



GUIDELINES

Facade Improvement Support Program 2025 -2026



Contents

1	What Is The Facade Improvement Support Program?	3
2	Available Funding	3
3	Key Dates	4
4	Program Outcomes.....	4
5	Application Eligibility	5
6	Ineligible	6
7	Use Of Funds	6
8.	Assessment Criteria.....	7
9.	What Is The Assessment Process?	7
10.	Notifications And Payment	8
11.	Additional Information	8
12.	Key Contacts	9

1 What Is The Facade Improvement Support Program?

The Facade Improvement Support Program (FISP) provides funding that aims to improve on and enhance the presentation of shop fronts and commercial facades in town centres. It supports businesses and commercial property owners to:

- Make improvements to the building façade
- Improve accessibility to their premises
- Enhance the aesthetic and amenity of the outdoor trading area

The purpose of the funding being offered is to:

- Enhance the amenity, aesthetics, and visitor experience of our town centres.
- Contribute to town centre revitalisation and renewal including properties that are heritage listed or located within heritage conservation areas.

2 Available Funding

Total funding available in the 2025/26 financial year is \$150,000 for projects within the town centre boundaries of:

- Gosford
- Terrigal
- The Entrance
- Toukley
- Woy Woy
- Wyong

Applications can be made for funding up to a maximum of \$5,000 (incl GST) which Central Coast Council will match on a dollar-for-dollar basis.

For example, an applicant contributing \$2,000 is eligible for up to \$2,000 from Central Coast Council. The maximum Council contribution is \$5,000 per project.

In order to facilitate efficient use of funding, preference will be given to works that are exempt from development consent or works that already have development approval in place.

3 Key Dates

Applications open 1 September 2025 and close midnight 30 September 2025.

FISP is time limited and will only fund projects that are able to be completed by the 31 May 2026.

Central Coast Community Strategic Plan Alignment Areas

- A2 Celebrate and continue to create opportunities for inclusion where all people feel welcome and participate in community life
- A4 Enhance town centre safety within neighbourhoods, public spaces, and places
- B4 Activate spaces and places to compliment activity around town centres, foreshores, lakes and green spaces for families, town centres and visitors
- C2 Revitalise town centres as key destinations and attractors for businesses, residents, visitors, and tourists

4 Program Outcomes

Each application is required to address a minimum of one of the following outcomes:

- 4.1. Meet one of the alignment areas to One Central Coast Community Strategic Plan 2018-28 listed above.
- 4.2. Improvement of existing local business facade assets for increased utilisation and functionality.
- 4.3. Entry to business premises that are more accessible and inclusive to all people within the community.
- 4.4. Enhance the presentation and amenity of town centres.
- 4.5. Improvements to facades of heritage buildings and/or located in heritage conservation areas.

5 Application Eligibility

Facade improvement, for the purposes of this grant program, is defined as the external frontage structure of buildings and facilities that build on their street appeal and contribute to enhancement and activation of the following town centres:

- Gosford
- Terrigal
- The Entrance
- Toukley
- Woy Woy
- Wyong

- 5.1. Eligible properties must be located within the town centre boundaries.
- 5.2. Eligible properties must be located at street level. Properties located within shopping arcades are eligible for funding but must not be located in a shopping centre.
- 5.3. Only one (1) application can be lodged per property per financial year.
- 5.4. The proposed works must be considered [exempt development](#) under the State Environmental Planning Policy or allowed under existing consent conditions. **Any works that require a new Development Application are ineligible.****
- 5.5. For properties that are heritage listed or located in heritage conservation areas consent in writing from Council is required to be included in your application for all works including those deemed exempt development. It is advised to contact Council's Heritage team via email heritage@centralcoast.nsw.gov.au as early as possible in the application process for advice and to ensure you have what you need to include in your application.
- 5.6. Written consent of the property owner for all works is required to be included in your application.
- 5.7. Written quotations for all works from a licensed and insured contractor are required to be included in your application. Written quotations from two (2) contractors are required for works over \$5,000 (ex GST).
- 5.8. The recipient is responsible to ensure that the project work is on schedule and that all works are completed by 31 May 2026
- 5.9. Applicants must meet the program eligibility criteria and address one or more of the program outcomes.

6 Ineligible

- 6.1. Late or incomplete applications.
- 6.2. Applications seeking funds for works that have already commenced or have been completed prior to making an application.
- 6.3. Existing projects or programs that require additional funding to be completed.
- 6.4. Any works outside of the property's existing conditions of consent or that is not considered exempt development.
- 6.5. Works to properties that are not located at street level or located within shopping centres.
- 6.6. Works to property that is owned or under the management of State or Federal Government bodies.

7 Use Of Funds

7.1. Any works that required a new Development Application are not eligible for this funding program. Proposed works under the program aim to improve the external façade of the property, improve accessibility to the premises or enhance the aesthetic and amenity of the outdoor trading area including:

- Restoration of exterior finishes and facades.
- Painting of the building façade, windows, and awnings.
- Cleaning of the façade.
- Removal of redundant signage, roller shutters, security grilles, air conditioning units and hoardings.
- Installation of infrastructure to improve accessibility, including access ramps.
- Provision of or renewal of streetscape (façade and under awning) lighting that improves appearance or security.
- Upgrades of existing awnings (cosmetic work only).
- Signage improvements, including new/improved wall signs, fascia signs, under awning signage, top hamper and window signs that meet the requirements of exempt development under [NSW State Environmental Planning Policy \(Exempt and Complying Development Codes\) 2008](#). Applications for signage on heritage listed buildings and those located in heritage conservation areas will only be considered if there is existing development consent.
- Update of alfresco furniture and planter boxes. Subject to an approved outdoor trading licence area. All furniture and planter boxes must be removed from the outdoor trading area outside of trading hours, be designed for outdoor use and safe for users.

7.2. Funding cannot be used for the following.

- Routine maintenance or works to Council owned buildings that are the lease obligation of the tenant.
- Administration, staffing or business operation costs.
- Routine maintenance or interior work. (e.g., cleaning of gutters, carpet cleaning).
- External shutters, security grilles, security glazing and other security devices (e.g., CCTV).
- Marketing or promotional costs.
- Signage on heritage listed buildings or those located in heritage conservation areas where there is no existing development consent.
- Capital purchases for internal operation or internal fit outs unless it is directly linked to the construction of the façade improvement.
- Furniture or products for interior decoration.
- The purchase of A-frame signage, pull-up banners, banner flags or any other type of promotional banner or flag.
- Replacement or new installation of roller shutters over doors or windows.
- Murals.

8. Assessment Criteria

Each application will be assessed as follows:

- 8.1. Project Idea – the project addresses an identified program outcome as outlined in Section 4
- 8.2. Budget – the extent to which the budget is comprehensive, realistic and provides value for money

As funding is limited, not every application that meets the assessment criteria will necessarily be successful for funding.

9. What Is The Assessment Process?

- 9.1. Applications are only accepted online through Central Coast Council's [website](#) and the appropriate online application form. Assistance is provided to any applicant if requested, to ensure access and support with the online system.
- 9.2. All applications will be assessed by a Review Panel and recommendations presented to Council for endorsement.
- 9.3. At Council's discretion, site inspections may be required as part of the assessment process.
- 9.4. Central Coast Council reserves the right to request further information in considering any application as well as the right to reject any application that does not meet the criteria.

- 9.5. All decisions of Central Coast Council are final, and no negotiations will be entered into.

10. Notifications And Payment

- 10.1. All applicants will be notified of the outcome of their application.
- 10.2. Successful applicants receive a formal funding letter outlining the requirements of their funding.
- 10.3. All projects must be completed as agreed upon within the Funding Letter.
- 10.4. A final project report must be submitted no later than four (4) weeks after the agreed completion date of the activity/project with copies of any photos and documents as specified in the Funding Letter. All funds will need to be acquitted as detailed in the Funding Letter.
- 10.5. Once all funding conditions outlined in the Funding Letter have been met 50% of the allocated funding will be released for payment via Electronic Funds Transfer. The final payment for the remaining 50% of the allocated funds will be paid once the acquittal report is deemed sufficient.
- 10.6. Applicants who do not complete and return an acquittal report by the dates agreed in their Funding Letter will be ineligible for any future funding.

11. Additional Information

- 11.1. Grant funding is only available for business operators, or property owners who lease to a business operator. Only one grant application may be lodged per building owner or business operator.
- 11.2. Council will not be liable for any injuries, damages or claims that may arise as a result of the project works. The building owner, or tenant, will be responsible for any potential issues that may arise in relation to the works, design or contracts associated with the upgrades carried out at the work site.
- 11.3. The applicant is responsible to ensure that they have adequate public liability insurance (\$20 million minimum) and to ensure that any contractors or trades people they employ to undertake work on the site, also have relevant public liability insurance. Council will not be liable for any loss, injuries, or damages, to the contractors who are carrying out construction improvements to the project site.
- 11.4. All written and verbal communication regarding an application will only be with the applicant or the contact person listed in the application.
- 11.5. Council will not fund projects that requires major construction or a Development Application.
- 11.6. Any additional costs arising from the works to improve the business shopfront will not be the responsibility of Council, and additional funds will

not be granted beyond what has been approved from assessment of the initial grant application.

- 11.7. The applicant shall be responsible for rectifying any damage caused to public property or public land (footpaths, roads, reserves).
- 11.8. Funding recipients must provide their consent for photographs to be taken of their facade to showcase the improvements made as a result of their participation in the funding program.

12. Key Contacts

Enquiries

Please contact Shari Young via email shari.young@centralcoast.nsw.gov.au