



Water
and Sewer

Delivery Plan – Progress Report

January - June 2024

We are dedicated to meeting your expectations and improving your water and sewer services.



Acknowledgement of Country

An aerial photograph of a coastal landscape. In the foreground, a wide, golden sandy beach curves along the shore. The ocean is a deep blue, with white foam from waves washing onto the beach. To the left, a lush green hillside descends towards the beach, with a wooden staircase visible. The sky is clear and blue. A large, semi-transparent blue circle is overlaid on the center of the image, containing white text.

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.

Our vision

To be a trusted service provider for the Central Coast community and place our customers at the centre of everything we do.

Our purpose

To provide water and sewer services that preserve our environment and maintain the liveability and health of the Central Coast community.



Director's message

At the halfway mark of our IPART Determination period (2022-2026), I am pleased to provide an update on the progress of our Delivery Plan.

The dedicated Water and Sewer team continue to work hard to meet the objectives and commitments that we have made to our customers—with a significant portion of tasks either on schedule or completed, as reflected in this report.

Our extensive and ongoing customer engagement has been key to gaining insights into what our community value about their services, service level preferences and where we can improve education about water and sewer services.

Despite challenges, including recruiting a specialist workforce, we have remained agile and focused on maintaining our service levels and delivering major projects that will provide long-term benefits to our customers and community. You can read more about these in Water and Sewer Performance reports.

Our future focus will remain on completing all outstanding actions in the Delivery Plan and I am confident that with continued commitment and teamwork, we will make steady progress throughout the next six months, when we will provide our community with its next update.

**Jamie Loader, Director
Central Coast Council Water and Sewer**



1. Accountability

We demonstrate our accountability and transparency through informing, educating and engaging with our community.

We share timely, focused easy to understand information that aligns with the preferences of our customers.

We are committed to improving our customers' experience and building a platform that makes it easy for our community to find information that is important to them.

FY 2022-23

- ✓ Commence the roll-out of our Accountability Strategy by:
 - Publishing a Water and Sewer Performance Report that shows our performance against key metrics
 - Publishing our Delivery Plan

FY 2023-24

- ✓ Ask our customers what future reporting they want, in what format and how frequently they want it provided
- ✓ Publish a 'customer-defined' Water and Sewer Performance Report for 2023
- 🕒 Create a webpage that is dedicated to water and sewer services and functions
- ✓ Update and expand information on our website including outages, emergency works, events, environmental outcomes, education materials, sampling results and expenditure performance

FY 2024-25

- ☐ Annual review of performance reporting – continue to provide information that is important to our customers
- ☐ Publish a 'customer-defined' Water and Sewer Performance Report for 2024

FY 2025-26

- ☐ Annual review of performance reporting – continue to provide information that is important to our customers
- ☐ Publish a 'customer-defined' Water and Sewer Performance Report for 2025
- ☐ Evaluate our delivery on the Accountability Strategy to measure our success

Legend



Complete



In progress



In progress –
delayed



Not
commenced

2. Community engagement

We place our customers at the centre of everything we do. Our community engagement ensures that we understand our customers' needs, what our customers value about their water and sewer services, and how we embed those values into our decision making and service delivery.

Our Customer Charter is our commitment to the community. We engage with key stakeholders and build partnerships that assist with our regulatory and environmental obligations.

FY 2022-23

- ✓ Ask our customers what type of information is important to you, including levels of service and response times, what they value in relation to the services we provide, both short and long term
- ✓ Gauge what our community understands about shared rights and responsibilities
- ✓ Strengthen relationships with our regulators, local representatives, indigenous communities and other stakeholders

FY 2023-24

- ✓ Delivery of a Customer Charter that show our commitments to our community
- ✓ Refine our Complaints Management framework to make it easier to engage with us
- ✓ Re-engage with our community to test if what you value has changed
- ✓ Provide information on our improvement plans and how we're delivering on our commitments
- ✓ Establish a customer reference group

FY 2024-25

- Engage with our customer reference group to test if our community's values have changed
- Use the community values to guide the expenditure on our assets for the next IPART pricing proposal
- Conduct a customer satisfaction survey

FY 2025-26

- Engage with our customer reference group to re-test our community's values
- Conduct a customer satisfaction survey

Legend



Complete



In progress



In progress –
delayed



Not
commenced

3. Asset management

We are implementing the recommendations made by the Independent Pricing and Regulatory Tribunal (IPART) in the 'Improving Performance' Information Paper (May 2022). We will implement asset management and project management strategies to ensure assets provide maximum value and meet our customers' needs, now and into the future.

To view the Paper search '**Improving Performance Central Coast Council**' at [IPART.nsw.gov.au](https://ipart.nsw.gov.au)

FY 2022-23

- ✓ Commence the update of servicing plans that meet current and future customer needs
- ✓ Update our project management approach to ensure accountability and performance
- ✓ Finalise Asset Management Plans for each asset class and Asset Management Improvement Plan

FY 2023-24

- ✓ Commence implementation of Asset Management Improvement Plan
- ✓ Increased completion of preventative maintenance programs with the Asset Management System
- ✓ Further develop systems to identify poorly performing assets

FY 2024-25

- 🕒 Embed our community's long-term values and expectations into our strategic planning
- 🕒 Submit strategic planning documents to meet Department of Planning & Environment's Strategic Planning Assurance requirements for NSW Local Water Utilities
- ☐ Ensure an optimal level of capital expenditure and that this expenditure reflects our customers values

FY 2025-26

- ☐ Ongoing completion of assets condition, risk and criticality assessments
- ☐ Continuous improvement of inspection and preventative maintenance schedules
- ☐ Review progress against Asset Management Improvement Plan

Legend

- 
 Complete
- 
 In progress
- 
 In progress – delayed
- 
 Not commenced

Our Progress

Central Coast Council Water and Sewer Delivery Plan 2022-26 focuses on improving performance, accountability and transparency to our community on water and sewer services.

To view the Plan, search '**Water and Sewer Delivery Plan**' at centralcoast.nsw.gov.au

This progress report highlights achievements against three focus areas, accountability, community engagement and asset management.

Accountability

What will be delivered	Finish date	Status	Comments
<p>Performance Report 2017-22</p> <p>A report covering a number of measures recommended by IPART, under the following categories:</p> <ul style="list-style-type: none"> • Service reliability • Customer • Asset and financial management • Environment and public health • Water conservation 	30/09/2022	Complete	Initial Water and Sewer Performance Report that detailed our performance, from 2017 to 2022, was published on Central Coast Council's website in September 2022 and is available online at www.centralcoast.nsw.gov.au
<p>Performance Report 2023</p> <p>Developed in consultation with our customers and community.</p>	31/10/2023	Complete	<p>Following several community engagement activities, the list of publicly reportable performance measures has now been defined by our community members.</p> <p>The 2023 Water and Sewer Performance Report will be published on www.centralcoast.nsw.gov.au in October 2023.</p> <p>Ongoing engagement will be conducted each year, to ensure we are meeting the needs and preferences of our community in regard to performance reporting.</p>
<p>Update and expand information on our website</p>	30/6/2024	Complete	Extensive information has continued to be expanded on our website, proving detailed updated on major projects such as Avoca Lagoon and the Mardi Water Treatment Plant. Emergency works and outages continue to be communicated and events such as the Dam Day Out and Water and Sewer pop ups at events such as Love Lanes. Water education material has also been expanded on our websites, with new collateral and community education to support our Love Water campaign. Environmental outcomes and sampling results are also now published as part of quarterly reporting, in line with customer preferences.
<p>Water and Sewer web page</p> <p>A web page dedicated to water and sewer functions.</p> <p>A fit-for-purpose web page that provides our community with information that is important to them, including outages, emergency works, events, education materials and expenditure performance.</p>	30/6/2024	In progress - delayed	Currently in the planning phase to consider the best platform and approach to a dedicated site.

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Community engagement

What will be delivered	Finish date	Status	Comments
<p>Develop engagement program including:</p> <ul style="list-style-type: none"> Identify the audience and ensure diversity in demographics Develop engagement methods Implement and report on engagement activities and outcomes 	05/12/2022	Complete	<p>Engagement program included face to face forums, targeted forums, in depth consultation with hard-to-reach groups and phone survey. Forums occurred in March and May and survey was undertaken in June 2023.</p> <p>These engagement activities are part of our ongoing engagement program.</p>
<p>Engagement workshop to inform:</p> <ul style="list-style-type: none"> Values and outcomes in relation to water and sewer services Presenting back the values and outcomes developed from the findings from Phase 1, to test customers' agreement and prioritisation Testing the list of performance measures and information developed from Phase 1 and ascertaining the level of importance of each Evaluating the target levels for existing measures and preceptions of Council's performance against those 	30/05/2023	Complete	<p>Engagement comprised:</p> <ul style="list-style-type: none"> Face-to-face community forums with residents and small to medium businesses In-depth interviews with Aboriginal and Torres Strait Islander customers In-depth interviews with culturally and linguistically diverse customers In-depth interviews with large water use customers
<p>Central Coast Council Water and Sewer masterplan</p> <ul style="list-style-type: none"> Water planning resource planning - what's important to water and sewer network performance Un-serviced properties to be serviced (targeted group) Testing if water resource planning outcomes are still relevant to Water and Sewer treatment and network planning 	30/05/2023	Complete	<p>Engagement with the community regarding unserviced properties was undertaken via surveys through November 2023 and February 2024.</p> <p>The surveys outlined broader community sentiment regarding the potential connection of unserviced properties to the water and/or sewer network and potential funding models.</p> <p>Initial feedback on willingness to pay to connect to services was also obtained from unserviced property owners.</p> <p>This information will help inform a risk and opportunity assessment to guide where further feasibility and targeted willingness to pay discussions are warranted.</p> <p>Customer values around their water and sewer services were also further explored during deliberative forums in July 2024.</p>
<p>Survey of additional performance measures, communications channels and frequency for performance measures</p> <p>The Phase 3 survey will determine:</p> <ul style="list-style-type: none"> What channels the information and performance metrics will be communicated on (email, social media, council reports, quarterly bills etc.) How frequently the information or performance metrics will be updated (quarterly, biannually, annually etc.) How the community would like to be updated on emergency breakdowns and works 	30/05/2023	Complete	<p>The Phase 3 survey focused on:</p> <ul style="list-style-type: none"> How frequently the community want to be informed on certain performance measures and information. What method of communication our customers prefer. <p>The survey concluded on 3 July 2023 and steps to implement changes to reporting methods have commenced.</p>

Community engagement

What will be delivered	Finish date	Status	Comments
<p>Stakeholder relationships</p> <p>Strengthen relationships with our regulators, local representatives, indigenous communities and other stakeholders.</p>	30/06/2023	Complete	<p>Regular meetings have been established with our key regulators; the Independent Pricing and Regulatory Tribunal (IPART) and the Environment Protection Authority (EPA).</p> <p>Further stakeholder identification and engagement plans have commenced.</p> <p>Planning for a Customer and Community Advisory Group is underway, that will include key stakeholders that are representative of our diverse Central Coast community. The establishment of the group is planned for July 2024.</p> <p>A People's Panel (formerly referenced as a Customer and Community Advisory Group) has been established and will provide insights and feedback that are representative of our customers.</p> <p>Engagement with indigenous communities has commenced and will be ongoing.</p>
<p>Customer Charter for Water and Sewer:</p> <p>Provides clarity on:</p> <ul style="list-style-type: none"> • Shared rights and responsibilities • Our service commitments to our customers • Mechanisms of support for our customers • Environmental obligations • Complaints management 	30/07/2023	Complete	<p>The structure of the Customer Charter was informed by the community and was socialised in a focus group to seek their feedback prior to public exhibition.</p> <p>The final Customer Charter was adopted by Council on 26 September 2023 and has been published on Council's website.</p> <p>The Customer Charter is complemented by a Water and Sewer Customer Complaints Management Framework. This was also adopted by Council on 26 September 2023.</p>
<p>Customer values</p> <p>Re-engage with our community to test if what you value has changed</p>	30/06/2024	Complete	<p>Extensive community engagement was conducted to re-test what our customers valued and what was important to them in terms of service levels, performance reporting and targets and engagement preferences.</p>
<p>Improvement plans</p> <p>Provide information on our improvement plans and how we're delivering on our commitments</p>	30/06/2024	Complete	<p>This Delivery Plan and our Quarterly Reporting process demonstrates to our community what we have delivered and areas that we developed improvement actions.</p>
<p>Customer reference group</p> <p>Establish a customer reference group</p>	30/06/2024	Complete	<p>A customer reference group has been established and will be known as the People's Panel. Onboarding for this group has commenced.</p>




Asset management

What will be delivered	Finish date	Status	Comments
Improved Project Initiation	30/06/2023	Complete	A Capital Approval and Review Committee has been established to conduct monthly reviews of water and sewer projects.
Asset Management Improvement <ul style="list-style-type: none"> Finalise asset management plans/strategies for each asset class Asset management maturity assessment and improvement plan Report progress against asset management improvement plans 	30/06/2025	In progress - delayed	<p>Draft asset management plans have now been finalised in addition to the asset maturity assessment and asset management improvement plan.</p> <p>Preparation of the Water and Sewer Asset Information Strategy commenced in 2023/24 and various improvement plan actions are underway in 2024/25.</p>
Monitoring business case implementation <ul style="list-style-type: none"> Bushfire management Catchment management Sewage treatment plant improvements Benthic studies at the outfalls Dam safety Effective data management for water quality results Building water resilience Building effective preventative management strategies and work plans for our assets Increasing the frequency of inspections on water and sewer mains Increasing the frequency of our mains flushing program 	30/06/2026	In progress	A reporting tool has been developed and monitoring of improvement programs and associated projects is ongoing.
Asset Management Assessment Improvements <ul style="list-style-type: none"> Continually assess and identify poor condition assets and systems (Incl. 10 and 30 year works plans) Undertake site wide condition audit of Somersby Water Treatment Plant Undertake site wide condition audit of Mardi Water Treatment Plant Establish new and implement period contract for pressure pipeline condition assessment Complete planned condition assessment of major tunnels and outfalls 	30/03/2027	In progress	<p>Council is currently delivering seven major condition assessment contracts across various asset classes. This assists Council to renew the right assets at the right time.</p> <p>Sewer network tunnel inspections are being assisted by remote drone surveys.</p>
Risk and Opportunity Initiation	01/07/2027	In progress	The Assets and Projects Unit are adopting a more standardised approach to risk and opportunity estimating and developing a unit cost database for capital works projects.
Asset Lifecycle <ul style="list-style-type: none"> Establish and maintain consistent standards and specifications to deliver and manage asset lifecycle: <ul style="list-style-type: none"> Sewer pump stations Water pump stations Water and sewer mains Sewage treatment plants Water treatment plants Electrical and instrumentation 	30/07/2027	In progress	<p>Standard specifications have been completed for water and sewer main, based on industry standards.</p> <p>Standardisation of sewer pump station designs continues to progress. Improved treatment plant standardisation is occurring as part of the design of major upgrades.</p>

Get in touch

Our customer service centre can assist you anywhere anytime if you'd like to report an issue, make a request, or offer feedback.


General enquiries, billing and payment difficulties

 (02) 4306 7900 – 8:30-5:00pm Monday-Friday

If you have hearing or speech impairments, call the National Relay Service on 13 36 77, and quote Council's contact number 02 4306 7900.

 ask@centralcoast.nsw.gov.au

 Search '**customer help**' at centralcoast.nsw.gov.au

 Council Office
2 Hely Street, PO Box 20, Wyong NSW 2259

Faults, services and emergencies

 (02) 4306 7900 – 24 hours/7 days

 Search '**water service interruptions**' at centralcoast.nsw.gov.au

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WATER
PRESSURE



FAULTS &
BLOCKAGES



ODOURS

We invite you to

Take part in local community forums, in person or online, to provide feedback and learn about our projects and programs. Visit:

 yourvoiceourcoast.com

Attend Council meetings. For more information, search '**council meetings**' at centralcoast.nsw.gov.au

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