

**DARWIN CITY COUNCIL**

**FIFTY-SEVENTH ORDINARY MEETING OF THE TWENTIETH COUNCIL**

**TUESDAY, 26 OCTOBER 2010**

**MEMBERS:** The Right Worshipful, Lord Mayor, Mr G R Sawyer (Chairman); Member J D Bailey; Member R T Dee; Member R K Elix; Member H I Galton; Member R M Knox; Member G A Lambert; Member R Lesley; Member F P Marrone; Member A R Mitchell; Member K M Moir; Member J L Sangster; Member H D Sjoberg.

**OFFICERS:** Chief Executive Officer, Mr B P Dowd; General Manager Corporate Services, Mr F Crawley; General Manager Infrastructure, Mr L Cercarelli; General Manager Community & Cultural Services, Mr J Banks; Executive Manager, Mr M Blackburn; Committee Administrator, Ms L Elmer.

**GUESTS:** Members of the Australian Hotels Association NT Branch will be in attendance from 5.45 p.m. to brief the Council on their views regarding Outdoor Dining Policy.

***Enquiries and/or Apologies: Linda Elmer***  
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***PH: 8930 0670***

**\*\*\* I N D E X \*\*\***

**PAGE**

<b>1</b>	<b>ACKNOWLEDGEMENT OF COUNTRY .....</b>	<b>4</b>
<b>2</b>	<b>THE LORD'S PRAYER .....</b>	<b>4</b>
<b>3</b>	<b>MEETING DECLARED OPEN .....</b>	<b>4</b>
<b>4</b>	<b>APOLOGIES AND LEAVE OF ABSENCE .....</b>	<b>4</b>
<b>5</b>	<b>DECLARATION OF INTEREST OF MEMBERS AND STAFF .....</b>	<b>4</b>

**6 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS/S**

6.1	Ordinary Council Meeting	12/10/10 .....	5
6.2	Special Council Meeting	19/10/10 .....	5

**7 BUSINESS ARISING FROM THE MINUTES OF PREVIOUS MEETING/S**

7.1	Business Arising .....	5
-----	------------------------	---

**8 MATTERS OF PUBLIC IMPORTANCE ..... 6****9 DEPUTATIONS AND BRIEFINGS**

9.1	Australian Hotels Association - Outdoor Dining Policy .....	6
-----	---	---

**10 PUBLIC QUESTION TIME ..... 6****11 CONFIDENTIAL ITEMS**

11.1	Closure to the Public for Confidential Items .....	7
11.2	Moving Open Items Into Confidential .....	8
11.3	Moving Confidential Items Into Open .....	8

**12 PETITIONS ..... 8****13 NOTICES OF MOTION ..... 8****14 COMMITTEE REPORTS**

14.1	Community & Cultural Services	18/10/10 .....	9
14.2	Corporate & Economic Development	19/10/10 .....	13
14.3	Environment & Infrastructure	18/10/10 .....	16

**15 OFFICERS REPORTS**

15.1	Election of Deputy Lord Mayor 1 December 2010 – 31 March 2011 .....	21
15.2	2009/2010 Darwin City Council Annual Report.....	28
15.3	2010 Community Satisfaction Survey Results .....	33
15.4	Capital City Committee Meeting – Draft Meeting Minutes – 5 August 2010.....	134
15.5	Council Employment and Council Membership .....	145
15.6	Christmas Celebrations Activities 2010 .....	172

**16 INFORMATION ITEMS AND CORRESPONDENCE RECEIVED**

16.1	Australian Red Cross - Thank you Letter - Pakistan Monsoon Floods Appeal 2010 .....	177
16.2	UNICEF Australia - Thank you Letter - Pakistan Monsoon Floods Appeal 2010.....	179

**17 REPORTS OF REPRESENTATIVES..... 182****18 QUESTIONS BY MEMBERS ..... 182****19 GENERAL BUSINESS ..... 182****20 DATE, TIME AND PLACE OF NEXT ORDINARY COUNCIL MEETING. 182****21 CLOSURE OF MEETING TO THE PUBLIC..... 182****22 ADJOURNMENT OF THE MEETING AND MEDIA LIAISON..... 182**

# **1 ACKNOWLEDGEMENT OF COUNTRY**

## **2 THE LORD'S PRAYER**

## **3 MEETING DECLARED OPEN**

## **4 APOLOGIES AND LEAVE OF ABSENCE**

### **4.1 Apologies**

### **4.2 Leave of Absence Granted**

- A. THAT it be noted that Member A R Mitchell is an apology due to a Leave of Absence being previously granted on 14 September 2010 for the period 16 October – 7 November 2010.
- B. THAT it be noted that Member R Lesley is an apology due to a Leave of Absence being previously granted on 14 September 2010 for the period 25 – 29 October 2010.

DECISION NO.20\() (26/10/10)

### **4.3 Leave of Absence Requested**

## **5 DECLARATION OF INTEREST OF MEMBERS AND STAFF**

**6 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS/S****6.1 Confirmation of the Previous Ordinary Council Meeting**

THAT the tabled minutes of the previous Ordinary Council Meeting held on Tuesday, 12 October 2010, be received and confirmed as a true and correct record of the proceedings of that meeting.

DECISION NO.20\() (26/10/10)

**6.2 Confirmation of the Previous Special Council Meeting**

THAT the tabled minutes of the previous Special Council Meeting held on Tuesday, 19 October 2010, be received and confirmed as a true and correct record of the proceedings of that meeting.

DECISION NO.20\() (26/10/10)

**7 BUSINESS ARISING FROM THE MINUTES OF PREVIOUS MEETING/S****7.1 Business Arising**

## 8 MATTERS OF PUBLIC IMPORTANCE

## 9 DEPUTATIONS AND BRIEFINGS

### 9.1 Australian Hotels Association - Outdoor Dining Policy Common No. 370508

*Members of the Australian Hotels Association NT Branch will be in attendance from 5.45 p.m. to express their views on Council's Outdoor Dining Policy.*

THAT the presentation from the Australian Hotels Association NT Branch, in relation to Council's Outdoor Dining Policy, be received and noted.

DECISION NO.20\() (26/10/10)

## 10 PUBLIC QUESTION TIME

Nil

**11 CONFIDENTIAL ITEMS****11.1 Closure to the Public for Confidential Items**

THAT pursuant to Section 65 (2) of the Local Government Act and Regulation 8 of the Local Government (Administration) Regulations the meeting be closed to the public to consider the Confidential matters referred from Committees including Confidential Committee Items, and the following Items:-

<u>Item</u>	<u>Regulation</u>	<u>Reason</u>
C24.1	8(c)(ii)	Information that would, if publicly disclosed, be likely to prejudice the maintenance or administration of the law.
C24.2	8(c)(ii)	Information that would, if publicly disclosed, be likely to prejudice the maintenance or administration of the law.
C26.1	8(c)(i)	Information that would, if publicly disclosed, be likely to cause commercial prejudice to, or confer an unfair commercial advantage on, any person.
C28.1	8(c)(iv)	Information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.
C29.1		8(c)(iv) Information that would, if publicly disclosed, be likely to prejudice the interests of the council or some other person.
C29.2	8(a)	Information about the employment of a particular individual as a member of the staff or possible member of the staff of the council that could, if publicly disclosed, cause prejudice to the individual.
C29.3	8(b)	Information about the personal circumstances of a resident or ratepayer.

DECISION NO.20\() (19/10/10)

**11 CONFIDENTIAL ITEMS**

**11.2 Moving Open Items Into Confidential**

**11.3 Moving Confidential Items Into Open**

**12 PETITIONS**

Nil

**13 NOTICES OF MOTION**

Nil



## 14 COMMITTEE REPORTS

### 14.1 COMMUNITY & CULTURAL SERVICES (18/10/10)

#### **Presentation of Report by Chairman - Member R Lesley**

Recommendations from the Community & Cultural Services Committee Meeting held on Monday, 18 October 2010

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#### **1 Community & Cultural Services Team Report – September 2010** Report No. 10C0131 NM:es (11/10/10) Common No. 1733166

THAT Report Number 10C0131 NM:es entitled, Community & Cultural Services Team Report for September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

#### **2 Libraries Information Update for September 2010** Report No. 10P0013 KC:md (11/10/10) Common No. 1732523

THAT Report Number 10P0013 entitled, Libraries Information Update for September 2010 be received and noted.

DECISION NO.20\() (26/10/10)

#### **3 Regulatory Services Monthly Update – September 2010** Report No. 10C0134 GW:mrg (11/10/10) Common No. 1330602

THAT Report Number 10C0134 GW:mrg entitled, Regulatory Services Update September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.1 COMMUNITY & CULTURAL SERVICES (18/10/10)****Presentation of Report by Chairman - Member R Lesley**

Recommendations from the Community & Cultural Services Committee Meeting held on Monday, 18 October 2010

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**4 Overview of Council's Seniors Month Program 2010**

Report No. 10C0135 NM:es (11/10/10) Common No. 1766542

THAT Report Number 10C0135 NM:es entitled, Overview of Council's Seniors Month Program 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**5 Minutes Youth Advisory Group 1 September 2010**

Report No. 10C0130 KL:es (10/10/10) Common No. 1857858

THAT Report Number 10C0130 KL:es entitled, Minutes Youth Advisory Group 1 September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**6 Australian Disability Parking Scheme - Update on Issue of Nationally Recognised Australian Disability Parking Permits**

Report No. 10C0133 NM:es (11/10/10) Common No. 1410723

THAT Report Number 10C0133 NM:es entitled, Australian Disability Parking Scheme - Update on Issue of Nationally Recognised Australian Disability Parking Permits, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.1 COMMUNITY & CULTURAL SERVICES (18/10/10)****Presentation of Report by Chairman - Member R Lesley**

Recommendations from the Community & Cultural Services Committee Meeting held on Monday, 18 October 2010

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**7 Minutes of The Arts and Cultural Development Advisory Committee (ACDAC) Meeting 9 September 2010, Public Art Projects and Recycled Art Festival**

Report No. 10C0140 AR:kl (11/10/10) Common No. 1884134

- A. THAT Report Number 10C0140 AR:kl entitled, Minutes of the Arts and Cultural Development Advisory Committee Meeting 9 September 2010 and Public Art Projects, be received and noted.
- B. THAT Council appoint Ms Janice McEwen, Executive Director, Top End Arts, as a member of the Arts and Cultural Development Advisory Committee for a 2 year term commencing 1 August 2010 to 31 July 2012 in accordance with Section 54 of the NT Local Government Act 2008.
- C. THAT Council allocate \$7,500 from the Capital Works – Public Art budget towards the commission of a Project Brief in consultation with stakeholders for an artwork celebrating the centenary of the Naming of Darwin, indicating the site, scope and cost of the work.
- D. THAT Council allocate \$15,000 from the Capital Works – Public Art budget towards the commission of a project brief for an artwork at the Gateway to East Point Reserve in consultation with the design team, and the engagement of an artist to undertake concept design work.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.1 COMMUNITY & CULTURAL SERVICES (18/10/10)****Presentation of Report by Chairman - Member R Lesley**

Recommendations from the Community & Cultural Services Committee Meeting held on Monday, 18 October 2010

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**8 Minutes Ambon Sister City Community Committee 2 September 2010**  
 Report No. 10C0132 HB:es (11/10/10) Common No. 1859312

THAT Report Number 10C0132 HB:es entitled, Minutes Ambon Sister City Community Committee 2 September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.2 CORPORATE & ECONOMIC DEVELOPMENT (19/10/10)****Presentation of Report by Acting Chairman – The Lord Mayor, Mr G R Sawyer**

Recommendations from the Corporate & Economic Development Committee Meeting held on Tuesday, 19 October 2010

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**1 Corporate Services Monthly Report -September 2010**  
Report No.10A0161 (08/10/10) Common No.339108

THAT Report Number 10A0161 entitled, Corporate Services Monthly Report – September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**2 Listing of Cheques/EFT Payments, September 2010**  
Report No.10A0162 (08/10/10) Common No.339125

THAT Report Number 10A0162, Listing of Cheques / EFT Payments – September 2010 be received and noted.

DECISION NO.20\() (26/10/10)

**3 Financial Report to Council - September 2010**  
Report No.10A0163 (08/10/10) Common No.339122

THAT Report Number 10A0163 entitled, Financial Report to Council – September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.2 CORPORATE & ECONOMIC DEVELOPMENT (19/10/10)****Presentation of Report by Acting Chairman – The Lord Mayor, Mr G R Sawyer**

Recommendations from the Corporate & Economic Development Committee Meeting held on Tuesday, 19 October 2010

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**4 Monthly On-Street and Off-Street Parking Statistics – September 2010**  
Report No.10A0164 (08/10/10) Common No.376351

THAT Report Number 10A0164 entitled Monthly On-Street and Off-Street Parking Statistics – September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**5 Proposed Amendments to Ministerial Investment Guidelines**  
Report No. 10A0173 (08/10/10) Common No.1877875

THAT Report Number 10A0173 entitled, Proposed Amendments to Ministerial Investment Guidelines, be received and noted.

DECISION NO.20\() (26/10/10)

**6 Invitations Accepted or Declined by the Lord Mayor during August-September 2010**  
Report No.10TC0068 MB (11/10/10) Common No.381402

THAT Report Number 10TC0068 MB entitled, Invitations Accepted or Declined by the Lord Mayor during August- September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.2 CORPORATE & ECONOMIC DEVELOPMENT (19/10/10)****Presentation of Report by Acting Chairman – The Lord Mayor, Mr G R Sawyer**

Recommendations from the Corporate & Economic Development Committee Meeting held on Tuesday, 19 October 2010

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**7 Register of Elected Members Professional Development Activities and Lord Mayor Donations/Grants from August – September 2010**

Report No.10TC0069 (09/07/10) Common No.315321

THAT Report Number 10TC0069 MB entitled, Register of Elected Members Professional Development Activities and Lord Mayor Donations/Grants from August – September 2010, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.3 ENVIRONMENT & INFRASTRUCTURE (18/10/10)****Presentation of Report by Acting Chairman - Member R M Knox**

Recommendations from the Environment & Infrastructure Committee Meeting held on Monday, 18 October 2010

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**1 Climate Change & Environment Team Report 2010 – September – October Update**

Report No. 10TS0182PR:nj (01/10/10) Common No. 1792647

THAT Report Number 10TS0182PR:nj entitled, Climate Change & Environment Team Report 2010 - September-October Update, be received and noted.

DECISION NO.20\() (26/10/10)

**2 Capital Works – September 2010 Quarterly Report**

Report No. 10TS0193 SMCD (07/10/10) Common No. 1541601

THAT Report Number 10TS0193 SMCD entitled, Capital Works – September 2010 Quarterly Report, be received and noted.

DECISION NO.20\() (26/10/10)

**3 Infrastructure - Design, Planning & Projects –September 2010 Quarterly Report**

Report No. 10TS0089KS:nf (01/10/10) Common No. 1887505

THAT Report Number 10TS0089 KS:nf entitled, Infrastructure Maintenance – September 2010 Quarterly Report, be received and noted.

DECISION NO.20\() (26/10/10)



**14 COMMITTEE REPORTS****14.3 ENVIRONMENT & INFRASTRUCTURE (18/10/10)****Presentation of Report by Acting Chairman - Member R M Knox**

Recommendations from the Environment & Infrastructure Committee Meeting held on Monday, 18 October 2010

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**4 Waste And Recycling July - September 2010 Quarterly Report**  
Report No. 10TS0203MN (07/10/10) Common No. 1738353

THAT Report Number 10TS0203MN entitled, Waste and Recycling July - September 2010 Quarterly Report, be received and noted.

DECISION NO.20\() (26/10/10)

**5 Asset Management – September 2010 Quarterly Report**  
Report No. 10TS0197ND:KB (06/10/10) Common No. 1832912

THAT Report Number 10TS0197ND:KB entitled, Asset Management – September 2010 Quarterly Report, be received and noted.

DECISION NO.20\() (26/10/10)

**6 Infrastructure Maintenance – September 2010 Quarterly Report**  
Report No. 10TS0089KS:nf (01/10/10) Common No. 1887505

THAT Report Number 10TS0089KS:nf entitled, Infrastructure Maintenance – September 2010 Quarterly Report, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.3 ENVIRONMENT & INFRASTRUCTURE (18/10/10)****Presentation of Report by Acting Chairman - Member R M Knox**

Recommendations from the Environment & Infrastructure Committee Meeting held on Monday, 18 October 2010

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**7 Pre Cyclone Season Clean Up 2010**

Report No. 10TS0205ND (08/10/10) Common No. 956492

- A. THAT Report Number 10TS0205ND entitled, Pre Cyclone Season Clean Up 2010, be received and noted.
- B. THAT the Lord Mayor write to the Northern Territory Emergency Service and Correctional Services to thank them for their support of the 2010 Darwin City Council Pre Cyclone Clean Up.
- C. THAT Council expresses its thanks to all staff for their assistance in the Pre Cyclone Clean Up.

DECISION NO.20\() (26/10/10)

**8 MY0800 Darwin City Revitalisation Project – Tree Replacement Staging**

Report No. 10TS0190:DL:dc (07/10/10) Common No. 1486204

THAT Report Number 10TS0190:DL:dc entitled, MY0800 Darwin City Revitalisation Project – Tree Replacement Staging, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.3 ENVIRONMENT & INFRASTRUCTURE (18/10/10)****Presentation of Report by Acting Chairman - Member R M Knox**

Recommendations from the Environment & Infrastructure Committee Meeting held on Monday, 18 October 2010

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**9 Darwin City Revitalisation - Update October 2010 (Entire Project)**  
Report No. 10TS0187DC:kab (07/10/10) Common No. 1486204

THAT Report Number 10TS0187DC:kab entitled, Darwin City Revitalisation – Update October 2010 (Entire Project), be received and noted.

DECISION NO.20\() (26/10/10)

**10 Nightcliff Foreshore and Cliffs Asbestos Materials dumped around the Time of World War II and Cyclone Tracy – October 2010 Update**  
Report No. 10TS0202 KS:mf (07/10/10) Common No. 996234

THAT Report Number 10TS0202 KS:mf entitled, Nightcliff Foreshore And Cliffs Asbestos Materials Dumped Around The Time of World War II and Cyclone Tracy – October 2010 Update, be received and noted.

DECISION NO.20\() (26/10/10)

**14 COMMITTEE REPORTS****14.3 ENVIRONMENT & INFRASTRUCTURE (18/10/10)****Presentation of Report by Acting Chairman - Member R M Knox**

Recommendations from the Environment & Infrastructure Committee Meeting held on Monday, 18 October 2010

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**11 Tiger Brennan Drive Duplication from Dinah Beach Road to Woolner Road**

Report No. 10TS0206LC:KB (11/10/10) Common No. 1887473

THAT Report Number 10TS0206LC:KB entitled, Tiger Brennan Drive Duplication From Dinah Beach Road to Woolner Road, be received and noted.

DECISION NO.20\() (26/10/10)

**12 Chinatown Car Park**

THAT a report be prepared regarding proposals to enhance the appearance of the Chinatown car park at street level.

DECISION NO.20\() (26/10/10)

## 15 OFFICERS REPORTS

### 15.1 Election of Deputy Lord Mayor 1 December 2010 – 31 March 2011 Report No. 10TC0062 MD (26/10/10) Common No. 375173

*Report Number 10TC0062 attached.*

ENCL: YES

**DARWIN CITY COUNCIL  
REPORT**

DATE: 26/10/10

TO: 2ND ORDINARY COUNCIL/OPEN

APPROVED: BD

FROM: EXECUTIVE MANAGER

APPROVED: MB

REPORT NO: 10TC0062 MB:le

COMMON NO: 375173

SUBJECT: ELECTION OF DEPUTY LORD MAYOR 1 DECEMBER 2010 – 31 MARCH 2011

ITEM NO: 15.1

**SYNOPSIS:**

This report recommends the Council appoint a Deputy Lord Mayor for the period 1 December 2010 to 31 March 2011.

**GENERAL:**

In accordance with the provisions of the Part 4.3 of the Local Government Act 2008 and Policy No.015 (**Attachment A**), Council appoints an Alderman to be the Deputy Lord Mayor for a period of four months during the term of the Council.

**FINANCIAL IMPLICATIONS:**

All costs are included within the 2010/2011 budget.

**ACTION PLAN IMPLICATIONS:**

The issues addressed in this Report are in accordance with the following Goals/Strategies of the Darwin City Council 2008 – 2012 as outlined in the 'Evolving Darwin Strategic Directions: Towards 2020 and Beyond':-

**Goal**

7 Demonstrate Effective, Open and Responsible Governance

**Outcome**

7.1 Effective governance

PAGE: 2  
 REPORT NUMBER: 10TC0062  
 SUBJECT: ELECTION OF DEPUTY LORD MAYOR 1 DECEMBER 2010 TO 31 MARCH 2011

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## **Goal**

7 Demonstrate Effective, Open and Responsible Governance

## **Outcome**

7.2 Display strong and effective leadership, within Council and across Government

### **LEGAL IMPLICATIONS:**

The decision to appoint a Deputy Lord Mayor is made pursuant to the provisions of the Local Government Act 2008 and Council Policy No. 015.

### **ENVIRONMENTAL IMPLICATIONS:**

Nil

### **PUBLIC RELATIONS IMPLICATIONS:**

Nil

### **COMMUNITY SAFETY IMPLICATIONS:**

Nil

### **DELEGATION:**

Nil

### **CONSULTATION:**

Chief Executive Officer

### **PROPOSED PUBLIC CONSULTATION PROCESS:**

Nil

### **APPROPRIATE SIGNAGE**

Nil

PAGE: 3  
REPORT NUMBER: 10TC0062  
SUBJECT: ELECTION OF DEPUTY LORD MAYOR 1 DECEMBER 2010 TO 31 MARCH 2011

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**RECOMMENDATIONS:**

- A. THAT Report Number 10TC0062, entitled, Election of Deputy Lord Mayor 1 December 2010 to 31 March 2011, be received and noted.
- B. THAT in accordance with Part 4.3 of the Local Government Act 2008 and Council Policy No.015, Council appoints Alderman ..... to the position of Deputy Lord Mayor, for the period 1 December 2010 to 31 March 2011.

**MARK BLACKBURN**  
**EXECUTIVE MANAGER**

**BRENDAN DOWD**  
**CHIEF EXECUTIVE OFFICER**

Any queries on this report may be directed to Mark Blackburn on 89300 516 or email: [m.blackburn@darwin.nt.gov.au](mailto:m.blackburn@darwin.nt.gov.au) .



Title: *Deputy Lord Mayor*  
 Policy No: *015*  
 Adopted By: *Council*  
 Next Review Date: *Refer' Policy and Procedure Framework'*  
 Responsibility: *Chief Executive Officer*  
 Document Number: *1752533*

Version	Decision Number	Adoption Date	History
1	20\2501	23/02/10	Adopted
2			
3			
4			

## 1 Policy Summary

This Policy covers the appointment, role and remuneration of the Deputy Lord Mayor's position.

## 2 Policy Objectives

The Local Government Act provides for the appointment of a Deputy Lord Mayor and sets forth the statutory responsibilities associated with that position. However Darwin City Council has organisational expectations for the office of Deputy as set forth in this Policy.

## 3 Background

The Council acknowledges that the Lord Mayor will, at various times, not be available to perform his/her duties and that the Deputy Lord Mayor will be required to act in the position. The Local Government Act provides for the appointment of a Deputy.

## 4 Policy Statement

This Policy should be read in conjunction with the Lord Mayoral Policy.

The Council acknowledges that the Lord Mayor will, at various times, not be available to perform his/her duties and that the Deputy Lord Mayor will be required to act in the position.

The Local Government Act, by providing for the appointment of a Deputy Lord Mayor, also recognises the fact that the Lord Mayor will be absent from time to time. The Council, as a matter of policy, appoints an Alderman to be Deputy Lord Mayor and to assist with this process has developed the following policy on the role of Deputy Lord Mayor.

### **Appointment**

The Act requires this to be done at the first meeting of Council after each general election.

For the period April 15, 2008 to the declaration of the 2012 general election, the Council has determined that one of the 12 Alderman be elected as Deputy Lord Mayor for a period of four months with the intention being that each Alderman be given the opportunity to act for a period of four months, during the term of the 20<sup>th</sup> Council.

### **Role**

#### **Statutory**

Part of Section 43 of the Local Government Act sets out the following role and function for the position:

*The role of the deputy principal member of a council is to carry out any of the principal member's functions when the principal member:*

- (a) delegates the functions to the deputy; or*
- (b) is absent from official duties because of illness or for some other pressing reason; or*
- (c) is on leave.*

Section 43(3) of the Act also provides that:

*If the principal member is absent from official duties on leave or for some other reason, and there is no deputy principal member or the deputy is not available to act in the principal member's position, the council may, by resolution, appoint some other member of the council to act in the principal member's position for a specified period or until the principal member resumes official duties.*

Organisational

In addition to this statutory role, the Council has an expectation that the Deputy Lord Mayor shall:

- where appropriate be the alternate to represent the Lord Mayor.
- be available to attend to official duties when acting as Lord Mayor but it is acknowledged that such availability may be influenced by employment or business commitments.
- attend civic functions and receptions.
- liaise with the Lord Mayor to establish an appropriate mechanism for consultation, briefings and discussions on Lord Mayoral activity.

**Remuneration**

Allowances will be in accordance with the Local Government Act 2008 Ministerial Guidelines (as amended from time to time).

Expenses

- When acting as Lord Mayor or when attending a function on behalf of the Lord Mayor reimbursement of approved out of pocket expenses shall be met by the Council in accordance with Policy number 017

**5 Legislation, terminology and references**

Section 43(2) of the Local Government Act sets forth the role of the Deputy Lord Mayor. This Section must be read in conjunction with Section 35 (Role of Elected Members) and Section 42 (Role of Mayor).

Section 45 (2)(b) requires the Council to appoint one of its Members to that office at the first meeting to be held after each general election.

The Ministerial Guidelines dealing with Elected Member Allowances make provision for the Deputy Mayor.

## 15 OFFICERS REPORTS

### 15.2 2009/2010 Darwin City Council Annual Report

Report No. 10TC0060 (26/10/10) Common No. 1891885

*Report Number 10TC0060 attached.*

***Attachment A*** is distributed as a separate document

ENCL: YES

**DARWIN CITY COUNCIL****DATE:** 26/10/10**REPORT****TO:** 2<sup>nd</sup> ORDINARY COUNCIL/OPEN**APPROVED:** MB**FROM:** EXECUTIVE MANAGER

AH

**REPORT NO:** 10TC0060**COMMON NO:** 1891885**SUBJECT:** 2009/2010 DARWIN CITY COUNCIL ANNUAL REPORT**ITEM NO: 15.2****SYNOPSIS:**

This report presents the Council's Annual Report for the year ending 30 June 2010 (**Attachment A**).

At this point in time, the financial statements have not been included in **Attachment A**. The audited statements are due to be presented to the Audit Committee meeting on 29 October 2010. Once endorsed by the Audit Committee the statements will be immediately added to the 2009/2010 Annual Report and made available to the Minister and the public. The external auditors have not identified any major issues or concerns within the financial statements.

**GENERAL:**

Section 199 of the Local Government Act 2008 contains the following provisions:

**Part 14.1 Annual reports****199 Annual reports**

- (1) A council must, on or before 15 November in each year, report to the Minister on its work during the financial year ending on the preceding 30 June.
- (2) The report must include a copy of the council's audited financial statement for the relevant financial year.
- (3) The report must also contain an assessment of the council's performance against the objectives stated in the relevant municipal or shire plan (applying indicators of performance set in the plan).

PAGE: 2  
 REPORT NUMBER: 10TC0060  
 SUBJECT: DARWIN CITY COUNCIL ANNUAL REPORT 2009/2010

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- (4) As soon as practicable after the report has been delivered to the Minister, the council must:
  - (a) publish the report on the council's website; and
  - (b) publish a notice in a newspaper circulating generally in the area informing the public that copies of the report may be downloaded from the council's website or obtained from the council's public office.

The audited financial statements for the period ending 30 June 2010 will be presented to the Audit Committee on 29 October 2010. The attached 2009/2010 Annual Report will then be updated to include the signed "Officer's Statement" and the "Independent Auditor's Report."

#### **FINANCIAL IMPLICATIONS:**

Nil.

#### **STRATEGIC PLAN IMPLICATIONS:**

The issues addressed in this Report are in accordance with the following Goals/Outcomes of the Evolving Darwin, Towards 2020 Strategic Plan:

### **7 DEMONSTRATE EFFECTIVE, OPEN AND RESPONSIBLE GOVERNANCE**

#### **7.1 Effective Governance**

##### **Key Strategy**

7.1.3 Manage Council's affairs based on a sustainable financial strategy.

#### **7.2 Display strong and effective leadership, within Council and across government**

##### **Key Strategy**

7.2.1 Display contemporary leadership and management practices within Council. .

PAGE: 3  
REPORT NUMBER: 10TC0060  
SUBJECT: DARWIN CITY COUNCIL ANNUAL REPORT 2009/2010

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### **LEGAL IMPLICATIONS:**

The Council must prepare the Annual Report by 15 November and as soon as practicable after delivery to the Minister, publish the report on the Council's website and publish a notice in a newspaper circulating generally within the area informing the public that the report is available.

### **ENVIRONMENTAL IMPLICATIONS:**

Only a limited number of hard copy reports will be produced (50). These reports will be printed on recycled paper.

### **PUBLIC RELATIONS IMPLICATIONS:**

Positive as it informs the public of progress against significant activities and outlines highlights and achievements for the year to 30 June 2010.

### **COMMUNITY SAFETY IMPLICATIONS:**

Nil.

### **DELEGATION:**

Nil.

### **CONSULTATION:**

Elected Members  
Chief Officers Group.  
Middle Managers Group

### **PROPOSED PUBLIC CONSULTATION PROCESS:**

Nil.

### **APPROPRIATE SIGNAGE**

Nil.

PAGE: 4  
REPORT NUMBER: 10TC0060  
SUBJECT: DARWIN CITY COUNCIL ANNUAL REPORT 2009/2010

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**RECOMMENDATIONS:**

- A. THAT Report Number 10TC0060 entitled, Darwin City Council Annual Report 2009/2010, be received and noted.
- B. THAT pursuant to Part 14.1, Section 199 of the Local Government Act, the Council endorses the Annual Report (excluding financials) for the year ending 30 June 2010 as contained in **Attachment A** to Report Number 10TC0060 entitled Darwin City Council Annual Report 2009/2010.
- C. THAT the 2009/2010 Annual Report, with the financial statements be provided to the Minister for Local Government before 15 November 2010.

**ANNE HAMMOND**  
**MANAGER STRATEGY & OUTCOMES**

**MARK BLACKBURN**  
**EXECUTIVE MANAGER**

Any queries on this report may be directed to Anne Hammond on 8930 0531 or email: [a.hammond@darwin.nt.gov.au](mailto:a.hammond@darwin.nt.gov.au).



## 15 OFFICERS REPORTS

### 15.3 2010 Community Satisfaction Survey Results

Report No. 10TC0061 (26/10/10) Common No. 1538812

*Report Number 10TC0061 attached.*

ENCL: YES

**DARWIN CITY COUNCIL**

DATE: 26/10/10

**REPORT**TO: 2<sup>nd</sup> ORDINARY COUNCIL/OPEN

APPROVED: MB

FROM: EXECUTIVE MANAGER

APPROVED AH

REPORT NO: 10TC0061

COMMON NO: 1538812

SUBJECT: 2010 ANNUAL COMMUNITY SATISFACTION SURVEY RESULTS

**ITEM NO:15.3****SYNOPSIS:**

Darwin City Council undertook its Annual Community Satisfaction Survey during the week of 19-26 July 2010. The survey was conducted on behalf of Council by McGregor Tan Research using a computer aided telephone interview (CATI) system with 700 residents surveyed. Refer to Council decision 20\2960.

The purpose of conducting annual surveys is to understand current community perceptions of Council, identify any areas for improvement and also track the affect of any organisational changes implemented to address previous survey results.

Particular care was taken to ensure that those surveyed matched our community profile (i.e. represented all ages, genders, household type and composition, employment status, income range and matched the size of suburban populations). This was specifically requested of the Consultant to overcome the current trend of residents not having phone landlines. In addition to this, Council also had hard copy surveys available during this week at all four Council libraries and at the Civic Centre front counter to ensure that all residents had the opportunity to participate. One hard copy survey was completed.

The full copy of the survey results is presented as **Attachment A** to this report.

**GENERAL:**

Within the survey two methods of reporting results are utilised; an overall percentage (%) and a rating system of 1.0 – 5.0 with:-

- <2.4 representing a low level of importance/satisfaction;
- 2.5 – 3.4 representing mixed level of importance/satisfaction;
- 3.5 – 3.9 representing relatively high levels of importance/satisfaction;
- 4.0 – 4.4 representing very high levels of importance/satisfaction; and
- >4.5 representing an extremely high level of importance/satisfaction.

PAGE: 2  
 REPORT NUMBER: 10TC0061  
 SUBJECT: 2010 ANNUAL COMMUNITY SATISFACTION SURVEY RESULTS

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This years survey has shown that “Overall level of satisfaction with Darwin City Council” has increased to 3.7 from 3.6. Of the 11 local government council’s that McGregor Tan Research has undertaken surveys for this year, Darwin City Council scored the highest. The range of results for the 11 Councils was 3.0 – 3.6, with an average of 3.3.

The majority of Darwin City Council’s results fell into either the high or very high satisfaction categories.

Four of Council’s services were rated with ‘very high’ levels of satisfaction, nine services were rated ‘high’ with the remaining six services in the range of ‘mixed’ levels of satisfaction.

Of particular note, the “Quality of service from the front counter staff at the Civic Centre” received an extremely high satisfaction rating of 4.5 (up from 4.2 in 2009).

No services received a low satisfaction rating. Of the 19 services rated in the survey, ten experienced an increase in satisfaction, six remained the same as the 2009 results and three services were rated lower than 2009 results. These three services were: stormwater drainage, litter collection from public places and car parking in the CBD. However it must be stressed that they all only decreased by 0.1.

Our resident’s awareness of the services that Darwin City Council offers provided some interesting results. As expected, there are a number of core services that residents are aware of, however there are also a number of services that Council offers which do not seem to be ‘top of mind’ for our residents, for example road/footpath maintenance, street lighting, special events and festivals etc. What was also of interest for Council is there is still quite an apparent uncertainty regarding Council’s role and responsibilities as opposed to the Northern Territory Government’s role. For example services such as bus services and public transport, Power/Water, health services, the water park were cited by residents. These results provide a direct message as to where Council needs to focus any future promotions and direct communication strategies.

Council staff pay particular attention to any variations between the “importance” rankings of the services that it delivers compared to “satisfaction” with the delivery of these services. Where there is a variation (*i.e. service is seen to be important, yet satisfaction is lower*), we deem these to be ‘areas for improvement’. From this years survey Council has four areas to focus on and improve, these being: car parking in the CBD, domestic dog control and education, public toilet maintenance and litter collection from public areas. Successfully addressing these areas will have the greatest impact on increasing overall community satisfaction.

This is a better result than 2009 where there were seven areas highlighted. Due to efforts by Council staff over the past 12 months, five these services improved in satisfaction ratings.

PAGE: 3  
 REPORT NUMBER: 10TC0061  
 SUBJECT: 2010 ANNUAL COMMUNITY SATISFACTION SURVEY RESULTS

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One particular area of concern to Council staff is the communities “ability to contact Council staff out of hours”. This received a lower level of satisfaction (*albeit still not ranked as “low” satisfaction*) in 2009 and a number of actions were taken throughout the past year to rectify this. Satisfaction has not improved as a result of these actions and the 2010 result does not gel with known data on this issue (*i.e. the number of calls that are taken by Council’s after hours service and the response times to these enquiries*). Council will investigate this issue further to fully understand what is causing these results and implementing mitigation strategies. The first action will be to analyse the nature of ‘out of hours’ enquiries and then modify Council’s after hours phone message to incorporate specific messages to proactively answer these messages (*or refer callers to where the information can be located on the website*). Another thought is that a focus group may be established to understand the problem and jointly develop solutions to overcome the issue.

Based on the seven key goals of the Evolving Darwin, Towards 2020 and Beyond Strategic Plan, our residents have told us that their top three priorities are:-

- Creating and maintaining an environmentally sustainable city (65%)
- Demonstrating effective, open and responsible governance (50%)
- Enhancing Darwin’s active, positive and flexible lifestyle (48%)

This is consistent with the 2009 results.

88% of residents are satisfied with their ‘quality of life’ in Darwin and those feeling safe in their suburb has increased. The ‘key issues’ that residents cited that are affecting their lives are:-

- Crime and antisocial behaviour is still the number 1 issue, though this has seen a dramatic decline from last year and is the best result ever (22%, down from 34% in 2009 and 27% in 2005);
- Housing affordability is the number 2 issue with an average result of 18%. When looking specifically at the community segment who are renting this understandably increases to 26% and jumps to 36% of those residents who have been here 2-5 years.
- The cost of living has increased significantly as an issue for residents (15%, up from 7%) as has the lack of accommodation/housing (11%, up from 3%).
- The environment and climate change has increased as an issue and is now in the ‘Top 6’.

These surveys provide Council staff with many valuable insights, which are all taken on board when planning future strategies and activities. The surveys also provide Council staff with direct information regarding specific target audiences for specific services (*e.g. who is and who is not utilising specific services*) and the survey results also provide greater insight as to how our residents want to be kept informed.

#### **FINANCIAL IMPLICATIONS:**

Nil.

PAGE: 4  
 REPORT NUMBER: 10TC0061  
 SUBJECT: 2010 ANNUAL COMMUNITY SATISFACTION SURVEY RESULTS

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### **STRATEGIC PLAN IMPLICATIONS:**

The issues addressed in this Report are in accordance with the following Goals/Outcomes of the Evolving Darwin, Towards 2020 and Beyond Strategic Plan:

#### **Goal**

7 Demonstrate effective, open and responsible governance

#### **Outcome**

7.1 Display strong and effective leadership, within Council and across government

#### **Key Strategy**

7.2.3 Use contemporary community engagement techniques to inform decision making.

### **LEGAL IMPLICATIONS:**

Nil.

### **ENVIRONMENTAL IMPLICATIONS:**

Nil.

### **PUBLIC RELATIONS IMPLICATIONS:**

Positive as the purpose of the survey is to solicit our community's views about Council's performance and as a result implement action to improve specific areas of performance.

### **COMMUNITY SAFETY IMPLICATIONS:**

Nil.

### **DELEGATION:**

Nil.

### **CONSULTATION:**

Chief Officers Group.

### **PROPOSED PUBLIC CONSULTATION PROCESS:**

A public notice will be placed in the NT News, Saturday 30 October 2010 thanking the community for their participation in this survey.

A suitable notation will also be placed on Councils website.

PAGE: 5  
REPORT NUMBER: 10TC0061  
SUBJECT: 2010 ANNUAL COMMUNITY SATISFACTION SURVEY RESULTS

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**APPROPRIATE SIGNAGE**

Nil.

**RECOMMENDATION:**

THAT Report Number 10TC0061 entitled, 2010 Annual Community Satisfaction Survey Results, including **Attachment A**, be received and noted.

**ANNE HAMMOND**  
**MANAGER STRATEGY & OUTCOMES**

**MARK BLACKBURN**  
**EXECUTIVE MANAGER**

Any queries on this report may be directed to Anne Hammond on 8930 0531 or email: [a.hammond@darwin.nt.gov.au](mailto:a.hammond@darwin.nt.gov.au).

# Community Satisfaction



## Annual Community Satisfaction Report July 2010

### **THANK YOU**

Darwin City Council would like to thank all of our residents who have taken the time to respond to this survey when they were contacted.

Your views and perceptions are invaluable and helping Council to target improvements in key areas.

Your feedback is vital to ensure the ongoing success of the Darwin municipality and Council would like to encourage further participation if you are contacted to participate in future years.



## Executive Summary

Darwin City Council is pleased to release the results of our 2010 Community Satisfaction Survey.

The purpose and value of the survey is for Council to understand our community's level of satisfaction with our service quality and delivery. These results help Council to better monitor and understand the impacts of any changes we have made throughout the year, for example changes made in how we deliver services and projects, changes made to program funding or the impact of any legislative changes. These results can assist Council to make informed decisions about future resourcing and service delivery.

The overall results indicate that Darwin City Council continues to meet our community's expectations.

We are proud that our community's satisfaction with the overall performance of the Darwin City Council remains high with an overall satisfaction rating of 3.7. This is particularly pleasing considering McGregor Tan, who undertook this survey on our behalf, has advised the average overall satisfaction score for the Local Government Councils that they surveyed this year has been 3.3, with a range from 3.0 to 3.6.

Council is also proud of the quality of service provided by our Customer Service staff. The community has rated satisfaction extremely high with a result of 4.5 out of 5.0.

Our residents awareness of the services that Darwin City Council offers provides some interesting results. There are a number of core services that residents are aware of, however there is also number of services that Council offers which do not seem to be 'top of mind' for our residents. What was also of interest for Council is there is still quite an apparent uncertainty regarding Council's role and responsibilities as opposed to the Northern Territory Government's role. These results provide a direct message as to where Council needs to focus any future promotions and direct communication strategies.

Interestingly, the importance ranking of our services has been extremely consistent over the past three surveys, with residents still citing waste management services as the most important service.

Based on the seven key goals of the Evolving Darwin, Towards 2020 and Beyond Strategic Plan, our residents have told us that their top three priorities are:-

- Creating and maintaining an environmentally sustainable city (65%)
- Demonstrating effective, open and responsible governance (50%)
- Enhancing Darwin's active, positive and flexible lifestyle (48%)

The survey results has provided us with many valuable insights such as how residents wish to be contacted, their opinions on what Darwin City Council should be focussing on, key issues affecting their lives and how safe they feel within their own suburb plus much more.

Darwin City Council will continue to strive for excellence for our residents by using these results in all future planning.



**Brendan Dowd**  
Chief Executive Officer

## Methodology

Darwin City Council is now regularly undertaking a community satisfaction survey in July of each year. The timing of the surveys has been specifically timed to avoid any other key dates such as school holidays and public holidays.

To undertake this survey Council engaged the services of McGregor Tan who are qualified and experienced researchers. McGregor Tan was chosen as they have acquired over more than 30 years working with many diverse and different organisations including having extensive experience in working in the Northern Territory. As part of their credentials they have received the ISO ISO9001:2000 and AS4752:2004 double accreditation for the full scope of research and strategy services including customised research for consumer, social and commercial studies.

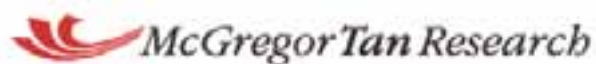
700 residents within the Darwin municipality were drawn at random from an electronic listing of telephone numbers and were asked to participate in a telephone survey. Based on the current number of residents within the Darwin municipality, 700 is a statistically valid sample size which provides a maxim margin of error of 3.8% at a 95% confidence level, which is acceptable for a survey of this nature.

The survey was conducted through a Computer Aided Telephone Interview (CATI) System. CATI is a robust and proven research system, which allows for the provision and examination of more detailed data.

It is recognised that not all residents have landlines. So in addition to the phone survey, hard copies of the survey questions were made available at Council's Casuarina, Karama and Nightcliff libraries and also at the front counter of the Civic Centre in Harry Chan Ave. This provided all residents the opportunity to participate.

Throughout the survey a rating system of 1.0 – 5.0 is used where:-

- >4.5 represents an extremely high level of importance/satisfaction;
- 4.0 – 4.4 representing very high levels of importance/satisfaction;
- 3.5 – 3.9 representing relatively high levels of importance/satisfaction;
- 2.5 – 3.4 representing mixed level of importance/satisfaction; and
- <2.9 is an unsatisfactory result.



**Strategies, Marketing and Social Research**

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## 2010 Residents Survey REPORT

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Prepared for: Anne Hammond

On behalf of: Darwin City Council

Project No: 9068

Date: August 2010

# ***CONTENTS***

<b>Section 1</b>	<b>Introduction.....</b>	<b>1</b>
<b>Section 2</b>	<b>Executive Summary .....</b>	<b>3</b>
2.1	Overview .....	4
2.2	Key Findings .....	5
<b>Section 3</b>	<b>Survey Results.....</b>	<b>13</b>
3.1	Awareness of Council Services .....	14
3.2	Most Important Services .....	17
3.3	Council Services Used .....	19
3.4	Importance Ratings of Council Services .....	23
3.5	Satisfaction Ratings With Council Services .....	26
	Individual Services .....	26
	Overall Satisfaction .....	29
3.6	Contact With the Council .....	31
	Method of Contact .....	31
	Satisfaction with Contact .....	32
	Reason for Contact.....	33
	Nature of Complaint.....	34
	Current Sources of Information about Council Matters .....	36
	Preferred Sources of Information about Council Matters .....	38
	Incidence of Improvement to Communication Processes .....	40
	Level of Satisfaction with Aspects of the Contact .....	40
3.7	Transport.....	43
	Car.....	43
	Public Transport.....	44
	Bicycle .....	45
	Motor Bike.....	46
	Walking.....	47
3.8	The Role of Council .....	48
3.9	Council Priorities .....	51
3.10	Service Improvements .....	53

3.11	Key Issues and Suggestions.....	55
	Key Issues .....	55
	Quality of Life.....	57
	Perceptions of Safety in Local Suburb.....	58
	Suggestions .....	59
<b>Section 4</b>	<b>Importance/Performance Analysis .....</b>	<b>63</b>
4.1	Importance/Performance Matrix.....	64
	Appendix 1: About The Research .....	68
	Appendix 2: Sampling Tolerance.....	76
	Appendix 3: Questionnaire.....	78

# *Section 1*

## *Introduction*

## **Background**

- 1.1 McGregor Tan Research was commissioned by Darwin City Council to conduct a Resident Satisfaction Survey in July 2010. The task of this research was to track public perceptions of the Darwin City Council in relation to service quality, as well to assist in identifying any real or perceived gaps in the delivery of customer service in the City.
- 1.2 The previous resident satisfaction survey was conducted in 2009, and before that 2005 and 2000.
- 1.3 The 2010 questionnaire had minor changes from 2009, with the inclusion of a few additional questions. However, within this report, responses have been tracked where possible with those from the 2009 and 2005 Resident Satisfaction Surveys.

## **Methodology**

- 1.4 A CATI survey was conducted between July 19<sup>th</sup> to July 26<sup>th</sup> 2010 among 700 Darwin residents.

## *Section 2*

# *Executive Summary*



## 2.1

### Overview

Satisfaction with the performance of the Darwin City Council remains high, with an overall satisfaction rating of 3.7 (up from 3.6 in 2009).

Further, 64% of residents were satisfied with the overall performance of Council compared to 7% who were dissatisfied.

There is also a very high level of satisfaction with the quality of life in Darwin with 88% of surveyed respondents indicating that they were satisfied, compared to just 2% who were dissatisfied.

Further positive findings were the satisfaction ratings for contact with Council staff, in particular, the quality of service from the counter staff at the Civic Centre.

A few key areas for improvement of service delivery were identified (fewer than last year), including:

- Car parking in the central business district
- Domestic dog control and education
- Public toilet maintenance
- Litter collection from public areas

Successfully addressing these areas will have the greatest impact on increasing overall customer satisfaction.

## 2.2 **Key Findings**

### **Council Services**

When asked to identify what services Darwin City Council offers to its residents, almost three quarters (71%, up from 67% in 2009 and 68% in 2005) of those surveyed indicated that they were aware of waste management services. Other services named included parks and playgrounds (42%, up from 40% in 2009 and 37% in 2005), library services (35%, up from 33% in 2009 and 34% in 2005), streets (29%, unchanged from 2009) and dog control and education (22%, down slightly from 23% in 2009).

Waste management services were outlined as the most important service by almost half (46%, down from 50% in 2009 and 51% in 2005) of those surveyed. Other services considered important, although to a lesser degree, included library services (13%, up from 9% in 2009 and up slightly from 12% in 2005) and parks and playgrounds (11%, up from 8% in 2009 and 2005).

In the past twelve months, residents of the Darwin City Council area were more likely to have used the waste management services (88%, down from 98% in 2009 and 96% in 2005), streets (86%, down from 96% in 2009), footpaths (85%, down from 94% in 2009 and down slightly from 86% in 2005), car parking (76%, down from 80% in 2009 and up from 72% in 2005), walkways (70%, down from 77% in 2009 and up from 50% in 2005) and parks and playgrounds (68%, down from 70% in 2009 and up from 63% in 2005).

### **Importance and Satisfaction**

Extremely high levels of importance were attributed to the following services provided by Darwin City Council:

- The wheelie bin emptying service (4.8, unchanged from 2009 and 2005)
- Road maintenance (4.6, unchanged from 2009 and 2005)
- Street lighting (4.5, unchanged from 2009 and 2005)

- Litter collection from public areas (4.5, unchanged from 2009 and 2005)
- Storm water drainage (4.5, up from 4.4 in 2009 and 2005)
- The services provided at Shoal Bay Waste Management Facility (4.5, up from 4.3 in 2009 and 4.2 in 2005)

Very high levels of importance were attributed to the following:

- Maintenance of footpaths / cycle paths (4.4, unchanged from 2009 and 2005)
- Maintenance of parks and playgrounds (4.4, up from 4.3 in 2009)
- Public toilet maintenance (4.3, unchanged from 2009 and up slightly from 4.2 in 2005)
- Traffic management (4.3, unchanged from 2009 and 2005)
- Car parking in the central business district (4.1, up from 3.9 in 2009 and 2005)
- Library services (4.1, up from 4.0 in 2009)
- Community services (4.1, unchanged from 2009)
- Recreational and leisure (4.1, unchanged from 2009)
- Domestic dog control and education (4.0, unchanged from 2009 and down from 4.1 in 2005)

Relatively high levels of importance were associated with the following:

- Public swimming pools (3.9, up slightly from 3.8 in 2009 and down from 4.0 in 2005)
- Car parking in suburban areas (3.6, up from 3.5 in 2009 and 2005)

The following recorded a mixed level of importance:

- Cat control and education (3.4, down from 3.5 in 2009)
- Control of advertising signage (3.1, unchanged from 2009 and 2005)

All respondents then rated their level of satisfaction with these services. Very high levels of satisfaction were associated with the following services provided by Darwin City Council:

- The wheelie bin emptying service (4.3, unchanged from 2009 and up from 4.2 in 2005)
- Library services (4.2, up from 4.1 in 2009)
- The services provided at Shoal Bay Waste Management Facility (4.1, up from 4.0 in 2009 and unchanged from 2005)
- Public swimming pools (4.0, up from 3.8 in 2009 and 3.9 in 2005)

The following recorded relatively high levels of satisfaction:

- Recreational and leisure (3.9, unchanged from 2009 and up from 3.8 in 2005)
- Maintenance of parks and playgrounds (3.8, unchanged from 2009 and up from 3.7 in 2005)
- Community services (3.8, up from 3.6 in 2009)
- Storm water drainage (3.7, down from 3.8 in 2009 and 3.9 in 2005)
- Traffic management (3.6, unchanged from 2009 and 2005)
- Car parking in suburban areas (3.6, unchanged from 2009 and 2005)
- Street lighting (3.6, unchanged from 2009 and down from 3.7 in 2005)
- Road maintenance (3.6, up from 3.5 in 2009 and down from 3.7 in 2005)
- Maintenance of footpaths / cycle paths (3.6, up from 3.4 in 2009 and down from 3.7 in 2005)

Mixed levels of satisfaction were attributed to the following:

- Litter collection from public areas (3.4, down from 3.5 in 2009 and unchanged from 2005)
- Control of advertising signage (3.4, down from 3.3 in 2009 and unchanged from 2005)
- Domestic dog control and education (3.3, up from 3.2 in 2009 and unchanged from 2005)
- Public toilet maintenance (3.2, up from 3.1 in 2009 and 2.9 in 2005)
- Cat control and education (3.0, up from 2.9 in 2009)

- Car parking in the central business district (2.9, down from 3.0 in 2009 and 2005)

### **Overall Satisfaction**

Respondents' overall level of satisfaction with the Darwin City Council was relatively high (3.7, up from 3.6 in 2009 and unchanged from 2005) with almost two thirds (64%, up from 61% in 2009 and unchanged from 2005) of those surveyed satisfied, while only 7% (down from 9% in 2009 and unchanged from 2005) were dissatisfied.

### **Contact with Council**

More than two in five (43%, down from 49% in 2009) of those surveyed had not made any contact with Darwin City Council in the past twelve months. Among those who have had contact, two in five (40%, up from 37% in 2009) had telephoned Council, while others used the internet / email (11%, up from 5% in 2009) or went to the Civic Centre in person (11%, down slightly from 12% in 2009).

A relatively high level of satisfaction (3.9, unchanged from 2009) was recorded among residents who had made contact with Darwin City Council. The majority (72%, up from 70% in 2009) of these residents were satisfied with their contact, compared to 15% (down from 17% in 2009) who were not satisfied.

Among those who have had contact with Darwin City Council, the main reasons outlined were to make a complaint (24%, down from 27% in 2009 and 29% in 2005), dog registration (14%, up from 3% in 2009 and 2% in 2005), to gain information (12%, down from 15% in 2009 and 20% in 2005) and to pay rates / fines (11%, down from 13% in 2009 and down slightly from 12% in 2005).

More than one third (35%, up from 26% in 2009 and 2005) of the residents who made a complaint indicated that the nature of their complaint revolved around dog issues. To a lesser extent, these residents also complained about cat issues (7%, up from 4% in 2009), footpath maintenance (7%, down slightly from 8% in 2009 and up from 5% in 2005) and street lighting issues (6%, up from 3% in 2009 and 4% in 2005).

Approximately two in five (41%) respondents outlined that they currently find out about Council matters through the Northern Territory News, while other sources of information about Council matters included Council's website (22%), television (15%), letter (13%) and radio (12%).

The preferred source of information about Council matters was identified as the Northern Territory News by almost one third (30%, up from 22% in 2009) of respondents, while other responses included a letter (21%, down from 48% in 2009), Council's website (19%, up from 12% in 2009), brochures / flyers / booklets (17%, up from 6% in 2009), television (15%, down from 16% in 2009) and radio (10%, unchanged from 2009).

More than one quarter (29%) of the residents surveyed outlined that they believed that Darwin City Council has improved their communication processes over the past year, however, 36% disagreed and a further 34% were unsure.

An extremely high level of satisfaction (4.5, up from 4.2 in 2009) was recorded for "specifically the quality of service from the front counter staff at the Civic Centre" among respondents who indicated that they went into the Civic Centre in person in the last twelve months.

Among all the residents surveyed, a very high level of satisfaction was recorded for "the knowledge of the person you dealt with in relation to your reason for making contact" (4.0, up from 3.8 in 2009 and unchanged from 2005)

Relatively high levels of satisfaction were recorded for the following attributes among residents surveyed:

- The ease with which you were put in touch with the right person to assist you (3.9, up from 3.8 in 2009 and down from 4.1 in 2005)
- Overall how satisfied are you with the quality of service that Council provided to you (3.8, up from 3.7 in 2009 and down from 3.9 in 2005)
- The enthusiasm and interest shown to you by Council staff (3.8, up from 3.6 in 2009 and unchanged from 2005)
- The ability of Council staff and representatives to 'get it right the first time' (3.7, up from 3.5 in 2009 and unchanged from 2005)

A mixed level of satisfaction (2.7, down from 2.9 in 2009 and 3.3 in 2005) was recorded for “your ability to contact Council staff out of office hours”.

### **Transport**

Residents surveyed were asked to indicate how often they use a car, walking, bicycle, public transport and motor bike as a form of transport. The frequencies of usage were as follows:

	Car		Walking		Bicycle		Public Transport		Motor Bike	
	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009
Daily	74%	73%	43%	41%	7%	7%	2%	3%	2%	3%
Most days	9%	10%	9%	16%	3%	4%	2%	1%	1%	0%
Several days a week	7%	6%	14%	13%	6%	7%	2%	4%	1%	1%
Once or twice a week	4%	5%	16%	13%	15%	13%	4%	5%	1%	1%
Between once a fortnight and once a month	0%	1%	5%	4%	9%	6%	8%	7%	1%	1%
Less than once a month	0%	1%	4%	6%	9%	12%	26%	28%	1%	3%
Never	5%	4%	7%	8%	51%	51%	57%	52%	94%	91%

### **The Role of Council**

When asked to rate their level of agreement with a number of statements, the following recorded an extremely high level of agreement:

- The DCC should play a role in improving urban enhancement around Darwin such as landscaping, streetscapes, providing a clean, safe and liveable City (4.5, down from 4.6 in 2009)

Very high levels of agreement were attributed to the following:

- The DCC should play a role in the development of the City's infrastructure, such as transport, car parking and public amenities (4.4, down from 4.5 in 2009 and unchanged from 2005)
- The DCC should increase recreational, leisure and heritage experiences such as managing the pathway and cycleway network, providing new facilities (4.2, down from 4.3 in 2009)
- The DCC should provide family friendly and healthy activities (4.2, unchanged from 2009)

- The DCC should play a role in climate change, the protection of the environment and improving water conservation (4.1, down from 4.2 in 2009)
- The DCC should play a role in the promotion of Darwin and attract tourism (4.0, down from 4.1 in 2009)
- The DCC should play a role in promoting Darwin's culture (4.0, down from 4.1 in 2009)

The following recorded relatively high levels of agreement:

- The DCC acts responsibly and with integrity (3.9, down from 4.0 in 2009 and up from 3.7 in 2005)
- The DCC should play a role in the development of other community support programs (3.8, down from 3.9 in 2008 and unchanged from 2005)
- The DCC should play a role in increasing and promoting the use of technology (3.5, down from 3.6 in 2009)

A mixed level of agreement (3.4, unchanged from 2009 and up from 3.2 in 2005) was attributed towards "the DCC consults with the community sufficiently".

### **Council Priorities**

The top three priorities for Darwin City Council were identified as creating and maintaining an environmentally sustainable city (65%, up slightly from 64% in 2009), demonstrating effective, open and responsible governance (50%, down from 53% in 2009) and enhancing Darwin's active, positive and flexible lifestyle (48%, down slightly from 49% in 2009).

### **Service Improvements**

Half (50%, down slightly from 51% in 2009 and up from 48% in 2005) of those surveyed indicated that there were ways in which Darwin City Council could improve its service to residents. Suggestions provided by residents included to communicate better with public (10%, up from 8% in 2009 and 5% in 2005), improve and maintain footpaths / bikeways (7%, up from 5% in



2009 and 3% in 2005), rubbish and recycle collections (5%, up from 3% in 2009 and 2005), parking (5%, up slightly from 4% in 2009 and up from 3% in 2005), maintain parks and gardens (5%, up slightly from 4% in 2009 and up from 2% in 2005) and clean up streets and public areas (5%, up from 2% in 2009 and 3% in 2005).

### **Key Issues and Suggestions**

The key issues identified as currently affecting the lives of Darwin residents were crime and anti-social behaviour (22%, down from 34% in 2009 and 27% in 2005), housing affordability (18%, down slightly from 19% in 2009) and cost of living expense (15%, up from 7% in 2009 and 9% in 2005).

There was a very high level of satisfaction (4.3, unchanged from 2009) with the quality of life among residents. The overwhelming majority (88%, unchanged from 2009) of respondents were satisfied with the quality of life in Darwin, only 2% (unchanged from 2009) of those surveyed were not satisfied.

A relatively high rating (3.9, up from 3.8 in 2009) was recorded for feeling safe in their local suburb among the residents surveyed. Almost three quarters (74%, up from 72% in 2009) of respondents indicated that they felt safe in their local suburb, compared to 10% (down from 12% in 2009) who did not.

Among the many suggestions provided by Darwin City Council residents for the future, those more frequently identified included beautification / greening of areas – parks, clean ups, develop areas – maintain (10%, down slightly from 11% in 2009, up from 3% in 2005), roads / infrastructure – maintenance (8%, up from 6% in 2009 and 4% in 2005), improve safety and security (6%, down from 10% in 2009 and up from 3% in 2005), environment issues (6%, down slightly from 7% in 2009 and up slightly from 5% in 2005), community services – improve (6%, unchanged from 2009 and up from 3% in 2005) and focus on services for the community (6%, not mentioned in previous years).

## *Section 3*

# *Survey Results*

This section outlines the key findings of the research. Where possible, comparisons with the 2009 and 2005 Surveys have been made.

### ***3.1 Awareness of Council Services***

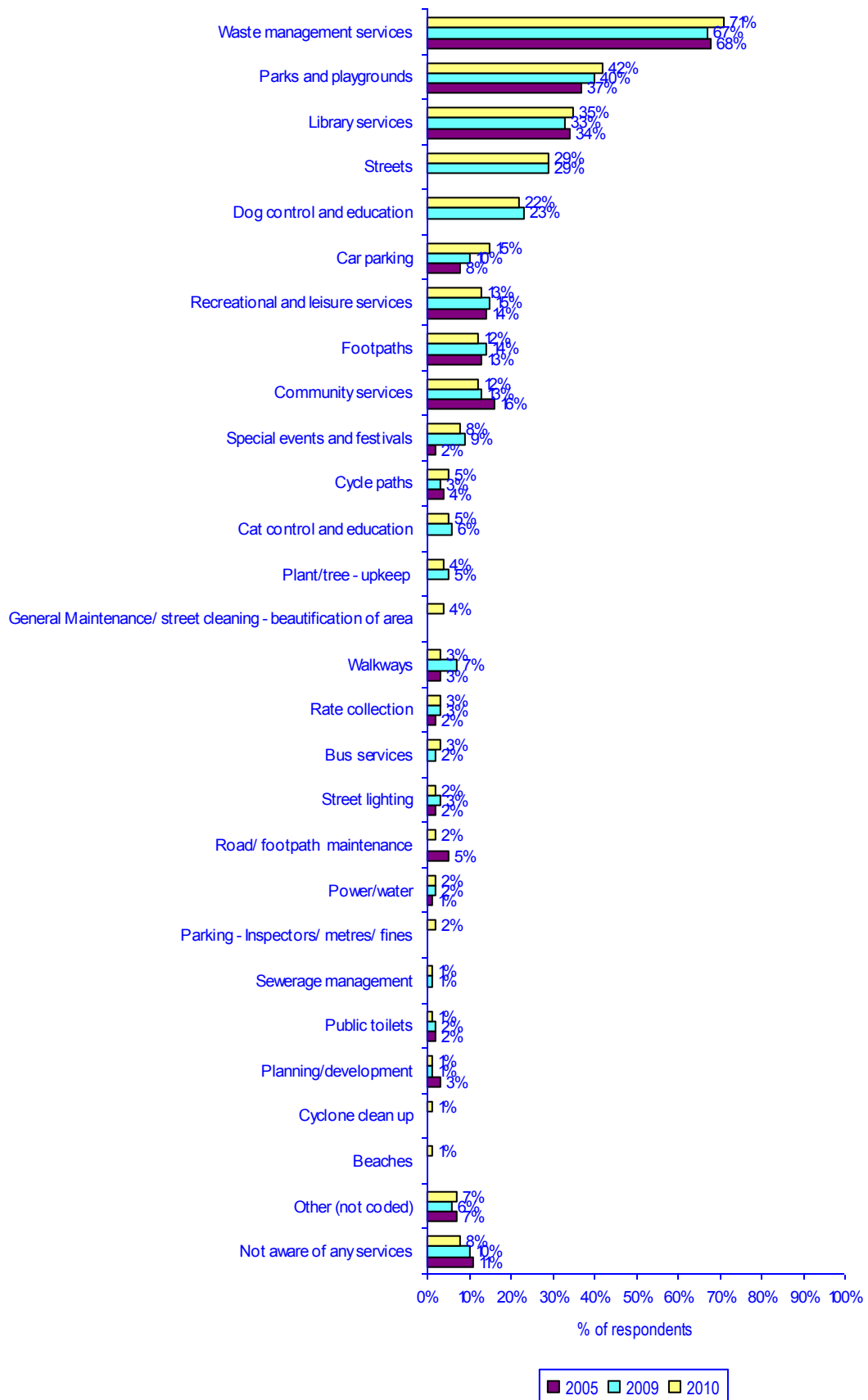
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3.1.1 Those surveyed were asked what services they were aware of that the Darwin City Council offers to Darwin residents.

3.1.2 The main services identified were:

- Waste management services (71%, up from 67% in 2009 and 68% in 2005)
- Parks and playgrounds (42%, up from 40% in 2009 and 37% in 2005)
- Library services (35%, up from 33% in 2009 and 34% in 2005)
- Streets (29%, unchanged from 2009)
- Dog control and education (22%, down slightly from 23% in 2009)
- Car parking – city and suburban (15%, up from 10% in 2009 and 8% in 2005)
- Recreational and leisure services (13%, down from 15% in 2009 and 14% in 2005)
- Community services (12%, down slightly from 13% in 2009 and down from 16% in 2005)
- Footpaths (12%, down from 14% in 2009 and 13% in 2005)

**Q1. What services are you aware of that Darwin City Council offers to Darwin residents?**



3.1.3 The following services were identified by high proportions of owners / rate payers:

- Waste management services (76%)
- Parks and playgrounds (46%)
- Library services (39%)
- Streets (32%)
- Recreational and leisure services (15%)

3.1.4 There were a number of other variances to these responses among the groups surveyed, including:

- Waste management services also had a higher incidence of being named by males (77%) and those with a gross household income over \$70,000 per annum (79%)
- Library services were identified by higher proportions of those with a gross household income over \$70,000 per annum (43%)
- Streets were more likely to be named by those aged over 40 (32%) and those who have lived in Darwin for ten years or more (32%)
- Higher proportions of those who lived in a house / single dwelling (25%) identified dog control and education
- Those aware of community services were more likely to be females (15%) and those aged 31 to 35 (25%)
- Footpaths were more likely to be identified by those who have lived in Darwin for ten years or more (14%)

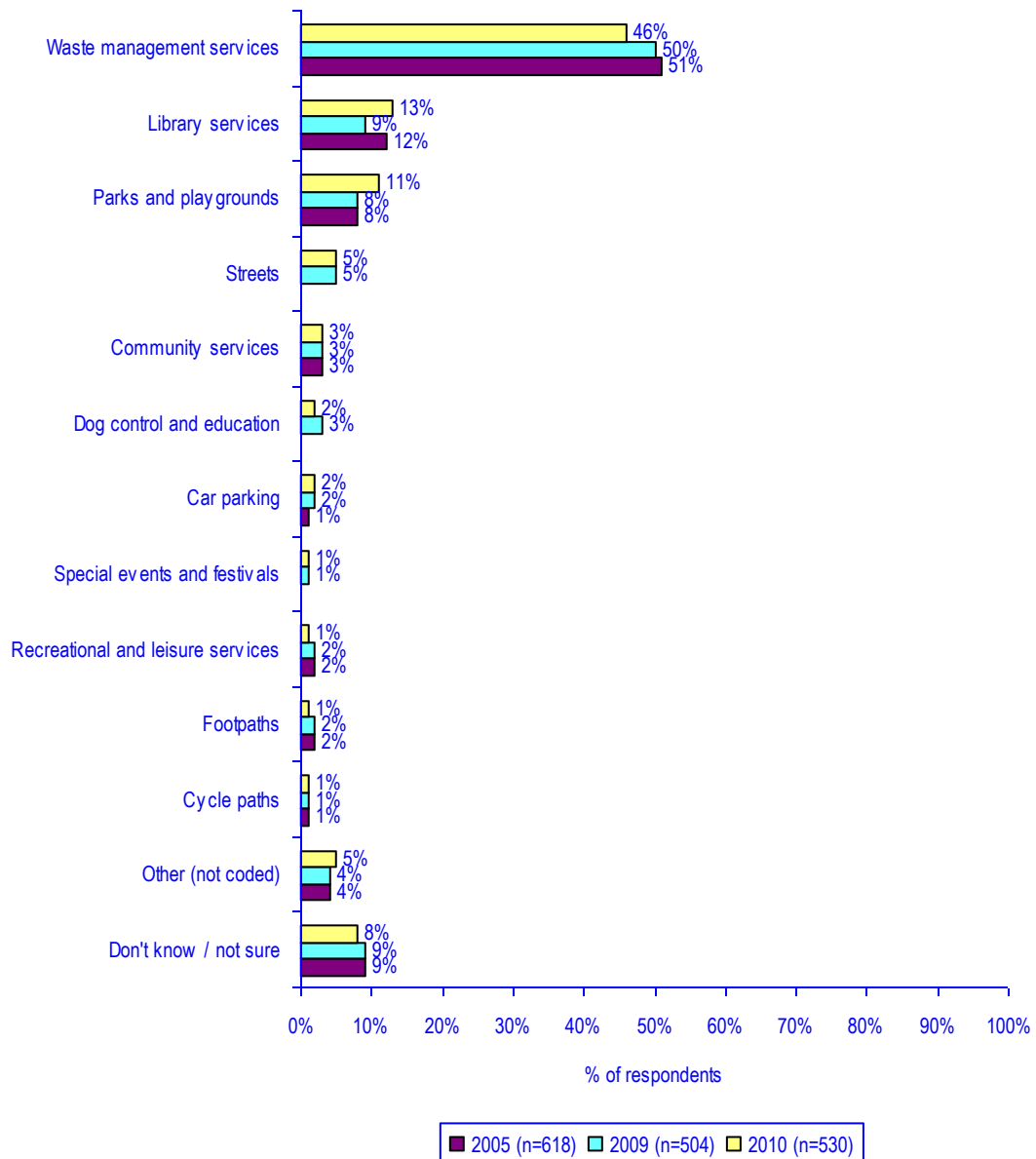
## **3.2** *Most Important Services*

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- 3.2.1 Those who were aware of services offered by Darwin City Council (n=530), were then asked to identify which one of those services that they were aware of was of the most importance to them.
- 3.2.2 Waste management services, named by almost half (46%, down from 50% in 2009 and 51% in 2005) of this group, was clearly identified as the most important of these services.
- 3.2.3 Others named included library services (13%, up from 9% in 2009 and up slightly from 12% in 2005), parks and playgrounds (11%, up from 8% in 2009 and 2005) and streets (5%, unchanged from 2009).

**Q2. Of all the services that you are aware of, which ONE is of the most importance to you?**

**BASE: Aware of services**



- 3.2.4 Waste management services was more likely to be outlined as the most important by males (56%) and those with gross household income over \$70,000 per annum (56%).
- 3.2.5 Library services had a higher incidence of being identified by females (17%).

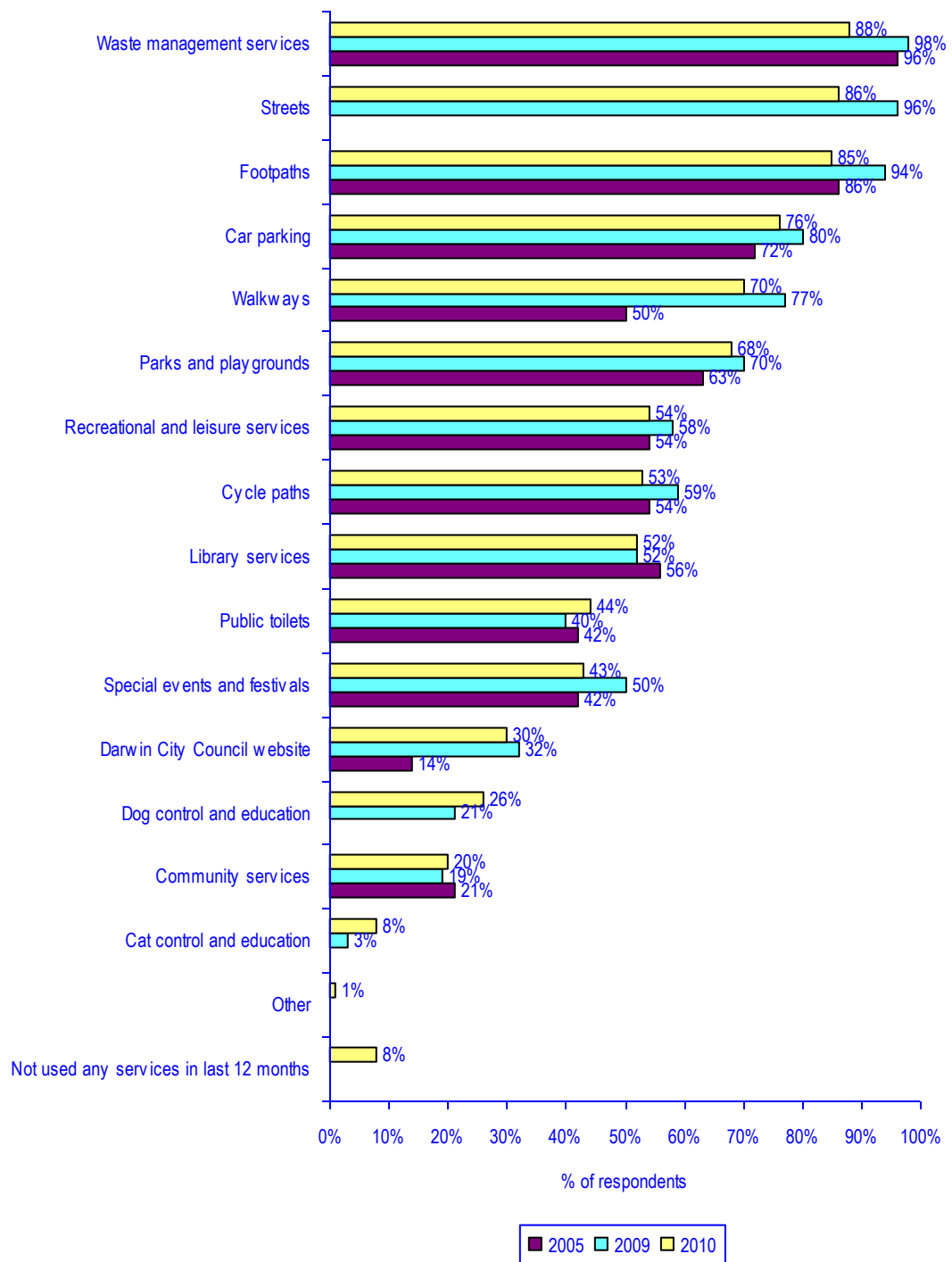
### 3.3 *Council Services Used*

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- 3.3.1 Respondents were then read a list of services provided by the Darwin City Council and asked which of these services they had used in the past twelve months.
- 3.3.2 The overwhelming majority (88%, down from 98% in 2009 and 96% in 2005) of those surveyed identified that they had used waste management services in the past twelve months, while other services named included:
- Streets (86%, down from 96% in 2009)
  - Footpaths (85%, down from 94% in 2009 and down slightly from 86% in 2005)
  - Car parking (76%, down from 80% in 2009 and up from 72% in 2005)
  - Walkways (70%, down from 77% in 2009 and up from 50% in 2005)
  - Parks and playgrounds (68%, down from 70% in 2009 and up from 63% in 2005)
  - Recreational and leisure services (54%, down from 58% in 2009 and unchanged from 2005)
  - Cycle paths (53%, down from 59% in 2009 and 54% in 2005)
  - Library services (52%, unchanged from 2009 and down from 56% in 2005)
  - Public toilets (44%, up from 40% in 2009 and 42% in 2005)
  - Special events and festivals (43%, down from 50% in 2009 and up slightly from 42% in 2005)
  - Darwin City Council website (30%, down from 32% in 2009 and up from 14% in 2005)
  - Dog control and education (26%, up from 21% in 2009)
  - Community services (20%, up slightly from 19% in 2009 and down slightly from 21% in 2005)
  - Cat control and education (8%, up from 3% in 2009)



**Q3. Which of these Darwin City Council services have you used in the past 12 months?**



### 3.3.3

There were a number of variances to these responses among the groups surveyed, including:

- Waste management services (90%), streets (89%) and footpaths (87%) had a higher incidence of being identified by owners / rate payers
- Car parking was more likely to be identified by owners / rate payers (79%), those with a gross household income over \$70,000 per annum (87%) and those who have lived in Darwin between five to ten years (89%)
- Walkways were named by higher proportions of those with a gross household income over \$70,000 per annum (78%) and those who have lived in Darwin between five to ten years (85%)
- Parks and playgrounds had a higher incidence of being named by those aged 18 to 40 (76%), especially those 31 to 35 (85%), families with the youngest child under twelve (82%), those living in a house / single dwelling (71%), owners / rate payers (71%) and those with a gross household income over \$70,000 per annum (79%)
- Recreational and leisure services were more likely to be named by those aged 18 to 40 (67%), especially those 31 to 35 (77%), those aged 41 to 54 (62%) and families with the youngest child under twelve (77%)
- Cycle paths was outlined by higher proportions of those aged 18 to 40 (64%), especially those 36 to 40 (70%), families with the youngest child under twelve (65%), those with a gross household income over \$70,000 per annum (64%) and those who have lived in Darwin between five to ten years (68%)
- Library services had a higher incidence of being identified by females (59%) and families with the youngest child under twelve (64%)
- Public toilets were more likely to be named by those aged 18 to 40 (52%), especially those 31 to 35 (64%) and families with the youngest child under twelve (56%)
- Special events and festivals was identified by higher proportions of families with the youngest child under twelve (53%) and those with a gross household income over \$70,000 per annum (54%)

- Dog control and education was more likely to be identified by those aged 41 to 54 (33%), families with teenager / adult living at home (37%), those living in a house / single dwelling (29%) and owners / rate payers (30%)
- Community services was more likely to be named by those aged 18 to 40 (29%), especially those 31 to 35 (38%) and 36 to 40 (34%) and families with the youngest child under twelve (35%)

### 3.4 *Importance Ratings of Council Services*

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- 3.4.1 Those surveyed were asked to rate the importance of the services provided by the Council. This rating was on a scale of 1 to 5, where 5 is very important and 1 is not at all important.
- 3.4.2 It is generally considered that an average rating of 2.5 to 3.4 represents a mixed level of importance, 3.5 to 3.9 equates to a relatively high level of importance, 4.0 to 4.4 indicates a very high level of importance while 4.5 and above represents an extremely high level of importance.
- 3.4.3 Based on these parameters, there were extremely high levels of importance attributed to the following services:
- The wheelie bin emptying service (4.8, unchanged from 2009 and 2005)
  - Road maintenance (4.6, unchanged from 2009 and 2005)
  - Litter collection from public areas (4.5, unchanged from 2009 and 2005)
  - Street lighting (4.5, unchanged from 2009 and 2005)
  - Storm water drainage (4.5, up from 4.4 in 2009 and 2005)
  - The services provided at the Shoal Bay Waste Management Facility (4.5, up from 4.3 in 2009 and 4.2 in 2005)
- 3.4.4 There were very high levels of importance associated with the following:
- Maintenance of footpaths / cycle paths (4.4, unchanged from 2009 and 2005)
  - Maintenance of parks and playgrounds (4.4, up from 4.3 in 2009)
  - Public toilet maintenance (4.3, unchanged from 2009 and up from 4.2 in 2005)
  - Traffic management (4.3, unchanged from 2009 and 2005)
  - Car parking in the central business district (4.1, up from 3.9 in 2009 and 2005)
  - Community services (4.1, unchanged from 2009)

- Recreational and leisure (4.1, unchanged from 2009)
- Library services (4.1, up from 4.0 in 2009)
- Domestic dog control and education (4.0, unchanged from 2009 and down from 4.1 in 2005)

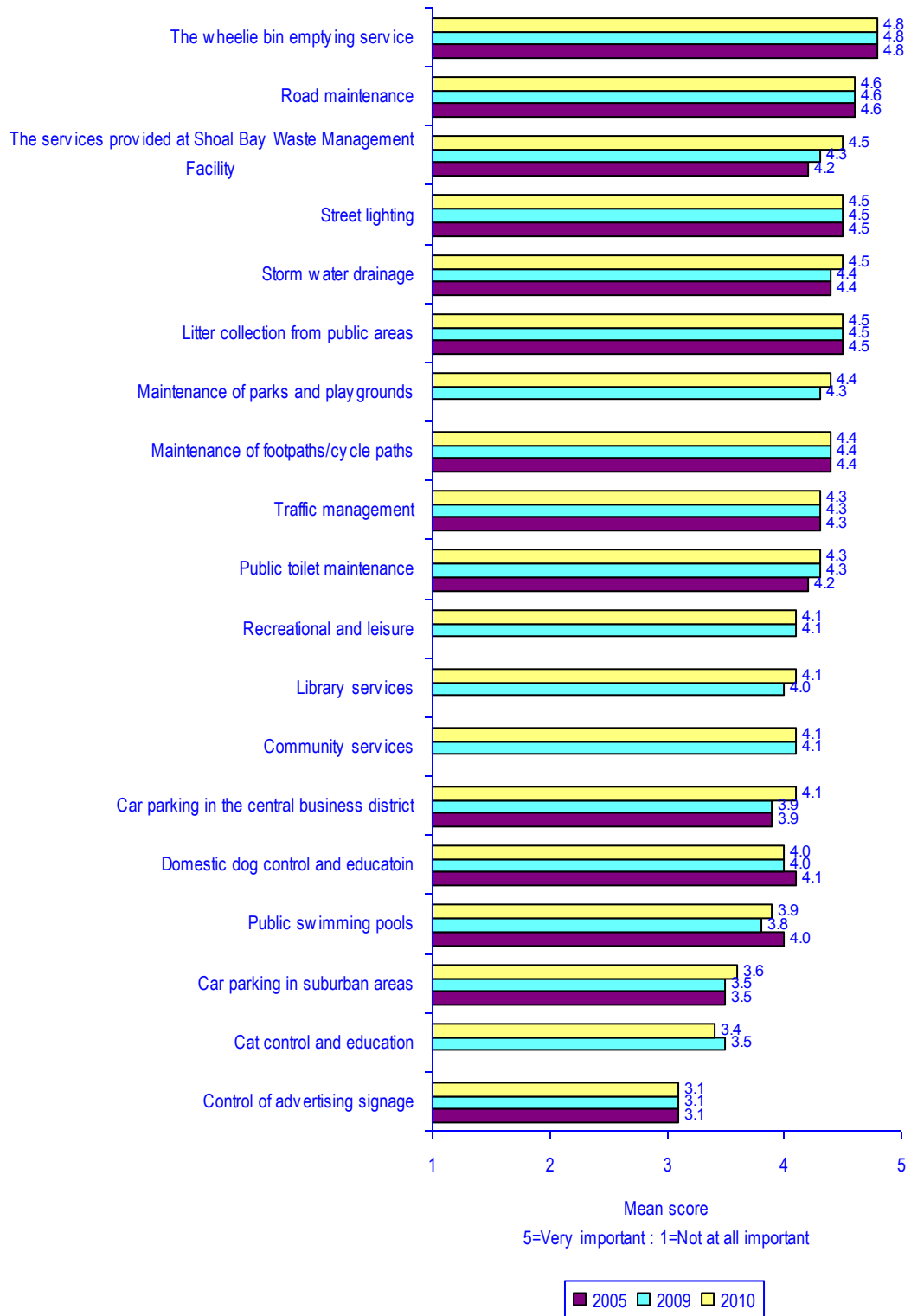
3.4.5 Relatively high levels of importance were attributed to the following:

- Public swimming pools (3.9, up from 3.8 in 2009 and down from 4.0 in 2005)
- Car parking areas in suburban areas (3.6, up from 3.5 in 2009 and 2005)

3.4.6 The following recorded mixed levels of importance:

- Cat control and education (3.4, down from 3.5 in 2009)
- Control of advertising signage (3.1, unchanged from 2009 and 2005)

**Q4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services on a 1 to 5 scale, where 5 is very important and 1 is not at all important.**



### 3.5 *Satisfaction Ratings With Council Services*

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#### *Individual Services*

- 3.5.1 Residents were then asked to rate their level of satisfaction with these services provided by the Council. This rating was on a scale of 1 to 5, where 5 is very satisfied and 1 is not at all satisfied.
- 3.5.2 It is generally considered that an average rating of 2.5 to 3.4 represents a mixed level of satisfaction, 3.5 to 3.9 indicates a relatively high level of satisfaction, 4.0 to 4.4 equates to a very high level of satisfaction while 4.5 and above represents an extremely high level of satisfaction.
- 3.5.3 Based on these parameters, there were very high levels of satisfaction with the following:
- The wheelie bin emptying service (4.3, unchanged from 2009 and up from 4.2 in 2005)
  - Library services (4.2, up from 4.1 in 2009)
  - The services provided at the Shoal Bay Waste Management Facility (4.1, up from 4.0 in 2009 and unchanged from 2005)
  - Public swimming pools (4.0, up from 3.8 in 2009 and 3.9 in 2005)
- 3.5.4 Relatively high levels of satisfaction were recorded for the following:
- Recreational and leisure (3.9, unchanged from 2009 and up from 3.8 in 2005)
  - Maintenance of parks and playgrounds (3.8, unchanged from 2009 and up from 3.7 in 2005)
  - Community services (3.8, up from 3.6 in 2005)
  - Storm water drainage (3.7, down from 3.8 in 2009 and 3.9 in 2005)
  - Maintenance of footpaths / cycle paths (3.6, up from 3.4 in 2009 and down from 3.7 in 2005)
  - Car parking in suburban areas (3.6, unchanged from 2009 and 2005)
  - Traffic management (3.6, unchanged from 2009 and 2005)

- Street lighting (3.6, unchanged from 2009 and down from 3.7 in 2005)
- Road maintenance (3.6, up from 3.5 in 2009 and down from 3.7 in 2005)

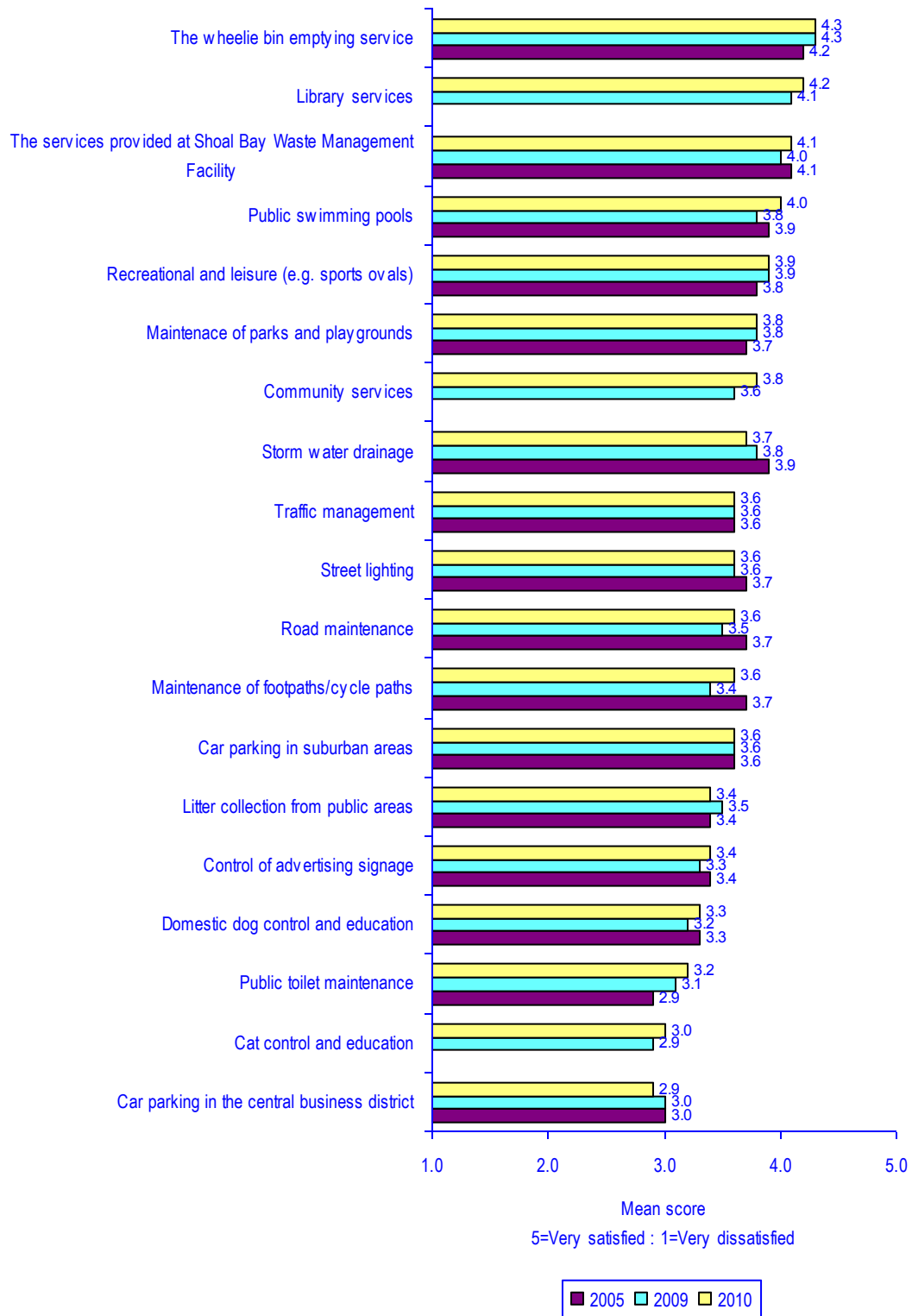
#### 3.5.5

The following recorded mixed levels of satisfaction:

- Litter collection from public areas (3.4, down from 3.5 in 2009 and unchanged from 2005)
- Control of advertising signage (3.4, up from 3.3 in 2009 and unchanged from 2005)
- Domestic dog control and education (3.3, up from 3.2 in 2009 and unchanged from 2005)
- Public toilet maintenance (3.2, up from 3.1 in 2009 and 2.9 in 2005)
- Cat control and education (3.0, up from 2.9 in 2009)
- Car parking in the central business district (2.9, down from 3.0 in 2009 and 2005)



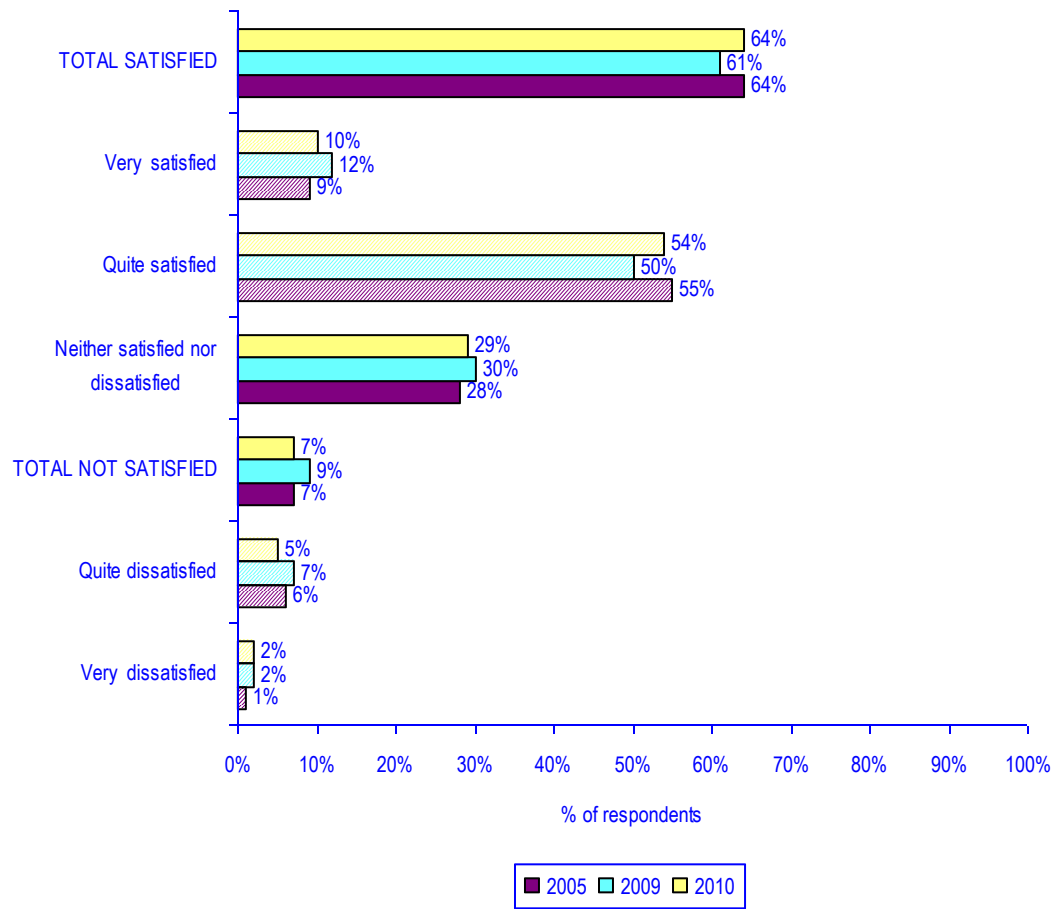
**Q5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service.**



### **Overall Satisfaction**

- 3.5.6 Those surveyed were then asked to rate their overall level of satisfaction with the Darwin City Council.
- 3.5.7 The overall satisfaction with the Darwin City Council was relatively high, with an average rating of 3.7 (up from 3.6 in 2009 and unchanged from 2005). The scaled responses were as follows:
- Very satisfied (10%, down from 12% in 2009 and up slightly from 9% in 2005)
  - Quite satisfied (54%, up from 50% in 2009 and down slightly from 55% in 2005)
  - Neither satisfied nor dissatisfied (29%, down slightly from 30% in 2009 and up slightly from 28% in 2005)
  - Quite dissatisfied (5%, down from 7% in 2009 and down slightly from 6% in 2005)
  - Very dissatisfied (2%, unchanged from 2009 and up slightly from 1% in 2005)
- 3.5.8 These findings indicate that almost two thirds (64%, up from 61% in 2009 and unchanged from 2005) of the residents surveyed were satisfied overall with the performance of the Council, compared to just 7% (down from 9% in 2009 and unchanged from 2005) who were dissatisfied.

**Q6. How do you rate your overall level of satisfaction with the Darwin City Council?**



## 3.6 *Contact With the Council*

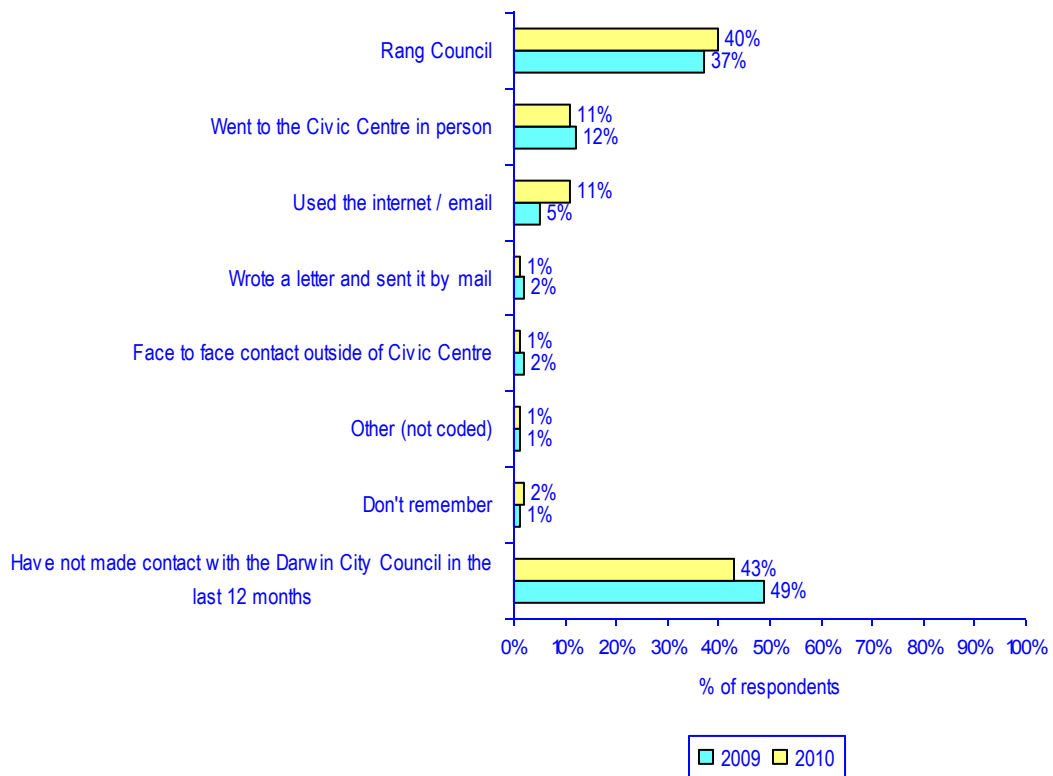
### Method of Contact

3.6.1 All respondents were asked if that had made contact with the Darwin City Council in the last twelve months, and those who had made contact were asked what methods they used to make that contact.

3.6.2 More than two in five (43%, down from 49% in 2009) of those surveyed indicated that they had not made any contact with the Council in the past twelve months. Among those who have had contact, the methods identified included:

- Rang Council (40%, up from 37% in 2009)
- Went to the Civic centre in person (11%, down slightly from 12% in 2009)
- Used the internet / email (11%, up from 5% in 2009)

**Q7. Have you made contact with Darwin City Council in the last 12 months?  
If yes, what methods did you use to make that contact?**



3.6.3 Rang council was identified by higher proportions of owners / occupiers (45%).

3.6.4 Internet / e mail was more likely to be identified by those aged 41 to 54 (16%), families with the youngest child under twelve (18%) and those with a gross household income over \$70,000 per annum (16%).

### **Satisfaction with Contact**

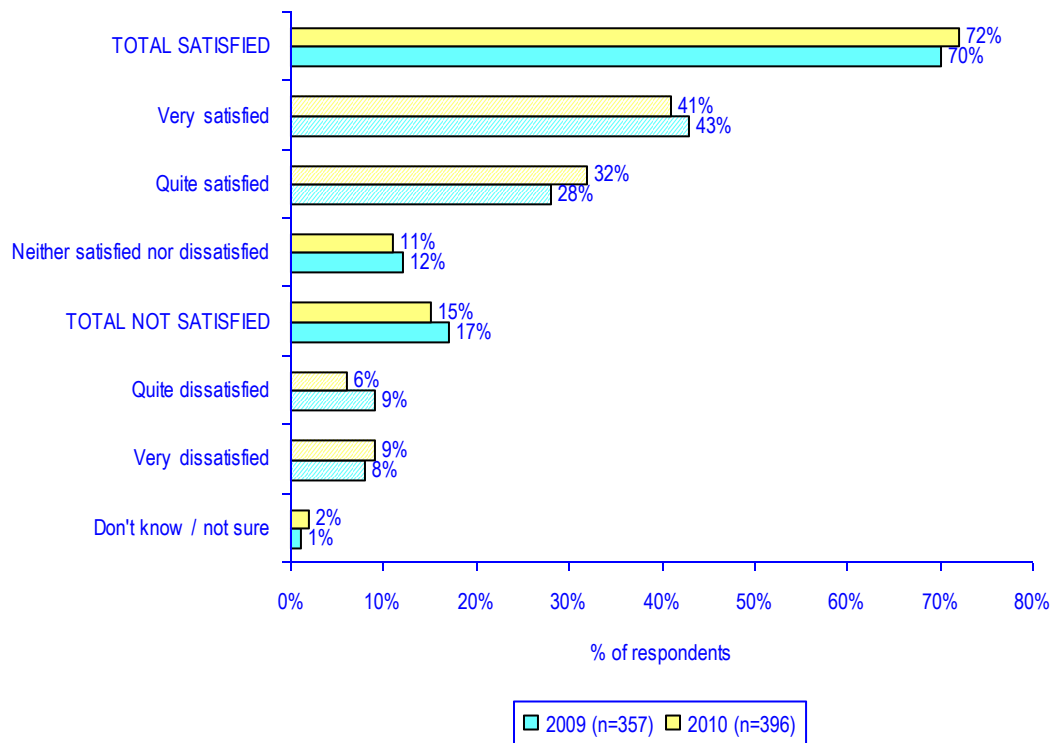
3.6.5 Those who had made contact with the Darwin City Council (n=396) were then asked how satisfied they were with that contact.

3.6.6 The overall satisfaction with the contact was quite high, with an average rating of 3.9 (unchanged from 2009). The scaled responses were as follows:

- Very satisfied (41%, down from 43% in 2009)
- Quite satisfied (32%, up from 28% in 2009)
- Neither satisfied nor dissatisfied (11%, down slightly from 12% in 2009)
- Quite dissatisfied (6%, down from 9% in 2009)
- Very dissatisfied (9%, up slightly from 8% in 2009)

3.6.7 These findings indicate that almost three quarters (72%, up from 70% in 2009) of the residents surveyed were satisfied with the contact they had with Council, compared to 15% (down from 17% in 2009) who were dissatisfied.

**Q8. How satisfied were you with the contact?**  
**BASE: Made contact with Council**



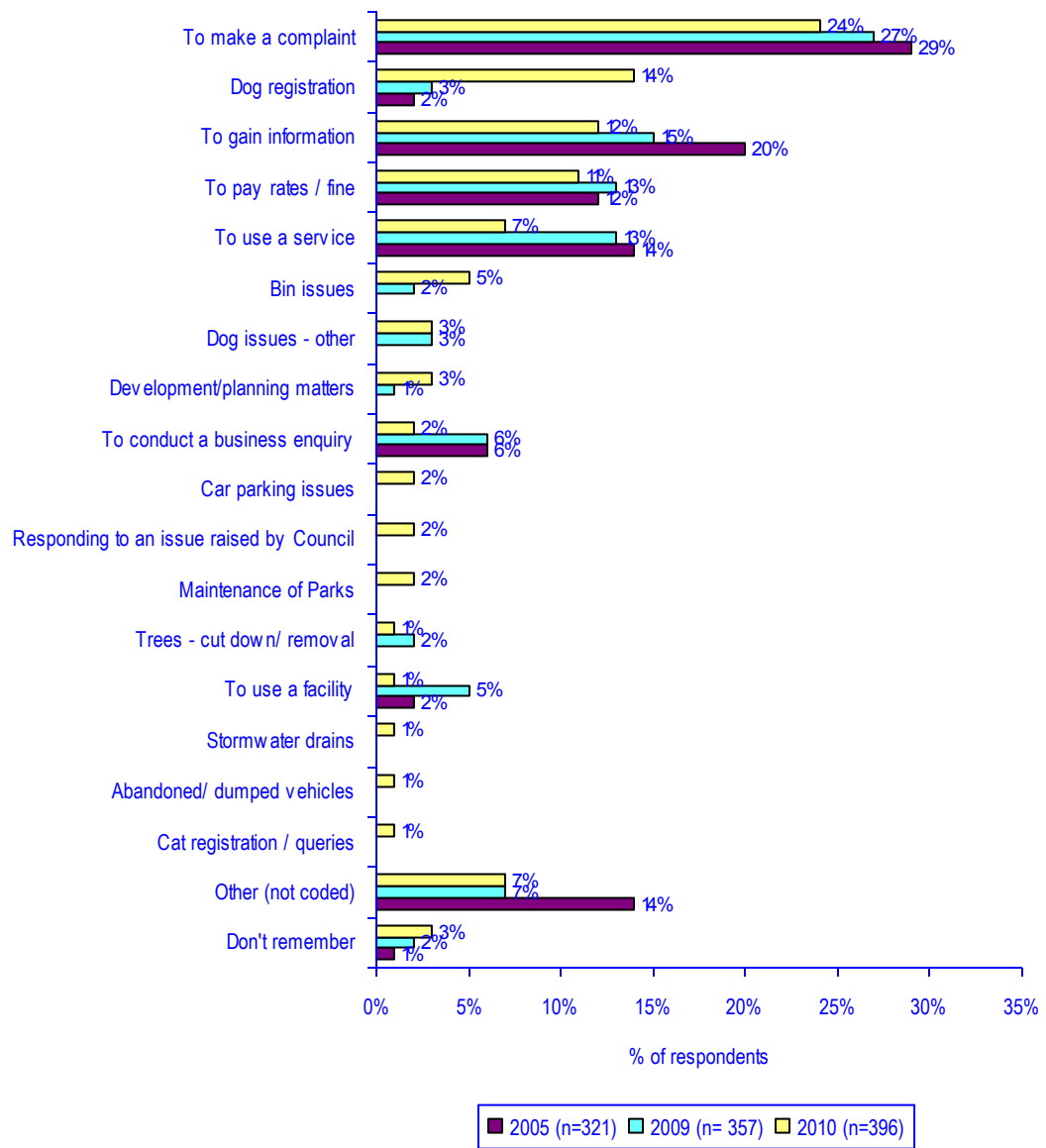
**Reason for Contact**

3.6.8 Those who had made contact with the Council (n=396) were asked what the main reason was for their most recent contact with the Council.

3.6.9 A number of reasons were identified, including:

- To make a complaint (24%, down from 27% in 2009 and 29% in 2005)
- Dog registration (14%, up from 3% in 2009 and 2% in 2005)
- To gain information (12%, down from 15% in 2009 and 20% in 2005)
- To pay rates / fines (11%, down from 13% in 2009 and down slightly from 12% in 2005)
- To use a service (7%, down from 13% in 2009 and 14% in 2005)

**Q9. What was the main reason for that contact?**  
Base: Made contact



3.6.10 There were few variances to these responses among the groups surveyed.

**Nature of Complaint**

3.6.11 Those who had made a complaint (n=95) were asked to identify the nature of their complaint.

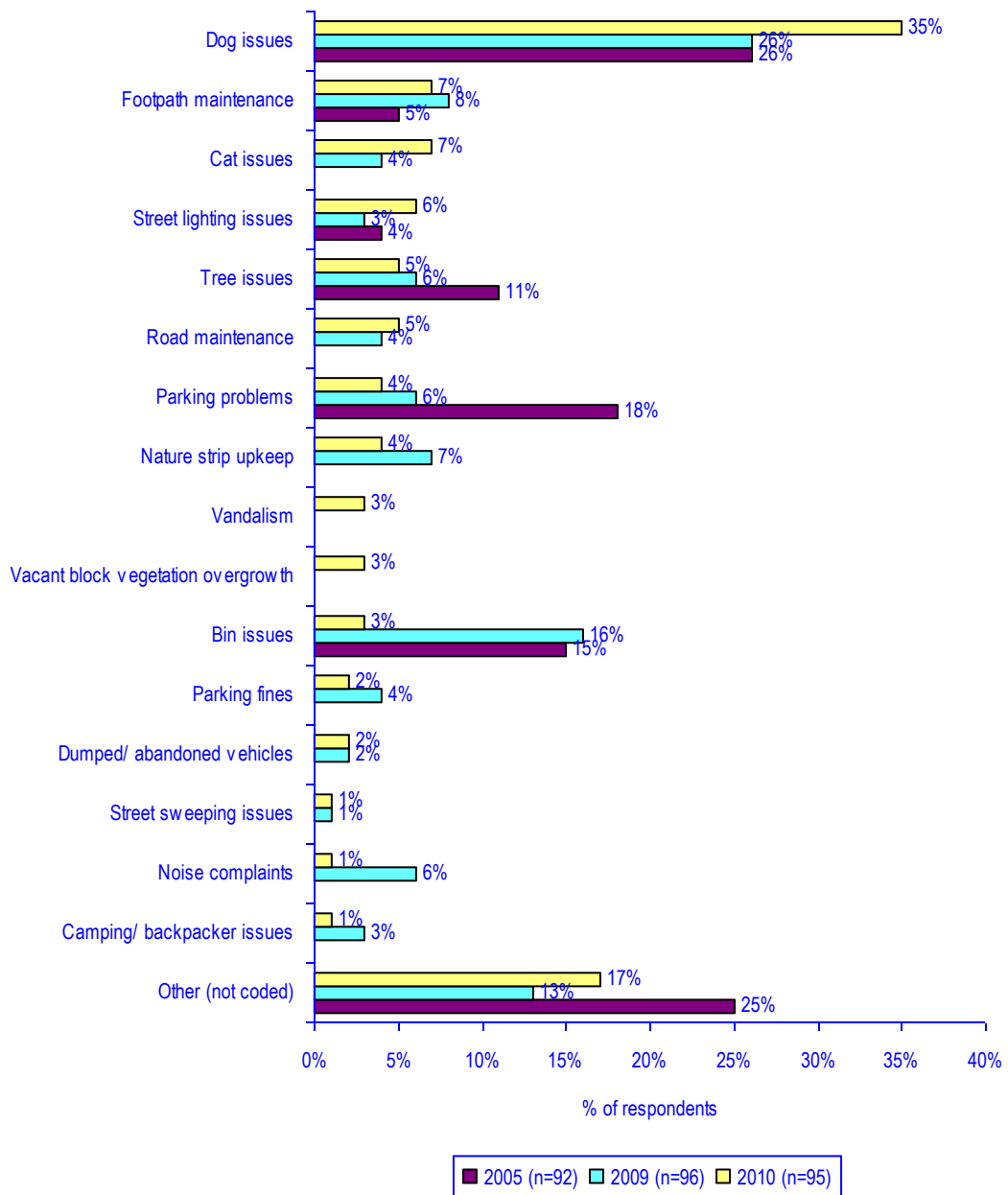
### 3.6.12

A number of types of complaints were identified, including:

- Dog issues ( 35%, up from 26% in 2009 and 2005 where it was worded as noisy/ barking dogs -16% and stray dogs – 10%)
- Cat issues (7%, up from 4% in 2009)
- Footpath maintenance (7%, down slightly from 8% in 2009 and up from 5% in 2005)
- Street lighting issues (6%, up from 3% in 2009 and 4% in 2005)
- Road maintenance (5%, up slightly from 4% in 2009)
- Tree issues (5%, down slightly from 6% in 2009 and down from 11% in 2005 where it was worded tree planting/ pruning)



**Q10. What was the nature of your complaint?**  
**BASE: Made complaint**



3.6.13 There were few variances to these responses among the groups surveyed.

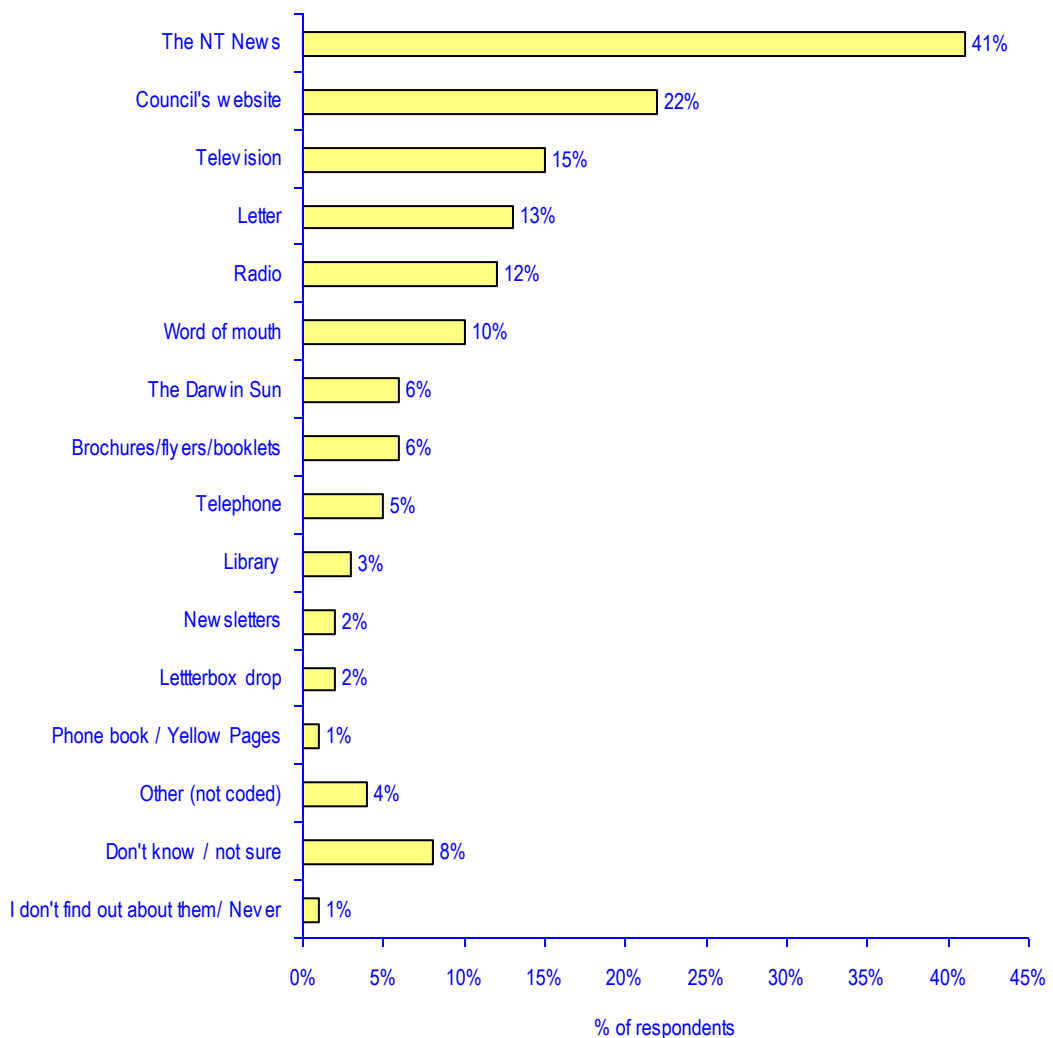
**Current Sources of Information about Council Matters**

3.6.14 The residents surveyed were asked how they currently find out about Council matters.

3.6.15 More than two in five (41%) identified the Northern Territory News, while other sources of information used to find out about Council matters included:

- Council's website (22%)
- Television (15%)
- Letter (13%)
- Radio (12%)
- Word of mouth (10%)

**Q11. How do you currently find out about Council matters?**



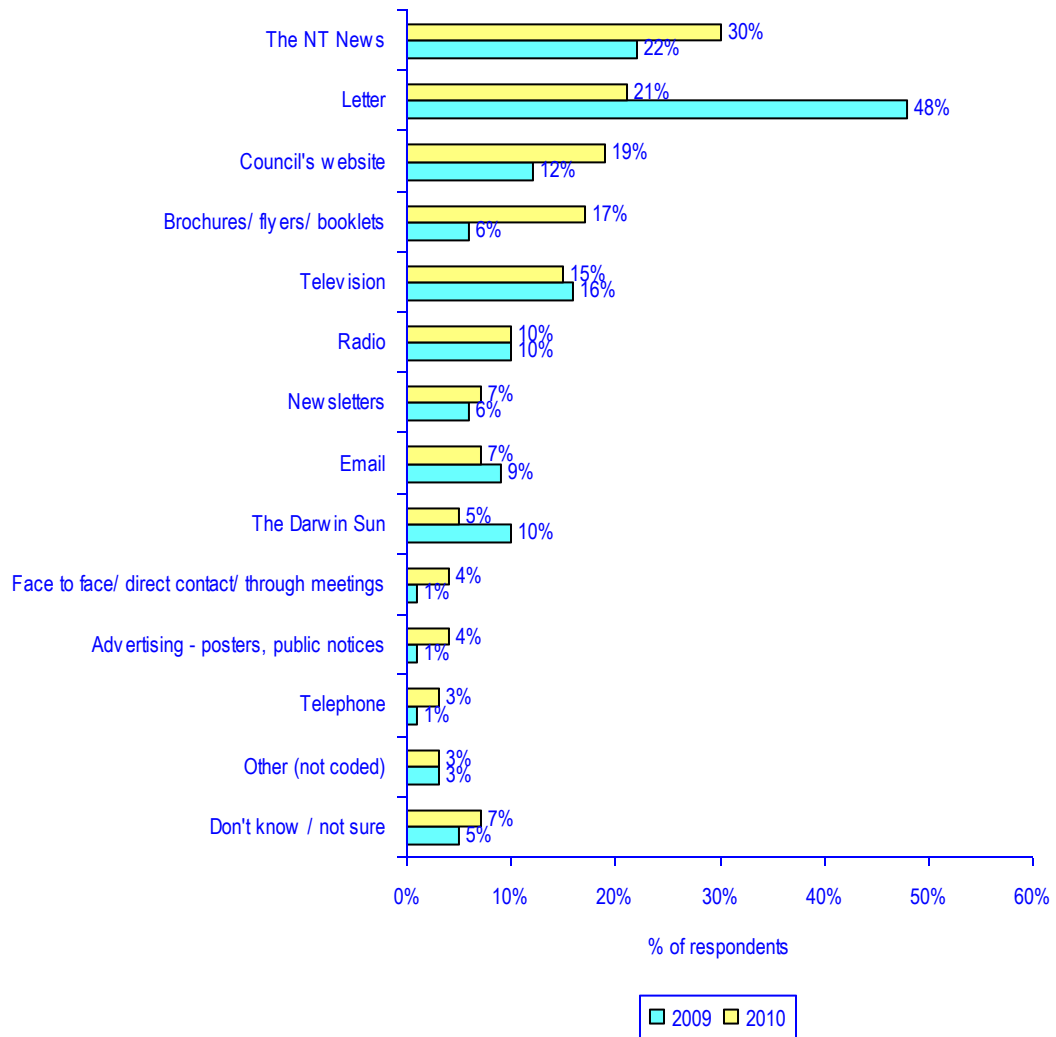
3.6.16 The Northern Territory News was identified by higher proportions of those aged over 40 (45%) and owners / rate payers (45%).

- 3.6.17 Council's website had a higher incidence of being named by those with a gross household income over \$70,000 per annum (29%), while a letter was more likely to be identified by those with a gross household income of \$50,001 to \$70,000 per annum (20%).
- 3.6.18 Radio was more likely to be named by those aged 55 to 64 (17%) and owners / rate payers (14%).

### **Preferred Sources of Information about Council Matters**

- 3.6.19 All respondents were then asked how they would like to be informed about Council matters.
- 3.6.20 Almost one third (30%, up from 22% in 2009) of those surveyed indicated that they would like to be informed about Council matters via the Northern Territory News, while other responses included:
- Letter (21%, down from 48% in 2009)
  - Council's website (19%, up from 12% in 2009)
  - Brochures / flyers / booklets (17%, up from 6% in 2009)
  - Television (15%, down slightly from 16% in 2009)
  - Radio (10%, unchanged from 2009)

**Q12. How do you want to be informed about Council matters?**



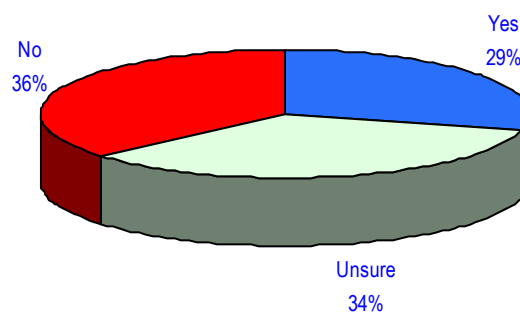
- 3.6.21 A preference to be informed about Council matters via a letter was more likely to be identified by those with a gross household income of nil to \$10,000 per annum (41%).
- 3.6.22 Council's website was identified by higher proportions of those with a gross household income over \$70,000 per annum (26%).
- 3.6.23 Television was more likely to be named by those aged 18 to 40 (22%).

### **Incidence of Improvement to Communication Processes**

3.6.24 Those surveyed were asked if they believed that Darwin City Council had improved their communication processes over the past year.

3.6.25 There was a mixed response to this among the respondents surveyed, with 29% agreeing that the communication processes had improved over the past year, while 36% disagreed and a further 34% were unsure.

**Q13. Do you believe that Darwin City Council has improved their communication processes over the past year?**



3.6.26 Those who believed that Darwin City Council had improved their communication processes over the past year were more likely to be those with a gross household income of \$40,001 to \$50,000 per annum (46%), while those who disagreed were more likely to be males (43%), those aged over 40 (40%), especially those 55 to 64 (46%) and owners / rate payers (41%).

### **Level of Satisfaction with Aspects of the Contact**

3.6.27 All residents were then asked to think of any contact that they have had with the Council, and to rate on a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied, their level of satisfaction with how that contact was handled.

3.6.28 A rating of 2.5 to 3.4 represents a mixed level of satisfaction, 3.5 to 3.9 equates to a relatively high level of satisfaction, 4.0 to 4.4 demonstrates a very a high level of satisfaction and 4.5 or above outlines an extremely high level of satisfaction.

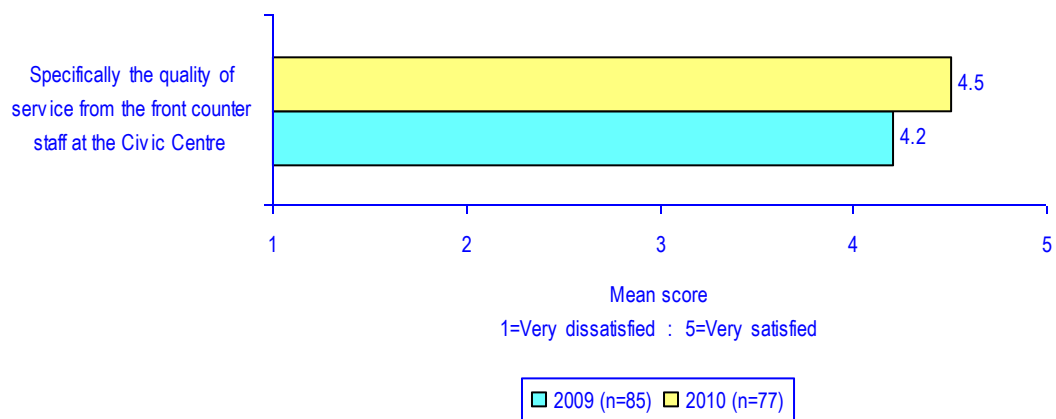
3.6.29 Further, those who indicated in a prior question that they went to the Civic Centre in person (n=77) were asked to rate their level of satisfaction with a statement relating to quality of service they received in the Civic Centre.

3.6.30 An extremely high level of satisfaction was recorded for the following, among respondents who went to the Civic Centre in person:

- Specifically the quality of service from the front counter staff at the Civic Centre (4.5, up from 4.2 in 2009)

**Q15a. Satisfaction with specifically the quality of service from the front counter staff at the Civic Centre.**

**BASE: Those who have been to the Civic Centre in person**



3.6.31 A very high level of satisfaction was recorded for “the knowledge of the person you dealt with in relation to your reason for making contact” (4.0, up from 3.8 in 2009 and unchanged from 2005).

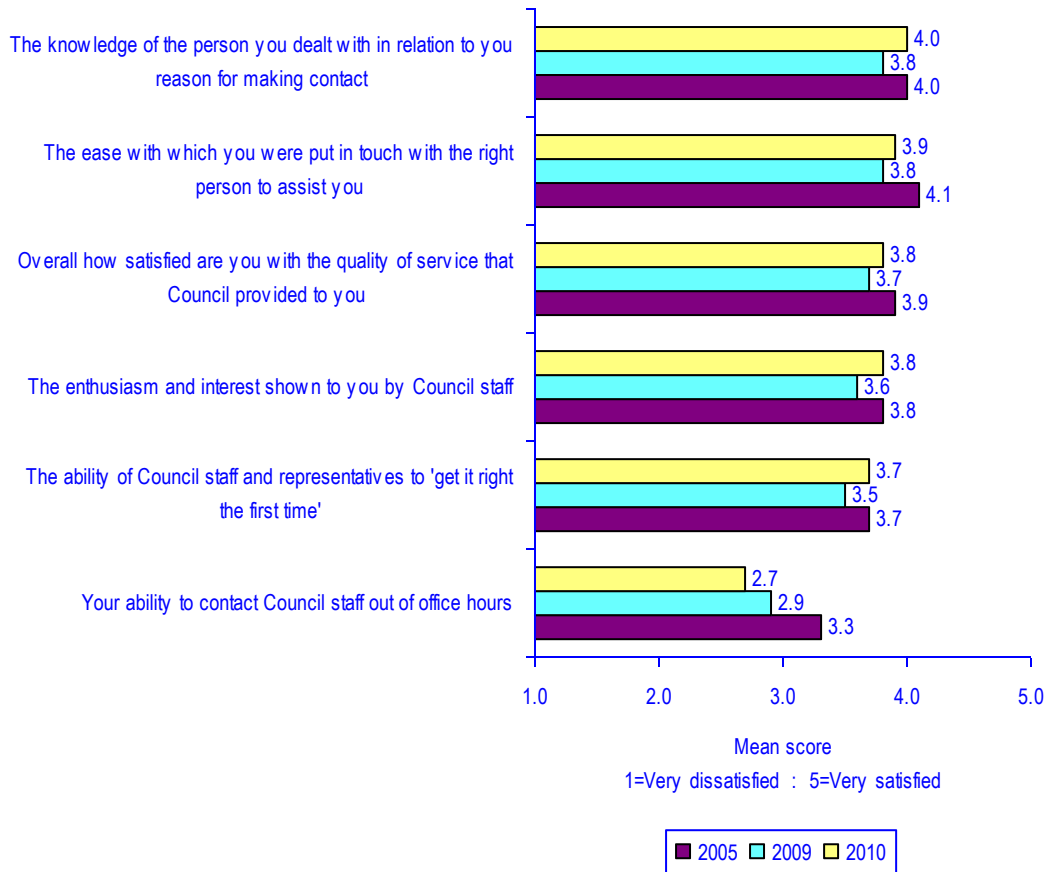
3.6.32 There were relatively high levels of satisfaction recorded for the following:

- The ease with which you were put in touch with the right person to assist you (3.9, up from 3.8 in 2009 and down from 4.1 in 2005)
- The enthusiasm and interest shown to you by Council staff (3.8, up from 3.6 in 2009 and unchanged from 2005)
- Overall how satisfied are you with the quality of service that Council provided to you (3.8, up slightly from 3.7 in 2009 and down slightly from 3.9 in 2005)
- The ability of Council staff and representatives to get it right first time (3.7, up from 3.5 in 2009 and unchanged from 2005)

3.6.33

A mixed level of satisfaction was recorded for “your ability to contact Council staff out of office hours” (2.7, down from 2.9 in 2009 and 3.3 in 2005).

**Q15b. Now thinking about any contact that you have had with Council, could you please rate how satisfied you were with how that contact was handled.**



## 3.7 *Transport*

3.7.1 All respondents were asked how often they use a car, public transport, bicycle, motor bike and walking as forms of transport.

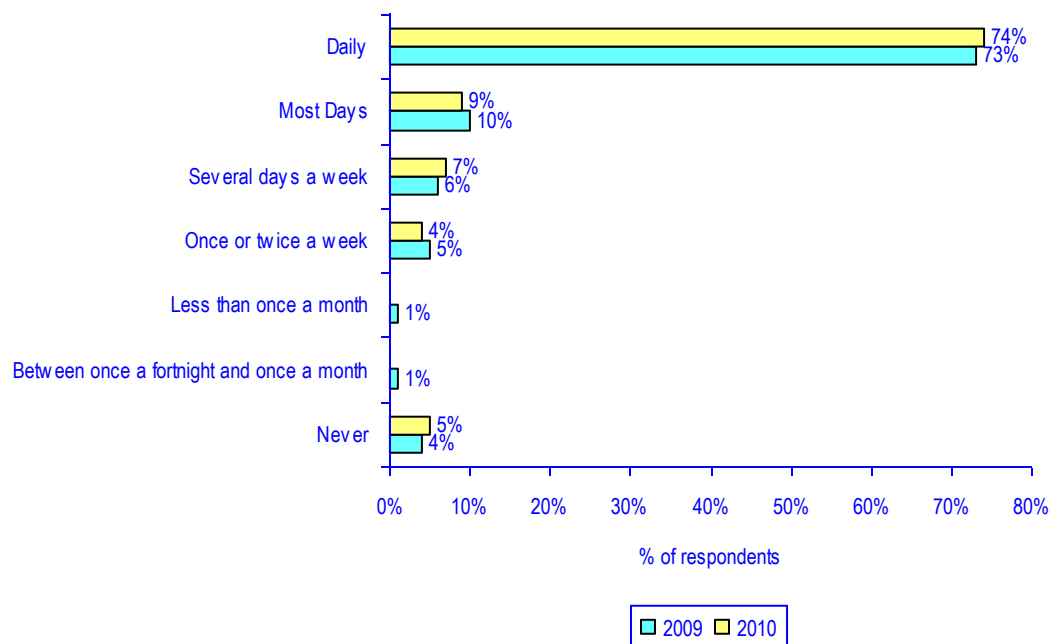
### Car

3.7.2 The majority (74%, up slightly from 73% in 2009) of respondents indicated that they use a car daily, other frequencies of usage included:

- Most days (9%, down slightly from 10% in 2009)
- Several days a week (7%, up slightly from 6% in 2009)
- Once or twice a week (4%, down slightly from 5% in 2009)
- Never (5%, up slightly from 4% in 2009)

Q14. How often do you use the following forms of transport?

CAR



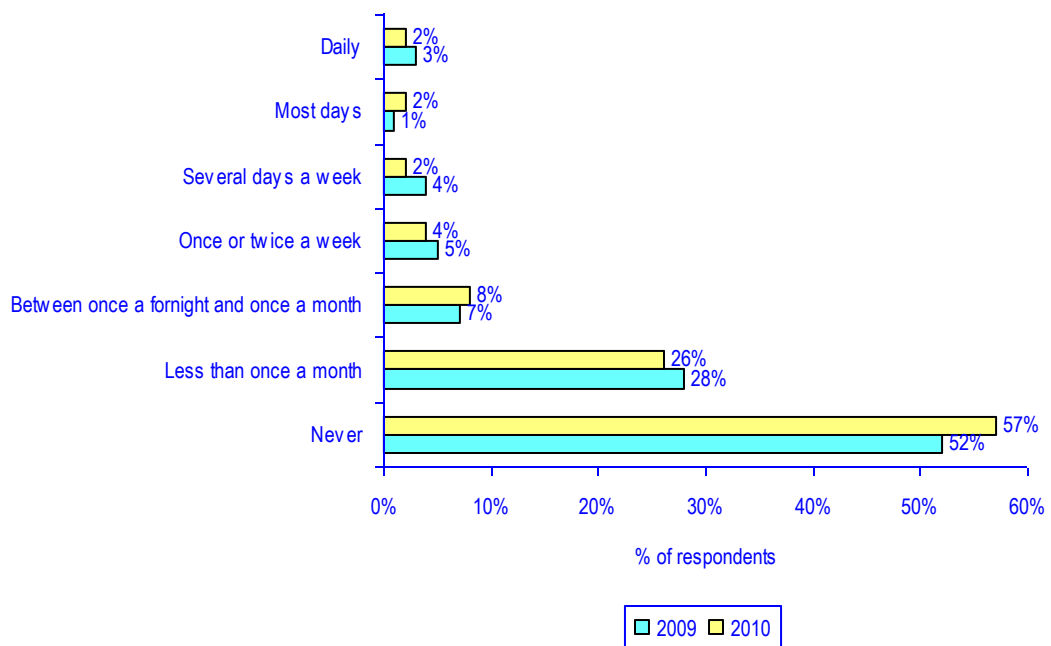


## Public Transport

3.7.3 Almost three in five (57%, up from 52% in 2009) of those surveyed indicated that they never use public transport, however, others indicated they used it:

- Daily (2%, down slightly from 3% in 2009)
- Most days (2%, up slightly from 1% in 2009)
- Several days a week (2%, down from 4% in 2009)
- Once or twice a week (4%, down slightly from 5% in 2009)
- Between once a fortnight and once a month (8%, up slightly from 7% in 2009)
- Less than once a month (26%, down from 28% in 2009)

**Q14. How often do you use the following forms of transport?**  
**PUBLIC TRANSPORT**

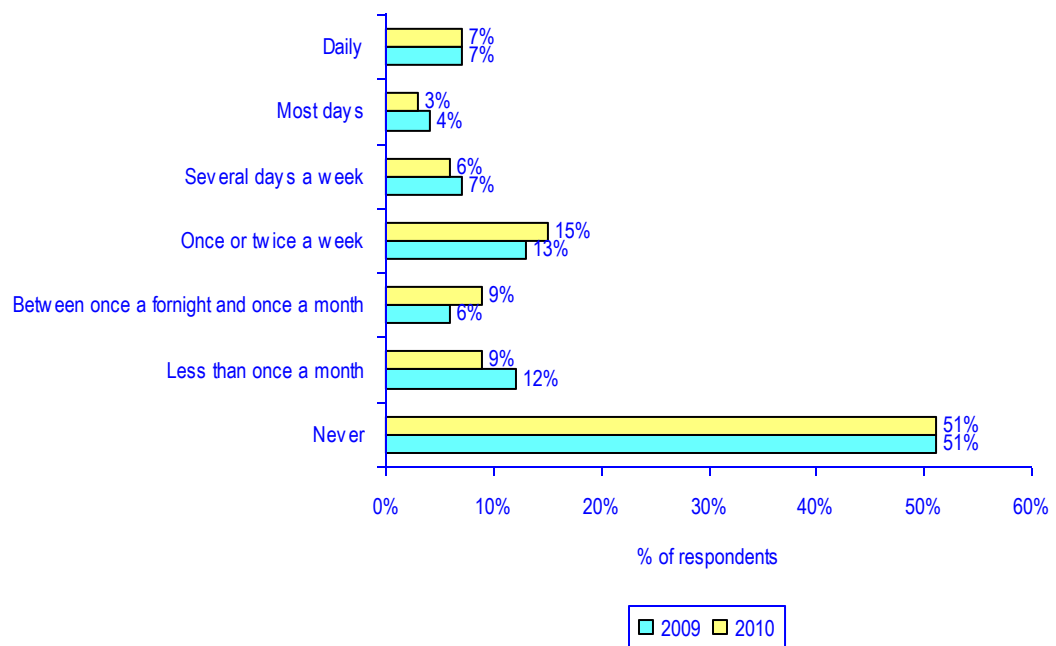


## Bicycle

3.7.4 Over half ( 51%, un changed from 2009) of those surveyed indicated that they never used a bike as a form of transport, however, others indicated they used a bike:

- Daily (7%, unchanged from 2009)
- Most days (3%, down slightly from 4% in 2009)
- Several days a week (6%, down slightly from 7% in 2009)
- Once or twice a week (15%, up from 13% in 2009)
- Between once a fortnight and once a month (9%, up from 6% in 2009)
- Less than once a month (9%, down from 12% in 2009)

**Q14. How often do you use the following forms of transport?**  
**BICYCLE**

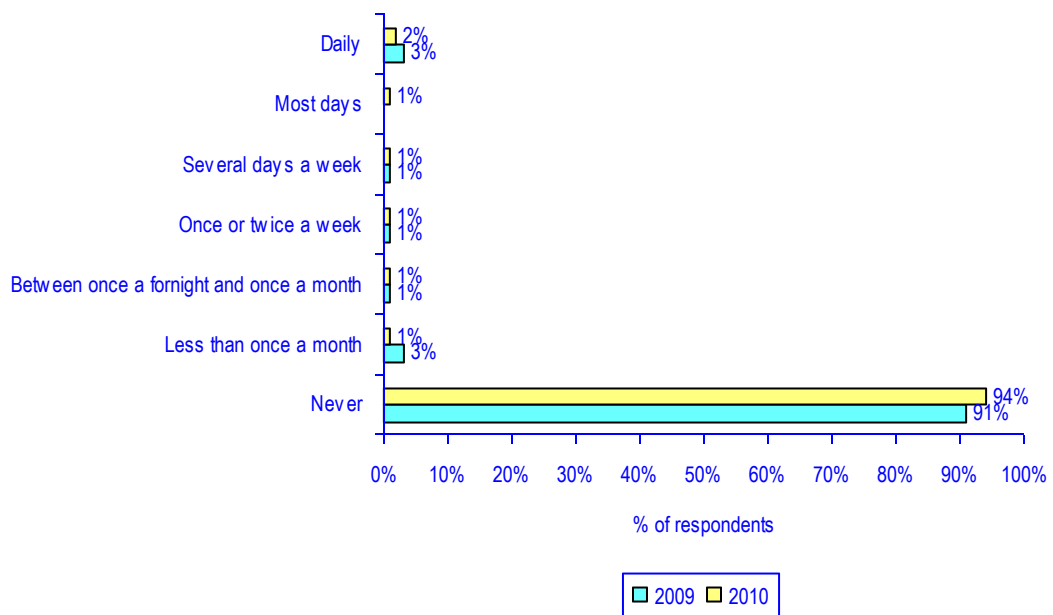


## Motor Bike

3.7.5 The overwhelming majority (94%, up from 91% in 2009) of those surveyed indicated that they never used a motor bike as a form of transport, however, others indicated they used a motor bike:

- Daily (2%, down slightly from 3% in 2009)
- Most days (1%, up slightly from 0% in 2009)
- Several days a week (1%, unchanged from 2009)
- Once or twice a week (1%, unchanged from 2009)
- Between once a fortnight and once a month (1%, unchanged from 2009)
- Less than once a month (1%, down from 3% in 2009)

**Q14. How often do you use the following forms of transport?**  
**MOTOR BIKE**

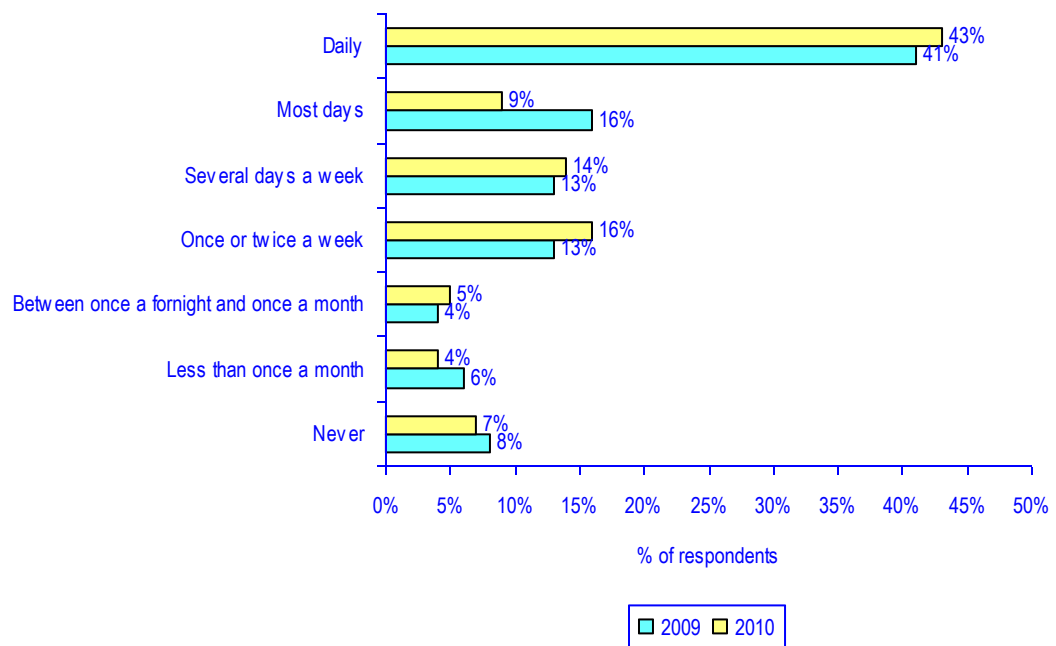


## Walking

3.7.6 More than two in five (43%, up from 41% in 2009) of those surveyed indicated that they walked daily as a form of transport, while other frequencies identified included:

- Most days (9%, down from 16% in 2009)
- Several days a week (14%, up slightly from 13% in 2009)
- Once or twice a week (16%, up from 13% in 2009)
- Between once a fortnight and once a month (5%, up slightly from 4% in 2009)
- Less than once a month (4%, down from 6% in 2009)
- Never (7%, down slightly from 8% in 2009)

**Q14. How often do you use the following forms of transport?**  
**WALKING**



### 3.8 *The Role of Council*

---

- 3.8.1 Residents were read a number of statements relating to the role of Council, and asked to rate their level of agreement with these statements on a scale of 1 to 5, where 5 represents strongly agree and 1 represents strongly disagree.
- 3.8.2 It is generally considered that an average rating of 2.5 to 3.4 represents a mixed level of agreement, 3.5 to 3.9 equates to a relatively high level of agreement, 4.0 to 4.4 indicates a very high level of agreement and 4.5 or above corresponds to an extremely high level of agreement.
- 3.8.3 An extremely high level of agreement was recorded for “The DCC should play a role in improving urban enhancement around Darwin such as landscaping, streetscapes, providing a clean, safe and liveable City (4.5, down slightly from 4.6 in 2009)
- 3.8.4 The following recorded very high levels of agreement:
- The DCC should play a role in the development of the City’s infrastructure, such as transport, car parking and public amenities (4.4, down from 4.5 in 2009 and unchanged from 2005)
  - The DCC should provide family friendly and healthy activities (4.2, unchanged from 2009)
  - The DCC should increase recreational, leisure and heritage experiences such as managing the pathway and cycleway network, providing new facilities (4.2, down from 4.3 in 2009)
  - The DCC should play a role in climate change, the protection of the environment and improving water conservation (4.1, down from 4.2 in 2009)
  - The DCC should play a role in the promotion of Darwin and attract tourism (4.0, down from 4.1 in 2009)
  - The DCC should play a role in promoting Darwin’s culture (4.0, down from 4.1 in 2009)

**3.8.5**

The following recorded relatively high levels of agreement:

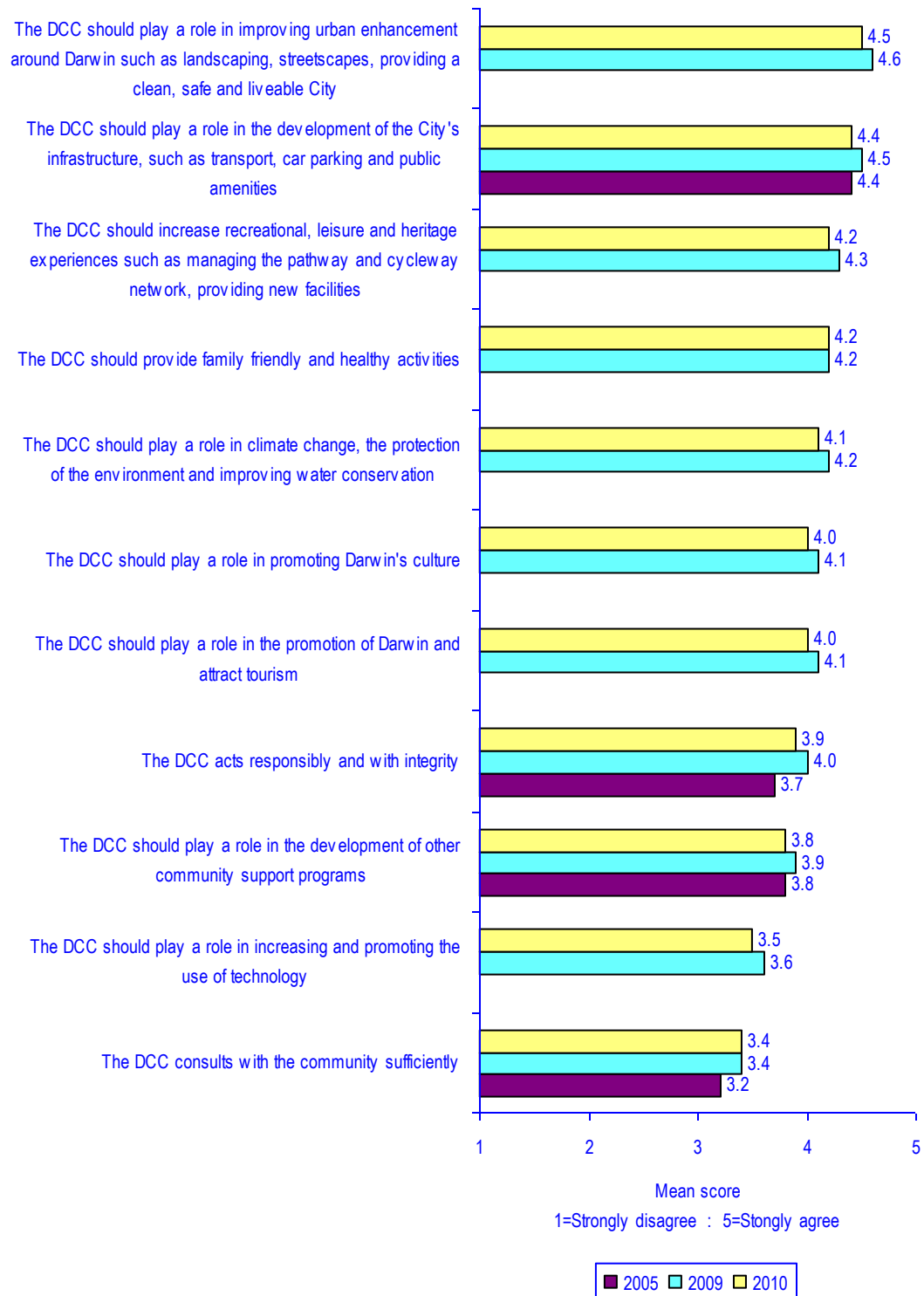
- The DCC acts responsibly and with integrity (3.9, down from 4.0 in 2009 and up from 3.7 in 2005)
- The DCC should play a role in the development of other community support programs (3.8, down slightly from 3.9 in 2009 and unchanged from 2005)
- The DCC should play a role in increasing and promoting the use of technology (3.5, down slightly from 3.6 in 2009)

**3.8.6**

The following recorded a mixed level of agreement:

- The DCC consults with the community sufficiently (3.4, unchanged from 2009 and up from 3.2 in 2005)

**Q16. Please rate your level of agreement with the following statements**



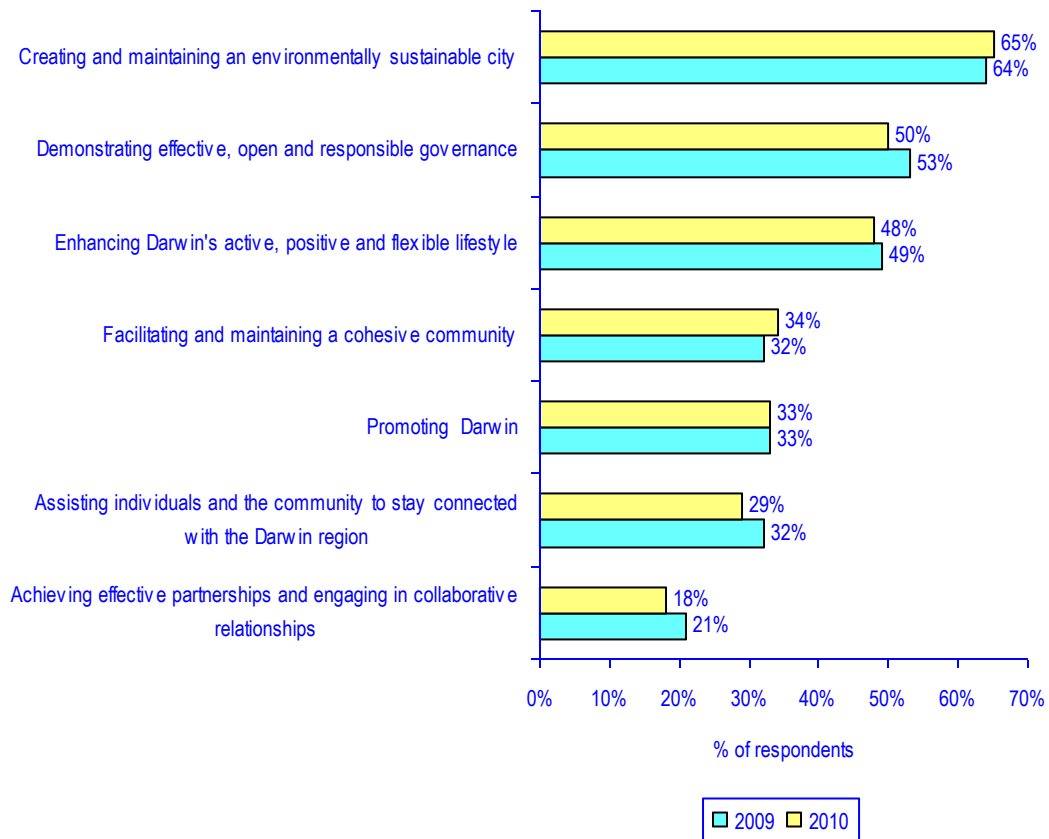
### **3.9** *Council Priorities*

---

- 3.9.1 Those surveyed were then read a list of a number of roles / services and asked to identify the top three priorities of the Council from this list.
- 3.9.2 The number one priority was considered to be creating and maintaining an environmentally sustainable city (65%, up slightly from 64% in 2009). The other top two priorities named were:
- Demonstrating effective, open and responsible governance ( 50%, down from 53% in 2009)
  - Enhancing Darwin's active, positive and flexible lifestyle (48%, down slightly from 49% in 2009)
- 3.9.3 The remaining attributes which were considered by residents to be less of a priority but not insignificant, included:
- Facilitating and maintaining a cohesive community (34%, up from 32% in 2009)
  - Promoting Darwin (33%, unchanged from 2009)
  - Assisting individuals and the community to stay connected with the Darwin region, e.g. by promoting the use of public spaces, enhancing transport system and increasing and promoting use of technology (29%, down from 32% in 2009)
  - Achieving effective partnerships and engaging in collaborative relationships (18%, down from 21% in 2009)



**Q17. Please rate from the following list, what you consider to be the top three priorities of the Darwin City Council?**



### 3.10 *Service Improvements*

---

3.10.1 Residents were asked if there were any ways in which the Darwin City Council could improve its services to residents.

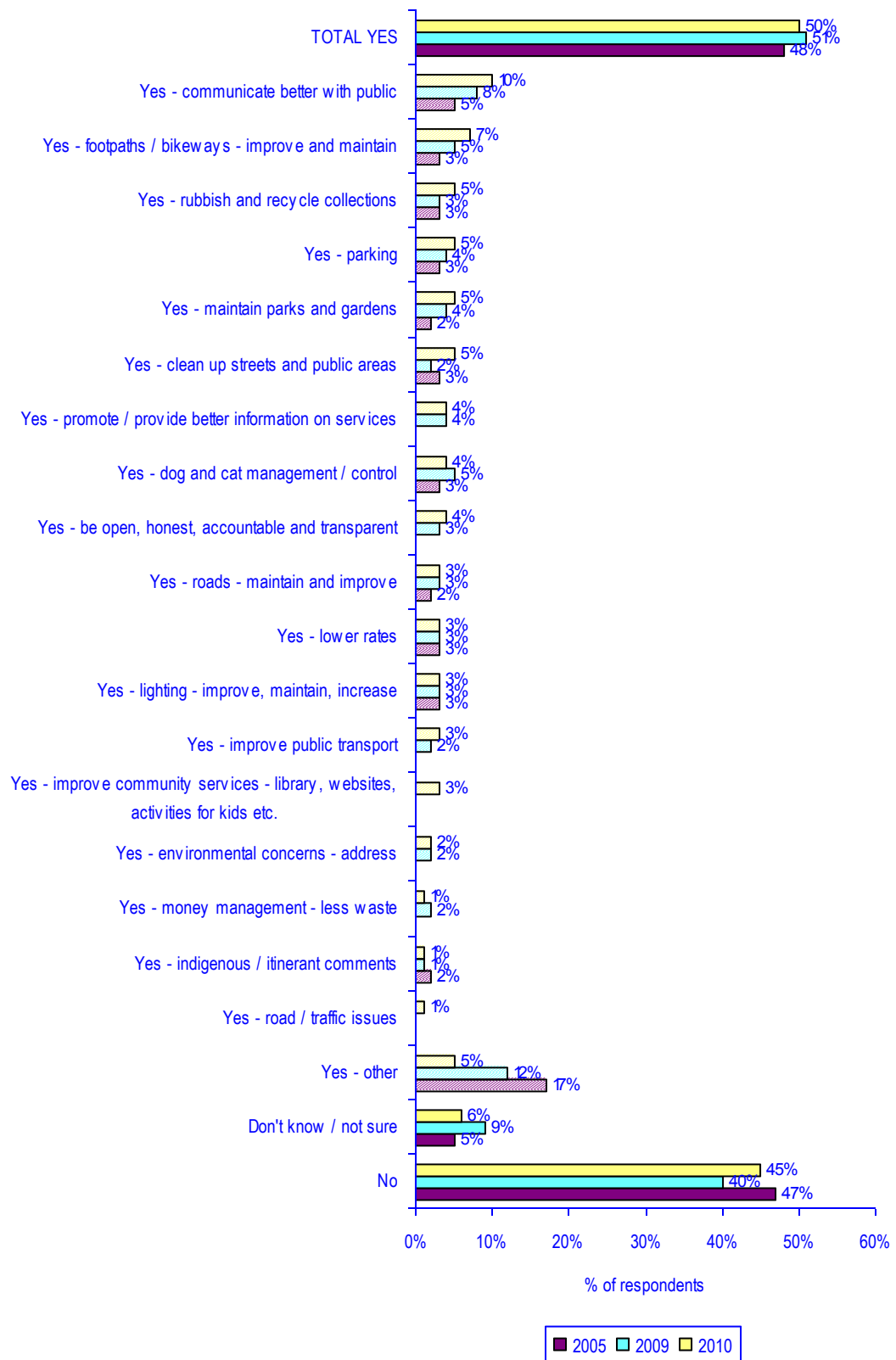
3.10.2 There was a mixed response, as outlined below:

- Yes (50%, down slightly from 51% in 2009 and up from 48% in 2005)
- No (45%, up from 40% in 2009 and down from 47% in 2005)
- Unsure (6%, down from 9% in 2009 and up slightly from 5% in 2005)

3.10.3 Among those who indicated that services could be improved, many ways in which this could be done were identified by small proportions of respondents. These included:

- Communicate better with public (10%, up from 8% in 2009 and 5% in 2005)
- Footpaths / bikeways – improve and maintain (7%, up from 5% in 2009 and 3% in 2005)
- Clean up streets and public areas (5%, up from 2% in 2009 and 3% in 2005)
- Maintain parks and gardens (5%, up slightly from 4% in 2009 and up from 2% in 2005)
- Parking (5%, up slightly from 4% in 2009 and up from 3% in 2005)
- Rubbish and recycle collections (5%, up from 3% in 2009 and 2005)
- Be open, honest, accountable and transparent (4%, up slightly from 3% in 2009)
- Dog and cat management / control (4%, down slightly from 5% in 2009 and up slightly from 3% in 2005)
- Promote / provide better information on services (4%, unchanged from 2009)

**Q18. Are there any ways that Darwin City Council can improve its service to you?**



3.10.4

There were few variances to these responses among the groups surveyed.

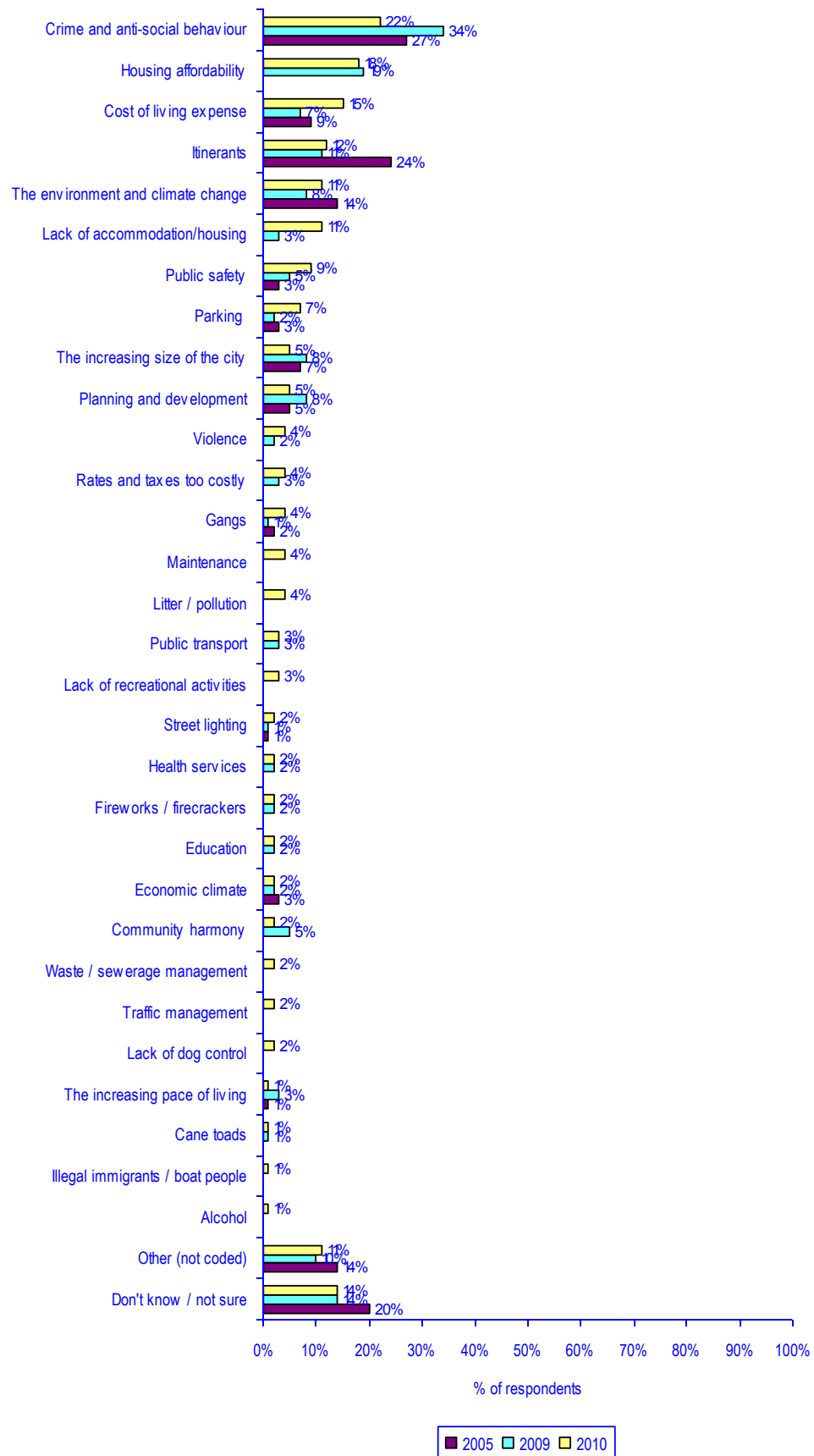
### ***3.11 Key Issues and Suggestions***

---

#### **Key Issues**

- 3.11.1 Those surveyed were asked what they considered to be the key issues currently affecting the lives of Darwin residents.
- 3.11.2 More than one in five (22%, down from 34% in 2009 and 27% in 2005) identified crime and anti-social behaviour, while other issues named included:
- Housing affordability (18%, down slightly from 19% in 2009)
  - Cost of living expense (15%, up from 7% in 2009 and 9% in 2005)
  - Itinerants (12%, up slightly from 11% in 2009 and down from 24% in 2005)
  - The environment and climate change (11%, up from 8% in 2009 and down from 14% in 2005)
  - Lack of accommodation / housing (11%, up from 3% in 2009)
  - Public safety (9%, up from 5% in 2009 and 3% in 2005)
  - Parking (7%, up from 2% in 2009 and 3% in 2005)
  - The increasing size of the City (5%, down from 8% in 2009 and 7% in 2005)
  - Planning and development (5%, down from 8% in 2009 and unchanged from 2005)

**Q19. What do you think are the key issues currently affecting the lives of Darwin residents?**

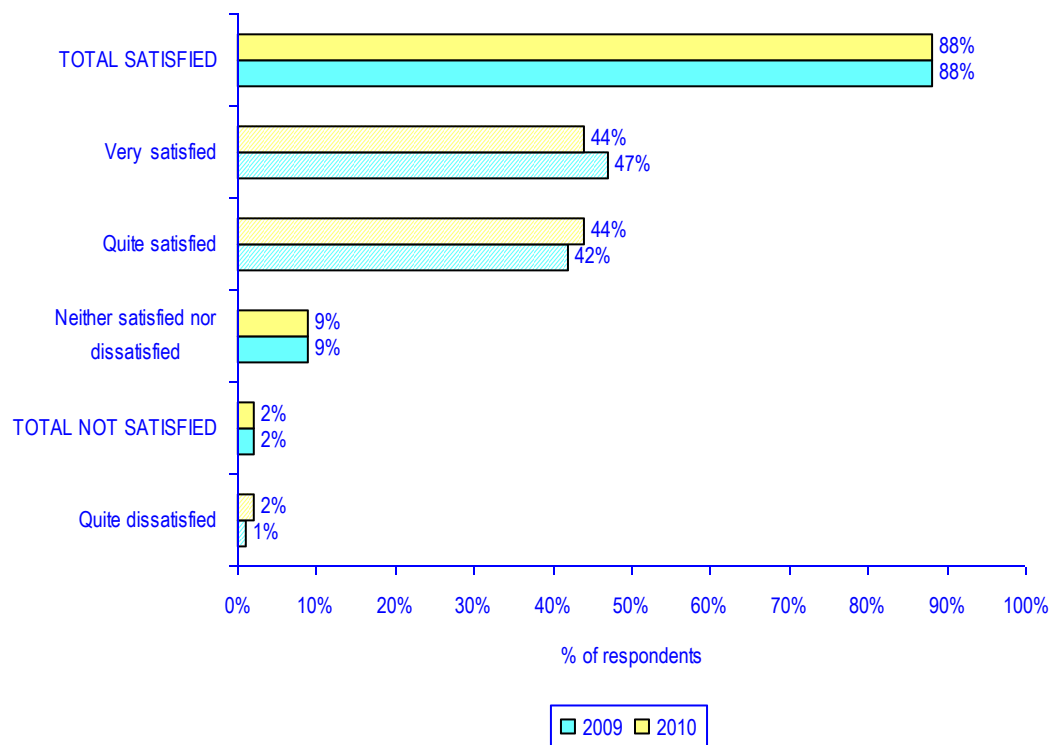


- 3.11.3 Housing affordability was named by higher proportions of rental tenants (26%), those with a gross household income over \$70,000 per annum (25%) and those who have lived in Darwin between two and five years (36%).
- 3.11.4 The environment and climate change had a higher incidence of being identified by those aged 41 to 54 (16%).

### **Quality of Life**

- 3.11.5 All residents were then asked how satisfied they were with the quality of life in Darwin.
- 3.11.6 Overall satisfaction with the quality of life in Darwin was very high, with an average rating of 4.3 (unchanged from 2009). The scaled responses were as follows:
- Very satisfied (44%, down from 47% in 2009)
  - Quite satisfied (44%, up from 42% in 2009)
  - Neither satisfied nor dissatisfied (9%, unchanged from 2009)
  - Total not satisfied (2%, unchanged from 2009)
- 3.11.7 These findings indicate that the overwhelming majority (88%, unchanged from 2009) of the residents surveyed were satisfied with the quality of life in Darwin, compared to only 2% (unchanged from 2009) who were dissatisfied.

Q20. How satisfied are you with the quality of life in Darwin?



**Perceptions of Safety in Local Suburb**

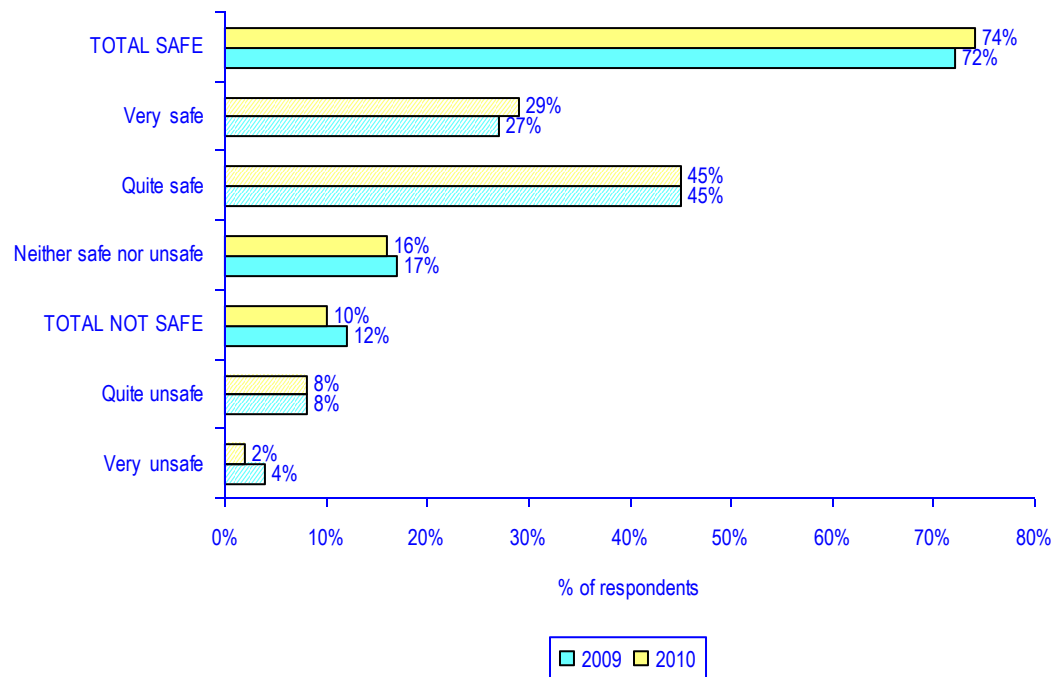
3.11.8 Those surveyed were asked how safe they feel in their local suburb.

3.11.9 The overall feeling of safety was relatively high, with an average rating of 3.9 (up from 3.8 in 2009). The scaled responses were as follows:

- Very safe (29%, up from 27% in 2009)
- Quite safe (45%, unchanged from 2009)
- Neither safe nor unsafe (16%, down slightly from 17% in 2009)
- Quite unsafe (8%, unchanged from 2009)
- Very unsafe (2%, down from 4% in 2009)

3.11.10 These findings indicate that almost three quarters (74%, up from 72% in 2009) of the residents surveyed felt safe in their local suburb, compared to 10% (down from 12% in 2009) who felt unsafe.

Q21. How safe do you feel in your local suburb?



**Suggestions**

3.11.11 Residents were asked, if they had one suggestion about what the Darwin City Council should be focusing on in the future, what it would be.

3.11.12 A variety of comments were made by small proportions of those surveyed, including

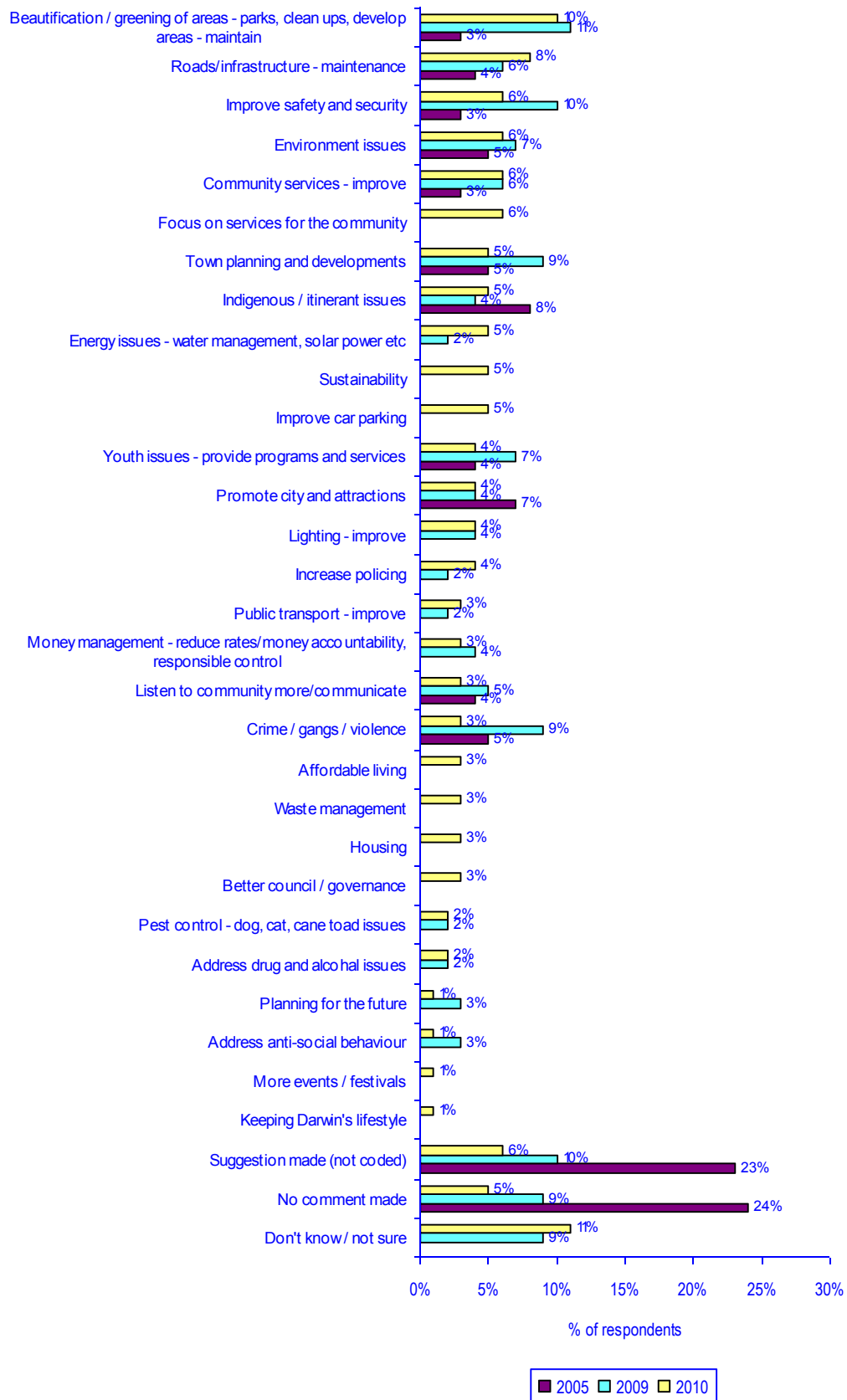
- Beautification / greening of areas – parks, clean ups, develop areas – maintain ( 10%, down slightly from 11% in 2009 and up from 3% in 2005)
- Roads / infrastructure maintenance (8%, up from 6% in 2009 and 4% in 2005)
- Improve community services (6%, unchanged from 2009 and up from 3% in 2005)
- Focus on services for the community (6%, not mentioned in previous years)
- Improve safety and security (6%, down from 10% in 2009 and up from 3% in 2005)



- Environment i ssues (6%, dow n slightly f rom 7% un 2009 and up slightly from 5% in 2005)
- Indigenous / i tinerant i ssues (5%, u p slightly f rom 4% in 2009 and down from 8% in 2005)
- Town p lanning and developments (5%, down f rom 9% i n 2009 and unchanged from 2005)
- Energy i ssues – water management, solar power etc. (5%, up f rom 2% in 2009)
- Improve car parking (5%, not mentioned in previous years)
- Sustainability (5%, not mentioned in previous years)

3.11.13 Less than one i n ten (5 %, dow n from 9% in 2 009 and 24% in 2005) respondents did not make a c omment and a further 11% (up from 9% i n 2009) indicated that they did not know or were not sure.

**Q22. If you had one suggestion about what the Darwin City Council should be focussing on in the future, what would it be?**



3.11.14            There few variances to these responses among the groups surveyed.

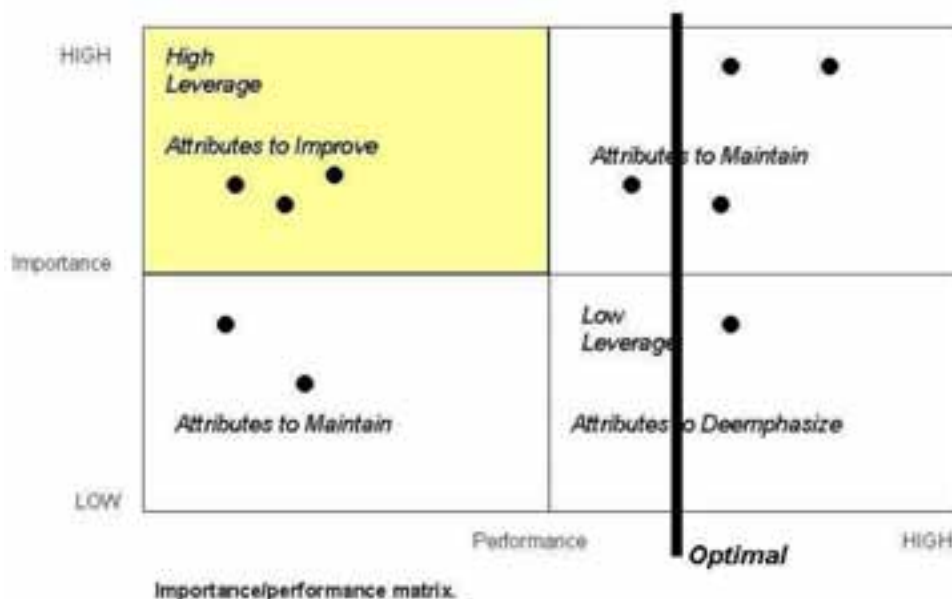
## ***Section 4***

# ***Importance/Performance Analysis***

This section further analyses the results of the Importance/Performance questions.

## 4.1 Importance/Performance Matrix

- 4.1.1 The following Importance/Performance Matrices have been developed based on the findings of Sections 3.4 and 3.5 above.
- 4.1.2 This matrix combines information about both the residents' importance and satisfaction. *Importance* is represented on the vertical axis from high at the top to low at the bottom, while *Performance* is shown on the horizontal axis from low at the left to high at the right.
- 4.1.3 The shaded top left-hand quadrant on the chart indicates the area of highest leverage for service quality improvements – where importance is high and perceptions of performance are low.
- 4.1.4 In the adjacent upper quadrant are the attributes that need to be maintained, i.e. ones that an organisation performs well and that are very important to members. The lower two quadrants contain attributes that are less important, some of which are performed well and others poorly.



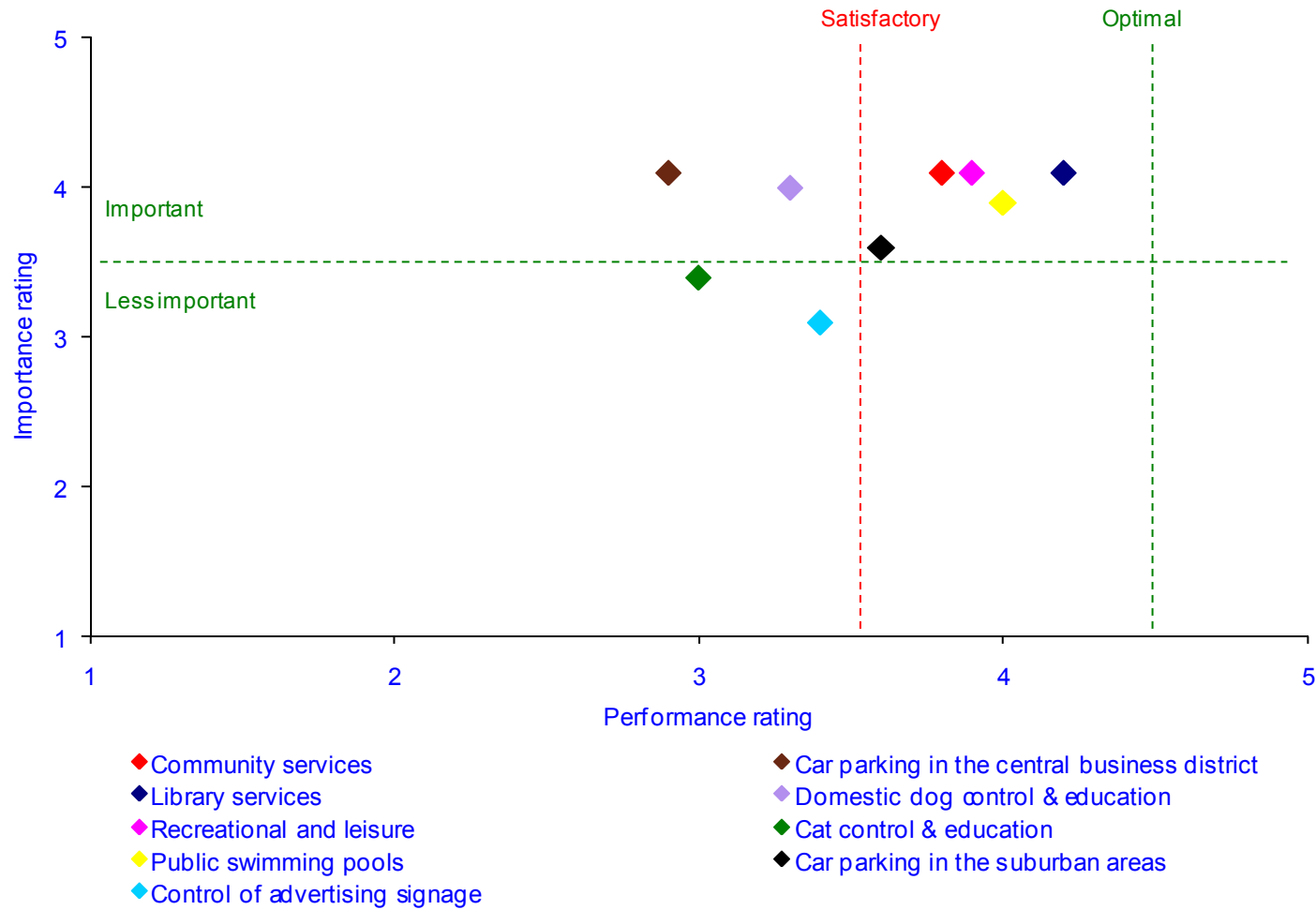
4.1.5 The following charts reveal that service attributes in each of the four quadrants are:

- High Priority Maintenance Strategy – community services, car parking in suburban areas, public swimming pools, recreational and leisure, library services, road maintenance, street lighting, traffic management, storm water drainage, maintenance of parks and playgrounds, maintenance of footpaths/cycle paths, the services provided at the Shoal Bay Waste Management Facility and the wheelie bin emptying service
- Maximum Priority Improvement Critical – car parking in the central business district, domestic dog control and education, public toilet maintenance and litter collection from public areas.
- Medium Priority Gradual Improvement – cat control and education, control of advertising signage

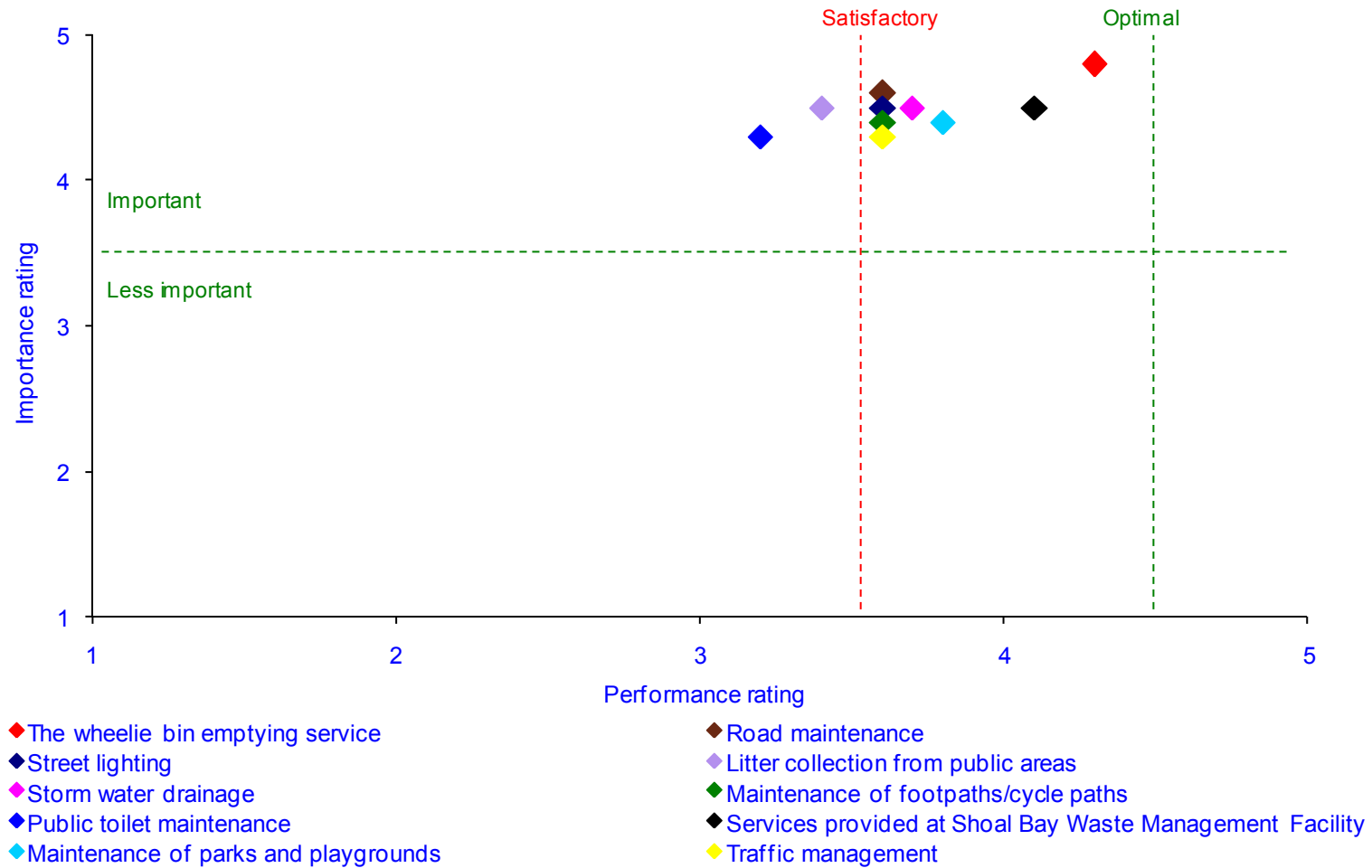
4.1.6 The following similarities and changes were recorded between the 2009 and 2010 Matrices:

- The majority of attributes tested remained unchanged from 2009, however the main shifts recorded were that maintenance of footpaths / cycle paths and road maintenance have moved from Maximum Priority Improvement Critical in 2009 to High Priority Maintenance Strategy in 2010, indicating improved satisfaction with these aspects among residents

# IMPORTANCE OF AND SATISFACTION WITH - Services Provided by Darwin City Council -



# IMPORTANCE OF AND SATISFACTION WITH - Services Provided By Darwin City Council CONTINUED -





## *Appendix 1: About The Research*

## ***How We Did The Research***

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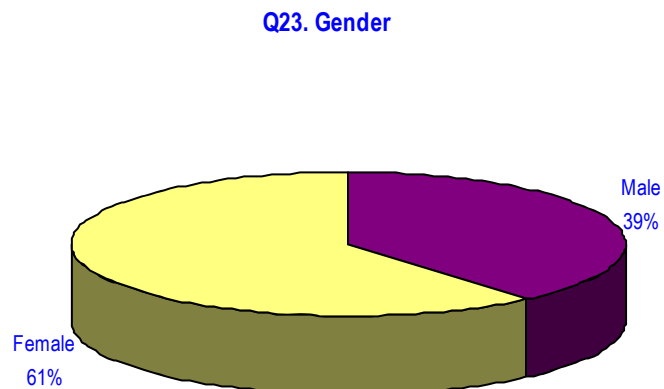
A CATI survey was conducted between July 19<sup>th</sup> to July 26<sup>th</sup> 2010 among 700 Darwin residents, as follows:

- Owners / ratepayers – 512
- Renters / tenants / other – 163

## ***Who was Involved***

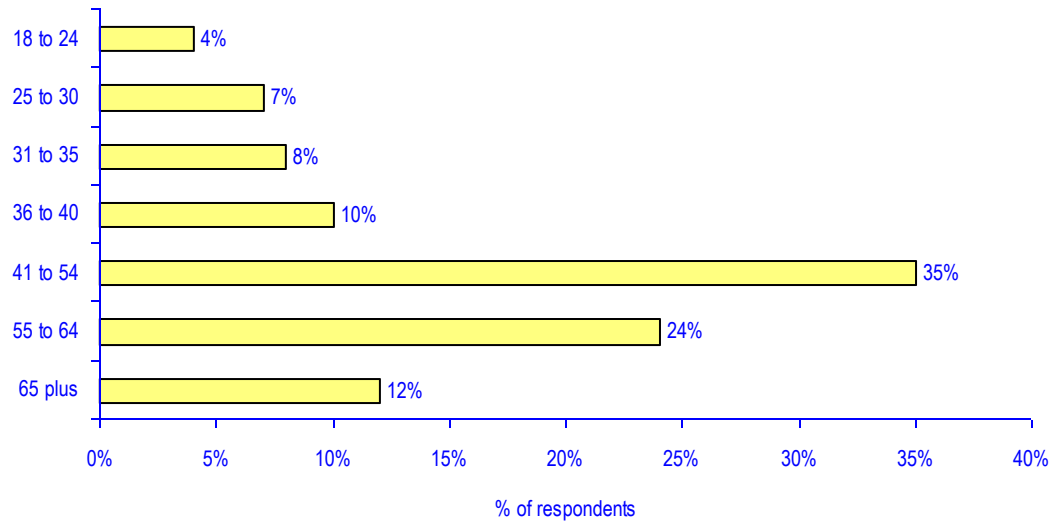
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### **Gender**



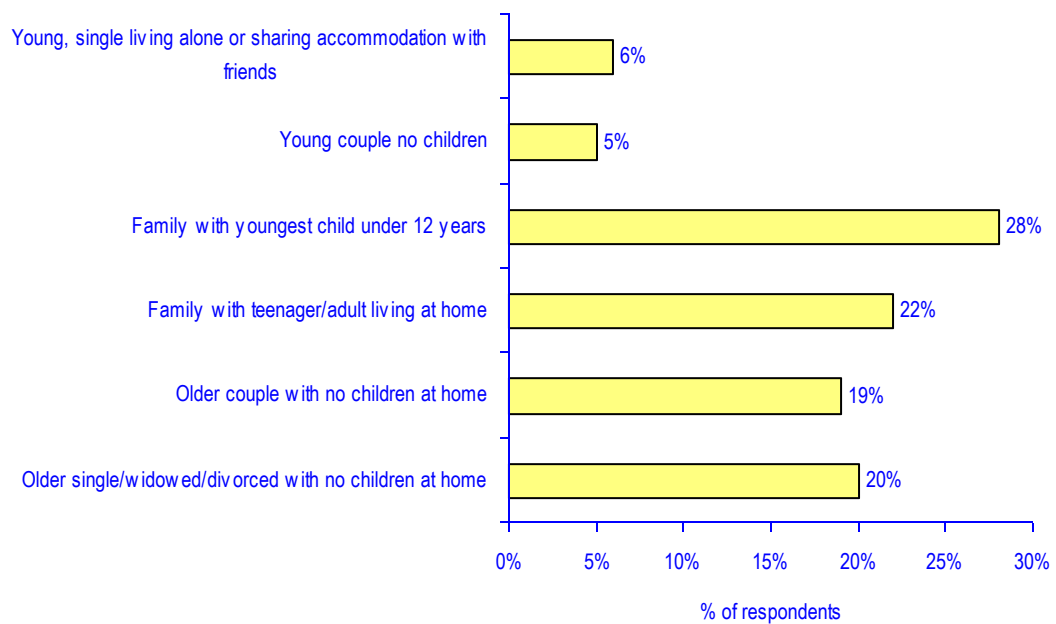
## Age group

Q24. In which of these age groups do you fall?



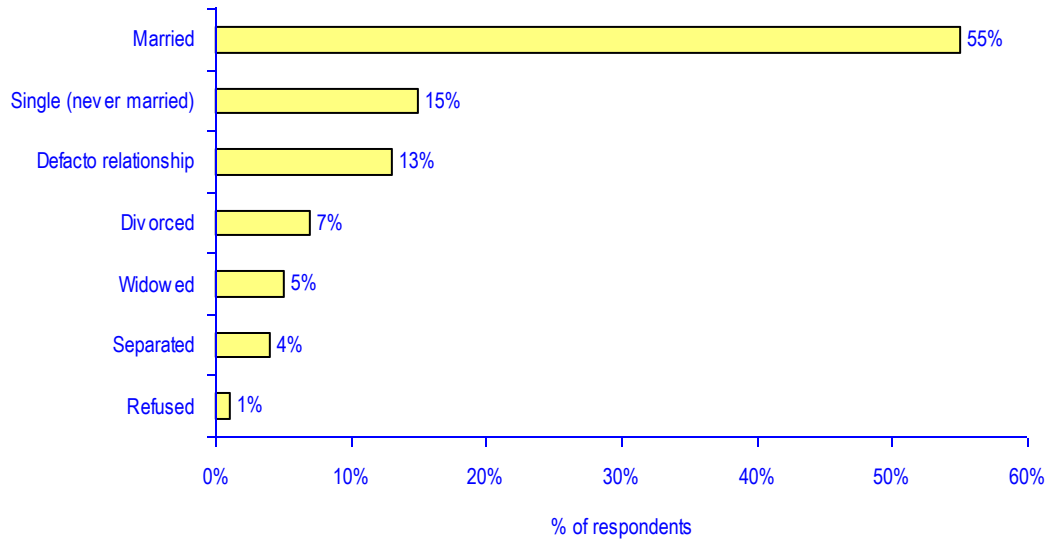
## Household Composition

Q25. Which of the following describes your household?



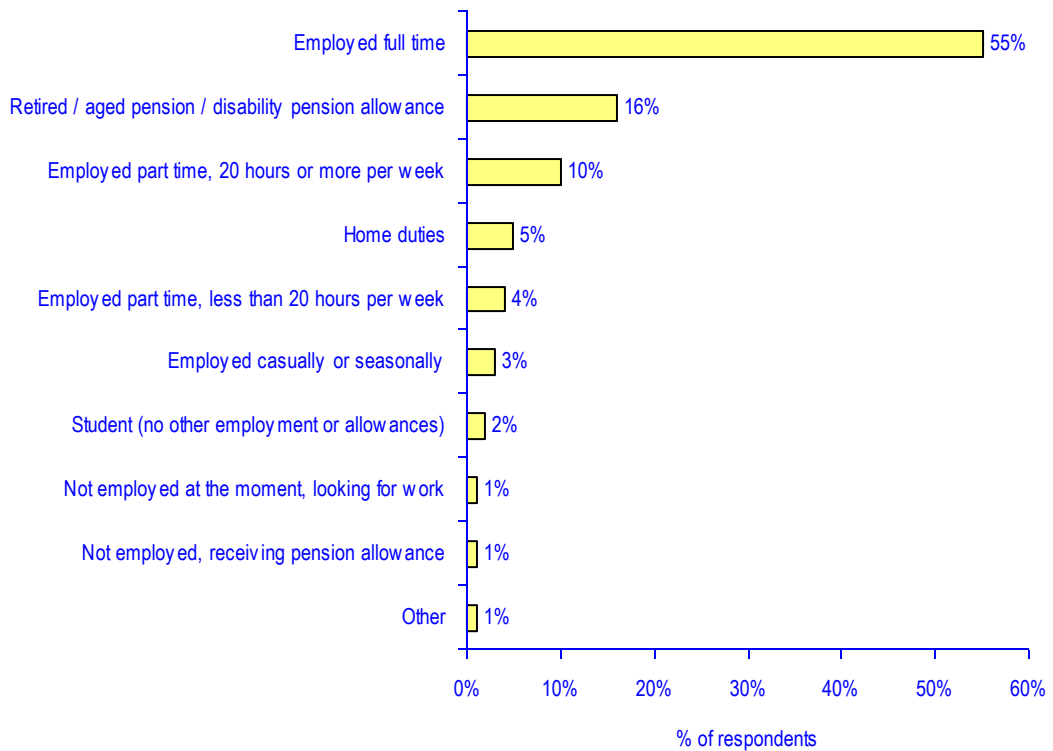
## Marital Status

Q26. What is your current marital status?

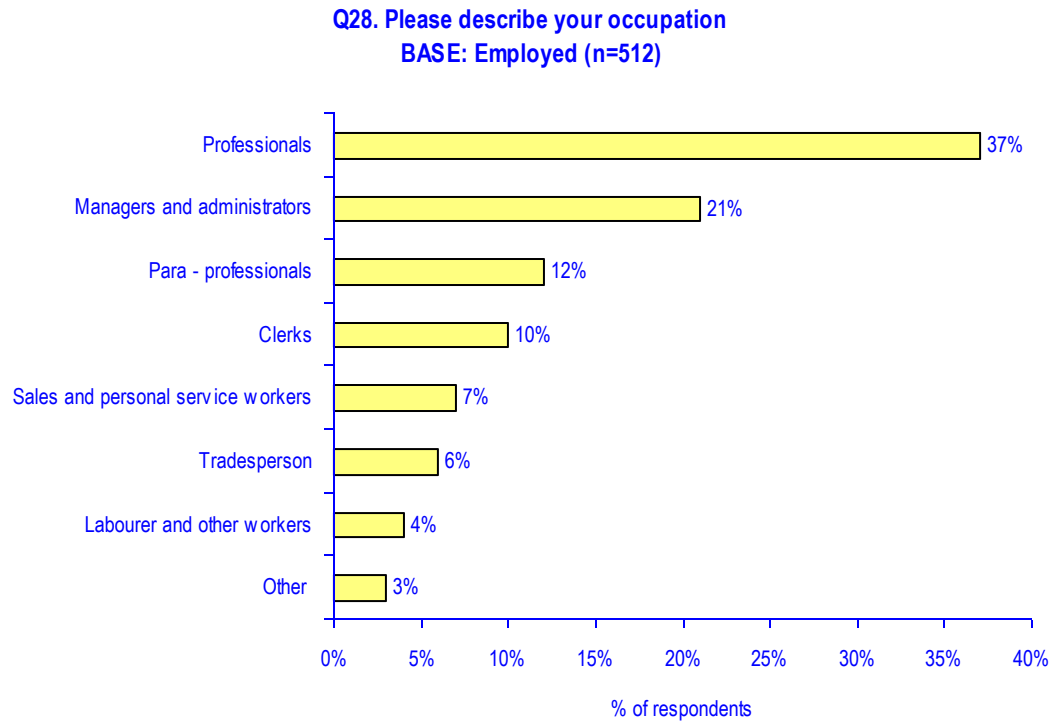


## Employment Status

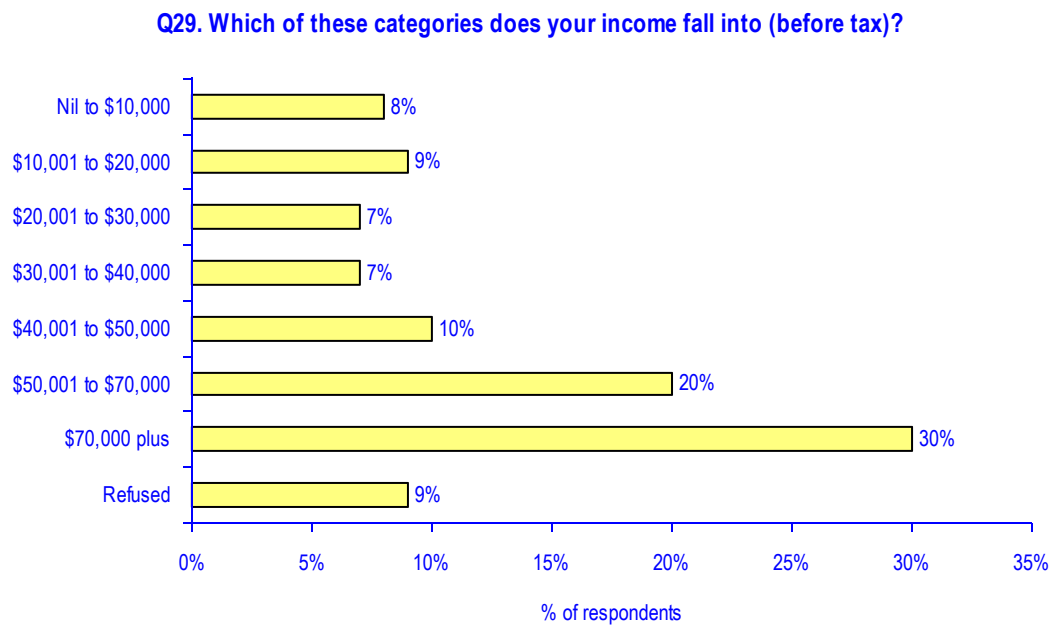
Q27. From the following which best describes your employment status?



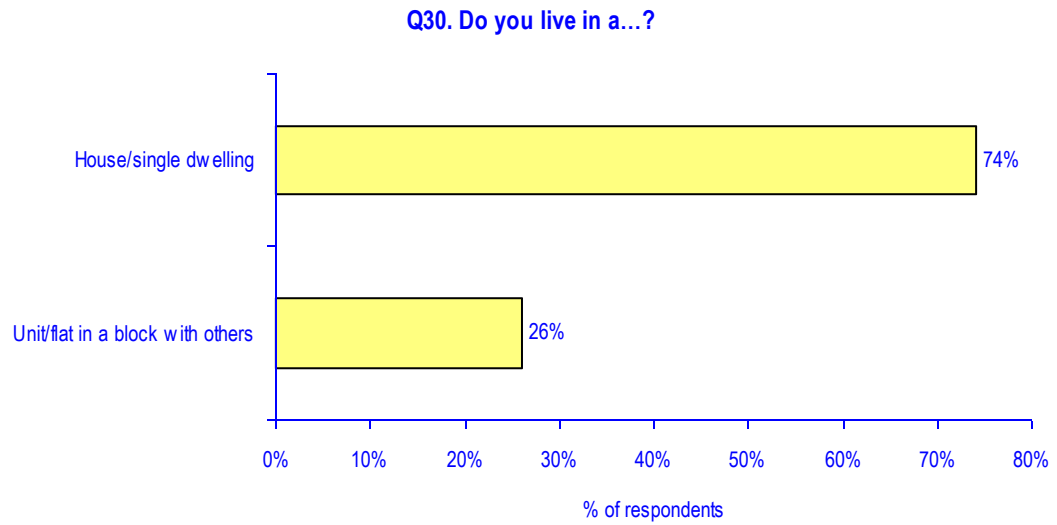
**Occupation (BASE: Employed)**



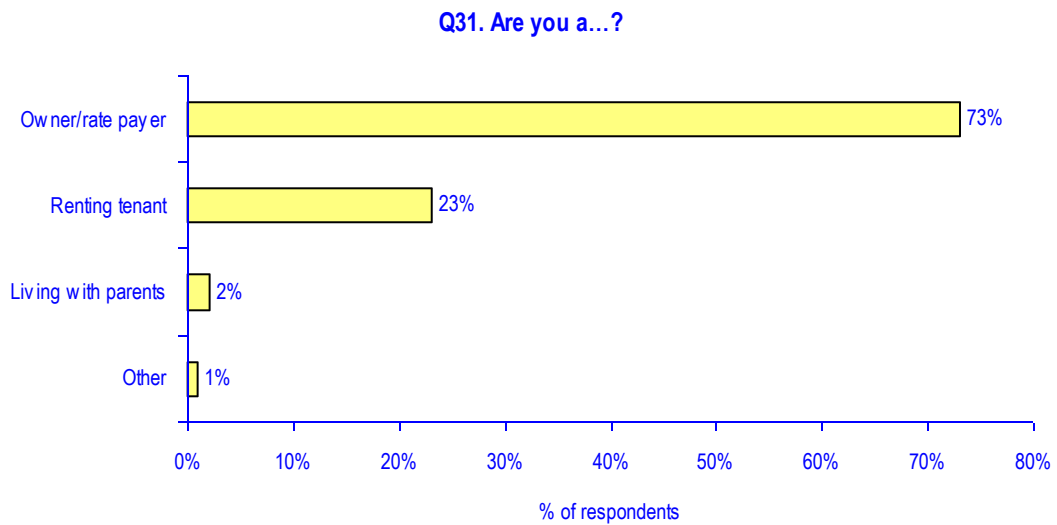
**Gross household income**



### Type of Residence

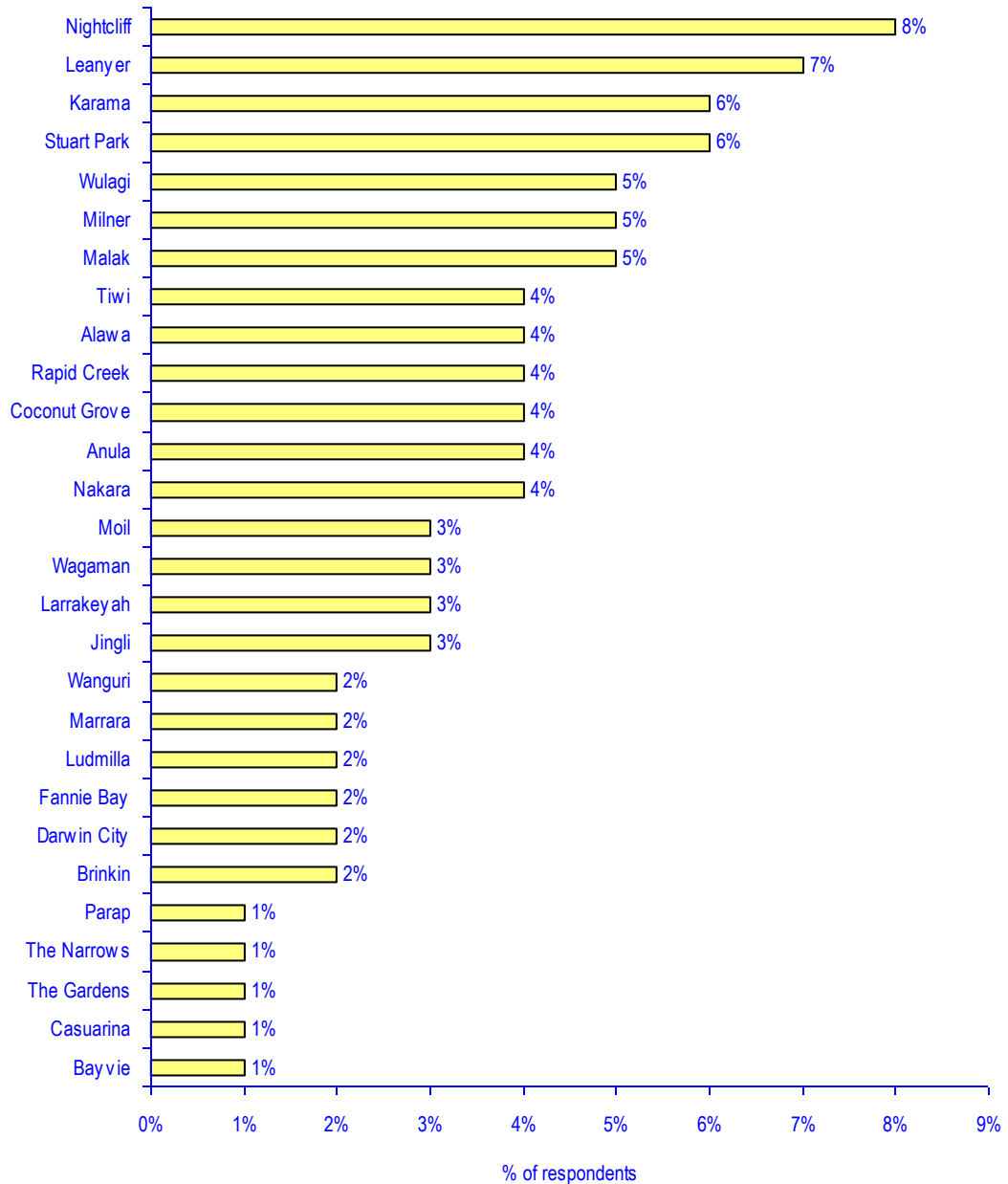


### Type of Resident



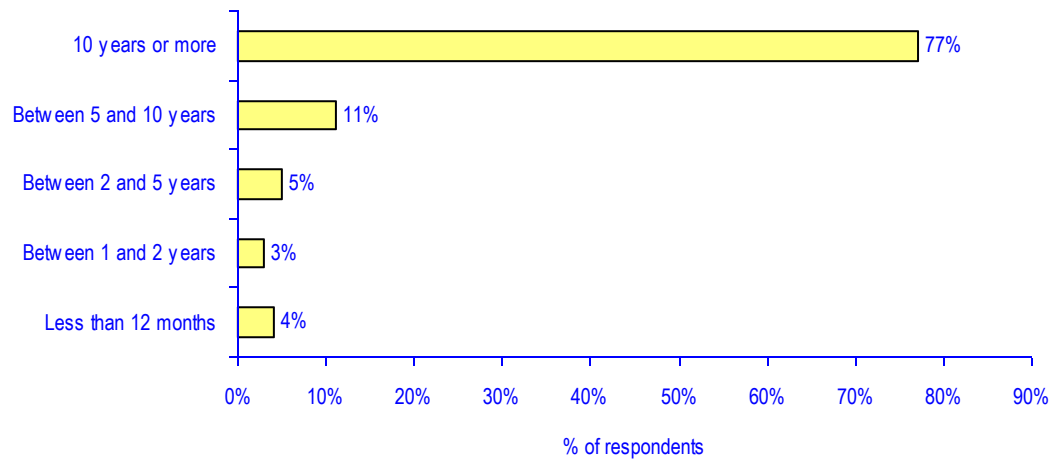
**Suburb**

Q32. Which of the following suburbs do you live in?



**Number of Years Lived in Darwin**

**Q33. How long have you lived in Darwin?**



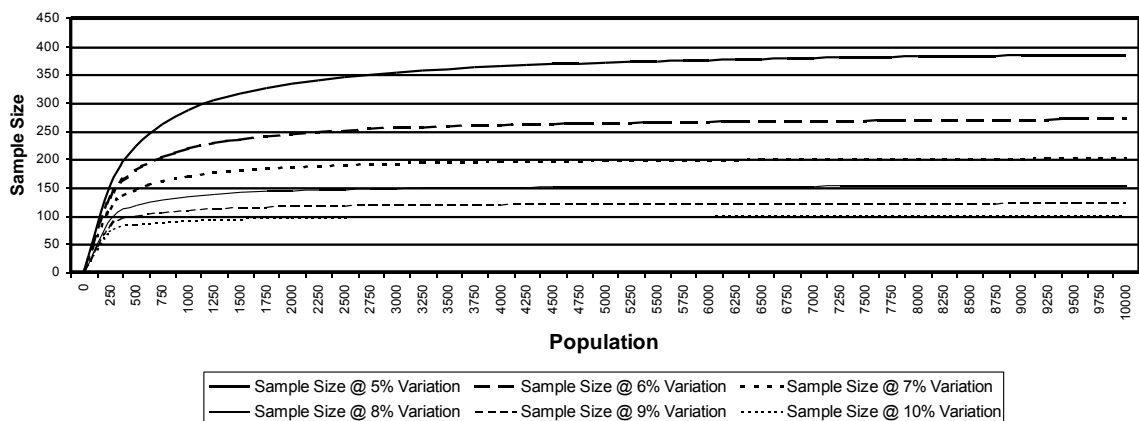


## *Appendix 2:* *Sampling Tolerance*

It should be borne in mind throughout this report that all data based on sample surveys are subject to a sampling tolerance. That is, where a sample is used to represent an entire population, the resulting figures should not be regarded as absolute values, but rather as the mid-point of a range plus or minus x% (see sampling tolerance table below). Only variations clearly designated as significantly different are statistically valid differences and these are clearly pointed out in the Key Findings section of this report. Other divergences are within the normal range of fluctuation at a 95% confidence level; they should be viewed with some caution and not treated as statistically reliable changes.

<b>MARGIN OF ERROR TABLE</b> (95% confidence level)										
<b>SAMPLE SIZE ↓</b>	<b>Percentages giving a particular answer</b>									
	<b>5% 95%</b>	<b>10% 90%</b>	<b>15% 85%</b>	<b>20% 80%</b>	<b>25% 75%</b>	<b>30% 70%</b>	<b>35% 65%</b>	<b>40% 60%</b>	<b>45% 55%</b>	<b>50% 50%</b>
50	6	9	10	11	12	13	14	14	14	14
100	4	6	7	8	9	9	10	10	10	10
150	4	5	6	7	7	8	8	8	8	8
200	3	4	5	6	6	6	7	7	7	7
250	3	4	5	5	6	6	6	6	6	6
300	3	4	4	5	5	5	6	6	6	6
400	2	3	4	4	4	5	5	5	5	5
500	2	3	3	4	4	4	4	4	4	5
600	2	2	3	3	4	4	4	4	4	4
700	2	2	3	3	3	4	4	4	4	4
800	2	2	3	3	3	3	3	4	4	4
900	2	2	2	3	3	3	3	3	3	3
1000	1	2	2	3	3	3	3	3	3	3
1500	1	2	3	2	2	2	3	3	3	3
2000	1	1	2	2	2	2	2	2	2	2
3000	1	1	1	2	2	2	2	2	2	2

**Optimum Sample Sizes to Ensure the Given Maximum Variation**



## *Appendix 3:* *Questionnaire*



Project No: 9068

#### DARWIN CITY COUNCIL – RESIDENTS SURVEY 2010

Good ..... I am ..... from McGregor Tan Research. As an independent social and market research company we are conducting a survey about Darwin City Council and would appreciate your opinions, we do not sell, promote or endorse any product or service. There are no right or wrong answers, it is just your opinion that we are after. We value your opinions and these are often used to improve services to the public, product quality or safety.

1. What services are you aware of that Darwin City Council offers to Darwin residents?

##### Unprompted multiple response

- |                                      |   |
|--------------------------------------|---|
| 01.....Car parking (city & suburban) | 11.....Recreational & leisure services<br>(swimming pools, sports ovals)                                |
| 02.....Cat control & education       | 12.....Special events and festivals (e.g.<br>Bombing of Darwin Commemoration)                           |
| 03.....Community services            | 13.....Streets  |
| 04.....Cycle paths                   | 14.....Walkways   |
| 05.....Darwin City Council website   | 15.....Waste management services (Shoal Bay<br>Waste Mgmt Facility, wheelie bin<br>emptying, recycling) |
| 06.....Dog control & education       | 16.....Other - <b>specify</b>   |
| 07.....Footpaths                     | 17.....Not aware of any services  |
| 08.....Library Services              |   |
| 09.....Parks and playgrounds         |   |
| 10.....Public toilets                |   |

2. Answer for only those services aware of in Q1: Of all of the services that you are aware of, which ONE is of the most importance to you? **Single response**

- |                                      |   |
|--------------------------------------|---|
| 01.....Car parking (city & suburban) | 11.....Recreational & leisure services<br>(swimming pools, sports ovals)                                |
| 02.....Cat control & education       | 12.....Special events and festivals (e.g.<br>Bombing of Darwin Commemoration)                           |
| 03.....Community services            | 13.....Streets  |
| 04.....Cycle paths                   | 14.....Walkways   |
| 05.....Darwin City Council website   | 15.....Waste management services (Shoal Bay<br>Waste Mgmt Facility, wheelie bin<br>emptying, recycling) |
| 06.....Dog control & education       | 16.....Other - <b>specify</b>   |
| 07.....Footpaths                     | 17.....Don't know/ not sure   |
| 08.....Library Services              |   |
| 09.....Parks and playgrounds         |   |
| 10.....Public toilets                |   |

3. **ASK ALL:** Which of these Darwin City Council services have you used in the past 12 months?

**Read out (rotate), multiple response**

- |                                      |   |
|--------------------------------------|---|
| 01.....Car parking (city & suburban) | 11.....Recreational & leisure services<br>(swimming pools, sports ovals)                                |
| 02.....Cat control & education       | 12.....Special events and festivals (e.g.<br>Bombing of Darwin Commemoration)                           |
| 03.....Community services            | 13.....Streets  |
| 04.....Cycle paths                   | 14.....Walkways   |
| 05.....Darwin City Council website   | 15.....Waste management services (Shoal Bay<br>Waste Mgmt Facility, wheeler bin<br>emptying, recycling) |
| 06.....Dog control & education       | 16.....Other - <b>specify</b>   |
| 07.....Footpaths                     | 17.....Not used any services in the last 12<br>months   |
| 08.....Library Services              |   |
| 09.....Parks and playgrounds         |   |
| 10.....Public toilets                |   |

4. Now thinking of the services provided by the Council, please rate the level of importance of each of the following services on a 1 to 5 scale, where 5 is very important and 1 is not at all important. **Read out (rotated)**

	5 Very important	→	1 Not at all important	Don't know		
Car parking in the central business district	5	4	3	2	1	6
Car parking in the suburban areas	5	4	3	2	1	6
Cat control & education	5	4	3	2	1	6
Community services (e.g. Children's Services, Fun Bus, Indigenous Support, Disability Support)	5	4	3	2	1	6
Control of advertising signage	5	4	3	2	1	6
Domestic dog control & education	5	4	3	2	1	6
Library Services	5	4	3	2	1	6
Litter collection from public areas	5	4	3	2	1	6
Maintenance of footpaths/cycle paths	5	4	3	2	1	6
Maintenance of parks and playgrounds	5	4	3	2	1	6
Public swimming pools	5	4	3	2	1	6
Public toilet maintenance	5	4	3	2	1	6
Recreational and leisure (e.g. sports ovals)	5	4	3	2	1	6
Road maintenance	5	4	3	2	1	6
Storm water drainage	5	4	3	2	1	6
Street lighting	5	4	3	2	1	6
The services provided at Shoal Bay Waste Mgmt Facility	5	4	3	2	1	6
The wheeler bin emptying service	5	4	3	2	1	6
Traffic management (ie placement of roundabouts, lights, traffic calming devices etc)	5	4	3	2	1	6

5. Still thinking of the services provided by Council, please rate your level of satisfaction with the standard of each service, on a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied. **Read out (rotated)**

	5 Very satisfied	→				1 Very dissatisfied	Don't know
Car parking in the central business district	5	4	3	2	1	6	
Car parking in the suburban areas	5	4	3	2	1	6	
Cat control & education	5	4	3	2	1	6	
Community services (e.g. Children's Services, Fun Bus, Indigenous Support, Disability Support)	5	4	3	2	1	6	
Control of advertising signage	5	4	3	2	1	6	
Domestic dog control & education	5	4	3	2	1	6	
Library Services	5	4	3	2	1	6	
Litter collection from public areas	5	4	3	2	1	6	
Maintenance of footpaths/cycle paths	5	4	3	2	1	6	
Maintenance of parks and playgrounds	5	4	3	2	1	6	
Public swimming pools	5	4	3	2	1	6	
Public toilet maintenance	5	4	3	2	1	6	
Recreational and leisure (e.g. sports ovals)	5	4	3	2	1	6	
Road maintenance	5	4	3	2	1	6	
Storm water drainage	5	4	3	2	1	6	
Street lighting	5	4	3	2	1	6	
The services provided at Shoal Bay Waste Mgmt Facility	5	4	3	2	1	6	
The wheeler bin emptying service	5	4	3	2	1	6	
Traffic management (ie placement of roundabouts, lights, traffic calming devices etc)	5	4	3	2	1	6	

6. How do you rate your overall level of satisfaction with the Darwin City Council?
- 5.....Very satisfied  
4.....Quite satisfied  
3.....Neither satisfied nor dissatisfied  
2.....Quite dissatisfied  
1.....Very dissatisfied  
6.....Don't know/ not sure
7. Have you made contact with Darwin City Council in the last 12 months? **If yes**, what methods did you use to make that contact? **Unprompted multiple response**
- 01..... Rang Council  
02..... Used the internet /email  
03..... Went to the Civic Centre in person  
04..... Wrote a letter and sent it by mail  
05..... Other - **specify**  
06..... Don't remember  
07..... Have not made contact with the Darwin City Council in the last 12 months

8. **Made contact with Council (codes 01-06 in Q7):** How satisfied were you with the contact?
- 5.....Very satisfied
  - 4.....Quite satisfied
  - 3.....Neither satisfied nor dissatisfied
  - 2.....Quite dissatisfied
  - 1.....Very dissatisfied
  - 6.....Don't know/ not sure
9. **Made contact with Council (codes 01-06 in Q7):** What was the main reason for that contact?
- Unprompted single response**
- 01.....To conduct a business enquiry
  - 02.....To gain information
  - 03.....To make a complaint
  - 04.....To pay rates/ fines
  - 05.....To use a facility
  - 06.....To use a service
  - 07.....Other – **specify**
  - 08.....Don't remember
10. **Made complaint (code 3 in Q9):** What was the nature of your complaint. **Open ended, probed fully for details**
11. **ASK ALL:** How do you currently find out about Council matters? **Unprompted, multiple response**
- 01.....Council's website
  - 02.....Letter
  - 03.....Radio
  - 04.....Television
  - 05.....The Darwin Sun
  - 06.....The NT News
  - 07.....Word of mouth
  - 08.....Other – **specify**
  - 09.....Don't know/not sure
12. How do you want to be informed about Council matters? **Unprompted, multiple response**
- 01.....Council's website
  - 02.....Letter
  - 03.....Radio
  - 04.....Television
  - 05.....The Darwin Sun
  - 06.....The NT News
  - 07.....Other – **specify**
  - 08.....Don't know/not sure

13. Do you believe that Darwin City Council has improved their communication processes over the past year?
- 1.....Yes  
2.....Unsure  
3.....No

14. How often do you use the following forms of transport? **Read out (rotated)**

	Daily	Most days	Several days a week	Once or twice a week	Between once a fortnight and once a month	Less than once a month
Car	1	2	3	4	5	6
Public transport	1	2	3	4	5	6
Bicycle	1	2	3	4	5	6
Motor Bike	1	2	3	4	5	6
Walking	1	2	3	4	5	6

15. Now thinking about any contact that you have had with Council, could you please rate how satisfied you were with how that contact was handled. On a scale of 1 to 5, where 5 is very satisfied and 1 is very dissatisfied.  
**Read out (rotated)**

Ask only those who answered code 03 in Q7	5 Very satisfied	4	3	2	1 Very dissatisfied	Don't know
Specifically the quality of service from the front counter staff at the Civic Centre	5	4	3	2	1	6
ASK ALL	5 Very satisfied	4	3	2	1 Very dissatisfied	Don't know
a. The ability of Council staff and representatives to 'get it right the first time'	5	4	3	2	1	6
b. The ease with which you were put in touch with the right person to assist you	5	4	3	2	1	6
c. The enthusiasm and interest shown to you by Council staff	5	4	3	2	1	6
d. The knowledge of the person you dealt with in relation to your reason for making contact	5	4	3	2	1	6
e. Your ability to contact Council staff out of office hours	5	4	3	2	1	6
f. Overall how satisfied are you with the quality of service that Council provided to you	5	4	3	2	1	6



16. Please rate your level of agreement with the following statements, on a scale of 1 to 5, where 5 is strongly agree and 1 is strongly disagree **Read out (rotated)**

	5 Strongly agree	4	3	2	1 Strongly disagree	Don't know
a. That DCC should play a role in promoting Darwin's culture	5	4	3	2	1	6
b. That DCC should provide family friendly and healthy activities	5	4	3	2	1	6
c. The DCC acts responsibly and with integrity	5	4	3	2	1	6
d. The DCC consults with the community sufficiently	5	4	3	2	1	6
e. The DCC should increase recreational, leisure and heritage experiences such as managing the pathway and cycleway network, providing new facilities such as aquatic facilities and managing heritage issues	5	4	3	2	1	6
f. The DCC should play a role in climate change, the protection of the environment and improving water conservation	5	4	3	2	1	6
g. The DCC should play a role in improving urban enhancement around Darwin such as landscaping, streetscapes, providing a clean, safe and livable City	5	4	3	2	1	6
h. The DCC should play a role in increasing and promoting the use of technology	5	4	3	2	1	6
i. The DCC should play a role in the development of other community support programs	5	4	3	2	1	6
j. The DCC should play a role in the development of the City's infrastructure, such as transport, car parking and public amenities	5	4	3	2	1	6
k. The DCC should play a role in the promotion of Darwin and attract tourism	5	4	3	2	1	6

17. Please rate from the following list, what you consider to be the top three priorities of the Darwin City Council?

**Read out (rotated) multiple response (maximum of 3 responses)**

- 01.....Achieving effective partnerships and engaging in collaborative relationships
- 02.....Assisting individuals and the community to stay connected with the Darwin region, e.g. by promoting the use of public spaces, enhancing transport system and increasing and promoting use of technology
- 03.....Creating and maintaining an environmentally sustainable city
- 04.....Demonstrating effective, open and responsible governance
- 05.....Enhancing Darwin's active, positive and flexible lifestyle
- 06.....Facilitating and maintaining a cohesive community
- 07.....Promoting Darwin

18. Are there ways that Darwin City Council can improve its service to you?
- 01.....Yes – **specify what ways**  
02.....Don't know/ not sure  
03.....No
19. What do you think are the key issues currently affecting the lives of Darwin residents?  
**Unprompted, multiple response**
- 01.....Community harmony  
02.....Crime and anti-social behaviour  
03.....Housing affordability  
04.....Itinerants  
05.....The environment and climate change  
06.....The increasing pace of living  
07.....The increasing size of the City  
08.....Other – **specify**  
09.....Don't know/ not sure
20. How satisfied are you with the quality of life in Darwin?
- 5.....Very satisfied  
4.....Quite satisfied  
3.....Neither satisfied nor dissatisfied  
2.....Quite dissatisfied  
1.....Very dissatisfied  
6.....Don't know/ not sure
21. How safe do you feel in your local suburb?
- 5.....Very safe  
4.....Quite safe  
3.....Neither safe nor unsafe  
2.....Quite unsafe  
1.....Very unsafe  
6.....Don't know/ not sure
22. If you had one suggestion about what the Darwin City Council should be focussing on in the future, what would it be?
- 01.....Suggestion made – **specify details**  
02.....Don't know/ not sure  
03.....No suggestion made

**CLASSIFICATIONS:**

23. Record gender:
- 1. .... Male
  - 2. .... Female
24. In which of these age groups do you fall?
- 1. .... 18 to 24
  - 2. .... 25 to 30
  - 3. .... 31 to 35
  - 4. .... 36 to 40
  - 5. .... 41 to 54
  - 5. .... 55 to 64
  - 6. .... 65+
  - 7. .... Refused
25. Which of the following describes your household? **Read out**
- 01. .... Young, single living alone or sharing accommodation with friends
  - 02. .... Young couple not children
  - 03. .... Family with youngest child under 12 years
  - 04. .... Family with teenager/adult living at home
  - 05. .... Older couple with no children at home
  - 06. .... Older single/widowed/divorced with no children at home
  - 07. .... Other – **specify**
26. What is your current marital status? **Read out**
- 1. .... Married
  - 2. .... De facto relationship
  - 3. .... Divorced
  - 4. .... Separated
  - 5. .... Widowed
  - 6. .... Single (never married)
  - 7. .... Refused

27. From the following which best describes your employment status? **Read out**

- 01. .... Employed full time
- 02. .... Employed part time, 20 hours or more per week
- 03. .... Employed part time, less than 20 hours per week
- 04. .... Employed casually or seasonally
- 05. .... Not employed at the moment, looking for work
- 06. .... Not employed, receiving pension allowance
- 07. .... Retired aged pension/disability pension
- 08. .... Other pension or allowances (eg Austudy, carers etc)
- 09. .... Student (no other employment or allowances)
- 10. .... Home duties
- 11. .... Other – **specify**
- 12. .... Refused

28. **Employed (codes 01-04 in Q27):** Please describe your occupation?

- 01. .... Managers and Administrators
- 02. .... Professionals
- 03. .... Para – professionals
- 04. .... Tradesperson
- 05. .... Clerks
- 06. .... Sales and personal service workers
- 07. .... Plant and machine operators drivers
- 08. .... Labourer and other workers
- 09. .... Other – **specify**
- 10. .... Refused

29. **ASK ALL:** Which of these categories does your income fall into (before tax)?

- 1. .... Nil to \$10,000
- 2. .... \$10,001 to \$20,000
- 3. .... \$20,001 to \$30,000
- 4. .... \$30,001 to \$40,000
- 5. .... \$40,001 to \$50,000
- 6. .... \$50,001 to \$70,000
- 7. .... \$70,000+
- 8. .... Refused

30. Do you live in a ?

- 01. .... House/single dwelling
- 02. .... Unit/flat in a block with others
- 03. .... Other – **specify**

31. Are you a...?

01.....Owner/rate payer

02.....Renting tenant

03.....Other – **specify**

32. Which of the following suburbs do you live in? *(Hidden, imported from sample)*

01.....Alawa

02.....Anula

03.....Bayview

04.....Berrimah

05.....Brinkin

06.....Casuarina

07.....Coconut Grove

08.....Coonawarra

09.....Cullen Bay

10.....Darwin City

11.....East Point

12.....Fannie Bay

13.....Jingli

14.....Karama

15.....Larrakeyah

16.....Leanyer

17.....Lee Point

18.....Ludmilla

19.....Lyons

20.....Malak

21.....Marrara

22.....Milner

23.....Moli

24.....Nakara

25.....Nightcliff

26.....Parap

27.....RAAF Base

28.....Rapid Creek

29.....Stuart Park

30.....The Gardens

31.....The Narrows

32.....Tiel

33.....Wagaman

34.....Wanguri

35.....Winnellie

36.....Woolner

37.....Wulagi

33. How long have you lived in Darwin?

1.....Less than 12 months

2.....Between 1 and 2 years

3.....Between 2 and 5 years

4.....Between 5 and 10 years

5.....10 years or more

## 15 OFFICERS REPORTS

### 15.4 Capital City Committee Meeting – Draft Meeting Minutes – 5 August 2010 Report No.10TC0056 (26/10/10) Common No. 1594501

*Report Number 10TC0056 attached.*

ENCL: YES

**DARWIN CITY COUNCIL****DATE:** 26/10/10**REPORT****TO:** 2<sup>nd</sup> ORDINARY COUNCIL/OPEN**APPROVED:** MB**FROM:** EXECUTIVE MANAGER**APPROVED:** AH**REPORT NO:** 10TC0056**COMMON NO:** 1594501**SUBJECT:** CAPITAL CITY COMMITTEE MEETING MINUTES – 5 AUGUST 2010**ITEM NO:** 9/1**SYNOPSIS:**

This report is an information paper which provides all Elected Members with the most current draft minutes (**Attachment A**) of the Capital City Committee meeting held on 5 August 2010.

**GENERAL:**

The Capital City Committee is attended by the Chief Minister, the CEO of the Dept of the Chief Minister, Minister G McCarthy, the CEO of the Dept of Lands and Planning, various officers and advisors, the Lord Mayor, an Alderman, the CEO and Senior Officers of Darwin City Council. The Property Council of NT and the Chamber of Commerce are also invited to attend the quarterly meetings.

The most significant outcomes from the August 2010 Capital City Committee meeting were:-

- The overview provided by Vice-Chancellor, Professor Barney Glover from Charles Darwin University regarding the “University City” concept; which falls under the umbrella of “Territory 2030 Projects” – refer meeting item 1.
- The progression to public consultation for the CBD Entry Statements – refer to item 2.3.
- The progression to public consultation in regards to the CBD Car Parking Generation Studies – refer to item 2.6.
- Progression of the City Centre Revitalisation Project (MY0800) – refer to item 3.1.

The Capital City Committee meets every quarter with the next meeting scheduled for 4 November 2010.

PAGE: 2  
 REPORT NUMBER: 10TC0056  
 SUBJECT: CAPITAL CITY COMMITTEE DRAFT MEETING MINUTES – 5 AUGUST 2010

### **FINANCIAL IMPLICATIONS:**

Nil

### **EVOLVING DARWIN, TOWARDS 2020 IMPLICATIONS:**

The issues addressed in this Report are in accordance with the following Goals/Outcomes of the Evolving Darwin, Towards 2020 Strategic Plan:

#### **1 EFFECTIVE PARTNERSHIPS AND COLLOBARATIVE RELATIONSHIPS**

##### **1.1 Improve relations with all levels of Government**

#### **Key Strategy/s**

1.1.1 Effectively engage with Territory and Australian Government officials, particularly in the Darwin region.

1.1.3 Develop partnership and joint projects with other levels of government.

### **LEGAL IMPLICATIONS:**

Nil

### **ENVIRONMENTAL IMPLICATIONS:**

Nil

### **PUBLIC RELATIONS IMPLICATIONS:**

Nil

### **COMMUNITY SAFETY IMPLICATIONS:**

Nil

### **DELEGATION:**

Nil

### **CONSULTATION:**

Nil

### **PROPOSED PUBLIC CONSULTATION PROCESS:**

N/A

### **APPROPRIATE SIGNAGE**

N/A



PAGE: 3  
REPORT NUMBER: 10TC0056  
SUBJECT: CAPITAL CITY COMMITTEE DRAFT MEETING MINUTES – 5 AUGUST  
2010

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**RECOMMENDATION:**

THAT Report Number 10TC0056 entitled Capital City Committee Draft Meeting Minutes, including **Attachment A**, be received and noted.

**ANNE HAMMOND**  
**MANAGER STRATEGY AND**  
**OUTCOMES**

**MARK BLACKBURN**  
**EXECUTIVE MANAGER**

Any queries on this report may be directed to Anne Hammond on 88930 0531 or [a.hammond@darwin.nt.gov.au](mailto:a.hammond@darwin.nt.gov.au).



## *Darwin Capital City Committee*

**MINUTES OF THE MEETING OF THE CAPITAL CITY COMMITTEE HELD ON  
5 AUGUST 2010, 10.00AM, CHAMBERS ROOM, DARWIN CITY COUNCIL**

**PRESENT:**

**Northern Territory Government**

Minister for Lands and Planning, Gerry McCarthy  
Ministerial Adviser, Office of Minister for Lands and Planning, Wolf Loenneker  
Ministerial Adviser, Office of Minister for Lands and Planning, Brett Brogan  
Chief Executive, Dept of Lands and Planning, Dr David Ritchie  
Executive Director, Dept of Lands and Planning, Sharron Noske  
Deputy Chief Executive, Dept of the Chief Minister, Rod Applegate  
Deputy Director Project Coord, Dept of the Chief Minister, Kevin Fong  
Deputy Chief of Staff, Office of the Chief Minister, Alf Leonardi  
Ministerial Adviser, Office of the Chief Minister, Pompea Sweet  
Chief Executive, NRETAS, Jim Grant

**Darwin City Council**

Lord Mayor, Graeme Sawyer  
Alderman Helen Galton  
Chief Executive Officer, Brendan Dowd  
Executive Manager, Mark Blackburn  
Manager Strategy and Outcomes, Anne Hammond

**Chamber of Commerce NT**

President, George Roussos  
CEO, Chris Young

**Property Council of Australia NT**

President, Allan Garraway

**APOLOGIES:**

Chief Minister, Hon Paul Henderson MLA  
Chief Executive, Dept of the Chief Minister, Mike Burgess

**IN ATTENDANCE:**

Vice-Chancellor, Professor Barney Glover and Janet Russell, Special Project Leader Office of the Vice-Chancellor from Charles Darwin University for the presentation of the "University City".

**Opening of Meeting and Welcome**

Lord Mayor Graeme Sawyer welcomed all present and opened the meeting at 10:08am.

**Confirmation of Previous Minutes**

Moved Minister McCarthy, Seconded Alderman Helen Galton

## 1. **Territory 2030 Projects**

Barney Glover opened the meeting with a presentation regarding the “University City” concept.

This is a partnership strategy for the University regarding having a university presence within the CBD. The concept of ‘knowledge hubs’ could be a great opportunity for Darwin and Prof Glover spoke of clusters to bring critical masses together.

The concept is aligned with the Territory 2030 objective regarding making Darwin an international city through the growth of international students. This also contributes to the vibrancy of the City and has many economic benefits.

The presentation also touched on the need for housing for the international students, contrary to interstate trends, the number of international students is growing in Darwin with 600 international students currently with a target of 1,000 students. .

A copy of the presentation was handed out to all.

Allan Garraway stated the Property Council’s support for a university presence in the CBD.

The Lord Mayor advised that a broader base discussion, particularly in relation to other projects such as Cavenagh Street development, should be undertaken at the next CCC meeting.

### **Resolved**

THAT the presentation be received and noted.

THAT CDU and DCC officers start engaging in discussions.

## 2. **Northern Territory Government Projects/Issues**

### **2.1 Myilly Park**

Minister McCarthy referred participants to the information in the meeting brief.

Brendan Dowd advised that DCC had received the GHD report on 19 July and are currently making an assessment of the report with comments to be passed back to the NTG in approximately 3 weeks.

### **Resolved**

THAT the Committee receive and note the update.

### **2.2 New Park on Old Hospital Site**

Minister McCarthy noted that the land tenure issues are the major elements and that they are working through the issues.

The Lord Mayor raised the issue of an Arts Centre (an item heard on the radio this morning).

Minister McCarthy advised his vision is to look at the ‘hooks’ into public spaces and open areas such as the Domain in Sydney and the NSW Art Gallery. He is personally interested in how to engage the public in open spaces and the planning of the open spaces.

The Lord Mayor is interested in the development of a world class indigenous art museum.

### **Resolved**

THAT the Committee receive and note the update.

### **2.3 CBD Entry Statements**

Minister McCarthy noted that Council's briefing response was received. Public consultation planned for August/Sept 2010 and design and development dependant upon the outcome of the public consultation. Costs will also be finalised when the public consultation is completed.

#### Resolved

THAT the Committee receive and note the update.

### **2.4 Old Tank Farm Site**

Minister McCarthy advised there has been some media regarding this item. The major challenge is to achieve a resolution for the relocation of residents of One Mile Dam.

The Lord Mayor raised two issues regarding this item. Firstly DCC had no formal engagement in the project nor has there been any plans forwarded; this project would be of major interest to DCC. Also noted discussion with Shell regarding the use of land for car parking whilst the redevelopment of Cavenagh St is underway.

Lord Mayor queried if there is any possibility that this piece would go ahead separately. David Ritchie advised that this is the last Greenfield site in the City and it makes no sense to try and do this piecemeal and that there is every benefit of consolidating the approach to this.

Lord Mayor requested a confidential briefing for Council, so that this project (including Barneson Street) can be factored into the thinking for the Cavenagh St development.

#### Resolved

THAT the Committee receive and note the update.

### **2.5 CBD Public Transport Overview Study Incorporating the State Square Precinct**

Minister McCarthy highlighted key points in the meeting brief.

David Ritchie advised as briefed DLP are drawing up plans to go out to tender and all good for this financial year.

The Lord Mayor noted that DCC will be going out to public consultation on the 19<sup>th</sup> August for Cavenagh St which would be quite instructive for the progression of this item.

#### Resolved

THAT the Committee receive and note the update.

### **2.6 CBD Car Parking Generation Studies**

The Lord Mayor noted that he and the Chief Minister have not met as yet per the previous action. This will happen very soon.

Minister McCarthy noted they are keen to get this out for public consultation in order to get some more realistic comments on this. This could commence next week.

Allan Garraway noted the Property Council's rule of thumb position is 1 bedroom per car park, this with could be short term gain to get some affordable housing but with longer term detriment to the City. Don't want to end up with another Houston Street. In relation to the commercial aspects – the generational rate is wrong. It's seen as a big new tax and will be fought.

#### Resolved

THAT the Committee receive and note the update.

## **2.7 Green Heart of Darwin**

Minister McCarthy that the only issue is in relation to the concerns of the Airport Corporation in regards to the proposed footpath. Lots of other work can commence whilst they are working through this issue.

The Lord Mayor advised that DCC has had some feedback from the Dept regarding his concept raised at the last meeting about extending the cyclepath through the back of Malak. He would be interested to hear if the concerns of the Airport Corporation would be resolved if we put more people through this space via new cyclepaths. Need to have discussions with the Airport as to what the best strategy is to fix this.

### Resolved

THAT the Committee receive and note the update.

## **3. Darwin City Council Projects/Issues**

### **3.1 City Centre Revitalisation Project (inc Knuckey Street Renewal)**

The Lord Mayor noted that Knuckey St is complete with positive feedback from the public. Smith Street to China Town will be completed within next few weeks. Tender has been awarded for Raintree Park and The Mall. Works in Raintree Park will commence on 16 August, which will take approx 1 month and will then progressively work up The Mall. Project will be completed by end November 2010.

Allan Garraway noted Property Council's approval of the project.

The Lord Mayor thanked the NTG for their financial assistance.

### Resolved

THAT the Committee receive and note the update.

### **3.2 Youth Energy Precinct**

The Lord Mayor noted the linkages to Territory 2030 outcomes. Council has a number of reports that are in the final stages of pulling down into a readable set of information, will then be in a position to talk in more detail about options and operational details with government. DCC will provide a further briefing to the next CCC in November 2010.

Minister McCarthy noted that this is a great concept but understood site was an issue.

Lord Mayor noted the 2 options as outlined in the meeting brief and outlined the benefits for both.

### Resolved

THAT the Committee receive and note the update.

### **3.3 Parap Area Masterplan**

The Lord Mayor noted that this is another good example of DCC and NTG working together. Consultants report to be discussed with NRETAS and then considered at Council meeting on 24 August.

To respond to questions from George Roussos, DCC advised that the 50/50 partnership was between DCC and NTG. The consultation included a web survey, discussions with special interest groups, discussions at the Parap markets and Parap pool. Masterplan will be available after it's been to Council on 24 August.

### Resolved

THAT the Committee receive and note the update.

### 3.4 Removal of Cyclone Hazards – Local Government Act Regulatory Orders

Brendan Dowd noted that DCC, NTG and Emergency Services have been discussing last wet season's trial and identifying issues to be worked through. DCC Officers will continue to liaise with relevant officers prior to submitting the report to Council.

The Lord Mayor highlighted that there is a difference of opinion between DCC staff and NTG regarding how much of an aggressive approach should've been taken to seek a resolution. The trial has however highlighted the complexity of the issues and has provided some real information to work with.

#### Resolved

THAT the Committee receive and note the update.

### 3.5 Cavenagh Street Project

Lord Mayor noted that formal consultation will commence on 19/08/10, with a range of community and other events (including meetings with the property & business owners). Based upon the outcomes of the consultation, Darwin City Council will be able to provide a presentation at the next Capital City Committee meeting

#### Resolved

THAT the Committee receive and note the update.

THAT DCC provide a presentation of the next meeting.

### 3.6 100<sup>th</sup> Year Celebration of the Naming of Darwin

Lord Mayor advised that DCC is keen to talk to NTG as to what their perceptions are about this event and investigate joint celebration of this event. However at this stage DCC has not locked in anything in particular but is looking at commissioning some public art.

Minister McCarthy encouraged a lot of creativity with the event.

Allan Garraway noted that this is bigger than a change of name, it coincides with the Commonwealth taking over from the South Australian Government which in itself was a significant event, it's a political issue not just the name.

#### Resolved

THAT the Committee receive and note the update.

### 3.7 Council of Capital City Lord Mayors' Submission into the National Urban Policy

The Lord Mayor noted there is a whole range of issues that come out of this in relation to urban policy and it terms of where Darwin is at. There's a lot of mixed agendas, so will be important for NTG and DCC to discuss further (i.e. COAG agenda & funding being linked to long term strategic planning, where the NTG is at in relation to urban policy and intensification). This is a big issue that this committee will need to pay serious attention to into the future.

The Lord Mayor also noted that this Capital City Committee was cited as a potential model for other jurisdictions and should be watched.

Allan Garraway complimented the Lord Mayor on the submission, including the quote from the Property Council, "people just see a city as a city, but it's much more than that". Allan also stated that we have a history of robbing from the CBD and given capital cities contribute nearly 80% of GDP we should keep focus on Darwin.

Based on the COAG planning criteria, the Lord Mayor advised that Weddell does not meet the criteria and there is a need for discussion on the reasoning for Weddell. The Lord Mayor also cited the example of Melbourne's expected 3 million person increase which only impacts on 10% of land.

Minister McCarthy noted that all of the things discussed under this agenda, is in 'government space'. The greater Darwin region will need to accommodate an additional 70,000 residents by 2030, so the NTG needs to have plans in place. The roadmap that urgently needs to get out is the Land Use Strategy which is in its 'final trim'.

The Lord Mayor noted that this strategy has not had any local government involvement.

Minister McCarthy that discussions will intensify when this strategy is released. Darwin, Palmerston and Litchfield Council's will be involved in the debate.

#### Resolved

THAT the Committee receive and note the update.

### **4. Joint NTG/DCC Projects/Issues**

#### **4.1 WW11 Defence of Darwin Museum**

Minister McCarthy noted that there is in principle agreement, however just need to nail the land issues.

The Lord Mayor suggested that the land issue needs to be taken to the community for endorsement.

Alf Leonardi advised that there is some confusion on DCC's position. NTG's intention to use the RAAA site and needs DCC's cooperation in relation to access and car parking. The Chief Minister really wants it on this site (which was an election promise) and they are now in detailed design. It is not their intention to undergo another intensive consultation process.

The Lord Mayor advised that it may not get Council support without a public consultation process (with a preferred model).

Jim Grant advised DCC lobbied for the Museum to be located at East Point and worked to have it on DCC land.

Alf advised they will do a public consultation process, but needs DCC to act timely and be responsive.

#### Resolved

THAT the Committee receive and note the update.

### **5. Property Council and Chamber of Commerce Projects/Issues**

#### **5.1 Darwin City Theming**

Allan queried the Frances Bay Area Plan.

David Ritchie advised that the work has been done, will meet shortly with the Property Council.

## 6. Other Business

### 6.1 Darwin Entertainment Centre Funding

Alf advised that he has had a discussion with John Banks and then with NRETAS and understands that there is part funding for a review and is waiting for the outcomes of the review.

The Lord Mayor noted that there are 2 issues, the review and moving forward and then the operational issues, funding that was coming which hasn't arrived yet.

Jim Grant noted that had some agreed actions had to be fulfilled before the funding provided. Jim will check into this.

#### Resolved

THAT Brendan Dowd and Jim Grant and relevant officers to hold a meeting as a priority to progress this.

### Closure of Meeting

Meeting closed at 11.17 am.

#### Next meeting

Thursday 4 November 2010  
Litchfield Room  
Parliament House



## 15 OFFICERS REPORTS

### 15.5 Council Employment and Council Membership

Report No. 10TC0072 (20/10/10) Common No. 1876604

Report Number 10TC0072 attached.

ENCL: YES

## DARWIN CITY COUNCIL

DATE: 20/10/10

### REPORT

TO: 2<sup>nd</sup> ORDINARY MEETING/OPEN

APPROVED: BD

FROM: EXECUTIVE MANAGER

APPROVED: MB

REPORT NO: 10TC0072

COMMON NO: 1876604

SUBJECT: COUNCIL EMPLOYMENT AND COUNCIL MEMBERSHIP

ITEM NO: 90")

#### **SYNOPSIS:**

This report recommends that Darwin City Council continue to support the position that Council employees should not be elected members of the same Council and therefore request the NT Government to repeal Section 37 (1) (d) of the Local Government Act should be repealed before the next local government elections in March 2012.

#### **GENERAL:**

The Minister for Local Government has asked the Department of Local Government and Housing to initiate a consultation process about Section 37 (1) (d) of the *Local Government Act*.

The Department of Housing, Local Government and Regional Services has forwarded the attached Discussion paper - *Council employment and council membership* for consideration by Council (**Attachment A**).

The Discussion paper reports there are some councils that support the provisions of Section 37 (1) (d) and that several councils have written to the Minister expressing concern about the these provisions.

Responses to the discussion paper are due by Friday 12 November 2010.

It is recommended that Darwin City Council continue to support the position that Section 37 (1) (d) be repealed by the time of the next local governments elections in March 2012.

PAGE: 2  
REPORT NUMBER: 10TC0072  
SUBJECT: COUNCIL EMPLOYMENT AND COUNCIL MEMBERSHIP

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**FINANCIAL IMPLICATIONS:**

Nil.

**STRATEGIC PLAN IMPLICATIONS:**

The issues addressed in this Report are in accordance with the following Goals/Strategies of the Darwin City Council 2008 – 2012 as outlined in the 'Evolving Darwin Strategic Directions: Towards 2020 and Beyond':-

**Goal**

7 Demonstrate Effective, Open and Responsive Governance.

**Outcome**

7.1 Effective Governance

**LEGAL IMPLICATIONS:**

Local Government Act 2008

**ENVIRONMENTAL IMPLICATIONS:**

Nil.

**PUBLIC RELATIONS IMPLICATIONS:****COMMUNITY SAFETY IMPLICATIONS:**

Nil

**DELEGATION:**

Nil

**CONSULTATION:**

Nil

**PROPOSED PUBLIC CONSULTATION PROCESS:**

Nil.

**APPROPRIATE SIGNAGE**

Nil

PAGE: 3  
REPORT NUMBER: 10TC0072  
SUBJECT: COUNCIL EMPLOYMENT AND COUNCIL MEMBERSHIP

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**RECOMMENDATIONS:**

- A THAT Report Number 10TC0072 entitled, Council Employment and Council Membership, be received and noted.
- B. THAT Council write to the Department of Housing, Local Government and Regional Services to advise that Council considers that Section 37(1) (d) should be repealed by the next local government elections in March 2012.

**BRENDAN DOWD**  
**CHIEF EXECUTIVE OFFICER**

**MARK BLACKBURN**  
**EXECUTIVE MANAGER**

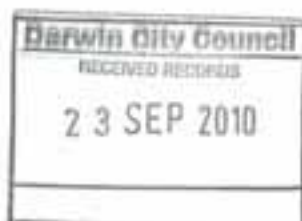
Any queries on this report may be directed to Mark Blackburn on 89300516 or [m.blackburn@darwin.nt.gov.au](mailto:m.blackburn@darwin.nt.gov.au).



Northern  
Territory  
Government

DEPARTMENT OF  
HOUSING, LOCAL GOVERNMENT AND  
REGIONAL SERVICES

[www.nt.gov.au](http://www.nt.gov.au)



**Strategic Policy Development and Coordination**

2<sup>nd</sup> floor, RCG House  
83-85 Smith Street Darwin NT 0800

**Postal address** GPO Box 4621

Darwin NT 0801

**Tel** 08 8999 8394

**Fax** 08 8999 8403

**File No.** 2008/8264

Mr Brendan Dowd  
Chief Executive Officer  
Darwin City Council  
GPO Box 84  
DARWIN NT 0801

Dear Mr Dowd

Please find enclosed a discussion paper in relation to section 37 (1) (d) of the *Local Government Act*.

The contact person within the department is Ms Freya Bennett, who can be contacted via email at [freya.bennett@nt.gov.au](mailto:freya.bennett@nt.gov.au), by telephone on 8999 8394 or via post GPO Box 4621, Darwin NT 0801.

Please forward all responses to Ms Bennett by Friday 12 November 2010.

Yours sincerely

*Trish*  
Trish Angus  
Executive Director  
Strategic Policy Development and Coordination  
22 September 2010



Northern  
Territory  
Government

**open**  
**government**  
A Territory Government initiative

# Discussion paper

*Council employment and council membership*

REVIEW OF COUNCIL EMPLOYEES AS ELECTED MEMBERS

[www.opengovernment.nt.gov.au](http://www.opengovernment.nt.gov.au)

Please submit written comments to:

**Mail:** Policy and Legislation  
Department of Housing, Local Government and Regional Services  
GPO Box 4621, Darwin NT 0801

**Email:** [localgovernment@nt.gov.au](mailto:localgovernment@nt.gov.au)

**Fax:** (08) 8999 8403

**Submissions close on 12 November 2010.**

**Note:**

This discussion paper has been prepared to assist the review of council employees as council members. The views expressed do not reflect an official position of the Northern Territory Government, nor do they constitute professional legal opinion. Additionally, the Northern Territory Government disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented in this publication.

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## Introduction

The Minister for Local Government has asked the Department of Local Government and Housing to initiate a consultation process about section 37(1)(d) of the *Local Government Act*. This section disqualifies certain council employees from membership of council.

This paper sets out the key issues related to section 37(1)(d) and is intended to act as a starting point for discussion and consultation with the local government sector on this issue.

Consultation will take place with all shire and municipal councils, the Local Government Association of the Northern Territory (LGANT), council residents and ratepayers.

The Administration and Legislation Advisory Committee (ALAC) will be invited to provide advice to the Minister and the department on the recommendations that are developed as a result of the consultation stage of the review.

## Purpose

The purpose of this discussion paper is to initiate discussion on the issues associated with council staff also being members of the same council so that this provision can be reviewed.

This review will help determine if the disqualification criteria for council employees described in the *Local Government Act* need to be amended to be more appropriate and better suited to the needs of the local government sector in the Territory.

The consultation phase of the review is due to be completed by the end of 2010 and outcomes of the review will be reported to the Minister for Local Government.

## Background

The Local Government Act (the Act) took effect on 1 July 2008, repealing the former Act. It provides the legislative framework for local government in the Northern Territory (NT).

The Government recognised previous difficulties encountered by various councils in remote areas with respect to council staff also being elected members of the council. This issue is addressed by section 37(1)(d) of the Act, which disqualifies senior council staff from being elected members of the same council. In addition, Guidelines under the Act provide further direction to councils on the matter of disqualifications, including the requirement for individual councils to develop a policy on the matter. A copy of section 37 of the Act and the relevant provisions of the Guidelines are at Appendix A.

Other jurisdictions in Australia do not allow employees to be council members with the exception of Queensland which allows council Community Development Employment Program (CDEP) participants to become elected members. A table listing legislation from other jurisdictions is found at Appendix B.

The view of LGANT and most council administrations, in particular the municipal councils, is that where an employee is also a council member there is great potential for conflict of interest and confusion. Furthermore, LGANT argues the provision readily creates potential for conflict between elected members and the CEO.



Some councils argue that the NT should follow other jurisdictions in that council employees should not be council members. Several councils have written to the Minister expressing concern about the provisions of section 37(1)(d).

LGANT resolved at their General Meeting held in March 2009 to the effect that section 37(1)(d) should be repealed before the 2012 elections, and that in the meantime existing members who are also council staff should be able to remain in office either until the 2012 elections, or until their position becomes vacant, whichever occurs first.

The Territory Government values a strong and vibrant democracy and is determined to involve more Territorians in our political system. *Territory 2030*, the government's strategic plan for the Territory, outlines targets set to increase the voter participation and nominations from candidates for local government elections by 2030.

For more information: [www.territory2030.nt.gov.au](http://www.territory2030.nt.gov.au)

## Issues

Some of the key areas for consideration of whether council staff should also be elected members of the same council are discussed below.

### 1 Conflict of interest

The main reason often used for arguing for the disqualification of employees as council members is the potential for a conflict of interest. Section 73 of the Act provides that:

*a member has a conflict of interest in a question arising for discussion by the council, local board or council committee if the member or an associate of the member has a personal or financial interest in how the question is decided.*

A further conflict may arise for council employees who also serve as council members, as on one hand, the person as a council member is a member of the CEO's employer group which gives certain instructions to the CEO while, on the other hand, the person, as an employee of the council is under the authority and direction of the CEO.

Confusion over lines of responsibility and conflicts of interest could arise in situations where the council is dealing with issues that council staff also have an interest in. One example is when the council is reviewing the employment contract of the CEO, if council members who are also council staff are part of the review panel, this may make the review process unworkable. Another example would be if council were considering staffing and industrial relations issues or awarding contracts that could affect the workforce.

A staff member being a council member has the potential to compromise the CEO where performance of the staff member is not satisfactory and action is required.

### 2 Procedural issues

The ability of council to conduct its business may be affected by allowing council staff to be council members. Currently, the legislation does not prevent all elected members also being employees of the same council. A council's ability to achieve a quorum at meetings could be compromised if the number of elected members who are also employees exceeds the number of members required to achieve a quorum. For example, when council is required to make decisions about staffing matters it would be probable that some councillors would have to remove themselves from the meeting if they are also council employees, due to a conflict of interest, and this may mean that a quorum is not achievable.

In some councils in the Territory half of the elected members are also council staff. It is important that the legislation is workable and will not potentially leave a council in a position where a quorum cannot be obtained to decide an issue.



### **3 Potential pool of candidates**

The argument most often used in favour of council employees also being council members is the limited pool of potential candidates in regional and remote areas of the NT.

The new shire councils, with an average population of approximately 6,500 people, provide a large pool of potential candidates. For many years the former Tennant Creek Town Council had few difficulties in attracting candidates for election with half of this population.

It can also be argued that allowing a council employee to be a council member is unfair as it entitles the person to a salary as council employee and an allowance as council member. One of these sources of income could otherwise go to someone who is not already employed by council.

### **4 Code of conduct**

The Act provides that a council must either adopt its own code of conduct or apply the one already provided for in Schedule 2 of the Act (section 78). A copy of the code of conduct provided at Schedule 2 of the Act is included at Appendix C.

There may be a valid argument for strengthening the code of conduct to reduce the risks associated with council staff also being elected members, rather than amending section 37(1)(d). However, strengthening the code of conduct would not avoid the problem councils may face of achieving a quorum at meetings.

As it stands, the code of conduct requires a member to avoid, where possible, conflict of interest between private interests and official functions and responsibilities. While the requirement for councils to have a code of conduct and a policy on disqualifications is intended to mitigate the potential for conflict of interest, this is complicated in the situation where a staff member is also a council member. The limitations of a Code of Conduct in preventing conflict of interest should be noted.

### **5 Council policies on disqualifications**

The Local Government Act Guidelines require councils to have a policy on council staff disqualified from membership of council. At minimum, councils must adopt the provisions in the Local Government Act Guidelines in their policy, but councils are able to disqualify further positions.

At present, some councils have not made any policy while others have disqualified positions beyond those in the Guidelines. A list of current council policies is at Appendix D.

In summary, the key areas for consideration are:

- i. whether it is appropriate for employees to be council members
- ii. conflict of interest
- iii. the effect on council decision making such as the ability to reach a quorum
- iv. the effect on adequate representation of the electorate
- v. the accountability and professionalism of local government in the Northern Territory

### How to submit a response

The government is welcoming feedback from the general public and local government bodies in the Territory.

Please note the issues outlined in this paper are not intended to be exhaustive and councils or individuals are encouraged to comment on other issues that they see as relevant, or simply to provide comment on the key issues included in this paper.

You can have your say by sending your response in writing to:

**Mail:** Policy and Legislation  
Department of Housing, Local Government and Regional Services  
GPO Box 4621, Darwin NT 0801

**Email:** [localgovernment@nt.gov.au](mailto:localgovernment@nt.gov.au)

**Fax:** (08) 8999 8403

If you wish to discuss any queries you may have in relation to this paper please contact the department on (08) 8999 8394.

**Closing date for feedback: 12 November 2010**



## Appendix A

### Excerpt from the *Local Government Act*

#### Division 3 Terms and conditions of membership

##### 36 Eligibility for membership

A person is, unless disqualified, eligible for election or appointment as a member of a council if enrolled as an elector in respect of a place of residence within the council's area.

##### 37 Disqualification

- (1) A person is disqualified from office as a member of a council if the person:
  - (a) holds a judicial office (other than justice of the peace); or
  - (b) is bankrupt or subject to a composition or arrangement with creditors under the *Bankruptcy Act 1966* (Cth); or
  - (c) has been sentenced to a term of imprisonment (which has not expired) of one year or more; or
  - (d) is an employee of the council whose seniority disqualifies the employee from membership of the council in accordance with criteria laid down in Ministerial guidelines; or
  - (e) is indebted to the council for rates or surcharge and fails to discharge the debt within 6 months after the debt becomes due and payable; or
  - (f) is certified mentally unfit to carry out the functions of a member.
- (2) However, an employee of a council is not disqualified from office as a member of some other council.

##### *Example*

*An administration officer who lives in Alice Springs and works for the Central Desert Shire Council is not disqualified by that employment from office as a member of the Alice Springs Town Council.*

- (3) A person is certified mentally unfit to carry out the functions of a member if 2 medical practitioners have certified that the person is mentally unfit, and likely to remain unfit for the remainder of the person's term of office, to carry out the functions of a member.

## Excerpt from the *Local Government Act Guidelines*

### 2. Positions Which a Council Member may not Hold

- (1) The following positions or their equivalents disqualify an employee from membership of the council:
  - (a) the Chief Executive Officer and any position that reports directly to the Chief Executive Officer of the council;
  - (b) Positions or equivalent positions of Director Infrastructure, Director Corporate Services, Director Community Services, Manager Finance, Manager Human Resources, Manager Agency Services and Shire Services Manager.
- (2) Additional positions may be added by council resolution to amend the policy where a council forms the reasonable view that the positions may have the potential to:
  - a. Lead to unacceptable conflicts of interest; or
  - b. Create difficulties with human resource matters such as recruitment and performance assessment.
- (3) Individual councils are required to have a policy regarding council members and employee status. The policy is to mention:
  - c. The above positions (and other positions Council approves) that make an employee ineligible to be a member of the council;
  - d. The leave the employee must take if s/he attends council meetings during council business hours;
  - e. The requirement for employees to undergo training to gain advanced understanding of the roles and responsibilities of elected members and employees and conflicts of interest;
  - f. The human resource issues that the employee must absent himself/herself from at council meetings, or exclude himself/herself from involvement in, given the uniqueness of the relationships that the employee has, as an elected member and employee;
  - g. The requirement for the employee to undertake only the role of an employee when working, to avoid the opportunity for confusion with other employees and members of the public.



## Appendix B

### Legislation in other jurisdictions of Australia

<i>Jurisdiction</i>	<i>Eligibility Status (yes/no)</i>	<i>What their Act says about council employees as elected members</i>
Tasmania	No	S270 of LGA 1993 (1) A person is eligible to nominate as a candidate for the office of councillor if the person (d) is not an employee of the council in that municipal area.
New South Wales	No	S275 of LGA 1993 <b>Who is disqualified from holding civic office?</b> (2) A person is disqualified from holding civic office on council if he or she is an employee of the council or holds an office or place of profit under the council.
Victoria	No	S29 of LGA 1989 Disqualifications (1) except as provided in subsection (3), he or she is a member of Council staff of the Council for which he or she intends to be a Councillor; (3) Subsection (1) (d) does not apply to member of the Council staff who takes leave to stand for election to the office of Councillor and who if elected resigns from the Council staff immediately upon being declared elected.
Western Australia	No	S2.26 LGA 1995 <b>Election to council terminates employment with local government</b> If a person who is employed by a local government is declared to be elected as a member of the local government's council then, by operation of this section, the person's employment with the local government ends when the person begins his or her term of office as a member.
South Australia	No	Chapter 5 Part 2 Division 1 54 LGA 1999 <b>Casual Vacancies</b> (1) Subject to this section, the office of a member of a council becomes vacant if the member – (j) becomes an employee of the council.
Australian Capital Territory	N/A	No local government in ACT

Queensland	Only CDEP employees	<p><b>S226 LGA 1993 Termination of local government employment on becoming a councillor</b></p> <p>(1) If a local government employee is elected or appointed as a councillor, the person is taken to have resigned as an employee on the day the person becomes a councillor.</p> <p>(2) In this section – <b>local government employee</b> includes an employee of a local government's significant business entity but does not include:</p> <p>(a) A person employed under a Commonwealth funded community development project for Aborigines or Torres Strait Islanders; or</p> <p>(b) A person prescribed by regulation.</p>
Northern Territory	Yes for positions below DCC, DCS and CEO with provision for councils to make policy listing other positions	<p><b>S37 LGA 2008</b></p> <p>(1) A person is disqualified from office as a member of a council if the Person:</p> <p>(d) is an employee of the council whose seniority disqualifies the employee from membership of the council in accordance with criteria laid down in Ministerial guidelines</p> <p><b>2. Positions Which a Council Member may not Hold</b></p> <p>(1) The following positions or their equivalents disqualify an employee from membership of the council:</p> <p>(a) Any position that reports directly to the Chief Executive Officer of the Council;</p> <p>(b) Positions or equivalent positions of Director Infrastructure, Director Corporate Services, Director Community Services, Manager Finance, Manager Human Resources, Manager Agency Services and Shire Services Manager.</p>



## Appendix C

### Code of conduct: Schedule 2 of the Local Government Act (section 78)

- 1 Honesty and integrity**  
A member must act honestly and with integrity in performing official functions.
- 2 Care and diligence**  
A member must act with reasonable care and diligence in performing official functions.
- 3 Courtesy**  
A member must act with courtesy towards other members, council staff, electors and members of the public.
- 4 Conduct towards council staff**  
A member must not direct, reprimand, or interfere in the management of, council staff.
- 5 Respect for cultural diversity**  
A member must respect cultural diversity and must not therefore discriminate against others, on the ground of their cultural background.
- 6 Conflict of interest**  
A member must, if possible, avoid conflict of interest between the member's private interests and official functions and responsibilities.  
Where a conflict in fact exists, the member must comply with the member's statutory obligations of disclosure.

**7      Respect for confidences**

A member must respect the confidentiality of information obtained in confidence in the member's official capacity.

A member must not make improper use of confidential information obtained in an official capacity to gain a private benefit or to cause harm to another.

**8      Gifts**

A member must not solicit or encourage gifts or private benefits from any person who might have an interest in obtaining a benefit from the council.

**9      Accountability**

A member must be prepared at all times to account for the member's performance as a member and the member's use of council resources.

**10     Interests of municipality or shire to be paramount**

A member must act in what the member genuinely believes to be the best interests of the municipality or shire.

In particular, a member must seek to ensure that the member's decisions and actions are based on an honest, reasonable, and properly informed judgment about what will best advance the best interests of the municipality or shire.

## Appendix D

Table of council policies regarding disqualification (Information correct as at March 2010)

Council	Policy on disqualification(s) and leave requirements	Number of council staff (incl. position) who are Elected Members
Alice Springs	No policy, Council follows the Act and Guidelines.	
Belyuen	No elected council. Under the management of the Department. No policy.	N/A
Barkly	<p>Persons who hold the following positions, or their equivalent, are ineligible to hold office as a Councillor on the Barkly Shire Council:</p> <ul style="list-style-type: none"> <li>▪ Chief Executive Officer</li> <li>▪ Director Corporate &amp; Community services</li> <li>▪ Director Works and Services</li> <li>▪ All Manager level positions.</li> </ul> <p>This would currently include :</p> <ul style="list-style-type: none"> <li>▪ Manager Finance, Manager Community Services, Manager Human Resources, Manager CDEP, Manager Night Patrol, Manager Assets, Manager Housing, Shire Services Managers, or equivalent position titles.</li> </ul> <p>1. Other positions:</p> <p>In addition to Managerial level positions referred to in (1) above the persons who hold the following positions, or their equivalent are ineligible to hold office as a Councillor on the Barkly Shire Council.</p> <ul style="list-style-type: none"> <li>▪ Executive Assistant to the CEO.</li> <li>▪ Cultural Mentor</li> <li>▪ Manager Special Projects</li> <li>▪ Persons within the Council's structure who have a direct reporting relationship with any of the Management positions as detailed above.</li> <li>▪ Union Official, Staff delegate or representative of staff on Consultative or Safety Committee</li> </ul>	One councillor: CDEP employee.



	<p><b>2. Eligible Employees</b> This policy would therefore permit staff engaged as child care workers, HACCC workers, CDEP workers, labourers and clerical staff who do not have a reporting relationship as shown above to be eligible to stand for Council.</p> <p><b>3. Council Meeting leave:</b> Council will permit staff who are Councillors to have up to 10 days paid leave for travel to or attendance at Council meetings and functions provided they are not paid meeting attendance fees for such attendance. Otherwise the leave will be granted as Leave without pay.</p> <p><b>4. Training in Councillor role and responsibilities</b> Council will permit staff who are Councillors to have up to 10 days paid leave for travel to or attendance at authorised Councillor training sessions provided they are not paid meeting attendance fees for such attendance. Otherwise the leave will be granted as Leave without pay.</p> <p><b>5. Conflict of interest – Employee issues</b> Where the matter for discussion at a Council or Committee meeting relates to matters concerning employees of the Council, conditions of employment, performance review or appointment of the Chief Executive Officer or policies concerning staff matters, the Councillor who is an employee of the Council must absent himself/herself from the meeting.</p> <p><b>6. Conflict of Role</b> The Councillor or candidate for election to the position of Councillor must refrain from discussion of matters concerning their election campaign or Council business during Council working hours. Public meetings or discussions can be held out of hours on Council premises with authorisation from the Chief Executive Officer.</p> <p><b>7. Confidentiality</b> The employee who is a Councillor must be aware that matters discussed in confidential session or information obtained in the performance of their role as Councillor or employee must not be released or discussed otherwise than in accordance with the Councils code of conduct and the law.</p>
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Central Desert	<ul style="list-style-type: none"> <li>Any position that reports directly to the Chief Executive Officer of the Council (Section 2 (1) (a) of the Guidelines).</li> <li>Position or equivalent positions of Director Infrastructure, Director Corporate Services, Director Community Services, Manager Finance, Manager Human Resources, Manager Agency Services, and Shire Services Manager, (Section 2 (1) (b) of the Guidelines).</li> <li>In addition the following positions are also disqualified from nominating for Shire Council: anyone who reports directly to the Director Infrastructure and the Director Corporate and Community Services. This includes Assistant Shire Service Managers.</li> <li>Employees who are elected as Shire Councilors get unpaid leave to attend Council meetings.</li> <li>Employees must attend specific training about the roles and responsibilities of elected members and employees and about conflicts of interest.</li> <li>Shire employees who are elected as Shire Councilors must declare an interest when deciding policies relating to Human Resources (staff hiring, firing and performance) and Industrial Relations (staff wages and conditions).</li> <li>The employee must undertake the role of employee when working and avoid any confusion between their roles as employee and Councilor when dealing with other Shire employees and residents.</li> </ul> <p>Council reserves the right to change this policy as needed, for example to include or remove employee positions from this policy.</p>	<p>Eight councillors: CDEP supervisor, CDEP coordinator, ESO supervisor, works supervisor, night patrol officer, shire administration officer, Shire ILO, library casual.</p>
Coomalie	No policy.	One councillor: Council Swimming Pool Supervisor.
Darwin	No Policy.	None.



East Ayrshire	<p>The following staff members are disqualified from nominating for Council:</p> <ul style="list-style-type: none"> <li>Any position that reports directly to the Chief Executive Officer of the Council (Section 2 (1) (a) of the Guidelines).</li> <li>Position or equivalent positions of Director Infrastructure, Director Corporate Services, Director Community Services, Manager Finance, Manager Human Resources, Manager Agency Services, and Shire Services Manager, (Section 2 (1) (b) of the Guidelines).</li> <li>In addition the following positions are also disqualified from nominating for council: Executive Assistant, Night patrol staff, any staff member who is in a supervisory role, Records management staff, Finance staff, payroll staff, Grants officers/managers, governance officers, Community Liaison Officers.</li> <li>Employees who are successful in attaining the role of Councillor will be required to utilise their annual leave to a maximum of two weeks per annum when attending Council meetings. The Shire will provide paid time off for time in excess of two weeks per annum.</li> <li>There will be a requirement for employees to attend specific training in order to gain an advanced understanding of the roles and responsibilities of elected members and employees and conflicts of interest.</li> <li>Employees who are successful in attaining the role of Councillor will be required to absent themselves from a council meeting/s or exclude themselves from involvement in matters relating to HR and Industrial Relations.</li> <li>The employee is required to undertake the role of employee when working and avoid any confusion when dealing with other employees and the public.</li> </ul> <p>Council will reserve the right to amend this policy as required in order to include or remove employee positions from this policy.</p> <p>*Bruce Moller advised no policy 050209</p>	Two councillors: housing officer and substance mis-use coordinator.
Katherine	No policy.	None.
Litchfield	<p>Any employee of council must resign their position of elected as a Council Member on the following grounds:</p> <ol style="list-style-type: none"> <li>Their position will lead to unacceptable conflict of interest, and</li> <li>Create difficulties with human resource matters such as recruitment and performance assessment.</li> </ol>	None.

MacDonnell	<p>Eligible members of staff are supported to nominate for membership to MacDonnell Shire Council and its Local Boards.</p> <p>MacDonnell Shire Council does not support people employed in the following positions standing for membership or elected members of MacDonnell Shire Council undertaking the following staff roles.</p> <ul style="list-style-type: none"> <li>▪ Shire Service Managers</li> <li>▪ Staff whose primary role within Council is to liaise with the Community</li> <li>▪ Team Leaders – Civil Works, Trades, Agency Services, Family Services</li> </ul> <p>Staff who successfully nominate for MacDonnell Shire Council are required to declare a conflict of interest at meetings and take leave without pay when undertaking their roles as members. Members of MacDonnell Shire Council who are also members of its staff must not participate directly in discussions regarding human resource management and industrial relations.</p> <p>In a situation where a quorum cannot be achieved due to Councilors who are employees of Council declaring a conflict then independent person can be made available to allow these Councilors to participate in debates.</p> <p>Elected members of MacDonnell Shire Council who accept positions identified within this policy are required to resign as elected members by providing written notice to the Chief Executive Officer at the time of accepting the offer of employment.</p>	Four councilors: works assistant, senior S&R officer, housing administration officer, senior works assistant.
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Palmerston	<p>That in pursuance with section 37(1)(d) and the Local Government Act guidelines the persons holding the following positions with Council are disqualified from membership of the City of Palmerston Council:</p> <ul style="list-style-type: none"> <li>▪ Chief Executive Officer</li> <li>▪ All Director positions</li> <li>▪ All Manager positions</li> <li>▪ All Personal Assistant positions</li> </ul> <p>Due to the potential to lead to unacceptable conflicts of interest, and create difficulties with human resource matters such a recruitment and performance assessment.</p> <p>If a member of staff other than those positions mentioned above becomes an elected member of Council unpaid leave will be granted for attendance at council meetings and official functions;</p> <p>Training will be provided to all elected members in accordance with Council's Elected Member facilities and benefits policy;</p> <p>Where any issue is discussed or considered at a meeting of Council or Committees concerning staff or staff related matters the elected member must declare a conflict of interest and absent himself/herself from that section of the meeting and exclude himself/herself from involvement in such matter;</p> <p>While undertaking the employed role to devote all activities to that role without any conflict or confusion with the role as an elected member.</p>	None.
Roper Gulf	<p>The following positions will not be accepted for the elections:</p> <ol style="list-style-type: none"> <li>Any position that reports directly to the Chief Executive Officer (Ministerial Guidelines)</li> <li>Positions or equivalent positions of Director of Infrastructure, Director Corporate &amp; Community Services, Finance Manager, Human Resource Manager and Shire Services Managers (Ministerial Guidelines)</li> <li>All Managers and Regional Coordinator positions (policy)</li> <li>Executive Assistant position (policy)</li> </ol> <p>Eligible Positions</p> <p>The following positions are eligible to run for Council:</p> <ol style="list-style-type: none"> <li>Anyone under the Shire Services Manager level in any Service Delivery Centre</li> <li>CDEP employees</li> </ol>	three councillors: night patrol, community development officer, mentor.



	<p>Principles – for employees who are successful in attaining the role of councillor</p> <ul style="list-style-type: none"> <li>▪ Employees must undergo training to gain advanced understanding of the roles and responsibilities of elected members and employees and conflict of interest. The training will occur prior to the first official Council Committee meeting immediately following the Shire elections in November.</li> <li>▪ Employees will have to use annual leave or leave without pay when attending council meetings and council business. This includes council training, conferences, and professional development in the role of councillor. (policy)</li> <li>▪ Employees must absent themselves from council meetings during any agenda item relating to Human Resource or Industrial Relations. (Ministerial Guidelines)</li> <li>▪ Employees must only undertake the role of employee when working, to avoid the opportunity for confusion with other employees and members of the public. (Ministerial Guidelines).</li> <li>▪ When acting as a councillor, allowances and travel will be according to councillor policy. When acting in employee role allowances and travel will be in accordance with employee travel regulations.</li> </ul>	
Twai Islands	No policy.	Two councillors: electrician and community services officer.

Victoria Daily	<ul style="list-style-type: none"> <li>▪ Any position that reports directly to the Chief Executive Officer (Ministerial Guidelines)</li> <li>▪ Position or equivalent positions of Director of Infrastructure, Director Corporate &amp; Community Services, Finance Manager, Human Resource Manager and Shire Services Managers (Ministerial Guidelines)</li> <li>▪ All manager and coordinator positions (policy)</li> <li>▪ All positions above team leader level</li> <li>▪ Executive Assistant positions</li> <li>▪ Employees must undergo training to gain advanced understanding of the roles and responsibilities of elected members and employees and conflict of interest.</li> <li>▪ Employees will have to use annual leave or leave without pay when attending council meetings and council business. This includes council training / conferences and professional development in the role of councillor. (policy)</li> <li>▪ Employees must absent themselves from council meetings during any agenda item relating to Human Resources or Industrial Relations. (Ministerial Guidelines)</li> <li>▪ Employees must only undertake the role of employee when working, to avoid the opportunity for confusion with other employees and members of the public. (Ministerial Guidelines)</li> <li>▪ When acting as a councillor, allowances and travel will be according to councillor policy. When acting in employee role allowances and travel will be in accordance with employees.</li> </ul> <p>NOTE: CDEP employees are eligible for election</p>	Three councillors: three civil services team leaders, civil services labourer, housing officer.
Wagait	No Policy.	None.

West Arnhem	<p>Staff members of the West Arnhem Shire wishing to nominate for the position of council may check with the CEO in order to ascertain validity or otherwise.</p> <p>The following staff members are disqualified from nominating for Council:</p> <p>Any position that reports directly to the Chief Executive Officer of the Council</p> <p>Position or equivalent positions of Director Infrastructure, Director Corporate and Community Services, Manager Finance, Manager Human Resources and Customer Service, Manager Agency Services, Manager Commercial Services, Shire Services Manager</p> <p>In addition the following positions are also disqualified from nominating for council: Executive Assistant, Night Patrol Staff, CDEP Coordinator, Assistant CDEP Coordinators, Records Management Staff, Finance Staff, Payroll Staff, Grants Officers, Governance Officers, Community Liaison Officers</p> <p>Employees who are successful in attaining the role of Councillor will be required to utilise their annual leave to a maximum of two weeks per annum when attending council meetings. The Shire will provide paid time off in excess of two weeks per annum.</p> <p>There will be a requirement for employees to attend specific training in order to gain an advanced understanding of the roles and responsibilities of elected members and employees and conflicts of interest.</p> <p>Employees who are successful in attaining the role of Councillor will be required to absent himself/herself from involvement in matters relating to HR and Industrial Relations.</p> <p>The employee is required to undertake the role of employee when working and avoid and confusion when dealing with other employees and the public.</p>	Five councillors: home and community care senior officer, CDEP participant, Works officer, Community Safety officer and Housing officer.
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## 15 OFFICERS REPORTS

### 15.6 Christmas Celebrations Activities 2010

Report No. 10TC0070 MB:as (15/10/10) Common No. 1795215

*Report Number 10TC0070 attached.*

ENCL: NO

**DARWIN CITY COUNCIL**

DATE: 15/10/10

**REPORT**TO: 2<sup>ND</sup> ORDINARY COUNCIL/OPEN

APPROVED: MD

FROM: EXECUTIVE MANAGER

APPROVED: MB

REPORT NO: 10TC0070 MB:as

COMMON NO: 1795215

SUBJECT: CHRISTMAS CELEBRATION ACTIVITIES 2010

**ITEM NO: 15.6****SYNOPSIS:**

This report details the Christmas Celebration Activities funded by Darwin City Council in 2010 and recommends that Council supports the appearance of Santa in the public libraries on a rotational basis for two weeks leading up to Christmas.

**GENERAL:**

Prior to 2005 an annual Christmas event was funded by the Darwin City Promotions (DCP). DCP was funded by a special levy that was paid by CBD businesses. Following the removal of the levy, Darwin City Council continued to meet the costs of the annual Christmas event.

At the 2<sup>nd</sup> Ordinary Council Meeting in June 2010 meeting Council resolved not to continue "Here Comes Santa" function in Raintree Park due to lack of support by the local retailers in The Mall and a small crowd in attendance last year. The Council resolved to allocate funds to the Christmas in Darwin Association to support the annual carols event for the next three years. This event is held at Darwin City Council's Ampitheatre and includes an appearance by Santa.

In 2009 "Here Comes Santa Event" was a combined celebration of the lighting of the Christmas tree and the arrival of Santa. Darwin City Council also paid for Santa to appear in a privately owned commercial shopping complex for 3 hours per day for two weeks leading up to Christmas. The Shopping Complex provided the space for Santa.

As Darwin City Council is not conducting the "Here Comes Santa" event there was an opportunity for Council Officers to review where Santa should appear this year.

PAGE: 2  
 REPORT NUMBER: 10TC0070 MB:as  
 SUBJECT: CHRISTMAS CELEBRATION ACTIVITIES 2010

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There are three options presented for the consideration by Council:

1. Santa to appear at the Council Libraries on a rotational system. Santa could appear across the municipality –
  - City Library in Civic Centre;
  - Casuarina Library;
  - Karama Library; and
  - Nightcliff Library
2. Santa to appear in the Council owned West Lane Arcade in the CBD;
3. Santa to appear in a privately owned commercial shopping centre.

It is recommended that Council support Option 1 - fund Santa to appear in the local public libraries. This provides an opportunity for all children across the municipality to see Santa and also promotes the local libraries. In addition there could be a guest appearance by Santa on a Saturday morning in The Mall. Option 1 also ensures that Council does not provide a competitive advantage to any of the many commercial retail complexes across the municipality.

The visit by Santa to the CBD could be combined with a planned special event to be held in the CBD on Saturday 11 December 2010 to celebrate the completion of the City Revitalisation MY0800 project. Santa will also be attending with Councils Fun Bus from 6 December 2010 to the 10 December.

Council has committed funds for the annual Christmas decorations for The Mall and the major streets in the CBD. A Christmas Tree will also appear in Raintree Park or The Mall –the final location is being determined in conjunction with the designers of The Mall upgrade works.

Staff are also reviewing opportunities for new Christmas decorations in The Mall.

#### **FINANCIAL IMPLICATIONS:**

Funds have been allocated in the 2010/11 operational budget to fund a number of Christmas celebrations events including:

- Christmas street decoration;
- Christmas tree in Raintree Park or The Mall; and
- Carols by Candle light event at Council's Amphitheatre which includes an appearance by Santa.

#### **STRATEGIC PLAN IMPLICATIONS:**

The issues addressed in this Report are in accordance with the following Goals/Strategies of the Darwin City Council 2008 – 2012 as outlined in the 'Evolving Darwin Strategic Directions: Towards 2020 and Beyond':-



PAGE: 3  
 REPORT NUMBER: 10TC0070 MB:as  
 SUBJECT: CHRISTMAS CELEBRATION ACTIVITIES 2010

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### **Goal**

1. Achieve Effective Partnerships and Engage in Collaborative Relationships

### **Outcome**

- 1.2 Effectively engage with community

### **Key Strategies**

- 1.2.1 Increase involvement of the Business Community for developing solutions to local issues

### **Goal**

- 2 Enhance Darwin's Active, Positive and Flexible Lifestyle

### **Outcome**

- 2.3 Promote family friendly activities

### **Key Strategies**

- 2.3.1 Promote and host family orientated and host a family orientated recreational and leisure activity

### **Goal**

- 7 Demonstrated Effective, Open and Responsible Governance

### **Outcome**

- 7.1 Effective Governance

### **Key Strategies**

- 7.1.3 Manage Council's affairs based on a sustainable financial strategy

### **LEGAL IMPLICATIONS:**

Nil

### **ENVIRONMENTAL IMPLICATIONS:**

Nil

### **PUBLIC RELATIONS IMPLICATIONS:**

Various public relations opportunities exists for these activities.

### **COMMUNITY SAFETY IMPLICATIONS:**

Nil

PAGE: 4  
REPORT NUMBER: 10TC0070 MB:as  
SUBJECT: CHRISTMAS CELEBRATION ACTIVITIES 2010

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**DELEGATION:**

Nil

**CONSULTATION:**

Nil

**PROPOSED PUBLIC CONSULTATION PROCESS:**

Nil

**APPROPRIATE SIGNAGE**

Nil

**RECOMMENDATIONS:**

- A. THAT Report Number 10TC0070 MB:as entitled, Christmas Celebration Activities 2010 be received and noted.
- B. THAT Council endorse Santa in Council's public libraries across the municipality for two weeks prior to Christmas.
- C. THAT Council endorse the conduct of an event in The Mall on Saturday, 11 December 2010 from 11.00 am to 3.00 pm to celebrate the City Revitalisation Upgrade works and Christmas which will feature an appearance by Santa

**MAXINE DOWLEY**  
**EVENTS COORDINATOR**

**MARK BLACKBURN**  
**EXECUTIVE MANAGER**

Any queries on this report may be directed to Maxine Dowley on 89 300 684 or  
[m.dowley@darwin.nt.gov.au](mailto:m.dowley@darwin.nt.gov.au)

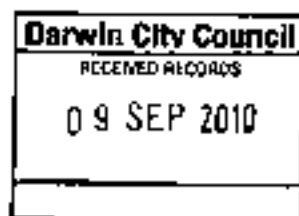


**16 INFORMATION ITEMS AND CORRESPONDENCE RECEIVED****16.1 Australian Red Cross Thank you Letter - Pakistan Monsoon Floods Appeal 2010**

Document No. 1867742 (06/09/10) Common No. 1854781

THAT the incoming letter/receipt from the Australian Red Cross dated 6 September 2010, relating Council's donation of \$10,000.00 towards the Pakistan Monsoon Floods Appeal 2010, Document Number 1867742, be received and noted.

DECISION NO.20\() (26/10/10)



**Australian Red Cross**  
THE POWER OF HUMANITY

6 September 2010

Dear Sir or Madam

Thank you for your generous and thoughtful donation to Pakistan Monsoon Floods Appeal 2010. Red Cross Red Crescent volunteers have responded quickly to the disaster providing emergency relief for those displaced by the floods.

Your donation to the Appeal will:

- Provide emergency relief and recovery assistance to flood-affected communities and host families of displaced people
- Send specialist aid workers to assist in the initial response, and ongoing relief and recovery operations in Pakistan
- Support Red Cross programs and the work of our Red Cross Red Crescent partners in Pakistan.

On behalf of all those whom your compassion and support will assist - thank you.

Yours sincerely

Robert Tickner  
Chief Executive Officer

***With Thanks***

COMMUNITY RECEIPT  
ABN:501 695 613 94  
16 August , 2010



**Australian Red Cross**

Donations of \$2 and over are tax deductible

Receipt No: 5187827  
Amount: \$10,000.00  
23254724 / AUPMF10



Darwin City Council  
GPO BOX 84  
DARWIN NT 0801

**16 INFORMATION ITEMS AND CORRESPONDENCE RECEIVED****16.2 UNICEF Australia Thank You Letter - Pakistan Monsoon Floods Appeal 2010**

Document No. 1879840 (30/09/10) Common No. 1854781

THAT the incoming letter/receipt from the UNICEF Australia dated 30 September 2010, relating Council's donation of \$10,000.00 towards the Pakistan Monsoon Floods Appeal 2010, Document Number 1879840, be received and noted.

DECISION NO.20\() (26/10/10)

**From:** UNICEF Australia [unicef@unicef.org.au]  
**Sent:** Thursday, 30 September 2010 9:06:39 AM  
**To:** Darwin City Council  
**Subject:** Thank you for your donation to the Pakistan Flood Appeal



Dear Supporter,

I wanted to write to thank you for responding so willingly and generously to the UNICEF Pakistan Flood Appeal.

Despite the enormous scale of the disaster, the situation was not getting much media attention until UNICEF joined forces with ABC Radio for a radiothon on Friday 27 August. Whether it was the ABC appeal or something else that inspired your donation, on behalf of UNICEF I want to express our heartfelt thanks and appreciation. Your donation has helped raise \$5.7 million to date, a tremendous amount over such a short period.

**Your donation is making a real difference to children and families in need.**

We made a commitment on air that UNICEF would remit the money to the front line in Pakistan as fast as possible. I am pleased to report we are living up to that commitment. The first million dollars was sent within 48 hours to directly benefit those affected on the ground and we continue to ensure that donations are transferred within days of receipt.

Frankly, the needs on the ground in Pakistan require such urgency. More than 20 million people are affected by the crisis including ten million children, three million of whom are under five. Children are always the most vulnerable in an emergency. . . . .

Your donation went directly to supplying safe drinking water, food, shelter and medical supplies in other words, basic survival needs.

#### **UNICEF – helping the world's most vulnerable children.**

UNICEF, the United Nations Children's Fund, was founded almost 65 years ago with a mission: advocate for the protection of children's rights, to help meet their basic needs and to expand their opportunities to reach their full potential. Each year we respond to over 200 emergencies in the world, including many that never make the headlines.

#### **Please leave us some feedback.**

To help us find out what you and others are thinking about global issues, we would greatly appreciate it if you could please complete our short survey by clicking here. It should only take you a couple of minutes.

[\*]

Thank you again for the contribution you have made to assist children and their families in Pakistan. For more information about what your donation is helping to achieve, please visit our website.

Yours sincerely,

Nauman Ghalib  
Chief Executive

UNICEF Pakistan (Pvt) Ltd, Plot No. 11, Phase II, DHA, Karachi-75200, Pakistan

- UNICEF is a non-profit organization that works to improve the lives of children and mothers worldwide. We are committed to providing the best possible care for children and mothers, and to ensuring that all children have access to the same quality of care.
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UNICEF Pakistan (Pvt) Ltd, Plot No. 11, Phase II, DHA, Karachi-75200, Pakistan

**17      REPORTS OF REPRESENTATIVES****18      QUESTIONS BY MEMBERS****19      GENERAL BUSINESS****20      DATE, TIME AND PLACE OF NEXT ORDINARY COUNCIL MEETING**

THAT the next Ordinary Meeting of Council be held on Tuesday, 16 November 2010, at 5.00 p.m. (Open Section followed by the Confidential Section), Council Chambers, 1st Floor, Civic Centre, Harry Chan Avenue, Darwin.

DECISION NO.20\()                      (26/10/10)

**21      CLOSURE OF MEETING TO THE PUBLIC**

THAT pursuant to Section 65 (2) of the Local Government Act and Regulation 8 of the Local Government (Administration) Regulations the meeting be closed to the public to consider the Confidential Items of the Agenda.

DECISION NO.20\()                      (26/10/10)

**22      ADJOURNMENT OF THE MEETING (MEDIA LIAISON)**