

The logo for Central Coast Council, featuring the text "Central Coast Council" in a white, sans-serif font, centered within a white circle.

Central
Coast
Council

Transfer of land
at 1A Jaques St Ourimbah
from University of Newcastle
to Central Coast Council

Council meeting 25 July 2023

Aerial view of the site



Land at 1A Jaques Street Ourimbah - close to Pacific Highway and rail line

Temporary works



Above: Looking west towards business centre
Amenities block is at far side of site

Right: Looking east



Current situation and next steps

In-principle agreement has been reached to transfer ownership of the site

Further consultation proposed to determine a preferred future use

Will require amendment to the *Ourimbah Land Use Strategy and Masterplan*

The logo for Central Coast Council is a white circle containing the text "Central Coast Council" in a blue, sans-serif font, stacked in three lines.

Central
Coast
Council

Water and Sewer

Draft Customer Charter and
Complaints Management Framework

Consultation – our commitment to engage with our community

- The Customer Charter was co-designed with the community and is complemented by an enhanced Water and Sewer Customer Complaints Management Framework.
- Our commitment continues to place the customer at the centre of everything we do in providing Council's water and sewer services and to deliver better outcomes for the community.
- Our actions have been informed by targeted engagement with the community, 'Improving your water and sewer services'.
- Public exhibition further demonstrates Council's commitment to implement the recommendations of our regulator IPART, enhance transparency of our operations, and our promise to listen to our customers.

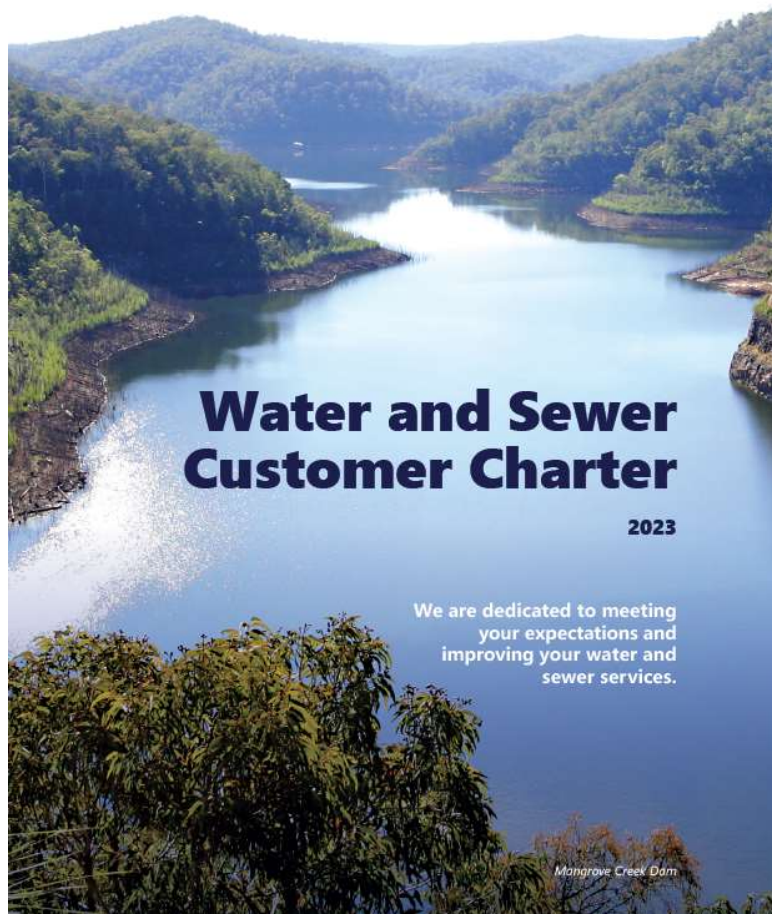


Community Consultation – “Improving your water and sewer services”

- The Customer Charter was developed through an extensive consultation program.
- Council worked with the community to develop the customer charter based on the needs of our community.
- Community participants in our Deliberative Forums developed a Table of Contents for the customer charter.
- Focus groups provided feedback on the draft Customer Charter.



Water
and Sewer



What is a Customer Charter?

- Our standard of service
- Expectations on water and sewer services
- Council and customer rights and obligations

What is in our Customer Charter?

Shared rights and responsibilities for Council and customers, including:

- Connections to water and sewerage services
- Service standards
- Entry onto your property
- Your water supply and sewerage services
- Disposal of common waste materials
- Liquid trade waste
- Water meters
- Billing
- Rebates and hardship
- Special health needs for customers
- Access and inclusion
- Environmental obligations
- Complaints management



What is in our Complaints Management Framework?

- Council's Customer Service principles
- Our approach to managing complaints
- Complainant responsibilities
- How to make a complaint
- Our escalation and response process

Principles

As part of Central Coast Council's quality management commitment to customer complaints, we will:

- Place you at the centre of our services.
- Talk to you honestly and professionally in simple language.
- Make it easy for you to share your feedback or make a complaint.
- Treat all complaints with consistency and fairness.
- Strive for improvement to prevent issues.
- Ensure that our staff are approachable and knowledgeable, providing expert and friendly support to meet your needs.
- Make decisions in the best interests of our whole community.



What is a Customer Complaint?

A customer complaint is an expression of dissatisfaction made to Central Coast Council regarding a Council service, Council official, Administrator or Councillor where a response or resolution is explicitly or implicitly expected.

Our approach



Tier 1a

Customer Service frontline complaint handling - first point of contact



Tier 1b

Complaint lodged and investigated by Water Operations Centre



Tier 2

Complex Customer complaint investigation and internal review required



Tier 3

External review