



Central Coast Council
Annual Report
2023-24

Central
Coast
Council



Acknowledgment of Country

We acknowledge the Traditional Custodians of the land on which we live, work and play.

We pay our respects to Darkinjung country, and Elders past and present.

We recognise the continued connection to these lands and waterways and extend this acknowledgement to the homelands and stories of those who also call this place home.

We recognise our future leaders and the shared responsibility to care for and protect our place and people.

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About this Report

Integrated Planning and Reporting Framework

The Integrated Planning and Reporting (IP&R) Framework was introduced by the Office of Local Government in 2009 and promotes integration with community-based objectives. It allows councils to bring plans and strategies together and provide a roadmap for the delivery of projects, programs and actions that is appropriately resourced and supports community aspirations. Progress is monitored on a quarterly, annual and term basis. This Annual Report forms part of the IP&R Framework.



Purpose of this Report

The Annual Report is the key method for Council to maintain accountability and transparency with the community and is prepared in accordance with the Local Government Act 1993 and the Local Government (General) Regulation 2021.

This Annual Report provides a comprehensive account of Central Coast Council's performance from 1 July 2023 to 30 June 2024 and progress made against the Operational Plan. The audited financial statements for the 2023-24 reporting period are also included and are provided as a separate attachment.

Report Structure

This Annual Report includes highlights and challenges for the year, information on the region, the organisation, as well as specific information required under legislation. Details on performance against the Operational Plan for 2023-24 is structured around the Community Strategic Plan Themes of Belonging, Smart, Green, Responsible and Liveable.



About the Central Coast



351,934

Population



140,478

Local jobs



\$19.17B

Gross Regional
Product



61

Off leash
dog areas



5.7M

Tourism
overnight visitors



44.9%
Families



7%
Persons with a disability



16%
Born overseas



4.9%
Aboriginal and Torres Strait Islanders



43
Median age



3.0%
Unemployment rate
June 2024



26,266
Businesses



41
Beaches
15 Patrolled



9
Swimming
enclosures



560
Parks and
reserves



77
Sporting
facilities



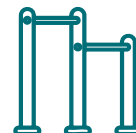
7
Baseball



25
Rugby League



9
AFL



35
Fitness Station/
Outdoor Gym



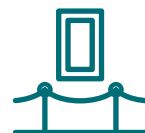
8
Child care
centres



10
Council
libraries



1.4%
Public Transport
to work



1
Art gallery



101
Boat ramps
and jetties



905km
Shared pathways



4
BMX tracks



27
Skate parks



10
State Forests
and National Parks



261
Playspaces



1
Camping ground



4
Holiday Parks



3
Performing Arts and
theatres



6
Leisure and
aquatic centres



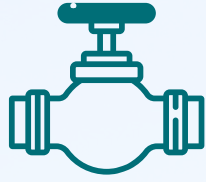
3
Stadiums

NB: Data sourced internally and from Council's Community Profile website: <https://profile.id.com.au/central-coast-nsw>

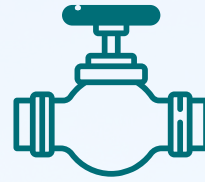




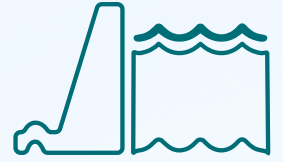
Roads -
2,254 km



Water mains -
2,332 km



Sewer mains -
2,678 km



Dams - 3



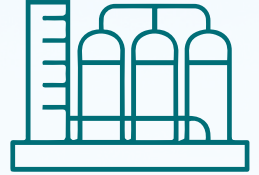
Water treatment
plants - 3



Sewage treatment
plants - 8



Water pump
stations - 48



Sewage pump
stations - 332



Chief Executive Officer's Message

Central Coast Council has made a lot of progress during our last year under Administration, and we intend to continue this momentum with our newly elected Council body, showing the community that we are an organisation they can depend on and trust. We have stabilised our financial position, delivered a surplus budget for this financial year and embedded a diligent system to maintain a strong financial performance.

Moving forward, our focus will remain on maintaining surpluses for long-term financial sustainability while delivering essential services that matter to the community.

Roads and drainage remain a top priority for our residents, and we have again invested heavily in maintaining and improving the network across the Central Coast. Projects have included full road upgrades with kerb and guttering, road renewals, footpaths, bus stops, drainage installations, and unsealed road improvements, as well as traffic safety measures and carpark renewals.

One major highlight this year was the completion of the \$9.85 million multi-year revitalisation of Umina's Peninsula Recreation and Active Lifestyle Precinct, which delivered a new regional skate park, BMX track, basketball court, climbing boulders, shared pathways, accessible sports amenities, and more. This project, funded by the Australian Government and Council, with contributions from Umina Community Group, has created a fantastic outdoor space that promotes active lifestyles.

Improving accessibility has been a key focus across our infrastructure projects. Examples include the \$2.815 million upgrade to Niagara Park Stadium and the renewal of 11 playspaces, all incorporating accessible features.

We also celebrated key milestones in fostering community connection. Central Coast Library Services marked 75 years, and the Gosford Regional Library project is underway, with completion expected in 2025. Our beaches attracted 3.7 million visitors, and restored beach access at Jenny Dixon and Soldiers Beach following infrastructure works. Local events such as Harvest Festival, ChromeFest, and Coastal Twist Festival continued to unite the community and boost the economy, reinforcing our position as a top domestic travel destination.

Environmental management efforts have been central to our work, with continued conservation of beaches, bushland, and waterways. Monitoring showed positive water quality trends, while biodiversity projects, such as protecting the nesting area of Little Terns, resulted in a successful breeding season. We also enhanced our bushfire mitigation efforts, using new equipment like a remote-control mower to maintain fire breaks and upgrading fire trails. Flood mitigation efforts included maintenance on lake and lagoon entrances.

Our commitment to sustainability was recognised internationally when we won first place in the global Green Destinations Story Awards at ITB Berlin, celebrating our environmental achievements.

Looking ahead, we have adopted the Central Coast Local Housing Strategy and begun work on the Township Revitalisation project to address the region's growing housing needs. We are also progressing with the Night-time Economy Discussion Paper and Coastal Management Programs, which reflect our vision for a vibrant, sustainable future.

As we transition to an elected body, I am confident that the strong financial foundation we've built will enable continued investment in services, infrastructure, and community projects that matter to our residents, ensuring the Central Coast remains a wonderful place to live and thrive.

David Farmer
Chief Executive Officer



About Council



Governance of Council

Council under Administration

The Minister for Local Government placed Council under Administration in October 2020, with Mr Rik Hart operating as the Administrator. The Administrator acts as the Council, effectively replacing the role previously performed by the Mayor and Councillors. Council was under Administration during the 2023-24 period that this report relates to. Local Government elections were held September 2024, with the community voting in 15 Councillors as their representatives. The details of newly elected Councillors is provided in the proceeding pages.

Code of Conduct

The Code of Conduct sets the minimum requirements of conduct for Council Officials. The Code is prescribed by the *Local Government Act 1993* and the *Local Government (General) Regulation 2021* and has been developed to assist Council officials to:

- Understand the standards of conduct that are expected of them;
- Enable them to fulfil their statutory duty to act honestly and exercise a reasonable degree of care and diligence; and
- Act in a way that enhances public confidence in the integrity of Local Government.

In carrying out their functions, the Administrator, members of staff, independent conduct reviewers, members of Council Committees, including a conduct review Committee, and delegates of Council must comply with the applicable provisions of the Code of Conduct. It is the personal responsibility of Council officials to comply with the standards in the Code and regularly review their personal circumstances with this in mind.

Council Meetings

Council Meetings are the key decision-making mechanism for Council and are conducted in accordance with the Code of Meeting Practice and Code of Conduct.

The Administrator makes decisions on behalf of the community at Council Meetings, with meetings held on the fourth Tuesday of the month. An Extraordinary Meeting may also be convened by the Administrator where necessary. All Meetings of Council, excluding confidential sessions and meetings closed to the public, are open to the public and are recorded and webcast on Council's YouTube channel.

Before each meeting, an agenda for the meeting is available on Council's website with the detailed background information included. The Minutes are also published on the website shortly after the meeting. For more details visit: centralcoast.nsw.gov.au/council/meetings-and-minutes

Committees and Advisory Groups

Central Coast Council has a number of committees and advisory groups where Councillors, community members and other stakeholders provide advice and feedback on specific issues. These committees and advisory groups include:

Aboriginal Advisory Committee

The role of the Aboriginal Advisory Committee is to identify, examine and formulate a collective response to issues that affect the Central Coast Aboriginal community.

The committee is responsible for providing advice and feedback to Council and staff on any issue that affects the Central Coast Aboriginal community, Council initiatives that aim to improve their quality of life, approaches to address relevant social issues identified in the Community Strategic Plan and outcomes aligned to the Central Coast Council First Nations Accord.

Catchments and to Coast Advisory Committee

This Committee consolidates the two former Committees for Brisbane Water and Tuggerah Lakes. It is responsible for promoting linkages and co-operation between the community, Council, State and Federal Governments, and other key stakeholders in the development and the implementation of coastal, estuarine, catchment and floodplain management plans for the Central Coast region.

Coastal Open Space System (COSS) Committee

This Committee is responsible for providing advice and feedback on championing biodiversity conservation outcomes within the broader community of the Central Coast, as well as providing advice and feedback to Council on the development and implementation of the COSS Strategy for the Central Coast including the expanding COSS.

Heritage and Culture Advisory Committee

This Committee is responsible for providing advice and feedback on matters relating to natural, historic and Aboriginal cultural heritage, and monitoring the implementation of Council's heritage strategy in line with the NSW Office of Environment and Heritage guidelines.

Mangrove Mountain and Spencer Advisory Committee

This Committee is responsible for providing advice and feedback on matters relating to the Mangrove Mountain landfill site and the illegal dumping at Spencer, including recommendation and actions for implementation.

Pedestrian Access and Mobility Advisory Committee

This Committee is responsible for providing advice and feedback on active transport projects, including the Pedestrian and Mobility Plan, and safe movement of people through Council's pathway network.

Protection of the Environment Trust Management Committee

This Committee is responsible for providing advice and feedback on how the Trustee should deal with Trust assets, the acceptance of gifts of cash and property, the distribution of cash and property, and other matters provided for in the Trust Deed.

Status of Women Advisory Group

This Committee is responsible for advocating and raising awareness of issues that affect women on the Central Coast and promoting local networks and events that celebrate women in the community.

Water Management Committee

The Committee is responsible for providing high level advice to Council and staff on integrated water management, with the objective of ensuring ongoing water security for the Central Coast in line with social, economic and environmental considerations.

Councillor Statutory Reporting Information

Councillor Fees and Expenses

Central Coast Council has an adopted Councillor Expenses and Facilities Policy which has been prepared in accordance with the Local Government Act 1993 and Local Government (General) Regulation 2021. It complies with the Office of Local Government's guidelines for the payment of expenses and provision of facilities to Mayors and Councillors in NSW. The Policy ensures accountability and transparency in the reimbursement of expenses incurred by Councillors and enables the reasonable and appropriate provision of facilities to assist Councillors to carry out their civic duties.

Councillors were suspended from October 2020 and an Administrator was appointed to perform the role of the elected body. While Council was under administration and no Councillors were present during the reporting period, the fees and expenses for the Administrator is provided:

Administrator Fees		
(i)	Councillor / Administrator office equipment	\$0
(ii)	Telephone calls	\$980
(iii)	Conferences and seminars	\$419
(iiia)	Induction training / professional development	\$0
(iv)	Other training (skill development)	\$0
(v)	Interstate visits	\$0
(vi)	Overseas visits	\$0
(vii)	Expenses of spouse, partner or other person	\$0
(viii)	Expenses for provision of care	\$0
	Administrator Salary	\$321,925
	Central Coast Residential Accommodation	\$45,431
	Leaseback Council vehicle	\$17,824
	Other expenses and facilities	\$6
Total Costs (a1)		\$386,585

Councillor Overseas Visits

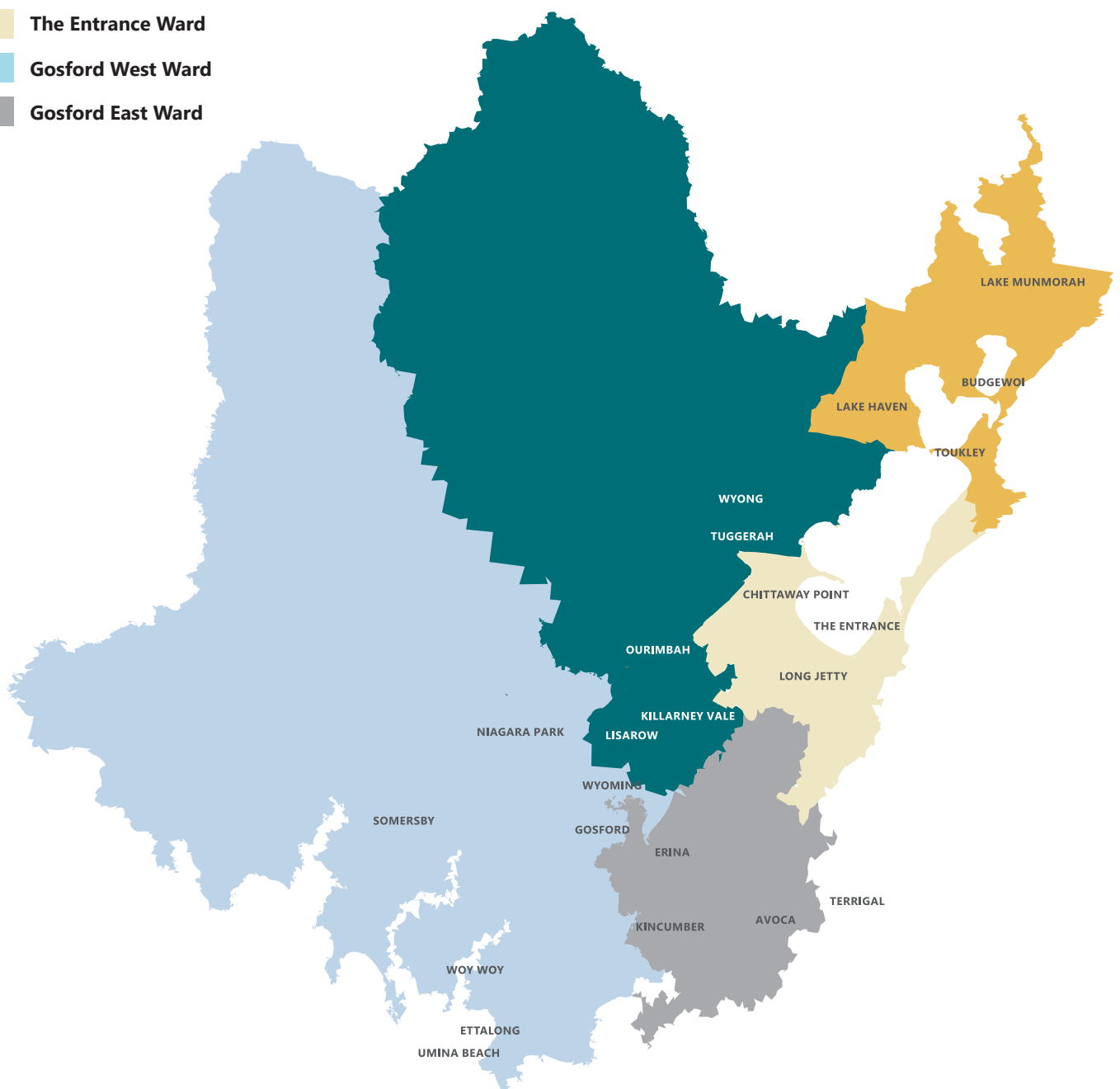
There were no overseas visits by the Administrator during the reporting period.

Your Councillors

The Central Coast Local Government Area (LGA) has five electoral areas or Wards – Budgewoi, Gosford East, Gosford West, The Entrance and Wyong. Three Councillors are elected for each Ward, with a total of 15 Councillors elected to represent the Central Coast community.

In September 2024 the Local Government elections were held, with 15 Councillors elected to serve a four year term. The Mayor is elected by the Councillors and serves for two years. The Deputy Mayor is also elected by the Councillors and may serve for the mayoral term or a shorter term.

-  **Budgewoi Ward**
-  **Wyong Ward**
-  **The Entrance Ward**
-  **Gosford West Ward**
-  **Gosford East Ward**



Budgewoi Ward



Councillor Helen Crowley

Helen.Crowley@centralcoast.nsw.gov.au
0457 406 024



Deputy Mayor Doug Eaton OAM

Doug.Eaton@centralcoast.nsw.gov.au
0475 636 074



Councillor John Mouland

John.Mouland@centralcoast.nsw.gov.au
0487 648 028

Gosford East Ward



Mayor Lawrie McKinna

themayor@centralcoast.nsw.gov.au
0484 034 862



Councillor Sharon Walsh

Sharon.Walsh@centralcoast.nsw.gov.au
0474 168 339



Councillor Jared Wright

Jared.Wright@centralcoast.nsw.gov.au
0477 990 360

Gosford West Ward



Councillor Trent McWaide

Trent.McWaide@centralcoast.nsw.gov.au
0483 187 147



Councillor Belinda Neal

Belinda.Neal@centralcoast.nsw.gov.au
0474 244 106



Councillor Jane Smith

Jane.Smith@centralcoast.nsw.gov.au
0488 152 296

The Entrance Ward



Councillor Margot Castles

Margot.Castles@centralcoast.nsw.gov.au
0458 199 523



Councillor Rachel Stanton

Rachel.Stanton@centralcoast.nsw.gov.au
0475 730 194



Councillor Corinne Lamont

Corinne.Lamont@centralcoast.nsw.gov.au
0488 293 019

Wyong Ward



Councillor Kyla Daniels

Kyla.Daniels@centralcoast.nsw.gov.au
0484 059 909



Councillor Kyle MacGregor

Kyle.MacGregor@centralcoast.nsw.gov.au
0457 366 308



Councillor John McNamara

John.McNamara@centralcoast.nsw.gov.au
0474 570 896

About the Organisation



Corporate Vision and Values

A vibrant organisation doing great things



BE SAFE



BE POSITIVE



BE YOUR BEST



SERVE



COLLABORATE



IMPROVE

Organisational Structure

Councillors



David Farmer
Chief Executive Officer



Marissa Racomelara



Melanie Smith



Jamie Loader



Boris Bolgoff



Danielle Hargreaves
(acting)

Corporate Services

- Finance
- Governance, Risk and Legal
- Information Technology
- People and Culture
- Plant and Fleet
- Enterprise Risk Project

Community and Recreation Services

- Communications, Marketing and Customer Engagement
- Community and Culture
- Leisure, Beach Safety and Community Facilities
- Libraries and Education
- Open Space and Recreation

Environment and Planning

- Development Assessment
- Economic Development and Property
- Environmental Compliance Services
- Environmental Management
- Strategic Planning

Infrastructure Services

- Engineering Services
- Facilities and Asset Management
- Roads Construction and Maintenance
- Roads and Drainage Infrastructure
- Procurement and Project Management
- Waste and Resource Recovery

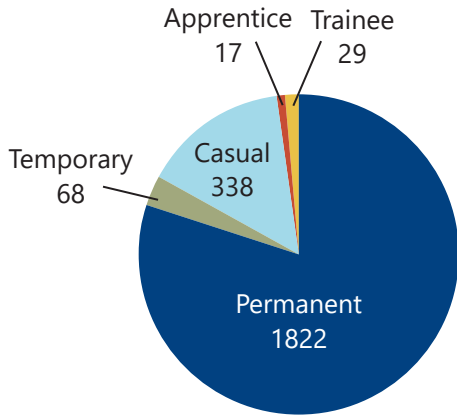
Water and Sewer

- Assets and Projects
- Business Strategy and Performance
- Headworks and Treatment
- Network Operations and Maintenance

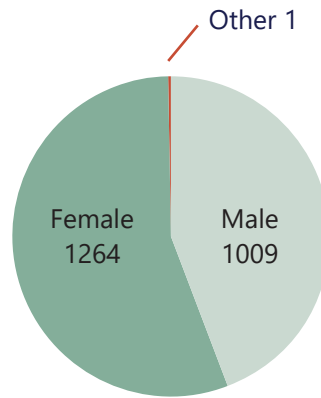
NB: As at 1 September 2024

Workforce Information

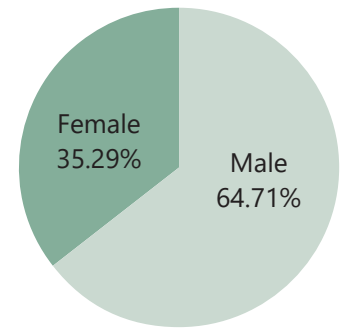
Total employees 2274**



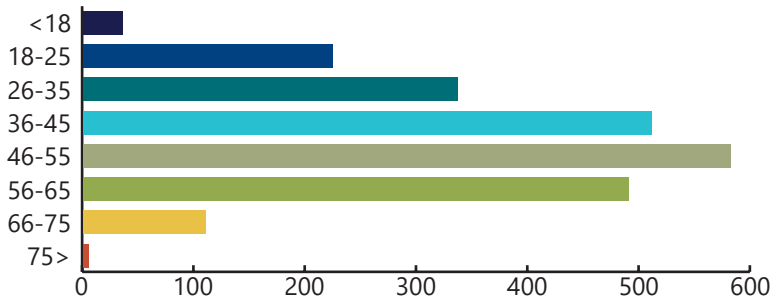
Employees by Gender



Senior Management by Gender****



Employees by Age

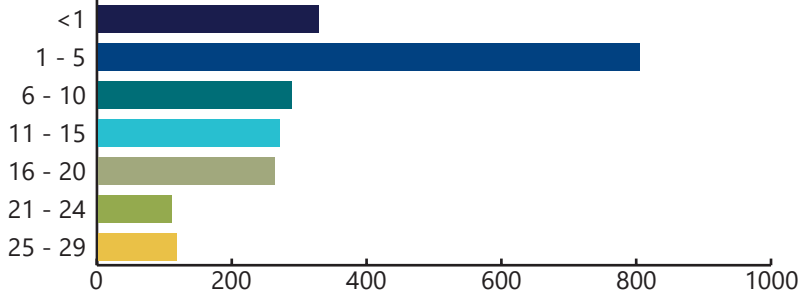


Full Time Equivalent (FTE)***
1822.21

Budgeted Positions
2120

Employee Turnover Rate
11.79%*****

Length of Service by Years



*as at 30 June 2024

**This reflects the number of staff employed by Council

***Council's full time equivalent is derived from the sum of standard hours worked per employee (not including casual employees) e.g. a full time employee is counted as a 1.0 and an employee working 21 hours per week is counted as 0.6. This is a more accurate reflection of Council's workforce and associated employee costs.

****Includes CEO, Directors and Unit Managers

*****Turnover includes Casuals

Year in Review



Community Strategic Plan

Belonging

Our community spirit is our strength

A1 Work within our communities to connect people, build capacity and create local solutions and initiatives.

A2 Celebrate and continue to create opportunities for inclusion where all people feel welcome and participate in community life.

A3 Work together to solve a range of social and health issues that may impact community wellbeing and vulnerable people.

A4 Enhance community safety within neighbourhoods, public spaces and places.



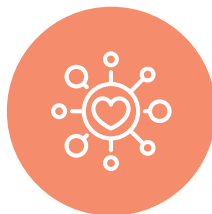
Creativity, connection and local identity

B1 Support reconciliation through the celebration of Aboriginal and Torres Strait Islander cultures.

B2 Promote and provide more sporting, community and cultural events and festivals, day and night, throughout the year.

B3 Foster creative and performing arts through theatres, galleries and creative spaces, by integrating art and performance into public life.

B4 Activate spaces and places to complement activity around town centres, foreshores, lakes and green spaces for families, community and visitors.



Smart

A growing and competitive region

C1 Target economic development in growth areas and major centres and provide incentives to attract businesses to the Central Coast.

C2 Revitalise Gosford City Centre, Gosford Waterfront and town centres as key destinations and attractors for businesses, local residents, visitors and tourists.

C3 Facilitate economic development to increase local employment opportunities and provide a range of jobs for all residents.

C4 Promote and grow tourism that celebrates the natural and cultural assets of the Central Coast in a way that is accessible, sustainable and eco-friendly.



A place of opportunity for people

D1 Foster innovation and partnerships to develop local entrepreneurs and support start-ups.

D2 Support local business growth by providing incentives, streamlining processes and encouraging social enterprises.

D3 Invest in broadening local education and learning pathways linking industry with Universities, TAFE and other training providers.

D4 Support businesses and local leaders to mentor young people in skills development through traineeships, apprenticeships and volunteering.



Green

Environmental resources for the future

E1 Educate the community on the value and importance of natural areas and biodiversity, and encourage community involvement in caring for our natural environment.

E2 Improve water quality for beaches, lakes, and waterways including minimising pollutants and preventing litter entering our waterways.

E3 Reduce littering, minimise waste to landfill and educate to strengthen positive environmental behaviours.

E4 Incorporate renewable energy and energy efficiency in future design and planning, and ensure responsible use of water and other resources.



Cherished and protected natural beauty

F1 Protect our rich environmental heritage by conserving beaches, waterways, bushland, wildlife corridors and inland areas, and the diversity of local native species.

F2 Promote greening and ensure the wellbeing of communities through the protection of local bushland, urban trees, tree canopies and expansion of the Coastal Open Space System (COSS).

F3 Improve enforcement for all types of environmental non-compliance including littering and illegal dumping, and encourage excellence in industry practices to protect and enhance environmental health.

F4 Address climate change and its impacts through collaborative strategic planning and responsible land management and consider targets and actions.



**We are one Central Coast.
A Smart, Green and
Liveable region with a
shared sense of Belonging
and Responsibility**

Responsible

Good governance and great partnerships

G1 Build strong relationships and ensure our partners and community share the responsibilities and benefits of putting plans into practice.

G2 Engage and communicate openly and honestly with the community to build a relationship based on trust, transparency, respect and use community participation and feedback to inform decision making.

G3 Provide leadership that is transparent and accountable, makes decisions in the best interest of the community, ensures Council is financially sustainable and adheres to a strong audit process.

G4 Serve the community by providing great customer experience, value for money and quality services.



Balanced and sustainable development

I1 Preserve local character and protect our drinking water catchments, heritage and rural areas by concentrating development along transport corridors and town centres east of the M1.

I2 Ensure all new developments are well planned with good access to public transport, green space and community facilities and support active transport.

I3 Ensure land use planning and development is sustainable and environmentally sound and considers the importance of local habitat, green corridors, energy efficiency and stormwater management.

I4 Provide a range of housing options to meet the diverse and changing needs of the community and there is adequate affordable housing.



Delivering essential infrastructure

H1 Solve road and drainage problem areas and partner with the State Government to improve road conditions across the region.

H2 Improve pedestrian movement safety, speed and vehicle congestion around schools, town centres, neighbourhoods, and community facilities.

H3 Create parking options and solutions that address the needs of residents, visitors and businesses.

H4 Plan for adequate and sustainable infrastructure to meet future demand for transport, energy, telecommunications and a secure supply of drinking water.



Liveable

Reliable public transport and connections

J1 Create adequate, reliable and accessible train services and facilities to accommodate current and future passengers.

J2 Address commuter parking, drop-off zones, access and movement around transport hubs to support and increase use of public transport.

J3 Improve bus and ferry frequency and ensure networks link with train services to minimise journey times.

J4 Design long-term, innovative and sustainable transport management options for population growth and expansion



Healthy lifestyle for a growing community

L1 Promote healthy living and ensure sport, leisure, recreation and aquatic facilities and open spaces are well maintained and activated

L2 Invest in health care solutions including infrastructure, services and preventative programs to keep people well for longer.

L3 Cultivate a love of learning and knowledge by providing facilities to support lifelong learning.

L4 Provide equitable, affordable, flexible and co-located community facilities based on community needs.



Out and about in the fresh air

K1 Create a regional network of interconnected shared pathways and cycle ways to maximise access to key destinations and facilities.

K2 Design and deliver pathways, walking trails and other pedestrian movement infrastructure to maximise access, inclusion and mobility to meet the needs of all community members.

K3 Provide signage, public facilities, amenities and playgrounds to encourage usage and enjoyment of public areas.

K4 Repair and maintain wharves, jetties, boat ramps and ocean baths to increase ease of access and enjoyment of natural waterways and foreshores.



Calendar of events

July 2023

NAIDOC Week held at Wyong Civic Centre and Libraries

Tai Chi weekly sessions held at Gosford, Toukley, Woy Woy, Wyong and The Entrance

Aboriginal Advisory Committee 8 Members appointed



August 2023

Citizenship Ceremony

Dogs in Open Space Action Plan public exhibition community workshops

Coast Shelter Sleepout



September 2023

Flags up for beach patrol season

Grandma Moses Art Competition and Exhibition

Movie Night in The Entrance, Gosford and Toukley



October 2023

Mental Health Month

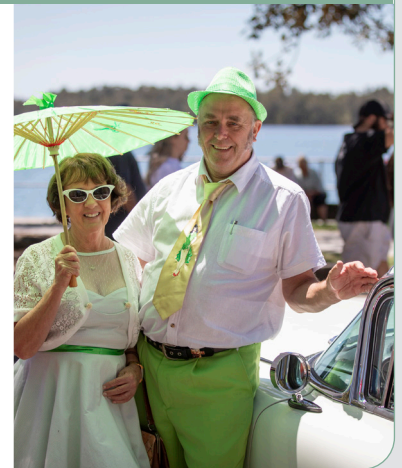
Paddock to Plate

Chromefest

Central Coast Mariners Family Day

Learner Driver Workshops

Sustainable Futures Festival



November 2023

Central Coast Multicultural Expo

The Lakes Festival and Light up the Lake

Free Microchipping Day



December 2023

Domestic Violence 16 Days of Activism

International Day of People with Disabilities campaign

Carols in the park



January 2024

Opening of new community facility at Norah Head

Australia Day Awards Ceremonies at Gosford and The Entrance

Cinema Under the Stars



February 2024

Love Lanes Activation

Destination NSW Central Coast Regional Workshop



March 2024

NSW Seniors Festival

International Women's Day

Ngura Surf Camp

Harmony Day Event

Chemical Cleanout



April 2024

Youth Week activities - Central Coast Youth Week Awards

Autumn School Holiday Program



May 2024

Central Coast Air Show

Mariners Grand Final

Hot Rod in Toukley

Stars of the Central Coast - a fundraiser for Cancer Council



June 2024

Bay to Bay Fun Fun

Gotcha4Life workshops

Harvest Festival

Taste of Toukley and Wyong

Whale dreamers



Awards and Recognition

Award	Detail of Award	Project / Staff Member	Achievement
Excellence in Early Childhood Awards	Excellence in Partnerships with families and Communities category	Northlakes and Umina Child Care Centre	Finalist
Central Coast Early Education and Care Cook of the Year	Care Cook of the Year award, an initiative run by Central Coast Local Health District	Caterer at Umina child Care Centre	Winner
NSW Local Government Excellence Awards	Community Partnerships - population over 150,000	The Rough Story – three initiatives to help prevent homelessness	Winner
NSW Local Government Excellence Awards	Community Development – population over 150,000	Invisible Disability and Shared Pathways are for EVERYONE': changing attitudes/ behaviours towards people with disabilities.	Finalist
NSW Local Government Excellence Awards	Innovative Leadership – population over 150,000	Organisation leadership making it real - Customer experience is not a department, it's everyone's job!	Finalist
NSW Local Government Excellence Awards	Special Project Initiative	Community Memorial Trees - A Place for Always	Finalist
NSW Local Government Excellence Awards	Asset and Infrastructure - Projects over \$1.5 million, population over 150,000	Mangrove Creek Dam Visitor Centre – Rebuilding after the Bushfires	Finalist
NSW Local Government Excellence Awards	Asset and Infrastructure - Projects under \$1.5 million	Charmhaven Sewage Treatment Plant (CSTP) Aeration Tank Grit Removal Project	Finalist
NSW Local Government Excellence Awards	Partnership and Collaboration – population over 150,000	Safer Cities: Her Way – How collaboration and partnerships revitalised Gosford city	Finalist
NSW Local Government Excellence Awards	Risk Management	Beyond Compliance: Security of Critical Infrastructure (SOCl)	Finalist
Local Government NSW Excellence in the Environment Awards	Innovation in Planning, Policies and Decision Making	Environmental assessment traffic light GIS model for infrastructure projects	Winner
Green Destinations Story Awards 2024, ITB Berlin	Destination Management	A Destination of Eco Advocates with Whales, Alpacas and Wheels'	Winner – First Place globally
Green Destinations 2023 Top 100	Destination Management	A Destination of Eco Advocates with Whales, Alpacas and Wheels'	Finalist - Top 3
NSW Tourism Awards	Local Government Award for Tourism	The Central Coast's ECO Destination journey	Winner
Keep Australia Beautiful-Tidy Towns Award	Biodiversity Conservation - Population Category E	Tuggerah Lakes Foreshore Rehabilitation	Winner
NSW Coastal Conference Awards	Community Involvement	Tuggerah Lakes Changemakers' Course	Winner

Award	Detail of Award	Project / Staff Member	Achievement
NSW Environment and Heritage EUREKA Awards	Applied Environmental Research	Terrigal and Coastal Lagoons Water Quality Audit	Finalist
IPWEA (Institute of Public Works Engineering Australasia) Local Government Engineering Excellence Award	Design and Construction of a Local Government/ Public Works Project - under \$500,000	Innovative Drainage solution in Sydney Avenue, Umina Beach	Highly Commended
IPWEA (Institute of Public Works Engineering Australasia) Excellence Awards	Environment and Sustainability	Landfill Cell 4.4 Buttonderry Waste Management Facility	Finalist







Strategic Implementation

The table below provides a summary of progress against the current strategies and action plans and highlights key achievements and areas of ongoing focus.



Key:  Actions in 2023-24	 Overall implementation progress
--	---


Positive Aging Strategy

-  Deliver a Seniors Festival calendar of activities and a Seniors Festival Expo
-  Deliver quarterly Getting Older and Loving Life publications to promote Senior's opportunities in the community,
-  Deliver a Seniors Directory


 All strategy actions progressed


Youth Strategy

-  Deliver a Youth Week calendar of activities and the Central Coast Youth Week Awards
-  Deliver five (5) contemporary youth programs that meet the needs of the young people


 All strategy actions progressed

Sustainability and Climate Action Plan


-  Prepare Species Management Plans for key threatened species.


 Species Management Plans adopted.

Greener Places Strategy

-  Complete a Landscape Design Manual/ Guidelines to allow for improved greening outcomes in urban areas from both Council and private development.

 Street Design Guidelines adopted.

-  Consideration of walkability and connected open space in all Masterplans and planning proposals.

 This action is being undertaken through the assessment of Planning Proposals and preparation of masterplans and strategies.



Local Strategic Planning Statement



- Undertake a region wide review of existing centres and develop a Centres Hierarchy and Strategy to inform future sustainable development in centres



Consultant has been engaged and work commenced.



- Work with the State Government in implementing the Urban Design Framework for Gosford City Centre, as appropriate.



Work is ongoing with the department of Planning Housing and Infrastructure working together on Gosford City Centre Projects. Hunter Central Coast Development Corporation has been appointed to prepare INSW Business Case for the Gosford Waterfront Project.



- Prepare a Structure Plan for the Greater Warnervale area to nominate areas for development and investment,



Greater Warnervale Structure Plan adopted



- Prepare an Employment Lands Study and Strategy for the Central Coast to ensure appropriately zoned and serviced land is available to support future projected demand.



Draft strategy has been prepared and will continue in 2024-25 for finalisation.



- Develop an Evening Economy Strategy and review the Outdoor Dining Policy



Outdoor Trading Specification adopted.
Night Time Economy Paper adopted.



- Develop a new suite of Local Contributions Plans to align essential and priority infrastructure requirements (such as roads and servicing) with future needs



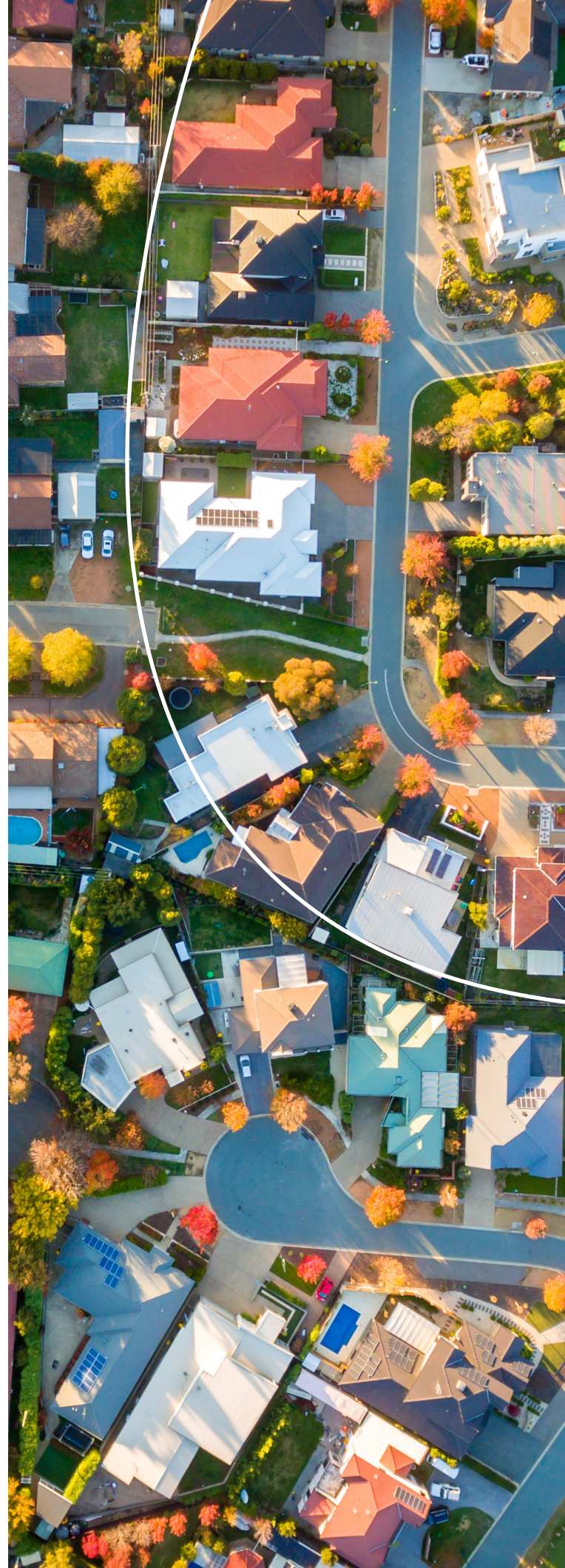
Central Coast Section 7.12 Local Infrastructure Contribution Plan 2023 adopted. Review of Contribution Plans is ongoing



- Review Council's Development Control Plan and Waste Control Guidelines to ensure circular economy principles and best practice approaches are integrated into Council's assessment processes.



Amendment to Council's Waste DCP Chapter 2.12 – Site Waste Management and accompanying Development Application guidelines were adopted.



Affordable and Alternative Housing Strategy



- Establish and development partnerships with community housing providers.
- Identified sites to be incorporated into the Council Affordable Housing Land Proposal



Report adopted 22 August 2023

Cultural Plan

Deliver actions to:



- - Build a visible creative identity
- - Grow our creative sector
- - Embrace our cultural like
- - Enliven cultural spaces and places
- Continued efforts to raise the region's profile through high quality festivals, programs and partnerships and show leadership by listening, communicating, and brokering connections.
- Planning for the next iteration of the Cultural Plan is underway through the development of a dedicated program of Listening Labs.



Graffiti Management Strategy



- Proactive approach to graffiti management.
- 107 graffiti removal kits have been provided to the community
- Walls that Teach installation and activation event completed
- Comic strip mural installed on the amenities building at Bateau Bay skatepark.



Destination Management Plan

- Oyster 'Food Brand' and Supporting Product Development
- Achieve recognition as a National Surfing Reserve
- Develop a Signature Water Based 'Eco-Tourism' Experience/s that Strengthens Brand Identity
- Coast to Country touring itineraries
- Local ambassador program
- Safer Cities: Her Way Program in Gosford CBD



>> All actions complete.



- Wyong District Place Plan

>> Prepared and exhibited.



- Seasons of Central Coast Marketing Campaign

>> Underway.



- Central Coast Night-Time Economy Discussion Paper

>> Night-Time Economy Discussion Paper adopted.



- Town Centre Wayfinding project

>> Underway with several signs already installed and continued implementation in 2024-25.



- Develop a coastal nature trail from Frazer Park to The Entrance.

>> Commenced with a \$2M Feasibility Study announced by NSW Government



- Magenta Shared Pathway

>> Construction of pathway continuing, 10 self-guided trails mapped for LoveCentralCoast.com; promotion of UNESCO World Heritage listed Old Great North Road



- 'Choose Tourism' program

>> Ongoing, delivered in region.



Night time economy Gosford

Customer Experience Strategy

- Customer insights surveys
- Surveys conducted. Results shows sustainable growth in Net Promoter Score (NPS) as following:
 - 5.4 NPS Jun 2023
 - 9.2 NPS Oct 2023
 - 2.5 NPS Mar 2024
 - 6 NPS Jun 2024
- Customer Responsiveness KPI within 5 days - Target >80%
- Council result 83.2%
- Satisfaction with the quality of information provided - Target 80%
- Council result 83.75%

Economic Development Strategy

- Night Time Economy Discussion Paper adopted by Council.
- Lake Macquarie Economic Development Agency.
- Invest Central Coast Video.
- Night Time Economy Paper adopted by Council.
- Entered into Memorandum of Understanding with Dantia
- Partnered with Department of Regional NSW to deliver and launch.

Biodiversity Strategy

- Habitat restoration including bush regeneration.
- Implement actions of existing Biodiversity Stewardship Agreements.
- Investigate opportunities for additional Biodiversity Stewardship Agreements and conservation agreements on Council land.
- Pest animal control in the habitat of priority vulnerable native species
- Community participation in environmental management through the Environmental Volunteer program
- Prepared 5 additional management plans for 9 reserves.
- Identified 54 additional reserves that require management plan.
- 75 reserves with management plans have had bush regeneration undertaken
- Implemented 2 conservation agreements and 4 biodiversity stewardship agreements which includes protection over 1200 Ha in total.
- Pest animal control program and Environmental Volunteer program ongoing.



Floodplain Risk Management Plans (20 Active Plans for different catchments)



- Ongoing implementation of 335 Actions, 60

Ongoing implementation of 335 Actions

Flood modification measures

- Beach berms managed and opened to manage flooding in coastal lagoons.
 - Tuggerah Lakes entrance management procedure was followed. An additional trigger was added based on upper catchment flooding.
 - Maintenance of flood gates to manage backwater flooding; also initiated a scoping study for installation of more valves.
 - Seeking grant funding for adaptation planning for Chittaway Point.
 - Review of Tuggerah Lakes Flood Study underway, which will include climate change impacts and impacts of elevated ocean levels.
 - Maintenance of urban channels and road bridges/culverts to limit blockage.
- >>
- Property Modification measures Scoping study to prioritise voluntary house raising projects is underway.
 - Encoding of s10.7(2) planning certificates for flood related development controls.
 - Provision of Flood Information Certificates and Planning Certificates.
 - Response modification measures Flood Emergency Management Planning – provided information to SES for update of local flood plan.
 - Information provided to SES on flood intelligence cards for each flood gauge.
 - Updated the flooding web pages on Council’s website.
 - Project underway to install new road sign flood depth indicators across the LGA: design plans completed, installation of signs to occur in 24/25.
 - Flood information provided to the Insurance Council of Australia for use by private insurers.



- Obtained grant funding to install automatic boom gates at Burns Road Ourimbah, for installation in 24/25.
- Flood information updated on the SES flood portal.
- Flood Information Tool developed for Hawkesbury River flooding based on new flood study data.
- Maintenance and capital replacement of network of 44 automatic rainfall recorders and 41 automatic water level recorders.
- Public flood education: video created together with Chittaway Point residents.

Central Coast Bush Fire Risk Management Plan



- Undertaken Asset Protection Zone works (fire breaks), and Fire Trail inspections, maintenance and upgrades as required.
- Commenced the Bushfire Risk Analysis and Five-Year Risk Mitigation Program Plan project



Asset Protection Zone works (fire breaks), and Fire Trail inspections, maintenance and upgrades works undertaken. Completed Bushfire Risk Analysis and Five-Year Risk Mitigation Program Plan project

Resource Management Strategy



Progress Year 4 actions



- Sustainable Future Festival 2023
- Creation of the Super Sustainable stage show and jingle.
- Launch of e-learn website
- Chemical CleanOut weekends
- Implemented various new and continued existing resource recovery initiatives at Councils waste facilities.
- Updated collection vehicle livery
- Upgraded weighbridge software
- Development Application Guidelines and improvements
- Internal bulk bin audit and organisation wide contract award
- Introduction of Possum bin cover
- Clean Up Australia Day
- FOGO investigation completion of detailed feasibility report and progression of business case.



Sustainable Future Festival

Playspace Strategy

- Investigate opportunities to provide future playspaces in the suburbs of Erina, North Avoca, Bateau Bay (east) and Lake Haven.
- Continue the 20 year playspace renewal program and 3 year independent condition audits to inform the capital works program.
- Incorporate intergenerational playspace design as part of new regional playspace projects to address the demographic demand at both ends of the 5 year age group, (> 65 and 5-9yr old) and foster intergenerational co-operation and inclusion.
- Improve access in existing local playspaces within districts where there is a higher than average proportion of people needing mobility assistance.
- Provide natural shade in all playspace designs and develop a tree planting program within reserves to support the provision of shade near playspaces.



>> Actions ongoing and completed in line with Capital Works Program.

- Investigate the development of a destination playspace for the region as a tourist destination and to meet community demand.
- Develop a long term sustainable and affordable program of improving access in existing local playspaces where there are deficiencies.
- Investigate linking inclusive, regional and nature playspaces to Councils Tourism Opportunity Plan programs to improve activation and awareness of our spaces.
- Develop a program of works for the inclusion of exercise stations in association with shared paths.
- Actively pursue partnership/grant opportunities to deliver playspace outcomes



>> Progressing

- Develop a program for activating nature playspaces within Council's community outdoor learning programs.



>> 85% complete



- Development of new regional facility at Umina Beach
- Redevelopment of Narara facility to district level



Completed



- Development of new regional facility at Lake Munmorah



Scheduled to commence construction in 2025



Skatepark Action Plan



- Repair existing skatepark facilities to address any safety concerns and extend lifespans until consolidation and redevelopment is implemented



In progress with highest priorities complete.



- Consolidation and redevelopment of local facilities in accordance with development of larger facilities. Timeline to ensure larger projects are implemented prior to removal of any existing facilities to maintain consistent level of provision



- Berkeley Vale extension complete
- Kariong Skate Park replaced
- Gwandalan skate park being replaced in 2024, with concept design and community engagement being undertaken.

Tennis Facilities Action Plan



- Saratoga Tennis Courts
- Kariong tennis Courts



- Floodlight upgrade to Saratoga Tennis courts
- Surface refurbishment at Kariong tennis courts



Umina's Peninsula Recreation and Active Lifestyle Precinct

Highlights



Galleries



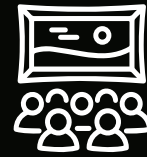
149,217
total visitation to
the Gosford Regional
Gallery and Edogawa
Garden



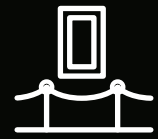
562 Art Classes
with **5,352**
attendees at the
Art Gallery



40 Programs
delivered to
5,489 event
attendees



53 school
excursions with
1627 students
participation at the
Gosford Regional
Gallery



14 major
exhibitions

914 entrants to the
**Annual Gosford
Art Prize**

*Gosford Art Prize
winning artwork
'The Crossings' by
Maree Azzopardi*





Theatres

Performances and productions during the year include:

- Shakespeare in the Gardens programmed in partnership with Gosford Regional Gallery.
- Laycock theatre hosted Phantom of the Opera by local company Curtain Bounce
- Gosford Musical Society production of Wizard of Oz.
- Other productions included dance schools, youth arts, award ceremonies and Library events.



260 Productions, Performances and Events



Total audiences of **56,524** delivered at Laycock Street Theatre and Peninsula Theatre

Community Development, Safety and Connection

Projects that build awareness and educate community on key issues delivered this year, include:

- *The Rough Story*, which was developed in partnership with Central Coast Homelessness Interagency and delivered to bring awareness to and address homelessness in the region.
- *Safer Cities – Her Way*, which was aimed at improving the perception of safety for women, girls, and gender diverse people in public spaces around transport precincts.
- *The Men’s Table*, which was delivered in partnership with Primary Health Network and established a pop-up for local men to come together to share and be heard in a confidential and non-judgemental environment.



3.7 million visitations at our **15** patrolled locations



1,539 beach rescues and **3,200** first aid responses



135 successful community grant applications, providing **\$900k** in funding

Youth and Senior Activity



21 young people received an award at the Central Coast Youth Week Awards across 11 categories.



22 Youth Week activities held
70 Seniors Week activities held



7,500 hard copies and 3,000 online digital copies of Growing Older and Loving Life magazine were distributed.

Youth week is a state wide event that is organised for young people, by young people. This year's theme was 'Express. Empower. Get Loud', with activities including a photography program and exhibition, YOUTHFEST, teen book club, art project to explore Japanese comics, first aid training, youth choir, and Battle of the Bands competition.

This year's senior's Festival theme was 'Reach Beyond' and included art exhibitions to educate and celebrate local seniors, active classes designed to physically strengthen and improve mobility, cyber education classes, creative classes, brain games, and an expo to spotlight the services and resources available to seniors.



Events

Crowds continued to be drawn in with an array of events held to activate spaces and places, and celebrate sports, recreation and the environment. Events include:

- **Love Lanes Festival** in Wyong, which is in its seventh year and see the laneways, town park and streets packed with entertainment and offerings from our local businesses and much-loved organisations; there were activities for the whole family including live music, aerial acrobatics, live art, a rock wall, chillout areas, markets and food stalls.
- **Mariners Grand Final at Gosford** game against Melbourne Victory. A live screening was also set up at Gosford Leagues Club Park to watch the live stream of the game, with food, live music and activities available on the night.
- **The Lakes Festival** is one of the regions biggest events that has been running since 2015. This year the 10 day festival originally offered over 30 exciting family friendly activities, cultural and educational programs. And while some events were cancelled due the heavy rain, the flagship Light Up the Lake still occurred attracting nearly 5,000 people alone.
- **Dogs Day Out**, which is its third year and offers pet adoption services, free microchipping, low cost vaccinations and other services and education to help with taking care of your four legged friend.



Taste of Toukley



187,300 event attendees
with a total economic impact of
\$29 million

ChromeFest 55,000 attendees

The Lakes Festival 15,000 attendees

Love Lanes Festival 18,000 attendees

Harvest Festival 51,000 attendees

Taste of Toukley 2,000 attendees

Taste of Wyong over 3500 attendees.

The Lakes Festival 15,000 attendees

10 Citizenship Ceremonies
delivered with 1,924 people taking the pledge
from over 56 different countries.

The Isuzu UTE A-League Grand Final
20,259 attendees

Tourism

Promoting the region continued this year with new digital content to attract visitation to lesser-known areas of the Central Coast made available LoveCentralCoast.com. The destination website's new online hubs focus on key tourism themes affected by the bushfires and raises the profile of niche tourism products and experiences. This extends across areas such as Ecotourism and Nature tourism, Agritourism, Aboriginal tourism, self-guided trails, Destination weddings, sports events, and school excursions, providing inspirational content to explore where to stay, eat and drink and things to do on the Central Coast.

The Central Coast also cemented its place as a leading destination of choice, taking out gold place at the 2023 NSW Tourism Awards for:

- Destination Central Coast managed by Central Coast Council won the Local Government Award for Tourism category
- The Australian Reptile Park won the Major Tourist Attractions category
- Crowne Plaza Terrigal Pacific won the Business Event Venues category.

And the winning streak continued with Central Coast winning first place at the Green Destinations Story Awards held in Berlin. The annual awards are presented to the most inspiring sustainable tourism initiatives, with the Central Coast receiving the top accolade in the Destination Management category. The Central Coast was the only Australian certified ECO Destination recognised on the international stage, representing the undeniable progress which has been made in growing the region as an ecotourism destination since 2021.



29,949 walk-in visitors at Central Coast Visitor Centre, resulting in a **62%** increase over the previous year.

19,300 visitors to the redesigned Pelican Time at The Entrance

Launched 8 paid major destination marketing campaigns, achieving **449,187** web visits

Distributed **40,000** Central Coast Visitor Guides.

14,346 guests and **5,518** bookings at Patonga Camping Grounds

111,477 guests and **42,876** bookings across the four Holiday Parks (Budgewoi, Canton Beach, Norah Head and Toowoan Bay)



Economic Growth

Night Time Economy Discussion Paper

Council launched a Night Time Economy Discussion Paper during the year to explore options to activate the night-time economy in the region. The discussion paper was prepared with extensive key stakeholder engagement through industry workshops, business surveys and interviews with neighbouring Councils. The paper provided a strategic framework with potential projects to support local businesses to increase after dark operations and ultimately deliver more opportunities for employment, tourism, and the local economy. Following a review of the submissions, the Night Time Economy Discussion Paper was amended and adopted by Council in April 2024.

By partnering with NSW Government departments, businesses and local community groups Council is hoping to improve night-time entertainment offerings that play a significant role in shaping the image and liveability of Gosford, as well as other town centres.

Draft Airport Masterplan

Council's draft Masterplan for the Central Coast Airport at Warnervale was prepared and publicly exhibited this year.

The draft Airport Masterplan, informed by feedback collected via a telephone survey and industry engagement undertaken in 2020 and 2021, is aimed at driving economic activity through employment, tourism and business development.

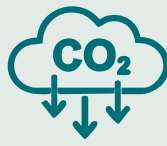
The key focus of the Masterplan is to attract and support general aviation activities, including aerial work, instructional and recreational flying, as well as providing an important hub for emergency services. As part of the draft Masterplan and the continued community feedback received, it's important to recognise that the upgrades to the runway will not result in an extension of the current 1,200 metre runway length, and the Airport would not support regular public airport transport use.

The outcomes of public exhibition was presented to Council in April 2024, with the feedback being utilised to inform a final Masterplan before being presented to Council for adoption.

Waste



20,366,789 kWw of renewable energy generated from the capture and combustion of landfill gas at Councils waste facilities



175,790 of CO₂ equivalent greenhouse gas captured and **20,366,789 kWw** of renewable energy generated from the capture and combustion of landfill gas at Councils waste facilities



53,000 tonnes of garden organics received and processed into soil condition products at Councils waste facilities



158 tonnes of E-waste, **367 tonnes** of cardboard, and **4,200 tonnes** of steel recovered and recycled

Environmental Management



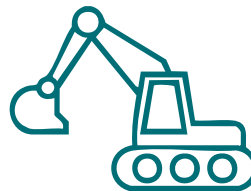
36 wetland, streambank, and foreshore sites rehabilitated



350 community volunteers participated in National Tree Day



180 swift parrot surveys undertaken across the LGA



Coastal lagoons opened **16** times during the year



Over **5,000** Main Road LED streetlights installed



4 new Gross Pollutant Traps constructed

Coastal Management Program Input

As the new Coastal Management Program continued to be prepared this year, Council sought community input on practical management of Central Coast beaches.

The Open Coast Coastal Management Program is one of five new Coastal Management Programs (CMP) for the region that will be certified by the NSW Government and used to guide coastal management decisions and funding priorities for the next 10 years and is currently at stage three of the five stage process.

The feedback received from the community will assist with an options assessment and will come back to the community, before adopting a final draft and sending to the State Government for certification.

Emergency Planning Tools

To help the local community understand their own flood risk and be adequately prepared to respond, new online resources were released this year.

The new interactive online flood risk mapping tool for Tuggerah Lakes area, draws on current flood levels directly from the Bureau of Meteorology and converts it into a visual display, which shows the extent of current, minor, moderate or major flood levels for specific properties in the area. For residents in other areas, the region-wide online mapping tool provides a range of flood information on a visual map.

Both these flood risk tools helps those residents living in low lying areas or within a floodplain, to visualise potential flood impacts to their properties and surrounding roads or access routes, and plan ahead to build resilience.

In addition to the flood risk tools, Council also developed a suite of updated online information to help the community understand the types of flooding that occurs on the Central Coast, Council's role in emergency management, water level data, and triggers for flood intervention. The online information also includes simple steps to follow to plan and prepare for flooding, who to contact for help during a flood and how to stay informed.

Customer Experience Improvement



175,832
calls received to Customer Service call centre



153,494
calls resolved at the first point of contact



1,349
customers responded to the customer insights surveys

Council's continued focus on improving its customer responsiveness has seen progress with the following graphic demonstrating the outcomes of this effort.

Customer Experience Improvement Metrics



*For F24/25 we are using CSAT rather than OSAT as CSAT will show improvement in service areas related to the specific Service Request. OSAT relates to overall feeling which does not provide specific items we can improve upon within each area. We have amended 2022/23 figure to show the comparison.

22 July 2024

Prospective Central Coast Councillor Candidate Sessions

In preparation of coming out of Administration, Council held Information Sessions for community members interested in nominating as a councillor candidate.

The first Information Session was held in October 2023, the second occurring in April 2024, and the third session occurring in July 2024. The sessions attracted potential candidates with speakers including local government experts and former councillors, providing essential information about the mechanics of how a council runs, the responsibilities of a councillor, how a councillor

interacts with staff, and the councillor's role in the public domain when representing Council.

The community elected its representatives at the Local Government elections held September 2024, with 15 Councillors serving the next term to the next elections in 2028.

Development, Health and Building



2,170
Development
Applications
lodged



2,022
Development
Applications
determined



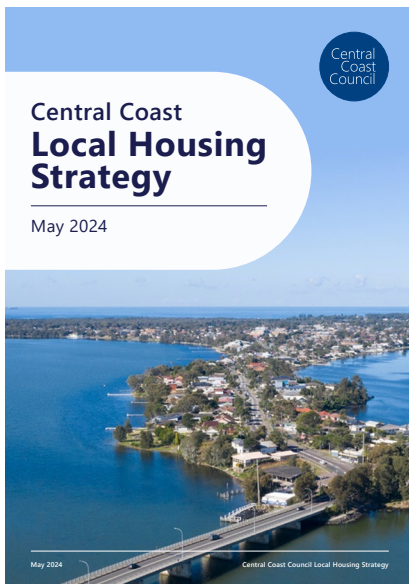
252 building
information
certificates issued



1,246 food
shop
inspections



408 public
health
inspections (e.g.
public swimming
pools)



Central Coast Housing Strategy Adopted

Council adopted its Local Housing Strategy this year which seeks to implement a number of strategies and actions to better manage housing supply across the region.

The Central Coast has experienced continued rapid population growth, a shortage of low-cost rental accommodation and lack of diversity within the existing housing stock and a coordinated approach across all levels of government and the private sector is required to support diverse and sustainable housing on the Central Coast and respond to community concerns.

Key pieces of work that Council will deliver includes the Affordable Housing Contribution Scheme, amendments to the Central Coast LEP and DCP, and continued participation in the Urban Development Program to ensure infrastructure is delivered where it is needed.

Roads and Drainage



13,962m² heavy
road patching
completed



3,512m pipes
and culverts cleared



71km of table
drains cleared



61,783
potholes repaired



231km
of unsealed road
grading completed



6.6km of shared
paths and footpaths
constructed



4.5km of kerb and
gutter constructed



2.8km of drainage
infrastructure
constructed



35.2km of
road resurfacing
completed



3,636 road signs
proactively repaired
or replaced

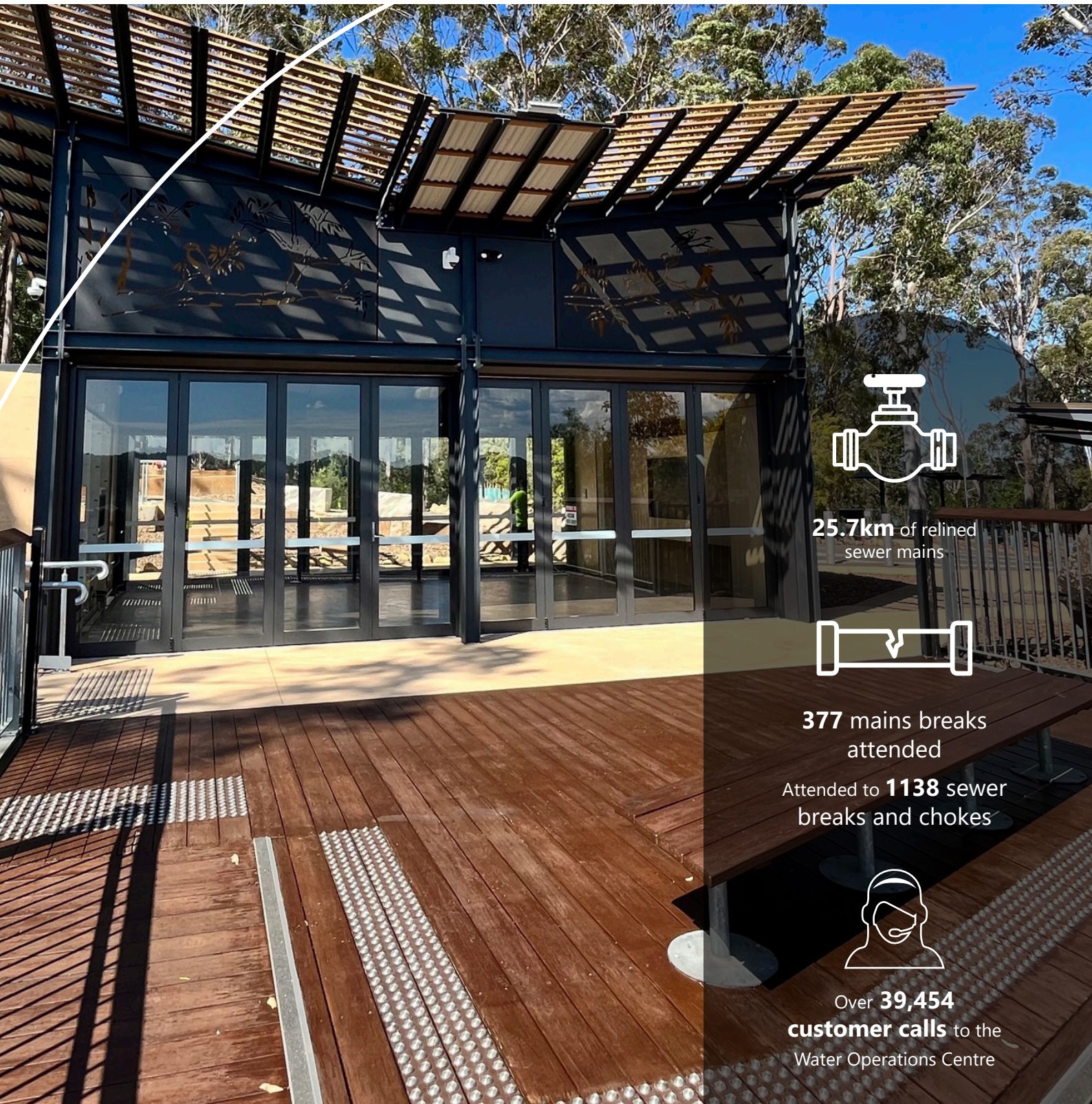
Water and Sewer

The new Mangrove Creek Dam Visitor Centre opened to the public September 2023 providing educational insights into the water supply system, natural environment and cultural heritage of the area. Key features of the new facility include a new interactive visitor education centre, accessible family friendly amenities, a children's play space and revitalised picnic area with new picnic table shelters, bins and bench seating.

As Mangrove Creek Dam is the largest dam on the Central Coast and a key component of the Central

Coast Water Supply System the Centre enhances visitor experience as well as improving tourism offering in the Central Coast hinterland.

The \$3.2 million project was informed through community feedback and has been rebuilt after Central Coast Council received \$2.567 million from the Commonwealth and NSW Government's Bushfire Local Economic Recovery (BLER) Fund.



25.7km of relined sewer mains



377 mains breaks attended

Attended to **1138** sewer breaks and chokes



Over **39,454** customer calls to the Water Operations Centre

Love of Libraries

Gosford Regional Library Construction

The turning of the sod for the construction of the Gosford Regional Library commenced this year, marking the next stage of this significant project for the Central Coast.

The new Regional Library will be the first of its kind for the Central Coast and will offer an iconic building in the heart of the Gosford central business district, where the community can connect, create and collaborate. The project is jointly funded with \$7 million from the Australian Government's Community Development Grant Program and Council's collection of developer contributions, special levies (collected by former Gosford City Council) and Council funds restricted to this project.

For more information including frequently asked questions (FAQs), concept plans and all updates on the project centralcoast.nsw.gov.au/council/council-news/gosford-regional-library-project

1,388,687 Library loans

648,632 Library visits

401,128 PC / WiFi sessions

48,077 items added to
Library collections

10,524 new members
joined the Library

40,217 attendees at
2,555 Library programs and
event sessions



Active Lifestyle

New Community Hall

Council officially opened a new community hall and playground at Norah Head, which follows community consultation to inform the design of the venue and ensure it is fit for purpose.

The \$1.7 million project was completed after Council received \$935,000 from the NSW Government, with Council funding the remaining contribution of \$765,000 from planned capital expenditure.

The modern facility replaces the dilapidated Norah Head Hall at 75 Bungary Road and the ageing Hockey building at Lawson Street, with key features of the new facility including a multi-functional hall, kitchen, storage, accessible family friendly amenities, a children's playspace and picnic area.

Niagara Park Stadium

Upgrade works to Niagara Park Stadium commenced this year, with the project set to transform the regional indoor sporting complex into a first-class sporting venue.

Niagara Park Stadium is a regional indoor sporting complex, and its facilities are widely used by schools, local patrons, sporting clubs, regional and state junior sporting organisations.

The facility is widely used by schools, local patrons, sporting clubs, regional and state junior sporting organisations and primarily used for basketball, netball, roller hockey and many other indoor sports.

These upgrades are set to improve accessibility and deliver exciting benefits to players and fans, including:

- Developing the existing dirt carpark to accommodate disabled parking
- A new driveway, pedestrian pathway and entrance
- Improvements to player facilities such as new accessible amenities
- New signage and an improved façade

The \$2.8 million project received \$850,000 from the NSW Government, with Council funding the remaining contribution of \$1,950,000 from planned capital expenditure.



1,248,700 visitors across Council's six leisure centres and pools

5% membership growth across Peninsula Leisure Centre and Lake Haven Recreation Centre



41,280 Learn to Swim sessions conducted

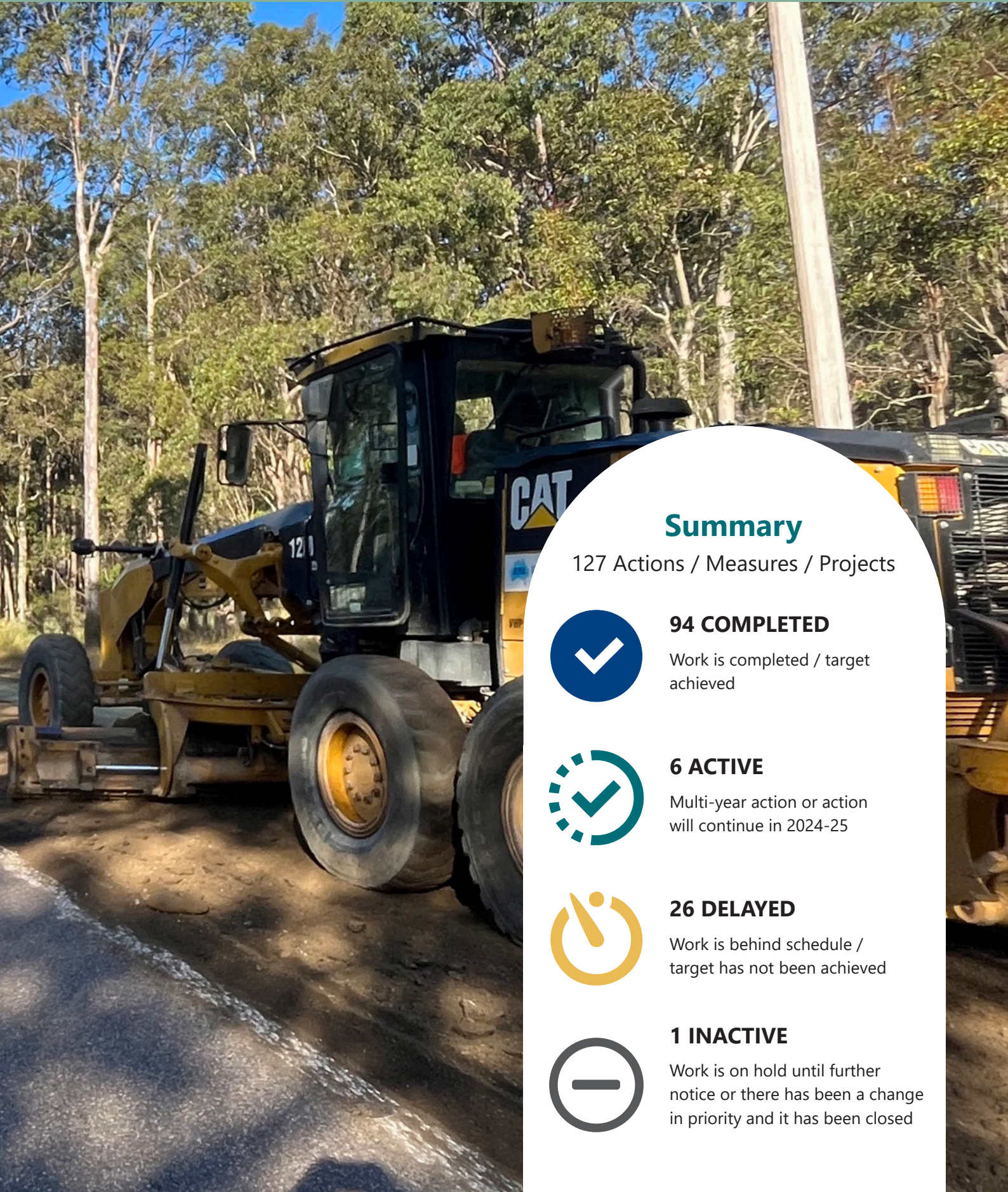


3,536 group fitness classes delivered

39,243 bookings for community centres and halls administered

Operational Plan Performance





Summary

127 Actions / Measures / Projects



94 COMPLETED

Work is completed / target achieved



6 ACTIVE

Multi-year action or action will continue in 2024-25





26 DELAYED





Work is behind schedule / target has not been achieved







1 INACTIVE

Work is on hold until further notice or there has been a change in priority and it has been closed




Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
Belonging				
<p>DP_001: Develop and deliver community capacity building projects in partnership with the local community to increase community participation and strengthen local neighbourhood connections.</p>	<p>20 projects delivered annually - including mental health initiatives, community resilience programs, social inclusion projects, cultural and creative development projects, affordable housing projects, homelessness and family violence prevention projects, and partnership projects with the local First Nations and multicultural communities</p>	<p>Community and Culture</p>		<p>43 projects delivered reaching 43,384 residents. Projects include:</p> <ul style="list-style-type: none"> • NAIDOC Week • Ngura program • Indigenous surf camp • Aboriginal Men's Group • Elders reading program • Reconciliation week • The Rough Story • RUOK? Day • Mental Health Month • Men's mental health resource • Men's Table project • Gotcha 4 Life workshops • Paddock to Plate • Central Coast Multicultural Expo
<p>DP_002: Manage Council's suite of Community Grants and Sponsorship Programs and resource 1 regional program</p>	<p>4 Community Grants Programs and 1 Sponsorship program managed annually</p>	<p>Community and Culture</p>		<p>Community Development Grant Program:</p> <ul style="list-style-type: none"> • Received 68 applications • 23 applications were successful • \$299,666.76 of funding awarded. <p>Community Events and Place Activation Program:</p> <ul style="list-style-type: none"> • Received 50 application • 21 applications were successful • \$297,375.09 of funding awarded. <p>Community Support Program:</p> <ul style="list-style-type: none"> • Received 136 application • 91 applications were successful • \$321,420.15 of funding awarded. <p>Colliery Grants Program:</p> <ul style="list-style-type: none"> • Received 11 applications • 6 applications were successful • \$64,344.32 of funding awarded.




Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<p>DP_004: Provide opportunities for young people to be engaged and recognised within our community</p>	<p>Deliver a Youth Week calendar of activities and the Central Coast Youth Week Awards</p> <p>Deliver 5 contemporary youth programs that meet the needs of young people</p>	Leisure, Beach Safety and Community Facilities		<p>Activities and project included:</p> <ul style="list-style-type: none"> • Youth Week Calendar • Youth for Youth(Y4Y) Leadership Program • Creative Engineers Program • Skilled and Ready Partnership Programs • Central Coast Skatepark Series • StreetgYm Lake Haven Partnership Program
<p>DP_005: Provide opportunities for people aged over 50 to be engaged and recognised within our community</p>	<p>Deliver a Seniors Festival calendar of activities and a Seniors Festival Expo</p> <p>Deliver quarterly Getting Older and Loving Life (GOALL) publications to promote Senior's opportunities in the community</p> <p>Deliver a Seniors Directory</p>	Leisure, Beach Safety and Community Facilities		<p>Activities and project included:</p> <ul style="list-style-type: none"> • 50+ Leisure and Learning • Centres at Gosford and Ettalong • Seniors Festival Expo • 1,600 Central Coast Seniors • Festival Calendars were distributed • 70 activities held across 22 locations on the Coast. • Over 7,500 hard copies and 3,000 online copies of (GOALL) magazine were Distributed. • Seniors Directory was finalised
<p>DP_018: Delivery of an annual Responsible Pet Ownership event</p>	Responsible Pet Ownership Event delivered by 30 June 2024	Environmental Compliance Services		<p>Event held on 24 February 2024 and attended by approximately 1,200 people. In addition to this event there have been a total of 50 pop-up events, 1,857 happy dog packs distributed, 867 happy cat packs distributed and 2,429 dog waste bags distributed.</p>
<p>DP_022: Council to safely patrol beach locations, and provide beach safety messaging (in partnership with Surf Life Saving Central Coast)</p>	Provide beach lifeguard services to 15 patrolled beaches from September to April	Leisure, Beach Safety and Community Facilities		<p>All 15 beaches were opened and patrolled from 23 September to 28th April. Council provided summer safe swim messaging via its communication channels.</p>





Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<p>DP_032: Develop and deliver an annual Major Events Program, develop and deliver relevant corporate events and support community organisations and business to effectively deliver external events</p>	12 events developed and delivered to 150,000 participants and 10 community events supported annually	Community and Culture		<p>Supported 25 community events, including:</p> <ul style="list-style-type: none"> • Spiral Coast • Lowriders • Rotary Club Busking Competition • The Entrance Spring Fair • Tubular Music and Arts Festival • Run Fest • Good Friday Walk • Chilli Festival • Whale Dreamers <p>22 Central Coast Council events delivered to 187,000 attendees, with an economic impact of \$29,631,812. Events include:</p> <ul style="list-style-type: none"> • ChromeFest • The Lakes Festival • Love Lanes Festival • Harvest Festival • Taste of Wyong • Taste of Toukley • Australia Day Awards • Citizenship Ceremonies
<p>DP_034: Delivery of high-quality exhibitions and programs at Gosford Regional Art Gallery</p>	155,000 visitors to the gallery, 14 exhibitions delivered and 10,000 program participants annually	Community and Culture		<p>Total visitation was 149,217. Exhibitions include:</p> <ul style="list-style-type: none"> • 'A Glint of Koi' Exhibition • Exhibitions featuring local artists Zac Craig & Shana O'Brien • The Australian Institute of Architects annual event • Book launches • Garden tours.
<p>DP_036: Delivery of cultural productions, events and performances at Laycock Street and Peninsula Community Theatres</p>	215 cultural productions, events and performances delivered annually	Community and Culture		<p>260 productions, performances and events delivered, including:</p> <ul style="list-style-type: none"> • Gosford Musical Societies • Wizard Of Oz • Studio series performances, • Phantom of the Opera • Performances for neurodivergent audiences were initiated





Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_357: Develop a regional Public Art Plan	Regional Public Art Plan drafted for public exhibition by 30 June 2024	Community and Culture		Stakeholder engagement conducted and underway in development of the Draft Public Art Plan.
DP_536: Delivery of cultural productions, events and performances at The Art House	250 cultural productions, events and performances delivered annually	Community and Culture		347 productions, performances and events, and 69,767 tickets sold.











Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
Smart				
DP_037: Develop and adopt an Airport Masterplan	Airport Masterplan is adopted 31 December 2023	Economic Development and Property		Airport Masterplan is currently being amended based on outcomes of community consultation. Seeking adoption for the final Airport Masterplan in in 2024-25.
DP_048: Provide a range of coordinated projects, services and place-making activities to increase activation and improve the visitor experience of The Entrance Town Centre	30 placemaking activities delivered within Town Centres including The Entrance, Wyong, Gosford, Terrigal, Woy Woy and Toukley by 30 June 2024	Community and Culture		<p>Projects and services include:</p> <ul style="list-style-type: none"> Operational projects of cleaning, security, WIFI, landscaping, water quality, Ongoing leases implemented and monitored. Ongoing development relationships within our town centres Major event and third-party event support Creative Spaces Program in Vacant Properties Business Development Street Banners Activations Safer Cities programs
DP_053: Continue to progress the Gosford Waterfront project	NSW Government development authority identified to progress Gosford Waterfront project	Economic Development and Property		Council has authorised the Chief Executive Officer to enter into a Memorandum of Understanding with Hunter and Central Coast Development Corporation (HCCDC) to collaborate on the development of the Gosford Waterfront revitalisation business case. The project has been handed over to HCCDC.


Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<p>DP_057: Deliver Year 2 (2023-24) Actions Destination Management Plan including:</p> <p>Seasons of Central Coast, VFR and Sydney Marketing Campaigns</p> <p>Central Coast Tourism Excellence Program</p> <p>Business export ready program promotion</p> <p>Night-time activations and enhancements</p> <p>Events Strategy and Marketing Strategy</p>	By 30 June 2024	Communications Marketing and Customer Engagement		<p>Activity and actions include:</p> <ul style="list-style-type: none"> Seasons of the Central Coast Central Coast Tourism Excellence Program launched Business export ready program Central Coast represented export-ready businesses at ATE24, Global Sustainable Tourism Summit Investment in walking trails/shared pathways Night Time Activation funding successful for Central Coast.
<p>DP_058: Deliver Young Ambassador Program</p>	By 30 June 2024	Communications Marketing and Customer Engagement		The Young Ambassador Program has been delivered in partnership with TAFE and UNE, with five students hosted by Central Coast Council this year.
<p>DP_059: Deliver ongoing actions for Eco Destination Certification to encourage and build new ecotourism products in the region</p>	Successful audit for certification completed by 30 June 2024 and 2 new products available	Communications Marketing and Customer Engagement		Two year ECO Destination Certification Audit granted by Ecotourism Australia with external consultant reviewing criteria. Bells at Killcare and Pretty Beach House, successfully achieved ECO Certification with Ecotourism Australia. Ibis Styles The Entrance and Central Coast Lakes Festival successfully completed Strive 4 Sustainability Scorecards

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
Green				
DP_068: Tuggerah Lakes wrack removal program aligned to amended Wrack Management Strategy and at least 5,000m ³ of wrack removed	By 30 June 2024	Environmental Management		A total of 5,985m ³ collected.
DP_069: Provide public space litter and recycling infrastructure and servicing	> 99% of public litter bins collected in accordance with demand driven service schedule	Waste and Resource Recovery		99.93% of public litter and public recycling bin collection services were completed to schedule.
DP_070: Expand the diversion of domestic waste from landfill through implementation of appropriate contracts and optimisation of resource recovery activities at Councils waste facilities	>40% of domestic waste diverted from landfill	Waste and Resource Recovery		Council diverted 41% of domestic waste volumes from landfill, with over 60,000 tonnes of household recyclables, garden organics, and scrap metal resource recovered and sent for recycling during the year.
DP_071: Resource Management Strategy 2.1.1 and Sustainability and Climate Action Plan 4b - Council will investigate and plan for waste technology options, and the associated collection requirements, that can deliver safe, secure and cost-effective processing of Food Organics Garden Organics (FOGO) into beneficial use	Report on the feasibility and business case findings with recommendations provided to Council by June 2024	Waste and Resource Recovery		The detailed Technical and Financial Feasibility Report was presented to Council in May 2024. This included locational and technology components, product outputs, capital and operational estimates, financial appraisal including cash flows and funding needs, and analysis of project delivery models. Council resolved to undertake some additional work to further refine and inform the business case prior to its submission to the newly elected Council.






Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<p>DP_075: Predator control in the habitat of threatened fauna species (such as the little tern breeding colony and long-nosed potoroo) through the pest animal control program, which includes:</p> <p>Installation of predator exclusion fencing, camera monitoring for foxes and site appropriate fox population control</p> <p>Camera monitoring and other appropriate control mechanisms in the habitat of the long-nosed potoroo within larger bushland reserves</p>	Implementation of actions completed by 30 June 2024	Environmental Management		<p>Little tern management actions completed and planning commenced for the return of the breeding population in spring.</p> <p>The autumn fox baiting program commenced, however was terminated early due to unanticipated limitations to success of the program. Other fox control methods were able to be delivered.</p> <p>Camera monitoring in key locations has identified and assisted in targeting fox control delivery.</p>
<p>P_076: Species Management Plans for Squirrel Glider and Swift Parrot</p>	Species Management Plans for the Squirrel Glider and Swift Parrot drafted by 30 June 2024	Strategic Planning		Species Management Plans have been drafted. Work to continue into 2024-25 to allow for external peer review of the plan by species specialists and adoption by Council.
<p>DP_078: Develop a Central Coast Council Onsite Sewer System Management Strategy</p>	Onsite Sewer System Management Strategy developed and implemented by 30 June 2024	Environmental Compliance Services		Principal Environmental Specialist role now in place following recruitment delays. Body of works associated with this position behind schedule and will continue into the 2024-25.
<p>DP_082: Complete new Coastal Management Programs (CMP) for Open Coast in accordance with the Coastal Management Manual and the Coastal Management Act 2016</p>	Lodged for certification by 30 June 2024	Environmental Management		The Open Coast Coastal Management Program is progressing and is to be brought to the new Council for consideration of placing on public exhibition.





Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_098: Undertake a proactive audit program targeting erosion and sediment control compliance at major urban release areas	Compliance audits focusing on erosion and sediment control undertaken at two major urban release subdivisions	Environmental Compliance Services		Natural Environment Compliance Officers now in place and project plan developed. Staff have been progressing bodies of work, which includes proactive inspections of greenfield developments resulting in ongoing regulatory action. As these positions are trial positions until March 2025, this action is ongoing.
DP_191: Provide a reliable, safe, cost effective and environmentally responsible domestic waste collection service to the Central Coast region	>99% of domestic waste bins collected on the scheduled date	Waste and Resource Recovery		99.95% of domestic waste bin collection services were completed to schedule.
DP_412: Develop and implement a Litter and Illegal Dumping Prevention Project (either individually or combined) for the LGA, targeting hotspot areas based on customer requests and Regional Illegal Dumping (RID) reports	Project developed and implemented by 30 June 2024	Environmental Compliance Services		Investigation of 516 reports of illegal dumping on the Central Coast in 2023-24. Recruitment of a second Illegal Dumping Officer completed to allow increase in enforcement action against illegal dumping on the Central Coast. Participation in the Central Coast Hunter Regional Illegal Dumping program logic workshops and program development. Grant application submitted as part of the NSW EPA's Illegal Dumping Prevention Program.
DP_413: Develop and implement a proactive environmental audit program of relevant commercial and industrial businesses located in the Tuggerah Lakes Catchment to reduce the risk of contaminants entering Tuggerah Lakes	Project developed and implemented by 30 June 2024	Environmental Compliance Services		Principal Environmental Specialist role now in place following recruitment delays. Body of works associated with this position behind schedule and will continue into 2024-25. This includes ongoing audit of businesses in the Long Jetty area noting two audits have occurred on businesses of interest and enforcement action commenced against one. Working with NSW EPA on review of contaminated land in the area.







Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_427: Continue delivery of 50 site management plans through management actions including bush regeneration, and progress environmental land acquisition program	Deliver actions by 30 June 2024	Environmental Management		Management actions including bush regeneration have been completed in 50 reserves across the Central Coast. This work has improved the habitat for native species in those reserves. No acquisitions have occurred under the Environmental Lands Acquisition Program.
DP_521: Complete Coastal Management Programs (CMP) for Tuggerah Lakes in accordance with the Coastal Management Manual and the Coastal Management Act 2016	Completion of Stage 3 of the CMP by 30 June 2024	Environmental Management		Completion of Stage 3 delayed due to further work required to complete the Stage 2 studies. Revised completion date is now 30 June 2025.
DP_522: Complete Coastal Management Programs (CMP) for Coastal Lagoons in accordance with the Coastal Management Manual and the Coastal Management Act 2016	Completion of Stage 3 of the CMP by 30 June 2024	Environmental Management		Completion of Stage 3 delayed due to resources focused on the other CMPs. Revised completion date is now 30 June 2025.
DP_523: Complete Coastal Management Programs (CMP) for Hawkesbury Nepean in accordance with the Coastal Management Manual and the Coastal Management Act 2016	Completion of Stage 3 of the CMP by 30 June 2024	Environmental Management		Completion of Stage 3 delayed due to late commencement, however consultant has been progressing well. Revised completion date is now 30 June 2025.






Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<p>DP_530: Review all active waste and resource recovery facilities in operation within the LGA to determine whether all facilities required to be licensed by the Environment Protection Authority (EPA) are in fact licensed (based on scheduled threshold amounts)</p>	<p>Referrals made to the EPA for any waste or resource recovery facility reasonably suspected to be operating above scheduled amounts as outlined in Schedule 1 of the Protection of the Environment Operations Act 1997</p>	<p>Environmental Compliance Services</p>		<p>Proactive project delayed due to personnel and technical constraints. Project to carry over into 2024-25.</p>











Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
Responsible				
DP_019: Delivery of an annual companion animal desexing program	200 animals desexed by 30 June 2024	Environmental Compliance Services		333 animals desexed in 2023-24.
DP_020: Delivery of an annual companion animal microchipping program	400 animals microchipped by 30 June 2024	Environmental Compliance Services		520 animals microchipped in 2023-24.
DP_021: Deliver Council's Regional Animal Care Facility in partnership with Procurement and Project Management	Preliminary site works commenced by 30 June 2024	Environmental Compliance Services		Investigations and designs completed and DA lodged. Further information requested from assessment planner which has resulted in delays while information is compiled. Construction stage expected to commence in 2024-25 pending consent.
DP_093: Deliver actions from the Council's annual Communications Campaign Plan including communicating regularly about Council decisions and services such as infrastructure maintenance and upgrades, environmental and community initiatives, strategic planning for the coast, events and cultural programs through using social media, E-newsletters, media relations, advertising and other forms of promotion	Plan delivered by 30 June 2024	Communications Marketing and Customer Engagement		Completed 277 communications campaigns, providing the information about road maintenance, waste management services, water and sewer maintenance, destination management and the visitor economy, sponsorships, play spaces, grants, engagement opportunities, Regional Library, theatres and gallery programs and events including school holiday program.
DP_109: Develop new revenue streams for the Visitor Information Centre	Increase in sales revenue by 5% from baseline year 2019-20 (prior to COVID-19)	Communications Marketing and Customer Engagement		A YTD increase of 7% based on the comparison of 2019-20.





Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_121: Deliver the Voice of Customer Program	Complete Customer Experience Survey by October 2023 and increase baseline overall satisfaction mean score of 2.88 to 3.00. Undertake end of call survey actions by 30 June 2024. Implement speech and text analytics program through Virtual Call Centre by 30 June 2024	Communications Marketing and Customer Engagement		Annual Customer Experience Survey did not occur and was replaced with a quarterly Closed Service Request Survey. End of call survey pilot commenced with Water and Sewer with the designed to be used at other touchpoints in Council. Speech and text analytics were implemented, and the data has been used for continuous improvement.
DP_123: Complete Stage 1 Digital Content Strategy for the website	Complete Content Audit by 30 June 2024. 10 new documents on website per year	Communications Marketing and Customer Engagement		100% of web content audit completed. The addition of 10 new documents to the website includes; pollution monitoring data reports, Peninsula Leisure Centre timetables, community event programs, grant guidelines, water education factsheets and apprentice program information.
DP_126: Improve response rate to customer requests and quality of information provided within the Customer Experience request system	75% of customer requests (CX) are responded to within 5 working days (corporate target) 80% satisfaction with the quality of the information provided in response	Communications Marketing and Customer Engagement		The 5 Day Response is 83.2%, with Council Organisation Response at 86.7%. The satisfaction in the quality of information provided is 85%.
DP_133: Develop and implement proactive public health inspections (includes hairdressers, skin penetration, public swimming pools and caravan parks)	Minimum of 75% (428) high risk of public health inspections completed by 30 June 2024	Environmental Compliance Services		408 inspections conducted. While this is just short of the 428 indicated, this is a significant improvement over previous years.


Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_138: Implement the Office of Local Government's (OLG) Guidelines for Risk Management and Internal Audit	Compliance with Guidelines achieved by 30 June 2024	Governance, Risk and Legal		All but one change has been made to align with the guidelines. A reviewed terms of reference which complies with the Office of Local Government's Guidelines were presented to the June Audit Risk Improvement Committee (ARIC) meeting. The Committee have requested changes be made to the document and that it be presented back to the ARIC committee for adoption.
DP_185: Undertake a review of the Community Strategic Plan (CSP) and develop the next Delivery Program and Resourcing Strategy	Engagement results documented and recommended approach to FY25 IP&R documents developed for consideration by the incoming elected Council	Strategic Planning		Engagement activities completed and report on results and findings has been presented to Council and is available on Council's website.
DP_188: Implement the Service Optimisation Framework through the conduct of Service Optimisation Initiatives	Undertake Service Optimisation Initiatives of Democratic Support Service, and Road Maintenance and Pothole Prevention (through Street Sweeping) by 30 June 2024	Strategic Planning		Service Optimisation Initiatives for Democratic Support Services and Road Maintenance and Pothole Prevention undertaken. Service Optimisation of Town Centres is planned for 2024-25.
DP_195: Kilometres of road pavement to be renewed	15km of road pavement renewed by 30 June 2024	Road and Drainage Infrastructure		Council renewed 29.78kms of existing road pavement during the year. The length of road renewed significantly exceeds the target as Council was successful in attracting grant funding.
DP_196: Kilometres of road resurfacing to be renewed	32km of road resurfacing to be renewed by 30 June 2024	Road and Drainage Infrastructure		Council resurfaced 35.24kms of existing road pavement during the year.
DP_198: Kilometres of drainage infrastructure to be renewed, upgraded or newly built	2.7km of drainage infrastructure to be renewed, upgraded or newly built by 30 June 2024	Road and Drainage Infrastructure		Council constructed 2.87km of drainage infrastructure during the year.


Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_214: Public safety and community satisfaction with the amenity of roadsides	>70% of scheduled maintenance completed	Open Space and Recreation		Overall yearly percentage of 74% achieved.
DP_221: Produce and maintain the capital works interactive map	The interactive map available to the community on Council's website by 31 August 2023 and updated on a monthly basis	Engineering Services		Monthly updates to the organisational wide capital works map have been completed.
DP_233: Develop Contributions Plans	Two Local Infrastructure Contribution Plans reviewed and commenced exhibition by 30 June 2024	Strategic Planning		The Central Coast Section 7.12 Local Infrastructure Contributions Plan 2023 was adopted by Council in November 2023. A review of this plan was undertaken to ensure alignment with the Operational Plan for 2024-25 and has been adopted.
DP_237: Water Quality complaints per 1000 properties	<7	Water and Sewer		Result of 3.1 for the demonstrates improved performance.
DP_238: Average frequency of unplanned interruptions per 1000 properties	<115	Water and Sewer		Result of 175 unplanned interruptions per 1000 properties is an improvement, but still above the target of 115 unplanned interruptions per 1000 properties, due to the high number of unplanned interruptions caused by watermain breaks, particularly in July to August and November 2023. Continued scaling up of water main renewal program will reduce water main related interruptions. Development of planned fitting replacement programs underway to reduce non-water main related interruptions (e.g. tapping bands, water services etc). Reductions in number of unplanned interruptions due to hydrant maintenance occurring through improved technology and maintenance planning.




Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_239: Water main breaks per 100km of main	<14	Water and Sewer		Result of 15.2 achieved. Council is working to better capture third-party damage to underground assets which contribute to the overall number of breaks and is increasing the leaking detection program. Longer-term, Council is expanding the water main replacement and water service replacement programs and increasing surveillance on critical water mains associated with the Mardi Water Treatment Plant upgrade.
DP_240: Compliance with Australian Drinking Water Guidelines - microbial guideline values (%)	100%	Water and Sewer		100% compliance with Australian Drinking Water Guidelines - microbial guideline values.
DP_241: Compliance with Australian Drinking Water Guidelines - chemical guideline values (%)	100%	Water and Sewer		100% compliance with Australian Drinking Water Guidelines - chemical guideline values.
DP_242: Wastewater overflows per 100km of main	≤26	Water and Sewer		Result of 25.9 wastewater overflows achieved.
DP_243: Wastewater overflows reported to the environmental regulator per 100km of main	≤1.3	Water and Sewer		Result of 2.0 wastewater overflows reported to the environmental regulator. Total wastewater overflows continue to trend above the target with the main issues continuing to be tree root ingress into Vitreous Clay pipe joints or into maintenance structures. The recently reported overflows have predominantly been minor (manhole surcharges due to tree root blockages) with negligible environmental impact.
DP_244: Wastewater mains breaks and chokes per 100km of mains	≤30	Water and Sewer		Result of 35.2 wastewater main breaks and chokes. This has been due to the high number of incidents this year. Council is continuing to focus on increasing root removal, together with various programs to target a reduction in mains breaks and chokes across the entire network. An education program on what to flush and what not to flush / put down sinks has also been introduced.





Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_246: Water sampling and results	Daily sampling reported on Council's website each quarter	Water and Sewer		199 micro samples (1,386 tests total), 6 chemical samples (192 tests total). All test results compliant with Australian Drinking Water Guidelines health guideline limits.
DP_247: Operating results per property, water and sewerage	Reporting on operational costs quarterly	Water and Sewer		Operating results - expenditure per property is reported quarterly on Council's website for ease of customer reference, noting that this will always be an annual figure.
DP_248: Sewer overflows in dry weather per 100kms of main	Reported quarterly on Council's website	Water and Sewer		Result of 19.5 dry weather sewer overflows.
DP_249: Sewer overflows in wet weather per 100kms of main	Reported quarterly on Council's website	Water and Sewer		Result of 6.4 wet weather sewer overflows.
DP_253: Prepare a Central Coast Thematic History	Finalisation of the Central Coast Thematic History Report by 30 June 2024	Strategic Planning		Central Coast Thematic History has been prepared, with public exhibition undertaken during the year. The consideration of submissions and updates required to the Thematic History document has resulted in the delay in completion of the project.
DP_257: Percentage of residential development applications (housing dual occupancy and secondary dwellings) determined within 40 days (calendar days)	>30%	Development Assessment		36.4% of residential development applications assessed within 40 days.
DP_258: Number of mean assessment days for all development applications	< 80 days	Development Assessment		Mean assessment days of 134 days for 2023-24.
DP_259: Complete the Central Coast Street Design Manual by 30 June 2025	Phase 2 completed by 30 June 2023	Strategic Planning		Final Street Design Guideline (formerly referred to as Manual) adopted May 2024.









Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_263: Environmental Lands Review	Complete phase 2 (deferred matter report and planning proposal) of the Environmental Lands Review by 30 June 2024	Strategic Planning		Council resolved to proceed with the Deferred Matters Planning Proposal and request the Minister for Planning and Public Spaces to make the plan. The plan is currently with the Department of Planning Infrastructure and Housing awaiting finalisation.
DP_265: Employment Lands Strategy	Employment Lands Strategy exhibited and adopted by 30 June 2024	Strategic Planning		Draft Strategy currently being reviewed by staff. Strategy will be completed in 2024-25.
DP_268: Wyong District Place Plan	Wyong District Place Plan exhibited by 30 June 2024	Strategic Planning		Draft Wyong District Place Plan prepared and placed on hold to consider recently announced planning reforms and proposed impacts on Wyong and Tuggerah. Additional traffic and economic studies are required to be undertaken to consider the outcome of these changes. Staff are seeking grant opportunities to fund the required additional studies.
DP_272: Local Place and Character Statements for Local Strategic Planning Statement (LSPS)	Draft Local Place Character Statements to inform LSPS by 30 June 2024	Strategic Planning		The Place Statements are being prepared to support the preparation of the Local Strategic Planning Statement. This work has commenced and will continue into 2024-25.








Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<p>DP_274: AAHS - Progress the Council Affordable Housing Land Proposal (CAHLP)</p>	<p>Continue to establish partnerships with Community Housing Providers to develop Affordable Housing on underutilised Council land</p>	<p>Community and Culture</p>		<p>Council adopted a report in August 2023 that identified 10 sites to be incorporated into the CAHLP. These sites are subject to further investigation.</p> <p>Council Transitional Properties -13 people participated in this program, with a social return on of \$860,989.</p> <p>Commentary on 9 planning and development matters including:</p> <ul style="list-style-type: none"> • Reforms to the Short-Term Rental Accommodation framework. • Proposed planning changes to low and midrise housing to increase density and lower cost housing types • Changes to the planning framework for Manufactured Home Estates, Caravan Parks, Camping Grounds and Movable Dwellings to increase temporary accommodation opportunities. • Advice on the on the Kanwal State Assessed Planning Proposal for the Oasis Caravan Park.

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
<p>DP_280:</p> <p>Adopt Local Housing Strategy and commence implementing the following actions:</p> <ul style="list-style-type: none"> • Action 1.2: Commence preparation of an LEP amendment to ensure bonus provisions reflect desired built forms outcomes and allow for flexibility and innovation. • Action 4.3: Commence investigations to determine servicing capacity and social infrastructure for Infill development in Coastal Districts and Narara Valley. • Action 5.3: Commence amendment of the Central Coast DCP to encourage small lot housing with appropriate design and environmental requirements. • Action 8.4: Commence preparation of a Central Coast LEP amendment to apply bonus FSR and Height provisions to promote 'Universal' and Affordable Housing' targets 	<p>Housing Strategy exhibited and adopted by 31 December 2023 and high priority implementation actions commenced by 30 June 2024, once adopted</p>	<p>Strategic Planning</p>		<p>Local Housing Strategy has been adopted and work has commenced on implementing specific housing strategy policy actions. Council has been successful in obtaining Commonwealth Government funding under the Housing Support Program – Stream 1 which will assist in implementation of Local Housing Strategy actions.</p>

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_355: Deliver biennial Wellbeing Survey in line with Community Strategic Plan project (DP_185)	By 31 March 2024	Strategic Planning		Wellbeing survey completed and the results and findings of this work is included as part of the Engagement Report noted in DP_185. This action was completed outside the 31 March 2024 timeframe, but has not impacted on other work
DP_396: Improve assessment timeframes for Development Applications for Employment Generating Development in line with funding agreements with Greater Cities Commission and Department of Planning and Environment	Reduce timeframe for assessing commercial, industrial and tourism related development applications by 25% by 30 June 2024	Development Assessment		Throughout program 199 Development Assessment's accepted into program, with 143 determinations. Average processing time of 134 days.
DP_400: Provide a report on progress towards the Community Strategic Plan as per the Local Government Act 1993	Drafting of the report is underway by 30 June 2024	Strategic Planning		Report is being prepared and will be presented to the newly elected body in October 2024.







Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_404: Lead Council's parking enforcement, ranger services, development control, environment protection, public health, internal environmental compliance coordination, emergency management and business support functions through a risk management approach and regulatory priorities statement, while providing advice to the Administrator, CEO, ELT and Units as required	Regulatory priorities statement to be implemented by 30 June 2024	Environmental Compliance Services		New Regulatory Policy adopted and in effect. Policy now formally requires Council to prepare an annual Regulatory Priorities Statement to focus resources on high interest activity.
DP_410: Delivery of quarterly Ranger Operations targeting high-risk or high-volume issues/ non-compliances based on customer requests and other drivers	Proactive program implemented each quarter	Environmental Compliance Services		There were 8 focused proactive operations undertaken with internal and external stakeholders targeting school parking, general parking, responsible dog ownership as well as assisting NSW Police in several search warrants.
DP_422: Implement two-way integration between the Department of Planning and Environment's Planning Portal and Council's system	Project implemented and finalised by 30 June 2024	Environmental Compliance Services		Technical delays experienced with UAT business testing complete and project Go Live of 30 July 2024.
DP_424: Complete Narara Creek Floodplain Risk Management Plan	Draft Narara Creek Floodplain Risk Management Plan exhibited by 30 June 2024	Environmental Management		Delayed due to resourcing issues. Draft has been prepared, reviewed and comments sent to consultant. The final draft Flood Risk Management Strategy and Plan will commence exhibition in 2024-25.







Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_425: Complete Review of Tuggerah Lakes Flood Study	Draft Tuggerah Lakes Flood Study exhibited by 30 June 2024	Environmental Management		Calibration of modelling is yet to be completed to satisfaction of Council and the Department of Climate Change, Energy, the Environment and Water. Signoff is required to allow the modelling to be finalised.
DP_450: Prepare a Heritage Development Control Plan (DCP) Chapter	Prepare a draft Heritage DCP Chapter for exhibition by 30 June 2024	Strategic Planning		Draft Heritage DCP chapter has been prepared and circulated for internal review. Exhibition and adoption of draft DCP chapter to be completed in 2024-25.
DP_455: Ourimbah Masterplan	Addendum to masterplan for community building and toilets at 1A Jacques Street finalised by 30 June 2024	Strategic Planning		Draft masterplan has been prepared. Community consultation and finalisation of masterplan to be completed in 2024-25.
DP_458: Public Domain Plan	Draft public domain plan for Wyong exhibited by 30 June 2024	Strategic Planning		Hely Street Public Domain Plans have been prepared. Implementation of project will continue into 2024-25
DP_497: Publish a customer defined Water and Sewer Performance Report 2023	By 30 September 2023	Water and Sewer		Published to the website 3 October 2023
DP_498: Adoption by Council of a Water and Sewer Customer Charter that shows commitments to customers	By 30 September 2023	Water and Sewer		Completed in Q1. Customer Charter and Complaints Framework approved by Council in September 2023
DP_499: Implement Year 2 targets for Asset Management from the Water and Sewer Delivery Plan	By 30 June 2024	Water and Sewer		Commenced and will roll into the next 12 months with continued implementation of asset management deliverables in the determination.
DP_500: Adoption by Council of a Water and Sewer complaints management framework to make it easier for customers to engage with Council	By 30 September 2023	Water and Sewer		Completed in Q1. Customer Charter and Complaints Framework approved by Council in September 2023

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_501: Adoption by Council of a community engagement and education strategy demonstrating how customers will be engaged in planning for and delivery of water and sewer services	By 30 November 2023	Water and Sewer		Completed in Q2. Community Engagement and Education Strategy approved by Council in November 2023
DP_502: Create a dedicated webpage to water and sewer services and functions	By 30 June 2023	Water and Sewer		Expected to be delivered in 2024-25.
DP_511: Capital Works Project Delivery - Percentage of capital works program delivered annually	95% delivery of capital works projects achieved by 30 June 2024	Procurement and Project Management		Overall project delivery compliance of 99%.
DP_527: Median assessment days (calendar days) of all development application categories determined	Determined within <40 days	Development Assessment		Median assessment days of 54 days in 2023-24.
DP_528: Number of development applications under assessment	<750	Development Assessment		850 Development Assessment's outstanding at end of financial year, a reduction from 966 at the start of the financial year and from a peak of 1,099 in September 2022.
DP_531: Develop and implement proactive food shop inspections to satisfy Food Authority requirements and protect consumers and their health	Minimum of 75% (1,132) of high and medium risk food shop inspections completed by 30 June 2024	Environmental Compliance Services		1,246 inspections completed in 2023-24.
DP_549: Capital Works Project Spend - Percentage of capital works program completed to budget	90% of capital works projects and programs expended by 30 June 2024	Procurement and Project Management		96.4% of forecast capital expenditure was expended (based on Q3 forecasting).

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_552: Stakeholder engagement with customers for the W&S Business for the 2026-2031 IPART Determination	March 2024 - September 2025	Water and Sewer		Underway with various forms of engagement active with the community at present
DP_553: Storage volume measures / dam levels	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_554: Level of water consumption	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_555: Infrastructure upgrades and new infrastructure projects planned and completed	Reported quarterly on Council's website	Water and Sewer		Capital works mapping and project updates provided via the website frequently.
DP_556: Real water losses (kL / km / d)	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_557: Average duration of water supply outages	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_558: Amount of water produced	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_559: Amount of water sourced from waterways - yield	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_560: Number of connected properties	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_561: Volume of sewage overflows	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_562: Net greenhouse gas emissions	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.
DP_563: Number of water pressure complaints per 1,000 properties	Reported quarterly on Council's website	Water and Sewer		Now included as part of the Water and Sewer Quarterly Report.

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
Liveable				
DP_228: Develop an Integrated Transport Strategy for the Central Coast	Integrated Transport Strategy exhibited by 30 June 2024	Strategic Planning		Project has commenced with draft strategy being prepared. Delay is due to vacancy of specialist staff, with recruitment of position underway. Finalisation of the Integrated Transport Plan to continue 2024-25.
DP_291: Meet service levels for summer (3 weekly) and winter seasons (5 weekly)	80% of scheduled maintenance of parks and reserves completed	Open Space and Recreation		Overall annual scheduling of 90.04% achieved.
DP_292: Delivery of a high-quality leisure facility and programs at Gosford Olympic Pool	Gosford Olympic Pool attracts 185,000 visitors per year	Leisure, Beach Safety and Community Facilities		A total of 242,056 attendances for 2023-24.
DP_293: Delivery of a high-quality leisure facility and programs at Peninsula Leisure Centre	Peninsula Leisure Centre attracts at least 420,000 visitors per year	Leisure, Beach Safety and Community Facilities		A total of 564,382 attendance for 2023-24.
DP_294: Delivery of a high-quality leisure facility and programs at Niagara Park Stadium	Niagara Park Stadium attracts at least 105,000 visitors per year	Leisure, Beach Safety and Community Facilities		A total of 137,443 attendances for 2023-24.
DP_295: Delivery of a high-quality leisure facility and programs at Lake Haven Recreation Centre	Lake Haven Recreation Centre attracts at least 105,000 visitors per year	Leisure, Beach Safety and Community Facilities		A total of 124,899 attendances for 2023-24.
DP_296: Delivery of a high-quality leisure facility and programs at Wyong Olympic Pool	Wyong Olympic Pool attracts 30,000 visitors per year	Leisure, Beach Safety and Community Facilities		A total of 39,300 attendances for 2023-24
DP_303: Community satisfaction with level of service being maintained on all Central Coast Council Sporting Facilities	>80% of annual scheduled servicing of sports Facilities completed on time	Open Space and Recreation		Total annual percentage of sports field servicing achieved 88.6%

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_304: Community satisfaction with level of service being maintained on all Central Coast Council Sporting Facilities	100% of programmed seasonal amendments and changeover completed on time	Open Space and Recreation		All seasonal changeovers completed.
DP_306: Education and Care provide inclusive opportunities and equitable access for vulnerable children to maximise their learning, development and wellbeing	> 70 children are enrolled across Council's Education and Care centres that meet criteria	Libraries and Education		A total of 74 children were supported within the Education and Care Services that met the requirements of vulnerable children.
DP_307: Plan and deliver the Gosford Regional Library project	Construction underway in line with project plan	Libraries and Education		Construction commenced. Project on track for completion in line with project plan.
DP_308: Libraries deliver programs and activities across both the library network and outside of library branches that address identified needs and interests of the community and increases lifelong learning	>1,500 activities delivered by Libraries	Libraries and Education		A total of 2,555 programs and events held, with 40,217 attendees.
DP_309: Library Services provide access to technology that meets the needs of the community	>40,000 public access PC >150,000 Wi-Fi sessions	Libraries and Education		A total of 55,024 public computer bookings and 345,927 Wi-Fi sessions in 2023-24.
DP_310: Library Services provide access to information and literature for community use	>1,100,000 loans of physical and digital resources	Libraries and Education		A total of 1,388,717 loans in 2023-24.

Action / Indicator	Target / Timeline	Responsible Unit	Status	Comment
DP_311: Effective promotion of Library Services results in an increase of visitation to branches	> 800,000 visits to library branches	Libraries and Education		A total of 648,632 attendances in 2023-24.
DP_315: Manage and administer the bookings of community halls and facilities	12,000 annual bookings for the community are facilitated	Leisure, Beach Safety and Community Facilities		A total of 39,243 community facility bookings were administered in 2023-24.
DP_316: Efficient delivery of community facilities that meet the community needs	A minimum of six monthly inspections completed for 80% of community facilities operating under a lease, licence or hired agreement	Leisure, Beach Safety and Community Facilities		A total of 236 inspections were completed in 2023-24 for community facilities operating under a lease, licence or hire agreement this quarter.
DP_358: Delivery of a high-quality leisure facility and programs at Toukley Aquatic Centre Pool	Toukley Aquatic Centre attracts at least 105,000 visitors per year	Leisure, Beach Safety and Community Facilities		A total of 140,950 attendances in 2023-24.
DP_362: Playspace legislated safety inspections undertaken to ensure compliance with Legislation	100% of legislated playspace safety inspections complete on time and to the required standard	Open Space and Recreation		Inspections completed.
DP_408: Maintain and increase dog access signage at relevant beaches and foreshores to improve the community's knowledge and understanding of dog friendly areas and dog prohibited areas	40 new signs installed at relevant beaches and foreshore areas by 30 June 2024	Environmental Compliance Services		61 new signs installed in 2023-24.

Statutory Reporting



Local Government Act 1993

Achievements against the Community Strategic Plan

The Central Coast Region Report was reported and noted by Council in October 2024.

Achievements against the Delivery Program

This Annual Report provides details of Council's performance against the Delivery Program and Operational Plan for 2023-24 which is aligned to the Community Strategic Plan.

Anti-Slavery Statement

Central Coast Council is committed to upholding human rights, ethical business practices and responsible supply chain management. Over the last 12 months no concerns were raised by the Office of the Anti-slavery Commissioner regarding Central Coast Council's procurement activities.

Council's Procurement Policy has a statement of intent ensuring its operations and supply chains do not cause, involve, or contribute to modern slavery and its suppliers, relevant stakeholders, and others with whom we do business respect and share Council's commitment regarding minimising the risk of modern slavery.

Modern Slavery Compliance Statement

Central Coast Council has been active in addressing Modern Slavery risks within its supply chains by introducing the following procurement initiatives:

- Procurement Policy and The Statement of Business Ethics have been updated to include a Modern Slavery Statement of Intent.
- All tender and quotation documents (for contracts over \$50k Ex GST) incorporate a modern slavery schedule which suppliers complete, demonstrating their commitment to address modern slavery risks.
- Council's contract terms and conditions have been amended to include a termination clause if evidence of modern slavery is detected during a contract term.
- Council's intranet site is maintained with the latest Modern Slavery guidance and training materials.
- Procurement staff have attended presentations made by the Anti-slavery Commissioner during the year.
- Procurement staff are reviewing the *Guidance on Reasonable Steps* document and its associated tools and templates, released by the Office of the Anti-slavery Commissioner, with a view to embed key features into Council's procurement frameworks.

Environmental Upgrade Agreements

There are no environmental upgrade agreements to report on for the reporting period.

Service Review Outcomes

Under Council's Service Optimisation Framework, two initiatives were undertaken during the reporting period. During the year Council conducted two Service Optimisation Initiatives, the results of these initiatives are provided.

Initiative	Purpose of Initiative	Changes to Service Levels
Democratic Support Services	It is noted that this is not a usual Service Optimisation and as such the focus was to undertake research with four other NSW	No changes to external service levels. The findings and recommendations were reported to Council's Executive

Initiative	Purpose of Initiative	Changes to Service Levels
	councils on their practices, procedures, structure, and other formalities that would assist the organisation in transitioning from Administration to an elected body and ensure a positive experience for Councillors, community and staff.	Leadership Team and have been utilised by the Governance, Risk and Legal Unit to implement as part of their project.
Road Maintenance and Pothole Prevention, with a focus on Street Sweeping	This Initiative was selected as a pilot to test the Service Optimisation Framework as well as ensure service levels are fit for purpose and identify efficiency improvements.	A draft report of findings and recommendation has been prepared and is undergoing stakeholder consultation before being reported to the Executive Leadership Team for endorsement. No changes to external service levels are recommended.

Local Government (General) Regulation 2021

Amounts Granted under Section 356

Sponsorship, Grants, Contributions and Donations	Full Year Actual
Avoca Lagoon Hydrogeological Study	\$49,180
Community Development Grants	\$257,341
Community Events and Place Activation Grant Program	\$241,459
Community Support Grants	\$284,318
Convict Trail	\$5,000
LakeCoal Community Funding	\$64,344
Other Miscellaneous	\$20,878
Partnership Event - Gossy Good Times	\$18,182
POET	\$68,763
Regional Academies of Sport (formerly CC Academy of Sport)	\$45,000
Surf Clubs Sponsorship	\$213,500
The Art House	\$1,163,382
The Hawkesbury-Nepean River System Coastal Management Program	\$14,933
Tip Subsidies - Charities	\$24,569
Town Centres Façade Improvement Program	\$61,683
World Water Ski Racing Championships Sponsorship	\$20,000
Youth Events	\$3,000
Total	\$2,555,532

Coastal Protection Services Levy

Council did not levy a coastal protections services charge for the reporting period.

Companion Animal Activities

a) Lodgement of pound data collection returns with the OLG:

- 1,159 animals were impounded by Council - 381 cats and 778 dogs. Of these:
- 542 dogs and 31 cats were returned to their owners
- 323 cats and 287 dogs went into rehoming
- 21 cats had to be euthanised due to ill health / disease / injury.
- 38 dogs were euthanised, 34 were dangerous and could not be rehomed and the remaining 4 due to illness /disease / injury

b) Lodgement of data about dog attacks with the OLG:

There were 234 reported dog attacks involving 280 attacking dogs on the Central Coast in 2023-24, these attacks occurred in the following locations:

Location	Number
Private property	95
Public road or footpath	104
Public off-leash area	9
Public place / beach or park	19
Public Place - Outside of dog's residence	39
Public Place - Tethered at shopping centre / elsewhere	14

The most common times for an attack to occur on the Central Coast is:

- 10 am (31 reported attacks).

Dog Attack Victim and Injuries - Animal

Dog Attack Victim	Number
Dogs	135
Cats	11
Livestock	14
Other (poultry and pocket pets)	19

Injury severity	Number
No injury	49
Minor injury	35
Medical attention	33
Hospitalisation	17
Death	45 (11 dogs, 5 cats, 11 livestock, 18 poultry/other)

NB: Each dog attack often results in multiple victims, intervention by the dog owner(s) during the attack often results in an injury to the person and the animal(s) involved.

Dog Attack Victim and Injuries - Human

Dog Attack Victim	Number
Adult (16 and over)	171
Under 16 – Supervised	11

Dog Attack Victim and Injuries - Human

Under 16 – Unsupervised	7
Injury Severity	Number
No injury	90
Minor injury	45
Medical attention	40
Hospitalisation	14
Death	0

- c)** The amount of funding spent on companion animal management and activities:
- \$100,000 spent on Responsible Pet Ownership Education Projects which includes educational initiatives, desexing initiatives, microchipping initiatives, signage, the annual pet day out event and pop-up stalls throughout the year.
 - \$800,000 spent on the operation of the Council Animal Care Facilities at Erina and Charmhaven that service the entire Central Coast LGA
- d)** Companion animal community education programs carried out and strategies the Council has in place to promote and assist the desexing of dogs and cats during the 2023-24 financial year included:
- 'Responsible Pet Ownership Education 360' consistent educational messaging through multiple media platforms including educational Pet Packs and educational signage.
 - 'Responsible Pet Ownership Calendar Project' includes the RPO Annual Event, Pet Pop-Ups, School Holiday incursions and Free Microchipping Days, over 50 events in total.
 - Desexing Saves Lives' Councils subsidies desexing program.
 - 'Fed not Owned' project targeting feral cat ownership and desexing.
 - RPO Signage' installation of engaging and easy to understand dog specific signage.
 - "Cat Chats" educational project targeting the responsible keeping of cats in the LGA.
- e)** Council's strategies for complying with the requirement under Section 64 of the Local Government Act to seek alternatives to euthanasia for unclaimed animals:
- Council's Animal Care Facilities are managed by SOCARES who are responsible for the rehoming of unclaimed animals after the impound period. All re-home able animals go into the rehoming program. In the 2023-24, 323 cats and 287 dogs were able to be rehomed from Council's Animal Care Facilities. Where animals are euthanised, the reason for euthanasia includes medical issues/disease or the animal was not suitable for rehoming due to their temperament which also includes dogs that were subject to a declaration and could not be rehomed.
- f)** Off-leash areas provided in the council area: 61
- g)** Detailed information on fund money used for managing and controlling companion animals:
- \$100,000 spent on Responsible Pet Ownership Education Projects which includes educational initiatives, desexing initiatives, microchipping initiatives, signage, the annual pet day out event and pop-up stalls throughout the year.
 - \$800,000 spent on the operation of the Central Coast Animal Care Facilities at Erina and Charmhaven that service the entire Central Coast LGA.

Contracts Awarded over \$150,000

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Mullane Trenchless Pipeline Solutions Pty Limited	Drainage Renewal Program – Hastings Road, Terrigal and Glenavon Road, Toukley	No	\$151,676
NSW Building and Civil Pty Ltd	Footpath, Kerb and Ramp Renewals – Stage 3 (2023-24)	No	\$153,863
Conybeare Morrison International Pty Ltd	Public Toilet Strategy 2023	No	\$159,160
Delcare Constructions Pty Ltd	Footpath and Kerb Ramp Renewals, Stage 2 (2023-24)	No	\$160,000
Datacom Systems (AU) Pty Ltd	IT Operations, Palo Alto Firewall Support	No	\$161,117
McMahon Services Australia Pty Ltd	Wyong Administration Building Refurbishment Enabling Works	No	\$162,522
Logicalis Australia Pty Ltd	Cisco Equipment Maintenance Renewal 2023	No	\$171,537
Barry Hunt Associates Pty Ltd	Provision of Surveying Services at Central Coast Council Landfills, 2024-2027	Yes	\$171,900
S.M.E Pty Ltd	Remote Slope Mower and Trailer	No	\$172,234
Safegroup Automation Pty Ltd	SCADA Software Support 2023-024	No	\$172,385
Crossfire Marine Pty Ltd	Supply and Delivery of One (1) Mangrove Dam Punt (RFQ process)	No	\$175,117
C & D Constructions (NSW) Pty Ltd	Water Main Relocation Works – Grandview Street and Bonnieview Street, Shelly Beach	Yes	\$175,700
Komatsu Australia Pty Ltd	Supply and Delivery of One (1) 18T Zero Swing Excavator	Yes	\$176,678
Austek Constructions Pty Ltd	Play Equipment – Supply and Installation of Nexus Colossus Plus Unit	No	\$178,908
QUALTRICS, LLC	Customer Experience Management Platform	Yes	\$179,345
TGB and Son Pty Ltd	Shared Path Renewal – The Esplanade, Ettalong Beach	No	\$179,430
Wards Fencing and Construction Pty Ltd	Beachcomber Cabins Roof Replacement, Toowoan Bay Holiday Park	No	\$182,286
Fenworx Pty Ltd	Asphalt Deeplift and Overlay Debenham Road West Gosford	No	\$183,727
BG&E Pty Limited	Survey and Design for Mannering Park Shared Path	Yes	\$186,400
Fulton Hogan Industries Pty Ltd	Asphalt Deep Lift and Overlay – Althorp Street, East Gosford	No	\$187,858

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Mullane Trenchless Pipeline Solutions Pty Limited	Drainage Renewal Program, Stage 2 – Fravent Street, Toukley	No	\$190,961
Scapecrete Constructions Pty Ltd	Bus Stop Program, Stage 1 (2023-24)	No	\$191,750
The trustee for Fowler Family Trust	Safer Cities Her Way - Decorative Lighting Installation - Gosford City Car Park	No	\$192,800
Robbie Lee Developments Pty Ltd	Removal of Asbestos from Maidens Brush Road	No	\$197,750
Telestar Communications	IT Telecom Expense Management 2023 - 2025	Yes	\$199,200
NSW Building and Civil Pty Ltd	Shared Path Renewal - Terrigal Drive - Bellbird Avenue to Junction Road, Terrigal	No	\$199,563
JC Entertainment & Events	Activations and Events for Safer Cities, Her Way	No	\$200,000
Talk Agency	Major Tourism Industry Cooperative Campaign	Yes	\$200,000
Gongues Constructions Pty Ltd	Installation of PRV - Rutleys Road, Mannering Park	No	\$201,250
Community Engagement Consulting Australia Pty Ltd	Community Consultation IPART 2024	No	\$204,500
CRS Creative Recreation Solutions Pty Ltd	Design and Construction of Play space Upgrade – Pelican Park, Woy Woy	No	\$205,441
Haskoning Australia Pty Ltd	Gosford Waterfront Revitalisation Master Plan - Environmental Engineering	No	\$206,880
Fenworx Pty Ltd	Rehabilitation program 2023-24 Federal List – Debenham Road, Somersby	No	\$207,440
Sydney Watercraft Centre Pty Ltd	Supply and Delivery of Eight (8) Lifeguard Jet skis with Trailers	Yes	\$209,589
GIWS & Gosford Irrigation & Pump Supplies	Water Non-Urban Metering – Supply and Installation of Local Intelligence Devices for 15 Groundwater Bores	No	\$209,783
Department of Planning and Environment	Central Coast Waterways Monitoring Evaluation and Reporting Program 2023-24	No	\$211,580
The Trustee for the Bitzios Family Trust	Consultancy Services - Gosford Waterfront Revitalisation Masterplan - Active Transport (Pedestrian and Cycle) - Water Passenger Transport	No	\$215,111
East Coast Design & Construction Pty Ltd	Road Repair and Drainage, Cottage Kids Childcare Facility	No	\$216,980
Scapecrete Constructions Pty Ltd	Bus Stop Program, Stage 2 (2023-24)	Yes	\$217,542
Scapecrete Constructions Pty Ltd	Footpath and Kerb Ramp Renewal Package, Stage 1 (2023-24)	No	\$217,602

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Smart Build Tech (Australia) Pty Limited	Sewer Manhole Smart Sensor Installation and I&I Analysis, Wyong South	Yes	\$218,000
Douglas Partners Pty Ltd	Consultancy Services - Gosford Waterfront Revitalisation Masterplan, Geotechnical Engineering	No	\$220,395
Digital Water Solutions Pty Ltd	Licence Renewal and Technical Support - Infoworks, WS Pro and ICM	Yes	\$220,733
Downer EDI Works Pty Ltd	Urban Regional Roads, Asphalt Heavy Patch Program	No	\$229,450
C & D Constructions (NSW) Pty Ltd	Gross Pollutant Trap Upgrades - Sunrise Avenue Halekulani and Natuna Avenue Budgewoi	No	\$229,800
Baker Built Pty Ltd	Renewal Works, Stage 2 - Pelican Wharf	Yes	\$229,864
The SJB Architecture NSW Unit Trust	Gosford Waterfront Revitalisation Masterplan – Urban Design	No	\$230,000
AECOM Australia Pty Ltd	Gosford Sewer Improvement HAF Package 4 Detailed Design	Yes	\$231,737
Autopool Pty Ltd	Supply and Delivery of One (1) Waste Transfer Tipper Truck	No	\$234,467
Central Building & Property Maintenance Pty Ltd	Fixtures, Fittings and Furniture Removal - Gosford Administration Building	No	\$234,580
GHD Pty Ltd	Recycled Water Regulatory Gap Analysis - Toukley, Bateau Bay, Kincumber and Gwandalan	Yes	\$236,245
RDO Equipment Pty Ltd	Supply and Delivery of Four (4) Zero Turn Mower Packages	Yes	\$238,400
Cred Community Pty Ltd	Investing in and Enabling Resilient Communities	No	\$240,685
Advisian Pty Ltd	Coastal Management Program, stages 3 and 4 - Open Coast	No	\$245,200
AFA Design and Construction Pty Ltd	Design and Construction of New Cricket Practice Nets, Umina Oval	Yes	\$246,257
Hartex Engineering and Installation Services Pty Ltd	Design and Construction of Service Pit, Erina Works Depot	No	\$246,750
Blackash Bushfire Consulting	Bushfire Risk Analysis and Five-Year Risk Mitigation Program Plan	No	\$248,800
Fulton Hogan Industries Pty Ltd	Asphalt Deep Lift and Overlay - Carpenter Street, Umina Beach	No	\$249,205
ANA Asphalts	Asphalt Deep Lift and Mill and Fill – Hill Street North Gosford	No	\$253,844
Parkequip Pty Ltd	Design and Construction of Inclusive Play space, Gosford Leagues Club Park	No	\$255,000
Inkling Group Pty Ltd	Leadership Capability Framework, Learning and Development	No	\$256,026

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Central Coast Hino Pty Ltd	Supply and Delivery – One (1) Continuous Flow Hot Mix Truck	Yes	\$259,632
Gongues Constructions Pty Ltd	Sewer Pump Station WS24 – Refurbishment Repair of Internal Risers and Associated Pipework	Yes	\$262,000
Ventrac Australia Pty Ltd	Plant and Fleet – Procurement of Ventrac Mowers	No	\$267,705
CEC AV Pty Ltd	Audio Visual Refresh, Wyong Chambers	No	\$267,915
ANA Asphalts	Rehabilitation Program 2023-24 Federal List - Bay Road, Blue Bay	No	\$270,900
Nexon Asia Pacific Pty Ltd	Central Management Facility (CMF) Server Upgrade	No	\$273,260
JXB Projects Pty Limited	Roof Renewal, Building G – Erina Depot	No	\$274,677
Downer EDI Works Pty Ltd	Asphalt Deep Lift, Mill and Fill and Overlay – Schnapper Road, Ettalong Beach	No	\$292,569
Outcomex Pty Ltd	Cisco Hardware Refresh 2024	No	\$297,633
CRS Creative Recreation Solutions Pty Ltd	Design and Construction, Play space Renewal – Lions Park, Woy Woy	No	\$299,872
JC Entertainment & Events Pty Ltd	Event Production 2023-2026	Yes	\$306,502
Fenworx Pty Ltd	Asphalt Mill, Fill and Overlay – Rickard Road, Empire Bay	No	\$310,644
Downer EDI Works Pty Ltd	Asphalt Deep Lift and Overlay - Bourke Road, Ettalong Beach	No	\$311,000
Fulton Hogan Industries Pty Ltd	Asphalt Deep Lift and Overlay - Mt Ettalong Road, Umina Beach	No	\$329,323
SMEC Australia Pty Ltd.	Design for Remediation of Former Landfill Site at Mardi	Yes	\$330,400
Bioaction Pty Ltd	SPS Odour Filter Bed Refurbishments - Various Locations	No	\$335,908
Brown Environmental Earthworks Planning Pty Ltd	Sandstone Log Wall Rectification, Canton Beach	No	\$339,331
OverDrive Australia Pty Ltd	Library eBook Platform and Content 2023-24	Yes	\$350,000
AECOM Australia Pty Ltd	Railway Crossings, Package 6 - Water and Sewer	No	\$355,492
WesTrac Pty Ltd	Supply and Delivery of one (1) 12T Class Wheel Loader	No	\$370,623
The Rix Group Pty Ltd	Shotcrete Wall Construction - Del Monte Place, Copacabana	No	\$380,627
Form Construction Group Pty Ltd	Renovate Jabiru Cabins 2-4, Canton Beach Holiday Park	Yes	\$387,900

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Fulton Hogan Industries Pty Ltd	Asphalt Deep Lift and Overlay - Hillcrest Street, Terrigal	No	\$390,972
Turspec Pty Ltd	Sportsground Drainage and Irrigation, Patrick Croke and Buff Point	No	\$400,270
Hero Talk Pty Ltd	Destination PR Services Contractor 2023-2025, Marketing and Tourism	Yes	\$411,000
Gongues Constructions Pty Ltd	Refurbishment of the Charmhaven Sewage Treatment Plant Dry Weather Pond	Yes	\$421,510
Kerroc Constructions Pty Ltd	Sewer and Water Main Works – Yakalla Street, Shelly Beach	No	\$424,750
Eire Constructions Pty Ltd	Construction of Water Main Crossing (HAF Water ID33), Central Coast Highway	Yes	\$425,898
Delcare Constructions Pty Ltd	Construction, Repair and Replacement of Access Stairs at Jenny Dixon Beach	No	\$430,900
L G Software Solutions Pty Ltd	Integrated Planning, Reporting Framework and Risk Management – Governance and Corporate Planning.	Yes	\$431,280
GHD Pty Ltd	Strategic Review and Condition Assessment, Somersby and Woy Woy Water Treatment Plants	No	\$435,404
SFDC Australia Pty Ltd	MuleSoft API Platform 2023-24	No	\$436,190
Fulton Hogan Industries Pty Ltd	Federal List Rehabilitation Program 2023-24 – Malvina Parade, Gorokan	No	\$439,363
Total Ventilation Hygiene Pty Ltd	Air Handling Upgrade, Toukley Aquatic Centre	No	\$455,920
Fulton Hogan Industries Pty Ltd	Roads to Recovery Rehabilitation – Hue Hue Road, Jilliby	No	\$457,394
Austek Constructions Pty Ltd	Design and Construction of Play space Upgrades, Package 2 -2023-24	No	\$457,769
Somersby Electrical Pty Ltd	Manufacture Switchboards Various SPS Package 3 Renewal	No	\$482,439
Liebherr Australia Pty Ltd	Supply and Delivery of one (1) Material Handler	No	\$484,000
Fulton Hogan Industries Pty Ltd	Thin Asphalt Program 2023-24 – Hue Hue Road from Champions Way to Jilliby Road, Jilliby	No	\$485,488
S5 Technology Group Pty Ltd	Checkpoint Firewall Licence and Support Renewal 2023-2026	Yes	\$488,595
CJD Equipment	Supply and Delivery of One (1) 18-20T Class Wheel Loader	No	\$491,700
KPMG	Outsourced Internal Audit Services	Yes	\$522,000

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Gongues Constructions Pty Ltd	Refurbishment of Rotating Bridge, Primary Sedimentation Tank 2 – Bateau Bay Sewerage Treatment Plant	Yes	\$524,915
JC Entertainment & Events Pty Ltd	Event Talent 2023-2026	Yes	\$527,442
Form Construction Group	Smoke Vent and Roof Replacement, Laycock Street Theatre	No	\$548,378
GHD Pty Ltd	Detailed Design and Documentation, Eastern Platform - Woy Woy Waste Management Facility	No	\$560,116
Fulton Hogan Industries Pty Ltd	Rehabilitation Program 2023-24 Federal List - Alison Road Wyong	No	\$563,347
Autopool Pty Ltd	Supply and Delivery of Three (3) Additional Tipper Trucks with Cranes	Yes	\$618,846
Fulton Hogan Industries Pty Ltd	Rehabilitation Program 2023-24 Federal List – Lakedge Avenue, Berkeley Vale	No	\$639,046
TCM Civil Pty Ltd	Sewer Pump Station Wet Well Refurbishment	Yes	\$639,074
Rivers Construction Pty Ltd	Charmhaven Sewage Treatment Plant – Dredging and De-gritting	No	\$654,180
Forms Express Pty Ltd	Printing and Distribution of Council Notices 2021-2024	Yes	\$664,089
GHD Pty Ltd	Sewer Treatment Plant Condition Assessments and Process Performance Assessments – Kincumber, Woy Woy, Mannering Park and Wyong South	Yes	\$665,078
GWS Machinery Pty Ltd	Supply and Delivery of Two (2) 125-150HP Tractors and 600HD Beach Rakes	Yes	\$671,295
Rivers Construction Pty Ltd	Partial Replacement of HB01 Sewer Rising Main	No	\$687,384
J Blackwood & Son Pty Ltd	Supply and Delivery of PPE Clothing	Yes	\$708,510
Fabranamics Pty Ltd	Design and Construction of Public Amenities, Long Jetty	Yes	\$712,985
Austek Constructions Pty Ltd	Design and Construction of Playspace Upgrades, Package 1 – 2023-24	Yes	\$717,525
Westbury Constructions Pty Ltd	Design and Construction of Leisure Centre Changeroom Renewals	No	\$786,988
Form Construction Group	Renovate Pelican Cabins, Norah Head Holiday Park	Yes	\$821,408
Common Ground Trails Pty Ltd	Design and Construction of Umina BMX Track	No	\$838,846
Fulton Hogan Industries Pty Ltd	Asphalt Deep Lift and Overlay - Barrenjoey Road, Umina Beach	No	\$855,037
Total Ventilation Hygiene Pty Ltd	HVAC Upgrade for Gosford Regional Gallery	No	\$930,230

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Beau Corp Projects Pty Ltd	Design and Construction of Swimming Pool - Canton Beach Holiday Park	No	\$1,046,582
AECOM Australia Pty Ltd	Sewer Pump Stations - Condition Assessments	Yes	\$1,091,691
Ground Stabilisation Systems Pty Ltd	Natural Slope Shared Path Stabilisation – Buff Point	No	\$1,110,578
Datacom Systems (AU) Pty Ltd	Microsoft Sever and Cloud Licensing 2023-2026	Yes	\$1,117,745
McMahon Services Australia Pty Ltd	Demolition of Broadwater, Gosford Library and Associated Buildings	Yes	\$1,149,225
Delcare Constructions Pty Ltd	Avoca Bowl Trunk Drainage Upgrade Stage 5	Yes	\$1,418,900
Central Coast Hino Pty Ltd	Supply and Delivery – Eleven (11) OSR Tipper Trucks	No	\$1,562,162
Delaney Civil Pty Limited	Slope Stabilisation, Section 60-100 Settlers Road, Wisemans Ferry	No	\$1,587,324
Saunders Civilbuild Pty Ltd	Construction of Soldiers Beach Access Replacement Program	No	\$1,659,846
Freyssinet Australia Pty Ltd	Gosford City Carpark Remediation	No	\$1,853,150
Daracon Contractors Pty Ltd	Design and Construction of Warnervale Town Centre Deep Sewer	Yes	\$1,953,519
Form Construction Group	Renovate Guest Facilities, Canton Beach and Toowoan Bay Holiday Parks	Yes	\$2,000,426
Fulton Hogan Industries Pty Ltd	RMCC Ordered Works, Pavement Resurfacing 2023-24	No	\$2,172,302
Collaborative Construction Solutions Pty Ltd	Design, Develop and Construct Sporting Field Amenity Buildings at Buff Point Oval and at Halekulani Oval	No	\$2,358,882
North Construction & Building Pty Ltd	Design and Construction – New Driveway, Accessible Ramp, Building Façade and Amenities Upgrade, Niagara Park Stadium	No	\$2,572,536
Gongues Constructions Pty Ltd	Design and Construction of FB01 Sewer Pump Station Refurbishment and Partial Sewer Rising Main Replacement	No	\$3,418,255
Eire Constructions Pty Ltd	Design and Construction of Avoca Lagoon Trunk Water Main Crossing	No	\$4,050,681
Gongues Constructions Pty Ltd	Design and Construction Services for the Bateau Bay Sewer Treatment Plant Odour Control Upgrades	No	\$4,792,651
Eire Constructions Pty Ltd	Mardi High Lift Pump Station Connection – Mardi to Warnervale Pipeline	No	\$5,999,497
Solo Services Group Australia Pty Ltd	Provision of Cleaning Services 2023-2026	Yes	\$12,392,408

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Hawkesbury City Council	Embankment/Cutting Slope Stabilisation - Settlers Road Wisemans Ferry	No	\$14,817,147
The Rix Group Pty Ltd	Embankment Stabilisation, Wisemans Ferry Road	Yes	\$21,346,518
North Construction & Building Pty Ltd	Design, Development and Construction of Gosford Regional Library.	Yes	\$28,510,224
Skilltech Consulting Pty Ltd	Water Meter Reading Services 2023-2026	Yes	Commercial In Confidence
Telstra Limited	Council Telecommunications Contract, 2023-2025	Yes	Commercial In Confidence
Interflow Pty Limited	Stormwater Drainage, Pipe Relining and CCTV	Yes	Commercial In Confidence
Hidrive Group Pty Ltd	Plant and Fleet, Hi Drive Vehicle Fit out	Yes	Commercial In Confidence
Caddy Storage Tuggerah	Caddy Storage Vehicle Fit out, Basic Service Bodies - Plant and Fleet	Yes	Commercial In Confidence
Australian Tourist Park Management Pty Ltd	Operation and Management of Central Coast Council's Holiday Parks	Yes	Commercial In Confidence
Gerrard Murphy Drainage Pty Ltd	Backflow Prevention, Inspection and Certification	Yes	Commercial In Confidence
AMCKL Pty Ltd & TJENM Pty Ltd	Online Booking System for Community Facilities	Yes	Commercial In Confidence
Downer EDI Works Pty Ltd	Transport for NSW, RMCC - Routine Maintenance Heavy Patching	No	Commercial In Confidence
Hunter H2O Holdings Pty Ltd	Emergency Desalination Readiness Assessment. Part 2	Yes	Commercial In Confidence
Telstra Limited	Central Coast Council GPS Renewal	Yes	Commercial In Confidence
Asplundh Tree Expert (Australia) Pty Ltd	Ground Maintenance for Water and Sewer Pump Stations and Reservoirs 2023-2026	Yes	Commercial In Confidence
Gongues Constructions Pty Ltd	STP Desludge Lagoon No1 and Refurbishment of Lagoon No1 and 2	No	Commercial In Confidence
Cleanaway Pty Ltd	Internal Bulk Bin Waste Management Services 2024-2028	Yes	Commercial In Confidence
ACE Materials Handling Pty Ltd	Roller Shutters and Roller Door Maintenance and Repairs	Yes	Commercial In Confidence
Australian Postal Corporation	Library Courier Service	Yes	Schedule of Rates

Name of Contractor	Nature of Goods and Services Supplied	Multi-year Contract*	Contract Value
Demonz Media Pty Ltd	Website Development and Service Level Agreement for Drupal Content Management System	Yes	Schedule of Rates
T Generation (Australia) Pty Ltd	Supply, Delivery and Lay or Turf within Central Coast Council area	Yes	Schedule of Rates
GHD Pty Ltd	Mardi Water Treatment Plant Upgrade P6 Programmer	Yes	Schedule of Rates
Innovative Interfaces Incorporated	Library Management System Renewal	Yes	Schedule of Rates
Agile Analytics Pty Ltd	Azure Data Lake Environment	Yes	Schedule of Rates
Manford Records Management Pty Ltd	Records Mould Remediation, Digitisation and Storage	Yes	Schedule of Rates
Biosis Pty Ltd	Aboriginal Archaeology Services – Vacuum Sewer Refurbishment – Davistown	Yes	Schedule of Rates
Adam's Garden and Structural Landscapes Pty Ltd	Secondary Contractor, Tree and Vegetation Maintenance Program	Yes	Schedule of Rates
Adam's Garden and Structural Landscapes Pty Ltd	Secondary Contractor - Tree and Vegetation Replacement	Yes	Schedule of Rates
Asplundh Tree Expert (Australia) Pty Ltd	Primary Contractor – Tree and Vegetation Maintenance Program	Yes	Schedule of Rates
Asplundh Tree Expert (Australia) Pty Ltd	Primary Contractor – Tree and Vegetation Replacement Program	Yes	Schedule of Rates
Sell & parker Pty Ltd	Collection and Purchase of Scrap Metal and Batteries from Central Coast Council Facilities - Revenue Contract	Yes	Schedule of Rates

* Multi-year refers to the contract continuing over more than 1 financial year

Equal Employment Opportunity (EEO) Activities

The following EEO activities were undertaken during the reporting period:

- Collection of workforce data regarding identified diversity groups (including non-English speaking, youth, Aboriginal and disability groups) and reported on quarterly basis to the Executive Leadership Team (ELT).
- Greater focus on the ability to access flexibility as employees move towards retirement and reporting on the number of formal phased retirement plans across the Council to the ELT.
- Training provided to leaders on Embracing and Managing Neurodiversity at the workplace
- Disability Awareness Training Online learning module available for staff through Councils E-Learning platform

Legal Proceeding Information

Legal Proceeding Expenses	
Expenditure	\$1,029,419
Less Costs Recovered	\$649,575
Nett Result	\$379,844

Finalised Matters	Result
Land and Environment Court of NSW	
Jam Pad Investments Pty Ltd	Judgment
Brentford Properties and Lamonby Properties	Judgment
CCS Design Pty Ltd	Judgment
Eaton & Sons Pty Ltd	Discontinued
Vale Nominee Pty Ltd	Judgment
Andrey Vinogradov	Judgment
Andrey Vinogradov	Judgment
Andrey Vinogradov	Judgment
Andrey Vinogradov	Judgment
BW Sewell Pty Ltd & Anor	Discontinued
Cedar Ranch Pty Ltd	Consent orders
Chemico	Judgment
Darcy Smith	Discontinued
Developed Pty Ltd	Discontinued
Domenico Biasi	Discontinued
Doug Sneddon Planning Pty Ltd	Judgment
IDA Safe Constructions Pty Ltd	Judgment
Kinderland Industries Pty Ltd	Judgment
MHM Invest Pty Ltd	Judgment
Michael Saiz	Discontinued
Nyinya Investments	Judgment
Oakland60 Pty Ltd	Discontinued
Saman Al-Zohairy	Discontinued
Verde Terra	Discontinued
Angolet Pty Ltd and Natva Investments Pty Ltd	Dismissed
IDA Safe Constructions Pty Ltd	Judgment
Verde Terra Pty Ltd	Discontinued
Burgess	Judgment
CCS Design Pty Ltd	Dismissed
Cedar Ranch Pty Ltd	Judgment
Kassem Khanafer	Judgment

Finalised Matters	Result
Phillip Rossington and Anor	Discontinued
Sancorp Wyreema Pty Ltd	Discontinued
Ty Barron Blanch	Judgment
Weekes Property Pty Ltd	Discontinued
Central Real Capital Pty Ltd	Discontinued
KW Resort Stage 2 Pty Ltd	Land & Environment Court
High Court of Australia	
Verde Terra	Refused
Local Court of NSW	
Various criminal prosecutions	Control orders (3) Consent orders (1) Conviction with penalty (4) Discontinued (5) Dismissed/Withdrawn (16) Section 10 dismissal no conviction (1) Section 196 Convicted in Absence (1) Section 9 Conditional Release Order (0)

Ongoing Matters	Court
Nasip	Land & Environment Court
St Traidin Pty Ltd	Land & Environment Court
The Trustee for Vicary Family Trust	Land & Environment Court
Artmade Architectural Pty Ltd	Land & Environment Court
ELK Designs Newcastle Pty Ltd	Land & Environment Court
ELK Designs Newcastle Pty Ltd	Land & Environment Court
Timothy Cox and Anor	Land & Environment Court
Peninsula Capital Holdings Pty Ltd	Land & Environment Court
Stevens Holdings Pty Limited	Land & Environment Court
William Prescott	Land & Environment Court
Lloyds Building and Development Pty Ltd	Land & Environment Court
Lloyds Building and Development Pty Ltd	Land & Environment Court
ArtMade Architectural Pty Ltd	Land & Environment Court
Woongarra ELC Pty Ltd	Land & Environment Court
Bayside Central Pty Ltd	Land & Environment Court
Access Strata Pty Ltd	Land & Environment Court
CC Projects Pty Ltd	Land & Environment Court
Landcorp Australia Pty Ltd	Land & Environment Court
Printban Pty Ltd	Land & Environment Court

Ongoing Matters	Court
MHE Property Co Pty Ltd	Land & Environment Court
Phillip Pollicina	Land & Environment Court
Lina Jia	Land & Environment Court
Universal Property Group Pty Limited	Land & Environment Court
Goonak Pty Ltd	Land & Environment Court
Nicholas Adamo	Land & Environment Court
Pmando Holdings Pty Ltd	Land & Environment Court
MKY Enterprises (Aust) Pty Ltd	Land & Environment Court
Parklands Kariong Development Pty Ltd	Land & Environment Court
Richard Cusumano	Land & Environment Court
Stevens Holdings Pty Limited	Land & Environment Court
Saman Al-Zohairy	Land & Environment Court
The Trustee for G and J Thitchener Family Trust	Land & Environment Court
Broadworth Developments Pty Ltd	Land & Environment Court
Broadworth Developments Pty Ltd	Land & Environment Court
Eric D'Silva	Land & Environment Court
Brickdock Pty Limited	Land & Environment Court
Power Projects International Pty Ltd	Land & Environment Court
Environment Protection Authority	Land & Environment Court
Azzuro Blu Pty Ltd	Land & Environment Court
Anthony Towns	District Court
Stevens	Local Court
Stevens	Local Court
Zreicon Pty Ltd	Local Court
Zreicon Pty Ltd	Local Court
Zreicon Pty Ltd	Local Court
Zreicon Pty Ltd	Local Court
Monte	Local Court
Nasip	Local Court
Iron Edge Properties Pty Ltd	Local Court
Onshore Tree Services	Local Court
Zajaz	Local Court
Telford Civil Pty Ltd	Local Court
Central Coast Council ats Metro Cinemas Lakehaven Pty Ltd	Supreme Court
Central Coast Council and Ors ats Kenneth Linton Smith	Supreme Court

External Bodies Exercising Council Functions

Body	Purpose
Hunter and Central Coast Regional Planning Panel	In accordance with Section 2.15 of the Environmental Planning and Assessment Act 1979, the Panel acts as a consent authority for applications under Part 4 of the Act where such applications are identified as 'regionally significant' development.
Central Coast Local Planning Panel	In accordance with Section 2.19 of the Environmental Planning and Assessment Act 1979, the Panel acts as a consent authority for applications under Part 4 of the Act where such applications conferred to it by Ministerial Direction
Tuggerawong Retirement Village – 355 Committee	In accordance with Section 355 of the Local Government Act 1993, Council has resolved to delegate functions to a committee for the care, control and management of the relevant Council facility
Central Coast Local Planning Panel Hunter Central Coast Regional Planning Panel	Determines a range of development applications as required under Ministerial Direction
Hunter and Central Coast Regional Planning Panel	Determines a range of development applications as required under Ministerial Direction
Fishbone Investments Pty Ltd t/as Personal Services Australia	Cemetery operations and maintenance of Point Clare and Wamberal Cemeteries (Cemeteries Lease)
VenuesLive Management	Operation of Central Coast Stadium under an Operator Agreement as Council's Agent
SOCARES Central Coast	SOCARES operate Council's two Animal Care Facilities under contract and undertake functions prescribed within the NSW Companion Animals Act 1998. SOCARES also complete reporting functions to the NSW OLG in relation to impounded animals

Other Bodies in which Council had a Controlling Interest

Body	Details
Australian Tourist Park Management – NRMA Parks and Resorts	Management Agreement to contract manage Central Coast Council's four (4) Holiday Parks
Gosford Affordable Housing Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote and encourage the provision of social housing within the city of Gosford and to guide the administration of trust assets
Gosford Foundation Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to encourage and facilitate benevolent acts for the benefit of the community and to guide the administration of Trust assets
Protection of the Environment Trust (PoET)	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote the protection and enhancement of the natural environment and to guide the administration of Trust assets
The Art House Wyong Performing Arts and Conference Centre Limited	The Art House is an independent company limited by guarantee and formed under Section 358 of the Local Government Act 1993. It is

Body	Details
	managed by an independent not-for-profit entity with an independent board of directors, that includes Council as a member.

Other Bodies in which Council Participated

Body	Details
Gosford Foundation Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to encourage and facilitate benevolent acts for the benefit of the community and to guide the administration of Trust assets.
Venues Live	Central Coast Council has a joint venture with Venues Live for the operation of Central Coast Stadium in Gosford.
Youth for Youth (Y4Y) Action Team	The Y4Y Action Team is responsible for advocating, advising and acting on youth-related issues
Protection of the Environment Trust (POET)	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote the protection and enhancement of the natural environment and to guide the administration of Trust assets.

Rates and Charges Written Off

The rates and charges written off for the reporting period was \$71,964.08

Remuneration of Chief Executive Officer (General Manager)

Remuneration Detail	Amount
(i) Salary	\$517,534.49
(ii) Bonus and Other Payments	\$0
(iii) Superannuation	\$26,425.48
(iv) Non Cash Benefits	\$0
(v) FBT payable	\$0

Remuneration of Senior Staff

Remuneration Detail	Amount
(i) Salary	\$2,868,554.31
(ii) Bonus and Other Payments	\$0
(iii) Superannuation	\$284,045.97
(iv) Non Cash Benefits	\$0
(v) FBT payable	\$0

Labour Statistics

Labour Statistics	
Total number of persons who performed paid work for Council on the nominated date of 14 February 2024	
Persons employed by the council as:	1,817

Labour Statistics	
Permanent full-time	1,409
Permanent part-time	195
Casual basis	107
Fixed-term contract	93
Senior staff members	13
Persons engaged by the council, under a contract or other arrangement with the person's employer, wholly or principally for the labour of the person (Agency under CPA 76/Day Labour 5)	53
Persons supplied to the council, under a contract or other arrangement with the person's employer, as an apprentice or trainee	0*

NB: The total number for the labour statistics will differ from the figures on Workforce Information page. The above table represents the total number of people who performed paid work on a particular day, while the figures on the Workforce Information page is the total number of people employed by Council (permanent, fixed term and casual employees).

*Apprentice and trainees are employed by Council, with 0 apprentices and trainees working the day of 14 February 2024.

Staff Overseas Visits

Who	Destination	Purpose of visit	Other details
One staff member	Berlin	Attendance at 2024 ITB Berlin Tourism Conference and Exchange to receive international award on behalf of Central Coast Council.	Staff member paid for all travel costs and expenses with the exception of ticket at 3 day conference and 3 nights accommodation in accordance with Council Policy.

Stormwater Management Services Levy

Council did not levy a stormwater management services charge for the reporting period.

Works on Private Land

There are no works to report during this reporting period.

Carers Recognition Act 2010

Report on Compliance with the Act

There are no activities to report during this reporting period.

Disability Inclusion Act 2014

Implementation of the Disability Inclusion Action Plan

Action Description	Indicators	Progress Comment
Educate the community about disability		
DIAP: AB1.2 Continue to promote inclusive sporting opportunities, including with local clubs, active recreation providers, associations and local sports peak bodies and at Council facilities, such as 'Come and Try' Days.	Increased participation by people with disability in mainstream sport	Campaigns and projects include: <ul style="list-style-type: none"> Cerebral Palsy Sport and Recreation Association (CPSARA) Multisport Day at Niagara Park. The Sports Hub who offer inclusive activities and programs.

Action Description	Indicators	Progress Comment
		<ul style="list-style-type: none"> • Activate Inclusion Sports Day in partnership with Disability Sport Australia. • Get Active initiative • Council Accessible Adjustments funding • Live Life Get Active
Continue to make our natural places and spaces more accessible and inclusive		
DIAP LC1.1 Continue to make beaches more accessible with installation of beach matting and other accessible features	4 beach mats installed at beaches, including Ocean Beach, Umina, Terrigal, and Toowoona Bay	Beach mats installed at Ocean Beach, Umina, Terrigal and Toowoona Bay.
DIAP: LC1.4 Continue to make parks and play spaces more accessible and inclusive, with design informed by the 'Everyone Can Play Guidelines'	All new and upgraded play spaces have continuous paths of travel and inclusive play elements	All playspaces completed and those in design phase include paths and inclusive play elements.
Make it easier to get around		
DIAP: LC2.1 Implement actions from the Pedestrian Access and Mobility Plan (PAMP), seeking external funding as required	6.5km of pathway constructed or improved by 30 June 2024	Council constructed 6.69km of pathways across the course of the 2023-24 financial year.
DIAP: LC2.2 Co-ordinate the revitalisation of Gosford City Centre through the Gosford Revitalisation Project; and (DIAP: LC2.2) Work with state government on Gosford City planning to facilitate accessible linkages across Gosford, including links to key hubs and facilities, for example Gosford Train Station and Gosford Hospital	Regular internal and external steering committee and working group meetings held to progress revitalisation of Gosford, preparation of an Addendum to the Urban Design Framework for fast train, Uni, TAFE and waterfront, and facilitation of DIAP	Completed for 2023-24. Ongoing coordination with the Gosford Steering Committee and Working Group to continue in 2024-25. The Urban Design Framework will be updated by the NSW State Government in consultation with Council.
DIAP: LC2.3 Continue to implement program to make bus stops accessible, including supporting infrastructure like pathways and kerb ramps	35 bus stops made more accessible by 30 June 2024	40 bus stops have been upgraded to accessible standards during the course of the 2023-24 financial year.
Improve access to Council facilities		
DIAP: LC4.1 Implement access upgrades at pools and leisure centres (e.g. hoists, accessible adult changing facility), seeking external funding if needed	Number of actions taken to improve access to pools and leisure centres	Works commenced at Niagara Park Stadium to upgrade accessible access to the building and upgrade accessible change rooms.

Action Description	Indicators	Progress Comment
Improve accessible parking		
<p>DIAP: LC5.2</p> <p>Research opportunity to increase accessible parking spots at beaches, shops and schools close to entrances and facilities (with compliant widths and clearance zones)</p>	<p>Recommendations made on opportunities to increase accessible parking</p>	<p>Several opportunities for improved accessible parking undertaken with plans to improve accessible parking at North Avoca and Toowoan Bay pending design.</p>
Make community events, programs, and activities more inclusive of people with disability		
<p>DIAP: LC6.2</p> <p>Plan and deliver community, cultural, sporting, recreation, leisure and learning events, activities and programs that are welcoming and accessible for people with a disability</p>	<p>Minimum of 2 of accessible events and activities delivered by 30 June 2023</p>	<p>Events and activities include:</p> <ul style="list-style-type: none"> • Niagara Park Stadium - multi-sport day • Get Active initiative • Activate inclusion Sports Day
'Universal Design' principles are embedded in Council policies, planning and infrastructure projects		
<p>DIAP: LC7.4</p> <p>Ensure universal design and accessibility requirements are considered for all renewal and upgrade programs, new capital works, infrastructure and place planning where practicable</p>	<p>Demonstrates one application of universal design principles</p>	<p>Examples of universal design principles across the organisation include:</p> <ul style="list-style-type: none"> • Niagara Park Stadium upgrade will include new accessible pathway, driveway, new carpark with disabled parking close to facility, covered walkway, new forecourt, upgraded change rooms and creation of additional accessible change rooms. • Woongarra Playspace renewal including universal design principles for the pathways and rubberised soft fall to equipment to make them accessible. • Steyne Road Shared Path project included the provision of pram ramps and pedestrian refuges to ensure accessibility for all members of the community.
Council information is available and accessible to people with disability		
<p>DIAP: SP1.3</p> <p>Identify and provide key Integrated Planning and Reporting documents (or summaries of these) in accessible formats, such as Community Strategic Plan, Annual Reports and Operational Plans (with a minimum of 5 documents by 30 June 2025)</p>	<p>Accessibility improvements made to the Integrated Planning and Reporting documents by 30 June 2023</p>	<p>The Annual Report 2022-23 was adopted by Council and has been designed to meet accessible standards.</p>
Participation in community engagement is inclusive		
<p>DIAP: SP3.2</p>	<p>Your Voice Our Coast provides information in a range of accessible formats</p>	<p>Work completed for 2023-24. Website technology upgrade complete May 2024.</p>

Action Description	Indicators	Progress Comment
Convert Council's Your Voice Our Coast website to meet Web Content Accessibility Guidelines		Accessibility audit complete. Action plan to be developed.
Improve accessibility of the website		
DIAP: SP4.2 Review accessibility and inclusiveness of Council Meetings, including investigation of closed caption webcasts	Improvement actions are identified and costed by 30 June 2024	Tenders were sought from vendors for the instalment of a new AV system for conducting Council Meetings. Implementation to occur as part of the refurbishment of the administration building in Wyong.

Environmental Planning and Assessment Act 1979

Planning Agreements entered into, completed or still in force during 2023-24

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
December 2010	Wyong Shire Council and Fabcot Pty Ltd	275 Pacific Highway, Lake Munmorah	This agreement is the additional benefit for the Lake Munmorah Village Shopping Centre development with the upgrade of local pathways in two stages.	Ongoing
November 2012	Wyong Shire Council and Stephen Thorne and Associates Pty Ltd	18 Pacific Highway, Wadalba	This agreement sets out the monetary S94 contributions.	Ongoing
December 2013 (amended in August 2015)	Wyong Shire Council and Pelican Horizons Pty Ltd	2 Ocean Road (Lot 1 DP 513519) and 14 The Entrance Road West (Lot 2 DP 536168), The Entrance	This agreement provides for the provision of an additional public benefit and the increase in the height and Floor Space Ratio.	Ongoing
July 2014	Wyong Shire Council and Wyong Coal Pty Limited	Wallarah 2 Coal Project - Land subject to Development Application SSD-4974 made under the EP&A Act 1979	This agreement sets the amounts and form of contributions to be paid by the developer and the timing thereof.	Ongoing
December 2015	Wyong Shire Council and Rustrum Pty Ltd	Main Road, Toukley (proposed Lot 912 in proposed subdivision of Lot 91 DP 565884	This agreement sets out the monetary S94 and public benefit contributions.	Ongoing

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
		and Lot 5 DP 514932)		
March 2016	Wyong Shire Council and IDA Safe Constructions Pty Ltd	10 Oscar Drive, Chittaway Point (Lots 1-3 DP21536, Lot 1 DP 1014033, Lots 1 DP 22467, Lots 10-11 DP 11777)	This agreement sets out the necessary actions to offset impacts to threatened flora and fauna arising from development of the land.	Ongoing
July 2016	Central Coast Council and Fabcot Pty Ltd	11W Figtree Boulevard, Wadalba (Lot 198 DP 1006789)	This agreement specifies the design and construction works to be completed.	Ongoing
September 2016	Central Coast Council and Lakecoal Pty Ltd	Chain Valley Bay Colliery	This agreement sets out the payment and management of contributions for ROM extractions.	Ongoing
November 2017	Central Coast Council and Threshold Development Pty Ltd	165 Louisiana Road, Wadalba (Lot 51 DP 1195704)	This agreement sets out the contributions and obligations of the developer to comply with the land rezoning.	Ongoing
July 2018	Central Coast Council and Transnational Pastoral Pty Ltd	414 Old Maitland Road, Mardi (Lot A DP 396416, Lot 36 DP 755249, Lot 41 DP 123953, Lot 1 DP 554423, Lot 1 DP 229971, Lot 101 DP 604655, Lot 1 DP 120512, Lot 1 DP 229970)	This agreement sets out the contributions and obligations of the developer to comply with the subdivision of land.	Ongoing
September 2006 (amended January 2007)	Gosford City Council, Norman Augustus McDonald Hunter and Norbet Enterprises Pty Ltd	Avoca Drive, Avoca Beach (Lot 651 DP 16791 and Lot 140 DP 9359)	This agreement sets out the construction and the provision of public amenities.	September 2006 (amended January 2007)
May 2013	Gosford City Council and Narara Ecovillage Co-operative Limited	Research Road, Narara (Lot 13 DP 1126998)	This agreement sets out the contributions and obligations of the subdivision of land.	Ongoing
September 2022	Central Coast Council	39 Dell Rd, West	This agreement sets out the	Completed

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
	and Industrial Discounts Pty Ltd	Gosford	dedication of C2 Environmental Conservation land.	
September 2021	Central Coast Council and Susanne M Glasson	107 Matcham Road, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Ongoing
September 2021	Central Coast Council and Nancy E Graham	24 Collingwood Drive, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Ongoing
September 2021	Central Coast Council and Nick Ursino and Nancy Ursino	14 Collingwood Drive, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Ongoing
September 2021	Central Coast Council and James M Ryan and Veronica P Ryan	2 Collingwood Drive, Matcham	This agreement sets out the land for inclusion or embellishment of existing land within the COSS.	Ongoing
September 2022	Central Coast Council and Industrial Discounts Pty Ltd	39 Dell Road, West Gosford	This agreement sets out the land for inclusion in the COSS and payment for bushland management works and access to COSS land	Ongoing
September 2022	Central Coast Council and Doyalson Wyee RSL Club	49 Wentworth Avenue and 80-120 Pacific Highway, Doyalson	This agreement sets out the requirement to relocate sporting clubs, provide landscape reports, prepare and implement Vegetation Management Plans, register covenant over landscape corridor, and construct traffic control signals	September 2022
October 2022	Central Coast Council and Wathara NSW Pty Limited	985 – 991 The Entrance Road, and 139 Bakali Road, Forresters Beach	This agreement sets out the requirements to provide a benefit in form of the Development Contribution being: Open Space Contribution; Road Works Contribution; C2 Land Contribution	Ongoing
November 2022	Central Coast Council	45 Mulloway Road	This agreement sets out the	Ongoing

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
	and MHE Property Co Pty Ltd ATF MHE Operator Trust 3; Proponents Representative Vivacity.	Chain Valley Bay	requirements to provide monetary Contributions for public purpose of providing Council with funding necessary for construction of or improvements of local infrastructures in the vicinity of development land.	
November 2022	Central Coast Council and JG Developments Pty Ltd	15 Mulloway Road Chain Valley Bay	This agreement sets out the requirements to provide monetary Contributions for public purpose of providing Council with funding necessary for construction of or improvements of local infrastructures in the vicinity of development land.	Ongoing
November 2022	Central Coast Council and Pacific Link Housing Limited	18 Macleay Avenue, Woy Woy	This agreement sets out the requirements to provide public purposes- provision of public amenities, affordable housing conservation and enhancement of the natural environment. Dedication of land for the provision of public Drainage purpose and retention of vegetation.	Ongoing
January 2023	Central Coast Council and Allam Land No. 3 Pty Ltd	200 Hakone Road, Woongarra, 14 Wildberry Road, Woongarra and 188-189 Hakone Road, Woongarra	This agreement sets out the requirements to provide monetary Contributions for public purpose of providing Council with funding necessary for construction of or improvements of local infrastructures in the vicinity of development land.	Ongoing
June 2023	Central Coast Council and Rose Living Pty Ltd, Alda Properties (Lake Munmorah) Pty Ltd, Urban Land Redevelopment Pty	285,295,305, 315 & 325 Pacific Highway Lake Munmorah	This agreement sets out the requirements to provide a benefit in form of the Development Contribution being: Open Space Contribution; Open Space	June 2023

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
April 2024	Ltd, Robin Ernest Becker and Roxanne Annette Becker Central Coast Council and Scape Properties	Lot 194 DP 1247440 also known as Bargan Road, CRANGAN BAY NSW 2259	Embellishment Works; Road Works Contribution and Monetary Contributions for public purpose of providing Council with funding necessary for construction of or improvements of local infrastructures in the vicinity of development land Construction of a local park and dedication of land to Council in lieu of the payment of development contributions to the agreed value of works and land.	Ongoing

Contribution Plans

Project ID	Project detail	Amount of section 7.11/7.12 used on project	% of 2023-2024 cost of project funded by section 7.11/7.12	Project status
Central Coast Section 7.12 Local Infrastructure Plan				
Local Reserve and Playspace Upgrades				
1LGA	Mount Ettalong Lookout renewal	\$20,309	100%	Complete
9GCC	Rumbalara Reserve embellishment	\$110,000	70%	Complete
9GCC	Disability Playground	\$198,867	89%	Complete
1LGA	Bar Point Pedestrian Access - Reserve Upgrade	\$24,469	100%	Complete
1LGA	Gwandalan and Lake Munmorah - Reserve Upgrade	\$50,000	94%	Active
1LGA	Umina, Ocean Beach and Ettalong - Reserve Upgrade - Landscaping	\$128,155	100%	Complete
9GCC	Various Gosford - Reserve Upgrades - Park Embellishment	\$65,937	100%	Active
9GCC	Various Gosford - Reserve Upgrades - Park Furniture	\$99,273	100%	Active
1LGA	Wamberal - Playspace Renewal - Memorial Hall (Nature Play)	\$80,000	99%	Complete
1LGA	Mount Ettalong Lookout renewal	\$20,309	100%	Complete
Implementation of the Central Coast Bike Pan				
6LGA	Magenta shared Pathway construction	\$5,038,202	63%	Active

Project ID	Project detail	Amount of section 7.11/7.12 used on project	% of 2023-2024 cost of project funded by section 7.11/7.12	Project status
6LGA	Tuggerawong Foreshore shared pathway construction	\$105,156	100%	Active
6LGA	Shared Path and Footpath Program	\$400,000	21%	Active
6LGA	Mannering Park Shared Pathway construction	\$120,000	93%	Active
Drainage				
12GCC	Pollutant Control Devices Russell Drysdale Street	\$151,476	77%	Complete
12GCC	Mann Street and Vaughan Street drainage upgrade	\$193,687	100%	Active
12GCC	Riou Street Albany Street to Brisbane Water Drainage upgrade	\$1,653	100%	Active
Gosford City Centre Regional Library				
10GCC	Gosford Regional Library and Innovation Hub	\$5,695,253	85%	Active
Gorokan District Development Contributions Plan (Section 7.11)				
Community Facilities				
CF	Charmhaven Community Hall Building Renewals	\$93,289	100%	Complete
Contributions Plan No.31A - Peninsula				
Open Space and Recreation				
23	Rodgers Park car park upgrade Woy Woy	\$15,080	100%	Active
29	Lions Park playspace upgrade	\$41,525	100%	Complete
13	Woy Woy Waterfront Redevelopment - Reserve Upgrade	\$21,113	100%	Active
The Entrance District Contribution Plan				
Roads and Intersections				
R2	Grandview Street and Bonnieview Street intersection upgrade	\$642,000	49%	Complete
R2	Grandview Street pedestrian refuge	\$104,793	100%	Complete
R2	Grandview Street Pedestrian refuge	\$36,715	26%	Complete
R2	Boondilla Road and Gosford Avenue intersection upgrade	\$76,365	100%	Active
R2	Toowoona Bay Road and Tuggerah Parade intersection upgrade	\$27,753	100%	Active
R2	Toowoona Bay Road and Watkins Street intersection upgrade	\$148,376	100%	Active
Warnervale District Contribution Plan 2021				
Roadworks				

Project ID	Project detail	Amount of section 7.11/7.12 used on project	% of 2023-2024 cost of project funded by section 7.11/7.12	Project status
R7A-2	Virginia Road upgrade	\$2,300,000	98%	Complete
Drainage				
Box 1	Warnervale Road drainage upgrade	\$453,684	57%	Active
Open Space and Recreation				
F1-A	Sports Field upgrade Woongarra	\$103,908	100%	Complete
F2-A	Hamlyn Terrace Sports Field upgrade	\$56,396	99%	Complete
S14-1	Skyhawk Playspace	\$55,000	83%	Complete
L1	Mataram Ridge Park playspace upgrade	\$55,000	92%	Complete

Government Information (Public Access) Regulation 2009

Government Information (Public Access) Information

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm / deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	22	7	1	2	0	0	0	0
Not for profit organisations or community groups	3	0	0	0	0	0	0	0
Members of the public (Legal Representatives)	13	6	0	2	1	1	0	1
Members of the public (Other)	39	19	8	2	3	1	0	2
Total	77	32	9	6	4	2	0	3
% of Total	57.89	24.06	6.77	4.51	3.01	1.50	0.00	2.26

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm /deny whether information is held	Application withdrawn
Personal information applications*	10	3	2	1	0	0	0	0
Access applications (other than personal information applications)	53	19	7	2	2	1	0	3
Access applications that are partly personal information applications and partly other	14	10	0	3	2	1	0	0
Total	77	32	9	6	4	2	0	3
% of Total	57.89	24.06	6.77	4.51	3.01	1.50	0.00	2.26

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual)

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (Section 41 of the Act)	76
Application is for excluded information of the agency (Section 43 of the Act)	0
Application contravenes restraint order (Section 110 of the Act)	0
Total number of invalid applications received	76
Invalid applications that subsequently became valid applications	75

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act

Consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act

Consideration	Number of times consideration used*
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0
Privilege generally – Sch 1(5A)	1
Information provided to High Risk Offenders Assessment Committee	0
Total	2

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to Section 14 of the Act

Consideration	Number of occasions consideration used
Responsible and effective government	1
Law enforcement and security	1
Individual rights, judicial processes and natural justice	32
Business interests of agencies and other persons	9
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0
Total	43

Table F: Timeliness

Timeframe	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	99
Decided after 35 days (by agreement with applicant)	22
Not decided within time (deemed refusal)	0
Total	121

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

Review Type	Decision varied	Decision upheld	Total
Internal Review	2	1	3
Review by Information Commissioner*	2	1	3

Internal review following recommendation under Section 93 of Act	0	0	0
Review by NCAT	0	0	0
Total	4	2	6
% of Total	66.67%	33.33%	100.00%

**The Information Commissioner does not have the authority to vary decisions but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.*

Table H: Applications for review under Part 5 of the Act (by type of applicant)

Applicant Type	Number of applications for review
Applications by access applicants	4
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	2
Total	6

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type transfer)

Transfer Type	Number of applications transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0
Total	0

Independent Pricing and Regulatory Tribunal – Section 508(2) Instrument

Special Variation

In May 2022, IPART approved a temporary rate increase (Special Variation) of 15% (includes 2% rate peg), commencing from 1 July 2021 and expiring 30 June 2031. As noted in IPART's determination, the purpose of the special variation is to enable Council to:

- Repay restricted funds accessed unlawfully;
- Improve financial sustainability; and
- Address special cost pressures.

As part of IPART's conditions of approval, Council is required to report in its Annual Report for each year between 2021-22 and 2030-31 on the following for those years:

- The program of expenditure that was actually funded by the Additional Income;
- Any significant differences between the Proposed Program and the program of expenditure that was actually funded by the Additional Income and the reasons for those differences
- The outcomes achieved as a result of the Additional Income;
- The Council's actual revenues, expenses and operating balance against the projected revenues, expenses and operating balance as outlined in the Long Term Financial Plan; and
- Any significant differences between the Council's actual revenues, expenses and operating balance and projected revenues, expenses and operating balance as outlined in the Long Term Financial Plan and the reasons for those differences.

The information required for the 2023-24 financial year is as follows:

- Program of expenditure; and

- ii) Any significant differences between the Proposed Program and actual expenditure, and if so, reason for difference

SV Revenue above assumed Rate Peg \$000	Proposed Program Expenditure \$000	Actual Program Expenditure \$000	Difference between Proposed and Actual \$000	Reason for difference between Proposed and Actual
23,914	23,914	23,914	0	-

- iii) Outcome of Additional Income

Outcome of Additional Income	Actual \$000
SV Income	23,914
Emergency Loan Repayment	
Capital	22,858
Interest	1,056
Repayment to Restricted Funds	-
Total	23,914

- iv) Actual revenues, expenses and operating balance against the projected revenues, expenses and operating balance
- v) Any significant differences between actual revenue, expenses and operating balance and projected, and if so, reason for difference

Financial Summary	Projected* \$000	Actual \$000	Difference \$000	Reason for difference between Projected and Actual
Total Revenue	750,174	823,622	73,448	<ul style="list-style-type: none"> \$29.8M favourable capital contributions \$23.0M favourable interest on investments from a higher interest rate environment \$20.6M Additional income from other user charges and fees
Total Expenses	670,007	677,856	(\$7,849)	<ul style="list-style-type: none"> \$5.1M unfavourable depreciation following additional donated assets \$8.8M Unfavourable loss on disposals of assets \$3.0M Favourable on labour costs \$1.3M Favourable on borrowing costs
Operating Result from Continuing Operations	80,167	145,766	65,599	
Net Operating Result before Capital Grants and Contributions	2,813	38,600	35,787	

Financial Summary	Projected* \$000	Actual \$000	Difference \$000	Reason for difference between Projected and Actual
Cumulative Net Operating Result before Capital Grants and Contributions	77,354	107,166	29,812	

*NB: Figures reflect Council's 2022 SRV application to continue the SRV to June 2031.

Protection of the Environment Operations Act 1997

Enforceable Undertakings

In January 2019, following a water pollution occurrence at Wamberal the Environmental Protection Authority issued an Enforceable Undertaking to Council. The Enforceable Undertaking was still in place during the reporting period, with the following information provided:

- i. Council holds Environmental Protection Licence No. 1802 (Licence) for the management of the reticulated sewer network associated with Kincumber Sewage Treatment Plant. This licence is regulated by the EPA.
- ii. A water pollution incident occurred in January 2019 to which the Licence applies as a result of a break in a sewer rising main at 893 The Entrance Road, Wamberal, NSW 2260. This impacted Forresters Creek, a tributary of Wamberal Lagoon.
- iii. After locating the main break, Council undertook actions to isolate the rising main and fix it immediately. In response to the overflow, Council liaised with the EPA and undertook the following clean-up actions:
 - Damming off the affected areas of the creek
 - Pumping contaminated creek water back into the sewer network
 - Mechanical aeration of the creek
 - Flushing with clean water
- iv. Throughout the clean-up, Council undertook water quality sampling and kept the community informed of the situation via door knocks, media releases, public health warning signage and social media notifications.
- v. In response to the incident, Council and the EPA entered into an Enforceable Undertaking on 15 January 2020 pursuant to Section 253A of the *Protection of the Environment Operations Act 1997* (POEO Act).
- vi. Enforceable undertakings are a voluntary and legally binding agreement between the EPA and a party (in this case, Council) alleged to have breached the POEO Act. The agreement includes commitments by Council, in response to an alleged breach, that are designed to achieve improved environmental outcomes. The Enforceable Undertaking process is often used as an alternative to prosecution in the Land and Environment Court, as it diverts legal costs towards fit-for-purpose environmental projects.
- vii. The Enforceable Undertaking and progress reports are available on Council's website: <https://www.centralcoast.nsw.gov.au/environment/environmental-programs/environmental-management/enforceable-undertaking>
- viii. Council has now completed all sewer pump station (SPS) electrical switchboard upgrades within the LGA which support the new SCADA upgrades.
- ix. Council has also produced a technical paper reviewing assessment outcomes of the SPS diurnal tracking hardware and its suitability and best use as a system tool in detecting potential network faults.
- x. Ongoing works to align with the Undertakings:
 - o The primary consideration for the sewer rising main renewal is in respect to the TfNSW road widening project with a focus agreement between stakeholders on the alignment of the new main. Council have an open line of communication with TfNSW in relation to this project.
 - o TfNSW road widening construction is now underway.
 - o Council design period is now completed, and main construction is expected to commence between August 2023 – November 2023.
 - o No further report undertaking is required, though a finalisation report is to be provided to EPA once rising main construction is complete.

Swimming Pool Act 1992

Swimming Pool Inspections

During the reporting period 378 certificates of compliance were issued and 160 certificates of noncompliance were issued. This included inspections across a range of building types, including single dwellings, two of more dwellings, tourist and visitor accommodation.

Other Information

Tree Vandalism Statistics

As part of its role, Council responds to tree compliance complaints reported by the public. The following information details the outcomes of the requests received during the reporting period on tree compliance.

In 2023-24, Council received a total of 217 requests for illegal tree works. The outcomes of these requests are summarised in the below table. Those items recorded in the 'Other' column of the table typically referred to situations such as Ausgrid undertaking exempt clearance works for asset protection.

	Successful Prosecution / PIN	Formal Caution	Insufficient Evidence to Proceed	Prior Approval or Exemption	Other	Total
Public Tree Vandalism Reports	6	19	30	0	5	60
Private Tree Vandalism Reports	21	11	65	60	0	157
Total	27	30	95	60	5	217

As a result of the investigations undertaken by Council, it was found that 12% of reports received resulted in the issuing of financial penalty. Whilst this rate has increased from previous years, it is also to be noted that in some instances, multiple reports relate to the same incident where the enforcement action was taken. The main reasons for this low rate of successful action is because most reports are not supported by sufficient evidence to take formal regulatory action.

A total of 21 penalty infringement notices under the *Environment Planning and Assessment Act 1979* for development without consent (totalling \$117,000) were issued on private land. Furthermore, 6 penalty infringement notices under the *Local Government Act 1993* for remove / damage tree in public place (totalling \$1320) were issued. An additional 30 formal cautions have been issued for technical / minor breaches. A large proportion of investigations found that property owners have exemption under the NSW Rural Fire Service 10/50 Vegetation Clearing Code of Practice or allege danger from falling branches during storms.

Special Rate Levy

Council collects special levy for town centres within the LGA, information of the collection of those levies and

Special Rate Levy: Town Centres	Income 2023-24	Expenditure 2023-24	Details of infrastructure / projects delivered as a result of Levy
Gosford	\$659,890	\$88,097	<ul style="list-style-type: none"> Cleaning Security Water Quality Management

Special Rate Levy: Town Centres	Income 2023-24	Expenditure 2023-24	Details of infrastructure / projects delivered as a result of Levy
			<ul style="list-style-type: none"> • New Year's Eve event
Wyong	\$98,658	\$32,840	<ul style="list-style-type: none"> • Love Lanes Festival • Cleaning • Security
Toukley	\$228,150	\$26,365	<ul style="list-style-type: none"> • Town Centre WiFi • Cleaning
The Entrance	\$730,609	\$148,661	<ul style="list-style-type: none"> • Cleaning • Security • Lawns and Gardens • Water Quality Management • Town Centre WiFi • Paving Works • Australia Day event

Public Interest Disclosure Information

PID Statistical Information (from 1 July 2023 to 30 June 2024)			
	Made by public officials performing their day to day functions	Under a statutory or other legal obligation	All other PIDs
a) Number of public officials who made public interest disclosures to your public authority	3	0	0
b) Number of public interest disclosures received by your public authority	2	0	0
Of public interest disclosures received, how many were primarily about:			
(i) Corrupt conduct	0	0	0
(ii) Maladministration	0	0	0
(iii) Serious and substantial waste of public money or local government money (as appropriate)	2	0	0
(iv) Government information contravention	0	0	0
(v) Local Government pecuniary interest contraventions	0	0	0
c) Number of public interest disclosures finalised by the public authority	1	0	0

- d)** Does the public authority have a public interest disclosures policy in place? Yes
- e)** What actions have been taken to ensure staff awareness or their responsibilities under Section 6E(1)(b) of the Act have been met (that staff of the public authority are aware of the contents of the policy and the protections under this Act for a person who makes a public interest disclosure)? Comprehensive training has been conducted across the organisation using varied methods, including, online training modules, face to face training, presentations at directorate wide staff meetings and toolbox talks.

Disclosures and Investigations Report

The Disclosures and Investigations Office provides an avenue for residents, community members, ratepayers, local businesses, staff, Councillors and other Council Stakeholders to raise concerns about:

- Fraud and corruption
- Misconduct
- Maladministration

The Disclosures and Investigations Office manages the factual investigation of issues raised against staff and Councillors and assists in developing and promoting fraud prevention strategies in the organisation. The Office also manages Council’s Public Interest Disclosure (PID) framework, liaises with external agencies such as the Independent Commission Against Corruption (ICAC), NSW Ombudsman, Office of Children’s Guardian, and NSW Police. The Office coordinates the responses to any individual and systemic issues that are identified via investigations, with regular and direct reporting to the CEO, and the Audit, Risk and Improvement Committee (ARIC).

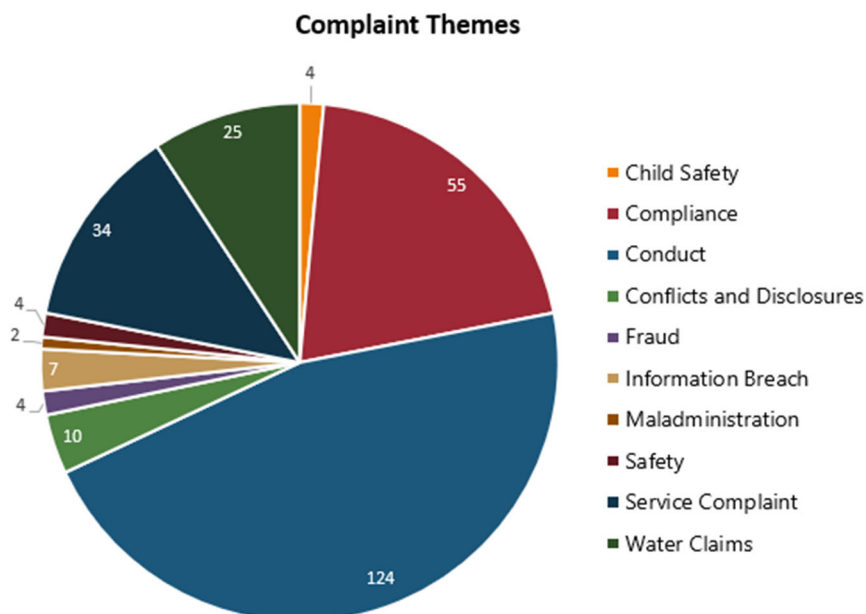
The Office will ensure that all investigations are conducted impartially to a high ethical standard and reflect Council’s Values, always ensuring procedural fairness and unbiased decision making. They will also provide or recommend guidance and assistance to staff and management as well as delivering proactive education for continuous improvement in administrative process, good governance and ethical decision making.

Complaints in 2023-24

The Office received a total of 288 complaints for the 2023-24 financial year, a decline from the previous financial year.

Complaints received are made up of Code of Conduct complaints, referrals from external agencies such as the NSW Ombudsman, ICAC and Office of Local Government on a variety of issues, including, Public Interest Disclosures, escalated water claims, and other process/service driven complaints.

From these, 47% of staff Code of Conduct complaints were dismissed. Numerous recommendations were also made for improvements to Council policy and processes when a gap was identified during an investigation.





Central Coast Annual Report

Central Coast Council

2 Hely St / PO Box 20 Wyong NSW 2259 P

02 4306 7900

W centralcoast.nsw.gov.au

ABN 73 149 644 003

November 2024