



LATE AGENDA

**Ordinary Meeting of Council
To be held on Tuesday 23 January 2024
At 12:00 pm**

**Civic Centre, Council Chambers
24 Stuart Highway, Katherine NT 0850**

The Chief Executive Officer of Katherine Town Council
hereby provides notice of the Ordinary Meeting of Council
in accordance with Section 92 of the *Local Government Act 2019*



LATE AGENDA ITEMS

17 LATE Reports of Officers3

 17.1 CORPORATE SERVICES REPORT FOR THE MONTH OF DECEMBER 20233

 17.2 Community Services Report for the Month of December 20237

17 LATE REPORTS OF OFFICERS

17.1 CORPORATE SERVICES REPORT FOR THE MONTH OF DECEMBER 2023

Author: Avtar Singh, Director Corporate Services
Authoriser: Ingrid Stonhill, Chief Executive Officer
Report Type: For noting
Attachments: Nil

Officer Recommendation

That Council receive and note the Corporate Services Report for the month of December 2023.

Purpose of Report

To present the report for Corporate Services department for the month of December 2023.

Strategic Plan

1. STRONG LEADERSHIP - 1.1 Strong Leadership - Lead a strong local democracy with a community that is actively engaged in Katherine's strategic direction.

1.1.2 Ensure strong internal governance with updated policies and procedures in place.

1.1.3 Improve transparency around issues affecting the community.

4. GROWTH AND SUSTAINABILITY - 4.2 Lead with Best Practice - Lead by example and set a high benchmark.

4.2.4 Be prudent with our financial management for stronger returns for ratepayers and sustainable long-term finances with current risk management practices current at all times.

Municipal Plan

2.2 Corporate Services - Administration Services

2.2.1 Action service requests in line with customer service charter.

2.2.3 Deliver positive customer service.

Background

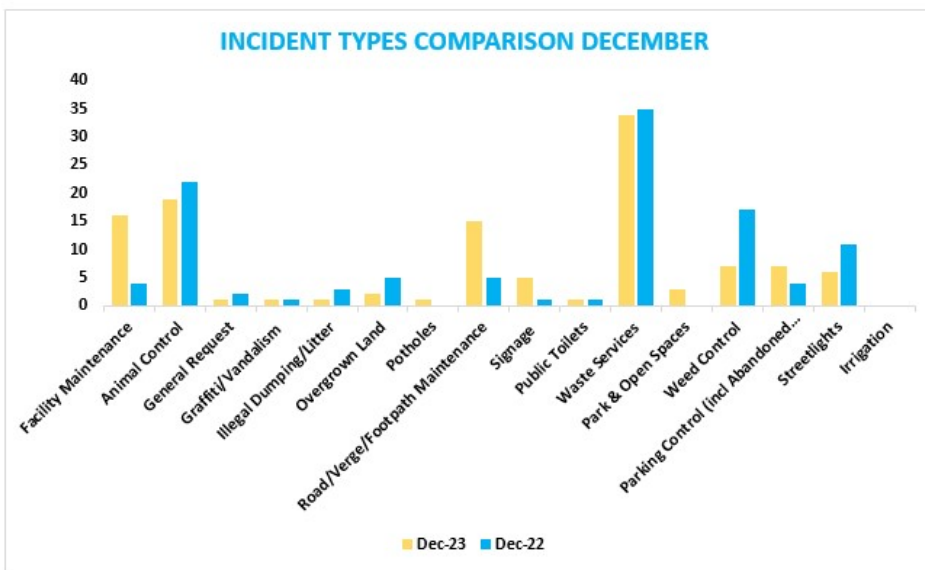
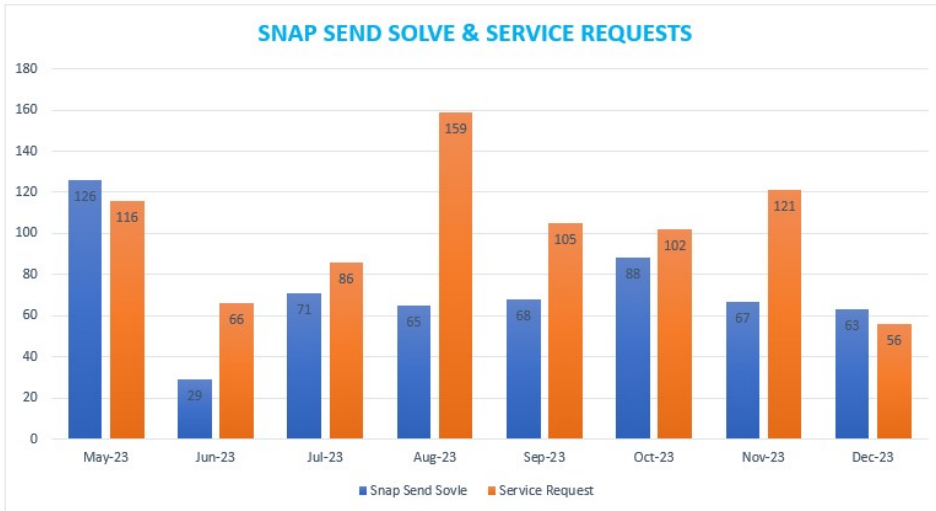
The monthly report of the Corporate Services departments highlights key developments in the Administration and Financial Services at Katherine Town Council.

Discussion

Administration Services

Following are some of the key highlights for December 2023:

- **Customer Service Requests** – In December, the Council received a total of 119 service requests. Out of these, 60 were satisfactorily completed within the designated time frame. Presently, 20 service requests are still in progress, while 39 remain overdue and await resolution. For the month of December, a total of 63 Snap Send Solve (SSS) reports were submitted. The predominant incident types reported were related to waste services, animal control and facility maintenance.



- Multiple Dwelling Audit** – Council rangers have conducted thorough inspections of properties within the Katherine municipality to ascertain the presence of multiple dwellings. Utilising our existing data on properties previously identified as having multiple dwellings, along with new findings from real estate listings, requests for additional bin services or residents informing the council of instances where multiple dwellings are identified. As a result, the rangers have inspected a total of twenty-eight (28) properties. Council officers are in process of compiling the information gathered during these inspections. Subsequently, an assessment will be undertaken to determine whether multiple dwellings exist. Therefore, applying the appropriate rating application against each property and to ensure ongoing monitoring, the Council has decided to conduct the multiple dwelling audit annually, contingent upon the availability of resources. Upon completion of the audit assessment, a comprehensive report will be generated to update Council on the status and outcomes of the inspections.
- Internet Connectivity (Civic Centre)** - Council has been grappling with persistent internet interruptions and delays, notably during the peak hours around 3 pm, resulting in an exceptionally slow and non-responsive internet experience. The frustration caused by this issue has prompted a thorough investigation to pinpoint the root cause. In response to the challenges faced, Emerge IT has connected with Telstra to conduct an on-site investigation. The findings revealed that the current onsite speeds are identified as 50/20, necessitating an upgrade to 100/40. The request for

this upgrade is presently in progress to enhance the internet performance. Looking ahead, the plan involves a strategic cleanup of communication services across the council's facilities. This initiative will include the removal of unnecessary connections that are no longer required.

- Insurance Claim Updates –

Sportsground Oval Lighting – Lightning Damages:

On 18 February 2023, Katherine experienced a severe storm that unleashed its fury upon the sportsground. Because of this a lightning strike targeted the area, causing substantial damage to the oval lighting and various electrical components, including circuit breakers. Efforts have been made to restore the sportsground to its former state. The oval lighting has been replaced, and the council is currently awaiting a contractor to finalise minor electrical works throughout the facility. The financial toll of this natural event has surpassed \$140,000.00.

Sportsgrounds - Malicious Damages:

On 28 July 2023, there was an unfortunate act of vandalism at the sportsground. This malicious incident wreaked havoc across various sections of the facility, including the Sportsground Pavilion, Tennis Club, Air Quality Monitoring Station, and other areas. The unlawful entry and subsequent damages involved the destruction of walls, the discharge of fire extinguishers, damages to the protégé system, smashing of doors, and the breaking of hinges. Additionally, extensive harm was inflicted upon the equipment and storage areas belonging to user groups. The Council is currently in the process of replacing the damaged fire extinguishers, after which the insurance claim will be settled.

Adventure Play Park Toilet – Fire Damages:

On 16 September 2023, a distressing incident occurred at the Adventure Play Park, where the park's toilets were deliberately set ablaze. Consequently, the newly established toilet block and its surrounding enhancements suffered significant damages. A formal report has been promptly submitted by the loss adjuster to the insurers, and the Council has obtained approval to enlist contractors for the necessary repairs and rectification. The financial toll of the damages has exceeded \$100,000. The council is resolute in its efforts to restore and revitalise the park facilities. Considering these unfortunate events, the community will be kept informed about the progress of the repair works, fostering transparency, and maintaining a connection between the council and its constituents.

New Years Eve Storm – Katherine Municipality:

On New Year's Eve, Katherine bore the brunt of an unexpected storm that swept through the town. With wind speeds reaching up to 100 km per hour, the storm uprooted trees, inflicted damage on shade structures, and triggered widespread power outages across the town. The aftermath of this storm resulted in significant damages to both Council facilities and residential areas, making the subsequent cleanup a laborious task. In the wake of the storm, Katherine Town Council officers tirelessly worked through New Year's Eve and New Year's Day. Their efforts were focused on swiftly addressing immediate risks posed by fallen trees and providing essential assistance to the community in cleaning up and ensuring safety. Given the scale and impact of this storm, the council engaged in discussions with the insurer's loss adjuster to evaluate the damages. Subsequently, the council has received approval to initiate repair works on the damaged council facilities. At this stage, damages are expected to exceed to \$100,000.00.



- **Record Management Review** – Council is presently engaged in a comprehensive review of its processes and systematic approaches for managing the life cycle of records. This evaluation will encompass various facets, including record creation, retention, storage, access, security, privacy protection, digitisation, compliance, auditing, all while ensuring the appropriate disposition of records. The goal is to identify efficiencies and best practices that will contribute to the seamless and effective management of our records throughout their life cycle. Council has initiated discussions with another Council possessing skills and knowledge in this domain. The collaboration is intended to facilitate a thorough review and provide guidance to our council in implementing actions and processes that maintain accurate, accessible, and legally compliant records.

Financial Services

Finance Team is currently working with Opteon for the revaluation of Council's assets as of 31 December 2023. The asset valuation exercise is undertaken every 3-5 years. The last asset valuation was also completed by Opteon in 2019.

Consultation Process

Corporate Services team members

Policy Implications

There are no policy implications resulting from the decision.

Budget and Resource Implications

There are no budget and resource requirements.

Risk, Legal and Legislative Implications

There are no risk, legal and legislative implications.

Environment Sustainability Implications

There are no environmental sustainability implications.

Council Officer Conflict of Interest

We the Author and Approving Officer declare we do not have a conflict of interest in relation to this matter.

17.2 COMMUNITY SERVICES REPORT FOR THE MONTH OF DECEMBER 2023

Author: Rosemary Jennings, Director Community Services
Authoriser: Ingrid Stonhill, Chief Executive Officer
Report Type: For noting
Attachments: Nil

Officer Recommendation

1. That Council receive and note the Community Services Department report for the Month of December 2023.

Purpose of Report

To provide an overview of the Community Services Department for the month of December 2023

Strategic Plan

1. STRONG LEADERSHIP - 1.4 Enhance Customer Experiences - Deliver positive customer experiences for visitors and residents.

- 1.4.1 Continually improve services and our tourism offerings.
- 1.4.2 Develop an Activate Katherine strategy with NTG and local stakeholders.
- 1.4.3 Enhance customer experiences at our Visitor Information Centre.

2. COMMUNITY AND FAMILIES - 2.2 Prioritise Recreation - Collaborate and innovate with the private and public sectors for positive social, economic, and environmental outcomes.

- 2.2.3 Promote an active community with family events, festivals, live music and sports.

2. COMMUNITY AND FAMILIES - 2.3 Celebrate Diversity - Celebrate diversity in our community and recognise their needs and interests.

- 2.3.2 Welcome and connect the Defence community with the Katherine community.

2. COMMUNITY AND FAMILIES - 2.4 Support Our Youth - Support youth engagement.

- 2.4.4 Participate in the Katherine Youth Advisory Group.

3. SPORTS AND CIVIC EVENTS - 3.1 Sports and Civic Events - Provide sporting infrastructure and appropriate events to encourage community connectedness.

- 3.1.1 Hold events throughout the year that acknowledge themes that are important to our town and its residents, such as memorial days.

3. SPORTS AND CIVIC EVENTS - 3.2 Brand Identity - Develop and implement a brand identity that is uniquely Katherine's

- 3.2.2 Capture Katherine's profile as a desirable travel destination for long and short stays.
- 3.2.4 Collaborate with Tourism NT on its tourism strategy for the NT.

3. SPORTS AND CIVIC EVENTS - 3.4 Activation and Revitalisation - Maximise developmental potential of Council's land assets and create an attractive town through revitalisation.

- 3.4.3 Enhance public spaces with placemaking and activation.

4. GROWTH AND SUSTAINABILITY - 4.3 Attract Skilled Workers - Attract and retain skilled workers.

- 4.3.4 Enhance Katherine's liveability so that people want to live here.

5. ARTS, CULTURE AND HERITAGE - 5.1 Vibrant Art - Encourage the arts sector.



5.1.1 Support the street art series and art organisations.

5. ARTS, CULTURE AND HERITAGE - 5.3 Our Rich Heritage - Reinvigorate Katherine by preserving, embracing and showcasing our rich arts and heritage.

5.3.2 Create opportunities and partnerships to develop the arts, culture, and heritage sector.

5.3.3. Increase participation at cultural facilities and help facilitate events.

Municipal Plan

3.1 Community Services - Community Events and Collaboration

3.1.1 Provide vibrant calendar of events that promote diversity and accessibility.

3.1.2 Collaborate with community partners.

3.1.4 Coordinate celebrations and civic events.

3.1.8 Well-attended and frequent Activate Katherine events.

3.1.10 Increased participation and community connectedness at council activities.

3.2 Community Services - Visitors Information Services

3.2.1 Increase total sales.

3.2.2 Deliver positive customer experiences.

3.2.3 Promote Katherine and educate customers on local culture and experiences.

3.2.4 Collaborate with Tourism NT on its tourism strategy for the NT.

3.3 Community Services - Library Services

3.3.1 Provide interactive library programs and initiatives to engage patrons.

3.3.2 Provide a safe space.

3.3.3 Provide an informed and community-driven library collection.

3.3.4 Improve digital community connectivity through this facility.

3.4 Community Services - Regulatory Services

3.4.1 Action service requests in accordance with the Customer Service Charter.

3.4.5 Educate public on updated KTC Bylaws.

Background

The Community Services department is responsible for the delivery of public library service, visitor services, community events and engagement, and regulatory education and enforcement.

Discussion

LIBRARY SERVICES

ACTIVITY	TOTALS	
Patron Count	1576	
Public Computer Use (hours)	306.5	
Conference Room (hours)	26.5	
Circulation	1027	
Programs	# Programs	# Attendance
Wriggle & Rhyme	3	21
Toddler Rhyme Time	3	36
Storytime	3	29
Dungeons & Dragons	4	13

VISITOR SERVICES

The Katherine Visitor Information Centre (KVIC) has completed the changeover to the Bookeasy system, allowing for the streamlining of bookings and retail, complemented by updated payment process with the Katherine Town Council Corporate services department. This changeover will now allow for a single point of truth for all related transactions and streamline the operator payment process. December also saw the integration of gift vouchers with a steady uptake of this item in the lead up to Christmas.

COMMUNITY EVENTS AND ENGAGEMENT

Events:

2nd December – Carols by Candlelight

The annual Carols by Candlelight event was another successful event with over 1,300 people in attendance. The event was strongly supported by a number of volunteer groups and schools, providing entertainment for the evening with over 120 children performing at the event.

Katherine Town Council would like to thank Katherine Community Projects Association, Cissy Johns, Kamahi King, St Johns Ambulance, Security Solutions, Nicolle Gadd and the Combined Schools Choir Guitar Ensemble and Band, Per and Shona Fosberg, the Heritage Church, Elianna Green, Casuarina Street Primary School Junior & Senior Dance Groups, Tracey Morris, Miss Britts Dance Group, Clyde Fenton Primary School, Kintore Street School, Jasper & Hannah, Katherine De Capa Band, Power & Water, Mr Terre and Richard Starr.

4th December - International Day of People with Disability - GYRACC

Katherine Town Council was pleased to host the annual Katherine International Day of People with Disability Morning Tea & Awards Ceremony. The event was extremely well attended with over 130 people coming to celebrate. The awards process was also well subscribed with three (3) nominations for Outstanding Young Person with a Disability, four (4) nominations for Outstanding Person with a Disability, five (5) nominations for Outstanding Service Provider and thirteen (13) nominations for Outstanding Support Person/Teacher.

Katherine Town Council would like to congratulate all the very well deserving nominees but in particular would like to acknowledge the award winners:

Outstanding Young Person with a Disability: Donna Coolwell

Outstanding Person with a Disability: Marissa Watson

Outstanding Service Provider: Kintore Street School

Outstanding Support Person/Teacher: Lisa Budarick

9th, 16th, 23rd & 24th December – K-Town Express Event

Katherine Town Council worked in close partnership with the Katherine Community Projects Association to deliver the K-Town Express event in conjunction with the Community Lights display. The event involved the use of a modified car and trailer 'train' that transported attendees between the Lindsay Street Light display and the home light display in Third Street. The event was extremely well supported with an enormous team of volunteers contributing to ensure the event ran smoothly and safely with over 1,300 users enjoying the

train ride.

In addition to the incredible team of volunteers at the Katherine Community Projects Association who led the event, Katherine Town Council must send an enormous thank you to Jen & Patrick Bauer for opening their home and ,magnificent light display to the community, along with the incredible team at Territory Traffic Management who contributed a considerable amount of staffing and equipment to support the traffic closures. Thanks must also be given to the Northern Territory Government who financially supported this project, along with the endless number of business and volunteers that worked tirelessly to ensure the train was ready for the event. This incredible event demonstrates the amazing generosity of the fantastic community that we live in.

16th December - Wonka Movie Event

Katherine Town Council hosted another successful movie event, with 220 people (maximum capacity) coming along to watch the new Wonka movie at the Katherine Cinema. Attendees received free popcorn and chocolate with five (5) lucky Golden Ticket winners who received vouchers to local businesses.

Katherine Town Council would like to thank the Northern Territory Government for providing funding for this School Holiday Program event.

Christmas Lights Competition

Katherine Town Council once again held the annual Christmas Light Competition for both residential and commercial premises.

Congratulations to 1 Hamdorf Court, 18 Callistemon Drive and 13 Roney Court who placed first, second and third respectively in our residential light competition.

Also, congratulations to Step Out Disability Services who took out the commercial category.

REGULATORY SERVICES

Regulatory Animal Summary

Council Rangers received 19 animal related service requests for the month of December. Eight (8) of these requests were resolved and 11 requests require further follow-up and/or investigation to complete.

Katherine community members reported eight (8) dogs at large. Concurrently the rangers undertook 90 hours of animal patrols for the month. Five (5) Notice to Complies (NTC) were issues for unregistered/at large dogs.

December saw a severe reduction in the number of dogs managed by Council when compared to previous months, with 8 dogs impounded. Four (4) of these dogs were returned to their owners.

Regulatory Parking Summary

Rangers undertook 25 hours of parking patrols for the month whilst officers also received seven (7) service requests. Rangers impounded two (2) vehicles and issued seven (7) notices to comply.

Unkempt Land

Council has been able to continue property inspections, particularly focused on overgrown/unkempt allotments within the municipality that pose a safety, fire and/or vermin hazard. Council Rangers are also providing support to the corporate services team through undertaking Multiple Dwelling inspections with relevant property owners required to contact Council prior to 13th December to arrange inspections. After this date, multiple dwelling rating would be imposed.

Council Rangers have undertaken 30 inspections for the month of December and issued two (2) notices to comply for untidy/unkept allotments.

Consultation Process

There is ongoing consultation with dog owners and multiple dwelling owners.

Policy Implications

There are no policy implications resulting from the decision.

Budget and Resource Implications

There has been a significant loss of rate revenue from multiple dwellings not being rated as per legislation. There is significant cost to council to respond, deal with and eliminate dangerous dogs.

Risk, Legal and Legislative Implications

There is risk of non compliance to by laws and policy, which could result in legal action being taken.

Environment Sustainability Implications

There are no environmental sustainability implications.

Council Officer Conflict of Interest

We the Author and Approving Officer declare we do not have a conflict of interest in relation to this matter.