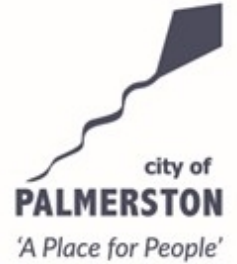


AGENDA



1st ORDINARY COUNCIL MEETING

TUESDAY 2 JUNE 2026

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

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

A handwritten signature in black ink, appearing to read "A Walsh", is positioned above a horizontal line.

ANDREW WALSH
CHIEF EXECUTIVE OFFICER



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1 ACKNOWLEDGEMENT OF COUNTRY

2 OPENING OF MEETING

3 APOLOGIES

4 DECLARATION OF INTEREST

4.1 Elected members

4.2 Staff

5 CONFIRMATION OF MINUTES

5.1 Confirmation of minutes

THAT the Minutes of the Council Meeting held on 19 May 2026 pages 12146 to 12156 be confirmed.

5.2 Business arising from previous meeting

6 MAYORAL REPORT

7 DEPUTATIONS AND PRESENTATIONS

8 PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS)

9 CONFIDENTIAL ITEMS

9.1 Moving confidential items into open

9.2 Moving open items into confidential

9.3 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
26.1.1	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the Local Government Act 2019 and section 51(1)(c)(iv) of the Local Government (General) Regulations 2021, 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.
26.1.2	Council Performance, Service Delivery and Budget Review	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the Local Government Act 2019 and section 51(1)(c)(iv) of the Local Government (General) Regulations 2021, 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.

10 PETITIONS

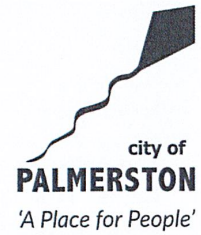


11 NOTICES OF MOTION

11.1 Recognition of Former Mayor Annette Burke

1. THAT the Notice of Motion received from Councillor Morrison, entitled 11.1 Recognition of Former Mayor Annette Burke be received and noted.
2. THAT Council acknowledges the significant contribution of former Mayor Annette Burke to the City of Palmerston and the local community.
3. THAT Council requests the Chief Executive Officer to investigate and report back to Council on appropriate options to recognise and honour former Mayor Annette Burke, including (but not limited to) the future naming of a park, open space or Council facility.

NOTICE OF MOTION



FOR USE BY ELECTED MEMBERS

Note: Notices of Motion must be received by the Chief Executive Officer 5 clear days prior to the meeting at which the motion is to be moved.

COUNCIL MEETING DATE	Tuesday, 2 June 2026
ELECTED MEMBER	Councillor Lucy Morrison
SUBJECT	Recognition of Former Mayor Annette Burke

CONFIDENTIAL

Confidential: Yes No

If you selected yes to this being Confidential, please select the relevant Clause: N/A

COMMUNITY PLAN

This Notice of Motion relates to the following aspects of the Community Plan:

<input checked="" type="checkbox"/>	Family and community	<input type="checkbox"/>	Vibrant Economy
<input type="checkbox"/>	Cultural Diversity	<input type="checkbox"/>	Future Focused
<input type="checkbox"/>	Environmental Sustainability	<input checked="" type="checkbox"/>	Governance

BACKGROUND

Former Palmerston Mayor Annette Burke made a significant and well-recognised contribution to the City of Palmerston and its community through her leadership and service.

Ms Burke held the position of mayor for 10 years- the longest to serve in that role to date.

During this time, she founded and chaired many committees and boards, including Adopt-a Park, the Seniors' Advisory Group, Crime Prevention, Safe Communities and City Image.

There is strong community respect for her legacy and a desire to acknowledge this contribution in a meaningful and lasting way. This Notice of Motion seeks to explore appropriate options to formally recognise her service through officially naming a Council facility or park.

OBJECTIVE

The objective of this Notice of Motion is to honour the contribution of former Mayor Annette Burke. This aligns with Council's commitment to community recognition, civic pride, and good governance by ensuring contributions of significant local leaders are acknowledged in a consistent and respectful manner.

NOTICE OF MOTION

1. THAT Council acknowledges the significant contribution of former Mayor Annette Burke to the City of Palmerston and the local community; and
2. THAT Council requests the Chief Executive Officer to investigate and report back to Council on appropriate options to recognise and honour former Mayor Annette Burke, including (but not limited to) the future naming of a park, open space or Council facility.

SIGNATURE



Signature

LUCY MORRISON

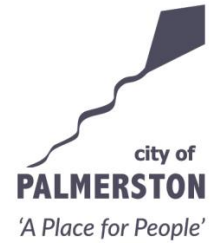
Print Name

28/05/2026

Date

Forms are to be submitted to ceo@palmerston.nt.gov.au. Administrative support is available by contacting the Executive Support Officer (08 8935 9969).

NOTICE OF MOTION – FORM B



FOR USE BY OFFICERS - ADMINISTRATION REVIEW

This section provides impartial advice from officers to support informed decision-making. It outlines relevant facts and data, contextual background (including previous decisions, policies, and any legislative or by-Law considerations), and any historical information related to the Notice of Motion. It also outlines the practical implications and next steps should the motion be carried, such as the preparation and timing of a subsequent Council report.

CONSIDERATION	ADMINISTRATIVE COMMENT	COST ESTIMATE
Strategy Alignment	Governance It is important that Council recognises and celebrates significant community leaders to demonstrate that the community is valued and to acknowledge their service and contributions.	\$0
Public consultation requirements	NA	\$0
External consultant advice	NA	\$0
Legal advice / litigation	NA	\$0
Impacts to existing projects	NA	\$0
Alternate option/s if relevant	NA	\$0
Impact to FTE	NA	\$0



CONSIDERATION	ADMINISTRATIVE COMMENT	COST ESTIMATE
Risk considerations and alignment to Risk Appetite	<p>The Place Names Committee approves official place names in the NT. They usually only consider naming a place after someone if the person has been deceased for at least 12 months.</p> <p>The Committee checks the person's background, including their contribution to the community, their reputation and any criminal history.</p> <p>This process helps make sure the name is appropriate and avoids future issues. Overall, the risk is low if the application meets the requirements.</p> <p>Not proceeding with the Notice of Motion may reduce community confidence in recognising and celebrating a person who served the community.</p>	-
Budget considerations	Funded from current operational budget.	-
Capital investment	<p>Sign installed in the designated park</p> <p>Other options can be explored based on instruction by Council</p>	Up to \$5,000 plus additional funds for an opening event if required.
Officer time preparing the report requested in this motion	4 hours preparing the application	\$500

RESOURCING IMPLICATIONS	
Officer time receiving and preparing this Administration Comment	-
Total Officer time	4 hours
Total Estimate Budget	\$5,500



12 OFFICER REPORTS

COUNCIL REPORT

1st Ordinary Council Meeting

Agenda Item:	12.1.1
Report Title:	Council Policy Review - Rating
Meeting Date:	Tuesday 2 June 2026
Author:	Acting General Manager Finance and Governance, Penny Hart
Approver:	Acting General Manager Finance and Governance, Penny Hart

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 amended Rating Policy.

Key messages

- Council's Rating Policy provides the framework for the principles of rating within the Palmerston municipality and the rating methodology that is applied.
- The policy commenced on 21 June 2022 and is due for review in Quarter 2, 2026.
- Minor amendments are proposed to align language used in the main clauses related to general and special rates.
- A new definition of 'category' has been included to make it clear that they are based on land use zoning as per the Northern Territory Planning Scheme.
- Grammatical and administrative amendments have been made to the policy to improve its clarity and consistency.
- This report recommends that the amended policy is endorsed.

Recommendation

1. THAT Report entitled Council Policy Review - Rating be received and noted.
2. THAT Council endorse the amended Rating Policy at **Attachment 12.1.1.3** to Report entitled Council Policy Review - Rating.

Background

In 2019, Council's Community Reference Group on Rates Strategy determined that the rating system and methodology utilised at City of Palmerston should follow the principles of administrative simplicity, economic efficiency and equity. The methodologies are easy to apply, understand and comply with. They make it difficult to avoid paying rates while being practical and cost-effective to administer. The rating methodology and rate mix consider and account for impacts of the rate burden between the differential categories and whether these will have a significant negative effect on economic behaviour.

The Rating Policy at **Attachment 12.1.1.1** establishes the framework for the principles of rating and the methodology applied by Council when levying rates within the municipality. The policy is intended to ensure that rates are levied in a consistent, transparent and equitable manner, while balancing financial sustainability with social considerations.

The Rating Policy was adopted by Council on 21 June 2022 and is due for review in Quarter 2, 2026.

Discussion

No material changes have been made to the methodologies for levying general rates, applying differential minimum charges, or imposing special rates contained in the Rating Policy, and there is no anticipated impact on current rating outcomes.

The amended policy provides greater context for the principles of rating by explicitly noting that they are informed by outcomes of Council's Community Reference Group on the Rates Strategy undertaken in 2019. This addition reinforces the policy's foundation in community engagement and demonstrates continuity between strategic consultation outcomes and Council's current rating framework.

The policy is considered still fit for purpose. The principles and methodologies underpinning the policy, including use of unimproved capital value, differential rating categories, minimum charges and special rates, remain appropriate, compliant and aligned with accepted local government rating practice. These elements continue to support Council's ability to raise revenue equitably and sustainably.

A new definition of 'category' has been included to make it clear that they are based on land use zoning as per the Northern Territory Planning Scheme. Minor grammatical and administration changes have been made throughout to improve readability and consistency with Council's contemporary policy template. These include clearer headings, standardised terminology and updated policy details fields to support governance, review and record-keeping processes.

The track changes version of the policy is presented at **Attachment 12.1.1.2**.

Recommendation

In summary, while minor updates were warranted to improve clarity and alignment, the fundamental policy settings remain appropriate, effective and compliant.

It is recommended that Council endorse the amended policy at **Attachment 12.1.1.3**.

Consultation and marketing

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

- Executive Leadership Team.
- Executive Manager Financial Performance.
- Finance & Rates Supervisor.

As no significant changes are proposed to the policy, community or other consultation has been identified.

Policy implications

This policy review is being undertaken in accordance with the adopted 11th Council Policy Review Schedule, which lists the Rating Policy in Quarter 2, 2026.

The amended policy will replace the existing version and become effective from the date of adoption.

This policy will be reviewed in response to any legislative or operational changes. In the absence of such changes, a scheduled review will occur within the first 12 months of the next Council term.

Budget and resource implications

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

Risk, legal and legislative implications

Retaining the current policy approach avoids unintended financial or equity impacts on ratepayers. There is no evidence that the policy, as amended, constrains Council's financial capacity or creates compliance or operational risks.

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:

- [Long Term Financial Plan](#)

Council officer conflict of interest declaration

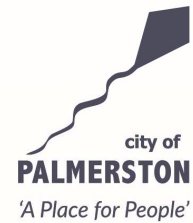
I the author and approving officer declare that I do not have a conflict of interest in relation to this matter.



Attachments

1. Current policy [12.1.1.1 - 3 pages]
2. Track changes [12.1.1.2 - 3 pages]
3. Amended policy [12.1.1.3 - 3 pages]

RATING POLICY



COUNCIL POLICY

PURPOSE

To provide a framework for the principles of rating and the rating methodology that is to be applied when levying rates within the Palmerston Municipality.

PRINCIPLES

City of Palmerston is committed to levying rates in a consistent, transparent and equitable manner, while ensuring that both financial and social considerations have been considered when determining the most appropriate rate mix.

DEFINITIONS

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

TERM	DEFINITION
Differential Rating	The application of applying different rating thresholds to different categories of property within the Municipality that share similar characteristics such as zoning or locality.
Unimproved Capital Value (UCV).	The dollar value of an allotment of land without any capital improvements as determined by an independent process by the Valuer General of the Northern Territory Government.
Rate Mix	The split of the total rate burden applied to the various differential rating categories.
General Rates	Rates that are levied by City of Palmerston to help fund the delivery of services and maintain appropriate infrastructure within the Municipality. These rates are levied on all rateable land.
Special Rates	A rate that is levied for a particular purpose. These rates may be levied on certain allotments who will benefit from this purpose or to the general ratepayer base if it is determined the purpose benefits all allotments.

TERM	DEFINITION
Economic Behaviour	The way people spend money or how businesses operate. This includes purchasing property within particular areas within Palmerston, whether to and where to invest in Palmerston and operating businesses within Palmerston.

POLICY STATEMENT

1. Principles of Rating

- 1.1. City of Palmerston will levy its rates in accordance with the following principles from outcomes from the Council's Community Reference Group on Rates Strategy:

Administrative Simplicity

- 1.2. The rating system and methodology utilised at City of Palmerston should be easy to apply, understand and comply with. It must ensure that the methodology used makes it difficult to avoid paying rates and that it is practical and cost effective to administer.

Economic Efficiency

- 1.3. The rating methodology and rate mix must consider and account for whether the impact of the rate burden between the differential categories will have a significant negative effect on economic behaviour.

Equity

- 1.4. The rating methodology and rate mix must be considered fair and equitable. It must consider the benefits received by the ratepayer as well as the ratepayer's capacity to pay.

2. Methodology of Levying General Rates

- 2.1. City of Palmerston will employ the following methodologies when levying general rates:
- 2.2. Adopt the unimproved capital value method as the basis for determining the assessed value of allotments within the Municipality.
- 2.3. Apply differential rates to various categories of allotments within the Municipality based on zoning and/or location.
- 2.4. Apply a differential minimum charge to each differential rate to ensure each allotment at least contributes a set amount.
- 2.5. Differential minimum charge may be applied to each separate part or unit of an allotment that are adapted for separate occupation or use.

3. Levying of Special Rates

- 3.1. City of Palmerston will undertake the following actions in relation to levying special rates:

- 3.2. May levy a special rate to fund a particular purpose.
- 3.3. The beneficiaries of this purpose are to be identified and the special rate is only levied against those properties or properties in the area. If it is identified that the Municipality benefits, the rate may be levied to all rateable properties.
- 3.4. Before levying a special rate, public consultation in accordance with the requirements of section 238 of the Government Act 2019 Act, must be undertaken and the opportunity for feedback provided to all ratepayers affected.
- 3.5. The basis of applying a special rate may vary depending on the purpose of the special rate but must still reflect the principles of rating.
- 3.6. Monies raised from a special rate cannot be spent on any other purpose than the original intent of the special rate.

ASSOCIATED DOCUMENTS

- Council Policy – Rate Concession
- City of Palmerston Declaration of Rates and Charges

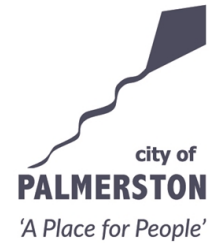
REFERENCES AND RELATED LEGISLATION

- *Local Government Act 2019 (NT)*

POLICY DETAILS

OWNER	CEO	RESPONSIBLE OFFICER	General Manager Finance and Governance
APPROVAL DATE	21 June 2022	NEXT REVIEW DUE	30 June 2023
RECORDS NUMBER	505308	COUNCIL DECISION	10/406

RATING POLICY



COUNCIL POLICY

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DEFINITIONS

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

TERM	DEFINITION
<u>Category</u>	<u>Defined by land use zoning as per the Northern Territory Planning Scheme, for example R (Residential), GI (General Industry), FD (Future Development) et cetera.</u>
Differential Rating	The application of applying different rating thresholds to different categories of property within the <u>Palmerston</u> Municipality that share similar characteristics such as zoning or locality.
Economic Behaviour	The way people spend money or how businesses operate. This includes purchasing property within particular areas within Palmerston, whether to and where to invest in Palmerston and operating businesses within Palmerston.
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TERM	DEFINITION
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 - 1.1.2. Economic efficiency - The rating methodology and rate mix must consider and account for whether the impact of the rate burden between the differential categories will have a significant negative effect on economic behaviour.
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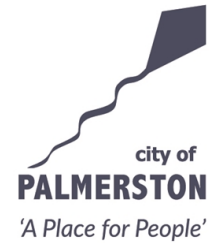
REFERENCES AND RELATED LEGISLATION

- [Local Government Act 2019 \(NT\)](#)
- [Local Government \(General\) Regulations 2021 \(NT\)](#)

POLICY DETAILS

OWNER	CEO	RESPONSIBLE OFFICER	General Manager Finance and Governance
APPROVAL DATE	[Approval Date]	NEXT REVIEW DUE	[Next Review Due]
RECORDS NUMBER	505308	COUNCIL DECISION	[Council Decision]

RATING POLICY



COUNCIL POLICY

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 - 1.1.3. Equity - The rating methodology and rate mix must be considered fair and equitable. It must consider the benefits received by the ratepayer as well as the ratepayer's capacity to pay.

2. Levying general rates

- 2.1. City of Palmerston will employ the following methodologies when levying general rates:
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 - 2.1.2. Apply differential rates to various categories of allotments within the Municipality based on zoning and/or location.
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 - 3.1.3. Before levying a special rate, public consultation in accordance with the requirements of section 238 of the *Local Government Act 2019* (NT), must be undertaken and the opportunity for feedback provided to all ratepayers affected.
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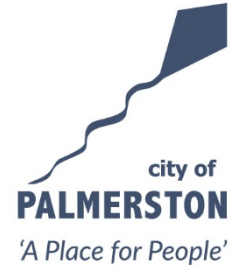
REFERENCES AND RELATED LEGISLATION

- *Local Government Act 2019* (NT)
- *Local Government (General) Regulations 2021* (NT)

POLICY DETAILS

OWNER	CEO	RESPONSIBLE OFFICER	General Manager Finance and Governance
APPROVAL DATE	[Approval Date]	NEXT REVIEW DUE	[Next Review Due]
RECORDS NUMBER	505308	COUNCIL DECISION	[Council Decision]

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.1.2
Report Title:	Council Policy Review - Lighting up Palmerston
Meeting Date:	Tuesday 2 June 2026
Author:	Community Services Manager, Laura Hardman
Approver:	General Manager Community, Konrad Seidl

Community plan

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

Purpose

This Report seeks Council endorsement of the updated Lighting up Palmerston Policy.

Key messages

- The policy outlines how Council will process requests for illumination of Council infrastructure.
- Palmerston Water Tower, Palmerston Recreation Centre, Memorial Park, Frances Drive Light Pole and Palmerston Library can all be lit as part of Lighting up Palmerston.
- The policy was endorsed on 7 February 2023; the review of this policy has been brought forward to make changes to approval delegation.
- Wording and formatting amendments have been undertaken to improve the policy's clarity, readability, and consistency.

Recommendation

1. THAT Report entitled Council Policy Review - Lighting up Palmerston be received and noted.
2. THAT Council endorse the amended Lighting up Palmerston Policy at **Attachment 12.1.2.3.**

Background

This policy provides a framework for considering and approving requests to illuminate City of Palmerston infrastructure assets in support of recognised events, causes, or community awareness initiatives.

Lighting activations will support recognised events, awareness campaigns, and causes of local, national, or international significance that provide a clear community benefit, while also enhancing the vibrancy, identity, and night-time appeal of the CBD. All requests will be assessed consistently in accordance with this policy to ensure lighting is used appropriately and does not support commercial, political, or private interests.

Discussion

Proposed Amendments

The name of the Policy has been changed to Light up Palmerston rather than Lighting up Palmerston. The wording aligns better with activation and place-making.

The principles have been updated and reworded to more clearly outline the intent and purpose of the program.

The definitions of Elected Members and Conditions have been removed as they are no longer referenced in the policy.

The original principles have been moved to form the first paragraph of the policy to statement.

Principles numbered 1.1 and 1.2 have been reworded for clarification. The principle numbered 1.5 has been merged with 1.8.

The requirement of the letter from the Returned and Services League of Australia (RSL) has been removed as the RSL has requested they no longer wish to approve these requests.

Applications will be assessed and approved by the Community Services Manager. Applications considered complex, high-risk or outside the scope of this Policy will be referred to a General Manager for further consideration.

This delegation has been moved from the CEO and Mayor to operational management to better reflect the volume and operational nature of applications received. 33 applications have been approved year to date, the majority have been routine and low risk.

Year to date, four (4) applications were unable to be accommodated due to the dates being already booked and one (1) application was declined due to its political nature.

Delegating approval authority to operational management will streamline administrative processes, reduce approval timeframes and improve customer service.

Consultation and marketing

In preparing this Report, the following external parties were consulted:

- Returned and Services League of Australia (RSL).

Policy implications

The amended policy will replace the existing version of this policy and become effective from the date of adoption. The policy will be reviewed in response to any legislative or operational changes. In the absence of any such changes, a scheduled review will occur within the first 12 months of the next Council term.

Budget and resource implications

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

Risk, legal and legislative implications

This Report addresses the following City of Palmerston Strategic Risks:

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

Strategies, framework and plans implications

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

- [Inclusive, Diverse and Accessible Policy Framework](#)

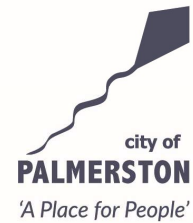
Council officer conflict of interest declaration

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

Attachments

1. Lighting Up Palmerston Policy- Current [12.1.2.1 - 2 pages]
2. Lighting Up Palmerston Policy - Tracked Changes [12.1.2.2 - 3 pages]
3. Light Up Palmerston Policy - Clean [12.1.2.3 - 2 pages]

LIGHTING UP PALMERSTON



COUNCIL POLICY

PURPOSE

The purpose of this policy is to enable requests for lighting be activated on City of Palmerston's infrastructure assets to highlight a special event or cause.

PRINCIPLES

City of Palmerston has the ability to light up infrastructure at night to create vibrancy in our CBD as well as highlight special events and causes in our community.

This Policy applies to City of Palmerston's current infrastructure at the time of endorsement by Council, as well as any new Council facilities into the future.

DEFINITIONS

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

TERM	DEFINITION
Elected Members	All Elected officials including the Mayor
Eligibility criteria	The standards by which the applicant must meet in order to be eligible
Conditions	The conditions that apply to all applications received

POLICY STATEMENT

1. Eligibility criteria

- 1.1. Lighting of Council assets will only be considered in honour of significant local and regional events, historic events, and extraordinary events/occurrences of City, Territory, and National or International significance.
- 1.2. Lighting will not be considered for commercial entities, to promote a political party or campaign or personal occasions.
- 1.3. Requests for illumination to commemorate or honour an individual will not be eligible and would only be permitted by exception.

- 1.4. Any annual events must be applied for and assessed each year; there will not be automatic renewals.
- 1.5. Requests will be subject to availability and responded to on a first-come, first -served basis.
- 1.6. Requests for illumination in Memorial Park, Palmerston must also be approved by the Palmerston RSL Sub-Branch.
- 1.7. Duration would typically be for a day, lasting up to a week if applicable.
- 1.8. The event or awareness campaign must have a community benefit that aligns with outcomes in the Community Plan.
- 1.9. To be eligible for consideration as a not-for-profit organisation, the organisation must provide a Registered Charity or Not-For-Profit Certificate from an Australian government charity and not-for-profit register, or the equivalent overseas register/body. Priority will be given to local organisations and events. Should there be conflicting dates with two or more applications, a decision will be made at the discretion of the Chief Executive and the Mayor.
- 1.10. Applications will not be considered for individuals for their own purposes.

2. Responsibilities of the Chief Executive Officer

- 2.1. All requests that meet the above criteria are at the discretion of the Chief Executive Officer and the Mayor.
- 2.2. Where a request is received which does not comply with the criteria outlined above and is deemed to have merit by the Chief Executive Officer and the Mayor, the request will be referred, with recommendation to Council for consideration and determination.

ASSOCIATED DOCUMENTS

- Terms and Conditions apply and are available on Council's website.

REFERENCES AND RELATED LEGISLATION

- Community Plan

POLICY DETAILS

OWNER	Chief Executive Officer	RESPONSIBLE OFFICER	General Manager Community
APPROVAL DATE	7 February 2023	NEXT REVIEW DUE	9 February 2027
RECORDS NUMBER	527802	COUNCIL DECISION	10/687

~~LIGHTING UP PALMERSTON~~ ~~LIGHT UP PALMERSTON~~



PALMERSTON

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~~Lighting of Council infrastructure will be used to enhance the vibrancy, identity, and night-time appeal of the CBD and surrounding public spaces.~~

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- ~~1.9.1.8.~~ Applications will be processed in order of receipt. Where conflicts occur for the same date or booking request, priority will be given to the applicant who submitted their application first.
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REFERENCES AND RELATED LEGISLATION

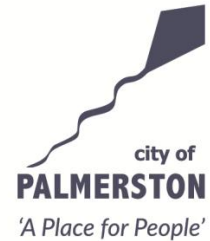
- Community Plan

POLICY DETAILS

OWNER	Chief Executive Officer	RESPONSIBLE OFFICER	General Manager Community
APPROVAL DATE	7 February 2023 June 2026	NEXT REVIEW DUE	9 February 2027 February 2030
RECORDS NUMBER	527802	COUNCIL DECISION	10/687



LIGHT UP PALMERSTON



COUNCIL POLICY

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Lighting activations will support initiatives that provide a clear benefit to the community, including recognised events, awareness campaigns, and causes of local, national, or international significance.

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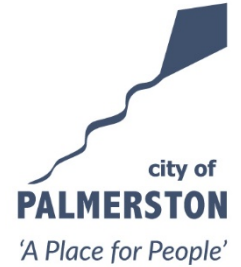
REFERENCES AND RELATED LEGISLATION

- Community Plan

POLICY DETAILS

OWNER	Chief Executive Officer	RESPONSIBLE OFFICER	General Manager Community
APPROVAL DATE	2 June 2026	NEXT REVIEW DUE	9 February 2030
RECORDS NUMBER	[Records Number]	COUNCIL DECISION	[Council Decision]

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.1.3
Report Title:	Community Funding Program - Precious Plastic Palmerston
Meeting Date:	Tuesday 2 June 2026
Author:	Community Services Manager, Laura Hardman
Approver:	General Manager Community, Konrad Seidl

Community plan

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

Purpose

This report seeks a Council decision regarding an Environmental Initiatives funding application submitted by Precious Plastic Palmerston through the Community Funding Program.

Key messages

- Council supports initiatives that benefit the Palmerston community through the Community Funding Program.
- Precious Plastic Palmerston has applied for an Environmental Initiatives grant at a cost of \$2,975 to establish a community plastic recycling workstation in Palmerston.
- The proposed initiative aims to divert plastic waste from landfill and deliver community workshops and school-based sustainability education activities.
- The program aligns with City of Palmerston Community Plan outcomes of Environmental Sustainability.
- \$89,044 remains in the Community Funding Program grant budget for the 2025/26 financial year, including \$9,000 for Environmental Initiatives.

Recommendation

1. THAT Report entitled Community Funding Program - Precious Plastic Palmerston be received and noted.

2. THAT Council endorse Option One (1) – Full funding at a cost of \$2,975 to support Precious Plastic Palmerston establish a community plastic micro-recycling workstation in Palmerston through the Community Funding Program.

Background

The Community Funding Program (CFP) is City of Palmerston's grant funding initiative that supports individuals, groups, and organisations in delivering programs and projects that provide positive outcomes for the Palmerston community and align with Council's vision as A Place for People.

The following opportunities are available for eligible applicants:

- Individual and Team Representation Support.
- Community Grants, Environmental Initiatives and Sponsorship.
- Annual School Awards.
- Graffiti Removal Grants.

Precious Plastic Palmerston was established in 2026 by a Palmerston resident after identifying a gap in local recycling opportunities for plastics not typically captured through kerbside recycling systems. Inspired by the global Precious Plastic movement founded in 2013, the applicant states the initiative aims to divert plastic waste from entering landfill by delivering a community-centred recycling capability in Palmerston focused on collecting, sorting, shredding and remanufacturing plastics into reusable products.

The project also aims to combine recycling, education and community participation through the delivery of workshops, school engagement activities and demonstrations showcasing how locally sourced plastics can be transformed into products such as sunglasses, homewares and other reusable items. In addition, the initiative proposes to provide educational resources to assist residents in identifying recyclable plastics and improving understanding of circular economy principles.

Discussion

Precious Plastic Palmerston has applied for an Environmental Initiatives grant at a cost of \$2,975 to establish Palmerston's first community plastic micro-recycling workstation. The application has been submitted under a Sole Proprietorship (sole trader) business structure, and the total project cost is \$5,950, with the applicant contributing 50% and seeking the remaining 50% through the Community Funding Program, in accordance with the Community Funding Program Guidelines.

The proposed initiative focuses on establishing a localised circular economy project that converts plastic waste into reusable products through community participation and education activities. The project includes delivering hands-on workshops, providing school engagement opportunities, and establishing community plastic collection points throughout Palmerston.

While the initiative is currently in its establishment phase and formal community activities have not yet commenced, the applicant has undertaken preliminary work to support project

delivery. This includes launching the project website and collecting and sorting more than 10 kilograms of plastic bottle caps for future recycling activities.

The initiative aligns with the City of Palmerston Sustainability Strategy 2022, particularly actions relating to increasing recycling, improving community understanding of how residents can reduce their environmental footprint, and supporting industry-led innovation in sustainability initiatives within Palmerston through the diversion and repurposing of plastic waste, community workshops, and school engagement activities focused on recycling, sustainability, and circular economy principles.

All required supporting documentation has been submitted and reviewed as part of the assessment process. The applicant has provided quotations, evidence of financial contributions, and proposed evaluation measures. The applicant has proposed measurable outcomes including tracking community workshop attendance, obtaining feedback from participating Palmerston schools, and recording the total weight of plastic waste diverted from landfill during the first 12 months of operation.

The applicant has also indicated they would be willing to present to Council at a future date to provide a progress update on the project, including how the funding has benefited the Palmerston community. The applicant has also proposed delivering recycling and waste-reduction workshops at Council events, such as Brekkie in the Park, to help promote recycling, reduce waste, and improve community understanding of circular economy principles.

Further information is provided at **Attachment 12.1.3.1**.

Option 1

Full Funding - \$2,975 (Recommended)

City of Palmerston approves the full funding amount at a cost of \$2,975 through the Environmental Initiatives category of the Community Funding Program.

This option is recommended as the project demonstrates strong alignment with the Environmental Initiatives funding objectives and the City of Palmerston Sustainability Strategy through sustainability education, waste diversion, recycling awareness and community participation outcomes within Palmerston.

Option 2

No Funding (Not Recommended)

City of Palmerston does not approve the Environmental Initiatives application from Precious Plastic Palmerston.

This option is not recommended as the proposed initiative aligns with Council's environmental sustainability objectives and provides opportunities for community education and engagement relating to recycling and waste reduction within Palmerston.

Consultation and marketing

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

- Community Services Manager.
- Manager of Sustainability.

The applicant was consulted during the preparation of this Report.

Policy implications

- Community Funding Program Policy.
- Community Funding Program Guidelines.

Budget and resource implications

The Community Funding Program has the remaining funds for the 25/26 financial year.

- \$39,044 for Grants, Individual Representation, Graffiti and School Awards.
- \$41,000 for Sponsorship, with \$69,000 committed to multiyear agreements.
- \$9,000 for Environmental Initiatives.

An amount of \$33,000 previously committed through a multi-year Sponsorship agreement has been returned to the Community Funding Program budget following advice from the funding recipient that the sponsored event will no longer be delivered this year.

Risk, legal and legislative implications

This Report addresses the following City of Palmerston Strategic Risks:

- 6. Governance**
Failure to effectively govern.
- 7. Environmental Sustainability**
Failure of Council to clearly articulate, plan for and deliver prudent and responsible environmental ambitions.

Strategies, framework and plans implications

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

- [Palmerston Local Economic Plan](#)
- [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. Community Funding Program Grants environmental initiatives Sponsorship Submission 18 redacted (co [12.1.3.1 - 7 pages])

Community Funding Program - Grants, environmental initiatives & Sponsorship : Submission #18

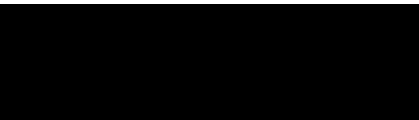
Funding type sought: Environment initiative

Organisation's name Precious Plastic Palmerston

Organisation type Sole Proprietorship

ABN: (if applicable): 66 970 659 782

Details Aldrin Magno
Founder



Provide details of your organisation PreciousPlastic.com.au is a community-led micro-recycling initiative serving the greater Darwin–Palmerston region, founded in 2026 and inspired by the global Precious Plastic movement (preciousplastic.com), an open-source recycling project started by Dave Hakkens in 2013. The global movement empowers local communities to take ownership of their plastic waste using accessible, open-source machines and techniques, creating new value from materials that would otherwise enter landfill or the environment.

Our local chapter was established by Aldrin Magno with the purpose of bringing this grassroots circular-economy model to the Top End, specifically, Palmerston.

Our purpose within Palmerston is threefold:

1. Divert plastic waste from Palmerston households and businesses out of landfill by providing local collection and recycling pathways for materials kerbside services don't currently capture (such as bottle caps, lids, and other small PP/HDPE items).
2. Educate the Palmerston community — particularly young people, schools, and families — on how plastic can be recycled locally and why local circular systems matter.
3. Demonstrate circular design in action by transforming collected plastic into useful, tangible products (such as sunglasses) that participants can see, touch, and take home from workshops.

We are in the process of registering as Precious Plastic Palmerston, ABN 66 970 659 782

Provide details of the proposed activity Proposed activity. This grant will fund the establishment of Palmerston's first community plastic micro-recycling workstation, comprising the Sustainable Design Studio Arbour Press Injection Machine V2 and the Premium Sunglasses Mould V2 (frames + arms set). Once operational, the workstation will enable us to:

1. Receive clean PP and HDPE plastic (e.g., bottle caps, container lids) collected from Palmerston

-
- households, schools, and businesses through community drop-off points;
 2. Shred, wash, and inject the recycled plastic into wearable products — beginning with sunglasses, with capacity to expand to other moulds over time;
 3. Run hands-on community workshops at [Palmerston venue — e.g., Palmerston Recreation Centre / Palmerston Library / a Palmerston community hall] demonstrating the full waste-to-product process; and
 4. Engage Palmerston schools through structured education sessions tied to the Australian Curriculum sustainability cross-curriculum priority.

Community need. Australia recycles only a fraction of the plastic it consumes; the majority ends up in landfill or as litter. In the Northern Territory, kerbside recycling does not capture small items like bottle caps and lids (they fall through sorting machinery), and there is no local-scale plastic re-manufacturing capability accessible to residents. This means Palmerston households who want to do the right thing with their soft, small, or specialty plastics often have no practical option. There is also a clear education gap: residents are asked to "recycle more" without ever seeing where their plastic goes or what it can become. Our project closes both gaps simultaneously.

Alignment to City of Palmerston strategies. The project directly delivers on multiple priorities within the City of Palmerston Sustainability Strategy 2022 and the Community Plan:

Theme 2.1 — Engaging with Sustainability ("community-wide sustainability through education, awareness and engagement"): Our hands-on workshops translate abstract recycling messaging into tangible, memorable experiences — directly answering the strategy's call to "provide free sustainability community workshops" and "develop community awareness programs."

Theme 3.2 — Waste Diversion ("waste diverted from landfill"): Every kilogram of plastic we process is a kilogram diverted from the Archer Waste Management Facility's landfill stream.

Theme 4.2 — Lead Initiatives ("demonstrating sustainable initiatives to the community"): A working micro-recycling station in Palmerston is a visible, replicable demonstration of circular-economy principles in action.

Theme 4.3 — Support Industry and Innovations: The project introduces new circular-economy capability to Palmerston, supporting innovation in local resource recovery.

Community Plan Outcome 5 — Environmental Sustainability and Outcome 4 — Future Focused: Building local capacity to manage our own waste streams is foundational to a future-focused, environmentally sustainable Palmerston.

Provide details of previous activities held by the organisation As a recently established initiative, PreciousPlastic.com.au is in its foundation-building phase. To date, we have completed the following preparatory work:

1. Established our digital presence and community-facing platform (preciousplastic.com.au) to communicate our mission, accept volunteer expressions of interest, and provide educational content to the public on plastic identification and recycling.
2. Commenced community plastic collection, focused initially on bottle caps and small PP items.
3. Engaged with the global Precious Plastic community to access open-source training materials, machine documentation, and peer support from verified workspaces such as Precious Plastic Melbourne, Australia's only Precious Plastic Verified workspace.

We acknowledge that this is the project that takes us from foundation to delivery. The funding requested will activate the collection we have already built up and convert it into the visible, hands-on community programming Palmerston needs.

What are the intended objectives of this activity, and how will you evaluate its success?

Establish Palmerston's first operational community plastic micro-recycling workstation within 4

months of receiving funds.

Divert a minimum of [50] kg of plastic from landfill in the first 12 months of operation.

Run a minimum of [6] community workshops in Palmerston over 12 months, engaging at least [100] Palmerston residents directly.

Engage at least [3] Palmerston schools in structured education sessions linked to the sustainability cross-curriculum priority.

Produce at least [50] pairs of recycled-plastic sunglasses as visible workshop outputs and educational artefacts.

Establish at least [3] permanent community plastic drop-off points across Palmerston in partnership with local venues.

Evaluation methods:

Measure: Plastic diverted (kg)

Method: Weighing log of all collected and processed plastic

Reporting: Monthly internal log, reported at acquittal

Measure: Workshop participation

Method: Attendance sign-in sheets, post-workshop feedback survey

Reporting: Per workshop; aggregated at acquittal

Measure: Educational reach

Method: School visit numbers, student counts, teacher feedback forms

Reporting: Per session; aggregated at acquittal

Measure: Community awareness

Method: Social media reach, website visits, drop-off point usage

Reporting: Quarterly

Measure: Participant satisfaction

Method: Likert-scale survey post-workshop, qualitative testimonials

Reporting: Per workshop; summary at acquittal

Measure: Acknowledgement of Council

Method: Screenshots of social posts tagging City of Palmerston, signage at workshops, mention in newsletters

Reporting: Ongoing; bundled at acquittal

Date 6/7/2026

Venue Palmerston

Time 10:00

Expected number of attendees 35

Target audience Whole community, environmentalist, eco-conscious individual, students, and family

Total activity cost \$5,950.00

Amount requested through the Community funding program \$2,975.00

Is the amount requested excluding GST? Yes

Value of other funding sources \$2,975.00

Evidence of registration as a community group, not-for-profit, or incorporated body
[ABNCurrentDetails_66970659782.pdf](#) (73.62 KB)

Evidence of appropriate Certificate of currency for applicable insurances
[insurance.txt](#) (40 bytes)

Minutes of the Committee meeting that document the decision to apply for CFP funding
[minutes.txt](#) (36 bytes)

A detailed budget, including all income and expenditure including in-kind contributions
[CFP - Budget Template 2025.xlsx](#) (11.06 KB)

Copies of quotations for all products and services listed in the budget
[quotations.docx](#) (13.5 KB)

Details of alternate funding sources to a minimum of 50% of the total activity costs to demonstrate financial commitment.
[cash_contribution.txt](#) (131 bytes)

A copy of the organisation's most recent audited financial statement (for applications over \$10,000) {Empty}

City of Palmerston's support will be publicly acknowledged in the following ways: Social media post, Website



Australian Government
Australian Business Register

ABN Lookup

Current details for ABN 66 970 659 782

ABN details

Entity name:	MAGNO, ALDRIN
ABN status:	Active from 16 Apr 2025
Entity type:	Individual/Sole Trader
Goods & Services Tax (GST):	Not currently registered for GST
Main business location:	NT 0832

Disclaimer

The Registrar makes every reasonable effort to maintain current and accurate information on this site. The Commissioner of Taxation advises that if you use ABN Lookup for information about another entity for taxation purposes and that information turns out to be incorrect, in certain circumstances you will be protected from liability. For more information see [disclaimer](#)

Warning Statement

If you use ABN Lookup for information about a person or entity that provides financial or investment products or advice, make sure they have an Australian Financial Services (AFS) licence. You can check licenced professional registers [here](#)

Activity Name: Precious Plastic
Palmerston

Item/Service	Amount Community Funding Program	Amount from organisation/Inkind support	Comments
Premium Sunglasses Mould V2 (Holbrook frame + arms set, with custom CoP/PreciousPlastic logo space)	\$ 1,415.00	\$ 1,415.00	please see link for price https://www.sustainabl edesign.studio/store/p/sunglassesmould
Arbour Press Injection Machine V2 (220V, AU 3-pin, pre-assembled)	\$1,560	\$1,560	please see link for price https://www.sustainabl edesign.studio/store/p/arbournjection
Total	\$ 2,975.00	\$ 2,975.00	

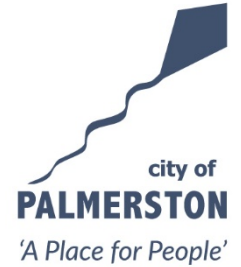
Premium Mould #6 - Sunglasses Mould V2 from £1,450.00

<https://www.sustainabledesign.studio/store/p/sunglassesmould>

Arbour Press Injection Machine V2 from £1,600.00

<https://www.sustainabledesign.studio/store/p/arbournjection>

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.1.4
Report Title:	2026-27 Municipal Plan - Feedback from Public Consultation
Meeting Date:	Tuesday 2 June 2026
Author:	Governance Lead, Angie Torr
Approver:	Acting General Manager Finance and Governance, Penny Hart

Community plan

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

Purpose

This Report the submissions received for the 2026-27 Municipal Plan and Budget public consultation for consideration by Council.

Key messages

- Council is required to prepare an annual Budget for adoption for a particular year on or before 30 June in the previous financial year.
- Council’s annual Municipal Plan outlines the service delivery plan and allocated budget for the forthcoming year.
- Pursuant to the *Local Government Act 2019* (NT) (the Act), the Municipal Plan and Budget must be made available for public consultation for a minimum of 21 days.
- The draft 2026-27 Municipal Plan and Budget were open for public consultation for a period of 28 days commencing on 8 April 2026 and closing on 6 May 2026.
- Eight submissions were received, in addition to feedback from the Department of Housing, Local Government and Community Development Compliance Unit.

Recommendation

1. THAT Report entitled 2026-27 Municipal Plan - Feedback from Public Consultation be received and noted.
2. THAT Council notes the feedback received from the community and thanks respondents for their contributions.
3. THAT Council notes that the feedback from the Department of Housing, Local Government and Community Development will be included in the final 2026-27 Municipal Plan and Budget.
4. THAT Council notes that the 2026-27 Municipal Plan and Budget will be presented for adoption at the 16 June 2026 meeting.

Background

The 2026-27 Municipal Plan and Budget reflects Council's overarching Community Plan, aligning with its six (6) defined outcomes. These outcomes serve as the framework for performance and service plans, guiding Council's activities for the upcoming 2026-27 fiscal year. Progress towards these objectives will be tracked and reported in the subsequent Annual Report for 2026-27.

The draft 2026-27 Municipal Plan and Budget were presented to Council on 7 April 2026 and adopted for public consultation for a period of 28 days:

26.1.4 Draft 2026-27 Municipal Plan and Budget

1. *THAT Report entitled Draft 2026-27 Municipal Plan and Budget be received and noted.*
2. *THAT Council endorse the draft 2026-27 Municipal Plan and Budget Attachment 26.1.4.1 to report entitled Draft 2026-27 Municipal Plan and Budget for public consultation.*
3. *THAT feedback from the public consultation on the draft 2026-27 Municipal Plan be presented to Council at the 1st Ordinary Council Meeting on 2 June 2026.*
4. *THAT the decisions relating to Report entitled Draft 2026-27 Municipal Plan and Budget be moved into open following the draft 2026-27 Municipal Plan media release.*

CARRIED (7/0) - 11/0329 - 07/04/2026

Discussion

The draft 2026-27 Municipal Plan and Budget were open for public consultation for a period of 28 days commencing on 8 April 2026 and closing on 6 May 2026.

During consultation, feedback was received from across the community as well as the Local Government Compliance Unit (LGU) within the Department of Housing, Local Government and Community Development, who provided minor administrative feedback relating to links within the document that will be incorporated into the final 2026-27 Municipal Plan and Budget. A copy of feedback received from LGU is attached at **Attachment 12.1.4.1**.

The feedback received from the community largely relates to the increase in rates for residential and commercial properties, discounted or no fee hire spaces and infrastructure. A de-identified summary of the feedback is attached at **Attachment 12.1.4.2**.

Council acknowledges and appreciates the input received from the community, which has been carefully considered as part of the budget development process. Council's Municipal Plan provides detailed information regarding the 2026-27 budget, including the strategic context for these decisions and issues. It is recommended that the feedback be noted without resulting changes to the Municipal Plan.

Responses will be provided to all who submitted, thanking them for their contribution. The 2026-27 Municipal Plan and Budget will be presented for adoption on 16 June 2026. Council Meeting.

Consultation and marketing

The draft 2026-27 Municipal Plan and Budget public consultation was promoted via Council's social media platforms, website and the NT News. Key messages included:

- Efforts have been undertaken to reduce rising operational costs being passed on to our community
- Several external factors and tenders have resulted in higher costs than previous years:
 - Increases in our annual insurance program, which you have likely also seen in your personal finances.
 - An increase to \$9.42 million total for capital works spend plus \$271,474 for maintaining pathways and laneways and over \$2 million on roads.
 - Parks and playgrounds upgraded, plus 500 new trees to be planted across the municipality.
 - Stage 3 design for Zuccoli Community Hub.
 - A modern makeover to the Library.
 - Deliver a Masterplan for Marlow Lagoon.

Council will continue to support the community through free facility hire for not-for-profit groups until 1 January 2027 and free entry to SWELL, free parking in the CBD, free community events and support for local businesses.

The draft 2026-27 Municipal Plan was submitted to the Department of Housing, Local Government and Community Development as part of the consultation period for review to ensure alignment with the provisions of the Act.

Policy implications

City of Palmerston's Municipal Plan and Budget were developed in accordance with Council's policies and legislative requirements under the Act.

Budget and resource implications

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

Risk, legal and legislative implications

Pursuant to the Act, Council is required to prepare an annual Budget for adoption for a particular year on or before 30 June in the previous financial year. Council has developed the 2026-27 Municipal Plan and Budget in accordance with the Act.

This Report addresses the following City of Palmerston Strategic Risks:

6. Governance

Failure to effectively govern.

Strategies, framework and plans implications

The Municipal Plan and Budget 2026-27 delivers on City of Palmerston's adopted strategies, framework and plans for the 2025-26 period.

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. Local Government Unit Feedback [12.1.4.1 - 2 pages]
2. Community Feedback [12.1.4.2 - 3 pages]

Council: City of Palmerston

Released on: 08/04/2026

Submission closes: 13/05/2026

Our Ref: 38-F26-2708-3~003

Mr Andrew Walsh
Chief Executive Officer
City of Palmerston
PO Box 1
Palmerston NT 0831

Email: governance@palmerston.nt.gov.au

Dear Mr Walsh

Re: Feedback on Council's draft 2026–27 Annual Plan out for Public Consultation

Every year the Department of Housing, Local Government and Community Development (DHLGCD) as the Agency responsible for regulating the Local Government sector, provides feedback on the draft Annual Plan and budget (draft plan) published by councils.

Although the general public are invited to make a written submissions on the draft plan, this letter is not a formal submission on the City of Palmerston (Council) draft plan. Rather, it is a contribution to support the Council to meet its legislative obligations in relation to its planning and budgeting process under the *Local Government Act 2019* (Act).

Provided at **Attachment A** are sections in the draft plan suggested for review by the Council. Please note, the feedback on the draft plan does not include any assessment or comment on the Council's rates declaration. Council is encouraged to seek independent legal advice in relation to its rates declaration.

Once the Council has considered any written submissions and the final plan and budget is ready to be adopted, it is recommended the Council separately resolves to:

1. Declare the rates (under sections 237 and 238 of the Act).

NOTE: before the Council can adopt the budget, the CEO must check the rate records and certify in writing to the Council that to the best of the CEO's knowledge, information and belief, the assessment record is a comprehensive record of all rateable land within the area (Regulation 29).

2. Adopt the budget (under section 203 of the Act).
3. Adopt the regional plan (under section 35(1) of the Act).

Under the Act the Council must adopt its 2026-27 Annual Plan including the budget, on or before 30 June 2026. It is important to note that the Act does not provide the Minister or DHLGCD with the power to defer or waive the stipulated 30 June date.

Should you have any queries in relation to this feedback please email jg.compliance@nt.gov.au.

Yours sincerely

The Sustainability and Compliance Team

Attachment A

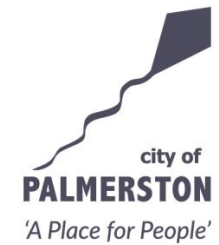
Draft Annual Plan Feedback

Feedback for consideration

1. The link on page 10 directing readers to Council's 2027-36 Long Term Financial Plan is outdated. It is recommended that the link be updated once the plan is finalised.
2. On page 20, under 'Community Plan Health Check', the link leads to a *Page Not Found* error. It is recommended that the link be reviewed and updated at the earliest opportunity.

MUNICIPAL PLAN FEEDBACK

2026/2027



DATE:	RESPONDENT:	FEEDBACK:
16 April 2026		While I do support some rate increases in due course with an increase for services. Such large rate rises for both business and residential during this time period puts more stress on people. This proposal above the inflation rate should be proposed until next financial year.
10 April 2026		I feel that an art space hire should be discounted to encourage artists to Palmerston
10 April 2026		The no fee for not for profit is amazing and benefits those requiring a space to practice keeping them busy and occupied and out of trouble.

DATE:	RESPONDENT:	FEEDBACK:
9 April 2026		<p>I would like to share my concerns about the proposed municipal plan.</p> <p>I am part of a community dance group called REDACTED, which is a non-profit group that brings people together through culture and dance. We regularly use public community spaces to rehearse and connect as a group.</p> <p>Any reduction or limitation of access to these spaces would directly affect us. It would make it harder to find safe and affordable places to practice, and this could impact our ability to continue our activities.</p> <p>Groups like ours play an important role in the community. We support social connection, cultural diversity, and wellbeing, especially for young people and migrants.</p> <p>I kindly ask that you consider maintaining or improving access to community spaces so groups like ours can continue contributing positively to the community.</p> <p>Thank you for your time and consideration.</p>
14 April 2026		<p>Hi there, I am the REDACTED.</p> <p>Our FY26 council rates totalled REDACTED.</p> <p>To apply a blanket 5.9% increase to business seems absurd and in my previous experience in NSW, this was always a tapered approach, either applying the amount of multiple financial years, or staggering the % increase on a threshold bases....i.e. annual rates from \$50k-\$100k = 5.9%, \$100k-200k = 4.9%, 200k-300k = \$3.9k or CPI.</p> <p>Businesses being hit with a lump sum increase in turbulent times is going to result in these increase costs being passed onto tenants or occupants.</p> <p>This should be heavily considered before passing on an increase that is higher than CPI.</p>

DATE:	RESPONDENT:	FEEDBACK:
1 May 2026		<p>Firstly I want to thank all the council workers for everything you do. Having worked for council for many years I understand how stressful the job can be so thank you.</p> <p>Like many I want to raise a concern about this year plan and in particular how high high the Council intends on increasing rates for 2026/27. With cost of living so high, this proposal has genuinely made my partner and I engage with real-estates to consider relocating from the area which we love. Over the past year we have seen the Council fail to maintain roads resulting in thousands of dollars in damage to peoples cars, unable to provide reliable bin collection services, fail to maintain parks and more. Yet, despite this the Council asks us to pay more for a service in which we are not actually receiving.</p> <p>At what point does it become fraudulent that the Council takes money for rates to deliver these services, then fails to do so reliably?</p> <p>We would like to see the Council offer a more reasonable rate rise reflective of current cost of living and demonstrate for a full 12 months that it can maintain all of its services in a reliable way. After that people would be more willing to see higher rate increases.</p> <p>City of Palmerston continues to use a contractor model for all of its services and this continues to prove costly and unreliable year on year. We would like to see Council better utilise this money, if it does increase rates by this silly amount, to bring services in-house and make them more reliable and sustainable long term.</p>
13 April 2026		<p>How about with these increases to rates - we actually look at fixing some of the roads inside the 4 inner suburbs? and not just main roads... have a look at vernier, sibbald etc in woodroffe alone!</p>
13 April 2026		<p>Over \$200,000 is being spent on footpaths and laneways upkeep and maintenance, Disclosed in rate rise explanation. Yet living beside a laneway that causes nothing but problems, there seems no explanation as to why these laneways even exist. Except to please councillors. Contractor's (not one but at times many) come once often twice a week to do nothing except blow leaves into the Street blocking drains. As residence we see where the money is wasted, but you choose not to listen</p>

COUNCIL REPORT

1st Ordinary Council Meeting

Agenda Item:	12.1.5
Report Title:	Council Committee Memberships Annual Review - 1 July 2026 to 30 June 2027
Meeting Date:	Tuesday 2 June 2026
Author:	Executive Support Officer, Pania Withnall
Approver:	Chief Executive Officer, Andrew Walsh

Community plan

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

Purpose

This Report seeks Council direction to appoint representatives to Council committees required under the *Local Government Act 2019* (NT) and representations on external bodies for the period 1 July 2026 to 30 June 2027.

Key messages

- Section 82 of the *Local Government Act 2019* (the Act) provides Council with the authority to establish committees.
- The Administrative Review Committee, Chief Executive Officer Performance Appraisal Committee and Risk Management and Audit Committee are required under the Act and appointment of membership is sought at this meeting.
- Council also holds representation on external committees and boards and appointment for these are sought at this meeting.
- The 11th Council established Advisory Committees to support public engagement and consideration of strategic community issues:
 - Palmerston Community Safety and Wellbeing Advisory Committee
 - Palmerston Vibrant Economy Advisory Committee.

Recommendation

1. THAT Report entitled Council Committee Memberships Annual Review - 1 July 2026 to 30 June 2027 be received and noted.
2. THAT Council make the following appointments to the Administrative Review Committee:
 - a. THAT the Mayor, the Deputy Mayor and Councillor _____ be appointed to the Administrative Review Committee for the period 1 July 2026 to 30 June 2027.
 - b. THAT the Mayor remains as Chair of the Administrative Review Committee for the Term of the 11th Council.
 - c. THAT all other Councillors be appointed as alternative members to the Administrative Review Committee for the period 1 July 2026 to 30 June 2027.
3. THAT Council make the following appointments to the Chief Executive Officer Performance Appraisal Committee:
 - a. THAT Council note the Mayor is a member of the Chief Executive Officer Performance Appraisal Committee pursuant to section 59(1)(e) of the *Local Government Act 2019* (NT) and holds the position of Chairperson.
 - b. THAT Councillor _____ and Councillor _____ be appointed to the Chief Executive Officer Performance Appraisal Committee for the period 1 July 2026 to 30 June 2027.
 - c. THAT all other Councillors be appointed as alternate members to the Chief Executive Officer Performance Appraisal Committee for the period 1 July 2026 to 30 June 2027.
4. THAT Council make the following appointments to the Risk Management and Audit Committee:
 - a. THAT the Mayor, Councillor _____ and Councillor _____ be appointed to the Risk Management and Audit Committee for the period 1 July 2026 to 30 June 2027.
 - b. THAT Council note that the Chair of the Risk Management and Audit Committee is held by an Independent Member, appointed by Council.
 - c. THAT all other Councillors be appointed as alternate members to the Risk Management and Audit Committee for the period 1 July 2026 to 30 June 2027.
 - d. THAT Council note the current appointed Independent Members of the Risk Management and Audit Committee are:
 - i. Chairperson – Ms Clare Milikins.
 - ii. Independent Member – Mr Craig Kirby.
 - iii. Independent Member – Ms Melia Barrie.

5. THAT Council appoint the following Elected Members to the External Organisations and/or Committees:
- a. THAT Council notes the Mayor remains as Council's delegated representative and the Deputy Mayor as alternate member, to Regional Capitals Australia for the 11th Council Term.
 - b. THAT Council notes the Mayor remains as Council's delegated representative and the Deputy Mayor as alternate member, to the Top End Regional Organisation of Council for the 11th Council Term.
 - c. THAT the Mayor, Councillor _____ and Councillor _____ be appointed as Council's delegated representatives to the Local Government Association of the Northern Territory, with all other Councillors appointed as alternate members for the period 1 July 2026 to 30 June 2027.
 - d. THAT Councillor _____ be appointed as Council's delegate to the Palmerston Regional Business Association with all other Councillors appointed as alternate members for the period 1 July 2026 to 30 June 2027.
 - e. THAT Councillor _____ be appointed as Council's representative to Tourism Top End with all other Councillors appointed as alternate members for the period 1 July 2026 to 30 June 2027.
6. THAT Council appoint the following Elected Members to the Palmerston Advisory Committees for the period 1 July 2026 to 30 June 2027:
- a. THAT Councillor _____ be appointed as Chair of the Community Safety and Wellness Advisory Committee.
 - b. THAT Councillor _____ and Councillor _____ be appointed as members to the Community Safety and Wellness Advisory Committee.
 - c. THAT Councillor _____ be appointed as Chair of the Vibrant Economy Advisory Committee.
 - d. THAT Councillor _____ be appointed as members to the Vibrant Economy Advisory Committee.
7. THAT Council appoint the following Elected Members to the Palmerston Networks for the period 1 July 2026 to 30 June 2027:
- a. Councillor _____ as Chair of the Palmerston Child and Youth Network.
 - b. Councillor _____ as Chair of the Palmerston Safety Network.
 - c. Councillor _____ as Chair of the Palmerston Seniors Network.
8. THAT Council notes, no appointment can be made to the following external committees, as appointment are made by the applicable agencies:
- a. Palmerston Division of the Development Consent Authority (DCA).
 - b. Minister's Advisory Council on Multicultural Affairs (MACMA).

Background

Council Committees

Section 82 of the *Local Government Act 2019* provides for councils to establish Council Committees. A Council Committee consists of the persons appointed by Council resolution to be members of the Committee.

City of Palmerston Council Committees hold no decision-making authority. They are a group of suitably experienced people appointed to give considered advice and recommendations to Council for its consideration in decision making.

Terms of reference for each committee are available on the City of Palmerston website: <https://palmerston.nt.gov.au/your-council/committees>.

External Representation

Council holds representation on the following external committees and boards:

- Local Government Association of the Northern Territory (LGANT).
- Minister's Advisory Council on Multicultural Affairs (MACMA).
- Palmerston Division of the Development Consent Authority (DCA).
- Palmerston Regional Business Association (PRBA).
- Regional Capitals Australia (RCA).
- Top End Regional Organisation of Council (TOPROC).
- Tourism Top End.

With the exception of MACMA and DCA, this report recommends that Council determine its membership to Executive Committees and external representation.

Discussion

Membership held by Elected Members on Council and external bodies is reviewed on an annual basis. The process provides an opportunity to refresh representation, encourage broader participation, and strengthen governance across all areas of Council activity.

All Elected Members are invited to nominate for committee positions, regardless of prior involvement. This inclusive approach fosters a collaborative environment where diverse perspectives and skills can contribute to informed decision-making and effective oversight. Committees play a vital role in shaping policy, guiding service delivery, and engaging with stakeholders, making Elected Member participation meaningful and impactful.

By encouraging open nominations and conducting regular reviews, Council ensures that its committees remain dynamic, responsive, and representative of it as the elected body. This process also supports professional development among Elected Members, allowing them to deepen their understanding of and contribute to areas aligned with their interests and strengths.

Executive Committees

Pursuant to the Act, Council maintains three key committees to support its governance and operational oversight.

Administrative Review Committee

The Administrative Review Committee is convened only when a complaint is received and is responsible for reviewing designated 'reviewable decisions' under sections 322 and 324 of the Act, including corrections to assessment records, regulatory orders and refusals to suppress personal details.

Chief Executive Officer Performance Appraisal Committee

The CEO Performance Appraisal Committee conducts biannual performance reviews of the Chief Executive Officer in accordance with legislative and guideline requirements, facilitated by an independent consultant mutually agreed upon by the Mayor and CEO.

Risk Management and Audit Committee.

The Risk Management and Audit Committee, mandated under section 86 of the Act, provides critical oversight of Council's financial reporting, risk management, compliance and audit functions, meeting at least quarterly and chaired by an independent professional with expertise in risk management and audit. There are two other independent members appointed to the committee through a recruitment process.

Membership across all three committees includes the Mayor and two Elected Members, with all other Councillors appointed as alternative members.

More detailed information on each committee is available via the Council Website: <https://palmerston.nt.gov.au/your-council/committees>.

The following membership requires appointment:

Administrative Review Committee	1 x Councillors
Chief Executive Officer Performance Appraisal Committee	2 x Councillors
Risk Management and Audit Committee	2 x Councillors

External Committees and Boards

Council maintains active representation on a range of regional and national bodies, recognising the strategic value these relationships bring in advancing the interests of the Palmerston community. Participation in these external organisations enables Council to contribute to broader policy discussions, advocate for local priorities and remain informed of emerging trends, legislative changes and funding opportunities that impact the municipality. These affiliations also foster collaboration with other local governments, industry leaders and government agencies, allowing Council to share best practices, align with regional development initiatives and strengthen its voice on issues of mutual concern.

Local Government Association of the Northern Territory (LGANT)

Local Government Association of the Northern Territory is the peak representative body for local government across the Northern Territory, bringing together all 18 councils to advocate for the interests and sustainability of local communities. LGANT provides

leadership, policy development, advocacy, and sector support to strengthen local government capacity and ensure councils are effectively represented at both Territory and national levels. Its approach focuses on promoting strong local governance, improving service delivery, supporting infrastructure and regional development outcomes, and ensuring the voices of Northern Territory councils are reflected in government decision-making for the benefit of communities across urban, regional, and remote areas.

Membership to the Local Government Association of the Northern Territory is reviewed annually by Council.

The following membership is recommended for appointment:

Council representative	Mayor
Council representative	2 x Councillor

Minister’s Advisory Council on Multicultural Affairs (MACMA)

The Advisory Council on Multicultural Affairs is a Northern Territory Government advisory body that provides strategic advice and strengthens links between government and culturally diverse communities across the Territory. The Council brings together community representatives and key stakeholders to identify emerging issues, promote inclusion, and support policies that enhance the social, economic, and civic participation of multicultural Territorians. Its approach focuses on ensuring diverse community voices contribute to government decision-making, improving policy and service delivery outcomes, and fostering a connected, inclusive, and culturally diverse Northern Territory.

Upon invitation from the Minister for Multicultural Affairs, Council may nominate to fill one vacancy. The term of appointment is usually for a period of two or three years, with the possibility of re-appointment for a subsequent term.

The following appointment to the Minister’s Advisory Council on Multicultural Affairs occurred on 29 April 2026 and will be reviewed by the Minister’s Advisory Council when advised:

- Councillor Wayne Bayliss

No appointment is sought at this meeting.

Palmerston Division of the Development Consent Authority (DCA)

The Development Consent Authority (DCA), established under section 82 of the Planning Act 1999, is responsible for assessing and determining development applications within designated division areas, which correspond to the Territory’s major population centres. Comprising seven divisions, the DCA ensures that planning decisions are made locally and in accordance with legislative requirements. Meetings are held in most months to consider applications and maintain consistent oversight of development activity across the regions.

Upon invitation from the Minister for Infrastructure, Planning and Logistics, Council may nominate to fill three vacancies, consisting of two members and one alternate member. The term of appointment is for a period of two years.

The following appointments to the Palmerston Division of the Development Consent Authority continue and will be reviewed by the Development Consent Authority in December 2027:

- Councillor Sarah Henderson.
- Councillor Mark Fraser.
- Councillor Wayne Bayliss (as alternate member).

No appointment is sought at this meeting.

Palmerston Regional Business Association

Established in September 1998, the Palmerston Regional Business Association (PRBA) has grown into a dynamic network representing businesses across Darwin, Palmerston, and surrounding regions. Its core mission is to promote and support local enterprise and community development through active engagement with business leaders, government officials, and community stakeholders. Acting as a central communications hub, PRBA facilitates collaboration, organises meetings with key decision-makers, and hosts monthly events featuring business updates and guest speakers.

Events are typically held on the second Tuesday of each month outside of standard business hours, providing members with regular opportunities to connect, network, and stay informed. In addition to these monthly gatherings, a range of other business-focused events are offered throughout the year. All members are encouraged to attend and, where applicable, may claim the associated costs against their professional development allowance.

The following membership requires appointment:

Council representative	1 x Councillor
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Regional Capitals Australia

Regional Capitals Australia unites 51 regional capital cities to advocate collectively for their unique social and economic needs, distinct from those of major metropolitan centres like Sydney and Melbourne. Regional Capitals Australia’s approach involves strategic advocacy for targeted investment in infrastructure, growth industries, and regional development. Its mission is to bridge the gap between metropolitan and regional cities by securing equitable government attention and resources to enhance connectivity and liveability across regional Australia.

Membership to the Regional Capitals Australia is reviewed annually by Council.

The following membership is recommended for appointment:

Council representative	Mayor
Alternate representative	Deputy Mayor

Top End Regional Organisation of Councils (TOPROC)

TOPROC is a collaboration of the local government councils in the Top End that aims to progress the needs of the Greater Darwin area while providing an opportunity for individual councils to benefit from the broader advocacy platform offered by the Committee.

Meetings are generally held quarterly during business hours for approximately two to four hours. The location for meetings is rotated between Councils.

The following membership is recommended for appointment:

Council representative	Mayor
Alternate representative	Deputy Mayor

Tourism Top End

Tourism Top End is an independent, not-for-profit regional tourism organisation that serves as the leading advocate for the Top End's tourism industry at local, regional and national levels. It plays a vital role in delivering government tourism initiatives, industry programs and accreditations through strategic partnerships with government bodies and tourism organisations.

City of Palmerston holds full membership with Tourism Top End which enables a Council representative to attend the monthly general meetings with voting rights. Meetings are generally held on the last Tuesday of each month from 5.30pm and the location of meetings is rotated.

The following membership requires appointment:

Council representative	1 x Councillor
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Advisory Committees and Networks

To foster ongoing collaboration with the community on key issues, the 11th Council established a range of committees that residents were encouraged to join. Advisory Committees hold no formal delegation but are appointed to provide informed advice and recommendations to Council.

The following Advisory Committees were established under the 11th Term of Council:

- Community Safety and Wellbeing Advisory Committee
- Vibrant Economy Advisory Committee

The following membership requires appointment:

Community Safety and Wellness Advisory Committee	1 x Councillor as Chair 2 x Councillors as Members
Vibrant Economy Advisory Committee	1 x Councillor as Chair 1 x Councillor as Member

The following Networks were established under the 11th Term of Council and feed into the Advisory Committees:

- Palmerston Child and Youth Network.
- Palmerston Seniors Network.
- Palmerston Safety Network.

Appointment of an Elected Member to the Chair as per the Network Charter is required:

Palmerston Child and Youth Network	1 x Councillor as Chair
Palmerston Safety Network	1 x Councillor as Chair
Palmerston Seniors Network	1 x Councillor as Chair

Consultation and marketing

Internal committees and external bodies serve as conduits for Council to engage meaningfully with the community, government agencies and industry stakeholders. These groups provide structured forums for dialogue, collaboration and shared decision-making, enabling Council to gather diverse perspectives, respond to emerging needs and align its policies with broader social, economic and environmental priorities.

Once Membership has been appointed, a list of Council's Committee representation will be placed onto the Council's website.

Policy implications

The following Council policies apply and are available via the City of Palmerston website:

- Code of Conduct for Elected Members and Committee Members.
- Elected Members Allowances and Expenses.
- Administrative Review Committee Terms of Reference.
- Chief Executive Officer Performance Appraisal Committee Terms of Reference.
- Risk Management and Audit Committee Terms of Reference.
- Community Safety and Wellbeing Advisory Committee Terms of Reference.
- Vibrant Economy Advisory Committee Terms of Reference.
- Network Terms of Reference.


Budget and resource implications

Ordinary Elected Members and the Deputy Mayor (excluding the Mayor) are eligible to claim an Extra Meeting Allowance for attending various unpaid meetings, as outlined in the Elected Members Allowances and Expenses policy. These include Council Committee Meetings, Special Council and Committee Meetings, Advisory or Networking Group sessions, workshops or briefings and meetings with external organisations where the member has been formally appointed by Council. Alternate members may only claim the allowance if the appointed member is absent.

Any cost associated with membership or events are accommodated within existing budgets.

Risk, legal and legislative implications

Council committees are established and governed by council resolution pursuant to the Act, with membership that may include councillors, staff, and external individuals. These committees operate under terms and conditions set by the council and may be abolished or created in line with Ministerial guidelines. Their functions, either executive or advisory, are assigned and may be delegated by Council and must be clearly defined in approved terms of



reference. While committees have autonomy to set their own procedures, they remain under Council's overarching control and direction.

This Report addresses the following City of Palmerston Strategic Risks:

6. Governance

Failure to effectively govern.

Strategies, framework and plans implications

Council is committed to maintaining a leading governance model supported by strong, healthy partnerships across all levels of operation. Key strategies include delivering effectively on the Community Plan, ensuring transparency and accountability, and embracing innovation through measured risk-taking and adaptability. Council aims to influence strategic decisions impacting Palmerston, prioritise the strength of its networks and foster collaborative relationships with staff through open dialogue.

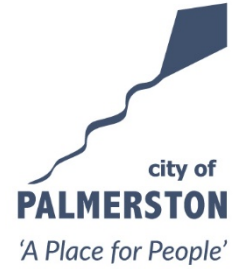
Council officer conflict of interest declaration

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



1st Ordinary Council Meeting

Agenda Item:	12.1.6
Report Title:	2025-26 Third Budget Review
Meeting Date:	Tuesday 2 June 2026
Author:	Executive Manager Financial Performance, Jeffrey Guilas
Approver:	Acting General Manager Finance and Governance, Penny Hart

Community plan

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

Purpose

This Report seeks Council approval for the Third Budget Review for the 2025-2026 Budget.

Key messages

- Council’s 2025-2026 Third Budget Review is a consolidation of movement of the expenses and income received that were not included in the original budget contained in the Municipal Plan or the first and the second budget reviews.
- The Third Budget Review is compliant with Section 202 of the *Local Government Act 2019* (NT), which prohibits budgeting for a deficit except in accordance with the regulations specified in Section 10 of the *Local Government (General) Regulations 2021* (NT).
- Once the Third Budget Review movements are adopted by the Council, the amended budget and Long-Term Financial Plan will be published on Council’s website.
- The purpose of this report is to present the Third Budget Review 2025-2026 movements and seek Council’s endorsement to adopt the amended budget.

Recommendation

1. THAT Report entitled 2025-26 Third Budget Review be received and noted.
2. THAT Council adopts the Third Budget Review 2025-2026, pursuant to Division 4 (9) of the *Local Government (General) Regulations 2021* (NT) as presented in **Attachment 12.1.6.1**, **Attachment 12.1.6.2** and **Attachment 12.1.6.3** of Report entitled 2025-26 Third Budget Review.

Background

Budget reviews occur to enable Council to consider current requirements against the Original Budget to ensure the Council is delivering on the services outlined in the Municipal Plan and Budget 2025-2026.

Section 9 of the *Local Government (General) Regulations 2021* (NT) requires Council to review its budget twice per financial year: once before December 2025; and the second between January and April 2026. City of Palmerston has already undertaken two budget reviews this financial year. The First Budget review was presented to Council on 18 November 2025, followed by the Second Budget review on 18 February 2026.

The purpose of this report is to present the Third Budget Review 2025-2026 movements and seek Council's endorsement to adopt the amended budget.

Discussion

A thorough review of Councils 2025-2026 budget was undertaken as at 30 April 2026. Income and Expenditure for operational and capital were assessed to ensure Council was utilising funds efficiently for programs, projects and services as outlined in the Municipal Plan and Budget 2025-2026.

Council's 2025-2026 Third Budget Review is based on the inclusion of the following movements.

1. Due to increased revenue from the contractor for SWELL operations, the budget has been adjusted to reflect actual and projected income to the end of financial year.
2. Increase in revenue and other income from Insurance and other refunds are offset by a reduction in rates revenue, due to decision regarding Venture Housing, and a reduction in Library Cafe income, with a net \$77,141 decrease as shown in Table 1: Operational Income at **Attachment 12.1.6.1**.
3. There is a net decrease of \$54,028 in operational expenditure as described in Table 2: Operational Expense at **Attachment 12.1.6.1** This includes:

ITEM	BUDGET IMPACT
Reduction in employee expenses – the savings in employee expenses is due to some positions being vacant	-\$85,259

for a large part of the year. To manage the delivery of Council services, alternative resourcing was undertaken such as labour hire and consultancy.	
Savings from various programs is being used to fund the overspends in various programs including SWELL operational expenses, road maintenance etc.	-\$347,926
The reduction in employee expenses and savings from other expenses is being offset by an increase in costs for Professional Services, Material and Contractors and Legal Expenses.	\$402,242
Savings from Other expenses (library furniture) has been re-directed to fund the capital project at the library.	-\$23,085
Movements between various categories of cost within the directorates – this is to balance savings in some areas against overspends in others.	Nil effect

4. The decrease in grant income of \$101,540, as shown in Table 3: Capital Income at **Attachment 12.1.6.1**, relates to the re-allocation of the R2R grant funding of \$157,895, which has now been scheduled to be released in 2027-28 and \$56,355 additional income from Developer Contributions, which is transferred to FILOC reserve.

5. Capital Expenditure has a net decrease of \$181,008 as shown in Table 4: Capital Expense at **Attachment 12.1.6.1**, with the net movements highlighted below:

ITEM	BUDGET IMPACT
Movement of funds from library operations to Shelving Capital Project.	\$23,085
Reduction in Road reseal program budget in line with the reduction in R2R grant funding.	-\$157,895
Increase the Recreation Centre capital works budget to fund the air conditioning works.	\$22,432
Decrease in Public Art budget to fund corresponding operational expenses.	-\$50,630
Reduction in budget for fleet purchases.	-\$18,000

6. Transfer to the FILOC reserve of \$56,355, as shown in Table 5: Reserves at **Attachment 12.1.6.1** are discussed below:

ITEM	BUDGET IMPACT
Transfer of additional contributions received from developers to Funds in Lieu of Construction (FILOC) Reserves	\$56,355

The revised Income and Expenditure Statement that takes the above movements into account is presented at **Attachment 12.1.6.2**.

The revised Statement of Reserves is included at **Attachment 12.1.6.3**.

Recommendation

It is recommended that Council adopts the Third Budget Review 2025-2026, pursuant to Division 4 (9) of the *Local Government (General) Regulations 2021 (NT)* as presented in **Attachment 12.1.6.1**, **Attachment 12.1.6.2** and **Attachment 12.1.6.3** to this report.

Consultation and marketing

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

- Executive Leadership Team.
- Senior Leadership Team.
- Budget Officers.

Once the Third Budget Review movements are adopted by the Council, the amended budget and Long-Term Financial Plan will be published on Council's website.

Policy implications

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

Budget and resource implications

The budget and resource implications are detailed in the body of this Report and the attachments.

Risk, legal and legislative implications

A third budget review, while not legislated, assists Council to maintain an accurate budget with actual revenue and expenditure.

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:

- [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. Net Movements- Revised [**12.1.6.1** - 2 pages]
2. Statement of Comprehensive Income- Revised [**12.1.6.2** - 1 page]
3. Reserve Movements - Revised [**12.1.6.3** - 1 page]

NET BUDGET MOVEMENTS

NET BUDGET MOVEMENTS		
Table 1	OPERATIONAL INCOME	
Department	Explanation	Movement
Financial Services	Reduce rates income	- 251,072
Aquatic Centre	Increase SWELL income	113,000
Governance	Increase Insurance refund income	52,341
Financial Services	Credit received from Zuccoli shade structure	16,590
Library	Reduce Library café income	- 12,000
Library	Increase Other Grants income	4,000
	Total Operational Income Adjustment	- 77,141

Table 2	OPERATIONAL EXPENSE	
Department	Explanation	Movement
Aquatic Centre	Increase SWELL operational expense budget	145,518
Civic Plaza	Increase furniture budget	4,000
Councillors	Reduce Elected Members election expense	- 35,000
GM Community	Reduce Consultancy budget	- 10,000
GM Infrastructure	Reduce Consultancy budget	- 15,000
GM People & Place	Reduce Consultancy budget	- 10,000
GM People & Place	Reduce Employee expenses	- 85,259
Governance	Reduce Consultancy budget	- 30,000
Governance	Increase General Asset Insurance	42,435
Governance	Increase Motor Vehicle Insurance	64,201
Governance	Increase Other Insurance	45,290
Governance	Reduce Workers Compensation Insurance	- 99,519
Governance	Reduce Public Liability Insurance	- 48,407
Library	Move budget from open space Vandalism to Library vandalism	10,000
Library	Move budget from Library furniture to capital library shelving project	- 23,085
Odegaard Drive	Increase Odegaard Drive building maintenance	5,645
Office of the CEO	Increase Professional services	26,108
Councillors	Increase Councillors Food & Catering Costs budget	3,500
Councillors	Add Elected Members Market budget	4,000
Open Space	Move budget from Mowing to Tree maintenance	- 50,000
Open Space	Move budget from Mowing to Tree maintenance	50,000
Open Space	Move budget from Irrigation to road maintenance	- 28,600
Open Space	Move budget from open space Vandalism to Library vandalism	- 10,000
Open Space	Move budget from Irrigation to Stormwater	- 33,830
Public Relations and Communications	Reduce Advertising budget	- 20,000

Table 2		
OPERATIONAL EXPENSE		
Department	Explanation	Movement
Roads & Transport	Move budget from Irrigation to road maintenance	28,600
Roads & Transport	Increase Road maintenance budget	40,000
Stormwater Infrastructure	Move budget from Irrigation to Stormwater	33,830
Fleet	Reduce Fleet consultancy budget	- 50,000
Community Development	Reduce Community grants budget	- 30,000
Councillors	Increase Air Travel Budget	14,185
Councillors	Increase Accommodation Budget	7,360
	Total Operational Expense Adjustment	- 54,028

Table 3		
CAPITAL INCOME		
Department	Explanation	Movement
Roads & Transport	Reduce R2R capital income	- 157,895
Sub-Division	Increase FILOC income	56,355
	Total Capital Income Adjustment	- 101,540

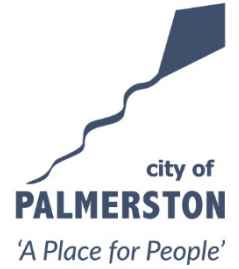
Table 4		
CAPITAL EXPENSE		
Project	Explanation	Movement
Library Building Capital Works	Move budget from Library furniture to capital library shelving project	23,085
Road Reconstruction	Reduce Reseal program budget	- 157,895
Recreation Centre Renewal	Increase Recreation Centre renewal budget (Air Con)	22,432
Public Art	Reduce Public Art budget	- 50,630
Fleet Purchases	Reduce Fleet purchase budget	- 18,000
	Total Capital Expense Adjustment	- 181,008

Table 5		
RESERVES		
Reserve	Explanation	Movement
FILOC Reserve	Move addition FILOC income to Reserve	- 56,355
	Total Reserve Adjustment	- 56,355
	Check	-

STATEMENT OF COMPREHENSIVE INCOME					
Description	Original Budget \$	1st Review Increase/ (Decrease) \$	2nd Review Increase/ (Decrease) \$	3rd Review Increase/ (Decrease) \$	Revised Annual Budget \$
Operating Income					
Rates	28,976,123	-	-	251,072	28,725,052
Charge	8,932,422	-	-	-	8,932,422
Fees & Charges	964,282	38,137	260,000	101,000	1,363,419
Grants, Subsidies & Contributions	3,560,023	1,272,738	23,662	4,000	2,314,947
Interest & Investment Revenue	1,729,151	12,760	-	-	1,741,911
Other Income	41,960	-	6,623	68,931	117,514
Operating Income	44,203,961	1,221,841	290,285	77,141	43,195,265
Operating Expenditure					
Employee Costs	13,690,358	144,301	-	184,778	13,361,279
Materials & Contractors	14,594,804	733	1,480,453	45,645	16,120,169
Depreciation, Amortisation & Impairment	12,306,000	-	-	-	12,306,000
Elected Members Allowances	474,105	-	-	-	474,105
Elected Members Expenses	383,370	-	-	5,955	377,415
Professional Services	2,015,627	107,000	35,000	30,518	2,188,145
Auditor's Remuneration	55,886	-	-	-	55,886
Bad and Doubtful Debts	-	-	-	-	-
Utilities	2,427,946	-	-	-	2,427,946
Legal Expenses	315,700	-	-	26,108	341,808
Telephone & Other Communication Charges	196,678	-	16,100	-	212,778
Donations, Sponsorships & Grants	255,000	-	-	30,000	225,000
Software, Hardware, Stationery, Subscriptions	1,461,804	50,198	36,250	20,000	1,528,252
Insurance	769,519	-	-	103,519	873,038
Borrowing Costs	309,806	-	-	-	309,806
Other Expenses	2,274,641	64,000	23,662	19,085	2,343,218
Operating Expenditure	51,531,244	76,164	1,591,465	54,028	53,144,846
OPERATING SURPLUS/(DEFICIT)	- 7,327,283	- 1,298,005	- 1,301,180	- 23,113	- 9,949,581
Capital Income					
Net gain (loss) on disposal or revaluation of assets	150,000	-	-	-	150,000
Developer Contributions	200,000	-	-	56,355	256,355
Asset Income	3,000,000	-	-	-	3,000,000
Grants received	659,025	1,608,744	158,400	157,895	2,268,274
Capital Income	4,009,025	1,608,744	158,400	101,540	5,674,629
Net SURPLUS / (DEFICIT) transferred to Equity Statement	- 3,318,258	310,739	- 1,142,780	- 124,653	- 4,274,952
Capital Expenditure					
Land Purchase	-	-	-	-	-
Asset Purchase	2,080,000	2,996,651	10,460	208,525	4,878,586
Asset Upgrade	4,521,949	2,444,649	653,240	27,517	6,340,875
Capital Expenditure	- 6,601,949	- 5,441,300	642,780	181,008	- 11,219,461
Less Non-Cash Expenditure	12,306,000	-	-	-	12,306,000
Plus Gifted Assets	3,000,000	-	-	-	3,000,000
NET CAPITAL SURPLUS/(DEFICIT)	- 614,207	- 5,130,560	- 500,000	56,355	- 6,188,412
Borrowings	-	-	-	-	-
Less Repayment of Borrowings	512,203	-	-	-	512,203
Reserve Movement	1,126,410	5,130,560	500,000	56,355	6,700,615
NET OPERATING SURPLUS/(DEFICIT)	-	-	-	-	-

STATEMENT OF RESERVES - BUDGET MOVEMENTS 2025/26										
OTHER RESERVES	Balance as at 30 June 2025 \$	Original Budget 2025/26 to Reserves \$	Original Budget 2025/26 from Reserves \$	1st Review 2025/26 to Reserves \$	1st Review 2025/26 from Reserves \$	2nd Review 2025/26 to Reserves \$	2nd Review 2025/26 from Reserves \$	3rd Review 2025/26 to Reserves \$	3rd Review 2025/26 from Reserves \$	Balance at the YTD 2025/26 \$
Externally Restricted Reserves										
Unexpended Grants Reserve	1,430,338	-	-	1,430,338	-	-	-	-	-	-
Externally Restricted Reserves	1,430,338	-	-	1,430,338	-	-	-	-	-	-
Internally Restricted Reserves										
Election Expenses Reserve	200,000	-	200,000	-	-	-	-	-	-	-
Disaster Recovery Reserve	500,000	-	-	-	-	-	500,000	-	-	-
Unexpended Capital Works Reserve	2,424,098	-	-	-	2,424,098	-	-	-	-	-
Developer Funds In Lieu Of Construction	2,137,942	627,871	200,000	-	-	-	-	56,355	-	2,622,168
Waste Management Reserve	3,439,396	-	284,743	-	926,124	-	-	-	-	2,228,529
Asset Renewal Reserve	-	-	-	-	-	-	-	-	-	-
Major Initiatives Reserve	-	-	-	-	-	-	-	-	-	-
Internally Restricted Reserves	8,701,436	627,871	684,743	-	3,350,222	-	500,000	56,355	-	4,850,697
Unrestricted Reserves										
Working Capital Reserve	4,995,227	80,462	1,150,000	-	350,000	-	-	-	-	3,575,689
Unrestricted Reserves	4,995,227	80,462	1,150,000	-	350,000	-	-	-	-	3,575,689
Total Reserves	15,127,001	708,333	1,834,743	1,430,338	3,700,222	-	500,000	56,355	-	8,426,386

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.1.7
Report Title:	Invitation to Join the Australian Local Government Women's Association of the Northern Territory
Meeting Date:	Tuesday 2 June 2026
Author:	Executive Assistant to CEO, Kate Roberts
Approver:	Chief Executive Officer, Andrew Walsh

Community plan

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

Purpose

This Report seeks Council direction on membership to the Australian Local Government Women's Association (ALGWA).

Key messages

- An invitation to join the Australian Local Government Women's Association was received on Friday 8 May 2026.
- The Australian Local Government Women's Association (ALGWA) is a national organisation established to support and promote the participation and leadership of women in local government through advocacy, mentoring, professional development and collaboration.
- While ALGWA has a strong focus on supporting women in local government, membership is inclusive of all individuals who support gender equity and diverse leadership.

Recommendation

1. THAT Report entitled Invitation to Join the Australian Local Government Women's Association of the Northern Territory be received and noted.
2. THAT Council accepts the invitation to join the Australian Local Government Women's Association subject to budget allocation.

-OR-

2. THAT Council thanks the Australian Local Government Women's Association for its invitation, and declines.

Background

The Australian Local Government Women's Association (ALGWA) is a national organisation established to support and promote the participation and leadership of women in local government through advocacy, mentoring, professional development and collaboration.

The organisation is currently re-establishing its presence in the Northern Territory and is seeking membership from local councils to strengthen sector-wide leadership capability and representation.

Membership is open to councils and individuals and is aimed at supporting both elected members and council officers, as well as fostering inclusive leadership environments across the sector.

Discussion

Council has received correspondence dated 8 May 2026 from the National President of the Australian Local Government Women's Association (ALGWA), inviting City of Palmerston to become a member of the organisation, available at **Attachment 12.1.7.1**.

The correspondence outlines ALGWA's role as the national peak body supporting women in local government since 1951, and highlights the benefits of membership including mentoring programs, professional development opportunities, advocacy, and access to sector networks.

The letter also emphasises the increasing representation of women in local government, noting that women now represent 40.5% of councillors across the Northern Territory following the 2025 elections, while acknowledging ongoing challenges in achieving equitable participation and leadership.

Membership of ALGWA presents an opportunity for Council to support leadership development and capacity building for both Elected Members and staff.

Key benefits identified include:

- Access to structured one-on-one mentoring and peer mentoring programs.
- Professional development through masterclasses and networking forums.
- Participation in a national conference and broader local government networks.
- Advocacy and research addressing barriers to participation and leadership in the sector.

The invitation aligns with broader sector priorities around strengthening governance, improving organisational capability, and promoting inclusive and representative leadership.

Participation may also contribute to Council's positioning as an employer of choice, supporting workforce engagement and development, and strengthening leadership pipelines within the organisation.

While ALGWA has a strong focus on supporting women in local government, membership is inclusive of all individuals who support gender equity and diverse leadership. This supports a whole-of-organisation approach to leadership development rather than a targeted initiative.

Membership of the Australian Local Government Women's Association (ALGWA) represents a low-cost opportunity (\$500 per annum) for Council to support leadership development, strengthen governance capability, and engage with a national local government network.

The organisation offers access to mentoring, professional development and advocacy initiatives that align with Council's strategic priorities, particularly in workforce capability and inclusive leadership.

While the benefits are largely dependent on active participation and may be realised over time, the financial and operational risks are minimal. On balance, membership is considered to provide positive value and aligns with contemporary local government practices.

Consultation and marketing

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

Should Council proceed with membership, there may be an opportunity to promote this commitment through Council's communication channels, highlighting its support for leadership development, diversity, and inclusive governance within the local government sector. Any such promotion would be managed in accordance with Council's communication and marketing protocols.

Policy implications

There are no direct policy implications arising from the proposed membership of the Australian Local Government Women's Association.

The proposed membership is consistent with Council's broader governance and workforce development frameworks and does not require amendment to existing policies.

Participation in ALGWA programs and initiatives will continue to be undertaken in accordance with Council's existing policies relating to professional development, training, and employee conduct.

Budget and resource implications

Council received an invoice on 20 May 2026 confirming the annual membership fee for the Australian Local Government Women's Association (ALGWA) for the 2026–27 financial year is \$500.00 (inclusive of GST), available at **Attachment 12.1.7.2**.

This cost can be accommodated within Council's existing operational budget, subject to identification of an appropriate budget line or minor reallocation if required.

In addition to the membership fee, there may be minor discretionary costs associated with participation in ALGWA activities, including attendance at conferences, training, or networking events (e.g. travel and accommodation). These costs would be subject to existing budget allocations and standard approval processes.

From a resourcing perspective, participation in ALGWA programs (such as mentoring, masterclasses, and networking initiatives) will require a commitment of time from Elected Members and/or Council officers. These activities are expected to align with existing professional development and governance responsibilities and are not anticipated to create a significant additional resource burden.

Overall, the financial and resource impact is considered low and manageable within existing budgets, with potential organisational benefits in leadership capability, workforce development, and inclusive governance practices.

Risk, legal and legislative implications

Membership will involve a financial commitment (membership fees), which will need to be accommodated within the Council's operational budget. The value derived from membership is dependent on the level of participation by elected members and staff.

There is a low reputational risk associated with joining ALGWA, as the organisation is an established and recognised national body. Conversely, membership may enhance Council's reputation as a progressive and inclusive organisation committed to leadership development.

Participation in programs, training and events may require staff and elected member time and resource allocation. Benefits may not be fully realised without active engagement from participants.

Membership should align with Council's strategic priorities and workforce development plans to ensure maximum benefit.

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. ALGWA membership letter to City of Palmerston [12.1.7.1 - 2 pages]
2. Invoice IN V-00004 [12.1.7.2 - 1 page]



Australian Local Government Women's Association
 National Board founded Canberra 1951
 Patron, Her Excellency the Honourable Ms Sam Mostyn AC
 M: 0419 535 722 | www.algwa.net.au
 ABN 58853 856 904 | Inc A0020253H

CEO - Andrew Walsh
 City of Palmerston

Via email:
 andrew.walsh@palmerston.nt.gov.au

8th May 2026

Dear Andrew

I am reaching out as President of the Australian Local Government Women's Association to ask you to join your peers as a member of our organisation.

ALGWA has been the enduring collective voice for women in Local Government since 1951. Our mission is to support, encourage participation and promote women in local government, both as elected officials and officers, through mentoring, advocacy, advice and collaboration because we know strong and diverse local leadership contributes to better decision-making, stronger community connection and more sustainable councils.

The impact of this work is increasingly evident across Australia.

Following the 2025 local government elections, women now represent 40.5% of Councillors across the Northern Territory for the first time. However, ALGWA recognises the unique leadership challenges and opportunities across the Northern Territory, particularly within regional and remote communities and acknowledges that representation varies significantly between council types, with one council still having no female representation.

All of this represents both an opportunity and a challenge for councils.

For councils across the Territory, there is an opportunity to strengthen the participation, retention and leadership development of women Councillors. In doing so, Council will be genuinely reflective of its community – representative of the lived experience of its members and better able to identify and address the issues facing them.

For these women in leadership, who are responsible for approving policies including professional development, care reimbursements, and travel allowances to name a few, there is opportunity for Council to make it easier for women to participate as councillors both now and in the future.

The challenge lies in supporting these women to tackle the barriers they often face – juggling structural and cultural barriers, caring responsibilities, financial pressures and unequal participation experiences– while empowering them to fully undertake their leadership role.

Membership of our organisation provides Councils with access to the following benefits, which aim to help elected members overcome common barriers and be effective leaders. Membership supports both individual development and broader organisational capability.



Australian Local Government Women's Association
 National Board founded Canberra 1951
 Patron, Her Excellency the Honourable Ms Sam Mostyn AC
 M: 0419 535 722 | www.algwa.net.au
 ABN 58853 856 904 | Inc A0020253H

One-to-one mentoring: Members can participate in a structured mentoring program with experienced local government leaders, helping build confidence, governance capability and leadership effectiveness.

Peer Mentoring Circles: Members can participate in structured Peer mentoring circles, to support increased Councillor retention and inclusive council culture.

Masterclasses: Provides member free access to professional development opportunities for officers and elected members to monthly online forums to enhance better informed decision making and sector networking.

Advocacy: ALGWA has a lot of collective wisdom in its network; women who continuously advocate across the sector working with other peak bodies, meeting with ministers and keeping on top of sector developments. ALGWA's research and advocacy over the years has been a powerful voice for change and recognition of the challenges women face across the sector from running for election to fulfilling leadership roles in increasingly uncivil council chambers.

ALGWA Conference: Members can attend our biennial conference, which provides councillors with the opportunity to meet their peers, exchange ideas, learn from expert speakers, and return to Council with the latest local government knowledge.

Please consider supporting your Council's women, both councillors and officers, by providing them with access to the above benefits through a membership. Your support is invaluable in helping not just these councillors, but ultimately the community they represent, and which Council serves.

Further information regarding membership will be forwarded shortly for your consideration.

Please feel free to give me a call or contact ALGWA Secretary, Karen Murray at secretary@algwa.com.au with any questions.

At a time when councils are navigating increasingly complex community expectations, supporting diverse and capable local leadership has never been more important. ALGWA looks forward to working alongside City of Palmerston to support women in local government across the Northern Territory.

Warm regards,

Kylie

National President | Cr Kylie Spears
 Australian Local Government Women's Association
 M: 0436 003 660
 E: president@algwa.com.au
 W: <https://www.algwa.net.au>

Tax Invoice



City of Palmerston
andrew.walsh@palmerston.nt.gov.au

Australian Local Government Women's Association
PO Box 156
Ringwood VIC 3134
ABN: 58853856904
treasurer@algwa.net.au
61 0438005225

Amount due	Due date	Issue date	Invoice number
\$500.00	3 June 2026	20 May 2026	INV-00004

[View and pay online](#)

Description	Quantity	Price	Tax	Amount
Annual Subscription 01.07.2026 to 30.06.2027	1	500.00	0%	500.00

Subtotal	500.00
Total GST	0.00
Total	500.00



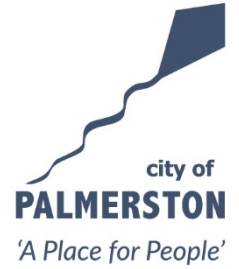
[View and pay online](#)



Amount due **\$500.00**

BSB: 633-000
A/C: 208 298 984
Account Name: Australian Local Government Women's Association

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.1.8
Report Title:	Domestic Waste Collection Service Levels
Meeting Date:	Tuesday 2 June 2026
Author:	Manager of Sustainability, Jelise Camilleri
Approver:	Deputy Chief Executive Officer, Nadine Nilon

Community plan

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

Purpose

This Report presents the outcomes of the Domestic Waste Service Consultation and seeks Council approval to proceed to tender using Service Level Option 6, as the baseline service for the new contract.

Key messages

- Council provides domestic waste and recycling collection services to residents across the municipality. The current contract expires on 3 July 2027.
- Preparations are underway to develop the next tender, with the aim of awarding the new contract at least six (6) months prior to the expiry of the existing contract.
- A review of the current collection frequency is underway to ensure it remains fit for purpose, viable and aligns with community expectations.
- Six (6) service level scenarios were assessed against Council objectives including waste reduction, sustainable resource use, customer amenity and operational/market feasibility.
- Consultation was undertaken from the 15 April to the 18 May 2026, to understand current community waste practices, needs, and expectations prior to finalising service levels for the next contract.
- The consultation results indicate that the current Domestic Waste Collection Service is generally meeting community expectations, with residents placing a high value on reliable and convenient waste collection services.

- Assessment of the six (6) service level options was undertaken against the survey results, with Option Six (6) (BAU for single dwellings and a reduction of one [1] general waste service for multi dwelling services properties) deemed the most appropriate based on community input.
- Depending on tender submissions and pricing, outcomes will be reported back to Council.

Recommendation

1. THAT Report entitled Domestic Waste Collection Service Levels be received and noted.
2. THAT Council endorse the following service levels for the Domestic Waste Collection and Recycling tender;
 - a. 120L general waste collected twice per week for single dwellings.
 - b. 240L recycling collected once per fortnight for single dwellings.
 - c. 240L general waste collected three (3) times per week for multiple unit dwellings (1 x bin per 4 units).
 - d. 240L recycling collected once per week for multiple unit dwellings (1 x bin per 2 units).

Background

Current contract and servicing

Council's current contract for domestic waste and recycling collection was awarded to Cleanaway Pty Ltd in 2019 and is due to expire on the 3 July 2027. The contract involves the collection waste and recycling from residential properties. Waste material is transported to Shoal Bay Waste Management Facility for disposal and recyclables are required to be processed at an approved facility.

Domestic waste collection services are paid for by property owners through charges applied through the Declaration of Rates. The waste management charge also covers services relating to the Archer Waste Management Facility, public litter collection, sustainability initiatives and the annual pre-cyclone clean up.

Based on the 2025/26 Declaration of Rates, both single dwellings and multiple dwellings currently pay a domestic waste charge of \$612 per annum per dwelling. Properties with more than 25 dwellings that have their own Council-approved alternative regular waste collection service in place are classified as exempt properties and pay a reduced charge of \$308 per annum per dwelling, to account for non-collection waste services.

Table 1 details the current waste collection schedules for single dwellings and multi-dwellings. Single dwellings are defined under the Contract as detached homes, duplexes and unit complexes of up to three (3) dwellings. Multi-dwellings are defined as complexes of four (4) or more dwellings with shared bin compounds, with bins collected manually through a wheel-out, wheel-in service. There are some services that are a hybrid depending on the physical attributes and history of the property and service.

Table 1 - Current waste collection service levels.

Dwelling type	General waste service level	General waste capacity (L/fortnight)	Recycling service level	Recycling capacity (L/fortnight)	Total capacity (L/fortnight)
Single dwellings (per dwelling)	120L bin x 2 collections/week	480	240L bin 1 x collection/fortnight	240	720
Multi-dwellings (per unit)	240L shared bin (1 per 4 units) x 4 collections/week	480	240L shared bin (1 per 2 units) x 1 collection/week	240	720

Cleanaway collects approximately 745 tonnes of general waste each month from around 14,895 dwellings (single and multi-unit), equating to approximately 50 kg of waste per dwelling per month, or 6.25kg per collection.

The general waste collection services are provided for the purposes of accessible, regular, putrescible waste collection generated from domestic use. All residents have the ability to access the Archer Waste Waste Management Facility where they have larger items and/or volumes that are unable to be disposed of within bins. The recent upgrades to the Archer Waste Waste Management Facility also support increased diversion of waste from landfill and increased recycling rates.

Customer Satisfaction and Strategies

Domestic waste Collection consistently ranks among the highest rated Council services in the Community Satisfaction Survey, receiving the second highest score in the 2025 survey at 8.23 out of 10.

Over the past six (6) months, there has been a noticeable increase in complaints relating to missed bin services and the quality of services provided. This has been driven by a combination of factors, including resourcing and cost pressures being experienced by the current contractor, as well as broader external political and social challenges beyond their control. These issues are being contractually addressed as far a practical, however it is a challenge that will be difficult to improve within the current contract term.

The Sustainability Strategy identifies that local waste management issues arise from materials being disposed of to landfill and from contamination of products intended for recycling. In response, the Strategy sets a clear direction to improve waste diversion from landfill across the community, with a focus on reducing contamination and increasing the recovery of recyclable materials through effective waste and recycling services.

The Community Plan has an outcome of Environmental Sustainability, which includes a measure of success being increasing recycling and the following objectives:

- 5.1 - Reduce our footprint on the environment.
- 5.3 - Encourage personal action and taking a leadership role.

Other Considerations

These include:

- Multiple unit dwellings often have incorrect bin numbers due to theft, damage over time and non-reporting of issues. An audit has commenced and ensuring services are at the level required at the start of the next contract is planned.
- Routes and 'bin days' may need to change, irrespective of the service level chosen. The growth of Palmerston whilst maintaining current servicing days has led to inefficiencies in the distributions of properties per day.
- Alignment to Council's Sustainability Strategy, including options of replacing bins and the amount of hours trucks are required to be providing services which impacts fuel consumption, emissions, mechanical wear and tear, and potentially customer behaviour (i.e. reduced diversion/efforts to recycle).
- Options for larger groups of multi dwellings to have larger bins (i.e. 1100L) where the bin enclosure allows and the equivalent service can be provided.

Service Level Review

Work has begun to prepare the tender for the new contract, expected to be released in August 2026, with the contract award anticipated in November 2026. A key part of tender preparation of this nature is to review the service levels, alongside current market conditions.

The existing service levels and associated costs have been reviewed to determine the potential service models to include in the upcoming tender. The goal is to balance community expectations, service quality, and long-term financial sustainability. The review considered factors such as:

- Waste volumes collected.
- Varying needs of single-dwelling and multi-dwelling properties.
- Alignment with the City of Palmerston Sustainability Strategy.
- Community satisfaction with the current service.
- Existing charges and access to alternative services (i.e. access to the Archer Waste Transfer Station and provision of the pre-cyclone tender).

From this review, six (6) service-level scenarios have been developed and are outlined in **Table 2** below. Anticipated total waste charges for each option have also been predicted based on several factors including an anticipated 15% cost increase due to market conditions.

Table 2: Service Level Options.

	Single Dwellings (Kerbside Services)	Multi-Dwellings (Manual Services)
Option 1 - Current Service Level (BAU)		
Service Level	120L general waste collected twice per week. 240L recycling collected once per fortnight.	240L general waste collected four times per week (1 x bin per 4 units). 240L recycling collected, once per week (1 x bin per 2 units).
Cost	\$725 – total waste charge This is a 15% increase from the proposed 2026-27 charge of \$630	\$765 – total waste charge This is a 21% increase from the proposed 20206-27 charge of \$630
Option 2 - Reduce General Waste Collections		
Service Level	120L general waste collected once per week . 240L recycling collected once per fortnight.	240L general waste collected three times per week (1 x bin per 4 units). 240L recycling collected once per week (1 x bin per 2 units).
Cost	\$655 – total waste charge	\$715 – total waste charge
Option 3 - Halve General Waste Collections		
Service Level	120L general waste collected once per week . 240L recycling collected once per fortnight.	240L general waste collected twice per week (1 x bin per 4 units). 240L recycling collected twice per week (1 x bin per 2 units).
Cost	\$655 – total waste charge	\$672 – total waste charge
Option 4 – Reduced general waste collections with increased kerbside recycling		
Service Level	120L general waste collected once per week . 240L recycling collected once per week .	240L general waste collected three times per week (1 x bin per 4 units). 240L recycling collected, once per week (1 x bin per 2 units).
Cost	\$723 – total waste charge	\$723 – total waste charge
Option 5 - Reduce general waste collections and increase kerbside bin size		
Service Level	240L general waste collected once per week . 240L recycling collected once per fortnight.	240L general waste collected three times per week (1 x bin per 4 units). 240L recycling collected, once per week (1 x bin per 2 units).
Cost	\$720 to \$855 – total waste charge dependent on bin replacement approach	\$715 – total waste charge

Option 6 – BAU for single dwelling and reduce multi dwelling services by one		
Service Level	120L general waste collected twice per week. 240L recycling collected once per fortnight.	240L general waste collected three times per week (1 x bin per 4 units). 240L recycling collected, once per week (1 x bin per 2 units).
Cost	\$725 – total waste charge	\$715 – total waste charge

It is important to note that the charges indicated above are based on current costs and potential increases to maintain current service levels, with the kerbside collection and recycling being about 30% of the total waste charge. The actual waste charge to be applied in 2027-28 will be dependent on the costs of all waste-related activities, including the Domestic Waste Collection tender and may be higher or lower than the figures estimated in the table above.

It is anticipated, based on assumptions relating to CPI and other external factors such as Shoal Bay disposal fee increases (which are above CPI), that the waste charge could reach around \$1000 per annum within 10 years.

The benefits and risks of each option have been assessed in further detail and are listed in **Attachment 12.1.8.1**.

At the 7 April 2026 Ordinary Council Meeting Report Council made the following decisions:

26.1.1 Domestic Waste Collection Service Levels

1. *THAT Report entitled Domestic Waste Collection Service Levels be received and noted.*
2. *THAT Council undertakes consultation to inform and consult the community on waste collection behaviours and service levels, with a further report to be presented to Council to recommend the preferred service level option no later than the 1st Ordinary meeting of June 2026.*
3. *THAT these decisions are moved into open following the consultation period of the Domestic Waste and Recycling Collection tender.*

CARRIED 11/0326 – 7/04/2026

Consultation was undertaken from 15 April to the 18 May 2026. This included online surveys, social media engagement and direct conversations with residents at community events and pop-up activities to capture a broad range of community feedback.

Primary themes of the consultation undertaken included:

- Community satisfaction with the current waste collection service over the past 12 months.
- Household waste and recycling behaviours.
- Future waste reduction and sustainability opportunities.
- Community priorities regarding reliability, convenience and cost.

The results of the consultation are presented below, along with the recommendations for the preferred service level option for tender development.

Discussion

Consultation Summary

In total, 151 people completed the online survey, while the social media poll generated a combined reach of 1,035 views across Facebook and Instagram, with over 200 individual poll responses recorded across the social media channels. A summary of the public consultation scope and results is provided in **Attachment 12.1.8.2**

Overall, the consultation identified that the community is generally satisfied with the current Domestic Waste Collection Service, with approximately 76% of survey respondents rating the service positively. Most respondents (79%) considered the current service level appropriate. A small percentage (14%) would like to see an increase in services, and a lower percentage (7%) considered the current collection an overservice.

The consultation also identified that frequency of general rubbish collection was identified as the highest priority service factor by respondents, with cost to ratepayers ranked the second most important consideration, followed by collection reliability (see **Figure 1**).

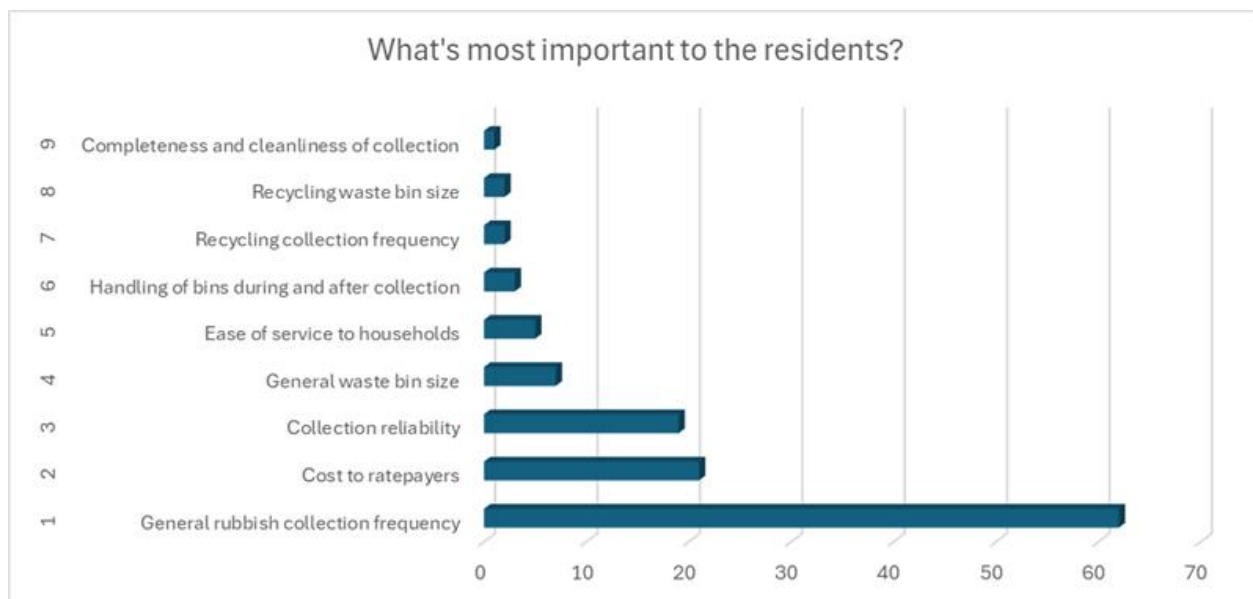


Figure: 1 Ranking of Most Important Kerbside Component

Collection reliability was also identified as a key theme in free-text and face-face responses. Residents commonly referenced collection reliability, missed bins, bin handling and cleanliness as the most important operational considerations.

When asked which elements of the waste collection service they would be willing to change, respondents most frequently identified general waste bin size (24%), followed by the cost of collection through rates (15%) and collection frequency (13%). When considering these against importance, it was noted that collection frequency was rated as the most important aspect of the contract, yet 13% of respondents were still open to altering it. Additionally, bin size was generally seen as a lower priority, but a comparatively high proportion of respondents (24%) indicated they would consider changing it.

Overall, the results suggest that while the community is broadly satisfied with current service levels, they remain open to changes that balance reliability, convenience, and cost.

The consultation revealed that many households consistently fill their bins to capacity (see **Figure 2 and 3**). 72% of respondents said they put their general waste bins out twice a week, and about two thirds reported that these bins were mostly or completely full, on collection day. Recycling bins showed a similar pattern, with 76% of participants presenting a full recycling bin.

One third of respondents did report that general waste bins were only partially utilised, indicating varying waste generation patterns across household types and living arrangements. Larger households generally reported higher waste volumes and were more likely to indicate support for maintaining the existing collection frequency, while lower occupancy households more commonly identified lower bin utilisation rates.

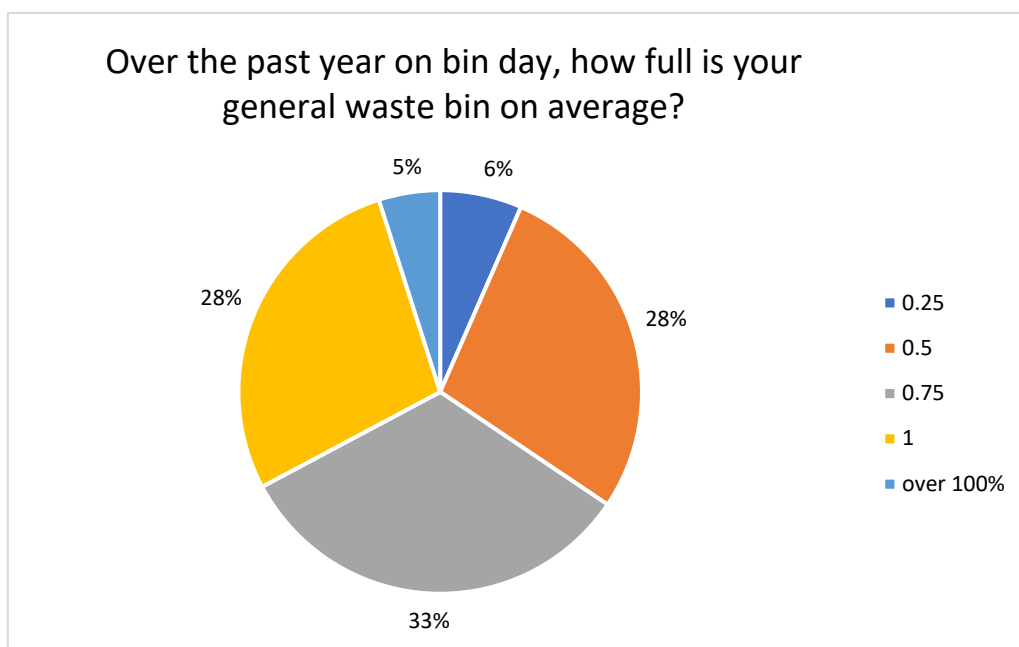


Figure 2: General Waste Volumes

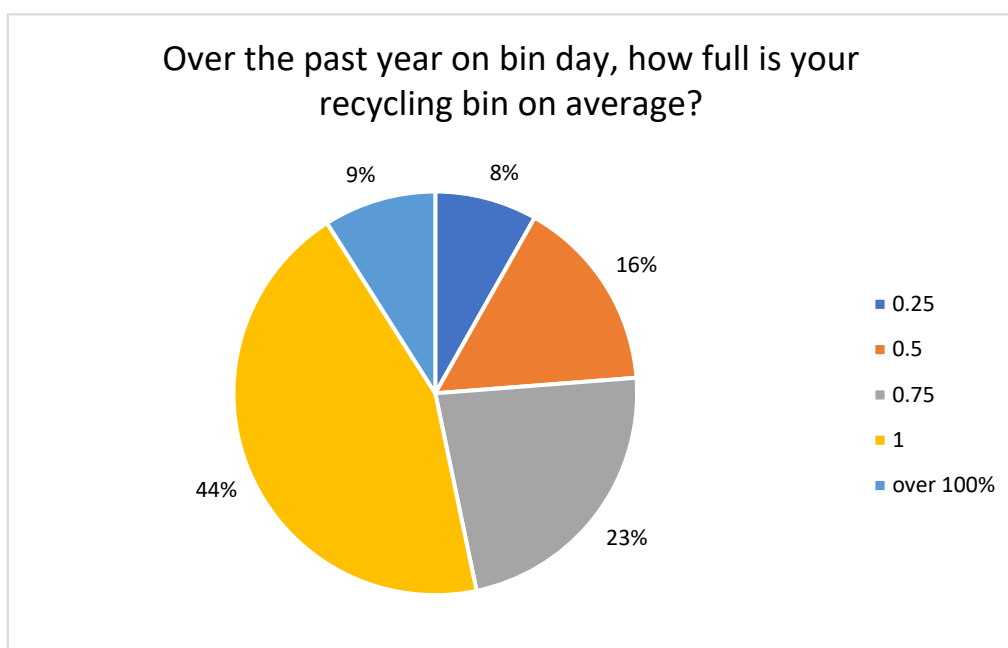


Figure 3: Recycling Waste Volumes

Feedback also highlighted a strong community focus on environmental sustainability and waste reduction. Most respondents indicated that reducing, reusing and recycling waste within the home is important or very important. Residents also expressed support for future sustainability initiatives including:

- improved recycling education.
- clearer information regarding recyclable materials and contamination.
- recycling support programs.

Residents frequently identified garden organics as a significant contributor to household waste streams, with recurring interest in future green waste services, composting initiatives and additional disposal options for vegetation and organic materials.

Service Level Options

Overall, the consultation provided valuable insight into current community sentiment and waste behaviours. The consultation provides sufficient evidence to indicate that current service levels are broadly meeting community needs. However, participation levels varied across household types and demographic groups, with comparatively limited input from residents in multi-unit dwellings.

The findings must also be considered in the context of anticipated increases in waste processing and operational costs that may occur on award of the new contract. As these costs are still indicative, they were not presented to the community as part of the consultation. However, even without the inclusion of anticipated increased prices, cost was an important factor for respondents.

Based on the results of the consultation, it is considered that **Option 6**, BAU for single dwellings and a reduction of multiple-dwelling general waste collection to 3-times a week, is the most appropriate option in to include in the upcoming tender.

The reasoning behind this is as follows:

- Single dwellings (and properties with a kerbside service).
 - Respondents reported that for kerbside collections, they typically present their bins at or near full capacity. Further analysis and data collection would be required to understand utilisation of the kerbside service.
 - The survey results indicate a desire to keep the frequency of collection as it is. This option retains the current single dwelling service collection.
 - The frequency of general waste collection seemingly had little impact on recycling rates, with recycling bins also being presented to capacity. Residents will also continue to be able to request additional recycling bins if required (for a fee).
- Multi-unit dwellings.
 - The reduction in multiple-unit dwelling collections for general waste (from four [4] times per week to two [2] times per week), will reduce costs without materially reducing the level of service.
 - There was minimal feedback received from multi-unit dwelling residents received during the consultation period, however the key themes were relating to costs and service reliability.
 - There are positive sustainability outcomes by reducing the operational activity of one (1) truck being on the road once per week.
 - Where required, body corporates can request an additional general waste (or recycling) bin (for a fee), enabling increased servicing for those that require it, rather than may not be using it.
 - As a comparison, whilst it does vary due to bin allocation numbers, City of Darwin with a twice per week general waste service has an average weekly service volume of 136L per dwelling. With three (3) times per week servicing for City of Palmerston, it would be an average of 204L, down from 272L with the current service.
 - The audits of bin compounds and ensuring correct numbers of bins are provided will ensure that the service is being provided at the correct level, this will also include communication on how to report missing bins or service issues.

In summary, the proposed service level for the purposes of tendering is;

- 120L general waste collected twice per week for single dwellings.
- 240L recycling collected once per fortnight for single dwellings.
- 240L general waste collected three (3) times per week for multiple unit dwellings (1 x bin per 4 units).
- 240L recycling collected once per week for multiple unit dwellings (1 x bin per 2 units).

While the proposed service level is not materially different to the current service level, the survey did indicate that respondents are open to some level of change. Further audits and analysis are required to understand the behaviour and potential change to future service levels. The consultation results will also inform ongoing waste education, with a particular

focus on green waste management options, which the survey indicated was an issue for residents when maintaining general waste volumes.

Next Steps

Following endorsement, the tender documents for the Domestic Waste Collection contract documents will be finalised. The tender will be released as a public tender and is anticipated to go to market in August 2026. The commencement of the new contract will be in July 2026.

Depending on tender submissions and pricing, outcomes will be reported back to Council.

Further work will continue with bin audits, education and other related activities as required.

A communication plan will be developed and implemented for multi-unit dwellings, prior to the commencement of any service changes. It is important to note that no services will change until the tender is awarded and commencement date confirmed.

Consultation and marketing

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

- Executive Manager Environment.
- Marketing & Communications Manager.

Community engagement to seek feedback on the Domestic Waste Collection Service was undertaken from 15 April to 18 May 2026. The consultation aimed to understand community satisfaction with the current waste collection service, identify household waste behaviours and gather feedback regarding future waste management opportunities and priorities.

A multi-channel engagement approach was implemented to maximise community awareness and participation across a range of audiences and locations throughout Palmerston.

The following engagement tools and activities were delivered as part of the consultation program:

- Dedicated webpage and online survey.
- Frequently Asked Questions (FAQ's).
- Internal briefing materials for Customer Experience staff.
- Social media campaign including organic posts, stories and paid promotion.
- Email communication to non-resident ratepayers.
- Community pop-up engagements and presentations.
- Face-to-face engagement opportunities at community events and locations.

To encourage participation in the online survey, respondents had the opportunity to enter a draw to win a waste reduction prize pack valued at approximately \$300. The prize pack



included practical sustainability and waste reduction items designed to support environmentally conscious household behaviours.

The dedicated consultation webpage received 648 page views during the consultation period and acted as the primary information hub for the project, including background information, survey access and frequently asked questions.

A targeted paid social media campaign was also undertaken to support awareness and drive traffic to the consultation webpage. The campaign generated:

- 16,867 impressions.
- 9,320 reaches.
- 295 link clicks to the consultation webpage.
- cost per landing page view of \$0.34.

Direct communication was also issued to non-resident ratepayers to encourage participation and ensure feedback opportunities extended beyond residents actively following Council communication channels. A planned residential letterbox drop was unable to proceed due to contractor delivery issues. To support broader awareness despite this limitation, Council increased reliance on digital promotion, social media engagement and direct community conversations throughout the consultation period.


The consultation received responses from a broad range of Palmerston suburbs, with the highest participation recorded from:

- Zuccoli.
- Rosebery.
- Durack.
- Gunn.
- Bakewell.
- Woodroffe.

The survey also captured feedback from a range of household sizes and housing types, including standalone residential properties and multi-unit dwellings.

In addition to online engagement, Council officers attended a range of community locations and events to speak directly with residents about their waste collection experiences and service expectations. These engagements included pop-up conversations at:

- Brekkie in the Park.
- 50+ Club Gray Community Hall.
- Palmerston Recreation Centre.
- Palmerston Library.
- Live at the Lakes.
- Council to Community.
- Gateway Shopping Centre.
- Vibrant Economy Advisory Committee.



The face-to-face engagement activities focused on informal conversations with residents rather than walking participants through the survey directly. This approach provided an opportunity to raise awareness of the consultation, understand broader community sentiment and encourage participation through both online and in-person channels.

Social media stories were also utilised throughout the consultation period to replicate simplified survey questions and capture quick behavioural insights from residents regarding satisfaction, bin usage, recycling behaviours and service levels. These polls generated over 1,000 combined views across Facebook and Instagram and supported broader awareness of the consultation process.

Policy implications

This report does not relate to specific Council Policies, however, future waste collection costs will affect the Long-Term Financial Plan and will be considered as part of the 2027-28 budget process.

Budget and resource implications

Maintaining high-level waste collection capacity and service frequency presents financial risks for Council, largely due to rising processing and operational costs.

Actual pricing for the next Domestic Waste Collection contract will be determined through the tender process and may vary based on market conditions, route optimisation, fleet configuration and contractor methodology.

Risk, legal and legislative implications

The waste management market in the Northern Territory is relatively limited, which can reduce competitive tension and increase exposure to price volatility. Recycling in particular is reliant on a single local Material Recycling Facility, with few alternative pathways available if capacity, acceptance criteria, or processing arrangements change. As a result, Council should anticipate upward cost pressure over the next contract term, driven by constrained market conditions, processing limitations and broader cost drivers such as freight, labour, fuel and service delivery in a remote operating environment.

This Report addresses the following City of Palmerston Strategic Risks:

7. Environmental Sustainability

Failure of Council to clearly articulate, plan for and deliver prudent and responsible environmental ambitions.

Strategies, framework and plans implications

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

- [City of Palmerston Community Plan.](#)
- [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. Kerbside Sevice Levels Risks vc Benefitsv.2 [12.1.8.1 - 6 pages]
2. Waste consultation database [12.1.8.2 - 19 pages]

KERBSIDE WASTE COLLECTION SERVICE LEVEL OPTIONS

RISKS AND BENEFITS

OPTION	SERVICE LEVEL	BENEFITS	RISKS	Changes to Risk Post Engagement
Option 1 Current Service Level	<p>Single dwellings</p> <ul style="list-style-type: none"> 120L general waste collected twice per week. 240L recycling collected once per fortnight. <p>Multi-dwellings</p> <ul style="list-style-type: none"> 240L general waste collected four times per week (1 x bin per 4 units). 240L recycling collected, once per week (1 x bin per 2 units). 	<ul style="list-style-type: none"> Operational stability by maintaining the current servicing levels Change management for bin routes and collection days may not be required noting this is not guaranteed. Higher general waste frequency can assist residents in waste management to reduce odour, pest attraction and bin overflow risk in Darwin's tropical conditions, particularly for households generating higher waste. 	<ul style="list-style-type: none"> Retaining a high-frequency general waste service can embed higher collection costs into the next contract and limit Council's ability to manage waste charge growth. High general waste capacity/frequency can reduce the incentive to use recycling correctly, potentially increasing landfill tonnages and missing diversion objectives. Servicing frequency of general waste does not align with the evidence of apparent underutilisation of the current collection. Keeping the current model may limit the market's ability to propose more efficient route designs and fleet utilisation, potentially reducing value for money. Higher exposure to contractor performance risk. More collections = more touchpoints; service reliability becomes harder to maintain during staff/truck shortages, wet season disruptions, and rapid growth. 	<ul style="list-style-type: none"> Cost risk remains the same. The survey indicated a high use of the recycling service, seemingly not impacted by the general waste collection. Risk to recycling from twice a week general waste seems low. The evidence of underutilisation was not reflected in this survey. Route optimisation may still be a risk. Tenderers may offer operational efficiencies (i.e. better software) that may reduce this risk. More touch points at the twice a week collection are still an operational risk.

		<ul style="list-style-type: none"> • May allow the new contract to focus on mobilisation and performance improvements without concurrently managing a service change. 	<ul style="list-style-type: none"> • Maintaining the status quo may not align with Council's long-term sustainability and waste minimisation goals and could be harder to justify if costs rise materially. 	
<p>Option 2 Reduced General Waste Collections</p>	<p>Single dwellings</p> <ul style="list-style-type: none"> • 120L general waste collected once per week. • 240L recycling collected once per fortnight. <p>Multi-dwellings</p> <ul style="list-style-type: none"> • 240L general waste collected three times per week (1 x bin per 4 units). • 240L recycling collected once per week (1 x bin per 2 units). • 	<ul style="list-style-type: none"> • Reducing servicing frequency of general waste aligns with the evidence of apparent underutilisation of the current collection. • Maintains familiar recycling model for single dwellings. Retaining fortnightly recycling for single dwellings avoids increasing reliance on recycling processing capacity and reduces the need for major behavioural change compared to weekly recycling. • General waste collection frequency is typically the major driver of collection cost; this option focuses reductions where they are most likely to affect total contract pricing. 	<ul style="list-style-type: none"> • Reduced general waste collections may increase the likelihood of odour, pests and bin overflow for some households, particularly where food waste is placed in general waste. • This option may not materially improve recycling capture compared to options that increase recycling frequency. Noting that the recent recycling audit demonstrates a high recovery rate with the current service level. • Reduced general waste capacity can lead some households to place more material into recycling bins, increasing contamination risk if education/enforcement is not strengthened. • If some households experience capacity constraints, there is a risk of improper disposal, or increased use of public bins, particularly if additional service options are not well communicated. 	<ul style="list-style-type: none"> • The odour was raised as an issue by many residents in this survey. Still remains a risk. • Underutilisation not confirmed as part of this survey, with indicated that bins used to capacity. Smaller capacity may result in use of recycling bins incorrectly. • The survey seems to indicate that the general waste and recycling waste streams are used independently. No link in the survey between larger bin capacity reducing recycling rates. Conversely, recycling bins were presented at full capacity, indicating that it is heavily utilised currently.

		<ul style="list-style-type: none"> Fewer general waste lifts for houses can reduce missed-service risk and improve operational resilience during wet-season impacts and resourcing constraints. 		
<p>Option 3 Halve general waste collections</p>	<p>Single dwellings</p> <ul style="list-style-type: none"> 120L general waste collected once per week. 240L recycling collected once per fortnight. <p>Multi-dwellings</p> <ul style="list-style-type: none"> 240L general waste collected twice per week (1 x bin per 4 units). 240L recycling collected once per week (1 x bin per 2 units). 	<ul style="list-style-type: none"> Reducing servicing frequency of general waste aligns with the evidence of apparent underutilisation of the current collection. Maintains familiar recycling model for single dwellings. Retaining fortnightly recycling for single dwellings avoids increasing reliance on recycling processing capacity and reduces the need for major behavioural change compared to weekly recycling. General waste collection frequency is typically the major driver of collection cost; this option focuses reductions where they are most likely to affect total contract pricing. 	<ul style="list-style-type: none"> Reduced general waste collections may increase the likelihood of odour, pests and bin overflow for some households, particularly where food waste is placed in general waste. This option may not materially improve recycling capture compared to options that increase recycling frequency. Noting that the recent recycling audit demonstrates a high recovery rate with the current service level. Reduced general waste capacity can lead some households to place more material into recycling bins, increasing contamination risk if education/enforcement is not strengthened. If some households experience capacity constraints, there is a risk of improper disposal, or increased use of public bins, particularly if additional service options are not well communicated. 	<ul style="list-style-type: none"> The concern of odour was raised by several residents as part of this survey. Underutilisation not confirmed as part of this survey. The survey seems to indicate that the general waste and recycling waste streams are used independently. No link in the survey between larger bin capacity reducing recycling rates. Conversely, recycling bins were presented at full capacity, indicating that it is heavily utilised currently. A change in bin size was considered as something that respondents were open to, may be a need to better communicate this option to residents.

		<ul style="list-style-type: none"> Fewer general waste lifts for houses can reduce missed-service risk and improve operational resilience during wet-season impacts and resourcing constraints. 		
<p>Option 4 Reduced general waste collections with increased kerbside recycling</p>	<p>Single dwellings</p> <ul style="list-style-type: none"> 120L general waste collected once per week. 240L recycling collected once per week. <p>Multi-dwellings.</p> <ul style="list-style-type: none"> 240L general waste collected three times per week (1 x bin per 4 units). 240L recycling collected once per week (1 x bin per 2 units). 	<ul style="list-style-type: none"> Reducing servicing frequency of general waste aligns with the evidence of apparent underutilisation of the current collection. Reducing general waste collection frequency, fleet hours and labour demand, helping moderate upward pressure on the waste charge. Weekly recycling increases convenience and capacity for recyclables, supporting higher capture rates and reinforcing Council's waste diversion objectives. Operational efficiency - Fewer general waste lifts can reduce missed-service risk and improve schedule resilience during staff/truck shortages and wet season disruptions. 	<ul style="list-style-type: none"> Risk of increased recycling costs due to current market constraints, including reliance on a single Material Recovery Facility in the Northern Territory. Reduced general waste collections may increase the likelihood of odour, pests and bin overflow for some households, particularly where food waste is placed in general waste. Residents may perceive this as a reduction in service, increasing complaints and reputational risk without a strong communications and transition plan. More recycling volume can come with higher contamination if education/enforcement doesn't keep pace, which can increase processing costs or rejection risk. Increasing recycling reliance makes Council more exposed to MRF capacity/acceptance criteria and downstream market constraints. 	<ul style="list-style-type: none"> Cost risk remains Odour concerns remain. Residents are happy in the survey with the current frequency, likelihood of complaints if changed.

		<ul style="list-style-type: none"> Resident choice can be preserved via additional services. Households with higher waste generation can be managed through paid additional services (extra bin/upgrade), rather than providing higher base service to all. Provides closer alignment in servicing cost between single and multi-dwellings, supporting a more consistent approach to waste charges. 	<ul style="list-style-type: none"> If a cost-aligned service model is not adopted, Council may need to consider splitting waste charges between single and multi-dwelling properties to reflect materially different servicing costs, which could increase administrative complexity and create equity and community perception risks. 	
<p>Option 5 Reduce general waste collections and increase kerbside bin size</p>	<p>Single dwellings</p> <ul style="list-style-type: none"> 240L general waste collected once per week. 240L recycling collected once per fortnight. <p>Multi-dwellings</p> <ul style="list-style-type: none"> 240L general waste collected three times per week (1 x bin per 4 units). 240L recycling collected once per week (1 x bin per 2 units). 	<ul style="list-style-type: none"> Maintains equivalent general waste capacity. Fewer general waste collection days can improve route efficiency, reduce fleet hours and labour demand, and lower exposure to missed services during wet season disruptions or resourcing constraints. Maintaining general waste capacity may reduce likelihood of increased recycling contamination, misuse of public bins, or illegal dumping. 	<ul style="list-style-type: none"> Upfront capital cost. Transitioning to 240L bins requires a bin changeover program, with an estimated ~\$90 per bin upfront (purchase, delivery, and system updates). There may be limited sustainable reuse or disposal pathways for the obsolete 120L bins not stamped with the City of Palmerston logo, creating an environmental and reputational risk if an acceptable pathway cannot be secured. Bin swaps can generate customer enquiries, delivery/logistics complexity, and short-term service disruption if not well staged and communicated. Although capacity is equivalent for general waste, reducing frequency to weekly from the current service level may increase odour/pest risk for some households if bins contain high proportions of food waste and are stored for longer. 	<ul style="list-style-type: none"> Cost risk remains. Sustainability risk of upgrading all 120L remains. Odour risk remains. Logistical risk of swap over remains.

			<ul style="list-style-type: none"> While frequency reduces, pricing outcomes may still increase depending on contractor assumptions (bin roll-out costs, heavier lifts). 	
<p>Option 6 BAU for single dwelling and reduce multi dwelling services by one</p>	<p>Single dwellings</p> <ul style="list-style-type: none"> 120L general waste collected twice per week. 240L recycling collected once per fortnight. <p>Multi-dwellings</p> <ul style="list-style-type: none"> 240L general waste collected three times per week (1 x bin per 4 units). 240L recycling collected, once per week (1 x bin per 2 units). 	<ul style="list-style-type: none"> Reducing servicing frequency of general waste for multi-dwellings aligns with the evidence of apparent underutilisation of the current collection. Single dwellings maintain the current servicing level. Provides closer alignment in servicing cost between single and multi-dwellings, supporting a more consistent approach to waste charges. 	<ul style="list-style-type: none"> Slight reduction in general waste collection for multi-dwellings only. Unlikely to create material behaviour changes, however Reduced general waste capacity can lead some households to place more material into recycling bins, increasing contamination risk if education/enforcement is not strengthened. If a cost-aligned service model is not adopted, Council may need to consider splitting waste charges between single and multi-dwelling properties to reflect materially different servicing costs, which could increase administrative complexity and create equity and community perception risks. 	<ul style="list-style-type: none"> Cost risk remains, with some cost savings from the reduction of MUD servicing. Reduces the reputational risk by providing the SUD servicing at BAU.

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property? (select the option that best suits)	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing reusing or recycling your waste within your home?	Which of the following activities do you in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
16/04/2026 1447	Gray	No	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	3	1	2	4	100%	50%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Neutral	Sell items you no longer want, use or need; User products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability (completeness and cleanliness of collection); Handling of bins during and after collection; General waste bin size; Recycling waste bin size; Ease of service to households; Cost of service to ratepayers	Collection reliability; handling of bins during and after collection	Efficiency of the Service, if collected and handled the way it should be then it runs smooth, but this is not always the case.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	
18/04/2026 1000	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	4		5	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Unimportant	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); General waste bin size; Collection reliability (completeness and cleanliness of collection); Handling of bins during and after collection; Ease of service to households; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size; Cost of service to ratepayers	None of the above	Nothing. All good. No complaints. Even when missed we have used the App or called Customer Service and they have been great.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request	Education sessions about home composting and appropriate planting held at Harvest Corner Learning to grow veggie sessions for beginners
18/04/2026 1310	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability (completeness and cleanliness of collection); Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above	Nothing, overall happy with the service	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	
18/04/2026 1311	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	100%	over 100%	Twice per week, every week	The waste collection service isn't enough at my property	Neutral	Sort your waste into general waste and recyclable items	Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability (completeness and cleanliness of collection); Handling of bins during and after collection; Ease of service to households	Frequency of recycling collections; General waste bin size	Council have been great with issues but clear away need some major improvements. Had lots of issues when we first moved in where our bins were not collected	Missed bins service request; Annual Pre-Cyclone Clean Up	
18/04/2026 1311	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	100%	50%	Twice per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Sell items you no longer want, use or need; Repair items rather than throwing them out	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability (completeness and cleanliness of collection); Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	General waste bin size; Recycling bin size		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	
18/04/2026 1315	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Completeness and cleanliness of collection; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Collection reliability; handling of bins during and after collection	More reliable, more care taken with bins.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Home composting; rebate; Annual Pre-Cyclone Clean Up	Better education provided to residents. Seems like some people don't understand hard rubbish and don't know that they can take their own rubbish to Archer.
19/04/2026 943	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	4	2	3	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste. Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size; Collection reliability (completeness and cleanliness of collection); Handling of bins during and after collection; Ease of service to households; General waste bin size	Frequency of general rubbish collections			
19/04/2026 950	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	4	100%	over 100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste. Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Handling of bins during and after collection; Ease of service to households; Completeness and cleanliness of collection; Cost of service to ratepayers	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? Select all options that apply to you	Which aspects of your waste collection service matter most to you? Rank and order them from most important at the top to least important at the bottom.	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?	
19/04/2026	9.56	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	1	2	4	50%	25%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly.	Collection reliability. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Completeness and cleanliness of collection. Ease of service to households. Handling of bins during and after collection. Cost of service to ratepayers.	Cost of collection as part of my rates	Missed bins service request		
19/04/2026	10.19	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	1	1	5	50%	50%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Cost of service to ratepayers.	Cost of collection as part of my rates	Bigger families should have an option for larger bins but promote smaller ones to stay for smaller families' works on a needs basis	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor	Provide compost equipment and information. I would probably use this if the initiative was offered as would others to remove bin smells etc.
21/04/2026	17.33	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2	2	4	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Collection reliability. Cost of service to ratepayers. Handling of bins during and after collection. Completeness and cleanliness of collection. Ease of service to households.	General waste bin size/Recycling bin size	Archer Waste Management Facility		
21/04/2026	17.36	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	3	3	100%	75%	Twice per week, every week	The waste collection service isn't enough at my property	Neutral	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Cost of service to ratepayers. General waste bin size. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Recycling waste bin size. Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households.	General waste bin size. Cost of collection as part of my rates	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up			
22/04/2026	9.58	Bellamack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	3	5	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Cost of service to ratepayers. Collection reliability. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households.	Cost of collection as part of my rates	Nothing. It is very good.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor	I know it costs a bit, but educating people with flyers or advertisements on how to recycle and what is recycled would be great. Very frustrating to see what people throw in their recycling bin - basically rubbish! It is because the bins are often stuck open because they're too full. Too many people think recycling is thrown in with the rubbish at the top so why should they bother going to the effort of recycling properly.	
22/04/2026	12.53	Woodroffe	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2	5	50%	100%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Dispose of e-waste at designated collection points.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Cost of service to ratepayers. Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households.	None of the above	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up. Battery and mobile phone recycling drop off points			
24/04/2026	16.13	Driver	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	4	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Cost of service to ratepayers. Collection reliability. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Completeness and cleanliness of collection. Ease of service to households. Handling of bins during and after collection.	Frequency of general rubbish collections. General waste bin size	The way it is already suits me	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Archer Waste Management Facility - Missed bins service request	
26/04/2026	13.43	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1		5	25%	50%	Once per week, every week	The waste collection service isn't enough at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers.	Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Cost of service to ratepayers. Recycling waste bin size. Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings).	Frequency of general rubbish collections. General waste bin size	Bigger general waste bin and once a week service	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor		
27/04/2026	11.04	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	3	5	100%	100%	Twice per week, every week	The waste collection service isn't enough at my property	Very important	Sort your waste into general waste and recyclable items. Compost food waste. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). General waste bin size. Cost of service to ratepayers. Collection reliability. Completeness and cleanliness of collection. Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Recycling waste bin size. Handling of bins during and after collection. Ease of service to households.	General waste bin size	Bigger bin would be so much better	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up		

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (please select all options that apply to you)	Which aspects of your waste collection service matter most to you? (Drag and order them from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
27/04/2026 16.42	Moulden	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	1	5	3	over 100%	over 100%	Twice per week, every week	The waste collection service isn't enough at my property	Neutral	Sell items you no longer want, use or need. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Size of service to households/General waste bin size /Cost of service to ratepayers. Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Recycling waste bin size /Collection reliability /Completeness and cleanliness of collection /Handling of bins during and after collection	General waste bin size	For houses with poorer families (such as those who live in housing) who have large families, I think it'd be really great to allow two general bins to be collected twice a week, because unfortunately one is simply not enough for households with larger families. This will be very helpful to Indigenous families who have a cultural responsibility to help other families when appropriate. This practice is called demand sharing. Also for families who have a lot of children who go through a big shopping budget a week. By setting up an approval process the council can keep track of families who need an extra bin service, unfortunately many poorer families will not be able to afford the rates for the bin, so some sort of agreement with Territory Housing would need to be approved. I also think there should be more "council street pick ups" throughout the year for bigger things that will not fit in the general waste bin.	Archer Waste Management Facility	workshops that help teach people how to repair their own furniture, more frequent street collection pick ups for larger items, in which things such as couches and tvs may be collected and recycled.
28/04/2026 17.39	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		1	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity	Collection reliability /Completeness and cleanliness of collection /Cost of service to ratepayers. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size /Recycling waste bin size /Handling of bins during and after collection/Ease of service to households	None of the above	Service poor: Repeated non-collection supposedly due to car parked at end of cul-de-sac; however, unclear why this was only an issue in last year and council did not advise, do a mail drop install signage etc to resolve the issue	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/MS&S bins service request /Annual Pre-Cyclone Clean Up	
28/04/2026 17.39	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			3	50%	25%	Twice per week, most weeks	The waste collection service is appropriate at my property	Unimportant	Sort your waste into general waste and recyclable items. Use products like reusable containers, water bottles and coffee cups regularly	Collection reliability /Completeness and cleanliness of collection /Cost of service to ratepayers. Ease of service to households/Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Recycling waste bin size /General waste bin size /Handling of bins during and after collection	Frequency of recycling collections/Cost of collection as part of my rates	To not have to pay for a third party company to come collect my green waste. Often when I do put my red bin out twice a week it is due to garden waste as I don't have a way to transport this to the dump. You could give people the chance to opt to only have their recycling collected once a month with reduced rates for this. I was disappointed that due to the cyclone we never got our bins collected on the Saturday and then this was never caught up which made clean up take longer as I had to walk longer for my bin to be emptied as it was already full.		Green waste collection so it's not mixed in with general rubbish.
28/04/2026 17.53	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	4	75%	100%	Twice per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Repair items other than throwing them out. Compost food waste. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size /Recycling waste bin size /Collection reliability /Completeness and cleanliness of collection /Handling of bins during and after collection/Ease of service to households/Cost of service to ratepayers	General waste bin size			
28/04/2026 17.58	Farrar	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	50%	50%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Donate items like clothing, home furniture and white goods to charity	Collection reliability /Cost of service to ratepayers. General waste bin size /Recycling waste bin size /Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) /Completeness and cleanliness of collection /Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) /Handling of bins during and after collection/Ease of service to households	Recycling bin size		Archer Waste Management Facility	
28/04/2026 19.06	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	50%	50%	Twice per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size /Recycling waste bin size /Collection reliability /Cost of service to ratepayers /Completeness and cleanliness of collection /Handling of bins during and after collection/Ease of service to households	Handling of bins during and after collection	My bin has sustained damage during collection - so either more careful handling or the option to replace it due to damage caused by collection		
28/04/2026 19.20	Moulden	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	3		4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity	General waste bin size /Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) /Completeness and cleanliness of collection /Recycling waste bin size /Collection reliability /Handling of bins during and after collection/Ease of service to households/Cost of service to ratepayers	Collection reliability/Handling of bins during and after collection/None of the above	Nothing, it's been working great the last 25 years, no need to change it.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor	Housing units and houses need major addressing. Its unfair if you want to change our service that is working well.

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
28/04/2026 19.34	Moulden	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	General waste bin size; Handling of bins during and after collection	Have an appreciation day for the staff	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	Appreciation to pick up staff
28/04/2026 22.40	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	5	50%	100%	Once per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly	Cost of service to ratepayers; Collection reliability; Completeness and cleanliness of collection; General waste bin size; Recycling waste bin size; Ease of service to households; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Handling of bins during and after collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings)	Frequency of recycling collections			
28/04/2026 22.50	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	50%	50%	Twice per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Dispose of e-waste at designated collection points	Ease of service to households; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; General waste bin size; Recycling waste bin size; Cost of service to ratepayers	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	
29/04/2026 8.48	Bellamack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	1	2	3	50%	50%	Twice per week, every week	The waste collection service overruns my property	Neutral	Sort your waste into general waste and recyclable items	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Frequency of general rubbish collections	Make the general waste bin once weekly	Archer Waste Management Facility	
29/04/2026 9.02	Bellamack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	4	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above		Archer Waste Management Facility	
29/04/2026 9.05	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity	Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Handling of bins during and after collection; Collection reliability; Completeness and cleanliness of collection; Ease of service to households	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request	
29/04/2026 9.21	Johnston	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	2	2		3	100%	over 100%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Donate items like clothing, home furniture and white goods to charity	Cost of service to ratepayers; General waste bin size; Recycling waste bin size; Ease of service to households; Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Completeness and cleanliness of collection; Handling of bins during and after collection	Cost of collection as part of my rates	Reduce the waste collection fees.		
29/04/2026 9.23	Palmerston City	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	4	75%	100%	Once per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items other than throwing them out; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Recycling waste bin size; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Cost of service to ratepayers; Collection reliability; General waste bin size; Completeness and cleanliness of collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Handling of bins during and after collection; Ease of service to households	Frequency of general rubbish collections; Recycling bin size	More recycling pickups. More recycling options like 2 bins each for different items.	Archer Waste Management Facility	
29/04/2026 9.31	Yarrowwonga	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	1			5	100%	25%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Neutral	Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly	Cost of service to ratepayers; Ease of service to households; General waste bin size; Collection reliability; Recycling waste bin size; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Completeness and cleanliness of collection; Handling of bins during and after collection	Handling of bins during and after collection; Cost of collection as part of my rates	Cost is the main issue	Paid additional bin services (larger bin or additional bins); Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop-off points	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how satisfied were you with the waste bin on average? (select the option that best suits)	Over the past year on a scale of 1-5 how satisfied were you with the waste bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
29/04/2026 9:40	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	3	1	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Ather Waste Management Facility; Sell items you no longer want, use or need; Compost food waste; Use container deposit scheme to recycle cans and some containers; Use reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Recycling waste bin size; Collection reliability; Handling of bins during and after collection; Ease of service to households; Completeness and cleanliness of collection; Cost of service to ratepayers	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Annual Pre-Cycle Clean Up	
29/04/2026 10:20	Zuccoli	Unsure	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	25%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Ather Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Handling of bins during and after collection; Completeness and cleanliness of collection; Ease of service to households; Cost of service to ratepayers	General waste bin size; Recycling bin size	No changes	Archer Waste Management Facility; Mixed bins service request	More info on where we can recycle items with batteries (ie vapes)
29/04/2026 10:29	Gray	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	5+	7		5	75%	75%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Ather Waste Management Facility	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Ease of service to households; Cost of service to ratepayers	Frequency of general rubbish collections; General waste bin size; Cost of collection as part of my rates	Am happy with the service. Had a bad run lately with water shortage but good service.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste	Green bins maybe as most people jam green waste into their red bins. For multi dwellings reduce red bins and add a green bin. Depends though on cost efficiency. It may be better price wise to let people dump their green into the red bin.
29/04/2026 10:29	Moulden	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		3	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Ather Waste Management Facility; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Collection reliability; Completeness and cleanliness of collection; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Cost of service to ratepayers; Handling of bins during and after collection; Ease of service to households	Handling of bins during and after collection		Archer Waste Management Facility - Green waste	Green waste collection / bin for those of us that do not have capability to get to the dump. Opt in type. Moulden streets are rarely cleaned - I know a lot of the tenants cause rubbish to accumulate quickly, however they almost never seem to see a cleanup crew/ street sweeper.
29/04/2026 10:47	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	Two	None	4	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Ather Waste Management Facility; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above			
29/04/2026 10:50	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	25%	Twice per week, every week	The waste collection service overviews my property	Neutral	Sort your waste into general waste and recyclable items; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above	I am happy with the service	Archer Waste Management Facility; Archer Waste Management Facility - Green waste	
29/04/2026 10:53	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	25%	50%	Twice per week, most weeks	The waste collection service overviews my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Ather Waste Management Facility; Sell items you no longer want, use or need; Compost food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Ease of service to households; General waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Recycling waste bin size	Frequency of general rubbish collections; Recycling bin size	I think some consideration of garden waste collection would be useful.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	I know this isn't directly answering your question but since moving to Palmerston 20 years ago the number of street trees have dropped dramatically on some streets. Replacement trees are now required in most streets in Durack at least. I also believe that both the recycling bin and general rubbish bins are overly large in size but I am shocked that how many of my neighbours continue to overfill their bins.
29/04/2026 11:11	Gunn	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	3	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Ather Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Handling of bins during and after collection; Collection reliability; Completeness and cleanliness of collection; Cost of service to ratepayers; General waste bin size; Ease of service to households; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size	Handling of bins during and after collection	Bins are consistently moved from the spot they were initially placed in. They are being moved to the neighbours lawns and not left in the spot they were placed on - no trees or cars in the way either. Bins are also placed either on the road or completely knocked over after collection. It would be great to see reminders to residents on bringing their bins in from the verge as we have neighbours who leave their bins out on our verge 24/7 as the truck moves them to our lawn instead of keeping it in the same spot, very frustrating but that's also the neighbour problem.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Mixed bins service request; Annual Pre-Cycle Clean Up; Battery and mobile phone recycling drop off points	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how satisfied were you with your general waste bin on average? (select the option that best suits)	Over the past year on a scale of 1-5 how satisfied were you with your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
29/04/2026 12.03	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	1	2	4	50%	50%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Ease of service to households; Cost of service to ratepayers; Completeness and cleanliness of collection - Handling of bins during and after collection; Collection reliability - General waste bin size - Recycling waste bin size - Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings)	None of the above	None		More bin options in parks/playgrounds
29/04/2026 12.05	Bellmack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	1	1	4	50%	50%	Twice per week, most weeks	The waste collection service overviews my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use products like reusable containers, water bottles and coffee cups regularly	Cost of service to ratepayers; Ease of service to households; Collection reliability - Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size - Recycling waste bin size - Completeness and cleanliness of collection - Handling of bins during and after collection	Frequency of general rubbish collections; General waste bin size; Cost of collection as part of my rates	there have been a few instances where collection was late or missed. Consistency would be great. Would be open to once per week general rubbish collection. Whilst twice per week is convenient on the odd occasion I have excessive rubbish or smelly food waste, generally we are a lower waste household.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Missed bins service request	
29/04/2026 12.24	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	1	2	5	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very unimportant	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Collection reliability - Completeness and cleanliness of collection - Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size - Recycling waste bin size - Cost of service to ratepayers - Handling of bins during and after collection; Ease of service to households	All of the above	I'd like to see an introduction of green waste bins, the same size as the recycling bins and have a weekly collection service.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Missed bins service request	
29/04/2026 13.03	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Compost food waste; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability - Cost of service to ratepayers; General waste bin size - Recycling waste bin size - Completeness and cleanliness of collection - Handling of bins during and after collection; Ease of service to households	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	
29/04/2026 13.31	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2	2	3	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Compost food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Collection reliability - Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size - Recycling waste bin size - Completeness and cleanliness of collection - Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Collection reliability	Reliability of collection on the specified days	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request; Home composting rebate	
29/04/2026 13.52	Moulden	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2	Zero	4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability - General waste bin size - Completeness and cleanliness of collection - Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers; Recycling waste bin size	None of the above	Have a service for the larger items that people can call the council to take away to Archer that they may not have the vehicle or ability to transport to Archer items like broken down fridges, freezers, old garden furniture, old house old furniture no longer required. Some how have a fee payable for collection before the goods are collected.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request; Annual Pre-Cyclone Clean Up	
29/04/2026 15.20	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2	2	4	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers	Collection reliability - Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size - Recycling waste bin size - Completeness and cleanliness of collection - Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Paid additional bin services (larger bin or additional bins); Annual Pre-Cyclone Clean Up	
29/04/2026 16.18	Gray	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2	2	4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); General waste bin size - Cost of service to ratepayers - Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size - Collection reliability - Completeness and cleanliness of collection - Handling of bins during and after collection; Ease of service to households	General waste bin size	We could have a green waste bin as well.	Archer Waste Management Facility; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	Teach the bin collector to actually empty the bins. Too many times they still have rubbish in them. Like today my recycling bin has waste still in it.

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how satisfied is your general waste bin on average? (select the option that best suits)	Over the past year on a scale of 1-5 how satisfied is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bins out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
29/04/2026 16.20	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	5	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); General waste bin size; Recycling waste bin size; Cost of service to ratepayers; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	None of the above	Would like a green waste bin. As stated above bins on collection are 50% full consumer waste. Then top up to 100% with green waste. Not ideal mixing green waste with household waste, believe it is causing issues at Darwin site.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Annual Pre-Cyclone Clean Up	Green waste bins. Will be looking into the "home composting rebate". Thanks for the tip above.
29/04/2026 17.08	Marlow Lagoon	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); General waste bin size; Recycling waste bin size; Cost of service to ratepayers; Handling of bins during and after collection; Recycling waste bin size; General waste bin size; Collection reliability; Completeness and cleanliness of collection; Ease of service to households	None of the above	Ensure that bins are removed from the curbside within 12 hours of collection!	Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	
29/04/2026 17.13	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	5	1	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points; Drop household batteries to wastes.	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); Completeness and cleanliness of collection; Handling of bins during and after collection; Recycling waste bin size; Ease of service to households; Cost of service to ratepayers	Frequency of general rubbish collections; General waste bin size	Nothing	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	Have a bottle top collection point if they're not accepted into general recycling - guess more education of rate payers who throw everything in waste and don't recycle.
29/04/2026 17.45	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); General waste bin size; Recycling waste bin size; Cost of service to households; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to ratepayers	Handling of bins during and after collection	I like the frequency and bin sizes as it reduces smell. Sometimes the truck leaves my bin knocked over or the lid open, not a big issue but annoying.	Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	If the trucks slowed down between bins they would save a lot of fuel / noise and not add much additional time.
29/04/2026 18.06	Bellmack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		1	50%	50%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility	Cost of service to ratepayers; Handling of bins during and after collection; Completeness and cleanliness of collection; Collection reliability; Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); General waste bin size; Recycling waste bin size; Ease of service to households; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings)	Frequency of general rubbish collections; General waste bin size; Collection reliability; Handling of bins during and after collection	Drivers need to be more responsible and respectful when driving around and with our bins	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	No
29/04/2026 18.48	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		1	100%	100%	Twice per week, every week	The waste collection service isn't enough at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Collection reliability; Handling of bins during and after collection	Need a provider who takes pride in their work	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request	N/A
29/04/2026 21.45	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	50%	100%	Twice per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need	Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	Cost of collection as part of my rates	Notification if collection time is changed on the day of collection. Most times late in the afternoon but now and again they arrive very early before the bin has been put out.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	A kerbside green waste collection.
29/04/2026 22.36	Woodroffe	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	4		4	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Collection reliability; Completeness and cleanliness of collection; Ease of service to households; Handling of bins during and after collection; Recycling waste bin size; General waste bin size; Cost of service to ratepayers; Frequency of recycling collection (fortnightly for houses, weekly for multi-dwellings); Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi-dwellings)	Collection reliability; Handling of bins during and after collection; Cost of collection as part of my rates	changing the general waste bin size to be the same size as the recycling bin	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Home composting rebate; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	make every general waste bin the same size as the recycling bin in Palmerston and reducing the general waste truck trips from 2 times a day to once a week or even every fortnight basically cutting emissions in half or more

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how satisfied were you with your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how satisfied were you with your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (Check and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
29/04/2026 22:46	Woodroffe	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	4		4	50%	100%	Twice per week, every week	The waste collection service overservices my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	General waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Cost of service to ratepayers; Ease of service to households; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability; Recycling waste bin size; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings)	General waste bin size; Collection reliability; Handling of bins during and after collection	changing the general waste bin size to the same size as the recycling bin	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Home composting rebate; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	make the general waste bins into the same size as the recycling bin, then reduce the pick up days from every 2 times a weeks to once a week or even every fortnightly reusing emsons from the trucks in half or more.
30/04/2026 7:10	Belamack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	25%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Compost food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of waste at designated collection points	Ease of service to households; Collection reliability; Completeness and cleanliness of collection; Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Handling of bins during and after collection	None of the above	Nothing really, Twice weekly collection is important for fly management and animal interference (coatis, dogs).	Archer Waste Management Facility; Archer Waste Management Facility - Green waste	Advertise environmentally friendly practices: basic recycling, home composting, food waste reduction (using leftovers etc), reduction of single use plastics...in the name of fostering a healthier community, this could be posters at Council facilities, markets etc.
30/04/2026 9:45	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	25%	50%	Once per week, most weeks	The waste collection service overservices my property	Very unimportant	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Compost food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Cost of service to ratepayers; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size	Frequency of general rubbish collections; Cost of collection as part of my rates	I think for single house occupation, that doesn't need 2 general waste collections a week maybe looking at rate reduction as I don't need to be over serviced, I would like the council to also look at introducing green waste bins like some other Australian cities so that landfill can be reduced.	Archer Waste Management Facility; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	Green waste collection bins please
30/04/2026 10:33	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	5	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Donate items like clothing, home furniture and white goods to charity	Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	Frequency of general rubbish collections; Cost of collection as part of my rates	We are very happy with the bin collection service and it's reliability, I will use that when we moved into our new built house we organised a larger general waste bin from PCC. I think a bin size of bin was standardised then I think 1 bin collection per week would be fine.	Archer Waste Management Facility	
30/04/2026 14:47	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use products like reusable containers, water bottles and coffee cups regularly; Dispose of e-waste at designated collection points	Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability; Cost of service to ratepayers; General waste bin size; Recycling waste bin size; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	None of the above	I am very happy with the service - multi week collection of wet food waste needs to be regularly to combat the presence of flies, odor and maggots	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	That's a hard one - comes back educating the community to be environmentally aware
30/04/2026 22:47	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		3	75%	100%	Twice per week, every week	The waste collection service overservices my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Cost of service to ratepayers; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	Frequency of general rubbish collections; General waste bin size; Cost of collection as part of my rates; All of the above	Bigger bin less frequent	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Battery and mobile phone recycling drop off points.	
1/05/2026 15:23	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	4	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability; General waste bin size; Cost of service to ratepayers; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	
1/05/2026 15:54	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Cost of service to ratepayers; Collection reliability; Completeness and cleanliness of collection; Recycling waste bin size; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Handling of bins during and after collection	Collection reliability; Cost of collection as part of my rates	Quicker rubbishs	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	Green waste bins

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
1/05/2026 19.23	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		3	50%	25%	Once per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Ease of service to households; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Cost of service to ratepayers	All of the above	None	Archer Waste Management Facility; Archer Waste Management Facility - Carboard/compactor; Missed bins service request; Annual Pre-Cyclone Clean Up	
2/05/2026 14.39	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	Two	Zero	4	75%	75%	Once per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly	Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability; General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	Cost of collection as part of my rates	Reducing cost especially for pensioners.	Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	
2/05/2026 16.07	Farrar	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	1			3	100%	100%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Use products like reusable containers, water bottles and coffee cups regularly	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Cost of service to ratepayers; Collection reliability; General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	None of the above	There is 1 bin in the bin enclosure with no lid although it initially was a yellow lid it has been sitting full for months and the re cycling truck won't take it as it is contaminated, which is reasonable however the general waste should take it but they don't. Have the driver's empty all bins with general rubbish in them.	Archer Waste Management Facility	No
2/05/2026 16.40	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	Two	Zero	4	75%	75%	Once per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly	Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability; General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	Cost of collection as part of my rates	Reducing cost especially for pensioners.	Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	Have more incentives for less usage of certain items that are not as sustainable for the environment?
5/05/2026 13.39	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	50%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very unimportant	Sort your waste into general waste and recyclable items	Collection reliability; Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Completeness and cleanliness of collection; Ease of service to households; Recycling waste bin size; Handling of bins during and after collection	None of the above			
5/05/2026 14.29	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	100%	25%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); General waste bin size; Collection reliability; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Ease of service to households; Cost of service to ratepayers	General waste bin size; Cost of collection as part of my rates	no	Archer Waste Management Facility; Missed bins service request	No
4/05/2026 6.05	Johnson	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	4	2	2	2	75%	75%	I don't have a kerbside collection	The waste collection service isn't enough at my property	Very important	Sort your waste into general waste and recyclable items; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	All of the above	My tenants at 151 Lind Road reported in early April that their garbage communal bins were overflowing and they were not emptied when other bins on Lind Road were. It was reported to Body Corporate for the complex. Cleanaway told Body Corporate they had no missing collection reports on their notes, but they did. The bins remained uncollected for over a week - maggots started growing, very gross and stinky. Only 2 of 3 recycling bins were emptied when all were full. Tenants report the collection person they have often seen is rude and grumpy. I would send a photo but you don't allow for attachments to this survey. I'm using an iPad to do this survey and I can't re-order the service aspects. Importance question, but these are 1, 2, & 3 priorities for me: Collection reliability; Completeness and cleanliness of collection; Frequency of collection - bins at the unit are all together in a small	Missed bins service request	Have a green waste food waste, lawn/grass bins, recycling bin, and regular waste bin. Would then need fewer but larger bins at properties like 151 Lind Road.
7/05/2026 10.01	Gray	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	1			4	75%	50%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Use reusable containers, water bottles and coffee cups regularly	Collection reliability; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Recycling waste bin size; General waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	None of the above	Cleaning of plastic bins at 6 wright crescent They are mouldy and need changing	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Carboard/compactor	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (Check and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
7/05/2026 1:24:48	Marlow Lagoon	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	5	50%	over 100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Compost food waste. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Cost of service to ratepayers. Completeness and cleanliness of collection. Recycling waste bin size. Frequency of recycling collection. (Fortnightly for houses, weekly for multi dwellings). Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). General waste bin size. Collection reliability. Completeness and cleanliness of collection. Ease of service to households.	Frequency of general rubbish collections. Frequency of recycling collection. General waste bin size. Recycling bin size. Cost of collection as part of my rates.	Consider more regular recycling - ours is always over full and our general waste is underfull. Also consider reducing frequency for reduced rates.	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Archer Waste Management Facility - Cardboard compactor	Suggest reduced frequency for general waste and possible increase bin volume - so less collection needed and hopefully a cost decrease in light of rising fuel costs. Our bin is rarely full when collected twice a week. Its a waste of time and money, and rarely smells. Can't see why we need to do this.
7/05/2026 21:01	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Compost food waste. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Cost of service to ratepayers. General waste bin size. Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households.	None of the above	Provision of green waste including food items bins as in SA, VIC and WA.	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Annual Pre-Cyclone Clean Up	Recycling depot at council for: Old phones Batteries Blister packs Glass jars for others to recycle Toner cartridges
7/05/2026 21:46	Driver	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	3	75%	over 100%	Twice per week, every week	The waste collection service isn't enough at my property	Very important	Sort your waste into general waste and recyclable items. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Recycling waste bin size. General waste bin size. Collection reliability. Cost of service to ratepayers. Completeness and cleanliness of collection. Ease of service to households. Handling of bins during and after collection.	Frequency of recycling collection. General waste bin size. Collection reliability.	I always expect the bins to be collected very early in the morning but sometimes they aren't collected until quite late in the day. A few times they haven't been collected at all. Would love the yellow bins to be collected twice a week.	Archer Waste Management Facility. Green waste. Annual Pre-Cyclone Clean Up. Blatterry and mobile phone recycling drop off points	Would love if you did composting in green waste bin collection
8/05/2026 7:40	Driver	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	50%	75%	Once per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Compost food waste. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households. Cost of service to ratepayers.	Recycling bin size		Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Archer Waste Management Facility - Cardboard compactor. Annual Pre-Cyclone Clean Up. Battery and mobile phone recycling drop off points	
8/05/2026 8:56	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	3	1	4	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households. Cost of service to ratepayers.	None of the above	The service is pretty good, our bin has been missed on a rare occasion. Sometimes the bin is knocked over after being emptied.	Paid additional bin services (larger bin or additional bins). Missed bin service	Maybe another hard waste collection bin the cyclone clean up, that is twice a year. This would be good for people particularly elderly who can't get to the dump. Helps keep yards clear of unwanted items. Lots of items get recycled.
8/05/2026 14:13	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	3	2	1	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need.	Collection reliability. Handling of bins during and after collection. General waste bin size. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Cost of service to ratepayers. Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Ease of service to households. Recycling waste bin size. Completeness and cleanliness of collection.	General waste bin size. Collection reliability. Handling of bins during and after collection.	The handling of the bins. Over the last few months, the level of service has notably dropped. Bin has been damaged, considerably on the roadside, very rough handling. Also, there does seem to be a different time scheme during public holidays where by the truck arrives very early to normal collections outside of public holidays.	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Archer Waste Management Facility - Cardboard compactor. Paid additional bin services (larger bin or additional bins). Missed bin service request. Annual Pre-Cyclone Clean Up	
11/05/2026 21:25	Bellamack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	Two	None	5	50%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Repair items rather than throwing them out. Compost food waste. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Handling of bins during and after collection. Recycling waste bin size. Collection reliability. Completeness and cleanliness of collection. Ease of service to households. Cost of service to ratepayers.	Cost of collection as part of my rates	Nothing. Service is excellent.	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Archer Waste Management Facility - Cardboard compactor. Battery and mobile phone recycling drop off points	Install electric car charging stations in public parking areas.
12/05/2026 8:10	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			4	25%	50%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	General waste bin size. Recycling waste bin size. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households. Cost of service to ratepayers.	None of the above		Archer Waste Management Facility. Annual Pre-Cyclone Clean Up	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (Check and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
12/05/2026 9:59	Woodroffe	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			4	100%	50%	Twice per week, every week	The waste collection service is appropriate at my property	Very unimportant		Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households Cost of service to ratepayers	All of the above		Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Missed bins service request/Annual Pre-Cyclone Clean Up/Battery and mobile phone recycling drop off points	
12/05/2026 10:13	Durack	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	50%	25%	Twice per week, every week	The waste collection service isn't enough at my property	Important		Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households Cost of service to ratepayers	None of the above	Advertising the waste recycling methods		
12/05/2026 10:26	Woodroffe	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Compost food waste	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households Cost of service to ratepayers	Collection reliability		Missed bins service request	
12/05/2026 16:49	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Cost of service to ratepayers Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Collection reliability General waste bin size Recycling waste bin size Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households	Frequency of recycling collections/Recycling bin size	Really happy with current arrangements	Archer Waste Management Facility/Archer Waste Management Facility - Cardboard compactor/Battery and mobile phone recycling drop off points	Process recyclables locally
12/05/2026 17:52	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	100%	over 100%	Once per week, most weeks	The waste collection service isn't enough at my property	Very important		Recycling waste bin size Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Collection reliability Cost of service to ratepayers Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Completeness and cleanliness of collection General waste bin size Handling of bins during and after collection Ease of service to households	Frequency of recycling collections/Recycling bin size	Possibly having the recycling collected once a week rather than fortnightly. Our bin is basically full by the following week, every week.	Archer Waste Management Facility - Cardboard compactor/Missed bins service request	Recycling frequency increase. Maybe introduce a brown bin for compost recycling on a weekly run for palm fronds, eggshells etc for people going about their gardening so the general waste isn't as much as you see so many overfilled bins with food waste in them
12/05/2026 19:33	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Cost of service to households Ease of service to households Handling of bins during and after collection	None of the above		Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor	
12/05/2026 19:34	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	1	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Recycling waste bin size General waste bin size Collection reliability Ease of service to households Completeness and cleanliness of collection Handling of bins during and after collection Cost of service to ratepayers	Collection reliability	Get a new service provider Misses the bin when definitely out and never come back for a missed service yet. Not to mention the days they miss the neighbours as well.	Archer Waste Management Facility/Archer Waste Management Facility - Cardboard compactor/Missed bins service request/Annual Pre-Cyclone Clean Up	
12/05/2026 19:35	Woodroffe	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	1	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Handling of bins during and after collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Ease of service to households Cost of service to ratepayers	Handling of bins during and after collection	Have the driver be a little more decent and respectful with the bins. Go for a drive down any street in Bakewell or Woodroffe after red bin collection. Every single bin is either on its side or left with the lid open. During the wet season, if the lid is left open, the smelly bin is now full of water. And where does that water go? Onto the street. Now the streets are full of smelly bin water after every collection twice a week. Does everyone's head hurt. Have the driver slow down on the bin drop on the lid doesn't swing open. How hard is that?	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bins out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order them from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?	
12/05/2026	2009	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	2	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Collection reliability. Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households. Cost of service to ratepayers.	Collection reliability	More reliable pick ups	Archer Waste Management Facility	
12/05/2026	2009	Gray	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	over 100%	over 100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to designated collection points.	General waste bin size. Collection reliability. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Recycling waste bin size. Ease of service to households. Completeness and cleanliness of collection. Handling of bins during and after collection. Cost of service to ratepayers.	General waste bin size	How bigger general waste bins. Eye sore seeing bins and bins tipped over and rubbish blowing around the streets as bins are over full and can not be closed properly.	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Archer Waste Management Facility - Cardboard compactor	People need more knowledge on what should be put in the waste and what should be recycled.
12/05/2026	2018	Moulden	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	75%	over 100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Collection reliability. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). General waste bin size. Recycling waste bin size. Ease of service to households. Completeness and cleanliness of collection. Handling of bins during and after collection. Cost of service to ratepayers.	General waste bin size	Weekly recycling bins	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Annual Pre-Cyclone Clean Up	Weekly recycling bins. Twice yearly clean ups, not just pre cyclone season
12/05/2026	2052	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	1	2	4	75%	100%	Twice per week, most weeks	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Recycling waste bin size. Cost of service to ratepayers. Collection reliability. Completeness and cleanliness of collection. General waste bin size. Handling of bins during and after collection. Ease of service to households.	None of the above	Nothing, it works fine	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Annual Pre-Cyclone Clean Up	n/a
12/05/2026	2105	Gray	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	4	over 100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity.	General waste bin size. Recycling waste bin size. Completeness and cleanliness of collection. Collection reliability. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Handling of bins during and after collection. Ease of service to households. Cost of service to ratepayers.	General waste bin size	Sometimes the bin isn't always emptied. But never had any real issues with the bin. Larger general waste would benefit my family's size	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Annual Pre-Cyclone Clean Up	Maybe a bunch that can be used for bottles/cans storage before taking to collection centres.
12/05/2026	2122	Driver	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		3	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Handling of bins during and after collection. Collection reliability. Completeness and cleanliness of collection. General waste bin size. Recycling waste bin size. Cost of service to ratepayers. Ease of service to households.	All of the above	The waste service collection around my area has gotten worse, multiple times bins have been left knocked off, either on curb or on road. Many bins has been damaged with visible marks to the bin and in worst cases their lids broken or damaged enough they need to be replaced. I have also personally witnessed waste collectors rough handling/ or what appears to be inexperience in handling the contents as bins are handled roughly. Along with this I also wish Palmerston city council had more green waste collections for things like palm fronds tree stumps etc as during cyclone clean up these can't be taken but would still be hazardous in effect if cyclone or large storm. What is the use of taking small times like people being out to their houses like vacuums for example if larger actual outdoor projects get missed?	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Archer Waste Management Facility - Cardboard compactor. Annual Pre-Cyclone Clean Up	More green waste recycling initiatives or if they are existing advertise them better.
12/05/2026	2226	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	50%	25%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Collection reliability. Completeness and cleanliness of collection. Ease of service to households. General waste bin size. Recycling waste bin size. Handling of bins during and after collection. Cost of service to ratepayers.	None of the above	Nil	Archer Waste Management Facility - Green waste. Annual Pre-Cyclone Clean Up	
12/05/2026	2238	Driver	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		3	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly.	Cost of service to ratepayers. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings). General waste bin size. Collection reliability. Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings). Recycling waste bin size. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households.	None of the above	Make sure the bin gets fully emptied as some times it doesn't. I really hate it when the bin is left open after being emptied in the wet season and also when the bin is dropped over on the ground by driver	Archer Waste Management Facility. Archer Waste Management Facility - Green waste. Annual Pre-Cyclone Clean Up	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how satisfied were you with your general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how satisfied were you with your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing reusing or recycling your waste within your home?	Which of the following activities do you do in your household? Select all options that apply to you	Which aspects of your waste collection service matter most to you? Check and order items from most important at the top to least important at the bottom.	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
12/05/2026 22.50	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households Cost of service to ratepayers	Cost of collection as part of my rates	Nothing comes to mind, we're satisfied with the service.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Missed bins service request/Annual Pre-Cyclone Clean Up	Access to more community gardens and composting services there. I.e. drop off your food waste to a bin on the site, maybe on certain days of the week so the waste can be monitored and people educated. The community gardens gets to use the compost that is created.
13/05/2026 6.26	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	50%	50%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items	Completeness and cleanliness of collection Handling of bins during and after collection Cost of service to ratepayers Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Ease of service to households Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Recycling waste bin size General waste bin size	None of the above	Bins being left standing up with the lid closed	Archer Waste Management Facility	A green waste bin
13/05/2026 6.57	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	50%	75%	Once per week, every week	The waste collection service overworks my property	Very important	Sort your waste into general waste and recyclable items. Repair items rather than throwing them out. Use products like reusable containers, water bottles and coffee caps regularly. Donate items like clothing, home furniture and white goods to charity	Cost of service to ratepayers Recycling waste bin size Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households	Recycling bin size Cost of collection as part of my rates	Archer Waste Management Facility/Missed bins service request	Reduce collection days	
13/05/2026 9.24	Woodroffe	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	4	over 100%	100%	Twice per week, every week	The waste collection service isn't enough at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Use products like reusable containers, water bottles and coffee caps regularly. Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households Cost of service to ratepayers	None of the above	Bigger bin size	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up	
13/05/2026 9.28	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	Two	None	3	75%	50%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points	Ease of service to households Cost of service to ratepayers Collection reliability Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) General waste bin size Recycling waste bin size Handling of bins during and after collection	None of the above		Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up/Battery and mobile phone recycling drop off points	The archer facility works great
13/05/2026 11.38	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	5	over 100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity	General waste bin size Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Cost of service to ratepayers Collection reliability Completeness and cleanliness of collection Recycling waste bin size Handling of bins during and after collection Ease of service to households Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings)	None of the above	all good	Archer Waste Management Facility/Archer Waste Management Facility - Green waste	
13/05/2026 12.29	Palmerston City	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		1	50%	50%	Twice per week, every week	The waste collection service isn't enough at my property	Very important	Sort your waste into general waste and recyclable items	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Ease of service to households Cost of service to ratepayers	All of the above	Change waste management companies. I've heard nothing but positive reviews about U Ribault's services.		
13/05/2026 13.25	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	4	2	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee caps regularly	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Ease of service to households Completeness and cleanliness of collection Handling of bins during and after collection Cost of service to ratepayers	Frequency of recycling collections Recycling bin size	Frequency of recycling bins could be changed to once a week. Most packaging items now are recyclable and we find that we are still putting some of these into the waste bin, as the recycling bin is over full.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Missed bins service request	
13/05/2026 13.30	Farrar	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee caps regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection	All of the above	I would love to be able to add plastics to my recycling bin.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Annual Pre-Cyclone Clean Up	Add in a plastics recycle option please.

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	Over the past year on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bins out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives:	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
13/05/2026 1549	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	50%	25%	Once per week, every week	The waste collection service overexceeds my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Frequency of general rubbish collections	Nothing all good or at all place Very rarely do we have a full general bin coz if we have more we take to Archer	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pro-Cyclone Clean Up; Battery and mobile phone recycling drop off points	Double grid the green waste coz it's too chunky to use the way it is Your garbos and Archer staff are great Put a roof over the resale items
14/05/2026 9:10	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	3		5	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above	Nothing, the service provided is excellent	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Houseless bin service request	
14/05/2026 9:12	Woodraffe	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		1	100%	100%	Twice per week, every week	The waste collection service isn't enough at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Compost food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Frequency of general rubbish collections; Frequency of recycling collections; General waste bin size; Collection reliability; All of the above	Empty the bins completely not leave half full	Archer Waste Management Facility	Get Simone who can do the job properly
14/05/2026 10:36	Johnston	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	6	1	4	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the and/or deposit schemes; recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above	Mandate that ALL Residents MUST remove their bins from curbs same afternoon / evening as collection. It's an eyesore and hinders bins out on curbs all the time.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Paid additional bin services (larger bin or additional bins)	
14/05/2026 11:05	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Cost of service to ratepayers; Handling of bins during and after collection; Ease of service to households; Completeness and cleanliness of collection	None of the above	Nothing, I'm happy with the service as it is.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	
14/05/2026 11:28	Gunn	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Completeness and cleanliness of collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Cost of service to ratepayers; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Frequency of recycling collections; General waste bin size; Collection reliability	Consistent collection time, so we can be ready and ensure our bin emptied. Weekly recycling collection. Larger general waste bins.	Archer Waste Management Facility - Cardboard compactor	10: recycling point/machine at Archer
14/05/2026 13:33	Gray	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	75%	75%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very unimportant	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Cost of service to ratepayers; Collection reliability; General waste bin size; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Completeness and cleanliness of collection; Handling of bins during and after collection; Recycling waste bin size; Ease of service to households	None of the above	I can't complain.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	I've noticed bins have been removed from some public areas. I don't think that's a good idea. The bus stop on Chung wall is disquately opposed with rubbish.
14/05/2026 13:46	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Collection reliability; Cost of service to ratepayers; Recycling waste bin size; General waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	Frequency of recycling collections	More education on what goes into the recycling bins for stupid people. A system that doesn't penalise unit dwellers who put the correct waste in the yellow bins when other residents do not.	Archer Waste Management Facility; Mixed bins service request; Annual Pro-Cyclone Clean Up; Battery and mobile phone recycling drop off points	More recycle for cash centres - at least one in Palmerston. More education on recycle bins. Green waste bins.

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
14/05/2026 15.41	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Cost of service to ratepayers; Recycling waste bin size (General waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households)	None of the above		Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	
14/05/2026 15.51	Gray	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	3		4	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Handling of bins during and after collection; Completeness and cleanliness of collection; Collection reliability; Recycling waste bin size (General waste bin size; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Ease of service to households; Cost of service to ratepayers	Handling of bins during and after collection	Bins are very frequently left lying on the ground and carelessly damaged by the collection trucks. Rubbish is often left in the vicinity after collection as it falls from the bins during collection.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	Provide more incentives for people to recycle.
14/05/2026 16.14	Woodroffe	Unsure	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	25%	100%	Once per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size (Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	General waste bin size	Next door has a 240 ltr and gets emptied twice a week, why can't we all have the same?	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	
14/05/2026 16.14	Woodroffe	Unsure	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	25%	100%	Once per week, most weeks	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size (Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	General waste bin size	Next door has a 240 ltr and gets emptied twice a week, why can't we all have the same?	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	
14/05/2026 16.31	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	3	over 100%	25%	Twice per week, every week	The waste collection service isn't enough at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); General waste bin size (Completeness and cleanliness of collection; Cost of service to ratepayers; Collection reliability; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Ease of service to households; Recycling waste bin size; Handling of bins during and after collection	General waste bin size	Would like larger general waste bin at standard, still twice a week pick-up. Recycle bin could be less often. My bin fell into the truck on Christmas Day 2025 and I was left with no bin for 10 days and the council didn't provide me with a service over that time. They were only staffed for emergency's, however as a rate payer, a basic service of needing a new bin during a busy holiday period should have been something council could do even with skeleton staffing.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Missed bins service request; Annual Pre-Cyclone Clean Up	
14/05/2026 19.47	Moulden	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		3	50%	over 100%	Twice per week, every week	The waste collection service isn't enough at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size (Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Frequency of general rubbish collections; General waste bin size; All of the above	Bins are filled to capacity each time collected. Dont know how big families service.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste	
14/05/2026 19.47	Moulden	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		3	50%	over 100%	Twice per week, every week	The waste collection service isn't enough at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size (Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Frequency of general rubbish collections; General waste bin size; All of the above	Bins are filled to capacity each time collected. Dont know how big families survive.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste	
14/05/2026 23.49	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		2	75%	75%	Once per week, every week	The waste collection service isn't enough at my property	Neutral	Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity	General waste bin size; Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size (Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	General waste bin size; Recycling bin size; Collection reliability	Reliability of collection	Archer Waste Management Facility; Archer Waste Management Facility - Cardboard compactor; Missed bins service request; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop-off points	

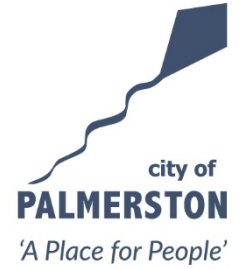
Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on bin day, how full is your general waste bin on average? (select the option that best suits)	Over the past year on bin day, how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? Please select all options that apply to you	Which aspects of your waste collection service matter most to you? (Drag and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
15/05/2026 1049	Woodroffe	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		1	100%	100%	Twice per week, every week	The waste collection service isn't enough at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	All of the above	To get people to empty the hole bin. This is the 5 time not empty bin	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	Get rid of this company they don't empty our bins 5 times was told it will and nothing done shame on you
15/05/2026 1511	Bakewell	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	4	1	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee caps regularly	Cost of service to ratepayers; General waste bin size; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	General waste bin size; Cost of collection as part of my rates	Bin sizes at duplexes. We were promised 240ltr. Never happened	Archer Waste Management Facility	
15/05/2026 1534	Gunn	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	50%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Completeness and cleanliness of collection; Recycling waste bin size; Collection reliability; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	General waste bin size; Handling of bins during and after collection	All good	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Requested bin service request	All good
15/05/2026 1543	Bakewell	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	1			3	100%	100%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee caps regularly; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Completeness and cleanliness of collection; Recycling waste bin size; General waste bin size; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Collection reliability	Waste collection employees to stop blocking the driveway to the property when collecting bins. Multiple times I've been unable to exit or enter the complex due to the truck blocking the driveway.	Archer Waste Management Facility; Annual Pre-Cyclone Clean Up	
15/05/2026 1559	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			3	100%	25%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee caps regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); General waste bin size; Collection reliability; Cost of service to ratepayers; Handling of bins during and after collection; Completeness and cleanliness of collection; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size; Ease of service to households	None of the above	More and more bins are not being collected at all. I pay for this service along with everyone else and it is not provided.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Requested bin service request; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	
15/05/2026 1607	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	4	75%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee caps regularly	Cost of service to ratepayers; Completeness and cleanliness of collection; Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Handling of bins during and after collection; General waste bin size; Recycling waste bin size; Ease of service to households	None of the above	Lately our bins are not being fully emptied. Rubbish remains in both bins, bins are loose and not compacted. It's like they are rushing and not leaving the bin upside down long enough for the rubbish to empty. My recycling just got emptied yesterday and again a quarter to half was left in the bin. I had to wait to go in the bin after collection because this happened last time too so now a day after collection its half full with another 2 weeks to wait for the next collection.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste	
15/05/2026 1632	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	1	2	4	50%	75%	Twice per week, most weeks	The waste collection service overlooks my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee caps regularly; Dispose of e-waste at designated collection points	Collection reliability; Cost of service to ratepayers; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Ease of service to households; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; General waste bin size	Frequency of general rubbish collections; General waste bin size; Cost of collection as part of my rates	There has been some missed collection days in my area.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up	
15/05/2026 1914	Bakewell	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	1			5	100%	100%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee caps regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above		Annual Pre-Cyclone Clean Up	

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how satisfied you are with your general waste bin on average? (select the option that best suits)	Over the past year on a scale of 1-5 how satisfied you are with your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order them from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
15/05/2026 2021	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	3	2	5	25%	75%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Ease of service to households; Recycling waste bin size; Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); General waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Cost of service to ratepayers	Frequency of general rubbish collections; Frequency of recycling collections; Recycling bin size		Archer Waste Management Facility; Home composting rebate; Annual Pre-Cyclone Clean Up	
15/05/2026 2036	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	Collection reliability; Handling of bins during and after collection; Cost of collection as part of my rates	Repair the damage to my front garden that I reported & received NIL response.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor	
15/05/2026 2150	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	50%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Cost of service to ratepayers; Collection reliability; Ease of service to households; Completeness and cleanliness of collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Handling of bins during and after collection	Frequency of general rubbish collections; General waste bin size	I'd be happy to go to a once a week collection if the red bin was larger just in case you missed putting the bin out one week.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	
15/05/2026 2340	Gray	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	1			3	75%	75%	I don't have a kerbside collection	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points; Don't buy crap I don't need.	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Cost of service to ratepayers; General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households	None of the above	At certain time of year FREE/March/ the Councils open all the bins and make a huge mess. Not just my complex but all over Palmerston. Not a huge deal but in units nobody wants to clean up. Could council discuss/investigate approved options? Reuse? At least educate residents that they exist. I prefer this https://bitposting.com.au/ but once last former But this also seems good https://fido.au/-/ please? I don't get any because I'm in unit complex and too many variables. Also flys in bins. Even with short pickup times in units flys can get crazy https://www.bunnings.com.au/fibin10-5g-bin-protector_p4520333 This exists but hard to keep in bin when communal. If future bin design could accommodate product such as this would be great. https://www.theredbin.com.au/	Archer Waste Management Facility; Missed bins service request	Education to stop residents leaving crap lying around because they are too lazy to go to Archer which is 15 FREE, 20 minutes from anywhere.
16/05/2026 459	Rosebery	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	5	over 100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	General waste bin size; Collection reliability; Completeness and cleanliness of collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Cost of service to ratepayers; Ease of service to households; Recycling waste bin size; Handling of bins during and after collection	General waste bin size; Cost of collection as part of my rates	Bigger general waste bins size at no extra charge	Archer Waste Management Facility; Archer Waste Management Facility - Green waste	
16/05/2026 822	Diver	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	50%	75%	Twice per week, every week	The waste collection service over services my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Compost food waste; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity; Dispose of e-waste at designated collection points	Recycling waste bin size; Handling of bins during and after collection; Completeness and cleanliness of collection; Cost of service to ratepayers; Ease of service to households; Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size	Frequency of general rubbish collections; General waste bin size	The new driver drops empty bins from height causing bins to break, fly over, wear, land sideways on the road, I go up & down the street taking bins off the road before there is an accident. Drivers need to PUT the bins down properly.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	Teach them to compost & recycle properly
16/05/2026 826	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	4	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Completeness and cleanliness of collection; Cost of service to ratepayers; Ease of service to households; General waste bin size; Handling of bins during and after collection; Recycling waste bin size	Collection reliability	Rosannah Mitchell	Missed bins service request; Annual Pre-Cyclone Clean Up	rosannahmitchell@gmail.com

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year on a scale of 1-5 how full is your general waste bin on average? (select the option that best suits)	Over the past year on a scale of 1-5 how full is your recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing, reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
16/05/2026 9:27	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2	None	5	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Donate items like clothing, home furniture and white goods to charity.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Recycling waste bin size Ease of service to households. Completeness and cleanliness of collection Cost of service to ratepayers Handling of bins during and after collection	Frequency of recycling collections	I am completely happy with the current arrangement	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Battery and mobile phone recycling drop off points	
16/05/2026 11:13	Driver	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	75%	50%	Twice per week, most weeks	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items. Use the container deposit scheme to recycle cans and some containers	General waste bin size Ease of service to households. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Recycling waste bin size Collection reliability Completeness and cleanliness of collection Handling of bins during and after collection Cost of service to ratepayers	General waste bin size	Add a 240L green waste bin to collect green waste from properties.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor	Yes, add a green waste bin for collection during the weekly run
16/05/2026 12:22	Gray	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	5	50%	75%	Twice per week, most weeks	The waste collection service overruns my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Compost food waste. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points. Avoid purchasing products that have excess packaging where possible.	Cost of service to ratepayers. Ease of service to households. Collection reliability. Handling of bins during and after collection. Completeness and cleanliness of collection. General waste bin size Recycling waste bin size Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings)	Frequency of general rubbish collections. General waste bin size	I don't find two collections are necessary for general waste. Provide larger bins for those who want it and do once weekly, perhaps for a lower cost and higher cost for those who want twice weekly. Also some more education on recycling and what goes into the recycling bins as the behaviours around recycling in my area are abysmal.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste	More recycling education program
16/05/2026 14:19	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	5	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Compost food waste. Use the container deposit scheme to recycle cans and some containers. Donate items like clothing, home furniture and white goods to charity.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Collection reliability. Cost of service to ratepayers. Completeness and cleanliness of collection Recycling waste bin size Ease of service to households. Handling of bins during and after collection	Cost of collection as part of my rates	Nothing	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up	No
16/05/2026 14:51	Gunn	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	2	1	4	100%	over 100%	Twice per week, every week	The waste collection service isn't enough at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity. Dispose of e-waste at designated collection points.	Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) General waste bin size Collection reliability. Completeness and cleanliness of collection. Cost of service to ratepayers. Recycling waste bin size Handling of bins during and after collection. Ease of service to households.	Frequency of recycling collections. General waste bin size	More often recycling pickup.	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Annual Pre-Cyclone Clean Up. Battery and mobile phone recycling drop off points	
16/05/2026 14:59	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		5	100%	75%	Twice per week, most weeks	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility	Cost of service to ratepayers. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Recycling waste bin size Collection reliability. Completeness and cleanliness of collection Handling of bins during and after collection. Ease of service to households.	None of the above		Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor	
16/05/2026 15:52	Zuccoli	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	4		3	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Sell items you no longer want, use or need. Repair items rather than throwing them out. Use the container deposit scheme to recycle cans and some containers. Use products like reusable containers, water bottles and coffee cups regularly. Donate items like clothing, home furniture and white goods to charity.	Cost of service to ratepayers. General waste bin size Handling of bins during and after collection. Collection reliability. Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Completeness and cleanliness of collection. Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) Recycling waste bin size Ease of service to households.	General waste bin size. Collection reliability. Completeness and cleanliness of collection. Cost of collection as part of my rates	Drivers who care about their job. Bins almost always on its side on the ground, times for collection all over the place. A replacement bin is required for the damage they've done	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Mixed bins service request	Remove all the council sprinklers - they're always broken, watering the roads and no one comes when they are reported. Don't know how many sprinklers we've turned at the school!
16/05/2026 17:39	Rosebery	Yes	Shared waste service from a multi-unit complex (your property is part of a complex of 4 or more units sharing bins)	1			4	75%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items. Take excess, large or hazardous items to the Archer Waste Management Facility. Use the container deposit scheme to recycle cans and some containers. Dispose of e-waste at designated collection points.	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings) Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings) General waste bin size Collection reliability. Completeness and cleanliness of collection. Handling of bins during and after collection. Ease of service to households.	None of the above	Satisfied with current service	Archer Waste Management Facility/Archer Waste Management Facility - Green waste/Archer Waste Management Facility - Cardboard compactor/Battery and mobile phone recycling drop off points	No

Completed	Which suburb do you live in or pay rates for?	Do you pay Council rates in Palmerston?	Which type of waste collection service do you receive at your property?	How many people live at your property?	How many adults live at the property?	How many kids live at the property, if any?	Over the past year, on a scale of 1-5 how satisfied were you with the waste collection service at your property?	Over the past year, on a scale of 1-5 how satisfied were you with the general waste bin on average? (select the option that best suits)	Over the past year, on a scale of 1-5 how satisfied were you with the recycling bin on average? (select the option that best suits)	If you receive a kerbside waste collection service, how often do you usually place your bin out?	Over the past year how would you describe the level of waste collection service at your property?	How important is reducing reusing or recycling your waste within your home?	Which of the following activities do you do in your household? (select all options that apply to you)	Which aspects of your waste collection service matter most to you? (rank and order items from most important at the top to least important at the bottom.)	What parts of the waste collection service would you be open to changing?	Thinking about the service you've received over the past 12 months, what could we change to improve the waste collection service at your property?	Have you used any of the following of our services or initiatives?	Do you have any suggestions on how we can assist in making our community more environmentally sustainable?
16/05/2026 19:40	Bellmack	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	5+	2	3	2	50%	100%	Twice per week, every week	The waste collection service over-services my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Handling of bins during and after collection; Cost of service to ratepayers; Collection reliability; Frequency of recycling collection; Fortnightly for houses, weekly for multi dwellings; General waste bin size; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Recycling waste bin size; Completeness and cleanliness of collection; Ease of service to households	Handling of bins during and after collection	Handling of the general waste bins. It is not uncommon over the past 2-4 months for several of them to be left knocked over by the truck and multiple bins in my street, including mine, have had their lids damaged through their handling	Archer Waste Management Facility; Archer Waste Management Facility - Cardboard compactor	
16/05/2026 19:42	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	4	2	2	5	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Sell items you no longer want, use or need; Use the container deposit scheme to recycle cans and some containers; Use products like reusable containers, water bottles and coffee cups regularly; Donate items like clothing, home furniture and white goods to charity	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for ratepayers); Collection reliability; General waste bin size; Recycling waste bin size; Ease of service to households; Handling of bins during and after collection; Completeness and cleanliness of collection	General waste bin size	We really need green waste bins available to each house. The amount of greenwaste you see hanging out of bins can't be good. Even if it is an opt in for an annual cost but cheaper than what private companies expect.	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	
17/05/2026 0:39	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	3	3		5	100%	100%	Twice per week, every week	The waste collection service is appropriate at my property	Important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Recycling waste bin size; Completeness and cleanliness of collection; Cost of service to ratepayers; Handling of bins during and after collection; Ease of service to households	Cost of collection as part of my rates	Have a green waste bin	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Annual Pre-Cyclone Clean Up; Battery and mobile phone recycling drop off points	Green waste bins
17/05/2026 1:22	Woodroffe	No	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	50%	50%	Twice per week, most weeks	The waste collection service is appropriate at my property	Neutral	Sort your waste into general waste and recyclable items; Sell items you no longer want, use or need	General waste bin size; Collection reliability; Handling of bins during and after collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); Recycling waste bin size; Completeness and cleanliness of collection; Ease of service to households; Cost of service to ratepayers	Handling of bins during and after collection	Bigger red bins for a weekly collection	Archer Waste Management Facility	
17/05/2026 4:17	Durack	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	2		4	50%	100%	Twice per week, most weeks	The waste collection service is appropriate at my property	Very important	Sort your waste into general waste and recyclable items; Take excess, large or hazardous items to the Archer Waste Management Facility; Sell items you no longer want, use or need; Repair items rather than throwing them out; Use the container deposit scheme to recycle cans and some containers; Donate items like clothing, home furniture and white goods to charity	Collection reliability; Completeness and cleanliness of collection; Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for ratepayers); Recycling waste bin size; General waste bin size; Handling of bins during and after collection; Ease of service to households	Collection reliability	The company or driver! They are rushing, or they don't care, and collections are getting missed or bins are getting broken. The bins are dumped/dropped back onto the ground, lids are getting cracked or the bins split	Archer Waste Management Facility; Archer Waste Management Facility - Green waste; Archer Waste Management Facility - Cardboard compactor; Missed bins service request; Annual Pre-Cyclone Clean Up	Have Archer waste do a paid collection service. Including myself, I see people wanting to do dump runs but don't have the means - for green waste (larger trees etc) or old/larger furniture.
17/05/2026 7:42	Marlow Lagoon	Yes	Kerbside service to individual house or unit (your property has its own bins from the kerb)	2	Two	Nine	5	100%	75%	Twice per week, every week	The waste collection service is appropriate at my property	Neutral	Take excess, large or hazardous items to the Archer Waste Management Facility; Use the container deposit scheme to recycle cans and some containers	Frequency of general rubbish collections (twice a week for houses, 4 times a week for multi dwellings); Frequency of recycling collection (fortnightly for houses, weekly for multi dwellings); General waste bin size; Collection reliability; Completeness and cleanliness of collection; Handling of bins during and after collection; Ease of service to households; Cost of service to ratepayers	None of the above	Nothing happy with the current system	Archer Waste Management Facility	

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.1.9
Report Title:	2027-36 Long Term Financial Plan - Feedback from Public Consultation
Meeting Date:	Tuesday 2 June 2026
Author:	Executive Manager Financial Performance, Jeffrey Guilas
Approver:	Acting General Manager Finance and Governance, Penny Hart

Community plan

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

Purpose

This report provides Council with an overview of the feedback of the draft 2027-2036 Long-Term Financial Plan (LTFP) following public consultation.

Key messages

- Council has prepared a 10-year Long-Term Financial Plan (LTFP), which includes the draft 2026-27 budget and covers the period from 2027-2028 to 2035-36. This exceeds our legislative requirements to have a LTFP for a period of at least four fiscal years.
- The LTFP model uses a range of assumptions.
- The LTFP is based on delivering current service levels into the future.
- The LTFP delivers capital spend of \$98 million over the course of the 10-year plan. This plan includes capital renewal and programs and strategic projects like Zuccoli Community Hub and Animal Management Facility, alongside other community-focused initiatives.
- Council is and will continue to be financially sustainable based on the LTFP.
- Council has completed 28 days of public consultation and did not receive any submissions relating to the LTFP.
- Minor administrative amendments have been identified following the review of the LTFP during the consultation period.

Recommendation

1. THAT Report entitled 2027-36 Long Term Financial Plan - Feedback from Public Consultation be received and noted.
2. THAT Council note the outcomes of the public consultation on the draft 2027-2036 Long-Term Financial Plan.
3. THAT Council note the minor administrative amendments on the draft 2027-2036 Long-Term Financial Plan presented at **Attachment 12.1.9.1**.
4. THAT the 2027-2036 Long-Term Financial Plan be presented at the 16 June 2026 Ordinary meeting for adoption and delivery to the Department of Housing, Local Government and Community Development in accordance with Section 200 (4) of the *Local Government Act 2019* before 30 June 2026 with a copy also provided to the Minister for Local Government.

Background

At the Council Meeting of 21 April 2026, Council made the following decisions:

9.1.3 Draft Long Term Financial Plan 2027-36

1. *THAT Report entitled Draft Long Term Financial Plan 2027-36 be received and noted.*
2. *THAT council endorse the draft 2027-36 Long Term Financial Plan at Attachment 26.1.5.1 to report entitled Draft Long Term Financial Plan 2027-36 for public Consultation.*
3. *THAT feedback from the public consultation on draft 2027-36 Long Term Financial Plan be presented to Council at the 1st Ordinary Council Meeting on 2 June 2026.*
4. *THAT the decisions relating to Report entitled Draft Long Term Financial Plan 2027-36 be moved into open following the media release for the public consultation on the draft 2026-27 Municipal Plan and draft 2027-36 Long Term Financial Plan.*

CARRIED (7/0) - 11/0330 - 7/04/2026

This report provides Council with an overview of the feedback of the Long-Term Financial Plan 2027-2036 following public consultation and provides reasons for the adoption.

Discussion

The draft Long Term Financial Plan (LTFP) covers a ten-year period from 2026-2027 to 2035-2036. The LTFP is used to recognise the Council's current and future financial capacity to continue delivering services and provide facilities and infrastructure to the community while commencing new initiatives and projects to achieve the outcomes set out in the Council's Community Plan.

The draft LTFP includes:

- Planning assumptions used to develop the plan.
- Projected income and expenditure.
- Statement of financial position.
- Statement of Cashflows.
- Financial ratios.

Council utilises this ten-year financial forecast to quantify the available cash flow for financial sustainability, ensure Council can both fund its services and asset replacement, thereby positioning itself for future opportunities. As a result, the organisation itself is strong and financially viable. Through prudent, responsible budgeting, planning and financial management; council will be able to continue to build its Reserves, continue to deliver services to the community and replace and renew assets now and into the future, ensuring the same level of services and delivering outcomes set out in the Council's Community Plan.

Feedback

The draft 2027-2036 LTFP was released for a 28-day public consultation period commencing on 8 April 2026.

No submissions were received during this period.

Following a review of the LTFP during the consultation period, several administrative adjustments were identified, including:

- correction of financial year headings on financial ratios and capital expenditure by funding source tables;
- correction of asset sustainability ratio and benchmark;
- correction of project completion dates in the planned major capital works table; and
- minor formatting and spelling corrections.

The relevant sections of the LTFP for the above amendments are provided at **Attachment 12.1.9.1**

The identified amendments have been provided to the document designer and are currently being incorporated into the final version of the LTFP prior to presentation for adoption.

Consultation and marketing

Council has undertaken public consultation for 28 days. Public consultation on the 2027-2036 draft Long-Term Financial Plan. No public submissions were received during the consultation period.

In preparing this report, the following external parties were consulted:

- PVW partners.

Policy implications

There are no policy implications for this report as current Council policies have been used to inform the modelling of the Long-Term Financial Plan.

Budget and resource implications

The LTFP models an improving operating financial position for the City of Palmerston over the planning period. LTFP forecasts a capital expenditure of \$98 million over the term of this plan.

Risk, legal and legislative implications

The Local Government Act 2019 requires Council to prepare and maintain a LTFP and must be presented in line with the issued Guidelines. The plan must cover a minimum period of four years; however, many of the Council's decisions have impacts that go well beyond this time horizon. As a result, City of Palmerston has developed a 10-year financial plan.

Stakeholders must understand the financial implications arising from Council's decisions and ensure the financial sustainability of City of Palmerston.

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.

6. Governance

Failure of effectively govern.

Strategies, framework and plans implications

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

- [Long Term Financial Plan](#)

The delivery of the actions and projects within the Long-Term Financial Plan will improve the well-being of our community and deliver a number of improved environmental outcomes.

Long-Term Financial Plan delivers on the City of Palmerston Strategies, Framework and Plans for the 2027-36 period.



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. Minor administrative amendments [12.1.9.1 - 9 pages]

FINANCIAL RATIOS

	2025-2026	2026-2027	2027-2028	2028-2029	2029-2030	2030-2031	2031-2032	2032-2033	2033-2034	2033-2035	2033-2035
\$'000	Revised Budget	Budget	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast
Operating ratio											
This ratio measures Council's ability to contain operating expenditure within operating revenue	6.21%	13.58%	14.31%	15.12%	15.39%	17.04%	17.96%	19.18%	19.73%	21.34%	22.47%
Benchmark - Greater than 0%	<i>(operating revenue excl. capital grants and contributions - operating expenses) / operating revenue excluding capital grants and contributions</i>										
Cash Expense Cover Ratio											
This ratio indicates the number of months Council can continue paying for its immediate expenses without additional cash inflow	3.93	4.01	3.99	4.00	4.26	4.51	4.73	5.21	5.88	7.03	8.33
Benchmark - Greater than 3.0 months	<i>(current year's cash and cash equivalents / (total expenses - depreciation - interest costs) * 12</i>										
Current Ratio											
This ratio represents Council's ability to meet debt payments as they fall due. It should be noted that Council's externally restricted assets will not be available as operating funds and as such can significantly impact Council's ability to meet its liabilities	2.28	2.28	2.31	2.35	2.51	2.65	2.78	3.04	3.42	4.02	2.94
Benchmark - Greater than 1.5	<i>current assets / current liabilities</i>										
Own Revenue											
This ratio measures the level of Council's fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants and contributions. Council's financial flexibility improves the higher the level of its own source revenue	95%	92%	92%	92%	92%	92%	93%	93%	93%	93%	93%
Benchmark - Greater than 60% < 75%											
Own funding / total operating revenue	<i>Total income less Grants/total income</i>										
Debt Service Cover Ratio											
This ratio measures the availability of cash to service debt including interest, principal, and lease payments	3.24	8.07	8.04	9.11	9.88	11.66	13.10	14.92	16.38	18.92	2.61
Benchmark - Greater than 2.0	<i>operating result before interest and depreciation (EBITDA) / principal repayments + borrowing interest costs</i>										
Interest Cover Ratio											
This ratio indicates the extent to which Council can service its interest bearing debt and take on additional borrowings. It measures the burden of the current interest expense upon Council's operating cash	27.32	36.10	44.09	50.17	40.23	49.26	59.17	73.56	91.24	122.17	169.42
Benchmark - Greater than 4.0	<i>operating result before interest and depreciation (EBITDA) / interest expense</i>										
Asset Sustainability Ratio											
This ratio indicates the extent to which Council is replacing its existing asset base with capital renewals of existing assets											
Benchmark - between 89%-110%	<i>Capital Expenditure / Depreciation</i>										

Correct the years

69%

67%

90% to 110% as per page 8

EXPENSE ASSUMPTIONS

Item	Budget Assumptions 2026-27	Forecast Assumptions 2027-36	Comment
Employee Costs excluding Superannuation	103.35 FTE including consideration of the EA negotiations plus a 2.5% vacancy rate applied. This also includes insurance and FBT costs relating to employees.		
Superannuation	12 per cent	12 per cent	The Superannuation Guarantee rate is 12% of an employee's Ordinary Time Earnings (OTE).
Borrowing Costs	2.78 – 5.5 per cent	2.78 – 5.5 per cent	Based on approved borrowings.
Materials, contracts, and other expenses	CPI	CPI and 1.5% growth	An average annual increase in materials and contractor costs is anticipated, comprising 1.5 per cent growth plus CPI. The additional 1.5 per cent reflects the increasing costs associated with delivering Council services.
Depreciation	N/A	N/A	Depreciation is based on current depreciation rates plus depreciation on gifted and constructed assets at an average useful life of 70 years across asset classes.

CAPITAL ASSUMPTIONS

Item	Budget Assumptions 2026-27	Forecast Assumptions 2027-36	Comment
Capital Income	\$4.2 million	\$51.44 million	Included as detailed in the 10 years cap-ital work program.
Capital Expenditure	9.4 million	\$98.24 million	Included as detailed in the 10 years cap-ital work program.

\$9.4 million

capital

EXPENSE ASSUMPTIONS

Item	Budget Assumptions 2026-27	Forecast Assumptions 2027-36	Comment
Employee Costs excluding Superannuation	103.35 FTE including consideration of the EA negotiations plus a 2.5% vacancy rate applied. This also includes insurance and FBT costs relating to employees.		
Superannuation	12 per cent	12 per cent	The Superannuation Guarantee rate is 12% of an employee's Ordinary Time Earnings (OTE).
Borrowing Costs	2.78 – 5.5 per cent	2.78 – 5.5 per cent	Based on approved borrowings.
Materials, contracts, and other expenses	CPI	CPI and 1.5% growth	An average annual increase in materials and contractor costs is anticipated, comprising 1.5 per cent growth plus CPI. The additional 1.5 per cent reflects the increasing costs associated with delivering Council services.
Depreciation	N/A	N/A	Depreciation is based on current depreciation rates plus depreciation on gifted and constructed assets at an average useful life of 70 years across asset classes.

CAPITAL ASSUMPTIONS

Item	Budget Assumptions 2026-27	Forecast Assumptions 2027-36	Comment
Capital Income	\$4.2 million	\$51.44 million	Included as detailed in the 10 years cap-ital work program.
Capital Expenditure	9.4 million	\$98.24 million	Included as detailed in the 10 years cap-ital work program.

\$9.4 million

capital

PLANNED MAJOR CAPITAL WORKS BUDGET

Class of Assets / Major Project	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Grand Total	Completion Date
60 Georgina Cres - Building renewal	10,527	10,853	11,189	11,536	11,894	12,263	12,643	13,035	13,439	13,855	121,234	On-going
All Ability Access	30,840	63,592	65,563	67,596	69,691	71,852	74,079	76,376	78,743	81,184	679,517	On-going
Animal Management Facility	50,000	350,000	500,000	-	-	-	-	-	-	-	900,000	2028-2029
Aquatic Centre Capital (SWELL) Renewals	74,250	76,552	78,925	81,372	83,894	86,495	89,176	91,941	94,791	97,730	855,126	On-going
Archer Waste Management Facility Renewals	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	200,000	On-going
Bitumen Reseal & Asphalt Overlay Program	1,540,409	1,619,040	1,657,643	1,645,957	1,686,991	1,729,296	1,772,913	1,817,882	1,864,246	1,912,046	17,246,423	On-going
CBD and Parking Renewal	-	-	150,000	154,950	160,063	165,345	170,802	176,438	182,261	188,275	1,348,135	On-going
CBD Parking Signage Renewal	15,000	15,000	-	-	-	-	-	-	-	-	30,000	2027-2028
Civic Plaza Capital Renewals	184,958	190,691	196,603	202,698	208,981	215,460	222,139	229,025	236,125	243,445	2,130,124	On-going
Creative Industries	51,400	105,987	109,272	112,660	116,152	119,753	123,465	127,293	131,239	135,307	1,132,529	On-going
Depot Capital Renewals	15,158	15,628	16,113	16,612	17,127	17,658	18,206	18,770	19,352	19,952	174,577	On-going
Driver Resource Centre Capital Renewals	10,527	10,853	11,189	11,536	11,894	12,263	12,643	13,035	13,439	13,855	121,234	On-going
Driveway Renewals	54,739	56,436	58,185	59,989	61,849	63,766	65,743	67,781	69,882	72,048	630,418	On-going
Durack Community Arts Centre Capital Renewals	9,527	9,822	10,126	10,440	10,764	11,098	11,442	11,796	12,162	12,539	109,717	On-going
ERP software	350,000	-	-	-	-	-	-	-	-	-	350,000	2026-27
Exeloo Renewal	15,000	15,465	15,944	16,439	16,948	17,474	18,015	18,574	19,150	19,743	172,752	On-going
Fleet Replacement	411,200	423,947	437,090	450,639	464,609	479,012	493,861	509,171	524,955	541,229	4,735,714	On-going
Gray Community Hall Renewals	20,480	21,115	21,769	22,444	23,140	23,857	24,597	25,359	26,146	26,956	235,864	On-going
Irrigation Refurbishment	214,960	221,624	228,494	235,577	242,880	250,410	258,172	266,176	274,427	282,934	2,475,655	On-going
IT Projects	157,901	162,796	167,842	173,046	178,410	183,941	189,643	195,522	201,583	207,832	1,818,514	On-going
Laneway Renewals	52,634	54,265	55,947	57,682	59,470	61,314	63,214	65,174	67,194	69,277	606,171	On-going
Library Air-Con Renewals	-	-	400,000	-	-	-	-	-	-	-	400,000	On-going
Library Building Capital Renewals	108,952	112,329	115,811	119,401	123,103	126,919	130,854	134,910	139,092	143,404	1,254,775	On-going
												2028-2029

PLANNED MAJOR CAPITAL WORKS BUDGET (CONT.)

Class of Assets / Major Project	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Grand Total	Completion Date
Marlow Lagoon Masterplan	75,000	-	-	-	-	-	-	-	-	-	75,000	2027-2028
Marlow Lagoon Upgrades (master-plan implementation)	-	-	-	-	-	-	1,000,000	500,000	-	-	1,500,000	2026-2027
New Driveways - FLOC	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	2,000,000	On-going
New Pathways	92,520	190,776	196,690	202,788	209,074	215,555	222,238	229,127	236,230	243,553	2,108,551	On-going
Odegaard Drive Building Capital Works	37,125	38,276	39,462	40,686	41,947	43,247	44,588	45,970	47,395	48,865	427,562	On-going
Pathways Renewals	126,321	130,237	134,274	138,436	142,728	147,152	151,714	156,417	161,266	166,266	1,454,811	On-going
Play Space Renewals	462,600	476,941	491,726	506,969	522,685	538,889	555,594	572,818	590,575	608,883	5,327,679	On-going
Play Space Upgrades	102,800	211,974	218,545	225,320	232,305	239,506	246,931	254,586	262,478	270,615	2,265,057	On-going
Public Lighting Renewals	63,160	65,118	67,137	69,218	71,364	73,576	75,857	78,209	80,633	83,133	727,406	On-going
Public Lighting Upgrades (Dark Spots)	128,500	264,967	273,181	281,650	290,381	299,383	308,663	318,232	328,097	338,268	2,831,321	On-going
Recreation Centre Air-Con Renewals	500,000	500,000	-	-	-	-	-	-	-	-	1,000,000	On-going
Recreation Centre Capital Renewals	108,952	112,329	115,811	119,401	123,103	126,919	130,854	134,910	139,092	143,300	1,147,775	On-going
Renewal growth and asset sustainability Renewals	-	-	-	800,000	1,200,000	-	2,000,000	2,062,000	2,125,922	2,191,826	10,379,748	On-going
Road Reconstruction	450,000	450,000	450,000	450,000	450,000	450,000	450,000	450,000	450,000	450,000	4,500,000	On-going
Road Safety Program	61,680	63,592	65,563	67,596	69,691	71,852	74,079	76,376	78,743	81,184	710,357	On-going
Stormwater Renewals	210,534	217,061	223,790	230,727	237,880	245,254	252,857	260,696	268,777	277,109	2,424,686	On-going
Strategic Project	-	-	-	-	1,000,000	3,000,000	-	-	-	-	4,000,000	2031-2032
Sustainability Programs (Solar Panels & LEDs etc)	269,600	235,068	242,355	249,868	257,614	265,600	273,834	282,323	291,075	300,098	2,667,434	On-going
SWELL Café/Airconditioning	75,000	154,650	500,000	-	-	-	-	-	-	-	729,650	On-going
Tree Planting & Replacement	54,200	111,760	115,225	118,797	122,480	126,277	130,191	134,227	138,388	142,650	1,146,223	On-going
Zuccoli Community Hub	3,000,000	5,000,000	5,000,000	-	-	-	-	-	-	-	13,000,000	2030-2031
Grand Total	9,416,452	11,978,744	12,661,469	7,172,032	8,739,113	9,711,385	9,889,007	9,634,147	9,386,897	9,647,474	78,256,741	

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CAPITAL EXPENDITURE BY ASSET CLASS

ASSET CLASS	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Grand Total
Fleet	411,200	423,947	437,090	450,639	464,609	479,012	493,861	509,171	524,955	541,229	4,735,714
Infrastructure (including roads, footpaths, parks furniture)	3,510,897	3,846,776	4,068,824	4,912,035	5,409,676	4,310,355	6,414,166	6,583,206	6,757,497	6,937,202	52,750,634
Lands & Buildings	4,486,455	7,045,225	7,587,713	1,636,312	2,686,418	4,738,077	2,791,337	2,346,249	1,902,862	1,961,231	37,181,878
Other Assets (including furniture & office equip)	1,007,901	662,796	567,842	173,046	178,410	183,941	189,643	195,522	201,583	207,832	3,568,514
Grand Total	9,416,452	11,978,744	12,661,469	7,172,032	8,739,113	9,711,385	9,889,007	9,634,147	9,386,897	9,647,494	98,236,741

CAPITAL EXPENDITURE BY FUNDING SOURCE

FUNDING SOURCE	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2034-35	2035-36	2036-37	Grand Total
Operating Income	4,683,260	5,676,963	6,467,688	6,029,737	7,596,818	8,569,090	7,746,712	8,491,852	8,244,602	8,505,199	72,011,922
Sale of Assets	150,000	150,000	150,000	150,000	Correct the years 2033-34 to 2035-36	150,000	150,000	150,000	150,000	150,000	1,500,000
Transfers from Cash Reserves	695,000	328,000	220,000	220,000	220,000	1,220,000	220,000	220,000	220,000	220,000	3,783,000
Borrowings	3,000,000	-	-	-	-	-	-	-	-	-	3,000,000
Capital Grants	888,192	5,823,781	5,823,781	772,295	772,295	772,295	772,295	772,295	772,295	772,295	17,941,819
Grand Total	9,416,452	11,978,744	12,661,469	7,172,032	8,739,113	9,711,385	9,889,007	9,634,147	9,386,897	9,647,494	98,236,741

PLANNED MAJOR CAPITAL WORKS BUDGET

Class of Assets / Major Project	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Grand Total	Completion Date
60 Georgina Cres - Building renewal	10,527	10,853	11,189	11,536	11,894	12,263	12,643	13,035	13,439	13,855	121,234	On-going
All Ability Access	30,840	63,592	65,563	67,596	69,691	71,852	74,079	76,376	78,743	81,184	679,517	On-going
Animal Management Facility	50,000	350,000	500,000	-	-	-	-	-	-	-	900,000	2028-2029
Aquatic Centre Capital (SWELL) Renewals	74,250	76,552	78,925	81,372	83,894	86,495	89,176	91,941	94,791	97,730	855,126	On-going
Archer Waste Management Facility Renewals	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	20,000	200,000	On-going
Bitumen Reseal & Asphalt Overlay Program	1,540,409	1,619,040	1,657,643	1,645,957	1,686,991	1,729,296	1,772,913	1,817,882	1,864,246	1,912,046	17,246,423	On-going
CBD and Parking Renewal	-	-	150,000	154,950	160,063	165,345	170,802	176,438	182,261	188,275	1,348,135	On-going
CBD Parking Signage Renewal	15,000	15,000	-	-	-	-	-	-	-	-	30,000	2027-2028
Civic Plaza Capital Renewals	184,958	190,691	196,603	202,698	208,981	215,460	222,139	229,025	236,125	243,445	2,130,124	On-going
Creative Industries	51,400	105,987	109,272	112,660	116,152	119,753	123,465	127,293	131,239	135,307	1,132,529	On-going
Depot Capital Renewals	15,158	15,628	16,113	16,612	17,127	17,658	18,206	18,770	19,352	19,952	174,577	On-going
Driver Resource Centre Capital Renewals	10,527	10,853	11,189	11,536	11,894	12,263	12,643	13,035	13,439	13,855	121,234	On-going
Driveway Renewals	54,739	56,436	58,185	59,989	61,849	63,766	65,743	67,781	69,882	72,048	630,418	On-going
Durack Community Arts Centre Capital Renewals	9,527	9,822	10,126	10,440	10,764	11,098	11,442	11,796	12,162	12,539	109,717	On-going
ERP software	350,000	-	-	-	-	-	-	-	-	-	350,000	2026-27
Exeloo Renewal	15,000	15,465	15,944	16,439	16,948	17,474	18,015	18,574	19,150	19,743	172,752	On-going
Fleet Replacement	411,200	423,947	437,090	450,639	464,609	479,012	493,861	509,171	524,955	541,229	4,735,714	On-going
Gray Community Hall Renewals	20,480	21,115	21,769	22,444	23,140	23,857	24,597	25,359	26,146	26,956	235,864	On-going
Irrigation Refurbishment	214,960	221,624	228,494	235,577	242,880	250,410	258,172	266,176	274,427	282,934	2,475,655	On-going
IT Projects	157,901	162,796	167,842	173,046	178,410	183,941	189,643	195,522	201,583	207,832	1,818,514	On-going
Laneway Renewals	52,634	54,265	55,947	57,682	59,470	61,314	63,214	65,174	67,194	69,277	606,171	On-going
Library Air-Con Renewals	-	-	400,000	-	-	-	-	-	-	-	400,000	On-going
Library Building Capital Renewals	108,952	112,329	115,811	119,401	123,103	126,919	130,854	134,910	139,092	143,404	1,254,775	On-going
												2028-2029

PLANNED MAJOR CAPITAL WORKS BUDGET (CONT.)

Class of Assets / Major Project	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Grand Total	Completion Date
Marlow Lagoon Masterplan	75,000	-	-	-	-	-	-	-	-	-	75,000	2027-28
Marlow Lagoon Upgrades (master-plan implementation)	-	-	-	-	-	-	1,000,000	500,000	-	-	1,500,000	2028-2029
New Driveways - FLOC	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	200,000	2,000,000	On-going
New Pathways	92,520	190,776	196,690	202,788	209,074	215,555	222,238	229,127	236,230	243,553	2,108,551	On-going
Odegaard Drive Building Capital Works	37,125	38,276	39,462	40,686	41,947	43,247	44,588	45,970	47,395	48,865	427,562	On-going
Pathways Renewals	126,321	130,237	134,274	138,436	142,728	147,152	151,714	156,417	161,266	166,266	1,454,811	On-going
Play Space Renewals	462,600	476,941	491,726	506,969	522,685	538,889	555,594	572,818	590,575	608,883	5,327,679	On-going
Play Space Upgrades	102,800	211,974	218,545	225,320	232,305	239,506	246,931	254,586	262,478	270,615	2,265,057	On-going
Public Lighting Renewals	63,160	65,118	67,137	69,218	71,364	73,576	75,857	78,209	80,633	83,133	727,406	On-going
Public Lighting Upgrades (Dark Spots)	128,500	264,967	273,181	281,650	290,381	299,383	308,663	318,232	328,097	338,268	2,831,321	On-going
Recreation Centre Air-Con Renewals	500,000	500,000	-	-	-	-	-	-	-	-	1,000,000	On-going
Recreation Centre Capital Renewals	108,952	112,329	115,811	119,401	123,103	126,919	130,854	134,910	139,092	143,300	1,147,775	On-going
Renewal growth and asset sustainability Renewals	-	-	-	800,000	1,200,000	-	2,000,000	2,062,000	2,125,922	2,191,826	10,379,748	On-going
Road Reconstruction	450,000	450,000	450,000	450,000	450,000	450,000	450,000	450,000	450,000	450,000	4,500,000	On-going
Road Safety Program	61,680	63,592	65,563	67,596	69,691	71,852	74,079	76,376	78,743	81,184	710,357	On-going
Stormwater Renewals	210,534	217,061	223,790	230,727	237,880	245,254	252,857	260,696	268,777	277,109	2,424,686	On-going
Strategic Project	-	-	-	-	1,000,000	3,000,000	-	-	-	-	4,000,000	2031-2032
Sustainability Programs (Solar Panels & LEDs etc)	269,600	235,068	242,355	249,868	257,614	265,600	273,834	282,323	291,075	300,098	2,667,434	On-going
SWELL Café/Airconditioning	75,000	154,650	500,000	-	-	-	-	-	-	-	729,650	On-going
Tree Planting & Replacement	54,200	111,760	115,225	118,797	122,480	126,277	130,191	134,227	138,388	142,650	1,146,223	On-going
Zuccoli Community Hub	3,000,000	5,000,000	5,000,000	-	-	-	-	-	-	-	13,000,000	2030-2031
Grand Total	9,416,452	11,978,744	12,661,469	7,172,032	8,739,113	9,711,385	9,889,007	9,634,147	9,386,897	9,647,474	78,256,741	

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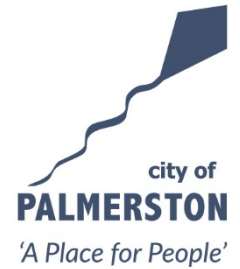
CAPITAL EXPENDITURE BY ASSET CLASS

ASSET CLASS	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2033-34	2034-35	2035-36	Grand Total
Fleet	411,200	423,947	437,090	450,639	464,609	479,012	493,861	509,171	524,955	541,229	4,735,714
Infrastructure (including roads, footpaths, parks furniture)	3,510,897	3,846,776	4,068,824	4,912,035	5,409,676	4,310,355	6,414,166	6,583,206	6,757,497	6,937,202	52,750,634
Lands & Buildings	4,486,455	7,045,225	7,587,713	1,636,312	2,686,418	4,738,077	2,791,337	2,346,249	1,902,862	1,961,231	37,181,878
Other Assets (including furniture & office equip)	1,007,901	662,796	567,842	173,046	178,410	183,941	189,643	195,522	201,583	207,832	3,568,514
Grand Total	9,416,452	11,978,744	12,661,469	7,172,032	8,739,113	9,711,385	9,889,007	9,634,147	9,386,897	9,647,494	98,236,741

CAPITAL EXPENDITURE BY FUNDING SOURCE

FUNDING SOURCE	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33	2034-35	2035-36	2036-37	Grand Total
Operating Income	4,683,260	5,676,963	6,467,688	6,029,737	7,596,818	8,569,090	7,746,712	8,491,852	8,244,602	8,505,199	72,011,922
Sale of Assets	150,000	150,000	150,000	150,000	Correct the years 2033-34 to 2035-36	150,000	150,000	150,000	150,000	150,000	1,500,000
Transfers from Cash Reserves	695,000	328,000	220,000	220,000	220,000	1,220,000	220,000	220,000	220,000	220,000	3,783,000
Borrowings	3,000,000	-	-	-	-	-	-	-	-	-	3,000,000
Capital Grants	888,192	5,823,781	5,823,781	772,295	772,295	772,295	772,295	772,295	772,295	772,295	17,941,819
Grand Total	9,416,452	11,978,744	12,661,469	7,172,032	8,739,113	9,711,385	9,889,007	9,634,147	9,386,897	9,647,494	98,236,741

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.2.1
Report Title:	Palmerston Local Economic Plan Annual Update 2026
Meeting Date:	Tuesday 2 June 2026
Author:	Acting City Activation Manager, Sophie Walkington
Approver:	General Manager People and Place, Emma Blight

Community plan

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

Purpose

This Report seeks to update Council on the Palmerston Local Economic Plan (PLEP) 2021-2031 implementation.

Key messages

- Launched in 2021 to actively pursue an economic development strategy, the PLEP contains short-term, medium-term and long-term actions to be delivered over ten years.
- The PLEP continues to guide Council’s economic development, and strong progress has been made with several actions completed and others now embedded as ongoing initiatives.
- This report outlines the current status of the PLEP, as detailed in **Attachment 12.2.1.1** and provides an overview of progress achieved over the past 12 months. This includes key initiatives such as the delivery of Invest Palmerston, skills development workshops, the Business Forum, as well as place-making and infrastructure projects.
- A list of priorities for the next 12 months has been identified alongside continuing key programs.
- This Report notes future recommendations for amendments to the PLEP will be presented to Council for endorsement at the 1st Ordinary Council meeting on 7 July 2026.

Recommendation

THAT Report entitled Palmerston Local Economic Plan Annual Update 2026 be received and noted.

Background

The PLEP was launched in 2021, aimed to set a comprehensive framework for economic growth and development in Palmerston. A series of strategic actions were segmented into short-term, medium-term, and long-term goals. Since the PLEP was launched, significant processes has been made and each year Council receives an update on progress.

At the 1st Ordinary Council Meeting of 1 July 2025 Council made the following decisions:

13.2.2 Palmerston Local Economic Plan 2021-2031 Update

THAT Report entitled Palmerston Local Economic Plan 2021-31 Update be received and noted.

CARRIED (5/0) – 10/1962 – 1/7/2025

This Report outlines the current status of the PLEP as detailed in **Attachment 12.2.1.1** and provides an overview of progress achieved over the past 12 months along with strategic priorities for the next 12 months.

Discussion

Since the last Report to Council at the 1st Ordinary Council Meeting on 1 July 2025, we have continued to make strong progress in delivering the PLEP, with several actions completed and many others now embedded as ongoing initiatives. A key achievement has been the establishment and evolution of the Vibrant Economic Advisory Committee (VEAC), which now provides broader economic development advice beyond its original COVID-19 purpose.

Council has significantly improved business communication and visibility of opportunities through the refreshed Invest Palmerston website and the Palmerston Business Newsletter, which now provide practical tools and updates for local businesses. Business capability and support have also seen improvements, with multiple free workshops delivered in early 2026 to build digital and operational skills.

Across business engagement, industry partnerships and strategic planning, Council continues to deliver meaningful actions that support a more connected, capable and opportunity-ready local economy. Annual business and industry engagement has also been strengthened through the Palmerston Business Futures Forum, now a recurring annual event that informs future planning. The 2026 Forum is scheduled for delivery on 22 October 2026 at Rydges Palmerston and will apply a targeted approach for industry peak bodies and business engagement and attendance.

Progress has continued across place-making and infrastructure initiatives, including ongoing greening programs, upgrades to public lighting under the Dark Spots program, and

staged delivery of recreational infrastructure at the Zuccoli Community Hub. Council continues to invest in both new developments and the ongoing upkeep of parks and playgrounds across the municipality, ensuring they remain safe, accessible, and enjoyable for the community. Over the last financial year, the following projects have been delivered or are currently in progress:

- Joan Fejo playground and exercise equipment renewals valued at \$313,000
- President Park new equipment (all abilities swing) installation valued at \$112,000
- President Park exercise equipment upgrade valued at \$80,000
- Hobart Park exceloo, seating and shade structure, and tree installation valued at \$360,000
- Playground maintenance valued at \$39,000.

At the 1st Ordinary Council Meeting on 1 July 2025, a list of priority actions for the next 12 months (FY 25/26) was provided. This Report also provides an update on those actions, as below:

Action No. 11: Develop business networking and advocacy services in Palmerston.

The Business Social will be delivered on Thursday 18 June 2026 as a free networking and business advocacy event. This event responds to feedback from the business survey in 2024 and the 2025 Palmerston Business Futures Forum, where businesses identified the need for improved networking, collaboration with Council, mentoring, and information sharing. The event also advances PLEP Action Item No. 11, by developing and delivering business networking and advocacy opportunities within Palmerston. The event strengthens City of Palmerston's role as an enabler and connector by bringing businesses, industry stakeholders and support providers together in one collaborative setting.

Action No. 17: Sponsor the delivery of a short digital skills program in partnership with CDU to support skilling of business owners and residents impacted by the COVID-19 related economic downturn.

This action has been completed and will continue to have ongoing business capability building activities beyond the effects of COVID-19. In collaboration with the Business Enterprise Centre NT, Council delivered a series of free digital skills workshops through the NT Government's Flexible Skills and Training Response Program. Workshops were delivered under Smart Business Systems:

- CRM Made Easy – 3 March 2026
- Microsoft 365 for Productivity – 17 March 2026
- Getting Started with MYOB and Xero – 31 March 2026.

The Smart Business Systems program supported workforce capability, business resilience, and economic participation. Benefits to local business capability included:

- Building foundational digital skills essential for modern business operations;
- Supporting transition to knowledge-based economic activity;
- Strengthening productivity, financial management, and digital confidence;
- Enhancing resilience and competitiveness of Palmerston businesses; and
- Delivering direct value at no cost to Council or participants.

Action No. 31: Engage with creative organisations in the NT to understand needs and opportunities to attract creative businesses to Palmerston.


This action is currently in progress and encompasses a range of ongoing activities aligned with its objectives. City of Palmerston is delivering free workshops to build the skills of local creatives and actively engaging with creative organisations in Palmerston. Initiatives include screen printing workshops, DJ workshops focused on youth mentoring and development, and the delivery of public art projects across locations such as CBD planter boxes, Goyder Square and the Marlow Lagoon basketball court. Officers are also progressing the Gulwa Studio accessibility project and implementing improvements to enhance the usability of Council facilities.

On 10 February 2026, City of Palmerston co-facilitated with Arts NT on a Creative Arts Funding information session to deliver best practice methods for arts initiatives provided by NT Government. Attendees learnt about funding available at the time and other sources of funding, including City of Palmerston's Community Grants and Creative Australia project funding. Officers are committed to continue to provide support as an ongoing activity over the next 12 months.

Next Steps

The below actions are areas of focus moving forward in the next 12 months (FY 2026/27):

- Develop a Palmerston focussed marketing campaign of local business and industry. This action will address several priorities for business support identified in the business survey, including promotion Palmerston and its benefits as a place where businesses are encouraged to set up and grow.
- Progress planning to develop migrant support services in collaboration with NT Government agencies, including scoping how existing programs can be adapted for Palmerston to better support population attraction, workforce participation and community inclusion.
- Explore partnership opportunities with NT Government's Innovation Territory to grow research, development, and innovation activity in Palmerston. This work responds to clear feedback from the business survey and the 2025 Forum that local businesses want stronger support for innovation, commercialisation and future-focused industries.
- Business skills and workforce development will continue being a focus over the 12 months, including delivery of the 2026 Palmerston Business Futures Forum on 22 October, bi-monthly releases of the Palmerston business newsletter, regular updates to the Invest Palmerston website, and collaboration with NT Government and not-for-profit partners to better understand workforce challenges and strengthen support for local business and industry.
- Explore opportunities to leverage capital investment programs planned for City of Palmerston. While Council continues to prioritise delivery of the Zuccoli Community Hub, Officers will also progress early planning and community consultation for future investment programs, including the Marlow Lagoon Masterplan. Subject to outcomes of the Federal Government funding submission, works may commence on the Driver Community Centre project. Additional options to leverage funding opportunities and progress capital works will be explored where feasible to support community needs and economic activity.



During the term of the Eleventh Council, the PLEP and associated actions will be reviewed to ensure they remain fit for purpose and meet current challenges and opportunities. As such, a report with recommendations on any amendments will be provided to Council at the 1st Ordinary Council meeting on 7 July 2026.

Consultation and marketing

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

- Executive Manager Environment.
- Executive Manager Projects and Civil Operations.

Policy implications

There are no policy implications for this Report.

Budget and resource implications

Action items in the Plan with budget or resource implications will be managed through existing budget allocations.

Risk, legal and legislative implications

It is imperative there is continued work towards completing actions identified in the PLEP to encourage economic growth in the municipality and to ensure that there is greater confidence in the support that City of Palmerston provide to local businesses and community.

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:

- [Palmerston Local Economic Plan](#).

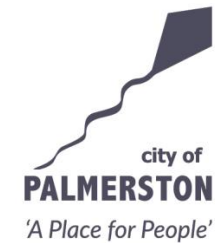
Council officer conflict of interest declaration

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

Attachments

1. Attachment A - PLEP Implementation Plan - FINAL [12.2.1.1 - 14 pages]

PALMERSTON LOCAL ECONOMIC PLAN (PLEP)



IMPLEMENTATION PLAN

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
1	Establish an advisory committee comprised of Council, NT Government, Local business and Community members to inform a local COVID-19 response.	Completed.	Short term - 1-2 years.	Mitigate impact of COVID-19.	To ensure the response is representative of the local needs and attracts local business support.	Partner with NTG and seek expressions of interest in the community for local business and community members to join.	Local buy-in and co-design of solutions.	High.	Business support.	The Vibrant Economy Advisory Committee was originally established in response to COVID-19 and has since evolved to provide ongoing advice to Council and local businesses on broader economic development matters.
2	Host a round table meeting of industry leaders in agribusiness, education and training, energy and minerals, Defence, health and logistics to discuss business needs, priorities and immediate actions to be delivering in Palmerston to support industry development.	Completed/ ongoing annually.	Short term - 1-2 years.	Business and industry attraction and retention.	To identify opportunities to immediately attract businesses and industry, and action needed to attract businesses and industry in the future.	Partner with industry leaders to engage with businesses at a round table meeting. Compile list of key stakeholders.	Establishment of data to inform future actions.	High.	Industry attraction.	The Palmerston Business Forum has been annual event since November 2024, with the 2026 Forum scheduled for 22 October. This year's event will be focused heavily on having an industry focus to best understand how Council can better support business and industry.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
3	Develop a suite of communications and marketing materials to showcase Palmerston and promote a unique selling proposition for residents.	Completed/ ongoing.	Short term – 1-2 years.	Population attraction and retention.	To effectively communicate benefits and opportunities of Palmerston and engage with target population segments.	Leverage the City's communications and engagement teams to develop communications materials.	Development of a suite of tools to effectively facilitate marketing and engagement activities.	Medium.	Industry attraction.	<p>The refreshed Invest Palmerston website was launched in April 2026. The updated website now provides additional tools and information to support business planning, access to services, and drives increased local engagement.</p> <p>Invest Palmerston and the Palmerston Business Newsletter gives businesses quick, practical updates on what matters in running a business. The newsletter provides information on programs, grants, workshops, and opportunities from Council and partners across the local business ecosystem.</p>
4	Seek expressions of interest from ICT, Creative and Tourism industry representatives, and businesses to engage with the City of Palmerston to research strategic opportunities for industry development in Palmerston.	In progress.	Short term – 1-2 years.	Future growth exploration.	To better understand opportunities and potential of anticipated future growth industries in Palmerston.	Work with NTG agencies to distribute EOI materials and complete due diligence on responses.	Establishment of data to inform future actions.	High.	Industry attraction.	<p>Council continues to maintain regular contact with creative practitioners and industry leaders. Partnerships are in place with key festivals and organisations, including the Darwin Symphony Orchestra, Darwin Festival, and Darwin International Film Festival.</p> <p>Regular meetings are hosted with Top End Tourism and Tourism and Events NT to discuss upcoming opportunities and potential collaborations. Future collaborative opportunities with Music NT are currently being explored, with a focus on increasing live music programming within Palmerston. These activities will continue on an ongoing basis.</p>

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
5	Incentivise commercial rental offerings in the City of Palmerston.	In progress.	Short term - 1-2 years.	Business and industry attraction and retention. Foster business development and innovation.	Attract and support retail in Palmerston CBD.	Subsidise commercial rental through designated grant or fund.	Decrease in commercial vacancy in the City. Enhanced retail opportunities for residents and businesses.	High.	Business support.	Council continues to connect affordable rental opportunities through promoting new real estate offering via the Palmerston business newsletter and Invest Palmerston website.
6	In partnership with industry undertake a survey of businesses in Palmerston to confirm challenges, strengths and priority business support services to inform a 12-month plan for business support. Ensure adequate representation from sole operators, who make up over half of businesses in Palmerston.	Completed/ongoing.	Short term - 1-2 years.	Foster business development and innovation.	To identify priorities and needs for businesses.	Partner with industry leaders to deliver a survey of businesses.	Establishment of data to inform future actions.	Moderate - high.	Business support.	The business survey was conducted on 12 March 2024 by Action Market Research and key findings informed the next phase of economic development activities, including the delivery of the annual Palmerston Business Futures Forum and ongoing business capability development activities, e.g. AI-specific workshops, business information sessions.
7	Bring forward capital investment programs planned for the City of Palmerston.	In progress.	Short term - 1-2 years.	Business and industry attraction and retention.	Stimulate construction and associated economic activity in the City of Palmerston.	Work with NTG to advance scheduling of infrastructure projects for the City of Palmerston.	Economic expenditure in the Municipality during a period of slowing economic activity.	Moderate - high.	Business support.	Council continue to focus on capital investment at the Zuccoli Community Hub, with the completion of Stage 2 of the pump track that opened on 4 March 2026. Stage 3 of the community buildings is currently open for community consultation. Other future investment programs planned for Council include community consultation for Marlow Lagoon. Pending funding announcements from the Federal Government Budget, the Driver Community Centre project is ready for delivery, with designs completed and permits obtained.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
8	Develop an awareness campaign of business and industry opportunities and benefits in the City of Palmerston.	Ongoing.	Short term - 1-2 years.	Business and industry attraction and retention. Foster business development and innovation.	Attract business and industry to Palmerston.	Work collaboratively with industry to undertake market research, design and disseminate targeted marketing.	Increased number of businesses engaging with Palmerston. Data insights into target industry sectors.	Moderate - high.	Industry attraction.	An expression of interest process will be undertaken in the 2026-27 financial year to develop a 'Palmerston Proud' marketing campaign. This action addresses several priorities for business support identified in the business survey, including the promotion of City of Palmerston and its benefits as a place to live and operate a business from.
9	Invest in tree planting, verge maintenance and further development of green corridors in Palmerston.	Ongoing.	Short term - 1-2 years.	Population attraction and retention.	Beautification and maintenance of Palmerston green spaces to retain and attract residents.	Continue to implement Council's tree and green space programs.	Increased greening of City of Palmerston.	Moderate - high.	Place making.	Revegetation programs are occurring for two urban bushland areas in Zuccoli and Gunn. Works will be completed by end of 2025/26 financial year (FY). Further tree planting will be undertaken in the 2026/27 FY with approximately 40 trees to be planted across the CBD area (Goyder Square, Francis Dr, Rolyat St and Maluka Dr). Council continues to undertake daily/weekly maintenance programs across its 240ha of open space. Council are continuing discussions with the Crown Land Estate regarding ownership transfer of the Mitchell Creek catchment area. The Mitchell Creek Concept Plan was adopted by Council and can be implemented subject to the land transfer and budget.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
10	In partnership with NTG, complete an audit of regulations in the City of Palmerston that impact business development and remove unnecessary regulation.	Not yet started.	Short term – 1-2 years.	Business and industry attraction and retention. Foster business development and innovation.	Attract business and industry to Palmerston. Retain businesses in Palmerston. Encourage innovation and commercialisation.	Complete an audit of City regulations and identify opportunities to reduce or eliminate low value regulations in consultation with Council and executive.	Increased efficiency in business delivery. Reduced regulatory burden. Increased number of businesses engaging with Palmerston.	Moderate.	Business support.	Leverage from the outcomes from NT Government's Approvals Fast-Track Taskforce delivered its final report, Saying 'Yes' to Business in May 2025. Council officers are currently engaging with NT Government to seek an update/status on one of the report's medium-term reforms (tranche 2: 2 to 3 years) to conduct a major review of the <i>Local Government Act 2019</i> to identify further reform opportunities to reduce timeframes for local government approvals, with engagement from the local government sector.
11	Develop business networking and advocacy services in Palmerston.	In progress/ ongoing.	Short term – 1-2 years.	Business and industry attraction and retention. Foster business development and innovation.	Connect businesses and industry in Palmerston to private sector support and commercial opportunities.	Collaborate with industry bodies (PRBA, Chamber of Commerce NT, Major Business Group, MBNT, PRBA, ICN) to develop a calendar of business networking events and activities.	Enhanced collaboration between businesses. Enhanced engagement with industry services by Palmerston businesses.	Moderate.	Business support.	The Business Social will be a free business networking and advocacy event to be held on 18 June 2026. This event will support driving local economic growth by strengthening business connectivity and support mechanisms that are essential to attracting new businesses, supporting existing, and building a more resilient and collaborative local business ecosystem.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
12	Deliver business support and capacity building services. Ensure tailored support for different business sizes, including sole operators.	Completed/ongoing.	Short term – 1-2 years.	Foster business development and innovation.	Build the capacity of small and medium businesses in Palmerston.	Work with DTBI to target Small Business Champion services in Palmerston.	Increased update of business support services in Palmerston. Increased capacity of business owners in Palmerston.	Moderate.	Business support.	Between January 2026 to April 2026, a total of five free business workshops were delivered to build business capability and capacity. Sessions included a three-part series in March, Smart Business Systems workshops: CRM Made Easy; Microsoft 365 for Productivity; and Getting Started with MYOB and Xero. In April, two AI-specific workshops were delivered to build a confident, digitally capable Palmerston business community.
13	Facilitate the delivery of hardship support and assistance in Palmerston.	Not yet started.	Short term – 1-2 years.	Business and industry attraction and retention and population attraction and retention.	Support business and residents of Palmerston during a challenging economic period.	Work with social service organisations to deliver support locally. Work with Council to hold or reduce rates for a period.	Reduced risk of welfare dependence of businesses and residents in Palmerston.	Moderate.	Education, training and community support.	A future recommendation will be made to Council for the removal of holding or reducing rates for a period as this is not a viable solution for council.
14	Review opportunities to hold rental payments and potentially provide rental rebates for business occupants of Council buildings.	Ongoing.	Short term – 1-2 years.	Business and industry attraction and retention.	Support business of Palmerston during a challenging economic period.	Work with Council to hold or reduce rental for Council properties for a period.	Increased likelihood of business sustainment during crisis.	Moderate.	Business support.	Current business occupants of Council buildings are already leasing properties at a fair rate. Below is a list of current Council properties: - 1 Chung Wah Terrace - 56 Georgina Crescent - T2 60 Georgina Crescent - T3 60 Georgina Crescent - 48 Odegaard Drive - 18 Bonson Terrace (Youth Drop-In Centre) - 36 Elrundie Avenue - Library Café.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
15	Facilitate grants for businesses to support online services or transition of business to new service offerings.	Not yet started.	Short term – 1-2 years.	Business and industry attraction and retention and foster business development and innovation.	Support business of Palmerston during a challenging economic period.	Work with Council and NTG to establish and deliver funding to businesses in response to COVID-19.	Increased likelihood of business sustainment during crisis.	Moderate.	Business support.	Council continue to facilitate ongoing support for local businesses to connect with NT and Australian governments for funding through the Invest Palmerston website and the Palmerston Business Newsletter. City of Palmerston also offer environmental initiatives through a \$20,000 funding grant for a registered community, not-for-profit or incorporated organisation.
16	In partnership with NTG, complete an audit of businesses in Palmerston, identifying businesses in crisis, collect relevant data and facilitate assistance as needed.	Not yet started.	Short term – 1-2 years.	Business and industry attraction and retention.	Establish need to target business development initiatives and identify a base line to measure outcomes against.	Work with DTBI and industry to implement a survey assessing the current capacity, needs and priorities of the businesses registered in Palmerston.	Comprehensive data set to inform planning and development of targeted support initiatives.	Low – Moderate.	Business support.	A future recommendation will be made to Council for the removal of this action item, as it falls out of Council's scope and role.
17	Sponsor the delivery of a short digital skills program in partnership with CDU to support skilling of business owners and residents impacted by the COVID-19 related economic downturn	Completed/ ongoing.	Short term – 1-2 years.	Mitigate impact of COVID-19. Foster business development and innovation.	To support businesses and community members to transition to knowledge-based economic opportunities.	Work with CDU and NTG to develop and implement a digital skilling program targeting Palmerston businesses and residents.	Upskilling of the Palmerston labour force.	Low.	Education, training and community support.	Delivered in partnership with the Business Enterprise Centre NT's Smart Business Systems workshops in March, under funding received from NT Government's Flexible Skills and Training Response Program. Council has an ongoing commitment to continue focusing on skills development for local businesses.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
18	Determine where unincorporated land could be allocated to City of Palmerston.	Completed.	Medium term - 3-5 years.	Business and industry attraction and retention.	To gain land to allow light industry and other industry to expand and develop support industries for surrounding areas.	Work with NTG to increase land availability for Palmerston and understand where unincorporated land can be allocated to the City of Palmerston.	Fewer barriers to businesses expanding More land space for new businesses to move to Palmerston and existing businesses to expand.	High.	Master planning.	Since 2022, the incorporation of Wishart Business Precinct, Tivendale and Elrundie into Palmerston's municipal boundary has expanded the city's footprint and opened new opportunities for investment and development. The decision for management of Northcrest is currently pending. An update will be provided to Council once the decision has been announced.
19	Develop and implement a campaign to attract Defence families to Palmerston.	Ongoing.	Medium term - 3-5 years.	Population attraction and retention.	Enhance labour force participation, and high educational attainment outcomes.	Collaborate with Department of Defence and NTG to develop a campaign to attract and support Defence families in Palmerston.	Increased population and associate growth outcomes.	High.	Population attraction.	Welcome to the Top End is an annual event run by Defence Member Family Support. Council attends the expo as a stallholder to promote Palmerston as a vibrant place to live and work, and inform attendees on the services and events that are offered throughout the municipality.
20	Develop infrastructure and services that enable and encourage precinct development in Palmerston's commercial zones.	Ongoing.	Medium term - 3-5 years.	Business and industry attraction and retention, foster business development and innovation.	Attract industry and businesses to Palmerston.	Assess commercial zones and document infrastructure capabilities to identify opportunities to enhance precinct attraction and function (e.g. NBN, services, retail). Establish an infrastructure and zoning plan with NTG to activate precincts	Increase in businesses locating in Palmerston. Increased collaboration and innovation outcomes.	High.	Master planning.	The Palmerston CBD is the only identified commercial zone and there are no future plans at the stage to develop infrastructure and services for this area. Currently the new lease for the Library Café, Kopi Stop, is due to open their doors mid-2026. There may be future opportunities under the Zuccoli Community Hub and Marlow Lagoon masterplan development.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
21	Implement a migrant attraction campaign for the City of Palmerston.	Not yet started.	Medium term - 3-5 years.	Population attraction and retention.	Enhance labour force participation, and high educational attainment outcomes.	Collaborate with NTG to leverage and support the NT population strategy and activities relating to migrant attraction.	Increased population and associate growth outcomes.	Moderate.	Population attraction.	<p>It's noted that Palmerston has a population of 43,193, of which 22.1% were born overseas. Council continues to recognise and welcome our large number of migrants through our Citizenship ceremonies throughout the year. In this FY, we are expected to welcome 283 conferees through our Citizenship ceremonies.</p> <p><i>Source: ABS Census of Population and Housing 2021 data.</i></p>
22	Deliver migrant support services in the City of Palmerston.	Not yet started.	Medium term - 3-5 years.	Population attraction and retention.	Support population management and retention.	Collaborate with social services organisations to deliver migrant support services in Palmerston.	Increased likelihood of population growth and retention.	Moderate.	Education, training and community support.	<p>Council officers are in planning stage to work with NT Government agencies to explore how existing migrant support services can be adapted and delivered in Palmerston, with planning underway to identify practical opportunities for collaboration and local implementation.</p>

23	Invest in the enhancement or development of sporting and recreational infrastructure in Palmerston.	In progress/ ongoing.	Medium term - 3-5 years.	Population attraction and retention.	Support population management and retention.	Map and prioritise sport and recreational infrastructure developments in Palmerston and collaborate with NTG and Commonwealth for investment in priority projects.	Increased likelihood of population growth and retention.	Moderate.	Industry attraction.	<p>Council continues to invest in high-quality sporting and recreational infrastructure across the municipality. At the Zuccoli Community Hub, Stage 1 works – including the dog park and public toilet – are complete, while Stage 2 recreation elements continue to progress, with the pump track finished, the walking trail and BBQ/seating areas partially complete, and design and earthworks finalised for the skate park and new exercise area, including the outdoor gym and multi-sport court. This complements ongoing upgrades to playgrounds and parks, including enhancements to the ninja track and other family-friendly spaces. Over the last financial year, the following projects have been delivered:</p> <ul style="list-style-type: none"> - Joan Fejo playground and exercise equipment renewals - \$313,000 - President Park new equipment (all abilities swing) install - \$112,000 - President Park exercise equipment upgrade - \$80,000 - Hobart Park exceloo, seating and shade structure, and tree installation - \$360,000 - Playground maintenance - \$39,000. <p>Council also continues to support local sporting clubs through grant and partnership programs that strengthen community participation and facility standards.</p> <p>At SWELL, new shade covers have been installed over the basketball court, and free entry</p>
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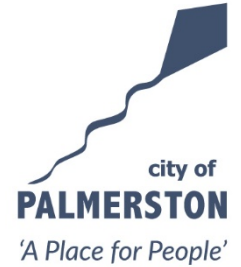
PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
										continues to ensure the centre remains accessible and well-used by the community.
24	Invest in infrastructure that enhances public safety in Palmerston	In progress.	Medium term - 3-5 years.	Population attraction and retention.	Support population management and retention.	Map crime and safety issues in Palmerston and investigate infrastructure solutions to alleviate causal factors.	Increased likelihood of population growth and retention.	Moderate.	Place making.	Under the Dark Spots program, Council provides new and upgraded public lighting to improve safety and amenity for residents. In 2025-26: - lighting has been updated in Kilgour Lane - lighting upgrade in Fiveash Lane car park will commence in May - materials have been ordered for Sanctuary Lakes and Rosebery Park upgrades projects which will be completed mid-year - materials have been ordered for the first stage of Palmerston Circuit lighting upgrade which is the first part of a multi-year project.
25	NT Government to invest in services that enhance public safety in Palmerston.	In progress/ ongoing.	Medium term - 3-5 years.	Population attraction and retention.	Support population management and retention.	Map crime and safety issues in Palmerston and investigate police and other community service solutions (community night patrol) to alleviate causal factors.	Increased likelihood of population growth and retention.	Moderate.	Place making.	Council will continue to work with NT Government and major stakeholders to address crime and safety issues in Palmerston, including regular public controller meetings and working collaboratively with police around the safety of Palmerston & Rural Markets.

26	Invest in the revitalisation and development of new youth facilities in the City of Palmerston.	Not yet started.	Medium term - 3-5 years.	Population attraction and retention.	Support population management and retention.	Map and prioritise youth facility revisualisation in Palmerston and collaborate with NTG for investment in priority projects.	Increased likelihood of population growth and retention.	Low.	Place making.	<p>Council will continue to work with the NT Government's Office of Youth Affairs to promote youth services and identify opportunities for engagement and services.</p> <p>The Palmerston Youth Festival is in its seventh year, with the 2025 festival attracting 9,995 attendees across the week-long celebration. City of Palmerston events like the Palmerston Youth Festival continue to deliver a dynamic and engaging program for the youth of Palmerston.</p> <p>City of Palmerston facilities and services, such as the ninja park, pump track, and SWELL support population attraction and retention.</p> <p>The Palmerston Child and Youth Network bring together key service providers to strengthen coordination and improve outcomes for children and young people across Palmerston and the rural area. Through this collaborative network, members share insights, align services and promote programs that support the wellbeing, safety and development of local young people.</p> <p>Other youth activities that are currently facilitated or supported by City of Palmerston are:</p> <ul style="list-style-type: none"> - Geeksquad - Code Club - Gadgets and Games - Lego Club - youth drop-in sports - Level Up Gaming - Corrugated Iron Youth Theatre.
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PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
27	Engage with industry leaders to understand key needs and opportunities for attracting and retaining industry and businesses in Palmerston.	In progress/ ongoing.	Long term - 6-10 years.	Business and industry attraction and retention.	To enable targeting and tailoring of business development and retention activities.	Collaborate with industry leaders (PRBA, Chamber of Commerce NT, Major Business Group, MBNT, PRBA, ICN) to research and analyse the needs of businesses and how Palmerston can meet identified needs.	Database detail industry needs, and informed approach to targeting businesses.	High.	Industry attraction.	City of Palmerston is in its third year delivering the Palmerston Business Futures Forum. The Forum is an interactive event designed to help future-proof local business and industry success, explore practical ways to strengthen the local business community, and drive sustainable growth and resilience in the Palmerston municipality.
28	Engage with industry and government leaders to understand future market and strategic opportunities for the City of Palmerston.	In progress/ ongoing.	Long term - 6-10 years.	Strategic pursuit Business and industry attraction and retention.	To inform future planning and strategy development.	Collaborate with NTG and industry leaders to undertake market research and develop strategic approaches that support industry outcomes in Palmerston.	Informed and strategic approach to targeting industry and economic development.	Moderate - high	Industry attraction.	In its third year delivering the Palmerston Business Futures Forum, City of Palmerston are approaching the 2026 Forum with targeted industry-specific leaders and supply chain vendors to provide input into understanding future markets and strategic opportunities for Palmerston businesses and industry.
29	Incentivise research and development and innovation activities in the City of Palmerston.	Not yet started.	Long term - 6-10 years.	Foster business development and innovation.	Encourage research and innovation commercialisation.	Develop targeted grants for businesses to undertake research and development activities in Palmerston, partner with NTG and Commonwealth (e.g. Defence) to increase the pool of funding.	Increased quantity of innovative business activities in Palmerston. Development of a culture of innovation among businesses in Palmerston.	Moderate.	Industry attraction.	City of Palmerston are in planning stages exploring partnership opportunities with NT Government's Innovation Territory. This action remains a focus for this year.

PLEP NO.	ACTION	STATUS	INITIAL TIMEFRAME	WHAT	WHY	HOW	BENEFITS	PRIORITY	CATEGORY	NOTES
30	Complete an audit of Palmerston's tourism offerings and experiences and explore opportunities to grow tourism offerings that align to visitor market trends in Darwin and Litchfield.	In progress.	Long term - 6-10 years.	Strategic pursuit.	To explore and test future tourism industry opportunities in Palmerston.	Collaborate with NTG, tourism operators and industry leaders in tourism to undertake market research and develop strategic approaches that support industry outcomes in Palmerston.	Informed and strategic approach to targeting tourism industry development.	Moderate.	Industry attraction.	City of Palmerston are in planning stages exploring partnership opportunities with NT Government's Department of Tourism and Hospitality, and Tourism Top End. This action remains a focus for this year.
31	Engage with creative organisations in the NT to understand needs and opportunities to attract creative businesses to Palmerston.	In progress/ ongoing.	Long term - 6-10 years.	Strategic pursuit.	To explore and test future industry opportunities in Palmerston.	Collaborate with NTG, organisations and industry leaders in the creative industry to undertake market research and develop strategic approaches that support industry outcomes in Palmerston.	Informed and strategic approach to targeting creative industry development.	Low – moderate.	Industry attraction.	<p>City of Palmerston continue to deliver and partner with the creative sector on projects such as, the Darwin Symphony Orchestra, Darwin Festival in Palmerston, Darwin International Film Festival in Palmerston, and exploring future partnerships with Darwin Fringe Festival.</p> <p>On 10 February 2026, Council co-facilitated with Arts NT on a Creative Arts Funding information session to deliver best practice methods for arts initiatives provided by NT Government.</p>

COUNCIL REPORT



1st Ordinary Council Meeting

Agenda Item:	12.2.2
Report Title:	Local Government Act Amendments 2026 - Tranche 2
Meeting Date:	Tuesday 2 June 2026
Author:	Governance Lead, Angie Torr
Approver:	Executive Manager Organisational Performance, Penny Hart

Community plan

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

Purpose

This report provides Council with information on the local government legislation amendments introduced in the Legislative Assembly of the Northern Territory on 5 February 2026.

Key messages

- The *Local Government Act 2019* (NT) (the Act) was reviewed from 2016-2018 and a new version of the legislation was passed in 2019, followed by new regulations.
- Improvements to legislation are often identified once it has been in operation for a period.
- Tranche 1 of amendments were passed in May 2025.
- At the same time, the Department of Housing, Local Government and Community Development (the Department) released three discussion papers with proposed Tranche 2 amendments to the Act, designed to improve how councils' function and to support greater transparency, accountability and fairness in local government decision-making.
- A consultation period was open from April to June 2025.
- Council workshops were conducted on 21 and 29 May 2025 to discuss the proposed amendments from the discussion papers, and the Department presented to Council on 4 June 2025.
- Council endorsed a submission to the consultation on 17 June 2025.

- The proposed amendments to the Act and its regulations were then made available to councils under *Cabinet in Confidence* in December 2025 for further consideration prior to them being introduced in the Legislative Assembly of the Northern Territory (Parliament).
- Council approved a submission in response to the draft legislation at a Special Confidential Council Meeting on 17 December 2025.
- The amendments were subsequently introduced in the Legislative Assembly of the Northern Territory (NT Parliament) on Thursday 5 February 2026.
- Parts 1 and 2, the general administrative and electoral regulation amendments, came into effect on 15 April 2026.
- During debate of the bill on 17 March 2026, the Minister for Local Government advised Parliament that all other amendments should come into effect by 1 July 2026.
- The amendments were passed on 17 March 2026 to become proposed law; however, the date that Parts 3 and 4 will come into force is unknown at this time.
- This report presents a summary of the amendments and identifies work required for City of Palmerston to ensure it remains compliant, once the changes come into force.

Recommendation

THAT Report entitled Local Government Act Amendments 2026 - Tranche 2 be received and noted.

Background

The Act provides the legal foundation for how Northern Territory councils operate and make decisions. It was reviewed from 2016-2018 and a new version of the legislation was passed in 2019, followed by new regulations.

Following ongoing feedback and experience in applying the Act, the Department identified several areas for change or improvement, and an initial tranche of amendments were passed in May 2025 to address feedback and correct administrative errors. The 2026 amendments form the second tranche of amendments with broader focus areas:

- Delegations.
- Tenders and procurement exemptions.
- Amendments to the Local Government (Electoral) Regulations 2021.
- Superannuation payments for Elected Members.
- Conditional rating and rates exemptions for social and affordable housing.
- Appointment of principal member of council.
- Code of Conduct.

At the 2nd Ordinary Council Meeting of 17 June 2025 Council made the following decisions:

Local Government Legislation Amendments 2025

2. *THAT Council provides the submission to the Local Government Legislation Amendments 2025 consultation at Attachment 13.1.7.2 to report entitled Local Government Legislation Amendments 2025 to the Department of Housing, Local Government and Community Development as amended and to include:*
 - (a) *Required training for the Chair and Deputy Chair - Code of Conduct and behavioural training should be included.*
 - (b) *Code of Conduct Panel Findings Implemented - The Independent Assessor should have the power to dismiss vexatious or frivolous complaints.*
 - (c) *Governance Controller - Request clarity on the powers of the Governance Controller, including veto power on council decisions, advisory nature, power to initiate Code of Conduct Complaints, power to recommend investigation to the Minister for Local Government, and whether the position's powers are different if a council voluntarily appoints a Governance Controller or one is appointed by the Minister or Department.*
 - (d) *Administrative amendments to grammar and references, including clarity of pastoral properties and prescribed corporations.*

CARRIED (5/0) - 10/1938 - 17/06/2025

As a result of the consultation, proposed legislation (a Bill) was drafted to amend the *Local Government Act 2019* (NT), the *Local Government (Electoral) Regulations 2021* and the *Local Government (General) Regulations 2021*. The Department circulated the Bill to councils on 5 December, and feedback was due by 24 December 2025.

At the Special Confidential Council Meeting of 17 December 2025, Council made the following decisions:

Local Government Act Amendments 2025 - Tranche 2

2. *THAT Council provides the submission to the Local Government Legislation Amendments 2025 consultation tabled on 17 December 2025 to the Department of Housing, Local Government and Community Development.*
3. *THAT this decision be moved into open once the proposed amendments have been introduced in the Legislative Assembly of the Northern Territory.*

CARRIED (6/0) - 11/0172 - 17/12/2025

The amendments were subsequently introduced in the NT Parliament on Thursday 5 February 2026 and passed on 17 March 2026. Parts 1 and 2, the general administrative and electoral regulation amendments, came into effect on 15 April 2026. It is expected that Parts 3 and 4 relating to the code of conduct and financial matters will come into effect on 1 July 2026.

This report presents a summary of the amendments and identifies work required for City of Palmerston to ensure it remains compliant once the changes come into force.

Discussion

The Local Government Legislation Amendment (Code of Conduct and Other Matters) Bill 2026 introduced a broad suite of reforms to the *Local Government Act 2019* (NT) (the Act), Electoral Regulations and General Regulations, with a proposed focus on strengthening governance, improving transparency and aligning Northern Territory local government practices with national best practice.

The amendments are both operational and strategic in nature, requiring Council to implement changes across governance frameworks, procurement practices, election processes, financial policies and Elected Member conduct management. Key amendments are discussed in more detail below.

The document at **Attachment 12.2.2.1** provides a summary of the amendments and the responsible directorate.

Code of Conduct

The most significant reform is the replacement of the existing Code of Conduct framework (Chapter 7, Part 7.4) with a new tiered model. This introduces a structured escalation pathway for complaints, comprising of an internal resolution by Council for low-level matters, an Independent Assessor review for misconduct and a Code of Conduct Panel for serious or gross misconduct.

This reform is intended to give Council independence and transparency in complaint handling, provide consistency in decision-making and sanctions and increase public confidence in Elected Member conduct.

However, it also introduces new administrative and governance obligations for Council, including updating internal complaint handling procedures such as the Breach of Code of Conduct by Elected Member Policy and ensuring appropriate triaging of code of conduct complaints received by Council.

In addition, the relocation of the Code of Conduct from the Act to the Regulations will require Council to ensure ongoing alignment with future amendments, noting these may occur more frequently than the Act being amended.

From an organisational perspective, this reform represents a shift toward a more formalised and externally scrutinised conduct framework, requiring Council to ensure policies, procedures, documentation and training are fit-for-purpose. However, the true effectiveness will be in the rollout of the reforms.

Rating implications

The amendments introduce changes impacting Council's rating frameworks by clarifying the rating treatment for social and affordable housing in Section 222. This will require Council to review and update the Rate Concession Policy and consider the potential impacts on the rating base and revenue projection in future years.

Delegations and procurement

Amendments to delegation provisions in Section 40 of the Act are intended to introduce greater control and transparency over contract/procurement decision-making, including:

- Restricting delegation of contract powers to the CEO only, who can delegate to Senior Staff only.
- Requiring Council to determine contract approval and reporting thresholds.
- Requiring reporting to Council on contracts above set thresholds.

These changes are designed to reinforce Council's oversight role, noting that City of Palmerston has already set clear delegations to the CEO and receives contract reporting at Council Meetings.

Operationally, Council will need to:

- Review and update the Register of Delegations.
- Amend procurement procedures and reporting to Council.
- Establish and formally resolve reporting thresholds within the required timeframe, which is 6 months from the new Act coming into force.

This reform presents an opportunity to strengthen procurement governance but also introduces compliance risk if thresholds and reporting frameworks are not clearly defined and implemented early in the Council term.

Mandatory training for Elected Members

Amendments have been made to section 54 to introduce mandatory training requirements for Elected Members, determined by the Department. Council will be responsible for ensuring all Members complete required training, monitoring compliance and integrating training into induction and ongoing development programs. Failure to comply may create governance and reputational risks, particularly if decisions are made without adequate understanding of legislative obligations.

Election process and public information requirements

Changes to election provisions in section 11 of the Act establish the Council website as the legal trigger for election-related timeframes and requires publication of candidate statements. This elevates the importance of timely and accurate website publication during elections, clear internal responsibility for election communications in election planning and alignment with the Caretaker Policy and communication protocols.

Where the previous clause placed the onus on the Northern Territory Electoral Commission to publish the notice and then direct councils to publish the notice, this responsibility has now shifted to councils. This reform introduces a compliance risk linked to digital governance, where delays or errors in publication may have legal implications.

City of Palmerston's election planning for the 2025 Local Government Elections included a communications plan and clear responsibility for publishing of legislated notices.

Expanded governance intervention framework

The introduction of the Governance Advisor in Section 216A and Governance Controller role in Section 317A is intended to provide a graduated intervention model. While these roles are not expected to apply in normal circumstances, they are intended as a strengthened oversight framework by the Northern Territory Government and a clear escalation pathway where governance deficiencies are identified.

The difference between the Governance Advisor and the Governance Controller is that the Governance Advisor is strictly advisory in nature and provides preventative support when requested by Council; whereas the Governance Controller is statutory intervention where governance failures exist. Both roles reinforce the importance of maintaining strong governance systems, compliance with legislative and policy requirements and the need for effective internal controls.

Superannuation for Elected Members

The amendments introduce a new provision that enables councils to pay an amount equivalent to superannuation to Elected Members (subject to unanimous Council decision) in Section 109A, which City of Palmerston already does. A key feature is that individual Elected Members can determine whether to opt-in by nominating a superannuation account. If an account is not nominated, it will not be paid.

Transitional and implementation considerations

Originally, Council expected the amendments to be implemented in stages; however, during legislative debate on 17 March 2026, the Minister for Local Government advised that it was expected that all amendments would come into force on 1 July 2026 (though not guaranteed).

This provides Council with a short transition period to review and update policies, procedures and framework, deliver training and awareness for Elected Members and staff and embed new governance and reporting requirements. Early preparation will be critical to ensure compliance at commencement of the amendments, leading to minimal disruption to Council operations and alignment with new legislative standards.

The proposed amendments represent a significant uplift in governance expectations across the local government sector, with a strong emphasis on accountability, transparency and clearer decision-making responsibilities. While many changes formalise existing practices, several introduce new compliance and administrative requirements, particularly in relation to Code of Conduct management, procurement oversight, Elected Member training and election communications.

Collectively, these reforms will require City of Palmerston to adopt a coordinated and proactive implementation approach to ensure compliance.

Consultation and marketing

In preparing this Report, the following staff were consulted:

- Executive Leadership Team.
- Procurement & Grants Coordinator.

Policy implications

The amendments affect multiple Council Policies, internal policies and procedures. Council Policies that are legislatively required to be held by Council should be reviewed when the amendments come into force to maintain compliance with the Act.

Amendments that affect internal policies and procedures can be implemented by individual directorates.

Budget and resource implications

Most of the proposed amendments are expected to have minimal financial implications for Council, primarily associated with implementation and ongoing compliance activities. These may include costs related to Elected Member training. Additional financial considerations include any impacts on revenue arising from changes to rating exemptions and concessional rates for social and affordable housing. While many costs can be accommodated within existing budgets, some adjustments may need to be considered.

Of concern is the unknown cost of future Code of Conduct complaints, which will be borne by Council unless the Minister for Local Government determines they will be covered by the Department. This presents a financial risk to Council in that previous complaint management processes have cost thousands of dollars.

Risk, legal and legislative implications

This is the second tranche of amendments to the Act and Regulations. While many changes formalise existing practices, several introduce new compliance obligations and administrative requirements, particularly in relation to:

- Code of Conduct management.
- Procurement reporting.
- Training compliance.
- Election communications.

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:

- Governance Framework.
- Code of Conduct.

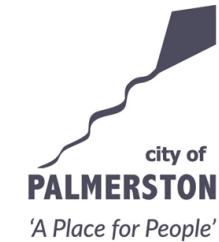
Council officer conflict of interest declaration

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



Attachments

1. LG Amendments Tranche 2 Summary [12.2.2.1 - 15 pages]



LGA AMENDMENTS 2026

SUMMARY OF CHANGES – TRANCHE 2

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
2	Commencement	<p>The amendments will come into force on the day the Administrator signs the assent with the exception of Parts 3 (code of conduct and governance) and 4 (amendments to financial matters) which will come into force through a <i>Gazette</i> notice.</p> <p>Parts 1 & 2 – General – likely to come into force in 2026 Parts 3 & 4 – latest date to come into force is 31 January 2028</p> <p>The Minister advised in NT Parliament on 17/3/26 that all amendments will likely come into force on 1 July 2026, meaning the timeframe to deliver required policy amendments is short.</p>	Finance & Governance
4	Section 11 – Public Notices (elections)	<p>Allows the returning officer to publish election information in any way considered appropriate; statutory timeframes now start from publication on council website.</p> <p><i>This means Council must ensure timely website publication of election notices. The website becomes the legal trigger for election dates.</i></p>	Chief Executive

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
5	Section 40 - Delegation	<p>Restricts delegation of contract powers, clarifies they can only be delegated to CEO who can then sub-delegate to senior Council staff. Council must set, in addition to the contract threshold, a new reporting threshold for contracts within first 6 months of term.</p> <p>The CEO must then report to Council on contracts above the reporting threshold, within a reasonable period.</p> <p><i>Greater oversight of CEO contract decisions. Stronger governance control over procurement and clearer reporting guidelines.</i></p>	Chief Executive
6	Section 45 – Training requirements	<p>CEO of the Agency (Department of Housing, Local Government and Community Development) (DHLGCD) determines mandatory training requirements for Elected Members, members must comply, exemptions/extensions possible.</p> <p><i>Mandatory training for Councillors. Non-compliance becomes a governance risk. Councils must ensure members complete required training or seek exemption or extension if required.</i></p>	Chief Executive
7	Section 59 – Role of Principal Member	<p>Clarifies chairing role for principal, deputy or acting principal members such as upholding procedures and maintaining order during meetings</p> <p><i>Strengthens expectations of Mayor/Deputy/Acting in meeting governance and conduct control.</i></p>	Chief Executive
8	Section 73 – Conflict of Interest offences	<p>Extends offence provision to include staff before “member”.</p> <p><i>Corrects administrative error to clarify that conflict of interest offence framework applies to staff as well as members.</i></p>	Chief Executive Finance & Governance
9	Section 160 – Ministers Powers	<p>Expands Ministers power to “change” limits relating to elections.</p> <p><i>Broader ministerial flexibility in election management, allowing the Minister to change the time for holding an election.</i></p>	Nil

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
10	Chapter 21, Section 372 – Transitional (Delegations)	<p>This clause inserts transitional matters into a new Part 4 of the Act to provide clarity regarding operations that will change because of these amendments.</p> <p>The clause also clarifies that the new section 40(3A)(b) relating to tabling procurement reports will only apply to a contract entered into after commencement of the amendments.</p> <p><i>While the changes will only apply to contracts entered into after the amendments commence, Councils must still determine the contract reporting threshold within 6 months of the amendments coming into force.</i></p>	Chief Executive
21	Section 47 – Disqualification	<p>This clause provides that a council member is disqualified from holding office if they have been dismissed from office by the Minister within the previous four years under new s132U(4).</p> <p><i>New section 132Q provides that the Minister may suspend or dismiss a member based on a recommendation from a code of conduct panel.</i></p>	Chief Executive
22	Section 50 – Casual Vacancies	<p>A vacancy will arise if a member is dismissed under s132U(1).</p> <p><i>Dismissals for conduct breaches now triggers vacancy.</i></p>	Chief Executive
23	Section 61 – Principal Member eligibility	<p>A person disqualified under s132N(e) cannot be elected/appointed as a principal or deputy principal member.</p> <p><i>Conduct sanctions may prevent member holding Mayor role.</i></p>	Chief Executive
24	Section 95 – Procedure at meeting	<p>Clarifies that quorum at a meeting does not include members who are suspended, disqualified or dismissed.</p> <p><i>Suspended members cannot participate in meetings.</i></p>	Chief Executive

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
25	Part 7.4 – Code of Conduct	<p>This clause replaces the existing Code of Conduct framework in Part 7.4 of the Act with a new, tiered framework.</p> <p>This clause repeals the existing Code of Conduct framework in Part 7.4 of the Act and introduces a new, tiered framework designed to strengthen governance, accountability, and public confidence in local government. The amendments respond to extensive sector consultation and address the need for clearer processes, proportional sanctions, and independent oversight.</p>	Chief Executive Finance & Governance
25	Section 121 – Pool of independent assessors	(2) To be eligible to be appointed as an independent assessor, a person must be of high standing in the community.	Chief Executive Finance & Governance
25	Section 121(6)	The Minister may terminate the appointment of a person as an independent assessor for incompetence or misbehaviour.	Chief Executive Finance & Governance
25	Section 121(2)	An independent assessor has the powers necessary to perform the assessor's functions under this Part.	Chief Executive Finance & Governance
25	Section 121(2)	(2) To be eligible to be appointed to the pool, the persons must be: (a) a legal practitioner with 10 years or more of legal practice; or (b) a person with expertise in governance or public administration.	Chief Executive Finance & Governance
25	Section 124 – Functions of code of conduct panel	A code of conduct panel has the powers necessary to perform the panel's functions under this Part.	Chief Executive Finance & Governance
25	Section 125 – Meetings of code of conduct panel	The quorum for a meeting of a code of conduct panel is all 3 members of the panel.	Chief Executive Finance & Governance

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
25	Section 125 - Meetings of code of conduct panel	If a member of a code of conduct panel is unable or unavailable to perform the functions or exercise the powers of a member, or the member's appointment is terminated under section 123(6), the remaining members of the panel may: (a) continue as a panel of 2 members; or (b) request the secretariat to assign a replacement member from the pool established under section 123.	Chief Executive Finance & Governance
25	Section 125 - Meetings of code of conduct panel	This clause provides that if a code of conduct panel continues as a panel of 2 members under subsection (5)(a), the decisions of the panel must be unanimous.	Chief Executive Finance & Governance
25	Section 130 – Evidence	(1) The persons and bodies referred to in section 127: (a) are not bound by the rules of evidence; and (b) may inform themselves in any manner they consider appropriate; and (c) may do whatever they consider necessary or expedient for the fair and expeditious investigation, determination and resolution of a complaint. (2) A decision that alleged misconduct occurred must be based on evidence from which it may be concluded that it is more likely that the misconduct occurred than that it did not occur. (3) An independent assessor and a code of conduct panel may require a person appearing before them to give evidence on oath.	Chief Executive Finance & Governance
25	Section 132A – Making complaint to the CEO	This clause sets out how to make a complaint to the CEO.	Chief Executive Finance & Governance
25	Section 132D – Withdrawal of complaint	This clause sets out how to withdraw a complaint to the CEO.	Chief Executive Finance & Governance

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
25	Division 5 – Investigation and resolution by Council	This division sets out how Council will investigate and determine the complaint.	Chief Executive Finance & Governance
25	Section 132J – Action by Independent Assessor	(3) If an independent assessor determines that misconduct occurred, the assessor may take one or more of the following actions, as the assessor considers appropriate: (d) impose a monetary penalty not exceeding 20 penalty units;	Chief Executive Finance & Governance
25	Section 132H – Assignment of Independent Assessor	(2) An independent assessor may: (a) be assigned more than one complaint; and (b) deal with multiple complaints together if they relate to the same facts, persons or circumstances.	Chief Executive Finance & Governance
25	Section 132P – Review of determination or decision	A complainant or a member subject to a complaint may request a code of conduct panel to review a determination or decision of a council under Division 5 or a determination or decision of an independent assessor under Division 6.	Chief Executive Finance & Governance
25	Division 9	This division sets out penalties that may apply to a Member who is subject to sanctions under a code of conduct complaint.	Chief Executive
25	Section 132T – Non-compliance with sanction	An independent assessor or the secretariat may refer to a code of conduct panel any non-compliance by a member who is subject to a sanction.	Chief Executive Finance & Governance
26	Chapter 10	This is a formal clause amending the heading of this section to “Financial and Governance Management.”	Chief Executive Finance & Governance

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
27	Section 216A – Governance Advisor.	<p>This new Part creates the new Governance Advisor position and details its functions. The CEO of the Agency (DHLGCD) may appoint a Governance Advisor if a council or local government subsidiary requests an appointment in writing. The functions of the Governance Advisor are to assist councils by monitoring and evaluating the governance procedures and practices of the council. The Governance Advisor can advise council on its practices and effectiveness of those governance practices.</p> <p><i>Councils may request the Department to appoint a Governance Advisor to help improve governance practices.</i></p>	Chief Executive Finance & Governance
28	Chapter 17, Part 17.2 replaced	This clause amends the heading of Part 17.2 to read “Financial and governance control.”	Chief Executive Finance & Governance
29	Section 317 – Financial Controller	This clause inserts new provisions to complement existing section 317 and the financial controller role such as definition of “financially unsound.”	Chief Executive Finance & Governance
30	Section 317A – Section 317C	<p>The new provisions establish the role of a governance controller, whose functions are to review, monitor and evaluate the governance procedures and practices of a local government body, ensure the local government body complies with applicable laws and give directions in relation to governance procedures and practices. The amended provisions for Governance Controller include eligibility, appointments, protection from liability.</p> <p><i>Minister may appoint a governance controller where governance failure identified. Stronger intervention powers.</i></p>	Chief Executive Finance & Governance
31	Section 336 – Misleading information	Clerical amendment to provide for governance controller, governance advisor into the definition of “local government officer.”	Chief Executive Finance & Governance

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
32	Section 373 – Application of provisions relating to conduct of members	<p>This clause provides clarity on application of Schedules 1 and 2 in relation to the conduct of members that occurred prior to the commencement of the amendment Act. Where code of conduct matters are not determined before the amendment Act commences, this amendment directs those matters to be dealt with in accordance with the amendment provisions.</p> <p><i>Ensures transitional clarity for conduct complaints. Complaints that start before the law changes will move into new system.</i></p>	Chief Executive Finance & Governance
33	Schedule 1 – Code of Conduct	<p>This clause repeals Schedule 1 of the Act, which contained the previous Code of Conduct. The Code of Conduct will now be included in Schedule 1A Local Government (General) Regulations 2021.</p>	Nil
34	Schedule 2 – Code of Conduct.	<p>This clause amends Schedule 2 of the Act to provide correct references in relation to the NTCAT reviewable decisions under the new code of conduct complaints process.</p> <p><i>Expands on existing NTCAT review rights. Increased likelihood of tribunal engagement.</i></p>	Chief Executive Finance & Governance
35	Schedule 3 – Public Information	<p>This clause is a consequential amendment correcting reference to Schedule 3 of the Act in relation to the council’s code of conduct from the existing section 119(2) to the amended section 120.</p>	Chief Executive Finance & Governance
36	Division 2 Regulations	<p>This is a formal clause that indicates that the Bill amends the <i>Local Government (General) Regulations 2021</i>.</p>	Nil
37	Regulation 71	<p>This clause repeals existing provisions that set out procedure for code of conduct complaints under the previous framework. It further provides that Schedule 1A is prescribed for section 120 of the Act.</p>	Nil

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
38	Schedule 1A	<p>This clause inserts the new model code of conduct under the new framework.</p> <p>The new code addresses the following areas of conduct:</p> <ul style="list-style-type: none"> a) The specific personal integrity principles; b) Relationships with others; c) Accountability; d) Social media; e) Other obligations; f) Perceived misconduct; g) Council or committee meetings; h) Misuse of local government resources; i) Securing personal advantage or disadvantaging others; j) Prohibition against involvement in administration; k) Relationship with local government employees; and l) Compliance with sanctions. 	Chief Executive Finance & Governance
39		This is a formal clause that indicates that the Bill is amending the Act.	Nil
40	Section 7	<p>This clause amends section 7, which contains definitions for terms used within the Act. The clause inserts a definition for “social and affordable housing” to assist with the proposed amendments to sections 222(1) and Part 11.8 of the Act.</p> <p><i>Defines social and affordable housing for rating purposes.</i></p>	Finance & Governance

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
41	Section 109A – Superannuation	<p>This is a new provision which enables councils to decide to pay an amount equivalent to a superannuation contribution to elected members. The provision creates the ability for councils to unanimously decide to pay an amount on top of an elected member’s allowance equivalent to a superannuation contribution as if the elected member was an employee.</p> <p>Additionally, the provision clarifies that the payment under this new section does not constitute salary for the purposes of any Act.</p> <p>A key feature contained within this provision is that if a council decides to pay elected members superannuation, the individual members are then required to ‘opt in’ by nominating a superannuation account. If they do not provide such an account, they will not receive the payment. An elected member who does not wish to be paid under this provision does not have other allowances affected.</p> <p>If a member is suspended or their allowance is withheld pursuant to provisions under the new Code of Conduct framework, the amount is not payable during those periods.</p>	Finance & Governance
42	Section 222 – Exempt Land	<p>This clause inserts the words “other than the provision of social and affordable housing” into existing section 222(1)(g). This provides clarity to both the local government sector and the community housing sector as to what types of premises are covered by the term “non-commercial use.”</p> <p><i>Clarifies rating treatment for housing used for social and affordable housing.</i></p>	Finance & Governance

BILL #	ACT CLAUSE	AMENDMENTS	DIRECTORATE
43	Section 250 - Public Health Concessions	<p>This clause provides clarification that a public charity or public benevolent institution can apply for a public benefit concession for the provision of social and affordable housing. It does this through inserting a new category that expressly provides for the provision of social and affordable housing under this section. This means that local government councils will need to update their concessional rates policy, required under existing section 247(2) of the Act, to ensure the provision of social and affordable housing concessional rates are included.</p> <p><i>Allows charities providing social housing to apply for rate concessions.</i></p>	Finance & Governance
44		Repeal of Act.	Nil

Local Government (General) Regulations 2021

BILL #	CLAUSE	AMENDMENTS	DIRECTORATE
11		This is a formal clause that indicates that the Bill amends the <i>Local Government (Electoral) Regulations 2021</i> .	Nil
12	Regulation 35(1) Lodgement of candidate statement	This clause applies to mandatory postal voting elections and sets out the timing for the Northern Territory Electoral Commission (NTEC) to provide any candidate statements received to the relevant local government council. It also specifies the time within which both NTEC and the council must publish those statements on their respective websites. <i>Council is now legally required to publish candidate statements on its website.</i>	Chief Executive
13	Regulation 54 – Postponement and adjournment of voting	This clause inserts the ability for the returning officer to postpone voting at a voting centre for an election within 14 days of the election in circumstances of an emergency. Voting can be postponed for up to 21 days from the original voting day to ensure safety of the public. <i>Under existing provisions, the returning officer had no power to act until after voting had already started.</i>	Nil
14	Regulation 65 - Scrutiny of postal voting papers	Due to modernisation of postal voting application processes, there is no longer a need to physically sign applications. In practice this means that when a voter's voting papers are scrutinised, there may not be a signature or a comparison signature available. <i>Allows postal voting without signature comparison due to digital applications.</i>	Nil
15	Regulation 72 – Repeal of Time	This clause repeals this regulation which is now redundant due to the operation of section 160 of the Act.	Nil
16		This is a formal clause that indicates that the Bill amends the <i>Local Government (General) Regulation 2021</i> .	Nil

BILL #	CLAUSE	AMENDMENTS	DIRECTORATE
17	Regulation 36 - Tenders by council or local government subsidiary	<p>This clause provides amendments the reporting requirements regarding a tender.</p> <p>In addition to the information that a tender panel report must include, the clause clarifies when the council CEO must provide the tender panel report to council.</p> <p><i>Clarifies what must be included in tender reports and when they must be given to Council.</i></p>	Finance & Governance
18	Part 9 – Transitional matters	This clause inserts transitional matters in relation to the application of amendments to regulation 36(8) specifying the application of the Act to the report received before and after the commencement of the Act.	Finance & Governance
19	Part 9 – Transitional matter	This is a formal clause that the Bill amends the Act.	Nil
20	Section 7 – amended	<p>This clause amends section 7 of the Act, which contains the definitions for terms within the Act.</p> <p>The clause specifically inserts definitions for the following terms: “code of conduct,” “Code of Conduct Panel,” “complainant,” “independent assessor,” “misconduct,” “gross misconduct,” “sanction,” and “serious misconduct.” All these inserted definitions are contained within section 119 of the Act, which has also been amended.</p> <p>Additionally, this clause provides the insertion of definitions for the terms: “financial controller,” “governance controller,” and “governance advisor.”</p>	Finance & Governance

BILL #	CLAUSE	AMENDMENTS	DIRECTORATE
35	After Schedule 1	<p>Schedule 1A – Code of Conduct inserted</p> <p>The new code addresses the following areas of conduct:</p> <ol style="list-style-type: none"> 1. The specific personal integrity principles; 2. Relationships with others; 3. Accountability; 4. Social media; 5. Other obligations; 6. Perceived misconduct; 7. Council or committee meetings; 8. Misuse of local government resources; 9. Securing personal advantage or disadvantaging others; 10. Prohibition against involvement in administration; 11. Relationship with local government employees; and <p>Compliance with sanctions.</p>	Chief Executive.
35	Schedule 1A – Code of Conduct inserted	9 – This clause sets out behavioural standards for Members at Council and Committee meetings.	Chief Executive.
35	Schedule 1A – Code of Conduct inserted	12 - This clause prohibits the Member from involvement in administration of Local Government unless authorised by Council or CEO.	Chief Executive.

BILL #	CLAUSE	AMENDMENTS	DIRECTORATE
35	Schedule 1A – Code of Conduct inserted	<p>This clause sets out Member conduct in respect of relationships with local government employees.</p> <p>13 – Relationship with local government employees</p> <p>(3) If a member, in their capacity as a member, is attending a council or committee meeting or other organised event (for example, a briefing or workshop), the member must not orally, in writing or by any other means:</p> <p>(a) make a statement that a local government employee is incompetent or dishonest; or</p> <p>(b) use an offensive or objectionable expression when referring to a local government employee.</p>	Chief Executive.



13 INFORMATION AND CORRESPONDENCE

13.1 Information

13.1.1 Draft Ministerial Guideline - Code of Conduct Framework

1. THAT information entitled Draft Ministerial Guideline - Code of Conduct Framework be received and noted.
2. THAT the Mayor write to the Minister for Local Government to provide feedback on the Draft Ministerial Guideline.



Ministerial Guideline

Code of Conduct Framework

(Local Government Act 2019 (NT))

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Ministerial Guideline - Code of Conduct Framework

1. Title and Authority

1.1 Title

This Guideline may be cited as the *Ministerial Guideline – Code of Conduct Framework*.

1.2 Authority

This Guideline is issued by the Minister responsible for local government to support the operation of Part 7.4 of the *Local Government Act 2019* (NT).

1.3 Commencement and Transitional Application

The Guideline takes effect on the date of publication and applies to conduct occurring after commencement of the amended Part 7.4 (*Local Government Legislation Amendment (Code of Conduct and Other Matters) Act 2026* (NT)).

Councils that have adopted a policy under former section 121 of the Act should review it on commencement of the new Part 7.4. Any existing policy that is inconsistent with the Code of Conduct framework must be updated to comply with the *Local Government Act 2019* (the Act), *Local Government (General) Regulations 2021* (the Regulations), and the obligations in this Guideline (s 12).

1.4 Ministerial Guideline as Operational Framework

The Guideline provides operational framework for handling complaints about the conduct of members under the tiered Code of Conduct regime introduced by *the Local Government Legislation Amendment (Code of Conduct and Other Matters) Act 2026* (NT), aligning councils, the secretariat, independent assessors and Code of Conduct panels to the statutory requirements of amended Part 7.4 of the Act and the prescribed Code of Conduct in the Regulations, while preserving statutory discretions and embedding procedural fairness, evidence, timeliness and proportionality throughout.

- ◆ Mandatory legal obligations are expressed as "must" with pinpoint section references.
- ◆ Advisory good practice is expressed as "should", so as not to fetter discretion of the decision-makers, as the guidelines are not subordinate legislation (s 342).

The Schedule 1A Code of Conduct expressly addresses personal integrity, training attendance, relationships with others, accountability, social media, alcohol and/or drug impairment, compliance with policies and resolutions, perceived misconduct reporting, meeting conduct, misuse of council resources, improper use of office, non-involvement in administration unless authorised, relationships with local government employees, and compliance with sanctions.

The Code of Conduct framework introduces a triaged pathway in which lower-level complaints may be resolved by councils. More serious or complex matters may be referred to an independent assessor, and serious or gross matters may proceed to a three-member Code of Conduct panel, with a further ministerial power to suspend, dismiss and potentially disqualify a member in cases of gross misconduct or repeated significant non-compliance. The framework also adds direct complaint pathways to the secretariat in specified cases, monetary penalties, procedural fairness review rights, and an express obligation that matters be handled expeditiously.

2. Purpose and Status

2.1 Purpose

The purpose of this Guideline is to:

- ⊗ promote lawful, fair consistent decision-making under the Code of Conduct framework;
- ⊗ support early resolution where appropriate;
- ⊗ ensure more serious matters are escalated under the statutory scheme; and
- ⊗ safeguard public confidence in local government governance.

This Guideline supports the consistent and effective implementation of the Code of Conduct framework across all councils.

2.2 Status

The Guideline is intended to assist councils, the secretariat, independent assessors, Code of Conduct panels, complainants and members who are the subject of complaints to understand how the framework should operate in practice and:

- ⊗ should be taken into account in performing functions under Part 7.4; and
- ⊗ does not limit or fetter statutory discretion.

Where the Act or regulations impose a requirement, that requirement must be followed. Where this Guideline provides an approach, that approach should ordinarily be followed unless the decision-maker considers another lawful approach is more appropriate in the circumstances. If there is any inconsistency, the Act and Regulations prevail. This Guideline is not subordinate legislation and must be published and tabled (s 342).

3. Application

This Guideline applies to all persons and bodies exercising functions under Part 7.4, to councils and any third parties assisting a council, independent assessors, Code of Conduct panels, and the secretariat, when exercising powers and performing functions under Part 7.4.

The Code of Conduct applies to a member's conduct when exercising powers or performing functions under the Act, and in relation to the council of which the member is a member (Code of Conduct, cl 2).

Please Note: Purely private conduct with no connection to the member's role or council is outside of scope. Conduct in a private capacity that nevertheless has a direct and material nexus to the member's official role, or the council may be within scope depending on context.

Example: a member calling their sibling names at a private function entirely unrelated to council business is likely outside scope; the same behaviour at a council-endorsed community event or directed at a council employee in the context of that employment, is likely within scope (Code of Conduct, clauses 2, 4, 13).

Decision-makers must record their assessment of scope before proceeding to consider whether misconduct occurred.

4. Objectives and Principles

4.1 Objectives

The main objectives of the Guideline are to ensure:

- ⊗ Consistency in application of the framework
- ⊗ Proportionate and fair outcomes for all parties
- ⊗ Transparency and accountability in decision-making
- ⊗ Timely and efficient resolution of complaints.

4.2 Principles

The process is governed by the following core principles:

- ⊗ Procedural fairness
- ⊗ Independence and impartiality of decision-makers
- ⊗ Timeliness in decision-making
- ⊗ Integrity of the process and maintenance of public confidence
- ⊗ Proper identification, disclosure and management of conflicts of interest.

5. Definitions

5.1 Statutory definitions

Decision-makers must refer to the statutory definitions set out in the Act, particularly s7 and s 119, together with the prescribed Code of Conduct in Schedule 1A of the Regulations.

5.2 Definitions

The following key defined terms apply throughout this Guideline:

Code of Conduct see s119, means the Code of Conduct prescribed under s120 of the Act and included in Schedule 1A of the Regulations.

Code of Conduct panel see s119, means a panel established under the Act by the secretariat in accordance with section 132K.

Complainant see s119, means a person who makes a complaint under section 132A or 132B.

Decision-maker means the person making decision regarding the complaint and may include CEO, independent assessor, or Code of Conduct panel member and others.

Dismissal of complaint means the dismissal on the grounds of the complaint being frivolous, vexatious, trivial or not made in good faith.

Gross misconduct see s119, means conduct by a member that breaches the Code of conduct and consists of any of the following:

- (a) corruption;
- (b) a criminal offence;
- (c) repeated serious misconduct; or
- (d) behaviour demonstrating the member's unfitness for office.

Independent assessor see s119, means a member of the pool of persons appointed under s 121.

Misconduct see s119, means conduct by a member that breaches the Code of Conduct.

Sanction see s119, means any action taken by a council, an independent assessor or a Code of Conduct panel to resolve a complaint, other than to take no further action. A decision to take no further action is not a sanction and cannot be the ground for a subsequent non-compliance referral under s 132T.

secretariat see s119, means the secretariat mentioned in section 126(1).

Serious misconduct see s119, means conduct by a member that breaches the Code of Conduct if the conduct:

- (a) causes a serious and imminent risk to the reputation, viability or resources of a local government council; or
- (b) consists of bullying, intimidation, sexual harassment, assault or physical or verbal abuse; or
- (c) consists of theft or fraud; or
- (d) consists of being impaired by alcohol or illicit drugs while exercising the powers or performing the duties of the member when impairment impacting performance; or
- (e) consists of refusing to carry out a reasonable direction of a council consistent with the member's duties under this Act; or
- (f) consists of non-compliance with a sanction imposed by an independent assessor or a Code of Conduct panel.

5.3 Interpretative Aids

The *Interpretation Act 1978* (NT) contains definitions and provisions relevant to the Act.

Decisions of similar bodies in other jurisdictions may provide useful guidance for the decision-makers, see for example **Annexure A**.

6. Code of Conduct

6.1 When does the Code of Conduct apply?

The Code applies to the conduct of a member when exercising their powers or performing their functions under the Act, and in relation to the council of which they are a member (clause 2, Code of Conduct). Purely private conduct with no connection to either of those things is outside scope.

Conduct that looks personal on the surface may still engage the Code if the member is holding themselves out as acting in their role or could reasonably be perceived to be doing so. The following indicators point to official context:

- ⊕ the member has identified themselves as a member in correspondence, social media biographies, event name tags, or signage;
- ⊕ the member is attending in an official capacity, in council attire, or at a council-endorsed event;
- ⊕ the member is using council property, a council email account, council letterhead, or council premises;
- ⊕ the member is commenting on a matter that is, has been, or could come before the council;
- ⊕ the conduct is directed at a council employee in the context of that employment; or
- ⊕ in a small Territory community, the other person recognises the member as such, and the member does not correct that understanding.

One indicator may be enough. Several together will ordinarily be decisive. A member who wants their conduct treated as personal must make that clear to the other person at the time.

Example 1: the parking dispute

A member gets into a neighbourhood dispute about parking. In the course of that dispute, the member tells the neighbour they will raise the matter at council. By invoking their role, the member has brought the conduct within scope. The Code applies to the member's conduct in the dispute from that point.

Example 2: community Facebook group

A resident posts in a community Facebook group that a member has a conflict of interest in a planning matter. The member replies from their personal Facebook account, using language that is abusive toward the resident. Because the subject is council business, and the member has engaged on it, the Code applies to the reply. The account being personal does not take the reply outside the scope.

Example 3: small community recognition

A member attends a community event in what they consider a personal capacity. A community member approaches them about a council infrastructure matter. If the member engages on the council topic rather than explaining they are present in a personal capacity, the Code applies to that engagement from that point. This situation arises often in small and remote communities, where members are widely known as such.

6.2 Clause 3: Personal Integrity

Clause 3 imposes the following duties that apply continuously throughout a member's role. They operate together and none displaces any other.

Care and diligence (clause 3(a))

A member must act with reasonable care and diligence. This means approaching decisions properly informed, making reasonable inquiries when something is unclear, and not acting carelessly or without attention to consequences. A member who votes on significant matters without reviewing the relevant information, or who acts without thinking through the impact, will often breach clause 3(a).

Honesty and integrity (clause 3(b))

A member must act with honesty and integrity in all dealings in their role: with other members, council staff, contractors, and the community. This covers straightforward truthfulness and also extends to not misleading others even when no technically false statement is made.

Acting lawfully (clause 3(c))

A member must act lawfully. This extends beyond the Act to all applicable Northern Territory and Commonwealth law, including the *Anti-Discrimination Act 1992* (NT), the *Work Health and Safety (National Uniform Legislation) Act 2011* (NT), and applicable anticorruption and criminal law.

Conflicts of interest (clause 3(d))

A member must identify and appropriately manage any conflict of interest. The duty is continuous: it applies before and during every meeting, every briefing, and every interaction in the member's role. The conflict-of-interest framework for members sits in Part 7.2 of the Act (sections 110 to 117), which

sets out what counts as a conflict, how to disclose it, and how to register declared conflicts. Identifying a conflict is only the first step. Managing it appropriately usually means disclosing it and standing aside from the relevant decision.

Example: the mid-meeting disclosure

A member arrives at a council meeting and discloses no interests before discussion begins on a planning application. During the debate, the member realises the applicant is closely related to their spouse. Clause 3(d) is engaged at that moment. The member must declare the conflict immediately and withdraw from the rest of the discussion and the vote, regardless of how far the meeting has progressed. Continuing to participate after that realisation breaches clause 3(d).

Protecting council reputation and public trust (clauses 3(e) and (f))

A member must avoid damage to the council's reputation and must act in accordance with the public trust placed in members. These obligations do not prevent a member from criticising council decisions on the merits or publicly expressing a minority view. They prevent conduct that undermines the council's reputation or public confidence without any legitimate governance purpose, such as spreading false information about the council or making unfounded allegations against fellow members.

Decision-making (clause 3(g))

A member must participate in decision-making in an honest, fair, impartial and timely manner. The timeliness element is important: a member who repeatedly delays decisions or absents themselves to obstruct the council's functioning may be in breach of clause 3(g) even if no other clause is engaged.

Training (clauses 3(h) and (i))

Clause 3(h) requires members to actively seek out and engage in training and development opportunities. Clause 3(i) requires attendance and participation within the required time in training sessions mandatory under section 45 of the Act (where the CEO of the Agency determines requirements and publishes them on the Agency website), and in briefings, workshops and training sessions arranged by the council for member functions. Failure to complete required training without a valid exemption from the Agency CEO is a breach of the Code in its own right.

6.3 Clause 4: Relationship with others

Clause 4 governs how a member treats everyone they deal with in their role: other members, council staff, members of the public, and anyone else.

Respect, courtesy and fairness (clause 4(a))

A member must treat others with respect, courtesy and fairness. The standard is objective: it does not matter that the member did not intend disrespect. Disrespect can take many forms, including overt abuse, dismissive treatment, deliberate humiliation, calculated sarcasm, and the spreading of malicious gossip. Disagreeing on policy is expected and protected. Personal attacks are not.

Diversity (clause 4(b))

A member must respect and value diversity in the community. In the Territory this clause has particular force - members must always engage with relevant cultural protocols in good faith.

Safe and productive environment (clause 4(c))

A member must maintain and contribute to a harmonious, safe and productive work environment. This is important for psychosocial safety obligations and operates alongside the council's duties under the *Work Health and Safety (National Uniform Legislation) Act 2011* (NT).

Bullying and harassment (clause 4(d))

A member must not bully or harass any person in any way. Bullying typically involves repeated unreasonable behaviour directed at a person that creates a risk to their health and safety, including psychological health. A pattern of behaviour may be bullying even where no single incident is severe. Sexual harassment is covered by both clause 4(d) and section 22 of the *Anti-Discrimination Act 1992* (NT).

Offensive language, disparagement and false imputations (clauses 4(f), (g) and (h))

These provisions work together. Clause 4(f) prohibits offensive or derogatory language about any person. Clause 4(g) prohibits disparaging the character of another member or a council employee in connection with their official duties. Clause 4(h) prohibits imputing dishonest or unethical motives to a member or council employee in connection with their official duties without reasonable evidence. The key line is between criticising what someone did, which is permitted, and attacking who they are or imputing corrupt motives without grounds, which is not.

Example: imputed dishonest motive

After losing a vote on a contract, a member posts on their council Facebook page that other members 'did deals with their developer mates.' This engages clause 4(h): dishonest motives are imputed without reasonable evidence.

6.4 Clause 5: Accountability**Factually correct information (clause 5(a))**

A member must base decisions on relevant and factually correct information. A member who votes on significant matters without reviewing the available material, or who proceeds on information they know or should know is wrong, breaches clause 5(a).

Merit and public interest (clause 5(b))

Decisions must be made on merit, in the public interest, and in accordance with statutory obligations and good governance principles. The deciding factor in any vote must be what is genuinely best for the community, not personal convenience or political advantage.

Agenda papers (clause 5(c))

A member must read, or be briefed on, all agenda papers given in relation to a council or committee meeting. This is a firm obligation. A member who consistently comes to meetings without having read or making any attempt to familiarise themselves with relevant papers is breaching the Code regardless of how they vote.

Openness and accountability (clause 5(d))

A member must be open and accountable to and represent the community in the local government area. This reflects the representative character of the role.

6.5 Clause 6: Social Media

Clause 6 has two obligations. First, a member's use of social media and any other form of communication must comply with the Code as a whole (clause 6(a)). Second, a member must not publish material that they know, or could reasonably be expected to know, is factually incorrect (clause 6(b)). In Schedule 1A, 'publish' is defined to include publishing on any social media platform.

Clause 6(a) means every other clause of the Code applies to social media conduct as a member. A breach of clause 4, whether offensive language, disparagement of staff, or imputation of dishonest motives, does not become less of a breach because it appears on Facebook, X, LinkedIn or another platform rather than at a council meeting.

Whether a post, comment, or reply is conduct as a member depends on the scope test in section **Error! Reference source not found.** of this guideline. Social media activity more clearly engages the Code where the member's profile identifies them as a member, where the content concerns council business, or where the member has been identified in the thread as a member and has not corrected that understanding.

Liking, sharing and account administration

Liking or sharing a post that the member could not have published without breaching the Code may itself engage the Code. Engagement signals are widely read as endorsement. A member who administers a page that allows third-party comments may be treated as having published comments they do not moderate. Members should configure settings to prevent third-party content that would breach the Code if posted directly.

Good practice

- ⊕ Maintain a dedicated council-related account separate from personal and business accounts.
- ⊕ Where a single account is used, identify the capacity in which a post is made, for example by including a clear personal-views statement on contested matters.
- ⊕ Once a post is published, changing an account name or deleting the post does not erase the publication. The post may be captured as evidence before deletion.

Example: personal account, council subject matter

A member uses their personal account to post that a named council officer is 'incompetent and corrupt', with no evidence. The subject is council employment, and the member is identifiable as a member. Clause 6(a) brings in clause 4(f) (derogatory language), clause 4(g) (disparaging character in connection with official duties), and clause 4(h) (imputing dishonest motives without evidence). The post engages all three, whether from a personal or official account.

6.6 Clause 7: Use of alcohol and compliance with policies and procedures

Alcohol and drugs (clause 7(1))

A member must not be impaired by alcohol or drugs while exercising their functions to the degree where such impairment impacting work performance. This applies to every context in which the member is acting as a member: council and committee meetings, briefings, workshops, official representation functions, and meetings with the public in an official capacity. Being impaired while exercising functions is also serious misconduct under section 119 of the Act, paragraph (d) of the definition of serious misconduct.

Policies, procedures and resolutions (clause 7(2))

A member must comply with all council policies, procedures and resolutions. This obligation applies even where the member voted against the resolution in question. Refusing to carry out a reasonable direction of the council that is consistent with a member's duties is also serious misconduct under section 119, paragraph (e) of the definition of serious misconduct.

6.7 Clause 8: Perceived misconduct

Clause 8 imposes a positive duty. A member who believes on reasonable grounds that another member has engaged in misconduct must make a complaint under Part 7.4 of the Act. The duty is triggered by a reasonable belief, not certainty.

An important protection operates here. A member who makes a complaint in good faith and on reasonable grounds is discharging a statutory obligation. A member who becomes aware of clear misconduct and does nothing about it may themselves breach clause 8. The duty creates accountability in both directions.

6.8 Clause 9: Council and committee meetings

Clause 9 sets out obligations that apply whenever a member is attending a council or committee meeting.

A member must not act in an abusive or threatening manner (clause 9(a)), must not make a statement that they know or could reasonably be expected to know is false or misleading (clause 9(b)), and must not repeatedly disrupt the meeting (clause 9(c)). The prohibition on false or misleading statements applies to everything said in a meeting, not only formal motions. Statements made in a council meeting carry public weight and must be made responsibly.

Clauses 9(d), (e) and (f) together require compliance with the chair's authority. A member must comply with the by-laws and standing orders governing the meeting (clause 9(d)), comply with any direction given by the presiding person (clause 9(e)), and immediately cease conduct ruled out of order (clause 9(f)). A member who disagrees with a ruling has a proper avenue in most councils: a motion of dissent decided by the full council. That is the right response, not ignoring the ruling. Non-compliance after a dissent motion is lost is a fresh breach of clause 9.

Example: ruling followed by continued non-compliance

The chair rules that a phrase used by a member is unacceptable and asks for its withdrawal. The member moves a motion of dissent. The council votes and the chair's ruling stands. The member then continues to use similar phrases. The dissent motion was the proper avenue for the member's disagreement. Continued non-compliance after that vote breaches clauses 9(e) and 9(f) and may also constitute repeated disruption under clause 9(c).

6.9 Clause 10: Misuse of council resources

Clause 10(1) prohibits using council resources, directly or indirectly, for an electoral purpose or any other purpose, unless authorised under the Act, by the council, or by the CEO.

Council resources are broadly defined in clause 10(2): they include council property and services provided or paid for by the council. This covers vehicles, buildings, email accounts, phones, letterhead, council staff time, and council social media pages.

An electoral purpose means persuading electors to vote in a particular way at an election, referendum, or poll under the Act, the *Electoral Act 2004* (NT), or the Commonwealth *Electoral Act 1918* (Cth). Use of council resources to support a candidate, campaign for election, or promote a particular voting outcome is prohibited. The 'other purpose unless authorised' limb is equally broad:

using a council vehicle for personal trips, or council email for private correspondence, engages clause 10 regardless of any electoral motive.

Members must be especially careful in the period before a general or by-election: council newsletters, official social media channels, council vehicles bearing council branding, and council-provided information should not be used in ways that benefit any candidate.

6.10 Clause 11: Securing personal advantage or disadvantaging others

Clause 11 prohibits making improper use of the office of member to gain an advantage, directly or indirectly, for the member or any other person, or to cause detriment to the council or any person.

Improper use means use that goes beyond the legitimate exercise of the role. Examples include using inside knowledge of council deliberations to benefit a related business, using the profile of the position to direct commercial opportunities to a connected party, threatening adverse council action to obtain a personal favour, and obstructing council decisions in order to cause harm to a particular person.

Advocating for a position on its merits, even one that incidentally benefits someone connected to the member, is not improper use, provided the advocacy is genuinely for governance reasons. Clause 11 operates alongside the conflict of interest provisions in Part 7.2 of the Act (sections 110 to 117), and conduct that engages clause 11 often also engages those provisions.

6.11 Clauses 12 and 13: Administration and staff

Clauses 12 and 13 together enforce the fundamental separation between elected members and the council administration.

Non-involvement in administration (clause 12)

Clause 12(1) prohibits a member from undertaking any task that contributes to the administration of the council, unless authorised by the council or the CEO. The narrow exception in clause 12(2) covers things done as part of deliberations at a council or committee meeting: a member asking questions or making recommendations at a formal meeting is not in breach. Outside formal meetings, however, a member who contacts a contractor directly, involves themselves in staff HR matters, attends operational sites to direct staff, or handles administrative tasks that are the CEO's responsibility breaches clause 12.

Directing staff (clause 13(1))

Clause 13(1) contains certain prohibitions. A member must not direct or attempt to direct a council employee in their capacity as an employee (clause 13(1)(a)). A member must not attempt to influence an employee's conduct through threat or promise of reward (clause 13(1)(b)). A member must not act in an abusive or threatening manner toward an employee (clause 13(1)(c)).

Narrow exceptions (clause 13(2))

Clause 13(2) provides two limited exceptions to clause 13(1)(a) only: the direction prohibition does not apply to things done as part of formal deliberations at a council or committee meeting, or to a direction given by a member to the CEO. These exceptions do not apply to the threat and abuse prohibitions in clauses 13(1)(b) and (c).

Language at meetings and events (clause 13(3))

When attending a council or committee meeting, briefing, or workshop, a member must not state (in any form) that a council employee is incompetent or dishonest, and must not use offensive or objectionable language when referring to an employee. Council staff are not in a position to respond to such statements in the public forum. Clause 13(3) gives effect to a corresponding duty of restraint.

Example: direct instruction to planning officer

A member contacts a council planning officer directly and instructs the officer to amend a briefing note before it is provided to the council. This engages clause 12(1) (contributing to administration without authorisation) and clause 13(1)(a) (directing an employee).

The exceptions in clause 13(2) do not apply because the contact is outside a council or committee meeting and is not a direction to the CEO. If the member adds any suggestion of consequences for the officer if the change is not made, clause 13(1)(b) is also engaged.

6.12 Clause 14: Compliance with sanctions

Clause 14 requires a member to comply with any sanction imposed under Part 7.4 of the Act.

This clause matters because non-compliance is independently defined as serious misconduct. Section 119 of the Act defines serious misconduct to include, at paragraph (f), non-compliance with a sanction imposed by an independent assessor or a Code of Conduct panel. A member who does not pay a monetary penalty within the required time, complete required training, or issue a directed apology does not simply remain subject to the original sanction. They commit a separate act of serious misconduct that may be referred to the Code of Conduct panel under section 132T and may result in additional or escalated sanctions.

The obligation covers both substance and timing: the member must do what the sanction requires and must do it by the specified date.

Key point

Every breach of clause 14 is also a separate act of serious misconduct under section 119 of the Act, paragraph (f) of the definition of serious misconduct. It does not matter whether the original sanction was for minor or major misconduct. Non-compliance triggers a new process with its own escalation pathway.

7. Perceived Misconduct and Differentiation of Misconduct**7.1 Member obligation to report perceived misconduct**

A member who believes on reasonable grounds that another member has engaged in misconduct must make a complaint in accordance with Part 7.4 (Code of Conduct, clause 8). Failure to report known misconduct may itself constitute a breach of the Code.

Decision-makers should note this obligation when assessing whether a complainant who is also a member was required to act, particularly in assessing good faith and the context of the complaint.

7.2 Differentiation of Misconduct

The process under the Act depends on the type of misconduct raised in a complaint. Decision-makers must approach the analysis of the type of misconduct with rigour and consistency in line with the requirements of legislation and principles of procedural fairness. Decision-makers must assess each complaint factor individually and in combination, having regard to the overall circumstances of the conduct and its context within the council's operation.

Factors to consider include the following:

- ⊕ **Seriousness and harm:** Decision-makers should assess the gravity of the conduct and the nature and extent of any harm caused or likely to be caused. Relevant considerations include whether harm was suffered by an individual (e.g., a council employee, fellow member, or community member), the council as a body, or the broader community; whether the harm was physical, psychological, financial, or reputational; and whether harm was actual or merely foreseeable.

Minor discourtesy causing no lasting harm would ordinarily indicate a lower level of misconduct, whereas conduct causing psychological injury and/or financial loss to the council will indicate a higher level.

- ⊕ **Intent:** Decision-makers should consider whether the conduct was deliberate, reckless, or inadvertent. Deliberate conduct - where the member knew their actions were contrary to the Code of Conduct or caused harm and proceeded regardless - will generally be treated more seriously than a mistake or misunderstanding. Recklessness, where the member was indifferent to an obvious risk of harm, may also aggravate the seriousness of the conduct. Inadvertent breaches arising from lack of knowledge or poor judgement, particularly where the member acknowledges the error and takes remedial steps, may attract a lesser sanction.
- ⊕ **Repetition:** Decision-makers should consider whether the conduct is an isolated incident or part of a pattern of behaviour. A single lapse, particularly where there is a genuine remorse and no prior history, may warrant a lesser outcome such as a reprimand and/or training. Repeated conduct of the same or similar kind demonstrates that earlier interventions have been insufficient, that the member has not modified their behaviour, and may indicate deliberateness or persistent disregard for the Code of Conduct. Repetition is a significant aggravating factor and may support escalation from misconduct to serious misconduct, or from serious misconduct to gross misconduct.
- ⊕ **Risk to council operations or reputation:** Decision-makers should assess the extent to which the conduct undermines the effective functioning of the council, public confidence in local government, or the integrity of council decision-making. Conduct that is internally directed (e.g., discourtesy in a closed meeting) may pose limited reputational risk, whereas conduct in a public forum, on social media, or directed at community members is more likely to attract public attention and erode trust. Where the conduct involves a senior or high-profile member, or where it relates to financial management or use of public resources, the reputational and operational risk will ordinarily be greater.

7.3 Differentiation Examples

When differentiating between the types of conduct, the decision-makers should consider the following examples.

Repeated bullying - **serious misconduct** because bullying/abuse is specified in the definition of serious misconduct (s 119(b)).

A member's offensive social media post disparaging a council employee during an official event would engage Code provisions on relationships and social media and may constitute **serious misconduct** if it amounts to bullying or verbal abuse.

Submitting falsified reimbursement claims - **serious misconduct** (theft/fraud) and may amount to **gross misconduct** where the conduct is criminal or demonstrates unfitness (s 119(c), (a), (d)).

Multiple, repeated serious misconduct incidents within a term - **gross misconduct** as repeated serious misconduct (s 119(c)).

Non-compliance with a sanction imposed by an independent assessor or Code of Conduct panel - **serious misconduct** under section 119(f), independently of the original misconduct.

A member who refuses to pay a monetary penalty, complete required training or issue a directed apology thereby commits a further act of **serious misconduct**, triggering the independent tier and the non-compliance referral mechanism (s 119(f); ss 132R, 132T).

8. Complaint Pathways and Guidance for Complainants and Decision-Makers

8.1 Overview

A person who believes a member contravened the Code may lodge a complaint with:

- ⊗ the council CEO (s 132A); or
- ⊗ the secretariat (s 132B).

Approved forms

Complaints must be in approved form with statutory declaration and include the particulars required by relevant sections of the Act. Forms are approved by the Agency CEO and published on the Agency's website.

Limitation period

No complaint may be made more than six months after the last of the facts related to the alleged misconduct occurred (s 132C). *Example: a complaint lodged eight months after a single alleged incident must be rejected by the secretariat as out of time.*

8.2 Guidance for complainants — before you lodge your complaint

A complainant who believes a member of a council has contravened the Code of Conduct must decide whether to lodge their complaint with the council CEO under section 132A, or directly with the secretariat under section 132B. The table below is designed to help a complainant make that choice. Use the factors in each column to identify which pathway best matches the circumstances of the complaint.

Time limit. No complaint may be made more than 6 months after the last of the facts related to the alleged misconduct occurred (s 132C). The 6-month period runs from the date of the last relevant fact, not from the date the complainant became aware of the conduct. If any of the conduct you are complaining about occurred more than 6 months ago, that conduct cannot form part of a valid complaint.

Approved form. A complaint made to the council CEO under section 132A, or to the secretariat under section 132B, must be in the approved form and must be accompanied by a statutory declaration made by the complainant verifying the information provided in the form (ss 132A(2), 132B(2)). Use Code of Conduct Complaint Form published on the Agebcy's website for this purpose. A complaint that does not comply with these requirements will not be accepted for processing.

Factor	Council Pathway	secretariat Pathway
Nature of misconduct	Minor or moderate misconduct - conduct that is discourteous, disrespectful, or in breach of the Code but does not rise to the level of serious or gross misconduct	Serious or gross misconduct - conduct specified in section 119 (e.g., bullying, fraud, repeated refusal of directions) or conduct so serious as to warrant referral to the independent assessor or a Code of Conduct panel
Parties involved	Typically involves a single member; the complainant and subject member are not in a position of structural power imbalance; no principal or deputy principal member is involved as a party.	May involve multiple members, a principal or deputy principal member, or a member in a leadership role; structural power imbalance between parties may compromise the council's ability to investigate impartially (s 132B).

Factor	Council Pathway	secretariat Pathway
Factual and legal complexity	Factual matrix is straightforward; conduct is capable of assessment without expert evidence, extensive document review, or contested legal questions; resolution is achievable through council processes.	Conduct raises complex factual disputes, requires expert evidence, involves potential criminal conduct, or engages contested questions of law; the matter exceeds the capacity of council processes to investigate and determine fairly.
Conflict of interest risk	Low risk of actual or perceived conflict; decision-makers are able to act impartially; no close personal, financial, or political relationship between the decision-maker and the subject member that would reasonably be seen to compromise the process.	Elevated risk of actual or perceived conflict; decision-makers have a close relationship with the subject member, or the political dynamics of the council make impartial internal resolution unlikely; an independent external process is necessary to maintain procedural fairness and public confidence.
Independence of decision-maker required	An independent external decision-maker is not required; the council CEO and council are able to conduct and determine the matter in accordance with procedural fairness obligations under Part 7.4.	An independent external decision-maker is required; the matter must be referred to the independent assessor or, where serious or gross misconduct is established, to a Code of Conduct panel, to ensure impartiality and the integrity of the outcome.

8.3 Withdrawal

A complainant may withdraw a complaint at any time before a determination or decision is made about whether misconduct occurred; withdrawal must be in writing and given to the CEO or the secretariat as appropriate (s 132D).

Where a complaint is withdrawn after referral to an independent assessor or Code of Conduct panel, the decision-maker must be notified by the secretariat within three days.

The Act does not confer a residual power to continue after withdrawal; accordingly, once a valid withdrawal is received before determination, the process must cease (s 132D).

Where the matter raises issues of public governance concern independent of the complainant's private interest, the secretariat should consider any other options, if appropriate. For example, where the complaint contains an allegation of criminal conduct or corruption, the matter may still be referred to other bodies (such as the police or ICAC) regardless of the withdrawal.

8.4 Guidance for decision-makers – when you receive the complaint

When triaging the complaints, the decision-maker might consider the following decision matrix and the circumstances of the complaint.

Question	If yes	If no
Is the complaint in the correct form?	Continue.	Ask the complainant to complete the correct form.

Question	If yes	If no
Did the conduct occur before commencement of the new Part 7.4?	Use the complaint framework that existed before the commencement.	Proceed under the new framework.
Was the complaint made within 6 months after the last of the facts related to the alleged misconduct occurred (s 132C)?	Continue.	Dismiss with a written notice.
Does the complaint fall within the direct-secretariat class under s 132B?	Complaint goes to the secretariat under s 132B.	Complaint goes to the CEO under s 132A.
Is there an obvious dismissal ground at threshold?	Dismiss with written reasons.	Continue to seriousness and pathway analysis.
Was the meeting conduct already dealt with at the meeting or remedied under procedure?	Council may dismiss under s 132E(2).	Continue.
Does the complaint involve the principal member or deputy principal member, psychological harm, or more than trivial misconduct below serious/gross level?	Consider third-party investigation or alternative resolution under s 132F.	Continue.
Is independent external fact-finding needed because of seriousness, complexity or perceived conflict?	Refer to independent assessor.	Council may determine locally.
Does the matter appear serious or gross, or unsuitable for local resolution?	Use assessor/panel pathway.	Use council pathway.
Is a procedural-fairness complaint made within 14 days after a council or assessor's decision?	Secretariat receives review request for panel review under s 132P.	Primary decision stands unless another lawful review avenue is used.
Has a sanction been breached?	Refer non-compliance under s 132T.	Close and monitor completion.

9. Council Pathway – s132A

9.1 Council Handling of Complaints

Appropriate for:

- ⊕ lower-level misconduct
- ⊕ matters capable of local resolution

9.2 Initial assessment

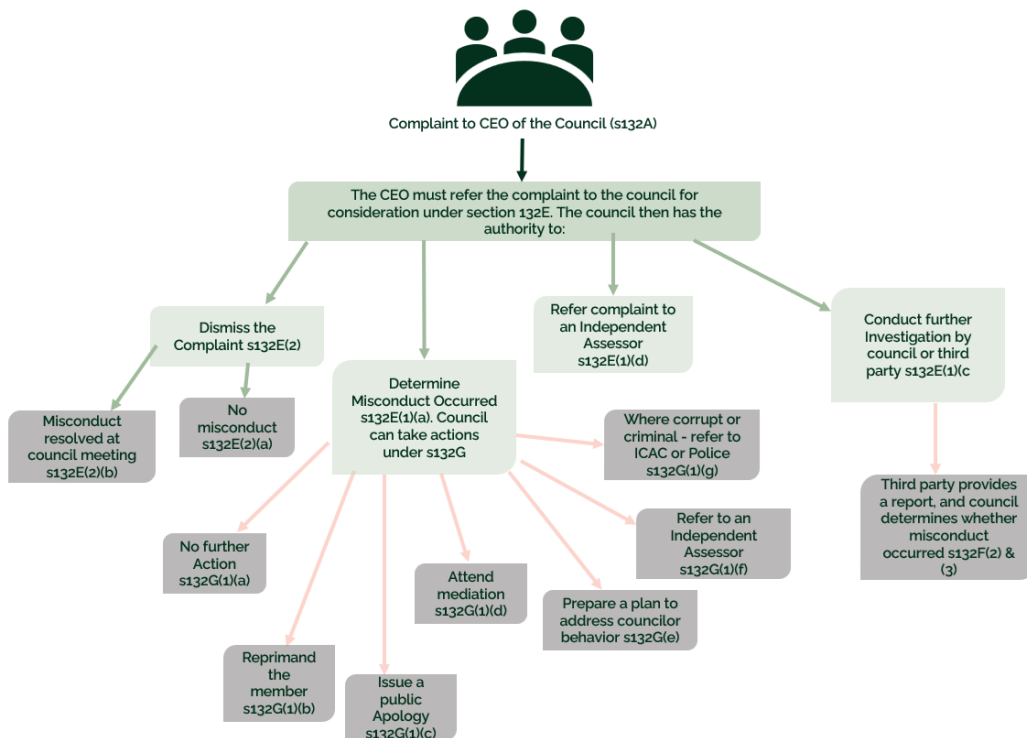
Upon receiving a complaint, the council must determine whether misconduct occurred, assess seriousness, decide whether further investigation or alternative resolution is required, and whether the complaint should be referred to an independent assessor (s 132E(1)). Councils should record jurisdictional checks, including whether the member is subject to the Code of Conduct and whether the complaint is within time.

The council should also identify whether there is any threshold issue preventing it from acting fairly. If the complaint concerns the principal member or deputy principal member, alleges more than trivial conduct but less than serious or gross misconduct, or alleges misconduct causing psychological

harm, the council may use a suitably independent third party, such as a mediator or dispute-resolution specialist.

9.3 Dismissal and meeting-related resolution

The council may dismiss a complaint where it determines that misconduct did not occur, or where the misconduct occurred at a council or committee meeting and was dealt with by the presiding person or remedied under meeting procedures (s 132E(2)). Example: a member speaks out of turn, is cautioned by the chair, apologises, and the meeting proceeds; a later complaint on the same incident may be dismissed as already adequately resolved.



9.4 Referral triggers - examples

The council or CEO may refer a complaint to an independent assessor if the alleged misconduct would be more appropriately investigated and resolved by an independent assessor.

On making a referral to an independent assessor, the CEO must:

- ⊗ notify the secretariat; and
- ⊗ give the secretariat all relevant materials related to the complaint (s 132E(4)).

Failure to provide complete materials may delay assignment and may constitute a procedural fairness issue. Example: serial complainant targeting multiple members with overlapping allegations.

9.5 Third-party assistance - examples

If the complaint involves the principal or deputy principal member, alleges misconduct more than trivial but not serious or gross, or alleges misconduct that caused psychological harm, the council may conduct further investigation or alternative resolution with a third party (e.g., mediator or ADR specialist) and must consider the third party's findings and recommendations when determining whether misconduct occurred and what actions to take (s 132F). Example: dysfunctional interpersonal

conflict between two members; persistent low-level incivility leading to distress – engage mediation and incorporate recommendations into a behaviour plan (s 132F; s 132G).

Third-party assistance should be documented by terms of reference addressing independence, scope, confidentiality, reporting, and recommended sanctions. The third party should assist; the council must still make the determination required by the Act unless the matter is referred onwards. (ss 132F, 132G).

9.6 Available actions - examples

If the council determines that misconduct occurred, it may take one or more actions it considers appropriate: take no further action; reprimand; require a public apology; require mediation; prepare and implement a behaviour plan (after consulting the member); refer to an independent assessor; or refer corrupt or criminal conduct to ICAC or police (s 132G(1)).

A behaviour plan prepared under section 132G(1)(e) must be developed in consultation with the member and may include requirements to attend mediation, undertake counselling or training, or take other specified action the council considers appropriate (s 132G(2)-(3)). The plan should specify:

- ⊗ the specific obligations imposed;
- ⊗ the timeframe for completion;
- ⊗ the evidence of compliance required; and
- ⊗ the consequences of non-compliance, including that non-compliance may constitute serious misconduct.

Plans should be proportionate to the misconduct found and realistic as to implementation. Examples: first-time discourtesy - reprimand and training; repeated failure to maintain meeting decorum - behaviour plan; suspected fraud - refer to police (s 132G(1)(g)).

On referring a complaint to an independent assessor under this section, the CEO must notify the secretariat and give the secretariat all relevant materials related to the complaint (s 132G(4)) within **five days** of the decision.

9.7 Proportionality

In selecting actions, the council should consider seriousness and impact, intent, prior conduct, repetition, risk to council operations and reputation, and willingness to remedy, and must record its reasoning in writing. Example: where a member shows insight and takes remedial actions, a lesser sanction within the available options may be proportionate (advisory).

Because no NT tribunal or court decisions currently elaborate on sanction proportionality under Part 7.4, careful and detailed written reasoning is essential to demonstrate that the selection of actions is justifiable by reference to the statutory framework and the facts found.

9.8 Determination

Determination must:

- ⊗ be based on evidence
- ⊗ be documented
- ⊗ include reasons
- ⊗ be in approved Determination template.

10. Secretariat Pathway - s132B - Independent Assessor

10.1 Secretariat Handling Complaints

Appropriate for:

- ⊗ serious or gross misconduct
- ⊗ complex or sensitive matters
- ⊗ matters involving multiple members.

10.2 Independent Assessor Pool composition

The Minister must by appointment establish a pool of at least three independent assessors with relevant qualifications and experience appropriate to the investigative and determinative functions of the role (ss 121–122).

The secretariat must assign an assessor from the pool; a single assessor may be assigned multiple complaints and may consolidate related complaints (ss 121–122, 132H(2)).

10.1 Secretariat functions and triage of complaints

The secretariat's functions include receiving complaints, assigning independent assessors, maintaining complaint information, assigning panel members, and assisting independent assessors and panels, while acting impartially and without influencing or interfering with their work. The secretariat is therefore administrative, not adjudicative. It should not express views on merits except to the limited extent necessary to allocate a matter to the appropriate statutory pathway. (s 126).

When the secretariat receives a referral from a council, it must assign an independent assessor and provide the assessor with the complaint or the materials from the CEO.

When the secretariat receives a complaint under section 132B, it must consider whether to assign an independent assessor or refer directly to a Code of Conduct panel (s132B) and refer this complaint within **5 days** (s132B(3)).

The secretariat should refer directly to a Code of Conduct panel where:

- ⊗ the complaint, on its face, alleges serious or gross misconduct of a kind that clearly warrants Code of Conduct panel determination (e.g., corruption, a criminal offence, or an allegation that, if substantiated, would warrant suspension or Ministerial dismissal); or
- ⊗ the complexity or gravity of the matter makes preliminary independent assessment unnecessary or disproportionate. In all other cases, referral to an independent assessor for preliminary assessment is the preferred pathway.

The secretariat must act impartially and must not interfere with the assessor's decision-making (s 126(6)).

10.2 Independent assessors

Independent assessors have to investigate referred complaints, make factual determinations, report on investigations and determinations, and recommend sanctions where appropriate. They have the powers necessary to perform those functions., including the power to:

- ⊗ investigate complaints
- ⊗ determine whether misconduct occurred
- ⊗ dismiss, refer or impose sanctions
- ⊗ escalate complaints.

An independent assessor should ordinarily be used where there is apparent seriousness, complexity, recurrent complaints, perceived local conflict, leadership sensitivity, cross-council implications, or a need for independent factual assessment.

10.3 Consolidation of related complaints

An independent assessor may deal with multiple complaints together where they relate to the same facts, persons or circumstances (s 132H(2)). Before consolidating complaints, the secretariat or independent assessor should:

- ⊗ notify all parties of the proposed consolidation;
- ⊗ consider whether consolidation would prejudice any party's ability to present or respond; and
- ⊗ confirm that consolidation will not compromise procedural fairness.

10.4 Assessment powers and standard of proof

After investigating a complaint, an independent assessor must determine whether misconduct occurred, may inform themselves in any manner considered appropriate, is **not bound** by the rules of evidence, and must base any finding that misconduct occurred on the balance of probabilities (ss 130–131). Example: an assessor may consider contemporaneous emails and witness interviews without strict evidentiary rules, provided fairness is observed.

10.5 Dismissal grounds

The independent assessor may dismiss a complaint if misconduct did not occur, or if the complaint is frivolous, vexatious, not made in good faith, or trivial (s 132J(2)). Example: a complaint grounded solely on political disagreement with a policy vote, without any Code breach alleged, should be dismissed.

10.6 Available actions

The independent assessor must notify the secretariat and provide relevant materials for any referral, including to ICAC/police where appropriate (s 132J(3)–(5)). Example: serious bullying substantiated by multiple witnesses may be referred to a Code of Conduct panel; minor misuse of resources complaint may be referred to the council.

Following investigation, an independent assessor may choose to:

- ⊗ Dismiss the complaint due to a determination that there was no misconduct, or that the complaint is frivolous, vexatious or trivial (s 132J(2)).
- ⊗ Determine misconduct occurred, the independent assessor may thereafter:
 - 1) Refer the complaint back to the relevant council for resolution, where the council may compel the member to undertake one or more of the following actions prescribed under (s 132G) (s 132J(3)(a) & (b)).
 - 2) Take any action a council may take under (s 132G) (s 132J(3)(c)).
 - 3) Impose a monetary penalty not exceeding 20 penalty units (s 132J(3)(d)).
 - 4) In the case of serious or gross misconduct - refer the complaint to a Code of Conduct panel (s 132J(3)(e)).

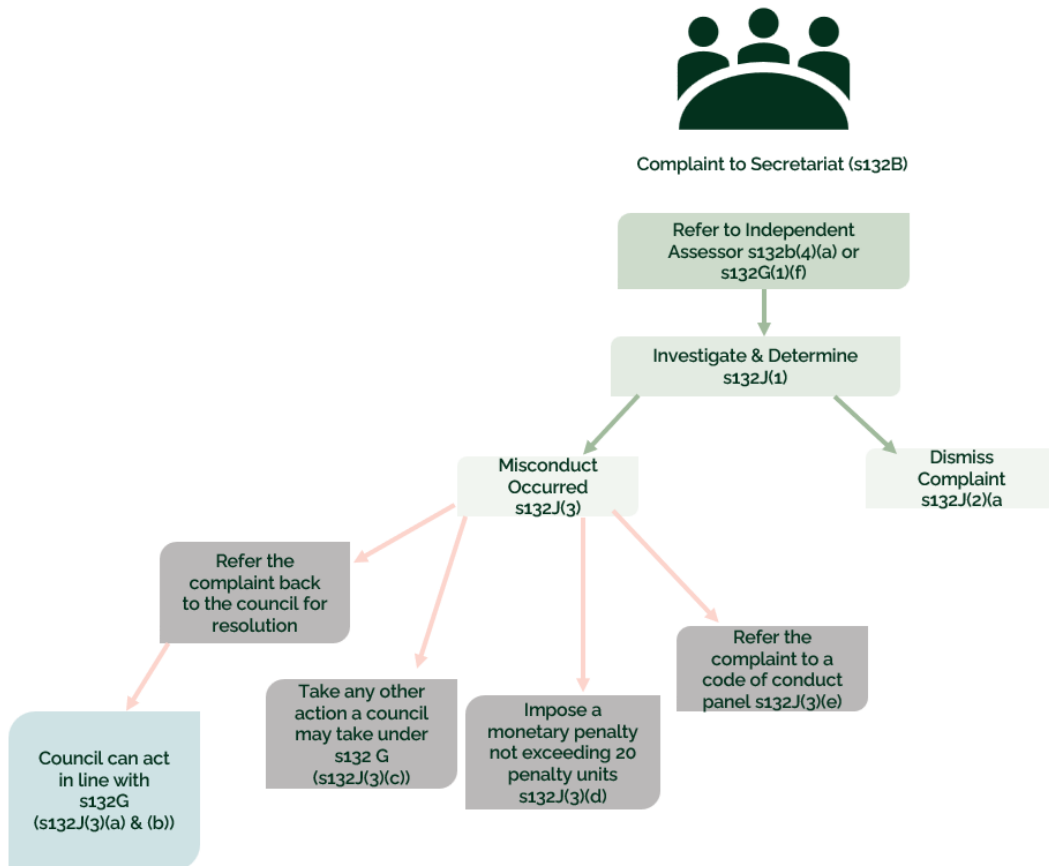
In practice, the assessor is the principal independent decision-maker for mid-level matters and should be used where independence, legal or governance analysis or more formal evidence gathering is required but the matter need not yet proceed to a panel hearing. (ss 132H, 132J).

10.7 Proportionality

In selecting sanctions, the independent assessor should consider seriousness, harm, intent, repetition, organisational risk, prior conduct and willingness to remedy, and must record reasons in writing.

Example: deliberate pattern of misconduct may warrant a higher monetary penalty within the cap; early acknowledgement and apology may mitigate (see further section **Error! Reference source not found.** of this guideline for mitigating and aggravating factors).

In the absence of NT tribunal or court decisions calibrating outcomes under Part 7.4, the written proportionality assessment is the primary safeguard against disproportionate outcomes and forms the record base for any subsequent review.



10.8 Referral to the Code of Conduct panel

The secretariat or independent assessor may refer the complaint to the Code of Conduct panel.

If an independent assessor refers a complaint to a Code of Conduct panel, the ICAC or the police, the independent assessor must:

- (a) notify the secretariat; and
- (b) give the secretariat all relevant materials related to the complaint (s 132J(4)).

In this case, the secretariat must provide the relevant body with the relevant materials (s 132J(5)).

10.9 Determination

Determination must:

- ⊗ be based on evidence
- ⊗ be documented
- ⊗ include reasons
- ⊗ be in **approved** Determination Template.

11. Secretariat Pathway - s132B - Code of Conduct panels**11.1 Code of Conduct Panel Handling Complaints**

Code of Conduct panels

- ⊗ deal with serious matters
- ⊗ conduct hearings
- ⊗ review decisions
- ⊗ impose higher-level sanctions.

Code of Conduct panels investigate referred complaints, make factual determinations, review council and independent assessor decisions for procedural fairness, and deal with non-compliance with sanctions. Code of Conduct panels have the powers necessary to perform those functions, must keep full and accurate minutes, and operate with a quorum of all members unless lawfully continuing as a two-member panel. (ss 124–125).

11.2 Establishment and composition

If required, the secretariat must establish a Code of Conduct panel by assigning three members from the Minister-appointed pool, at least one of whom must be a legal practitioner with the requisite experience; the panel selects a chair, the quorum is three (or it may proceed as two with unanimous decisions if a member becomes unavailable), and must keep full and accurate minutes (ss 123, 125, 132K–132L).

11.3 Hearing obligations

Prior to making any determination to misconduct the Code of Conduct panel must first:

- ⊗ Conduct a hearing into the complaint (s 132M(1)).
- ⊗ Before conducting a hearing, the panel may investigate the complaint (s 132M(2)).

The Code of Conduct panel must conduct a hearing into any assigned complaint and may investigate the complaint before the hearing (s 132M(1)–(2)). Example: a hearing may receive sworn evidence from the subject member and witnesses, supplemented by documentary materials, before making findings (s 130(3)).

11.4 Public hearings and privacy

The Act does not expressly require Code of Conduct panel hearings to be open to the public. In the absence of a specific provision, the panel should proceed on the basis that hearings are conducted in private unless the Code of Conduct panel determines, having regard to the public interest in transparency and the parties' interests in confidentiality, that a public or partially public hearing is warranted. In making this determination, the Code of Conduct panel should take into account:

- ⊗ the seriousness and public governance implications of the alleged misconduct;

- ⊕ the interests of witnesses in privacy;
- ⊕ the interests of the subject member in a fair process; and
- ⊕ any legislative confidentiality requirement (s 126(5)). The Code of Conduct panel's decision on hearing mode must be recorded with reasons (advisory).

11.5 Determinations and dismissal

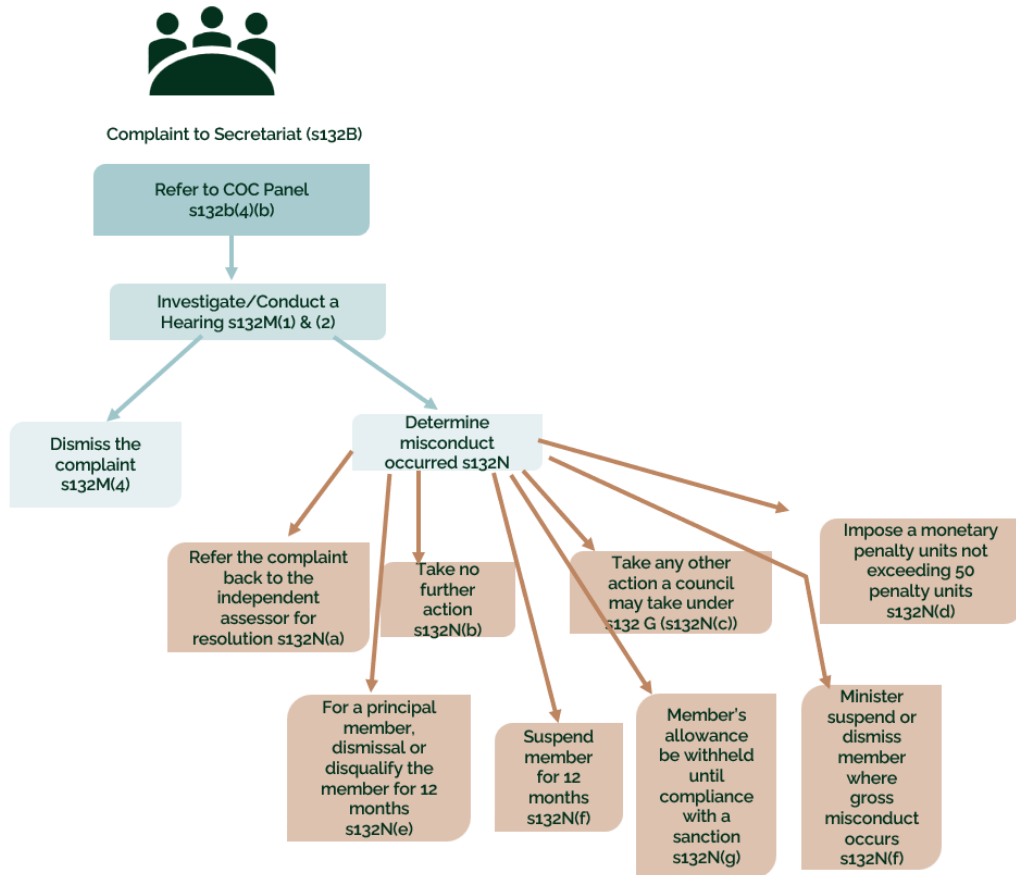
Following the investigation/hearing the Code of Conduct panel may decide to:

- ⊕ Dismiss the complaint because:
 - Misconduct did not occur
 - The complaint is frivolous, vexatious or not made in good faith
 - The complaint is trivial (s 132M(4)).

11.6 Available actions and sanctions

If misconduct occurred, the Code of Conduct panel may take one or more of the actions mentioned below, and shown in the flowchart:

- ⊕ Where the complaint does not involve serious or gross misconduct, refer the complaint back to the independent assessor for resolution (s 132N(a)).
- ⊕ Take no further action (s 132N(b)).
- ⊕ Take any other action a council may take under (s 132G) (s 132N(c)).
- ⊕ Impose a monetary penalty not exceeding 50 penalty units (s 132N(d)).
- ⊕ For a principal member, other than an elected principal member, or a deputy principal member – dismiss the member from the position of principal member or deputy principal member and disqualify the member from holding the position of principal member or deputy principal member for up to 12 months (s 132N(e)).
- ⊕ Suspend the member for up to 12 months (s 132N(f)).
- ⊕ Order that the member's allowance be withheld until compliance with a sanction (s 132N(g)).
- ⊕ In the case of gross misconduct – recommend that the Minister suspend or dismiss the member subject to the complaint (s 132N(h)).



Example: gross misconduct such as fraud may warrant recommendation to the Minister for dismissal; repeated serious misconduct may warrant suspension and disqualification from leadership roles.

11.7 Proportionality

In selecting sanctions, the Code of Conduct panel should apply proportionality factors and record how seriousness, harm, intent, repetition and organisational risk inform its outcome; no fixed outcomes are prescribed by this Guideline.

11.8 Determination

Determination must:

- ⊕ be based on evidence
- ⊕ be documented
- ⊕ include reasons
- ⊕ be in approved Determination Template.

12. Grounds for Dismissal of a Complaint:

The Act allows dismissal of a complaint by an independent assessor or Code of Conduct panel if the complaint is frivolous, vexatious, trivial or not made in good faith, this Guideline provides the relevant definitions that can be used.

Before dismissing the complaint, check relevant section of the Act if this dismissal ground is available for the relevant decision-maker.

- ⊕ **Frivolous or trivial complaint** means a complaint that either: (a) on its face and assuming the facts alleged were made out, discloses no arguable breach of the Code of Conduct, or is so lacking in substance that no reasonable decision-maker could find it warranted further consideration; or (b) even if, taking the allegations at their highest, the conduct complained of is minor in nature, isolated rather than part of a pattern, and of insufficient governance significance to warrant the engagement of formal Code of Conduct processes. The test is objective. A complaint is not frivolous merely because it is poorly expressed or brought by an unrepresented complainant. Triviality is assessed by reference to the conduct, not the complainant's subjective sense of grievance, and a matter may be trivial even where some technical breach of the Code is arguable if its consequences and significance are slight. *Examples: (1) A complaint that a member mispronounced a place name during a public briefing, with no Code of Conduct clause cited and no person affected, would be frivolous because no breach is disclosed even taking the allegation at its highest. (2) A member briefly uses a council pen to sign a personal birthday card during a meeting break - even if a strict reading of the misuse-of-resources clause is engaged, the conduct is isolated, of negligible value, and not suitable for formal investigation.*
- ⊕ **Vexatious complaint** means a complain pursued for a purpose other than the genuine resolution of a Code of Conduct issue - including to harass, intimidate, embarrass or cause detriment to the member, the council, or another person - or if its manner of pursuit is oppressive, abusive, or disproportionate to any legitimate object. Repeated complaints raising matters already determined, without fresh material capable of altering the outcome, are presumptively vexatious. The test combines objective indicators (pattern, repetition, disproportion) with an inference as to purpose. *Example: After a prior dismissal of a complaint about a member's tone at a meeting, the complainant lodges substantially the same allegation with no new facts. The repetition without fresh material supports a finding of vexatiousness.*
- ⊕ **Complaint that is not made in good faith** means a complaint that is dishonest, knowingly false, made with reckless disregard for whether it is true, or made for a collateral purpose unconnected to the genuine enforcement of the Code of Conduct. The threshold is lower than proof of malice or fraud: a complaint may lack good faith without being deliberately fabricated, if the complainant has no honest belief in the matters alleged or is indifferent to their truth. Where the conduct of the complainant in lodging the complaint may itself amount to a criminal offence (for example, fabrication of evidence or attempt to pervert the course of justice), referral to police under s 132G(1)(g) should be considered alongside dismissal of the complaint. *Example: A complainant attaches a document they know to be falsified to support an allegation of misuse of council resources. Dismissal for lack of good faith is appropriate, and police referral should be considered.*
- ⊕ **Concurrent application of dismissal grounds** — The grounds for dismissal are not mutually exclusive. A single complaint may engage more than one ground: a complaint may be both frivolous and vexatious, both trivial and not made in good faith, or any other combination. Where a decision-maker dismisses a complaint, the written notice and reasons required by section 131(3) must specify each ground relied upon and the basis for each.

The applicable questions differ depending on which decision-maker is applying the dismissal grounds.

For a council (s 132E(2)):

- ⊕ First, if the facts were proved, would the conduct amount to a breach of the Code of Conduct or another relevant statutory duty? If not, misconduct did not occur and the council may dismiss the complaint (s 132E(2)(a)).
- ⊕ Second, if the alleged misconduct occurred at a council or committee meeting, was it already dealt with by the presiding person, or did the responsible member take remedial action in accordance with the council's meeting procedures? If so, the council may dismiss the complaint (s 132E(2)(b)).

- ⊕ Third, is the complaint frivolous or vexatious or more appropriately dealt by the independent assessor? If so, the council may refer the complaint to an independent assessor within five days (s 132E(3)-(4)).
- ⊕ Fourth, if none of the above grounds applies, should the complaint be referred to an independent assessor under section 132E(3), or dealt with by further investigation or alternative resolution under section 132F? Referral is distinct from dismissal (ss 132E(3), 132F).

For an independent assessor or Code of Conduct panel (ss 132J(2), 132M(4)):

- ⊕ First, if the facts were proved, would the conduct amount to a breach of the Code of Conduct or another relevant statutory duty? If not, misconduct did not occur and the assessor or panel may dismiss the complaint (ss 132J(2)(a), 132M(4)(a)).
- ⊕ Second, is the complaint frivolous or vexatious, or was it not made in good faith? Each ground independently supports dismissal. (ss 132J(2)(b), 132M(4)(b)).
- ⊕ Third, is the complaint trivial? Triviality is assessed by reference to the nature and significance of the alleged conduct (ss 132J(2)(c), 132M(4)(c)).
- ⊕ Fourth, if none of the above grounds applies, should the complaint be referred to another process? Options include referral back to the relevant council for resolution, referral to a Code of Conduct panel in the case of serious or gross misconduct, or referral to the Independent Commissioner Against Corruption (ICAC) or police in the case of corrupt or criminal conduct. Referral is distinct from dismissal (ss 132J(3), 132G(1)(g)).

13. Sanctions Framework

13.1 Purpose

This section sets out the framework for selecting, applying and recording sanctions across all pathways of the Part 7.4 complaints process - the council, the independent assessor, and the Code of Conduct panel.

No fixed outcomes are prescribed by this Guideline or the Act; decision-makers have a discretion which must be exercised purposively, proportionately, and with detailed written reasons.

Sanctions under Part 7.4 serve the following purposes, which must inform the selection of the appropriate outcome in every case:

Address the conduct and deter repetition - sanctions must be directed at the specific conduct found and must be designed to discourage the member from repeating the behaviour. A sanction that does not relate to the conduct found will not withstand scrutiny on review.

Promote accountability and rehabilitate - sanctions should promote the member's personal accountability for their conduct and, where appropriate, should support rehabilitation through education, training, or behavioural plans. A sanction that includes a rehabilitative element is preferable to a purely punitive one where the conduct is not of the most serious kind and the member demonstrates genuine insight.

Maintain community confidence in local governance - sanctions must be proportionate and defensible to the community. A sanction that is manifestly inadequate in light of the conduct found will undermine public confidence in the framework; equally, a disproportionate sanction will damage confidence in the fairness of the process.

13.2 Proportionality

The selection of a sanction should be proportionate to the misconduct found. Decision-makers should assess each of the following factors, individually and in combination, and must record how each factor informed the outcome selected.

The weight to be given to any factor will depend on the facts of the case; no single factor is determinative.

- ⊕ Seriousness of the conduct - decision-makers must consider whether the conduct falls within the category of misconduct, serious misconduct, or gross misconduct under the Act (s 119), whether it involves a specified form of conduct (such as bullying, fraud, or corruption) that the legislature has identified as inherently serious, and the degree to which the conduct departs from the standard required by the Code.
- ⊕ Harm caused or risked - decision-makers must consider the nature and extent of harm actually caused or likely to have been caused to any person (including individuals, the council, and the community), whether the harm was physical, psychological, financial, or reputational, and whether it was actual or foreseeable. Harm to vulnerable persons, including community members in remote areas, will ordinarily be treated as an aggravating factor.
- ⊕ Intent - decision-makers must assess whether the conduct was deliberate, reckless, or inadvertent. Deliberate or reckless conduct will generally warrant a more serious sanction than an inadvertent breach. Where the member shows genuine insight, acknowledges the breach, and takes early remedial steps, those matters may operate in mitigation.
- ⊕ Prior conduct - decision-makers must consider whether the member has a history of similar or related Code breaches. A prior finding of misconduct, whether or not it resulted in a formal sanction, is a significant aggravating factor that may justify a more severe outcome for the current conduct. A clean disciplinary history may operate in the member's favour, particularly for a first-time breach.
- ⊕ Willingness to remedy and response to the process - decision-makers should consider whether the member has acknowledged the breach, expressed genuine remorse, cooperated with the investigation, or taken steps to remedy harm or prevent recurrence before and during the proceedings. A member who actively contests every finding without genuine basis, or who has been obstructive, may attract less mitigation than one who engages constructively with the process. This factor must be weighed against the member's right to defend the complaint and must not operate to penalise a member merely for exercising their procedural fairness rights.
- ⊕ Repetition and pattern of behaviour - decision-makers must consider whether the conduct is an isolated incident or part of a repeated or continuing pattern. Repetition is a significant aggravating factor. Where conduct has been repeated despite earlier sanctions, warning, or training, that demonstrates persistent non-compliance with the Code and will ordinarily justify escalation to a more serious sanction at the current tier, or referral to the next tier if the current tier's sanctions have been exhausted.
- ⊕ Risk to council operations or reputation - decision-makers must assess the degree to which the conduct has undermined, or risks undermining, the effective functioning of the council, public confidence in local government, or the integrity of council decision-making. Conduct that occurred in a public forum, on social media, or in the context of the member's exercise of official functions will generally pose a greater reputational risk than conduct in a closed internal setting.

13.3 Escalation Approach

Misconduct (minor to moderate) - where the conduct constitutes misconduct within the meaning of the Act (a breach of the Code that does not rise to serious or gross misconduct), the appropriate sanction will ordinarily lie at the lower end of the range. The council is the primary decision-maker. Suitable outcomes include: no further action with a verbal or written caution; reprimand; requirement to issue a public or private apology; requirement to undertake specific training or education relevant to the breach; or mediation between the parties. A behaviour plan may be appropriate where the conduct is at the upper end of the misconduct range or where there is a risk of escalation. Example: a first-time breach of meeting decorum resolved with a reprimand and communication skills training.

Serious misconduct – where the conduct falls within section 119 of the Act (for example, bullying, fraud, repeated refusal of directions, or non-compliance with a sanction), the council's available actions under section 132G will often be insufficient and referral to the independent assessor is likely to be appropriate. The independent assessor may impose a monetary penalty not exceeding 20 penalty units, require training, require an apology, implement a behaviour plan, or refer to the Code of Conduct panel where the misconduct warrants it. Suspension is not available at the independent assessor tier and requires panel referral. Example: substantiated bullying of a council employee – reprimand, mandatory behaviour management training, 10 penalty units, and referral to the Code of Conduct panel if the behaviour is part of an established pattern.

Serious misconduct – Code of Conduct panel - where the independent assessor refers serious misconduct to the Code of Conduct panel, or the secretariat refers directly, the panel's broader sanction powers become available: monetary penalty up to 50 penalty units; suspension for up to 12 months; disqualification from a leadership position for up to 12 months (for non-elected principal or deputy principal members); withholding of allowance until sanction compliance; and any sanction available to the council. The Code of Conduct panel must apply the proportionality factors and record detailed reasons. Example: a member who has received prior training sanctions for bullying and continues the behaviour - 30 penalty units, three-month suspension, and a structured behaviour plan with compliance monitoring.

Gross misconduct - where the conduct amounts to gross misconduct within the meaning of section 119(a)-(d) of the Act (corruption, a criminal offence, repeated serious misconduct, or conduct demonstrating unfitness for office), the Code of Conduct panel is the appropriate determination body and must consider recommending Ministerial action under section 132U. The Code of Conduct panel may impose the full range of sanctions available under section 132N, including a monetary penalty up to 50 penalty units, suspension for up to 12 months, and disqualification from leadership roles. Where the conduct amounts to gross misconduct, the Code of Conduct panel must expressly consider whether to recommend that the Minister suspend or dismiss the member and must record its reasons for recommending or declining to recommend Ministerial action. Example: fraud substantiated by documentary evidence and a criminal referral – maximum monetary penalty, suspension for the remainder of the term pending criminal proceedings, and recommendation to the Minister for dismissal and disqualification of up to eight years (s 132U).

13.4 Written Reasons - Mandatory Requirement

Every decision-maker must record in writing the reasons for the sanction selected, addressing each proportionality factor and explaining its weight in the circumstances of the case. Reasons must:

- ⊗ identify the misconduct found and the Code clause or statutory provision breached;
- ⊗ identify the sanction or sanctions selected and the statutory power under which each is imposed;
- ⊗ explain why the selected sanction is appropriate in light of the conduct and the statutory purposes of the framework.

In the absence of NT tribunal or court decisions calibrating outcomes under Part 7.4, the written proportionality assessment is the primary record against which future review jurisprudence may be measured and must therefore be detailed, specific, and express.

13.5 Mitigating and Aggravating Factors - Summary

The following factors will commonly operate as **mitigating factors**, tending towards a lesser sanction: early acknowledgement of the breach; genuine remorse and apology offered before proceedings; no prior disciplinary history; cooperative engagement with the investigation; steps taken independently to remedy harm or change behaviour; isolated incident with no foreseeable recurrence; and relevant personal circumstances (including cultural factors relevant to intent or context, consistent with section 17.5 of this Guideline).

The following factors will commonly operate as **aggravating factors**, tending towards a more serious sanction: deliberate or reckless conduct; prior findings of misconduct or sanctions; a pattern of similar behaviour; harm to a vulnerable person or a person in a less powerful position; conduct in a public forum or with public visibility; abuse of a position of authority or leadership; failure to engage with or comply with prior sanctions or behaviour plans; and conduct that has caused lasting harm to another person or to the council.

Decision-makers must assess these factors by reference to the specific facts found and must not treat any factor as automatically determinative.

14. Evidence, Standard of Proof, Procedural Fairness and Conflict of Interest

14.1 Evidence and Standard of Proof – s130

Councils, third parties assisting councils, independent assessors and Code of Conduct panels are not bound by rules of evidence and may inform themselves appropriately, consistently with fair and expeditious investigation, determination and resolution of complaints (s 130(1)).

An independent assessor and a Code of Conduct panel may require a person appearing before them to give evidence on oath (s 130(3)). This power should be exercised with appropriate procedural notice and only where the formality is warranted by the seriousness of the matter or the complexity of the evidence. It is not a default requirement; decision-makers should assess whether sworn evidence is necessary for a fair and reliable determination. Example: consider screen captures of social media posts and contemporaneous notes, with authenticity assessed pragmatically; require sworn evidence where credibility is materially in dispute in serious misconduct proceedings.

A finding that misconduct occurred must be based on evidence establishing, on the balance of probabilities, that misconduct occurred (s 130(2)). "On the balance of probabilities" means that, to make an adverse finding, you must be actually persuaded the fact has more likely occurred than not.

14.2 Procedural Fairness – s131

Procedural fairness is a statutory obligation.

Any person exercising a power or function under Part 7.4 must comply with the principles of procedural fairness, including giving the subject member a reasonable opportunity to be heard before any decision or determination, and giving written notice and reasons for the decision to both the complainant and the member to whom the complaint relates (s 131).

Written reasons must explain findings of fact, application of the Code of Conduct and the Act, and the rationale for any action or sanction imposed, and must be provided to the complainant and the subject member (s 131(3)) - **Error! Reference source not found.**

Procedural fairness is a duty of the decision-makers to avoid injustice when exercising statutory powers that materially affect a person's interests; it has two core strands: the hearing rule and the bias rule.

The **hearing rule** requires telling the person the decisive issues and giving a real chance to respond, including putting any adverse material that is "credible, relevant and significant" before them and fairness is "essentially practical," calibrated to the statute and circumstances of the complaint.

The **bias rule** requires decision-makers to be, and appear, impartial: the test is whether a fair-minded lay observer might reasonably apprehend a lack of an impartial mind that is why the decision-makers must avoid conflicts of interest.

Breach of these principles will commonly invalidate the decision.

14.3 Procedural Fairness Compliance Checklist

Decision-makers may use this checklist to assist them in ensuring the principles of procedural fairness were observed.

- ⊕ Jurisdiction and timeliness checked (member subject to Code; complaint within six months) (s 132C). Record basis if not.
- ⊕ Decision-maker impartiality confirmed; conflicts identified and managed (recusal / reassignment); record steps).
- ⊕ Allegations notice sent to subject member with particulars and evidence; record date and content (s 131(2)).
- ⊕ Reasonable opportunity to be heard provided (written/oral); record submissions and evidence s 131(2)).
- ⊕ Evidence collected appropriately; standard of proof applied (balance of probabilities); record analysis and basis (s 130).
- ⊕ Proportionality assessment completed (seriousness, harm, intent, repetition, organisational risk, prior conduct, mitigation); record rationale.
- ⊕ Written reasons prepared and provided to complainant and subject member (findings, Code clauses, statutory powers, actions/sanctions); record (s 131(3)).
- ⊕ Expedition observed; key milestones and any delays explained and mitigated s 132).
- ⊕ Review rights advised (14-day timeframe; procedural fairness ground; Code of Conduct panel review; stay possibility) (ss 132P–132Q).
- ⊕ Records updated and securely retained; secretariat notified and materials transmitted where required; confidentiality observed (s 126(5)).

14.4 Conflict of Interest in Complaint Proceedings

This section addresses conflict of interest obligations that apply to decision-makers who handle complaints under Part 7.4 of the Act — specifically the council, the CEO, independent assessors, and Code of Conduct panel members. It is distinct from the conflict of interest obligations that apply to council members when participating in general council decision-making under Part 7.2 of the Act (ss 114–117), which are governed separately by those provisions.

The integrity and validity of Part 7.4 complaint proceedings depend upon the decision-maker being, and being seen to be, free from actual, perceived, or potential conflicts of interest. A conflict in this context arises where a decision-maker has a private, personal, professional, or institutional interest that could — or could reasonably be perceived to — improperly influence the handling or outcome of a complaint.

Decision-makers must proactively identify and manage such conflicts using Conflict of Interest Declaration Form.

Failure to do so may invalidate the process, give grounds for review or challenge, or constitute corrupt conduct under the *Independent Commissioner Against Corruption Act 2017* (NT).

14.5 Common Disclosure and Management Obligations

The following obligations apply across all decision-maker tiers — the council, the CEO, the independent assessor, and the Code of Conduct panel.

First, identify conflicts proactively — decision-makers must assess whether any actual, perceived, or potential conflict exists before commencing involvement in a complaint and must continue to reassess as the proceedings progress and circumstances change.

Second, disclose promptly — any identified conflict must be disclosed as soon as practicable to the relevant oversight body: for council members and the CEO, to the chair or the secretariat as appropriate; for an independent assessor, to the secretariat; for a Code of Conduct panel member, to the Code of Conduct panel chair or the secretariat.

Conflict of interest declaration must be in writing using Conflict of Interest Declaration Form and must describe the nature of the interest and the matter to which it relates.

Third, recuse or reassign — once a conflict is disclosed, the conflicted decision-maker must not participate further in the complaint. The matter must be reassigned to a person or body without a conflict. A written record of the disclosure and the management action taken must be retained on the complaint file.

14.6 Conflict of interest — the council and CEO

If the complaint is being determined within the council, all decision-makers must fill out Conflict of Interest Declaration Form to indicate whether the conflict of interest exists or not - in all circumstances.

14.7 Conflict of interest — independent assessor

An independent assessor assigned by the secretariat under section 132H must be, and must be seen to be, independent and impartial in relation to the complaint. An independent assessor has a conflict of interest where they have a prior or current relationship with the complainant or subject member, prior involvement in the subject matter, a financial interest in the outcome, or any other interest that could compromise their objectivity or the perceived fairness of the proceedings.

The secretariat must not assign an independent assessor where a conflict is known to exist at the time of assignment.

An independent assessor who identifies a conflict at any point — whether before commencing or after proceedings have begun — must immediately disclose the conflict to the secretariat - using Conflict of Interest Declaration Form - and must not take any further steps in the matter until the conflict is managed. The secretariat must consider whether to reassign the matter to a different independent assessor. The secretariat must maintain its own neutrality and must not interfere with independent assessor decision-making (s 126(6)).

14.8 Conflict of interest — Code of Conduct panel members

Code of Conduct panel members are appointed under section 123 of the Act and must be capable of acting impartially in the matter referred to them. A Code of Conduct panel member has a conflict of interest where they have a prior relationship with a party, prior knowledge of the facts relevant to the complaint, a personal or financial stake in the outcome, or any other interest that could reasonably be perceived to affect their impartiality. Conflicts based on prior professional dealings, community relationships, or public statements about the subject member or the conduct alleged are all potential grounds for disqualification.

Each Code of Conduct panel member must, before commencing the investigation or hearing, declare any actual, perceived, or potential conflict to the Code of Conduct panel chair or the secretariat - using Conflict of Interest Declaration Form. A conflicted Code of Conduct panel member must not participate in any step of the proceedings in relation to the conflicted matter and must be replaced where practicable.

The remaining Code of Conduct panel members, or the secretariat if reconstitution is required, must document the disclosure and the management action taken. A Code of Conduct panel that proceeds to determine a matter despite an undisclosed conflict by one of its members may have its decision challenged and set aside on procedural fairness grounds under section 132P or by way of review.

14.9 Conflict of interest checklist

This checklist should be applied at receipt, assignment and before determination by the decision-maker:

Is the subject matter one in which the decision-maker has an actual, perceived or potential conflict of interest under the Act?

1. Has the decision-maker disclosed the conflict in the required way and ceased participation and influence as required?
2. Has any decision-maker previously advised on, investigated, advocated about, or publicly commented on the matter?
3. Would a fair-minded observer reasonably question impartiality if this person remained involved?
4. If the answer to any of the above questions is yes, has the conflict been disclosed, recorded and managed using Conflict of Interest Declaration Form?
5. Has the protocol for managing the conflict, recusal or non-recusal decision been documented with reasons?

14.10 Consequences of unmanaged conflicts

Failure to identify, disclose, or manage a conflict of interest in complaint proceedings may have the following consequences:

- ⊗ the complaint process may be challenged on procedural fairness grounds and any determination made may be set aside or remitted for redetermination by an unconflicted decision-maker;
- ⊗ failure to adequately manage a conflict constitutes corrupt conduct under section 10(2)(c)(ii) of the Independent *Commissioner Against Corruption Act 2017* (NT), which may expose the decision-maker to ICAC investigation independently of any Code of Conduct proceedings; and
- ⊗ public confidence in the integrity of the complaint process is undermined, causing reputational and institutional harm to the council and the broader Code of Conduct framework.

14.11 Northern Territory context

In the Northern Territory, the small size of many councils and the close social, family, customary and kinship networks characteristic of remote communities mean that conflicts of interest affecting complaint decision-makers will arise more frequently than in larger jurisdictions. The CEO, council members, or other decision-makers may be closely related to, or in a customary authority relationship with, the complainant or subject member. Decision-makers must not dismiss these relationships as insignificant simply because they reflect normal community life – the test is whether a reasonable and informed observer would regard the relationship as capable of improperly influencing the outcome.

Where structural conflicts make impartial internal handling genuinely impracticable - for example, where all or most council members have close ties to the subject member, or the CEO is the subject member's relative - the council should refer the complaint to the secretariat under section 132B at the earliest opportunity rather than attempting to manage the conflict internally.

Early referral in such circumstances protects the integrity of the process, the rights of both parties, and the council itself from subsequent challenge.

15. Review Processes

15.1 Review by determination

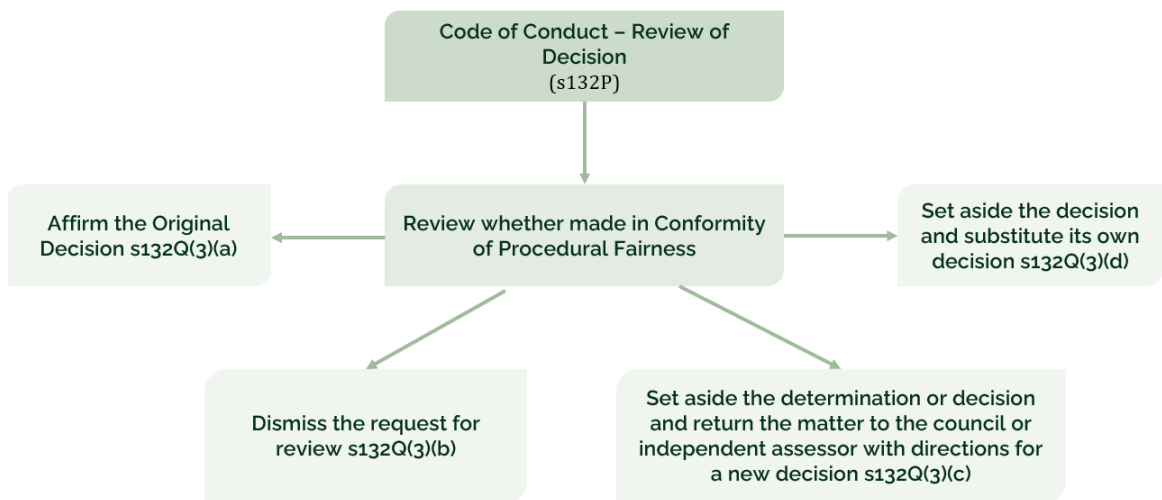
A complainant or member subject to the complaint may request panel review of a council or independent-assessor determination or decision only on the ground that the original outcome was not made in conformity with the principles of procedural fairness. This is not a general merits appeal.

The request must be made to the secretariat within 14 days, in the approved form, and include the information required by section 132P(3).

The panel may stay the decision or determination while review is taking place (s132Q(2)). After reviewing determination or decision, the code of conduct panel may affirm it, dismiss the request, remit the matter with directions, or set aside the determination or decision and substitute with its own decision or sanction. (132Q(3)).

The review request should identify the specific unfairness alleged, when it occurred, how it could have affected the outcome, and what material supports the complaint.

A mere disagreement with the decision is not sufficient reason for review.



15.2 NTCAT review

The following Code of Conduct panel decisions are reviewable by NTCAT (s327 and Schedule 2), on application by the affected person specified:

- ⊗ a determination as to whether misconduct occurred under section 132M(3) - the complainant or the subject member of the complaint;
- ⊗ a decision to dismiss a complaint under section 132M(4) - the complainant;
- ⊗ a decision to take action under section 132N - the complainant or the subject member of the complaint;
- ⊗ a decision to take action under section 132Q(3) on review -the complainant or the subject member of the complaint;

NTCAT review is available in addition to, and not in substitution for, the internal Code of Conduct panel review pathway under section 132P.

Parties must be advised of the review rights in the decision notice.

15.3 Compliance with sanctions

A member who is subject to a sanction imposed under Part 7.4 must comply with the sanction (s 132R). Non-compliance is itself serious misconduct within the meaning of section 119(f) and may give rise to an independent complaint or referral. The council, independent assessor or secretariat should monitor compliance and, where non-compliance is identified, initiate the referral process under section 132T without undue delay. A record of the sanction, its terms, the required date of compliance, and the evidence of compliance received must be maintained by the relevant decision-maker and the secretariat.

15.4 Interaction with existing statutory duties and offences

The code process does not replace other statutory obligations. Conduct may simultaneously engage conflict provisions, confidentiality obligations, improper use of information, misleading information, criminal law, corruption law, or - at a broader level - the Minister's powers in relation to serious deficiencies in a council's affairs.

15.5 Sanctions and proportionality

The statute deliberately gives a range of sanctions and does not prescribe fixed outcomes. Decision-makers should choose the least interventionist response that is reasonably capable of addressing the misconduct, protecting governance, promoting compliance and restoring confidence. Relevant considerations usually include seriousness, harm, recurrence, intent, insight, apology, correction, compliance history, effect on council operations, impact on staff and community confidence, whether the conduct occurred publicly, whether it was directed at a vulnerable target, and whether other statutory duties or offences are engaged.

The statutory hierarchy should ordinarily be understood this way. Minor one-off matters with little practical impact may justify dismissal or no further action. Proven minor misconduct may justify a corrective or educative response. Significant, repeated or harmful misconduct may justify stronger action including panel referral. Serious misconduct may justify panel sanctions including suspension or monetary penalty. Gross misconduct, or repeated or significant non-compliance with sanctions, may justify recommendation to the Minister for suspension or dismissal.

16. Sanctions non-compliance and Ministerial Powers

16.1 Sanctions non-compliance

An independent assessor or the secretariat may refer to a panel any non-compliance by a member who is subject to a sanction, with specified referral content; the secretariat must establish a Code of Conduct panel and provide it with the referral information (s 132T(1), (3)-(4)).

16.2 Code of Conduct panel powers

After considering the referral, the a Code of Conduct panel may take no action, issue a direction to comply specifying the action, timing and evidence of compliance, vary or substitute or add sanctions, refer repeated or significant non-compliance to the Minister, or impose a monetary penalty not exceeding 50 penalty units (s 132T(5)).

16.3 Monetary penalties compliance

A monetary penalty imposed under Part 7.4 is a debt due to the council, payable within **28 days** or a longer period allowed by the council and is a civil penalty for the purposes of the *Penalty Units Act 2009* (NT) (s 132S).

16.4 Ministerial Powers

On recommendation from a Code of Conduct panel that a member engaged in gross misconduct or repeated or significant non-compliance with a sanction, and if satisfied suspension or dismissal is appropriate, the Minister may suspend or dismiss the member; if dismissing, the Minister may disqualify the person from holding office as a council member for up to **eight years** (s 132U(1), (4)).

A member suspended by the Minister under section 132U(1) is not entitled to any allowance during the period of suspension; the council must cease payment of any allowance from the date of suspension and resume payment, if and when applicable, from the date the suspension ends (s 132U(2)).

A person disqualified under section 132U(4) is disqualified from being elected or appointed as a council member (s 47(1)) and is not eligible to be elected or appointed as principal or deputy principal member (s 61(4)). These disqualifications take effect from the date of the Minister's decision and continue for the period specified, up to eight years.

The Minister must give written notice (including reasons) to the suspended or dismissed member, and must publish notice of any suspension, dismissal or disqualification on the Agency's website (s 132U(5)–(6)).

In exercising the power under section 132U, the Minister must ensure publication requirements in section 132U(5)–(6) are met.

17. Timeliness and Record-Keeping

17.1 Timeliness

The Act requires determinations, decisions and actions under Part 7.4 to be taken expeditiously. Independent assessors and panels must act with as little formality and technicality, and with as much speed, as the legislation and proper consideration of the matter permit. There is no fixed investigation deadline in the Act, but delay is still inconsistent with the Act if it is unexplained or avoidable. (s 132).

For practical consistency, this Guideline recommends administrative target times.

Threshold assessment by council or secretariat should ordinarily occur within 10 business days of receipt of document.

A pathway decision should ordinarily occur within 20 business days.

Independent assessor and panel documents should ordinarily be issued within 10 business days of assignment.

Delay beyond those periods should be explained on file and notified to parties where it affects the progress of the complaint.

Following completion of an investigation, a decision should be made within 20 business days.

These are guidance targets only; they do not cut down any statutory discretion or invalidate an otherwise lawful process.

17.2 Record-Keeping

Every significant step should be recorded.

The file should show who received the complaint, timeliness assessment, conflict check, pathway decision, material considered, notices given, responses received, findings made, sanction reasoning, service of reasons, review rights explained, compliance monitoring and closure.

Code of Conduct panels must also keep full and accurate minutes of its meetings and other proceedings ss 125(4), 126(5), 131(3)).

18. Secretariat Functions, Impartiality, Confidentiality and Records

18.1 Functions

The secretariat receives complaints under Part 7.4; assigns independent assessors and assists them; receives and maintains information related to complaints and the conduct of assessors and Code of Conduct panels in relation to complaints and determinations; assigns Code of Conduct panel members and assists panels; and performs any other conferred functions under this or any other Act (s 126(4)).

18.2 Impartiality and non-interference

In exercising its powers and functions, the secretariat must act impartially and must not influence or interfere with an independent assessor or a Code of Conduct panel (s 126(6)). Where interference with an independent assessor or panel is alleged, this may give rise to a ground for Code of Conduct panel review on procedural fairness.

18.3 Confidentiality

secretariat officers must keep information received or maintained under Part 7.4 confidential and must not disclose it except for a purpose connected with administration of the Act (including related legal proceedings), to a person otherwise entitled to the information, or for information anonymised for statistical purposes (s 126(5)).

18.4 Records management

The secretariat should maintain accurate, secure, and auditable records of complaints, assignments, determinations and sanctions, with clear metadata and retention in accordance with applicable government record-keeping standards and s 126 requirements.

Code of Conduct panels must keep full and accurate minutes ss 125(4), 126(5), 131(3)).

The councils must keep relevant records and evidence.

19. Protection from Liability

Independent assessors and Code of Conduct panel members are protected from personal civil liability for acts done or omissions made in good faith in the exercise of powers or performance of functions under Part 7.4 (s 127). The good faith requirement means that a protected person must have acted honestly and with a genuine belief that their act or omission was within the scope of their function and was appropriate in the circumstances. This protection does not extend to acts or omissions that are not in good faith, are beyond the scope of the person's functions, or involve dishonesty or wilful misconduct. A protected person who is uncertain whether a proposed action is within scope should seek guidance from the secretariat or obtain legal advice before proceeding.

20. Supporting Materials

Error! Reference source not found. is provided as supporting material to provide illustrative scenarios and interstate guidance.

Annexure A – Illustrative scenarios and interstate guidance

This Part is non-binding. It illustrates how the Part 7.4 framework may apply in practice and how comparable conduct has been treated in similar Australian jurisdictions.

Part A Hypothetical scenarios

A.1 Meeting conduct corrected in session.

A member uses an inappropriate tone during a committee meeting. The chair intervenes, the member apologises, and conduct normalises. A complaint lodged afterwards may be dismissed under s 132E(2)(b) - which permits dismissal where the misconduct occurred at a council or committee meeting and was either dealt with by the person presiding or remedied through the council's meeting procedures. The CEO should refer the complaint to council under s 132A(3)(a), and council should determine the matter under s 132E. If the conduct continues, becomes abusive or threatening, or creates a serious and imminent risk to the orderly functioning or reputation of the council, the matter moves beyond local management and may engage the serious misconduct definition in s 119. Clause 9 of the Code of Conduct sets out specific meeting-conduct obligations, including the prohibitions on abusive or threatening manner, repeated disruption, and refusal to comply with the chair's rulings.

A.2 Improper direction to staff.

A principal member contacts a staff member directly, instructs the staff member to alter a briefing note, and implies adverse employment consequences if the change is not made. The conduct relates to clause 13(1) of the Code of Conduct - which prohibits members from directing or attempting to direct local government employees, and from using threats or rewards to influence them - and clause 12 of the Code of Conduct, which prohibits unauthorised involvement in administration. Because the complaint is against the principal member and the alleged conduct includes intimidation falling within s 119(b), it should be lodged directly with the secretariat under s 132B. Council-level resolution would not be appropriate.

A.3 Misleading and harmful social media post.

A member publishes a post accusing a named staff member of dishonesty and incompetence without reasonable evidence, and repeats the accusation after correction. The conduct relates to the following clauses of the Code of Conduct - clause 6 (social media and publication of factually incorrect material), clause 4(f)-(h) (offensive or derogatory language, disparagement of staff, imputation of dishonest motives without reasonable evidence) and clause 13(3) (offensive references to local government employees at council events). Depending on repetition, harm to the named employee and impact on workplace safety, the conduct may amount to serious misconduct under s 119(b) (verbal abuse) and warrant referral via s 132J(3)(e).

A.4 Undeclared interest in a planning matter.

A member participates in discussion and voting on a matter in which the member has a personal interest, does not disclose the interest, and lobbies other members privately before the meeting. The conduct may engage both the Code and the conflict-of-interest provisions of the Act. Clause 3(d) of the Code of Conduct requires members to identify and appropriately manage any conflict of interest. The complaint handler should consider whether prosecution of the s 73 offence is warranted in addition to or instead of a Code response.

A.5 Fraudulent claim for expenses.

A member submits falsified documents seeking reimbursement. Fraud falls within serious misconduct (s 119, definition of *serious misconduct*, paragraph (c) - theft or fraud), and where it also amounts to a criminal

offence it falls within gross misconduct (s 119, definition of *gross misconduct*, paragraph (b) – criminal offence). The complaint should be lodged with the secretariat under s 132B and is likely to be referred to a Code of Conduct panel under s 132M. The Code of Conduct panel may impose a monetary penalty up to 50 penalty units under s 132N(d), suspend the member for up to 12 months under s 132N(f), and recommend ministerial action under s 132N(h) read with s 132U. Police referral is available through the relevant decision-maker's judgement via s 132G(1)(g) - the independent assessor exercises this power via s 132J(3)(c), and the Code of Conduct panel via s 132N(c). Where the independent assessor refers to police, the secretariat must be notified under s 132J(4).

Part B Interstate guidance

The following cases are drawn from other Australian states and territories. They are not binding in the Northern Territory, but they show how similar conduct has been handled and serve as a useful practical reference.

Meeting conduct. *Olsen* (Cessnock City Council, NSW) (see [Statement of Reasons and Order for suspension – Councillor Ian Olsen – Cessnock City Council](#)).

Facts: A councillor engaged in Engaged in disruptive conduct particularly by:

- 1) Committing acts of disorder through conduct that causes, comprises or involves intimidation or verbal abuse,
- 2) Disclosing information regarding a conduct complaint, which is to be considered in a closed session to protect both the complaint and the subject of the complaint,
- 3) Preventing the proper or effective functioning of the Council, and
- 4) Engaging in disorder by insulting and disparaging the General Manager.

Decision: The conduct panel upheld a three-month suspension from civic office. Before the sanction was imposed, the councillor was given notice of the proposed penalty and an opportunity to respond. The panel emphasised that disruptive behaviour at meetings directly undermines a council's ability to function effectively and that such conduct warrants meaningful consequences.

Social media and respectful conduct. Three cases illustrate how repeated offensive online posts have been dealt with in other jurisdictions.

Thaler v Secretary, Department of Planning, Housing and Infrastructure (Snowy Monaro Regional Council, NSW) (NSW Civil and Administrative Tribunal, 2025). See [Statement of Reasons and Order for suspension for three months under section 4401 of the Act – Councillor Andrew Thaler Snowy Monaro Regional Council](#)

Facts: The Councillor made a number of derogatory comments relating to current and former politicians on Facebook, that were offensive under specific provisions of the Ministerial code of conduct. The comments made relate to current and former politicians, particularly targeting their physical appearance, sexual orientation, gender identity or contained sexually suggestive remarks. The councillor had a prior disciplinary history and showed little insight into his behaviour.

Decision: The Secretary of the Department of Planning, Housing and Infrastructure suspended the councillor from civic office for three months and required him to issue a public apology addressed to the individuals targeted. On appeal, the NSW Civil and Administrative Tribunal confirmed those orders, rejecting the councillor's argument that the Secretary's decision was invalid.

Lund and Ferguson (Victoria) See [Lund-and-Ferguson-IAP-2023-8-Decision.pdf](#)

Facts: Councillor Milissa Fergusson breached the Latrobe City Councillor's code of conduct by tweeting and retweeting various tweets that are factually incorrect and offensive to the LGBTQIA+ community. Which fail to treat them with dignity, fairness, courtesy and respect

Decision: The Victorian conduct panel made a finding of misconduct against Councillor Fergusson, and compelled the respondent to provide a verbal and written apology to the complainant. The Councillor has also been further directed to attend training to increase her understanding of diversity, equity and inclusion with particular reference to the LGBTIQA+ Community. She has also been directed to attend training enhancing her understanding of appropriate use of social media, with respect to the expectations when she is acting as a councillor representing community interests.

Elliott (Tasmania) See [Determination-Report-Hobart-City-Council-Councillor-Louise-Elliott-against-Councillor-Ryan-Posselt.pdf](#)

Facts: Councillor Ryan Posselt was found to have breached the code of conduct by insinuating that fellow councillor was a clown in the context of an unusually full public council meeting. He also disrespected her through body language that ridiculed her, and subsequently made social media posts which were intended to be disrespectful.

Decision: The councillor was sanctioned for his conduct and subsequent posts. The Code of Conduct panel held there were a number of mitigating circumstances they considered when deciding on the appropriate action, including that the meeting related to a divisive issue attracting significant public interest and the atmosphere surrounding the meeting was tense. A softer penalty was ordered as the councillor was highly apologetic and modified his behaviour at preceding council meetings.

Treatment of staff - A Victorian Panel made a finding of "serious misconduct" against a Wyndham City Councillor, Jasmine Hill, based on allegations made against her by two staff members. The panel imposed a four-month suspension relating to multiple alleged incidents of screaming and shouting between 2021 and 2022 for issues that could be easily resolved, and Councillor Hill had also showed little remorse for her conduct.

Conflicts of interest. A NSW Pecuniary Interest Tribunal decision (See [LGPIDT 1-1994 – Mackenzie – Port Stephens Council - Statement of Decision](#))

Facts: A councillor failed to disclose a pecuniary interest as required under the applicable rules, in contravention of the council's disclosure requirements.

Decision: The tribunal found a breach of the disclosure rules, reprimanded the councillor, and considered (but ultimately did not impose) a suspension from civic office. The tribunal emphasised that the disclosure requirements exist to promote honesty, integrity and public confidence in local government decision-making.

Kimberley (Queensland Councillor Conduct Tribunal)

(https://www.statedevelopment.qld.gov.au/_data/assets/pdf_file/0020/70580/former-councillor-wayne-kimberley-cassowary-coast-regional-council.pdf .

Facts: The Tribunal found that the Councillor had a conflict of interest because the continuation of vexatious litigant proceedings would have had the effect of terminating separate QCAT litigation against him personally. That protective effect meant he could not bring a clear and impartial mind to the Council decision, as his personal interest conflicted with the public interest in unbiased and transparent governance. The conflict was aggravated by his failure to disclose it, seek advice, or take any steps to manage it before moving and voting on the recommendation.

Decision: The Tribunal ordered that Councillor Kimberley be reprimanded and pay a \$500 penalty to the local government within 60 days. In imposing the sanction, the Tribunal emphasised that this was his second finding of misconduct in similar circumstances, notwithstanding additional training on conflict-of-interest obligations. Although the Tribunal found the conduct to be reckless rather than knowing, it considered a higher penalty was required to underscore the seriousness of the breach.

The tribunal found misconduct. It described the conflict of interest provisions as fundamental to transparent decision-making in local government, and emphasised that councillors bear a positive obligation to identify and declare perceived conflicts — not only actual ones.

Modica (Victorian Code of Conduct Panel) [CMI & Modica \(CCP 2022-4\) - Councillor Conduct Panel Determination and Statement of Reasons for Decision \(Temp\) \(14 February\)](#).

Facts: Cr Modica was a Victorian councillor who was found to have breached the code of conduct after failing to declare a conflict of interest on three occasions in 2021 relating to a planning application for the use of land for rural industry in the municipality. The general conflicts arose due to Cr Modica's sister living opposite the property and operated without a permit a similar business to the subject of the planning application.

Decision: The panel suspended Councillor Modica from civic office for two months. The three separate failures to declare, all in relation to the same matter, were treated as a significant aggravating factor.

Procedural fairness and bias in reviews. *Kelly v Sherlock [2025] TASCAT 231*

Facts: A complainant lodged a code of conduct complaint and actively participated in the proceedings before the panel, effectively taking on the role of the prosecuting party. After the panel reached its decision, a question arose as to who could participate as a "party" in a subsequent review brought on the grounds that the process had been procedurally unfair (in breach of natural justice).

Decision: The Tribunal determined the complainant is a party to the review. The Tribunal considered whether a complainant in a local government code of conduct matter is a party to an application for review under s 28ZP of the Local Government Act 1993. The review was limited to whether the Panel failed to comply with natural justice. The Tribunal examined the statutory framework, the nature of the review jurisdiction under the Tasmanian Civil and Administrative Tribunal Act 2020, and the complainant's role in the original proceedings. It found that the complainant acted as the prosecuting party before the Panel and had an interest in the outcome. Applying s 95 of the TASCAT Act, the Tribunal held that the complainant was a party to the dispute and therefore a party to the review. It directed that a directions hearing be listed.

Miller v Local Government Code of Conduct Panel See [Determination-Report-5-December-2024-Southern-Midlands-Council-Mr-Rick-Wilton-against-Councillor-Fraser-Miller.PDF](#)

Facts: A party challenged a panel decision on the basis that a panel member ought to have stepped aside because of a prior professional connection with another participant in the proceedings. The challenge was brought on the basis of apprehended (or apparent) bias — the argument being that the prior connection meant the panel member might not have been impartial.

Decision: The court rejected the challenge. It applied the "fair-minded observer test laid down in *Ebner v Official Trustee in Bankruptcy* (2000) 205 CLR 337 ;[2000] HCA 63. Under that test, a decision-maker is disqualified only if a fair-minded, reasonable member of the public — knowing all the relevant facts — might think there was a real possibility the decision-maker could not bring an impartial mind to the matter. The court found that a vague, non-specific prior professional connection did not meet that threshold. The lesson is not that prior associations are always irrelevant. Rather, it is that any potential conflict and recusal issue, however it arises should be identified promptly, considered openly and recorded in writing for all parties involved.

Annexure B – Code of Conduct: quick reference

Schedule 1A, Local Government (General) Regulations 2021 (NT) | Section 120, Local Government Act 2019 (NT)

CLAUSE	WHAT IT MEANS
Scope (cl 2, s 120)	The Code applies when a member is exercising powers or performing functions under the Act, or acting in relation to their council. Purely private conduct is outside scope unless the member holds themselves out as acting in their role, or could reasonably be perceived to be doing so.
3 Personal integrity	Act with reasonable care, honesty and diligence. Act lawfully. Identify and manage conflicts of interest (ss 110-117). Protect the council's reputation. Participate in decisions fairly, honestly and on time. Attend training required under s 45 and arranged by the council.
4 Relationship with others	Treat everyone with respect, courtesy and fairness. Value diversity, including Aboriginal cultural diversity. Maintain a safe and productive environment. Do not bully or harass. Do not use offensive or derogatory language. Do not impute dishonest motives to others without evidence.
5 Accountability	Base decisions on relevant and factually correct information. Make decisions on merit and in the public interest. Read or be briefed on all agenda papers. Be open and accountable to the community.
6 Social media	All other Code obligations apply to social media and other communications as a member. Do not publish material known or reasonably expected to be factually incorrect. Liking or sharing may amount to endorsement.
7 Alcohol, policies and procedures	Do not exercise member functions while impaired by alcohol or drugs (also serious misconduct under s 119(d)). Comply with all council policies, procedures and resolutions, including those, the member voted against.
8 Perceived misconduct	A member who believes on reasonable grounds that another member has engaged in misconduct must make a complaint under Part 7.4. Making a complaint in good faith is a statutory duty, not grounds for a finding of bad faith if the complaint does not succeed.
9 Council and committee meetings	No abusive or threatening conduct. No statements known or reasonably expected to be false or misleading. No repeated disruption. Comply with by-laws, standing orders and every direction of the presiding person. Immediately cease conduct ruled out of order.
10 Misuse of resources	Do not use council resources (property, email, vehicles, phones, letterhead, staff time, social media pages) for electoral purposes or other unauthorised purposes. Electoral purpose means persuading electors to vote in a particular way under the Act, <i>Electoral Act 2004</i> (NT), or <i>Electoral Act 1918</i> (Cth).
11 Improper advantage	Do not make improper use of the position of member to gain an advantage (directly or indirectly) for yourself or any other person, or to cause detriment to the council or any person.
12-13 Administration and staff of the council	Do not undertake administrative tasks unless authorised by the council or CEO (cl 12). Do not direct, threaten, or attempt to improperly influence council employees (cl 13(1)). Do not describe employees as incompetent or dishonest at meetings, briefings or workshops (cl 13(3)). The only exceptions are formal deliberations at council meetings and directions to the CEO (cl 13(2)).
14 Compliance with sanctions	Comply with every sanction imposed under Part 7.4 in full and on time. Non-compliance is itself serious misconduct under s 119, paragraph (f) of the definition of serious misconduct, triggering a separate referral pathway.

This is a summary only. In the event of any inconsistency, Schedule 1A of the Regulations prevails.

For the complaints and sanctions framework see Part 7.4 of the Act and the Ministerial Guideline made under s 342.

Publication and tabling

This Guideline must be published on the Agency's website and tabled in the Legislative Assembly within **six sitting days** after it is made; it is not subordinate legislation (s 342).

Version Control, Publication and Tabling

DRAFT



13.2 Correspondence

14 REPORT OF DELEGATES

15 QUESTIONS BY MEMBERS

16 GENERAL BUSINESS

17 NEXT ORDINARY COUNCIL MEETING

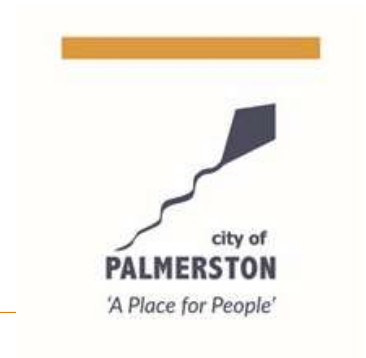
THAT the next Ordinary Meeting of Council be held on Tuesday, 16 June 2026 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

18 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.

19 ADJOURNMENT OF MEETING AND MEDIA LIAISON

MINUTES



2nd ORDINARY COUNCIL MEETING

TUESDAY 19 MAY 2026

The Ordinary Meeting of City of Palmerston held in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston, NT 0830.

Council business papers can be viewed on City of Palmerston's website palmerston.nt.gov.au

UNCONFIRMED

Minutes of Council Meeting
held in Council Chambers
Civic Plaza, 1 Chung Wah Terrace, Palmerston
on Tuesday 19 May 2026 at 5:30pm.

PRESENT

ELECTED MEMBERS	<p>Mayor Athina Pascoe-Bell (Chair) Deputy Mayor Wayne Bayliss Councillor Damian Hale Councillor Lucy Morrison Councillor Mark Fraser Councillor Rob Waters Councillor Sarah Henderson Councillor Yolanda Kanyai (<i>via Audio / Audiovisual</i>)</p>
STAFF	<p>Chief Executive Officer, Andrew Walsh Acting General Manager Infrastructure, Katie O'Neill Acting General Manager Finance and Governance, Glen Collins General Manager Community, Konrad Seidl General Manager People and Place, Emma Blight Minute Secretary, Pania Withnall Executive Assistant to General Manager Finance and Governance, Kaitlyn William</p>
GALLERY	<p>3 members of the public 4 members of staff</p>

Initials: _____

1 ACKNOWLEDGEMENT OF COUNTRY

City of Palmerston acknowledges the Larrakia people as the Traditional Custodians of the Palmerston region. We pay our respects to the Elders past, present and future leaders and extend that respect to all Aboriginal and Torres Strait Islander people.

2 OPENING OF MEETING

The Chair declared the meeting open at 5:30pm.

3 APOLOGIES

Nil

4 DECLARATION OF INTEREST

4.1 Elected members

Nil

4.2 Staff

Nil

5 CONFIRMATION OF MINUTES

5.1 Confirmation of minutes

Moved: Councillor Waters
Seconded: Deputy Mayor Bayliss

THAT the Minutes of the Council Meeting held on 5 May 2026 pages 12133 to 12141 be confirmed.

CARRIED (8/0) - 11/0378 - 19/05/2026

Initials: _____

5.2 Business arising from previous meeting

Moved: Councillor Fraser
Seconded: Councillor Henderson

THAT report entitled Animal Management Plan Review Consultation be retrieved from the table.

CARRIED (8/0) - 11/0379 - 19/05/2026

Moved: Councillor Fraser
Seconded: Councillor Henderson

1. THAT Report entitled Animal Management Plan Review Consultation be received and noted.
2. THAT Council endorse the amended Draft Animal Management Plan 2026-2030 for the purpose of public consultation.
3. THAT following public consultation, a further report be presented to Council for final adoption of the Animal Management Plan.

CARRIED (8/0) - 11/0380 - 19/05/2026

6 MAYORAL REPORT

Moved: Mayor Pascoe-Bell
Seconded: Councillor Hale

THAT Report entitled Mayoral Update Report - April 2026 be received and noted.

CARRIED (8/0) - 11/0381 - 19/05/2026

7 DEPUTATIONS AND PRESENTATIONS

Nil

8 PUBLIC QUESTION TIME (WRITTEN SUBMISSIONS)

Nil

Initials: _____

9 CONFIDENTIAL ITEMS

9.1 Moving confidential items into open

9.1.1 Leave of Absence Request

Moved: Councillor Fraser
Seconded: Councillor Bayliss

1. THAT the leave of absence request received from Councillor Fraser for 4 May 2026 to 6 May 2026 inclusive, for the reason of personal leave, be approved.
2. THAT each decision be moved to the Open Minutes at expiry of the leave of absence.

CARRIED (7/0) - 11/0276 - 3/03/2026

9.1.2 Lease Extension Request - Lot 9542, 56 Georgina Crescent, Yarrowonga

Moved: Councillor Morrison
Seconded: Councillor Fraser

1. THAT Report entitled Lease Extension Request - Lot 9542, 56 Georgina Crescent, Yarrowonga be received and noted.
2. THAT Council thank Mr McGrath (the Lessee) of Lot 9542, 56 Georgina Crescent, Yarrowonga for their offer and advise that Council is not interested in extending the lease over Lot 9542, 56 Georgina Crescent past the current end date of 31 July 2035 at this time.
3. THAT this decision be moved to the Open Minutes following notification to Mr McGrath.

CARRIED (8/0) - 11/0356 - 21/04/2026

26.1.1 Risk Management & Audit Committee Independent Member Recruitment Outcome

Moved: Deputy Mayor Bayliss
Seconded: Councillor Fraser

1. THAT Report entitled Risk Management & Audit Committee Independent Member Recruitment Outcome be received and noted.
2. THAT Council appoint Melia Barrie as Independent Member of the Risk Management & Audit Committee for the period 1 June 2026 to 31 May 2028.

Initials: _____

3. THAT pursuant to Section 40 of the *Local Government Act 2019 (NT)*, Council hereby delegates to the Chief Executive Officer the power and authority to finalise and sign all documentation required for the appointment of Melia Barrie as Independent Member of the Risk Management & Audit Committee.
4. THAT this decision be moved into Open following notification of the outcome to all applicants.

CARRIED (8/0) - 11/0375 - 5/05/2026

9.2 Moving open items into confidential

Nil

9.3 Confidential items

Moved: Councillor Morrison
Seconded: Deputy Mayor Bayliss

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
26.1.1	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.

Initials: _____

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 Local Government Act 2019 and section 51(1)(c)(iv) of the Local Government (General) Regulations 2021, 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.
26.2.2	Contract and Tender Assessment and Award	This item is considered 'Confidential' pursuant to section 99(2) and 293(1) of the Local Government Act 2019 and section 51(1)(c)(i) of the Local Government (General) Regulations 2021, 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.

CARRIED (8/0) - 11/0382 - 19/05/2026

10 PETITIONS

Nil

11 NOTICES OF MOTION

Nil

12 OFFICER REPORTS

12.1 Action reports

12.1.1 2025-26 Third Budget Review

Motion lapsed for want of a mover and seconder.

Initials: _____

12.1.2 Gray Community Hall – Fencing plan and footpath closure

Moved: Councillor Henderson
Seconded: Deputy Mayor Bayliss

1. THAT Report entitled Gray Community Hall – Fencing plan and footpath closure be received and noted.
2. THAT Council endorse option 2 of this report entitled Gray Community Hall Fencing plan and laneway closure
3. THAT Council endorse the allocation of \$228,000 during the end of year process if available in surplus to enable the installation of entire perimeter fencing, including footpath and exercise equipment closure as per option 2.

CARRIED (7/1) - 11/0383 - 19/05/2026

12.1.3 Rezoning the Palmerston Escarpment and Sanctuary Lakes from Zone SP3 (Specific Use) to Zone PS (Public Open Space) in the NT Planning Scheme

Moved: Councillor Fraser
Seconded: Councillor Waters

1. THAT Report entitled Rezoning the Palmerston Escarpment and Sanctuary Lakes from Zone SP3 (Specific Use) to Zone PS (Public Open Space) in the NT Planning Scheme be received and noted.
2. THAT Council authorise the Mayor to write to the Minister for Planning requesting a waiver of application fees to rezone Council-owned public open space in the suburb of Gunn from Specific Use Zone SP3 to Zone PS (Public Open Space) in the NT Planning Scheme 2020.
3. THAT Council, on confirmation from the Minister that fees will be waived, authorise the Chief Executive Officer to apply to rezone Council-owned public open space as shown in **Attachment 12.1.3.3** in Gunn from Specific Use Zone SP3 to Zone PS (Public Open Space) in the NT Planning Scheme 2020.

CARRIED (8/0) - 11/0384 - 19/05/2026

Initials: _____

12.1.4 Council Policy Review - Recognition of Service to the Community**Moved: Deputy Mayor Bayliss****Seconded: Councillor Hale**

1. THAT Report entitled Council Policy Review - Recognition of Service to the Community be received and noted.
2. THAT Council endorse the amendments of the Council Policy 'Recognition of Service to the Community' as **Attachment 12.1.4.3**.

CARRIED (8/0) - 11/0385 - 19/05/2026**12.1.5 Vibrant Economy Advisory Committee Meeting - 28 April 2026****Moved: Deputy Mayor Bayliss****Seconded: Councillor Morrison**

1. THAT Report entitled Vibrant Economy Advisory Committee Meeting - 28 April 2026 be received and noted.
2. THAT the unconfirmed Vibrant Economy Advisory Committee Minutes provided as **Attachment 12.1.5.1** be received and noted.

CARRIED (8/0) - 11/0386 - 19/05/2026**12.1.6 Community Funding Program - Lions Medical Research Foundation****Moved: Deputy Mayor Bayliss****Seconded: Councillor Waters**

1. THAT Report entitled Community Funding Program - Lions Medical Research Foundation be received and noted.
2. THAT Council endorse Option Three (3) - Lions Medical Research Foundation sponsorship application is not supported through the Community Funding Program.

CARRIED (8/0) - 11/0387 - 19/05/2026Initials:

12.2 Receive and note reports

12.2.1 Major Capital Projects Update

Moved: Councillor Fraser
 Seconded: Councillor Hale

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

CARRIED (8/0) - 11/0388 - 19/05/2026

12.2.2 Financial Report for the Month of April 2026

Moved: Councillor Henderson
 Seconded: Councillor Kanyai

THAT Report entitled Financial Report for the Month of April 2026 be received and noted.

CARRIED (8/0) - 11/0389 - 19/05/2026

13 INFORMATION AND CORRESPONDENCE

13.1 Information

Nil

13.2 Correspondence

13.2.1 Ministers Advisory Council on Multicultural Affairs (MACMA) Representative Appointment

Moved: Councillor Morrison
 Seconded: Councillor Fraser

THAT correspondence dated 29 April 2026 entitled Ministers Advisory Council on Multicultural Affairs (MACMA) Representative Appointment be received and noted.

CARRIED (7/1) - 11/0390 - 19/05/2026

Initials: _____

14 REPORT OF DELEGATES

Moved: Councillor Morrison
Seconded: Councillor Fraser

THAT the verbal report provided by Councillor Morrison regarding Vibrant Economy Advisory Committee (VEAC) - Business Support Information Session held on Monday 18 May 2026 be received and noted.

CARRIED (8/0) - 11/0391 - 19/05/2026

15 QUESTIONS BY MEMBERS

Moved: Deputy Mayor Bayliss
Seconded: Councillor Hale

1. THAT the question asked by Councillor Hale regarding Northern Territory Police Operation Ventura and the response provided by the Chief Executive Officer and General Manager Community be received and noted.
2. THAT the question asked by Councillor Kanyai regarding the results of the Community Plan Health Check and the need for the Youth Advisory Committee or Network to be involved, and the response provided by the Chief Executive Officer be received and noted.
3. THAT the question asked by Councillor Fraser regarding Community Plan Health Check, looking at youth to be involved and the response provided by the Chief Executive Officer be received and noted.

CARRIED (8/0) - 11/0392 - 19/05/2026

16 GENERAL BUSINESS

Nil

17 NEXT ORDINARY COUNCIL MEETING

Moved: Councillor Fraser
Seconded: Councillor Henderson

THAT the next Ordinary Meeting of Council be held on Tuesday, 2 June 2026 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

CARRIED (8/0) - 11/0393 - 19/05/2026

Initials: _____

18 CLOSURE OF MEETING TO PUBLIC

Moved: Deputy Mayor Bayliss
Seconded: Councillor Waters

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 (8/0) - 11/0394 - 19/05/2026

The open section of the meeting closed at 6:51pm for the discussion of confidential matters.

19 ADJOURNMENT OF MEETING AND MEDIA LIAISON

Moved: Mayor Pascoe-Bell
Seconded: Councillor Morrison

THAT the meeting be adjourned for 10 minutes for a break.

CARRIED (8/0) - 11/0395 - 19/05/2026

The meeting adjourned at 6:51pm.

General Manager People and Place left the meeting at 6:51pm.

The closed section of the meeting reopened at 7:01pm.

The Chair declared the meeting closed at 7:16pm.

 Chair

 Print Name

 Date

 Initials: