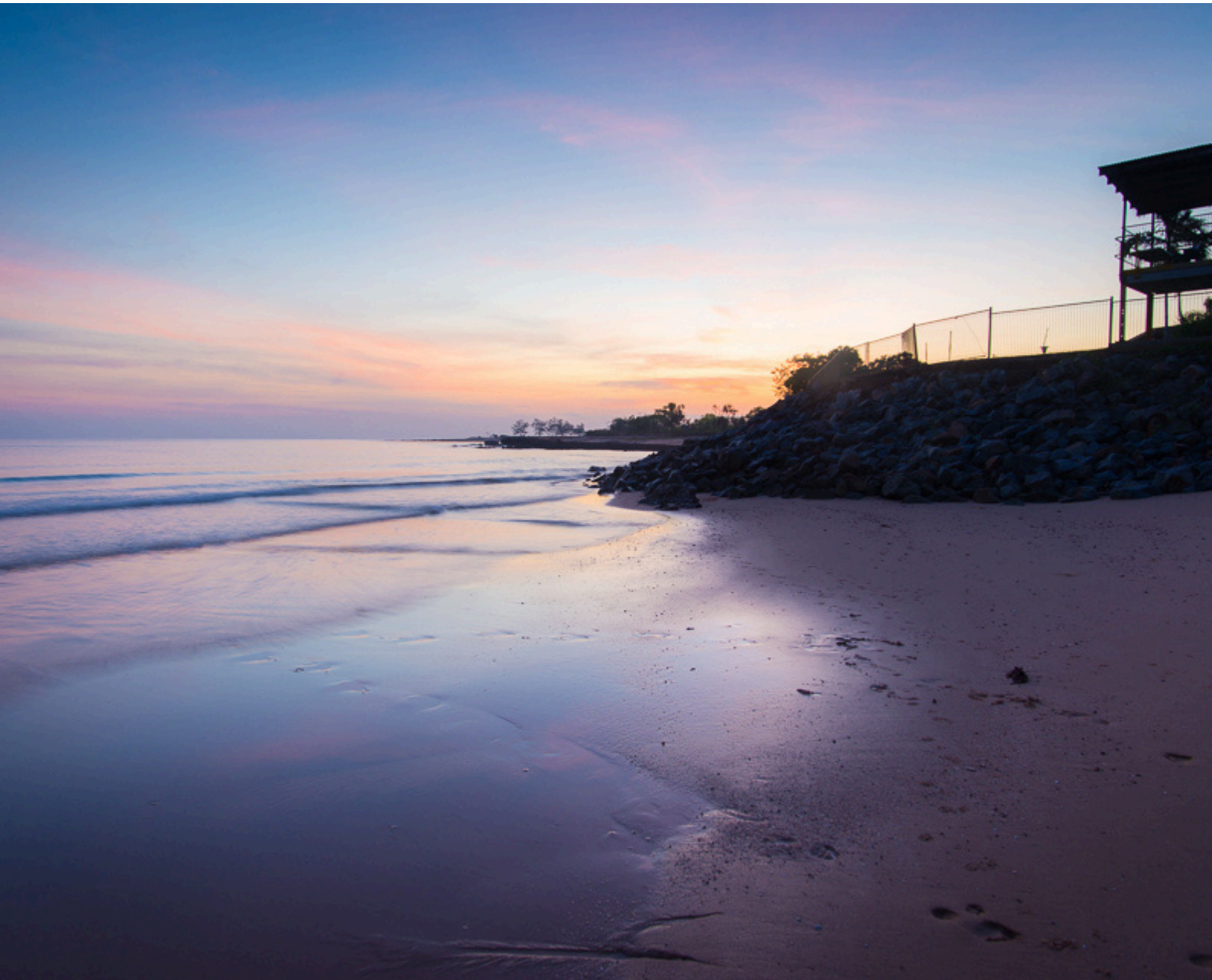


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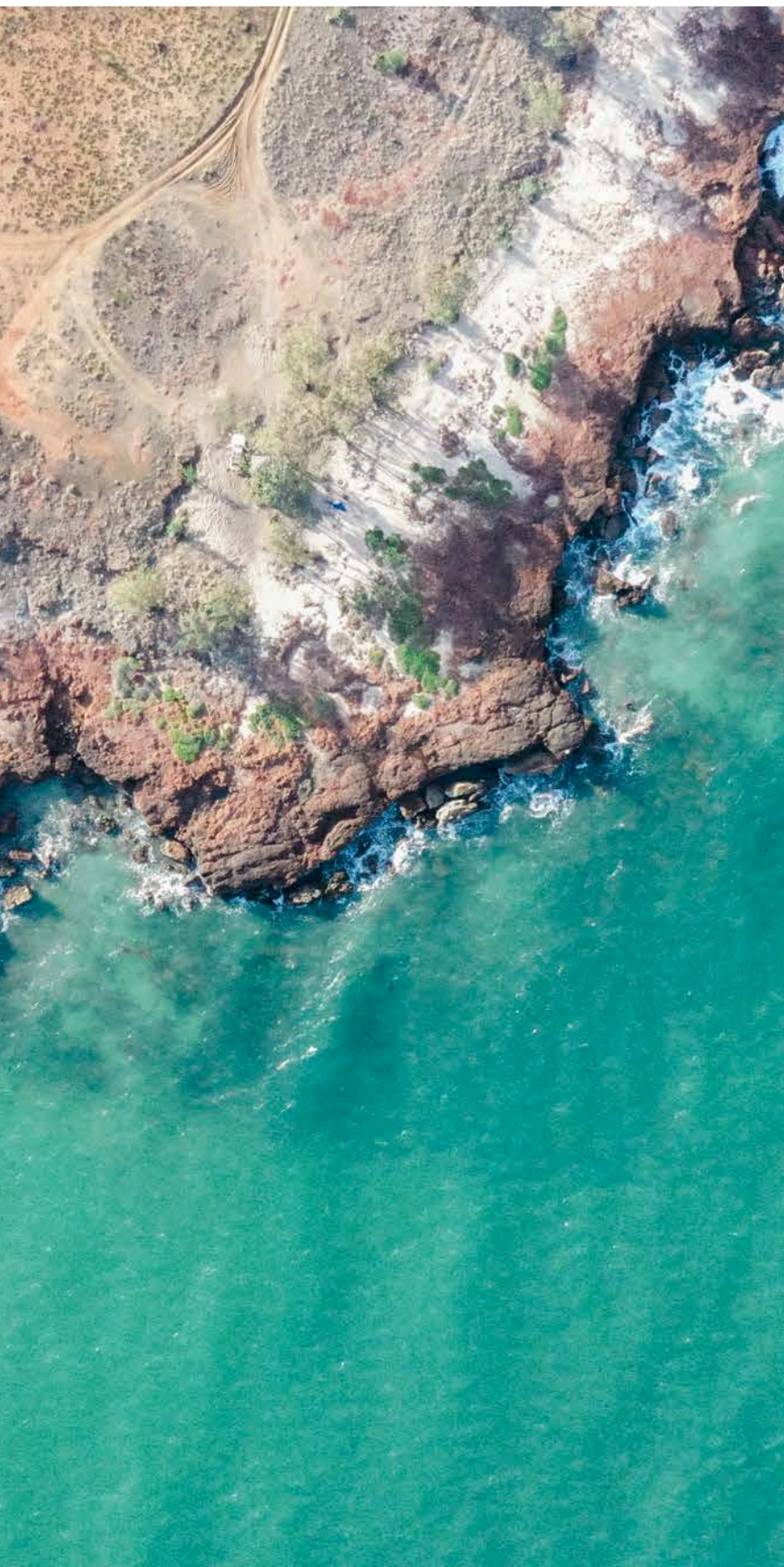


ANNUAL REPORT 2023

WWW.NCL.NET.AU

THE NHULUNBUY CORPORATION LTD ACKNOWLEDGES AND PAYS ITS RESPECTS TO THE YOLNGU PEOPLE OF NORTH EAST ARNHEM LAND, THE TRADITIONAL OWNERS OF THE LAND ON WHICH WE CONDUCT OUR BUSINESS, AND FURTHER EXTEND THOSE RESPECTS TO ELDERS PAST, PRESENT AND EMERGING.

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A WORD FROM THE CEO



Welcome to the Nhulunbuy Corporation 2023 Annual Report. Having been appointed Acting CEO in April 2023 and permanently to the role of CEO on 1 January 2024, it is my pleasure to present to you this annual report which provides a snapshot of our activities over the past year, but more importantly, celebrates the people who strive daily to provide the best customer service to those interacting with us.

As we progress towards the transition of Nhulunbuy in the coming years, our focus remains on the most efficient delivery of our services in the best interests of ratepayers.

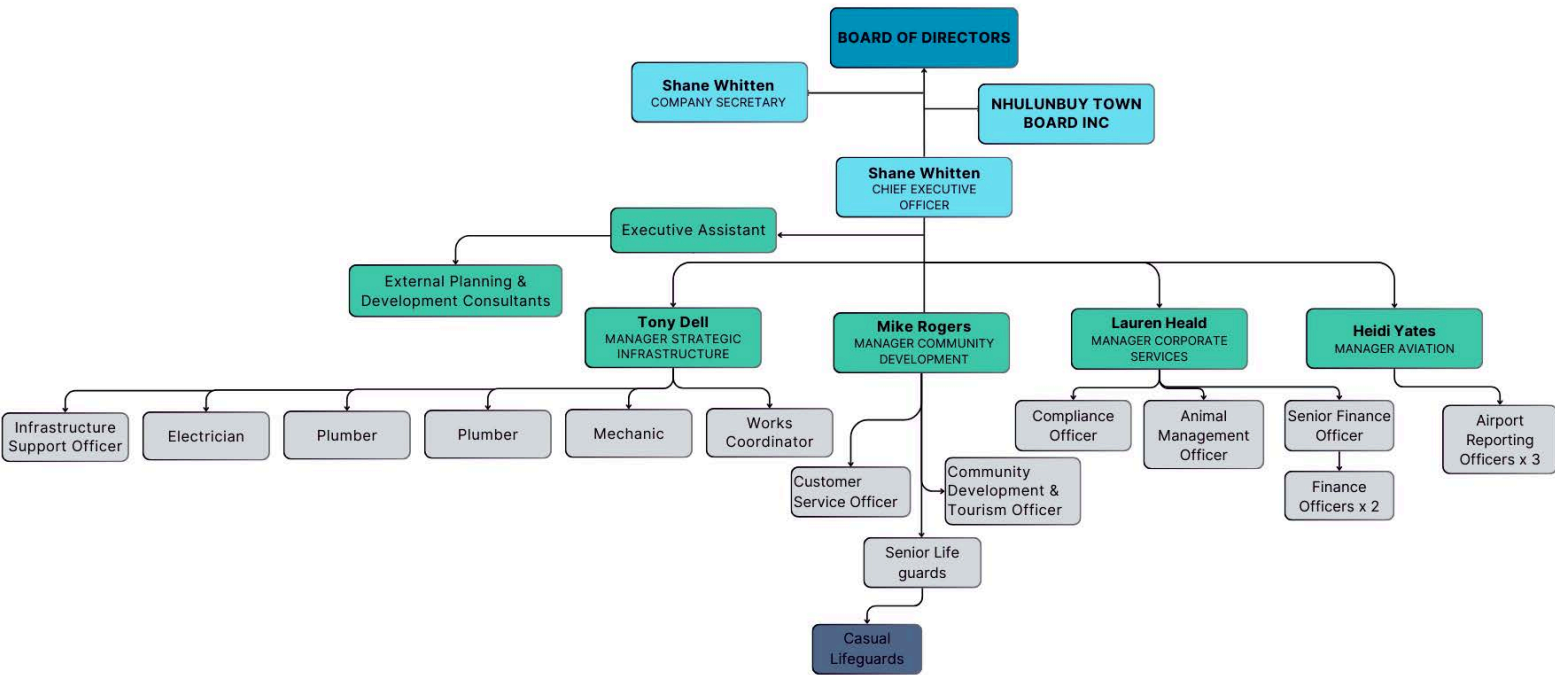
Although our form is corporate, we are committed to ensure our policies and procedures mirror those of a traditional local government to ensure a seamless handover to the Northern Territory Government at the relevant time.

2023 was a good year for the Corporation following two years of COVID-19 related restrictions. Revenues across the business units operated by the Corporation were ahead of budget enabling the Corporation to progress a number of initiatives including asset upgrades and replacements and an audit of all trees in public spaces managed by the Corporation. Most pleasing is the fact that our capital expenditure of \$0.65m was funded entirely from our positive operating cashflow.

As we look forward to 2024, we have an exciting pipeline of projects and activities. From our full calendar of community events and functions to further asset upgrades and replacements, the Corporation seeks to maintain a safe and visible presence in maintaining the enviable lifestyle of this beautiful region we call home.

May I take this opportunity to thank the Nhulunbuy Corporation members, Directors, the Nhulunbuy Town Board members and the management and staff of the Nhulunbuy Corporation for their support and commitment to our stated objectives. Your contributions are very much appreciated.

S Whitten
SHANE WHITTEN
CEO



OVERVIEW AND CORPORATE STRUCTURE

BY SHANE WHITTEN

The Memorandum and Articles of Association of Nhulunbuy Corporation Limited details the objects for which Nhulunbuy Corporation Limited was established, as well as the scope and limitations of functions performed by Nhulunbuy Corporation Limited.

Clause 2(a) states that Nhulunbuy Corporation Limited is established to undertake and to carry on the community welfare of the residents of the private town of Nhulunbuy at Gove in the said Territory, the management and operation of those areas and facilities of the said township which are used or enjoyed in common by the said residents and so to do on behalf of the lessees of the land upon which the said township is situated.

The Nhulunbuy Corporation Limited is a company limited by guarantee and is a 100% owned subsidiary of Rio Tinto. Our corporate structure is governed by a Board of Directors and operationally led by a Chief Executive Officer and Management Team covering four (4) discrete business areas, Strategic Infrastructure, Community Development, Aviation and Compliance and Corporate Services.

The Nhulunbuy Corporation Limited Board and Executive are also advised by the Nhulunbuy Town Board Incorporated. This advisory body consists of representatives from the Northern Territory Government, Rio Tinto, Rirratjingu Aboriginal Corporation, Gumatj Corporation Limited, four (4) community elected members and the Chief Executive Officer of the Nhulunbuy Corporation Limited.



AVIATION AND COMPLIANCE

BY HEIDI YATES

The foremost objective of our Airport Operations team is to ensure and maintain the utmost levels of safety and security at Gove Airport. This pivotal goal is achieved through a diligent process encompassing thorough inspections, detailed reporting, and vigilant monitoring of the airside. Concurrently, the team dedicates itself to the daily maintenance of airport buildings and grounds, contributing to the overall presentation and well-being of our aviation infrastructure.

The multifaceted nature of a career in airport operations is clearly manifested in the diverse tasks undertaken by our staff. These responsibilities span from conducting meticulous runway compliance inspections to the routine replacement of airfield lighting components and tap washers for tenants.



Such diversity showcases the versatility and adaptability of our team, highlighting their capacity to address a wide spectrum of operational needs within the airport environment.

This comprehensive approach underscores our commitment to maintaining Gove Airport as a secure and reliable facility for the community and all stakeholders.

The dedicated efforts of our Airport Operations staff contribute significantly to the fulfillment of this mission, ensuring that safety and security remain paramount in every aspect of our airport operations.

AVIATION STAFFING OVERVIEW

Gove Airport, serving as a key aviation hub in our region, is administered by a committed team of four full-time personnel. This team comprises a seasoned Manager of Aviation & Compliance, an experienced Senior Airport Reporting Officer, and two diligent Airport Reporting Officers.

Their collaborative endeavours are focused on the thorough management and upkeep of Gove Airport, aiming to guarantee the safety and security of travel for the community, as well as ensuring the secure operation of aircraft within our precinct.

Heidi Yates, as Manager of Aviation & Compliance, drawing on extensive experience, oversees the holistic functioning of the airport, emphasizing compliance with aviation regulations and standards. This role is pivotal in upholding the airport's operational integrity and adherence to industry guidelines.

Supporting this managerial role is Michael Moon, Senior Airport Reporting Officer, whose seasoned expertise contributes to the day to day running and comprehensive reporting of airport activities. His responsibilities encompass ensuring compliance with regulatory requirements and facilitating continuous improvement in the daily airport operations.

Further enhancing the team are James Byrne and Luke Mander, our two diligent Airport Reporting Officers, actively involved in various operational facets, including inspections, reporting, and daily coordination and maintenance. Their meticulous approach plays a crucial role in enhancing the overall efficiency and safety of Gove Airport.



Together, the concerted efforts of this dedicated team reflect a commitment to meticulous management practices, ensuring the safe and secure functioning of Gove Airport. Beyond routine tasks, their focus extends to strategic planning, emergency preparedness, and initiatives for continuous improvement.

By prioritizing safety measures and adhering to regulatory standards, the team contributes to reliable and secure travel experiences for the community and facilitates the safe operation of aircraft within our precinct. This collaborative approach underscores the airport's commitment to excellence and its pivotal role as a vital asset for our region.

THE TRAVELLING PUBLIC

The year 2023 marked a significant milestone for Gove Airport and the broader aviation sector, witnessing a notable return of passenger numbers that even surpassed pre-COVID figures. This achievement reflects the resilience and adaptability of our airport in navigating the challenges posed by the global pandemic.

COMPLIANCE

Gove Airport remains steadfast in adhering to Civil Aviation Safety Authority (CASA) regulations. As part of our commitment to compliance, the airport undergoes two independent Annual Technical Inspections annually, conducted by suitably qualified auditors.

These inspections comprehensively cover not only aspects of airside infrastructure but the day-to-day management of the airport. This includes electrical and lighting systems, runway conditions, obstacle limitation surface surveys, bird and wildlife control, staff training, airside driving permits and more.

We are proud to report that Gove Airport received no non-compliance findings in either of the comprehensive reports for the year 2023.

LINE MARKING THE AIRPORT

Airport line markings provide vital information to pilots during take-off, landing and taxiing. These markings are crucial to the safety of aircraft and passengers, so it is important they meet strict international standards.

At Gove Airport, we prioritize the maintenance of high-quality line markings through a planned and executed program. This annual initiative, conducted in-house by our airport staff, is systematically implemented during the dry season.

This past dry season saw the comprehensive execution of our staged line marking refresher program. Airport staff demonstrated exceptional dedication in undertaking the substantial task of refreshing line markings across the entirety of the airport.

This encompassed crucial areas such as runways, taxiways, and aprons on the airside, as well as the main car park, driveway entry, and pedestrian walkways on the landside.





“best regional airport in Australia with fewer than 100,000 passengers per annum”

Gove Airport takes pride in being honored with the prestigious award for Small Regional (RPT) Airport of the Year at the Australian Airports Association awards night in November 2023.

This coveted category recognizes the best Regional Airport in Australia with fewer than 100,000 passengers annually. The accolade is a testament to the unwavering commitment of Gove Airport staff and the entire airport precinct to delivering an enjoyable and safe experience for all travellers.

As we reflect on the achievements of 2023, we express our gratitude to the dedicated team and stakeholders who contribute to the success and continued growth of Gove Airport.



PROJECTS 2023

Main Apron Additional Lighting Pole

In May 2023, Gove Airport successfully completed the installation of an additional 20-meter apron lighting pole with LED lighting on the eastern side of the main apron.

This strategic addition was necessitated to meet CASA compliance standards for the level of illumination required to safely accommodate larger aircraft, such as the Airnorth Embraer E190.

The project involved extensive ground works, including digging a 4.5m deep by 1.2m diameter hole, concreting the 20m pole, and seamlessly integrating the new lighting system with the existing apron lights.

The collaborative effort between airport staff and local contractors ensured the timely and cost-effective completion of the Apron Light Project.

Terminal Revitalisation Project Stages 1 & 2

The iconic aircraft design of the Gove Airport main terminal, a testament to engineering excellence, required substantial maintenance after nearly two decades in the challenging Gove environment.

Travelers familiar with the terminal's challenges during the wet season, including puddles, slippery floors, and constant ceiling drips, can appreciate the significance of the Terminal Revitalisation Project.

Stages 1 and 2 involved extensive repairs and maintenance to the existing steel structure, addressing issues such as rust treatment and prevention, painting, and the replacement of roof sheeting & components. The culmination of the second and final stage in October 2023 ensures the structural integrity and longevity of this key airport facility.

Whilst disruption was kept to a minimum, we do wish to thank the community for their understanding during this major project.



Portable Solar Emergency Lighting

Gove Airport secured grant funding through the Remote Airfield Upgrade Program (RAUP) – Round 9, enabling the acquisition of a full set of portable solar emergency lights.

These versatile units, although portable, have been strategically installed on stakes adjacent to the existing permanent lighting system. This setup allows for rapid deployment within minutes of the permanent airfield lighting becoming inoperable.

Given the local tropical weather challenges, with two direct lightning strikes over the past three years, the portable solar lights serve as essential infrastructure, ensuring no disruption to night aviation services.

This resilience enables crucial organisations such as Careflight and RFDS to continue their life-saving work in the event of another lighting strike at the airport.

Opening of Lite Bites @ Gove Airport

August 2023 witnessed the welcome addition of Lite Bites @ Gove Airport, a café opened by local entrepreneurs Vic & Tash Epiha. Operating in the main terminal, this establishment brings a light and airy atmosphere, accompanied by the delightful aromas of freshly brewed coffee and homemade treats.

Its presence enhances the overall experience for the traveling public, filling a void left by the absence of a terminal café for over three years.



“Gove Airport supporting travellers with hidden disabilities”

ACCESSIBILITY FOR ALL

We recognise, that travel can be a source of stress, particularly for individuals facing conditions that may not be immediately apparent, such as autism, dementia, mental health concerns, visual or hearing impairments, and more.

In response to this understanding, our commitment to making journeys easier and more comfortable led us to initiate a 12-month trial in 2022, specifically aimed at supporting travellers with hidden disabilities. Drawing upon the invaluable feedback received, we are delighted to announce the permanent establishment of the Sunflower Quiet Room within our departure lounge.

The Sunflower Room serves as a sanctuary for travellers with hidden disabilities. This dedicated space allows them to relax and prepare for their journey in a serene environment, away from the bustling terminal. Additionally, recognizing the diverse needs of our passengers, we have extended this haven to mothers and babies, offering a private and peaceful space for settling and feeding.

The Sunflower Room is accessible to the public at all times during our terminal's operating hours.

Your understanding and respect play a pivotal role in preserving the sanctity of the Sunflower Room. By honouring its purpose, you contribute to creating an inclusive environment within Gove Airport, where everyone can feel secure and supported.

TERMINAL FAMILIARISATION VISITS

In our ongoing commitment to fostering inclusivity, we are delighted to introduce terminal familiarisation visits. Tailored to provide a warm and understanding atmosphere, these visits offer individuals with hidden disabilities the opportunity to acclimate to the airport environment at their own pace, with minimal distractions.

Led by our friendly and compassionate staff, these visits go beyond familiarising individuals with the physical space. They aim to build confidence and reduce anxiety, ensuring that everyone can embark on their journey with ease.

This initiative reflects our dedication to creating an airport experience that is accessible and welcoming to all members of our community.

THE FLYING TURTLE

Launching in September Gove Airport introduce our newly crafted logo, a distinctive representation that encapsulates the essence of our airport's connection to the community and the breathtaking landscape of East Arnhem Land.

Designed as a flying turtle, the logo pays homage to the rich cultural heritage of the region, where the turtle is a revered symbol of longevity, strength, and unity. The incorporation of vibrant colours inspired by the East Arnhem Land palette not only adds a touch of local flair but also serves as a visual tribute to the breathtaking natural beauty that surrounds Gove Airport.

This unique logo symbolizes our commitment to identifying with the community we serve; it embodies the spirit of progress and connectivity that Gove Airport fosters within East Arnhem Land.

By integrating the colours of the local landscape, the logo becomes a meaningful representation of our harmonious relationship with the community and the environment. We believe that this distinctive emblem will not only serve as a recognizable symbol for Gove Airport but will also strengthen our ties with the vibrant culture and will become an iconic emblem, representing Gove Airport as a modern and thriving hub for air travel in the region.



FLYING FOX INITIATIVE

Gove Airport's existing boundary fencing presented a wildlife entanglement challenge due to its reliance on a single strand of barbed wire. Flying foxes, while traversing the airport, were regularly ensnared in this configuration, necessitating a proactive response to enhance both safety and wildlife protection.

In response to this challenge, the NCL Animal Control Officer proposed a low-cost yet highly effective initiative. The solution involved wrapping the existing barbed wire with bright pink survey tape, providing a visible and deterrent barrier for flying foxes.

The installation of the colourful survey tape on the barbed wire section of the fence has proven to be a noteworthy success. Implemented over three months ago, this innovative measure has resulted in zero incidents of flying fox entanglement.

This positive outcome not only highlights the effectiveness of the initiative but also underscores our commitment to fostering a safe and wildlife-friendly airport environment.

RECYCLING CAMPAIGN

In a continued commitment to environmental sustainability, Gove Airport implemented a recycling initiative in September of this year. This endeavour involved the introduction of strategically placed color-coded refuse and recycling bins within the main terminal, aimed at encouraging responsible waste disposal practices among the traveling public.

We are delighted to report that the reception and utilisation of the new color-coded bins have exceeded expectations. We extend our sincere appreciation to all passengers and visitors for their cooperation and environmentally conscious choices, which collectively contribute to the reduction of our ecological footprint.



CORPORATE SERVICES

BY LAUREN HEALD

SERVICES OVERVIEW

The Corporate Services Team encompasses the Animal Management department, the Building & Planning department and the Finance department at the Nhulunbuy Corporation and comprises six team members.

The Manager Corporate Services oversees these teams and ensures compliance with statutory reporting requirements, taxation regulations and other company secretarial requirements. The position is held by Lauren Heald.

Lauren has been with the Nhulunbuy Corporation since May 2022 and holds a Bachelor of Accounting, Diploma of Financial Planning, Cert IV in Bookkeeping & Accounting, Financial Literacy Education Certificate and is an associate member of CPA Australia. Lauren has worked in the Accounting and Finance Sector for 7 Years



Reflecting on the 2023 year, the Corporate Services Team strived to meet the Corporate Goals by achieving an enhanced provision of services in each of these departments.

FINANCE TEAM

Marie Coles is employed as the Senior Finance Officer at NCL, providing professional expertise in respect of the financial operations of the company including payroll, rates and property, electricity and water billing, asset management and financial reporting.

During her time at NCL, Marie obtained Cert IV in Bookkeeping and Accounting and is currently studying to complete Diploma of Accounting. Marie loves a challenge and the Senior Finance Officer role offers plenty of it daily.

Michelle Schuppan is the Finance Officer at the Nhulunbuy Corporation, originally covering a maternity leave vacancy she is now a permanent team member. The Finance Officer covers various financial aspects of the day to day running of NCL, particularly in the Debtor and Creditor functions. Whilst only at the Corporation since March 2022, Michelle has a long working history of financial, clerical, administrative and account processing, and data entry.

Isabella Mercer is currently in the Administration Support Officer role and is dedicated to ensuring all utility and rate account holders process their bills on time, swiftly following up with non-payers to ensure they have received their bills and aren't experiencing financial hardship and supporting those who are with payment plans and extensions. Between September-November 2023 a huge team achievement was made in this sector with a major decline in outstanding debts.

FIRST YEAR OF TAGGLE SMART METERS AND THE INTRODUCTION OF THE UNDETECTED WATER LEAK POLICY

With the completion of the Taggle Smart Meter project in the later part of 2022, 2023 saw the first year of using smart meters operationally at NCL for the purpose of water consumption enquiries and billing. Most notably, the Taggle Smart Meter rollout has enabled NCL to:

- Respond effectively to water consumption enquiries.
- Identify peak and off-peak water usage times to assist with managing pumping and infrastructure.
- Streamlines the process of interim and quarterly water billing with reads able to be extracted at an exact point in time.
- Assist with the detection of water leaks.



In turn, with the technology that accompanies the Taggle Smart Meters that enables NCL to pinpoint an exact time of burst and leaks, NCL have developed an Undetected Water Leak Policy to provide relief to water customers.

The policy establishes the framework and criteria for providing relief to water account holders by partially crediting water consumption charges in cases of financial hardship resulting from an undetected water leak which has occurred on account holder's property.

ANIMAL MANAGEMENT

The Animal Management Officer, Tristan Langford, manages the day-to-day safety, environment and animal management aspects of the Nhulunbuy Township and Industrial Estate. The portfolio is varied and includes both domestic and feral animals.

BROADER RANGE OF ANIMAL MANAGEMENT SERVICES

In 2023 NCL recruited a uniquely qualified Animal Management Officer to the Corporate Services team who offers a broad range of animal management skills and services.

Tristan Langford's background and passion is wildlife conservation, captive animal management and veterinary nursing. These areas have many aspects that can be applied to animal management in general, such as, public interaction & engagement, animal care, housing and health, animal training and behavioral analysis, animal tracking and movement/activity monitoring, along with many other aspects.

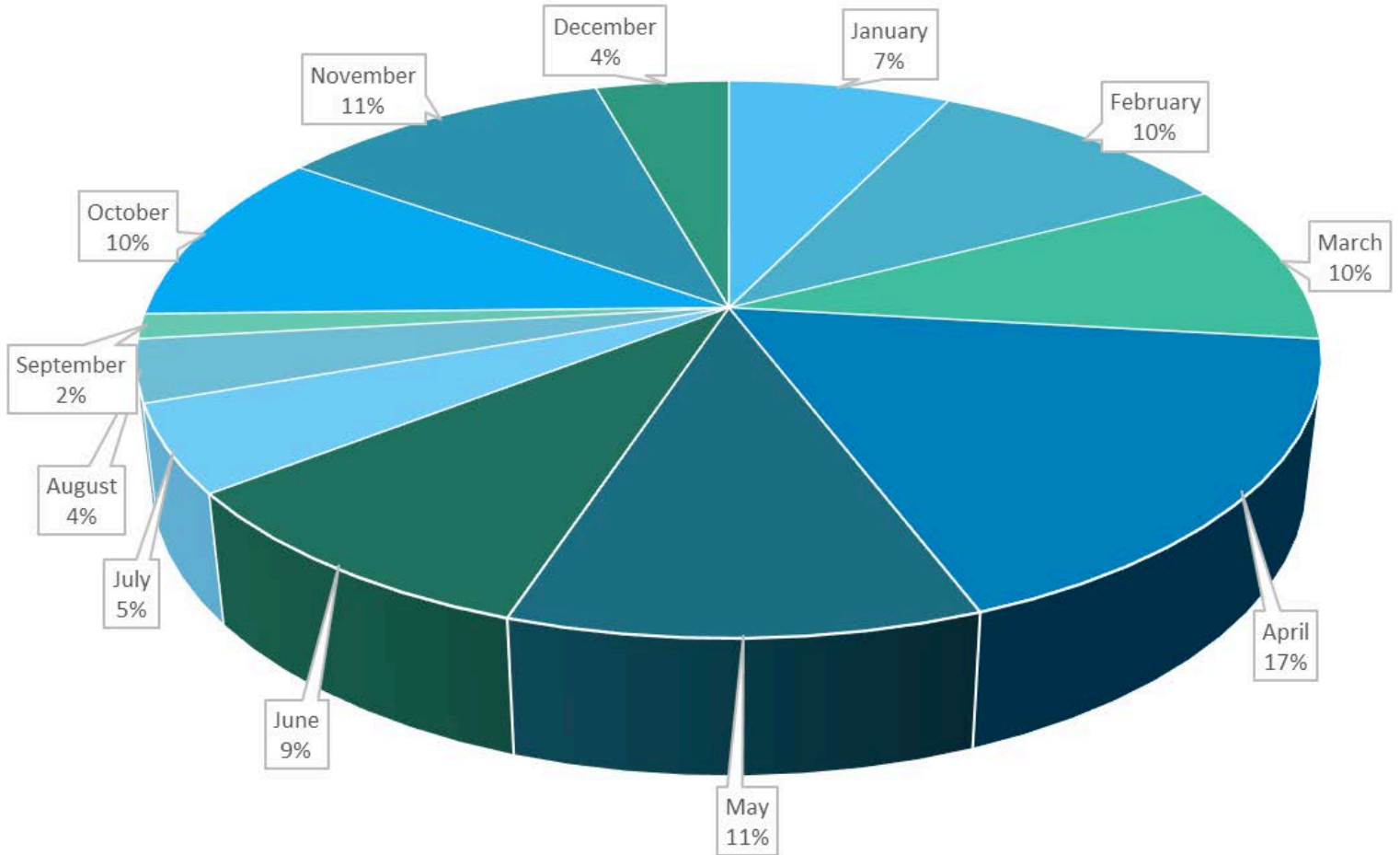


Tristan possesses a broad animal management skillset including, animal capture, restraint, and handling of a variety of taxa, animal activity monitoring, behavioral analysis, ability to condition and train animals, administer medications, tranquilize animals and knowledge and ability to humanly euthanize many animal species.

To learn these tasks Tristan has undertaken many hours of volunteer work and obtained training and qualifications in the animal welfare and wildlife conservation industry including Certificate III in Captive Animal Management and Certificate IV in Veterinary Nursing. Tristan also possesses many other wildlife emergency triage and critical care certificates, macropod rehabilitation certificates, venomous snake handling certificates which altogether broaden the services NCL will be able to provide within the Animal Management Sector.

“Tristan has always possessed a passion for the environment and wildlife within specific ecosystems. We welcome him to NCL and the broader Nhulunbuy community!”

138 Dogs Reunited with Owners 2023



DOGS REUNITED WITH OWNERS

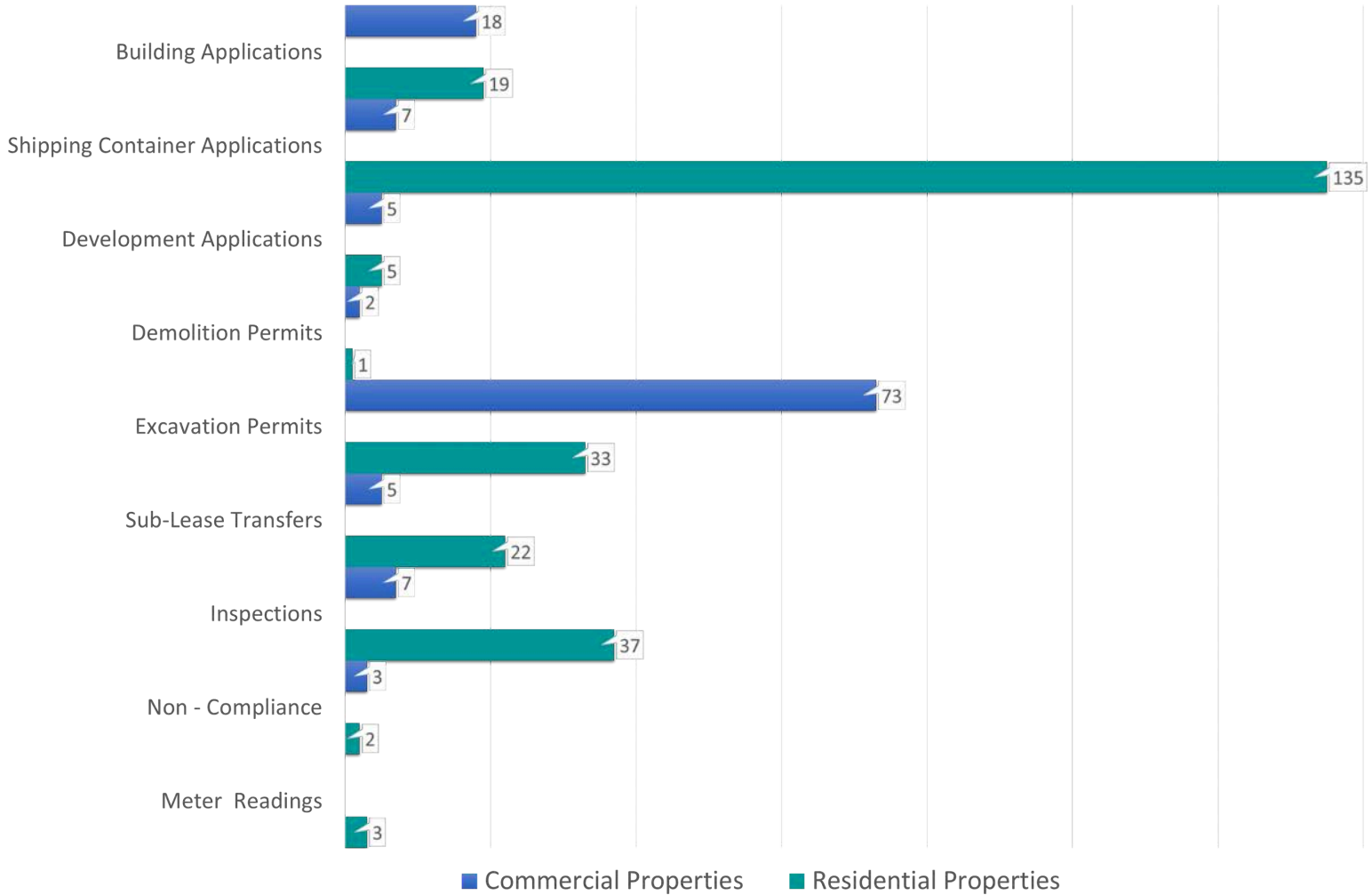
One of the key statistics that NCL likes to reflect on in the Animal Management sector is how many dogs at large were reunited with their owners throughout the year, in a swift and safe manner. NCL are pleased to report that 138 dogs were reunited with their owners throughout the year, with no dogs impounded for more than a 5-day period whilst their owners were located.

This attests to the success of the registration scheme here at the Corporation, with all dogs at large that were registered, able to be returned to their owners on the same day.

Microchipping and registering your dog are not only required under the NCL Animal Control By-Laws & Animal Management Plan but most importantly greatly assists NCL in returning lost and injured animals to their owners. Once microchipped and registered, NCL can reunite lost dogs with owners very quickly.

Nhulunbuy town lease (SPL214) and industrial lease (SPL250) areas are 'out of building control' areas, under a management agreement with Rio Tinto, Nhulunbuy Corporation are the nominated consent authority for all building and planning applications within these lease boundaries.

BUILDING / PLANNING DATA 2023



Stacie Irving is the Executive Assistant at the Nhulunbuy Corporation, originally employed seven years ago as Customer Service Officer, with a graphic design background Stacie also worked numerous projects such as Town Vision project activities and CCTV installation. She now plays a pivotal role in daily management of the NCL office and is a valuable resource consulted by all work areas of the organisation.

As executive assistant Stacie has four diverse areas of responsibility covering Human Resources, Governance and Policy procedures, IT resources for the organisation and management of the building and planning compliance operations. With the implementation of digital processes / filing and detailed training of staff in building administrative tasks Stacie has built a professional cohesive level of building administration within the Nhulunbuy Corporation team.

BUILDING AND PLANNING

NCL administers all building and development applications to ensure compliance with the National Construction Code of Australia (NCC) incorporating the latest Building Code of Australia (BCA).

As Nhulunbuy and the Industrial Estate are not covered by the Northern Territory Planning Scheme or the Northern Territory Building Act, NCL have sought expert consultants to assist in the assessment of all building and development applications. This ensures that all future developments and buildings are not only structurally sufficient, fire safe, cyclone rated, and amenities are maintained, but also ensures that NCL have considered a range of community needs with regard to any planning decisions for Nhulunbuy and the Industrial Estate.

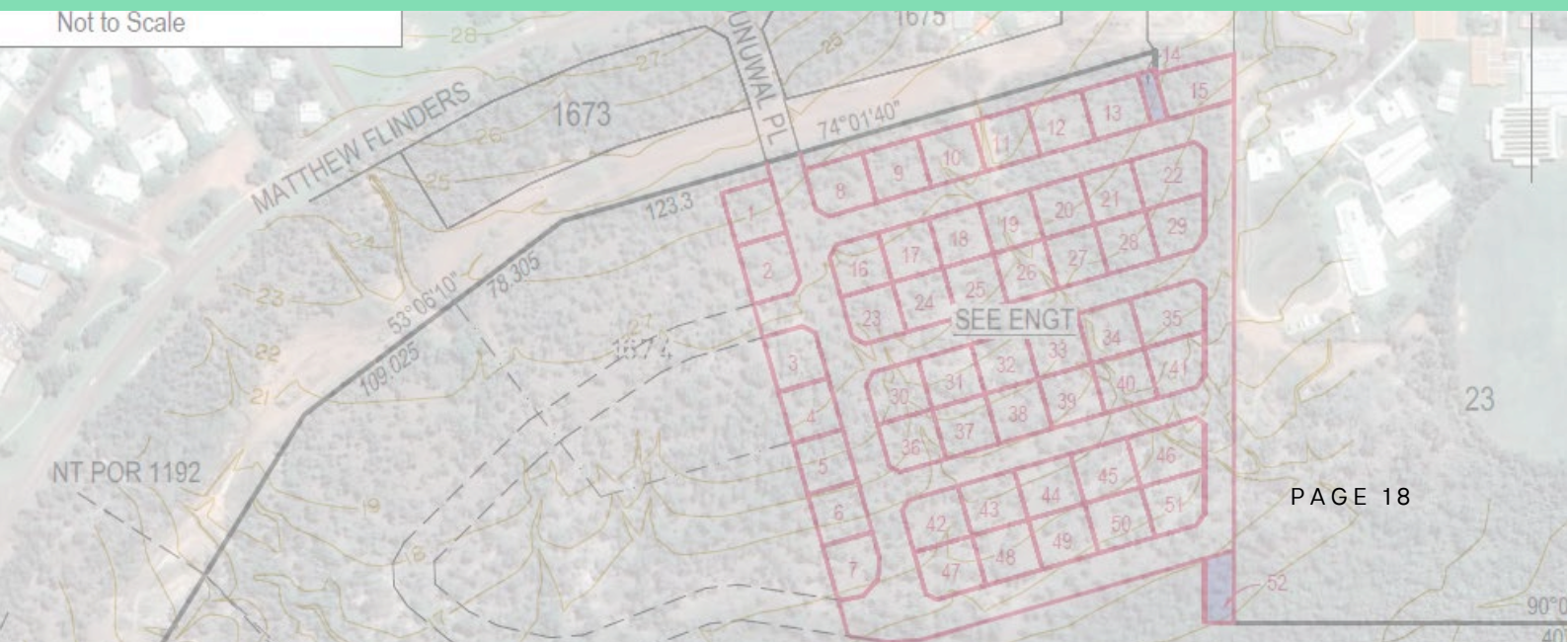
For example, when assessing planning applications, NCL needs to consider how the population may grow, what infrastructure and services will be needed, what natural hazards may affect the area as well as what special areas need protecting.

Therefore, in 2023 NCL have engaged two expert consultants in the areas of Building and Planning to ensure that strict criteria for building and planning assessments have been met and all approved works are fair and transparent.

OUTSOURCED CONSULTANTS FOR BUILDING & PLANNING SERVICES

Project Building Certifiers are engaged by NCL to assess all building applications, providing building certification, surveying and regulatory advice services for our region. Project Building Certifiers are dedicated to providing highly detailed and accurate technical advice to NCL, as well as ensuring the designs provide a healthy and safe environment, which can be built and maintained effectively and efficiently.

Masterplan SA Pty Ltd are engaged by NCL to assess all planning and development applications received by NCL. Masterplan SA Pty Ltd create a technical assessment by referring to the Town Planning Scheme and the NT Planning Scheme and provide this assessment and recommendations to NCL to present the application and technical assessment to the Town Board for approval.



PANEL OF PREFERRED SUPPLIERS

2023 saw the establishment of a Panel of Preferred Suppliers at NCL, with the intention of engaging pre-qualified suppliers for a two-year appointment as an efficient solution to the procurement needs of our organization.

Undertaking a full Request for Quotation (RFQ) process can be an expensive and time-consuming process, inhibiting the delivery of service. NCL sought to establish a panel to deliver economic and effectual procurement, particularly when dealing with goods and services that need to be procured regularly.

Since the establishment in early 2023, the Panel arrangements have allowed NCL to have a more capable and dynamic provision of service to the community, but also to develop long-term relationships with suppliers and to manage those relationships more easily.





STRATEGIC INFRASTRUCTURE

BY TONY DELL

The depot team out in the field, comprising a total of 9 team members, are responsible for, but not limited to:

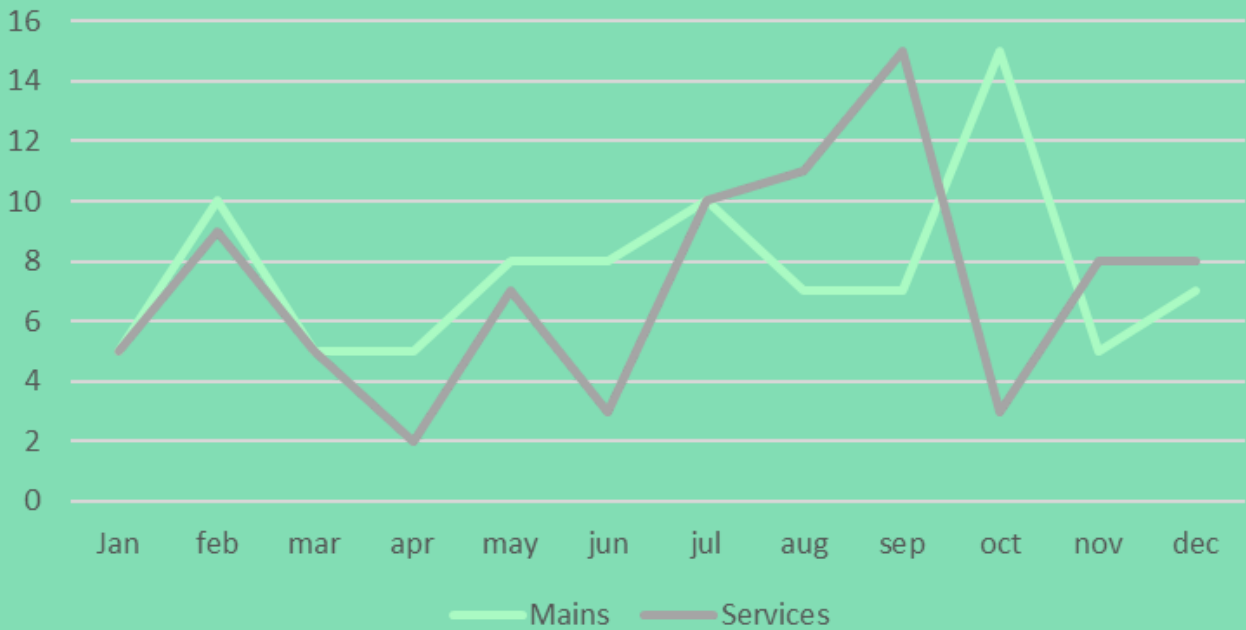
- Town centre caretaking.
- Parks, gardens, and playgrounds.
- Fleet and equipment upkeep.
- Water, sewerage, and stormwater infrastructure.
- Footpath and Road repairs.

The Depot office team comprise of our Infrastructure Support Officer and Works Coordinator.

“Our team are all on an on-call roster to cover operations on a 24/7/365 days per year”

Our team are all on an on-call roster to cover operations on a 24/7/365 days per year, to assist in delivering a customer-based approach to limit inconvenience to the Nhulunbuy community.

Water Repairs 2023



KEY ACHIEVEMENTS CAPITAL WORKS

WESTAL STREET WATERMAIN RENEWAL

Approximately 100 meters of water main replaced in a high traffic area adjacent to the Community Swimming Pool.

Completed by our experienced team of operators, with the assistance of local sourced contractors. Works came in under budget and ahead of the allocated time frame.

\$48K

This past year has seen a reduction in both water main repairs and also water service to meter repairs.

2022 saw 132 water main repairs compared to 95 in 2023 and water service repairs were down from 196 in 2022 to 78 in 2023.

LIGHTING UPGRADE BEAGLE BIKE/WALKING TRACK

\$126K

NCL engaged a local electrical contractor to upgrade the existing hard wired electrical lighting system, to solar motion sensor lights beginning at the track from Chesterfield Circuit.

In total forty nine lights were upgraded and made compliant.



\$72K

TREE AUDIT RESERVES, PARKS & PUBLIC SPACES

NCL engaged an external arborist to map out and plot over 1,500 trees on the town lease to determine their condition and documenting them using the WHS criticality scale to ascertain scope for removal and replanting. All trees within public spaces under the control of the Corporation have been included in the audit.

A program of works is being developed which will target the highest risk trees identified to ensure public safety is maintained.

\$27K

UPGRADE TO CEMETERY FOYER AND FACILITIES

In conjunction with the cemetery trust, NCL engaged local contractors to upgrade the existing facilities. Funding was obtained via the NT Government's Immediate Priority Grant and provided for the purchase of equipment for cemetery use, in addition to the facility upgrade.

COMMUNITY & STAKEHOLDER COLLABORATION

FOOTPATH WORKS TOWN CENTRE MATTHEW FLINDERS WAY ARNHEM ROAD

In February, works were completed on a section of footpath along Matthew Flinders Way which provided for a widening of the path, in addition to improved curb access for pedestrians.

In June, NCL engaged contractors to rectify a section of concrete that had been damaged by tree roots and become a trip hazard.

In July, contractors were engaged to replace a section of footpath in front of the Bakery in Arnhem Road which had severely deteriorated and presented numerous trip hazards.

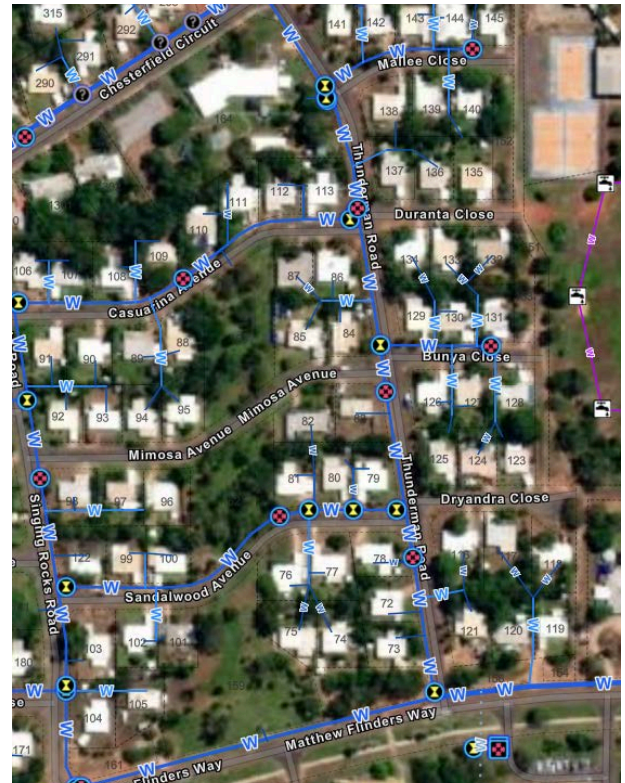
ANNUAL PRE-CYCLONE CLEAN UP

Our annual pre-wet season clean up was concluded in November 2023.



INVESTIGATION TO COMPILE SEWER MAIN CONDITION REPORT

Outsourced external contractor to camera civil infrastructure and 'Smoke' drains to check for egress to identify ingress points for stormwater to sewer infrastructure. Outcome ongoing.



CONTINUATION OF UPDATING CIVIL INFRASTRUCTURE MAPPING.

Continuation of compiling up to date mapping of water, sewer, and stormwater infrastructure to facilitate future upgrades.

Infrastructure staff trained and utilising field applications to capture as built specifications of all underground services works.



COMMUNITY DEVELOPMENT

BY MIKE ROGERS

In my seventh year at the Nhulunbuy Corporation, I am responsible for the areas of Community, Events, Facilities, Communication, Tourism, Heritage, and the Youth Space.

Each responsibility has significant roles within each area, which includes a range of accountability, large financial obligations, budget requirement, regulatory, project managing asset maintenance & new projects, obligations to raise money & grant writing.

I am very committed to the community, and very motivated to plan and facilitate exciting opportunities for the town of Nhulunbuy whilst being inclusive of the communities of Yirrkala and Gunyajarra.

I have an extensive background in community engagement, and significant experience in event management. In 2021, I graduated with a Diploma of Events Management. I also have extensive experience project managing Aquatic Centre & Skatepark works.

I am proud to say that I have a great team of individuals working in the Community team, who are dedicated, hardworking & selfless.

2023 has been a huge year in this space, organising, facilitating & assisting in a huge variety of events.



“after 7 years @ the Nhulunbuy Corporation there is no seven year itch for Mike Rogers!”

Nhulunbuy Corporation “stand alone” events, which included the Community Markets, School Holiday activities, Territory Day, and a variety of other events totalled 63, whilst assisting local clubs, associations, schools & stakeholders in the facilitation of a further 26 events.

All facilities were well utilised, the Nhulunbuy Aquatic Centre just grew with popularity, had a very successful and on time maintenance shut and had a new playground installed.

The visitor’s centre was very busy from May through to October, seeing tourists appreciate what the Nhulunbuy Corporation had with brochures, merchandise & great customer service.

Our social media strategy changed in May of 2023, looking at the best way to inform, engage & empower the community in the most positive light.



Our FB posts were positive & the release dates were calculated. The Nhulunbuy Corporation followers have continued to increase, and the meta data associated with our social media has been a valuable way to reiterate the positive change.

Nhulunbuy also fared well again in the annual tidy town awards taking out the Best Large Community Award.

On a personal note, in 2023, I was a member of the NT Australian of the Year selection panel, the recipient of the Chamber of Commerce Outstanding Customer Service Award (Individual) or East Arnhem Land and a nominee in the NT Community Achievement Awards – Local Legend Award.

CHAMBER OF COMMERCE NOMINATIONS AND AWARDS



**JASON LIU
COMMUNITY DEVELOPMENT &
TOURISM OFFICER.**



Jason plays an integral role within the Community team with his role including the management of online and digital activities to support and enhance communication and effectiveness, contribute to the development and execution of corporate communication.

Particularly social media platforms and Snap Send Solve, monitor, manage and improve the website, social media channels and communication activities and facilitate and manage the monthly markets.

Jason also effectively operates the Visitor Information Centre, including management of merchandise.

When not working, Jason is studying towards his associate degree in mechanical engineering.

**KERTTU SELISTE
CUSTOMER SERVICE OFFICER**



Kerttu Seliste (KK) is the Customer Service Officer (CSO) at the Nhulunbuy Corporation and has been a member of the Community team for the past 12 months.

KK has been responsible for ensuring positive interactions and satisfaction between the Nhulunbuy Corporation and our customers which involves various tasks aimed at providing excellent customer service, resolving enquiries, and fostering customer loyalty.

KK has also handled local tourism enquiries in person & over the phone, providing accurate information about East Arnhem Land to ensure that the travelling public get the most up to date information.

SENIOR LIFEGUARDS SHANE GUINEY & JAMIE BLYTHE

The Aquatic Centre team is made up of Shane Guiney & Jamie Blythe, both Senior Lifeguards who work on alternate weeks, coming together each Tuesday to conduct maintenance of the grounds as well as the Pool maintenance.

Our senior lifeguards play a pivotal role in maintaining the safety of individuals at our facility. Responsible for diligently monitoring the pool, enforcing safety rules, providing guidance to patrons, and ensuring compliance with pool regulations.



CASUAL LIFEGUARDS

Other Nhulunbuy Aquatic Centre team members include Abby Smith – Lifeguard Support, who works four days a week between 10am & 3pm, as well as Lifeguard backfill when our senior lifeguards are on leave.

Kai Angstmann, Jess Smith, Evannah Stark, Sophia Rogers, Hayley Bevan are our casual lifeguards, whom have each been part of the team for over two years.





COMMUNITY

Working collaboratively with and through people affiliated through community groups, special interest, or similar situations to address issues affecting the well-being of those people within the community.

EVENTS

- Manages plan and organise promotional, business, and social events.
- Responsible for running a range of events, ensuring the target audience is engaged and the message of the event is marketed properly.
- Preparing budgets and ensuring adherence.
- Manages and facilitates Nhulunbuy all School Holiday activities.

TOURISM

Conserve, manage and aids local historical community clubs and or associations related to the historical nature of the region.

FACILITIES

Planning and administrating the operational activities of Nhulunbuy Aquatic Centre, Town Hall, Hindle Oval 1 & 2, Cat Shed, Kiosk, Storage Sheds, Skate Park, coordinating repairs, cleaning, maintenance, and renovations.

Monitoring and reporting on operational expenses and facility income.

Planning and coordinating the use of the facility for functions.

Ensuring compliance with occupational health and safety regulations.

Large budget expenditure on each asset.

TOURISM

Manages the Visitors Information Centre, front of house, primarily responsible for overseeing the promotion of local tourism, products, and services, which have direct impacts upon the economic, social, and recreational well-being of the region.

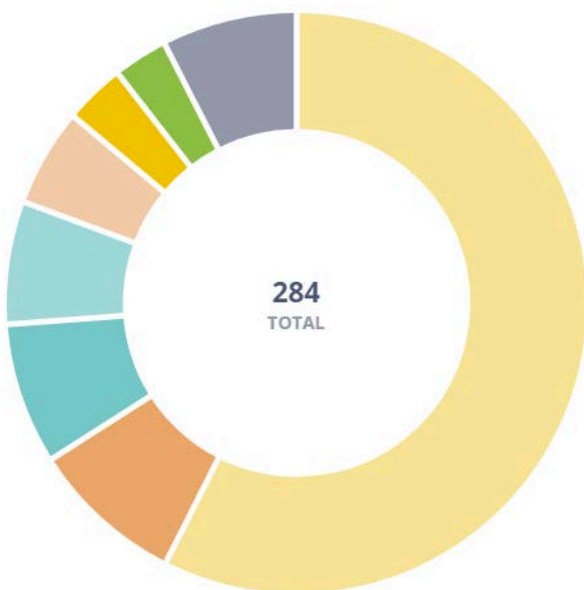
COMMUNICATIONS

Manages communications with the responsibility for the dissemination of the Nhulunbuy Corporations messages either intended for internal, external audiences, or both.

Strong communications and people skills, an organized strategist, able to adjust to any kind of situation and resilient to stress.

Social Media Platforms & Forums include, Facebook, Website, Instagram, Radio – Local & Territorial, Signage, Noticeboards, Media, Messages on Hold, Snap, Send & Solve.

SNAP SEND SOLVE ANNUAL REPORTS



Water & Sewer	58.45%
Parks & Council Facilities	8.45%
Trees	7.75%
Roads & Signage	6.69%
Pit & Equipment	5.28%
Pavement & Footpath	3.17%
Rubbish & Bins	2.82%
Other	7.39%

188.5K

Success is seen in various ways, but in 2023, the Nhulunby Corporations social media style changed dramatically, by being a reactive unplanned medium to a calculated, planned and somewhat humanised resource, showing the community that the Nhulunby Corporation can be a positive influence and not a platform for abuse, something that the Nhulunby Corporation has not seen since prior to the 15th of May..

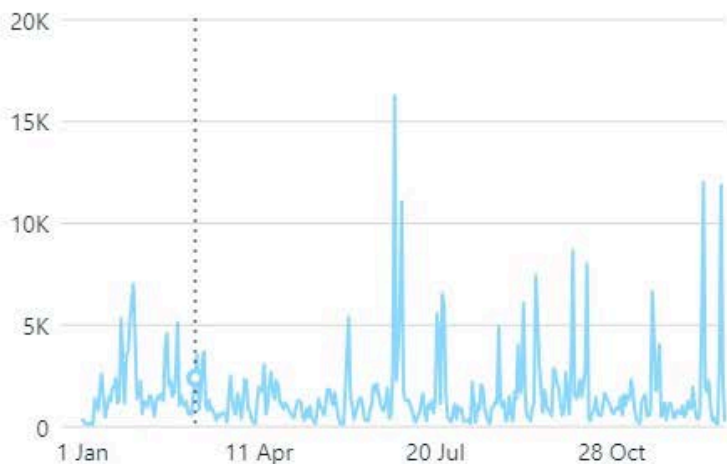
336

A new outlook was devised, and a revamp of the Communication & Social media plan was initiated. The Nhulunby Corporation is now actively engaging with its audience and conveying a favourable image on social platforms. Positive social media presence has enhanced brand reputation, customer relations, and overall visibility. It was integral to continue leveraging these insights and support to sustain and further enhance the Nhulunby Corporation's social media efforts for continued success.

Reach

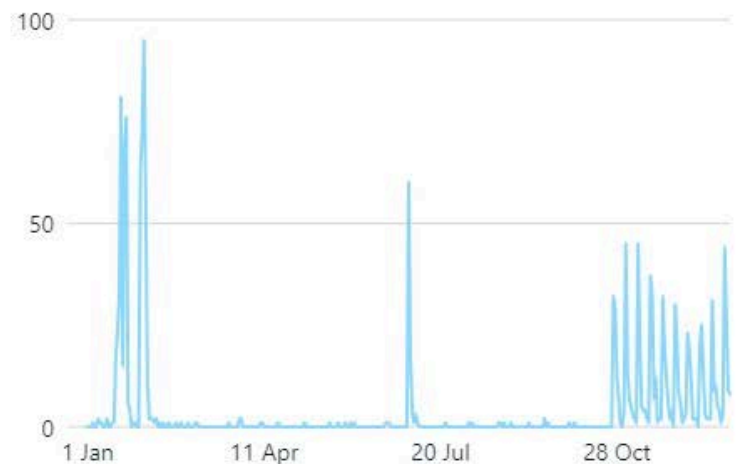
Facebook reach ⓘ

188.5K ↑ 357.3%



Instagram reach ⓘ

336 ↑ 1.8%



CAPITAL PROJECTS & TOURISM NUMBERS

\$268K

600

A state-of-the-art designed playground at the Nhulunbuy Aquatic Centre was well received in late May/early June 2023, by parents and children alike.

The playground works started & finished within the prescribed time.

It was decided that it would be fitting for students from Dhupuma Barker, Nhulunbuy Christian College & the Nhulunbuy Primary School to conduct an official opening of the playground.

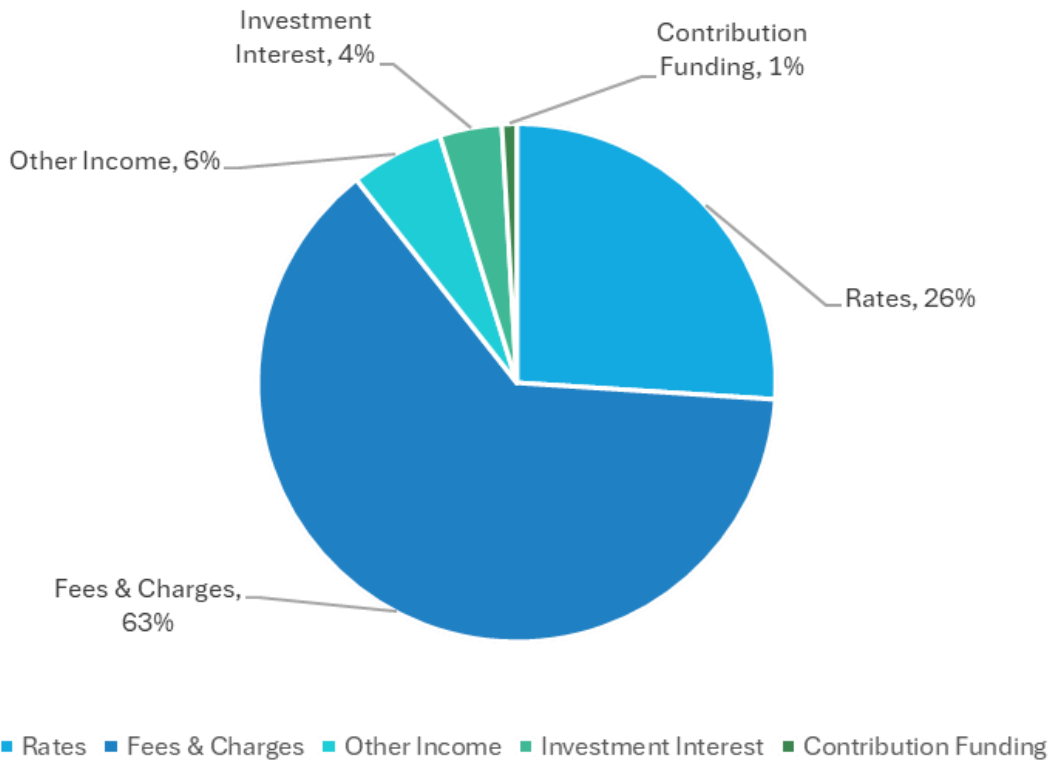
It was fantastic to see the repeated success of the Visitors Information Centre in Nhulunbuy in 2023! Efforts were ramped up after a busy end of COVID tourist season the previous year, and with visitors from all over Australia popping in, our team handled it extremely well.

We received ongoing positive after service feedback which was a significant achievement. The combination of great merchandise, regular social media engagement, and the incorporation of local prints into the Visitors Centre also contributed to its appeal.



FINANCIAL INFORMATION

Nhulunbuy Corporation Ltd 2023 Revenue



Nhulunbuy Corporation Ltd 2023 Expenses

