

## City of Palmerston continues to improve community satisfaction

The results from City of Palmerston's 2024 annual community satisfaction survey are in, with Council recording an increase in performance.

The survey is conducted each year to gain an understanding of the community's attitudes, perceptions and satisfaction of our facilities, events and services.

This year's survey was conducted by independent research company, Verian, which randomly selected 600 Palmerston residents, representing a cross-section of the municipality's population of more than 40,000.

Overall scoring of Council performance increased to 6.98 out of 10 this year, up from 6.89 in 2023.

Our overall Net Promoter Score increased significantly this year by 10 points, with survey results remaining on a consistent incline with previous years for kerbside waste collection, providing libraries and library services, hosting and supporting culturally diverse events and opportunities for recycling and re-use through the pre-cyclone clean-up.

The survey revealed that opportunities lie in supporting and attracting new businesses, as well advocating for the community in planning issues.

City of Palmerston Mayor, Athina Pascoe-Bell is pleased to see the continued positive sentiment overall, saying:

"It's encouraging to see consistent positive feedback, which highlights the hard work Council has put in this year."

"We are grateful to all residents for taking the time to share their thoughts. We use this feedback as a guide to improve performance across all areas, in line with our Community Plan," she said.

Survey results are reported in City of Palmerston's Annual Report and provide a scorecard against our Community Plan.

The full results of the 2024 Community Satisfaction Survey can be accessed on City of Palmerston's website.

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