



AGENDA

2nd Ordinary Council Meeting

Tuesday 17 September 2024

The Ordinary Meeting of the City of Palmerston will be held in the Durack Community Arts Centre, 33 Packard Avenue, Durack commencing at 5.30pm.

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

LUCCIO CERCARELLI
CHIEF EXECUTIVE OFFICER



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- 3 APOLOGIES AND LEAVE OF ABSENCE
 - 3.1 Apologies
 - 3.2 Leave of Absence Previously Granted
- 4 AUDIO/AUDIOVISUAL CONFERENCING GRANTED
- 5 DECLARATION OF INTEREST
 - 5.1 Elected Members
 - 5.2 Staff
- 6 CONFIRMATION OF MINUTES
 - 6.1 Confirmation of Minutes

THAT the Minutes of the Council Meeting held on 3 September 2024 pages 11434to 11441 be confirmed.
 - 6.2 Business Arising from Previous Meeting
- 7 MAYORAL REPORT

MAYORAL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	7.1
REPORT TITLE:	Mayoral Update Report - August 2024
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	Mayor, Athina Pascoe-Bell

COMMUNITY PLAN

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

PURPOSE

This report provides Council with a summary of recent activities of the Mayor, on behalf of Council

KEY MESSAGES

- Meetings with Ministers, MLA's and Government Agencies
- Attending Community events on Councils behalf
- Interviews with ABC Radio, Mix 104.9

RECOMMENDATION

THAT Report entitled Mayoral Update Report - August 2024 be received and noted.

DISCUSSION

A snapshot of events attended by the Mayor on behalf of Council during the month of August 2024:

- Citizenship Ceremony
- Meeting with Mayor Paterson Alice Springs Council
- Darwin Salties V Red Dust Heelers Game2
- Palmerston Youth Centre 4th Birthday Celebrations
- Palmerston Raiders Home Game
- Celebrating the Opening of the 2024 Darwin Festival Reception
- Darwin Festival in Palmerston – Palmerston Laugh Out Loud
- Palmerston and Litchfield Seniors Fortnight Closing Ceremony
- Palmerston Markets Elected Members Stall

Darwin Festival in Palmerston

City of Palmerston's first collaboration with Darwin Festival bought two highly successful events to Goyder Square in Palmerston. The first show was held in conjunction with the Friday night markets and was all about free family fun with several performances occurring, and the roving seagulls were a big hit with the kids. The second event was ticketed and sold out quickly with over 500 people attending. I thoroughly enjoyed the evening as did everyone else in the audience at the Palmerston Laugh Out Loud Comedy performance judging by the loud laughter throughout the night.



Roving Seagulls delighting the crowd with their antics during the Darwin Festival in Palmerston

Palmerston Markets Elected Member Stall

You are always welcome to call into the Palmerston Markets on the last Friday of the month during the Dry Season (May to October) and visit the City of Palmerston Elected Member Stall. The stall is always well attended and is a great way for residents to come and meet with their elected members; to have a chat, ask questions and raise concerns or issues relating to our municipality with the Elected Members in attendance and take home a free native tree to plant.



Palmerston Markets August 2024



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POLICY IMPLICATIONS

There are no policy implications for this report.

BUDGET AND RESOURCE IMPLICATIONS

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

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

There are no risk, legal and legislative implications relating to this report.

ATTACHMENTS

Nil

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- 8 DEPUTATIONS AND PRESENTATIONS
- 9 PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS)
- 10 CONFIDENTIAL ITEMS

10.1 Moving Confidential Items into Open

10.2 Moving Open Items into Confidential

10.3 Confidential Items

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

Item	Confidential Category	Confidential Clause
27.1.1	Review of Confidential Matters	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.
27.1.2	Confidential Restricted	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(a) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual.
27.1.3	Confidential Restricted	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(a) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual. This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to,

		information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.
27.1.4	Confidential Restricted	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(a) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual.
27.1.5	Review of Confidential Matters	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.
27.2.1	Legal Advice	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(b) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information about the personal circumstances of a resident or ratepayer. This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(ii) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to prejudice the maintenance or administration of the law. This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(d) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information subject to an obligation of confidentiality at law, or in equity.
27.2.2	Election Preparation	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to



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		prejudice the interests of the council or some other person.
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- 11 PETITIONS
- 12 NOTICES OF MOTION
- 13 OFFICER REPORTS

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.1.1
REPORT TITLE:	Council Policy Review - Caretaker
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	General Manager Finance and Governance, Wati Kerta
APPROVER:	Chief Executive Officer, Luccio Cercarelli

COMMUNITY PLAN

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

PURPOSE

This report reviews Council Policy Caretaker as per the requirements under the *Local Government Act 2019*.

KEY MESSAGES

- The *Local Government Act 2019* requires Councils to have a Caretaker policy.
- Council's current Caretaker Policy was endorsed by Council in March 2021.
- City of Palmerston is committed to act in an accountable and transparent manner.
- Caretaker Policy provides the ability for continuation of service delivery whilst managing good governance practices.
- The purpose of this policy is to set out how council members and staff are to conduct their activities and actions during the local government general elections caretaker period.
- Amendments have been applied to the existing policy to strengthen decision making, provide guidance, reflect good governance and ensure conformance to the Act.
- It is recommended that Council Policy Caretaker be updated to incorporate these changes.

RECOMMENDATION

1. THAT Report entitled Council Policy Review - Caretaker be received and noted.
2. THAT Council endorses Council Policy Caretaker being **Attachment 13.1.1.3** to Report entitled Council Policy Review - Caretaker.

BACKGROUND

During a general election caretaker period, Council must continue operations and maintain service level standards, but considerations must be given to management of new initiatives during this election period which is six weeks.

Council's existing policy Caretaker (**Attachment 13.1.1.1**) provides the appropriate parameters for Elected Members and City of Palmerston (CoP) staff to undertake activities without compromising the application of sound fiscal management, risk minimisation and good governance.

At its Ordinary Council meeting in March 2021 Council resolved the following:

13.2.4 Council Policy Review – Caretaker

Moved: Alderman Morrison
Seconded: Alderman Henderson

1. THAT Report entitled Council Policy Review – Caretaker be received and noted.
2. THAT Council adopt amended Council Policy Caretaker being Attachment 13.2.4.3 to Report entitled Council Policy Review – Caretaker.

CARRIED 9/1511 – 02/03/2021

This report provides a revised policy with minor amendments and recommends Council adopts the amended policy.

DISCUSSION

The current City of Palmerston Caretaker Policy complies with Section 161(1) of the *Local Government Act 2019 (NT)*. The Act sets out the requirement for Councils to maintain a Caretaker policy governing the conduct of Council and its staff during a general election.

This policy is due to be reviewed during the term of the 10th Council and should be completed well in advance of the next general election, with considerations of:

- *Local Government Act 2019* (effective 1 July 2021)
- Good governance, accountability and transparency

Amendments are being recommended for clarity and to provide improved guidance on community events and communications and good governance, whilst providing the ability for continuation of service delivery.

The changes are provided in a tracked version being, **Attachment 13.1.1.2**.

It is being recommended that Council endorses the amended policy being **Attachment 13.1.1.3**.

CONSULTATION AND MARKETING

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

- Deputy Chief Executive Officer

No community consultation is required for this policy.

The adopted caretaker policy will be published on the council's website.

POLICY IMPLICATIONS

Endorsement of the draft amended policy will result in a new policy.

BUDGET AND RESOURCE IMPLICATIONS

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

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

Failure to amend the policy to comply with the *Local Government Act 2019 (NT)* will result in council not being compliant with the requirements of the Act.

The policy will provide governance, accountability and transparency during the caretaker period of the local government general elections in 2025.

The *Local Government Act 2019 (NT)* requires as follows:

161 *Caretaker policy during general election*

(1) *A council must, by resolution, adopt a caretaker policy governing the conduct of the council and its staff during the period that:*

- (a) *commences on the nomination day for a general election as prescribed by regulation; and*
- (b) *ends when the result of the general election is declared in accordance with the regulations.*

(2) *The caretaker policy must be published on the council's website.*

This Report addresses the following City of Palmerston Strategic Risks:

6. Governance

Failure to effectively govern.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

There are no strategy, framework or plan implications for this Report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. 20210305 Council Policy Caretaker CURRENT [13.1.1.1 - 3 pages]
2. 20240917 Council Policy Caretaker TRACKED CHANGES [13.1.1.2 - 4 pages]
3. 20240917 Council Policy Caretaker FINAL [13.1.1.3 - 4 pages]



POLICY

Name:	Caretaker		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	Governance and Strategy Manager		
Approval Date:	2/03/2021	Next Review Date:	2/03/2024
Records Number:	456013	Council Decision:	9/1511

1 PURPOSE

Section 161(1) of the *Local Government Act 2019* requires Council to maintain a Caretaker Policy governing the conduct of Council and its staff during a general election.

2 PRINCIPLES

City of Palmerston is committed to act in an economically efficient and transparent manner, to be socially and environmentally responsible and to provide a high standard of service delivery through its term. During a general election caretaker period, the normal operations and programs of the Council are to continue.

3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

Term	Definition
Council Resources	Any asset or information owned or controlled by a Council is a 'Council resource'. Council resources may include: (a) materials published by Council; (b) facilities and goods owned by the Council; (c) attendance and participation at functions and events; (d) access to Council information; and (e) media services. Council staff and contractors engaged by a Council are also Council resources.
Advantage	An advantage will be conferred where a decision allowing the use of Council resources favours one candidate over another. An advantage arises when a candidate utilises resources, information or support that is not available to a candidate in an election who is not an existing Council Member.
Campaigning	Campaigning includes campaigning activity, wearing or displaying campaign material.
Caretaker Period	Caretaker period means the period that commences on the nomination day for a council general election and ends when the results of the general election are declared in accordance with the Local Government (Electoral) Regulations 2021.



POLICY

4 POLICY STATEMENT

4.1. Designated Decisions

During the Caretaker Period, the following designated decisions are prohibited from being made directly by Council or indirectly through the Chief Executive Officer, or their nominee, or a senior member of staff:

- 4.1.1 A decision relating to the employment or remuneration of the Chief Executive Officer, other than to appoint an acting or temporary Chief Executive Officer or suspend or terminate the Chief Executive Officer for serious or wilful misconduct.
- 4.1.2 A decision to enter into a contract, arrangement or understanding other than a contract for roadworks, road maintenance or drainage works, employment of staff, or in the case of an emergency or disaster as defined by the Northern Territory Government. In some circumstances the CEO may permit a matter including but not limited to:
 - a. the urgency of the issue is such that it cannot wait until after the election;
 - b. whether the process has substantially commenced and / or approvals are in place;
 - c. the possibility of legal and/or financial repercussions if a decision is deferred;
 - d. the best interests of the City and community for the decision to be made as soon as possible.
- 4.1.3 A decision allowing the use of Council resources for the advantage of a particular candidate or group of candidates (other than a decision that allows the equal use of Council resources by all candidates for election).

4.2. Elected Members Activities during Caretaker period

- 4.2.1. Council Branding, letterhead, media facilities or related facilities should not be used for a candidate's campaign. It is appropriate however for a Councillor or Mayor to make it clear in written communication that they are currently an Elected Member.
- 4.2.2. Council staff who provide support to Elected Members are not to be asked to undertake any tasks connected directly or indirectly to an election campaign.
- 4.2.3. Council resources provided for the use of Elected Members such as computers, stationery and business cards can continue to be used for Council business only, and are not to be used for campaign purposes. Doing so is a violation of the Code of Conduct.
- 4.2.4. Expenses incurred during the Caretaker Period will only be reimbursed according to Council policy where the Elected Member can provide evidence that it was not related to a campaign.

4.3. Council Staff Activities during Caretaker period

- 4.3.1. The CEO will notify all Council members and staff in writing prior to the commencement of the caretaker period of the commencement date.



POLICY

- 4.3.2. Public consultation activities during the Caretaker Period may only take place where there is a statutory requirement to do so.
- 4.3.3. Council staff should not undertake any activity in relation to an election, except where that activity relates to the election process and is authorised by the Chief Executive Officer.
- 4.3.4. Where the use of Council resources can be construed as being related to a candidate's election campaign, the incident must be reported to the Chief Executive Officer.
- 4.3.5. Council staff must not assist a candidate with their election campaign at any time, including outside working hours, except where the assistance is for the equal benefit of all candidates.

5 ASSOCIATED DOCUMENTS

- 5.1. *City of Palmerston Code of Conduct*
- 5.2. *City of Palmerston Code of Conduct for Employees*

6 REFERENCES AND RELATED LEGISLATION

- 6.1. *Local Government Act 2019 (NT)*
- 6.2. *Local Government (Electoral) Regulations 2021 (NT)*



POLICY

Name:	Caretaker		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	Governance and Strategy Manager General Manager Finance and Governance		
Approval Date:	2/03/2021 TBC	Next Review Date:	2/03/2024 Once in Term of 11th Council
Records Number:	456013	Council Decision:	9/1511 TBC

1 PURPOSE

[Section 161\(1\) of the Local Government Act 2019](#) requires Council to maintain a Caretaker Policy governing the conduct of Council and its staff during a general election. The purpose of this policy is to set out how council members and staff are to conduct their activities and actions during the local government general elections caretaker period.

2 PRINCIPLES

City of Palmerston is committed to act in an [economically efficient](#) [accountable](#) and transparent manner, to be [economically efficient](#), socially and environmentally responsible, and to provide a high standard of service delivery through its term. During a general election caretaker period, the normal operations and programs of the Council are to continue.

3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

Term	Definition
Council Resources	Any asset or information owned or controlled by a Council is a 'Council resource'. Council resources may include: (a) materials published by Council; (b) facilities and goods owned by the Council; (c) attendance and participation at functions and events; (d) access to Council information; and (e) media services. Council staff and contractors engaged by a Council are also Council resources.
Advantage	An advantage will be conferred where a decision allowing the use of Council resources favours one candidate over another. An advantage arises when a candidate utilises resources, information or support that is not available to a candidate in an election who is not an existing Council Member.
Campaigning	Campaigning includes campaigning activity, wearing or displaying campaign material. Refer to definitions at sections 268-268A of the Electoral Act 2004 for guidance.
Caretaker Period	Caretaker period means the period that commences on the nomination day for a council general election and ends when the results of the general election are declared in accordance with the Local Government (Electoral) Regulations 2021 (NT) .



POLICY

4 POLICY STATEMENT

1.1 Designated Major Decisions

Council will not make any major decisions during the caretaker period.

Major decisions are those decisions that have a significant impact on council operations and activities, or are otherwise political sensitive, and a reasonable person would not consider the decision to be part of the normal council operations.

During the Caretaker Period, the following designated major decisions are prohibited from being made directly by Council or indirectly through the Chief Executive Officer (CEO), or their nominee, or a senior member of staff:

4.1.1 A decision relating to the employment or remuneration of the Chief Executive Officer/CEO, other than to appoint an acting or temporary Chief Executive Officer/CEO or suspend or terminate the Chief Executive Officer/CEO for serious or wilful misconduct.

~~4.1.2~~ A decision to enter into a contract, arrangement or understanding other than a contract for roadworks, road maintenance or drainage works, employment of staff, or in the case of an emergency or disaster as defined by the Northern Territory Government. ~~In some circumstances the CEO may permit a matter including but not limited to:~~

~~a.4.1.3 the urgency of the issue is such that it cannot wait until after the election;~~

~~b.4.1.4 whether the process has substantially commenced and / or approvals are in place;~~

~~c.4.1.5 the possibility of legal and/or financial repercussions if a decision is deferred;~~

~~d.4.1.6 the best interests of the City and community for the decision to be made as soon as possible;~~

~~4.1.34.1.7~~ A decision allowing the use of Council resources for the advantage of a particular candidate or group of candidates (other than a decision that allows the equal use of Council resources by all candidates for election).

Council resources may be used to help with running the general election or to encourage voter participation.

4.1.8 Entering into a new or substantially changed funding agreement, unless there is a real risk the eligibility for funding will be lost.

4.1.9 Committing council funds outside the adopted budget.

4.1.10 Amending Council policies.

4.1.11 Amending Council's delegations.

~~4.1.44.1.12 In some circumstances the CEO may permit a matter including but not limited to:~~

~~e.a. the urgency of the issue is such that it cannot wait until after the election;~~

~~f.b. whether the process has substantially commenced and / or approvals are in place;~~

~~g.c. the possibility of legal and/or financial repercussions if a decision is deferred;~~



POLICY

- d. the best interests of the City and community for the decision to be made as soon as possible.
- e. an expenditure or other decision required to be taken under an agreement by which funding is provided to council by the Commonwealth or Northern Territory Government or otherwise for council to be eligible for funding from the Commonwealth or Northern Territory Government; or
- h.f. the signing of an agreement where the majority of the negotiations were undertaken or resolved by Council prior to the caretaker period commencing.

4.2. Elected Members Activities during Caretaker period

- 4.2.1. Council Branding, letterhead, media facilities or related facilities should not be used for a candidate's campaign. It is appropriate however for a Councillor or Mayor to make it clear in written communication that they are currently an Elected Member.
4.2.1.
- 4.2.2. Council staff who provide support to Elected Members are not to be asked to undertake any tasks connected directly or indirectly to an election campaign.
- 4.2.3. Council resources provided for the use of Elected Members such as computers, stationery and business cards can continue to be used for Council business only, and are not to be used for campaign purposes. Doing so is a violation of the Code of Conduct.
- 4.2.4. Expenses incurred during the Caretaker Period will only be reimbursed according to Council policy where the Elected Member can provide evidence that it was not related to a campaign.

4.3. Council Staff Activities during Caretaker period

- 4.3.1. The CEO will notify all Council members and staff in writing prior to the commencement of the caretaker period of the commencement date.
- 4.3.2. Public consultation activities during the Caretaker Period may only take place where there is a statutory requirement to do so.
- 4.3.3. Council staff should not undertake any activity in relation to an election, except where that activity relates to the election process and is authorised by the Chief Executive Officer.
- 4.3.4. Where the use of Council resources can be construed as being related to a candidate's election campaign, the incident must be reported to the Chief Executive Officer.
- 4.3.5. Council staff must not assist a candidate with their election campaign at any time, including outside working hours, ~~except where the assistance is for the equal benefit of all candidates.~~

4.4. Community and Events

4.4.1. Communications

Council will continue to communicate normal Council business relevant to the community.

During the caretaker period, the CEO is the preferred spokesperson for any official communications.

However, this does not fetter the discretion of the Mayor to speak on behalf of Council as Council's principal representative.

4.4.2. Public Consultation



POLICY

Council will defer any public consultation until after the caretaker period, unless:
(a) it is mandatory public consultation required under legislation; or
(b) the consultation cannot reasonably be deferred.

4.4.3. Events and Functions

Council members or candidates will not use council events and functions held during the caretaker period for campaigning.

4.3.5. No events or functions relating to opening or launching facilities will be held during the caretaker period unless required by external funding agreements.

5 ASSOCIATED DOCUMENTS

- 5.1. City of Palmerston Code of Conduct
- 5.2. City of Palmerston Code of Conduct for Employees

6 REFERENCES AND RELATED LEGISLATION

- 6.1. Local Government Act 2019 (NT)
- 6.2. Local Government (Electoral) Regulations 2021 (NT)



POLICY

Name:	Caretaker		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	General Manager Finance and Governance		
Approval Date:	[Approval Date]	Next Review Date:	Once in Term of 11th Council
Records Number:	456013	Council Decision:	

1 PURPOSE

The purpose of this policy is to set out how council members and staff are to conduct their activities and actions during the local government general elections caretaker period.

2 PRINCIPLES

City of Palmerston is committed to act in an accountable and transparent manner, to be economically efficient, socially and environmentally responsible, and to provide a high standard of service delivery through its term. During a general election caretaker period, the normal operations and programs of the Council are to continue.

3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

Term	Definition
Council Resources	Any asset or information owned or controlled by a Council is a 'Council resource'. Council resources may include: (a) materials published by Council; (b) facilities and goods owned by the Council; (c) attendance and participation at functions and events; (d) access to Council information; and (e) media services. Council staff and contractors engaged by a Council are also Council resources.
Campaigning	Campaigning includes campaigning activity, wearing or displaying campaign material. Refer to definitions at sections 268-268A of the Electoral Act 2004 for guidance.
Caretaker Period	Caretaker period means the period that commences on the nomination day for a council general election and ends when the results of the general election are declared in accordance with the Local Government (Electoral) Regulations 2021 (NT).



4 POLICY STATEMENT

4.1. Major Decisions

Council will not make any major decisions during the caretaker period.

Major decisions are those decisions that have a significant impact on council operations and activities, or are otherwise political sensitive, and a reasonable person would not consider the decision to be part of the normal council operations.

During the Caretaker Period, the following major decisions are prohibited from being made directly by Council or indirectly through the Chief Executive Officer (CEO), or their nominee, or a member of staff:

- 4.1.1 A decision relating to the employment or remuneration of the CEO, other than to appoint an acting or temporary CEO or suspend or terminate the CEO for serious or wilful misconduct.
- 4.1.2 A decision to enter into a contract, arrangement or understanding other than a contract for roadworks, road maintenance or drainage works, employment of staff, or in the case of an emergency or disaster as defined by the Northern Territory Government.
- 4.1.3 A decision allowing the use of Council resources for the advantage of a particular candidate or group of candidates (other than a decision that allows the equal use of Council resources by all candidates for election).
Council resources may be used to help with running the general election or to encourage voter participation.
- 4.1.4 Entering into a new or substantially changed funding agreement, unless there is a real risk the eligibility for funding will be lost.
- 4.1.5 Committing council funds outside the adopted budget.
- 4.1.6 Amending Council policies.
- 4.1.7 Amending Council's delegations.
- 4.1.8 In some circumstances the CEO may permit a matter including but not limited to:
 - a. the urgency of the issue is such that it cannot wait until after the election;
 - b. whether the process has substantially commenced and / or approvals are in place;
 - c. the possibility of legal and/or financial repercussions if a decision is deferred;
 - d. the best interests of the City and community for the decision to be made as soon as possible.
 - e. an expenditure or other decision required to be taken under an agreement by which funding is provided to council by the Commonwealth or Northern Territory Government or otherwise for council to be eligible for funding from the Commonwealth or Northern Territory Government; or
 - f. the signing of an agreement where the majority of the negotiations were undertaken or resolved by Council prior to the caretaker period commencing.

4.2. Elected Members Activities during Caretaker period

- 4.2.1. Council Branding, letterhead, media facilities or related facilities should not be used for a candidate's campaign. It is appropriate however for a Councillor or Mayor to make it clear in written communication that they are currently an Elected Member.



POLICY

- 4.2.2. Council staff who provide support to Elected Members are not to be asked to undertake any tasks connected directly or indirectly to an election campaign.
- 4.2.3. Council resources provided for the use of Elected Members such as computers, stationery and business cards can continue to be used for Council business only, and are not to be used for campaign purposes. Doing so is a violation of the Code of Conduct.
- 4.2.4. Expenses incurred during the Caretaker Period will only be reimbursed according to Council policy where the Elected Member can provide evidence that it was not related to a campaign.

4.3. Council Staff Activities during Caretaker period

- 4.3.1. The CEO will notify all Council members and staff in writing prior to the commencement of the caretaker period of the commencement date.
- 4.3.2. Public consultation activities during the Caretaker Period may only take place where there is a statutory requirement to do so.
- 4.3.3. Council staff should not undertake any activity in relation to an election, except where that activity relates to the election process and is authorised by the Chief Executive Officer.
- 4.3.4. Where the use of Council resources can be construed as being related to a candidate's election campaign, the incident must be reported to the Chief Executive Officer.
- 4.3.5. Council staff must not assist a candidate with their election campaign at any time, including outside working hours.

4.4. Community and Events

- 4.4.1. Communications
Council will continue to communicate normal Council business relevant to the community.
During the caretaker period, the CEO is the preferred spokesperson for any official communications.
However, this does not fetter the discretion of the Mayor to speak on behalf of Council as Council's principal representative.
- 4.4.2. Public Consultation
Council will defer any public consultation until after the caretaker period, unless:
 - (a) it is mandatory public consultation required under legislation; or
 - (b) the consultation cannot reasonably be deferred.
- 4.4.3. Events and Functions
Council members or candidates will not use council events and functions held during the caretaker period for campaigning.
No events or functions relating to opening or launching facilities will be held during the caretaker period unless required by external funding agreements.

5 ASSOCIATED DOCUMENTS

- 5.1. City of Palmerston *Code of Conduct*
- 5.2. City of Palmerston *Code of Conduct for Employees*

6 REFERENCES AND RELATED LEGISLATION



POLICY

- 6.1. *Local Government Act 2019 (NT)*
- 6.2. *Local Government (Electoral) Regulations 2021 (NT)*

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.1.2
REPORT TITLE:	Administrative Review Committee Terms of Reference
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	Executive Assistant to CEO, Kate Roberts
APPROVER:	Chief Executive Officer, Luccio Cercarelli

COMMUNITY PLAN

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

PURPOSE

This Report seeks Council endorsement of the adoption of the Administrative Review Committee Terms of Reference.

KEY MESSAGES

- The Administrative Review Committee is a committee of Council, established in an advisory capacity.
- The purpose of this Administrative Review Committee is to:
 - Review 'reviewable decisions' in accordance with section 322 and 324 of the Local Government Act 2019.
 - Make a recommendation on the application to the Council.
- This report seeks Council's adoption of the Terms of Reference for the Administrative Review Committee.

RECOMMENDATION

1. THAT Report entitled Administrative Review Committee Terms of Reference be received and noted.
2. THAT Council endorse the adoption of the Administrative Review Committee Terms of Reference as **Attachment 13.1.2.1** to Report entitled Administrative Review Committee Terms of Reference.

BACKGROUND

Section 324 of the *Local Government Act 2019* (Act) advises that the CEO on receipt of an application for review must refer the application to an Administrative Review Committee.

The Administrative Review Committee is established in an advisory capacity as an Executive Committee of Council. A Council Committee consists of the persons appointed by Council resolution to be members of the Committee.

At the 1st Ordinary Council Meeting of 6 June 2023, the following decisions were made:

13.1.4 Review of Council Committee Memberships - June 2024

Moved: Councillor Fraser
Seconded: Councillor Garden

2. THAT Council make the following appointments to the Administrative Review Committee:
 - I. THAT the Mayor, Deputy Mayor and Councillor Henderson be appointed to the Administration Review Committee for the period of 1 July 2024 until the Declaration of the Poll following the Local Government Election in 2025.
 - II. THAT Council note that the Mayor has been previously appointed as Chair of the Administrative Review Committee for the Term of the Tenth Council.
 - III. THAT all other Councillors be appointed as alternate members to the Administrative Review Committee for the period of 1 July 2024 until the Declaration of the Poll following the Local Government Election in 2025.

CARRIED 10/1370 - 4/06/2024

Section 324 of the Act states:

324 Consideration of application by administrative review committee

- (1) The CEO must, on receiving an application for review, refer the application to a committee (an administrative review committee).
- (2) The administrative review committee may summarily reject an application for review if satisfied that the application is frivolous, vexatious or lacking in substance.
- (3) If the administrative review committee summarily reject an application under subsection (2), the committee must give a decision notice to the applicant as soon as practicable after making the decision.
- (4) The administrative review committee:
 - (a) must, unless it rejects the application under subsection (2), inquire into the matters raised by the application; and
 - (b) must make a recommendation on the application to the council.
- (5) The recommendation may be:
 - (a) to confirm the decision, or
 - (b) to amend the decision, or
 - (c) to revoke the decision, or
 - (d) to make some further decision to mitigate the effect of the decision.

The Administrative Review Committee is an advisory body to Council and does not hold any decision-making powers. The Committee is responsible to recommend a course of action to Council on matters falling within its function.

DISCUSSION

The Administrative Review Committee is a structured formal meeting, run in accordance with the Palmerston (Procedures for Meetings) By-Laws. The Committee is to report to Council and provide appropriate advice and recommendations on matters relevant to its Terms of Reference in order to facilitate decision making by the Council.

Due to the nature of this committee, meetings will be held if and when applications for review are referred to the Committee as per Section 324 of the *Local Government Act 2019*.

A Terms of Reference document has been developed to ensure consistent and good governance of the Committee.

This report seeks Council's adoption of the Terms of Reference as **Attachment 13.1.2.1**.

CONSULTATION AND MARKETING

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

POLICY IMPLICATIONS

The Administrative Review Committee is a formal committee of Council. To support this committee, it is recommended that the Terms of Reference outlined in this report be adopted by Council.

BUDGET AND RESOURCE IMPLICATIONS

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

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

Section 82 of the *Local Government Act 2019* provides for councils to establish committees. The purpose of this committee is to review 'reviewable decisions' in accordance with section 322 and 324 of the *Local Government Act 2019*.

The Administrative Review Committee is a structured formal meeting, run in accordance with the Palmerston (Procedures for Meetings) By-Laws.

This Report addresses the following City of Palmerston Strategic Risks:

6. Governance
Failure to effectively govern.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

There are no strategy, framework or plan implications for this Report.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. 20240408 Terms of Reference Administrative Review Committee DRAFT [13.1.2.1 - 2 pages]



A Place for People

TERMS OF REFERENCE

Committee Name:	Administrative Review Committee		
Type:	Council Executive Committee		
Responsible Officer:	Chief Executive Officer		
Owner:	Chief Executive Officer		
Approval Date:		Next Review Date:	
Records Number:	583632	Council Decision:	

1 PURPOSE

The Administrative Review Committee is established to review 'reviewable decisions' in accordance with sections 322 and 324 of the *Local Government Act 2019*.

2 COMMITTEE OBJECTIVES

Receive, investigate, and determine applications for reviewable decisions in accordance with Chapter 18 Review of decisions, Part 18.1 Internal Review of the *Local Government Act 2019*.

3 AUTHORITY/DELEGATION

The Administrative Review Committee is an advisory body to Council and does not hold any decision-making powers. The Committee is responsible to recommend a course of action to Council on matters falling within its function.

4 MEMBERSHIP

- 4.1 Members are appointed by the Council.
- 4.2 The City of Palmerston shall appoint:
 - The Mayor as Chair
 - The Deputy Mayor as a member
 - One Councillor as a member and all other Councillors as an alternate member
- 4.3 Council staff attend in an advisory capacity, to provide information and updates. Staff do not hold voting rights and do not participate in group decisions unless specified.

5 TERMS AND VACANCIES

- 5.1 Membership term will be for one year, by nomination at an Ordinary Council Meeting.
- 5.2 The Terms of Reference will be reviewed by the Committee every two years from the commencement of the committee's term, or as required.

6 MEETINGS

- 6.1 **Notice of Meetings and Business Papers**
The Chief Executive Officer will convene meetings and will distribute business papers no later than three business days prior to a meeting.



A Place for People

TERMS OF REFERENCE

- 6.2 **Regularity**
The Committee will meet as required to perform the functions of the Committee.
- 6.3 **Attendance**
Meetings are open to the public unless confidential business is being considered.
- 6.4 **Chairperson Responsibilities**
 - 6.4.1 To ensure meetings are conducted in accordance with the *Palmerston (Procedure for Meeting) By-Laws* and according to the agenda.
 - 6.4.2 Ensuring all discussion items end with a decision, action, or appropriate outcomes.
 - 6.4.3 Should the Chairperson be unable to attend a meeting, the Deputy Mayor or Acting Mayor shall perform the duties of Chairperson and if unavailable the meeting will be postponed.
- 6.5 **Voting**
 - 6.5.1 For voting purposes, the Chairperson shall accept motions moved and seconded by members of the Committee, by show of hands.
 - 6.5.2 A Committee decision is by majority vote of voting members present at a meeting.
- 6.6 **Minutes**
Meeting minutes will be distributed to members within ten working days after a meeting and presented to Council at its next Ordinary Meeting.

7 CONDUCT

- 7.1 **Conflicts of interest**
Committee Members must declare any real or perceived conflicts of interest when joining the Committee, annually and at the start of each meeting before discussion of the relevant agenda items on the approved Council form.
- 7.2 **Code of Conduct**
All Committee Members are required to abide with Schedule 1 of the *Local Government Act 2019 Code of Conduct for Elected Members and Committee Members*.
- 7.3 **Committee Representation**
Committee Members must not speak on behalf of Council or the Committee without the approval of the Chief Executive Officer.

8 PERFORMANCE REVIEW

The Committee will provide an annual summary of the Committees performance to Council prior to the end of financial year.

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.1.3
REPORT TITLE:	Council Policy Review - Asset Management
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	IT and Assets Manager, Ish Shah
APPROVER:	General Manager Finance and Governance, Wati Kerta

COMMUNITY PLAN

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

PURPOSE

This Report presents the updated Asset Management Policy to Council for endorsement.

KEY MESSAGES

- Council is responsible for the management of diverse infrastructure and assets of significant value, on behalf of the Palmerston Community.
- A review of Council's Asset Management Policy has been completed to reflect contemporary practice and thinking.
- The policy reflects recommendations of the Institute of Public Works Engineering Australasia who are a leading body in asset management in Australia.
- It is being recommended that there are no changes to the existing policy, other than minor administrative changes and that Council adopts the revised Asset Management Policy.

RECOMMENDATION

1. THAT Report entitled Council Policy Review - Asset Management be received and noted.
2. THAT Council endorses the revised Asset Management Policy as per **Attachment 13.1.3.3**.

BACKGROUND

Council's Asset Management Policy **Attachment 13.1.3.1** was adopted on 18 September 2018:

13.2.7 Asset Management Policy Review 9/0068

Moved: Alderman Henderson
Seconded: Alderman Garden

1. THAT Report Number 9/0068 entitled Asset Management Policy Review be received and noted.
2. THAT Council rescind City of Palmerston Asset Management Policy (January 2011) being Attachment A to Report Number 9/0068 entitled Asset Management Policy Review.
3. THAT Council adopt City of Palmerston AMO1 Asset Management Policy being Attachment B to Report Number 9/0068 entitled Asset Management Policy Review.

CARRIED 9/0278 - 18/09/2018

At its 1st Ordinary meeting on 5 March 2024, Council received and noted an update to the Policy Review Schedule. The Asset Management Policy was identified for review in the third quarter of 2024.

At the Risk Management and Audit Committee (RMAC) Open meeting of 27 August 2024:

9.1.1 Council Policy Review - Asset Management

Moved: David Ray

Seconded: Mayor Pascoe-Bell

1. *THAT Report entitled Council Policy Review - Asset Management be received and noted.*
2. *THAT the Risk Management and Audit Committee recommend to the Council:*
 - a. *THAT Council notes there are no changes to the existing policy, other than minor administrative changes and that a report will be provide to Council to adopt the revised Asset Management Policy.*

CARRIED RMA10/151-27/08/2024

DISCUSSION

The Asset Management Policy provides Council with a strategic approach to asset management, ensuring that Council delivers an appropriate level of service through its assets.

The policy reflects strategic asset management fundamentals of value, alignment, leadership and assurance for:

- Long term financial sustainability
- Improved financial performance
- Informed asset investment decisions
- Managed risk
- Improved services and costs
- Demonstrated social responsibility
- Demonstrated compliance
- Enhanced reputation
- Improved sustainability

The policy contains advice and commentary from the Institute of Public Works Engineering Australasia (IPWEA) who are an Australasia's leading authority in asset management in Local Government.

A review of the policy has been completed and there are no further amendments or revisions required. It is being recommended that Council adopts the reviewed and amended Asset Management Policy being **Attachment 13.1.3.3**

The Asset Management Policy refers to Asset Management Plans; these are currently under review and will be used to make informed decisions relating to assets, including the long-term financial plan.

CONSULTATION AND MARKETING

As the amended policy remains in alignment with the existing policy and is focused on guiding the administration, it is being recommended that Community Consultation is not required for this policy amendment.

POLICY IMPLICATIONS

If adopted, the amendment will replace the existing policy.

The policy reflects in a form and context consistent with Council's current policies and removes elements which are operational or administrative based.

The policy should be reviewed at least once per Council Term.

BUDGET AND RESOURCE IMPLICATIONS

Adoption of the revised draft policy would not affect current budget or resources but will continue to inform Council's decision making into the future.

Council needs to continue to ensure that adequate provision is made for the sustainable long-term provision, management and replacement of major assets.

Council is custodian for \$756.7million of infrastructure assets it manages on behalf of the community.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

Without a strategic asset management policy that reflects contemporary practices and thinking, Council is at risk of not adequately managing and providing services and community infrastructure. The provision and management of assets needs to be undertaken with consideration of risk, legal and legislative issues.

This Report addresses the following Risk Management and Audit Committee Terms of Reference:

- Risk Management and Internal Controls

This Report addresses the following City of Palmerston Strategic Risks:

6. Governance
Failure to effectively govern.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

This Report relates to the following City of Palmerston Strategies, Framework and Plans:

- Long-Term Financial Plan

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. 20201117 Council Policy Asset Management [13.1.3.1 - 3 pages]
2. 20201117 Council Policy Asset Management 1 Tracked changes [13.1.3.2 - 3 pages]
3. Council Policy Asset Management Clean [13.1.3.3 - 3 pages]



Name:	Asset Management		
Type:	Council Policy		
Owner:	Chief Executive Officer		
Responsible Officer:	Director City Growth and Operations		
Approval Date:	3/11/2020	Next Review Date:	3/11/2024
Records Number:	435124	Council Decision:	9/1361

1 PURPOSE

The purpose of this Policy is to:

- Demonstrate Council’s asset management approach across diverse infrastructure of significant value, on behalf of the Palmerston community.
- Provide a strategic approach to asset management to ensure Council delivers an appropriate level of service through its assets.
- Achieve the strategic outcome of ensuring assets are fit for purpose
- Mitigate risk relating to long term sustainability

2 PRINCIPLES

The City of Palmerston recognises that assets exist to provide services and value to the community and this recognition underpins Council’s Asset Management Policy and practices.

The City of Palmerston is committed to the outcomes of ensuring infrastructure is fit for purpose through its strategies;

- Infrastructure is maintained and managed to meet community need and adopt innovative approaches
- Assets have multiple uses

3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

Term	Definition
Asset	An asset is physical infrastructure defined under the asset class and is owned or controlled by Council.
Asset Management (AM)	The combination of management, financial, economic, engineering and other practices applied to assets with the objective of providing the required level of service in the most cost-effective manner.
Lifecycle cost	The total cost of an asset throughout its life including planning, design, construction, acquisition, operation, maintenance, rehabilitation and disposal.
Level of service	The level of service is the defined service quality for a particular activity or service area against which service performance may be measured. Level of service usually refers to quality, quantity, reliability, responsiveness, environmental acceptability and cost.
Asset Class	A group of assets having similar nature or function in the operations of Council, and which, for purposes of disclosure, is shown as a single item without supplementary disclosure.

4 POLICY STATEMENT

4.1 General

Council will apply a total asset management approach as one of its key strategies in demonstrating effective governance through the application of the following:

- 4.1.1 Undertake asset management activities within a strategic framework which is integrated with broader corporate and business planning, and operational processes.
- 4.1.2 A consistent Asset Management Strategy must exist for implementing systematic and appropriate asset management best-practice.
- 4.1.3 All relevant legislative requirements together with political, social, environmental, cultural and economic factors are to be considered.
- 4.1.4 Asset Management Plans will be developed for major service/asset categories.
- 4.1.5 Asset Management Plans will form part of the asset management framework and be used to make informed decisions relating to assets, including the long-term financial plan.
- 4.1.6 An asset management framework which ensures accountability for asset condition and performance with a whole-of-council approach to the continued improvement and development of asset management activities.
- 4.1.7 An inspection regime will be used as part of asset management to ensure agreed service levels are maintained and to identify asset renewal priorities.
- 4.1.8 Asset renewals required to meet agreed service levels and identified in adopted asset management plans and long-term financial plans will inform annual budget estimates with the service and risk consequences of variations in defined asset renewals and budget resources documented in budget documentation.
- 4.1.9 Asset renewal plans will be prioritised and implemented progressively based on agreed service levels and the effectiveness of the current assets to provide that level of service.
- 4.1.10 Systematic and cyclic reviews will be applied to all asset classes and are to ensure that the assets are managed, valued and depreciated in accordance with appropriate best practice and applicable Australian Standards.
- 4.1.11 Future life cycle costs should be considered in decisions relating to the new services and assets and upgrading of existing services and assets.
- 4.1.12 Asset Management Plans and renewal plans will incorporate sustainable practices wherever possible to ensure consistency with Council's policies and plans.
- 4.1.13 Ensuring a sustainable and corporate approach to Asset Management.

4.2 Asset Management Priorities

Assets will be planned, created, operated, maintained, renewed and disposed of in accordance with Council's priorities for service delivery.

This will be done through the asset management fundamentals of value, alignment, leadership, and assurance for:

- Long term financial sustainability
- Improved financial performance
- Informed asset investment decisions
- Managed risk
- Improved services and costs
- Demonstrated social responsibility
- Demonstrated compliance
- Enhanced reputation
- Improved sustainability

AM01

Council will ensure adequate provision is made for the sustainable long-term provision, management and replacement of major assets by:

- Ensuring that Council's services and infrastructure are provided in a sustainable manner, with the appropriate levels of service.
- Safeguarding Council assets by implementing appropriate asset management strategies and appropriate financial resources for those assets.
- Meeting legislative requirements for asset management.
- Ensuring resources and operational capabilities are identified and responsibility for asset management is allocated.
- An integrated approach in acquiring, disposing of and renewing assets that ensures transparency and evaluates life cycle management of assets.

5 ASSOCIATED DOCUMENTS

- 5.1 City of Palmerston Community Plan
- 5.2 City of Palmerston Long Term Financial Plan
- 5.3 City of Palmerston Municipal Plan
- 5.4 Relevant Australian Standards
- 5.5 NAMS.PLUS – Institute of Public Works Engineering Australasia
- 5.6 City of Palmerston Asset Management Plans
- 5.7 City of Palmerston Strategic Risk Register

6 REFERENCES AND RELATED LEGISLATION

- 6.1 Local Government Act

Name:	Asset Management		
Type:	Council Policy		
Owner:	Chief Executive Officer General Manager Finance and Governance		
Responsible Officer:	Director City Growth and Operations IT and Assets Manager		
Approval Date:		Next Review Date:	3/11/2024 3/11/2028 <u>In the term of the 11th Council</u>
Records Number:	435124	Council Decision:	9/1361

1 PURPOSE

The purpose of this Policy is to:

- Demonstrate Council's asset management approach across diverse infrastructure of significant value, on behalf of the Palmerston community.
- Provide a strategic approach to asset management to ensure Council delivers an appropriate level of service through its assets.
- Achieve the strategic outcome of ensuring assets are fit for purpose
- Mitigate risk relating to long term sustainability

2 PRINCIPLES

The City of Palmerston recognises that assets exist to provide services and value to the community and this recognition underpins Council's Asset Management Policy and practices.

The City of Palmerston is committed to the outcomes of ensuring infrastructure is fit for purpose through its strategies;

- Infrastructure is maintained and managed to meet community need and adopt innovative approaches
- Assets have multiple uses

3 DEFINITIONS

For the purposes of this Policy, the following definitions apply:

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Level of service	The level of service is the defined service quality for a particular activity or service area against which service performance may be measured. Level of service usually refers to quality, quantity, reliability, responsiveness, environmental acceptability and cost.
Asset Class	A group of assets having similar nature or function in the operations of Council, and which, for purposes of disclosure, is shown as a single item without supplementary disclosure.

4 POLICY STATEMENT

4.1 General

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- 4.1.1 Undertake asset management activities within a strategic framework which is integrated with broader corporate and business planning, and operational processes.
- 4.1.2 A consistent Asset Management Strategy must exist for implementing systematic and appropriate asset management best-practice.
- 4.1.3 All relevant legislative requirements together with political, social, environmental, cultural and economic factors are to be considered.
- 4.1.4 Asset Management Plans will be developed for major service/asset categories.
- 4.1.5 Asset Management Plans will form part of the asset management framework and be used to make informed decisions relating to assets, including the long-term financial plan.
- 4.1.6 An asset management framework which ensures accountability for asset condition and performance with a whole-of-council approach to the continued improvement and development of asset management activities.
- 4.1.7 An inspection regime will be used as part of asset management to ensure agreed service levels are maintained and to identify asset renewal priorities.
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- 4.1.13 Ensuring a sustainable and corporate approach to Asset Management.

4.2 Asset Management Priorities

Assets will be planned, created, operated, maintained, renewed and disposed of in accordance with Council's priorities for service delivery.

This will be done through the asset management fundamentals of value, alignment, leadership, and assurance for:

- Long term financial sustainability
- Improved financial performance
- Informed asset investment decisions
- Managed risk
- Improved services and costs
- Demonstrated social responsibility
- Demonstrated compliance
- Enhanced reputation
- Improved sustainability

Council will ensure adequate provision is made for the sustainable long-term provision, management and replacement of major assets by:

- Ensuring that Council's services and infrastructure are provided in a sustainable manner, with the appropriate levels of service.
- Safeguarding Council assets by implementing appropriate asset management strategies and appropriate financial resources for those assets.
- Meeting legislative requirements for asset management.
- Ensuring resources and operational capabilities are identified and responsibility for asset management is allocated.
- An integrated approach in acquiring, disposing of and renewing assets that ensures transparency and evaluates life cycle management of assets.

5 ASSOCIATED DOCUMENTS

- 5.1 — City of Palmerston Community Plan
- 5.2 — City of Palmerston Long Term Financial Plan
- 5.3 — City of Palmerston Municipal Plan
- 5.4 — Relevant Australian Standards
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- 5.6 — City of Palmerston Asset Management Plans
- 5.7 — City of Palmerston Strategic Risk Register

6 REFERENCES AND RELATED LEGISLATION

- 6.1 — Local Government Act

Name:	Asset Management		
Type:	Council Policy		
Owner:	General Manager Finance and Governance		
Responsible Officer:	IT and Assets Manager		
Approval Date:		Next Review:	In the term of the 11th Council
Records Number:	435124	Council Decision:	

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- 4.1.5 Asset Management Plans will form part of the asset management framework and be used to make informed decisions relating to assets, including the long-term financial plan.
- 4.1.6 An asset management framework which ensures accountability for asset condition and performance with a whole-of-council approach to the continued improvement and development of asset management activities.
- 4.1.7 An inspection regime will be used as part of asset management to ensure agreed service levels are maintained and to identify asset renewal priorities.
- 4.1.8 Asset renewals required to meet agreed service levels and identified in adopted asset management plans and long-term financial plans will inform annual budget estimates with the service and risk consequences of variations in defined asset renewals and budget resources documented in budget documentation.
- 4.1.9 Asset renewal plans will be prioritised and implemented progressively based on agreed service levels and the effectiveness of the current assets to provide that level of service.
- 4.1.10 Systematic and cyclic reviews will be applied to all asset classes and are to ensure that the assets are managed, valued and depreciated in accordance with appropriate best practice and applicable Australian Standards.
- 4.1.11 Future life cycle costs should be considered in decisions relating to the new services and assets and upgrading of existing services and assets.
- 4.1.12 Asset Management Plans and renewal plans will incorporate sustainable practices wherever possible to ensure consistency with Council's policies and plans.
- 4.1.13 Ensuring a sustainable and corporate approach to Asset Management.

4.2 Asset Management Priorities

Assets will be planned, created, operated, maintained, renewed and disposed of in accordance with Council's priorities for service delivery.

This will be done through the asset management fundamentals of value, alignment, leadership, and assurance for:

- Long term financial sustainability
- Improved financial performance
- Informed asset investment decisions
- Managed risk
- Improved services and costs
- Demonstrated social responsibility
- Demonstrated compliance
- Enhanced reputation
- Improved sustainability

Council will ensure adequate provision is made for the sustainable long-term provision, management and replacement of major assets by:

- Ensuring that Council's services and infrastructure are provided in a sustainable manner, with the appropriate levels of service.
- Safeguarding Council assets by implementing appropriate asset management strategies and appropriate financial resources for those assets.
- Meeting legislative requirements for asset management.
- Ensuring resources and operational capabilities are identified and responsibility for asset management is allocated.
- An integrated approach in acquiring, disposing of and renewing assets that ensures transparency and evaluates life cycle management of assets.

5 ASSOCIATED DOCUMENTS

6 REFERENCES AND RELATED LEGISLATION

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.1.4
REPORT TITLE:	Community Benefit Scheme - Arafura Music Collective
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	Community Facilities Officer, Rachel Fosdick
APPROVER:	General Manager Community, Konrad Seidl

COMMUNITY PLAN

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

PURPOSE

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

KEY MESSAGES

- City of Palmerston is a Place for people, the diverse community values the broad range of events and cultural activities throughout the year.
- Arafura Music Collective is applying for a one-off grant of \$6,900 to deliver a program of three (3) performances at the Gray Community Hall in 2024/2025 called Enrich and Connect Communities through Music.
- The Enrich and Connect Communities through Music program aims to further Arafura Music Collective's cultural contribution to the Palmerston community, building on the two performances delivered in 2023/24.
- Arafura nurtures a thriving community of musicians, collaborators, and audiences and they have presented a strong project plan with significant in-kind contribution and other funding sources.
- The application from Arafura provides an opportunity to demonstrate a commitment to developing a strong presence in Palmerston with the aim of fostering connections and engagement within the community and to celebrate cultural diversity.

RECOMMENDATION

1. THAT Report entitled Community Benefit Scheme - Arafura Music Collective be received and noted.
2. THAT Council endorse the grant application of the Arafura Music Collective for \$6,900, being **Attachment 13.1.4.1** in report entitled Community Benefit Scheme - Arafura Music Collective to deliver The Enrich and Connect Communities through Music at Gray Community Hall.

BACKGROUND

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

DISCUSSION

On 30 July 2024, City of Palmerston received a grant application from the Arafura Music Collective to the Community Benefit Scheme for an amount of \$6,900 for their project Enrich and Connecting Community through Music delivering three (3) events to be held on 16 November 2024, 8 March 2025 and 7 June 2025 as per **Attachment 13.1.4.1** to report entitled Community Benefit Scheme - Arafura Music Collective.

Established in 1995, Arafura Music Collective originated from a group of friends with a shared passion for music. Into 2023/24 City of Palmerston supported the Arafura Music Collective. This application highlights a commitment to expanding on the 23/24 success with an additional three (3) performances in 2024/25. Each event is at low cost for accessibility to the community and Elected Members are invited to attend. Arafura Music Collective aim to attract an attendance of 75 people at each event to retain and sense of connection and intimacy.

The program includes:

Balnba (Rainy Season), The Edge of North – Gray Community Hall – 16 November 2024

Explores the musical themes of isolation and challenges in the context of a northern perspective. The event will include a free ensemble music workshop with a youth focus, followed by an afternoon performance.

Mayilema (Knock-em downs), Seven Duets with a Theme of Hope – Gray Community Hall – 8 March 2025

Duet performances as a tribute to inspiration and hope provided to the arts by women from different cultural groups.

Damibila, Fetes Musique – Gray Community Hall – 8 June 2025.

This concert features a blend of old and new, classical and contemporary compositions, showcasing the joy of French music over the centuries.

The Enrich and Connect Community Through Music program offers the following community benefits:

Community Engagement and Cultural Contribution

The project specifically aims to foster connections and celebrate cultural diversity within the Palmerston community. This will be achieved through a series of performances that include a youth music workshop, an event aligned with both International Women's Day and Harmony Day, and a focus on French cultural contributions. These initiatives directly support the City's objectives of promoting cultural diversity and engaging a broad demographic, including families and youth.

Innovative Approach to Audience Experience

The project introduces an innovative and inclusive approach to audience engagement by encouraging attendees to bring cushions and yoga mats, making the performances more accessible and comfortable. This approach is particularly appealing to families and younger audiences and reflects the Collective's commitment to creating inclusive and engaging community events. The organisers have presented a strong project plan, meeting all the essential criteria and includes support from co-contributions from other funders to reduce risk. This event provides an opportunity for the Palmerston Community to engage with music and diverse cultural experiences.

A Place for People

Marketing and Audience Engagement Strategy

Arafura Music Collective has developed a robust marketing strategy to ensure broad community participation. This strategy includes active social media engagement, partnerships with local businesses, and targeted outreach to diverse community segments. The Collective's approach is designed to attract a wide and diverse audience within Palmerston, thereby maximising the project's impact and community reach.

Track Record of Success

The Arafura Music Collective has a strong track record of delivering sold-out performances and has garnered significant community support. This history of success underscores the group's ability to deliver high-quality cultural events that resonate with the community, thereby ensuring the effectiveness and sustainability of the proposed project.

Alignment with Palmerston's Strategic Objectives

The proposed events align with several key outcomes of the Palmerston Community Plan. They contribute to the enhancement of Palmerston's cultural life, promote inclusivity, and support local artists, thereby reinforcing the City's vision of being 'A Place for People'. The project's focus on family-friendly events and its commitment to cultural diversity are particularly aligned with Objectives 1.1 and 3.1 of the Community Plan.

Recommended Support \$6,900

The application from Arafura Music Collective has met all the eligibility requirements for Community Benefit Scheme Funding and demonstrates a strong governance framework and ability to effectively deliver a program of this size and nature. The proposed program builds on the successful Connecting Through Music events delivered by Arafura Music Collective in 2023/24, which were supported by CBS. The application provides learnings from the 2023/24 program and actions already established to enhance the 2024/25 program, such as establishing a local community advisory group. This demonstrates Arafura's commitment to developing a strong presence in Palmerston with the aim of fostering connections and engagement within the community and to celebrate cultural diversity. The application provides value for money to the City of Palmerston with significant in-kind contributions from Arafura Music Collective to the value of \$60,000 and other funding sources of \$14,400.

CONSULTATION AND MARKETING

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

POLICY IMPLICATIONS

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

BUDGET AND RESOURCE IMPLICATIONS

The CBS budget for the 2024/25 fiscal year for grants, donations and sponsorships is \$230,000. \$157,650 has been expended, with \$72,350 remaining in the Community Benefit Scheme 2024/25 budget for future projects and events which benefit the Palmerston Community.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

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

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

This Report addresses the following City of Palmerston Strategic Risks:

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

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

This Report relates to the following City of Palmerston Strategies, Framework and Plans:

- Creative Industries Plan 2023-2027.

The Arafura Music Collective's project, "Enrich and Connect Community Through Music," aligns closely with the goals outlined in the Creative Industries Plan 2023-2027. The project contributes to the development and promotion of creative industries within Palmerston by providing a platform for local artists and fostering community engagement through cultural events. By supporting this project, the City of Palmerston will further its commitment to nurturing a vibrant and diverse cultural landscape, as envisioned in the Creative Industries Plan.

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

- 1.1: We focus on families.
- 1.2: The wellbeing of our community is a focus for all our work
- 3.1: To celebrate our rich culture and diversity.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. Application Form Arafura Music Collective [13.1.4.1 - 27 pages]



APPLICATION FORM

GRANTS AND DONATIONS

REQUESTS IN EXCESS OF \$2000

Organisation Name: _____
Contact Name: _____
Position of Contact: _____
Telephone: _____ Mobile: _____
Email: _____
Address: _____
Postal Address: _____
Account Name: _____
Account Number: _____
Amount Requested: _____ ABN: _____
Activity Name: _____ Activity Date: _____
Location of Activity: _____

Environmental Initiative (Please tick if this request relates to an Environmental Initiative)

ATTACHED WRITTEN APPLICATION WHICH INCLUDES:

PLEASE ATTACH THE FOLLOWING DOCUMENTATION TO YOUR WRITTEN APPLICATION:

- Details of project, Detailed project budget, Evidence of alternate sources of funding to a minimum of 30% of project costs.
- Most recent audited financial statement (If application exceeds \$10,000)
- Proof of registration as Community, NFP or Incorporated body
- Contact details of Elected Office Holders
- Proof of appropriate insurance, certificate of currency
- Minuted details of your organisation's resolution to request funding

Please see overleaf for further information about Environmental Initiatives

Funding of this proposed activity/event/item will benefit the Palmerston Community, by:

and relates to the following goals and strategies in the City of Palmerston Community Plan:

Signed: _____ Date: _____

PLEASE RETURN COMPLETED FORM WITH ATTACHED APPLICATION TO THE CITY OF PALMERSTON

In Person: Civic Plaza, 1 Chung Wah Terrace, Palmerston

PO Box 1 Palmerston NT 0831

8935 9922

8935 9900

palmerston@palmerston.nt.gov.au

The City of Palmerston complies with the information Privacy Principles contained in the Information Act (NT). These principles protect the privacy of personal information collected and held by Council. Council's privacy statement is available from the City of Palmerston, Civic Plaza, 1 Chung Wah Terrace, or via our website on www.palmerston.nt.gov.au.

Arafura Music Collective
Application to City of Palmerston Council
Community Benefit Scheme 2024/25



1. Project title

Enrich and Connect Community through Music. Year Two of the Palmerston City Arafura Music Collective Performance Series.

2. Project summary

Arafura Music Collective aims to extend our cultural contribution to City of Palmerston community through extending our 2023/4 performances into three 24/25 performances in the City of Palmerston. We wish to extend this series through the Enrich and Connect Communities through Music project, comprising events on November 16, 2024, March 8, 2024, and June 7 at Gray Community Centre. Our aim is to foster connections and engagement within the community and celebrate cultural diversity.

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

3. Grant request

\$6.900

4. Background to Arafura Music Collective

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

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

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

5. Project description

Arafura Music Collective aims to extend our cultural contribution to Palmerston City community through extending our 2023/4 performances into three 24/25 performances in the City of Palmerston. We wish to extend this series through the Enrich and Connect Communities through Music project, comprising events on November 16, 2024, March 8, 2024, and June 7 at Gray

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Community Centre. Our aim is to foster connections to the community and celebrate cultural diversity.

The November event will once again include a youth music workshop and afternoon tea and concert. On March 8, 2025, the Collective will hold an afternoon concert aligned with both International Women's Day and Harmony day March 21, emphasising the contribution of women and the diversity of the City of Palmerston community, the performance on June 7 will focus on with the French community and Palmerston Creatives and the lasting legacy of French creativity.

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

6.1 Balnba (Rainy Season) Connecting Community Through Music

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

Date: November 16
Title: **The Edge of North**
Venue: Gray Community Centre
Co-artistic Directors: Claire Kilgariff and Rosemary Antonini
Theme/Repertoire **The Edge of North performance** *features* two events.

Drawing inspiration from research and guided by Professor Ruth Wallace CDU Arafura Music Collective embarks on a creative exploration of the profound concept of North and its relationship with the human experience. Through the medium of chamber music, we explore musical themes of journeys, wisdom, purity, isolation, and challenge, inviting our audience to contemplate the complexities of our existence in the context of the Northern perspective. Repertoire will include works by Edvard Grieg, Metal turned classical minimalist Olafur Arnalds, Johann Johansson and Australian composers including Nadi Simpsons evocative Wilgas Last Dance.

1. Saturday Nov 11 1:30-12:30 pm A free ensemble music workshop (focused on youth)
2. Saturday Nov 11 3-4 pm A community afternoon tea followed by a performance

1. Members of Arafura Music collective will conduct a 60-minute free music workshop, focused on encouraging young people to become involved in small ensemble music, but open to all players. Schools from Palmerston and Darwin will be invited to present and participate at the workshop.
2. Arafura Music Collective will perform a reasonably priced (\$25 per ticket) 50-minute performance at Gray Community Centre. It will invite audiences new to acoustic small ensemble music to be part of an accessible style of performance. The performance will feature



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6.2 Mayilema (Knockemdowns) 7 Duets on a theme of Hope
Funding: NT Government Community Benefit Fund, Box Office, City of Palmerston Community
Date: **March 8**
Title: **7 Duets on a theme of Hope**
Venue: Palmerston Gray Community Centre
Length 60 minutes
Artistic Directors: Claire Kilgariff, Merilee Mills

Theme

"7 Duets on the theme of Hope" is a unique chamber music performance that transcends the boundaries of art forms and generations to create an extraordinary blend of music, dance, and spoken word. Each duet is a tribute to inspiration and Hope provided to the Arts by women from different cultural groups embodying their essence through the fusion of music, dance, and spoken word. Collaborating young music and dance artists children and grandchildren of Arafura founders Claire Kilgariff Merilee Mills and Annette and Greg Anderson. Music will include Australian works new commissioned works by First Nations Melanie Mununggurr and NT composers Kabita Ghosh and Francis Diatchenko.

Season 2 **Damibila**
Title: **Fetes Musique – (Music Party)**
Date: **June8 /9**
Venues: **Supreme Court State Square and City of Palmerston Gray Community Hall**
Length: **70 minutes**
Co Curators: **Claire Kilgariff**
Collaborators **Alliance Francaise/Palmerston Creatives**

Theme

Fêtes Musique celebrates the rich tapestry of French music. The concert features a blend of old and new, classical and contemporary compositions, showcasing the joy of French music over the centuries.

The highlight of the concert is Claude Debussy's Sonata for Flute, Viola, and Harp, a masterpiece that encapsulates the essence of French Impressionism

In collaboration with Alliance Francaise and Palmerston Creatives Fêtes Musique is a musical journey and party encompassing the impact of French culture on creativity.

7 Intended outcomes/Contribution to City of Palmerston Community Plan

The Enrich and Connect Community with Music 24/25 project contributes to the following Outcomes, Objectives and Measures of Success from the Community Plan

7.1 1 Family and Community, Measure of Success 1 & 4, Objective 1 and 2

The Collectives performances offer families engaging and culturally enriching experiences, bridging generations and fostering intergenerational bonds. These events can become community highlights,

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promoting positive interactions and a sense of belonging. Through the music workshop, we will engage youth and encourage artistic passion. The Collective's contribution serves as a positive narrative, amplifying local talents and bolstering Palmerston's identity. These activities enhance well-being, creating joyful memories, while aligning with the strategy's aim to provide inclusive and family-oriented engagements, ultimately enriching Palmerston's cultural fabric. Working in partnership with Arafura Music Collective supports the City of Palmerston Council aspiration to provide effective social services to the community.

7.2 2 A Vibrant Economy Objective 2.1, Measure of Success 1,4 and 5

The project directly aligns with Palmerston's vision of being 'A Place for People.' By showcasing cultural vibrancy, fostering unity, supporting artistic expression, and creating positive experiences, the project enhances Palmerston's brand as an authentic and inviting community that celebrates its residents' passions and diversity. Through the activities Palmerston residents will choose to participate in the local community, encouraging more families and attract tourists and visitors to participate in a thriving creative cultural scene.

A growing number of Darwin residents choose to attend the Palmerston concerts as they feel they are more intimate, connected and have a sense of community.

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

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

7.4 Future Focus Measure of Success 2, Objectives, 4.1 and 4.2

The Arafura Music Collective's initiative, "Enrich and Connect Community through Music," aligns with the Palmerston City Council Community Plan Outcome 4. by fostering and promoting arts and culture within the community. Our purpose to enrich lives, inspire joy, and foster connections across genres, cultures, generations, and communities through intimate small ensemble/chamber music performances. By doing so, we contribute to the vibrant cultural life of Palmerston, enhancing its reputation as a city that values and supports the arts. The measure of success can be seen in the increased community engagement in these musical events and the growth of the diversity of the city's cultural landscape. Our use of Palmerston cultural sites demonstrates the diversity of the facilities within Palmerton

8. Audience Engagement and Marketing Strategy for Palmerston Concert Series *Enrich and Connect Community through Music 24/25*

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

We have begun to build up a brand awareness and dedicated support for strong City of Palmerston engagement. Building on our experiences in 23/24 We will tailor engagement strategies to resonate with segments of the market including music enthusiasts, older people, families, and young adults.

By implementing the below comprehensive audience engagement and marketing strategy, Arafura Music Collective can both only attract a diverse audience to the Palmerston Concert Series, and also

create a memorable and enriching experience that resonates with attendees long after the event is over.

City of Palmerston Marketing Strategy

Lessons learnt from 203/24 performance series:

- Form strong connection with the City of Palmerston Library for community outreach and social media engagement.
- Develop stronger relationships with seniors' groups
- Create a community of ambassadors and advocates to connect with diverse groups. An advisory group of four community members has been formed and includes representatives from the 25-40 age group, Palmerston artists, seniors' demographic .and a first nations community member. The role of the group is to provide advice to Arafura Music Collective and assist us to connect with the community.

8.1 Target Audience Identification:

Nov 2023

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

March 8, 2025

- Target Audience 50

June 7, 2025

- Target audience 70 partner with Palmerston Creatives for art show + music

Arafura Music Collective market segmentation

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

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

Anticipated City of Palmerston market segmentation

**Arafura Music Collective
Application to City of Palmerston Council
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Age	Palmerston current
0-14	26.6
15-24	13.9
25-44	36.6
45-64	19.5
65+	6.5

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

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

8.2 Social Media Engagement:

Arafura Music Collective has active Facebook and Instagram accounts with over 1,000 followers.

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

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

8.3 Collaborative and Local Partnerships:

We will work to further develop and leverage off Palmerston partnerships.

- Local Social Media, City of Palmerston Facebook, What's on in Palmerston, City of Palmerston Library, Palmerston Community Group, Creative Palmerston, and other relevant social media pages
- ABC radio for live interviews
- Community Gathering Sites; Libraries, Schools, and other sites for posters.
- Local Businesses: Partner with cafes, bookstores, and shops to display posters.
- Arafura Music Collective members who live and or work in Palmerston. (own Facebook and email networks)

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8.4 Influencer Engagement:

Work with City of Palmerston Community and Culture Team and our Palmerston advisory group to:

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

8.5 Young Audience Engagement:

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

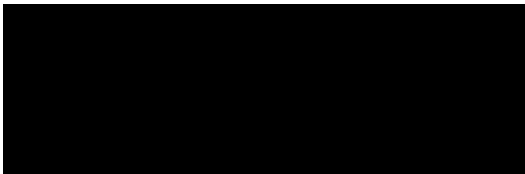
8.6 Email Marketing Campaigns:

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

8.7 Post-Event Engagement:

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

Applicant submitted by



Attachments

2. CoP Grants Excess \$2000 form
3. Budget
4. Arafura Business Plan on a Page 2024/25
5. Arafura Business Plan 2024/25
6. Arafura Music Collective Annual Report
7. Excerpt from Arafura Music Collective Executive Committee meeting and Board details 23/7/24
8. Certificate of Incorporation
9. ASIC extract
10. Certificate of Currency
11. Letters of Support Palmerston residents

Perf # 1 March 2025					
INCOME					
Name	Grant Application	In Kind	Other Funding	Total	Comments/Notes
Personnel	\$0.00	\$18,144.41	\$0.00	\$18,144.41	
Artist Fees	\$0.00	\$15,665.09	\$0.00	\$15,665.09	
Artist fee or stipend other		\$0.00		\$0.00	
AMC Musician Honarium		\$15,365.09		\$15,365.09	
Ensemble Director		\$0.00		\$0.00	
Commission Fee		\$0.00		\$0.00	
Guest Artist Fees		\$300.00		\$300.00	
Arts Worker Fees	\$0.00	\$2,479.32	\$0.00	\$2,479.32	
Arts worker fees or wages		\$0.00		\$0.00	
Creative Director		\$1,624.97		\$1,624.97	
Stage Manager		\$95.29		\$95.29	
Concerts Officer		\$250.00		\$250.00	
Front of House Manager		\$169.69		\$169.69	
Usher		\$169.69		\$169.69	
Production		\$169.69		\$169.69	
Other Arts Worker		\$0.00		\$0.00	
Box Office & Other Sales	\$0.00	\$0.00	\$1,450.00	\$1,450.00	
Box Office/Ticket Sales	\$0.00	\$0.00	\$1,450.00	\$1,450.00	
Adult x 50 x \$25			\$1,250.00	\$1,250.00	
Concession X 10 x \$20			\$200.00	\$200.00	
Child x 10 x \$0				\$0.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Showcase / Production	\$0.00	\$1,600.00	\$0.00	\$1,600.00	
Documentation - other		\$800.00		\$800.00	Includes inkind venue \$300
Evaluation/reporting		\$300.00		\$300.00	
Documentation - Photography		\$500.00		\$500.00	
Travel & Accomodation	\$0.00	\$0.00	\$0.00	\$0.00	
Flights		\$0.00		\$0.00	
Accommodation		\$0.00		\$0.00	
Per Diem		\$0.00		\$0.00	
Car Hire		\$0.00		\$0.00	
Marketing & Promotional	\$0.00	\$0.00	\$0.00	\$0.00	
Design				\$0.00	
Advertising/Marketing				\$0.00	Social Media
Printing				\$0.00	
Flier Distribution				\$0.00	
Administration	\$0.00	\$200.00	\$0.00	\$200.00	
Management & administration		\$200.00		\$200.00	office supplies
Gender & Diversity Fund	\$2,250.00	\$300.00	\$3,400.00	\$5,950.00	
Donation				\$0.00	
NT Gov				\$0.00	
ArtsNT			\$3,400.00	\$3,400.00	2500 AO + 900 Arts Projects Grants
Community Benefit Fund				\$0.00	
Gender & Diversity Fund				\$0.00	
Sponsorship				\$0.00	
Palmerston City Council	\$2,250.00	\$300.00		\$2,550.00	Venue In Kind
Hire Fee				\$0.00	

COUNCIL AGENDA
Attachment 13.1.4.1

TOTAL INCOME	\$2,250.00	\$20,244.41	\$4,850.00	\$27,344.41	
EXPENDITURE					
Name	Grant Application	In Kind	Other Funding	Total	Comments/Notes
Personnel	\$2,250.00	\$18,144.41	\$1,750.00	\$22,144.41	
Artist Fees	\$2,250.00	\$15,665.09	\$450.00	\$18,365.09	
AMC Musician Honararium	\$2,250.00	\$15,365.09	\$150.00	\$17,765.09	8 Musicians
Ensemble Director				\$0.00	
Commission Fee				\$0.00	
Guest Artist Fees		\$300.00	\$300.00	\$600.00	Director
Arts Worker Fees	\$0.00	\$2,479.32	\$1,300.00	\$3,779.32	
Creative Director		\$1,624.97	\$450.00	\$2,074.97	Donation
Stage Manager		\$95.29	\$300.00	\$395.29	
Concerts Officer		\$250.00	\$550.00	\$800.00	
Front of House Manager		\$169.69		\$169.69	Volunteers
Usher		\$169.69		\$169.69	Volunteers
Production		\$169.69		\$169.69	Chairs setup - volunteers
Box Office & Other Sales	\$0.00	\$0.00	\$230.00	\$230.00	
TryBooking fee %2.25			\$230.00	\$230.00	
Showcase / Production	\$0.00	\$1,900.00	\$570.00	\$2,470.00	
Documentation - other		\$800.00		\$800.00	
Evaluation/reporting		\$300.00		\$300.00	
Venue hire		\$300.00		\$300.00	
Insurance				\$0.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Documentation - Photography		\$500.00	\$250.00	\$750.00	
Documentation - Film				\$0.00	
Documentation - Sound				\$0.00	
Production - Piano Hire				\$0.00	
Production - Tuning				\$0.00	
Production - Instrument transport				\$0.00	
Production - Other				\$0.00	
Chairs				\$0.00	
Welcome to Country			\$320.00	\$320.00	
Flowers				\$0.00	
Travel & Accomodation	\$0.00	\$0.00	\$0.00	\$0.00	
Flights				\$0.00	
Accommodation				\$0.00	
Per Diem				\$0.00	
Car Hire				\$0.00	
Marketing & Promotional	\$0.00	\$0.00	\$1,820.00	\$1,820.00	
Design			\$470.00	\$470.00	Advertised on main series concert - as both concert days
Advertising/Marketing			\$600.00	\$600.00	
Printing			\$550.00	\$550.00	
Flier Distribution			\$200.00	\$200.00	
Administration	\$0.00	\$200.00	\$480.00	\$680.00	
Management & administration		\$200.00		\$200.00	office supplies
Music Hire & APRA			\$100.00	\$100.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Other			\$30.00	\$30.00	
Workshop			\$250.00	\$250.00	
Catering			\$100.00	\$100.00	
TOTAL EXPENSES	\$2,250.00	\$20,244.41	\$4,850.00	\$27,344.41	
<hr/>					
BALANCE	\$0.00	\$0.00	\$0.00	\$0.00	
<hr/>					

Perf # 2 June 2025					
INCOME					
Name	Grant Application	In Kind	Other Funding	Total	Comments/Notes
Personnel	\$0.00	\$18,144.41	\$0.00	\$18,144.41	
Artist Fees	\$0.00	\$15,665.09	\$0.00	\$15,665.09	
Artist fee or stipend other		\$0.00		\$0.00	
AMC Musician Honararium		\$15,365.09		\$15,365.09	
Ensemble Director		\$0.00		\$0.00	
Commission Fee		\$0.00		\$0.00	
Guest Artist Fees		\$300.00		\$300.00	
Arts Worker Fees	\$0.00	\$2,479.32	\$0.00	\$2,479.32	
Arts worker fees or wages		\$0.00		\$0.00	
Creative Director		\$1,624.97		\$1,624.97	
Stage Manager		\$95.29		\$95.29	
Concerts Officer		\$250.00		\$250.00	
Front of House Manager		\$169.69		\$169.69	
Usher		\$169.69		\$169.69	
Production		\$169.69		\$169.69	
Other Arts Worker		\$0.00		\$0.00	
Box Office & Other Sales	\$0.00	\$0.00	\$1,450.00	\$1,450.00	
Box Office/Ticket Sales	\$0.00	\$0.00	\$1,450.00	\$1,450.00	
Adult x 50 x \$25			\$1,250.00	\$1,250.00	
Concession X 10 x \$20			\$200.00	\$200.00	
Child x 10 x \$0				\$0.00	
Showcase / Production	\$0.00	\$1,600.00	\$0.00	\$1,600.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Documentation - other		\$800.00		\$800.00	Includes inkind venue \$300
Evaluation/reporting		\$300.00		\$300.00	
Documentation - Photography		\$500.00		\$500.00	
Travel & Accommodation	\$0.00	\$0.00	\$0.00	\$0.00	
Flights		\$0.00		\$0.00	
Accommodation		\$0.00		\$0.00	
Per Diem		\$0.00		\$0.00	
Car Hire		\$0.00		\$0.00	
Marketing & Promotional	\$0.00	\$0.00	\$0.00	\$0.00	
Design				\$0.00	
Advertising/Marketing				\$0.00	Social Media
Printing				\$0.00	
Flier Distribution				\$0.00	
Administration	\$0.00	\$200.00	\$0.00	\$200.00	
Management & administration		\$200.00		\$200.00	office supplies
Gender & Diversity Fund	\$2,250.00	\$300.00	\$3,400.00	\$5,950.00	
Donation				\$0.00	
NT Gov				\$0.00	
ArtsNT			\$3,400.00	\$3,400.00	2500 AO + 900 Arts Projects Grants
Community Benefit Fund				\$0.00	
Gender & Diversity Fund				\$0.00	
Sponsorship				\$0.00	
Palmerston City Council	\$2,250.00	\$300.00		\$2,550.00	Venue In Kind

COUNCIL AGENDA
Attachment 13.1.4.1

Hire Fee				\$0.00	
TOTAL INCOME	\$2,250.00	\$20,244.41	\$4,850.00	\$27,344.41	
EXPENDITURE					
Name	Application	In Kind	Funding	Total	Comments/Notes
Personnel	\$2,250.00	\$18,144.41	\$1,750.00	\$22,144.41	
Artist Fees	\$2,250.00	\$15,665.09	\$450.00	\$18,365.09	
AMC Musician Honarium	\$2,250.00	\$15,365.09	\$150.00	\$17,765.09	8 Musicians
Ensemble Director				\$0.00	
Commission Fee				\$0.00	
Guest Artist Fees		\$300.00	\$300.00	\$600.00	Director
Arts Worker Fees	\$0.00	\$2,479.32	\$1,300.00	\$3,779.32	
Creative Director		\$1,624.97	\$450.00	\$2,074.97	Donation
Stage Manager		\$95.29	\$300.00	\$395.29	
Concerts Officer		\$250.00	\$550.00	\$800.00	
Front of House Manager		\$169.69		\$169.69	Volunteers
Usher		\$169.69		\$169.69	Volunteers
Production		\$169.69		\$169.69	Chairs setup - volunteers
Box Office & Other Sales	\$0.00	\$0.00	\$230.00	\$230.00	
TryBooking fee %2.25			\$230.00	\$230.00	
Showcase / Production	\$0.00	\$1,900.00	\$570.00	\$2,470.00	
Documentation - other		\$800.00		\$800.00	
Evaluation/reporting		\$300.00		\$300.00	
Venue hire		\$300.00		\$300.00	
Insurance				\$0.00	
Documentation - Photography		\$500.00	\$250.00	\$750.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Documentation - Film				\$0.00	
Documentation - Sound				\$0.00	
Production - Piano Hire				\$0.00	
Production - Tuning				\$0.00	
Welcome to Country			\$320.00	\$320.00	
Flowers				\$0.00	
Travel & Accomodation	\$0.00	\$0.00	\$0.00	\$0.00	
Flights				\$0.00	
Accommodation				\$0.00	
Per Diem				\$0.00	
Car Hire				\$0.00	
Marketing & Promotional	\$0.00	\$0.00	\$1,820.00	\$1,820.00	
Design			\$470.00	\$470.00	Advertised on main series concert - as both concert days
Advertising/Marketing			\$600.00	\$600.00	
Printing			\$550.00	\$550.00	
Flier Distribution			\$200.00	\$200.00	
Administration	\$0.00	\$200.00	\$480.00	\$680.00	
Management & administration		\$200.00		\$200.00	office supplies
Music Hire & APRA			\$100.00	\$100.00	
Other			\$30.00	\$30.00	
Workshop			\$250.00	\$250.00	
Catering			\$100.00	\$100.00	
TOTAL EXPENSES	\$2,250.00	\$20,244.41	\$4,850.00	\$27,344.41	
BALANCE	\$0.00	\$0.00	\$0.00	\$0.00	

Perf #3 Nov 2024 On the Edge of North					
INCOME					
Name	Grant Application	In Kind	Other Funding	Total	Comments/Notes
Personnel	\$0.00	\$17,724.07	\$0.00	\$17,724.07	
Artist Fees	\$0.00	\$14,845.50	\$0.00	\$14,845.50	
Artist fee or stipend other		\$0.00		\$0.00	
AMC Musician Honararium		\$14,845.50		\$14,845.50	
Ensemble Director		\$0.00		\$0.00	
Commission Fee		\$0.00		\$0.00	
Guest Artist Fees		\$0.00		\$0.00	
Arts Worker Fees	\$0.00	\$2,878.57	\$0.00	\$2,878.57	
Arts worker fees or wages		\$0.00		\$0.00	
Creative Director		\$2,004.80		\$2,004.80	
Stage Manager		\$131.92		\$131.92	
Concerts Officer		\$250.00		\$250.00	
Front of House Manager		\$163.95		\$163.95	
Usher		\$163.95		\$163.95	
Production		\$163.95		\$163.95	
Other Arts Worker		\$0.00		\$0.00	
Box Office & Other Sales	\$0.00	\$0.00	\$1,450.00	\$1,450.00	
Box Office/Ticket Sales	\$0.00	\$0.00	\$1,450.00	\$1,450.00	
Adult x 50 x \$25			\$1,250.00	\$1,250.00	
Concession X 10 x \$20			\$200.00	\$200.00	
Child x 10 x \$0				\$0.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Showcase / Production	\$0.00	\$1,600.00	\$0.00	\$1,600.00	
Documentation - other		\$800.00		\$800.00	Includes inkind venue \$300
Evaluation/reporting		\$300.00		\$300.00	
Documentation - Photography		\$500.00		\$500.00	
Travel & Accomodation	\$0.00	\$0.00	\$0.00	\$0.00	
Flights		\$0.00		\$0.00	
Accommodation		\$0.00		\$0.00	
Per Diem		\$0.00		\$0.00	
Car Hire		\$0.00		\$0.00	
Marketing & Promotional	\$0.00	\$0.00	\$0.00	\$0.00	
Design				\$0.00	
Advertising/Marketing				\$0.00	Social Media
Printing				\$0.00	
Flier Distribution				\$0.00	
Administration	\$0.00	\$200.00	\$0.00	\$200.00	
Management & administration		\$200.00		\$200.00	office supplies
Gender & Diversity Fund	\$2,400.00	\$0.00	\$3,250.00	\$5,650.00	
Donation				\$0.00	
NT Gov				\$0.00	
ArtsNT			\$3,250.00	\$3,250.00	
Community Benefit Fund				\$0.00	
Gender & Diversity Fund				\$0.00	
Sponsorship				\$0.00	
Palmerston City Council	\$2,400.00			\$2,400.00	
Hire Fee				\$0.00	

COUNCIL AGENDA
Attachment 13.1.4.1

TOTAL INCOME	\$2,400.00	\$19,524.07	\$4,700.00	\$26,624.07	
EXPENDITURE					
Name	Grant Application	In Kind	Other Funding	Total	Comments/Notes
Personnel	\$2,400.00	\$17,724.07	\$2,250.00	\$22,374.07	
Artist Fees	\$2,400.00	\$14,845.50	\$1,450.00	\$18,695.50	
AMC Musician Honararium	\$2,400.00	\$14,845.50	1200	\$18,445.50	8 Musicians + 4 Musicians
Ensemble Director				\$0.00	
Commission Fee				\$0.00	
Guest Artist Fees			\$250.00	\$250.00	Vocalective
Arts Worker Fees	\$0.00	\$2,878.57	\$800.00	\$3,678.57	
Creative Director		\$2,004.80		\$2,004.80	Donation
Stage Manager		\$131.92	\$250.00	\$381.92	
Concerts Officer		\$250.00	\$550.00	\$800.00	
Front of House Manager		\$163.95		\$163.95	Volunteers
Usher		\$163.95		\$163.95	Volunteers
Production		\$163.95		\$163.95	Chairs setup - volunteers
Box Office & Other Sales	\$0.00	\$0.00	\$230.00	\$230.00	
TryBooking fee %2.25			\$230.00	\$230.00	
Showcase / Production	\$0.00	\$1,600.00	\$570.00	\$2,170.00	
Documentation - other		\$500.00		\$500.00	
Evaluation/reporting		\$300.00		\$300.00	Inkind
Venue hire		\$300.00		\$300.00	
Insurance				\$0.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Documentation - Photography		\$500.00	\$250.00	\$750.00	
Documentation - Film				\$0.00	
Documentation - Sound				\$0.00	
Production - Piano Hire				\$0.00	
Production - Tuning				\$0.00	
transport				\$0.00	
Production - Other				\$0.00	
Chairs				\$0.00	
Welcome to Country			\$320.00	\$320.00	
Flowers				\$0.00	
Travel & Accomodation	\$0.00	\$0.00	\$0.00	\$0.00	
Flights				\$0.00	
Accommodation				\$0.00	
Per Diem				\$0.00	
Car Hire				\$0.00	
Marketing & Promotional	\$0.00	\$0.00	\$1,220.00	\$1,220.00	
Design			\$470.00	\$470.00	Advertised on main series concert - as both concert days
Advertising/Marketing				\$0.00	
Printing			\$550.00	\$550.00	
Flier Distribution			\$200.00	\$200.00	
Administration	\$0.00	\$200.00	\$430.00	\$630.00	
Management & administration		\$200.00		\$200.00	office supplies
Music Hire & APRA			\$50.00	\$50.00	
Other			\$30.00	\$30.00	

COUNCIL AGENDA
Attachment 13.1.4.1

Workshop			\$250.00	\$250.00	
Catering			\$100.00	\$100.00	
TOTAL EXPENSES	\$2,400.00	\$19,524.07	\$4,700.00	\$26,624.07	
<hr/>					
BALANCE	\$0.00	\$0.00	\$0.00	\$0.00	
<hr/>					

Vision

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

Purpose

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

Values

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

Innovation Engage our community through unique and creative practices and performances derived from our diverse cultural traditions.

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

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





Value Proposition

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

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

Members and volunteers: Our performances will involve between 8 to 15 musicians performing solo through to larger ensembles. We will continue to grow our community of dedicated followers and volunteers. Currently Facebook following 1 0 0target 2 0 0 Enews s u b s c r i b e r 4 4 2 , w i t h P a l m e r s t o n 6 0 -

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

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

Annual turnover of \$75,000 is driven by grants, tickets sales and philanthropy. Expenses are driven by performers fees, venue and production costs.

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

Board Directors and office bearers are not financially remunerated.

Musicians receive an honorarium per performance consistent with the [Live Performance Award 2010](#), reviewed a n n u :

Arafura Music Collective acknowledges the Traditional Custodians of all the lands on which we make music. We acknowledge the Larrakia people as the Traditional Owners of the Darwin region and pay our respects to Larrakia elders past,present and emerging.



DELIVERABLES 2024 - 25

OBJECTIVE	GOAL	ACTIONS	ARTISTIC VIBRANCY MEASURES
Performance	Perform enriching, and intimate musical experiences that celebrate our place and cultural heritages.	<ol style="list-style-type: none"> 1. Perform annual Chamber Music Series of 3 2. Perform with Ensemble Offsprings and Mela 3. Develop Louvred Lounge Series and extend 4. Co-produce/ collaborate with Ensemble Offs 6. Continue to develop Palmerston City Serie 	<p>No of performances/commissions of works by Australian, First Nations and NT composers.</p> <p>Increased community access</p> <p>Percentage of venue capacity (Ticket sales)</p>
People	Engage, develop, and diversify our audiences, artists, and collaborators.	<ol style="list-style-type: none"> 1. Establish Palmerston City Series. 2. Establish performance partnership Top End 3. Plan for Alice Springs World Chamber Orch 5. Implement AMC young ambassador audience d 6. Establish relationships with Palmerston a organisations and Palmerston Festivals for 2 	<p>Increased community access</p> <p>Percentage of venue capacity (Ticket sales)</p> <p>Audience feedback</p> <p>Number of collaborators (who and how they assist AMC to achieve aims)</p>
Place	Celebrate and activate diverse performance locations.	<ol style="list-style-type: none"> 1. Continue Supreme Court & Myilly Point He 2. Continue Palmerston as a performance sit 3. Continue Honouring Country Series NAIDOC 4. Develop and activate a Litchfield/ Coomal 5. Investigate and develop relationships fo 	<p>Increased community access</p> <p>Number and type of performance venues</p>
Artists	Develop skilled and creative chamber musicians whose practice reflects Arafura Music Collective values.	<ol style="list-style-type: none"> 1. Implement AMC Professional Development p 2. Support and obtain funding for AMC parti 3. Provide AMC musicians opportunity for le Ensemble coordinator 4. Conduct Youth Workshop at Palmerston 	<p>Number of paid performance opportunities/ Arafura Music Collective musicians</p> <p>AMC musicians' feedback</p>
Practice	Inspire innovative collaborative and practices and approaches aligned to Arafura Music Collective values.	<ol style="list-style-type: none"> 1. Continue and develop Larrakia partne 2. Formalise Guest Artistic Director mod 3. Implement collaboration with Ben Opie 4. Develop partnership with Alliance Fra 	<p>Collaborators feedback</p> <p>AMC musicians' feedback</p> <p>Number of paid performance opportunities for musicians</p> <p>Quality of performances – assessed through review of recordings and performances</p>
Governance	Formalise a sustainable, accountable, and flexible business model with diverse funding streams.	<ol style="list-style-type: none"> 1. Review policies and systems under AMC I 2. Develop Board recruitment and Induction 3. Diversify funding applications to Austr 4. Develop relationship with Litchfield Co 5. Continue to develop and formalise relat 6. Maintain and develop Australian Culture 7. Establish donor recognit 8. Establish online audienc 	<p>Annual, Audit and Financial reporting compliant</p> <p>Increase in sponsorship income.</p> <p>5% yearly increase in donorship</p> <p>Number of collaborators (who and how they assist the Collective to achieve aims)</p>



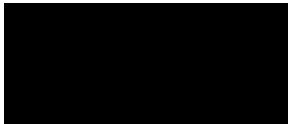
Palmerston Community Benefit Grants
City of Palmerston
PO Box 1
Palmerston 0831

Re: Arafura Music Collective Grant Application

I am writing in support of the application submitted by the Arafura Music Collective who have recently performed in the Grey Community Hall on two occasions.

The afternoon concerts have allowed the Palmerston Community access to two wonderful concerts allowing people with limited access to transport to attend and allowing people who are unwilling or unable to travel in the evenings into Darwin City.

The approval of the grant application will enable the Collective to establish a full year calendar for Palmerston and offer the opportunity of more people both young and old to discover their love of music.



COUNCIL AGENDA

Attachment 13.1.4.1

20/07/2024

Dear City of Palmerston,

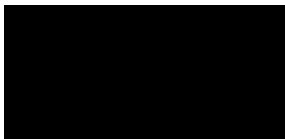
I am writing to express my enthusiastic support for the Arafura Music Collective and their wonderful performances. As a member of the Palmerston community, I have had the pleasure of attending several of their concerts, and I can confidently say that their music has greatly enriched our local culture.

We love it that we can have such beautiful music in the heart of our community. The Arafura Music Collective brings people together, creating a sense of unity and joy through their diverse and captivating performances. Their dedication to engaging with different community groups and celebrating diversity is truly commendable.

Their concerts not only provide high-quality entertainment but also foster a deeper appreciation for the arts within our community. I believe that continued support for the Arafura Music Collective will greatly benefit Palmerston, enhancing our cultural landscape and bringing people closer together.

Thank you for considering this wonderful group for further support.

Warm regards,



Palmerston Resident

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.2.1
REPORT TITLE:	Major Capital Projects Update - September 2024
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	Executive Manager Projects and Infrastructure Services, Karl Hell
APPROVER:	Acting General Manager Infrastructure, Katie O'Neill

COMMUNITY PLAN

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

PURPOSE

The purpose of this Report is to update Council on the status of current Major Capital Projects.

KEY MESSAGES

- Council has several major capital projects underway that have a planned, or contracted value, greater than \$1 million.
- The following projects have updates included as attachments of this report:
 - Driver Community Centre
 - Archer Waste Management Facility Upgrade
 - Zuccoli Community Hub – Future Stages
 - Enterprise Resource Planning Project (ERP)
- Updates on other relevant projects additional to those listed are also included within this report with updates, these include:
 - FiberSense
- Capital projects occurring with a value less than \$1 million are updated within the infrastructure Directorate quarterly reports, and relevant financial reporting.

RECOMMENDATION

THAT Report entitled Major Capital Projects Update - September 2024 be received and noted.

BACKGROUND

Council has allocated \$10.8 million to the Capital Works Programs in 2024/25, in addition there are several projects that are underway from 2023/24 that have been rolled over into the 2024/25 program. These include a broad range of asset renewal programs along with major capital projects from planning and development stages to delivery.

Capital projects are any project where a Council asset is built or renewed. This can include new assets, such as a new shade over a playground, or replacement (also referred to as renewal of assets such as road resurfacing). Typically, Council's programs and projects are reported through specific project communications with updates provided in the quarterly and financial reports.

As there are several major projects underway, with values of over \$1 million each, a monthly update report is prepared to provide Council with regular updates on these significant projects.

DISCUSSION

Updates on the following major capital projects are included as attachments to this report:

- Driver Community Centre **Attachment 13.2.1.1**
- Archer Waste Management Facility Upgrade **Attachment 13.2.1.2**
- Zuccoli Community Hub **Attachment 13.2.1.3**
- Enterprise Resource Planning Project (ERP) **Attachment 13.2.1.4**

Council is also progressing other relevant major capital works, as summarised below.

FiberSense - FiberSense uses underground fiber optic cables and technology to detect vibrations from machinery, vehicles, pedestrians and more. The vibrations are converted into data that will be able to be used for planning and improvements to the city. The installation is complete, and the Digital Asset system is live, with alerts of disruption (i.e. digging) near the fibre being received to allow the issuing of works permits as required. The Digital City system is under development, with the first phase relating to traffic counts and congestion in a testing phase of its deployment, with the schedule to go 'live' this financial year. Future phases are being road-mapped and will include pedestrians and parking.

CONSULTATION AND MARKETING

Consultation occurs as relevant to each project and its status.

POLICY IMPLICATIONS

There are no policy implications for this Report.

BUDGET AND RESOURCE IMPLICATIONS

The projects are being delivered within the 2024-25 Capital Works Program. Individual budget updates are included with the current project summaries.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

There is a risk that failure to deliver on these projects in the time frame specified may result in community dissatisfaction. City of Palmerston is actively working with relevant consultants and contractors to bring these projects to practical completion.

This Report addresses the following City of Palmerston Strategic Risks:

2. Financial Sustainability

Failure of Council to be financially sustainable to deliver key services and infrastructure for the community.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

The Community Infrastructure Plan, Inclusive, Diverse and Assessable Policy Framework, Disability Inclusion and Access Plan and Sustainability Strategy are considered as part of each project.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. Driver Community Resource Centre [**13.2.1.1** - 2 pages]
2. Archer Waste Management Facility Upgrade Council Update [**13.2.1.2** - 2 pages]
3. Zuccoli Community Hub [**13.2.1.3** - 2 pages]
4. Enterprise Resource Planning Project (ER P) [**13.2.1.4** - 1 page]



A Place for People

DRIVER COMMUNITY CENTRE

September 2024 Update

Project Overview

Summary: The Driver Community Centre was constructed in the mid 1980's as a Childcare Facility co-located adjacent to Driver Primary School. The existing facility is reaching end of life and requires redevelopment to better address the needs of the community.

Estimated Construction Budget: \$3.0 million

Funding Source(s):

- City of Palmerston Funding: \$97,887
- External Grant being sought: \$1,250,000

Anticipated Completion Date:

- Design – October 2024
- Construction – To be determined once funding has been finalised.

Contractor: Design - GHD Woodhead

Status Update

Percentage Complete: 90% Design

Actual Costs to Date (design): \$227,764

Cost to complete (design): \$33,835

Works to Date Summary:

A Needs Assessment and the preliminary design was completed in 2023 with the detailed construction design due for completion in October 2024. The cost for the project based on the preliminary design is estimated at \$3 million. To date the Northern Territory Government has not committed any funding to the project. The design includes a total internal floor area of 353 square metres, with a total internal occupancy of 100 users across three spaces (pods), each with adjacent outdoor space.

Room	Usable area	Storage area	Occupancy
Pod 1	71	10	20
Pod 2	80	9	30
Pod 3	111	6	50
General storage	N/A	14	N/A
Kitchen facilities	13	N/A	N/A

Upcoming Works:

Detailed design to be completed including building permit and construction documentation. The construction documentation package will inform the construction cost estimate and future Public Tender Package, to be developed in conjunction with stakeholders.

Project Risks:

Project is reliant on available funding, currently there is an estimated shortfall of \$1.7 Mil (assuming Federal Grant). In the absence of NTG funding, Council may have to consider deferring the project or allocating funding for the project to proceed.



A Place for People

DRIVER COMMUNITY CENTRE

September 2024 Update



Site Layout



Entrance



A Place for People

ARCHER WASTE MANAGEMENT FACILITY UPGRADE

September 2024 Update

Project Overview

Summary: Redevelopment of the Archer Waste Management Facility (AWMF) includes the construction of a new recycling area (inclusive of a cardboard compactor), relocation of the gatehouse to facilitate the recycling area upgrade, improvements to access and roads, and the construction of a general waste push-pit to improve safety and functionality.

Website Link: <https://palmerston.nt.gov.au/operations/major-projects/archer-waste-management-facility-awmf-upgrade>

Estimated Construction Budget Recycling Area: \$1,000,000

Funding Source(s):

- City of Palmerston - \$900,000
- Northern Territory Government - \$100,000 (installation of the cardboard compactor)

Anticipated Completion Date(s):

- Gatehouse Relocation - Completed June 2024
 - Cardboard Compactor installation and commissioning - December 2024
 - Recycling area - January 2025
-

Status Update

The tender for the design and construction of the recycling area, including the cardboard compactor has been advertised and is due to close mid-September with award anticipated October 2024, depending on quality of submissions. The design for the remainder of the transfer station is still in development.

Upcoming Works:

- Award of the Contract for the design and construction of the recycling area and installation of cardboard compactor.
- Progress and completion of detailed design for transfer facility.
- Review and update of AWMF Upgrade Communications Strategy based on project staging.

Project Risks:

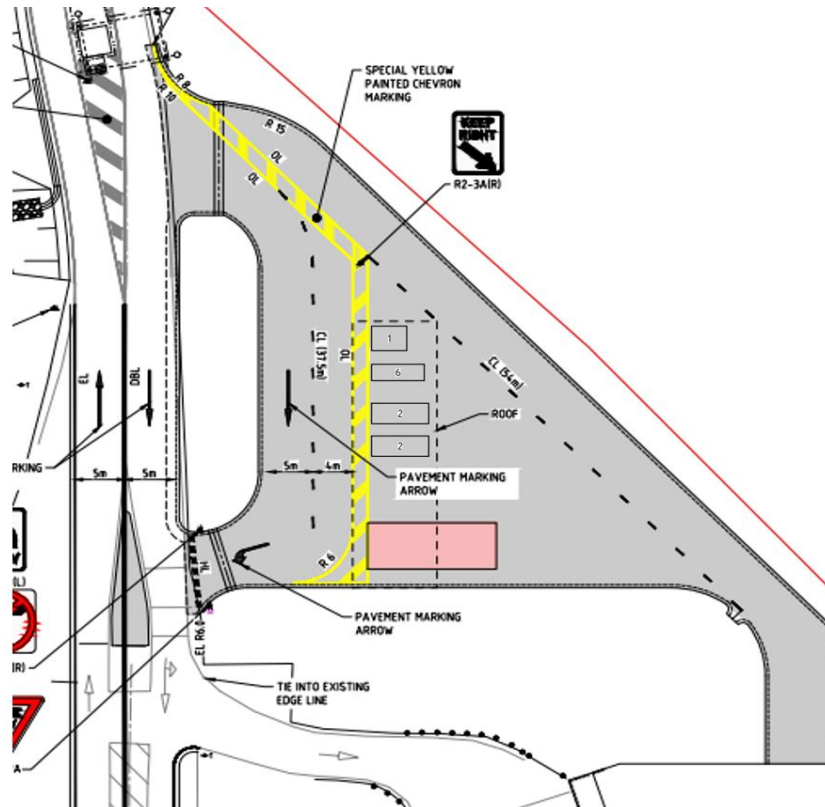
The complexity of the site and availability of design consultants and internal resources to progress the project has led to delays. Cost escalation presents as a project risk, and this is being managed through design and scope review.

The AWMF is highly utilised by the City of Palmerston residents and community engagement and consultation is critical to project success. There is a potential risk of community dissatisfaction during the project construction phase. This is being mitigated through the establishment of a temporary waste transfer facility during construction and the implementation of the project communication strategy.



ARCHER WASTE MANAGEMENT FACILITY UPGRADE

September 2024 Update



Recycling Area Site Layout



A Place for People

ZUCCOLI COMMUNITY HUB

September 2024 Update

Project Overview

Summary: The Master Plan for the Zuccoli Community aims to provide an integrated multi-purpose community precinct to meet open space, recreation and community needs for the rapidly growing Zuccoli community and wider City of Palmerston. The Master Plan details the proposed stages of construction. This report pertains to the construction of Stage 2: The Pump Track and Sensory Walking Trail.

Stage 2 – Pump Track & Sensory Trail Budget: \$1,156,562.98

Stage 2 Funding Source(s):

- City of Palmerston - \$494,674
- Federal Government – \$411,889 LRCI (Local Roads & Community Infrastructure)
- Northern Territory Government - \$250,000

Expected Completion Date:

- Design and Construction of Stage 2 – Dependent on outcomes of the tender assessment.

Additional Information:

- Website Link: <https://palmerston.nt.gov.au/operations/major-projects/zuccoli-and-surrounds-community-hub-construction-0>
- Estimated Total Budget for all stages of the project: \$30 million
- Stage 1 – Dog Park: \$1,462,796 project completed
- Future stages – Design for community centre and library: \$550,000

Status Update

Works to Date Summary:

Stage 2 works consists of the pump track, the sensory walking path, shade structures, BBQ facilities and associated civil works. A tender for the design and construction of Stage 2: Pump Track and Sensory Walking Trail, was advertised 31 July 2024 with a closing date 23 August 2024. The tender assessment process has commenced.

Upcoming Works:

- Completion of the Pump Track and Sensory Walking Trail design and construct tender assessment with recommendation to be provided to the Delegate September 2024.

Project Risks:

The allocated budgets are based on concept designs and high-level estimates. The tenders will inform the final cost requirements and where required, additional funds may be sought, or alternative staging of activities will be determined.



A Place for People

ENTERPRISE RESOURCE PLANNING PROJECT

September 2024 Update

Project Overview

Summary: City of Palmerston (CoP) requires an effective system capable of delivering efficient and quality services to the community while meeting the organisation's internal corporate needs. An enterprise Resource Planning (ERP) Project has been identified to enable a strategic approach to Council's systems.

Project Budget: \$2 million (over 3 financial years)

Funding Source(s): City of Palmerston

Completion Date: 2026

Contractor: Project Management Support - Information Professionals Group (IPG)

Status Update

Percentage Complete: 20%

Actual Costs to Date (consultancy): \$269,188.50

Works to Date Summary:

CoP currently uses several systems to meet its core operational requirements, some of which have partial integration, and most operate independently. While the systems are updated regularly and meet compliance requirements, the limited integration impacts business processes.

A gap analysis of existing systems was completed in 2022 and is being used to form the basis of the project priorities and deliverables. In November 2023, a specialist consulting group was engaged to lead the project's delivery, including gap analysis review, project planning, tender documentation, and change management coordination. An internal Project Control Group (PCG) has been established to oversee the project, including resourcing requirements. A Probity Auditor has also been engaged to commence reviewing tender documentation.

The PCG has approved the detailed Project Management Plan. A mapping of subject matter experts (SMEs), product owners, and stakeholders per directorate and system is also underway with engagement commenced. In July, benefits workshops for the ERP business case were conducted, along with staff engagement initiatives which will inform the Business Case to enable the final scope to be finalised for tender purposes. The comprehensive communications plan has also been finalised.

Upcoming Works:

The current priority is the finalisation of project documentation to enable the tender documentation to be prepared. The current high-level project schedule, as per the completed Project Plan, is:

- Planning and Procurement – Oct 2024
- Design (of selected system/s) – Feb 2025
- Development - Aug 2025
- Deployment (Implementation) – Mar 2026
- Handover (Go-Live)- May 2026

Project Risks:

Risk management is an important part of the project development. A risk assessment is being prepared, noting that change management is a key risk that has been identified and critical to the project's success.

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.2.2
REPORT TITLE:	Community Benefit Scheme - August Update
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	Community Development Officer, Kate Townsend
APPROVER:	General Manager Community, Konrad Seidl

COMMUNITY PLAN

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

PURPOSE

This report provides Council with a summary of Community Benefit Scheme activity from August 2024.

KEY MESSAGES

- City of Palmerston is 'A Place for People', and the Community Benefit Scheme demonstrates Council's commitment toward enhancing social wellbeing and cohesion, developing the capability of community groups, and building connectivity within the community.
- City of Palmerston provides funding through the Community Benefit Scheme to eligible community groups and organisations to deliver activities, projects and services that benefit the Palmerston community.
- The 2024/25 Community Benefit Scheme allocated \$230,000 to benefit the community.
- As at the end of August, \$157,650 has been expended with \$72,350 remaining for projects and activities which benefit the Palmerston Community in 2024/25.

RECOMMENDATION

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

BACKGROUND

City of Palmerston (CoP) provides funding through the Community Benefit Scheme (CBS) to eligible community groups and organisations to deliver activities, projects and services that benefit the Palmerston community. The funding supports programs that enhance social wellbeing and cohesion, developing the capability of community groups and building connectivity within the community.

The Community Benefit Scheme for 2024/25 provides a budget of \$230,000 for grants, donations and sponsorship, and \$20,000 for Environmental Initiatives. This report provides Council with a summary of the Community Benefit Scheme applications approved in August 2024.

DISCUSSION

In August 2024, 15 projects or activities were funded by City of Palmerston through the Community Benefit Scheme (CBS). A detailed list of all funds expended is included as **Attachment 13.2.2.1**.

A Place for People

Sponsorship

No Sponsorship Agreements were awarded in August 2024:

This financial year, City of Palmerston has supported two (2) sponsorships to a total value of \$6,000.

Grants

One Community Grant was awarded in August 2024:

- Korean Association of the Northern Territory - Korean Thanksgiving for \$3,400

This financial year, City of Palmerston has supported three (3) Community Grants to the total value of \$5,900.

Individual Representation Support

13 Individual Representation Support (IRS) Grants and one team support grant was awarded in August 2024 under the CEO’s delegation to a total value of \$4,500.

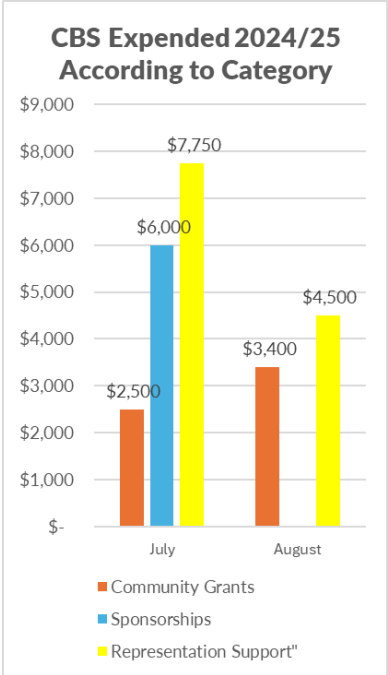
This financial year, City of Palmerston has supported 44 Individual Representation support grants, and one Team Support Grant to the total value of \$12,250

Annual School Awards

No Annual School Awards Donations were made in August 2024.

Environmental Initiative Grants

No Environmental Initiative Grants were awarded in August 2024.



The graph above illustrates CBS expenditure according to category, not including multiyear sponsorships.

A Place for People

Multiyear Sponsorship Agreements

No new multiyear sponsorship agreements were presented to Council in August 2024.

This financial year, a committed balance of \$133,500 is being carried over in 11 multiyear agreements, as shown in the table below.

Committed Multiyear Sponsorship Agreements

Applicants Name	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27
Palmerston and Litchfield Seniors	\$20,000 Annually			\$22,000	\$22,000	\$25,000
Clubhouse Territory	\$10,000 Annually					
Palmerston Netball		\$10,000 Annually				
Palmerston Rovers Football Club		\$10,000 Annually				
Palmerston Saints Hockey Club		\$1,500 Annually				
Palmerston Magpies Football Club		\$10,000 Annually				
RSPCA		\$10,000 Annually				
Palmerston Golf and Country Club		\$30,000	\$30,000*	\$30,000	\$30,000	
Palmerston Rugby Union Club			\$5,000 Annually			
Riding for the Disabled Top End			\$20,000	\$15,000	\$15,000	
Northern Sharks Rugby League Club			\$10,000 Annually			
PaRBA			\$10,000 Annually			
Total			\$116,500	\$133,500	\$92,000	

* Deferment of NTPGA in 2024 to 2025.

In this month's report, we present the latest updates regarding our sponsorship initiatives and multi-year agreements awarded in 2022/2023 and 2023/2024 budgets.

Sponsorship

Darwin Salties – 3 August 2024 - \$2,000, awarded June 2024.



Darwin Salties vs. Red Dust Healers

On 3 August 2024, Darwin Salties, played their second game of the weekend against the Red Dust Healers at Palmerston Recreation Centre.

This marked the inaugural use of the Recreation Centre Court for a national competition, providing a new venue experience for all players.

The team, which included four (4) Paralympians set to represent Australia at the 2024 Paralympics in France, received exceptional support from Council and PaRBA staff. Their efforts ensured that the facility met the required standards for play.

The event was a significant success, offering an engaging experience for both first-time spectators and local basketball enthusiasts.

The Darwin Salties secured a decisive victory over the Red Dust Healers, with a final score of 78-48. Mayor Pascoe-Bell, Councillor Garden, and Councillor Morrison attended.



Mayor Pascoe-Bell, Councillor Garden and Councillor Morrison with Darwin Salties

Walking Off the War Within – Darwin 2024 - \$2,000

On Saturday 31 August 2024, Emergency Services, Defence Force Personnel and members of the public joined together to walk in memory of returned soldiers, firefighters and other fallen service men and women who have taken their own lives after battling mental health issues at the Walking Off the War Within walk. This family friendly event consisted of a 5km loop course, with a challenge to complete the ultimate 20km with 20kg (or any distance you can), at East Point Reserve Darwin, giving walkers the opportunity to walk and talk as one, and supporters the opportunity to reflect and enjoy the spectacular views while they smash their goals. A BBQ lunch and children's activities were provided.



Walking Off the War Within Information Stall



Member of the Defence Force

Multi-Year Agreement

Palmerston Rugby Union Club (PRUC) - \$5,000

Palmerston Rugby Union Club has received the second instalment of its three (3) year multi-year funding agreement from the City of Palmerston. This payment follows the successful achievement of all outcomes outlined in their Memorandum of Understanding (MOU). A photo of the club receiving the first payment and showcasing the U15 boys' shirt with the City of Palmerston logo is included below.



Mayor Athina Pascoe-Bell presenting a check from City of Palmerston for \$5,000



U15 Boys Shirt with City of Palmerston Logo

Palmerston Netball Association (PNA) - \$10,000

The final payment of the multi-year agreement with Palmerston Netball Club has been completed. This funding enabled PNA to facilitate the participation of 17 teams, comprising approximately 170 players, in the regional championships. Additionally, the Term 4 Development Program was supported through sponsorship from the City of Palmerston.

A Place for People

Our Term 4 Development program is in full swing!
 Below are a few little snippets of what we have been up to
 A little bit of S & C using everyday objects
 Programs like this one are never possible without sponsors.
 HUGE shoutout to City of Palmerston, your support means so much to our athletes, thank you 😊



Proudly Sponsored by City of Palmerston

Palmerston Netball Association- PNA added a new photo. · Follow
 July 4 · 🌐



Team Hoodies, sponsored by City of Palmerston

A Place for People

Riding for the Disabled (RDA) - \$15,000

Through the multi-year funding agreement with the City of Palmerston, the RDA Top End Centre has successfully expanded its operations. This expansion includes the training of three (3) new coaches, with two (2) being hired part-time. Consequently, the Centre has been able to accommodate four (4) additional participants from its waitlist. As these coaches gain experience, they will be able to serve more clients.



Mayor Pascoe-Bell presenting Certificates to participants and new coaches



RDA Top End Centre Shirts with City of Palmerston logo



Large City of Palmerston Sign in the Arena

Palmerston Rovers Football Club (PRFC) - \$10,000

Palmerston Rovers Football Club has experienced significant growth this year, with a total of 472 players registered. The breakdown is as follows:

PRFC Registration 2024			
	Men/Boys	Women/Girls	Total
Seniors	51	34	85
Juniors	38	10	48
Minis	232	55	287
Coaches	33	7	40
Committee	4	5	9
Volunteer	1	2	3
Total	359	113	472
Player with multiple roles			27*
Total (excluding multiple roles)			445
Percentage breakdown	76%	24%	
<i>*It should be noted that there are some members that cross over multiple roles</i>			



Palmerston Rovers Football Shirt with City of Palmerston Logo



Deputy Mayor Fraser attending the Miniros Presentation - 2023

A new Policy application process and guidelines are currently in development to enhance accessibility, transparency and governance of City of Palmerston community funding.

CONSULTATION AND MARKETING

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

POLICY IMPLICATIONS

Council Policy - *Grants, Donations and Sponsorships* provides governance for the Community Benefit Scheme. Section 4.9.5 of this policy requires a report detailing decisions made regarding Community Benefit Scheme funding requests to be tabled at the Council meeting each month.

BUDGET AND RESOURCE IMPLICATIONS

The CBS budget for the 2024/25 fiscal year for grants, donations, sponsorships is \$230,000. The 2024/25 Environmental Initiatives budget is a further \$20,000.

There is \$133,500 in multiyear agreements for 2024/25 with an additional \$7,900 expended on Grants and Individual Representation Support in August 2024. In total \$157,650 has been expended, with \$72,350 remaining for projects and initiatives which benefit the Palmerston Community.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

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

This Report addresses the following City of Palmerston Strategic Risks:

6. Governance
Failure to effectively govern.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

This report relates to the [Creative Industries Plan 2023-27](#), the [Inclusive, Diverse and Accessible Policy Framework](#) and the [Sustainability Strategy 2022-2026](#).

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. Grants Donations and Sponsorship Recipients August 2024 [13.2.2.1 - 5 pages]

Grants, Donations and Sponsorship Recipients
July 2024.

Date	Name	Activity	Type	Amount
Community Grants				
31/7/2024	Heartkids LTD	Two Feet and a Heartbeat Walk	Grant	\$500
31/7/2024	Tamil Society	Indian Music Night	Grant	\$2000
20/8/2024	Korean Association	Korean Thanksgiving	Grant	\$3400
Total				\$5900
Sponsorship				
16/7/2024	Palmerston Cricket Club	Club Sponsorship	Sponsorship	\$4000
31/7/2024	Palmerston Raiders RLFC	Home Game Sponsorship	Sponsorship	\$2,000
Total				\$6,000
Multiyear Sponsorship Agreements				
2022/23	Palmerston Rugby Club	Club Sponsorship	Multiyear sponsorship	\$5,000
2022/23	Palmerston Netball Association	Club Sponsorship	Multiyear sponsorship	\$10,000
2023/24	Riding for the Disabled Top End	Organisation Sponsorship	Multiyear sponsorship	\$15,000
2022/23	Rovers Football Club	Club Sponsorship	Multiyear sponsorship	\$10,000
2023/24	Northern Sharks NRL Club	Club Sponsorship	Multiyear sponsorship	\$10,000
2022/23	Palmerston Saints Hockey	Club Sponsorship	Multiyear sponsorship	\$1,500
2024/25	Palmerston & Litchfield Seniors	Organisation Sponsorship	Multiyear sponsorship	\$22,000
2023/24	Palmerston Regional Basketball Association	Club Sponsorship	Multiyear sponsorship	\$10,000
2022//23	Palmerston Magpies	Club Sponsorship	Multiyear sponsorship	\$10,000
2022/23	RSPCA	Event Sponsorship – Million Paws Walk	Multiyear sponsorship	\$10,000

COUNCIL AGENDA Attachment 13.2.2.1

2022/23	Palmerston Golf and Country Club	Event Sponsorship	Multiyear sponsorship	\$30,000
Total				\$133,500
Individual Representation Support				
July 2024	A.G. U'18	Australian Schools Boxing Championships	Individual Representation Support	\$250
July 2024	A.T U'18	Australian Schools Boxing Championships	Individual Representation Support	\$250
July 2024	A.R U'18	Australian Schools Boxing Championships	Individual Representation Support	\$250
July 2024	C.J U'18	Junior State Age Netball Championships	Individual Representation Support	\$250
July 2024	C.J-W U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	C.L U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	I.T. U'18	Australian Schools Boxing Championships	Individual Representation Support	\$250
July 2024	J.B U'18	Australian Schools Boxing Championships	Individual Representation Support	\$250
July 2024	M.L U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	N.J-W U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	O.L U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	R.S U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	S.D U'18	Junior State Age Netball Championships	Individual Representation Support	\$250
July 2024	X. F U'18	Australian Schools Boxing Championships	Individual Representation Support	\$250
July 2024	A.L U'18	Football Team School Sport Australia	Individual Representation Support	\$250

COUNCIL AGENDA Attachment 13.2.2.1

July 2024	J.D U'18	National Youth Touch Football Championships	Individual Representation Support	\$250
July 2024	C.G-M U'18	Touch Football Championships	Individual Representation Support	\$250
July 2024	M.L U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	J.E U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	Z.M U'18	School Sport Australia Championships	Individual Representation Support	\$250
July 2024	H.S U'18	Auscycling Nationals BMX Championships	Individual Representation Support	\$250
July 2024	R.C U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	C.M U'18	Netball Queensland Junior State Age Championships	Individual Representation Support	\$250
July 2024	H.L U'18	Titan's Rise Program	Individual Representation Support	\$250
July 2024	S.T U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	A.C U'18	Southern States Championships	Individual Representation Support	\$250
July 2024	H.S U'18	Australian Secondary Schools Rugby League Nationals	Individual Representation Support	\$250
July 2024	E.B U'18	Australian Irish Dancing Association's Regional Championships	Individual Representation Support	\$250
July 2024	T.B U'18	Australian Irish Dancing Association's Regional Championships	Individual Representation Support	\$250
July 2024	P.T U'18	Basketball Championships	Individual Representation Support	\$250
July 2024	M.K U'18	Australian Schools Sports Rugby League	Individual Representation Support	\$250

COUNCIL AGENDA Attachment 13.2.2.1

August 2024	K.A U'18	School Sport Australia Championships	Individual Representation Support	\$250
August 2024	T.W U'18	Singa Cup 2024	Individual Representation Support	\$250
August 2024	M.P U'18	SSA AFL	Individual Representation Support	\$250
August 2024	C.S U'18	SSA Netball	Individual Representation Support	\$250
August 2024	S.C U'18	SSA Cricket	Individual Representation Support	\$250
August 2024	S.C U'18	SSA Netball	Individual Representation Support	\$250
August 2024	R.C U'18	Ironman World Championships	Individual Representation Support	\$250
August 2024	K.S U'18	SSA Cricket	Individual Representation Support	\$250
August 2024	S.T U'18	SSA Netball	Individual Representation Support	\$250
August 2024	K.B U'18	Hockey Australia National Championships	Individual Representation Support	\$250
August 2024	X.G U'18	National Hockey Championships	Individual Representation Support	\$250
August 2024	I.B U'18	Premier Football	Individual Representation Support	\$250
August 2024	J.C U'18	Rugby League	Individual Representation Support	\$250
August 2024	NT Christian Schools	Hydrogen Grand Prix	Team Representation Support	\$1250
Total				\$12,250
Community Benefit Scheme				\$157,650
Environment Initiatives				\$ 0
Total				\$157,650
Amount Remaining CBS				\$72,350

COUNCIL AGENDA
Attachment 13.2.2.1

Amount Remaining Environmental Initiatives	\$20,000
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COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.2.3
REPORT TITLE:	Financial Report - August 2024
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	Finance Manager, Jeffrey Guilas
APPROVER:	General Manager Finance and Governance, Wati Kerta

COMMUNITY PLAN

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

PURPOSE

The purpose of the Report is to present to Council the Financial Report for August 2024.

KEY MESSAGES

- This report presents the August 2024 financial report and is representative of the year-to-date income and expenditure as of 31 August 2024.
- This is the second financial report for the 2024-25 financial year, and it is expected that there would be adjustments required to recognise income and expenditure for the 2023-24 Financial year end. This includes adjustments to the Balance Sheet accounts and is subject to an external audit.
- The financial health check ratios indicate that overall, the Council has commenced the year in a positive financial position.
- Total operating income is \$38.41 million which is 91% of the annual budget. Council has received 85% of the federal assistance grants. The rates and charges for the 2024-25 financial year have been levied and recognised as income.
- Capital income is at 2% of the \$8.99 million budget. Grants that meet the income recognition criteria will be recorded as income when it meets its grant obligations, which is generally when capital expenditure is incurred.
- Capital expenditure is \$0.44 million which is 3% of the \$16.39 million approved Capital budget, of which \$5.56 million was rolled over from the last financial year.
- As at 31 August 2024, operating surplus (excluding depreciation) is currently at \$34.69 million.
- As at 31 August 2024, the total cash and cash investments were \$23.04 million, which includes \$16.75 million in term deposits in various banking institutions with less than 12 months to maturity and \$6.28 million in our general bank account.
- Total outstanding rates debt are \$32.36 million. This includes \$2.02 million of accumulated unpaid rates from prior years, of this \$1.27 million of accumulated unpaid rates relate to rates levied in 2023-24 financial year. This represents 3.6% of the \$33.39 million of rates and charges raised in 2023-24. \$257,877 of prior years rates debt has been collected in the month of August 2024.
- Total payments to creditors in August 2024 amounted to \$3.32 million, of which \$2.86 million (86%) were paid to local suppliers.
- The Council is compliant with its statutory obligations such as Pay-as-You-Go Withholdings, Goods and Services Tax, and Superannuation Guarantee reporting.

- There were no variations during August 2024 that met the criteria under Regulation 42 of the Local Government (General) Regulations 2021.

RECOMMENDATION

THAT Report entitled Financial Report - August 2024 be received and noted.

BACKGROUND

In accordance with *Local Government (General) Regulations 2021 - Part 2 (Division 7)*, the preceding month's Financial Report must be presented to Council. Regulation 17(1) of the General Regulation requires a monthly report from the Chief Executive Officer to provide the Council with the actual income and expenditure for the period; the most recently adopted annual budget; and details of any material variances between the most recent actuals and the most recently adopted annual budget.

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

- Annual Budget is the total budget per the municipal plan for the 2024-25 financial year, plus the approved capital expenditure roll-over from 2023-24 (refer Decision 10/1476, 2nd Ordinary meeting in August)
- Year-to-date actuals (YTD Actuals) is the actual income and expenditure from 1 July 2024 to the current reporting date, 31 August 2024.
- The forecast amount is the YTD budget. The budget was cash-flowed evenly over 12 months for the current reporting period. The budget cashflowing is the process of being refined to align with expected spending.
- This report should be read in conjunction with the following:
 - Dashboard report found at Attachment 13.2.3.1 which is a traffic-light reporting system highlighting the current health status and areas of interest to Council. Further details are then reported in the body of the report.
 - Financial reports are included at Attachment 13.2.3.2 presenting the financial position of Council as at 31 August 2024, noting that the 2023-24 End of Financial Year adjustments are still underway, therefore, the Balance Sheet accounts are yet to be finalised, and subject to external audit.

DISCUSSION

Financial Health

- The financial health check ratios provide Council with a quick snapshot of the Council's financial position, noting that the figures may not include the adjustments to the 2023-24 final year-end transactions.
- The August 2024 ratios are benchmarked against the forecast ratios as per the Municipal Plan. If the ratio indicates that Council is not on target, a detailed explanation is provided. The ratios show Council's ability to monitor the cashflows (in and out) and ensure that Council has sufficient cash to cover its obligations.
- The operating surplus ratio (operating surplus divide by operating income) of 90% is higher than the KPI due to the rates and charges for 2024-25 financial year being levied in August 2024 and the 85% Financial Assistance Grant received in advance for the year.
- The debt service ratio (net operating income divide by debt repayments plus interest) for August 2024 is 244 this indicates Council has the capacity to meet loan obligations. This is high, due to the rates levied and recognised as income and 85% Financial Assistance Grant received in advance for the year.
- The current ratio (Current Assets divide by Current Liability) is seven (7) times as at 31 August 2024 demonstrates that Council has enough resources to meet its short-term obligations.

Operating Overview

- The dashboard provides an overview of Council's operating income and expenditure for 2024-25 as at 31 August 2024. Refer **Attachment 13.2.3.1**.
- Total Operating Income as at 31 August 2024 is \$38.41 million, which is 91% of the Annual Budget of \$42.14 million. Rates and charges are levied in August 2024.
- Total Operating Expenditure at 31 August 2024 is \$5.72 million, this mainly consists of the following:
 - \$1.73 million Employee Costs
 - \$0.77 million Materials & Contractors
 - \$2 million Depreciation (non-cash)
 - \$0.24 million Utilities
 - \$0.30 million Other Expenses such as program running cost and training costs.
 - \$0.19 million Professional services such as External consultants and Management fee for Odegaard.

Capital Overview

The dashboard provides an overview of Council's capital expenditure for 2024-25 as per **Attachment 13.2.3.1**. The cashflow forecast of the capital expenditure was cash-flowed evenly over 12 months. This does not allow for the seasonal nature of construction. This will be refined and adjusted accordingly.

Capital Expenditures

The 2024-25 Capital Expenditure budget is \$16.39 million. This includes \$5.56 million capital budget from last financial year that was rolled over to the current financial year.

The pie chart in the dashboard as per **Attachment 13.2.3.1** shows that out of the \$16.39 million capital expenditure budget, the actual capital expenditure is \$0.44 million which is 3% of the budget.

In addition to the \$0.44 million actual expenditure, there is a further \$0.21 million in commitments where works have commenced and awaiting payments. The current expenditure combined with the commitments presents a 4% expenditure against the original capital budget.

Capital Funding

Capital projects are funded by capital grants, Council contributions (operating surplus and financial reserves), and borrowings.

The table below provides a breakdown of the budgeted capital grants income for 2024-25 (A), funds that has been received (B) and funds still yet to be received (C).

Capital Project 24-25	Total Grant Income for 2024-25 (A)	Grant Funds received to date (B)	Grant Funds yet to be received (C)
Driver Community Facility	\$1.25M		\$1.25M
New Pathway (\$4M Greening and Cooling)	\$0.49M	\$0.25M	\$0.24M
Tree Planting and Replacement (\$4M Greening & Cooling)	\$0.27M	\$0.25M	\$0.02M
Dark Spot (\$4M Greening and Cooling)	\$0.50M	\$0.25M	\$0.25M
Play Space Renewals and Upgrades	\$0.25M		\$0.25M
Road Safety Program (R2R)	\$0.25M		\$0.25M
Black Spot Program 24/25	\$0.27M		\$0.27M
Sustainability Programs	\$0.25M		\$0.25M
Hobart Park Exeloo and Park Upgrade	\$0.45M		\$0.45M
LRCI Phase 4 Part A	\$0.41M	\$0.39M	\$0.02M
Zuccoli Community Hub IPG (Pump Park/Skates)	\$0.25M	\$0.25M	
Water Aquifer Prevention Strategy	\$0.1M	\$0.1M	
Palmerston Library Modernisation	\$0.04M	\$0.04M	
Artwork – Sculpture	\$0.25M		\$0.25M
21/22 Custom Holding Pen	\$0.10M	\$0.10M	
Archer Recycling Modernisation Project	\$0.02M		\$0.02M
Mitchell Creek & Escarpment Feasibility Study	\$0.04M	\$0.04M	
Road Reconstruction including LRCI Phase4 Part B	\$0.38M		\$0.38M
Total	\$5.57M	\$1.67M	\$3.90M

- Grants that have been received are recognised as a grant liability until the assessment of income criteria has been met such as meeting the grant agreement obligations.
- As at 31 August 2024, \$80,660 of grant revenue has met the grant agreement obligations and has been recognised as income.

Cash and Investments

Trading Account: \$6.28 million

Investments: \$16.75 million

Year to Date interest revenue: \$0.29 million

Cash at Bank and Investments				
Duration	No.	(Million)\$ Value	% of total Portfolio	Limit
Cash at bank	1	\$6.28M	NA	NA
<12months	11	\$16.75M	100%	100%
Total	12	\$23.03M	100%	

The investment portfolio is compliant with the Council Investments Policy.

- As at 31 August 2024, the Council held \$16.75 million in term deposits across four financial institutions.

- Cash held by Council in the National Australia Bank (NAB) Trading account as at 31 August 2024 was \$6.28 million earning 4.45% interest per annum.
- Performance of our investments against our policy and details on our investments are provided in section 2.3 of the Investments Management Report: **Attachment 13.2.3.2**.

Receivables

Council has \$34.64 million in Receivables, which is made up of the following

- \$32.38 million as Council has levied rates for 2024-2025 and \$2 million rate receivable from prior years.
- \$0.15 million Infringements outstanding,
- \$0.65 million Other Receivables to be received for grants;
- \$0.62 million general debtors which consist of amount to be received from Dept of Chief minister \$0.37M and NT Concession \$0.19 million; and
- \$1.13million related to GST and pre-payments.

Rates

- The dashboard at **Attachment 13.2.3.1** highlights the rates levied for the 24/25 financial year are \$35.77 million, of which \$5.43 million has been already collected.
- Item 2.4 *Debtors Control* at **Attachment 13.2.3.2** provides for the summary of the overdue rates and shows that there is \$1.27 million in overdue rates still to be collected from the 2023-24 financial year, and a further rates debt of \$762,893 from prior years.
- The \$30,294 overdue amount for 2024-25 relates to interest applied for the prior years outstanding rates and recovery of debt collection costs, 1395 properties have outstanding rates for previous years.
- Total of 552 properties have either Direct debit or a Payment arrangement in place (totalling to \$862,753).
- A request for quote for debt collection has been released which will provide additional resources to undertake debt collection.
- The Local Government Act 2019 allows Council to place an overriding statutory charge on a property where rates have been outstanding for at least 6 months, which gives Council priority over other registered and unregistered mortgages, charges, and encumbrances except for a previously registered overriding statutory charge.
- The Council currently holds overriding statutory charges over 58 properties for debt 2018/19 and prior. A further 139 ratepayers have been notified that statutory charges will be applied if they do not settle their outstanding debt by 9 September.
- All 2023-24 Financial Hardship applications have expired. 25 new applications were received that are currently being processed for the 2024-25 financial year..
- There are 204 ratepayers that have a payment arrangement in place.
- A balance of \$318,628 of rates received in advance is accounted for in the balance sheet as a liability as it relates payment of rates for a future period.

Infringements

- Total infringements outstanding is \$147,778 as at 31 August 2024; this consists of Animals (\$120,863), Public Place (\$6,656), Litter (\$50) and Parking (\$20,209).

The graph in the dashboard at **Attachment 13.2.3.1** shows the total infringements issued and collected for the month of August 2024.

Sundry Debtors

Sundry Debtors as at 31 August 2024 is \$622,375 as presented in **Attachment 13.2.3.2**. This balance relates mostly to outstanding grants income from the NT Government for \$375,000 and \$30,000 is related to long grass maintenance, upgraded bin and recoverable amount from employee \$196,867 to be

received from NT Concession and Scheme as an rebate for rates. More details are available in section 2.4 *Debtor Control Account*.

Trade Creditors Paid

Total payments to creditors as of August 2024 amounted to \$3.32 million, of which \$2.86 million (86%) were paid to local suppliers.

During August 2024, the significant vendor payments consisted of \$0.76 million to JLT Risk Solutions Pty Ltd, \$0.36 million to Programmed Property Services waste/landscape maintenance, \$0.29 million to M&J Builders Pty Ltd, \$0.21 million to Cleanaway Pty Ltd and \$0.17 million to Top End RACE.

Borrowings

Total external borrowings of \$5.60 million is made up of the following:

- **Archer Land Fill Rehabilitation loan**
The total amount borrowed from NAB was \$1.96 million with the balance as at 31 August 2024 being \$0.74 million. The interest rate is fixed at 2.78% for the duration of the loan and is paid on a quarterly basis. This loan was for 8 years and is due to conclude on 30 June 2027.
- **SWELL loan**
The \$5 million approved loan for the SWELL project was drawn down during December 2023 with a current balance of \$4.77 million. This is a 20-year loan with current variable interest rate of 5.60% repaid quarterly. This loan is renegotiated every 5 years and repriced quarterly. The next repricing of this variable rate is due on 28 September 2024.

Other Compliance matters

- Council is compliant with payment and reporting of all tax liabilities as outlined below:
 - Council has remitted \$285,381 Year-to-Date (YTD) in Pay-As-You-Go (PAYG) tax to the Australian Taxation Office (ATO). The PAYG withholding tax is regularly reported to the Australian Taxation Office on a fortnightly basis by Council.
 - The Business Activity Statement (BAS) balance for the month ended 31 July 2024 has been finalised and lodged in August 2024 as a Goods Services Tax refund of \$39,921. The August 2024 BAS will be finalised and lodged in September 2024.
 - Council has the required insurances to manage the current risk exposure.

Contract Variations	
Varied contract, after a quotation under regulation 34 has been accepted and the total cost of supplies exceeds \$100,000 but is less than \$150,000.	Nil
Varied contract, after a quotation under regulation 34 has been accepted or a public quotation under regulation 35 has been accepted and the total cost of supplies exceeds \$150,000.	Nil
Varied contract is entered into after a tender under regulation 36 has been accepted and the total cost of supplies exceeds the original tender cost by more than 10%.	Nil

CONSULTATION AND MARKETING

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

- Finance team.
- Governance team

POLICY IMPLICATIONS

This report in line with the reporting requirements under the Local Government Act and Council Policies.

BUDGET AND RESOURCE IMPLICATIONS

This Report provides an overview of the budget and resource implications.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

This Report addresses the following City of Palmerston Strategic Risks:

2. **Financial Sustainability**
Failure of Council to be financially sustainable to deliver key services and infrastructure for the community.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

This Report relates to the following City of Palmerston Strategies, Framework and Plans:

- Community Plan
- Municipal Plan
- Long Term Financial Plan

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

1. Dashboard [13.2.3.1 - 1 page]
2. EOM Financial Report - August 2024 [13.2.3.2 - 26 pages]

DASHBOARD

1 August 2024

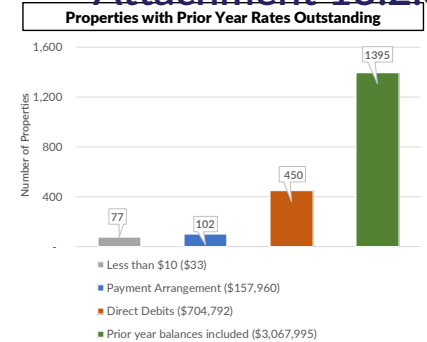
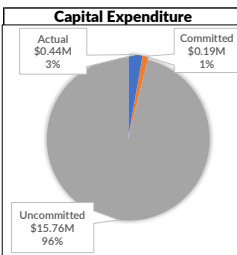
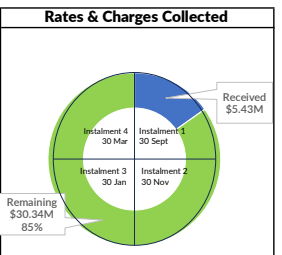
\$34.69 M
Operating Surplus (excluding Depn)
Annual Budget is at \$5.19 M

\$0.00 M

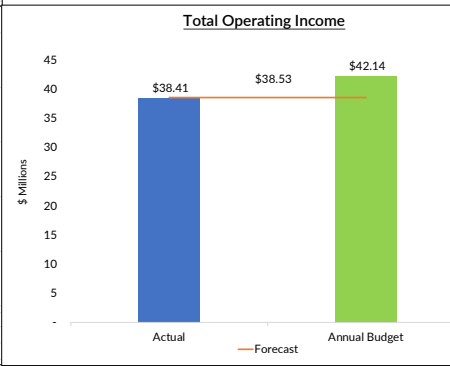
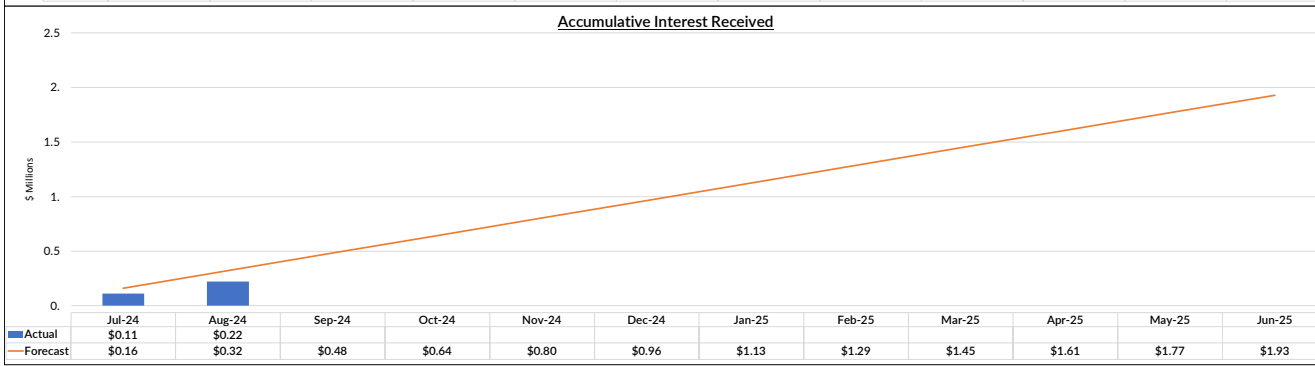
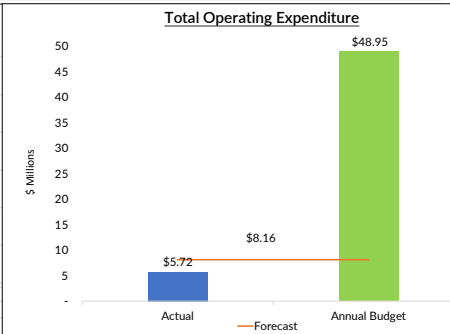
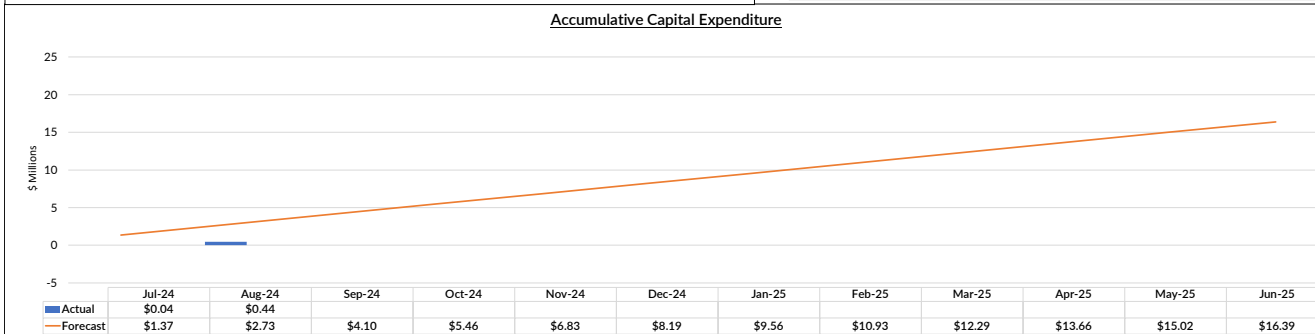
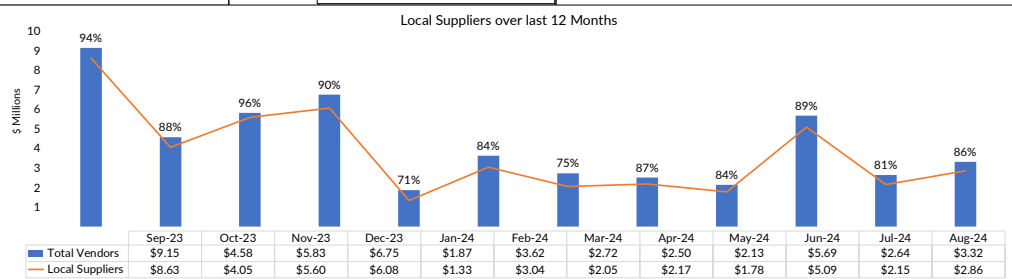
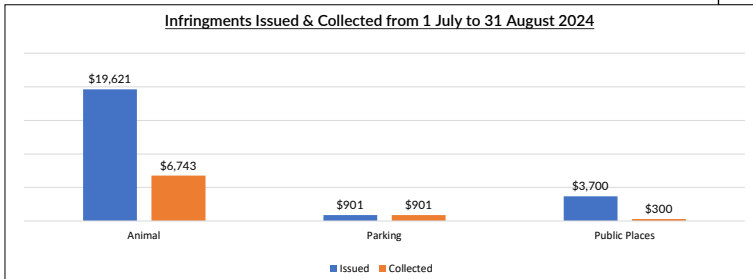
\$0.00 M

\$23.04 M
Cash Held

Financial Health Ratios	MP KPI	As at August 24	Status
Operating Surplus Ratio	> 0%	90%	High due to Rates being levied and recognized as income. This will reduce as the months go by.
Debt Service Ratio	> 2.0		
Rates Collection	>95%		
Current Ratio			



Legends
■ On Track
■ Explanation Required
■ Off Track





Financial Management Reports

August 2024

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

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August 2024

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	2.4	Debtor Control Accounts
	2.5	Creditor Accounts Paid
	2.6	Creditor Accounts Outstanding
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	2.8	Council Loans
	2.9	Elected Member Expenses
	2.10	CEO Credit Card

Certification By Chief Executive Officer

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

- ❖ The internal controls implemented by Council are appropriate; and
- ❖ The Council's Financial Report for August 2024 best reflects the financial affairs of the Council.



Luccio Franco Cercarelli
Chief Executive Officer

COUNCIL AGENDA Attachment 13.2.3.2

Section 2 Financial Results

Executive Summary as at
% of year passed

31 August 2024
16.67%

1.2 - Executive Summary

Description	Annual Budget \$	YTD Actual \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget	Notes
Operating Income						
Rates	27,609,403	27,596,637	100%	27,609,403	100%	
Charge	8,111,851	8,171,023	101%	8,111,851	101%	
Fees & Charges	1,022,895	133,773	13%	170,483	78%	1
Grants, Subsidies & Contributions	3,457,077	2,186,037	63%	2,313,109	95%	
Interest & Investment Revenue	1,929,865	299,976	16%	321,644	93%	
Other Income	13,000	21,504	165%	2,167	992%	2
Operating Income	42,144,091	38,408,949	91%	38,528,656	100%	
Operating Expenditure						
Employee Costs	-13,091,941	-1,726,144	13%	-2,181,990	79%	3
Materials & Contractors	-13,279,609	-769,652	6%	-2,213,268	35%	4
Depreciation, Amortisation & Impairment	-12,000,000	-2,000,000	17%	-2,000,000	100%	
Elected Members Allowances	-497,676	-90,432	18%	-82,946	109%	
Elected Members Expenses	-90,617	-1,670	2%	-15,103	11%	
Professional Services	-2,214,782	-194,543	9%	-369,130	53%	4
Auditor's Remuneration	-48,537	-15,675	32%	-8,090	194%	5
Utilities	-2,464,117	-235,721	10%	-410,686	57%	4
Legal Expenses	-315,700	-48,900	15%	-52,617	93%	
Telephone & Other Communication Charges	-217,582	-84,892	39%	-36,264	234%	6
Donations, Sponsorships & Grants	-255,000	-18,900	7%	-42,500	44%	7
Software, Hardware, Stationery, Subscriptions	-1,229,837	-64,538	5%	-204,973	31%	8
Insurance	-677,090	-123,895	18%	-112,848	110%	
Borrowing Costs	-297,781	-58,299	20%	-49,630	117%	9
Other Expenses	-2,274,721	-289,455	13%	-379,120	76%	4
Operating Expenditure	-48,954,990	-5,722,714	12%	-8,159,165	70%	
OPERATING SURPLUS/(DEFICIT)	-6,810,899	32,686,235		30,369,491		
Capital Income						
Net gain (loss) on disposal or revaluation of assets	180,000	49,773	28%	30,000	166%	
Developer Contributions	240,000	27,825	12%	40,000	70%	
Asset Income	3,000,000	0	0%	500,000	0%	
Grants received	5,575,492	80,660	1%	929,249	9%	
Capital Income	8,995,492	158,258	2%	1,499,249	11%	
Net SURPLUS / (DEFICIT) transferred to Equity Statement	2,184,593	32,844,492		31,868,740		
Asset Purchase	-8,262,730	-43,237	1%	-1,377,122	3%	
Asset Upgrade	-8,126,021	-401,153	5%	-1,354,337	30%	
Capital Expenditure	-16,388,751	-444,390	3%	-2,731,458	16%	

Executive Summary as at
% of year passed

1.2 - Executive Summary

Description	Annual Budget \$	YTD Actual \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget	Notes
Less Non-Cash Expenditure	-12,000,000	-2,000,000	17%	-2,000,000	100%	
Plus Gifted Assets	3,000,000	0	0%	500,000	0%	
NET CAPITAL SURPLUS/(DEFICIT)	-5,204,157	34,400,103		30,637,281		
Less Repayment of Borrowings	-504,000	-84,147	17%	-84,000	100%	
Reserve Movement	5,708,157	0	0	951,360	0	
NET OPERATING SURPLUS/(DEFICIT)	0	34,315,956		31,504,641		

General Note:

* The majority of the YTD budget was cash-flowed evenly over 12 months for the current reporting period, and therefore does not take into consideration the seasonality of the expenses. The cash flowing methodology will be refined and updated

Notes

1. Issuing of infringements is lower than expected
2. Higher long grass maintenance charges and bin upgrades than expected
3. Vacant positions during the period
4. There is a approximately \$840,000 invoices that had been received but not yet processed by the 31 August cut-off
5. Variance is due to timing of the cashflowing only
6. This relates to Public Wifi and NBN paid in full, budget will be closely monitored
7. The timing of the payment of grants and sponsorships from Community Benefit Scheme is related to approved applications
8. Payment of Software, hardware and subscriptions are expected later in the year
9. The variable interest rate for the loan was slightly higher than expected



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2 Financial Results

Budget Summary Report By Directorate as at
% of year passed

31 August 2024

16.67%

1.3 - Operating Income

Description	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget	Notes
Office of the Chief Executive						
Office of the CEO	1,104,259	958,283	87%	913,024	105%	1
Office of the Chief Executive	1,104,259	958,283	87%	913,024	105%	
Deputy Chief Executive						
Deputy Chief Executive	0	0	0%	0	0%	
Finance & Governance						
GM Finance & Governance	69,205	9,596	14%	11,534	83%	
Financial Services	1,296,332	203,673	16%	216,055	94%	
Rates	27,816,422	27,620,856	99%	27,816,422	99%	
Finance & Governance	29,181,959	27,834,125	95%	28,044,012	99%	
Community & Culture						
Diversity and Inclusion Activities	10,000	0	0%	0	0%	
Library Services	757,994	17,082	2%	126,332	14%	2
Senior Citizens	2,000	0	0%	0	0%	
Youth Services	300,000	0	0%	0	0%	
Animal Management	420,000	46,753	11%	70,000	67%	
Parking & Other Ranger Services	73,850	18,607	25%	12,308	151%	
Community & Culture	1,563,844	82,442	5%	208,641	40%	
Infrastructure						
Civic Centre	151,150	27,765	18%	25,192	110%	
Driver Resource Centre	1,000	0	0%	167	0%	
Gray Community Hall	20,000	1,282	6%	3,333	38%	3
Private Works	50,000	8,826	18%	8,333	106%	
Recreation Centre	25,000	4,700	19%	4,167	113%	
Roads & Transport	1,359,668	1,224,672	90%	1,114,043	110%	
Subdivisional Works	105,000	8,218	8%	17,500	47%	4
Waste Management	8,111,851	8,180,739	101%	8,111,851	101%	
Odegard Drive Investment Property	466,160	77,134	17%	77,693	99%	
Durack Heights Community Centre	4,200	764	18%	700	109%	
Infrastructure	10,294,029	9,534,099	93%	9,362,979	102%	
OPERATING INCOME	42,144,091	38,408,949	91%	38,528,656	100%	

General Note:

* The majority of the YTD budget was cash-flowed evenly over 12 months for the current reporting period, and therefore does not take into consideration the seasonality of the income and expenses. The cash flowing methodology will be refined and updated

Notes

1. 85% of the Federal Assistance Grants was received in advance
2. Due to annual Grant for library services not yet received
3. Lower bookings and venue hire income than expected
4. Lower than expected income from subdivisions



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2 Financial Results

Budget Summary Report By Directorate as at
% of year passed

31 August 2024
16.67%

1.3 - Operating Expenditure

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget	Notes
Office of the Chief Executive						
Councillors	-588,293	-92,101	16%	-98,049	94%	
Office of the CEO	-1,263,274	-135,490	11%	-210,546	64%	
Office of the Chief Executive	-1,851,567	-227,591	12%	-308,595	74%	
Deputy Chief Executive / People & Place						
Deputy Chief Executive Officer	-692,591	-94,808	14%	-115,432	82%	
Customer Experience	-366,522	-27,603	8%	-61,087	45%	
People and Customer	-1,200,840	-180,709	15%	-200,140	90%	
Public Relations and Communications	-935,292	-131,776	14%	-155,882	85%	
Arts & Culture	-78,000	0	0%	-13,000	0%	
City Activation	-1,405,833	-100,120	7%	-234,306	43%	
Deputy Chief Executive / People & Place	-4,679,078	-535,016	11%	-779,846	69%	
Finance & Governance						
GM Finance & Governance	-570,906	-81,458	14%	-95,151	86%	
Records Management	-301,453	-33,138	11%	-50,242	66%	
Financial Services	-13,524,778	-2,230,219	16%	-2,254,130	99%	
Rates	-105,700	-3,418	3%	-17,617	19%	
Governance	-1,390,270	-203,922	15%	-231,712	88%	
Information Technology	-1,920,795	-167,032	9%	-320,133	52%	
Fleet	-259,925	-20,019	8%	-43,321	46%	
Finance & Governance	-18,073,827	-2,739,207	15%	-3,012,305	91%	
Community & Culture						
Community Development	-646,042	-154,226	24%	-107,674	143%	
Diversity and Inclusion Activities	-58,568	-6,151	11%	-9,761	63%	
Families & Children	-29,111	-667	2%	-4,852	14%	
Health and Wellbeing Services	-42,000	0	0%	-7,000	0%	
Library Services	-1,575,102	-186,615	12%	-262,517	71%	
Senior Citizens	-6,656	-4,085	61%	-1,109	368%	
Youth Services	-417,019	-181,688	44%	-69,503	261%	
Director Community & Culture	-491,185	-45,636	9%	-81,864	56%	
Safe Communities	-20,000	-850	4%	-3,333	26%	
Animal Management	-72,834	-20,353	28%	-12,139	168%	
Parking & Other Ranger Services	-930,540	-152,575	16%	-155,090	98%	
Community & Culture	-4,289,057	-752,847	18%	-714,843	105%	
Infrastructure						
Aquatic Centre	-1,030,818	-113,878	11%	-171,803	66%	
Civic Centre	-275,487	-15,329	6%	-45,915	33%	
Depot	-75,392	-6,905	9%	-12,565	55%	
Driver Resource Centre	-31,101	-1,939	6%	-5,184	37%	

Section 2 Financial Results

31 August 2024
16.67%

Budget Summary Report By Directorate as at % of year passed

1.3 - Operating Expenditure

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget	Notes
Emergency Operations	-10,557	0	0%	-1,760	0%	
Gray Community Hall	-71,823	-6,369	9%	-11,971	53%	
Director Infrastructure	-1,334,859	-132,886	10%	-222,477	60%	
Open Space	-5,431,479	-616,213	11%	-905,247	68%	
Private Works	-108,633	-16,343	15%	-18,106	90%	
Recreation Centre	-325,716	-55,901	17%	-54,286	103%	
Roads & Transport	-1,636,652	-132,457	8%	-272,775	49%	
Stormwater Infrastructure	-174,177	-3,680	2%	-29,030	13%	
Street Lighting	-1,217,408	-66,977	6%	-202,901	33%	
Subdivisional Works	-25,000	0	0%	-4,167	0%	
Waste Management	-7,806,644	-281,926	4%	-1,301,107	22%	
Odegaard Drive Investment Property	-131,580	-11,220	9%	-21,930	51%	
Durack Heights Community Centre	-59,837	-6,032	10%	-9,973	60%	
CBD Car Parking	-69,727	0	0%	-11,621	0%	
Goyder Square	-244,571	0	0%	-40,762	0%	
Infrastructure	-20,061,461	-1,468,053	7%	-3,343,577	44%	
OPERATING EXPENDITURE	-48,954,990	-5,722,714	12%	-8,159,165	70%	

General Note:

* The majority of the YTD budget was cash-flowed evenly over 12 months for the current reporting period, and therefore does not take into consideration the seasonality of the income and expenses. The cash flowing methodology will be refined and updated

* The variance across all cost centres is largely due vacant positions and \$840,000 invoices that had been received but not yet processed by the 31 August cut-off



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2 Financial Results

Budget Summary Report By Directorate as at
% of year passed

31 August 2024

16.67%

1.3 - Capital Income

	Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget	Notes
Office of the Chief Executive						
Office of the Chief Executive	0	0	0%	0	0%	
Deputy Chief Executive						
Arts & Culture	250,000	0	0%	41,667	0%	
Deputy Chief Executive	250,000	0	0%	41,667	0%	
Finance & Governance						
Fleet	180,000	49,773	28%	30,000	166%	
Finance & Governance	180,000	49,773	28%	30,000	166%	
Community & Culture						
Library Services	44,219	0	0%	7,370	0%	
Animal Management	100,700	25,950	26%	16,783	155%	
Community & Culture	144,919	25,950	18%	24,153	107%	
Infrastructure						
Driver Resource Centre	1,250,000	0	0%	208,333	0%	
Director Infrastructure	511,889	0	0%	85,315	0%	
Open Space	1,225,173	27,310	2%	204,196	13%	
Roads & Transport	1,410,312	0	0%	235,052	0%	
Street Lighting	756,722	27,400	4%	126,120	22%	
Subdivisional Works	200,000	27,825	14%	33,333	83%	
Waste Management	26,478	0	0%	4,413	0%	
Infrastructure	5,380,573	82,535	2%	896,762	9%	
CAPITAL INCOME	5,955,492	158,258	3%	992,582	16%	

General Note:

- * The YTD budget was cash-flowed evenly over 12 months for the current reporting period, and therefore does not take into consideration the seasonality of the income and expenses. The cash flowing methodology will be refined and updated
- * Capital Grants largely makes up Capital Income. Grants is recognised when the grant obligations have been met, which is when expenditure on capital project has occurred.



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2 Financial Results

Budget Summary Report By Directorate as at 31 August 2024
% of year passed 16.67%

1.3 - Capital Expenditure

	Annual	YTD Actuals \$	% YTD Actuals of Annual	YTD Budget	% YTD Actuals of YTD Budget	Notes
Office of the Chief Executive						
Office of the Chief Executive	0	0	0.00%	0	0.00%	
ulture	-500,000	0	0%	-83,333	0%	1
Deputy Chief Executive	-500,000	0	0	-83,333	0%	
					5%	1
	-350,000	0	0%	-58,333	0%	1
	-1,388,883	-8,437	0	-231,481	0	
					0%	1
anagement	-100,700	-25,950	26%	-16,783	155%	2
Community & Culture	-261,919	-25,950	0	-43,653	59%	
					0%	2
					0%	1
					62%	2
					0%	1
					0%	1
					14%	1
					12%	1
					1%	1
					0%	1
					16%	1
					121%	
eights Community Centre	-9,300	0	0%	-1,550	0%	1
Infrastructure	-14,237,948	-410,003	3%	-2,372,991	17%	
CAPITAL EXPENDITURE	-16,388,751	-444,390	3%	-2,731,458	16%	

General Note:

* The YTD budget was cash-flowed evenly over 12 months for the current reporting period, and therefore does not take into consideration the seasonality of the income and expenses. The cash flowing methodology will be refined and updated

* There is approximately \$121K in commitments with a further \$89K invoices received but not processed prior to 31 August 2024 cut-off

Notes

1. These projects are yet to be commenced or in the initial stages of commencement.
2. Invoices for these projects were received but paid in September.



Approved by: Finance Manager

Section 2
Financial Results

Capital Expenditure & Funding as at 31 August 2024
% of year passed 16.67%

1.4 - Capital Expenditure & Funding

CAPITAL EXPENDITURE	Annual Budget	Actuals
Land & Buildings	5,507,213	299,621
Infrastructure (including roads, footpaths, park furniture)	8,097,833	98,953
Fleet	350,000	0
Other Assets (including furniture & office equip)	1,008,883	8,437
TOTAL CAPITAL EXPENDITURE	16,388,751	444,390
TOTAL CAPITAL EXPENDITURE FUNDED BY:	Annual Budget	Actuals
Operating Income	4,715,100	80,483
Capital Grants	5,575,492	80,660
Transfers from Cash Reserves	6,098,158	283,247
Borrowings	0	0
TOTAL CAPITAL EXPENDITURE FUNDING	16,388,751	444,390



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2
Financial Results
Balance Sheet as at 31 August 2024
% of year passed 16.67%

2.1 - Balance Sheet

Balance Sheet	YTD	
Assets		
Current Assets:		
Cash & cash equivalents		
Cash on Hand	1,355	Petty Cash
Tied Funds	6,282,456	Tied funds equals restricted reserve and unearned Grant income
Investments		
Tied Funds	637,122	Tied funds equals restricted reserve and unearned Grant income
Untied Funds	16,116,520	
Receivables		
Rates and Charges	32,674,346	
Other Receivables	1,965,974	
TOTAL CURRENT ASSETS	57,677,773	
Non-Current Assets:		
Infrastructure, property, plant & equipment	593,030,897	
Investment property	5,500,000	
Work in progress	7,286,529	
TOTAL NON-CURRENT ASSETS	605,817,425	
TOTAL ASSETS	663,495,198	
Liabilities		
Current Liabilities:		
Payables	3,437,486	
Unearned Grant Income (AASB1058)	2,897,023	Unearned grant income
Borrowings	602,846	
Provisions	1,335,695	
TOTAL CURRENT LIABILITIES	8,273,050	
Non-Current Liabilities:		
Borrowings	4,912,310	
Provisions	2,079,995	
TOTAL NON-CURRENT LIABILITIES	6,992,305	
TOTAL LIABILITIES	15,265,355	
NET ASSETS	648,229,843	
Equity		
Accumulated Surplus	228,836,650	
Profit & Loss - current Year	41,227,099	
Net Reserves	5,197,648	
Working Capital Reserve	6,344,771	
Net Transfers to & from Reserves	- 5,169,677	
Election Reserve	100,000	Internally restricted reserve
Disaster reserve	500,000	Internally restricted reserve
Developer Funded reserve	1,084,011	Internally restricted reserve
Waste Reserve	2,338,544	Internally restricted reserve
Revaluation reserves	372,968,446	
Council equity interest	648,229,843	
TOTAL EQUITY	648,229,843	



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2 Financial Results

Statement of Reserves as at 31 August 2024
% of year passed 16.67%

2.2 - Statement of Reserves - Budget Movements 2024/25

OTHER RESERVES	Opening Balance \$ 01/07/2024	Surplus Analysis to Reserves \$	Original Budget 2024/25 to Reserves \$	Original Budget 2024/25 from Reserves \$	1st Review 2024/25 to Reserves \$	1st Review 2024/25 from Reserves \$	2nd Review 2024/25 to Reserves \$	2nd Review 2024/25 from Reserves \$	Balance at the YTD 2024/25 \$
Externally Restricted Reserves									
Unexpended Grants Reserve	-								-
Externally Restricted Reserves	-								-
Internally Restricted Reserves									
Election Expenses Reserve	100,000								100,000
Disaster Recovery Reserve	500,000								500,000
Unexpended Capital Works Reserve	-								-
Developer Funds In Lieu Of Construction	1,084,011								1,084,011
Waste Management Reserve	2,335,825								2,335,825
Asset Renewal Reserve	-								-
Major Initiatives Reserve	-								-
Internally Restricted Reserves	4,019,835								4,019,835
Unrestricted Reserves									
Working Capital Reserve	6,344,771								6,344,771
Unrestricted Reserves	6,344,771								6,344,771
Total Reserves	10,364,606								10,364,606

Notes

The 2023-24 End of Year adjustments are still underway, which will help in forming the budgeted opening balance for 2024-25 financial year



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2
Financial Results
31 August 2024
16.67%

Investments Management Report as at
% of year passed

2.3 - Investment Management Report

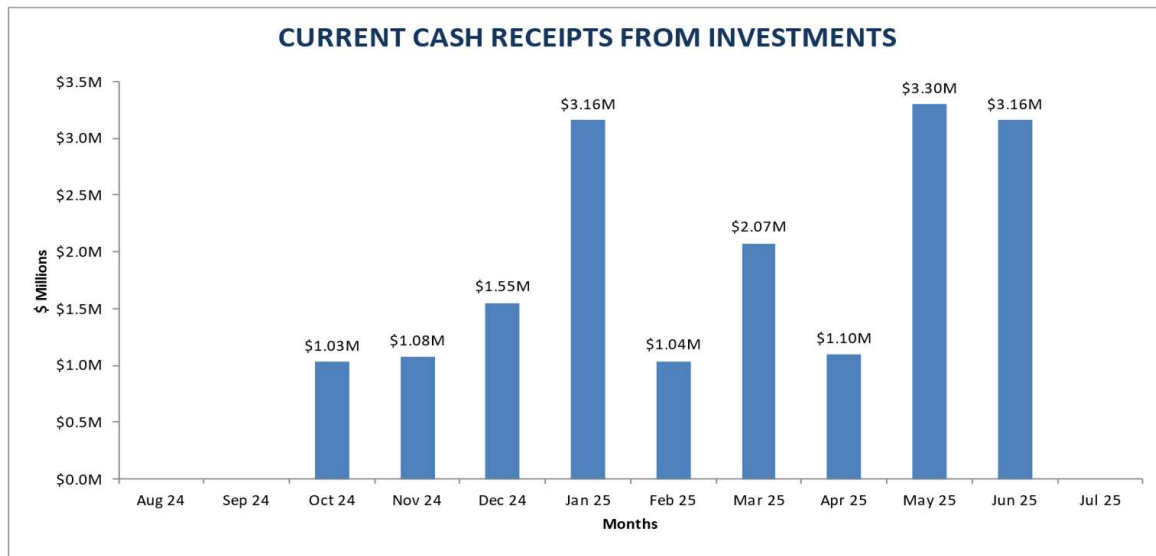
COUNTERPARTY	RATING	AMOUNT	INTEREST RATE	MATURITY DATE	DAYS TO MATURITY	INSTITUTION TOTALS
AMP	S&P A2	\$ 1,051,000.00	5.05%	November 12, 2024	73	
AMP	S&P A2	\$ 2,000,000.00	5.00%	May 25, 2025	267	\$ 3,051,000.00
CBA	S&P A1+	\$ 3,149,508.49	4.87%	May 24, 2025	266	\$ 3,149,508.49
JUDO	S&P A2	\$ 1,000,000.00	5.18%	February 25, 2025	178	\$ 1,000,000.00
NAB	S&P A1+	\$ 1,000,000.00	5.15%	October 9, 2024	39	
NAB	S&P A1+	\$ 1,500,000.00	5.10%	December 5, 2024	96	
NAB	S&P A1+	\$ 1,503,498.09	5.10%	January 10, 2025	132	
NAB	S&P A1+	\$ 1,500,000.00	5.21%	January 24, 2025	146	
NAB	S&P A1+	\$1,049,635.62	5.20%	April 26, 2025	238	
NAB	S&P A1+	\$ 3,000,000.00	5.50%	June 30, 2025	303	\$ 9,553,133.71
		\$ 16,753,642.20		Average Days to Maturity	174	

Investment Distribution by Credit Rating		
Credit Rating	% of Portfolio	Counterparty Limit
A1 & A1+	76%	100%
A2	24%	60%
A3	0%	40%

Investment Distribution by Individual Institution		
ADI	% of Total	Max Individual limit
National Australian Bank (NAB)	57%	60%
Commonwealth Bank (CBA)	19%	60%
AMP Bank Limited	18%	40%
Judo Bank	6%	40%

Interest Income Year to Date	Amount
Total Year to Date Interest on Cash at Bank	39,771
Total Year to Date Investment Earnings	155,037
Total Year to Date Interest from internal loan	8,865
Total Year to Date interest penalty income	19,
Total YTD Interest Income	\$ 222,842

Cash at bank & Investments	Amount
Trading Account	6,282,456
Short Term Investment	16,753,642
Total Funds	\$ 23,036,098.06



PROPERTY INVESTMENT						
PROPERTY ADDRESS	VALUATION BASIS	VALUE	INCOME YTD	EXPENSE YTD	NET PROFIT YTD	COMPARITIVE YTD YIELD AT CASH RATE OF 4.35%
48 Odegaard Drive, Rosebery	Fair Value	\$ 5,500,000.00	\$ 77,133.72	\$ 11,219.74	\$ 65,913.98	\$ 280,545.21

Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2
Financial Results

Debtor Control Accounts as at 31 August 2024
% of year passed 16.67%

2.4 Debtor Control Accounts

RATES OUTSTANDING

Report Month	Debtor Rates & Charges	Current Year (CY)	Outstanding % of CY Rates	CY interest related to prior years	Payments Received in Advance	Notes
Aug-24	\$32,388,527	\$30,339,871	84.82%	\$30,294	\$318,628	1

RATES OVERDUE BY YEARS

	Total	2023-24	2022-23	2021-22	2020-21	2019-20	2018-19	2017 & Prior
Rates and Charges Overdue Amount (Incl. Interest)	\$2,018,362	\$1,265,055	\$412,846	\$185,185	\$84,810	\$38,726	\$17,919	\$13,821
	100%	62.7%	20.5%	9.2%	4.2%	1.9%	0.9%	0.7%
Number Of Properties	1395	1395	282	131	68	31	16	6

INFRINGEMENTS

	Total	2024-25	2023-24	2022-23	2021-22	2020-21	2019-18	2018-17
Animal Infringements	120,862.90	12,878.00	31,620.00	28,806.50	22,861.40	18,248.00	5,944.00	505.00
Public Places	6,656.00	3,400.00	139.00	1,632.00	1,485.00	-	-	-
Parking Infringements	20,208.94	-	5,850.00	2,675.00	4,659.20	2,265.00	4,719.74	40.00
Litter Infringements	50.00	-	50.00	-	-	-	-	-
Signs	-	-	-	-	-	-	-	-
Other Law and Order	-	-	-	-	-	-	-	-
Net Balance on Infringement Debts	147,777.84	16,278.00	37,659.00	33,113.50	29,005.60	20,513.00	10,663.74	545.00
	100%	11.0%	25.5%	22.4%	19.6%	13.9%	7.2%	0.4%
Number of Infringements	1,300	97	354	273	257	175	140	4

SUNDRY DEBTORS:

	Total	Under 30 days	31 - 60 Days	61 - 90 Days	Over 90Days
	\$622,375.98	\$217,243.86	\$0.00	\$375,536.60	\$29,595.52
	100%	34.9%	0.0%	60.3%	4.8%

Notes

1. Current year amount relates to Rates that are not yet due. 1st instalment of rates is due on 30/09/2024.



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

SECTION 2
Financial Results
Creditor Accounts Paid 31 August 2024
% of year passed 16.67%

2.5 - Creditor Accounts Paid

Creditor Name	Creditor Payment Type	Amount \$	Notes
479	JLT Risk Solutions Pty Ltd	3	
		97.15	
		,930.29	
		207,123.15	
		170,590.42	
		142,471.76	
		102,641.57	
		86,740.00	
		66,726.00	
		63,330.06	
		59,242.00	
		57,984.13	
		46,250.32	
		39,627.82	
	s	38,962.00	
	tors	30,993.33	
	editors	28,655.00	
	l Creditors	28,270.00	
	eral Creditors	28,042.44	
	General Creditors	27,500.00	
	General Creditors	25,582.25	
	General Creditors	24,791.53	
	General Creditors	23,683.84	
	General Creditors	23,265.00	
	General Creditors	20,449.00	
	General Creditors	17,242.50	
	General Creditors	15,967.60	
	General Creditors	13,513.50	
	General Creditors	13,300.00	
	General Creditors	12,729.20	
	General Creditors	12,201.32	
	General Creditors	12,155.00	
	Ltd	12,056.04	
	General Creditors	11,896.50	
	General Creditors	11,196.36	
	ustralia Inc	11,000.00	
	General Creditors	10,991.09	
	Studio Pty Ltd	10,890.00	
	imited	10,695.35	
	ty Ltd	10,612.80	
	p End Sounds Pty Ltd T/A Total Event Services	10,318.00	
	Top End Group Training	10,072.43	
	RMI Security - Conigrave Pty Ltd	9,959.11	
0157	McArthur Management Services (Vic) P/L	9,240.00	
V03973	AANT Salary Packaging	8,800.95	

COUNCIL AGENDA Attachment 13.2.3.2

V03950	Monsido Pty Ltd (Acquia Inc.)	General Creditors	8,690.00
V05173	Crest Performance Pty Ltd	General Creditors	8,642.56
4731	Yeni Redding	General Creditors	7,777.00
5640	Think Water - Winnellie & Virginia	General Creditors	7,687.07
V04979	Davidson Executive and Boards Pty Ltd	General Creditors	7,332.60
1569	OneMusic Australia	General Creditors	7,284.28
V05318	Hatch Solutions Pty Ltd	General Creditors	7,150.00
4871	Reface Industries	General Creditors	6,947.82
4221	Institute of Public Works Engineering - IPWEA	General Creditors	6,820.00
V03776	Business Fuel Cards Pty Ltd	General Creditors	6,499.60
V03557	Global Headquarters Pty Ltd	General Creditors	6,270.00
4065	Southern Cross Protection Pty Ltd	General Creditors	5,838.08
V02814	Agon Environmental Pty Ltd	General Creditors	5,805.25
V04798	Australian Radio Network Pty Limited	General Creditors	5,731.00
V01801	Pumptech NT	General Creditors	5,625.40
V01118	Wilson Security Pty Ltd	General Creditors	5,517.96
V03990	Ecotreat Solutions NT	General Creditors	5,470.08
V02997	Illion Australia Pty Ltd T/a illion TenderLink	General Creditors	5,320.70
V00939	Defend Fire Services Pty Ltd	General Creditors	5,301.66
V01277	Michael Trikilis	General Creditors	4,800.00
V04531	Mulga Security Pty Ltd	General Creditors	4,783.19
5114	S.E. Rentals Pty Ltd	General Creditors	4,661.80
V01584	Salary Packaging Australia	General Creditors	4,427.82
V01194	Hire A Hubby Darwin	General Creditors	4,200.00
V03893	Acacia Land Management Pty Ltd	General Creditors	4,100.00
5651	Minter Ellison Lawyers	General Creditors	4,004.00
V05309	Palmerston Cricket Club	Grants, Sponsorships, Donations & Prizes	4,000.00
V04428	ESEL Pty Ltd T/A Mwave	General Creditors	3,928.95
V01818	Riece Ranson	Grants, Sponsorships, Donations & Prizes	3,750.00
V01009	Australian Parking and Revenue Control Pty Limited	General Creditors	3,652.77
V05161	Griffin McMaster	General Creditors	3,500.00
4561	Bendesigns	General Creditors	3,495.30
V05325	The Korean Association in Aust NT	Grants, Sponsorships, Donations & Prizes	3,400.00
3099	Iron Mountain Australia Pty Ltd	General Creditors	3,378.75
4735	Palmerston and Rural Party Hire	General Creditors	3,217.00
194	Jtagz Pty Ltd	General Creditors	3,166.08
V04812	RingCentral Australia Pty Ltd	General Creditors	3,133.79
V05220	Tangled Ventures Pty Ltd	General Creditors	2,940.00
V01192	Easy Glass Services	General Creditors	2,926.01
V05147	Camden LeFevre	General Creditors	2,800.00
87	Industrial Power Sweeping Services Pty	General Creditors	2,764.83
V05215	Regional Combined Therapies Pty Ltd	General Creditors	2,585.00
5	Australia Post	General Creditors	2,582.36
V03815	Stephanie Heyden Vander	General Creditors	2,488.00
V05301	Akmans Prints & Designs	General Creditors	2,455.09
V04167	All About Party Hire	General Creditors	2,430.00
V02369	Maher Raumteen Solicitors	General Creditors	2,365.00
V04811	ReadSpeaker Pty Ltd	General Creditors	2,359.50
256	The Bookshop Darwin	General Creditors	2,355.43
4007	The Ark Animal Hospital Pty Ltd	General Creditors	2,322.13
V05265	Territory Savvy	General Creditors	2,310.00

COUNCIL AGENDA Attachment 13.2.3.2

4029	Totally Workwear Palmerston	General Creditors	2,270.00	
3880	PAWS Darwin Limited	General Creditors	2,200.00	
V04139	Raiders Rugby League Football Club	Grants, Sponsorships, Donations & Prizes	2,200.00	
V04126	Picture This NT	General Creditors	2,099.00	
V01785	M&S Mowing Plus	General Creditors	2,062.50	
V01158	Tamil Society of NT	General Creditors	2,000.00	
V02285	Territory Native Plants	General Creditors	1,993.82	
V03940	Build Up Skateboarding Pty Ltd	General Creditors	1,980.00	
V01088	Department of Infrastructure, Planning & Logistics	General Creditors	1,976.07	
V04789	ACECOM NT PTY LTD T/A ACECOM FIRE & SECURITY	General Creditors	1,962.62	
V04027	Nicks Cuisine Catering	General Creditors	1,960.00	
V03685	Peel Valentine Whitehead Partners Pty Ltd	General Creditors	1,925.00	
V05278	Matthew Gould	General Creditors	1,852.38	
V02542	Roadside Services and Solutions Pty Ltd	General Creditors	1,809.56	
V02306	Well Done International Pty Ltd	General Creditors	1,739.89	
V00542	Industry Health Solutions	General Creditors	1,672.00	
4398	Quality Indoor Plants Hire	General Creditors	1,655.15	
V05093	Darwin RexYu Photography	General Creditors	1,650.00	
V01420	CENTRELINK (PAYROLL)	General Creditors	1,631.01	
5713	Clean Fun T/A Darwin Outdoor Cinema Hire/Darwin Laundries	General Creditors	1,625.80	
30	Colemans Printing Pty Ltd	General Creditors	1,623.70	
4483	Isubscribe Pty Ltd	General Creditors	1,543.61	
V05087	General Excavators	General Creditors	1,540.00	
V01106	Darwin Toilet Hire	General Creditors	1,485.00	
V04992	Nine Network Australia Pty Ltd	General Creditors	1,468.50	
2064	Larrakia Nation Aboriginal Corporation	General Creditors	1,430.00	
5508	Open Systems Technology Pty Ltd - CouncilFirst	General Creditors	1,403.20	
V00443	Forecast Machinery	General Creditors	1,386.00	
V01308	CouncilWise Pty Ltd	General Creditors	1,306.25	
V02314	Adam Scriven	General Creditors	1,250.00	
V05324	NT Christian Schools	Grants, Sponsorships, Donations & Prizes	1,250.00	
V02228	NT Entertainment Solutions Pty Ltd	General Creditors	1,225.00	
V05199	ByProgress Pty Ltd t/as Giggling Geckos Amusements & Hire	General Creditors	1,210.00	
V04934	Fewmore Contracting	General Creditors	1,177.00	
V00399	Palmerston & Regional Basketball Assoc (PARBA)	General Creditors	1,100.00	
V00193	Amcom Pty Ltd Acc no CN5439	General Creditors	1,085.70	
V03971	Darwin Catering Company	General Creditors	1,029.00	
V05288	2421 Fuamatu Boxing Club	Grants, Sponsorships, Donations & Prizes	1,000.00	
V04917	OverDrive Australia	General Creditors	994.05	
V05193	Colour & Grace	General Creditors	960.00	
V05190	Beauty of Tatum	General Creditors	940.00	
V00271	NTIT (Fuji Xerox Business Centre NT)	General Creditors	937.83	
272	City Wreckers	General Creditors	924.00	
V03746	Kim Koole Music	General Creditors	900.00	
5387	Odd Job Bob - Darren John Fillmore	General Creditors	891.00	
V02780		Refunds & Reimbursements	770.00	1
V05192	Max Car Care	General Creditors		
2977	Optic Security Group NT	General Creditors	731.52	
5036	Dormakaba Aust P/L T/as Territory Door Services	General Creditors	731.50	
V05224	David Cameron Ray	General Creditors	719.00	
V05232	Craig William Kirby	General Creditors	719.00	

COUNCIL AGENDA

Attachment 13.2.3.2

V00073	Off the Leash	General Creditors	715.00	
V00099	Palmerston Lions NT	General Creditors	700.00	
V05150	FirstAidPro Darwin	General Creditors	679.00	
V05100	Just Peachy Productions	General Creditors	675.00	
5435	Access Hardware (NT) Pty Ltd	General Creditors	640.20	
V01936	Arjays Sales & Services Pty Ltd	General Creditors	616.00	
5676	Royal Wolf Trading Australia Pty Ltd	General Creditors	587.91	
V03292	Blume Designs	General Creditors	572.00	
2186	Optus Billing Services Pty Ltd	General Creditors	570.00	
V03778		Refunds & Reimbursements		
V01203	Tyreright Palmerston	General Creditors		
V01502	Ryan Coppola & Anne Hebert	Grants, Sponsorships, Donations & Prizes	500.00	
V04085	Rohan Cram	Grants, Sponsorships, Donations & Prizes	500.00	
V05143	Edelle & Tara Bradley (Elly Keating-Parent)	Grants, Sponsorships, Donations & Prizes	500.00	
V05283	Corban & Nate Jarrett-Wright	Grants, Sponsorships, Donations & Prizes	500.00	
V05310	Heartkids Ltd	Grants, Sponsorships, Donations & Prizes	500.00	
V04802	AHG Building Contractors Pty Ltd	General Creditors	493.94	
V04405	Rural Mulching Solutions NT	General Creditors	462.00	
3879	Litchfield Council	General Creditors	459.00	
V05074	On Point Creative NT	General Creditors	450.00	
V03665	Bilke Investments Pty Ltd T/A Outback Pest Co	General Creditors	440.00	
V04044	Deaf Connect t/a Deaf Services	General Creditors	435.60	
V05300	Suzanne Minter and Craig Williams	General Creditors	420.27	
V00694	Subscribe-Software Pty Ltd	General Creditors	416.09	
566	Stickers & Stuff	General Creditors	402.00	
V02035	Prayer Corby	General Creditors	400.00	
V05112	Darwin Chill Recovery	General Creditors	400.00	
V05113	Amanda Boots	General Creditors	400.00	
3313	Zip Print	General Creditors	374.00	
V04772	Dynamic Refrigeration Solutions	General Creditors	371.25	
53	Eggins Electrical	General Creditors	363.00	
35	WINC Australia Pty Limited	General Creditors	357.10	
399	St John Ambulance (NT) Incorporated	General Creditors	330.00	
V05186	Henna by Rup	General Creditors	330.00	
V04624	Niesha Korman	General Creditors	320.00	
V05306	Territory Proud Mobile Cleaning	General Creditors	309.00	
2915	Territory Uniforms	General Creditors	304.68	
V04642	Patel Distributors	General Creditors	300.00	
V02068	Admedia Australia Pty Ltd	General Creditors	297.00	
2009	The Big Mower (NT) Pty Ltd	General Creditors	282.90	
V04787		Refunds & Reimbursements	278.44	1
V03976	Luva Cuppa	General Creditors		
V04569	Zarlee Medbury	Grants, Sponsorships, Donations & Prizes	250.00	
V04694	Chloe Marshall	Grants, Sponsorships, Donations & Prizes	250.00	
V04775	Mawgan Keats	Grants, Sponsorships, Donations & Prizes	250.00	
V05037		Refunds & Reimbursements		
V05097	Cassius Grenfell Mole (Parent: Alicia Grenfell)	Grants, Sponsorships, Donations & Prizes	250.00	
V05141	Akira Lay	Grants, Sponsorships, Donations & Prizes	250.00	
V05289	Ryder Stanton (Parent: Sandra Lowe)	Grants, Sponsorships, Donations & Prizes	250.00	
V05312	Tyson Watego	Grants, Sponsorships, Donations & Prizes	250.00	
V05313	Charlotte Sanders	Grants, Sponsorships, Donations & Prizes	250.00	

COUNCIL AGENDA Attachment 13.2.3.2

V05314	Payson Thorne	Grants, Sponsorships, Donations & Prizes	250.00	
277		Refunds & Reimbursements	245.00	1
	Pola Seal Pty Ltd	General Creditors		
		Refunds & Reimbursements	200.00	1
		Refunds & Reimbursements		
	's Car Installations	General Creditors	165.00	
	ergy - Payroll Deductions	General Creditors	150.00	
		General Creditors	150.00	
	Build IT Up AU	General Creditors	125.00	
		Refunds & Reimbursements	125.00	1
		Refunds & Reimbursements		
		Refunds & Reimbursements		
		Refunds & Reimbursements		
		Refunds & Reimbursements		
		Refunds & Reimbursements		
		Refunds & Reimbursements		
		General Creditors		
		General Creditors	110.00	
		General Creditors	110.00	
		General Creditors	110.00	
		General Creditors	86.56	
		General Creditors	75.00	
		Refunds & Reimbursements	54.50	
		Refunds & Reimbursements		1
		Refunds & Reimbursements		1
		unds & Reimbursements		1
		ds & Reimbursements		1
		& Reimbursements		1
		eimbursements		1
		s	49.50	
			48.29	
		ments		1
			3,318,119.14	

Investments	-
Total Creditor Payments (excludes investments placed)	<u>3,318,119.14</u>
Total Payments made to Local suppliers this month	<u>2,858,909.65</u>
Percentage of this month's payments made to local suppliers	86.16%

Notes

1. Names redacted to de-identify personal details



Approved by: Finance Manager

SECTION 2
Financial Results

Creditor Accounts Outstanding as at 31 August 2024
% of year passed 16.67%

2.6 - Creditor Accounts Outstanding

Creditor No.	Creditor Name	Amount \$	Notes
4190	National Australia Bank - Corporate Credit Cards	50,168.80	1
V04317	Randstad Pty Ltd	3,000.82	2
V02563	Amcom Pty Ltd Acc no 68842	105.78	3
4398	Quality Indoor Plants Hire	(250.00)	
V00682	Leigh Dyson Plumbing	(330.00)	
5387	Odd Job Bob - Darren John Fillmore	(335.50)	
V00399	Palmerston & Regional Basketball Assoc (PARBA)	(660.00)	
V02709	Micro Products Australia	(2,337.00)	
V00318	QuickSuper Clearing House	(6,177.70)	
V05236	LG Community Partners Pty Ltd	(7,810.00)	

NOTES:

1. Please note that NAB credit relates to credit card end of Month automatic payments waiting for invoices to be entered after reconciliation are completed.
2. Please note refund requested from Randstad because of duplicate payment.
3. Please note Amcom is in credit and waiting for a refund from supplier.

Please note that all creditors are outstanding less than 30 days



Approved by: Finance Manager

Section 2
Financial Results

Commercial Leases as at 31 August 2024
% of year passed 16.67%

2.7 - Commercial Leases

	Revised Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget \$	% YTD Actuals of YTD Budget	Notes
Income						
Library Services	30,000	5,646	19%	5,000	113%	
GM Finance & Governance	69,205	9,596	14%	11,534	83%	
Civic Centre	151,150	27,765	18%	25,192	110%	
Income	250,355	43,006	17%	41,726	103%	
Expenditure						
GM Finance & Governance	-12,000	-4,811	40%	-2,000	241%	
Expenditure	-12,000	-4,811	40%	-2,000	241%	
Profit/(Loss)	238,355	38,195		39,726		



Approved by: Finance Manager

2.8 - Council Loans

INTERNAL LOANS

Making the Switch Balances (FILOC)	
1st Withdrawal June 2019	640,000
2nd Withdrawal June 2020	2,583,849
Public lighting officer June 2020	114,000
Project Cost taken from FILOC	3,337,849
Repayments 2019/20	(200,000)
Repayments 2020/21	(313,615)
Repayments 2021/22	(321,849)
Repayments 2022/23	(330,299)
Repayments 2023/24	(338,971)
Loan Balance at 1/07/2024	1,833,114
Expected Repayments 2024/25	(347,871)
Expected Loan Balance as at 30/06/2025	1,485,244

Making the Switch (FILOC)					
Principal as of 1/7/2024	Principal Loan Repayments for 2024-25	Principal Loan Repayments YTD	Interest for 2024-25	Interest YTD	Loan balance as of 31/08/2024
1,833,114	-347,871	-56,495	44,288	8,865	1,776,619

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

SWELL Loan (FILOC)	
Project Cost taken from FILOC	400,000
Repayments 2023/24	(80,000)
Loan Balance at 1/07/2024	320,000
Expected Repayments 2024/25	(80,000)
Expected Loan Balance as at 30/06/2025	240,000

SWELL Loan (FILOC)			
Principal as of 1/7/2024	Principal Loan Repayments for 2024-25	Principal Loan Repayments YTD	Loan balance as of 31/08/2024
320,000	-80,000	0	320,000

The above table shows the loan amount taken from the FILOC Reserve for SWELL construction. An amount of \$80K is repaid on yearly basis and no interest is charged. The loan repayments will end in 2028.

2.8 - Council Loans

EXTERNAL LOANS

Archer Landfill Rehabilitation Balances (NAB)	
Total Loan Amount	1,960,000
Repayments 2019/20	(221,414)
Repayments 2020/21	(228,223)
Repayments 2021/22	(234,634)
Repayments 2022/23	(241,037)
Repayments 2023/24	(248,082)
Loan Balance at 1/07/2024	786,610
Expected Repayments 2024/25	(254,975)
Expected Loan Balance as at 30/06/2025	531,635

Archer Landfill Rehabilitation (NAB)					
Principal as of 1/7/2024	Principal Loan Repayments for 2024-25	Principal Loan Repayments YTD	Interest for 2024-25	Interest YTD	Loan balance as of 31/08/2024
786,610	-254,975	-42,480	-19,243	3,203	744,130

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

SWELL (NAB)	
Total Loan Amount	5,000,000
Repayments 2023/24	-187,500
Loan Balance at 31/12/2023	4,812,500
Expected Repayments 2024/25	-250,000
Expected Loan Balance as at 30/06/2025	4,562,500

SWELL (NAB)					
Principal as of 1/7/2024	Principal Loan Repayments for 2024-25	Principal Loan Repayments YTD	Interest for 2024-25	Interest YTD	Loan balance as of 31/08/2024
4,812,500	-250,000	-41,667	-263,362	46,231	4,770,833

The External Loan - SWELL is for a term of 20 years commencing 29 December 2023 and concluding 28 September 2043. The interest rate is variable for the duration of the loan and is paid on a quarterly basis.



Approved by: Finance Manager

COUNCIL AGENDA Attachment 13.2.3.2

Section 2 Financial Results

Elected Member Expenses 31 August 2024
% of year passed 16.67%

2.9 - Elected Member Expenses

	Revised Annual Budget \$	YTD Actuals \$	% YTD Actuals of Annual Budget	YTD Budget	% YTD Actuals of YTD Budget	Notes
Operating Expenditure						
Superannuation	-44,461	-7,541	17%	-7,410	102%	
Mayoral Allowance	-116,600	-19,806	17%	-19,433	102%	
Mayor Vehicle Allowance	-25,000	-4,246	17%	-4,167	102%	
Mayoral Professional Dev Allowance	-4,000	0	0%	-667	0%	
Deputy Mayoral Allowance	-41,800	-7,100	17%	-6,967	102%	
Elected Members Councillor Allowances	-147,600	-24,938	17%	-24,600	101%	
Elected Members Professional Dev Allowance	-28,000	0	0%	-4,667	0%	
Elected Members Meeting Allowance	-70,000	-26,800	38%	-11,667	230%	1
Information Technology Capital Entitlement	-9,600	0	0%	-1,600	0%	
Acting Mayor Allowance	-10,615	0	0%	-1,769	0%	
Contractors	-51,450	0	0%	-8,575	0%	
Printing & Photocopying Costs	-2,000	0	0%	-333	0%	
Furniture & Equipment expensed	-1,433	0	0%	-239	0%	
Other Sundry Expenses	-7,857	0	0%	-1,310	0%	
Food & Catering Costs	-11,085	-935	8%	-1,848	51%	
Course Seminar & Conference Registration	-10,557	0	0%	-1,760	0%	
Air Travel	-3,093	0	0%	-516	0%	
Travel Accommodation	-2,111	0	0%	-352	0%	
Travel Related Costs Other	-1,031	-734	71%	-172	427%	2
Operating Expenditure	-588,293	-92,101	16%	-98,049	94%	

General Note:

* The YTD budget was cash-flowed evenly over 12 months for the current reporting period, and therefore does not take into consideration the seasonality of the income and expenses. The cash flowing methodology will be refined and updated

* End of Financial Year adjustments for 2023-24 are still underway, therefore, the Balance Sheet accounts are yet to be finalised, and subject to external audit

Notes:

1. Related to expenses for extra meetings attended elected members
2. Relates to vehicle expenses of elected members



Approved by: Finance Manager

Section 2
Financial Results

CEO Credit Card Transactions as at
% of year passed

31 August 2024
16.67%

2.10 - CEO Credit Card Transactions

Cardholder Name: Luccio Cercarelli
Cardholder Position: CEO
Period: Aug-24

Transaction Date	Amount \$	Supplier's Name	Reason for the Transaction
1/08/2024	\$ 32.76	BP Runway MASCOT	Attending conference
Total	\$ 32.76		

Cardholder Name
Cardholder Acting CEO
Aug-24

Transaction Date	Amount \$	Supplier's Name	Reason for the Transaction
	\$ -		No Transactions
Total	\$ -		



Approved by: Finance Manager

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.2.4
REPORT TITLE:	Darwin Festival
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	City Activation Manager, Matthew McNamara
APPROVER:	Deputy Chief Executive Officer, Amelia Vellar

COMMUNITY PLAN

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

PURPOSE

This Report provides Council with an overview of the 2024 Darwin Festival in Palmerston, held on 16 and 17 August 2024.

KEY MESSAGES

- Council had previously approved the sponsorship proposal for the 2024 and 2025 Darwin Festivals.
- The inaugural Darwin Festival in Palmerston was held on 16 and 17 August and was a resounding success.
- The event drew a combined crowd of over 6,000 people, with strong local economic and social impacts.
- Accessibility was increased for the event, with additional accessible parking bays temporary installed and an AUSLAN interpreter at the Palmerston Laugh out Loud event.
- Headline acts captivated audiences, with ARIA-Award winners The Teeny Tiny Stevies delivering a vibrant family-friendly performance, while comedy stars Merrick Watts, Nikki Britton, and Dilruk Jayasingha brought laughter to a packed crowd during the Palmerston Laugh Out Loud evening.
- City of Palmerston designation as Major Partner was prominently featured across Darwin Festival's program guide, website, and on-site signage, providing significant exposure through 40,000 printed guides and online platforms.
- Following the success of the 2024 event, Darwin Festival and Council Officers have already begun preparations on the 2025 version of the event.

RECOMMENDATION

THAT Report entitled Darwin Festival be received and noted.

BACKGROUND

At the 2nd Ordinary Council Meeting of 21 November 2023, Council made the following decision:

25.1.6 Darwin Festival in Palmerston Update

1. *THAT Report entitled Darwin Festival in Palmerston Update be received and noted.*
2. *THAT Council endorse further negotiations to occur by staff with the Darwin Festival, noting that the minimum cost will be \$150,000 for the event as per the options contained within their proposal shown at Attachment 25.1.6.1.*

3. THAT Council supports officers continuing advocacy of the Northern Territory Government for the purposes of exploring partnerships to bring the Darwin Festival to Palmerston.
4. THAT a further report be presented back to Council with a recommendation on the Darwin Festival in Palmerston by the Ordinary Meeting of January 2024.

CARRIED 10/1121 – 21/11/2023

At the 1st Ordinary Council Meeting of 16 January 2024, Council made the following decision:

25.1.1 Darwin Festival in Palmerston Update

1. THAT Report entitled Darwin Festival in Palmerston Update be received and noted.
2. THAT a further report be presented to Council with a recommendation on the Darwin Festival in Palmerston once a formal sponsorship proposal is received from Darwin Festival.

CARRIED 10/1173 – 16/01/2024

At the 1st Ordinary Council Meeting of 6 February 2024, Council made the following decision:

25.1.1 Darwin Festival in Palmerston Proposal

1. THAT Report entitled Darwin Festival in Palmerston Proposal be received and noted.
2. THAT Council approve the sponsorship proposal from Darwin Festival at a cost of \$150,000 excluding GST per annum for 2024 and 2025 in Palmerston as per Attachment 25.1.1.1.
3. THAT the Council Decision relating to the Report entitled Darwin Festival in Palmerston Proposal be moved to the Open Minutes following official announcement by Darwin Festival of their calendar of events.

CARRIED 10/1196 – 6/02/2024

[Darwin Festival](#) is an annual event held over 18 days and nights, celebrating the rich cultural diversity and artistic talent of the Northern Territory, combined with national and international performers. Established in 1978, the festival has grown into a significant event on Australia's cultural calendar, attracting both local and international artists and audiences.

Each year the festival showcases a wide range of performances and activities, including outdoor concerts, workshops, theatre, dance music, comedy cabaret and visual arts. These events are held at various locations across Darwin, with Festival Park in the Darwin CBD the focal point.

The inaugural Darwin Festival in Palmerston took place over two (2) spectacular nights on Friday 16 and Saturday 17 August 2024.

DISCUSSION

As a Major Partner of Darwin Festival, City of Palmerston cemented the opportunity to showcase the vibrancy of the Municipality, further positioning Palmerston as a cultural destination within the Northern Territory. This event brought significant economic and social benefits to the city, boosting local business, attracting visitors and importantly, fostering a sense of community satisfaction. The festival created a

A Place for People

platform for Palmerston to enhance its cultural identity whilst providing entertainment for our community.

The usually busy Palmerston Markets were taken to another level with over 5,500 people attending as the Family Fiesta taking centre stage. The evening began with Sean Choolburra, whose Didj and Dance performance entertained the larger than usual crowd set amongst Goyder Square. Further performances from ARIA-Award winners The Teeny Tiny Stevies had families singing along before Lisa Pelligrino and her troupe jumped on stage for the Kids Club Spectacular. For those who did not want to sit around, there was still plenty to do, DJ Guru Dudu was kept busy all evening leading the Silent Disco Walking Tour and the towering Snuff Puppets, giant roaming seagulls, swooped playfully through the crowds. The night finished with an after dark performance of some unique tropical-country sounds by In The Pink, bringing a fun and lively evening to a close.

Saturday night took on a more adult-focused vibe with Palmerston Laugh Out Loud, an evening filled with laughter and cabaret. Merrick Watts hosted the Comedy gala whilst the night also featured performances by renowned comedians, Nikki Britton, Dilruk Jayasingha and local legend Kelly Gulliver. Almost 550 people attended the two (2) shows put on the night, the Palmerston CBD was a hive of activity with Goyder Square turning into Palmerston's own version of Festival Park.

Importantly, this event incorporated additional accessibility measures to assist patron comfort. Extra accessible parking bays were installed behind the library on the Friday evening, with Variable Message Sign (VMS) boards in place along the Boulevard to provide awareness and clear direction of this increased parking. Additionally, Saturday's Laugh out Loud event had an AUSLAN interpreter to cater for a broader audience at the 5:30pm show.

Council Officers worked with Darwin Festival on ensuring the event was delivered with co-branded signage, highlighting City of Palmerston's commitment to the event. City of Palmerston designated as Major Partner was displayed via logo presence in the program guide, website and on-site signage at festival venues and sites. The weekend events in Palmerston were included in the 2024 Darwin Festival program of events. The event listing and logo presence will be included in the Darwin Festival printed program guide (40,000 copies), website and Facebook event page, giving the city excellent exposure opportunities.

Council Officers have recently met with Darwin Festival representatives to confirm their ongoing commitment to the festival continuing in Palmerston in 2025. While specific details are yet to be finalised, there was unanimous agreement that the inaugural 2024 festival was a success and more detailed planning for the 2025 event will commence shortly



Councillor Morrison participating in the Silent Disco at Friday Night's Family Fiesta





**Mayor Pascoe-Bell and Councillor Henderson
with Saturday's Palmerston Laugh out Loud Comedians**

CONSULTATION AND MARKETING

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

POLICY IMPLICATIONS

Darwin Festival in Palmerston aligns with City of Palmerston Creative Industries Plan 2023-2024 in the following ways:

Host (Providing Venues and Opportunities)

The event introduced a new creative event to Palmerston which served as a venue or opportunity for artistic, cultural, and creative activity to prosper in Palmerston. By offering this event, the city is actively fulfilling its role as a host for creative endeavours.

Connector (Creating Networks and Partnerships)

This new event created networks and partnerships within the community. It involved collaboration with local artists, musicians, or other stakeholders, fostering creative clusters and strengthening connections among various creative entities in the City.

Partner (Promoting Community Participation)

The proposal emphasises community participation in creative activities. By providing this event, the city is actively working with others to promote artistic and cultural engagement within the community, aligning with the role of a partner outlined in the Creative Industries Plan. This aligns with the Creative Industries Plan's role as an enabler for community cultural development and sector development.

Overall, the event was consistent with the values and objectives of the Creative Industries Plan, as well as the overarching vision of Palmerston as outlined in the Council's Community Plan. It underscored the role of Council in promoting and supporting artistic and cultural activities to create a vibrant and welcoming city.

BUDGET AND RESOURCE IMPLICATIONS

At the 1st Ordinary Council Meeting of 6 February 2024, Council approved the sponsorship proposal for \$150,000 per annum for the 2024 and 2025 Darwin Festival.

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

This Report addresses the following City of Palmerston Strategic Risks:

4. **Inclusion, Diversity and Access**
Failure to balance meeting needs of Palmerston's cultural mosaic

Support of the Darwin Festival is imperative to assist in meeting the objectives of the Creative Industries Plan. The collaborative effort between Darwin Festival and City of Palmerston ensures the delivery of a vibrant and engaging event weekend that enriches the cultural fabric of the community.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

This Report relates to the following City of Palmerston Strategies, Framework and Plans:

Creative Industries Plan 2023-2027
Inclusive, Diverse and Accessible Policy Framework
Palmerston Local Economic Plan

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

We the author and approving officer declare that we do not have a conflict of interest in relation to this matter.

ATTACHMENTS

Nil

COUNCIL REPORT

2nd Ordinary Council Meeting

AGENDA ITEM:	13.2.5
REPORT TITLE:	Community Satisfaction Survey 2024
MEETING DATE:	Tuesday 17 September 2024
AUTHOR:	Chief Executive Officer, Luccio Cercarelli
APPROVER:	General Manager Finance and Governance, Wati Kerta

COMMUNITY PLAN

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

PURPOSE

This Report presents the outcomes of the 2024 Community Satisfaction Survey to Council.

KEY MESSAGES

- The City of Palmerston conducts an Annual Community Satisfaction Survey (Survey) for residents to understand community attitudes, perception, and satisfaction, with various facilities and services.
- The Survey aligns to the Community Plan and forms part of City of Palmerston's Key Performance Indicators and reporting in its annual reports.
- In 2024, the Survey was conducted during August with 614 residents participating, through both computer assisted telephone interview (CATI) (600) and online (14).
- The outcomes of the 2024 Community Survey are largely consistent with the 2023 results, with small increases observed across many measures, including some statistically significant improvements.
- The overall Council performance has increased to 6.98/10 (from 6.89/10 in 2023). This is the second highest level since the measure commenced in 2012 (highest was in 2021), which is a positive result.
- In 2024, 69% of the community rated Council's overall performance as good or very good which is consistent with 2023.
- In 2024 the Net Promoter Score (NPS) increased by 10 points from -18 to -8, which is the largest improvement observed across the years and another indication of increased levels of satisfaction. Consistent with the results achieved in previous years, the highest areas of performance included: kerbside waste collection; providing libraries and library services to the community; hosting enough quality events; and supporting culturally diverse events and providing opportunities for recycling and re-use through the pre-cyclone clean up.
- The lowest areas of performance also reflected the 2023 results and included: advocating for the community in planning issues; supporting innovation in the business community and supporting and attracting new and existing businesses.
- As with previous years, when asked what the most important issues are in the local area, the majority of respondents mentioned crime and safety issues. This is a significantly higher concern than any other issue listed.
- The most commonly mentioned Council achievements related to upgraded facilities such as the SWELL and recreation centre, and the events, festivals and markets in the Council area.
- The gap between current and preferred communication with Council narrowed slightly in 2024. The largest gaps were seen in email, council office, social media, and council telephone channels.

- This report presents the 2024 Community Satisfaction Survey results, and an indication of some actions already commenced or planned to improve outcomes in 2025.
- The outcomes will be used to inform future budgets and programs.
- A workshop was held on 4 September 2024 presenting the Council the results of the 2024 Community Satisfaction Survey prior to formal presentation.

RECOMMENDATION

THAT Report entitled Community Satisfaction Survey 2024 be received and noted.

BACKGROUND

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

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

At its meeting on Tuesday 6 August 2023, Council resolved the following:

13.1.1 Community Satisfaction Survey

Moved: Councillor Garden

Seconded: Deputy Mayor Fraser

1. THAT Report entitled Community Satisfaction Survey be received and noted.
2. THAT a report be prepared by the second Ordinary Council Meeting in October 2024 providing the results of the Community Satisfaction Survey 2024.

CARRIED 10/1459 - 6/08/2024

Council engaged external consultant Verian to conduct the Survey, which was undertaken during August 2024 with a total of 614 participants, of which 600 were over the phone, and 14 completed via the online questionnaire.

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

This Report presents the findings from the 2024 Survey and an indication of some actions already underway or planned to improve outcomes in 2025.

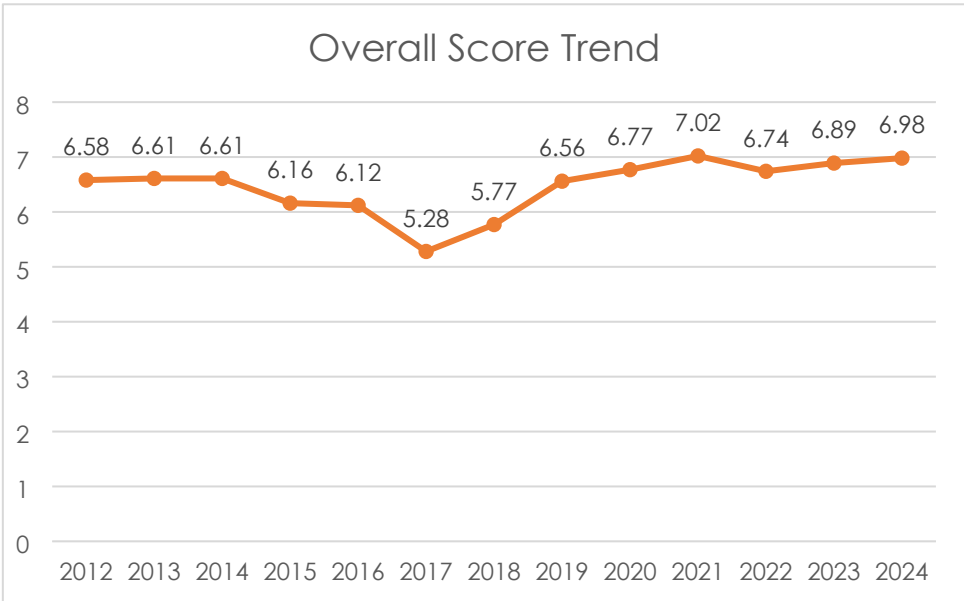
DISCUSSION

The full City of Palmerston 2024 Community Survey Research Report is provided at **Attachment 13.2.5.1** to this Report.

Overall, results for the 2024 Survey have recorded an increase in scores across all areas. Council's overall performance rating score was 6.98/10 compared to 6.89/10 in 2023. The rating of 6.98 is the second highest rating in the past twelve years, behind 2021.

The community satisfaction survey results have had a generally upward trend projection since 2017, as depicted in the graph below. In 2021 the highest scores were recorded, with 2024 recording the second highest score.

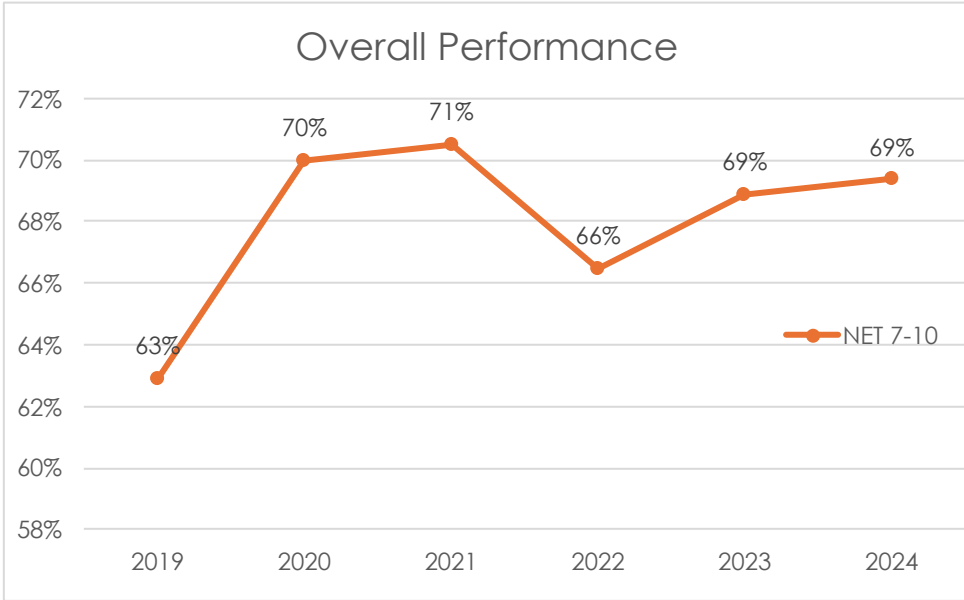
A Place for People



Rating Scale for the Survey:

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

In 2024, 69% of the Community rated Council’s overall performance as good or very good, which is consistent with last year.



The six (6) Community Plan Key Outcome Areas are: Family and Community, Vibrant Economy, Cultural Diversity, A Future Focus, Environmental Sustainability and Governance.

The area that scored the highest was Cultural Diversity (7.53) and the area that scored the lowest was Vibrant Economy (6.44). Compared to last year the largest increase was seen in Family and Community (+0.31) with decrease only seen in Future Focus (-0.02) and Vibrant Economy not seeing any

A Place for People

change.

Key Area	2019	2020	2021	2022	2023	2024	23-24 Change
<i>Family and community</i>	6.68	6.80	7.16	6.89	6.96	7.27	+0.31
<i>Vibrant Economy</i>	6.01	6.28	6.55	6.24	6.44	6.44	-
<i>Cultural Diversity</i>	7.04	7.21	7.50	7.31	7.39	7.53	+0.14
<i>A Future Focus</i>	6.70	6.84	7.02	6.70	6.84	6.82	-0.02
<i>Environmental Sustainability</i>	7.16	7.33	7.36	7.08	7.29	7.30	+0.01
<i>Governance</i>	6.01	6.17	6.52	6.19	6.43	6.50	+0.07
<i>Net Promoter Score</i>	- 9	- 4	- 6	- 13	- 18	- 8	+10
Average Performance	6.56/10	6.77/10	7.02/10	6.74/10	6.89/10	6.98/10	+0.09

Each Key Outcome Area includes several measurables to score Council's performance. Overall, there are 35 measurables. A summary of the scores is as follows, it is noted Council achieved three scores over eight and one score below six. The majority of scores are between 7-8 being a good score.

Score range	Number of measurables in Range
9-10	0
8-9	3
7-8	14
6-7	17
5-6	1
Below 5	0

The three scores over eight were:

- Providing libraries and library services to the community (8.12)
- Kerbside Waste Collection (8.10)
- Providing and maintaining Archer Waste Management Facility (8.01)

The lowest scoring measure was:

- Supporting and attracting new and existing businesses (5.86), however this is still the seconded highest score in this measure since 2019.

Five measures had statistically significant increases, which were:

- Managing Palmerston Swimming and Fitness Centre (+0.87)
- Providing and maintaining community halls (+0.30)
- Managing the Palmerston Recreation Centre (+0.38)
- Hosting enough quality community events (+0.30)
- Promoting art and culture (e.g. public art, murals, paving etc.) (+0.29)

A Place for People

No measures saw statistically significant decreases however a number did see decreases.

It must be noted that the decreases are minor and that the actual scores are all above six, except for 'Supporting and Attracting New and Existing Businesses', indicating that the community is still satisfied to very satisfied with the measures above six.

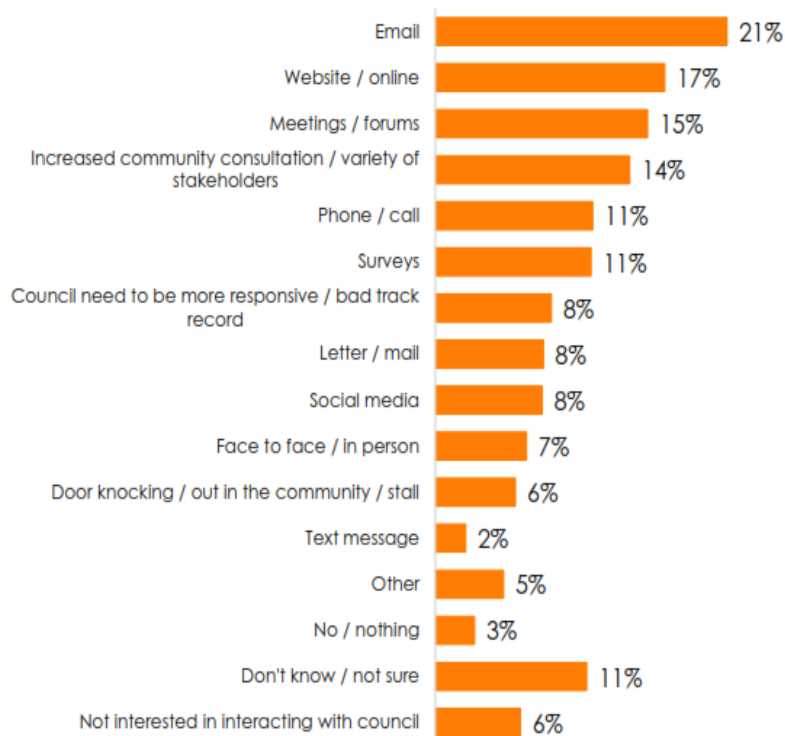
Council has received an increased score of 6.25/10 (6.14 last year) for 'Providing you with the opportunity to comment on Council's decision making and interact with Council'.

It must be noted that a score of 6.25 (+0.11 increase) achieved this year being the highest since 2019 (5.63).

Those who indicated that Council performed poorly (rated <6) in providing the opportunity to comment on Council's decision making and interact with Council would like the opportunity to provide feedback to Council through digital channels such as email (21%) or the Council website (17%) or via meetings and forums (15%).

Interestingly, social media dropped from the second most common preference (14%) to the ninth (8%) in 2024.

It is worth noting that 6% of participants are not interested in interacting with Council.



Net Promoter Score.

The Net Promoter Score (NPS) is a standardised measure which represents how likely our residents are to recommend living in Palmerston. It can range from -100 (100% detractors) to +100 (100% promoters), with 0 being passives (don't promote nor detract the area).

In 2024 Council's Net Promoter Score (NPS) improved by 10 points from -18 to -8, the largest increase across the areas. This was driven by a decrease in the proportion of detractors and passives and an increase in the proportion of promoters.

In comparison to the NPS across South Australian Councils (the closest comparison publicly available), which have an overall NPS of -15, and range between -26 for regional and -11 metropolitan councils, Palmerston Council is performing well.

Among promoters, the most common reasons for recommending the City of Palmerston as a place to live included:

- being a generally nice place to live (41%)
- proximity to amenities (28%)
- being a family friendly area and being a relaxed and quiet (25%)

This is largely in line with previous years.

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

- Crime/safety issues/anti-social behaviour/lack of police presence and justice (74%), and
- Lack of facilities / amenities / services / infrastructure (9%)

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

Key Outcome Areas

Family and Community

The 2024 Survey returned a result of 7.37/10 overall for Family and Community, a statistically significant increase of 0.31 on 2023.

Increases were observed across most of the Family and Community scores compared to 2023, with four outcomes achieving statistically significant improvements.

The highest performing aspect, which also had the largest increase, was 'managing Palmerston Swimming and Fitness Centre' which averaged 7.89/10.

In line with previous years, the poorest performing aspect outcome area was 'advocating for the community in planning issues' which received an average score of 6.39/10, noting it is an increase on 2023 score of 6.19/10.

In 2024/2025 City of Palmerston will continue to implement numerous initiatives to support the outcomes for Family and Community, including but not limited to:

- Implementation of the new Palmerston (Animal Management) By-Laws and delivery of the City of Palmerston Animal Management Plan
- Ongoing operations of Swimming Wellness Events Leisure Lifestyle (SWELL) including City of Palmerston events at the facility and increased promotions.
- Continuation of free access to SWELL until July 2026.
- Continuation of vibrant events, such as the Palmerston Youth Festival, Palmerston Darwin festival Series, FlicNics program, Live at the Lake, Halloween, Australia Day celebrations, Palmerston Christmas Wonderland activities in Goyder Square and throughout the municipality.
- Ongoing commitment to the ANZAC Day ceremony, Seniors Month and Children's week.
- Youth-friendly events with the Palmerston Youth Festival, celebrating NT (Northern Territory) Youth Week, and ongoing programs at the Recreation Centre.

A Place for People

- Continued delivery of the Play Space Strategy to guide investment in parks and play spaces are sustainable, equitable and meet the varying needs of the community.
- Woodroffe Park development in consultation with Woodroffe Primary School and Woodroffe Care Community.
- Regional Park playground upgrades at Sanctuary Lakes and Marlow Lagoon.
- Master Planning of Marlow Lagoon Reserve.
- Delivery of the next stages of the Zuccoli Community Hub.
- Completion of the design and tender documentation for the upgrade for the new modern Driver Community Centre.
- City of Palmerston has been and will continue to be a key contributor to submissions sought on various strategies and planning matters sought by Government and others, ensuring the community's need is represented. We review and identify if improvements can be made for promotion of our work in this space.
- Continue to strengthen communication and partnerships with Government and its agencies including NT Police, community groups, local businesses, and other sectors.

Vibrant Economy

The overall Vibrant Economy measure remained unchanged between 2023 and 2024 being 6.44/10, with two of the sub-measures increasing and two decreasing slightly.

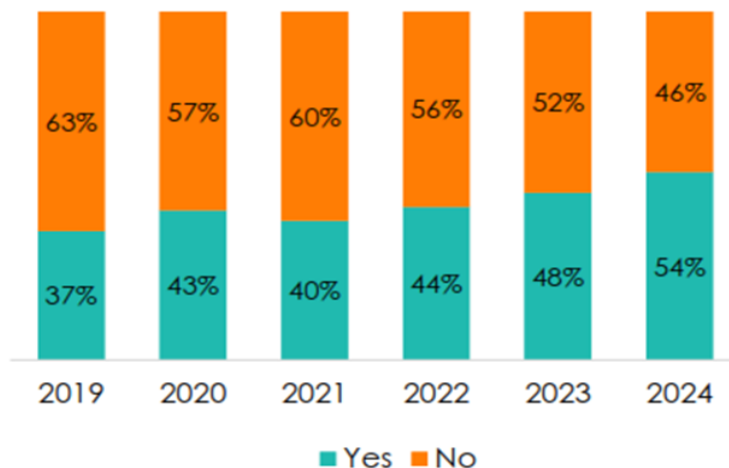
An increase in awareness (although not significant) of the Council's slogan, 'A Place for People', was observed (48% in 2023 to 54% in 2024). This was supported by a slight increase in agreement with the sentiment of the slogan, with an average agreement score of 6.81/10, although this change was not statistically significant.

The measure of 'Supporting and attracting new and existing businesses continues to be one of the lowest scoring measures at 5.86, however a slight decrease from 5.96 in 2023.

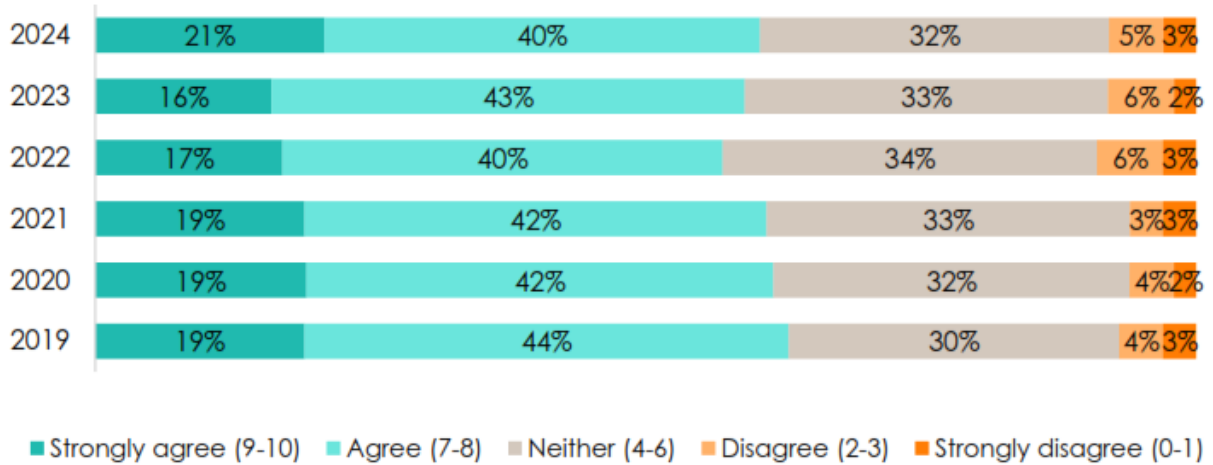
This is the highest level of awareness seen across the years.

Belief in this statement was consistent with the previous year, with 61% agreeing that Palmerston is a place for people, and only 8% disagreeing.

Are you aware of Council's slogan 'A Place for People'?



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



In 2024/2025 Council will continue to implement numerous initiatives to support the outcomes for Vibrant Economy, including but not limited to:

- Implementation of the Palmerston Business Survey outcomes and agreed actions.
- Ongoing development of Invest in Palmerston website to support and attract local business development. <https://palmerston.nt.gov.au/invest-palmerston>
- Ongoing participation and engagement with industry groups such as PRBA (Palmerston Region Business Association), Property Council and Chamber of Commerce.
- Delivery of capital investment programs with ongoing commitment to buy local and supporting the local economy in 2024-25.
- Continuation of free parking through Palmerston and removal of requirement to display tickets or use App to make it easier.
- Ongoing support for the Palmerston and Rural Markets Association.
- Ongoing sponsorship of community events attracting economic activities like the NT PGA (Professional Golfers Association) Golf Tournament and Darwin Festival in Palmerston.
- Completion of the Palmerston Regional Economic Plan.
- Commence implementation of outcomes of City Centre Crime Prevention Through Environmental Design (CPTED) audit.
- Launch of new City of Palmerston website and ongoing brand recognition work.
- Ongoing planning and delivery of services, infrastructure and programs to deliver liveability and well-being for Palmerston Community such as new Community Hall, partnerships with Darwin Festival and Darwin Symphony Orchestra and Zuccoli Community Hub.

Cultural Diversity

The overall score for Cultural Diversity increased by 0.14 points to 7.53/10 compared to 7.39/10 in 2023.

The strongest score in this outcome area was ‘providing libraries and library services to the community’ with a score of 8.12/10.

The largest increase compared to 2023 was for ‘promoting art and culture’, improving to 7.15/10. This change is statistically significant at +0.29.

The lowest score was attributed to 'providing recognition and support for our indigenous and multicultural community', still however achieving a score 7.13/10 being a slight increase on 2023.

In 2024/2025 Council will continue to implement numerous initiatives to support the outcomes for Cultural Diversity, including but not limited to:

- Development of the City of Palmerston Reconciliation Action Plan.
- Ongoing implementation of the Inclusive, Diverse and Accessible Policy Framework for Palmerston and the Disability Inclusion and Access Plan.
- Delivery of public art including potential continuation of the Palmerston Street Art Festival.
- Ongoing implementation of the Palmerston Creative Industries Strategy for the sustainable growth and development of Palmerston's creative sector.
- Finalisation of the Library Masterplan.
- Events and programs to celebrate and acknowledge diversity, including:
 - Multicultural festival to celebrate all of Palmerston's cultural community
 - Citizenship Ceremonies
 - Pride Festival
 - Harmony Day
 - NAIDOC Week
 - International Women's Day
 - International Men's Day.
 - Library programs such as Drag Queen and Bilingual Storytime
- Working with community service providers and NT Government to provide support for our rough sleepers.
- Actively supporting community groups through the Community Benefits Scheme and community development programs.

A Future Focus

A Future Focus is the largest Key Outcome Area, with 10 focus areas being scored. The overall score saw a minor decrease of 0.02 points to 6.82/10 compared to 6.84/10 in 2023.

Most scores in the future focus area decreased compared to 2023, however none of the changes were statistically significant.

The highest scoring aspect of the measure was 'Maintaining drainage facilities' which averaged 7.47/10 compared to 7.35/10 in 2023.

The lowest scoring aspect was "How flexible is the City of Palmerston?" which has a score of 6.21/10; however, this was a minor increase from 6.19/10 in 2023.

In 2024/2025 Council will continue to implement numerous initiatives to support the outcomes for a Future Focus, including but not limited to:

- Investing in programs for maintaining and renewing infrastructure and assets for the future including buildings, roads, pathways, laneways, parks, driveways, stormwater, drainage and lighting networks.
- Continued planning and delivery of the Enterprise Resource Planning project to improve Council's systems to deliver services more efficiently and effectively.
- Delivery of shared path, greening the city and public lighting programs in partnership with the NT Government.
- Delivery of the updated Car Parking Strategy.
- Focusing on Making it Easy for customers and continuous improvement.
- Close working relationships with developers and Government to ensure infrastructure is delivered fit for purpose.

- Continuation of implementation of Sustainability Plan to continue Council's commitment to sustainable development.
- Ongoing focus of sustainable and innovative measure of managing weeds.
- Delivery of new social infrastructure projects and planning for future growth such as Marlow Lagoon Master Planning.

Environmental Sustainability

The 2024 Survey returned a result of 7.30/10 overall for Environmental Sustainability, being relatively consistent with the score of 7.29/10 in 2023.

The Council performed relatively well in the environmental sustainability outcome area, with five out of the seven sub-measures improving slightly.

Kerbside waste collection remained the highest score (8.10/10), in line with previous years.

The sub-measure with the lowest score was 'increasing shading and greening the city' which dropped slightly to 6.45/10 compared with 6.56/10 in 2023.

In 2024/2025 Council will continue to implement numerous initiatives to support the outcomes for Environmental Sustainability, including but not limited to:

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

Governance

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

The governance scores remained largely consistent with the 2023 results.

The highest performing measure related to the level of accountability of the City of Palmerston Council being 6.60/10 and increase on 2023 (6.53/10).

The lowest performing measure related to providing the opportunity to comment on Council's decision making and interacting with Council being 6.25/10, being an increased score however to 2023 (6.14/10).

In 2024/2025 Council will continue to implement numerous initiatives to support the outcomes for Governance, including but not limited to:

- Further engagement to the community through social media platforms, an improved website and face to face (i.e., at events and markets).
- Development of marketing and communication strategies for programs to increase community awareness and CoP brand.
- Increased involvement of the community in developing plans for the future, such as the Reconciliation Action Plan and Marlow Lagoon Master Plan.
- Council community presence through public events and Council to the Community Meetings.
- Maintaining focus on healthy working partnerships with all levels of government.
- Implementation of the Strategic Risk Register, Risk Policy and Framework, including delivery of Council's internal audit program.
- Ongoing development and implementation of Council's Talent Attraction Strategy to support recruitment and retention of staff.
- Ongoing training for Elected Members and staff on contemporary matters ensuring effective delivery and governance.
- Review and development of the Digital Strategy to improve liveability in the city through accountable data-driven decision making.

Achievements and Important Issues

From the perspective of the community, the most significant achievements of Council were the upgraded facilities (37%), events, festivals and markets (21%), increased and improved parks and green spaces (14%) and improved roads and footpaths (13%).

In 2024, by far the most important issue was crime, safety and antisocial behaviour (59%). This is consistent with 2023 results (65%). This is of far greater concern to respondents than any other issue, with the next issue listed being 'cleanliness / managing rubbish and litter' (5%) which is also consistent with the 2023 findings (11%).

This is of far greater concern to respondents than any other issue, with the next issue listed being 'cleanliness / managing rubbish and litter' (11%).

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

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

- Convening the Palmerston Safety Advisory Committee.
- The management of laneways through Council policy.
- Investment in improved public lighting through the Dark Spot program.
- Youth programs and events.
- Public places management and security patrols.
- Undertaking a City Centre Crime Prevention Through Environmental Design (CPTED) audit.
- New Animal Management By-laws

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

Usage of Council facilities increased slightly across most areas. The most notable is the significant increase in usage at SWELL, the newly redeveloped facility, which is offering free entry until 2026 obtained a score of 33% and increase on 22% in 2022 and 2023.

A Place for People

Customer interactions

Since 2023 there has been a slight decrease in the proportion of residents who had made contact with the Council (34% in 2023 to 30% in 2024), though this is not statistically significant. However, the proportion of residents rating their interactions with Council good or very good remained consistent with 2023 (71%).

The majority (53%) of those who have had contact with Council have done so by phone, however email (40%) and in person (36%) were also popular forms of communication.

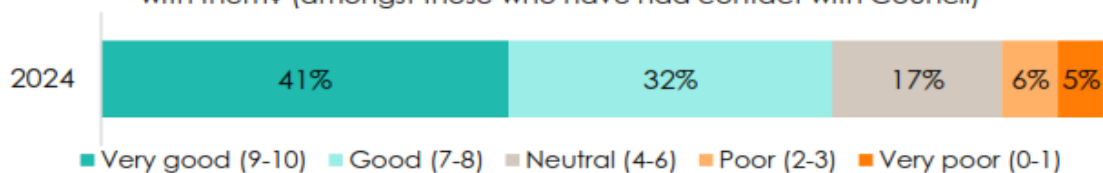
The table below shows how the methods of interaction have changed over the last 12 years, particularly with in person interactions decreasing as email interactions increase.

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

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Phone	53%	56%	65%	58%	60%	65%	66%	63%	62%	65%	67%	65%	61%
Email	40%	39%	43%	38%	39%	28%	36%	29%	28%	35%	22%	18%	20%
In person	36%	33%	34%	35%	39%	37%	45%	53%	41%	47%	48%	46%	49%
Social media	7%	8%	7%	9%	9%	7%	NA	NA	NA	NA	NA	NA	NA
Letter	3%	6%	7%	11%	9%	8%	9%	7%	6%	11%	13%	10%	13%
Other	4%	6%	2%	2%	1%	2%	<1%	3%	2%	1%	1%	1%	<1%

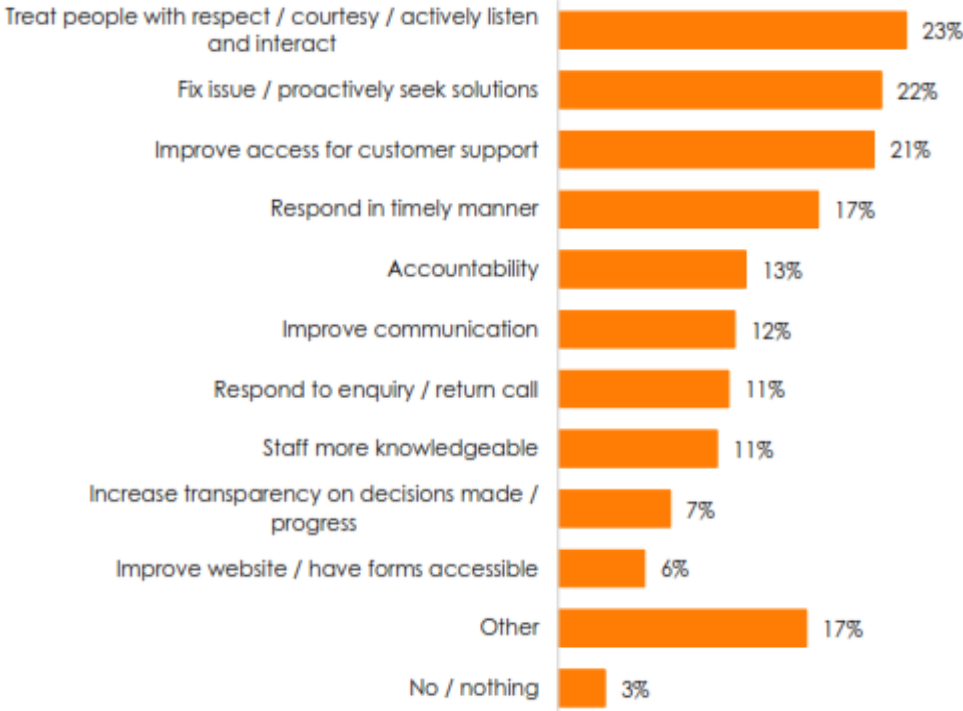
Of those who had contact with Council, over two thirds (73%) believe that Council makes it easy to interact with them, while only 11% believe that Council makes it hard. This is consistent with findings in 2023 (72% and 11% respectively in 2023).

How would you rate the Council making it way for you to interact with them? (amongst those who have had contact with Council)



Of those who thought it was hard to interact with Council, most mentioned that the Council treating people with respect and listening (23%), fixing issues (22%) and improving customer support (21%) would have made their interaction easier.

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



Methods of communication

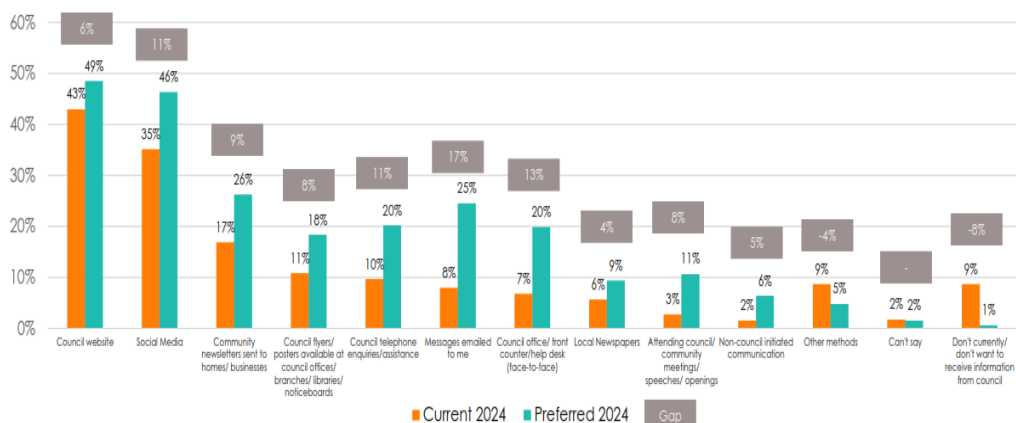
For majority of communication channels, people are eager to hear from Council and receive information. The trends over the last five years show that this year’s responses show while there is alignment between the order of how community members currently receive information and their preferred method, the appetite appears to be significantly lower across many of the channels in 2024 compared to 2023.

A Place for People

What would be your preferred way of obtaining information from Council?	2019	2020	2021	2022	2023	2024
Council website	34%	39%	31%	35%	47%	49%
Social Media	22%	31%	46%	37%	55%	46%
Community newsletters sent to homes/businesses	16%	16%	31%	18%	36%	26%
Messages emailed to me	16%	18%	22%	18%	34%	25%
Council telephone enquiries/assistance	9%	11%	15%	8%	29%	20%
Council office/ front counter/help desk (face-to-face)	6%	7%	9%	7%	26%	20%
Council flyers/ posters available at council offices/ branches/ libraries/ noticeboards	12%	12%	16%	8%	24%	18%
Attending council/ community meetings/ speeches/ openings	2%	4%	6%	1%	20%	11%
Local Newspapers	6%	5%	11%	3%	14%	9%
Other methods	8%	11%	8%	8%	6%	5%
Non-council initiated communication	<1%	1%	4%	<1%	14%	6%
Can't say preferred method of receiving council information	4%	1%	1%	2%	1%	2%
Don't want to receive information from council	2%	1%	2%	2%	2%	1%

Most respondents still currently obtain information via the Council website, as well as social media, being the main preferred methods of communication.

The chart below shows the gap between current methods of Council communications and preferred methods. The areas of interest are where there are gaps in provision. For instance, 8% of residents have reported they currently have messages emailed to them, however 25% of residents would prefer this method of communication, which is the largest gap (17%). The other areas with the largest gaps between current and preferred channels relate to in person contact at the council office (13%), social media (11%) and council telephone contact (11%). Positively, the gap has closed across most channels compared to 2023.



A Place for People

City of Palmerston continues to work on and improve its communications methods seeing higher engagements and followers with social media and the redevelopment of the website to occur in 2024/2025.

Demographics

Age and gender

The tables below show the percentage breakdown.

Gender	CATI	Online	Overall
Male	49%	21%	48%
Female	51%	79%	52%
Prefer not to answer	-	-	-

Age	CATI	Online	Overall
18-29	25%	7%	25%
30-39	26%	-	25%
40-49	20%	43%	20%
50-59	15%	14%	15%
60 or older	14%	36%	15%

The sampling frame was designed to be representative of the Palmerston community in terms of age and gender.

Time living in Palmerston

Majority of survey respondents are long term Palmerston residents with 67% of respondents living in Palmerston 10 years or more and 6% less than two (2) years.

First Nations

Consistent with 2023, 11% of the total sample identified as Aboriginal or Torres Strait Islander in 2024.

Just over half of participants (55%) agreed that Council is inclusive and has a strong relationship with their Indigenous community. This is lower than in 2023, however the main shift has come from a higher proportion of participants indicating neutral scores, as opposed to disagreeing with this statement.

Agreement that Council is Inclusive and has a strong relationship with their Indigenous community	CATI	Online	Overall
Strongly agree (9-10)	32%	-	32%
Agree (7-8)	23%	-	23%
Neither (4-6)	35%	-	35%
Disagree (2-3)	3%	-	3%
Strongly disagree (0-1)	7%	-	7%
n=	60	-	60

Conclusion

In 2024, Council once again increased its average performance rating slightly (6.95/10). This is the second highest score that Council has achieved since the measure commenced in 2012.

This year 69% of the community rated Council's overall performance as good or very good, which is consistent with 2023.

When asked why people scored the Council's overall performance 7-10, the reactions were generally that the Council and mayor are doing a good job (46%). There was also an acknowledgement that Council has put in a lot of work to improve the city and to provide community events and activities.

For the small proportion who rated Council's performance as 'poor' overall (rated 0-3), the main reasons for this were to do with issues around crime and safety (36%), council not fixing issues (34%), poor customer service (24%), and poor maintenance (23%). The results from the 2024 Survey indicate that Council is delivering on the Community Plan and expectations of the Community. The Results will be used to assist Council to ensure we are able to deliver things that matter to the public and make progress in those areas identified as key improvement areas.

Actions committed to in the Municipal Plan for the 2024/2025 financial year will continue to deliver and improve on program outcomes.

The results will be included in the 2023-24 Annual Report which is currently being drafted.

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

CONSULTATION AND MARKETING

The annual Survey is conducted by an external consultant, Verian, and involved 614 community members (600 over the phone, 14 online) to complete a survey of specific questions to gain their feedback on Council and its performance, facilities and services. Results will be communicated to the public through a media release, displaying results on the webpage, and incorporating the results in the 2023-24 Annual Report.

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

- Executive Leadership Team

POLICY IMPLICATIONS

There are no policy implications for this Report.

BUDGET AND RESOURCE IMPLICATIONS

The Survey is budgeted into Council's annual budgets each year, and the Survey was completed within those budgets.

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

RISK, LEGAL AND LEGISLATIVE IMPLICATIONS

With City of Palmerston's population, a sample size of 600 participants provides a minor margin of error. This means Council can be confident that if it had asked the question of the entire population, the percentage level of response, would expect to be marginally different. This is considered a robust sample size and an acceptable margin of error for most government applications.

Council has several annual key performance measures which are measured via this Survey. The results are positive for the year, and they will be reported with Council's Annual Report.

There is a risk that if Council does not continue with its initiatives, consider the results, and use them to inform future decisions that the level of Community satisfaction may decline.

This Report addresses the following City of Palmerston Strategic Risks:

6. Governance

Failure to effectively govern.

STRATEGIES, FRAMEWORK AND PLANS IMPLICATIONS

This Report relates to all of the City of Palmerston Strategies, Framework and Plans and is a reflection of the Communities satisfaction with them.

COUNCIL OFFICER CONFLICT OF INTEREST DECLARATION

I the author and approving officer declare that I do not have a conflict of interest in relation to this matter.

ATTACHMENTS

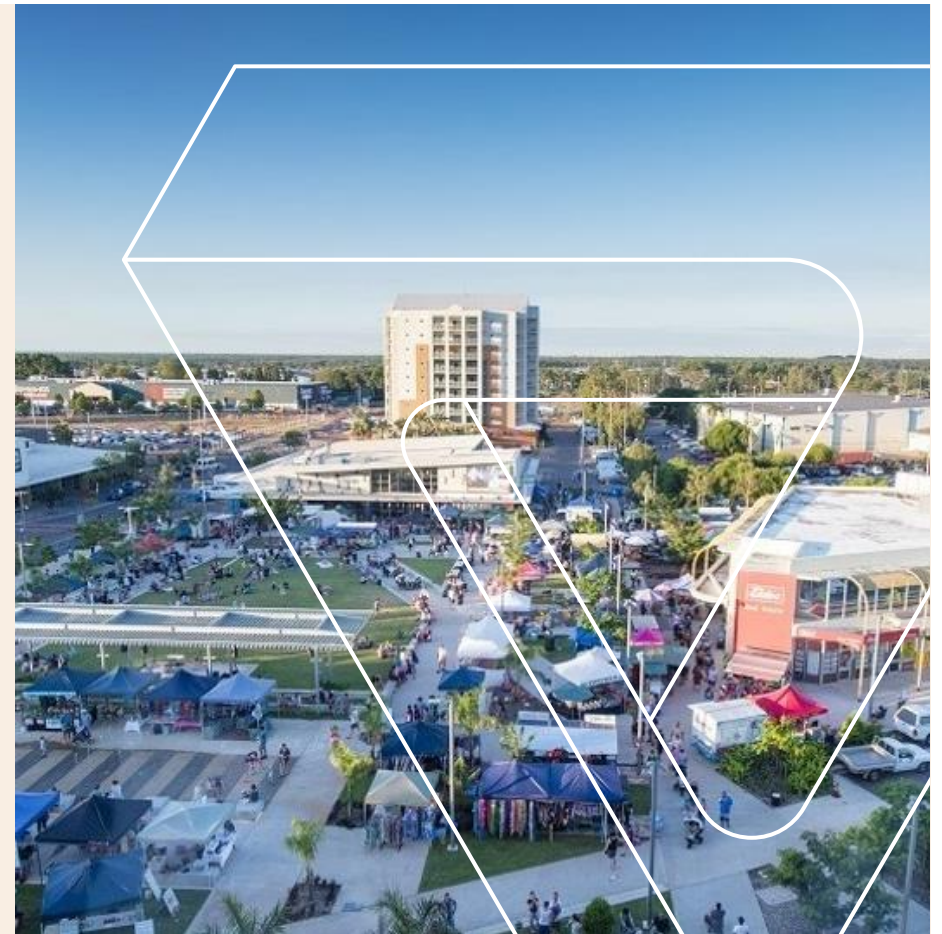
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2024 Community Survey Research Report

City of Palmerston

Naomi Downer, Katelyn Kemp, Chloe Aunger

August 2024



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1. Executive summary
2. Background & methodology
3. Key findings
4. Results in detail
5. Appendix A – Online, CATI and overall survey results
6. Appendix B – Survey

1. Executive summary

The City of Palmerston's 2024 Community Survey

Background & Methodology

The City of Palmerston conducts an annual survey of residents to understand community attitudes, perceptions and satisfaction with various facilities and services.

The 2024 Community Survey was completed by residents of the City of Palmerston either via computer assisted telephone interview (CATI) (n=600) or online (n=14). The survey took 21-minutes on average to be completed. The main body of this report contains the results from the CATI version of the survey, with online results available in Appendix A.

Statistical significance

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

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

Rounding

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

Key findings

Overall performance

The outcomes of the 2024 Community Survey are largely consistent with the 2023 results, with small increases observed across many measures, including some statistically significant improvements. The overall Council performance has increased to 6.98/10 (from 6.89/10 in 2023). This is the second highest level across the six waves, which is a positive result.

Key findings (continued)

Net Promoter Score

Net Promoter Score (NPS) is a standardised measure of satisfaction that can range from -100 to +100. While not a traditional score for Councils, in 2024 the NPS increased by 10 points from -18 to -8, which is the largest improvement observed across the waves and another indication of increased levels of satisfaction.

Highest performing services

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

Lowest performing services

The lowest areas of performance also reflected the 2023 results and included: advocating for the community in planning issues; supporting innovation in the business community and supporting and attracting new and existing businesses.

Key issues

As with previous years, when asked what the most important issues are in the local area, the majority of respondents mentioned crime and safety issues. Another issue mentioned, but to a much lesser extent than crime and safety relates to cleanliness (e.g. managing rubbish and litter).

The most commonly mentioned Council achievements related to upgraded facilities such as the swimming pool and recreation centre, and the events, festivals and markets in the Council area.

The gap between current and preferred communication with Council narrowed slightly in 2024. The largest gaps were seen in email, council office, social media, and council telephone channels.

Executive summary

The 2024 Community Survey Results: At a glance

The gradual increase in scores continued in 2024, with slight improvements across most measures, including one statistically significant increase in the area of family and community.

2024 also saw an improvement in the net promoter score, which increased by 10 points to -8.

Key Area	2019	2020	2021	2022	2023	2024	23-24 Change
<i>Family and community</i>	6.68	6.80	7.16	6.89	6.96	7.27	+0.31
<i>Vibrant Economy</i>	6.01	6.28	6.55	6.24	6.44	6.44	-
<i>Cultural Diversity</i>	7.04	7.21	7.50	7.31	7.39	7.53	+0.14
<i>A Future Focus</i>	6.70	6.84	7.02	6.70	6.84	6.82	-0.02
<i>Environmental Sustainability</i>	7.16	7.33	7.36	7.08	7.29	7.30	+0.01
<i>Governance</i>	6.01	6.17	6.52	6.19	6.43	6.50	+0.07
<i>Net Promoter Score</i>	- 9	- 4	- 6	- 13	- 18	-8	+10
Average Performance	6.56/10	6.77/10	7.02/10	6.74/10	6.89/10	6.98/10	+0.09

2. Background & methodology

Background, objectives and research methodology

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

The City of Palmerston is home to over 40,000 residents and is the second largest and fastest growing city in the Northern Territory. In recent years, the City of Palmerston developed an updated community plan based around 6 key outcome areas:

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

Under each outcome sit a range of indicators to measure Council's progress against each. Many of these indicators are measured and tracked through Council's standard operating processes. However, others rely on the thoughts, perceptions and satisfaction levels of the community, which is measured through the annual community survey.

A consistent methodology to enable year on year tracking

To meet the objectives of the research and gain a clear and representative picture of community perceptions and satisfaction, a 21:10 minute CATI with an error margin of $\pm 4.001\%$ was conducted from 24 July till 18 August with 600 residents of the City of Palmerston. The survey was also made available online.

The total number of completes were as follows:

- CATI n=600
- Online sample n=14

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

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

3. Key findings

Key findings

Family and community

Increases were observed across most of the family and community scores compared to 2023, with four outcomes achieving statistically significant improvements. The highest performing aspect, which also had the largest increase, was 'managing Palmerston Swimming and Fitness Centre' which averaged 7.89/10.

In line with previous years, the poorest performing aspect in the family and community outcome area was 'advocating for the community in planning issues' which received an average score of 6.39/10.

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Score 2024	Change
Managing Palmerston Swimming and Fitness Centre	6.86	7.08	7.31	6.86	7.02	7.89	+0.87
Maintaining parks and playgrounds	7.26	7.34	7.27	6.99	7.03	6.95	-0.08
Providing and maintaining community halls	6.80	6.59	7.10	6.93	6.98	7.28	+0.30
Managing the Palmerston Recreation Centre	6.69	7.02	7.41	7.09	7.15	7.53	+0.38
Hosting enough quality community events	6.78	6.70	7.52	7.54	7.53	7.82	+0.30
Advocating for the community in planning issues	5.76	5.99	6.38	6.12	6.19	6.39	+0.20
Providing animal management services	6.63	6.91	7.14	6.72	6.85	7.03	+0.18
Overall:	6.67/10	6.80/10	7.16/10	6.89/10	6.96/10	7.27/10	+0.31



Key findings

Vibrant economy

The overall vibrancy measure remained unchanged between 2023 and 2024, with two of the sub-measures increasing and two decreasing slightly.

An increase in awareness (although not significant) of the Council's slogan, 'A place for people', was observed (48% in 2023 to 54% in 2024). This was supported by a slight increase in agreement with the sentiment of the slogan, with an average agreement score of 6.81 out of 10, although this change was not statistically significant.

Measure		Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Score 2024	Change
Awareness of Council's slogan 'A place for people'		36.62%	42.74%	40.28%	43.61%	48.43%	54.01%	+5.59%
Agreement that:	Palmerston is 'A place for people'	6.83	6.80	6.83	6.56	6.70	6.81	+0.11
Agreement that:	Council has a long-term vision for Palmerston economy	5.95	6.37	6.70	6.34	6.67	6.65	-0.02
Performance in:	Supporting and attracting new and existing businesses	5.25	5.68	6.11	5.83	5.96	5.86	-0.10
Overall:		6.01/10	6.28/10	6.55/10	6.24/10	6.44/10	6.44/10	-



Key findings

Cultural diversity

The cultural diversity measure has increased across all areas in 2024, leading to an increased overall score. The strongest score in this outcome area was 'providing libraries and library services to the community' with a score of 8.12/10.

The largest increase compared to 2023 was for 'promoting art and culture', improving to 7.15. This change is statistically significant.

The lowest score was attributed to 'providing recognition and support for our indigenous and multicultural community', 7.13/10.



Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Score 2024	Change
Supporting culturally diverse events	7.02	7.14	7.59	7.47	7.55	7.74	+0.18
Promoting art and culture (e.g. public art, murals, paving etc.)	6.28	6.56	7.07	6.87	6.86	7.15	+0.29
Providing libraries and library services to the community	8.20	8.27	8.16	8.04	8.06	8.12	+0.05
Providing recognition and support for our indigenous and multicultural community	6.68	6.88	7.18	6.86	7.09	7.13	+0.04
Overall:	7.04 /10	7.21/10	7.50/10	7.31/10	7.39/10	7.53/10	+0.14

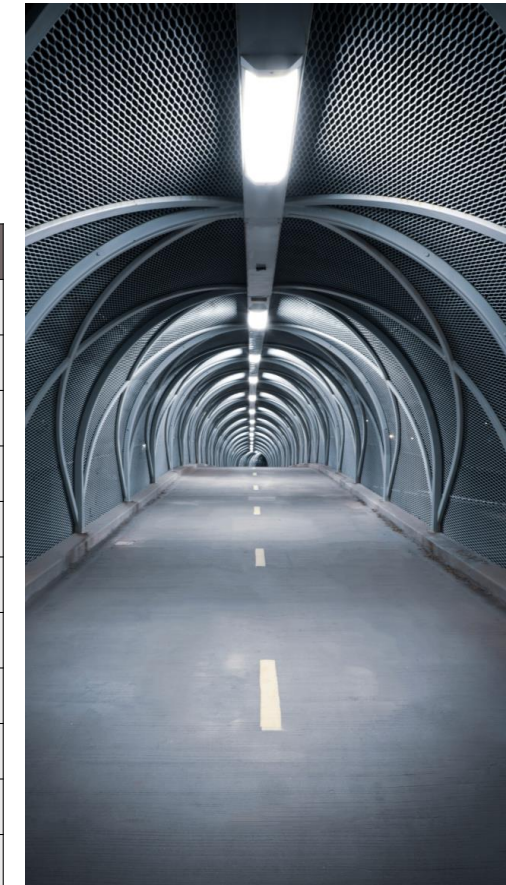
Key findings

A future focus

Most scores in the future focus area decreased compared to 2023, however none of the changes were statistically significant.

The strongest score for this outcome area was 'maintaining drainage facilities' (7.47/10). The lowest score for this outcome area was 'supporting innovation in the business community' (6.21/10).

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Score 2024	Change
Performance in: Supporting innovation in the business community	5.65	6.04	6.38	6.19	6.28	6.21	-0.07
How: Innovative is the City of Palmerston?	5.95	6.08	6.45	6.09	6.35	6.46	+0.11
Flexible is the City of Palmerston?	5.89	6.00	6.49	5.89	6.19	6.33	+0.14
Performance in: Ensuring roads built by developers are fit for purpose	7.10	7.22	7.38	6.99	7.11	7.05	-0.06
Maintaining roads	7.31	7.51	7.49	6.93	7.10	6.90	-0.20
Performance in: Ensuring footpaths built by developers are fit for purpose	7.07	7.17	7.30	7.06	7.11	7.09	-0.02
Maintaining footpaths	6.95	6.99	7.06	6.89	6.94	6.84	-0.10
Providing shared pathways	6.81	6.92	7.08	6.83	6.98	6.88	-0.10
Maintaining shared pathways	6.88	7.00	7.07	6.81	6.96	6.92	-0.04
Maintaining drainage facilities	7.37	7.44	7.46	7.33	7.35	7.47	+0.12
Overall:	6.70/10	6.84/10	7.02/10	6.70/10	6.84/10	6.82/10	-0.02



Key findings

Environmental sustainability

The Council performed relatively well in the environmental sustainability outcome area, with five out of the seven sub-measures improving slightly. Kerbside waste collection remained the highest score (8.10/10), in line with previous years.

The sub-measure with the lowest score was 'increasing shading and greening the city' which dropped slightly to 6.45/10.

Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Score 2024	Change
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.56	7.77	7.76	7.56	7.73	7.76	+0.04
Managing gardens and nature reserves	7.27	7.34	7.36	7.09	7.16	7.18	+0.02
Maintaining lakes	7.12	7.15	6.93	6.21	7.00	7.09	+0.10
Increasing shading and greening the city	6.27	6.52	6.72	6.56	6.56	6.45	-0.11
Kerbside waste collection	8.02	8.33	8.28	8.14	8.09	8.10	+0.01
Providing & maintaining Archer Waste Management Facility	7.78	7.87	7.95	7.74	7.96	8.01	+0.05
Promoting environmental sustainability	6.07	6.36	6.53	6.29	6.55	6.52	-0.03
Overall:	7.16 / 10	7.33 / 10	7.36 / 10	7.08 / 10	7.29 / 10	7.30/10	+0.01



Key findings

Governance

The governance scores remained largely consistent with the 2023 results. The highest performing measure related to the level of accountability of the City of Palmerston Council (6.60/10).

The lowest performing measure related to providing the opportunity to comment on Council's decision making and interacting with Council (6.25/10).

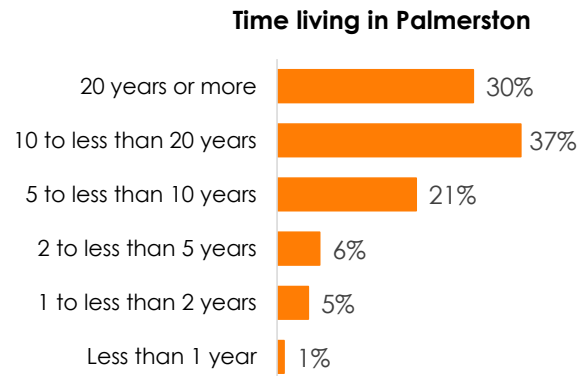
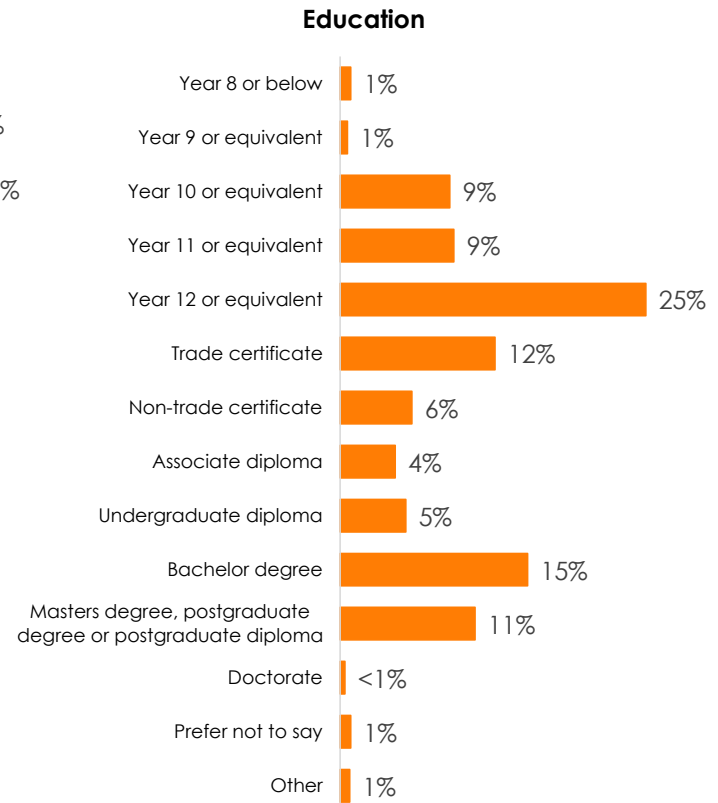
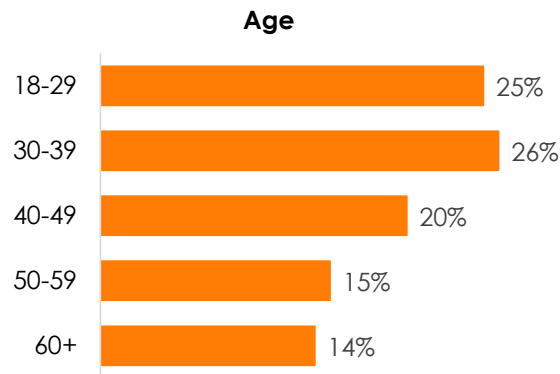
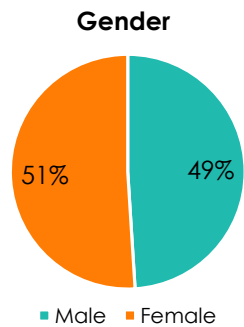


Measure	Score 2019	Score 2020	Score 2021	Score 2022	Score 2023	Score 2024	Change
How:							
Accountable is the City of Palmerston Council?	6.13	6.27	6.79	6.34	6.53	6.60	+0.07
Effective is the City of Palmerston Council?	6.22	6.41	6.68	6.24	6.59	6.56	-0.03
Performance in:							
Providing you with the opportunity to comment on Council's decision making and interact with Council	5.63	5.71	5.90	5.72	6.14	6.25	+0.11
Achieving funding and getting things done by working in partnership with government and the community	6.05	6.30	6.70	6.44	6.44	6.58	+0.14
Overall:	6.01/10	6.17/10	6.52/10	6.19/10	6.43/10	6.50/10	+0.07

4. Results in detail

Results in detail

Demographics (weighted)

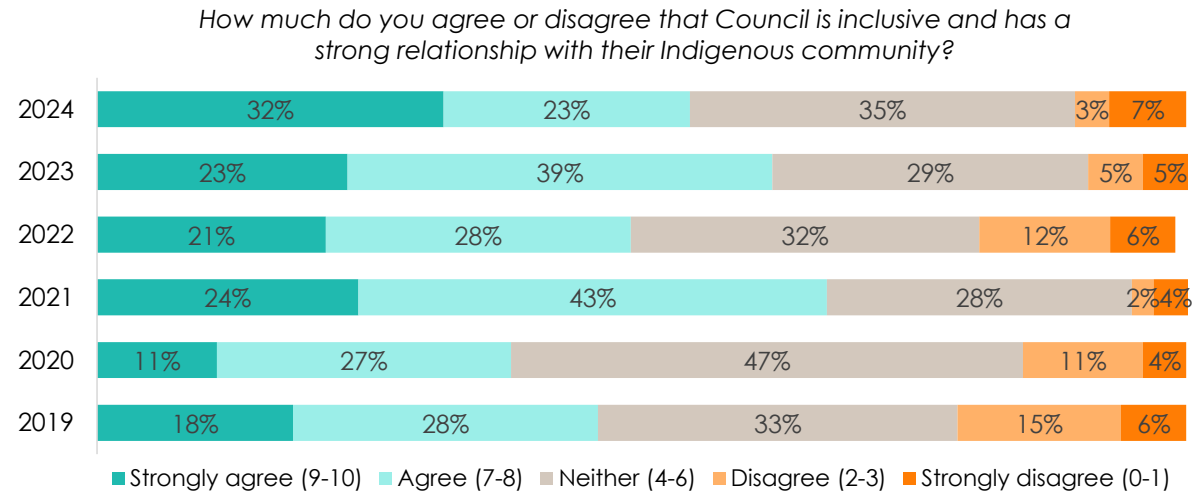
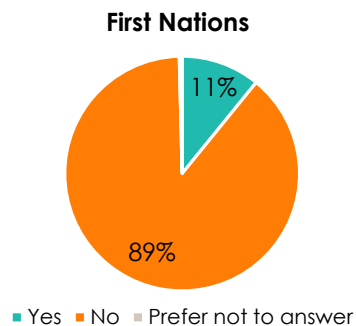


Source: Q1. Which gender identity do you identify most with? Q2. Which of the following age brackets do you fall into? Q24. How long IN TOTAL have you lived in the City of Palmerston area? Q25. What is the highest level of education you have reached?
Sample: All CATI respondents 2024 (n=600)

Results in detail

First Nations

Consistent with 2023, 11% of the total sample identified as Aboriginal or Torres Strait Islander in 2024. Just over half of participants (55%) agreed that Council is inclusive and has a strong relationship with their Indigenous community. This is lower than in 2023, however the main shift has come from a higher proportion of participants indicating neutral scores, as opposed to disagreeing with this statement.

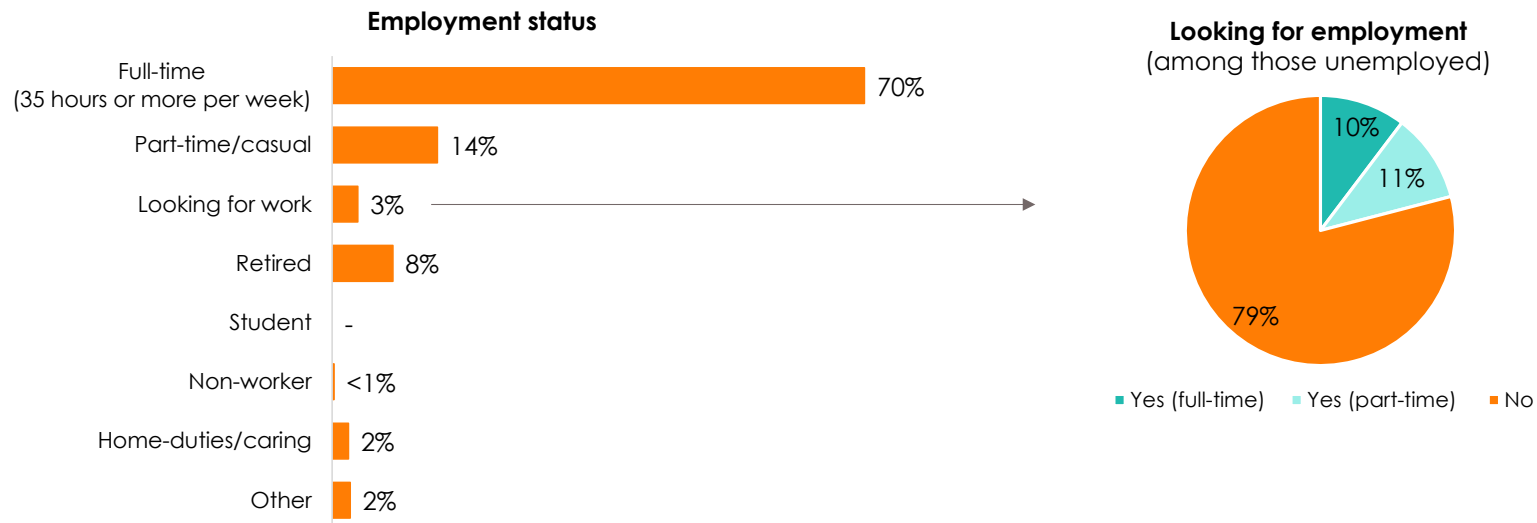


Q31. Do you identify as Aboriginal or Torres Strait islander? Q31A. On a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree, how much do you agree or disagree that council is inclusive and has a strong relationship with their indigenous community
Base: All CATI respondents 2024 (n=600), those who identify as First Nations (n=60)

Results in detail

Employment

A similar proportion, 84% of the community are in either full or part time employment in 2024. In line with previous years, among those not currently employed (8%), the largest proportion are retired.



Q26. Are you now in paid employment? Q27. Are you now looking for a paid job?
Source: All CATI respondents 2024 (n=600), those unemployed (n=109)

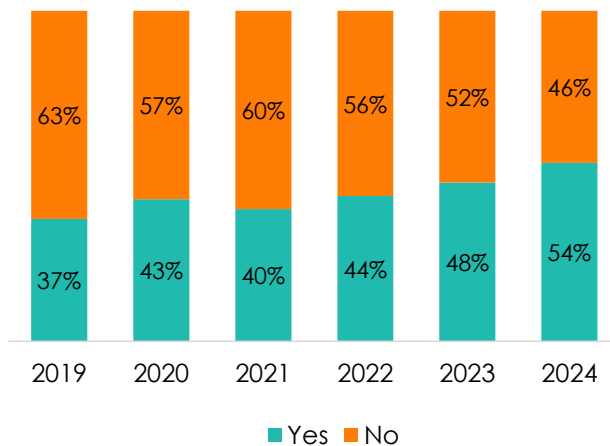
Results in detail

A Place for People

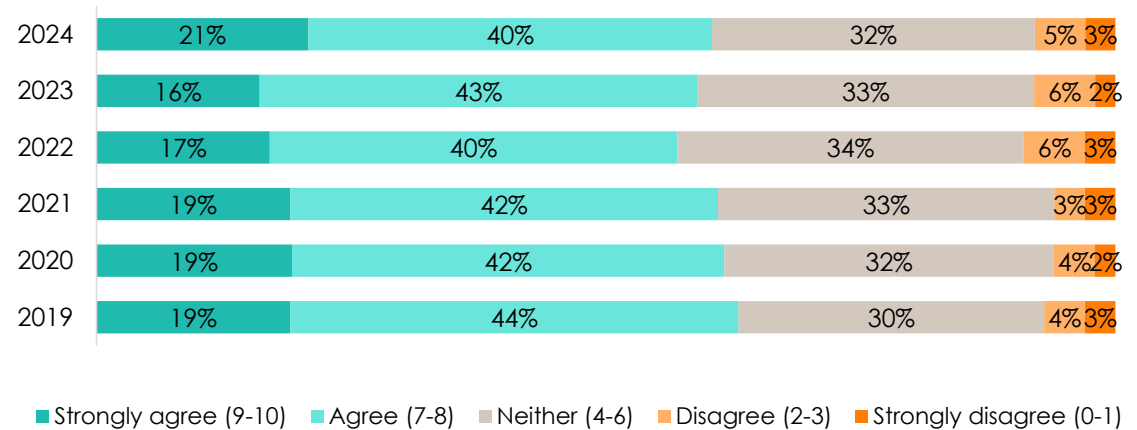
Awareness of Council's slogan 'A place for people' has increased slightly from 2023, though not a significant increase, with 54% aware of the slogan. This is the highest level of awareness seen across the waves.

Belief in this statement was consistent with the previous year, with 61% agreeing that Palmerston is a place for people, and only 8% disagreeing.

Are you aware of Council's slogan 'A Place for People'?



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



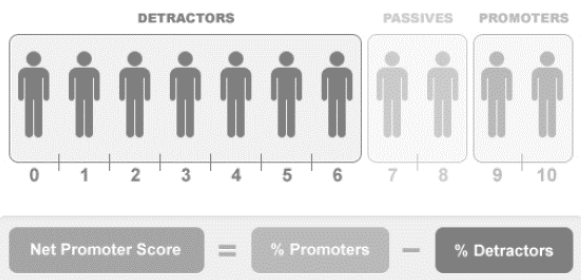
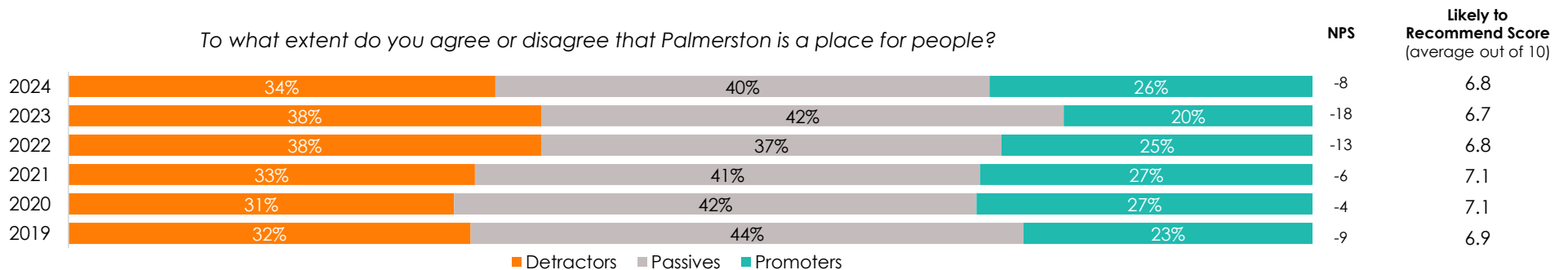
Q6. Are you aware of council's slogan 'A place for people'? Q7. On a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree, to what extent do you agree or disagree that Palmerston is a place for people?
Base: All CATI respondents 2019 (n=601), 2020 (n=634), 2021 (n=616), 2022 (n=601), 2023 (n=600), 2024 (n=600)

Results in detail

Net Promoter Score

In 2024 Council's Net Promoter Score improved by 10 points from -18 to -8, the largest increase across the waves. This was driven by a decrease in the proportion of detractors and passives and an increase in the proportion of promoters.

In comparison to the NPS across South Australian Councils (the closest comparison publicly available), which have an overall NPS of -15, and range between -26 for regional and -11 metropolitan councils, Palmerston Council is performing well.



Net Promoter Score (NPS) is a standardised measure of satisfaction that can range from -100 to +100. Here it measures how satisfied people are with CoP council by asking residents one simple question: "On a scale from 0 to 10, how likely are you to recommend living in the City of Palmerston council to a friend or family member?" Based on their answers, residents are grouped into three categories: Promoters (score 9-10), Passives (score 7-8), and Detractors (score 0-6).

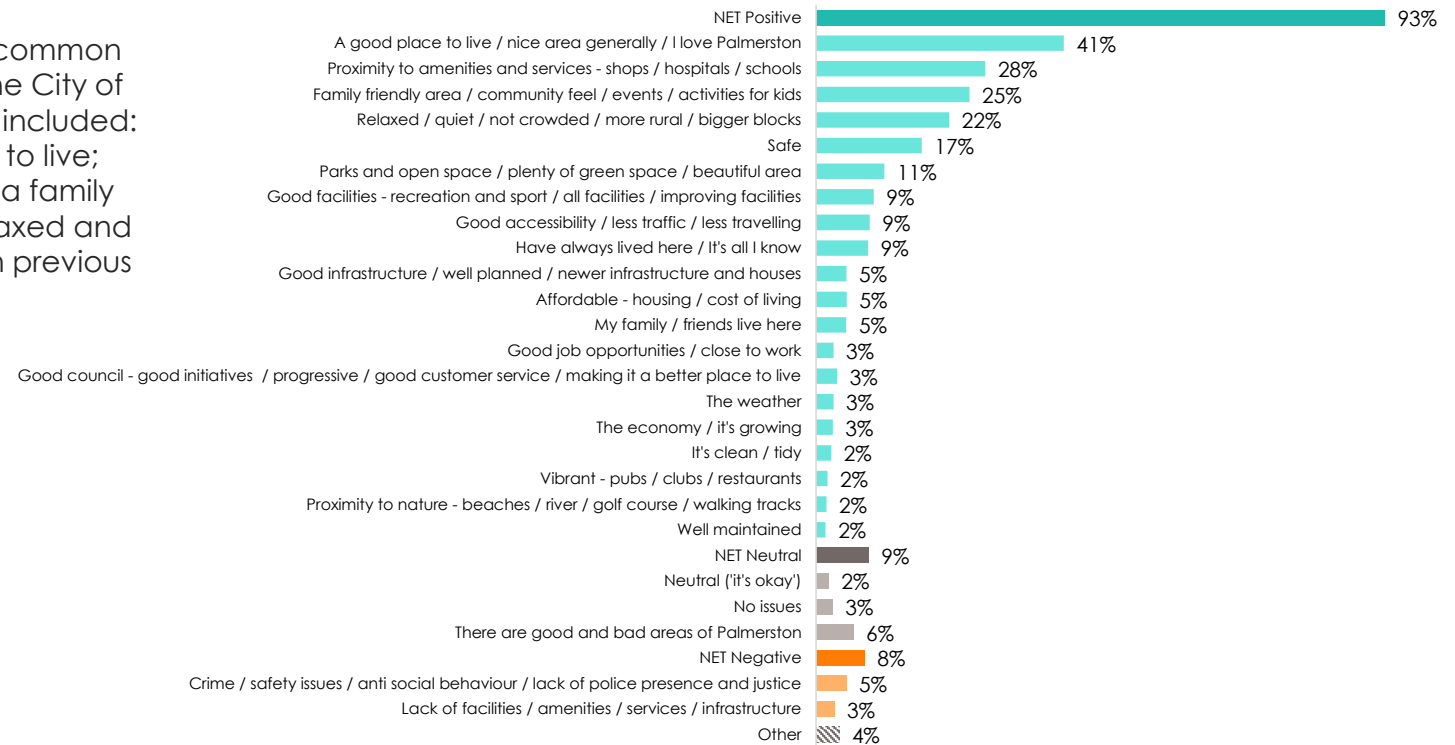
The NPS is calculated by subtracting the percentage of Detractors from the percentage of Promoters. A high NPS means more people are satisfied with the council and would recommend it, while a low NPS indicates more dissatisfaction.

Q8. On a scale from 0 to 10 where 0 is Very unlikely and 10 is Very likely, how likely are you to recommend living in the City of Palmerston area to friends or family? Q8a. Why is that?
Base: All CATI respondents 2019 (n=601), 2020 (n=634), 2021 (n=616), 2022 (n=601), 2023 (n=600), 2024 (n=600)

Promoters

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

Why is that? (promoters)



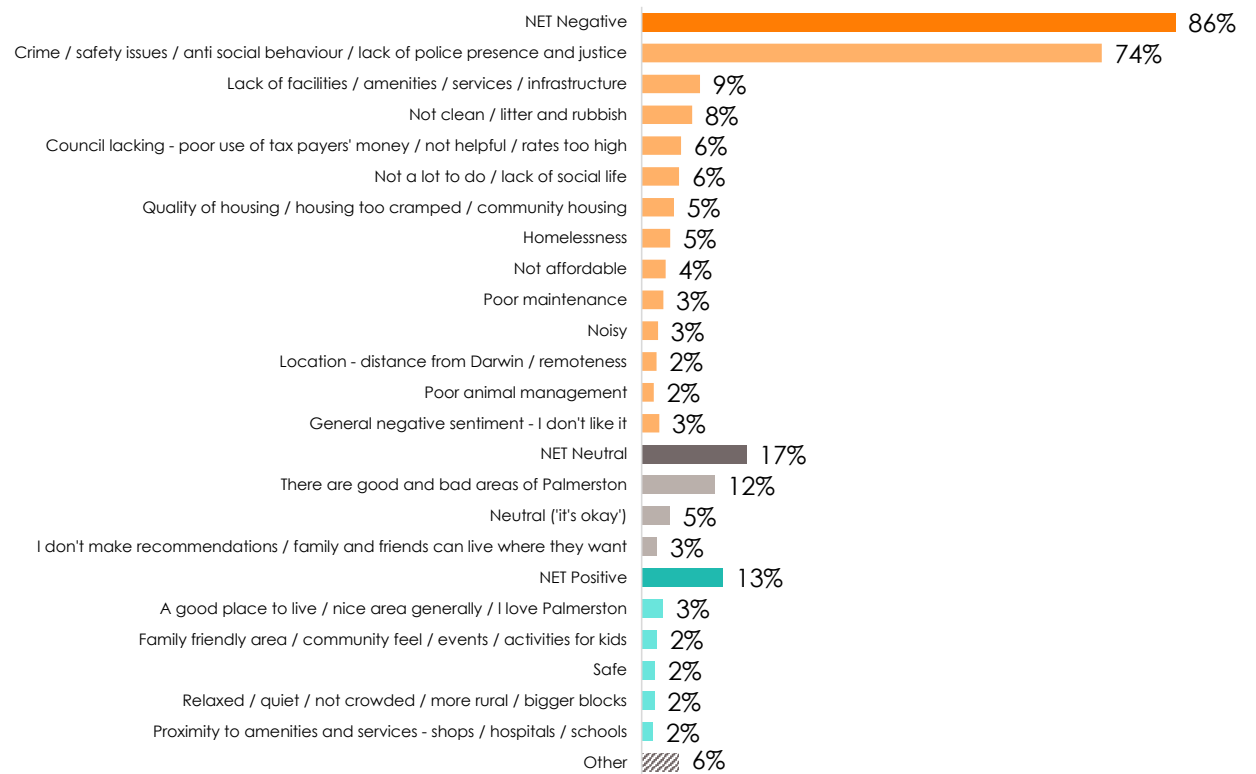
Q8. On a scale from 0 to 10 where 0 is Very unlikely and 10 is Very likely, how likely are you to recommend living in the City of Palmerston area to friends or family? Q8a. Why is that?
Base: All CATI promoters 2024 (n=156)

Results in detail

Detractors

Among detractors, the most common reason for providing a low likelihood to recommend score include crime and safety issues (74%). This is consistent with the findings from previous years.

Why is that? (detractors)

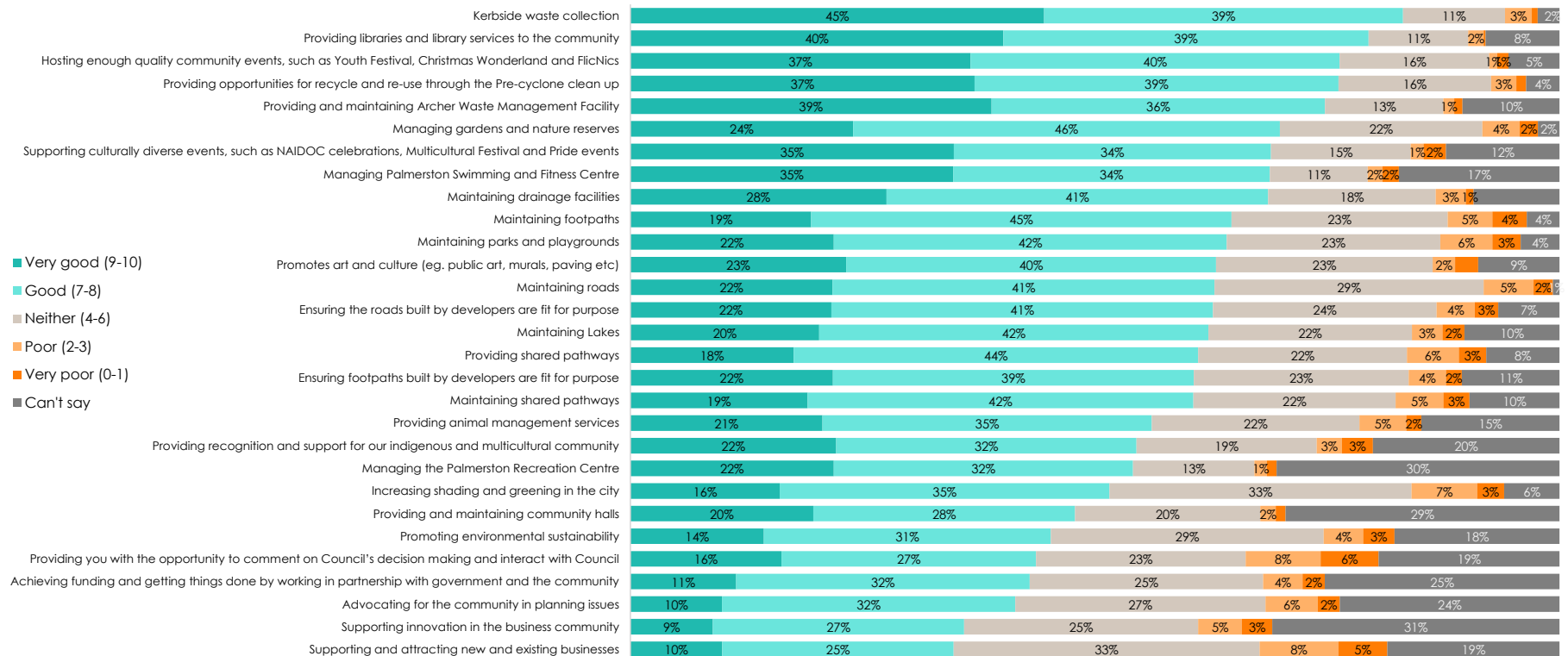


Q8. On a scale from 0 to 10 where 0 is Very unlikely and 10 is Very likely, how likely are you to recommend living in the City of Palmerston area to friends or family?
Q8a. Why is that?
Base: All CATI detractors 2024 (n=197)
*Detractors are defined by a score of 0-6 out of 10 in Q8. Respondents may see a score of 6 as reasonable or neutral, yet NPS counts these as detractors. Therefore, some of these comments reflect a more reasonable or neutral attitude towards the City of Palmerston.

Results in detail

Council Performance

Overall, as with previous years, Council's area of highest performance is 'kerbside waste collection', scoring 84% satisfaction. The lowest performing area was in supporting and attracting new and existing business (35%).



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

Base: All CATI respondents 2024 (n=600)

Note: Data labels <2% are not displayed

Results in detail

Council Performance

Similar to 2023, increases were observed across many of the measures, however only five were significant.

The only significant increases were in relation to:

- Managing Palmerston Swimming and Fitness Centre
- Hosting enough quality community events
- Managing the Palmerston Recreation Centre
- Providing and maintaining community halls
- Promoting art and culture

	2019	2020	2021	2022	2023	2024	23-24 Change
Providing libraries and library services to the community	8.1	8.3	8.2	8.0	8.1	8.1	+0.1
Kerbside waste collection	8.0	8.3	8.3	8.1	8.1	8.1	-
Providing and maintaining Archer Waste Management Facility	7.8	7.9	7.9	7.7	8.0	8.0	-
Managing Palmerston Swimming and Fitness Centre	6.9	7.1	7.3	6.9	7.0	7.9	+0.9
Hosting enough quality community events, such as Youth Festival, Christmas Wonderland and FlicNics	6.7	6.7	7.5	7.5	7.5	7.8	+0.3
Providing opportunities for recycle and re-use through the Pre-cyclone clean up	7.6	7.8	7.8	7.6	7.7	7.8	-
Supporting culturally diverse events, such as NAIDOC celebrations, Multicultural Festival and Pride events	7.0	7.1	7.6	7.5	7.6	7.7	+0.2
Managing the Palmerston Recreation Centre	6.7	7.0	7.4	7.1	7.1	7.5	+0.4
Maintaining drainage facilities	7.4	7.4	7.5	7.3	7.3	7.5	+0.1
Providing and maintaining community halls	6.8	6.6	7.1	6.9	7.0	7.3	+0.3
Managing gardens and nature reserves	7.3	7.3	7.4	7.1	7.2	7.2	-
Promotes art and culture (eg. public art, murals, paving etc)	6.3	6.6	7.1	6.9	6.9	7.2	+0.3
Providing recognition and support for our indigenous and multicultural community	6.7	6.9	7.2	6.9	7.1	7.1	-
Ensuring footpaths built by developers are fit for purpose	7.1	7.2	7.3	7.1	7.1	7.1	-
Maintaining Lakes	7.1	7.1	6.9	6.2	7.0	7.1	+0.1
Ensuring the roads built by developers are fit for purpose	7.1	7.2	7.4	7.0	7.1	7.1	-0.1
Providing animal management services	6.6	6.9	7.1	6.7	6.8	7.0	+0.2
Maintaining parks and playgrounds	7.3	7.3	7.3	7.0	7.0	6.9	-0.1
Maintaining shared pathways	6.9	7.0	7.1	6.8	7.0	6.9	-
Maintaining roads	7.3	7.5	7.5	6.9	7.1	6.9	-0.2
Providing shared pathways	6.8	6.9	7.1	6.8	7.0	6.9	-0.1
Maintaining footpaths	7.0	7.0	7.1	6.9	6.9	6.8	-0.1
Achieving funding and getting things done by working in partnership with government and the community	6.0	6.3	6.7	6.4	6.4	6.6	+0.1
Promoting environmental sustainability	6.1	6.4	6.5	6.3	6.6	6.5	-
Increasing shading and greening in the city	6.3	6.5	6.7	6.6	6.6	6.5	-0.1
Advocating for the community in planning issues	5.7	6.0	6.4	6.1	6.2	6.4	+0.2
Providing you with the opportunity to comment on Council's decision making and interact with Council	5.6	5.7	5.9	5.7	6.1	6.2	+0.1
Supporting innovation in the business community	5.6	6.0	6.4	6.2	6.3	6.2	-0.1
Supporting and attracting new and existing businesses	5.2	5.7	6.1	5.8	6.0	5.9	-0.1

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

Using this scale, how well has your council performed in...

Base: All CATI respondents, excluding those who couldn't answer 2019 (n=601), 2020 (n=634), 2021 (n=616), 2022 (n=601), 2023 (n=600), 2024 (n=600)

Results in detail

Council Performance

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

Positively, statistically significant increases were observed in four of the seven family and community areas and one of the cultural diversity areas.

		2019	2020	2021	2022	2023	2024
Vibrant economy	Supporting and attracting new and existing businesses	5.2	5.7	6.1	5.8	6.0	5.9
	Achieving funding and getting things done by working in partnership with government and the community	6.0	6.3	6.7	6.4	6.4	6.6
Governance	Providing you with the opportunity to comment on Council's decision making and interact with Council	5.6	5.7	5.9	5.7	6.1	6.2
	Maintaining parks and playgrounds	7.3	7.3	7.3	7.0	7.0	6.9
Family and community	Managing the Palmerston Recreation Centre	6.7	7.0	7.4	7.1	7.1	7.5
	Providing and maintaining community halls	6.8	6.6	7.1	6.9	7.0	7.3
	Managing Palmerston Swimming and Fitness Centre	6.9	7.1	7.3	6.9	7.0	7.9
	Hosting enough quality community events	6.7	6.7	7.5	7.5	7.5	7.8
	Providing animal management services	6.6	6.9	7.1	6.7	6.8	7.0
	Advocating for the community in planning issues	5.7	6.0	6.4	6.1	6.2	6.4
	Maintaining drainage facilities	7.4	7.4	7.5	7.3	7.3	7.5
A future focus	Maintaining roads	7.3	7.5	7.5	6.9	7.1	6.9
	Ensuring footpaths built by developers are fit for purpose	7.1	7.2	7.3	7.1	7.1	7.1
	Ensuring the roads built by developers are fit for purpose	7.1	7.2	7.4	7.0	7.1	7.1
	Providing shared pathways	6.8	6.9	7.1	6.8	7.0	6.9
	Maintaining shared pathways	6.9	7.0	7.1	6.8	7.0	6.9
	Maintaining footpaths	7.0	7.0	7.1	6.9	6.9	6.8
	Supporting innovation in the business community	5.6	6.0	6.4	6.1	6.3	6.2
Cultural diversity	Providing libraries and library services to the community	8.1	8.3	8.2	8.0	8.1	8.1
	Supporting culturally diverse events	7.0	7.1	7.6	7.5	7.6	7.7
	Providing recognition and support for our indigenous and multicultural community	6.7	6.9	7.2	6.9	7.1	7.1
	Promotes art and culture (eg. public art, murals, paving etc)	6.3	6.6	7.1	6.9	6.9	7.2
Environmental sustainability	Kerbside waste collection	8.0	8.3	8.3	8.1	8.1	8.1
	Providing & maintaining Archer Waste Management Facility	7.8	7.9	7.9	7.7	8.0	8.0
	Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.6	7.8	7.8	7.6	7.7	7.8
	Managing gardens and nature reserves	7.3	7.3	7.4	7.1	7.2	7.2
	Maintaining lakes	7.1	7.1	6.9	6.2	7.0	7.1
	Increasing shading and greening the city	6.3	6.5	6.7	6.6	6.6	6.5
Promoting environmental sustainability	6.1	6.4	6.5	6.3	6.6	6.5	

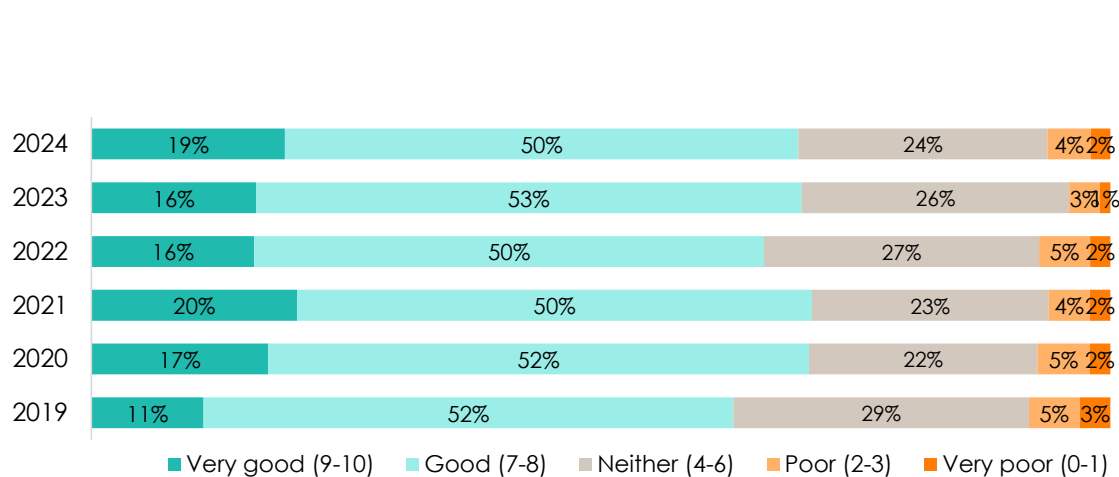
Q9. The next set of questions relate to how well your local council has PERFORMED in conducting or providing services, facilities and information to the community. I will read out quite a long list and I want you to answer on a scale from 0 to 10 scale, where 0 is very poor and 10 is very good. Using this scale, how well has your council performed in
Base: All CATI respondents, excluding those who couldn't answer 2019 (n=601), 2020 (n=634), 2021 (n=616), 2022 (n=601), 2023 (n=600), 2024 (n=600)

Results in detail

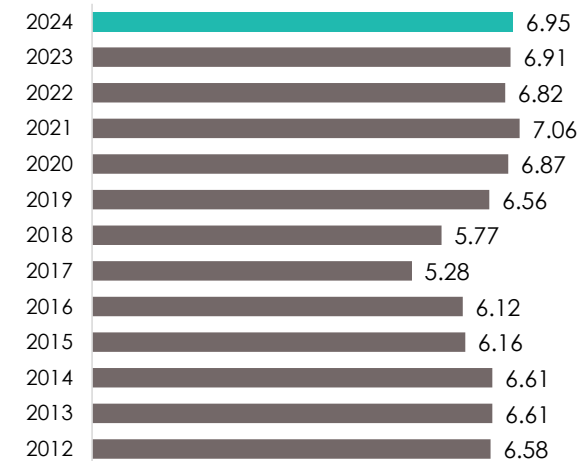
Overall Council Performance

In 2024, Council once again increased its average performance rating slightly (6.95/10). This is the second highest score that Council has achieved since the measure commenced in 2012.

This wave 69% of the community rated Council's overall performance as good or very good, which is consistent with 2023.



Average overall performance by year



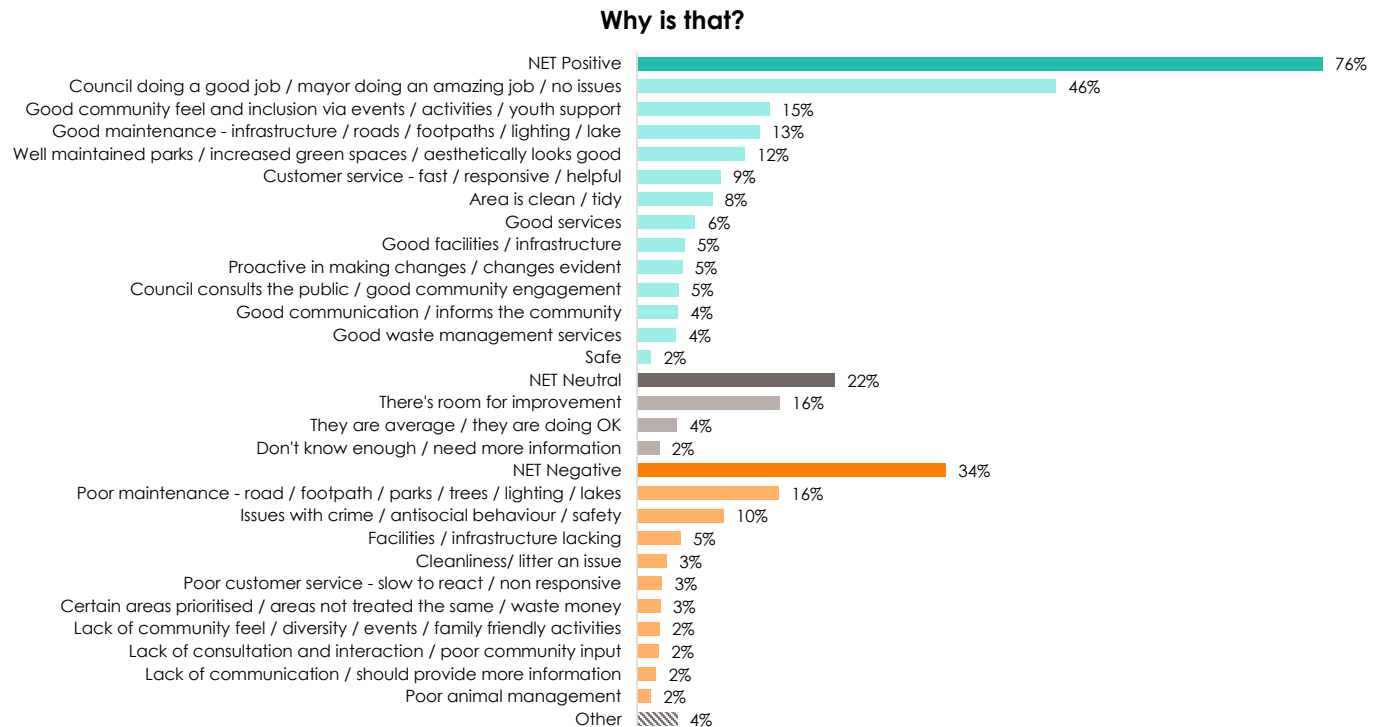
Source: Q9_30. How has your Council performed overall?

Base: All CATI respondents, excluding those who can't say 2019 (n=589), 2020 (n=620), 2021 (n=604), 2022 (n=601), 2023 (n=600), 2024 (n=600)
Please note: 2018 and earlier: measure based upon the question 'Performance in providing services and facilities for the community overall'

Results in detail

Reasons for Council's Performance Score

When asked why people scored the Council's overall performance 7-10, the reactions were generally that the Council and mayor are doing a good job (46%). There was also an acknowledgement that Council has put in a lot of work to improve the city and to provide community events and activities.

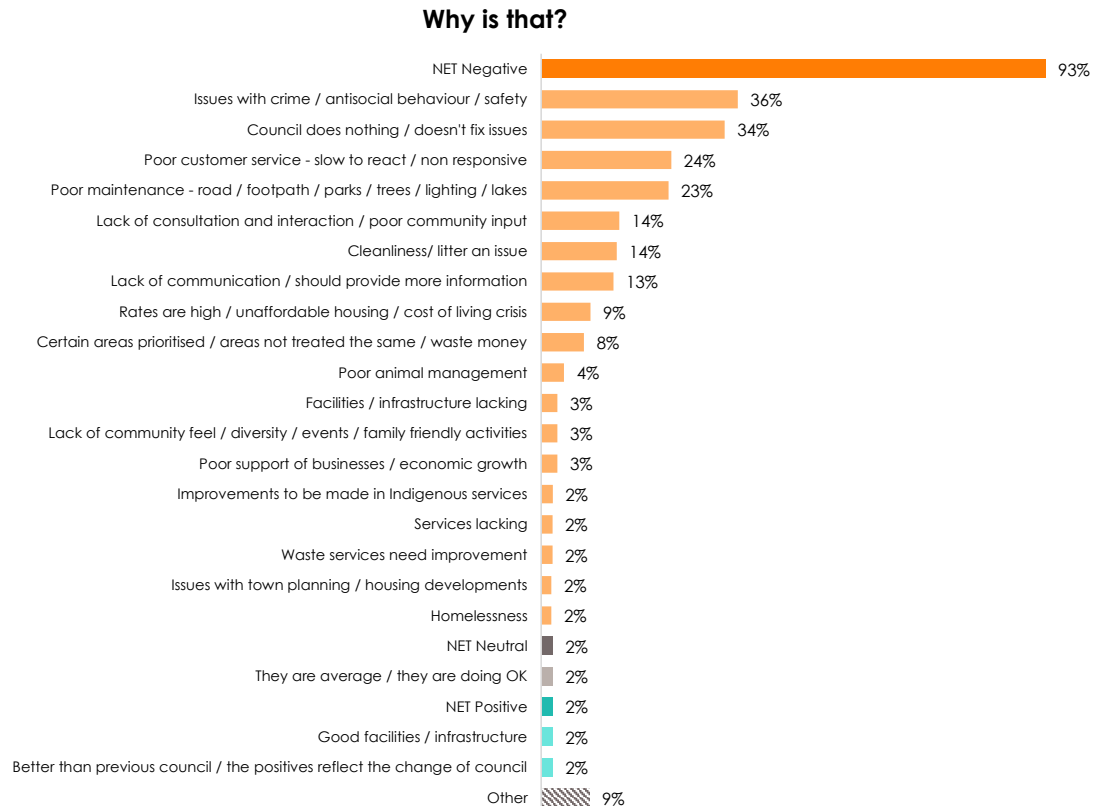


Source: Q9_30. How has your Council performed overall? Codes 7-10; Q9_30A. Why's that? (open ended)
Base: CATI respondents who think Council has performed well 2024 (n=421)
Note: Only codes above 1% are charted

Results in detail

Reasons for Council’s Performance Score

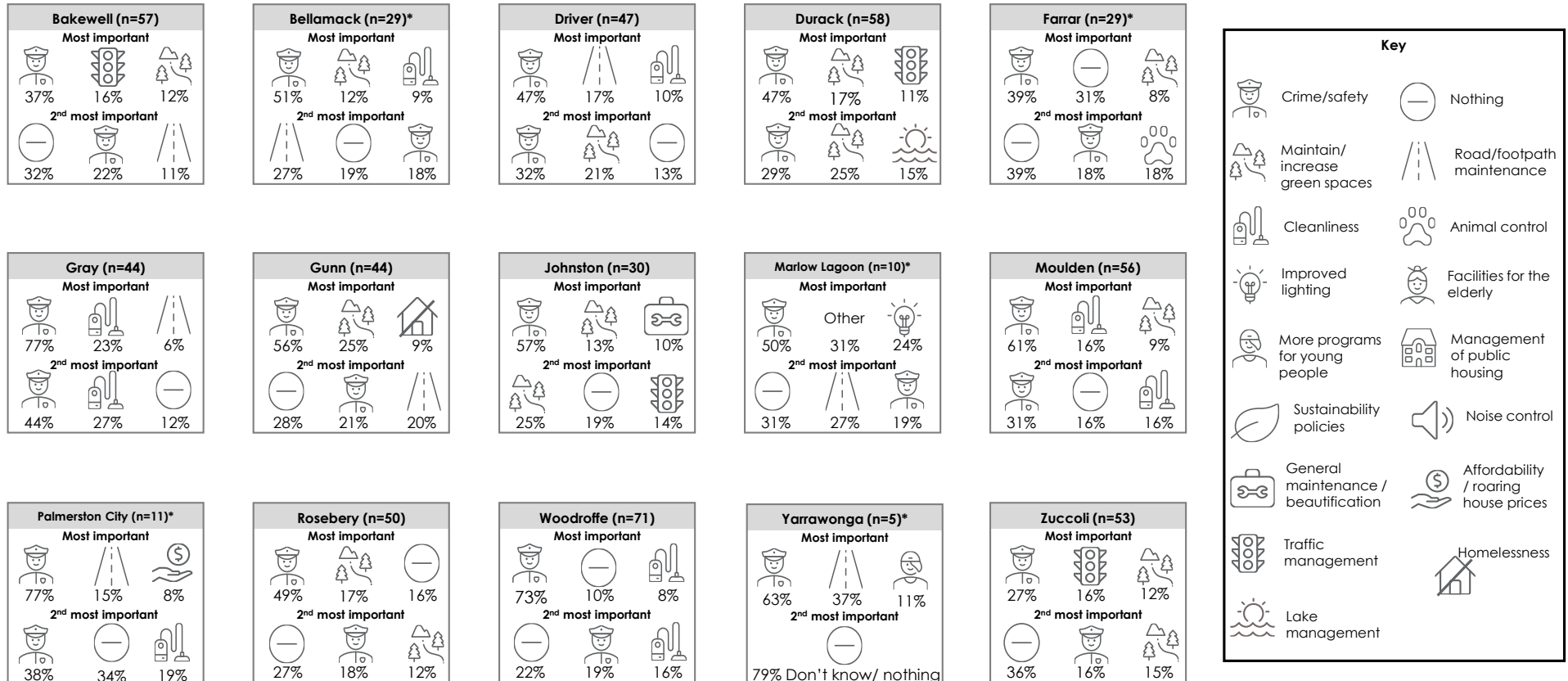
For the small proportion who rated Council's performance as 'poor' overall (rated 0-3), the main reasons for this were to do with issues around crime and safety (36%), council not fixing issues (34%), poor customer service (24%), and poor maintenance (23%).



Source: Q9_30. How has your Council performed overall? Codes 0-3; Q9_30A. Why's that? (open ended)
Base: CATI respondents who think Council has performed poorly 2024 (n=30)
Note: Only codes above 1% are charted

Results in detail

Most and second most important issues by suburb



Source: Q10a. What are the two most important issues to you in your local area of [INSERT SUBURB FROM QS2]? (open ended)
 Base: All CATI respondents 2024 (n=600)
 Note: Suburbs with n=1 response are not shown
 *low base size

Results in detail

Most important issues

In 2024, by far the most important issue was **crime, safety and antisocial behaviour** (59%). This is consistent with 2023 results (65%).

Second to this, but to a much lower extent, was cleanliness and managing rubbish, which is also consistent with the 2023 findings (5% in 2024, and 11% in 2023).

	Most	Second	NET important
Crime / safety / antisocial behaviour / youth crime / more policing and justice needed	59%	26%	85%
Cleanliness / managing rubbish and litter	5%	7%	12%
Provision and maintenance of parks and lake / green spaces / park equipment and facilities	4%	6%	9%
Provision and upgrade of amenities and services - libraries / banks / cafes / restaurant	3%	2%	5%
Opportunities and support for business	3%	4%	8%
Homelessness	3%	3%	6%
Traffic management / road infrastructure / parking	3%	3%	6%
Sporting and recreational facilities / upgrades	3%	3%	6%
Road / footpath maintenance	3%	3%	6%
Provision of community events	2%	3%	5%
Provision and maintenance of infrastructure (e.g. shopping / community hall / restaurants)	2%	3%	4%
Youth diversion programs / youth centres	2%	2%	3%
Council communication / consultation	2%	2%	4%
Other	3%	5%	7%
Don't know / not sure	2%	1%	3%
No / nothing / no issues	11%	32%	42%

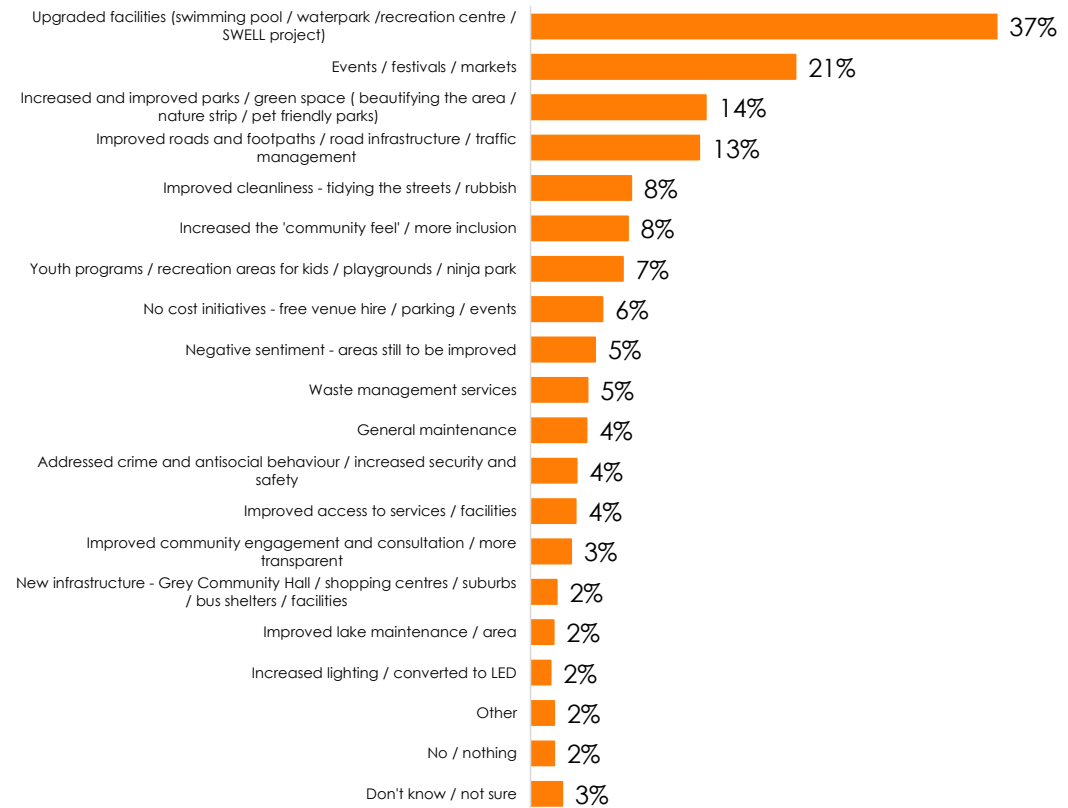
Source: Q10b. And thinking more broadly now, about the whole City of Palmerston area, what are the two most important issues to you? (open ended)
Base: All CATI respondents 2024 (n=600)
Note: Only codes above 1% are charted

Results in detail

Council achievements

From the perspective of the community, the most significant achievements of Council were the upgraded facilities (37%), events, festivals and markets (21%), increased and improved parks and green spaces (14%) and improved roads and footpaths (13%).

Greatest achievements in the City of Palmerston



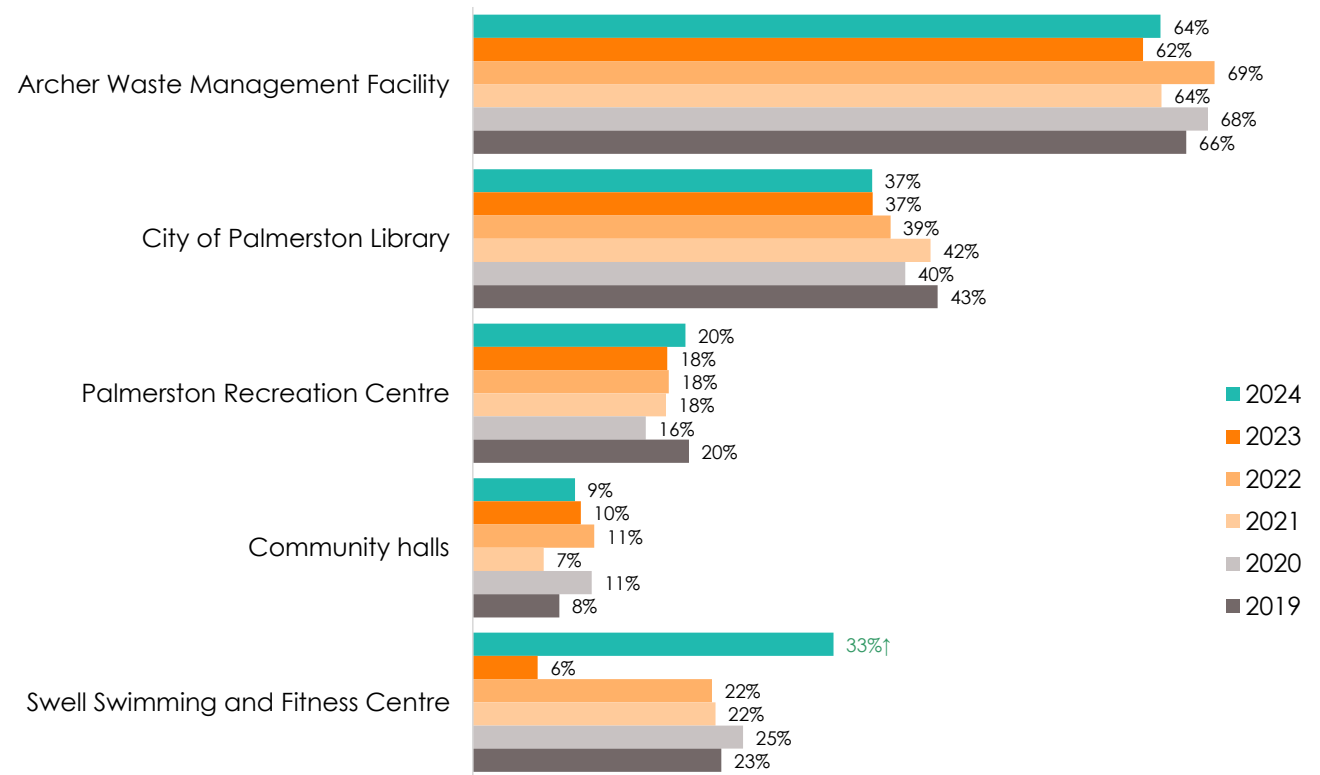
Source: Q11. Thinking about the last 12 months, what are the top achievements or outcomes by council that are most important to you?(open ended)
Base: All CATI respondents 2024 except 'can't think of any' (n=393)
Note: Only codes above 1% are charted

Results in detail

Use of Council facilities

Usage of Council facilities increased slightly across most areas.

The most notable is the significant increase in usage at Swell, the newly refurbished swimming and fitness centre, which is offering free entry until 2026 (6% in 2023 to 33% in 2024).



Source: Q12. In the last three months, have you used any of the following Council community facilities?
 Base: All CATI respondents 2019 (n=601), 2020 (n=634), 2021 (n=616), 2022 (n=601), 2023 (n=600), 2024 (n=600)
 Note: 'Shared pathways' was an option in 2019 and 2020

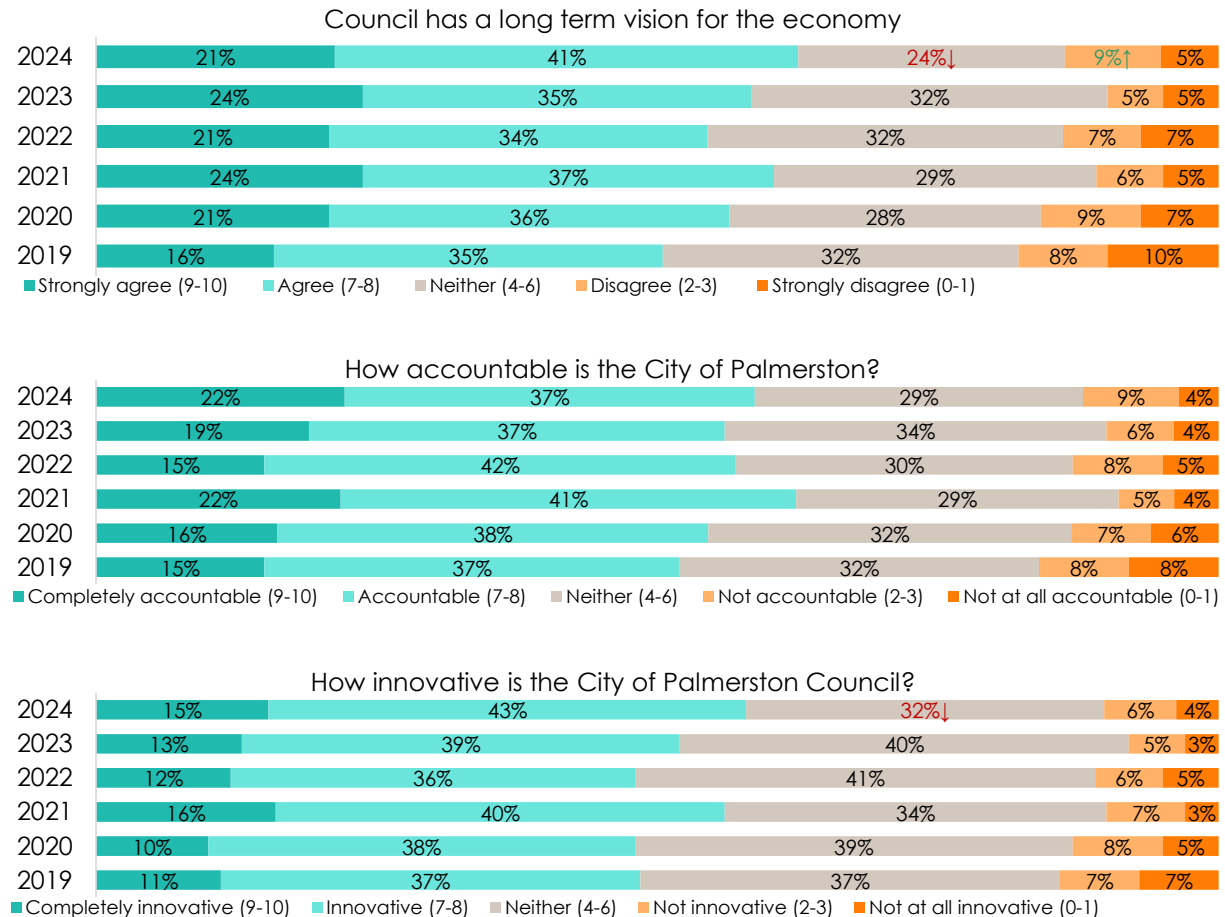
Results in detail

Council measures

In 2024, there was a slight increase in scores relating to perceptions of Council's long-term vision, innovation and accountability (though this was not statistically significant).

Significant decreases were observed in the neutral responses to Council having a long-term vision (32% in 2023 to 24% in 2024) and the level of innovation (40% in 2023 to 32% in 2024).

Despite positive results, a significant increase in the proportion of people who disagree that Council has a long-term vision for the economy was also observed (5% in 2023 to 9% in 2024).



Source: Q13 -18.

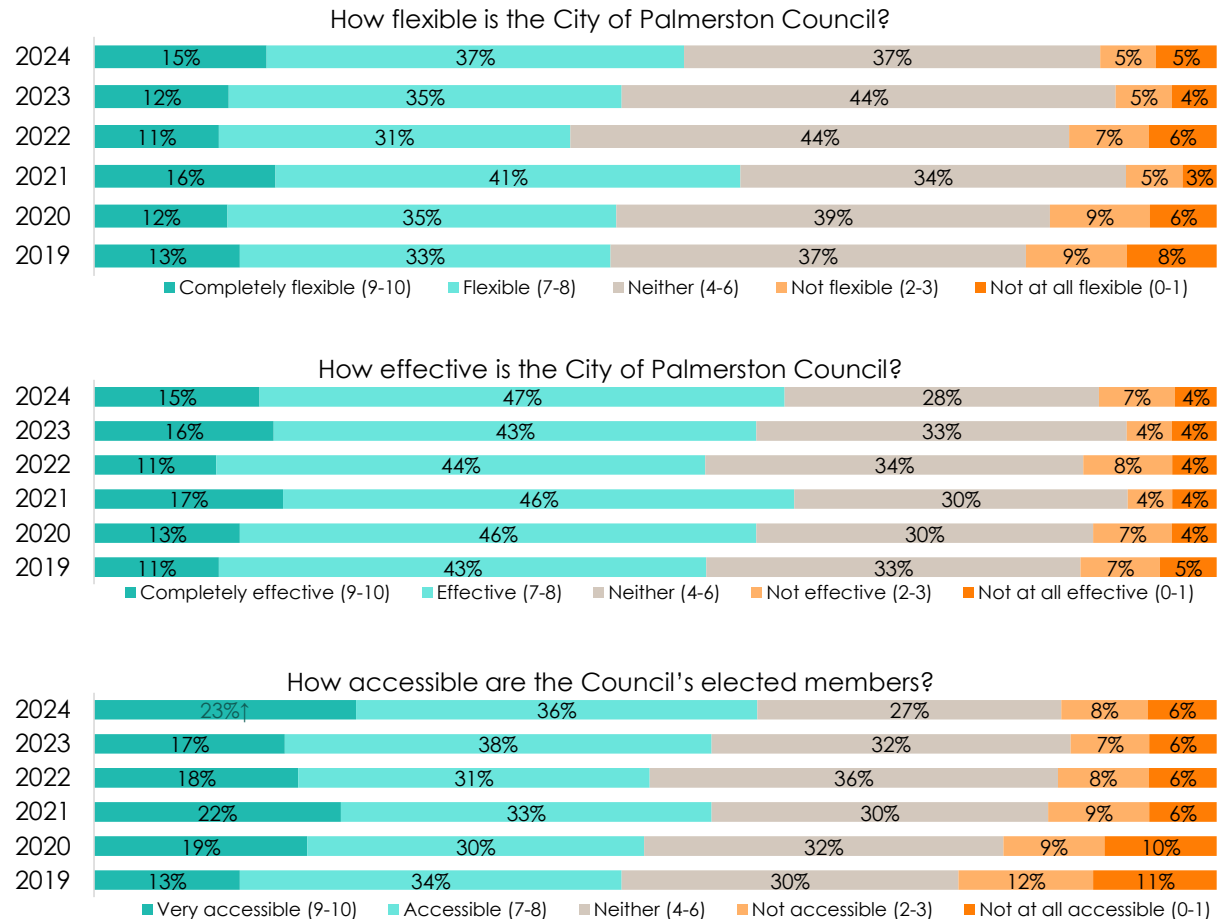
Base: All CATI respondents, excluding those who selected 'can't say' 2019 (n=422 to n=537), 2020 (n=477 to n=581), 2021 (n=449 to n=548), 2022 (n=463 to n=549), 2023 (n=497 to n=568), 2024 (n=471 to n=537)

Results in detail

Council measures

Similarly, there was a slight increase in perceptions that the Council is flexible and effective (though not statistically significant).

Positively, perceptions that the Council's elected members are very accessible has increased significantly since 2023 (17% to 23%)



Source: Q13 -18.
Base: All CATI respondents, excluding those who selected 'can't say' 2019 (n=422 to n=537), 2020 (n=477 to n=581), 2021 (n=449 to n=548), 2022 (n=463 to n=549), 2023 (n=497 to n=568), 2024 (n=471 to n=537)

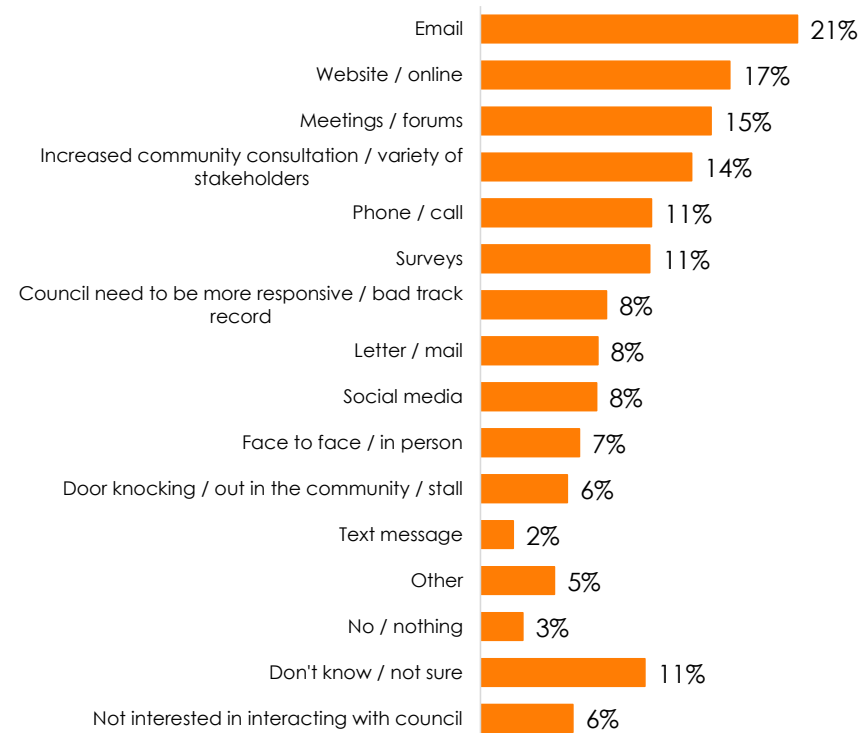
Results in detail

Providing feedback to Council

Those who indicated that Council performed poorly (rated <6) in providing the opportunity to comment on Council's decision making and interact with Council would like the opportunity to provide feedback to Council through digital channels such as email (21%) or the Council website (17%) or via meetings and forums (15%).

Interestingly, social media dropped from the second most common preference (14%) to the ninth (8%) in 2024.

It is worth noting that 6% of participants are not interested in interacting with Council.



Q9B. How would you like to be able to provide feedback on Council's decision making and interact with Council?
Base: 2024 CATI respondents who think Council has performed poor (rated 0-5) in providing the opportunity to comment on Council's decision making and interact with Council (n=174)

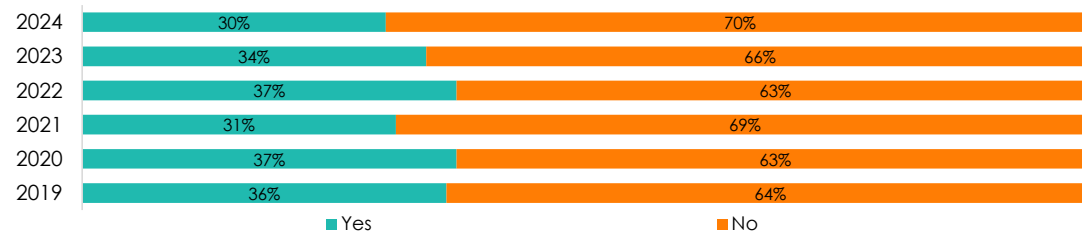
Results in detail

Contact with Council

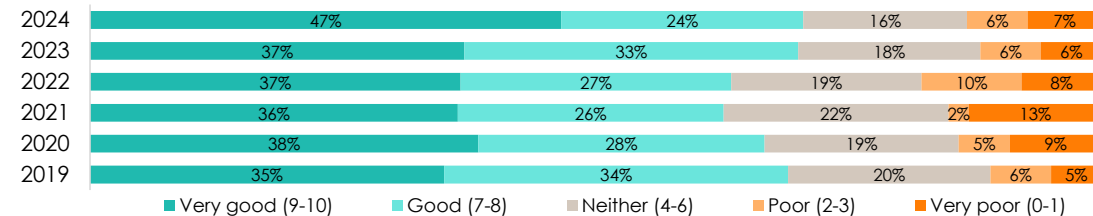
Since last wave there has been a slight decrease in the proportion of residents who had made contact with the Council (34% in 2023 to 30% in 2024), though this is not statistically significant. However, the proportion of residents rating their interactions with Council good or very good remained consistent with 2023 (71%).

The majority (53%) of those who have had contact with Council have done so by phone, however email (40%) and in person (36%) were also popular forms of communication.

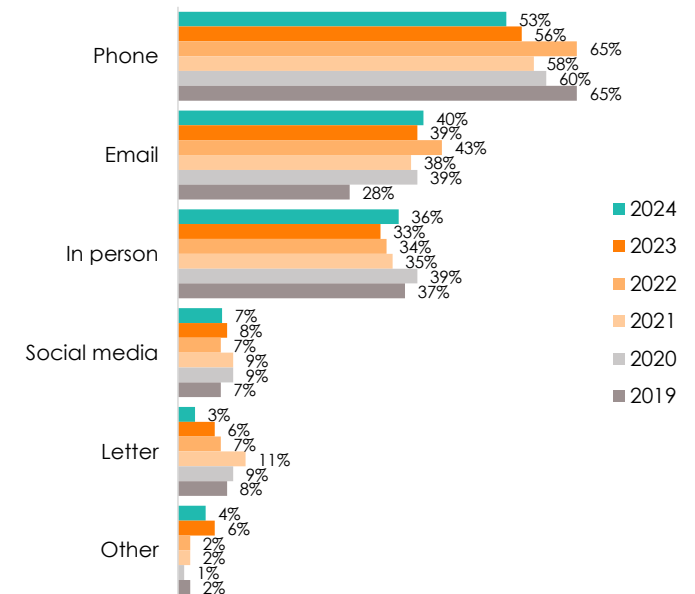
Have you personally made or had contact with Council on a specific issue in the last year?



How would you rate the Council's customer service delivery when you dealt with them? (amongst those who have had contact with Council)



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



Q19. Have you personally made or had contact with Council on a specific issue in the last year? All respondents excluding 'can't say' 2019 (n=601); 2020 (n=631); 2021 (n=612); 2022 (n=596); (2023 (n=598); 2024 (n=599)

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

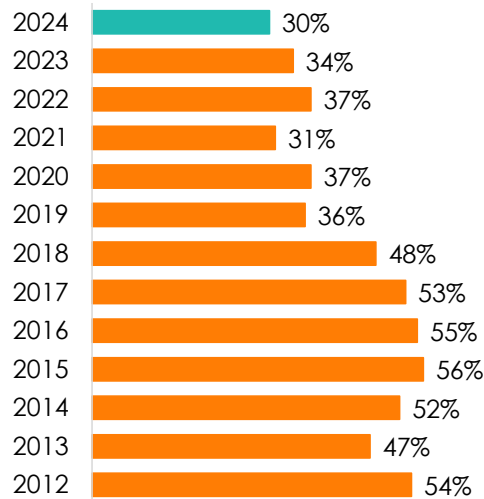
Q21a. On a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate...Council's CUSTOMER SERVICE DELIVERY when you dealt with them? Base: All CATI respondents who had made or had contact with Council in the past year 2019 (n=221), 2020 (n=249), 2021 (n= 213), 2022 (n=251), 2023 (n=231), 2024 (n=201)

Results in detail

Contact with Council

When reviewing contact rates and modes across all the waves, in 2024 contact with Council has fallen slightly, however phone and email still the most common modes of communication.

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



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

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Phone	53%	56%	65%	58%	60%	65%	66%	63%	62%	65%	67%	65%	61%
Email	40%	39%	43%	38%	39%	28%	36%	29%	28%	35%	22%	18%	20%
In person	36%	33%	34%	35%	39%	37%	45%	53%	41%	47%	48%	46%	49%
Social media	7%	8%	7%	9%	9%	7%	NA	NA	NA	NA	NA	NA	NA
Letter	3%	6%	7%	11%	9%	8%	9%	7%	6%	11%	13%	10%	13%
Other	4%	6%	2%	2%	1%	2%	<1%	3%	2%	1%	1%	1%	<1%

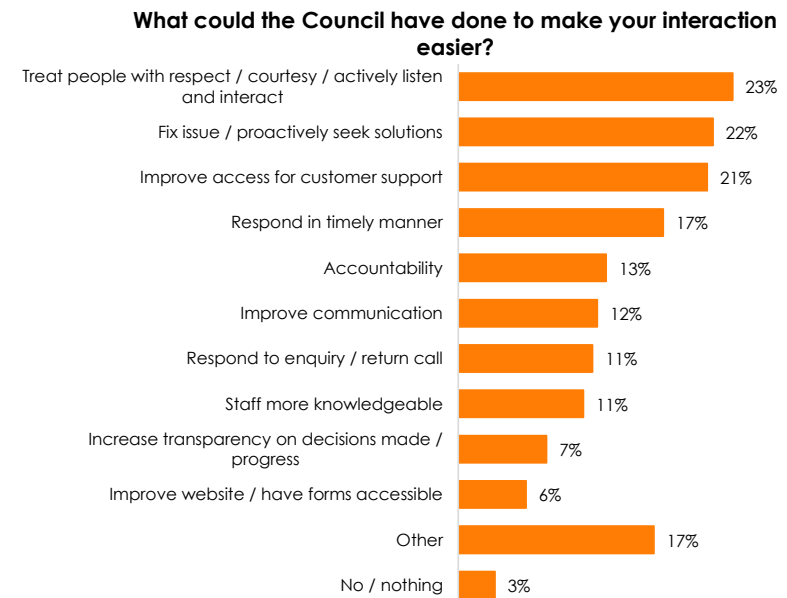
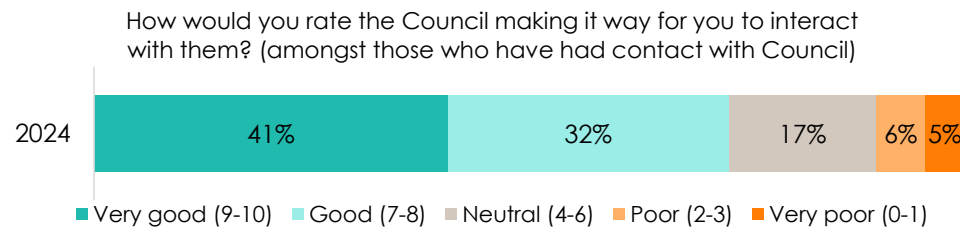
Q19. Have you personally made or had contact with Council on a specific issue in the last year? 2019 (n=601); 2020 (n=634); 2021 (n=616); 2022 (n=601); (2023 (n=600); 2024 (n=600)
Q20. In the last year have these contacts been in person, by phone, via email, social media or letter? Q21a. On a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate...Council's CUSTOMER SERVICE DELIVERY when you dealt with them?
Base: All CATI respondents who had made or had contact with Council in the past year 2019 (n=221), 2020 (n=249), 2021 (n=213), 2022 (n=251), 2023 (n=231), 2024 (n=201)

Results in detail

Satisfaction with Council interactions

Of those who had contact with Council, over two thirds (73%) believe that Council make it easy to interact with them, while only 11% believe that Council make it hard. This is consistent with findings in 2023 (72% and 11% respectively in 2023).

Of those who thought it was hard to interact with Council, most mentioned that the Council treating people with respect and listening (23%), fixing issues (22%) and improving customer support (21%) would have made their interaction easier.



Q21b. On a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate...Council making it easy for you to interact with them?

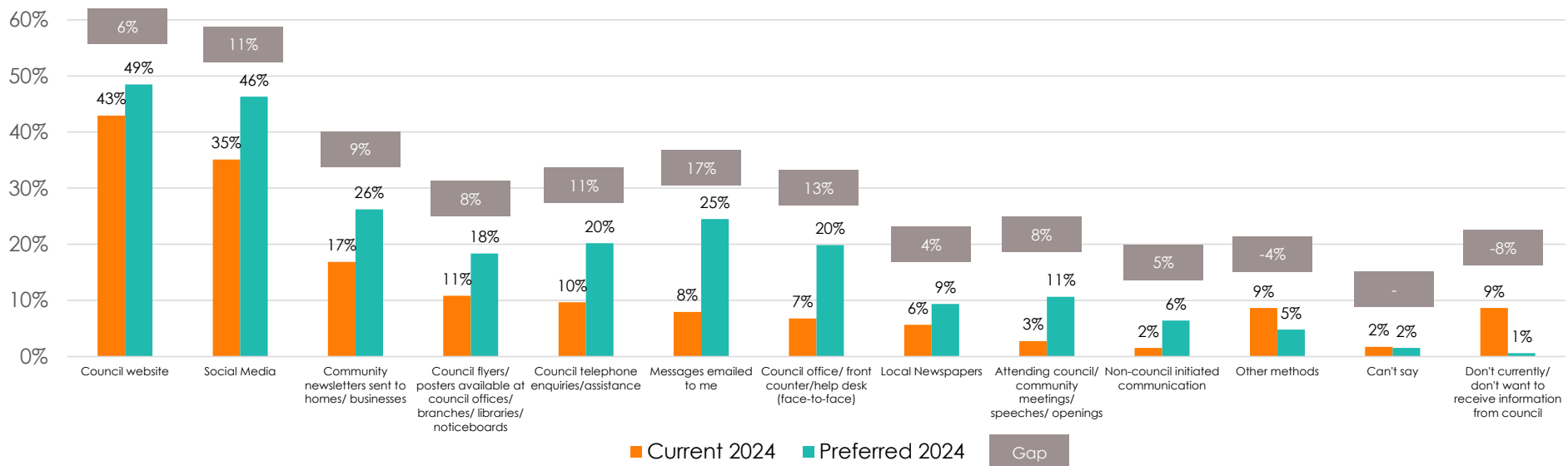
Q33. What could Council have done to make your interaction with them easier?

Base: All 2024 CATI respondents who had made or had contact with Council in the past year excluding 'can't say' (n=201), those who scored 0-4 at Q21b 2024 (n=30) Confidential | 38

Results in detail

Communication preferences

The chart below shows the gap between current methods of Council communications and preferred methods. The areas of interest are where there are gaps in provision. For instance, 8% of residents have reported they currently have messages emailed to them, however 25% of residents would prefer this method of communication, which is the largest gap (17%). The other areas with the largest gaps between current and preferred channels relate to in person contact at the council office (13%), social media (11%) and council telephone contact (11%), which are areas the Council need to consider moving forward. Positively, the gap has closed across most channels compared to 2023.



Q22. How do you CURRENTLY obtain information from Council?
Q23. What would be your PREFERRED way of obtaining information from Council?
Base: All CATI respondents 2024 (n=600)

Results in detail

Communication preferences

While there is alignment between the order of how community members currently receive information and their preferred method, the appetite appears to be significantly lower across many of the channels in 2024 compared to 2023.

How do you currently obtain information from Council?	2019	2020	2021	2022	2023	2024	What would be your preferred way of obtaining information from Council?	2019	2020	2021	2022	2023	2024
Council website	41%	43%	35%	42%	40%	43%	Council website	34%	39%	31%	35%	47%	49%
Social Media	22%	27%	52%	40%	31%	35%	Social Media	22%	31%	46%	37%	55%	46%
Community newsletters sent to homes/ businesses	15%	13%	38%	26%	23%	17%	Community newsletters sent to homes/ businesses	16%	16%	31%	18%	36%	26%
Council flyers/ posters available at council offices/ branches/ libraries/ noticeboards	13%	11%	24%	13%	13%	11%	Messages emailed to me	16%	18%	22%	18%	34%	25%
Council telephone enquiries/assistance	10%	9%	17%	13%	12%	10%	Council telephone enquiries/assistance	9%	11%	15%	8%	29%	20%
Messages emailed to me	3%	5%	11%	10%	11%	8%	Council office/ front counter/help desk (face-to-face)	6%	7%	9%	7%	26%	20%
Council office/ front counter/help desk (face-to-face)	6%	5%	11%	7%	7%	7%	Council flyers/ posters available at council offices/ branches/ libraries/ noticeboards	12%	12%	16%	8%	24%	18%
Local Newspapers	6%	7%	16%	6%	4%	6%	Attending council/ community meetings/ speeches/ openings	2%	4%	6%	1%	20%	11%
Attending council/ community meetings/ speeches/ openings	1%	2%	4%	1%	2%	3%	Local Newspapers	6%	5%	11%	3%	14%	9%
Other methods	11%	10%	10%	7%	8%	9%	Other methods	8%	11%	8%	8%	6%	5%
Non-council initiated communication	<1%	1%	8%	3%	4%	2%	Non-council initiated communication	<1%	1%	4%	<1%	14%	6%
Can't say how currently receive council information	3%	2%	1%	1%	1%	2%	Can't say preferred method of receiving council information	4%	1%	1%	2%	1%	2%
Don't currently receive information from council	10%	16%	7%	11%	10%	9%	Don't want to receive information from council	2%	1%	2%	2%	2%	1%

Q22. How do you CURRENTLY obtain information from Council?
 Q23. What would be your PREFERRED way of obtaining information from Council?
 Base: All CATI respondents 2019 (n=601), 2020 (n=634), 2021 (n=616), 2022 (n=601), 2023 (n=600), 2024 (n=600)

5. Appendix A: Online, CATI and overall survey results

Appendix A

Demographics

Gender	CATI	Online	Overall
Male	49%	21%	48%
Female	51%	79%	52%
Prefer not to answer	-	-	-

Age	CATI	Online	Overall
18-29	25%	7%	25%
30-39	26%	-	25%
40-49	20%	43%	20%
50-59	15%	14%	15%
60 or older	14%	36%	15%

Aboriginal or Torres Strait Islander	CATI	Online	Overall
Yes	11%		11%
No	89%	86%	89%
Prefer not to answer	<1%	14%	1%

Time living in City of Palmerston	CATI	Online	Overall
Less than 1 year	1%	-	1%
1 to less than 2 years	5%	-	5%
2 to less than 5 years	6%	14%	7%
5 to less than 10 years	21%	36%	21%
10 to less than 20 years	37%	29%	37%
20 years or more	30%	21%	30%

Agreement that Council is inclusive and has a strong relationship with their Indigenous community	CATI	Online	Overall
Strongly agree (9-10)	32%	-	32%
Agree (7-8)	23%	-	23%
Neither (4-6)	35%	-	35%
Disagree (2-3)	3%	-	3%
Strongly disagree (0-1)	7%	-	7%
n=	60	-	60

Highest level of education	CATI	Online	Overall
Year 8 or below	1%	-	1%
Year 9 or equivalent	1%	-	1%
Year 10 or equivalent	9%	7%	9%
Year 11 or equivalent	9%	14%	9%
Year 12 or equivalent	25%	7%	24%
Trade certificate	12%	7%	12%
Non-trade certificate	6%	7%	6%
Associate diploma	4%	14%	5%
Undergraduate diploma	5%	14%	5%
Bachelor degree	15%	7%	15%
Masters degree, postgraduate degree or postgraduate diploma	11%	7%	11%
Doctorate	<1%	-	<1%
Still at school	-	-	-
Did not go to school	-	-	-
Other	1%	-	1%
Prefer not to say	1%	14%	1%

Appendix A

Employment and Council measures

Are you employed?	CATI	Online	Overall
Full-time (35 hours or more per week)	70%	57%	70%
Part-time / casual	14%	36%	14%
Looking for work	16%	7%	16%
Retired	-	-	-
Student	-	-	-
Non-worker	-	-	-
Home duties/caring	-	-	-
Other	-	-	-

Are you aware of Council's slogan 'A place for people'	CATI	Online	Overall
Yes	70%	57%	70%
No	14%	36%	14%

To what extent do you agree or disagree that Palmerston is a place for people?	CATI	Online	Overall
Strongly agree (9-10)	21%	14%	21%
Agree (7-8)	40%	43%	40%
Neither (4-6)	32%	14%	31%
Disagree (2-3)	5%	14%	5%
Strongly disagree (0-1)	3%	14%	3%

Net Promoter Score	CATI	Online	Overall
Promoters	26%	14%	26%
Passives	40%	43%	40%
Detractors	34%	43%	35%
NPS	-8%	-29%	-9%

Appendix A

Council measures

Council measures	CATI	Online	Overall
Providing libraries and library services to the community	8.1	7.5	8.1
Kerbside waste collection	8.1	8.3	8.1
Providing and maintaining Archer Waste Management Facility	8.0	7.3	8.0
Managing Palmerston Swimming and Fitness Centre	7.9	6.0	7.9
Hosting enough quality community events, such as Youth Festival, On Frances Series and Live at the Lakes	7.8	7.9	7.8
Providing opportunities for recycle and re-use through the Pre-cyclone clean up	7.8	7.5	7.8
Supporting culturally diverse events, such as NAIDOC celebrations, Multicultural Festival and Pride events	7.7	7.9	7.7
Managing the Palmerston Recreation Centre	7.5	7.0	7.5
Maintaining drainage facilities	7.5	5.6	7.4
Providing and maintaining community halls	7.3	6.6	7.3
Managing gardens and nature reserves	7.2	4.6	7.1
Promotes art and culture (eg. public art, murals, paving etc)	7.2	7.4	7.2
Providing recognition and support for our indigenous and multicultural community	7.1	6.3	7.1
Ensuring footpaths built by developers are fit for purpose	7.1	4.1	7.0
Maintaining Lakes	7.1	5.8	7.1

Council measures	CATI	Online	Overall
Ensuring the roads built by developers are fit for purpose	7.1	5.3	7.0
Providing animal management services	7.0	4.4	7.0
Maintaining parks and playgrounds	6.9	5.2	6.9
Maintaining shared pathways	6.9	4.7	6.9
Maintaining roads	6.9	5.5	6.9
Providing shared pathways	6.9	5.3	6.8
Maintaining footpaths	6.8	4.8	6.8
Achieving funding and getting things done by working in partnership with government and the community	6.6	4.8	6.5
Promoting environmental sustainability	6.5	5.6	6.5
Increasing shading and greening in the city	6.5	5.0	6.4
Advocating for the community in planning issues	6.4	3.3	6.3
Providing you with the opportunity to comment on Council's decision making and interact with Council	6.2	4.6	6.2
Supporting innovation in the business community	6.2	3.9	6.2
Supporting and attracting new and existing businesses	5.9	4.8	5.8
Council's performance overall	7.0	5.6	6.9

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Unless otherwise stated, base: CATI n=600, Online n=14, Overall n=614

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Appendix A

Council measures

Family and community	CATI	Online	Overall
Managing Palmerston Swimming and Fitness Centre	7.9	6.0	7.9
Maintaining parks and playgrounds	6.9	5.2	6.9
Providing and maintaining community halls	7.3	6.6	7.3
Managing the Palmerston Recreation Centre	7.5	7.0	7.5
Hosting enough quality community events, such as Youth Festival, On Frances Series and Live at the Lakes	7.8	7.9	7.8
Advocating for the community in planning issues	6.4	3.3	6.3
Providing animal management services	7.0	4.4	7.0

Cultural diversity	CATI	Online	Overall
Supporting culturally diverse events	7.7	7.9	7.7
Promoting art and culture (e.g. public art, murals, paving etc.)	7.2	7.4	7.2
Providing libraries and library services to the community	8.1	7.5	8.1
Providing recognition and support for our indigenous and multicultural community	7.1	6.3	7.1

Vibrant economy	CATI	Online	Overall
Awareness of Council's slogan 'A place for people'	54%	79%	55%
Agreement that: Palmerston is 'A place for people'	6.8	5.9	6.8
Council has a long-term vision for Palmerston economy	6.7	3.2	6.6
Performance in: Supporting and attracting new and existing businesses	5.9	4.8	5.8

Governance	CATI	Online	Overall
How: Accountable is the City of Palmerston Council?	6.6	5.5	6.6
Effective is the City of Palmerston Council?	6.6	4.9	6.5
Performance in: Providing you with the opportunity to comment on Council's decision making and interact with Council	6.2	4.6	6.2
Achieving funding and getting things done by working in partnership with government and the community	6.6	4.8	6.5

Appendix A

Council measures

A future focus		CATI	Online	Overall
Performance in:	Supporting innovation in the business community	6.2	3.9	6.2
How:	Innovative is the City of Palmerston?	6.5	5.3	6.4
	Flexible is the City of Palmerston?	6.3	4.1	6.3
Performance in:	Ensuring roads built by developers are fit for purpose	7.1	5.3	7.0
	Maintaining roads	6.9	5.5	6.9
	Ensuring footpaths built by developers are fit for purpose	7.1	4.1	7.0
	Maintaining footpaths	6.8	4.8	6.8
	Providing shared pathways	6.9	5.3	6.8
	Maintaining shared pathways	6.9	4.7	6.9
	Maintaining drainage facilities	7.5	5.6	7.4
Council's overall performance		CATI	Online	Overall
Overall performance		7.0	5.6	6.9

Environmental sustainability	CATI	Online	Overall
Providing opportunities for recycle and re-use through the pre-cyclone clean up	7.8	7.5	7.8
Managing gardens and nature reserves	7.2	4.6	7.1
Maintaining lakes	7.1	5.8	7.1
Increasing shading and greening the city	6.5	5.0	6.4
Kerbside waste collection	8.1	8.3	8.1
Providing & and maintaining Archer Waste Management Facility	8.0	7.3	8.0
Promoting environmental sustainability	6.5	5.6	6.5

Use of Council's facilities	CATI	Online	Overall
Archer Waste Management Facility	64%	57%	63%
City of Palmerston library	37%	29%	37%
Palmerston Swimming and Fitness centre	33%	21%	33%
Palmerston Recreation Centre	20%	21%	20%
Community halls, e.g Gray Community Hall or Durack Community Arts Centre	9%	7%	9%
None of the above	17%	29%	17%

Appendix A

Council measures

How much do you agree with statement that Council has a long- term vision for Palmerston’s economy?			
	CATI	Online	Overall
Strongly agree (9-10)	21%	-	21%
Agree (7-8)	41%	20%	41%
Neither (4-6)	24%	20%	24%
Disagree (2-3)	9%	20%	9%
Strongly disagree (0-1)	5%	40%	5%

How accountable is the City of Palmerston Council?			
	CATI	Online	Overall
Completely accountable (9-10)	22%	17%	22%
Accountable (7-8)	37%	33%	36%
Neither (4-6)	29%	25%	29%
Not accountable (2-3)	9%	-	8%
Not at all accountable (0-1)	4%	25%	4%

How innovative is the City of Palmerston Council?			
	CATI	Online	Overall
Completely innovative (9-10)	15%	11%	15%
Innovative (7-8)	43%	33%	42%
Neither (4-6)	32%	33%	32%
Not innovative (2-3)	6%	11%	6%
Not at all innovative (0-1)	4%	11%	4%

How flexible is the City of Palmerston Council?			
	CATI	Online	Overall
Completely flexible (9-10)	15%	-	15%
Flexible (7-8)	37%	13%	37%
Neither (4-6)	37%	50%	37%
Not flexible (2-3)	5%	13%	5%
Not at all flexible (0-1)	5%	25%	6%

How effective is the City of Palmerston Council?			
	CATI	Online	Overall
Completely effective (9-10)	15%	-	14%
Effective (7-8)	47%	42%	47%
Neither (4-6)	28%	25%	28%
Not effective (2-3)	7%	17%	7%
Not at all effective (0-1)	4%	17%	4%

How accessible do you consider Council’s elected members to be?			
	CATI	Online	Overall
Very accessible (9-10)	23%	-	23%
Accessible (7-8)	36%	11%	35%
Neither (4-6)	27%	11%	27%
Not accessible (2-3)	8%	33%	8%
Not at all accessible (0-1)	6%	44%	7%

Appendix A

Contact with CoP

Key Area	CATI	Online	Overall
Family and Community	7.27	5.76	7.24
Vibrant Economy	6.44	4.60	6.42
Cultural diversity	7.53	7.29	7.53
A Future Focus	6.82	4.86	6.78
Environmental Sustainability	7.30	6.29	7.28
Governance	6.50	4.95	6.46
Net promoter score	-8%	-29%	-9%
Average Performance	6.98	5.63	6.95

On a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate... Council making it easy for you to interact with them

	CATI	Online	Overall
Very good (9-10)	41%	42%	41%
Good (7-8)	32%	25%	32%
Neither (4-6)	17%	-	16%
Poor (2-3)	6%	8%	6%
Very poor(0-1)	5%	25%	6%
n=	195	12	207

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

	CATI	Online	Overall
Yes	30%	86%	31%
No	70%	14%	69%

On a scale from 0 to 10, where 0 is Very poor and 10 is Very Good how would you rate... Council's CUSTOMER SERVICE DELIVERY when you dealt with them?

	CATI	Online	Overall
Very good (9-10)	46%	42%	45%
Good (7-8)	24%	25%	24%
Neither (4-6)	16%	17%	16%
Poor (2-3)	6%	8%	6%
Very poor(0-1)	7%	8%	7%
Can't say	2%	-	2%
n=	201	12	213

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

	CATI	Online	Overall
Phone	53%	83%	55%
Email	40%	67%	42%
In person	36%	17%	35%
Social media	7%	8%	7%
Letter	3%	8%	3%
Other	4%	25%	6%
n=	201	12	213

5. Appendix B: Survey

COUNCIL AGENDA Attachment 13.2.5.1

Appendix B

Survey

QMS FIELD REQUIREMENTS	
Project No: 263407755	Project Name: City of Palmerston 2023 Community Survey
Client Service Project Team: Naomi Downer, Katelyn Kemp	

CATI INTRODUCTION

Good morning/afternoon, my name is _____. I am calling from Verian on behalf of the City of Palmerston. We are calling residents to invite them to participate in a community-wide survey to provide feedback to Council. The City of Palmerston is keen to understand your perceptions of the local Council in which you live and the services, facilities and infrastructure provided. We value your input and would like approximately 20 minutes of your time to achieve this.

Is there anyone in the household between the ages of 18 and 30? (IF YES, ASK TO SPEAK WITH THEM AND REINTRO, ELSE CONTINUE)

I just need to let you know that this call may be monitored by my supervisor for training and coaching purposes.

(IF CONCERNED ABOUT PRIVACY) - I can assure you that any information you give will remain confidential, and in compliance with the Privacy Act.

(IF CONCERNED ABOUT VALIDITY) - advise them that Wati Kerta, General Manager of Finance and Governance is the Contact if they wish to verify the research project. Her number is: 8935 9989.

ONLINE INTRODUCTION

Thank you for your participation in this survey. Verian has been commissioned by the City of Palmerston to conduct this survey on their behalf to get feedback from the local community about their performance as a local council.

Council has asked Verian to conduct the survey on their behalf to ensure that your responses are kept confidential, so you can feel free to be as honest as possible in your answers. There are no right or wrong answers in the survey, we are seeking your opinion on a range of factors to do with the Council's performance.

The research is covered by Market and Social Research Privacy Principles with findings from the surveys reported only in aggregate, so your responses and opinions will remain completely anonymous.

The survey will take approximately 20 minutes to complete depending on your answers.

Please do not use the back and forward buttons in the browser. Instead, please use the "Next" and "Back" buttons at the bottom of each page.

[SINGLE]

S1. Firstly, do you live in the City of Palmerston?

1.	Yes	CONTINUE
2.	No	Thank you for your time but we are looking for people who are residents of the City of Palmerston.
3.	Don't know	

[SINGLE]

S2. Which suburb do you live in?

1.	SPECIFY	CONTINUE
----	---------	----------

[SINGLE]

S3. Are you or anyone living in your household employed by the City of Palmerston or an elected member of the City of Palmerston?

1.	Yes	CONTINUE if NO otherwise: Thank you for your time but we cannot interview people who have an employee or elected member of the City of Palmerston in their household.
2.	No	
3.	Don't know	

[SINGLE]

Q1. Which gender identity do you identify most with? DNRO

1.	Male
2.	Female
3.	Prefer to self-describe (specify)
4.	Prefer not to answer

[SINGLE]

Q2. Which of the following age brackets do you fall into?

1.	Under 18	TERMINATE
2.	18-19	
3.	20-24	
4.	25-29	
5.	30-34	
6.	35-39	
7.	40-44	
8.	45-49	
9.	50-54	
10.	55-59	
11.	60-64	
12.	65+	
13.	Prefer not to say	TERMINATE

[SINGLE]

Q6. Are you aware of council's slogan 'A place for people'?

1.	Yes
2.	No

Q7. On a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree, to what extent do you agree or disagree that Palmerston is a place for people? Scale 0-10.

Q8. On a scale from 0 to 10 where 0 is Very unlikely and 10 is Very likely, how likely are you to recommend living in the City of Palmerston area to friends or family?

Q8a. Why is that? TEXT]

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

[SINGLE]

[REPEAT SCALE AS NECESSARY]

RANDOMISE

SCALE| 0 = Very Poor | 10 = Very Good | 99 = Can't say

Question	0	1	2	3	4	5	6	7	8	9	10	99
1. Providing you with the opportunity to comment on Council's decision making and interact with Council												
2. Ensuring the roads built by developers are fit for purpose												
3. Maintaining roads												
4. Ensuring footpaths built by developers are fit for purpose												
5. Maintaining footpaths												
6. Providing shared pathways												
7. Maintaining shared pathways												
8. Maintaining drainage facilities												
9. Managing Palmerston Swimming and Fitness Centre												
10. Maintaining parks and playgrounds												
11. Managing gardens and nature reserves												
12. Providing and maintaining community halls												
13. Managing the Palmerston Recreation Centre												
14. Supporting culturally diverse events, such as NAIDOC celebrations, Multicultural Festival and Pride events												
15. Promotes art and culture (eg. public art, murals, paving etc)												
16. Providing libraries and library services to the community												
17. Kerbside waste collection												
18. Providing and												

1

Verian | 2024 Community Survey

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Appendix B

Survey

10	Social Media	
4	Local newspapers	
2	Council website	
1	Letter drops sent to homes/ businesses	
3	Council flyers/ posters available at council offices/ branches/ libraries/ noticeboards	
5	Messages emailed to me	
6	Council office/ front counter/help desk (face-to-face)	
7	Council telephone enquiries/assistance	
8	Attending council/ community meetings/ speeches/ openings	
9	Non-council initiated communication	
97	Other methods (specify)	OPEN ENDED
98	Don't currently receive information from council	[SINGLE]
99	Can't say how currently receive council information	[SINGLE]

[MR]

Q23. What would be your PREFERRED way of obtaining information from Council? RO

HIGHLIGHT ALL MENTIONED
IF OTHER, HIGHLIGHT OTHER AND TYPE IN RESPONSE

10	Social Media	
4	Local newspapers	
2	Council website	
1	Letter drops sent to homes/ businesses	
3	Council flyers/ posters available at council offices/ branches/ libraries/ noticeboards	
5	Messages emailed to me	
6	Council office/ front counter/help desk (face-to-face)	
7	Council telephone enquiries/assistance	
8	Attending council/ community meetings/ speeches/ openings	
9	Non-council initiated communication	
97	Other methods –(specify)	OPEN ENDED
98	Don't currently receive information from council	[SINGLE]
99	Can't say how currently receive council information	[SINGLE]

Just to finish up we have a few questions to make sure that we have interviewed a good cross-section of the community. Please be assured that the information you provide will only be used for research purposes, and then only in aggregated form. No one's individual records can be identified as part of this study.

[SINGLE]

Q24. How long IN TOTAL have you lived in the City of Palmerston area?

1.	Less than 1 year
2.	1 to less than 2 years
3.	2 to less than 5 years
4.	5 to less than 10 years
5.	10 to less than 20 years
6.	20 years or more
7.	Can't say

[SINGLE]

Q25. What is the highest level of education you have reached?

1.	Still at school
2.	Did not go to school
3.	Year 8 or below
4.	Year 9 or equivalent
5.	Year 10 or equivalent
6.	Year 11 or equivalent
7.	Year 12 or equivalent
8.	Trade certificate
9.	Non-trade certificate
10.	Associate diploma
11.	Undergraduate diploma
12.	Bachelor degree
13.	Masters degree, postgraduate degree or postgraduate diploma
14.	Doctorate
15.	Other
16.	REFUSED

[SINGLE]

Q26. Are you now in paid employment? [RESIDENTS ONLY]

1.	Yes, full-time (35 hours or more per week)	IF YES, ASK: Is that full-time for 35 hours or more a week, or part-time?
2.	Yes, part-time / casual	
3.	No	

IF NOT EMPLOYED (CODE 3 ON Q26), ask:

[SINGLE]

Q27. Are you now looking for a paid job?

IF LOOKING, ASK: A full-time job for 35 hours or more a week, or a part-time job?

IF NOT LOOKING, ASK: Are you retired, a student, a non-worker or home duties?

1.	Looking for full-time work (35 hours or more per week)
2.	Looking for part-time / casual work
3.	Retired
4.	Student
5.	Non-worker
6.	Home duties
7.	Other (specify)

IF EMPLOYED (CODES 1 OR 2 ON Q26), ASK:

Q28. What is the postcode where you work?

(Numeric – postcode must start with 08 and be 4 digits)

99. Don't know

IF RESPONDENT DOES NOT KNOW POSTCODE, THEN AND ASK FOR THE NAME OF THE SUBURB, TOWN, LOCALITY ETC. AND RECORD

97	OPENED	ENTER SUBURB TOWN LOCALITY
98		DONT KNOW

[SINGLE] [RESIDENTS ONLY]

Q29. What is the combined gross annual income of this household? This is your combined household annual income before tax.

1.	\$130,000 or more (\$2,500 or more / week)
2.	\$104,000 - \$129,999 (\$2,000 - \$2,499 / week)
3.	\$78,000 - \$103,999 (\$1,500 - \$1,999 / week)
4.	\$52,000 - \$77,999 (\$1,000 - \$1,499 / week)
5.	\$31,200 - \$51,999 (\$600 - \$999 / week)
6.	\$15,600 - \$31,199 (\$300 - \$599 / week)
7.	\$6,240 - \$15,599 (\$120 - \$299 / week)
8.	\$1 - \$6,239 (\$1 - \$119 / week)
9.	Nil income
10.	Negative income
11.	(DONT READ) CANT SAY
12.	(DONT READ) REFUSED

[SINGLE] [RESIDENTS ONLY]

Q30. Including yourself, how many people live in this household?

1.	OPEN ENDED (INPUT NUMBER)
2.	CANT SAY
3.	REFUSED

[SINGLE]

Q31. Do you identify as Aboriginal or Torres Strait Islander?

1.	Yes	On a scale from 0 to 10, where 0 is strongly disagree and 10 is strongly agree, how much do you agree or disagree that council is inclusive and has a strong relationship with their indigenous community
2.	No	
3.	REFUSED	

ALL

That's the end of the survey. On behalf of the City of Palmerston and Kantar, thank you so much for your time, it has been greatly appreciated!

As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.

If you have any queries about the Market Research Industry as a whole, you can call the Market and Social Research Society's Survey Line on 1300 364 830.

Log of changes

Date	Change	Who
1/08/2022	Updated gender question wording and codeframe	CoP
2/08/2022	Updated survey length to 20 minutes in the intro	KP
2/08/2022	Updated contact details in the intro	KP
2/08/2022	Updated Palmerston City Council to City of Palmerston throughout	KP
2/08/2022	Added new sustainability question – Q34	CoP
2/08/2022	Updated question numbering	KP
3/08/2022	Added intro wording before Q10a	KP

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8

9

Thank you



Naomi Downer

Naomi.downer@veriangroup.com



Katelyn Kemp

Katelyn.kemp@veriangroup.com



Powering decisions
that shape the world.



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14 INFORMATION AND CORRESPONDENCE

14.1 Information

14.2 Correspondence

14.2.1 Inquiry into Local Government Councils Entitlements 2024

THAT correspondence dated 6 September 2024 received from Michael Martin OAM, Chair, Northern Territory Remuneration Tribunal entitled Inquiry into Local Government Councils Entitlements 2024 be received and noted.



NORTHERN TERRITORY OF AUSTRALIA

REMUNERATION TRIBUNAL

GPO BOX 4396
DARWIN NT 0801

Telephone: (08) 8999 6539

Ms Athina Pascoe-Bell
Mayor
City of Palmerston
PO BOX 1
PALMERSTON NT 0831

Via email: Mayor@palmerston.nt.gov.au

Dear Ms Pascoe-Bell,

As you may be aware, the Remuneration Tribunal has commenced its inquiry on Local Government Council and Local Authority members' allowances 2024 pursuant to sections 7B(1) and 7E(1) of the *Assembly Members and Statutory Officers (Remuneration and Other Entitlements) Act 2006* with Councils. As part of these meetings, the Remuneration Tribunal is seeking advice on matters including, among other things:

- meetings involving Council members with local authorities, and funding provided to local authorities;
- the capacity for the council to pay an increase in allowances if the Remuneration Tribunal recommends increasing allowances;
- the workload undertaken by council at both its regular meetings and other meetings, including the frequency of meetings; and
- Examples that show that the travel allowances to attend Council meetings is not adequate.

The Remuneration Tribunal is accepting written submissions from Councils for the inquiry by 12 October 2024. These submissions should address the above questions as well as any other issue that your Councils would like to raise.

There may be unique circumstances relating to your Council which you may wish to advise the Remuneration Tribunal.

Individual Councillors may also consider their own submission.



NORTHERN TERRITORY OF AUSTRALIA

REMUNERATION TRIBUNAL

While the Remuneration Tribunal would like to meet with Councils personally, this is not proving practicable at this stage, but a number of video conference calls have been effective.

It would be appreciated if you could place this letter on the Council's agenda for its next meeting

Councils should contact the Remuneration Tribunal's Secretariat on 8999 6539 or via email NTRemunerationTribunal@nt.gov.au for any further queries or to arrange meetings with the Remuneration Tribunal

Yours sincerely

A handwritten signature in black ink, appearing to read 'Michael Martin'.

MICHAEL MARTIN OAM
Chair
Northern Territory Remuneration Tribunal

6 September 2024

A Place for People

15 REPORT OF DELEGATES

16 QUESTIONS BY MEMBERS

17 GENERAL BUSINESS

18 NEXT ORDINARY COUNCIL MEETING

THAT the next Ordinary Meeting of Council be held on Tuesday, 1 October 2024 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

19 CLOSURE OF MEETING TO PUBLIC

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

20 ADJOURNMENT OF MEETING AND MEDIA LIAISON



MINUTES

1st Ordinary Council Meeting Tuesday 3 September 2024

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

Council business papers can be viewed on the City of Palmerston website www.palmerston.nt.gov.au

'A Place for People'



A Place for People

COUNCIL MINUTES

Minutes of Council Meeting
held in Council Chambers
Civic Plaza, 1 Chung Wah Terrace, Palmerston
on Tuesday 3 September 2024 at 5:30pm.

PRESENT

ELECTED MEMBERS

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

STAFF

Chief Executive Officer, Luccio Cercarelli
Deputy Chief Executive Officer, Amelia Vellar
Acting General Manager Infrastructure, Katie O'Neill
Acting General Manager Finance and Governance, Emma Blight
General Manager Community, Konrad Seidl
Minute Secretary, Kate Roberts

GALLERY

Two members of staff

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 3 SEPTEMBER 2024

11434



A Place for People

COUNCIL MINUTES

1 ACKNOWLEDGEMENT OF COUNTRY

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

2 OPENING OF MEETING

The Chair declared the meeting open at 5.31pm.

3 APOLOGIES AND LEAVE OF ABSENCE

3.1 Apologies

Nil

3.2 Leave of Absence Previously Granted

Nil

3.3 Leave of Absence Request

Moved: Councillor Garden

Seconded: Councillor Henderson

1. THAT the leave of absence received from Mayor Pascoe-Bell for 23 September 2024 to 27 September 2024 inclusive be received and noted.
2. THAT the leave of absence received from Mayor Pascoe-Bell for 7 October 2024 to 8 October 2024 inclusive be received and noted.
3. THAT the leave of absence received from Councillor Hale for 27 August 2024 to 31 August 2024 inclusive be received and noted.
4. THAT the leave of absence received from Councillor Hale for 9 September 2024 to 11 September 2024 inclusive be received and noted.
5. THAT the leave of absence received from Councillor Hale for 26 September 2024 to 30 September 2024 inclusive be received and noted.

CARRIED 10/1495 - 3/09/2024

4 REQUEST FOR AUDIO/AUDIOVISUAL CONFERENCING

Nil

5 DECLARATION OF INTEREST

5.1 Elected Members

Nil

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 3 SEPTEMBER 2024

11435



A Place for People

COUNCIL MINUTES

5.2 Staff

Nil

6 CONFIRMATION OF MINUTES

6.1 Confirmation of Minutes

Moved: Deputy Mayor Fraser

Seconded: Councillor Morrison

THAT the Minutes of the Council Meeting held on 20 August 2024 pages 11421 to 11429 be confirmed.

CARRIED 10/1496 - 3/09/2024

6.2 Business Arising from Previous Meeting

Nil

7 MAYORAL REPORT

Nil

8 DEPUTATIONS AND PRESENTATIONS

Nil

9 PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS)

Nil

10 CONFIDENTIAL ITEMS

10.1 Moving Confidential Items into Open

Nil

10.2 Moving Open Items into Confidential

Nil

Initials: _____

MINUTES ORDINARY COUNCIL MEETING - 3 SEPTEMBER 2024

11436



A Place for People

COUNCIL MINUTES

10.3 Confidential Items

Moved: Councillor Morrison
Seconded: Deputy Mayor Fraser

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

Item	Confidential Category	Confidential Clause
25.1.1	Council Committee Recommendations	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(i) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to cause commercial prejudice to, or confer an unfair commercial advantage on, any person.
25.2.1	Contract and Tender Assessment and Award	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(i) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to cause commercial prejudice to, or confer an unfair commercial advantage on, any person. This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.
26.2.1	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the <i>Local Government Act 2019</i> and section 51(1)(c)(iv) of the <i>Local Government (General) Regulations 2021</i> , which states a council may close to the public only so much of its meeting as comprises the receipt or discussion of, or a motion or both relating to, information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.

CARRIED 10/1497 - 3/09/2024

11 PETITIONS

Nil

Initials: _____

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12 NOTICES OF MOTION

Nil

13 OFFICER REPORTS

13.1 Action Reports

13.1.1 Risk Management and Audit Committee Open Minutes - 27 August 2024

Moved: Councillor Garden
Seconded: Councillor Eveleigh

1. THAT Report entitled Risk Management and Audit Committee Open Minutes - 27 August 2024 be received and noted.
2. THAT the unconfirmed Risk Management and Audit Committee minutes provided at **Attachment 13.1.1.1** to Report entitled Risk Management and Audit Committee Open Minutes - 27 August 2024 be received and noted.
3. THAT the Risk Management and Audit Committee recommends to Council:
 - a. THAT Council notes there are no changes to the existing policy, other than minor administrative changes and that a report will be provided to Council to adopt the revised Asset Management Policy.

CARRIED 10/1498 – 3/09/2024

13.1.2 By-Laws Review

Moved: Deputy Mayor Fraser
Seconded: Councillor Henderson

1. THAT Report entitled By-Laws Review be received and noted.
2. THAT Council endorse the priority review schedule as follows to commence in 2024:
 - a. Priority One - Palmerston (Procedures for Meetings) By-Laws 2003
 - b. Priority Two - Palmerston (Public Places) By-Laws 2001
 - c. Priority Three - Palmerston (Charges) By-Laws 1994
 - d. Priority Four - Palmerston (Signs, Hoardings and Advertising) By-Laws 1999

CARRIED 10/1499 – 3/09/2024

13.1.3 Change to Order of Business and Minutes Voting Format

Moved: Councillor Eveleigh
Seconded: Deputy Mayor Fraser

1. THAT Report entitled Change to Order of Business and Minutes Voting Format be received and noted.
2. THAT Council amend the Order of Business for Council Meetings as per **Attachment 13.1.3.2** to Report entitled Change to Order of Business and Minutes Voting Format and that the intent of these changes be reflected in all Committee Meeting Agendas

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and Minutes, with this change taking effect no later than the 1st Ordinary Meeting in October 2024.

3. THAT Council amend the Minutes voting format for Council Meetings as displayed in **Attachment 13.1.3.4** to Report entitled Change to Order of Business and Minutes Voting Format and that the intent of these changes be reflected in all Committee Meeting Minutes, with this change taking effect no later than the 1st Ordinary Meeting in October 2024.

CARRIED 10/1500 – 3/09/2024

13.2 Receive and Note Reports

13.2.1 Sustainability Strategy Update

Moved: Councillor Morrison
Seconded: Councillor Henderson

THAT Report entitled Sustainability Strategy Update be received and noted.

CARRIED 10/1501 – 3/09/2024

13.2.2 Palmerston Street Art Festival

Moved: Deputy Mayor Fraser
Seconded: Councillor Giesecke

THAT Report entitled Palmerston Street Art Festival be received and noted.

CARRIED 10/1502 – 3/09/2024

14 INFORMATION AND CORRESPONDENCE

14.1 Information

Nil

14.2 Correspondence

Moved: Councillor Giesecke
Seconded: Councillor Garden

THAT the tabled Correspondence date 27 August 2024 entitled Reinstatement Request - Councillor Eveleigh be received and noted.

CARRIED 10/1503 – 3/09/2024

Initials: _____



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15 REPORT OF DELEGATES

Moved: Councillor Giesecke
Seconded: Deputy Mayor Fraser

THAT the verbal report received by Councillor Giesecke regarding Tourism Top End Meeting be received and noted.

CARRIED 10/1504 – 3/09/2024

16 QUESTIONS BY MEMBERS

Moved: Councillor Garden
Seconded: Councillor Morrison

1. THAT the question asked by Councillor Henderson regarding Locations for Microchipping of Pets, and the response provided by the Chief Executive Officer be received and noted.
2. THAT the question asked by Councillor Hale regarding Replacement of Traffic Signage, and the response provided by the Chief Executive Officer be received and noted.
3. THAT the question asked by Councillor Giesecke regarding Watering of Trees and Shrubs, and the response provided by the Acting General Manager Infrastructure be received and noted.

CARRIED 10/1505 – 3/09/2024

17 GENERAL BUSINESS

Nil

18 NEXT ORDINARY COUNCIL MEETING

Moved: Councillor Morrison
Seconded: Councillor Hale

THAT the next Ordinary Meeting of Council be held on Tuesday, 17 September 2024 at 5:30pm in the Durack Community Arts Centre, 33 Packard Avenue Durack.

CARRIED 10/1506 – 3/09/2024

19 CLOSURE OF MEETING TO PUBLIC

Moved: Deputy Mayor Fraser
Seconded: Councillor Henderson

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

CARRIED 10/1507 – 3/09/2024

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20 ADJOURNMENT OF MEETING AND MEDIA LIAISON

Nil

The open section of the meeting closed at 5.55pm for the discussion of confidential matters.

The Chair declared the meeting closed at 6.22pm.

Chair

Print Name

Date

Initials:

MINUTES ORDINARY COUNCIL MEETING - 3 SEPTEMBER 2024

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