insurance strategy to enhance understanding of City of Palmerston's current insurance program and identify potential gaps or enhancements.

Council's Governance section rolled out several training opportunities for staff members to improve their knowledge in the area. Representatives from law firm Minter Ellison, Department of Chief Minister and Cabinet and the Independent Commission Against Corruption (ICAC) delivered training to staff on managing conflict of interests, legislation requirements and compliance.

Review of Palmerston (Animal Management) By-Laws

City of Palmerston undertook a review of its Animal Management By-Laws to better cater to the needs of our growing community and to reflect contemporary legislative standards. Feedback from the community was used to develop guiding principles for the drafting of new animal management by-laws. Topics considered were dog barking, dog attacks and menaces, dangerous dogs and nuisance animals.

Review of Council Area by NT Government

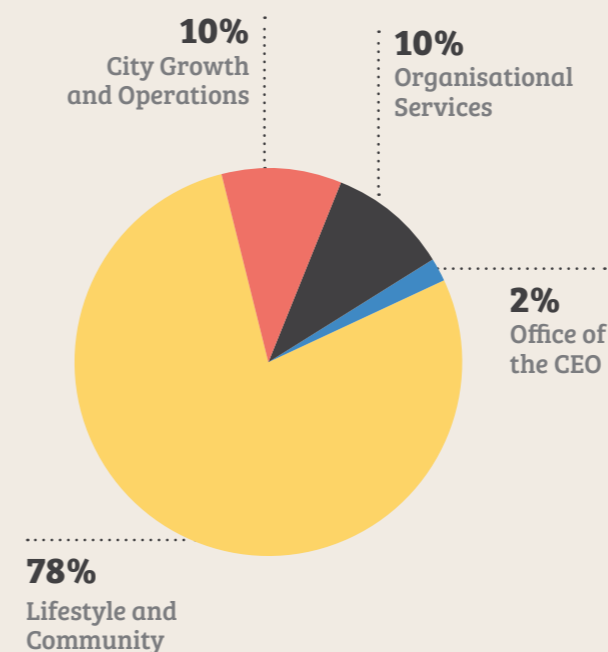
The Northern Territory Government is planning to expand the boundary of the City of Palmerston, to include unincorporated land to the north of Palmerston, including Wishart Business Precinct and Northcrest. The final municipal boundary makes good planning sense and aligns with the Northern Territory Government's Planning for a Vibrant Future document, which states that the city should eventually grow to support more than 70,000 people. Expanding the municipal boundary of our city fits within Council's and the region's vision for long term financial sustainability and growth. The public consultation was closed on 30 June 2021.

MANAGING EMPLOYEE SAFETY

Providing a safe workplace is a high priority for Council, which continues to monitor and respond to any safety incidents in the workplace to inform future policies and procedures.

Internal and external incidents were reported by employees, which mainly related to reports of external disruptive anti-social behaviour at or near Council facilities or members of the community requiring medical attention.

Percentage of incidents by Directorate



Directorate	Number of Incidents
Organisational Services	8
Lifestyle and Community	62
City Growth and Operations	8
Office of the CEO	2

Most incidents recorded, particularly within the Lifestyle and Community Services areas, relate to public disturbance and nuisance incidents within the Library and Recreation Centres where Council staff have provided support to community members and employees have not been directly impacted. There were no lost time injuries or workers compensation claims recorded this year.

Worker's Compensation claims in 2020-21

Total New Claims	0
Existing Open Claims from FY19/20	2
Previous Year Claims Closed Out	1

ACCOUNTABLE TO THE PUBLIC

Members of the public who are unsatisfied with a matter that has been previously addressed by Council can seek further action through the Chief Executive Officer, Elected Members and the Mayor. Further action can also be taken through the office of the Northern Territory Ombudsman, which Council assists with and uses any requests to improve processes.

There were six Freedom of Information (FOI) requests to the City of Palmerston in 2020-21 under the Information Act.

FOI requests are a key component of transparent and open governance, and Council meets these requests as quickly as possible.

Members of the public can seek reviews of decisions made in response to FOI requests through Council and the Information Commissioner.

The total number of requests dealt with in 2020-21 are as below:

Category	Number of requests actioned
Access to personal information held by Council	0
Access to non-personal information held by Council	6 (5 new FOI requests; 1 carried over from 2019-20 financial year).

In addition, the Northern Territory Government has established the Independent Commissioner Against Corruption (ICAC) which is a specialist investigator with a focus on government corruption. ICAC provides the community another avenue for making reports to where it has concerns regarding Council.

COMMUNITY IS AT THE CENTRE

The community is at the centre of everything we do, and we ensure community members actively participate in all aspects of our business.

COMMUNITY HEALTH PLAN CHECK

Council engaged democracyCo in May 2021 to conduct a Health Check of our Community Plan to assist us to continue to provide our community with the best service possible. Members of our community participated in these workshops and shared their feedback and ideas relating to the Community Plan.

CUSTOMER SERVICE CHARTER

Council held customer service workshops for all employees to develop a Customer Service Charter, which identified the following commitments:

Make it easy

- We listen to our customers' individual needs and work to make interaction easy and efficient for our customers.
- We seek feedback and continually work on improving.
- We have a customer-centric culture.
- We strive to meet the changing needs of our customers.

Perform with pride

- We strive for excellence and best practice in everything we do.
- We take responsibility and seek suitable solutions.
- We communicate in an open, honest and transparent manner.
- We are confident in our responses to customers.
- We lead by example.

Listen, learn and act

- We actively seek and aim to understand customer feedback.
- We act and take ownership of customer transactions through to completion.
- We actively listen to our customers.

Evaluate and improve

- We review and evaluate our customer experience progress.
- We review and report internally on our staff satisfaction progress.
- We embrace change for continuous improvement opportunities.

The Customer Service Charter was developed around Council's vision of 'a place for people' to create a cultural shift in Council's approach to customer experience to ensure the customers' needs are at the forefront of all decision making and action.

INCLUSIVE, DIVERSE AND ACCESSIBLE POLICY FRAMEWORK

City of Palmerston has developed an Inclusive, Diverse and Accessible Policy Framework to guide future practices for increased community inclusion and representation across all facets of Council.

This was developed with input from local community organisations including Aboriginal and Torres Strait Islander organisations, disability groups, seniors, youth groups, parents, and migrants and refugees living in Palmerston.

The framework allows the ideas and priorities provided by Palmerston community members to be documented to continuously work towards creating a place of equal access in our public domains, services and programs.

COMMUNITY INPUT INTO DECISION MAKING

City of Palmerston values the advice and input from a range of voices in our community and supports a number of advisory groups and committees to provide advice directly to Council.

These include:

- Risk Management and Audit Committee (RMAC) is established as an advisory committee to the City of Palmerston pursuant to the Northern Territory Local Government Act and the Local Government (Accounting) Regulations with the key functions of:
 - To monitor and review the integrity of the Council's financial management
 - To monitor and review internal controls
 - To make recommendations to the Council about any matters to committee considers require the Council's consideration as a result of the committee's functions under (a) or (b).

- Palmerston Animal Management Advisory Committee (PAMAC) facilitates consultation and co-operation between Council and its stakeholders in the development of domestic animal management policy. In 2020-21, PAMAC considered several policy issues, including the introduction of a subsidised program for animal de-sexing, cat management education and extending community engagement.
- Palmerston Safe Communities Committee (PSCC) works in partnership with Council and the Northern Territory Government, businesses and the community to reduce and prevent injuries, accidents and crime in Palmerston. The PSCC is committed to promoting the safety and wellbeing of Palmerston residents and visitors.
- Palmerston Seniors Advisory Committee (PSAC) is an advisory committee to Council, providing advice and feedback about issues that affect Palmerston and rural seniors who access services, businesses, events and activities in Palmerston. The committee facilitates the Palmerston Seniors Forum each year in conjunction with Council staff.
- Palmerston Kids Network is a committed network of workers representing organisations who provide services and programs to children (0-12 years) and their families living in Palmerston.
- Palmerston and Rural Youth Services (PARYS) network provides a forum for workers in the youth sector to discuss local youth issues and develop strategies to deliver a range of services for Palmerston and rural young people (12-25 years).

BELOW: Students from Driver Primary School enjoying our International Womens Week event



HEALTHY WORKING PARTNERSHIPS

Council must be closely connected to the Palmerston community and work in partnership to deliver what is needed to support people's lives.

GRANT FUNDING

Council actively sought grant funding from Australian and Northern Territory Governments for the programs and services delivered to the Palmerston community. The funding received from the Australian and State government agencies assisted us in achieving our goals for the 2020-21 financial year and enhance the overall development.

TRAINING OUR STAFF TO BE THE BEST

City of Palmerston is committed to the continuous professional development and upskilling of our employees to support them in their roles as they deliver services and projects to the community.

All employees at the City of Palmerston undertook training during the 2020–21 year.

Council contributed approximately \$164,000 on training for our employees, which included:

- First Aid and Fire Warden renewals throughout the year
 - Contract Management and Procurement Training
 - Achieving Excellence in Recreation, Sport and Open Spaces Training
 - Acquisition Training
 - Park Inspection Training
 - Animal Management Training
 - Anti-Discrimination, Harassment and Bullying Training
 - Record Management Training
 - attendance at the Australia Day NT Conference
 - Payroll and Taxation Training
 - Writing Enhancement Course for approximately 20 employees to assist in Council Report Writing and general correspondence for the community.
 - Code of Conduct and Appropriate Workplace Behaviour for all employees in September 2020 when the new Code of Conduct was released
 - Internal Finance System Training
 - Crocodile Risk Management Courses for our outdoor workforce working around our lakes
 - Freedom of Information Training
 - Recruitment and Merit Selection Training
 - Project Management Training
 - Risk and Audit Training
 - WHS Committee Training.
- In addition to this a group of employees represented Council at the Local Government Management Challenge 2021 in Alice Springs. Council was also represented at the No Woman Left Behind Conference in March 2021 by some of our female staff.

SUPPORTING STAFF THROUGH COVID-19

Council continued to ensure our employee safety and wellbeing during the pandemic.

COVID-19 employee initiatives include:

- provided paid leave and flexible work arrangements for employees including casuals and contractors during lock down period in 2021
- provided flu immunisations free of charge to all employees with 61 employees and Elected Members taking the opportunity to get their flu shots in early April
- provided time during work hours for employees to obtain their COVID-19 vaccinations and made available flexible leave arrangements for staff recovering from vaccination reactions.

NATIONAL PLANNING AWARD FOR THE COMMUNITY PLAN

In partnership with DemocracyCo, Council stepped outside the usual approaches to community planning and trusted a group of 40 community members to create the Community Plan. City of Palmerston won the Planning Institute Australia President's Award 2021 for the development of its Community Plan.

Territory Day firework display

COMMUNITY SATISFACTION SURVEY RESULTS

There was an increase in Council's score on its performance with initiatives and services under the Community Plan outcome of Governance in 2020–21.

Council received its highest performance score for being effectively accountable to the community. Providing residents the opportunity to comment on decision making and interact with Council performed lowest in this outcome area, but showed an increase compared to 2020.

Measure		Score 2019	Score 2020	Score 2021	Change
How:	Accountable is the City of Palmerston Council?	6.13	6.27	6.79	0.52
	Effective is the City of Palmerston Council?	6.22	6.41	6.88	0.27
Performance in:	Providing you with the opportunity to comment on Council's decision making and interact with Council	5.63	5.71	5.90	0.19
	Achieving funding and getting things done by working in partnership with government and the community	6.05	6.30	6.70	0.40
Overall:		6.01/10	6.17/10	6.52/10	0.35

LOOKING FORWARD TO 2021–22

- Expanding the municipal boundary of to include unincorporated land to the north of Palmerston, including Wishart Business Precinct and Northcrest.
- Upcoming Council elections in August and welcoming the 10th Council onboard.

OUR COMMITMENT TO ENGAGE

IN THIS SECTION

- Involving our community



“ WE ARE COMMITTED TO WORKING ALONGSIDE OUR COMMUNITY IN PLANNING OUR CITY’S FUTURE. ”

.....

Council has identified the value of community feedback and consultation and continues to involve residents in the challenges and opportunities we meet. Hearing views of the community gives Council a clearer direction for our future that is relevant to the people of Palmerston.

MEASURES OF SUCCESS

City of Palmerston improved the connection and engagement with the community with:



346,860

FACEBOOK REACH GREW 15.4% FROM THE PREVIOUS YEAR



15,600

NUMBER OF FACEBOOK FOLLOWERS. AN INCREASE OF 18.6% FROM THE PREVIOUS YEAR



49

MEDIA RELEASES SENT



80,000

NUMBER OF USERS OUR TOP THREE PERFORMING POSTS REACHED



6

NUMBER OF MAJOR PROJECT COMMUNITY CONSULTATIONS

COMMUNITY AWARENESS

City of Palmerston provides a strong voice on matters that are relevant to Palmerston and community members. This information is distributed through channels and platforms such as: NT News advertisements and classifieds, television advertisements local radio including Hot 100, Mix 104.9, ABC Darwin, Territory FM and First Nations radio, Off-the-Leash magazine, LG In focus magazine and social media (Facebook, YouTube, Instagram and LinkedIn).

Paid media placements were arranged for the various events lead by the community services team and consisted of a 30-second television commercials, 15 and 30-second radio commercials, 30-second radio live-reads, press advertisements and digital display ads.

City of Palmerston used our own channels to display videos, events, programs, activities, initiatives and Council decisions

From the 49 media releases sent out in 2020–21, we received more than 720 mentions in mainstream media. The coverage recorded a potential reach of 2.3 million people, with an estimated ASR (advertising sales rate) of \$6.4 million. Data wasn't recorded from 1 July – 19 August 2020. The highest number of mentions was recorded in March and June 2021 at 108 and 167 respectively.

Council's website is continually updated throughout the year and provides an important resource for community on updates such as major project, local plans and strategies, regulatory services, community services updates and local events.

The website aims to always improve in the design for residents to ensure an efficient and effective user experience. Over half of Council website users access via their smart phones, which indicates the need to be mobile friendly.

The 2020 Community Satisfaction Survey showed 43% of our community obtained information from Council's website and 27% from Facebook.

ENGAGING WITH THE COMMUNITY

Engaging with the community on the future of Palmerston continues to be a priority for the City of Palmerston. And community 'had their say' on a number of matters.

Community consultations were extensive for 2020–21. The aim of consulting with the community is to test ideas and concepts and encourage feedback on different initiatives that can influence the lives of people and local business operations. Palmerston is 'A Place for People', and our community consultations are an effective way to ensure we continue to be.

PALMERFUN MAKES AN IMPACT

City of Palmerston had a stall at the 70th Royal Darwin Show in 2021. It certainly was 'A Place for People', with the stall packed full of visitors all day, every day. The new look 'PalmerFUN stall' wooed customers in with epic 'story time', free cool slushies, free coffee and heaps of kid-friendly activities.

The Mayor and Elected Members all attended the display over the three days and helped with the giveaway of our Yellow Brick Road free tree sapling.

For the 2021 event, City of Palmerston stole the show with first place for the best government stall and best overall stall for the show. A great achievement for the Council and residents.

COUNCIL CONSULTATION PROJECTS

Playground and Play Space Strategy

Council consulted the community to seek feedback on what our play and active recreation spaces in Palmerston would look like in the future. These spaces are an important part of our social and emotional and physical health of our community members.

Palmerston (Animal Management) By-Laws

City of Palmerston undertook a review of the current Animal Management By-Laws to better cater for the needs of our growing community to ensure they are reflective of contemporary legislative standards.

Inclusive, Diverse and Accessible Policy Framework

Council sought feedback on a draft policy framework which set out to guide future practices for increased community inclusion and representation across all facets of Council.

SWELL

City of Palmerston announced the proposed revitalisation of the Palmerston Pool and Fitness Centre. These upgrades will ensure Palmerston provides a range of aquatic and leisure facilities to our diverse community.

Marlow Lagoon Dog Park redevelopment

After a community petition, City of Palmerston completed a consultation that covered a number of upgrades set for the Marlow Lagoon dog park. These upgrades consisted of a separate 'small-dog' area, Lake edge improvements, education equipment, landscaping and sensory areas.

Gray Community Hall redevelopment

Gray Hall redevelopment went out for consultation to gain feedback on desired uses and improvements the community wanted to see. These included a function space, water re-use systems, solar water heating and improved kitchen facilities.

Bakewell Dog Park

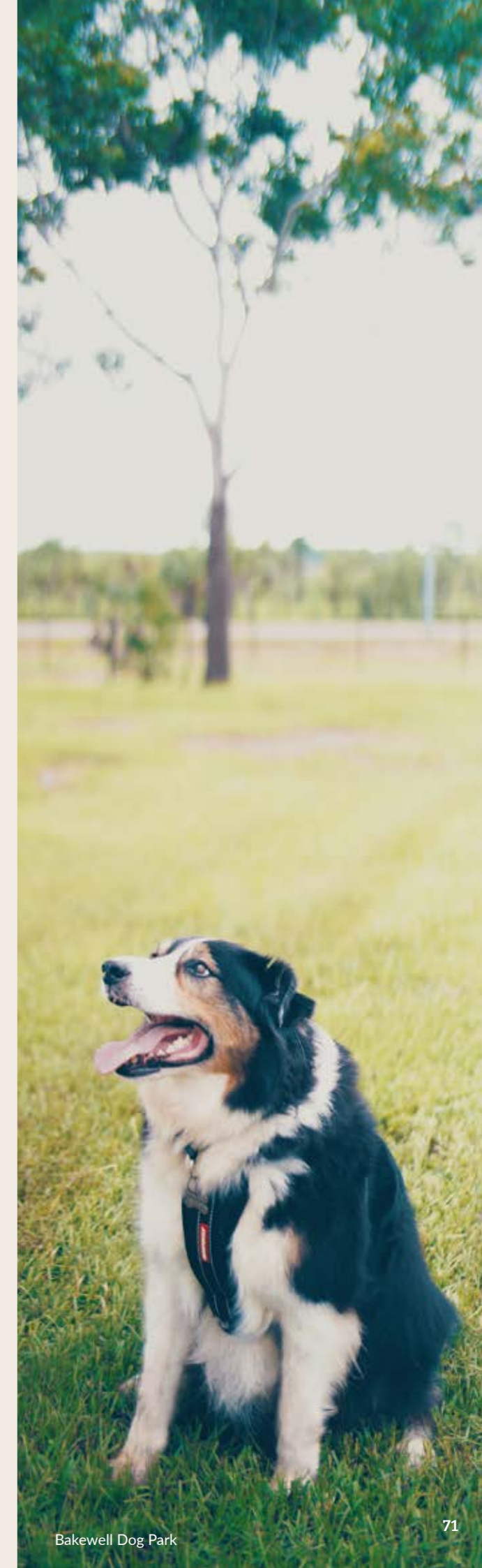
Council sought feedback from the community to consider converting the Maurice Terrace off-leash dog park from temporary to permanent. The park is now a permanent off-leash park, giving residents of Bakewell a place to allow their (well-behaved) dogs to roam free.

Draft Municipal Plan and Budget 2020–21

The draft plan went out for community consultation for one month, and all submissions were received at an ordinary Council meeting in July 2020.

Draft FIN02 Rating Policy

A draft policy went out for consultation about levying rates in a consistent, transparent and equitable manner for Palmerston homeowners.



OUR PEOPLE

IN THIS SECTION

- An employer of choice
- Create a diverse workforce
- Support staff wellbeing

EMPLOYER OF CHOICE

Council is an employer of choice, building a diverse and gender-balanced workforce.

Council continues to demonstrate its commitment to strengthening the experience and skillsets of our people through personal development and organisation-wide training initiatives.

These initiatives include:

- leadership and management training
- team-building activities
- enhancement of policies promoting development and training upskilling all staff on new work practices and policies
- continuous improvement of our workplace benefits packages, which offer employee support services such as health benefits, enhanced leave entitlements, flexible working arrangements and salary sacrifice options.

City of Palmerston finalised negotiation of the Enterprise Agreement 2020 in December 2020. The inclusion of a generous paid parental leave entitlement reaffirms Council's commitment to being an employer of choice.

Council successfully rolled out a new Code of Conduct in September 2020 and our Customer Charter in 2021.



101
LOCAL PEOPLE
EMPLOYED



18
EMPLOYEES BORN
OVERSEAS



65%
WORKFORCE IS
FEMALE



35%
WORKFORCE IS
MALE



67%
OF SENIOR LEADERSHIP
ROLES ARE FILLED BY
FEMALES



LEFT: Library customer service

OUR LOCAL STAFF

At 30 June 2021, City of Palmerston employed 101 local people as full-time, part-time and casual employees (headcount).

Council recruited 50 employees in 2020-21, and 35 employees left Council during the year.

DIVERSE WORKFORCE

Diversity and age of workforce as of 30 June 2021.

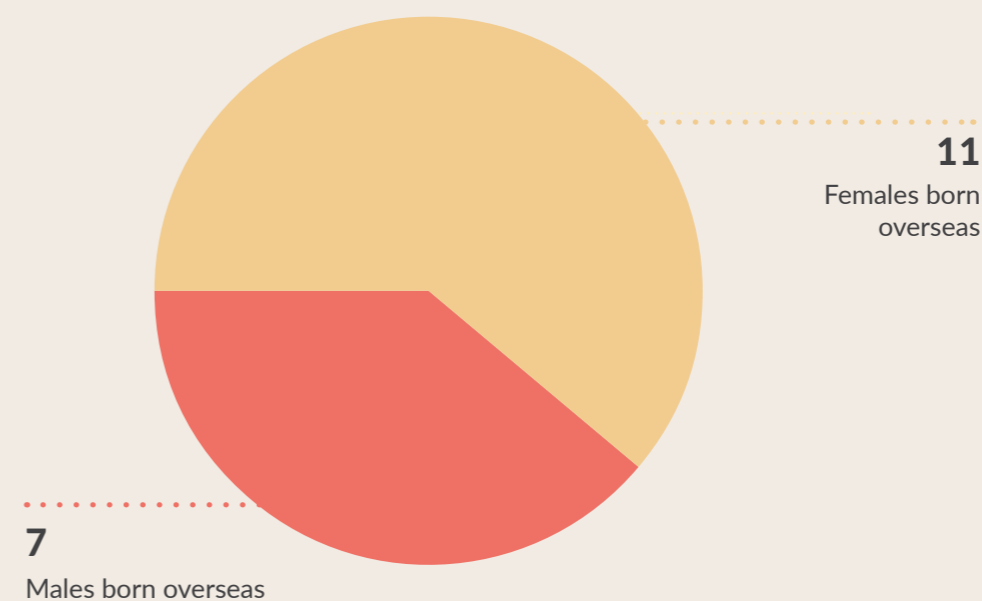
Diversity of Age and Gender of Workforce	Male	Female	Total (headcount)
18-24 years	5	2	7
25-29 years	3	8	11
30-34 years	6	13	19
35-39 years	4	14	18
40-44 years	5	9	14
45-49 years	5	8	13
50-54 years	4	4	8
55-59 years	3	2	5
60-64 years	1	2	3
65-70 years	1	2	3
70+ years	-	-	-
	37	64	101

SALARY BREAKDOWN AS OF 30 JUNE 2021

Employee by Salary	Male	Female	Total (headcount)
\$0 - \$67,048	1	5	6
\$67,049 - \$73,537	5	20	25
\$73,538 - \$80,048	6	10	16
\$80,049 - \$84,783	11	4	15
\$84,784 - \$92,068	2	10	12
\$92,069 - \$101,111	1	4	5
\$101,112 - \$110,640	5	1	6
\$110,641 - \$115,000	1	-	1
\$115,001 - \$130,000	3	5	8
\$130,001 - \$160,000	1	2	3
\$160,001 - \$200,000	-	2	2
\$200,000+	1	1	2
			101

*Please note that casual and part-time employees are assumed to work full-time hours.

NUMBER OF EMPLOYEES BORN OVERSEAS BY GENDER AS OF JUNE 2021



EMPLOYEE SATISFACTION SURVEY

Council conducted two employee satisfaction survey during 2020 -21 to gauge employees' feelings about working at City of Palmerston.

The surveys are aimed at identifying areas Council can continue to enhance the work environment and meet communication, recognition, resourcing and teamwork expectations of our employees.

The survey showed an increase in:

- communication among the workforce
- receiving recognition for doing good work
- having the tools and resources to do the job.

The overall score for Council was approximately five percent above the previous survey, and work continued around improving communication and recognition throughout the reporting period

EMPLOYEE WELLBEING

City of Palmerston supported several initiatives to improve employee wellbeing and connections through human resources engagement activities.

In 2020-21 these included:

CEO ROADSHOW, EMPLOYEE TOURS AND ENGAGEMENT

The CEO met with employees once each quarter at CEO Roadshows at the recreation centre and Civic Plaza. The CEO personally hosted all new employees on a 'City of Palmerston Tour', showing them the sites of Palmerston, Council properties, projects underway, Council facilities and providing a history of the suburbs.

The aim of the roadshows is for new employees to connect with their employer and learn more about the Palmerston community and projects underway.

PROGRESSION OF SENIOR LEADERSHIP TEAM

In February 2020, the senior leaders of the organisation established the Senior Leadership Team, a group comprising all department managers.

In 2020-21, this group continued to deliver organisation-wide projects, including development and implementation of the Customer Service Charter, completing leadership development training programs and working together to collaborate more effectively across the organisation.

R U OK? DAY IN 2020

With 2020 being a challenging year for everyone, it was more important than ever for us all to stay connected. Council promoted services offered to our employees and discussed R U OK? Day to raise awareness to mental health and wellbeing.

AUSTRALIA'S BIGGEST MORNING TEA

In June 2021, we supported the Cancer Council by holding Australia's Biggest Morning tea at the recreation centre. All employees were invited to attend, take part in baking and coin toss competitions to raise proceeds for this important charity, where we raised approximately \$100 for the cause.

INTERNATIONAL MEN'S HEALTH DAY

On 19 November 2020, the People and Customer, Community and Lifestyle teams and community groups coordinated a breakfast for all employees across City of Palmerston and community members. This was to reiterate the importance of the day and raise awareness of men's health. City of Palmerston employees joined community members for breakfast cooked by the students at Clontarf Foundation. Information packs were provided to attendees.

WORK EXPERIENCE

During 2020-21, City of Palmerston hosted two year 10 work experience students from Palmerston

Senior College and Mackillop College. Both students had the opportunity to spend one week at City of Palmerston and gain an insight into the daily operations of Council and how we service the community

We were joined at the end of June 2021 by Makayla, a year 10 Palmerston Senior College student, also completing a Certificate II in Business. Makayla spent most of her time with Customer Experience, and also spent time with the library team, Regulatory Services and Finance. Makayla was thrilled to meet library team members that she remembered from her childhood growing up in Palmerston.

In an appreciation letter written to elected members, Makayla said she 'learnt a lot of things that I didn't know about the Council and Palmerston itself - one thing being "road furniture" which I thought was pretty cool. I had a wonderful time and will definitely be recommending the Council as a great place to do work experience/ placement.'

LOCAL GOVERNMENT MANAGEMENT CHALLENGE, 2021

City of Palmerston was also represented at the Local Government Management Challenge held in Alice Springs in April 2021. The Management Challenge is a simulation-based team building, learning and networking program using real local government themes. Seven employees took part in the challenge, and we are proud of their achievement and representation of City of Palmerston at the challenge.



International Mens Day Event

2020-21 FINANCIAL PERFORMANCE REVIEW

In the 2020-21 financial year, City of Palmerston generated a total comprehensive income surplus of \$11.77 million. Total comprehensive income is inclusive of one-off items such as revaluation and fair value movements on assets, and non-recurring capital grants received as well as assets and contributions received free of charge from developers and the Northern Territory Government. After the removal of these items, Council ended the financial year with an operational deficit of \$6.88 million inclusive of depreciation. The original budget had an operating deficit of \$6.377 million.

Description	2021 Actual	2021 Original Budget	% Change Budget to Actual
Total Operational Income (\$) '000	34,369	33,767	1.78%
Total Operational Expenses (\$) '000	41,252	40,144	2.76%
Operating Surplus / (Deficit) (\$) '000	(6,883)	(6,377)	7.93%

The variances between actuals and original budget are non-material being below 10%. The increase in operating income is contributed to increments in operating grants received and additional rates income from new subdivisions. The 2.76% increment in Operating Expenses are expenses for specific projects like myPalmerston that were considered through the budget review processes by Council during the year, as well as the Depreciation increasing to \$10.86 million due to nearly \$5.62 million of additions in asset values held by Council.

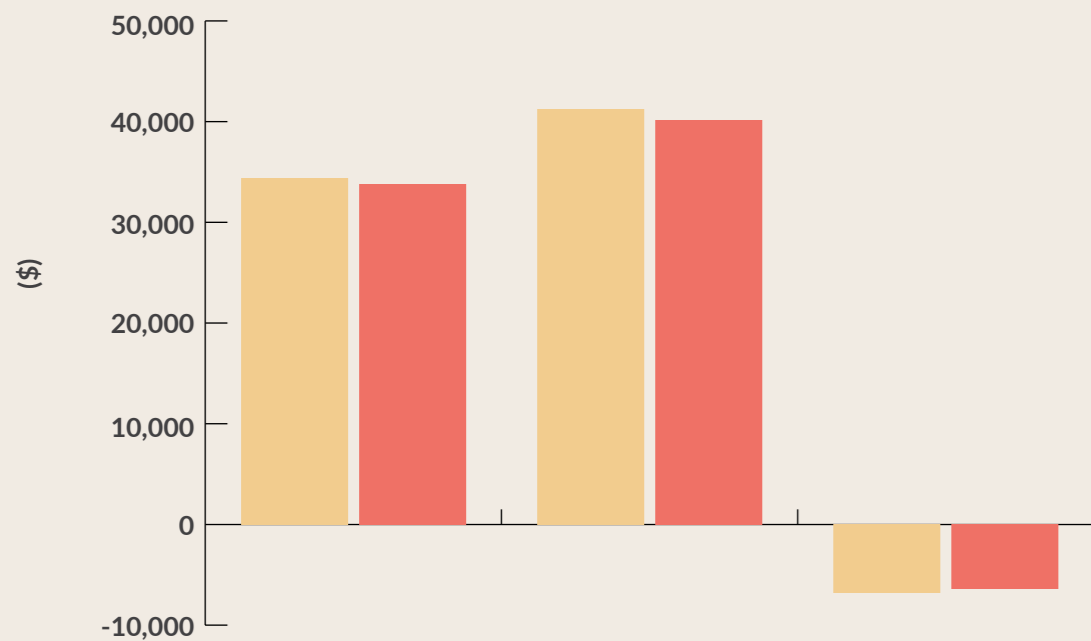
GENERAL PURPOSE FINANCIAL STATEMENTS

IN THIS SECTION

- 2020-21 financial statements review
- General purpose financial statements
- Statement of comprehensive income
- Statement of financial position
- Statement of changes in equity
- Statement of cash flows
- Notes to and forming part of the financial report



2020-2021 ACTUALS VS ORIGINAL BUDGET



	Total Operational Income (\$),000	Total Operational Expenses (\$),000	Operating Surplus/(Deficit) (\$),000
2020 Actual	34,369	41,252	(6,883)
2021 Original Budget	33,767	40,144	(6,377)

Operating Surplus/(Deficit) includes non-cash items like depreciation. Council remains compliant with legislation.

TOTAL INCOME

	2021 Actual	2021 Original Budget	% Change Budget to Actual
Total Income			
Rates and Annual Charges	29,340	28,880	1.59%
Statutory Charges	136	138	-1.45%
User Charges	759	807	-5.95%
Grants, Subsidies and Contributions	2,966	2,846	4.22%
Capital Grants	2,383	922	158.46%
Investment Income	722	993	-27.29%
Reimbursements and Other Revenue	446	102	337.25%
Total Income	36,752	34,688	5.95%

Changes of more than 10% are explained on next page

RATES AND ANNUAL CHARGES

Council continued to support ratepayers through the impact of the COVID-19 pandemic by not increasing rates and waste charges for 2020-21. Council further extended its support through rate relief measures for residential and commercial ratepayers. The slight increase in rates is because of increased property development beyond budget expectations.

GRANTS, SUBSIDIES AND CONTRIBUTIONS INCLUDING CAPITAL

Grant funding income inclusive of capital grants forms the largest variance to the budgeted income of approximately \$1.58 million. This occurred as Council initially did not budget for the additional funding received from the Commonwealth Government for the Local Road Community Infrastructure Program (LRCI) and other smaller grants from all levels of government. This funding was made available due to the impact of the COVID-19 pandemic and is being spent on projects over the 2020-21 and 2021-22 financial years.

The application of Accounting Standards AASB 1058 impacted the way that Council recognised particular capital purpose grants. The timing of

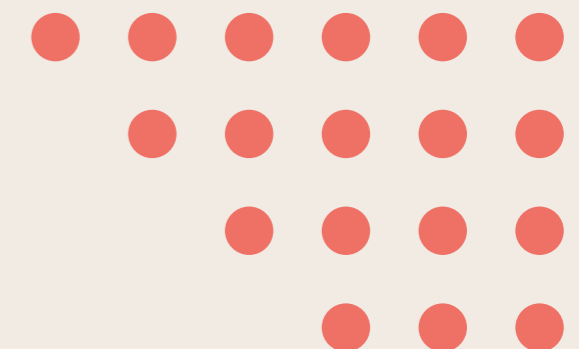
income recognition depends on whether grant income transaction gives rise to a liability or other performance obligation, related to an asset (such as cash or another asset) received by an entity. Consequently, grant funding with performance obligations is reflected in liabilities and not recognised as income in the year it is received. As a result, Council recognised approximately \$4.4 million in grants liability in 2020-21 that comprises unbudgeted grant funding received for Greening, Cooling, Lighting, Pathways and other projects from the Territory Government to be spent in the 2021-22 financial year.

INVESTMENT INCOME

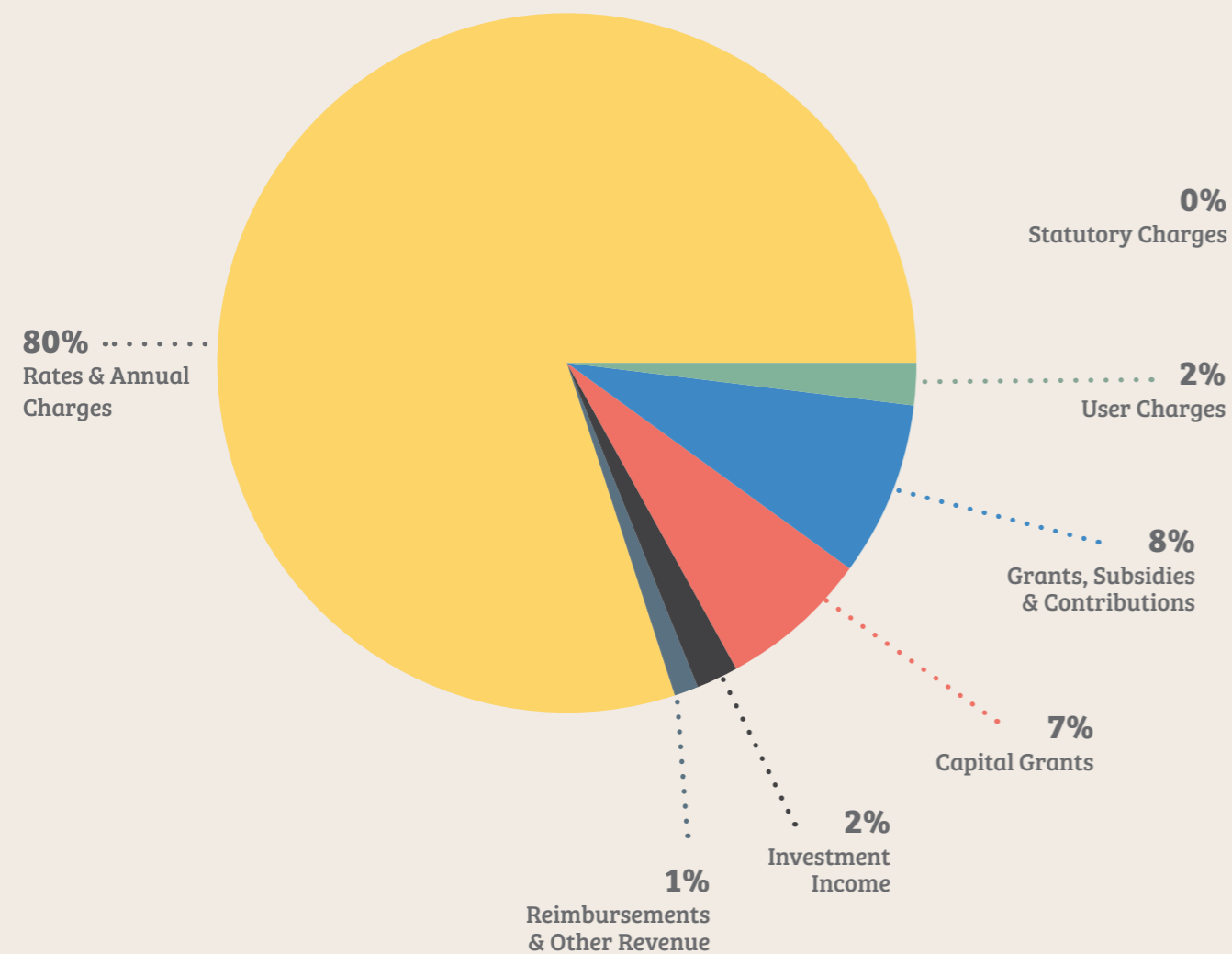
Investment income for the 2020-21 financial year was below the original budget primarily due to a drop of interest rates on the term deposits caused by market depression.

REIMBURSEMENTS AND OTHER REVENUE

During 2020-21 financial year, Council received income from several sources including shared service agreements as well as unbudgeted insurance recovery from public vandalism incidents that incurred additional cost at the same time.



INCOME BY SOURCE



EXPENSES

Description	2021 Actual	2020 Original Budget	% Change Budget to Actual
Employee costs	9,808	10,095	-2.84%
Materials, contracts and other expenses	20,579	19,649	4.73%
Depreciation, amortisation and impairment	10,865	10,400	4.47%
Total Expenses	41,252	40,144	2.76%

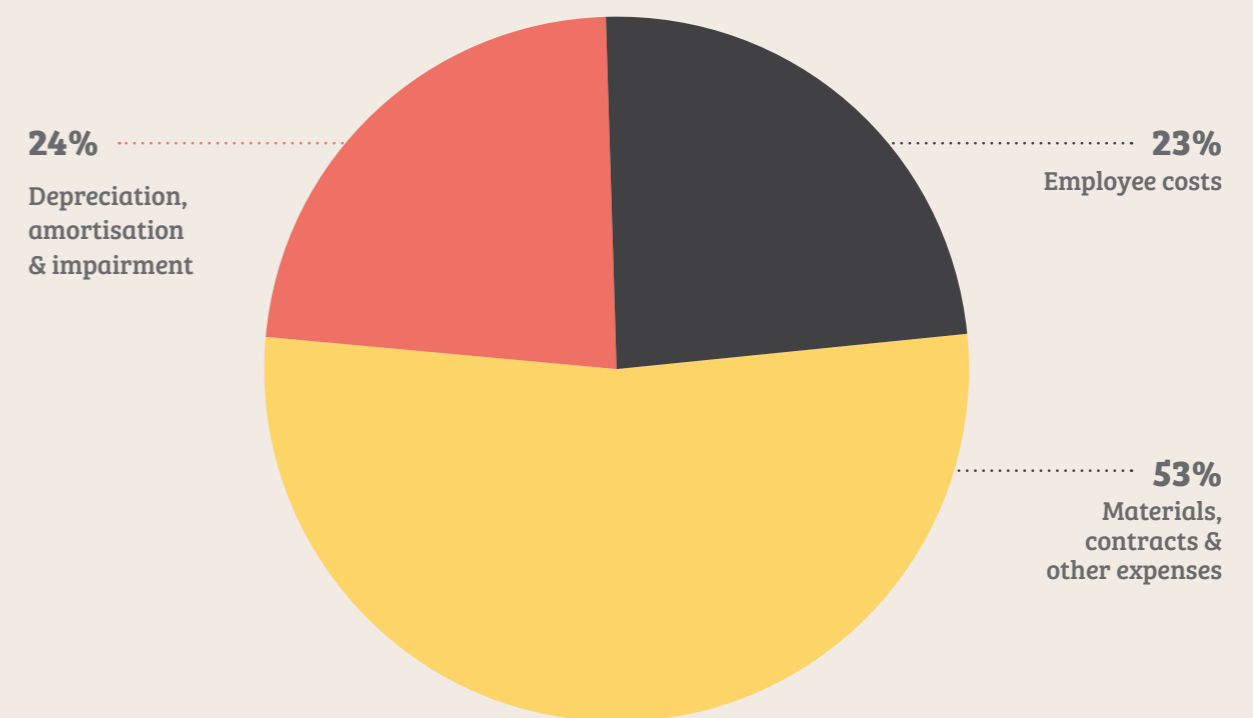
EXPENSES EXCLUDING DEPRECIATION, AMORTISATION AND IMPAIRMENT

Overall expenses for 2020-21 is in line with budget expectations. Employee costs are slightly below budget mainly due to some vacant positions periodically filled by staff hired through employment agencies (cost included under contracts) due to recruitment difficulties during the COVID-19 pandemic. Other increases under Materials, contracts and other expenses related to specific projects like the grant funded MyPalmerston economic support program and additional consultants cost for the progression of major projects, like the Swimming Wellness Events Leisure Lifestyle (SWELL) pool upgrades.

DEPRECIATION, AMORTISATION AND IMPAIRMENT

Depreciation, amortisation and impairment for 2020-21 is slightly above budget. This is mainly due to several projects that were completed as of 30 June 2021 that resulted in nearly \$5.62 million assets added during the financial year. As part of Council's five-year rolling revaluation cycle, Council engaged a certified independent valuer to do an assessment of fair value for footpaths and driveways. This assessment increased the valuation of these assets by \$14.18 million. The revaluation application date is 30 June 2021, any changes in fair value will be reflected in depreciated in following years.

EXPENSES BY TYPE



EMPLOYEE LEAVE ENTITLEMENT PROVISION

The employee leave entitlement provision is established to recognise the value of both short and long-term leave (excluding sick leave) that has accrued, but that remains untaken as of 30 June each year. The provision recognises the fact that if an employee finishes with the organisation, there would be a financial cost as the employee would be entitled to receive payment for the untaken leave.

The below table identifies the trend that is occurring at City of Palmerston..

Year	Short Term (000's)	Long Term (000's)	Total (000's)	Percentage Increase
2016	696	504	1,200	
2017	960	393	1,353	12.75%
2018	1,036	396	1,432	5.84%
2019	1,345	423	1,768	23.46%
2020	1,260	377	1,637	-7.41%
2021	1,317	317	1,634	-0.18%

Although it is reasonable that there will usually be an increase in the value of the leave due to enterprise agreement increases and increase in numbers of employees, the entitlements in 2021 have decrease slightly compared to 2020. This can be attributed to Council managing staff leave proactively and some entitlements being paid out as staff completed their contract terms with Council. The short-term portion of the provision is backed by short term assets, including cash and cash equivalents, thereby ensuring that the organisation can pay short term entitlements as required.

The long-term provision represents long service leave accrued, but not yet available to the employee as they have not met the required number of years' service. However, as soon as the employee meets that requirement, the provision becomes a short-term provision and is short-term asset backed.

RESERVES

Council held \$18.85 million in reserves as of 30 June 2021 and this is \$3.1 million above the original budgeted reserve balance. The increase in capital works rollover, waste management reserve and working capital reserve were the main attributes to the increase in the reserve balance as of 30 June 2021.

The Unexpended Capital Works Reserve contains \$4.59 million for the finalisation of the 2020-21 capital programs in 2021-22 financial year whilst the Unexpended Grant Reserve is at \$0.2 million as a result of the application of Accounting Standard AASB 1058 where grant funding with performance obligations is reflected in liabilities instead of reserves.

The Waste Management Reserve is at \$3.14 million, which includes \$0.4 million grant received in late June 2021 for the Archer Waste Facility and \$0.6 million of profit generated through expenditure savings. Developer Funds in Lieu of Construction is at \$2.06 million and includes the internal loan repayment for the Making the Switch Project, contributions received from Developers and expenditure on Driveways, Pathways and landscaping for the 2020-21 financial year.

The Working Capital Reserve is at \$7.58 million, representing the cash available to Council to undertake its daily operations. In the original budget for 2020-21 Council estimated that working capital reserves would be \$5.63 million and the increase is mainly related to approximately \$1 million of Financial Assistance Grant funding received in advance for 2021-22 financial year in late June 2021, unspent capital works and cost savings across Council's budget.

The Council's reserve structure is in line with Council's Reserve which provides the community with greater clarity and transparency about the purpose of funds held by Council and the level of funds available to the Council for discretionary use.



GENERAL PURPOSE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

87 CHIEF EXECUTIVE OFFICER'S STATEMENT

PRIMARY FINANCIAL STATEMENTS

- 88 Statement of Comprehensive Income
- 89 Statement of Financial Position
- 90 Statement of Changes in Equity
- 91 Statement of Cash Flows

92 NOTES TO AND FORMING PART OF THE
PRINCIPAL FINANCIAL STATEMENTS

127 INDEPENDANT AUDITOR'S REPORT

City of Palmerston

Financial Statements 2021

General Purpose Financial Statements
for the year ended 30 June 2021

Chief Executive Officer's Statement

Chief Executive Officer's Statement

I, Luccio Franco Ceracarelli, the Chief Executive Officer of City of Palmerston, hereby certify that the Annual Financial Statements:

- have been drawn up in accordance with the applicable Australian Accounting Standards, the *Local Government Act 2008* and the *Local Government (Accounting) Regulations* so as to present fairly the financial position of the Council and the results for the year ended 30 June 2021; and
- are in accordance with the accounting and other records of Council.



Luccio Franco Ceracarelli
CHIEF EXECUTIVE OFFICER

Date: 20 October 2021



City of Palmerston

Financial Statements 2021

Statement of Comprehensive Income
for the year ended 30 June 2021

\$ '000	Notes	2021	2020
Income			
Rates	2a	29,340	28,840
Statutory Charges	2b	136	153
User Charges	2c	759	910
Grants, Subsidies and Contributions	2g	2,966	2,930
Investment Income	2d	722	1,039
Reimbursements	2e	3	5
Other income	2f	443	1,853
Total Income		34,369	35,730
Expenses			
Employee costs	3a	9,808	9,206
Materials, Contracts and Other Expenses	3b	20,533	21,576
Depreciation, Amortisation and Impairment	3c	10,865	9,777
Finance Costs	3d	46	53
Total Expenses		41,252	40,612
Operating Surplus / (Deficit)		(6,883)	(4,882)
Physical Resources Received Free of Charge	2i	3,327	518
Asset Disposal & Fair Value Adjustments	4	(1,238)	(45)
Amounts Received Specifically for New or Upgraded Assets	2g	2,383	4,481
Net Surplus / (Deficit)		(2,411)	72
Other Comprehensive Income			
Amounts which will not be reclassified subsequently to operating result			
Changes in Revaluation Surplus - I,PP&E	9a	14,184	7,457
Total Amounts which will not be reclassified subsequently to operating result		14,184	7,457
Total Other Comprehensive Income		14,184	7,457
Total Comprehensive Income		11,773	7,529

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

City of Palmerston

Financial Statements 2021

Statement of Financial Position
as at 30 June 2021

\$ '000	Notes	2021	2020
ASSETS			
Current assets			
Cash & Cash Equivalent Assets	5a	10,844	17,422
Trade & Other Receivables	5b	2,378	2,073
Other Financial Assets (Investments)	5c	20,665	9,165
Total current assets		33,887	28,660
Non-current assets			
Other Non-Current Assets	6	4,024	4,409
Infrastructure, Property, Plant & Equipment	7	564,724	554,098
Investment Property	7b	5,400	5,200
Total non-current assets		574,148	563,707
TOTAL ASSETS		608,035	592,367
LIABILITIES			
Current Liabilities			
Trade & Other Payables	8a	13,409	9,281
Borrowings	8b	235	228
Provisions	8c	1,390	1,357
Total Current Liabilities		15,034	10,866
Non-Current Liabilities			
Borrowings	8b	1,276	1,510
Provisions	8c	1,767	1,806
Total Non-Current Liabilities		3,043	3,316
TOTAL LIABILITIES		18,077	14,182
Net Assets		589,958	578,185
EQUITY			
Accumulated surplus		202,789	206,259
Asset revaluation reserves	9a	368,316	354,132
Other reserves	9b	18,853	17,794
Total Council Equity		589,958	578,185
Total Equity		589,958	578,185

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

City of Palmerston

Financial Statements 2021

Statement of Changes in Equity
for the year ended 30 June 2021

\$ '000	Notes	Accumulated surplus	Asset revaluation reserve	Other reserves	Carrying amount
2021					
Balance at the end of previous reporting period		206,259	354,132	17,794	578,185
Restated opening balance		206,259	354,132	17,794	578,185
Net Surplus / (Deficit) for Year		(2,411)	–	–	(2,411)
Other Comprehensive Income					
- Gain (Loss) on Revaluation of I,PP&E	7a	–	14,184	–	14,184
Other comprehensive income		–	14,184	–	14,184
Total comprehensive income		(2,411)	14,184	–	11,773
Transfers between Reserves		(1,059)	–	1,059	–
Balance at the end of period		202,789	368,316	18,853	589,958
2020					
Balance at the end of previous reporting period		204,380	346,675	27,428	578,483
Adjustments (due to compliance with revised Accounting Standards) - not retrospective		(7,827)	–	–	(7,827)
Restated opening balance		196,553	346,675	27,428	570,656
Net Surplus / (Deficit) for Year		72	–	–	72
Other Comprehensive Income					
- Gain (Loss) on Revaluation of I,PP&E	7a	–	7,457	–	7,457
Other comprehensive income		–	7,457	–	7,457
Total comprehensive income		72	7,457	–	7,529
Transfers between Reserves		9,634	–	(9,634)	–
Balance at the end of period		206,259	354,132	17,794	578,185

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

City of Palmerston

Financial Statements 2021

Statement of Cash Flows
for the year ended 30 June 2021

\$ '000	Notes	2021	2020
Cash flows from operating activities			
<u>Receipts</u>			
Rates		29,139	28,458
Statutory Charges		136	153
User Charges		823	920
Grants, Subsidies and Contributions (operating purpose)		2,966	2,930
Investment Receipts		722	1,039
Reimbursements		3	5
Other Receipts		2,709	4,996
<u>Payments</u>			
Payments to Employees		(9,730)	(9,407)
Payments for Materials, Contracts & Other Expenses		(23,006)	(24,409)
Finance Payments		(46)	(53)
Net cash provided by (or used in) Operating Activities	11b	3,716	4,632
Cash flows from investing activities			
Amounts Received Specifically for New/Upgraded Assets		6,488	1,609
Sale of Replaced Assets		205	39
Sale of Surplus Assets		–	3
<u>Payments</u>			
Expenditure on Renewal/Replacement of Assets		(745)	(5,520)
Expenditure on New/Upgraded Assets		(4,493)	(5,511)
Net Purchase of Investment Securities		(11,500)	(1,501)
Net cash provided (or used in) investing activities		(10,045)	(10,881)
Cash flows from financing activities			
<u>Payments</u>			
Repayments of Borrowings		(227)	(222)
Repayment of Bonds & Deposits		(22)	(32)
Net Cash provided by (or used in) Financing Activities		(249)	(254)
Net Increase (Decrease) in Cash Held		(6,578)	(6,503)
plus: Cash & Cash Equivalents at beginning of period		17,422	23,925
Cash and cash equivalents held at end of period	11a	10,844	17,422
Additional Information:			
plus: Investments on hand – end of year	5c	20,665	9,165
Total Cash, Cash Equivalents & Investments		31,509	26,587

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

City of Palmerston

Financial Statements 2021

Notes to and forming part of the Principal Financial Statements
for the year ended 30 June 2021

Contents of the Notes accompanying the General Purpose Financial Statements

Note	Details	Page
1	Summary of Significant Accounting Policies	8
2	Income	15
3	Expenses	19
4	Asset Disposal & Fair Value Adjustments	20
5	Current Assets	21
6	Non-Current Assets	21
7	Infrastructure, Property, Plant & Equipment & Investment Property	22
8	Liabilities	27
9	Reserves	28
10	Assets Subject to Restrictions	29
11	Reconciliation to Statement of Cash Flows	30
12(a)	Functions	31
12(b)	Components of Functions	32
13	Financial Instruments	33
14	Capital Expenditure and Investment Property Commitments	36
15	Financial Indicators	37
16	Leases	38
17	Superannuation	39
18	Contingencies & Assets/Liabilities Not Recognised in the Balance Sheet	40
19	Events after the Balance Sheet Date	40
20	Related Party Transactions	41

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements
for the year ended 30 June 2021

Note 1. Summary of Significant Accounting Policies

The principal accounting policies adopted by Council in the preparation of these financial statements are set out below.

These policies have been consistently applied to all the years presented, unless otherwise stated.

(1) Basis of Preparation**1.1 Compliance with Australian Accounting Standards**

This general purpose financial report has been prepared in accordance with Australian Accounting Standards as they apply to not-for-profit entities, other authoritative pronouncements of the Australian Accounting Standards Board, Interpretations, the requirements of the *Local Government Act 2008*, the Local Government (Accounting) Regulations and other relevant Northern Territory legislation.

Local Government Act 2019 came into effect from 1 July 2021 which will be applied in the preparation of general purpose financial report for 30 June 2022.

The financial report was authorised for issue on 20 October 2021.

1.2 Historical Cost Convention

Except as stated below, these financial statements have been prepared in accordance with the historical cost convention.

1.3 Critical Accounting Estimates

The preparation of financial statements in conformity with Australian Accounting Standards requires the use of certain critical accounting estimates and requires management to exercise its judgement in applying Council's accounting policies.

The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are specifically referred to in the relevant sections of these Notes.

1.4 Rounding

All amounts in the financial statements have been rounded to the nearest thousand dollars (\$'000).

(2) The Local Government Reporting Entity

City of Palmerston is incorporated under the *NT Local Government Act 2008* and has its principal place of business at 1 Chung Wah Terrace, Palmerston. These financial statements include the Council's direct operations and all entities through which Council controls resources to carry on its functions. In the process of reporting on the Council as a single unit, all transactions and balances between activity areas and controlled entities have been eliminated.

(3) Income Recognition

Income is measured at the fair value of the consideration received or receivable. Revenue from contracts with customers is recognised when control of the goods or services are transferred to the customer at an amount that reflects the consideration to which the Council expects to be entitled in exchange for those goods and services. Performance obligations may be completed at a point in time or over time.

3.1 Grants

The Council recognises grant revenues under *AASB 1058 Income of Not-for-Profit Entities* (AASB 1058) or *AASB 15 Revenue from Contracts with Customers* (AASB 15) when appropriate.

In cases where there is an 'enforceable' contract with a customer with 'sufficiently specific' performance obligations, the transaction is accounted for under AASB 15 where income is recognised when (or as) the performance obligations are satisfied (i.e. when it transfers control of a product or service to a customer). Revenue is measured based on the consideration to which the Council expects to be entitled in a contract with a customer.

In other cases, AASB 1058 applies when a not-for-profit (NFP) entity enters into transactions where the consideration to acquire an asset is significantly less than the fair value of the asset principally to enable the entity to further its objectives. The excess of the asset recognised (at fair value) over any 'related amounts' is recognised as income immediately, except in the case where a financial asset has been received to enable the council to acquire or construct a recognisable non-financial asset that

City of Palmerston

Notes to the Financial Statements

for the year ended 30 June 2021

Note 1. Summary of Significant Accounting Policies (continued)

is to be controlled by the council. In this case, the council recognises the excess as a liability that is recognised over time in profit and loss when (or as) the entity satisfies its obligations under the transfer.

3.2 Rates Revenue

Rates revenue is recognised at the commencement of the rating period or, where earlier, upon receipt of the rates.

3.3 Non-cash contributions

Non-cash contributions with a value in excess of the recognition thresholds as stated in Note 1 – 6.2 are recognised as revenue and as non-current assets. Non-cash contributions below the thresholds are recorded as revenue and expenses. Physical assets contributed to Council by developers in the form of road works, stormwater and park equipment are recognised as revenue when the development becomes “on maintenance” (i.e. the Council obtains control of the assets and becomes liable for any ongoing maintenance) and there is sufficient data in the form of drawings and plans to determine the approximate specifications and values of such assets. All non-cash contributions are recognised at the fair value of the contribution received on the date of acquisition.

3.4 Developer Charges

Developers also pay infrastructure charges for the construction of assets, such as roads and stormwater drainage. Infrastructure charges are recognised as income when received.

3.5 Rental income

Rental revenue from investment and other property is recognised as income on a periodic straight-line basis over the lease term.

3.6 Interest and dividends

Interest received from term deposits is accrued over the term of the investment. No dividends were received during the reporting period.

3.7 Sales revenue

Sale of goods is recognised when the significant risks and rewards of ownership are transferred to the buyer, generally when the customer has taken undisputed delivery of the goods.

3.8 Statutory and User Charges

Statutory and User Charges are recognised upon unconditional entitlement to the funds. Generally, this is upon lodgement of the relevant applications or documents, issuing of the infringement notice or when the service is provided.

(4) Cash, Cash Equivalents and other Financial Instruments

Cash Assets include all amounts readily convertible to cash on hand at Council's option with an insignificant risk of changes in value with a maturity of three months or less from the date of acquisition.

Receivables for rates and annual charges are secured over the subject land, and bear interest at rates determined in accordance with the Local Government Act 2008. Other receivables are generally unsecured and do not bear interest.

All receivables are reviewed as at the reporting date and adequate allowance made for amounts the receipt of which is considered doubtful.

All financial instruments are recognised at fair value at the date of recognition, except for trade receivables from a contract with a customer, which are measured at the transaction price. A detailed statement of the accounting policies applied to financial instruments forms part of Note 13.

(5) Inventories

Council does not hold any inventories.

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 1. Summary of Significant Accounting Policies (continued)

(6) Infrastructure, Property, Plant & Equipment

6.1 Initial Recognition

All assets are initially recognised at cost. For assets acquired at no cost or for nominal consideration, cost is determined as fair value at the date of acquisition.

All non-current assets purchased or constructed are capitalised as the expenditure is incurred and depreciated as soon as the asset is held “ready for use”. Cost is determined as the fair value of the assets given as consideration plus costs incidental to the acquisition, including architects' fees and engineering design fees and all other costs incurred. The cost of non-current assets constructed by the Council includes the cost of all materials used in construction, direct labour on the project and an appropriate proportion of variable and fixed overhead.

6.2 Materiality

Assets with an economic life in excess of one year are only capitalised where the cost of acquisition exceeds materiality thresholds established by Council for each type of asset. In determining (and in annually reviewing) such thresholds, regard is had to the nature of the asset and its estimated service life.

Examples of capitalisation thresholds applied during the year are given below. No capitalisation threshold is applied to the acquisition of land or interests in land.

Furniture & Equipment	\$5,000
Plant & Equipment	\$5,000
Buildings & Other Structures	\$5,000
Roads	\$10,000
Footpaths and Bicycle ways	\$5,000
Kerb and Gutter	\$5,000
Motor Vehicles	\$5,000
Irrigation	\$5,000
Intangible Assets	\$10,000
Stormwater Drainage	\$10,000
Land Improvement	\$10,000

6.3 Subsequent Recognition

All material asset classes are revalued on a regular basis such that the carrying values are not materially different from fair value. Significant uncertainties exist in the estimation of fair value of a number of asset classes including land, buildings and associated structures and infrastructure. Further detail of these uncertainties, and of existing valuations, methods and valuers are provided at Note 7.

6.4 Depreciation of Non-Current Assets

Other than land, all infrastructure, property, plant and equipment assets recognised are systematically depreciated over their useful lives on a straight-line basis which, in the opinion of Council, best reflects the consumption of the service potential embodied in those assets.

Depreciation methods, useful lives and residual values of classes of assets are reviewed annually.

Major depreciation periods for each class of asset are listed below. Depreciation periods for infrastructure assets have been estimated based on the best information available to Council, as well as from an Engineering firm who undertook a review of the infrastructure assets in 2018. Extreme care should be used in interpreting financial information based on these estimates.

Plant, Furniture & Equipment

Furniture and Equipment	3 to 100 years
Motor Vehicles	5 to 10 years
Plant & Equipment	5 to 15 years

Building & Other Structures

Buildings	7.5 to 100 years
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City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 1. Summary of Significant Accounting Policies (continued)

Infrastructure

Roads – Earthworks	100 years
Roads – Pavement	35 to 100 years
Roads – Seal	10 to 60 years
Roads - Other	35 to 100 years
Footpaths and Bicycle ways	15 to 100 years
Kerb and Gutter	30 to 100 years
Driveways	15 to 100 years
Irrigation	25 to 30 years
Stormwater Drainage	60 to 100 years
Streetlights	75 to 100 years

Other Assets

Land Improvement	3 to 100 years
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6.5 Impairment

Assets whose future economic benefits are not dependent on the ability to generate cash flows, and where the future economic benefits would be replaced if Council were deprived thereof, are not subject to impairment testing.

Other assets that are subject to depreciation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount (which is the higher of the present value of future cash inflows or value in use).

Where an asset that has been revalued is subsequently impaired, the impairment is first offset against such amount as stands to the credit of that class of assets in Asset Revaluation Reserve, any excess being recognised as an expense.

6.6 Borrowing Costs

Borrowing costs in relation to qualifying assets (net of offsetting investment revenue) have been capitalised in accordance with AASB 123 "Borrowing Costs". The amounts of borrowing costs recognised as an expense or as part of the carrying amount of qualifying assets are disclosed in Note 3, and the amount (if any) of interest revenue offset against borrowing costs in Note 2.

(7) Investment property

Investment property comprises land &/or buildings that are principally held for long-term rental yields, capital gains or both that is not occupied by Council.

Investment property is carried at fair value, representing an open-market value determined annually by external valuers.

Annual changes in the fair value of Investment Properties are recorded in the Income Statement as part of "Fair value adjustments".

Full valuations are carried out every year.

The last full valuation for Council's Investment Properties was dated 30/06/2021

(8) Payables**8.1 Goods & Services**

Creditors are amounts due to external parties for the supply of goods and services and are recognised as liabilities when the goods and services are received. Creditors are normally paid 28 days after the month of invoice, but Council has extended its support to local businesses by continuing to pay earlier than 28 days. No interest is payable on these amounts

8.2 Payments Received in Advance & Deposits

Amounts other than grants received from external parties in advance of service delivery, and security deposits held against possible damage to Council assets, are recognised as liabilities until the service is delivered or damage reinstated, or the amount is refunded as the case may be.

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 1. Summary of Significant Accounting Policies (continued)

(9) Borrowings

Borrowings are initially recognised at fair value, net of transaction costs incurred and are subsequently measured at amortised cost. Any difference between the proceeds (net of transaction costs) and the redemption amount is recognised in the income statement over the period of the borrowings using the effective interest method.

Borrowings are carried at their principal amounts which represent the present value of future cash flows associated with servicing the debt. Interest is accrued over the period to which it relates, and is recorded as part of "Payables".

(10) Employee Benefits**10.1 Salaries, Wages & Compensated Absences**

Liabilities for employees' entitlements to salaries, wages and compensated absences expected to be paid or settled within 12 months of reporting date are accrued at nominal amounts (including payroll based oncosts) measured in accordance with AASB 119.

Liabilities for employee benefits not expected to be paid or settled within 12 months are measured as the present value of the estimated future cash outflows (including payroll based oncosts) to be made in respect of services provided by employees up to the reporting date. Present values are calculated using government guaranteed securities rates with similar maturity terms.

No accrual is made for sick leave as Council experience indicates that, on average, sick leave taken in each reporting period is less than the entitlement accruing in that period, and this experience is expected to recur in future reporting periods. Council does not make payment for untaken sick leave.

10.2 Superannuation

The Council makes employer superannuation contributions in respect of its employees to the Statewide Superannuation Scheme. The Scheme has two types of membership, each of which is funded differently. Details of the accounting policies applied and Council's involvement with the schemes are reported in Note 17.

(11) Provisions for Reinstatement, Restoration and Rehabilitation

Council is in the final stages of taking remedial action regarding a pollution abatement notice over 240 Elrundie Avenue, Archer, NT. Costs associated with remedial action and after care management have been measured and recognised. After care management costs consist of a provision for thirty years potential monitoring. The provision is in accordance with AASB 137 – Provisions, Contingent Liabilities and Contingent Assets. The after-care management plan provision estimate has been discounted over the period and is reviewed annually.

(12) Leases

Council Lease arrangements have been accounted for in accordance with Australian Accounting Standard AASB 16. In respect of finance leases, Council applies the short-term lease recognition exemption to its short-term leases of machinery and equipment (i.e., those leases that have a lease term of 12 months or less from the commencement date). It also applies the low-value assets recognition exemption to leases of office equipment that are considered to be low value. Lease payments on short-term leases and leases of low-value assets are recognised as expense on a straight-line basis over the lease term.

In respect of operating leases, where the lessor substantially retains all of the risks and benefits incident to ownership of the leased items, lease payments are charged to expense over the lease term

(13) Construction Contracts

Construction works undertaken by Council for third parties are generally on an agency basis where the third party reimburses Council for actual costs incurred, and usually do not extend beyond the reporting period. As there is no profit component, such works are treated as 100% completed. Reimbursements not received are recognised as receivables and reimbursements received in advance are recognised as "payments received in advance".

For works undertaken on a fixed price contract basis, revenues and expenses are recognised on a percentage of completion basis. Costs incurred in advance of a future claimed entitlement are classified as work in progress in inventory. When it is probable that total contract costs will exceed total contract revenue, the expected loss is recognised as an expense immediately.

Notes to the Financial Statements

for the year ended 30 June 2021

Note 1. Summary of Significant Accounting Policies (continued)

(14) Equity Accounted Council Businesses

Council participates in cooperative arrangements with other Councils for the provision of services and facilities. Council's interests in cooperative arrangements, which are only recognised if material, are accounted for in accordance with AASB 128 and set out in detail in Note 18.

(15) GST Implications

In accordance with UIG Abstract 1031 "Accounting for the Goods & Services Tax"

- Receivables and Creditors include GST receivable and payable.
- Except in relation to input taxed activities, revenues and operating expenditures exclude GST receivable and payable.
- Non-current assets and capital expenditures include GST net of any recoupment.
- Amounts included in the Statement of Cash Flows are disclosed on a gross basis.

(16) New accounting standards and UIG interpretations

The Council applied for the first-time certain standards and amendments, which are effective for annual periods beginning on or after 1 January 2020. New standards and amendments relevant to the Council are listed below. The Council has not early adopted any other standard, interpretation or amendment that has been issued but is not yet effective.

Amendments to AASB 101 and AASB 108 Definition of Material

The amendments provide a new definition of material that states, "information is material if omitting, misstating or obscuring it could reasonably be expected to influence decisions that the primary users of general purpose financial statements make on the basis of those financial statements, which provide financial information about a specific reporting entity." The amendments clarify that materiality will depend on the nature or magnitude of information, either individually or in combination with other information, in the context of the financial statements. A misstatement of information is material if it could reasonably be expected to influence decisions made by the primary users. These amendments had no impact on the financial statements of, nor is there expected to be any future impact to the Council.

Amendments to AASB 16 Covid-19 Related Rent Concessions

In 2020, the AASB issued AASB 2020-4, Amendments to AASBs - Covid-19-Related Rent Concessions. The amendments provide relief to lessees from applying AASB 16 guidance on lease modification accounting for rent concessions arising as a direct consequence of the Covid-19 pandemic. As a practical expedient, a lessee may elect not to assess whether a Covid-19 related rent concession from a lessor is a lease modification. A lessee that makes this election accounts for any change in lease payments resulting from the Covid-19 related rent concession the same way it would account for the change under IFRS 16, if the change were not a lease modification. The amendment applies to annual reporting periods beginning on or after 1 June 2020. This amendment had no impact on the consolidated financial statements of the Group.

Standards issued by the AASB not yet effective

The AASB has issued Australian Accounting Standards and Interpretations which are not effective at 30 June 2021, these standards have not been adopted by Council and will be included in the financial statements on their effective date. Where the standard is expected to have a significant impact for Council then further information has been provided in this note.

The following list identifies all the new and amended Australian Accounting Standards, and Interpretation, that were issued but not yet effective at the time of compiling these illustrative statements that could be applicable to Councils.

Effective for NFP annual reporting periods beginning on or after 1 January 2022

- AASB 2020-3 Amendments to Australian Accounting Standards - Annual Improvements 2018-2020 and Other Amendments
- AASB 2014-10 Sale or Contribution of Assets between an Investor and its Associate or Joint Venture (amended by AASB 2015-10 and AASB 2017-5)

Effective for NFP annual reporting periods beginning on or after 1 January 2023

- AASB 2020-1 Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-Current and associated standards.

(17) Comparative Figures

Notes to the Financial Statements

for the year ended 30 June 2021

Note 1. Summary of Significant Accounting Policies (continued)

To ensure comparability with the current reporting period's figures, some comparative period line items and amounts may have been reclassified or individually reported for the first time within these financial statements and/or the notes.

(18) Disclaimer

Nothing contained within these statements may be taken to be an admission of any liability to any person under any circumstance.

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 2. Income

\$ '000	2021	2020
(a) Rates		
General Rates		
Residential	18,905	18,763
Commercial	2,306	2,277
Industrial	947	923
Rates Received in Advance	245	–
Other	4	29
Total General Rates	22,407	21,992
Other Rates (Including Service Charges)		
Waste Management Service	6,933	6,848
Total Other Rates (Including Service Charges)	6,933	6,848
Total Rates	29,340	28,840
(b) Statutory Charges		
Animal Registration Fees & Fines	67	33
Parking Fines / Expiation Fees	16	58
Other Licences, Fees & Fines	53	62
Total Statutory Charges	136	153
(c) User Charges		
Parking Fees	–	126
Sundry	13	10
Developer Charges	64	10
Animal Control	63	51
Rent and Hire of Council Equipment	265	338
Library	37	27
Rate Searches and Dog Registrations	280	295
Licences and Permits	37	53
Total User Charges	759	910
(d) Investment Income		
Interest on Investments		
- Banks & Other	162	490
- Interest on Overdue Rates and Charges	114	103
Investment Property Rental Income	446	446
Total Investment Income	722	1,039

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 2. Income (continued)

\$ '000	2021	2020
(e) Reimbursements		
Private Works	3	2
Other	–	3
Total Reimbursements	3	5
(f) Other income		
Insurance & Other Recoupments - Infrastructure, IPP&E	202	44
Sundry	241	1,809
Total Other income	443	1,853
(g) Grants, Subsidies, Contributions		
Amounts Received Specifically for New or Upgraded Assets	2,383	4,481
Total Amounts Received Specifically for New or Upgraded Assets	2,383	4,481
Other Grants, Subsidies and Contributions	2,966	2,930
Total Other Grants, Subsidies and Contributions	2,966	2,930
Total Grants, Subsidies, Contributions	5,349	7,411
The functions to which these grants relate are shown in Note 12.		
(i) Sources of grants		
Commonwealth Government	1,466	865
Territory Government	3,629	6,495
Other	254	51
Total	5,349	7,411

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 2. Income (continued)

\$ '000	2021	2020
(h) Conditions over Grants & Contributions		
Grants and contributions which were obtained on the condition that they be expended for specified purposes or in a future period, but which are not yet expended in accordance with those conditions, are as follows:		
Unexpended at the close of the previous reporting period	5,411	9,064
Less:		
<i>Expended during the current period from grants received in previous reporting periods</i>		
Government Grants	(1,322)	(4,712)
Subtotal	(1,322)	(4,712)
Plus:		
<i>Amounts received in this reporting period but not yet expended in accordance with the conditions</i>		
Government Grants	5,274	1,059
Subtotal	5,274	1,059
Unexpended at the close of this reporting period	9,363	5,411
Net increase (decrease) in assets subject to conditions in the current reporting period	3,952	(3,653)
(i) Physical Resources Received Free of Charge		
Land	–	215
Roads and Pavement	1,142	67
Stormwater Drainage	1,496	151
Street Lights	172	85
Footpaths, Cycleways and Driveways	282	–
Other - Gifted Assets	235	–
Total Physical Resources Received Free of Charge	3,327	518

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 2. Income (continued)

\$ '000	Opening Balance 1 July 2020	Movements Received/ Receivable	Expended	Closing Balance 30 June 2021
(j) Reconciliation of Government Grants				
Grants (with discretion on use)				
General Purpose (Untied)				
Grants Commission Grant - General Purpose	–	839	(839)	–
Grants Commission Grant - Roads Funding	–	931	(931)	–
Subtotal	–	1,770	(1,770)	–
Specific Purpose (Recurrent)				
Territory Road Asset Grants - Johnston/Zuccoli	128	–	(17)	111
Palmerston Youth Festival	300	–	(300)	–
Youth Music	8	55	(63)	–
Shared Pathways	12	–	(12)	–
Youth Services & Resource Card	8	–	(8)	–
Roads to Recovery	–	412	(310)	102
Public Library	–	601	(601)	–
Commercial Rates Replenishment	–	28	(28)	–
Get Online Week	–	1	(1)	–
myPalmerston Local Business Voucher Scheme	–	160	(160)	–
Palmerston Seniors Forum	–	2	(2)	–
King & Queen of the North	–	5	(5)	–
Australia Day	–	23	(23)	–
Archer Waste Management Facility	–	90	–	90
Subtotal	456	1,377	(1,530)	303
Total other grants	456	3,147	(3,300)	303
Grants Specifically for New/Upgraded Assets				
Specific Purpose (Recurrent)				
LED Upgrade Library & Recreation Centre	127	–	(125)	2
Street Lighting Improvements & Safety	300	–	(300)	–
Palmerston Aquatic Centre	2,500	–	–	2,500
Palmerston Youth Drop In & Emergency	1,034	–	–	1,034
Various Asset Improvements *	250	150	(7)	393
SCALE Grant Program	744	–	(544)	200
Gray Community Hall	–	145	(145)	–
Smart Cities & Suburbs Program	–	483	(483)	–
Local Roads and Community Infrastructure Program 1	–	317	(301)	16
Local Roads and Community Infrastructure Program 2	–	640	(125)	515
Archer Waste Management Facility	–	400	–	400
Greening, Cooling, Lighting and Pathways	–	4,000	–	4,000
Bonson Terrace Blackspot	–	91	(91)	–
Total Grants Specifically for New/Upgraded Assets	4,955	6,226	(2,121)	9,060

(*) \$150,000 was received in 2020 Financial Year

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 3. Expenses

\$ '000	Notes	2021	2020
(a) Employee costs			
Salaries and Wages		7,571	6,828
Employee Leave Expense		930	1,101
Superannuation - Defined Contribution Plan Contributions	17	812	784
Workers' Compensation Insurance		170	144
Other		325	349
Total Operating Employee Costs		9,808	9,206
Total Number of Employees (full time equivalent at end of reporting period)		101	88
(b) Materials, Contracts and Other Expenses			
(i) Prescribed Expenses			
Auditor's Remuneration			
- Auditing the Financial Reports		45	35
- Other Auditors		76	52
Bad and Doubtful Debts		3	120
Elected Members' Expenses		319	317
Minimum Lease Payments		20	125
Subtotal - Prescribed Expenses		463	649
(ii) Other Materials, Contracts and Expenses			
Contractors		10,612	12,224
Energy		1,040	1,052
Legal Expenses		388	490
Professional Services		2,019	1,917
Sundry		6,011	5,244
Subtotal - Other Material, Contracts & Expenses		20,070	20,927
Total Materials, Contracts and Other Expenses		20,533	21,576

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 3. Expenses (continued)

\$ '000	2021	2020
(c) Depreciation, Amortisation and Impairment		
(i) Depreciation and Amortisation		
Land Improvements	650	763
Buildings & Other Structures	677	649
Infrastructure		
- Stormwater Drainage	3,106	3,101
- Roads and Pavement	3,218	2,648
- Kerbs and Guttering	247	265
- Footpaths, Cycleways & Driveways	1,102	809
- Water and Irrigation	608	605
- Street Lights	957	630
Plant & Equipment	27	40
Furniture & Fittings	80	68
Motor Vehicles	193	199
Subtotal	10,865	9,777
Total Depreciation, Amortisation and Impairment	10,865	9,777
(d) Finance Costs		
Interest on Loans	46	53
Total Finance Costs	46	53

Note 4. Asset Disposal & Fair Value Adjustments

\$ '000	2021	2020
Infrastructure, Property, Plant & Equipment		
(i) Assets Renewed or Directly Replaced		
Proceeds from Disposal	205	39
Less: Carrying Amount of Assets Sold	(76)	(24)
Gain (Loss) on Disposal	129	15
(ii) Assets Surplus to Requirements		
Proceeds from Disposal	-	3
Less: Carrying Amount of Assets Sold	(1,567)	(163)
Gain (Loss) on Disposal	(1,567)	(160)
Fair Value Adjustments		
Investment Property - Fair Value Increase / (Decrease)	200	100
Total Fair Value Adjustments	200	100
Net Gain (Loss) on Disposal or Revaluation of Assets	(1,238)	(45)

City of Palmerston

Notes to the Financial Statements
for the year ended 30 June 2021

Note 5. Current Assets

\$ '000	2021	2020
(a) Cash & Cash Equivalent Assets		
Cash on Hand at Bank	3,344	8,422
Short Term Deposits & Bills, etc.	7,500	9,000
Total Cash & Cash Equivalent Assets	10,844	17,422
(b) Trade & Other Receivables		
Rates - General & Other	1,665	1,464
Accrued Revenues	66	100
Debtors - General	75	41
GST Recoupment	404	226
Prepayments	98	180
Sundry	1	11
Animal Control	55	136
Parking and Traffic	14	161
Subtotal	2,378	2,319
Less: Expected Credit Losses	-	(246)
Total Trade & Other Receivables	2,378	2,073
(c) Other Financial Assets (Investments)		
Term Deposits Over 90 Days	20,665	9,165
Total Other Financial Assets (Investments)	20,665	9,165

Amounts included in other financial assets that are not expected to be received within 12 months of reporting date are disclosed in Note 13.

Note 6. Non-Current Assets

\$ '000	2021	2020
Other Non-Current Assets		
Other		
Capital Works-in-Progress	4,024	4,409
Total Other	4,024	4,409
Total Other Non-Current Assets	4,024	4,409

City of Palmerston

Notes to the Financial Statements
for the year ended 30 June 2021

Note 7. Infrastructure, Property, Plant & Equipment & Investment Property

(a) Infrastructure, Property, Plant & Equipment

\$ '000	Fair Value Level	Asset movements during the reporting period										as at 30/06/20		as at 30/06/21					
		At Fair Value	At Cost	Accumulated Depreciation	Carrying amount	Asset Additions New / Upgrade	Asset Additions Renewals	WDV of Disposals	Depreciation Expense (Note 3c)	WIP Transfers	Adjustments & Transfers	Decrements to Equity (ARR) (Note 9)	Revaluations Increments to Equity (ARR) (Note 9)	At Fair Value	At Cost	Accumulated Depreciation	Carrying amount		
Land - Community	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Land - Other	3	134,438	-	-	134,438	-	-	-	-	-	-	-	-	-	-	-	134,438	-	
Land Improvements	3	27,192	1,000	(15,252)	12,940	339	69	(69)	(650)	979	(4,664)	-	-	-	-	16,613	1,228	(8,897)	8,944
Buildings & Other Structures	3	28,561	1,288	(10,043)	19,806	-	127	(82)	(677)	34	-	-	-	-	-	29,849	46	(10,688)	19,207
Infrastructure	3	253,865	173	(65,017)	189,021	1,534	64	(22)	(3,106)	-	-	-	-	-	-	254,038	1,569	(68,115)	187,492
- Stormwater Drainage	3	165,486	802	(48,069)	118,219	1,184	-	-	(3,218)	-	(14)	-	-	-	-	166,273	1,184	(51,286)	116,171
- Roads and Pavement	3	24,478	-	(7,546)	16,932	277	-	-	(247)	-	-	-	-	-	-	24,478	277	(7,793)	16,962
- Kerbs and Guttering	3	45,516	671	(19,598)	26,589	351	432	(764)	(1,102)	598	3,773	-	14,184	-	63,695	499	(20,132)	44,062	
- Footpaths, Cycleways & Driveways	3	17,614	39	(8,617)	9,036	285	53	(69)	(608)	143	-	-	-	-	17,653	315	(9,128)	8,840	
- Water and Irrigation	3	25,149	2,725	(1,624)	26,250	867	-	(562)	(957)	920	905	-	-	-	28,862	1,787	(3,246)	27,423	
- Street Lights	2	307	-	(181)	126	-	-	-	(27)	-	-	-	-	-	307	-	(207)	100	
Plant & Equipment	2	1,129	55	(983)	201	122	-	-	(80)	239	-	-	-	-	1,183	361	(1,064)	480	
Furniture & Fittings	3	1,088	133	(681)	540	333	-	(76)	(193)	-	-	-	-	-	1,204	-	(599)	605	
Motor Vehicles	3	724,823	6,886	(177,611)	554,098	5,292	745	(1,644)	(10,865)	2,913	-	-	14,184	-	738,613	7,266	(181,155)	564,724	
Total Infrastructure, Property, Plant & Equipment		715,333	3,860	(170,899)	548,294	1,891	5,512	(186)	(9,777)	907	-	-	(3,154)	10,611	724,823	6,886	(177,611)	554,098	

Comparatives

Notes to the Financial Statements for the year ended 30 June 2021

Note 7. Infrastructure, Property, Plant & Equipment & Investment Property (continued)

(b) Investment Property

	as at 30/06/20				Asset movements during the reporting period				as at 30/06/21		
	At Fair Value	At Cost	Accumulated Depreciation	Carrying amount	Asset Additions New / Upgrade	WIP Transfers	Revaluation Increments/ Decrements to P&L - Investment Properties (Note 4)	At Fair Value	At Cost	Accumulated Depreciation	Carrying amount
Buildings & Structures	5,200	-	-	5,200	-	-	200	5,400	-	-	5,400
Total Investment Property	5,200	-	-	5,200	-	-	200	5,400	-	-	5,400
Comparatives	5,100	-	-	5,100	-	-	100	5,200	-	-	5,200

City of Palmerston

Notes to the Financial Statements for the year ended 30 June 2021

Note 7. Infrastructure, Property, Plant & Equipment & Investment Property (continued)

(c) Valuation of Infrastructure, Property, Plant & Equipment & Investment Property

Valuation of Assets

The fair value of assets and liabilities must be estimated in accordance with various Accounting Standards for either recognition and measurement requirements or for disclosure purposes.

AASB 13 Fair Value Measurement requires all assets and liabilities measured at fair value to be assigned to a "level" in the fair value hierarchy as follows:

Level 1: Unadjusted quoted prices in active markets for identical assets or liabilities that the entity can access at the measurement date.

Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: Inputs for the asset or liability that are not based on observable market data (unobservable inputs).

Refer to Note 7a for the disclosure of the Fair Value Levels of Infrastructure, Property, Plant and Equipment Assets.

Information on Valuations

Fair value hierarchy level 2 valuations - Certain land, and the buildings and structures thereon, are shown above as being based on fair value hierarchy level 2 valuation inputs. They are based on prices for similar assets in an active market, with directly or indirectly observable adjustments for specific advantages or disadvantages attaching to the particular asset.

Fair value hierarchy level 3 valuations of land - Valuations of Crown land, community land and land subject to other restrictions on use or disposal, shown above as being based on fair value hierarchy level 3 valuation inputs, are based on prices for similar assets in an active market, but include adjustments for specific advantages or disadvantages attaching to the particular asset that are not directly or indirectly observable in that market, or the number and / or amount of observable adjustments of which are so great that the valuation is more fairly described as being based on level 3 valuation inputs.

Fair value hierarchy level 3 valuations of buildings, infrastructure and other assets - There is no known market for buildings, infrastructure and other assets. These assets are valued at depreciated current replacement cost. This method involves:

- The determination of the cost to construct the asset (or its modern engineering equivalent) using current prices for materials and labour, the quantities of each being estimated based on recent experience of this or similar Councils, or on industry construction guides where these are more appropriate.
- The calculation of the depreciation that would have accumulated since original construction using current estimates of residual value and useful life under the prime cost depreciation method adopted by Council.

This method has significant inherent uncertainties, relying on estimates of quantities of materials and labour, residual values and useful lives, and the possibility of changes in prices for materials and labour, and the potential for development of more efficient construction techniques. Accordingly, formal sensitivity analysis does not provide useful information.

Transfers between fair value hierarchy levels

In the course of revaluing Footpaths and Driveways, the nature of the inputs applied was reviewed in detail for each asset and where necessary, the asset reassigned to the appropriate fair value hierarchy level. Such transfers take effect as at the date of the revaluation.

Other Information

At 1 July 2004 upon the transition to AIFRS, Council elected pursuant to AASB 1.D5 to retain a previously established deemed cost under GAAP as its deemed cost. With subsequent addition at cost, this remains as the basis of recognition of non-material asset classes.

Upon revaluation, the current new replacement cost and accumulated depreciation are re-stated such that the difference represents the fair value of the asset determined in accordance with AASB 13 Fair Value Measurement: accumulated depreciation is taken to be the difference between current new replacement cost and fair value. In the case of land, current replacement cost is taken to be the fair value.

City of Palmerston

Notes to the Financial Statements

for the year ended 30 June 2021

Note 7. Infrastructure, Property, Plant & Equipment & Investment Property (continued)

Highest and best use

All of Council's non financial assets are considered as being utilised for their highest and best use.

Transition to AASB 13 - Fair Value Measurement

The requirements of AASB 13 Fair Value Measurement have been applied to all valuations undertaken since 1 July 2013 as shown by the valuation dates by individual asset classes below.

Land

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2019
- Valuer: Australis Asset Advisory Group Pty Ltd

Land Improvements

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2018
- Valuer: Asset Val Pty Ltd

Buildings & Other Structures

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2019
- Valuer: Australis Asset Advisory Group Pty Ltd

Infrastructure

Roads & Pavements

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2020
- Valuer: Assetic Australia Pty Ltd

Kerbs and Guttering

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2020
- Valuer: Assetic Australia Pty Ltd

Footpaths, Cycleways and Driveways

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2021
- Valuer: Assetic Australia Pty Ltd

Stormwater Drainage

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2018
- Valuer: Asset Val Pty Ltd

Water & Irrigation

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2018.
- Valuer: Asset Val Pty Ltd

Street Lights

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2018.
- Valuer: JLL Infrastructure Advisory Pty Ltd

Plant & Equipment

- Basis of valuation: Cost

Furniture & Fittings

- Basis of valuation: Cost

City of Palmerston

Notes to the Financial Statements

for the year ended 30 June 2021

Note 7. Infrastructure, Property, Plant & Equipment & Investment Property (continued)

Motor Vehicles

- Basis of valuation: Cost

Investment Property

- Basis of valuation: Fair Value
- Date of valuation: 30 June 2021.
- Valuer: Herron Todd White (Northern Territory) Pty Ltd

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 8. Liabilities

\$ '000	2021		2020	
	Current	Non Current	Current	Non Current
(a) Trade and Other Payables				
Unearned Grant Income	9,060	–	4,955	–
Goods & Services	1,986	–	516	–
Rent received in advance	34	–	37	–
Accrued Expenses - Employee Entitlements	331	–	233	–
Accrued Expenses - Other	1,544	–	3,064	–
Deposits, Retentions & Bonds	454	–	476	–
TOTAL Trade and Other Payables	13,409	–	9,281	–

(b) Borrowings

Loans	235	1,276	228	1,510
TOTAL Borrowings	235	1,276	228	1,510

All interest bearing liabilities are secured over the future revenues of the Council

(c) Provisions

Employee Entitlements (including oncosts)	1,317	317	1,260	377
Future Reinstatement / Restoration, etc	73	1,450	97	1,429
TOTAL Provisions	1,390	1,767	1,357	1,806

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 9. Reserves

\$ '000	as at 30/06/20				as at 30/06/21
	Opening Balance	Increments (Decrements)	Transfers	Impairments	Closing Balance
(a) Asset Revaluation Reserve					
Land - Other	117,472	–	–	–	117,472
Land Improvements	135	–	–	–	135
Buildings & Other Structures Infrastructure	9,438	–	–	–	9,438
- Stormwater Drainage	138,967	–	–	–	138,967
- Roads and Pavement	64,407	–	–	–	64,407
- Kerbs and Guttering	3,576	–	–	–	3,576
- Footpaths, Cycleways & Driveways	9,244	14,184	–	–	23,428
- Water and Irrigation	6,358	–	–	–	6,358
- Water Infrastructure	4,464	–	–	–	4,464
Motor Vehicles	71	–	–	–	71
Total Asset Revaluation Reserve	354,132	14,184	–	–	368,316
Comparatives	346,675	7,457	–	–	354,132

\$ '000	as at 30/06/20				as at 30/06/21
	Opening Balance	Tfrs to Reserve	Tfrs from Reserve	Other Movements	Closing Balance
(b) Other Reserves					
Developer Funds Reserve	1,787	543	(269)	–	2,061
Unexpended Capital Works Reserve	2,597	4,590	(2,597)	–	4,590
Unexpended Grants and Contributions Reserve	457	412	(656)	–	213
Election Expenses Reserve	150	–	–	–	150
Disaster Recovery Reserve	500	–	–	–	500
Waste Management Reserve	2,142	1,001	–	–	3,143
Major Initiatives Reserve	615	–	–	–	615
Working Capital Reserve	9,546	–	(1,965)	–	7,581
Total Other Reserves	17,794	6,546	(5,487)	–	18,853
Comparatives	27,428	7,434	(17,068)	–	17,794

PURPOSES OF RESERVES

Asset Revaluation Reserve

The asset revaluation reserve is used to record increments and decrements arising from changes in fair value of non current assets (less any subsequent impairment losses, where applicable).

Externally Restricted Reserves**Unexpended Grants and Contributions Reserve**

This reserve holds the balance of unexpended grants and contributions received from external contributors. The funds are held in this reserve until expensed in line with the funding conditions. External restrictions apply in line with the individual funding agreements.

AASB 1058 supersedes all the income recognition requirements relating to Council, previously in AASB 1004.

Under AASB 1058 the future timing of income recognition will depend on whether the transaction gives rise to a liability or other performance obligation related to an asset received by Council.

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 9. Reserves (continued)

Internally Restricted Reserves

Election Expenses Reserve

This reserve shall be increased annually over the Council term. This reserve should not exceed \$150,000.

Disaster Recovery Reserve

This reserve shall be maintained at or near \$500,000. External funds received after the event for the purpose of disaster recovery shall be used to maintain the reserve on this level of funds.

Developer Funds Reserve

This reserve holds the balance of unexpended funds in lieu of construction received by developers.

Unexpended Capital Works Reserve

This reserve holds the balance of unexpended capital works funds that are requested to be carried forward to the following financial year.

Major Initiatives Reserve

This reserve will fund major initiatives for the future development of the City of Palmerston in line with identified major capital works, the Municipal Plan and the Long-Term Financial Plan. Specific initiatives must be identified, and funds are to be allocated to those.

Waste Management Reserve

This reserve holds funds for the direct and indirect expenditures for the rehabilitation of the Archer landfill and for development of the Archer transfer station to accommodate expected future requirements.

Unrestricted Reserves

Working Capital Reserve

This reserve holds funds that have not been allocated to a specific purpose.

Note 10. Assets Subject to Restrictions

\$ '000	2021	2020
The uses of the following assets are restricted, wholly or partially, by legislation or other externally imposed requirements. The assets are required to be utilised for the purposes for which control was transferred to Council, or for which the revenues were originally obtained.		
Cash & Financial Assets		
Unexpended amounts received from Government	9,363	5,411
Total Cash & Financial Assets	9,363	5,411
Total Assets Subject to Externally Imposed Restrictions	9,363	5,411

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 11. Reconciliation to Statement of Cash Flows

\$ '000	Notes	2021	2020
(a) Reconciliation of Cash			
Cash Assets comprise highly liquid investments with short periods to maturity subject to insignificant risk of changes of value. Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the Balance Sheet as follows:			
Total Cash & Cash Equivalent Assets	5	10,844	17,422
Balances per Statement of Cash Flows		10,844	17,422
(b) Reconciliation of Change in Net Assets to Cash from Operating Activities			
Net Surplus/(Deficit)		(2,411)	72
Non-Cash Items in Income Statements			
Depreciation, Amortisation & Impairment		10,865	9,777
Fair Value Adjustments		(200)	(100)
Non-Cash Asset Acquisitions		(3,327)	(518)
Grants for capital acquisitions treated as Investing Activity		(2,383)	(4,481)
Net (Gain) Loss on Disposals		1,438	145
		3,982	4,895
Add (Less): Changes in Net Current Assets			
Net (Increase)/Decrease in Receivables		(59)	(180)
Change in Allowances for Under-Recovery of Receivables		246	(120)
Net (Increase)/Decrease in Other Assets		(492)	240
Net Increase/(Decrease) in Trade & Other Payables		45	219
Net Increase/(Decrease) in Unpaid Employee Benefits		(3)	(131)
Net Increase/(Decrease) in Other Provisions		(3)	(291)
Net Cash provided by (or used in) operations		3,716	4,632
(c) Non-Cash Financing and Investing Activities			
Acquisition of assets by means of:			
Physical Resources Received Free of Charge	2i	3,327	518
Amounts recognised in Income Statement		3,327	518
Total Non-Cash Financing and Investing Activities		3,327	518
(d) Financing Arrangements			
Unrestricted access was available at balance date to the following lines of credit:			
Corporate Credit Cards		100	100
The bank overdraft facilities may be drawn at any time and may be terminated by the bank without notice.			

City of Palmerston

Notes to the Financial Statements

for the year ended 30 June 2021

Note 12(a). Functions

	Income, Expenses and Assets have been directly attributed to the following Functions / Activities. Details of these Functions/Activities are provided in Note 12(b).												TOTAL ASSETS HELD (CURRENT & NON-CURRENT)			
	INCOME		EXPENSES		OPERATING SURPLUS (DEFICIT)		GRANTS INCLUDED IN INCOME		2020		2021		Actual	Actual		
	2021 Budget	2021 Actual	2020 Actual	2021 Budget	2021 Actual	2020 Actual	2021 Budget	2021 Actual	2020 Actual	2020 Actual	2021 Actual	2020 Actual	2021 Actual	2020 Actual	2021 Actual	
\$ '000																
Functions/Activities																
General Public Services	27,277	26,057	29,283	20,561	21,427	19,754	6,852	4,630	9,529	(3,896)	(2,954)	4,880	38,516	33,610		
Public Order and Safety	506	451	475	1,073	1,165	1,046	(567)	(714)	(571)	-	-	-	-	-		
Economic Affairs	1,935	2,192	2,237	3,226	3,036	4,599	(1,291)	(844)	(2,362)	(899)	(1,641)	1,548	365,167	350,966		
Environmental Protection Housing and Community Amenities	6,901	7,023	6,848	6,417	5,800	5,668	484	1,223	1,180	-	(90)	-	-	-		
Recreation, Culture and Religion	-	-	-	770	717	838	(770)	(717)	(838)	-	-	-	32,823	31,450		
Social Protection	1,302	1,027	1,366	8,702	9,088	8,702	(7,400)	(8,061)	(7,336)	-	(662)	930	171,529	176,341		
Other	2	2	2	21	19	5	(19)	(17)	(3)	-	(2)	2	-	-		
Total Functions/Activities	37,923	36,752	40,211	40,770	41,252	40,612	(2,711)	(4,500)	(401)	(4,795)	(5,349)	11,790	608,035	592,367		

Revenues and expenses exclude net gain (loss) on disposal or revaluation of assets and physical resources received free of charge.

City of Palmerston

Notes to the Financial Statements

for the year ended 30 June 2021

Note 12(b). Components of Functions

The activities relating to Council functions are as follows:

GENERAL PUBLIC SERVICES

General public services include administrative, legislative and executive affairs, financial and fiscal affairs, external affairs, governance and general services.

PUBLIC ORDER AND SAFETY

Animal control, enforcement of local government regulations and emergency services.

ECONOMIC AFFAIRS

General economic, industrial development, roads and other business undertakings.

ENVIRONMENTAL PROTECTION

Waste management; pollution reduction; protection of biodiversity and landscape; and best practice management of the natural environment.

HOUSING AND COMMUNITY AMENITIES

Street lighting and other community amenities.

RECREATION, CULTURE AND RELIGION

Public libraries, community centres, facilities and venues and other cultural services.

SOCIAL PROTECTION

Administration of social services and assistance delivered to seniors and diverse communities.

Notes to the Financial Statements

for the year ended 30 June 2021

Note 13. Financial Instruments

Recognised Financial Instruments**Bank, Deposits at Call, Short Term Deposits****Accounting Policy:**

Initially recognised at fair value and subsequently measured at amortised cost; interest is recognised when earned.

Terms & Conditions:

Deposits are returning fixed interest rates between 0.25% and 0.75% (2020: 0.97% and 1.65%). Short term deposits have an average maturity of 181 days and an average interest rate of 0.46% (2020: 111 days and 1.36%).

Carrying Amount:

Approximates fair value due to the short term to maturity.

Receivables - Rates & Associated Charges**Accounting Policy:**

Initially recognised at fair value and subsequently measured at amortised cost. An impairment provision is recognised using the expected credit loss method.

Terms & Conditions:

Secured over the subject land, arrears attract interest of 9% (2020: 9%). Council is not materially exposed to any individual debtor, credit risk exposure is concentrated within the Council's boundaries in the State.

Carrying Amount:

Approximates fair value (after deduction of any allowance).

Receivables - Fees & Other Charges**Accounting Policy:**

Initially recognised at fair value and subsequently measured at amortised cost. An impairment provision is recognised using the expected credit loss method.

Terms & Conditions:

Unsecured, and do not bear interest. Council is not materially exposed to any individual debtor, credit risk exposure is concentrated within the Council's boundaries.

Carrying Amount:

Approximates fair value (after deduction of any allowance).

Receivables - Other Levels of Government**Accounting Policy:**

Initially recognised at fair value and subsequently measured at amortised cost. An impairment provision is recognised using the expected credit loss method.

Terms & Conditions:

Amounts due have been calculated in accordance with the terms and conditions of the respective programs following advice of approvals, and do not bear interest. All amounts are due by Departments and Agencies of State and Federal Governments.

Carrying Amount:

Approximates fair value.

Liabilities - Creditors and Accruals**Accounting Policy:**

Liabilities are recognised for amounts to be paid in the future for goods and services received, whether or not billed to the Council.

Notes to the Financial Statements

for the year ended 30 June 2021

Note 13. Financial Instruments (continued)

Terms & Conditions:

Liabilities are normally settled on 30 day terms.

The Creditors terms have been reduced to 21 days this Financial year to assist Local businesses during COVID-19.

Carrying Amount:

Approximates fair value.

Liabilities - Interest Bearing Borrowings**Accounting Policy:**

Initially recognised at fair value and subsequently at amortised cost using the effective interest rate.

Terms & Conditions:

Secured over future revenues, borrowings are repayable (describe basis); interest is charged at a fixed rate of 2.78% per annum.

Carrying Amount:

Approximates fair value.

Liabilities - Leases**Accounting Policy:**

Accounted for in accordance with AASB 16 as stated in Note 17.

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 13. Financial Instruments (continued)

\$ '000	Due < 1 year	Due > 1 year & ≤ 5 years	Due > 5 years	Total Contractual Cash Flows	Carrying Values
Financial Assets					
2021					
Cash & Cash Equivalents	10,844	–	–	10,844	10,844
Receivables	211	–	–	211	2,378
Other Financial Assets	20,665	–	–	20,665	20,665
Total Financial Assets	31,720	–	–	31,720	33,887
Financial Liabilities					
Payables	4,315	–	–	4,315	13,409
Current Borrowings	235	–	–	235	235
Non-Current Borrowings	–	1,006	270	1,276	1,276
Total Financial Liabilities	4,550	1,006	270	5,826	14,920
2020					
Cash & Cash Equivalents	17,422	–	–	17,422	17,422
Receivables	203	–	–	203	2,073
Other Financial Assets	9,165	–	–	9,165	9,165
Total Financial Assets	26,790	–	–	26,790	28,660
Financial Liabilities					
Payables	4,289	–	–	4,289	9,281
Current Borrowings	228	–	–	228	228
Non-Current Borrowings	–	979	531	1,510	1,510
Total Financial Liabilities	4,517	979	531	6,027	11,019

The following interest rates were applicable to Council's Borrowings at balance date:

\$ '000	2021		2020	
	Weighted Avg Interest Rate	Carrying Value	Weighted Avg Interest Rate	Carrying Value
Fixed Interest Rates	2.78%	1,511	2.78%	1,738
		1,511		1,738

Net Fair Value

All carrying values approximate fair value for all recognised financial instruments. There is no recognised market for the financial assets of the Council.

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 13. Financial Instruments (continued)

Risk Exposures

Credit Risk represents the loss that would be recognised if counterparties fail to perform as contracted. The maximum credit risk on financial assets of the Council is the carrying amount, net of any impairment. All Council investments are made in accordance with the Council's investment policy. Except as detailed in Notes 5 & 6 in relation to individual classes of receivables, exposure is concentrated within the Council's boundaries, and there is no material exposure to any individual debtor.

Market Risk is the risk that fair values of financial assets will fluctuate as a result of changes in market prices. All of Council's financial assets are denominated in Australian dollars and are not traded on any market, and hence neither market risk nor **currency risk** apply.

Liquidity Risk is the risk that Council will encounter difficulty in meeting obligations with financial liabilities. In accordance with the model Treasury Management Policy (LGA Information Paper 15), liabilities have a range of maturity dates. Council also has available a range of bank overdraft and standby borrowing facilities that it can access.

Interest Rate Risk is the risk that future cash flows will fluctuate because of changes in market interest rates. Council has a balance of both fixed and variable interest rate borrowings and investments. Cash flow fluctuations are managed holistically in seeking to minimise interest costs over the longer term in a risk averse manner.

Note 14. Capital Expenditure and Investment Property Commitments

\$ '000	2021	2020
(a) Capital Commitments		
Capital expenditure committed for at the reporting date but not recognised in the financial statements as liabilities:		
Other	3,466	4,409
	3,466	4,409
These expenditures are payable:		
Not later than one year	3,466	4,409
	3,466	4,409

(b) Other Expenditure Commitments

Other non-capital expenditure commitments in relation to investment properties at the reporting date but not recognised in the financial statements as liabilities:

Audit Services	–	28
Waste Management Services	3,063	6,127
Other Maintenance Contracts	166	514
Landscaping and Mowing	3,858	642
Civil Works	1,154	2,598
Other	2,158	891
	10,399	10,800

These expenditures are payable:

Not later than one year	5,571	5,935
Later than one year and not later than 5 years	4,828	4,865
	10,399	10,800

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 15. Financial Indicators

\$ '000	Amounts 2021	Indicator 2021	Indicators		Benchmark
			2020	2019	
1. Current Ratio					
Current Assets less Externally Restricted Assets	24,524	1.63	2.14	5.44	> 1.50
Current Liabilities	15,034				
2. Debt Service Ratio					
Net Debt Service Cost	274	0.8%	0.8%	0.0%	< 2.5%
Operating Revenue	34,369				
3. Rate Coverage Percentage					
Rate Revenues	22,407	60.97%	54.69%	48.34%	> 60.00%
Total Revenues	36,752				
4. Rates and Annual Charges Outstanding					
Rates & Annual Charges Outstanding	1,665	5.67%	5.08%	3.84%	< 5.00%
Rates & Annual Charges Collectible	29,340				

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 16. Leases

Council as a lessor

Leases Providing Revenue to the Council

Council owns various buildings, plant and other facilities that are available for hire or lease (on a non-cancellable basis wherever practicable) in accordance with the published revenue policy. Rentals received from such leases are disclosed as rent and hire of non-investment property in Note 2.

(i) Investment Property

Rentals received, and outgoings reimbursed, in relation to Investment Property are also disclosed in Note 2. These lease agreements, all of which are classified as operating leases, are made on a non-cancellable basis wherever practicable.

\$ '000	2021	2020
Future minimum rentals receivable under non-cancellable operating leases as at 30 June, are as follows:		
Not later than one year	687	528
Later than one year and not later than 5 years	1,273	1,562
	<u>1,960</u>	<u>2,090</u>

(ii) Lease Payment Commitments of Council

Council has entered into non-cancellable operating leases for various items of computer and other plant and equipment.

No contingent rentals were paid during the current or previous reporting periods.

No lease imposes any additional restrictions on Council in relation to additional debt or further leasing.

Leases in relation to computer and office equipment permit Council, at expiry of the lease, to elect to re-lease return or acquire the equipment leased

No lease contains any escalation clause.

Commitments under non-cancellable operating leases that have not been recognised in the financial statements are as follows:

Not later than one year	45	9
Later than one year and not later than 5 years	56	-
Later than 5 years	-	-
	<u>101</u>	<u>9</u>

Notes to the Financial Statements

for the year ended 30 June 2021

Note 17. Superannuation

The Council makes employer superannuation contributions in respect of its employees to the following schemes;

Statewide Super Scheme (under Local Government Superannuation Scheme)

Statewide Super receives both employer and employee contributions on a progressive basis. Employer contributions are based on a fixed percentage of employee earnings in accordance with superannuation guarantee legislation (9.50% in 2020/21; 9.50% in 2019/20). No further liability accrues to the Council as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund.

Contributions to Other Superannuation Schemes

The Council also makes contributions to other superannuation schemes selected by employees under the "choice of fund" legislation. All such schemes are of the accumulation type, where the superannuation benefits accruing to the employee are represented by their share of the net assets of the scheme, and no further liability attaches to the Council.

Notes to the Financial Statements

for the year ended 30 June 2021

Note 18. Contingencies & Assets/Liabilities Not Recognised in the Balance Sheet

The following assets and liabilities do not qualify for recognition in the Balance Sheet, but knowledge is considered relevant to the users of the financial report in making and evaluating decisions about the allocation of scarce resources.

1. LAND UNDER ROADS

As reported in the Financial Statements, Council is of the opinion that it is not possible to attribute a value sufficiently reliably for these assets to qualify for recognition, and accordingly land under roads has not been recognised in the reports. Land acquired for road purposes during the year is initially recognised at cost, but transferred to fair value at reporting date, effectively writing off the expenditure.

2. POTENTIAL INSURANCE LOSSES

Council is a multi-purpose organisation providing a large range of building, parks infrastructure, playgrounds and other facilities accessible to the public. At any time, it is likely that claims will have been made against Council that remain unsettled.

Council insures against all known insurable risks using a range of insurance policies, each of which is subject to deductible "insurance excesses", the amount of which varies according to the class of insurance.

Council has recognised the potential losses arising from claims known at reporting date based on average historical net cost (including insurance excess) of similar types of claims. Other potential claims not reported to Council may have existed at reporting date.

Note 19. Events after the Balance Sheet Date

Events that occur after the reporting date of 30 June 2021, up to and including the date when the financial statements are "authorised for issue" have been taken into account in preparing these statements.

Council has adopted the date of receipt of the Auditors' Report as the appropriate "authorised for issue" date relating to these General Purpose Financial Statements.

Council is unaware of any material or significant subsequent events that should be adjusted or disclosed.

City of Palmerston

Financial Statements 2021

Notes to the Financial Statements

for the year ended 30 June 2021

Note 20. Related Party Transactions

Key Management Personnel

Transactions with Key Management Personnel

The related parties of the Council include:

- the key management personnel (KMP) because they have authority and responsibility for planning, directing and controlling the activities of the Council directly; and
- spouses, children and dependants who are close family members of the KMP and;
- any entities controlled or jointly controlled by KMP or controlled or jointly controlled by their close family members.
- KMP's include CEO, Directors and Elected Members

\$ '000	2021	2020
The compensation paid to Key Management Personnel comprises:		
Salaries, Allowances and Other Short-Term Benefits	1,295	1,370
Total	1,295	1,370

Amounts paid as direct reimbursement of expenses incurred on behalf of Council have not been included above.

i) Retirement Benefits

No retirement benefits have been made by the Council to KMP during the reporting year.

(ii) Loans to Responsible Persons

No loans have been made, guaranteed or secured by the Council to KMP during the reporting year.

(iii) Other Transactions

Other than the amount paid as taxpayers or residents (e.g. rates, swimming pool entry fees, etc.) no other transactions have been made with the KMP during the year.

City of Palmerston provides financial support to some not for profit organisations. Two of these organisations have an Elected Member on their current board. These financial arrangements existed prior to those board members becoming Elected Members, and the nature of those arrangements have remained unchanged.

(iv) Outstanding Amounts

As at 30 June 2021, there were no outstanding amounts receivable from the Council's KMP.

**Independent audit report to the Chief Executive Officer of City of Palmerston****Opinion**

We have audited the accompanying general purpose financial report of City of Palmerston ("the Council"), which comprises the statement of financial position as at 30 June 2021, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the Chief Executive Officer's Statement.

In our opinion, the financial report of City of Palmerston is in accordance with the *Northern Territory Local Government Act*, including:

- giving a true and fair view of the financial position of City of Palmerston as at 30 June 2021 and of the Council's performance for the year ended on that date; and
- complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Local Government (Accounting) Regulations*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

We are independent of the Council in accordance with the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants* (the 'Code') that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

The Responsibility of the Chief Executive Officer and Those Charged with Governance for the Financial Report

The Chief Executive Officer of the Council is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Northern Territory Local Government Act* and for such internal control as the Chief Executive Officer determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Chief Executive Officer is responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Chief Executive Officer either intends to liquidate the Council or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Council's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

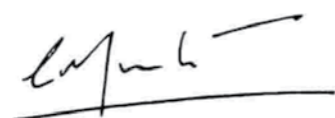
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Chief Executive Officer.
- Conclude on the appropriateness of the Chief Executive Officer's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Council to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Chief Executive Officer and those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Merit Partners

Merit Partners

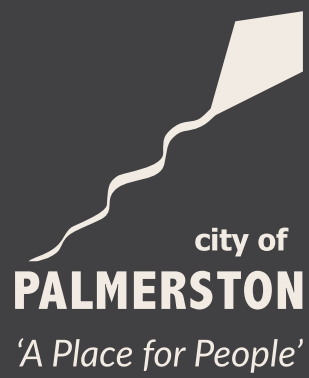


MunLi Chee
Director

DARWIN

20 October 2021





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