

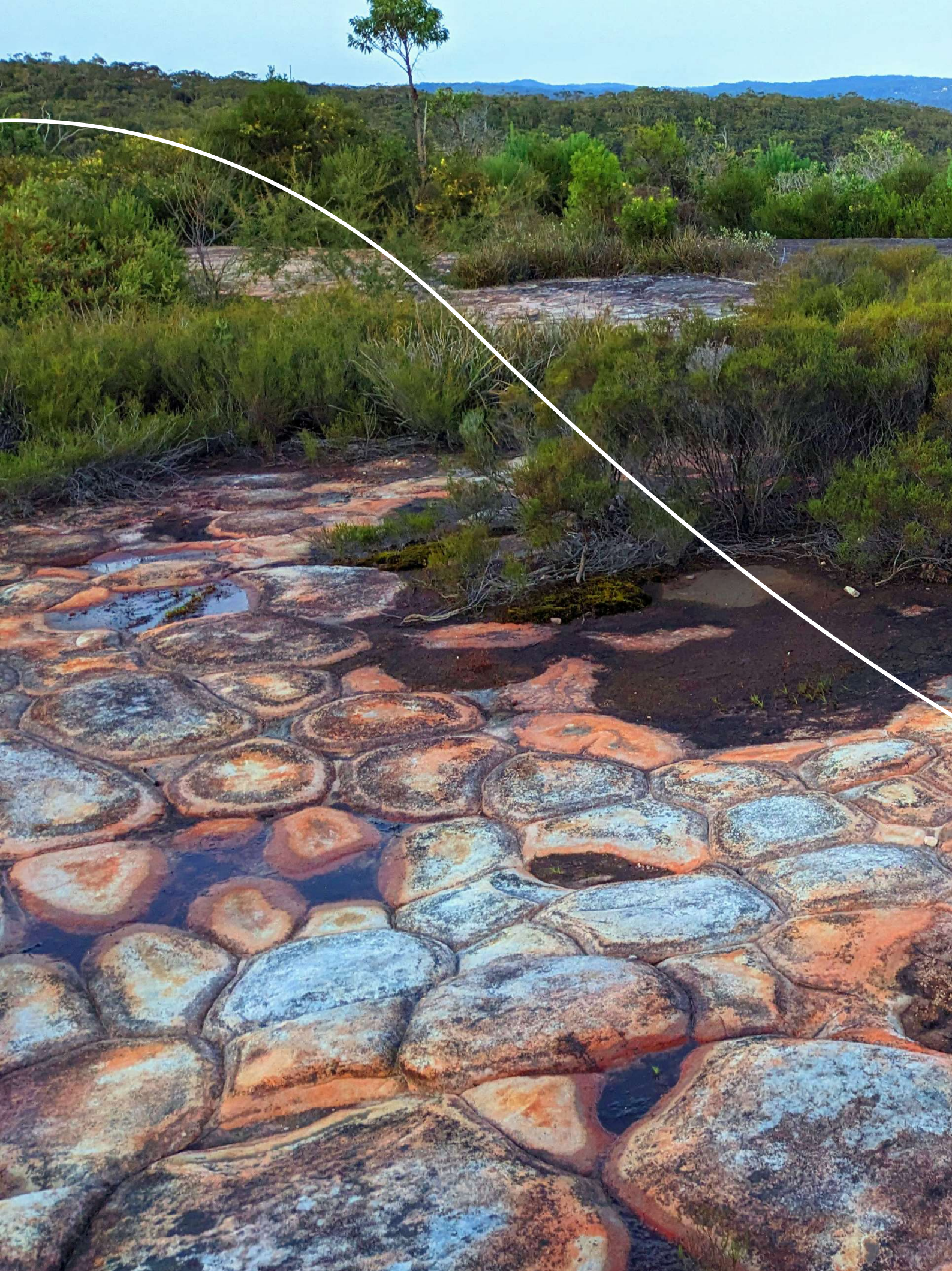


# Central Coast Council Central Coast Region Report

The Central Coast Region Report provides details of progress towards achieving the community's aspirations within the Community Strategic Plan 2018-2028.

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 the Central Coast







44.9%

Families



7%

Persons with  
a disability



16%

Born overseas



4.9%

Aboriginal and Torres  
Strait Islanders



43

Median age



4.7%

Unemployment  
rate



25,800

Businesses



\$17.52B

Gross Regional  
Product



9

Swimming  
enclosures



3

Dams



2,232km

Water mains



2,678km

Sewer mains



41

Beaches  
15 Patrolled



10

State Forests  
and National Parks



560

Parks and  
reserves



8

Child care  
centres



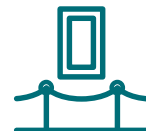
10

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



77

Sporting  
facilities



261

Playspaces



1

Camping ground



4

Holiday Parks



3

Performing Arts and  
theatres



6

Leisure and  
aquatic centres



3

Stadiums



# Community Strategic Plan

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Vision: We are One Central Coast. A Smart, Green, and Liveable region with a shared sense of Belonging and Responsibility

## 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.





# 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 lifestyles 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.





# About this Report

## Purpose of this Report

The Central Coast Region Report is a requirement under the Local Government Act 1993, and forms part of the Integrated Planning and Reporting (IP&R) Framework. It is completed in the year of a Local Government election and is a report to inform the incoming Councillors of progress towards achieving the objectives of the Community Strategic Plan (CSP). Implementation of the CSP is a collaborative one, with the community, private organisations and businesses, State and Federal Government, and Council all contributing towards its progress. This report includes trend data, drawn from various internal and external sources and also includes highlights, covering the financial years of 2021-22, 2022-23, and 2023-24. The Report is useful in guiding the review of the CSP and the development of programs, projects and actions as part of the Delivery Program and Operational Plan.

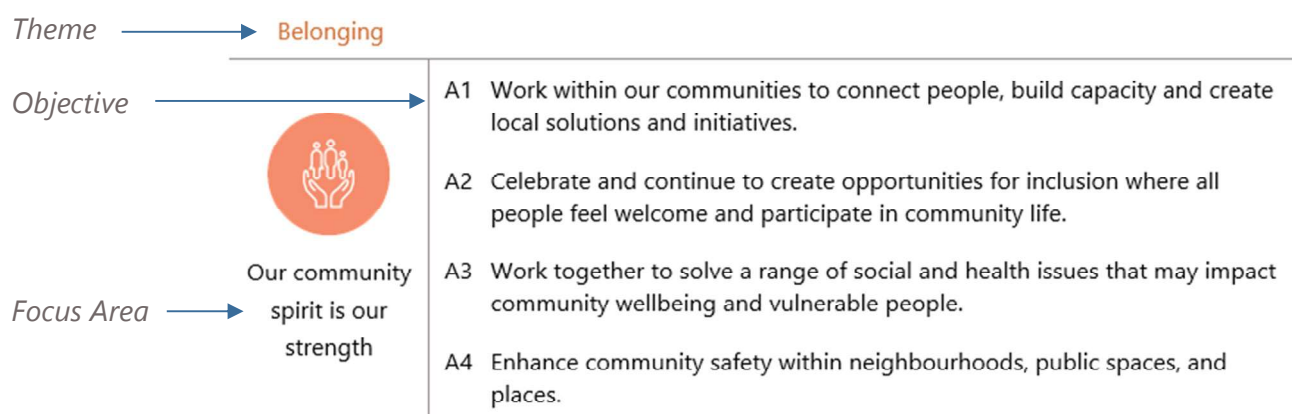




## How to Read this Report

The report is set out based on the CSP Theme and includes achievements over the period and measures used to understand how well the Central Coast is achieving against the CSP. The measures include internal indicators, such as the Community Wellbeing Survey, and external indicators, such as Australian Bureau of Statistics data (ABS), Transport for NSW, Bureau of Crime Statistics and Research etc. A list of data sources can be found at the back of the report.

### Community Strategic Plan (CSP)



### Achievements

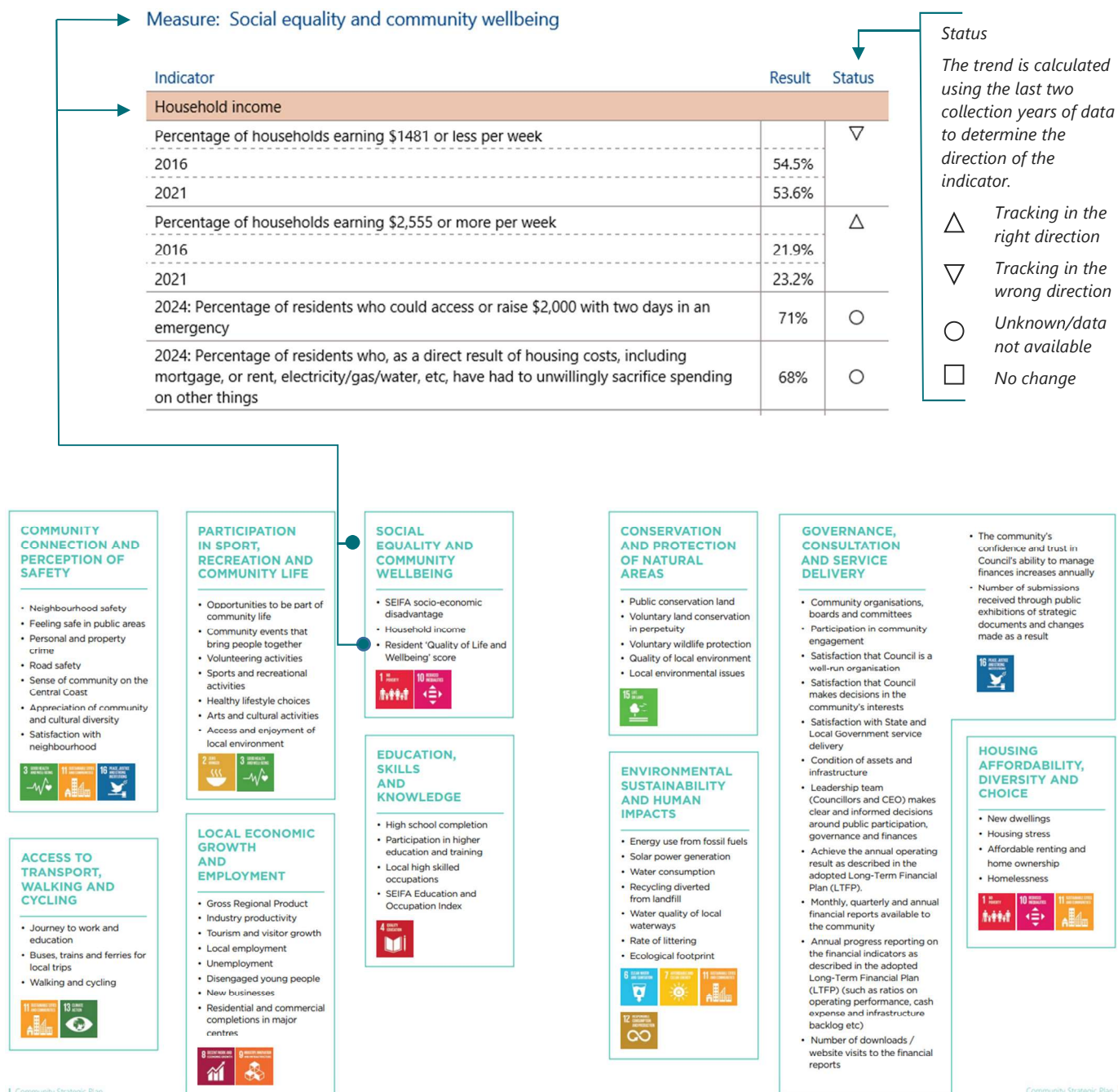
Details of what has been achieved or delivered during the period and which CSP theme and objective that it links to. The achievements include the primary CSP links as well as secondary CSP links.

	CSP Link
<b>Environmental Volunteering Program</b>	
Council continued to deliver its Environmental Volunteering Program which offers the community to take a hands on-role in conservation, protection and remediation of bushland, coastal areas, lake foreshores, parklands, and wildlife corridors, as well as gaining an understanding of the Central Coast ecosystems. The dedicated work of volunteers helps ensure the health of the land and waterways and provides continued access for all to enjoy. For more information on the Environmental Volunteering Program and groups around coast visit: <a href="https://www.centralcoast.nsw.gov.au/environment/environmental-programs/environmental-groups">https://www.centralcoast.nsw.gov.au/environment/environmental-programs/environmental-groups</a>	<div> <span style="color: green;">●</span> E1 ← Primary link  F1  F2  <span style="color: orange;">●</span> A1 ← Secondary link  A2  ← Achievement details </div>



## Performance Measures

Each theme contains a set of measures and indicators that are used to evaluate progress against the CSP. These are drawn from and detailed in the CSP. They are a collection of Council data or from other government agencies, community or private organisations.







IN

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Shop 136-137 Imperia  
Gosford NSW 2250



# 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.



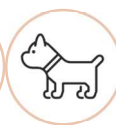
Creativity,  
connection, and  
local identity

- 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.



## Achievements

**540** productions and performance delivered at Laycock Street & Peninsula Community Theatres



**803** animals desexed and **921** animals microchipped

**39** events delivered with over **363,000** attendees



**8.2 million** beach visits, with over **3,400** rescues and over **6,800** first aid treatments

**38** major exhibitions and over **366,000** visitors at Gosford Regional Art Gallery



**260** grants to the community with over **\$1.8M** of funding treatments

[CSP Link](#)

### Community Capacity Building projects

- 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. ● A1 A2
- 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. A3
- When this Mountain Speaks – an intercultural and intergenerational project where local farmers were invited to share personal stories and memories around settlement, alongside their connection to place/land as caretakers.

### Youth Strategy Activity

- Youth Week events ● A1
- Youth for Youth (Y4Y) Leadership Program A2
- Thinking Out Loud youth forum
- Battle of the Bands competition
- Central Coast Skatepark Series.

### Positive Aging Strategy Activity

- Continued publication and distribution of the Getting Older and Loving Life (GOALL) magazine ● A1 A2
- Seniors Festival
- International Day of Older People seminar
- Talking with Seniors Roadshow.

### Community Education Campaigns – Natural Disasters

- Summer Safety ● A1
- Storm Season A2
- Plan and Prepare
- Get Ready Central Coast.

### Implementation of the Disability Inclusion Action Plan

- Campaigns to increase positive attitudes and behaviours towards people with a disability, such as the Think Outside the Chair, Invisible Disabilities, and Live My Experience. ● A2
- Accessible upgrades to town centres with accessible furniture installed at Wyong, Gosford, Toukley and The Entrance.
- Sport and recreation events that are welcoming and accessible for people with a disability such as Come and Try Day, wheelchair rugby, wheelchair basketball, and special Olympics.
- Undertaking works using universal design principles on projects such as playspace renewals at Ross Park – Avoca, Tunkawallin Oval – Gwandalan, and Woolmers Crescent Reserve – Mardi.
- Establishing a new Access and Inclusion Reference Group.

### Awareness and Education Campaigns for Family and Domestic Violence

- It's not Black or White exhibition – an exhibition of black and white photographs, depicting what the domestic violence was and continues to be for victims and survivors. ● A3  
A1
- Coercive Control information posters installed in public amenities.
- Annual 16 Days of Activism Against Gendered Violence.
- Community education murals and installations in Killarney Vale and Gosford.
- An art installation of orange umbrellas by Minka Gillian in Kibble Park, representing the 52 women who die every year in Australia.
- Walk Against Domestic Violence.

### Safer Cities Initiative

Her Way Project was an 18-month project delivered in partnership with Transport for NSW to pilot initiatives for women, girls, and gender-diverse people that would improve perceptions of safety on streets, in parklands and at public transport hubs around Gosford. The majority of initiatives implemented proved successful and included lighting, removing overgrown vegetation and improving the cleanliness of areas, installing public art, a city loop shuttle bus, and temporary wayfinding signage. ● A4  
B4

### Graffiti Management Work

Implementation of graffiti management actions such as *How to Report Graffiti* magnets distributed to customer service centres, libraries and town centres; distribution of graffiti removal kits; and release of summer graffiti campaigns during school holidays. ● A4

### Central Coast First Nations Accord

Development and adoption of the Central Coast First Nations Accord. An important commitment of the Accord was the establishment of a broad based Aboriginal Advisory Committee, with members appointed in 2023. ● B1

### Aboriginal and Torres Strait Islander Events and Activities

Delivery of Aboriginal and Torres Strait Islander events and activities such as NAIDOC Week celebrations, Elders reading program, Reconciliation Week participation, and Ngura program. ● B1  
B2  
A1



## Major Events

Continued delivery of a events that bring people together to celebrate all aspects of the Central Coast, such as:

- Chromefest
- Harvest Festival
- The Lakes Festival
- Australia Day celebrations
- Love Lanes Festival
- Flavours by the Sea
- Taste of Toukley and Wyong.

● B2  
A2

## Community Supported Events

Council also supported a range of community events, including:

- Spiral Coast
- Lowriders
- Rotary Club Busking Competition
- The Entrance Spring Fair
- Tubular Music and Arts Festival
- Run Fest
- Chilli Festival
- Whale Dreamers

## Gallery and Theatres

Continued delivery of exhibitions, productions and performances at Council's gallery and theatres, including:

- 'A Glint of Koi' Exhibition
- Exhibitions featuring local artists Zac Craig and Shana O'Brien
- The Australian Institute of Architects annual event
- Annual Gosford Art competition
- Shakespeare in the Gardens
- Gosford Musical Society production of Wizard of Oz
- Phantom of the Opera by local company Curtain Bounce
- Naughty Noodle Fun Haus present Origami in the Edogawa Garden.

● B3  
B2

## Place Activations

Through the delivery of Council and community events and placemaking projects various spaces and places were activated, such as:

- Wyong Town Centre with the Love Lanes Festival and Taste of Wyong
- Celebrating and embracing the Central Coast lakes and waterways with various activities as part of the Lakes Festival
- Enjoying the valleys and mountains with the Harvest Festival
- Many other activities within the other town centres of Toukley, The Entrance, Woy Woy and Gosford, including movie nights, school holiday programs, Christmas window competition, New Years Eve celebrations.

● B2  
B4  
● C3

## Performance Measures

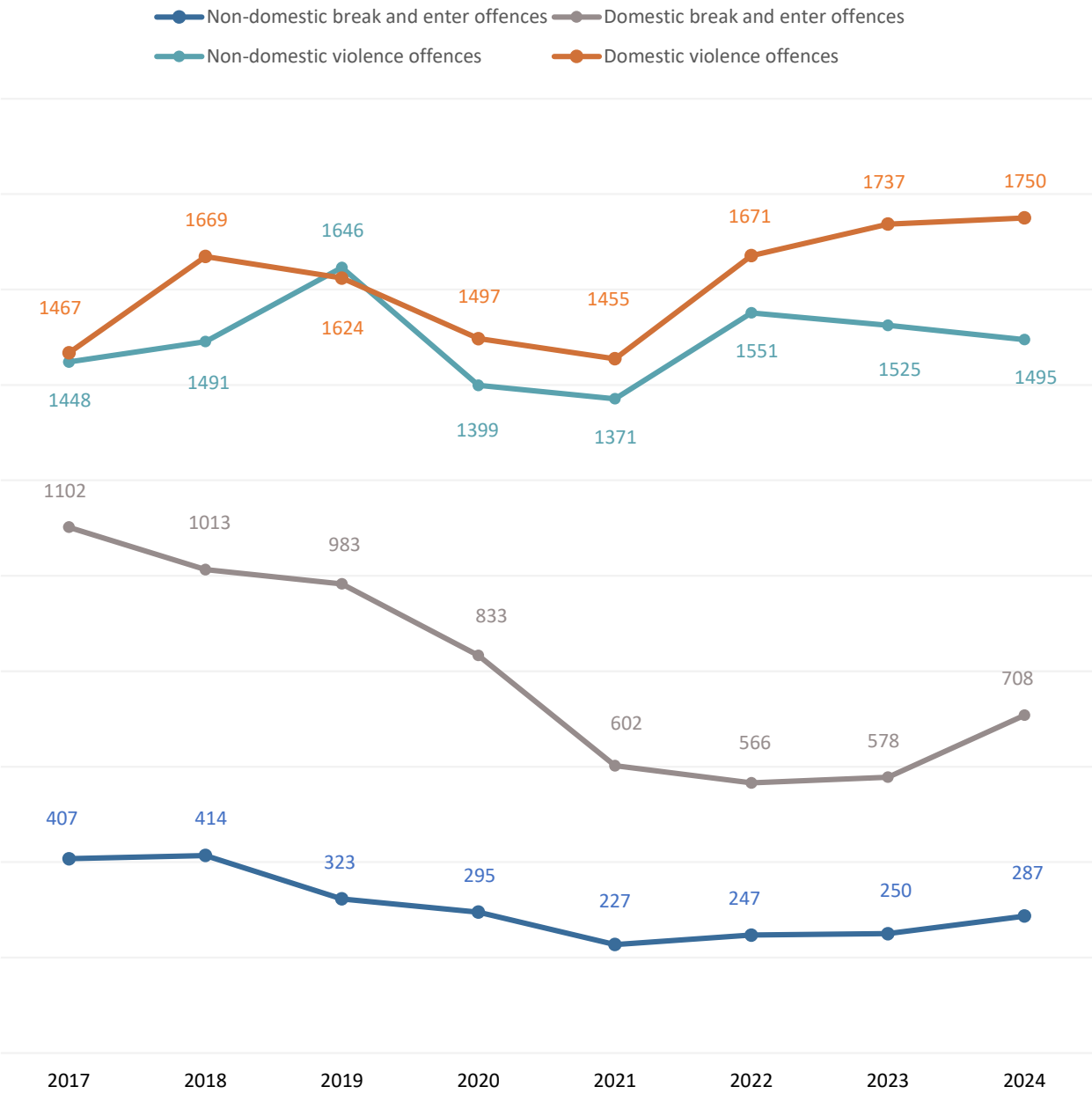
### Measure: Community connection and perception of safety

Indicator	Result	Status
Sense of community		
2017: Percentage of residents who strongly agreed or agreed that living on the Central Coast area gives a sense of living in a community	63%	○
2024: Percentage of residents completely satisfied or satisfied with feeling part of the broader Central Coast community	41%	○
2024: Percentage of residents completely satisfied or satisfied with feeling part of the local neighbourhood community	48%	○
2024: Percentage of residents completely satisfied or satisfied with their local area	51%	○
2024: Percentage of residents who are very or somewhat feel connected or engaged with the people, businesses, and other aspect, of their local area	64%	○
2024: Percentage of residents who would very or somewhat like to feel connected or engaged with the people, businesses, and other aspects of your local area	84%	○
2024: Percentage of resident who strongly agree or agree with each of the following:		○
My local neighbourhood is a great place to live	65%	
My local community copes well when faced with challenges	48%	
I feel proud to live in my neighbourhood	60%	
I feel proud to live in the Central Coast community	61%	
My local community has a bright future	49%	
There's good community spirit in my local area	41%	
2024: Percentage of residents who could you ask their neighbours or local friends for help or assistance in each of the following circumstances:		○
Providing food or money in an emergency	23%	
To help water plants, mind pets or check your letterbox when you're going away	59%	
In case of illness	44%	
For borrowing tools/equipment, a food item, etc.	51%	
For advice	44%	
For transportation	40%	
For minding children	19%	
To shop for you	34%	
Emotional support	33%	
2024: Percentage of residents who could ask the following for support in a crisis:		○
Friend	68%	
Neighbour	47%	
Family member	72%	
Work colleague	19%	
Community, charity or religious organisation	19%	



Indicator	Result	Status
Local council or other government service	13%	
Health, legal or professional service	23%	
2024: Percentage of residents who have helped neighbours or local friends in the past 12 months in any of the following:		○
Provided food or money in an emergency	17%	
Helped water plants, mind pets or check your letterbox when you're going away	46%	
Assisted when they were ill	30%	
Loaned tools/equipment, a food item, etc.	42%	
Provided advice	40%	
Provided transportation	33%	
Minded children	17%	
Shopped for	23%	
Provided emotional support	37%	
Percentage of residents who were very satisfied, satisfied or somewhat satisfied with Council's community development and programs		△
2022	82%	
2024	84%	
Appreciation of community and cultural diversity		
2017: Percentage of residents strongly agreed or agreed that people of all cultures and backgrounds are welcomed	65%	○
2024: Percentage of residents who in the last 12 months who have not seen or experienced any discriminatory attitudes towards themselves or other people because of race, religion, age, sexuality or gender identify	64%	○
2024: Percentage of residents completely satisfied or satisfied with their spirituality or religion	52%	○
Neighbourhood safety and safety in public areas		
2017: Percentage of residents who strongly agreed or agreed they felt safe in their local area	76%	○
2024: Percentage of residents completely satisfied or satisfied with how safe they feel	54%	○
Percentage of residents who strongly agreed or agreed they felt safe in public places		▽
2017	62%	
2024	54%	
2024: Percentage of residents who strongly agreed or agreed with the following:		○
Most people in my local area can be trusted	54%	
I feel safe walking alone in my local area during the day	73%	
I feel safe walking alone in my local area at night	41%	
I feel safe alone in my home during the day	79%	
I feel safe alone in my home at night	66%	

Personal and property crime









## Measure: Participation in sport, recreation, and community life

Indicator	Result	Status
Community events that bring people together		
Percentage of residents who were very satisfied, satisfied or somewhat satisfied with Council run events and festivals		△
2019	89%	
2020	89%	
2022	81%	
2024	84%	
Opportunities to be part of community life		
2024: Percentage of residents who in the past 12 months have been actively involved in any of the following:		○
Religious or spiritual group or organisation	16%	
Sport or recreation group	33%	
Special interest or hobby group	27%	
Ethnic or multicultural group	6%	
Social group through school, TAFE or University	9%	
Online community	18%	
Other social interest groups	3%	
Volunteering activities		
Percentage of residents who participated in volunteer work		▽
2016	17.2%	
2021	12.1%	
2024: Percentage of residents who in the past 12 months have given their time, without pay, to help any of the following:		○
A charity or welfare organisation	21%	
A service club, such as the RSL, Rotary, Lions etc.	11%	
A civic organisation, such as helping a local sporting team	16%	
A religious group or church	13%	
A volunteer organisation such as Rural Fire Service, SES, St. Johns First Aid, Bush Care team volunteering at Council libraries, etc.	17%	
A local school, such as working in the canteen, on the P and F Committee, cleaning the grounds, etc	16%	
Arts and cultural activities		
2017: Percentage of residents who strongly agreed or agreed there were enough opportunities in their local area to participate in arts and creative activities	44.5%	○

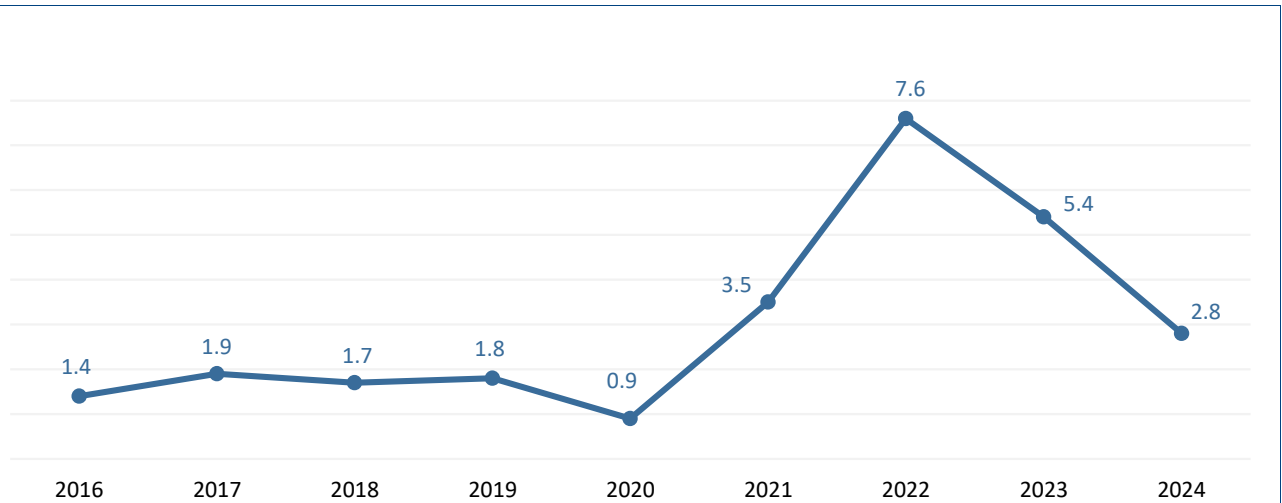


## Measure: Social equality and community wellbeing

Indicator	Result	Status
Household income		
Percentage of households earning \$1481 or less per week		▽
2016	54.5%	
2021	53.6%	
Percentage of households earning \$2,555 or more per week		△
2016	21.9%	
2021	23.2%	
2024: Percentage of residents who could access or raise \$2,000 with two days in an emergency	71%	○
2024: Percentage of residents who, as a direct result of housing costs, including mortgage, or rent, electricity/gas/water, etc, have had to unwillingly sacrifice spending on other things	68%	○
2024: Percentage of residents who had to sacrifice spending on the following: Food and groceries	55%	○
Air conditioning	38%	
Medical treatment	44%	
Sports and Recreation	44%	
Arts and cultural activities	49%	
Eating out	79%	
Education	19%	
Petrol/fuel	36%	
Therapy/counselling support	38%	
Other	5%	
2024: Percentage of residents who in the last 12 months have had to do the following:		○
Receive a donation from a charity	9%	
Bought a cheaper brand of food than your normal brand	63%	
Bought other products in the place of fresh fruit and vegetables	35%	
Did not have to receive any of these	31%	

Annual Australian CPI movement

Status ▲



Indicator	Result	Status
SEIFA socio-economic disadvantage		
Socio-Economic Indexes for Areas (SEIFA) rank		△
2016	989	
2021	994	
Quality of life and wellbeing score		
2020: Percentage of residents who rated their standard of living as excellent or very good	79%	○
2024: Percentage of residents who would rate their quality of life as excellent, very good or good	82%	○
2024: Percentage of resident who Since 2022, do you think the overall quality of life has improved since 2022	20%	○
2024: Percentage of residents who are completely satisfied or satisfied with the following:		○
Your standard of living	62%	
Your physical health	55%	
Your mental health	60%	
What you are currently achieving in life	58%	
Your personal relationships	71%	
Your future security	48%	
The home you live in	70%	
2024: Percentage of residents who strongly agree or agree with the following:		○
I feel like I have a balance between work and life	48%	
I feel like my life has a sense of purpose	59%	
I feel valued and appreciated by others	57%	
I am confident I can achieve the things I want in life	57%	
I generally do not feel lonely	60%	



Indicator	Result	Status
I generally do not feel anxious	43%	
I generally feel like I can adapt to change well	66%	
I work because I want to work	43%	
I work because I have to work	69%	
I wish I could work less but I cannot afford to	68%	
2024: Percentage of resident who are generally getting enough sleep	57%	○
2024: Percentage of residents who during the past few weeks often or sometimes experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity	83%	○
2024: Percentage of residents who during the past few weeks often or sometimes experienced negative emotions such as selfishness, jealousy, fear, worry and anger	61%	○
2024: Percentage of resident who are very likely or likely to recommend the Central Coast as a place to:		○
Work	47%	
Live	69%	

# 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.
-

## Airport Masterplan

The development of an Airport Masterplan to address challenges and position the airport as a leading general aviation hub was undertaken during the period, with a draft Masterplan exhibited in 2023/24 and adopted by Council in February 2025. The implementation of the Masterplan through its 14 actions will deliver environmental protection, improved emergency services, aviation education, and economic growth.

● C1  
● I3

## Town Centre Activities

Activities and projects to attract residents, visitors and business to Budgewoi, The Entrance, Wyong, Toukley, Gosford, Umina, Ettalong, Woy Woy and Terrigal include:

● C2  
● B4

- Furniture and façade upgrades
- Change over of banners to celebrate special events and occasions
- Town centre specific activations such as movie nights, Tai Chi in the park, pop up bars, heritage tours, school holiday programs.
- Information and ideas exchange sessions with business owners.

## Gosford Revitalisation

- A Gosford Steering Committee was established with membership from Council and NSW Government to progress the project. This involved the development of a plan for the revitalisation of Gosford Waterfront, with community consultation undertaken and the adoption of the plan. The next stage of the bringing the \$8.5 million concept plan to life continues with the appointment of the Hunter and Central Coast Development Corporation and the preparation of a business case to support further investment.
- The development and adoption of a Night Time Economy Discussion Paper that details ways to create better places for businesses, the local community and visitors after dark on the Central Coast. The Discussion Paper included best practice night-time-economy initiatives, a full review of Council's policies and rules and regulations that impact the night-time economy, placemaking initiatives directly geared to the night-time-economy and a night-economy opportunities plan for Gosford City.

● C2  
● G1

## Strategic Partnership Agreement with Lake Macquarie

A Strategic Partnership Agreement with Lake Macquarie's Economic Development Agency was established during the period, with the partnership designed to advance regional economic development initiatives and projects across LGA boundaries. The partnership creates closer economic engagement between the Central Coast and Lake Macquarie to work on mutually beneficial economic development initiatives and projects.

● C3  
D1  
D2

## Exporters roadmap

A Central Coast exporters roadmap was prepared to enhance international economic engagement and trade with Council's role to collaborate and communicate the export support services that are on offer to local business.

● C3  
C1

## Tourism Activities

- The new Visitor Information Centre at The Entrance opened in April 2023. The new facility is multipurpose, incorporates an improved layout and outdoor space for public use, includes a dedicated space for local creatives, has a bookable function area with a modern event space, and much more. Supported by the Federal Government, the new facility better meets the needs of our growing community and tourism sector.

● C4



- The Central Coast officially achieved ECO Destination Certification with Ecotourism Australia, making it one of the first regions in the country to be recognised for its strong, well-managed commitment to sustainable practices and high quality, nature-based tourism experiences.
- The Central Coast region received a number of accolades including being named in the international Green Destinations 2021 Top 100 Sustainability Stories list. And in 2024, the Central Coast won first place in the global Green Destinations Story Awards at the world's travel trade show in Berlin.
- Establishment of a Visitor Economy Working Group which brings together the relevant specialist areas of Council, Business NSW Central Coast, Central Coast Food Alliance, Tourism Accommodation Australia, Darkinjung Local Aboriginal Land Council, Gosford Erina Business Chamber (Central Coast Tourism Sub-Committee) and Destination Sydney Surrounds North to information share and collaborate as and when required on destination tourism initiatives and project.

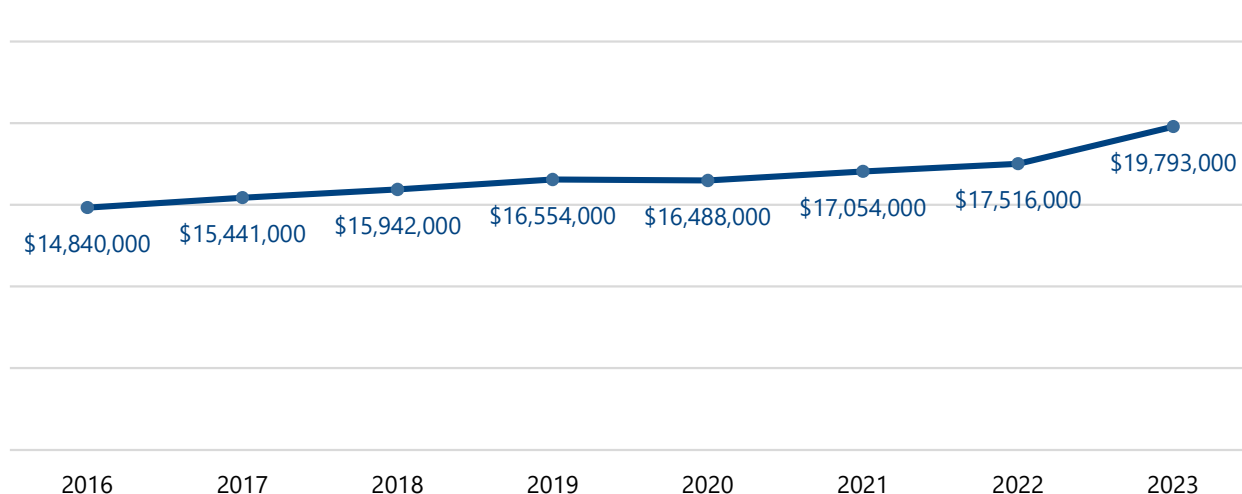
## Performance Measures

### Measure: Local economic growth and employment

Indicator	Result	Status
Industry productivity		
To industry by output		□ since 2016
First	Construction	
Second	Manufacturing	
Third	Health Care and Social Assistance	

### Gross regional product

Status ▲



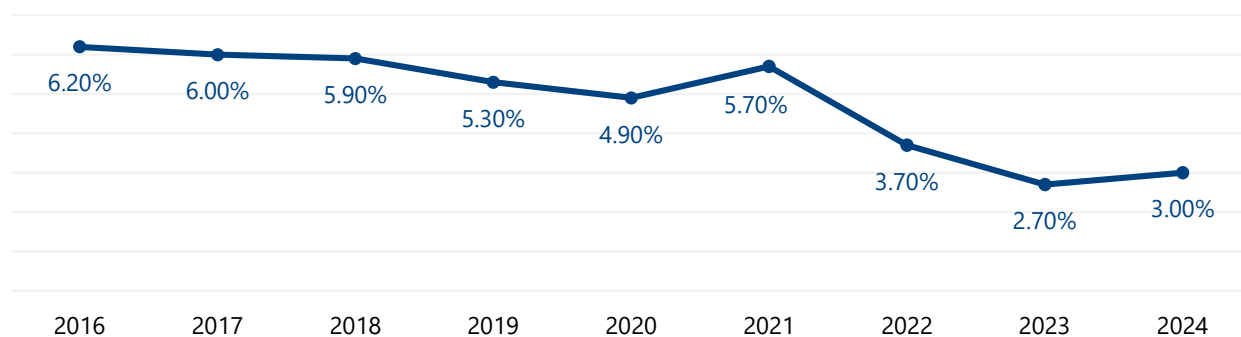
Indicator	Result	Status
Local Employment		
Top industry by employment		□ since 2016
First	Health Care and Social Assistance	
Second	Retail Trade	
Third	Construction	

Indicator	Result	Status
Local Employment cont.		
2024: Residents current work status		○
Working full-time for 35 or more hours a week	40%	
Working part-time or casual for less than 35 hours a week	21%	
Unemployed	3%	
Studying at school, TAFE, or university	3%	
Home duties	5%	
Retired	30%	
2024: Percentage of residents who strongly agree or agree, with the following:		○
I can manage the demands of my work without too much stress	57%	
My work and family life do not interfere with each other	52%	
I have good job security	65%	
I am satisfied with my job	64%	
Local high skilled occupations		
Percentage of workers who were professionals or managers		○
2016	32%	
2021	30%	
Percentage of workers who were Technicians, Trade Workers, Machinery Operators or Labourers		○
2016	29%	
2021	29%	
Percentage of workers who were Clerical or Administrative Officers		○
2016	14%	
2021	13%	
Percentage of workers who were Community and Personal Service Officers		○
2016	13%	
2021	14%	
Percentage of workers who were sales officers		○
2016	12%	
2021	11%	

Indicator	Result	Status
Disengaged young people		
Un-employment rate for youth (15-24)		△
2016	14.6%	
2021	9.8%	
Disengaged youth		
2016	11.3%	△
2021	11.6%	

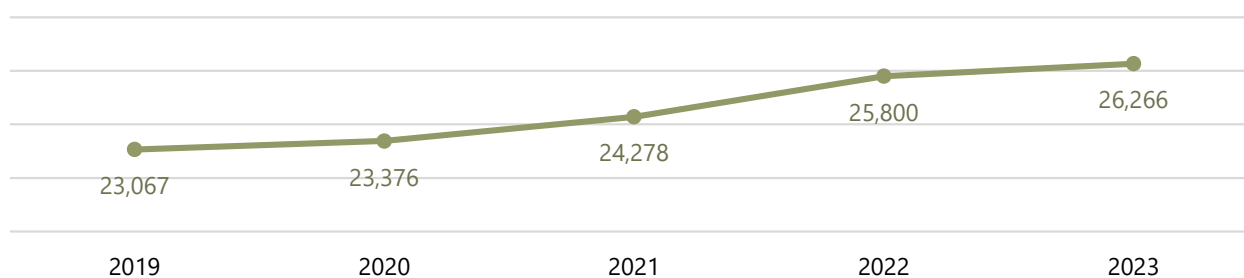
## Employment rate

Status ▲



## New businesses

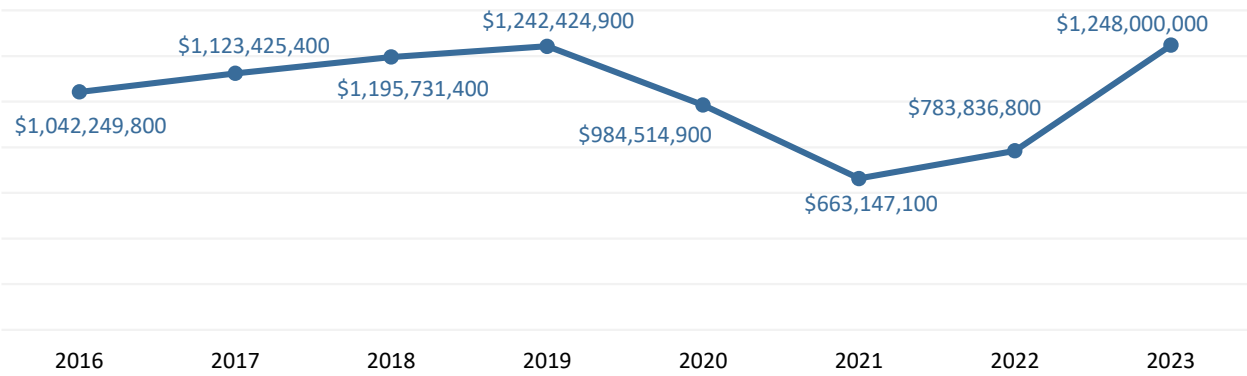
Status ▲



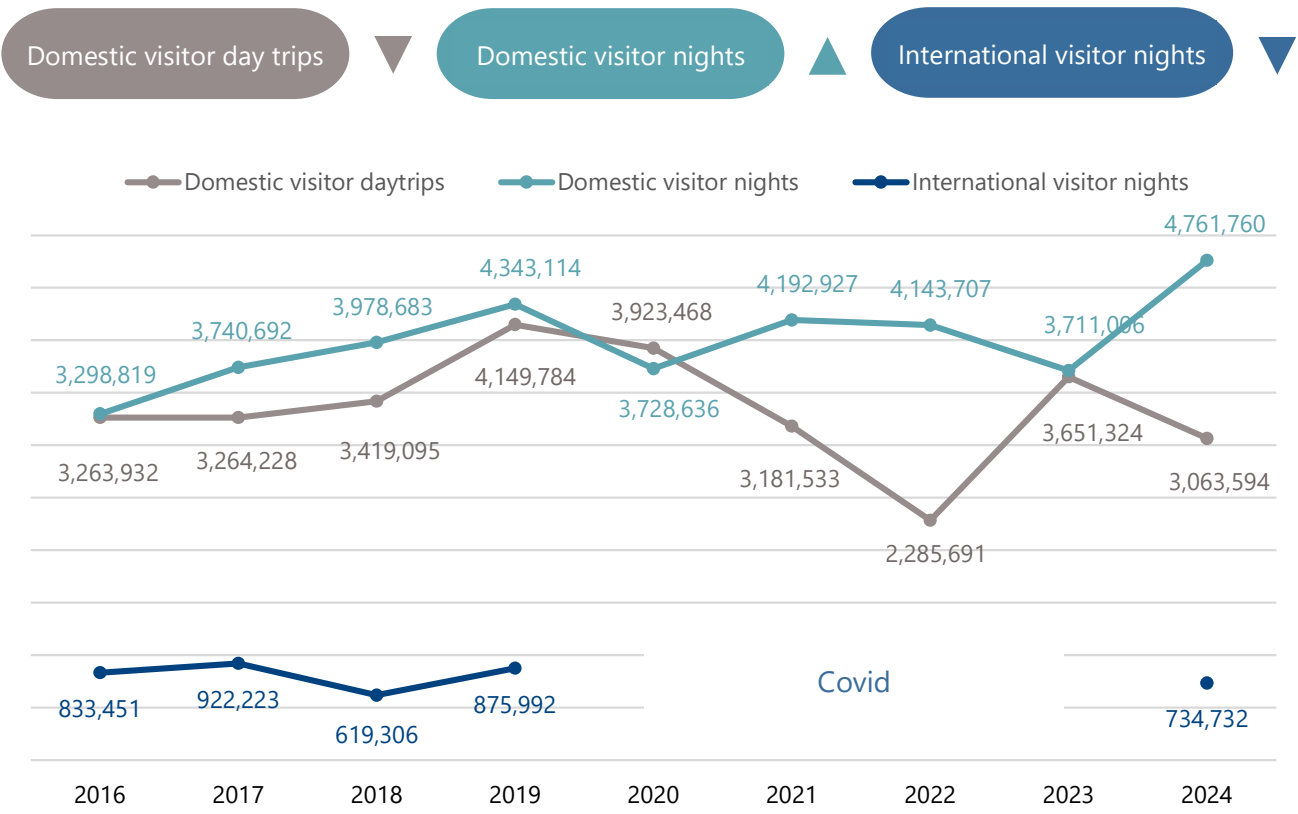


Amount injected into the economy from tourism

Status ▲



Tourism and visitor growth





HOTEL GOSFORD

HOTEL  
GOSFORD

HOTEL  
GOSFORD

HOTEL  
GOSFORD

## Measure: Education, skills and knowledge

Indicator	Result	Status
High School completion		
Percentage of the population who have completed Year 12 or equivalent		△
2016	40.3%	
2021	45.6%	
Percentage of the population who completed Year 10 or lower		▽
2016	43.9%	
2021	40.6%	
Participation in higher education and training		
Percentage of the population attending Tafe		△
2016	1.9%	
2021	2.6%	
Percentage of the population attending university		□
2016	3.1%	
2021	3.1%	
2024: Percentage of residents whose highest level qualification is certificate, graduate, diploma or degree	79%	○



# 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.



## Achievements

More than **63,000mWh** of renewable energy captured from waste facilities



Over **75,000** tonnes of household recyclables collected

Over **21,000m3** of wrack collected



Over **137,000** tonnes of garden organics collected



More than **644,000** bulk kerbsides collected

[CSP Link](#)

### Environmental Volunteering Program

Council continued to deliver its Environmental Volunteering Program which offers the community to take a hands on-role in conservation, protection and remediation of bushland, coastal areas, lake foreshores, parklands, and wildlife corridors, as well as gaining an understanding of the Central Coast ecosystems. The dedicated work of volunteers helps ensure the health of the land and waterways and provides continued access for all to enjoy. For more information on the Environmental Volunteering Program and groups around coast visit: <https://www.centralcoast.nsw.gov.au/environment/environmental-programs/environmental-groups>

● E1  
F1  
F2  
● A1  
A2

### Wrack Collection within Tuggerah Lakes

Council continued its wrack collection within Tuggerah Lakes and the installation and upgrades of Gross Pollutant Traps (GPTs) across the coast to collect and minimise pollutants entering the waterways. Council's wrack collection program has been in place for more than 10 years with the continued target collection of 5,000m<sup>3</sup> being met, which is equivalent to filling two Olympic sized swimming pools. A new Wrack Management Strategy is being prepared as part of the Coastal Management Plan (CMP) for Tuggerah Lakes with community input sought in 2023 on the outcomes the community envisages for the estuary. The current program will continue to be delivered and once the Tuggerah Lakes CMP (which will include the Wrack Management Strategy) is certified by the NSW Government it will strategically guide management actions for the next 10 years.

● E2  
F1  
● G2

### Installation and Upgrade of Gross Pollution Traps

As part of Council's Capital Works Program the installation and upgrade of GPTs in key locations has also prevented litter, dirt, sediment, and other pollutants from entering waterways. The importance of GPTs can in particular be seen during storm events with over 191 tonnes of waste collected from GPTs in April 2022 alone following heavy rain fall.

● E2  
F1

### Resource Management Strategy Delivery

- Continued achievement of targets with >40% of domestic waste being diverted from landfill and >99% of public litter bin collections in accordance with schedules, chemical clean-out events for community to responsibly dispose of chemicals, support for annual Clean up Australia Day
- Planning for the future introduction of Food Organics Garden Organics (FOGO) collection and processing solutions commenced, with the development of a feasibility and business case approved by Council.
- A new landfill cell was completed at our Buttonderry Waste Management Facility, providing community disposal needs for the next 4.5 years. The newly constructed cell also won an award for excellence in engineering at the IPWEA (Institute of Public Works Engineering

● E3

Australasia) Engineering Excellence Awards. Council's team, together with contractors, faced many challenges during the project including COVID-19 impacts, higher than average wet weather and two significant natural disaster events. Despite all this the new cell succeeded in being delivered on time, on budget and meeting expectations.

- Council delivered the inaugural Sustainable Futures Festival in November 2022, which introduced over 2,600 residents to environmentally friendly activities, displays and advice on how to create a more sustainable future and reduce our carbon footprint.

### LED Residential Street Lighting Replacement Program

In conjunction with Ausgrid and South Sydney Regional Organisation of Councils (SSROC), Council undertook a project for the roll-out of Ausgrid's LED Residential Street Lighting Replacement Program. This program saw older, high-energy residential streetlights replaced with new low-energy LED lighting to reduce light pollution in the night sky, lower greenhouse gas emissions, as well provide significant cost savings and the community with more effective lighting. There have been more than 15,000 streetlights upgraded across the Central Coast with a further roll out planned for decorative street lighting, often seen in CBDs and some residential estates, as the focus on the next stage.

● E4

### Woy Woy Waste Facility Landfill Gas Capture

As an operational action in 2022/23 Council focussed on increasing the ability to capture landfill gas at the Woy Woy Waste Facility with new gas collection and combustion infrastructure installed and commissioned. This has resulted in 5.5m<sup>3</sup> of landfill gas being captured and 6,152mWh of renewable energy delivered to the grid, which is the equivalent of supplying electricity to 1,025 households.

● E4  
F4

### Loggerhead Turtle Conservation Shelly Beach

A rare nest of endangered loggerhead turtle eggs was discovered and rescued at Shelly Beach in 2023, with Council, WIRES, NSW National Parks and Wildlife Service (NPWS), and NSW TurtleWatch installing a temporary fence to protect the site. The eggs were then excavated and incubated at Taronga Zoo, with more than 90 turtles hatching and being returned to Shelly Beach for release into the ocean. Turtle conservationists believed the nesting this far south was due to the warmer water being experienced.

● F1

### Little Terns Protection

Council also continued protection of the Little Terns species during the term, with actions such as installation of fencing to exclude people and dogs, educational and regulatory signage, and fox control measures. This has resulted in the endangered species having successful breeding season after season.

● F1

### Coastal Management Programs

Development of five Coastal Management Programs (CMPs) for waterways across the Central Coast progressed. The CMPs include Open Coast, Tuggerah Lakes, Coastal Lagoons, and Hawkesbury Nepean and are requirement by the NSW Government to identify coastal management issues and actions to address with a 5 stage process to be followed in their preparation. As part of the Open Coast CMP Council sought community input on practical management of Central Coast beaches with the feedback received assisting with an options assessment.

● F1  
● G2



## Threatened Species Protection

To protect the threatened species of the region work was undertaken to understand the diversity and distribution of species, including feral animal and species activity. This work is then used to inform management strategies and prioritise the implementation of actions, with work including:

- Ground dwelling fauna surveys at Rumbalara and Katandra Reserves, and Kincumba Mountain
- National flying-fox monitoring program
- Swift parrot and regent honeyeater survey
- Green and golden bell frog research
- Squirrel glider and sugar glider tracking

● F1  
F4

## National Tree Day support

Council continued to support National Tree Day with residents invited to participate at sites across the coast, such as Killcare Beach and Porters Creek at Wyong to plant trees supplied by the volunteer run Erina Depot Nursery. The planting at such sites helps restore roosting and foraging habitat for many native and threatened animal species, including the critically endangered Swift parrot, and helps improve the ability of the dune systems to withstand storms, and extreme weather. National Tree Day is held in July each year, with more information provided closer to the event.

● E1  
F1  
F2  
● A1

## Illegal dumping Focus

With the investigation 516 reports of illegal dumping in 2023/24 alone Council underwent the recruitment of a second Illegal Dumping Officer to continue the combat of illegal dumping. Council also participates in the Hunter Central Coast Regional Illegal Dumping program, which is co-funded by the Environmental Protection Agency (EPA), and aims to:

- Identify and patrol illegal dumping hotspots
- Investigate illegal dumping incidents and take action against offenders
- Track down illegal landfills
- Identify changes and trends in illegal dumping across a regional area
- Collaborate with the EPA, SafeWork NSW, and NSW Police to run illegal dumping education and compliance campaigns

● G2

## Flood Risk Planning

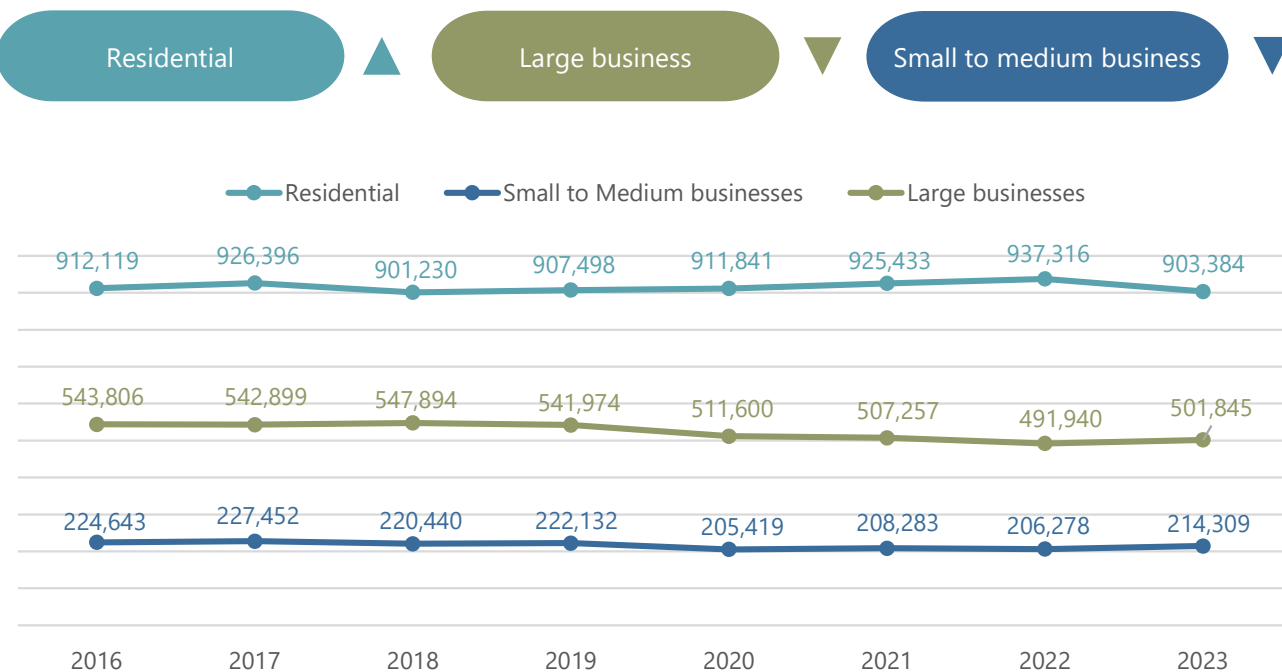
- The Northern Lakes Floodplain Risk Management Study and Plan, and the Davistown and Empire Bay Floodplain Risk Management Study and Plan were adopted, providing insight and recommendations into the management of these flood prone areas. Implementation of the plans is dependent on funding, but with these plans now in place Council will have a greater chance at being successful when applying for available grant funding.
- 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.

● F4

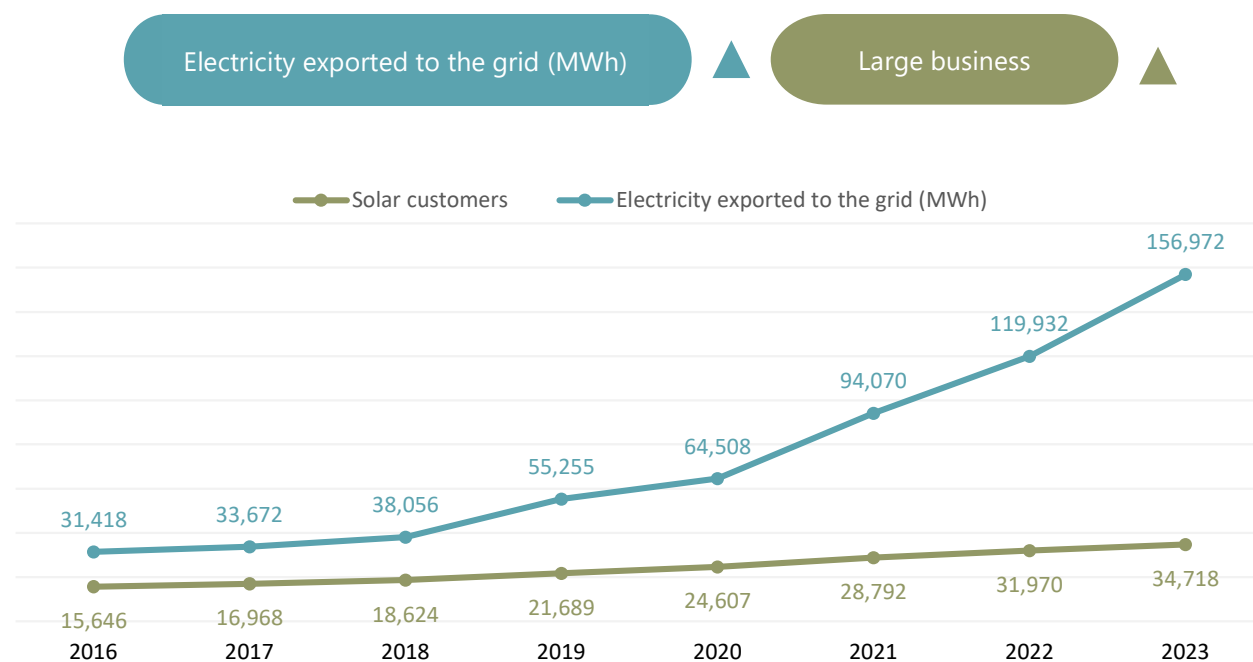
## Performance Measures

### Measure: Environmental sustainability and human impacts

Energy use from fossil fuel – amount of electricity consumed (megawatt hours -MWh)

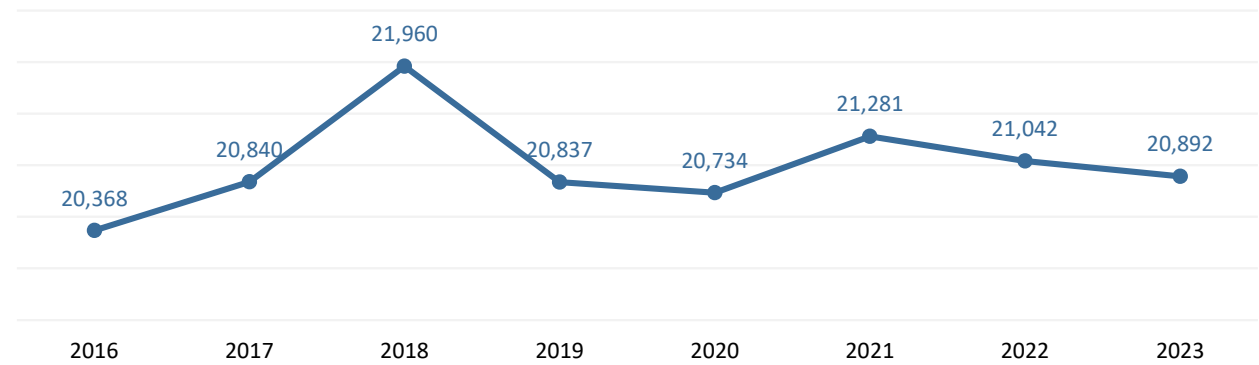


### Solar power generation



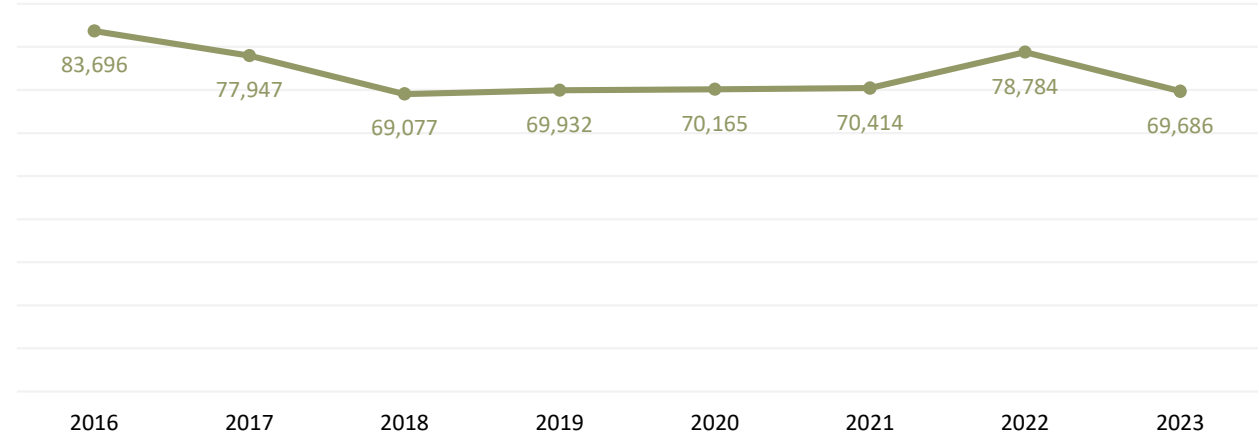
Water consumption (megalitres)

Status ▲



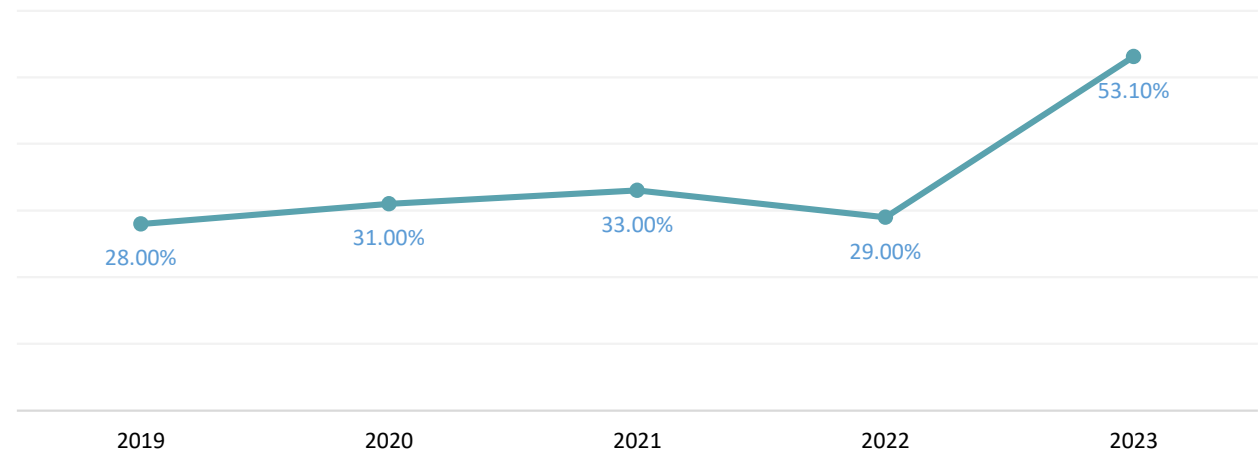
Recycling diverted from landfill (tonnes)

Status ▼



Water quality of local waterways – rated good or very good

Status ▲





# 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.



## 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.



## 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.

## Achievements

**7,856** development applications lodged



**7,365** development applications determined



**108.42km** of road resurfacing renewal

**256,869** potholes repaired



**78.06km** of road pavement renewed



**9.17km** of drainage infrastructure constructed or upgraded

**14.7km** of kerb and gutter constructed



**87%** of customer responses achieved within 5 days



**831km** of gravel roads graded

[CSP Link](#)

### Communication Campaigns

Council's annual communications campaign was delivered through media releases, eNews, rates newsletters and other online tools, covering:

- Major projects designs- Gosford Revitalisation, Gosford Regional Library, Regional Animal Care Facility
- Upcoming events, festivals and activities across town centres, libraries, leisure and recreation centres, aquatic facilities and more
- Delivery of capital projects – roads and drainage, playspaces, sport and recreation facilities, natural assets
- Strategic documents - Night-Time Economy Discussion Paper, Airport Masterplan, Housing Strategy, Community Strategic Plan, Local Strategic Planning Statement, Water and Sewer Charter etc.
- The first Water and Sewer Performance Report to customers was delivered, detailing performance from 2017 onwards, including water main breaks, water quality, sewage overflows, water sampling results, calls answered within 2 minutes, number of connected properties, and water consumption.
- The capital works map identifying location, project details and budget of works, with the map updated on a monthly basis to include status/progress of project.

● G2

### Financial Sustainability and Transparency

To ensure transparency and drive financial sustainability the provision of monthly financial reports as well as meeting quarterly and annual reporting requirements. The monthly reporting is in addition to the Quarterly reporting and annual Audited Financial Statement Council is required to undertake, with 2023/24 statements delivered for the first time since 2016 in accordance with legislated timeframes. Council also prepared and adopted the Long Term Financial Plan (LTFP) and Financial Sustainability Strategy. The LTFP is also a legislated requirement and provides scenario modelling over a ten year period to determine financial projections, while the Financial Sustainability Strategy aims to ensure the long term financial stability of Council and the services it provides, through the delivery of a range of actions focussed on income and expenditure.

● G3  
G2

### Customer Delivery Improvements

- A new call centre solution was implemented as part of Council's customer improvement program, resulting in the 1300 number being replaced with a new local number. To deliver the new solution Council partnered with the NSW Department of Customer Service's Government

● G4

Technology Platforms (GTP) group, providing a cost saving to Council. It includes new on hold music, better call quality and a call back feature.

- Improving customer response times from 68% of customer requests responded to within 5 days to 87% achieved, with continued focus on reaching a target of 90%.
- Development of a Service Optimisation Framework that sets the process of ensuring services are fit for purpose and efficient. The framework was implemented with the optimisation of democratic support services to prepare for the return of an elected body, and review of road maintenance and pothole prevention, with a focus of street sweeping.

### Essential Infrastructure Activities and Works

- Major to minor road and drainage works continued to be delivered as part of the capital works program with some examples of work at The Ridgway Road, Avoca Beach; Kala and Walu Avenue, Halekulani; Steyne Road, Saratoga; Springwood Street, Umina Beach; Lakedge Avenue, Berkeley Vale; and Rosemount Avenue, Lake Munmorah. ● H1  
H2  
H3  
H4
- Achieving roadside vegetation target of 70% servicing completed in accordance with schedules, with a continued effort to achieve 90%.
- Coordination of the Local Traffic Committee meetings
- Bus stop upgrades to improve safety and compliance with accessibility provisions.
- Parking works at existing car parks at Terrigal, The Entrance and Gosford to ensure longevity, increase of spaces and safety.
- Commenced \$82.5 million upgrade to Mardi Water Treatment Plant. Once completed, Mardi Water Treatment Plant will be able to treat up to the equivalent of 64 Olympic-sized swimming pools, providing drinking water for over 210,000 homes and businesses across the Central Coast region and the lower Hunter.
- Construction and opening of a new Mangrove Creek Dam Visitor Centre, 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.

### Balanced and Sustainable Development Projects

- Adoption of the Lake Munmorah Structure Plan, which is a 20 year plan that recognises the growth opportunities of the area and addresses housing and employment land supply, infrastructure provision, protection of natural features, and improving transport. ● I1  
I2  
I3
- Adoption of the Greater Warnervale Structure Plan, which is a 20 year plan that recognises the area as one of the fastest growing regions within the Central Coast and guides responsible development, with 57,000 people expected to call it home by 2041. I4  
G2
- Adoption of a Street Design Guideline, providing the minimum design standards for different street types with the overall outcome to create greener, safer, well-functioning and liveable spaces for the community. The Guideline will be used by Council, but also provides guidance to other agencies, residents and developers. ● A3
- Finalisation of the new Central Coast Local Environmental Plan 2022 (CCLEP 2022), which was notified on NSW Legislation and came into effect on 1 August 2022. The consolidated Central Coast Development Control Plan 2022 (CCDCP 2022) also came into force on the same date. The consolidation of these planning controls has helped move the Central Coast forward from operating under separate controls.
- Review of the Local Strategic Planning Statement commenced during the period with community engagement undertaken to understand what they value or desire for the Central Coast with consideration to land use and liveability. The engagement was delivered alongside the review of the Community Strategic Plan with community feedback guiding the changes of both documents.



- 
- Adoption of the Local Housing Strategy, which details the supply of housing on the Central Coast, the types of housing that are needed now and into the future, and potential barriers to meeting those needs. It supports the Central Coast Regional Plan 2041 and aims to enable development that does not compromise the attributes that make the area a desirable place to live. Council has also been successful in obtaining Federal Government funding under the Housing Support Program which will assist in implementing the strategy actions.
  - Continued implementation of the Alternative and Affordable Housing Strategy with property at Ashton Avenue, The Entrance resolved to be transferred to Pacific Link Housing Limited to progress affordable housing. Other properties with potential opportunity have been identified, with further investigations required to progress. There was also continued education and awareness activities delivered around homelessness, such as *A Walk in our Shoes* activation and crisis relief cards developed and disseminated to agencies.
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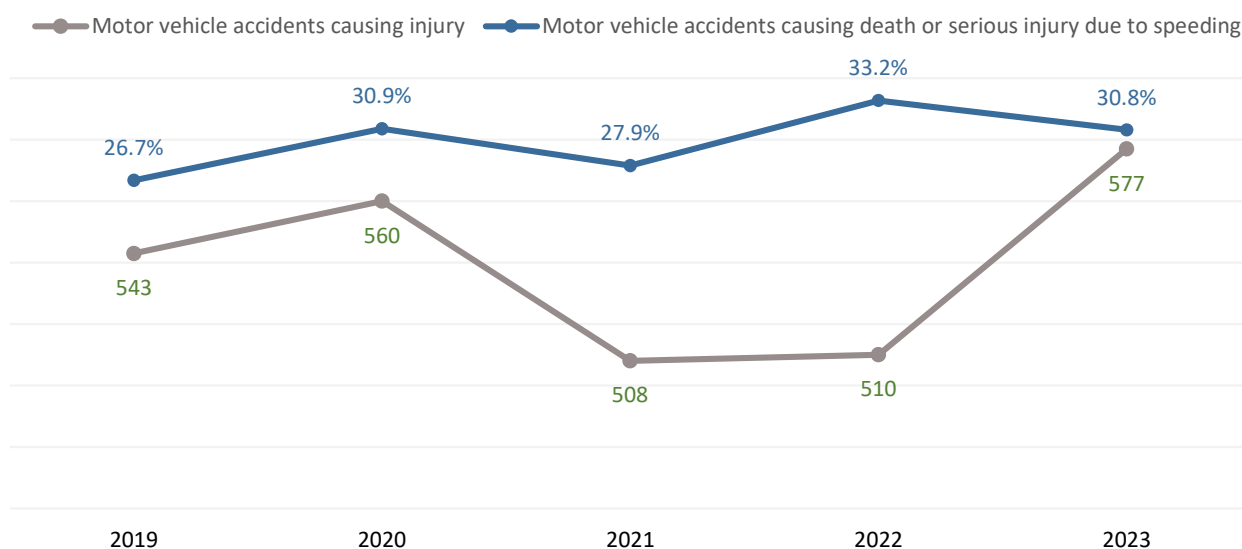
## Performance Measures

### Measure: Community connection and perception of safety

#### Road safety

Motor vehicle accident causing injury

Motor vehicle accidents causing death or serious injury due to speeding



### Measure: Governance, consultation, and service delivery

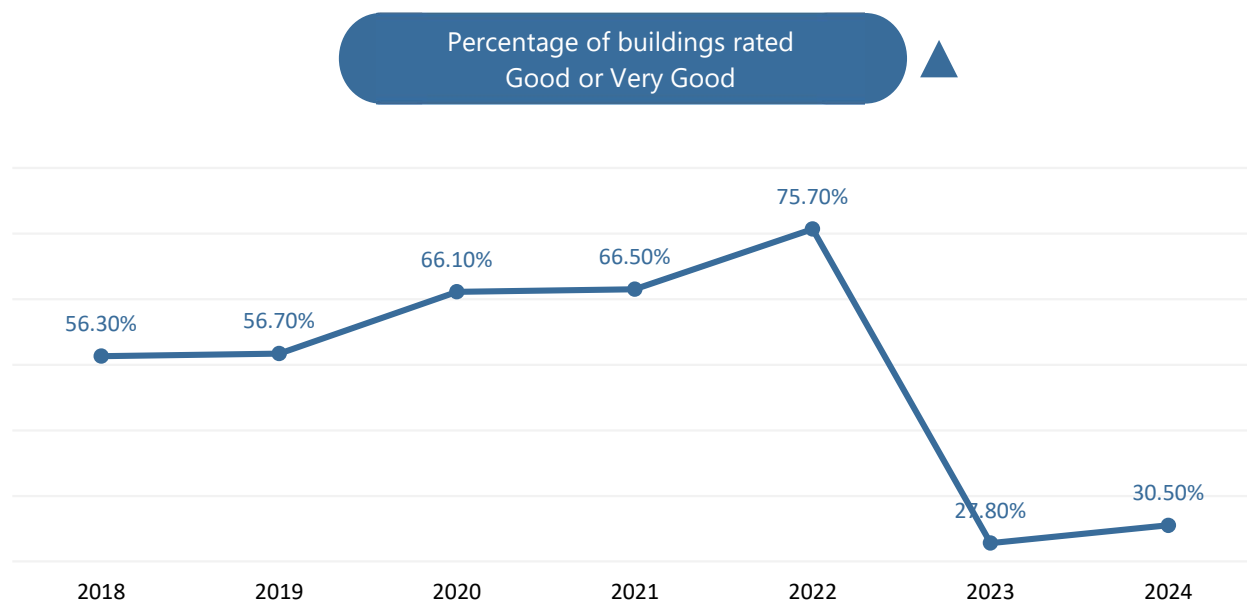
Indicator	Result	Status
Satisfaction Council is a well-run organisation		
Percentage of residents who are very satisfied, satisfied or somewhat satisfied Council is a well-managed and well-run organisation		Δ
2019	75%	
2020	72%	
2022	36%	
2024	41%	
Percentage of residents who are very satisfied, satisfied or somewhat satisfied Council works in the best interest of the community		Δ
2019	79%	
2020	76%	
2022	49%	
2024	53%	
Percentage of residents who are very satisfied, satisfied or somewhat satisfied Council manages funds well and provides good value for rates paid		Δ



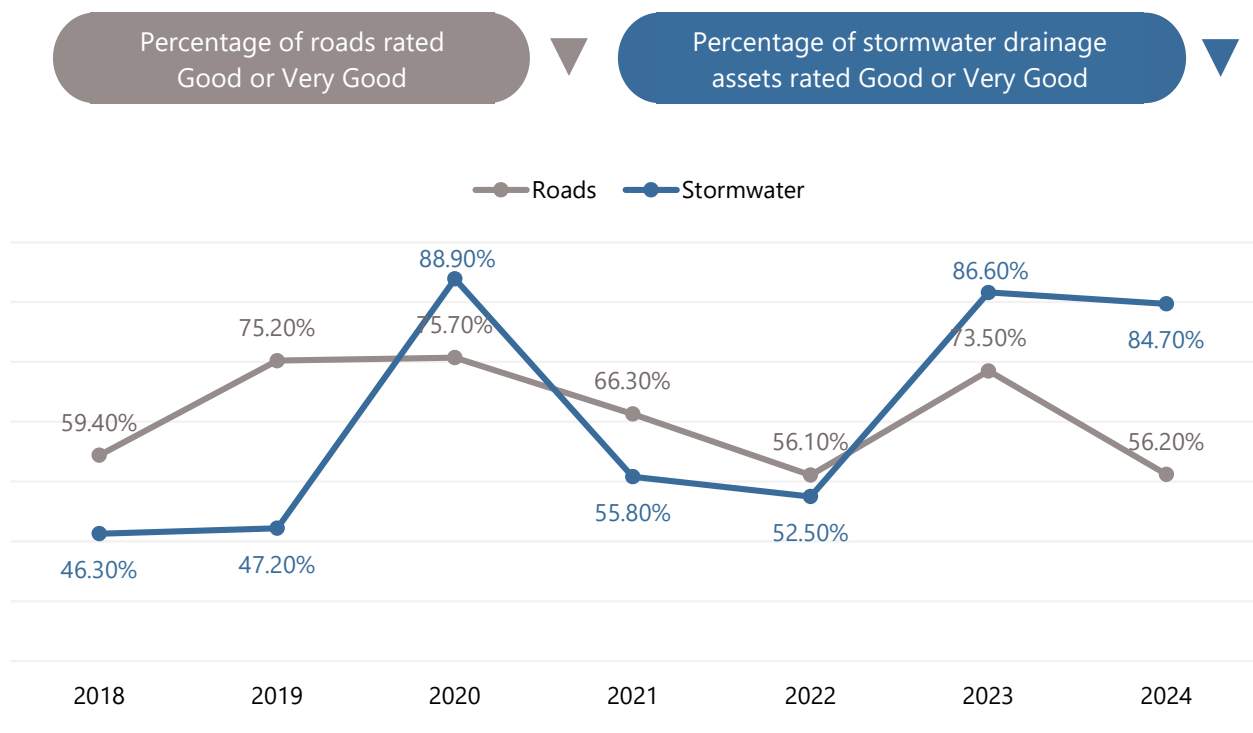
Indicator	Result	Status
2019	68%	
2020	68%	
2022	29%	
2024	32%	
Satisfaction that Council makes decisions in the community's interest		
Percentage of residents who are very satisfied, satisfied or somewhat satisfied Council adequately considers community concerns and views when making decisions		△
2019	68%	
2020	68%	
2022	54%	
2024	56%	
Percentage of residents who are very satisfied, satisfied or somewhat satisfied that information about Council and its decisions is clear and accessible		△
2019	72%	
2020	73%	
2022	53%	
2024	60%	
Satisfaction with Local Government service delivery		
Percentage of residents who are very satisfied, satisfied or somewhat satisfied with the way Council employees interact with the community		△
2019	84%	
2020	87%	
2022	74%	
2024	77%	
Percentage of residents who are very satisfied, satisfied or somewhat satisfied Council responds to customer enquiries in a timely manner		△
2019	76%	
2020	79%	
2022	64%	
2024	67%	
Percentage of residents who are very satisfied, satisfied or somewhat satisfied Council places a high value on customer experience		△
2019	80%	
2020	79%	
2022	64%	
2024	68%	
Participation in community engagement		
Percentage of residents who are very satisfied, satisfied or somewhat satisfied there is ease of finding information they need from Council		△

Indicator	Result	Status
2019	79%	
2020	79%	
2022	71%	
2024	73%	
2024: Percentage of residents who have participated in the following:		○
Signed a petition	43%	
Written or spoken to a Federal or State Member of Parliament	22%	
Written or spoken to the Council Administrator	13%	
Attended a protest, march, or demonstration	10%	
Participated in community consultation or attended a public or council meeting	13%	
Participated in an online discussion about political or local community issues	20%	
Been a member of a group that makes decisions, such as a board, a body corporate, a local council committee, religious or sporting committee, community group, resident action group, or school committee.	15%	○
2024: Percentage of residents who feel there are enough opportunities to have a say on local issue that are important to them	23%	

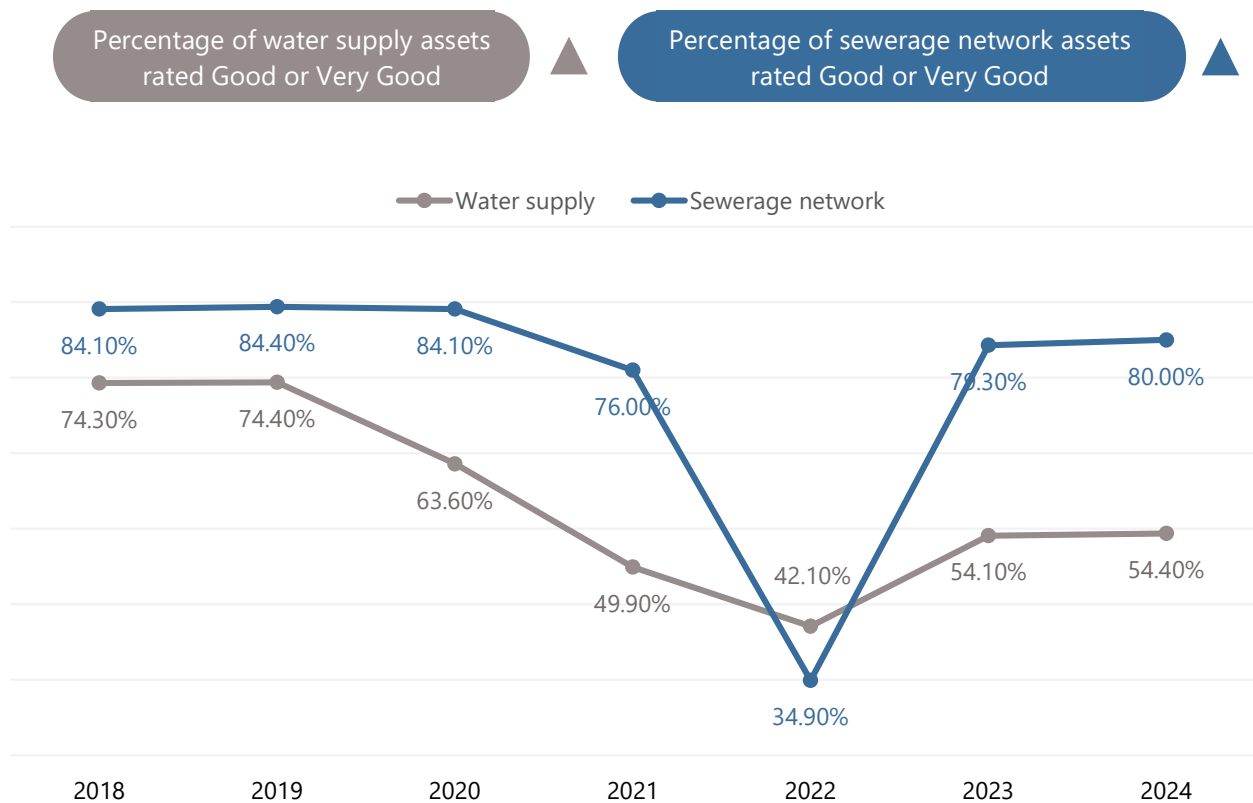
#### Condition of Council Buildings



## Condition of Roads and Drainage assets and infrastructure



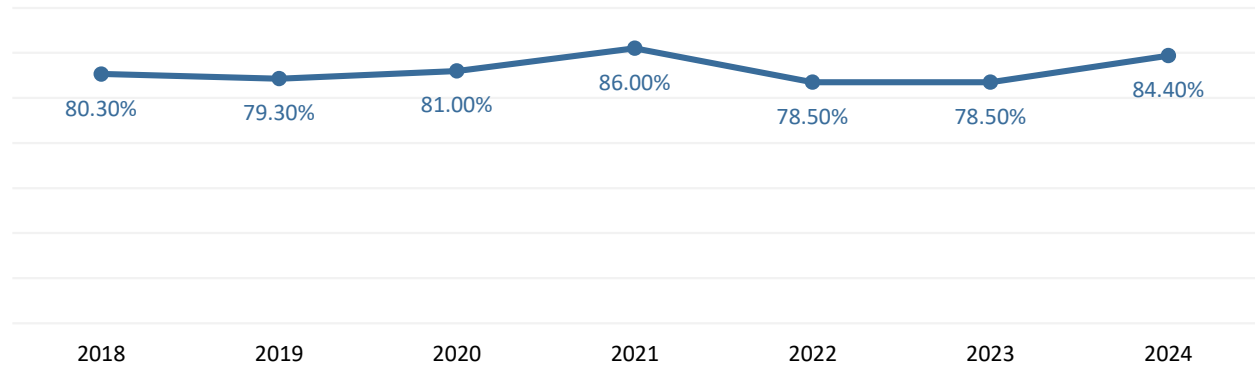
## Condition of Water Supply and Sewerage Network assets and infrastructure





## Conditional of Open Space and Recreational assets and infrastructure

Percentage of open space and recreational assets rated Good or Very Good ▲



## Measure: Access to transport, walking and cycling

Indicator	Result	Status
Why we travel		
2022: Percentage who travel for the following:		○
Commuting	10.0%	
Education / child care	-	
Personal business	11.0%	
Serve passenger	18.8%	
Shopping	23.2%	
Social / recreation	25.9%	
Work related business	-	
Other	11.1%	
2023: Percentage who travel for the following:		○
Commuting	10.4%	
Education / child care	8.7%	
Personal business	9.5%	
Serve passenger	18.2%	
Shopping	20.9%	
Social / recreation	26.2%	
Work related business	4.4%	
Other	1.8%	
2024: Percentage of residents who said yes to other transport options (e.g. bus, train, bike, walk) that they could realistically use for the following:		○

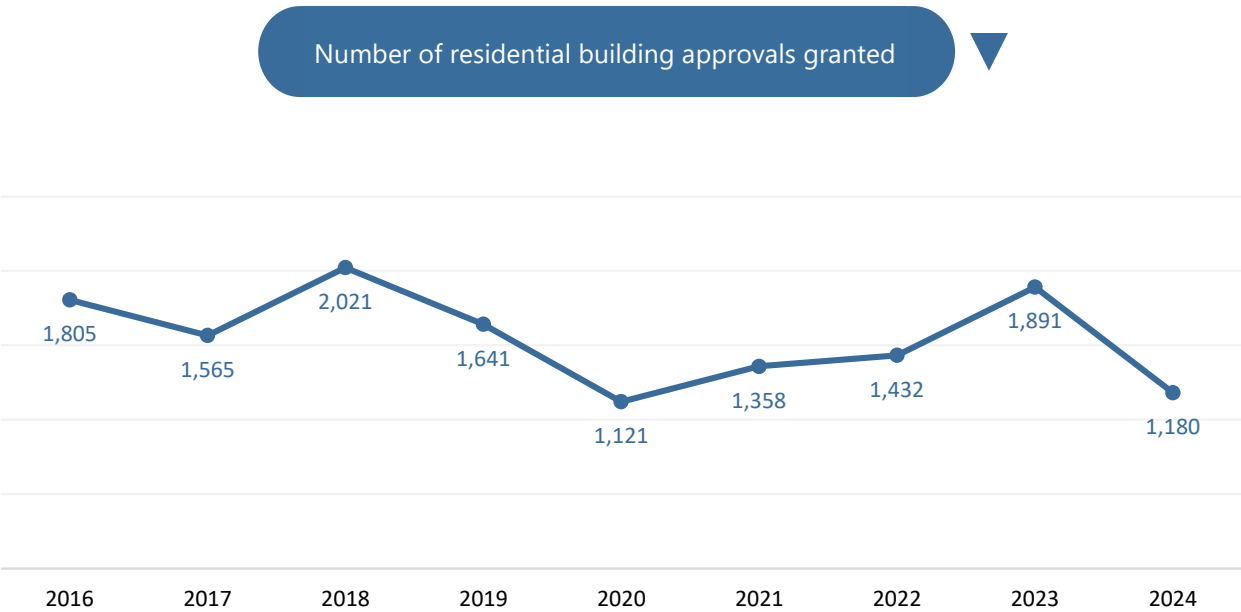
Indicator	Result	Status
Getting to work	63%	
Getting to work related meetings	50%	
Grocery shopping	77%	
Accessing health services, government services, etc.	71%	
Going out of recreation	66%	
Going to an education facility to take a child to school or childcare	46%	
How we travel		
2022: Percentage whose mode of travel is the following:		○
Vehicle driver	55.6%	
Vehicle passenger	23.1%	
Public transport	5.8%	
Walk only	10.2%	
Other	5.3%	
2023: Percentage whose mode of travel is the following:		○
Vehicle driver	56.7%	
Vehicle passenger	22.3%	
Public transport	7.6%	
Walk only	9.8%	
Other	7.6%	
Journey to work		
2016: Percentage whose mode of travel to work is the following:		○
Vehicle driver	65.25%	
Vehicle passenger	4.58%	
Public transport (bus, ferry, train, tram, taxi / rideshare)	8.81%	
Walk only	1.67%	
Cycling	0.28%	
Motorbike	0.41%	
Truck	1.08%	
Not stated	1.04%	
Other	1.11%	
Did not go to work	10.69%	
Worked at home	5.10%	
2021: Percentage whose mode of travel to work is the following:		○
Vehicle driver	49.33%	
Vehicle passenger	3.26%	
Public transport (bus, ferry, train, tram, taxi / rideshare)	2.25%	
Walk only	1.28%	
Cycling	0.18%	

Indicator	Result	Status
Motorbike	0.30%	
Truck	0.79%	
Not stated	0.45%	
Other	0.81%	
Did not go to work	15.87%	
Worked at home	25.48%	

## Measure: Housing affordability, diversity and choice

Indicator	Result	Status
Housing stress		
Percentage of homeowners in housing stress		△
2016	33%	
2021	14.7%	
Percentage of renters in housing stress		△
2016	61%	
2021	41.9%	
Affordable rental and home ownership		
Percentage of residents who fully own their home		▽
2016	33.4%	
2021	33.3%	
Percentage of residents who have purchased their home		△
2016	32.5%	
2021	32.6%	
Percentage of residents who are renting in total		▽
2016	25.7%	
2021	26.3%	
Homelessness		
Number of people experiencing homelessness		▽
2016	1,031	
2021	1,373	

New dwellings









# 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.



## 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.



## 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.

## Achievements

Over **1.3 million** visitors to Peninsula Leisure Centre



**15.88km** shared pathway and footpath constructed



Over **100,000** visitors to Wyong Olympic Pool

Over **336,000** visitors to Niagara Park Stadium



Over **322,000** visitors to Lake Haven Recreation Centre



Over **600,000** visitors to Gosford Olympic Pool

**3,743,162** Library loans and **1,496,522** visitors



Over **290,000** visitors to Toukley Aquatic



**94** bus stops upgraded to comply with accessibility

[CSP Link](#)

### Tuggerah Station Upgrade

The Transport for NSW upgrade at Tuggerah Station commenced in 2022 with some features now open the public and final work expected to be completed June 2025. The Key features of the proposed upgrade:

● J1

- New pedestrian footbridge, lifts and stairs connecting the Pacific Highway, commuter car park and station platforms
- Demolition of the existing footbridge, stairs and connecting ramps
- New and extended canopies at station platforms
- New family accessible, and male and female ambulant toilets
- Platform widening to improve customer accessibility
- Upgrades to station entrances, including landscaping and new bicycle hoops
- 15 accessible parking spaces in the commuter car park
- Accessibility upgrades to bus stops, and kiss and ride spaces
- Improvements to CCTV, lighting and wayfinding signage
- New and upgraded footpaths at station.
- Demolition of the existing footbridge, stairs and connecting ramps will not be carried out until the upgrade is completed.

### Commuter Parking Upgrades

Commuter parking upgrades delivered by Transport for NSW during the period include Lisarow, Niagara Park, and Ourimbah with work including:

● J2

- New lifts connecting the platforms to the existing footbridge and commuter car parks
- Accessible parking spaces and kiss and ride spaces or passenger pick up and drop off.
- New pedestrian crossings and access ramps
- New station entrances
- Upgraded CCTV security cameras and lighting for improved safety.

### Pathway Construction

New shared pathways, linkage connections and other access improvements made during the period include:

● K1

- Construction of pathways as part of the capital works program and delivery of targets with two signature projects at Magenta and Tuggerawong. These two projects are detailed in the

Central Coast Bike Plan and Pedestrian Access and Mobility Plan and being constructed over multiple years to provide high quality connections and access around Tuggerah Lakes.

- Improvements to end-of-trip facilities in key CBD areas across the local government area systematically reviewed in conjunction with project delivery and strategy reviews. As an example, new bike racks were installed in The Esplanade at Ettalong as part of a recent road safety project.

### Facilities Upgrades

During the term activity and upgrades to facilities to encourage enjoyment of the outdoors include:

● K3  
L1

- Playspace upgrades at Tunkawallin (Gwandalan), Sun Valley Park (Green Point), Woolmers Crescent Playspace (Mardi), Hylton Moore Oval (East Gosford), Palm Gully Park (North Avoca), Turo Reserve Playspace (Pretty Beach) and Jirramba Reserve (Saratoga), Pioneer Park (Killarney Vale, Mackenzie Reserve (Budgewoi).
- Meeting maintenance schedules for parks and reserves with >90% achievement
- Installation of responsible pet ownership signage detailing areas that are dog friendly or where there are requirements to use the park.

### Healthy Living Activities and Projects

- Meeting visitation targets for leisure, recreation and aquatic facilities at Peninsula Leisure Centre, Lake Haven Recreation Centre, Niagara Park Stadium, Wyong Olympic Pool, Toukley Aquatic Centre and Gosford Olympic Pool with a range of programs delivered to encourage usage
- Targeted accessibility programs such as Scuba Gym, special Olympics, Wheelchair basketball and special Olympic basketball, multi-sport days, wheelchair rugby. Upgrade of facilities to improve user experience and accessibility – Niagara Park Stadium,
- Meeting sport facility maintenance schedules with >85% target achieved and 100% achieved for seasonal change over.
- Redevelopment of the Peninsula Recreation and Active Lifestyle Precinct (formerly known as Umina Recreation Area) to provide functional, accessible, and engaging sporting and recreation infrastructure for the benefit of the community. This was a multi-year project and funded by the Federal Government for \$8.2 million.
- Progress of the Colongra Sporting Complex with funding secured from State Government. Once completed, the new sporting complex will include two new turfed sporting fields, three netball courts, sporting amenities building with accessible toilets, playspace, carpark, pathways and access road.
- Niagara Park Stadium \$2.5 million upgrade, with State Government partly funding the project. The regional indoor sports facility works include accessibility improvements as well as better façade and player facilities.

● L1

### NSW Health Facility Improvements

Improved health facilities delivered by NSW Health, include the redevelopment of Gosford Hospital and Wyong Hospital with the redevelopments to meet the growing needs of the community as well improve patient experience. A Clinical School Research Institute was also developed as a co-located facility in Gosford to lead in healthcare, medical education, research and innovation. The facility incorporates state-of-the-art learning facilities with students provided access to a wide range of services and support provided by the University of Newcastle. For more information of projects completed, planned or underway, visit the NSW Health website: <https://www.hinfra.health.nsw.gov.au/projects>.

● L2  
● D3

### Lifeong Learning Activities and Projects



- 
- Supporting vulnerable children with more than 220 children provided access to education and care services and facilities to maximise their learning, development and wellbeing.
  - Delivery of outreach activities at across the libraries with over 3,000 programs and events held that meet the needs of community and encourage lifelong learning.
  - Meeting library targets for loans with over 3.2 million physical and digital loans, targets for technology access with over 700,000 PC and WiFi sessions provided, and 1.4 million visiting a library.
  - The first Regional Library for the Central Coast progressing with development application approval granted, awarding of the construction tender, and now construction is underway. The Library is expected to be completed in 2025, and will serve as=iconic building in the heart of the Gosford CBD where community can connect, create and=collaborate.

● L3

### Access to Community Facilities

Council continued to ensuring access to community facilities with:

● L4

- Meeting targets to administer community halls and facility booking with over 90,000 bookings facilitated. This also included conducting routine inspections to ensure facilities were safe and fit for community use.
  - A new online booking systems was also introduced to allow community members to easily view facilities and features available, before booking the facility and access to the facility. This has removed the need for community members needing to physically visit a customer service centre or meet an officer to collect keys.
  - Replacement of Norah Head Community Hall with the new community facility including a multi-functional hall, kitchen, storage, accessible family friendly amenities, a children's playspace and picnic area.
-





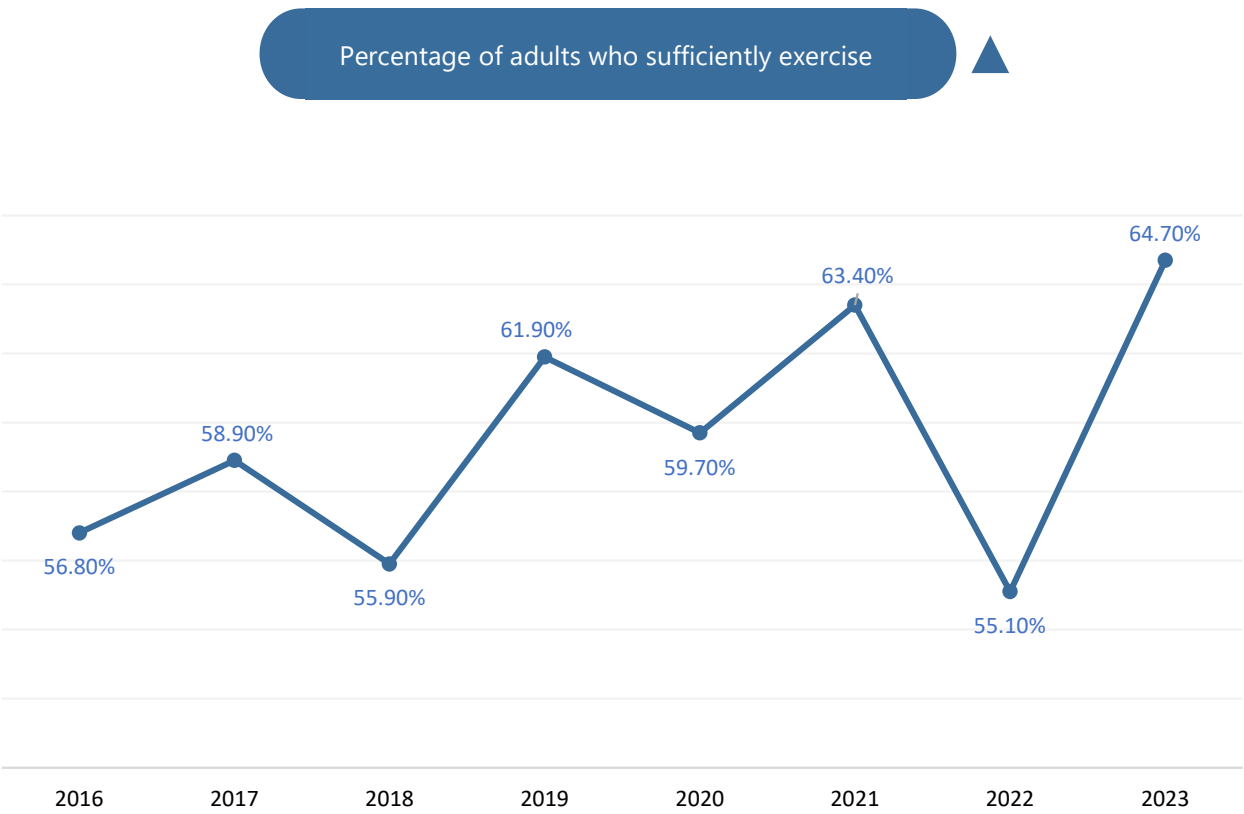


## Performance Measures

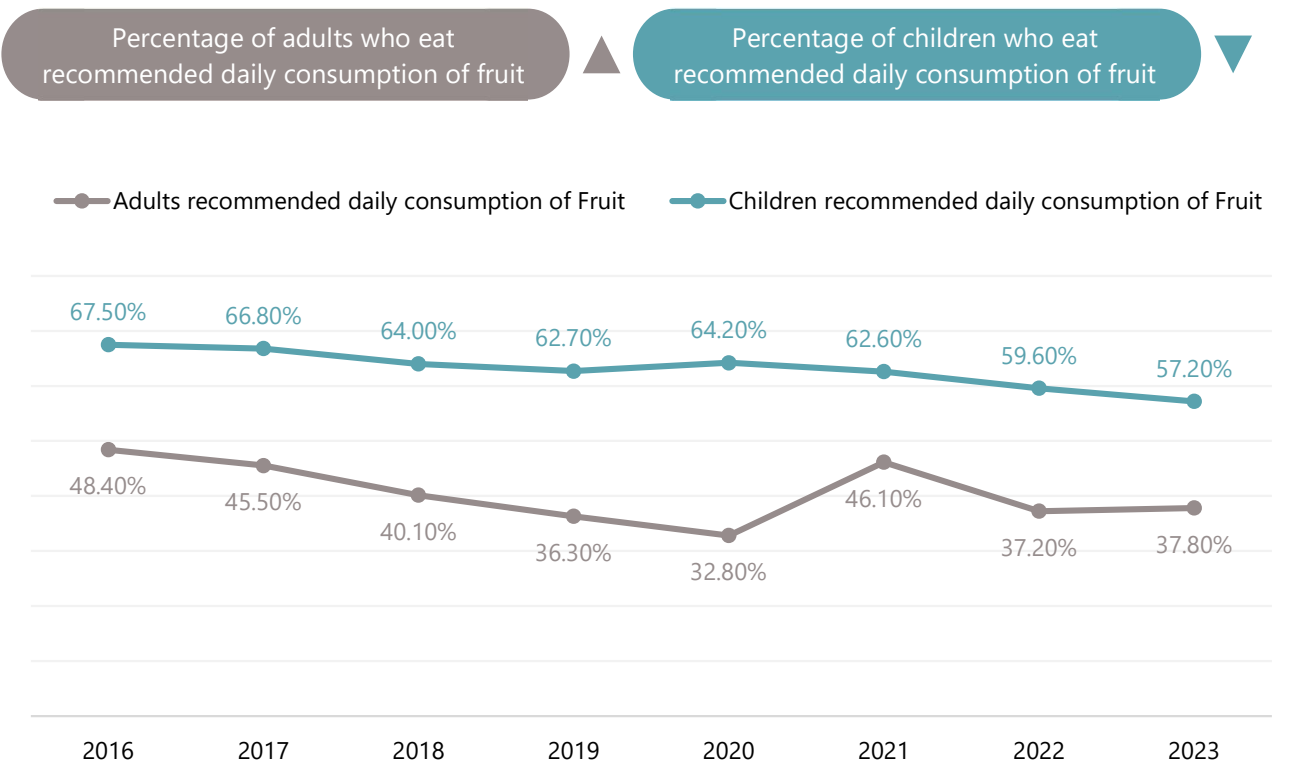
### Measure: Participation in sport, recreation, and community life

Indicator	Result	Status
Sports and recreational activities		
2017: Percentage of residents who strongly agreed or agreed there were adequate venues to pursue leisure time activities	66.8%	○
2017: Percentage of residents who strongly agreed or agreed there were enough opportunities in their local area to participate in sporting or recreational activities	66.7%	○
2024: Percentage of residents completely satisfied or satisfied with the following:		○
Opportunities to participate in sporting and recreation activities in the local area	49%	
Access to public sports and recreational facilities such as pools and courts	51%	
Access to parks and open spaces	64%	
Healthy lifestyle choices		
2024: Percentage of residents who do 30 minutes or more of physical activity or walking that increases their heart rate 1 or more times a week	89%	○
2024: Percentage of residents who eat 5 serves of vegetables and 2 serves of fruit 4 or more times a week	59%	○
2024: Percentage of residents who within their neighbourhood, walk to or through to the following:		○
Park, oval or bushlands	52%	
Around the neighbourhood using the streets/footpaths	59%	
To or from work	12%	
To or from public transport	20%	
To or from the shops	32%	
To or from where you are studying/taking your children to school	10%	
To or from cafes or restaurants	27%	
To or from a friends or family's house	22%	
Somewhere else	1%	
I do not walk in or around my neighbourhood	15%	
Percentage of adults who experience very high or high psychological distress		△
2019	23.6%	
2020	18.8%	
2021	17.4%	
2022	-	
2023	19.7%	

Physical activity



Fruit and vegetable consumption

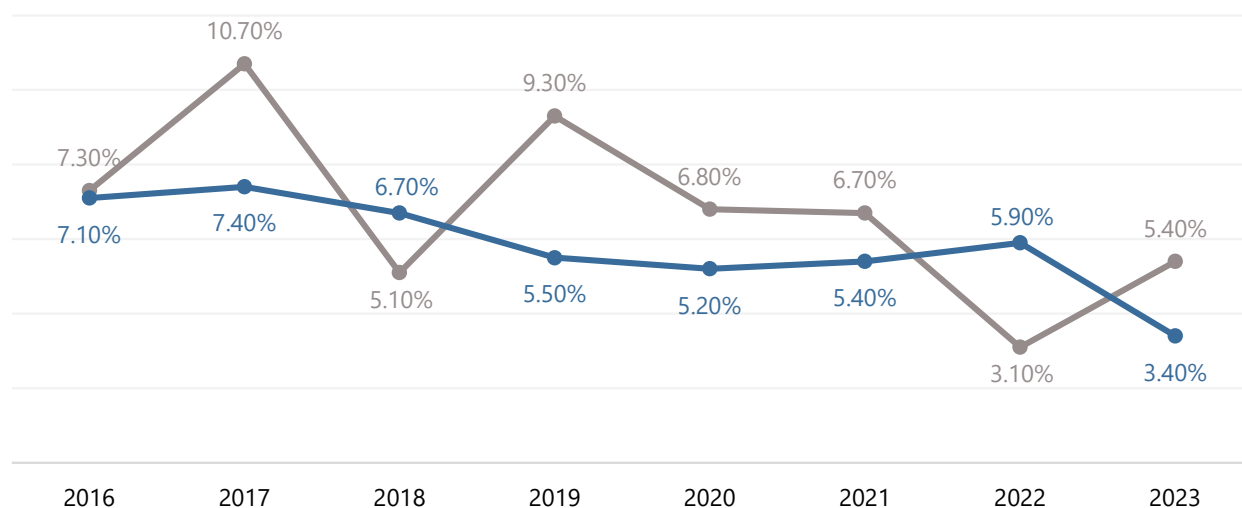




Percentage of adults who eat recommended daily consumption of vegetables

Percentage of children who eat recommended daily consumption of vegetables

— Adults recommended daily consumption of Vegetables — Children recommended daily consumption of Vegetables



Indicator	Result	Status
Access to services and facilities		
2024: Percentage of residents who have problems accessing the following:		○
Public transport (e.g. bus, train)	21%	
Education facilities	8%	
Sport and recreation facilities, including parks, reserves and playgrounds	16%	
Gaming, coding, programming or other IT-related events and activities	9%	
Cultural facilities, such as theatre, museums, galleries	15%	
Healthcare services and facilities (e.g. GP, hospital) mental health services	24%	
Mental health services	19%	
Disability support services	9%	
Government services, such as Medicare, Centrelink, Service NSW, local Council, etc.	21%	
Childcare services	7%	
Grocery shopping	9%	
Natural areas, such as bushland, waterways, etc.	13%	
Walking tracks	16%	
Bikes/bike tracks	13%	
Other	2%	
No problems accessing these services	37%	
2024: Percentage of residents who have identified problems accessing services and activities, are unable to access due to the following:		○

Indicator	Result	Status
Remote location/hard to get to	21%	
Lack of transport options	29%	
Lack of time	20%	
Cost of service/too expensive	35%	
Health or disability	18%	
They are not open at the times I require	21%	
Language difficulties	3%	
No service in your area	33%	
Poor customer service	23%	
Discrimination	8%	
Cannot trust them	11%	
Don't feel safe where they are located	12%	
Other	9%	







# Community Strategic Plan Review

A review of the Community Strategic Plan (CSP) has been undertaken with a draft CSP prepared for exhibition. Drawing from this report and the community engagement findings, the draft CSP has been prepared with those elements that are important and a priority for the community. The CSP Engagement Report results are available on Council's website: <https://www.centralcoast.nsw.gov.au/council/forms-and-publications/community-strategic-plan/central-coast-community-strategic-plan>.

A summary of engagement outcomes included the following areas of importance:



## Responsible Council Governance

- Better leadership with more transparency and accountability for Council's actions and spending
- Frequent and high quality communication and community engagement for decision making
- More responsible management, transparency and control over developers



## Opportunities for young people and teenagers

- Increasing the availability and quality of job opportunities, education and training in the area
- Specific programs such as a Technology Hub, Youth Leadership course, mentoring, help with how to find a job
- Better live music and recreation options (e.g. BMX/skate parks) and keeping sports grounds lit/open for longer in the evenings



## Balanced housing development/affordable housing:

- Ensuing that development applications are evaluated fairly and responsibly (this relates to Responsible Council governance)
- Ensuring that supporting infrastructure, green space, facilities, parking, public transport is considered in an area before further housing development is approved
- Using land/space effectively - reviewing where housing development is taking place and the size/types of homes
- Ensuring that there are consistent housing development policies between federal, state and local government



## Supporting local business and employment

- More flexibility and streamlining approvals processes for businesses
- Promoting the area/attracting tourism in order to support local businesses
- Promoting local businesses and improving accessibility through better public transport



## Protection of Aboriginal heritage

- Education of all ages
- Increasing awareness about where these sites are located
- Maintenance and regeneration of these areas





### **Cycleways/ footpaths/public transport**

- More buses, trains, ferries, footpaths
- Better interchanges
- Safer and more accessible footpaths

The following elements were thought to be areas to maintain, as they were considered highly important but that there was satisfaction with these aspects currently:

- Appealing parks and green spaces
- Protection and maintenance of waterways and beaches
- Protection of built heritage
- Disability access and inclusion

The lower elements of importance were:

- A sense of pride
- Peace and quiet
- Strong connections to family and friends
- Family friendly
- Great work and living environment
- Mix of cultures and communities
- Vibrant night life

# Appendix

## Data Sources

Sub Theme	CSP Indicator	Source
Access to services and facilities	Ability to access services Reason for inability to access services	Central Coast Council
Affordable renting and home ownership	a. Fully owned b. Mortgage c. Renting Total (NEW ADDITIONS: - Social Housing - Private - Not stated - Other tenure type)	Profile ID
Annual CPI Movement	How much has CPI increased or decreased each year	ABS
Appreciation of community and culture diversity	Different cultures and background are welcomed Experienced discrimination Satisfied with spirituality and religion	Central Coast Council
Arts and cultural activities	Opportunities to participate in arts and creative activities	Central Coast Council
Condition of assets and infrastructure	Infrastructure Assets at 30 June	Central Coast Council
Council is a well run organisation	Council is a well-managed and well-run organisation Council works in the best interest of the community Council manages funds well and provides good value for rates paid	Central Coast Council
Council makes decisions in the community's interest	Council adequately considers community concerns and views when making decisions Information about Council and its decisions is clear and accessible	Central Coast Council
Disengaged Youth	a. Unemployment rate for youth b. Disengaged youth	Profile ID
Energy use from fossil fuels	a. Residential Electricity Consumption b. Residential Daily Average Electricity Consumption c. Electricity consumption for small and large business d. Natural gas consumption for domestic divided by the number of services in those categories	Ausgrid
Gross regional product	a. Amount in gross regional product b. 1st Top industry by output c. 2nd Top industry by output d. 3rd Top industry by output	Profile ID
High school completion	a. Percentage of the population who have completed Year 12 or equivalent b. Percentage of the population who completed Year 10 or lower	Profile ID
Homelessness	a. Homelessness Estimate b. Homeless per Groups	Homelessness NSW
Household income	a. Percentage of households earning \$1481 or less per week b. Percentage of households earning \$2,555 or more per week Household earnings	Profile ID

Sub Theme	CSP Indicator	Source
	Housing costs Sacrifice goods and services as a result of cost of living Required to seek donation and support	
Housing stress	a. Percentage of homeowners in housing stress b. Percentage of renters in housing stress	Profile ID
How we Travel	a. Bus b. Other c. Public Transport d. Train e. Vehicle driver f. Vehicle Passenger g. Walk linked h. Walk only	Transport NSW - Open Data
Industry productivity	a. Annual productivity (\$ per worker) by industry 2017/18 b. Change in annual productivity (\$ per worker) from 2001 to 2018	Profile ID
Journey to work	a. Bus b. Car as driver c. Car as passenger d. Cycling e. Did not go to work f. Ferry g. Motorbike h. Not stated i. Other j. Taxi/ride share k. Train l. Tram m. Truck n. Walked o. Worked at home	Profile ID
Local employment	a. 1st Top 3 industries by employment b. 2nd Top 3 industries by employment c. 3rd Top 3 industries by employment	Profile ID
	Work status Work life balance	Central Coast Council
Local Government service delivery	Council employees interact with the community Council responds to customer enquiries in a timely manner Council places a high value on customer experience	
Local high skilled occupations	a. Percentage of workers who were professionals or managers b. Percentage of workers who were Technicians, Trade Workers, Machinery Operators or Labourers c. Percentage of workers who were Clerical or Administrative Officers d. Percentage of workers who were Community and Personal Service Officers e. Percentage of workers who were sales officers	Profile ID
Neighbourhood safety and safety in public places	Feeling safe in local area and public places	Central Coast Council



Sub Theme	CSP Indicator	Source
New businesses	Number of registered businesses on the Central Coast	Profile ID
New dwellings	b. Housing Approvals – Forecast	Profile ID
Opportunities to be part of community life	a. Residents that agreed or strongly agreed that there were adequate venues to pursue leisure time activities Actively involved in activities offered / available	Central Coast Council
Participation in community engagement	Ease of finding information they need from Council Participation in government activity (petition, protest, spoken to government official) Opportunities to have a say on local issues A member of a group that makes decision	Central Coast Council
Participation in higher education and training	a. Percentage of the population attending TAFE b. Percentage of the population attending university	Profile ID
	Highest level of education	Central Coast Council
Personal and property crime	a. Number of non-domestic break and enter offences b. Number of domestic break and enter offences c. Number of non-domestic violence offences d. Number of domestic violence offences	Bureau of Crime Statistics and Research
Quality of life and wellbeing score	Standard of living Quality of life Adequate sleep Experiencing negative and positive emotions Recommend Central Coast as a place to live	Central Coast Council
Recycling diverted from landfill	a. Tonnes of waste diverted from landfill b. Tonnes of waste to landfill	Central Coast Council
Road safety	a. Number of motor vehicle accidents causing injury b. Percentage of motor vehicle accidents causing death or serious injury due to speeding	Transport NSW
SEIFA education and occupation index	a. Ranking of Index of Education and Occupation b. Deciles of Education and Occupation (IEO) c. Internet access from the dwelling	ABS
SEIFA socio-economic disadvantage	Socio-Economic Indexes for Areas (SEIFA) measure. Relative Socio-Economic Disadvantage (IRSD) NSW Rank and Deciles for SA2 areas for the Central Coast, plus minimum and maximum distribution of IRSD SA1 scores.	Profile ID
Sense of community on the Central Coast	Sense of living in a community Feeling part of the broader Central Coast community and local neighbourhood Satisfaction with local area Feeling connected or engaged with the people, businesses, and other aspects Support / help in a crisis	Central Coast Council
Solar power generation	a. Number of solar energy customers b. Solar energy export to the Grid (MWh)	Ausgrid
Sports and recreational activities	Opportunities to participate in sport or recreational activities Adequate venues to pursue sport or recreational activities Walking within local area Psychological distress	Central Coast Council
	a. Percentage of adults who sufficiently exercise b. Percentage of adults who experience High or Very High	HealthStats NSW

Sub Theme	CSP Indicator	Source
	psychological distress c. Percentage of recommended daily consumption of Fruit by Adults d. Percentage of recommended daily consumption of Vegetables by Adults	
Tourism and visitor growth	a. Number of people who visited the Central Coast b. Amount injected into the economy from tourism	Profile ID
Unemployment	Percentage rate of unemployed persons on the Central Coast	Profile ID
Volunteering activities	Participating in volunteer work and type of work	Profile ID
Water consumption	Total volume of potable water used for residential purposes, and per property demand in kilolitres	BOM
Why we travel	a. Commute b. Education/childcare c. Other d. Personal business e. Serve passenger f. Shopping g. Social/recreation h. Work related business	Transport NSW - Open Data
	Use of transport for lifestyle activities	Central Coast Council



## Central Coast Region Report

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