

20 October 2021

## Council applauded by community through latest survey results

The results from City of Palmerston's 2021 Community Satisfaction Survey are in, with Council receiving their highest score since research commenced in 2012.

Overall scoring of Council's performance improved from 6.77 out of 10 in 2020 to 7.02 this year, with 69 percent of residents giving a rating of 'very good' or 'good'.

Coinciding with City of Palmerston's Community Plan, all Key Outcome Areas saw an increase in overall performance, specifically around 'Family and Community' with the overall score up by .36 points to 7.16/10 for the 2021 survey. Of this key outcome area, the notable areas of increase are providing and maintaining community halls, managing the Palmerston Recreation Centre, and advocating the community in planning issues.

City of Palmerston Mayor, Athina Pascoe-Bell is pleased to see such positive findings in the 2021 community satisfaction results, believing they are an indication that the community continues to see an improvement in Council's performance, while identifying and acknowledging areas that have potential for further progress.

"The community's comments reflect the efforts that Council has been putting in this year and will assist us in continuing to listen to and work closely with residents."

To create 'A Place for People' we will continue to adapt to the everchanging needs of the community and focus on delivering major projects and new initiatives for Palmerston," she said.

The survey revealed that the most important issues for the community are crime and safety and addressing anti-social behaviour, coupled with increasing business and employment.

City of Palmerston is currently focussing on the delivery of major projects and programs including the 'SWELL' Palmerston Pool redevelopment in collaboration with the Northern Territory Government, the construction of Zuccoli and Surrounds Community Hub, and the upgrade of the Gray Community Hall.

The survey was conducted by KANTAR during August 2021, with 616 Palmerston residents ranging in ages and demographics.

These results will inform existing and future programs and services as well as the development of the draft 2022/2023 budget.

For more information on major projects in Palmerston, visit [www.palmerston.nt.gov.au/operations/major-projects](http://www.palmerston.nt.gov.au/operations/major-projects)

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