

7 October 2020

## Community satisfaction results are in

The results from City of Palmerston's 2020 Community Satisfaction Survey are in, with Council receiving their highest score since research commenced in 2012.

Overall scoring improved from 6.56 out of 10 in 2019 to 6.77 this year, with 69 percent of people rating Council's performance as 'very good' or 'good'.

The highest performing areas include providing libraries and library services, kerbside waste collection and providing and maintaining the Archer Waste Management Facility.

City of Palmerston Deputy Mayor Amber Garden said the survey results are an indication that the community continues to experience an improvement in Council's performance, while identifying and acknowledging areas that have potential for further progress.

"It is rewarding to see such positive results, reflecting the efforts that Council has been putting in this year and we will continue to listen to, and work with, our residents."

"We will continue to adapt to the changing needs of the community and focus on delivering major projects and new initiatives for Palmerston," she added.

"The survey revealed that the most important issues for the community are crime and safety and addressing anti-social behaviour and we are looking at new ways to improve safety in Palmerston, such as the installation of additional street lighting and the laneway treatment project," said the Deputy Mayor.

City of Palmerston is currently focussing on the delivery of major projects and programs including the \$1.45 million upgrade of the Gray Community Hall, the 'SWELL' Palmerston Pool Redevelopment in collaboration with the Northern Territory Government, upgrades to the Marlow Lagoon Dog Park as well as an additional \$1.7 million towards library services.

The survey was conducted by KANTAR during August 2020, with 634 Palmerston residents ranging in ages and demographics.

2020 results will inform existing and future programs and services as well as the development of the draft 2021/2022 budget.

For more information on major projects in Palmerston, visit [www.palmerston.nt.gov.au/operations/major-projects](http://www.palmerston.nt.gov.au/operations/major-projects)

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