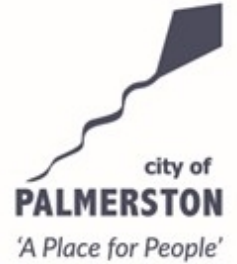


# AGENDA

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## COMMUNITY SAFETY AND WELLNESS ADVISORY COMITTEE MEETING

TUESDAY 23 JUNE 2026

The Community Safety and Wellness Advisory Committee 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](https://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 AUDIO/AUDIOVISUAL CONFERENCING

4.1 Request for audio/audiovisual conferencing

4.2 Audio/Audiovisual conferencing previously granted

# 5 DECLARATION OF INTEREST

5.1 Committee members

5.2 Staff

# 6 CONFIRMATION OF MINUTES

6.1 Confirmation of minutes

THAT the Minutes of the Community Safety and Wellness Advisory Committee Meeting held on 24 March 2026 pages 1 to 6 be confirmed.

6.2 Business arising from previous meeting

# 7 DEPUTATIONS AND PRESENTATIONS

# 8 CONFIDENTIAL ITEMS

8.1 Moving confidential items into open

8.2 Moving open items into confidential

8.3 Confidential items

Nil

# 9 OFFICER REPORTS

# COMMITTEE REPORT

Committee Meeting

<b>Agenda Item:</b>	9.1.1
<b>Report Title:</b>	Disability Inclusion and Access Plan 2026 to 2028 – Community Consultation
<b>Meeting Date:</b>	Tuesday 23 June 2026
<b>Author:</b>	Community Services Manager, Laura Hardman
<b>Approver:</b>	General Manager Community, Konrad Seidl

## Community plan

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

## Purpose

This Report advises the Community Safety and Wellness Advisory Committee of the draft Disability Inclusion and Access Plan and requests feedback on the draft.

## Key messages

- City of Palmerston is committed to creating a community where every individual has equal rights and opportunities to access Council services, activities, events, and facilities.
- The Disability Inclusion and Access Plan 2026–2028 builds on the achievements of Council’s first Disability Inclusion and Access Plan 2022–2025 and has been developed within Council’s adopted Inclusive, Diverse and Accessible Policy Framework.
- Annual progress on the Disability Inclusion and Access Plan 2022–2025 is submitted to the Northern Territory Office of Disability to inform Territory-wide reporting on disability inclusion and access outcomes.
- The Disability Inclusion and Access Plan 2026–2028 was reviewed with the support of a working group, with workshop on the 3 November 2025.
- A copy of the draft was provided to the Working Group for review, and their input has been incorporated into this report.

## Recommendation

1. THAT Report entitled Disability Inclusion and Access Plan 2026 to 2028 – Community Consultation be received and noted.
2. THAT the Community Safety and Wellness Advisory Committee provide feedback on the draft Disability Inclusion and Access Plan.

## Background

City of Palmerston is committed to creating a community where every individual has equal opportunity to access Council services, including activities, events, and facilities.

At the 2<sup>nd</sup> Ordinary Council Meeting of 21 September 2022 Council made the following decisions:

### ***13.1.1 Disability Inclusion and Access Plan 2022 - 2025***

1. THAT Report entitled *Disability Inclusion and Access Plan 2022 - 2025* be received and noted.
2. THAT Council revokes the *City of Palmerston Disability Access Strategy 2016* effective immediately.
3. THAT Council adopts the *City of Palmerston Disability Inclusion and Access Plan 2022 - 2025*, **Attachment 13.1.1.1** to report entitled *Disability Inclusion and Access Plan 2022-2025*.
4. THAT the *City of Palmerston Disability Inclusion and Access Plan 2022 - 2025*, be provided to the NT Office of Disability for inclusion in reporting against Territory-wide disability inclusion and access outcomes.
5. THAT Council write to all participants who provided feedback, thanking them for their participation, and advising of the adoption of the *Disability Inclusion and Access Plan 2022-2025* for their consideration.

***CARRIED 10/528 -20/09/2022***

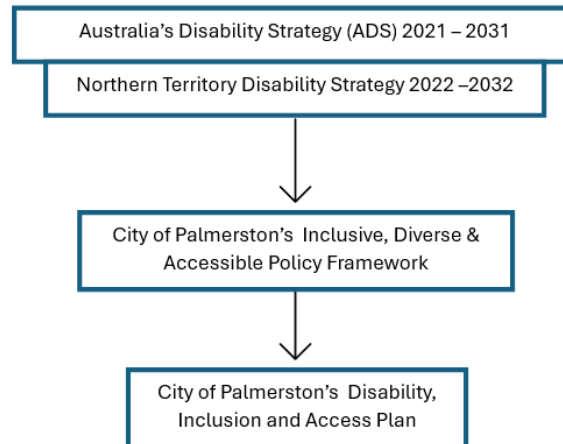
In July 2021, Council adopted the Inclusive Diverse and Accessible (IDA) Policy Framework, created as a supporting document to the City of Palmerston’s Community Plan. In alignment with the IDA, Council adopted the Disability Inclusion and Access Plan (DIAP) 2022 – 2025 in September 2022.


The DIAP aligns with the Northern Territory’s first [Disability Strategy 2022-2032](#) and [Action Plan 2022 – 2025](#), and follows the launch of Australia’s Disability Strategy 2021-2031, which recognises that all levels of government play a role in supporting people with disability to reach their full potential as equal members of the community.

Annual progress on the DIAP is submitted to the Northern Territory Office of Disability to contribute to Territory-wide disability inclusion and access outcomes.

## Framework Alignment

The City of Palmerston’s Disability Inclusion and Access Plan (DIAP) is developed within a strategic framework that aligns national and Territory disability strategies with Council’s own Inclusive, Diverse and Accessible Policy Framework.



 <b>INCLUSIVE, DIVERSE AND ACCESSIBLE FRAMEWORK - PRINCIPLES</b>				
	VISIBLE	COLLABORATIVE	EMBEDDED	ALWAYS IMPROVING
<b>DOMAINS</b>	<b>SELECTED EXAMPLES OF HOW EACH PRINCIPLE MIGHT BE ENACTED</b>			
<i>Civic Engagement</i>  <i>(Selected example only)</i>	Continue to promote and advertise ways for individuals to participate in consultations, advisory committees, networks, council elections and other civic engagement activities, including information about available accessibility options	Establish a Community Inclusion and Access Advisory Committee that includes an Elected Member, Council Staff, Community organisations and individuals with lived experience of exclusion and lack of equity and access	Continue to implement Larrakia Protocols at all Council meetings and events	Continue to regularly audit all Council civic engagement activities for accessibility and inclusion
<i>Community Leisure and Social Participation</i>	Continue to celebrate Palmerston’s rich culture and heritage through art, exhibitions and education initiatives	Support local businesses, organisations, facilities and venues to increase accessibility and inclusion	Develop Council Requirements and Guidelines for accessible and inclusive events and programs	Add to existing accessible equipment available for use at events and activities
<i>Economic Participation</i>	Develop policies and programs to ensure Council workforce and volunteers reflect the diversity of our population, within the bounds of merit based recruitment and due process	Work with community organisations and services to support entrepreneurs, micro-businesses and small business start-ups through business skills programs, mentoring initiatives and grants	Review Council recruitment and retention policies to address barriers to employment for people from different community groups, within the bounds of merit based recruitment and due process	Include employment diversity progress in Council reports
<i>Built and Natural Environment</i>	Increase public art and other visible symbols such as flags and signs that celebrate Palmerston’s rich cultural heritage	Work with people with lived experience of exclusion and lack of access to review accessibility of venues, outdoor spaces and facilities	Require community venues to have strategies in place to minimise potential for sensory overload, including noise and clutter reduction, and the creation of quiet spaces and zones	Continue to increase the availability of shade in outdoor spaces
<i>Communication and Council Culture</i>	Continue to ensure images and language used by Council is respectful and representative of the diverse population of Palmerston	Conduct a mapping exercise to identify all community organisations and groups in Palmerston, and develop a mutual communication strategy or protocol	Work with networks, community organisations and groups to disseminate information about Council activities and events – e.g. by providing a monthly newsletter for distribution by other parties	Implement current plans to develop a contemporary approach to Social Media in collaboration with community members, particularly the youth of Palmerston
<i>Services and Operations.</i>	Consider formal and informal recognition programs (such as staff and/or community awards) for innovations and exceptional work in promoting inclusion, diversity and accessibility	Bring together people with diverse perspectives to discuss, resolve issues, challenges and opportunities affecting the whole community – including safety, emergency planning, environmental sustainability – using current committees and networks as examples	Develop criteria for reporting within Council that includes relevant information about how inclusion, diversity and accessibility has been considered	Include questions relating to diversity, inclusion and access in staff surveys

These principles underpin the draft Disability Inclusion and Access Plan (DIAP) 2026–2028 and support a consistent whole of Council approach to inclusion, diversity and accessibility.

## Discussion

The draft Disability Inclusion and Access Plan (DIAP) 2026-2028 at **Attachment 9.1.1.1** builds on the achievements of Council's first Disability Inclusion and Access Plan (DIAP) 2022-2025 and has been developed under Council's adopted Inclusive, Diverse and Accessible (IDA) Policy Framework. Progress in the DIAP's delivery is outlined at **Attachment 9.1.1.3**.

Feedback from DIAP Working Group informed the development of the draft DIAP 2026-2028. The group met on 3 November 2025 (5.30pm-8.30pm) for a facilitated workshop supported by consultants, with 12 of the 15 applicants attending. Of those attendees, seven (7) identified as having lived experience (including two (2) who also work in the sector), four (4) identified as currently working in the sector, and one (1) identified as having previously worked in the area.

The workshop provided detailed feedback and identified priority areas that informed the development of the draft DIAP 2026-2028.

The draft DIAP 2026-2028 reflects current priorities, contemporary practice, and Council's organisational context. This includes refined language and structure to improve clarity and accessibility, and updated content to align with current legislation and Council initiatives. Ongoing actions have been reframed to reflect the continuation of existing work rather than being presented as new initiatives.

Key themes raised through the workshop included recognition that disability experiences are diverse and not always visible, and that inclusive language and communication play a critical role in enabling participation. Participants also highlighted the need for accessible and inclusive design across public spaces and community infrastructure, including in newer suburbs, and the importance of clear and predictable information to support confident participation.

Working Group feedback also highlighted the importance of inclusive meeting practices, including providing opportunities for community members to identify access requirements when attending meetings or consultations (for example Auslan interpreters, captioning, large print materials, accessible spaces and support persons), to support equitable participation.

Feedback further identified the need to ensure clear recognition of assistance animals within Council facilities and public spaces, supporting equitable access for people who rely on assistance dogs.

Participants also emphasised the importance of Council leading by example through inclusive workplace practices and policies, including accessible employment processes. Additional themes included the role of assistive technology and digital accessibility, and the importance of accountability, transparency, and ongoing review to monitor and report on progress against DIAP actions.

The draft DIAP 2026-2028 aligns with the Northern Territory Government Disability Inclusion and Access Framework and is structured across six (6) priority areas: Civic

Engagement; Community, Leisure and Social Participation; Economic Participation; Built and Natural Environment; Communication; and Council Culture, Services and Operations.

The Plan reflects a whole-of-Council approach and identifies practical actions to be delivered through partnerships, service delivery, and continuous improvement.

Subject to Council endorsement, the draft DIAP 2026–2028 will be released for a 21-day community consultation period in June 2026, with feedback informing the final Plan to be presented to Council for adoption. Consultation will be supported through Council communication channels and targeted stakeholder engagement. All feedback will be reviewed and considered prior to finalisation.

An Easy Read version of the draft DIAP 2026-2028 at **Attachment 9.1.1.2**, has been developed to support accessible community consultation. Easy Read uses plain language, clear structure and visual supports to assist people with disability, people with low literacy, and those who may find standard documents difficult to understand.

The inclusion of an Easy Read version reflects Council’s commitment to inclusive engagement and ensures that a broader range of community members can understand, participate in, and provide feedback on the draft DIAP 2026-2028.

Recent Working Group feedback has reinforced the importance of practical, user-focused access considerations, which will continue to be refined through community consultation.

Actions from the DIAP have continued during this review period with programs such as the Sunflower Hidden Disabilities initiatives and working towards Civic Plaza Dementia Friendly accreditation.

## Consultation and marketing

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

- Community Services Manager
- Marketing and Communications Manager

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

- Matrix on Board Consulting

Community consultation identified or required:

- Disability, Inclusion and Access Plan 2026-2028 Working Group Members
- Disability sector stakeholders and key community stakeholders

This approach ensures the draft DIAP reflects both lived experience and community priorities, while also aligning with Council’s operational context and ability to deliver achievable actions.

## Policy implications

The updated draft strengthens accountability by clarifying actions, ownership and ongoing review to support measurable progress across the life of the plan.

## Budget and resource implications

The budget for the implementation of the DIAP Actions is allocated from the operational and capital works funding sources.

## Risk, legal and legislative implications

This Report addresses the following City of Palmerston Strategic Risks:

- 1. Community Safety**  
Failure of Council to effectively plan and deliver its role in community safety.
- 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:

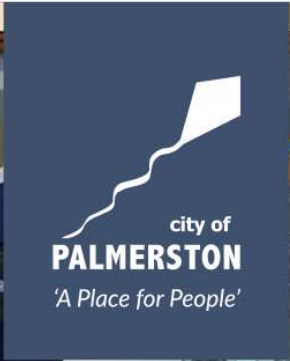
- [Inclusive, Diverse and Accessible Policy Framework](#)

## 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. 20260429 - draft Disability Inclusion and Access Plan 2026 - 2028 with Working Group Update [9.1.1.1 - 22 pages]
2. 20260424 - draft Easy Read Disability Inclusion and Access Plan 2026 - 2028 [9.1.1.2 - 17 pages]
3. DIAP Tracking Document [9.1.1.3 - 10 pages]



**DISABILITY INCLUSION AND ACCESS PLAN:**  
**2026-2028**  
REVIEWED NOVEMBER 2025

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# ACKNOWLEDGEMENT OF COUNTRY

City of Palmerston acknowledges the Larrakia People as the traditional custodians of the Palmerston Region. We pay our respects to Elders past, present and future leaders and extend that respect to all Aboriginal and Torres Strait Islander People.



International Women's Day, 2026

## ACKNOWLEDGEMENT OF WORKING GROUP MEMBERS

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Through their dedication, commitment, sharing of combined insight, lived experiences and ideas, City of Palmerston would like to acknowledge the following Working Group members Bianca Di Manno, Chris Blackham-Davison, Glen Collins, Heidi Goerlich-Voutt, Jacqueline Johnson, Janine Frost, Karen McEwan, Lyle Markham, Nathan Sheppard, Siobhan Treacy, Yvonne Coleman and Zainab Mohamud, for their valued contribution in helping to shape the new Disability Inclusion and Access Plan 2026–2028.

DRAFT



## INTRODUCTION

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City of Palmerston's Community Plan outlines a vision of a diverse, vibrant and welcoming community where everyone belongs. An important part of achieving this vision is ensuring that people with disability can participate fully in community life – as employees, students, business owners, parents, volunteers, customers and community members.

Creating an inclusive and accessible community benefits everyone. When barriers to access are removed, people with disability can more easily participate in everyday activities, while the broader community also benefits. Accessible environments support older people, parents with young children, people with temporary injuries and visitors to our city.

In the Northern Territory, where communities are culturally diverse and experiences of disability can intersect with cultural, social and geographic factors, local governments must work collaboratively with the community to remove barriers and promote inclusive participation.

City of Palmerston is committed to creating a city where every individual has equal access to Council services, facilities, public spaces and community opportunities. This Disability Inclusion and Access Plan (DIAP) outlines the actions Council will take over the next three years to strengthen inclusion and accessibility across the Palmerston community.

### How this plan was created

City of Palmerston's first Disability Inclusion and Access Plan (DIAP) 2022–2025 was developed in 2021–2022 in collaboration with people with disability and those with lived experience of barriers to inclusion and access.

In 2025, the plan was reviewed to identify opportunities to strengthen inclusion and accessibility across Council services, facilities and community programs.

As part of the review, a DIAP Working Group workshop was held with 12 participants representing people with lived experience of disability, carers and disability sector organisations. Their insights helped inform the priorities and actions included in this updated plan.

## What we learned

During the development of the current DIAP, numerous individuals contributed detailed and specific ideas and feedback. These insights were instrumental in shaping the priorities, goals and actions outlined in the plan. Key lessons learned include:

- City of Palmerston's four Inclusive, Diverse and Accessible principles: Visible, Collaborative, Embedded and Always Improving are valued and endorsed by our community.
- The skills, knowledge, experiences and opinions of people with disability must be prioritised when it comes to planning for and taking action to increase inclusion and access.
- Specific, practical actions such as using technology to support access, signs with visual aids, accessible public changing rooms and toilets and the availability of accessible information – are high priorities for people with disability.

## Our priorities

The goals and actions in this plan are organised into *six priority areas*:

**Civic Engagement:** Maximise opportunities and provide equal inclusion and access for people with disability to contribute to planning, decision making and review activities in our community.

**Community, Leisure and Social Participation:** Continue to ensure that people with disability can participate in community programs, events and activities.

**Economic Participation:** Maximise local employment opportunities for people with disability and support local business providers with inclusion and access.

**Built and Natural Environment:** Continue to improve inclusion and accessibility in Council's indoor and outdoor spaces.

**Communication:** Increase the availability of accessible formats for communication – online, in documents and in person.

**Council Culture, Services and Operations:** To be a disability confident organisation.



Children's Weeks, 2025

## COMMUNITY PROFILE

The following tables provide a summary of disability statistics for the City of Palmerston and the Northern Territory. Local data is presented alongside broader Territory figures to provide context for the experiences of people living with disability in the region.

INDICATOR	NUMBER	PERCENTAGE
People needing help with day-to-day activities due to disability (2021)	1,487	4%
People providing unpaid assistance to a person with disability, health condition or due to old age (2021)	2,564	6.9%
Active NDIS participants (2025)	1,345	-

### NDIS Participants by Primary Disability (2025)

PRIMARY DISABILITY	PALMERSTON	%	NORTHERN TERRITORY	%
Autism	548	41%	1,762	27%
Developmental delay / global developmental delay	262	20%	1,053	16%
Intellectual disability and Down syndrome	208	16%	1,278	20%
Psychosocial disability	83	6%	635	10%
Total Active Participants	1,345	-	6,536	-

NDIS Participants by Demographic (2025)

DEMOGRAPHIC	PALMERSTON	%	NORTHERN TERRITORY	%
Indigenous	465	35%	3,382	52%
Non-Indigenous	721	54%	2,683	41%
Culturally and Linguistically Diverse	70	5%	350	5%

Northern Territory Disability Context

INDICATOR	DATA
People living with disability	20,500 (11.6% of the population)
Age profile	68% aged over 45; 30% aged over 65
Aboriginal Territorians experiencing disability	34.7% (6.2% with severe disability)
Workforce participation – people with disability	67.1%
Workforce participation – people without disability	88.3%

Source: Australian Bureau of Statistics (2021), NDIS participant data (2025).



Low Sensory Christmas Wonderland, 2025

## Data Insights

### *Undiagnosed Disability*

Many Australians live with undiagnosed or undisclosed disability, especially neurodivergent, cognitive and psychosocial conditions. Stigma, cost, cultural and language barriers and lack of access to diagnosis contribute to underreporting.<sup>1</sup> The rise in national disability prevalence (17.7% in 2018 to 21.4% in 2024)<sup>2</sup> partly reflects improved recognition and willingness to self-identify.

### *Affordability of Diagnosis*

High costs, limited rebates and service shortages—particularly in rural and low-income areas—delay or prevent accurate diagnosis for conditions like autism, ADHD and intellectual disability.

### *Homelessness and Disability*

People with disability face higher rates of homelessness, especially those with mental illness or complex needs. In the NT, homelessness rates are 12 times the national average, with Aboriginal people making up 88% of the homeless population. Indigenous women with disability experience compounded disadvantage due to intersecting barriers and limited culturally appropriate housing and support.<sup>3</sup>

### *Disability and the NDIS*

Only 14% of Australians with disability are NDIS participants; most fall outside the scheme's eligibility. Many face significant "support gaps," especially in remote, First Nations and psychosocial disability contexts, where services are scarce or unavailable.<sup>4</sup>



Palmerston Youth Festival, 2024

## ABOUT THIS PLAN

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### Key concepts and definitions

*People with disability:* Includes those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. (UN Convention on the Rights of Persons with Disabilities (CRPD)).

*People with lived experience:* Includes people with disability, parents, friends and family members of people with disability, people who have lived or are living with episodic disability and those who work with people with disability.

*Access:* When people have permission, choice and the ability to enter, get to, interact with, or use a thing, place, or person.

*Accessibility:* Whether a product, service, process, or design can be used and/or understood by everyone who interacts with it.

*Inclusion:* Enabling all groups of people within a society to have a sense of belonging and the opportunity to participate in community life. It is based on fundamental values of equity, equality, *social* justice and human rights. Inclusion occurs when all people feel valued and respected, are connected to their fellow citizens, have access to opportunities and resources and can contribute their perspectives and talents to improve their community.

*Discrimination:* Occurs when individuals or groups are treated unfairly or disadvantaged because of characteristics such as race, sex, gender identity, sexual orientation, disability, socioeconomic status, religion, age, social origin or other aspects of identity.

*Universal Design Principles:* The design of products and environments to be usable by all people, to the greatest extent possible, without adaptation or specialised design. These principles may be applied to evaluate existing designs, guide the design process and educate both designers and consumers about the characteristics of more usable products and environments.



## Legislative context

City of Palmerston's Disability Inclusion and Access Plan (DIAP) operates within a broader framework of international, national and Northern Territory legislation and policy that promotes the rights, inclusion and participation of people with disability.

- Australia has ratified the United Nations Convention of the Rights of Persons with Disabilities.
- Australia's Disability Strategy 2021 – 2031 sets a national agenda for changes.
- The Northern Territory Disability Strategy 2022 – 2032 sets a path of reform within the Northern Territory context.

City of Palmerston has obligations under the Australian *Disability Discrimination Act 1992*, which makes it illegal to discriminate against a person because of a disability when providing goods, services, facilities, or access to public premises.

Relevant Northern Territory legislation includes the *Disability Services Act 1993*, the *Anti-Discrimination Act 1992*, the *Guardianship of Adults Act 2016*, the *Carers Recognition Act 2006* and *Work Health and Safety (National Uniform Legislation) Act 2011*, including strengthening of compliance requirements for managing psychosocial hazards at work.

Other laws and standards relating to inclusion and accessibility for people with disability are documented in City of Palmerston's Inclusive, Diverse and Accessible (IDA) Policy Framework.

## Alignment with Council plans and strategies

The DIAP aligns with and supports the delivery of several key City of Palmerston strategies, frameworks and plans, including:

- Community Plan
- Inclusive, Diverse and Accessible-(IDA) Policy Framework
- Municipal Plan
- Palmerston Local Economic Plan
- Play Space Strategy
- Sustainability Strategy
- Communication Strategy
- Central Palmerston Area Plan

## Accountability

The DIAP will guide decisions and actions taken by Council. Progress towards implementing the actions and achieving the goals will be monitored through Council reporting processes and provided to Elected Members in accordance with Council policies and procedures.

Updates on the implementation of the plan will also be shared with the community, including through Council communications and activities associated with the International Day of People with Disability.

In accordance with The Northern Territory (NT) Disability Strategy 2022-2032 and Action Plan, we will submit this plan to the Office of Disability so that it can be included in the reporting against Territory-wide disability inclusion and access reporting.

Every year, as part of the City of Palmerston's celebrations of the International Day of People with Disability, Council will report back to the community on our implementation of actions and progress towards the goals set out in this plan.



## KEY PRINCIPLES

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Council has adopted four principles under the Inclusive, Diverse and Accessible (IDA) Policy Framework: Visible, Collaborative, Embedded and Always Improving. Feedback from people with disability and those with lived experience helped identify what is most important under each of these principles:

### Visible

#### What's important

- Signs and information about accessibility options are clear, usable and obvious
- People with disability are employed across Council at all levels
- Council awards and events provide inclusive opportunities for people with disability to be recognised and participate in ways that suit them.
- People with disability are represented in Council imagery, language and communications.

Feedback from people with disability and those with lived experience during consultation and review of the plan included:

#### What people said:

*"It's more inclusive to do community awards than change the system. So, it supports us in ways that we'd like to be supported alongside community. It moves to a human and social model for disability, away from the medical"*

*" I think you should be able to opt in when nominating for awards"*

*" Integrate into normal awards"*

### Collaborative

#### What's important

- People with disability are directly involved in guiding Council on inclusion and accessibility
- Council is a strong advocate for disability inclusion and access
- Council supports local business providers and organisations to improve inclusion and accessibility.

#### What people said:

*"Ask for feedback from businesses, from providers of support, coordination, action."*

*"Council role is to seek feedback, run forums with business, NFP and often Council staff "*

## Embedded

### What's important

- Regular reviews of services, buildings, and public spaces to improve accessibility
- Training for Council staff by people with disability and lived experience
- Council policies and processes have specific guidelines for inclusion and accessibility
- Sensory and psychosocial disabilities are considered as well as physical disability.

### What people said:

*"For people working with Council, as in disability, this isn't always translated into goals. We need to change the approach to address the system. Make it embedded".*

*"Make sure there are regular reviews of the DIAP. We need to bed it in and talk to it and see how it unfolds".*

## Always Improving

### What's important

- Council regularly reports back to the community about how it has implemented the Disability Inclusion and Access Plan
- These reports include evidence of progress against the Plan
- Council has diverse and pragmatic ways that make it easy for people with disability to give feedback both individually and collectively.

### What people said:

*"Don't be tokenistic. Follow up. Don't just write a plan. Be genuine and seek feedback along the way with regular, transparent evidence. Put that into, Always Improving"*



Palmerston Youth Festival, 2025

## PRIORITY AREAS, GOALS AND ACTIONS

### Civic Engagement

Civic engagement refers to community members participating in decisions that affect their lives and community. We prioritise providing people with disability equal access and opportunities to contribute to planning, decision-making and community review processes.

GOALS	ACTIONS
<p>1. More people with disability are involved in Council's consultation, planning and advisory activities.</p>	<p>1.1 Ensure City of Palmerston committees are promoted to people of all abilities and diverse backgrounds.</p> <p>1.2 Include guidance about recruitment and engagement with people with disability in Committee documents for example Terms of Reference.</p> <p>1.3 Diversify the range of marketing formats used to reach people in consultation, planning and advisory activities.</p> <p>1.4 Ensure all Council meetings, consultations and engagement activities proactively provide opportunities for participants to identify and request access requirements (for example Auslan interpreters, captioning, large print materials, accessible venues and support persons).</p>
<p>2. People with disability have more opportunities to use and develop their leadership and advocacy skills.</p>	<p>2.1 promote and support leadership and civic engagement programs and activities with stakeholders and people with disability.</p>
<p><b>Key Documents:</b></p> <ul style="list-style-type: none"> <li>• IDA Policy Framework</li> <li>• Municipal Plan</li> <li>• Community Plan</li> </ul>	<p><b>Existing Initiatives:</b></p> <ul style="list-style-type: none"> <li>• Join the conversation surveys on Council Website</li> <li>• Informal public forums before Council meetings</li> <li>• Council to the community meetings</li> </ul>

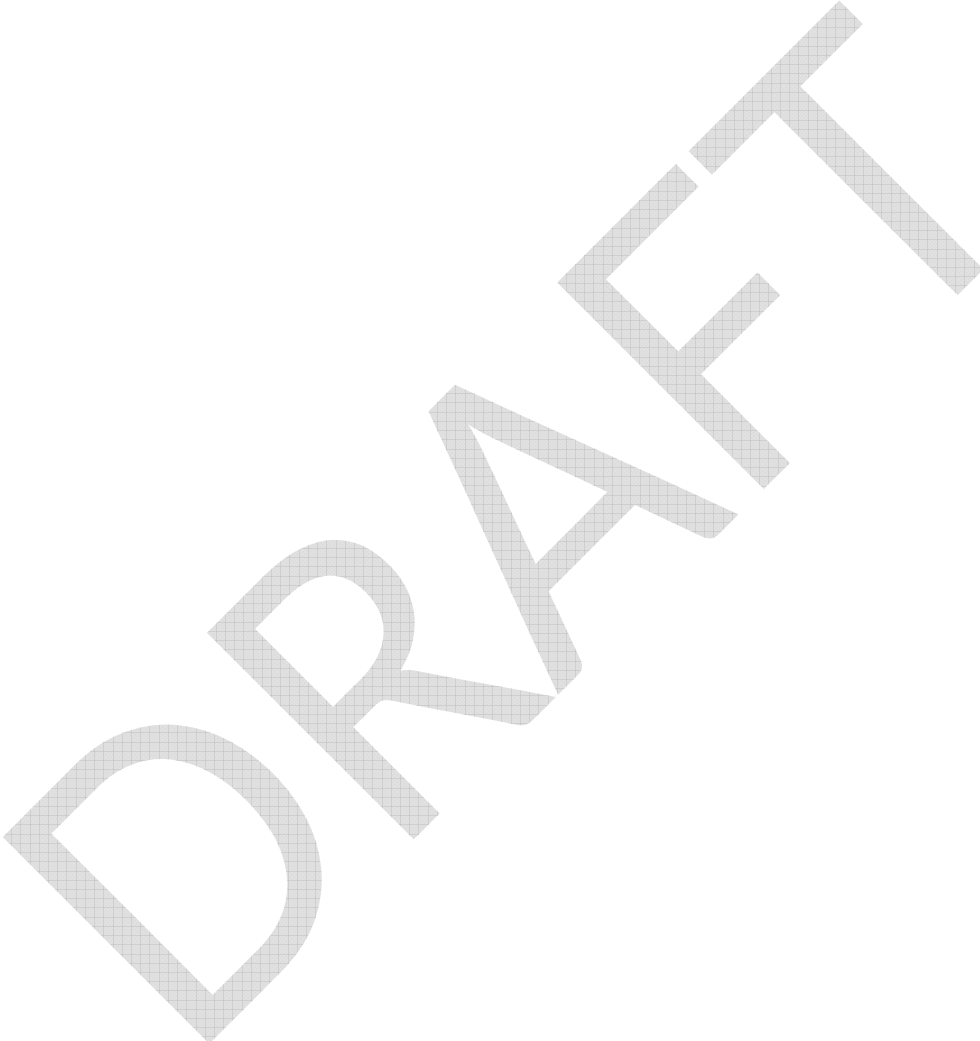
GOALS	ACTIONS
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**What people said**

*"The language in this document. Pay attention to it. Run Easy Read revision through it. It's got to be relevant to staff and to the community".*

*" Increase the use of flyers and posters to reach people, not all of us are involved with providers".*

*"Make sure you engage with the schools".*



## Community, Leisure and Social Participation

Council has an extensive list of celebrations, programs and events each year – sport, art, social, hobbies, recreation and more. Our priority is to build on the work already done to make sure that people with disability have equal inclusion and access to this part of community life.

GOALS	ACTIONS
<p>3. More people with disability are participating in Council’s community social, recreation and leisure activities and events.</p>	<p><b>3.1</b> Ensure that plans for events and activities are designed for all abilities and that they include proactively identifying and addressing access requirements such as communication supports, physical access, sensory environment, toilets and change rooms, drop off zones, parking, transport and timing.</p> <p><b>3.2</b> Provide different mechanisms for feedback from people with disability after events and activities and ensure that this feedback informs continuous improvement.</p> <p><b>3.3</b> Consult with young people with disability to identify how Council can improve activities for youth and young adults.</p> <p><b>3.4</b> Promote City of Palmerston’s ‘Accessible and Inclusive Events Guidelines’.</p> <p><b>3.5</b> Promote events with clear information in accessible formats.</p> <p><b>3.6</b> Continue to strengthen sector and digital networks for promotional material for events and activities.</p>
<p><b>Key Documents:</b></p> <ul style="list-style-type: none"> <li>• Annual Calendar of Events</li> <li>• Community Plan</li> <li>• IDA Policy Framework</li> <li>• Play Space Strategy</li> </ul>	<p><b>Existing Initiatives:</b></p> <ul style="list-style-type: none"> <li>• Christmas Wonderland - Low Sensory Event</li> <li>• Palmerston Library dyslexic font, audio and large print resources</li> <li>• Captions at Flicnics outdoor movies</li> <li>• MLAK bathroom at SWELL Palmerston</li> </ul>

**What people said**

*"Find out what's needed for participation, such as planning for participation, consultation, interpreting for Auslan, live captioning. I shouldn't have to use my phone".*



Low Sensory Christmas Wonderland, 2025

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## Economic Participation

Employment and opportunities to contribute to the local economy as patrons and consumers, are fundamental to equity and inclusion. Our priority is to maximise local employment opportunities for people with disability and to support local businesses and organisations to provide inclusive and accessible customer service.

GOALS	ACTIONS
<p>4. Adapt and improve Council employment processes, tasks and systems to attract and retain more people with disabilities.</p>	<p>4.1 Conduct a review of Council's employment and volunteer policies against the national standards.</p> <p>4.2 Ensure recruitment processes are Inclusive and accessible to all.</p> <p>4.3 Purchase goods and services (within local government procurement policy requirements) from local organisations that employ people with disabilities.</p>
<p>5. More local businesses and organisations benefit from customers and patrons with disability.</p>	<p>5.1 Work with local businesses to be disability confident, accessible and inclusive.</p> <p>5.2 opportunities to increase access and inclusion in the commitments and actions in the Palmerston Local Economic Plan.</p> <p>5.3 Promote the NT Government's disability information hub<sup>5</sup></p>
<p><b>Key Documents:</b></p> <ul style="list-style-type: none"> <li>• Community Plan</li> <li>• IDA Policy Framework</li> <li>• Palmerston Local Economic Plan</li> <li>• NT Disability Action Plan</li> <li>• Code of Conduct</li> </ul>	<p><b>Existing Initiatives:</b></p> <ul style="list-style-type: none"> <li>• Participation in the Palmerston Regional Business Association (PRBA).</li> </ul>

### What people said

"Engage people with disability, to be open, change systems through employment"  
 "Remove barriers to processes, adapt tasks and attract people to jobs".

"Encourage businesses to use assistive technology, access to the tech in the workplace, training re software, magnifiers, computers, chat, GPT. Change the narrative. The goal is that you can do much more than what's presented. It's a huge chance to show ourselves"

## Built and Natural Environment

The natural and built environment includes Council-owned buildings and facilities, playgrounds, parks, streets and other public spaces. Our focus is to make these places more inclusive and accessible, using input from people with disability and those with lived experience.

GOALS	ACTIONS
<p>6. Council facilities and buildings are inclusive and accessible for people of all abilities.</p>	<p>6.1 Regular accessibility reviews and upgrades to facilities and equipment.</p> <p>6.2 All infrastructure developments consider users with different abilities.</p> <p>6.3 Consider the feedback from people with disability in inclusion and access reviews and plans.</p> <p>6.4 Provide accessible signage, including visual aids and graphics, Braille and tactile markers.</p> <p>6.5 Ensure Council facilities, public spaces and events support access for people with assistance animals, including appropriate signage, staff awareness and policy guidance.</p>
<p>7. Transport and parking in Palmerston are more accessible.</p>	<p>7.1 Review and identify opportunities to improve transport and parking access in all Council Plans</p>
<p><b>Key Documents:</b></p> <ul style="list-style-type: none"> <li>• Community Plan</li> <li>• IDA Policy Framework</li> <li>• Palmerston Play Space Strategy</li> <li>• Central Palmerston Area Plan</li> <li>• NT Disability Action Plan</li> </ul>	<p><b>Existing Initiatives:</b></p> <ul style="list-style-type: none"> <li>• Audit of all play spaces in Palmerston</li> <li>• SWELL Palmerston free entry</li> <li>• Where we Live Matters</li> </ul>

**What people said**

*"Bigger parking spaces for people with disabilities are needed, not just a standard parking site".*  
*"More information is the key. The more I know, the more I'm likely to go, which reduces anxiety and leads to increased participation".*

## Communication

This includes the Council website, social media, letters, emails, notices, invitations, phone calls, face-to-face meetings and feedback or complaints. Our priority is to make all communications easy to access and understand for everyone.

GOALS	ACTIONS
<p>8. Council information is provided in accessible formats.</p>	<p>8.1 Monitor the Council website, social media and council documents to ensure compliance with national standards and guidelines.</p> <p>8.2 Provide information in accessible formats such as large print, Plain English, Easy Read, dyslexic font, audio recordings, captions, Auslan and Braille.</p> <p>8.3 Consider ways to use technologies to assist people with disability to navigate accessible routes and places throughout the city.</p>
<p>9. Palmerston residents have accessible choices when communicating with Council.</p>	<p>9.1 Review multiple accessible and inclusive communication options, including online, posters and newsletters, captions for audiovisual communication, telephone and in person.</p>
<p><b>Key Documents:</b></p> <ul style="list-style-type: none"> <li>• Community Plan</li> <li>• IDA Policy Framework</li> <li>• Social Media Strategy</li> </ul>	<p><b>Existing Initiatives:</b></p> <ul style="list-style-type: none"> <li>• Captions on social media videos</li> <li>• Auslan interpreters at events or significance</li> </ul>
<p><b>What people said</b>  <i>"How is Council kept accountable? How is it measured?"</i></p>	

## Council Culture, Services and Operations

Council's culture is shaped by its people and the systems that guide them. Its services and operations include permits, recycling and waste management, community grants, rates collection and environmental programs. Our focus is to be a disability-confident organisation that delivers high-quality, inclusive and accessible services for people with disability.

GOALS	ACTIONS
<p><b>10. Council's commitment to inclusion and access for people of all abilities is embedded in our culture.</b></p>	<p><b>10.1</b> Ensure all Council departments are familiar with this plan and their role in its implementation.</p> <p><b>10.2</b> Provide staff with disability awareness, mental health first aid and other relevant training, including training delivered by people with disability or lived experience.</p> <p><b>10.3</b> Ask people with disability and people with lived experience about their experiences with Council.</p>
<p><b>11. Inclusion and Accessibility principles are applied across all Council services, programs and activities.</b></p>	<p><b>11.1</b> Ensure that online services meet the Australian Government's Digital Service Standard Criteria.</p> <p><b>11.2</b> Include inclusion and accessibility in internal services and work planning processes.</p> <p><b>11.3</b> Identify opportunities to increase inclusion and accessibility in reviews of Council policies, procedures and processes.</p>
<p><b>Key Documents:</b></p> <ul style="list-style-type: none"> <li>• Annual Calendar of Events</li> <li>• Community Plan</li> <li>• IDA Policy Framework</li> </ul>	<p><b>Existing Initiatives:</b></p> <ul style="list-style-type: none"> <li>• Participation in the Palmerston Regional Business Association (PRBA)</li> </ul>

### What people said

*"The biggest (support) is that the people who are there (at Council) are educated and understanding."*

*"I will always remember the occasion when I was overwhelmed by problems. (Council) staff showed me support, non-judgement and patience and no hint of being condescending. My issue was dealt with in a professional and caring way."*



**Disability Inclusion and  
Access Plan: 2026 to 2028**

**EASY READ VERSION**

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## About this document

This is an Easy Read document.

Easy Read uses:

- simple words
- short sentences
- pictures to explain ideas.

You can ask someone to help you read this document.

## Acknowledgement of Country

City of Palmerston acknowledges the Larrakia People.

They are the Traditional Owners of the land.

We respect Elders past and present.

We also respect all Aboriginal and Torres Strait Islander people.

## Who helped make this plan

We worked with:

- people with disability
- carers and families
- community groups
- local organisations.

We thank everyone who shared their ideas.

## Introduction

City of Palmerston wants everyone to feel welcome.  
This includes people with disability.

## What we want to do

City of Palmerston wants to make things better for people with disability.

We will:

- listen to people with disability
- help people share their ideas
- support people to join programs, events, and activities
- support local businesses to be more accessible
- support job opportunities for people with disability
- improve buildings, parks, and public spaces
- provide different ways to communicate
- make inclusion part of everything we do.

### Key Terms

#### People with disability



- People who may find some things harder to do.

#### Access



- Being able to use places, services and information.

#### Inclusion



- Making sure everyone feels welcome and can take part.

## Discrimination



- Treating someone unfairly because of who they are.

## Universal design



- Designing places and services so everyone can use them.

## Laws and regulations

There are laws that protect people with disability.

These laws say:

- people must be treated fairly
- people must not be excluded
- places and services should be accessible.

City of Palmerston follows these laws.

There is a law called the **Disability Discrimination Act**.

This law says people cannot be treated unfairly because of disability.

**You can find more information in the full DIAP document.**

## **Our principles**

### **Easy to see and understand**

We want people to see and understand accessibility.

We will:

- provide clear signs and information
- include people with disability in our events
- show people with disability in our photos and information
- support people with disability to work at Council.

### **Working together**

We work with people to make things better.

We will:

- listen to people with disability
- include people with disability in decisions
- support local organisations and businesses
- work together to improve access and inclusion.

### **Part of everything we do**

Inclusion is part of all our work.

We will:

- review buildings and services regularly
- include accessibility in our plans and policies
- provide training for staff
- think about all types of disability.

## **Always improving**

We want to keep getting better.

We will:

- check how we are going
- report back to the community
- listen to feedback
- make changes when needed.

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## Goals and actions

### Being involved in the community

People with disability should be able to take part in the community.

We will:



- make it easier to join meetings and groups
- help people share their ideas
- include people with disability in decisions
- share information in ways people can understand
- encourage people to take part in leadership roles.



## Events and activities

People with disability should be able to join events and activities.

We will:



- provide clear information
- include accessible toilets and drop-off areas
- provide quiet spaces where possible
- ask for feedback to improve events.

## Jobs and opportunities

People with disability should have fair access to jobs and work opportunities.

We will:



- make recruitment fair and accessible
- review our employment and volunteer policies
- support organisations that employ people with disability
- work with local businesses to improve access and inclusion.



## Buildings

People with disability should be able to use buildings and public spaces.

We will:



- check buildings and spaces regularly
- improve places when needed
- make sure new projects are accessible
- listen to feedback to improve access
- provide clear and easy to read signs
- improve transport and parking access.

## Communication

People with disability should be able to get information in ways that work for them.

We will:



- check our website to make sure it is easy to use
- provide information in different formats
- use technology to help people find accessible places
- share information in different ways.



## Council staff and services

Council staff should understand disability and inclusion.

We will:



- provide training for all staff about disability and inclusion
- learn from people with disability and their experience
- make sure our online services are easy to use
- include access and inclusion in our everyday work
- look for ways to improve our documents and services.

## What people told us

People told us:

- information is not always easy to understand
- more communication is needed
- schools should be included
- people need better access to services and jobs
- workplaces should use more accessible technology.

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## DISABILITY INCLUSION AND ACCESS PLAN (DIAP) – TRACKING DOCUMENT

KEY:



Year of implementation, embedded action



Year commenced, in progress



Not yet commenced

Civic Engagement					
Goal	Action	Year of implementation			Progress Notes
<b>Goal 1</b> More people with disabilities are involved with Council's consultation, planning and advisory activities.	1.1 Recruit people of all abilities from diverse backgrounds for City of Palmerston committees.	22/23	23/24	24/25	<ul style="list-style-type: none"> <li>Expressions of interest for committee memberships are inclusive and aim to attract a diverse range of community stakeholders.</li> </ul>
	1.2 Include guidance about recruitment and engagement with people with disabilities in committee establishment documents e.g. Terms of Reference				
					<ul style="list-style-type: none"> <li>Community Services Manager is working with Marcoms and Governance to conduct a review of Palmerston's network membership requirements, including external communications and network marketing, to ensure that accessibility evolves in alignment with the current needs of both network members and the community.</li> <li>All marketing touch points are considerate of accessibility. Engagement practices include equitable and inclusive engagement as per policy.</li> </ul>

	1.3 Implement an Accessible and Inclusive Guide for consultation and committee convenors covering content and format of documents and meetings e.g. Easy Read, Auslan, Large Print, Audio, Braille etc.				<ul style="list-style-type: none"> <li>• Explore the ability to access Council plans and Strategies in different languages, with the aim of meeting Palmerston's diversity.</li> <li>• The guide has been included and is aligned to the newly formed brand guidelines, website redesign. Website has text to voice, Monsido includes accessibility according to WCAG and advises of any issues regarding accessibility</li> </ul>
	1.4 Include community forums and consultations in planned events				<ul style="list-style-type: none"> <li>• Integration of City of Palmerston's Community Engagement Policy and Practices.</li> <li>• Leveraging from events during consultations is an in-person touch point and is consistently done where possible.</li> </ul>
<b>Goal 2</b> People with disabilities have more opportunities to use and develop their leadership and advocacy skills	2.1 Develop, promote and support leadership and civic engagement programs and activities.				<ul style="list-style-type: none"> <li>• Promote existing Networks and Committees and build capacity and leadership skills through training and programs.</li> </ul>

Community Leisure and Social Participation						
Goal	Action				Progress Notes	
<b>Goal 3</b> More people with disabilities are participating in Council's community social, recreation and leisure activities and events.	3.1 Ensure that plans for events and activities are designed for all abilities and include identifying and addressing barriers such as promotional material format, physical access, sensory environment, toilets/change rooms, drop-off zones, parking, transport, and timing.	22/23	23/24	24/25	<ul style="list-style-type: none"> <li>Event plans consider accessibility and barriers to inclusion, which include wheelchair access for events held on grass, all access ramps for major events such as Palmerston Youth Festival and Australia Day.</li> <li>Promotional materials available in hardcopy, radio advertisement newspaper advertisement, social media platforms and City of Palmerston Website.</li> <li>Low sensory retreat spaces have been incorporated into major events such as Geekfest Top End and Christmas Wonderland.</li> </ul>	
	3.2 Report feedback from people with disability after events and activities.					<ul style="list-style-type: none"> <li>Feedback is collated and used to inform future projects and event planning.</li> </ul>
	3.3 Consult young people with disability to identify how we can improve activities for youth and young adults.					<ul style="list-style-type: none"> <li>Broaden networking opportunities by attending established groups to ensure consultation with young people.</li> </ul>

	3.4 Develop and implement 'Accessible and Inclusive Events Guidelines.'				<ul style="list-style-type: none"> <li>Development of the guidelines is in progress. This is sitting with Community Services Manager to approve and upload on the website.</li> </ul>
	3.5 Include clear information about accessibility in promotional material and advertising for events in accessible formats.				<ul style="list-style-type: none"> <li>Refreshed branding and style guides have enhanced the readability of promotional materials and are more easily recognisable as Council initiatives. Subtitles accompany all television advertising.</li> </ul>
	3.6 Distribute promotion material for events and activities through disability groups, networks, and service providers.				<ul style="list-style-type: none"> <li>Strong networks have been established. All relevant projects and events are shared at network meetings and via various digital channels.</li> </ul>

Economic Participation					
Goal	Action	Year of implementation			Progress Notes
<b>Goal 4</b> More local employment for people with disability.	4.1 Ensure Council's employment and volunteer policies and procedures meet national standards for inclusion and	22/23	23/24	24/25	<ul style="list-style-type: none"> <li>Conduct a review of employment and volunteer policies against the national standards.</li> </ul>

	4.2 Encourage and support local businesses and organisations to access NT and Australian government disability employment programs.				<ul style="list-style-type: none"> <li>Eco Dev to include the program supports in the next December edition of the Palmerston business newsletter.</li> <li>We can feature in the newsletter any newly released programs, supports, etc. for businesses.</li> </ul>
	4.3 Purchase goods and services (within local government procurement policy requirements) from local organisations that are run by or employ people with disabilities.				<ul style="list-style-type: none"> <li>Vendors employing people with disabilities are used to conduct various activities for the Council, such as fabrication and the supply of services.</li> </ul>
<b>Goal 5</b> More local businesses and organisation benefit from customers and patrons with disability.	5.1 Encourage and support local businesses to be disability confident, accessible, and inclusive through Council's business networks and forums.				<ul style="list-style-type: none"> <li>Research and implement support for local businesses to become confident with accessibility and inclusivity and provide this information through Council networks and forums.</li> </ul>
	5.2 Review and identify opportunities to increase access and inclusion in the commitments and actions in the <u>Palmerston Local Economic Plan</u> .				<ul style="list-style-type: none"> <li>A review of the PLEP is in planning stage and this action will be considered.</li> </ul>
	5.3 Promote the NT Government's disability information hub <sup>11</sup> through Council's local business networks.				<ul style="list-style-type: none"> <li>Action will commence before the end of 2025.</li> </ul>

Built and Natural Environment					
Goal	Action	Year of implementation			Progress Notes
<b>Goal 6</b> Council facilities and buildings are inclusive and accessible for people of all abilities.	6.1 Regular accessibility reviews of all existing venues, facilities, equipment, and furnishings.	22/23	23/24	24/25	<ul style="list-style-type: none"> <li>The establishment of priorities for enhancing accessibility features at existing Council facilities has commenced, with all venues being reviewed.</li> </ul>
	6.2 Review infrastructure developments, redevelopments, and refurbishments to ensure they meet accessibility and inclusion standards and Universal Design principles.				<ul style="list-style-type: none"> <li>SWELL Palmerston has been designed to support people of all abilities.</li> <li>All new park designs and refurbishments incorporate all abilities play equipment.</li> <li>All future design projects embed access and inclusion.</li> </ul>
	6.3 Seek feedback from and involve people with disability inclusion and access reviews and plans.				<ul style="list-style-type: none"> <li>Input will be sought during the process of developing the 2025-2028 Disability, Inclusion and Access Plan.</li> </ul>
	6.4 Implement the access and inclusion improvements in the City of Palmerston Play Space Strategy, which supports the NT Disability Strategic Action Plan 2022 -2025.				<ul style="list-style-type: none"> <li>The DIAP representative is involved in the park redevelopment and refurbishment projects.</li> <li>The redevelopment of Marlow's and Sanctuary Lakes Playground was undertaken in consultation with representatives from Community Development Team who provided advice on access and inclusion improvements. As a result, the designers have considered things such as:                             <ul style="list-style-type: none"> <li>Muted/natural colour palette for play elements and soft fall to avoid sensory overload</li> </ul> </li> </ul>

					<ul style="list-style-type: none"> <li>○ More inclusive play elements such as birds nest swing sets, multi-user spinning activities, and ramp access to platforms and slides and</li> <li>○ Musical elements to increase the sensory play experience of the parks.</li> </ul>
	6.5 Install more accessible signage, including visual aids and graphics, Braille, and tactile markers				<ul style="list-style-type: none"> <li>• Establishment of priorities for enhancing accessibility features at existing Council facilities.</li> <li>• Council is working with Darwin Plastic Makers to trial the development of tactile symbols for waste bins so that vision impaired people are aware of which bin is for general waste and which is for the recycling waste stream.</li> </ul>
	6.6 Review and identify opportunities to increase and improve accessible toilet and changing rooms in development, redevelopment and refurbishment plans and strategies.				<ul style="list-style-type: none"> <li>• All Council facilities have accessible features, including bathroom provisions. Opportunities to increase accessibility are identified and reviewed during the asset renewal processes.</li> </ul>
<b>Goal 7</b> Transport and parking in Palmerston are more accessible.	7.1 Review and identify opportunities to improve transport and parking access in the commitments and actions in infrastructure plans such as the Central Palmerston Area Plan.				<ul style="list-style-type: none"> <li>• City of Palmerston collaborates with Transit Safety and public bus provider CDC to ensure safe and accessible travel.</li> <li>• Parking in Palmerston is free to remove any barriers that may prevent access to essential amenities.</li> <li>• New all abilities parking and drop and go bays have been created on Frances Drive.</li> </ul>

Communication					
Goal	Action	Year of implementation			Progress Notes
<b>Goal 8</b> Council information is provided in accessible formats.	8.1 Review the Council website, social media and council documents to ensure compliance with national standards and guidelines.	22/23	23/24	24/25	<ul style="list-style-type: none"> <li>Implementation of City of Palmerston’s brand refresh to improve readability and brand recognition of all documentation, including reports, promotional material, and policies.</li> <li>Monsido program consistently reviews the website content to ensure accessibility and meeting WCAG guidelines as per national standard</li> </ul>
	8.2 Provide information in accessible formats such as large print, Plain English, Easy Read, dyslexic font, audio recordings, captions, Auslan and Braille				
<b>Goal 9</b> Palmerston residents have accessible choices when communicating with Council	9.1 Provide multiple accessible and inclusive communication options including online posters and newsletters, captions for audio visual communication, telephone and in person.				<ul style="list-style-type: none"> <li>City of Palmerston offers face-to-face engagement, email, phone, social media, newsletter, letters delivered door to door, and website communication strategies.</li> <li>Captions are added to all audio-visual communication.</li> </ul>
	9.2 Review and update Council enquiries, feedback, and complaints’ mechanisms to ensure people of all abilities have clear and easy ways to communicate with Council.				

Community Leisure and Social Participation					
Goal	Action				Progress Notes
<b>Goal 10</b> Council's commitment to inclusion and access to people of all abilities is embedded in our culture.	10.1 Assign a lead team within Council to champion this plan.	22/23	23/24	24/25	<ul style="list-style-type: none"> <li>The Community Development Team leads the implementation and education for internal and external stakeholders.</li> </ul>
	10.2 Provide staff with Disability awareness, mental health first aid and other relevant training, prioritising training that is developed and delivered by people with disability and people with lived experience.				<ul style="list-style-type: none"> <li>City of Palmerston employees are provided with training during the onboarding process and periodically during employment.</li> </ul>
	10.3 Ask people with disability and people with lived experience about their experiences with Council.				<ul style="list-style-type: none"> <li>People with disabilities are engaged through events programs and when using facilities. Surveys are provided to key stakeholders to complete with clients. International Day of People with Disability is used as an opportunity to engage with people with lived experience</li> </ul>
	10.4 Include questions about disability inclusion and access in Staff surveys.				<ul style="list-style-type: none"> <li>Inclusion questions have been added to internal questionnaires.</li> </ul>

	10.5 Nominate Council staff and Palmerston citizens for exceptional work in promoting inclusion, diversity, and accessibility to local, Territory and Australian inclusion awards programs.				<ul style="list-style-type: none"> <li>Employees and Elected Members support awards programs and opportunities for community recognition.</li> </ul>
<b>Goal 11</b> Inclusion and Accessibility principles are applied across all Council services, programs, and activities.	11.1 Ensure that online services meet the Australian Governments Digital Service Standard Criteria.				<ul style="list-style-type: none"> <li>Regular reviews are conducted on City of Palmerston’s website using Monsido software to maintain standards.</li> </ul>
	11.2 Include inclusion and accessibility in internal Council services and work planning processes				<ul style="list-style-type: none"> <li>Reflected in all planning processes, including training, team building, and personal development opportunities.</li> </ul>
	11.3 Identify opportunities to increase inclusion and accessibility in reviews of Council policies, procedures, and processes.				<ul style="list-style-type: none"> <li>Policies and procedures are reviewed as per the review schedule and opportunities to improve practice are embedded.</li> </ul>

# COMMITTEE REPORT

Committee Meeting

<b>Agenda Item:</b>	9.2.1
<b>Report Title:</b>	Animal Management Plan - Community Consultation
<b>Meeting Date:</b>	Tuesday 23 June 2026
<b>Author:</b>	Regulatory Services Manager, Danny Hughes
<b>Approver:</b>	General Manager Community, Konrad Seidl

## Community plan

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

## Purpose

This Report is to advise the Community Safety Wellbeing Advisory Committee (CSWAC) that Council has endorsed the draft Animal Management Plan (AMP) 2026-2030 for community consultation.

The Committee is being informed of Council's decision and the forthcoming consultation process that will provide residents, stakeholders and community organisations with the opportunity to provide feedback on the draft Plan prior to its final adoption.

## Key messages

This report provides the following key messages:

- Council has endorsed the draft AMP for community consultation.
- Community consultation will be undertaken to seek feedback from residents and stakeholders.
- Feedback received during consultation will be considered prior to presenting the final plan to Council for adoption.
- The draft Plan establishes the strategic direction for animal management across the municipality over the next four years.

## Recommendation

THAT Report entitled Animal Management Plan - Community Consultation be received and noted.

## Background

At its Ordinary Council Meeting held on 19 May 2026, Council considered the draft Animal Management Plan 2026–2030 at **Attachment 9.2.1.1** and resolved to endorse the document for community consultation.

The draft Plan was developed following a review of the previous Companion Animal Management Plan and responds to several significant changes that have occurred since the previous Plan was adopted, including:

- Updates to Northern Territory animal welfare and protection legislation.
- Increased community expectations regarding responsible pet ownership and animal welfare.
- Continued population growth and urban expansion within the municipality.
- The implementation of the City of Palmerston (Animal Management) By-Laws 2024.
- The draft Plan provides Council with a contemporary framework for delivering animal management services and promoting responsible pet ownership throughout Palmerston.

## Discussion

The draft Animal Management Plan aligns with the City of Palmerston Community Plan and supports Council's commitment to maintaining a safe, inclusive and family-friendly community.

Council has endorsed the draft Plan for public exhibition to ensure residents, community organisations, animal welfare groups, veterinarians and other stakeholders have the opportunity to provide feedback before the document is finalised.

The consultation process will seek community input on the Plan's four strategic focus areas:

1. Responsible Ownership.
2. Education and Engagement.
3. Commitment and Capability.
4. Advocacy and Partnerships.

Community feedback will assist Council in validating the proposed strategic direction and identifying any additional priorities or concerns that should be considered prior to adoption.

Following the completion of consultation, Council officers will review all submissions and prepare a further report to Council outlining the consultation outcomes and any recommended amendments to the Plan.

## Consultation and marketing

Community consultation will be undertaken in accordance with Council's Community Engagement Framework and will include:

- Publication of the draft Plan on Council's engagement platform.
- Promotion through Council communication channels, including social media and the City of Palmerston website.
- Direct engagement with relevant stakeholders and community organisations.
- Opportunities for written submissions during the consultation period.

## Policy implications

There are no policy implications for this Report.

## Budget and resource implications

The consultation process will be undertaken within existing operational budgets and resources.

## Risk, legal and legislative implications

This Report addresses the following City of Palmerston Strategic Risks:

### 1. Community Safety

Failure of Council to effectively plan and deliver its role in community safety.

### 6. Governance

Failure to effectively govern.

Community consultation assists in mitigating these risks by ensuring that the proposed Plan meets community expectations and supports transparent decision-making.

## Strategies, framework and plans implications

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

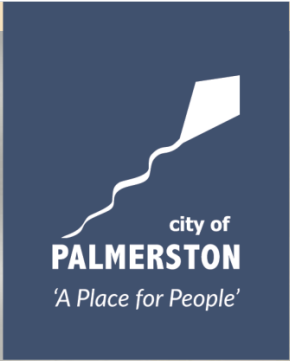
- Animal Management Plan 2026-2030
- Community Engagement Framework
- City of Palmerston Community Plan

## 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. 20260519 - Draft Animal Management Plan 2026-2030 [9.2.1.1 - 15 pages]



CITY OF PALMERSTON ANIMAL  
MANAGEMENT PLAN  
2026 - 2030

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# ACKNOWLEDGEMENT OF COUNTRY

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City of Palmerston acknowledges the Larrakia People as the traditional custodians of the Palmerston Region. We pay our respects to Elders past, present and future leaders and extend that respect to all Aboriginal and Torres Strait Islander People.

DRAFT

## INTRODUCTION

City of Palmerston is a growing and diverse community where pets are valued members of many households. As our city continues to grow, so too does the need for clear expectations, responsible pet ownership, and effective animal management practices to support a safe and family-friendly environment.

Animal management plays an important role in maintaining community safety, protecting animal welfare, and promoting respectful neighbourhoods. While most pet owners act responsibly, issues such as roaming animals, nuisance behaviours, animal attacks, and inadequate care can impact both people and pets.



City of Palmerston Animal Management Plan 2026–2030 provides a clear, strategic framework to guide the delivery of animal management services over the next four years. Building on the introduction of the City of Palmerston (Animal Management) By-Laws 2024, the Plan outlines Council's commitment to responsible pet ownership, animal welfare, and community safety through education, engagement, compliance, and strong partnerships. The Plan strongly aligns with the outcome areas of Family and Community, A Future Focus and Governance from the City of Palmerston Community Plan. It reflects community expectations, aligns with relevant legislation and Council priorities, and sets out practical actions to ensure people and pets can live safely and harmoniously in a growing and diverse municipality.

In 2021, City of Palmerston began the process of updating its Animal Management By-Laws in the effort to improve animal management, align with more contemporary regulations, and ensure a safe community for both pet owners and non-pet owners.

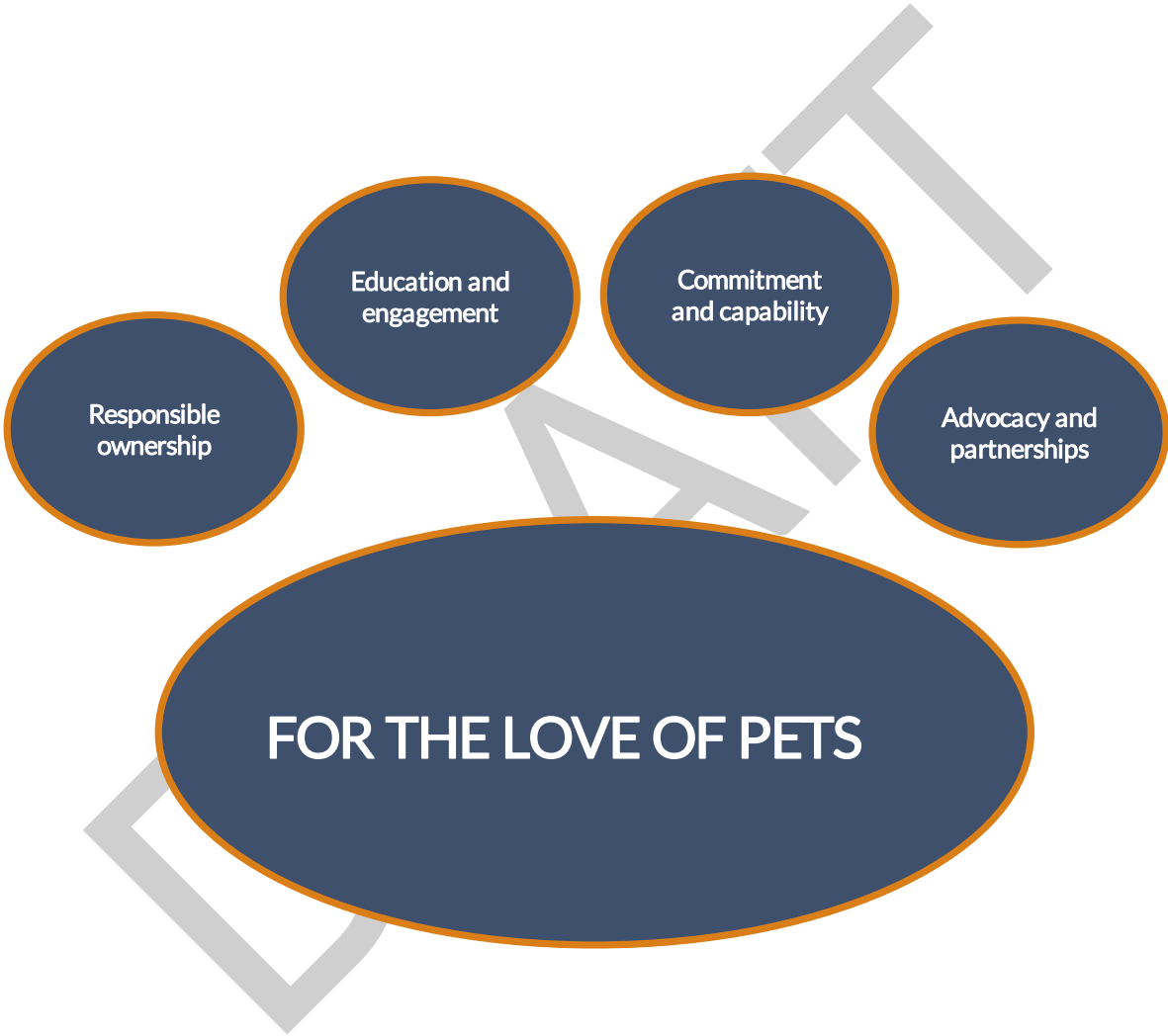
Two comprehensive community engagements took place over 3 years of the development of the By-Laws. Much of the community feedback informed the current Animal Management By-Laws which were officially put in place 1 July 2024.

The Animal Management Plan provides the framework for supporting responsible pet ownership, improving compliance building a safe, harmonious community.

# OUR PRIORITIES

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“For the Love of Pets” is the core focus for our activities in animal management and the priorities focus on creating a safe, healthy, and connected community through responsible pet ownership, education and engagement, commitment and capability, and advocacy and partnerships. By promoting responsible ownership, Council encourages pet owners to meet their obligations and provide proper care for their animals.



## ROLES AND RESPONSIBILITIES

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### Council

To provide high-quality services to respond to resident requests, investigations, and complaints efficiently.

- Develop and enforce local laws for animal management
- Ensure pet registration, identification, and compliance requirements are met
- Respond to complaints (e.g. barking, roaming animals, attacks)
- Investigate and manage nuisance or dangerous animals
- Promote community safety and reduce animal safety risks to residents
- Provide education on responsible pet ownership
- Manage animal control services (impounding, lost and found, rehoming)
- Maintain and plan pet-friendly public spaces (e.g. dog parks, off-leash areas)
- Work with stakeholders and the community to improve outcomes in line with this plan

### Pet Owners & Community

Every pet owner has a responsibility to care for their animals in a way that protects both the animal's wellbeing and the broader community. This includes taking reasonable steps to prevent any negative impacts that may arise from neglect or poor management.

Responsible pet ownership means providing adequate nutrition, safe and comfortable shelter, regular exercise, and meaningful interaction. These elements are essential to supporting the physical health and mental wellbeing of animals, ensuring they live happy, healthy, and well-adjusted lives.

It is important that the community takes the opportunity to engage with Council Rangers and build awareness of responsible ownership. Council has developed a range of animal management-related education and resources to assist pet owners which can all be found on our [website](#).

Community members play an important role in supporting animal welfare by reporting concerns when they arise. If an animal appears neglected, mistreated, or at risk, residents are encouraged to notify Animal Welfare Branch so the situation can be assessed and addressed.

### Animal welfare

All animals in the Northern Territory (NT) are entitled to a standard level of care for their welfare under the [Animal Protection and Related Legislation Amendment Act 2025](#).

If you're in charge of any animal – wild, farmed or a family pet, you must make sure they:

- have the right kind of food, water and living conditions
- get proper treatment if they're sick or injured
- are allowed to exercise and are handled appropriately
- will not be harmed by any confinement or restraint
- are worked, ridden or used only in ways that are appropriate and not in an organised animal fight
- are not abandoned

## BUILDING BLOCKS

### City of Palmerston Animal Management By-Laws



The purpose of City of Palmerston (Animal Management) By-Laws is to 'provide for the keeping of animals within the municipality in a manner compatible with the enjoyment by residents of a congenial living environment.'

The [City of Palmerston \(Animal Management\) By-Laws 2024](#) came into effect on 1 July 2024 and enabled Council to continue to deliver effective animal management services tailored to the evolving needs of the community, by addressing:

- Responsible ownership of cats and dogs.
- Menacing, attacking and dangerous dogs.
- Seizure and impounding of dogs and cats.
- Livestock and Poultry.
- Administrative matters.
- Infringement notices for offences.
- Repeal and transitional matters.

### City of Palmerston Animal Management Policy



All animals in the Northern Territory (NT) are entitled to a standard level of care for their welfare, health and safety under the *Animal Protection Act 2018* and *Animal Protection Regulations 2022*.

The [Animal Management Policy](#) provides direction and guidance in relation to the application and enforcement of City of Palmerston (Animal Management) By-Laws 2024 and applies to City of Palmerston Local Government Area.

- Dog and Cat Registration & Licensing.
- Seizing and Impounding.
- Dog Exercise Areas.
- Education, Compliance and Enforcement.
- Domestic Livestock and Poultry.

### City of Palmerston Community Plan



The Animal Management Plan aligns to the following Community Plan objectives:

- Objective 1.2: The wellbeing of our community is a focus for all of our work
- Objective 4.1: We support and foster innovation
- Objective 6.1: Ensure we have a leading governance model
- Objective 6.3: Healthy working partnerships

# PRIORITY ONE - RESPONSIBLE OWNERSHIP

Responsible pet ownership refers to the commitment and actions taken by pet owners to ensure the well-being, health and happiness of their pets throughout their lives. It involves providing appropriate care, understanding the specific needs of their pet, training and controlling them, fostering a community where both people and pets can thrive together.

RSPCA Australia adopted the Five Freedoms as part of its policy, and these continue to play a crucial role in consideration of animal welfare by Council today.

1. Freedom from Hunger and Thirst.
2. Freedom from Discomfort.
3. Freedom from Pain, Injury, or Disease.
4. Freedom to Express Normal Behaviour.
5. Freedom from Fear and Distress.

Animal Care	Provide appropriate nutrition, shelter, exercise, and engagement to enhance the physical and mental well-being
Registration	Ensure your cat or dog is registered
Identification	Ensure your cat or dog is microchipped for prompt identification/reunification
Licensing	Apply for a licence if you have more than 2 animals of the same species. i.e. 2 dogs or 2 cats at your property
Compliance	Walk dogs on a lead unless in off leash areas Contain dogs within your property/garden Ensure cats are kept indoors or in outdoor enclosures Ensure your pet does not bark excessively
Property Identification Code	Livestock and Poultry require a PIC (Property Identification Code)

## Strategies

- Educate the community about the Five Freedoms and animal welfare standards.
- Support pet owners to meet Animal Management By-Laws and relevant legislative requirements (licensing, microchipping, PICs).
- Reduce nuisance behaviours caused by pets through education on training, enrichment, and responsible ownership.
- Provide accessible education, facilities, and support services for pet care.
- Encourage proactive reporting of welfare concerns in collaboration with relevant agencies (e.g. RSPCA, Animal Welfare Branch).
- Incentives for responsible pet owners.

## Actions

- Develop and distribute education resources on the Five Freedoms and responsible pet care (social media, website content, flyers, fact sheets, council events).

- Deliver community workshops and school programs focused on welfare, training, and enrichment, including ranger-led presentations.
- Implement awareness campaigns on microchipping, licensing, and legislative compliance.
- Operate pop-up stalls in shopping centres to engage directly with the community.
- Attend community events (e.g. Brekkie in the Park) alongside external stakeholders.
- Establish temporary information booths in shopping centres, parks, and libraries for education and resource distribution.
- Incentivise early registration through a prize draw.

### Measures of Success

- Annual increase in the number of registered and microchipped pets in Palmerston.
- Annual increase in the number of residents attending education workshops or accessing resources.
- Annual reduction in reported animal incidences (barking, animal attacks, uncontained animals, etc).
- Annual reduction in reported animal welfare issues.
- Community satisfaction ratings.

### Timeframe

TIMEFRAME	KEY ACTIONS
2026-28	<p>Launch social media and digital campaigns; commence community events and pop-up stalls; introduce free microchipping days; begin stakeholder partnerships; deliver initial seasonal campaigns (heat, storms, fireworks).</p> <p>Expand engagement activities and ranger-led programs; increase frequency of events and campaigns; strengthen partnerships with organisations and local vets; review campaign effectiveness.</p>
	<p>Continue delivery of established programs; refine messaging based on data and feedback; maintain seasonal and compliance campaigns; increase targeted outreach.</p>
2028-29	<p>Evaluate program impact; adjust delivery methods to improve engagement; maintain strong community and stakeholder involvement.</p>
2030	<p>Review outcomes and overall effectiveness; update approach for next Animal Management Plan cycle; ensure sustainability of education and engagement initiatives.</p>

## PRIORITY TWO - EDUCATION AND ENGAGEMENT

We are committed to engaging with the community in positive, educational settings to build rapport and bridge the gap between community education and enforcement.

While we work toward this, we also want to recognise the members of our community that do the right thing and as such we will be introducing recognition incentives.

Educational activities include one-off events, seasonal promotion of elements relating to responsible pet ownership (e.g. desexing, wet-season storm or fireworks management of your dog)..

City of Palmerston's animal registration campaign conducted prior to 1 September every year, provides an opportunity for pet owners and Rangers to work together to ensure microchip details are accurately recorded and ownership details are kept up to date.

Our Ranger team is responsible for enforcing the Animal Management By-Laws and providing direction in matters relating to animal management. This is critical in the effective management of pets in Palmerston and is integral to achieving a harmonious and safe co-existence within our community.

City of Palmerston will bridge the gap between education and enforcement, fostering community rapport and compliance.

Education Campaign	Targeted and seasonal education campaigns on responsible animal ownership
Incentives	Recognition for animal owners who do the right thing in the community related to registration, microchipping or no reported incidents or complaints related to their animals

### Strategies

- Deliver educational campaigns through a range of marketing channels.
- Introduce incentives for animal owners who continue to do the right thing.
- Provide meaningful community engagement opportunities through events and activities.
- Facilitate ranger-led education and engagement initiatives.
- Ensure access to free resources and educational materials to support responsible pet ownership.

### Actions

- Deliver social media campaigns, email newsletters, local media engagement, flyers and fact sheets, and maintain up-to-date information on Council's digital platforms.
- Host and attend community events, including pop-up stalls, to engage directly with residents.
- Coordinate ranger-led initiatives such as free microchipping days and community education sessions.
- Collaborate with external stakeholders to promote responsible pet ownership.

- Deliver seasonal campaigns relevant to the Northern Territory, including heat safety during the build-up, fireworks safety around Northern Territory Day (1 July), and wet season storm preparation for pets.

### Measures of Success

- Increase in reach and engagement across social media, newsletters, and digital platforms (e.g. views, shares, click-through rates).
- Number of community events, pop-up stalls, and engagement activities delivered annually.
- Number of residents engaged through events, workshops, and ranger-led initiatives.
- Participation rates in free microchipping days and education sessions.
- Number of partnership activities delivered with external stakeholders (e.g. RSPCA, AMRRIC, local vets).
- Annual increase in pet registration and microchipping compliance rates.
- Annual reduction in animal-related complaints and incidents.
- Increase in community awareness and understanding of responsible pet ownership (survey results).
- Distribution numbers of educational resources (flyers, fact sheets, online materials).

### Timeframe

TIMEFRAME	KEY ACTIONS
2026-28	Establish baseline data, launch pilot education campaigns, and distribute resources.
	Implement an incentive scheme for early registration.
	Expand workshops and school programs, deliver microchipping and licensing campaigns, and evaluate engagement.
	Continue program delivery, refine campaigns based on data, and strengthen community engagement.
2028-29	Review education outcomes and adjust strategies to improve effectiveness.
2030	Update the strategy for the next Animal Management Plan cycle and ensure long-term sustainability of responsible pet ownership initiatives.

## PRIORITY THREE - COMMITMENT AND CAPABILITY

By delivering an effective and professional animal management service through skilled staff, strong leadership, sound governance, and continuous improvement.

Council's Regulatory Services team plays a critical operational role. Our team is equipped with the necessary skills, knowledge, and experience. The team is devoted to providing a high standard of care and animal management. Key operational roles for our Regulatory Services Team are:

Patrols	Conduct proactive and targeted patrols to monitor compliance and identify emerging issues.
Response	Responding promptly and professionally to community complaints and service requests.
Investigate	Undertake through investigations into animal-related incidents.
Engage	Engage constructively with residents to educate, inform, and encourage compliance.
Care	Provide humane care for lost, seized, or surrendered animals.
Reunite	Facilitate timely reunification of animals with their owners wherever possible.

Beyond operational delivery, ensuring Rangers are supported through training via practical and accredited qualifications, systems, resourcing, and policy frameworks that enable high-quality service delivery.

### Strategies

- Strengthen workforce capability through structured training and professional development.
- Ensure adequate resourcing to meet service demand and community growth.
- Embed continuous improvement practices into service delivery.
- Ensure comprehensive and effective policies and procedures are established and maintained.

### Actions

- Develop and implement an annual Ranger training and professional development plan aligned with performance reviews.
- Provide training in legislation, conflict resolution, animal behaviour, investigation techniques, and animal welfare standards.
- Support Rangers to achieve relevant accredited qualifications in Certificate IV Government Investigations or equivalent.
- Review staffing levels and operational capacity against population growth and service demand.
- Conduct periodic audits of investigations and compliance practices to ensure adherence to legislation, policies, and procedures.
- Analyse customer complaints and feedback to identify strengths, gaps, and opportunities for continuous improvement.

## Measures of Success

- Number of Rangers completing annual professional development and training requirements.
- Annual improvement on average response times to service requests.
- Number of investigations completed within target timeframes.
- Staff retention rates and employee engagement levels.
- Reduction in repeat complaints due to improved service quality and best practice approaches.

## Timeframe

TIMEFRAME	KEY ACTIONS
2026-28	Establish baseline performance data, develop training framework, and set service benchmarks; review and update policies and procedures.
	Implement structured professional development programs
2028-29	Continue training delivery, monitor performance metrics, and review workforce capacity against growth trends
	Conduct a comprehensive capability review of the Animal Management Service and assess service delivery effectiveness.
2030	Align workforce planning with future needs and inform the next Animal Management Plan cycle.

## PRIORITY FOUR- ADVOCACY AND PARTNERSHIPS

Council's advocacy and partnerships focus on building strong collaborations to enhance animal welfare, community safety, and regulatory effectiveness. This will create a unified approach to responsible pet ownership and management. Additionally, it will raise awareness, influence legislation and policy, and driving change by working with our community and networks to improve the lives of pets.

Partnerships	Established and maintained strong partnerships with animal welfare and management organisations
Desexing and microchipping program	Targeted desexing and microchipping campaigns in the community
Community Satisfaction	Improved community satisfaction with animal management in City of Palmerston

### Strategies

- Strengthen animal welfare partnerships and outcomes across the community.
- Improve accountability and transparency in animal management practices.
- Support consistent and clear messaging to the community.
- Enhance coordination during complex or high-risk animal welfare cases.

### Actions

- Formalise partnerships through agreements or Memorandums of Understanding (MOUs).
- Collaborate with stakeholders on joint animal welfare initiatives.
- Partner with animal welfare organisations and veterinary clinics to deliver targeted microchipping and desexing programs in low socio-economic areas.
- Promote desexing as a preventative animal welfare measure.

### Measures of Success

- Annual reduction in the number impounded animals.
- Annual increased take-up of desexing and microchipping programs.
- Annual increase in the number of lost animals returned to their owners.
- Annual reduction in the number of abandoned animal litters.
- Positive Community Satisfaction Survey Feedback.

## Timeframe

TIMEFRAME	KEY ACTIONS
2026-28	Identify priority stakeholders; develop standard agreements/MOUs; commence discussions with key animal welfare organisations; pilot at least one joint initiative (e.g. microchipping or desexing event); develop a joint communications framework.
	Execute agreements/MOUs; establish referral and escalation pathways; deliver coordinated annual welfare campaigns; evaluate participation and outcomes.

TIMEFRAME	KEY ACTIONS
2029/30	Formalise collaboration with neighbouring councils, including City of Darwin and Litchfield Council, to address cross-boundary issues; review partnership effectiveness; expand targeted outreach to high-risk areas; strengthen referral pathways for vulnerable pet owners.
	Review and refine agreements/MOUs; conduct formal partnership reviews and renewals; analyse trends in impoundments, reunifications, and nuisance complaints to inform future planning.

# COMMITTEE REPORT

Committee Meeting

<b>Agenda Item:</b>	9.2.2
<b>Report Title:</b>	Community Update
<b>Meeting Date:</b>	Tuesday 23 June 2026
<b>Author:</b>	Executive Assistant to General Manager Community, Tonisha Nykamp
<b>Approver:</b>	General Manager Community, Konrad Seidl

## Community plan

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

## Purpose

This report provides the Community Safety and Wellness Advisory Committee with an update on some of the recent and current programs, initiatives and activities being delivered across the Community Directorate.

## Key messages

- A new initiative supporting hidden disabilities has been launched by City of Palmerston.
- The Brekkie in the Park program celebrated 10 years.
- New shelving has been installed in the library improving accessibility and versatility.
- Animal education is promoted monthly to support Palmerston pet owners.

## Recommendation

THAT Report entitled Community Update be received and noted.

## Background

The Community Directorate consists of Community Services, Regulatory Services, and Library Services. These departments work collaboratively to deliver essential services, programs, and initiatives that enhance community wellbeing, promote safety and compliance, support lifelong learning, and foster a connected and vibrant community.

## Discussion

### Gray Community Hall

In response to ongoing concerns regarding antisocial behaviour, safety and security at Gray Community Hall, Council has progressed plans to install perimeter fencing around the facility. Following a Crime Prevention Through Environmental Design (CPTED) assessment undertaken in 2025, anti-climb fencing was identified as a key recommendation to improve user safety and protect Council assets.

Community consultation was undertaken during early 2026 to gather feedback on proposed fencing options and potential impacts on hall users and neighbouring residents.

At the second Ordinary Council meeting in May 2026 meeting, Council endorsed progressing fencing investigations and subsequently approved the installation of perimeter fencing as part of a broader package of security improvements for the site. The project will enhance the safety and usability of the facility, support community groups who regularly access the hall, and contribute to reducing opportunities for antisocial behaviour in the precinct.



**Black outline showing future fenceline around Gray Hall**

### Hooked on Palmerston

Hooked on Palmerston returned for its 2026 season on 30 May, encouraging residents and visitors to embrace the Top End fishing lifestyle through a free catch-and-release barramundi competition across Palmerston's lakes. Running until 31 January 2027, the program promotes outdoor recreation, community wellbeing and engagement with

Council's waterways, while supporting recreational fishing opportunities within the municipality.

Participants can fish for tagged barramundi in Marlow Lagoon (excluding the dog park area), Durack Lakes (excluding Lakes 3 and 4) and Sanctuary Lakes, with monthly prize draws offering BCF vouchers throughout the competition. The initiative continues to be a popular community program, showcasing Palmerston's natural assets and encouraging residents of all ages to enjoy active and healthy lifestyles.

In the first 48 hours of registration opening online for participants, we had over 100 people register. As of 5 June 2025, we have had 187 registrations.

### Hidden Disabilities Initiative

The Hidden Disabilities Program was launched on the 9 June at the library, incorporating the weekly art class to promote awareness and inclusion within the community. The initiative supports the ongoing implementation of City of Palmerston's Disability Inclusion and Access Plan (DIAP) and demonstrates Council's commitment to creating a more accessible, inclusive and welcoming environment for all residents.

Lanyards can be collected from the Palmerston Recreation Centre, Palmerston Library and the Civic Centre.



Hidden Disabilities Launch

### Brekkie in the Park

The first Brekkie in the Park event for 2026 was held at Hobart Park, Johnston on 17 May 2026. The event coincided with National Families Week and celebrated the 10th anniversary of the Brekkie in the Park program. The program provides community members with the opportunity to connect with their local parks, enjoy a free breakfast and participate in healthy and active experiences in a relaxed, welcoming and family-friendly environment. A free community breakfast was provided by the Lions Club and included bacon and egg sandwiches, fried rice, yoghurt, fresh fruit, granola, muffins and Lions fruit cake. Activities throughout the morning engaged all ages.

Several community organisations and stakeholders also attended the event, providing opportunities for residents to access information, support and community safety advice. Community engagement activities delivered positive outcomes, including:

- 10 animal registrations completed by Rangers, with 4 animals microchipped.
- 23 sustainability interviews conducted with Sustainability Staff.
- 37 community safety advice and engagement provided by Neighbourhood Watch.
- NBN representatives supporting residents with information and advice regarding NBN services.

To celebrate the 10th anniversary of the program and National Families Week, commemorative cupcakes featuring the Brekkie in the Park logo were distributed to attendees. The event attracted approximately 600 attendees and demonstrated strong community engagement.



**Community members at Brekkie in the Park**

## Library Shelving

City of Palmerston Library recently received new shelving, creating a more functional, flexible and welcoming space for our community. The upgrade improves accessibility, enhances the customer experience and supports the library's growing role as a hub for learning, programs and community connection. The library worked tirelessly to ensure all the books organised and presented accessibly for the community, it was an amazing team effort to all those involved.



**Library shelving**

## National Simultaneous Storytime 2026

National Simultaneous Storytime 2026 was successfully delivered at City of Palmerston Library, bringing together local families to participate in a nationwide celebration of reading and literacy. Children and caregivers joined communities across Australia to read *Luna Roo the Kangaroo Baller* and take part in a range of interactive activities inspired by the story's themes of teamwork, perseverance and big dreams. The event promoted early literacy, learning and community connection while providing an engaging and inclusive experience for families.



National Simultaneous Storytime

## Animal Education

Animal education continues to support the Palmerston pet community through monthly tips shared on the City of Palmerston's Facebook page. Topics covered include caring for pets in the Territory climate, identifying plants that are harmful to animals, responsible pet ownership, animal health and wellbeing, and practical advice to help residents keep their pets safe and healthy year-round.

Regulatory Services have provided 150 vouchers to support residents with the cost of animal desexing. This initiative aims to promote responsible pet ownership, reduce the number of unwanted litters, improve animal welfare outcomes, and help manage the local animal population within the community.

## Consultation and marketing

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

- Community Services Manager
- Regulatory Services Manager
- Library Services Manager

## Policy implications

There are no policy implications for this Report.



## Budget and resource implications

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

## Risk, legal and legislative implications

This Report addresses the following City of Palmerston Strategic Risks:

- 1. Community Safety**

Failure of Council to effectively plan and deliver its role in community safety.

## 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

Nil



## 10 INFORMATION AND CORRESPONDENCE

### 10.1 Information

### 10.2 Correspondence

## 11 GENERAL BUSINESS

## 12 NEXT COMMITTEE MEETING

THAT the next Community Safety and Wellness Advisory Committee Meeting of Council be held on Tuesday, 22 September 2026 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

## 13 CLOSURE OF MEETING

# MINUTES

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## COMMUNITY SAFETY AND WELLNESS ADVISORY COMMITTEE MEETING

TUESDAY 24 MARCH 2026

The Community Safety and Wellness Advisory Committee 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](http://palmerston.nt.gov.au)

UNCONFIRMED



Minutes of Community Safety and Wellness Advisory Committee Meeting  
 held in Council Chambers  
 Civic Plaza, 1 Chung Wah Terrace, Palmerston  
 on Tuesday 24 March 2026 at 5:30pm.

**PRESENT**

**COMMITTEE MEMBERS**

Councillor Lucy Morrison (Chair)  
 Councillor Yolanda Kanyai  
 Peter Fletcher, Department of Children and Families Representative  
 A/Superintendent Siiri Tennosaar, Northern Territory Police Representative (*Proxy*)  
 Sheryl Sephton, Community Organisations Representative  
 Sakeasi Tawaketini, Community Organisations Representative (*via Audio/Audiovisual*)

**STAFF**

Acting Chief Executive Officer, Nadine Nilon  
 Minute Secretary, Tonisha Nykamp

**GALLERY**

3 Members of Staff

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 5:32pm.

## 3 APOLOGIES

**Moved:** Councillor Kanyai  
**Seconded:** Siiri Tennosaar

1. THAT the apology received from Councillor Bayliss for 24 March 2026 be received and noted.
2. THAT the apology received from Lindsey Newman for 24 March 2026 be received and noted.
3. THAT the apology received from Mayor Pascoe-Bell for 24 March 2026 be received and noted.
4. THAT the apology received from Katie Hatzismalis for 24 March 2026 be received and noted.

CARRIED (6/0) - CSWAC11/01 - 24/03/2026

## 4 AUDIO/AUDIOVISUAL CONFERENCING

### 4.1 Request for audio/audiovisual conferencing

Nil

### 4.2 Audio/Audiovisual conferencing previously granted

*THAT it be noted the following Committee Members have been granted attendance via Audio/Audiovisual Conferencing for this meeting in accordance with the policy:*

*Sakeasi Tawaketini*

Initials: \_\_\_\_\_

## 5 DECLARATION OF INTEREST

### 5.1 Committee members

Nil

### 5.2 Staff

Nil

## 6 CONFIRMATION OF MINUTES

### 6.1 Confirmation of minutes

Nil

### 6.2 Business arising from previous meeting

Nil

## 7 DEPUTATIONS AND PRESENTATIONS

### 7.1 City of Palmerston Community Plan Health Check

Moved: Sheryl Sephton

Seconded: Peter Fletcher

THAT the presentation by Executive Manager Organisational Performance, Penny Hart and Governance Lead, Angie Torr on the City of Palmerston Community Plan Health Check be received and noted.

CARRIED (6/0) - CSWAC11/02 - 24/03/2026

## 8 CONFIDENTIAL ITEMS

### 8.1 Moving confidential items into open

Nil

### 8.2 Moving open items into confidential

Nil

### 8.3 Confidential items

Nil

Initials: \_\_\_\_\_

## 9 OFFICER REPORTS

### 9.1 Action reports

#### 9.1.1 Animal Management Plan

Moved: Councillor Kanyai  
Seconded: Sheryl Sephton

1. THAT Report entitled Animal Management Plan be received and noted.
2. THAT the CSWAC Committee provides the following feedback and recommendations to inform the finalisation of the Plan prior to Council consideration and community consultation:
  - a. Consideration of an incentive for those who do the right thing by registering their animals.
  - b. Support and engagement through school visits.
  - c. Education on responsibilities of Council compared to animal welfare and other agencies.

**CARRIED (6/0) - CSWAC11/03 - 24/03/2026**

### 9.2 Receive and note reports

#### 9.2.1 Community Services Update

Moved: Sheryl Sephton  
Seconded: Councillor Kanyai

THAT Report entitled Community Services Update be received and noted.

**CARRIED (6/0) - CSWAC11/04 - 24/03/2026**

#### 9.2.2 Network Update

Moved: Councillor Kanyai  
Seconded: Siiri Tennaar

THAT Report entitled Network Update be received and noted.

**CARRIED (6/0) - CSWAC11/05 - 24/03/2026**

Initials: \_\_\_\_\_

## 10 INFORMATION AND CORRESPONDENCE

### 10.1 Information

Nil

### 10.2 Correspondence

Nil

## 11 GENERAL BUSINESS

Nil

## 12 NEXT COMMITTEE MEETING

Moved: Councillor Morrison  
Seconded: Peter Fletcher

THAT the next Community Safety and Wellness Advisory Committee Meeting of Council be held on Tuesday, 23 June 2026 at 5:30pm in the Council Chambers, Civic Plaza, 1 Chung Wah Terrace, Palmerston.

**CARRIED (6/0) - CSWAC11/06 - 24/03/2026**

## 13 CLOSURE OF MEETING

Moved: Councillor Kanyai  
Seconded: Siiri Tennesaar

THAT the meeting of the Community Safety and Wellness Advisory Committee held in Council Chambers, Civic Plaza, Palmerston on 24 March 2026 closed at 6:32pm.

**CARRIED (6/0) - CSWAC11/07 - 24/03/2026**

The Chair declared the meeting closed at 6:32pm.

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Chair

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Print Name

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Date

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Initials: