



Central Coast Council

Annual Report

2018-19

Central
Coast
Council

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Kincumber Library

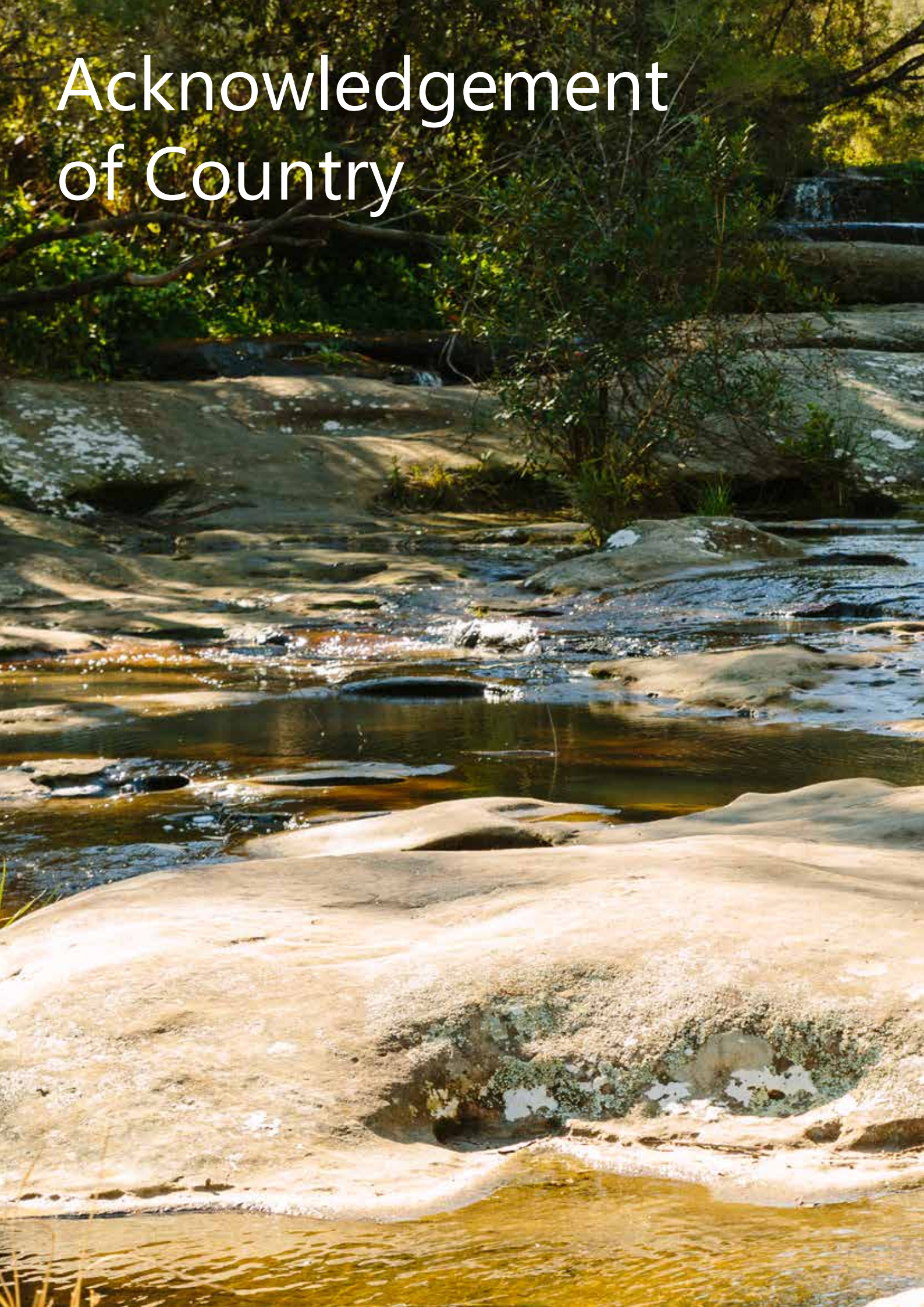
Reading buddy at Kincumber Library

Central Coast Council

Part 1: Introduction



Acknowledgement of Country



We acknowledge the traditional owners
of the land on which we live, and pay our
respects to elders past and present.

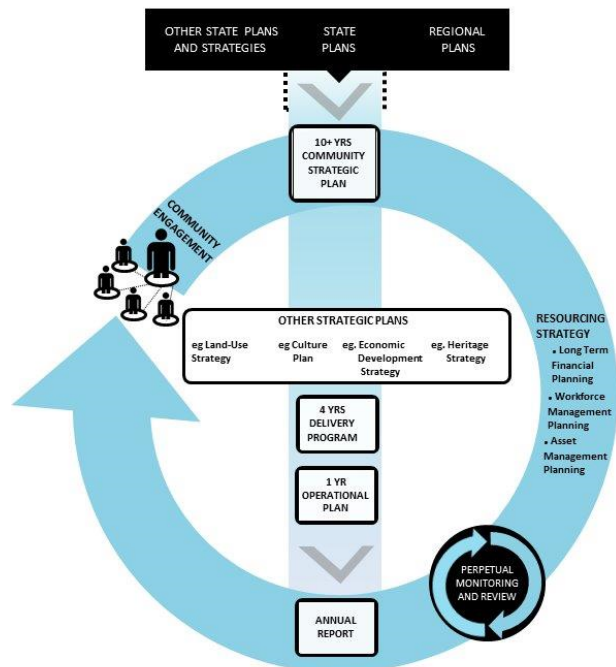
About this Report

Integrated Planning and Reporting Framework

The Integrated Planning and Reporting (IP&R) Framework promotes integration with community based objectives, informed by state-level plans and cascading down through to Council for implementation.

IP&R necessitates a 'whole-of-council' approach to long, medium and short term planning and is comprised of the following key elements:

- Community Strategic Plan;
- Delivery Program;
- Resourcing Strategy;
- Operational Plan;
- Quarterly Progress Reports;
- Annual Report; and
- End of Term Report.



Purpose of this Report

The Annual Report is the key method for Council to maintain accountability and transparency with the community and is prepared in accordance with the *Local Government Act 1993* and the *Local Government Regulation 2005*.

This Annual Report provides a comprehensive account of Central Coast Council's performance from 1 July 2018 to 30 June 2019 and details the progress made against the Operational Plan for 2018-19.

The audited financial statements for the 2018-19 reporting period are required to be included in this Annual Report. Council has sought and been granted an extension by the NSW Office of Local Government to 30 November 2018. As this Annual Report will be adopted in line with the legislated date of 30 November 2018, the audited financial statements for 2018-19 will subsequently form as an addendum to this Report once they are adopted by Council.

It should be noted that all financial information, disclosed in this Annual Report are drawn from draft, unaudited results and is subject to review and adjustment as part of the audit process.

Report Structure

This Annual Report includes information on the region, the organisation and Councillors, as well as specific information required under legislation including the audited financial statements. It is comprised of five parts:

- Part 1: Introduction;
- Part 2: About Council;
- Part 3: About the Organisation;
- Part 4: Achievements; and
- Part 5: Statutory Reporting.

Details on performance against the Operational Plan for 2018-19 is structured around the Community Strategic Plan Themes of Belonging, Smart, Green, Responsible and Liveable.

Lakes Festival



NSW

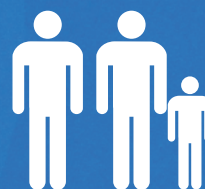
Newcastle

CENTRAL COAST



342,047

Population (ERP June 2017)



2.49

Average household size



47.6%

Hold qualifications



3.1%

Attend university



414,615

Projected residents by 2036
(forecast.id)



126,459



22,480

Local Businesses
(ABS June 2017)



\$1,256

Median weekly household income (NSW \$1481)
(Greater Sydney \$1745)

Sydney

Central Coast Snapshot



1680kms²



2016

Central Coast Council
was formed



2,985

Registered Aboriginal sites
(Darkinjung Local Aboriginal Land Council)



10

State Forests
and National Parks



23.2C

Average
Temperature



1,105mm

Average rainfall



6.4%

Persons with a
disability



9%

Take public
transport to work



4.6M

Tourist a year



31%

Commute outside
region to work

Council is part of your everyday life:



2,176kms

Roads



2,248kms

Water Mains



737kms

Shared Pathways



78

Community
Facilities



11

Libraries



73

Sporting
Fields



54

Boat Ramps



58

Off Leash
Areas



24

Skate Parks



15

Patrolled Beaches



242

Play Spaces



4

BMX Tracks



8

Childcare Centres

Live Well

Live well was held on World Health Day at the Gosford Waterfront its a celebration of healthy living, nutrition, food, wellness and happiness.

Community Strategic Plan

Phase one

The Community Strategic Plan (CSP), One – Central Coast, is the culmination of extensive community engagement that was conducted in two phases.

Phase One included a range of activities both face to face and online to understand:

- What people value about their local area and the Central Coast;
- Aspirations for the future;
- Local challenges, opportunities and priorities; and
- Ideas for what would improve life in their local area and the Central Coast.

Phase Two provided greater analysis of Phase One and included:

- A large scale telephone survey to assess the key areas of focus coming out of Phase One and to identify drivers of quality of life; and
- Community workshops, designed and delivered by Council staff in partnership with a Community Reference Group, were held to explore these findings further and shape community objectives.

Overall, 7,400 people participated in community engagement activities, with over 3,100 people in face-to-face engagement activities and over 3,300 hard copy, online and telephone surveys completed. There were 6,100 visits to the Help Shape the Future of the Coast page on Your Voice our Coast. In total over 36,000 ideas and comments were collected during the CSP engagement.

Detailed reports on community consultation undertaken to inform the development of the CSP have been prepared and publicly available at <https://www.yourvoiceourcoast.com/help-shape-the-future-of-the-coast>

One – Central Coast

Following Phase One and Two and analysis of the data, a Vision Statement and five themes were developed encapsulating the voice and values of the Central Coast community.

The community Vision states:

We are one Central Coast. A smart, green and liveable region with a shared sense of belonging and responsibility.

The five themes of the CSP are:

Belonging

Smart

Green

Responsible

Liveable

Together we can build on our strong community spirit, connections to each other and our local identity, fostering a sense of **Belonging** within the community.

One – Central Coast emphasises the importance of growing the coast to become a **Smart** and competitive region with a range of opportunities for people to study and work.

Green underlines the strong desire to protect and preserve the natural beauty, bushland and waterways that surround us on the Central Coast, and to secure our environmental resources for future generations.

One – Central Coast highlights the importance of good governance, great partnerships and the delivery of essential infrastructure and a balanced, sustainable approach to growth and development in an open and **Responsible** manner.

Liveable articulates how the community will live on the Central Coast through reliable public transport, healthy lifestyle options and accessible and well-maintained facilities.

Each Theme includes Focus Areas and Objectives that respond to the ideas and values that the Central Coast community identified with and are linked to the actions and projects detailed in this Delivery Program and Operational Plan for 2018-19. The implementation and delivery of the CSP will involve shared decision making and effective working partnerships with government agencies, non-government organisations, businesses and the local community.

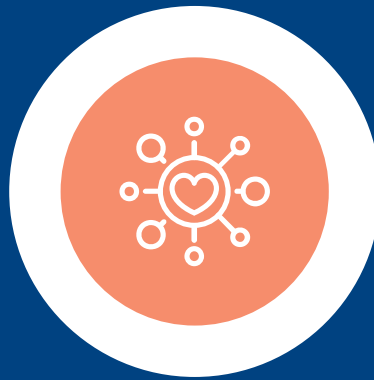
COMMUNITY VISION

We are one Central Coast. A smart, green and liveable region with a shared sense of belonging and responsibility.
The five themes of the CSP are:

BELONGING



**OUR COMMUNITY
SPIRIT IS OUR
STRENGTH**



**CREATIVITY,
CONNECTION AND
LOCAL IDENTITY**

RESPONSIBLE



**GOOD GOVERNANCE
AND GREAT
PARTNERSHIPS**



**DELIVERING
ESSENTIAL
INFRASTRUCTURE**



**BALANCED AND
SUSTAINABLE
DEVELOPMENT**

SMART



**A GROWING AND
COMPETITIVE
REGION**



**A PLACE OF
OPPORTUNITY FOR
PEOPLE**

GREEN



**ENVIRONMENTAL
RESOURCES FOR
THE FUTURE**



**CHERISHED AND
PROTECTED
NATURAL BEAUTY**

LIVEABLE



**RELIABLE PUBLIC
TRANSPORT AND
CONNECTIONS**



**OUT AND ABOUT IN
THE FRESH AIR**



**HEALTHY LIFESTYLES
FOR A GROWING
COMMUNITY**

Calendar of Events

Blues and Jazz Festival
NAIDOC Week
National Tree Day
Events
Winter in the Park
National Animal
Desexing Month

Grandma Moses Art
Competition and
Exhibition
SportsFest
Bike Week
Spike Milligan
Community Day

Lakes Festival
Paddock to the Lake
Launch of Reusable
National Recycling
Week
White Ribbon
Community Awareness

July

August

September

October

November

December

Country Music
Festival
Book Week
Banjo Skate Park
Opening

Chromesfest
Bazaar by the Sea
Indigenous Business
Week
Sister City Yujo-no-hi
Friendship Day

Christmas Tree
Lighting in Kibble
Park and at The
Entrance
Discovered Vocal
Competition



Australia Day Awards
Annual Lifeguard
Challenge
Chalk the Walk

Clean Up Australia
Day
Tuggerah Lakes Eco
Tours
Flavours by the Sea
Harmony Day
Indigenous Surf Camp

Fatality Free Friday
Maliga Arts and
Cultural Showcase
Auslan Sign Language
Workshops

January

February

March

April

May

June

Seniors Festival
Bus Safety Week
Household Chemical
Cleanout
Love Lanes Festival

National Youth Week
Anzac Day
Live Well Festival

Harvest Festival
Battle of the Bands
Exposure
Photographic
Program
Ultimate Gamer
Competition



Avoca Beach

Beach patrol services begin on Saturday 28
September 2019 and finish on Monday 27 April
2020.



Central Coast Council

Part 2: About Council

Councillor's Role

Election of Councillors

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



In September 2017 the first Local Government elections for the Central Coast LGA were held, with 15 Councillors elected to serve a three year term. The Mayor is elected by the Councillors and serves for two years. The Deputy Mayor is also elected by the Councillors and may serve for the mayoral term or a shorter term. For the 2018-19 reporting period Councillor Jane Smith held the position as Mayor, with Councillor Chris Holstein as Deputy Mayor.

The Role of Councillors

As the community's representatives the role of a Councillor is to:

- Be an active and contributing member of the governing body;
- Make considered and well informed decisions as a member of the governing body;
- Participate in the development of the Integrated Planning and Reporting framework;
- Represent the collective interests of residents, ratepayers and the local community;

- Facilitate communication between the local community and the governing body;
- Uphold and represent accurately the policies and decisions of the governing body; and
- Make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a Councillor.

The Delivery Program and Operational Plan 2018-19 is an example of the Councillors role at work, with their priorities for the next three years identified and presented. These priorities have been developed in consideration of the community's aspirations and objectives outlined in the Community Strategic Plan.

Code of Conduct

The Code of Conduct sets the minimum requirements of conduct for Council Officials. The Code is prescribed by the *Local Government Act 1993* and the *Local Government (General) Regulation 2005* and has been developed to assist Council officials to:

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

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

Failure by a Councillor to comply with the standards of conduct will constitute misconduct, with the *Local Government Act 1993* providing a range of penalties that may be imposed on Councillors for misconduct, including suspension or disqualification from civic office.

Council Meetings

Council Meetings are the key decision making mechanism for Council, with ordinary Meetings of Council held on:

- The second Monday of the months of January to December at the Gosford chamber, commencing at 6:30pm; and
- The fourth Monday of the months of January to November at the Wyong chamber, commencing at 6:30pm.

All ordinary Meetings of Council, excluding confidential sessions and meetings closed to the public, are open to the public and are recorded and webcast on Council's YouTube channel.

The Code of Meeting Practice facilitates and guides the effective, open and orderly conduct of Council meetings.

Committees and Advisory Groups

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

Audit, Risk and Improvement Committee

This Committee is responsible for providing independent assurance and assistance on risk management, control, governance, internal audits, organisational performance and external accountability responsibilities.

Catchments and Coast Committee – Brisbane Water and Gosford Lagoons

This Committee is responsible for promoting linkages and co-operation between the community, Council, State and Federal Governments, and other key stakeholders in the development and the implementation of coastal, estuarine, catchment and floodplain management plans for Brisbane Water and Gosford Lagoons.

Catchments and Coast Committee – Tuggerah Lakes

This Committee is responsible for promoting linkages and co-operation between the community, Council, State and Federal Governments, and other key stakeholders in the development and the

implementation of coastal, estuarine, catchment and floodplain management plans for Tuggerah Lakes.

Coastal Open Space System (COSS) Committee

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

Companion Animal Advisory Committee

This Advisory Committee is responsible for providing advice and feedback on the development of strategic policies, programs, events, services and plans for effective management of companion animals.

Employment and Economic Development Committee

This Committee is responsible for providing advice and feedback on employment and sustainable economic development initiatives of Council and ensuring alignment with the Community Strategic Plan.

Gosford Central Business District and Waterfront Advisory Committee

This Advisory Committee is responsible for providing advice and feedback on initiatives to promote and appropriately develop and activate the Gosford Central Business District and waterfront.

Gosford Foundation Trust Management Committee

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

Heritage Advisory Committee

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

Mangrove Mountain and Spencer Advisory Committee

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

Pedestrian Access and Mobility Advisory Committee

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

Playspaces Advisory Committee

This Advisory Committee is responsible for providing advice and feedback on the provision of playspaces across the Central Coast, ensuring the fair and equitable spread of accessible and inclusive playspaces, with a focus on rationalisation/expansion of existing playspaces.

Protection of the Environment Trust Management Committee

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

Social Inclusion Advisory Committee

This Advisory Committee is responsible for providing advice and feedback on social issues that affect the Central Coast community, with a focus on addressing social issues identified in the Community Strategic Plan.

Status of Women Advisory Group

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

Tourism Advisory Committee

This Advisory Committee is responsible for advocating the Destination Management Plan and Tourism Opportunity Plan by improving collaboration with tourism industry representation groups and relevant government funding bodies, and promoting and

supporting sustainable tourism across the Central Coast.

Town Centre Advisory Committee

This Advisory Committee is responsible for providing advice and feedback on initiatives to attract investment, new businesses and an operational model to deliver economic development, tourism and the attraction of major events to the relevant town centres.

Councillor Statutory Reporting Information

Councillor Fees and Expenses

Central Coast Council has an adopted Councillor Expenses and Facilities Policy which has been prepared in accordance with the *Local Government Act 1993* and *Local Government (General) Regulation 2005*. It complies with the Office of Local Government's Guidelines for the payment of expenses and provision of facilities to Mayors and councillors in NSW. The Policy ensures accountability and transparency in the reimbursement of expenses incurred by Councillors and enables the reasonable and appropriate provision of facilities to assist Councillors to carry out their civic duties.

The Mayor, Deputy Mayor and Councillors also receive an annual fee which is determined by the NSW Local Government Remuneration Tribunal.

Details of these expenses incurred during this reporting period are provided below.

Councillor Expenses		
(i)	Councillors office equipment	\$2,291.54
(ii)	Telephone	\$1,718.27
(iii)	Conferences and seminars	\$47,150.62
(iiia)	Councillor Professional Development	See below
(iv)	Training	\$4,720
(v)	Interstate visits	Nil
(vi)	Overseas visits	Nil
(vii)	Expenses of spouse, partner or other person	Nil
(viii)	Expenses for provision of care	\$3,062.80
Total Costs		\$58,943.23

The following professional development programs and activities were offered to Councillors in 2018-19, with one or more participating:

- Model Code of Conduct for Councillors;
- Model Code of Meeting Practice;
- Code of Meeting Practice training;
- Councillor Planning and Budget Workshop;
- Budget Overview and Quarterly Budget Sessions;
- Independent Commission Against Corruption (ICAC) Session;
- Professional Development Councillor Portal;
- 2018 LGNSW Annual Conference; and
- 2019 National General Assembly.

A total of 13 professional development programs and activities were provided costing \$51,870.62.

One Year Anniversary

Councillors and the Executive Leadership Team celebrated the first year of Council's term in September 2018.

This Council term will be a three year period with the next election in September 2020.



Your Councillors

Budgewoi Ward



Councillor Greg Best

M: 0408 001 597

E: gbest
@centralcoast.nsw.gov.au

Independent



Councillor Jillian Hogan

M: 0429 850 439

E: jhogan
@centralcoast.nsw.gov.au

Labor



Councillor Doug Vincent

M: 0417 224 105

E: dvincent
@centralcoast.nsw.gov.au

Labor

Gosford West Ward



Deputy Mayor Chris Holstein*

M: 0437 620 005

E: cholstein
@centralcoast.nsw.gov.au

Independent



Councillor Troy Marquart

M: 0428 899 011

E: tmarquart
@centralcoast.nsw.gov.au

Liberal



Councillor Richard Mehrstens

M: 0428 516 541

E: rmehrtens
@centralcoast.nsw.gov.au

Labor

Gosford East Ward



Councillor Rebecca Gale Collins

M: 0438 113 101

E: rgalecollins
@centralcoast.nsw.gov.au

Liberal



Mayor Jane Smith*

P: 4325 8361 (Gosford Office)
P: 4350 5211 (Wyong Office)
M: 0428 943 988

E: jsmith
@centralcoast.nsw.gov.au

Independent



Councillor Jeff Sundstrom

M: 0429 989 125

E: jsundstrom
@centralcoast.nsw.gov.au

Labor

The Entrance Ward



Councillor Lisa Matthews

M: 0417 452 788

E: lmatthews
@centralcoast.nsw.gov.au

Labor



Councillor Bruce McLachlan

M: 0428 765 811

E: bmclachlan
@centralcoast.nsw.gov.au

Independent



Councillor Jilly Pilon

M: 0429 419 258

E: jpilon
@centralcoast.nsw.gov.au

Liberal

Wyong Ward



Councillor Chris Burke

M: 0437 171 382

E: cburke
@centralcoast.nsw.gov.au

Liberal



Councillor Louise Greenaway

M: 0428 946 459

E: lgreenaway
@centralcoast.nsw.gov.au

Independent



Councillor Kyle MacGregor

M: 0428 772 763

E: kmacgregor
@centralcoast.nsw.gov.au

Labor

**In September 2019 the Mayoral election was held, with Councillor Lisa Matthews elected as Mayor and Councillor Jane Smith elected as Deputy Mayor.*



Sports

Central Coast Council supports a healthy and active community. There are 164 sporting facilities on the Central Coast which can cater for more than 20 different types of sport including cricket, soccer, netball, baseball, little athletics, rugby league, rugby union, AFL, cycling, touch football, oztag, school sport, cross country and athletics carnivals.



Central Coast Council

Part 3: About the Organisation

Corporate Vision and Values

Vision:

A vibrant and sustainable Central Coast

Values:

The core values of Central Coast Council are reflected in every decision we make relating to our employees and our community. They connect us to one another and unite us as we work together to achieve the Council vision and implement the community's vision.



BE POSITIVE



BE YOUR BEST



SERVE



COLLABORATE



IMPROVE

Council

Chief Executive Officer
Gary Murphy

Director
Governance
Liz Develin

Executive Manager
People and Culture
Krystie Bryant

Executive Manager
Innovation and Futures
Ricardo Martello

Chief
Information
Officer
Peter Auhl

Chief Financial
Officer
Craig Norman

Director
Connected Communities
Julie Vaughan

Director
Roads Transport Drainage
and Waste
Boris Bolgoff

Director
Water and Sewer
Jamie Loader

Director
Environment and
Planning
Scott Cox

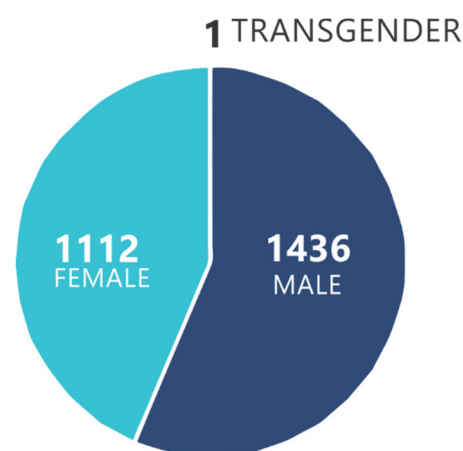
Working at Central Coast Council

Central Coast Council employees come from a diverse range of backgrounds with a wealth of experience, knowledge and expertise to share. Council provides a workplace environment that embraces and promotes equity, diversity and respect, recognising the rich and valuable contribution of its employees.

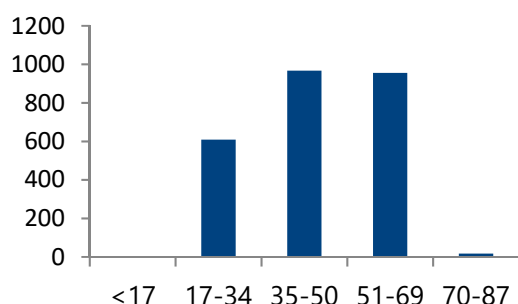
Total number of Employees

2,549

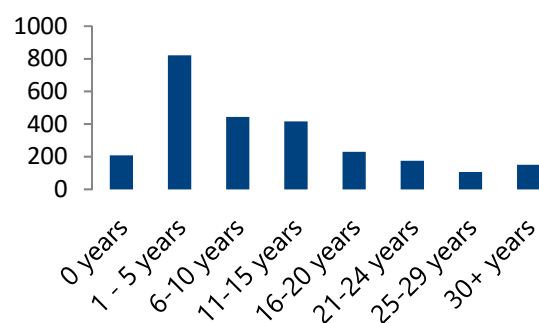
Employees by Gender



Employees by Age Group



Employees by Length of Service



Employee Turnover

11.2%

Employees living within the Local Government Area

92%

Awards and Recognition

Award	Detail of Award	Project / Staff Member	Achievement
NSW Local Government Excellence Award	Creative Communities	Creative Engineers @ The Hub	Highly Commended
NSW Local Government Excellence Award	Best Youth Week Program 2018	Youth Services Team	Finalist
NSW Local Government Excellence Award	Most Innovative Youth Week Program	Youth Services Team	Finalist
NSW Local Government Excellence Award	Special project Initiative	Responsible Pet Ownership Program	Finalist
NSW Local Government Excellence Award	Environmental Leadership and Sustainability	Keep the Coast Clean Project	Finalist
NSW Local Government Excellence Award	OneCoast Domestic Waste Service	Get it Sorted Central Coast	Finalist
Central Coast Apprentice and Trainee Training Award	Rising Star – Second Year Apprentice	Mitchell Vangelatos	Winner
Central Coast Apprentice and Trainee Training Award	Rising Star - Trainee of the Year	Ryan McGrath	Winner
Surfing NSW Lifeguard Challenge	Lifeguard Surfers Cup	Lifeguards - Wade Clemens, Riley Laing, Saxon Lumsden, Nathan Foster, Toby Cracknell, Robert Coote and Harry Carpenter	Winner
Early Childhood Education Week Award	Best Multiculture Program	Little Coast Kids Kanwal and Kariong Child Care Centre	Finalist
Early Childhood Education Week Award	Best Sustainable Program	Little Coast Kids Kanwal	Finalist
Early Childhood Education Week Award	Best Program highlighting Inclusivity Practices	Kariong Child Care Centre	Finalist
Early Childhood Education Week Award	Children are Connected with and Contribute to their World	Little Coast Kids Kanwal and Kariong Child Care Centre	Finalist
Early Childhood Education Week Award	Children have a Strong Sense of Wellbeing	Little Coast Kids – Wyong	Finalist
Early Childhood Education Week Award	Children are Effective Communicators	Little Coast Kids – Wyong	Finalist
Early Childhood Education Week Award	Children engage in Play-Based Education	Little Coast Kids – Toukley	Finalist
Early Childhood Education Week Award	Keeping Children Healthy and Safe	Little Coast Kids – Wyong	Finalist
Early Childhood Education Week Award	The Physical Environment where Children Learn and Play	Little Coast Kids – Toukley	Finalist

Award	Detail of Award	Project / Staff Member	Achievement
Early Childhood Education Week Award	Encouraging Children's Learning and Development	Little Coast Kids – Toukley	Finalist
Early Childhood Education Week Award	Families and community Uniting	Little Coast Kids – Toukley	Finalist
Early Childhood Education Week Award	Incorporating and Sustainability Practices	Little Coast Kids – Kanwal	Finalist
Early Childhood Education Week Award	Play and transition to School	Little Coast Kids – Toukley	Finalist
Early Childhood Education Week Award	Inclusive Practice, Everyone is Welcome	Little Coast Kids – Kanwal and Kariong Child Care Centre	Finalist
Early Childhood Education Week Award	Outstanding Contribution by an Individual	Linda Handel	Finalist
NSW Public Libraries Association	Multi Cultural Excellence Award, 2018	Central Coast Library service	Winner
IPWEA Engineering Excellence Award	Engineering Excellence Award New or Improved Techniques	Capital Works Interactive Map and Updates	Winner
Local Government Professionals NSW Excellence Award	Asset Management and Infrastructure Initiatives	Terrigal CBD Traffic Flow Improvement Works	Finalist
Local Government Professionals NSW Excellence Award	Innovative Leadership and Management	Business Excellence in Roads Transport Drainage and Waste	Finalist
Local Government Professionals NSW Excellence Award	Special Project Initiative	Business Excellence in Roads Transport Drainage and Waste	Finalist



NSW Local Government Week Award



NSW Training Awards – Central Coast

Progress of the Resourcing Strategy

About the Resourcing Strategy

The Resourcing Strategy is a key aspect of the Integrated Planning and Reporting Framework and is Council's means of supporting the Community Strategic Plan through effective resource allocation. The Resourcing Strategy is purely focussed on Council's responsibilities and details the availability of money, assets and people in order to achieve the Community Strategic Plan. The three elements of the Resourcing Strategy and monitoring of these is as follows:

Long Term Financial Plan

Financial sustainability is one of the key issues facing Local Government due to a range of factors including population growth, changing demands for community services and facilities, constrained revenue growth due to rate pegging and ageing infrastructure. The Long Term Financial Plan responds to these constraints and opportunities answering the following key questions:

- Can Council survive the financial pressures of the future?
- Can Council afford what the community wants?
- What are the opportunities for future income and economic growth?
- How will Council go about achieving these outcomes?

Details on Council's financial performance and progress towards achieving financial sustainability is detailed in the Audited Financial Statement which is an addendum to this report.

Asset Management Strategy

Asset management is a process used to guide the planning, acquisition, operation and maintenance, renewal and disposal of assets. Its objective is to

maximise asset service delivery potential and manage related risks and costs over their entire lifecycle. In simplest terms, asset management is about the way in which the Council looks after its assets, both on a day-to-day basis (through maintenance and operations) and in the medium to long term (through strategic and forward planning).

Council is focussing on maturing the asset management process with progress including:

- The consolidation of core systems which will provide one source of information on Council's current and future assets. This work will continue over the 2019-20 and 2020-21 period with further advancements around conditions, service levels and overall sustainability of Council's asset portfolio;
- Development of a structured approach to asset management with initial understanding on responsibilities and a function matrix; and
- Identification of services and planned engagement with the community on service levels. This will involve a revision of the Asset Management Strategy and subsequent Asset Management Plans.

Workforce Management Strategy

An effective Workforce Management Strategy will enable Council to plan and meet its future workforce, delivering agreed goals and focussing beyond the short term to the medium and long term.

One major challenge for Council is to minimise its employment costs whilst ensuring it has the right people in the right place, at the right time, with the right skills in order to meet the community's desired needs and its operational objectives. This Workforce Management Strategy provides a framework that is aligned to the Community Strategic Plan and responds to these challenges through the below pillars.









- Governance;
- Organisational Structure;
- Work Health and Safety;
- Organisational Development;
- Equity and Diversity;
- Workforce Relations and Flexibility;
- Workforce Data, Measurement and Analysis;
- Attraction and Retention; and
- Technology.

Performance Summary







Governance


Reference	Action	Performance Measure	Status	Comment
Belonging: Our community spirit is our strength				
1819_RS_224	Implement strategies to support Council's Equity, Diversity and Respect policy, with a focus on further promoting, communicating and educating staff on Equal Employment Opportunity and diversity	Equal Employment Opportunity and diversity strategies are implemented to support Equity, Diversity and Respect across Central Coast Council	●	Council continues to promote equal employment opportunities by investing time and resources into process improvements including a work experience program inclusive of students with disability and updated recruitment processes to enable reasonable adjustments in the application process.
Smart: A place of opportunity for people				
1819_RS_225	Meet the requirements of the Australian Children's Education and Care Quality Authority (ACECQA) National Quality Framework within Council's Care and Education Centres	Appropriate and adequate training and education opportunities will be provided to all new and suitable existing employees to meet ACECQA educator qualification requirements	●	Council has maintained compliance with the framework, with regular monitoring and review to be undertaken to identify opportunities for improvement.








Reference	Action	Performance Measure	Status	Comment
Responsible: Good governance and great partnerships				
1819_RS_226	Ensure the Code of Conduct is effectively communicated to new and existing employees and that all employees receive adequate training regarding the Code of Conduct	Code of Conduct Training is provided to all employees		Code of Conduct requirements and responsibilities have been incorporated into Council's induction program.
1819_RS_227	Provide policies that are regularly updated and align with legislation and the Local Government (State) Award and the development of a positive culture	Policies are updated at least every five years and / or to align with legislative requirements		Business as usual function.
1819_RS_228	Meet all wage, salary and remuneration requirements as outlined in the Fair Work Act and Local Government Award	All changes to wages, salaries and remuneration are implemented in line with legislative and Award requirements		Actioned every July as part of the Award requirements.
1819_RS_229	Implement on-line approaches that will improve access to compliance training and simplify records management	On-line approaches to compliance training are implemented		Advances in technology are transforming how Council can deliver on-line services. Council is working through a core systems consolidation program and the outcome will provide consideration for systems requirements.
1819_RS_230	Provide grievance processes that ensure a fair and equitable resolution of all issues, aiming to provide a workplace which prides itself on consistently addressing issues at a local level and reducing the number of formal grievances lodged	Compliance with the Local Government (State) Award 2017		Development of templates, letters and reports has provided a methodology for the grievance procedure to promote prompt and responsible resolution of issues raised by staff in line with the Local Government NSW Award process. An awareness program has commenced to communicate actions and responsibilities to managers and supervisors.
1819_RS_231	Implement robust content into the Corporate Induction to promote the Central Coast Council value of "Collaborate" with the behaviour 'build relationships based on mutual trust'	Workforce who openly collaborate and effectively communicate with transparency both internally and externally measured during the performance appraisal process		Corporate Induction covers off on Council's Values and emphasises the expected behaviours as a Council employee.





Organisational Structure

Reference	Action	Performance Measure	Status	Comment
Smart: A place of opportunity for people				
1819_RS_232	Use each resignation from Central Coast Council as an opportunity to review the ongoing and future business needs, review and redesign roles in line with this need and recruit candidates with the skills, attitudes and behaviours required	All recruitment activity is approved on the basis that the position clearly outlines alignment with business strategy		This is a business as usual function completed by People and Culture and the managers as a matter of due diligence to continue to review workforce planning and talent mapping.
1819_RS_233	Ensure that each newly elected Council reviews the structure within 12 months of their appointment in accordance with the Local Government Act, providing an avenue for the Councillors to ensure the organisation is suitably equipped to meet the community's expectations for their four year term of office	Employee establishment is maintained at identified target for each financial year		Under the Local Government Act this requirement is part of our annual business operating requirements.
1819_RS_234	Effectively deliver the Community Strategic Plan (CSP) and 4 year Delivery Plan within the budgeted employee structure - targets and projections of headcount in 2019-20 and 2020-21 to align with the budgeting process and CSP priorities to enable delivery	Headcount in line with budget enabling delivery of CSP		Ongoing governance in the process of delivering the CSP and associated resourcing strategy is occurring with headcount reviews conducted annually.
Responsible: Good governance and great partnerships				
1819_RS_235	Consistently monitor and review the structures of departments, units, sections and teams to ensure that key objectives can be met	Central Coast Council's structure is reviewed at a minimum of every four years in alignment with the Local Government Act		Strategic monitoring and review has influenced the staff restructure as reported to Council and implemented in 2018-19.


Work Health and Safety







Reference	Action	Performance Measure	Status	Comment
Belonging: Our community spirit is our strength				
1819_RS_236	Promote a positive and engaged attitude towards health and safety in the workplace	Include Work Health and Safety into the organisation's core values		A Culture Program has been developed and will focus on workplace health and safety.





Reference	Action	Performance Measure	Status	Comment
1819_RS_237	Promote accountability for health and safety in the workplace	Inclusion of Work Health Safety key performance indicators for Units in monthly Executive reporting		In development is a performance based Safety Management System. This is scheduled for design and implementation early 2020.
1819_RS_238	Provide an Employee Assistance Program (EAP) that is confidential and available to all employees for any concerns such as; family issues, alcohol or drug issues, emotional needs, work related issues, health or financial concerns	Awareness campaigns that support staff wellbeing in line with national awareness weeks and organisationally identified target areas, including EAP programs are implemented		Employee Assistance Program communicated regularly to the organisation. This is also communicated through other awareness campaigns such as <i>R U Ok</i> day.
Responsible: Good governance and great partnerships				
1819_RS_239	Focus on reducing the number and severity of work related injuries	Maintain effective reporting and include identified strategies to reduce injuries within the Work Health Safety (WHS) Management Plan		This is a business as a usual activity and will also be achieved through the implementation of the new WHS Management system.
1819_RS_240	Drive continuous improvement	Maintain an effective Work Health Safety Audit Program to identify and implement corrective actions		This will be considered in the Safety Management Plan currently under review.
1819_RS_241	Action our commitment to provide and maintain a safe and healthy work environment for everyone in the workplace through commitment to policy, systems, leadership, accountability, consultation, participation and worker engagement	A Work Health Safety Policy Statement signed by the CEO will be developed in consultation with worker representatives and communicated to all employees and other interested parties		This will be considered in the Safety Management Plan currently under review.
1819_RS_242	Consult with employees regarding Work Health and Safety (WHS) and encourage employees to raise matters for discussion	Provide continued partnering and support for the WHS Committee and peer appointed Health and Safety Representatives		Consultation with employees has commenced with a focus on the development of a WHS Management System. Engagement sessions with employees will continue.
1819_RS_243	Ensure that leaders understand and meet their Work Health Safety (WHS) obligations	Training for WHS obligations under the WHS ACT to be provided to Senior Management		This objective will be considered in the Safety Management Plan currently under review. Once adopted, it will be rolled out across Council. The Executive Leadership Team have completed awareness training of their WHS responsibilities.

Reference	Action	Performance Measure	Status	Comment
1819_RS_244	Ensure that the Work Health Safety (WHS) Management System is appropriate, and effective	Commence the development of a performance based WHS Management System for Central Coast Council to meet legislative and other requirements		Development and scheduling the implementation of the system is underway.
1819_RS_245	Proactively manage injured employees through effective case management and return to work programs	Align return to work activities with SafeWork NSW's, SIRA's and care's 'Recovery at Work' principals		Legislation in this area provides for the safe and durable return to work as early as possible allowing for their injury. People and Culture provide case management for workers to facilitate return to work opportunities.
1819_RS_246	Implement strategies to support the health and safety of the workplace including reducing time lost to injury, and responding to identified opportunities for improvement	Review workplace injuries and capture strategies in the Work Health Safety Management Plan		A Health and Wellbeing Strategy is currently being developed and will be rolled out once finalised.
1819_RS_247	Implement proactive wellbeing programs for the benefit of employees	Align Council wellbeing programs with national and state initiatives		The Employee Assistance Program provides monthly proactive well-being programs and is available to all employees.



Organisational Development


Reference	Action	Performance Measure	Status	Comment
Smart: A place of opportunity for people				
1819_RS_248	Provide accredited and transferable learning solutions to employees to support career enhancement and advancement	Commonwealth and State Government funding solutions are sought and implemented to assist in the provision of accredited learning solutions for employees		Underway as part of the Capability Framework and Talent Mapping program.
1819_RS_249	Implement strategies to support the attraction and retention of youth to assist in effective succession planning	A project is implemented to design and develop a Youth Employment Strategy for Central Coast Council		A diverse mix of young people have been appointed as members of Y4Y (Youth for Youth), a regional youth action team. This team will help develop Council's Youth Strategy, incorporating feedback from our young employees.

Reference	Action	Performance Measure	Status	Comment
Green: Environmental resources for the future				
1819_RS_255	Promote economic, social and environmental sustainability as a key attribute in the culture of Council's workforce; Review and embed new behaviours as part of our corporate values	A Central Coast Council vision; values and culture that supports and advocates economic, social and environmental sustainability supported by the behaviours that sit behind our values to better inform the culture		Values and behaviours to be reviewed as part of the Culture Strategy.
Responsible: Good governance and great partnerships				
1819_RS_250	Implement programs to enhance leadership capability and assist in effective succession management	Active employee participation and successful completion of Leadership Development Programs to support succession planning for developing leaders		<p>The following development programs have been offered / delivered:</p> <ul style="list-style-type: none"> • Springboard to Leadership Program; • Leadership Development Program – Certificate IV Leadership and Management; • Leadership Development Program - Diploma Leadership and Management; and • Corporate Leadership Challenge for emerging leaders.
1819_RS_252	Implement succession planning strategies at all levels to ensure business continuity and that meet the simple principle of "having the right people in the right jobs at the right time within budget"	A formal succession planning process for senior managers and direct reports is completed on an annual basis		Workforce Planning and Talent Mapping process underway.
1819_RS_253	Provide performance management review systems and processes that meet the requirements of the organisation	Performance reviews are implemented for all staff on an annual basis		A revised Performance Review process implemented and training provided to managers.
1819_RS_254	Implement strategies to assist in understanding the needs of Council's ageing workforce and implement strategies to address organisation needs	Project is implemented to design and develop an Ageing Workforce Strategy for Central Coast Council staff		Workforce Planning and Talent Mapping process underway.
1819_RS_256	Implement formal mentoring to employees to support them in their current roles and better prepare them for future opportunities	A formal mentoring program is implemented for Central Coast Council		This program is under review for consideration around the most appropriate method to support team members.

Reference	Action	Performance Measure	Status	Comment
1819_RS_257	Implement strategies that assist in developing a positive workplace culture and resilient workforce	Tools are implemented to ensure a consistent understanding of the required culture to meet the strategic direction of the organisation		The Culture Program will focus on workplace health and safety and influence the future Culture for Council.
Liveable: Healthy lifestyles for a growing community				
1819_RS_258	Implement employee learning solutions to address both compliance and professional development needs	A training needs analysis (TNA) is conducted annually and a calendar of professional development and compliance training requirements is designed and implemented to meet identified needs		This is business as usual, as a regular function of the Learning and Development Team.
1819_RS_259	Implement projects and programs that strategically align to the changing needs of the workforce	Study Assistance is provided to employees (via selection process) undertaking accredited training within budget and skills obtained are applied in the workplace		This is business as usual, as a regular function of the Organisational Development Team.
1819_RS_260	Implement on-line learning strategies to address learning needs in a cost effective and contemporary approach	On-line learning strategies are implemented to meet organisational development needs		Council is working through a core systems consolidation program and the outcome will provide considerations to potentially deliver on-line training. Manual work-arounds are currently used to deliver training.

Equity and Diversity



Reference	Action	Performance Measure	Status	Comment
Smart: A growing and competitive region				
1819_RS_268	Offer equitable training and development opportunities to employees	Learning opportunities are promoted across the organisation including professional development, computer skills and leadership opportunities		Underway as part of the Capability Framework.
Responsible: Good governance and great partnerships				
1819_RS_269	Implement workforce demographic data collection and reporting practices to assist in better understanding and responding to the needs of the workforce	Workforce data regarding identified diversity groups (including non-English speaking, youth, Aboriginal and disability groups) is collected and reported to the Executive on an annual basis		Monthly demographic data collection and reporting is now part of business as usual processes. A review of delivery methods and collection templates in use continues.








Reference	Action	Performance Measure	Status	Comment
1819_RS_270	Ensure all employees and managers understand Equal Employment Opportunity principles and their rights and responsibilities in relation to Equal Employment Opportunity	Training is provided to all employees in line with Equal Employment Opportunity management plan		Equal employment opportunity education provided to managers as part of Council's recruitment process.

Workforce Relations and Flexibility








Reference	Action	Performance Measure	Status	Comment
Responsible: Good governance and great partnerships				
1819_RS_271	Prioritise education to set thinking around interest based partnerships in relation to workplace flexibility	Education campaign rolled out, followed up by focus groups to collate data around workplace flexibility		Workplace Leave and Flexibility policy released and being utilised.
1819_RS_272	Pursue an Enterprise Agreement as a method of galvanising the organisation	Design, development and consultation around the production of an Enterprise Agreement		Managers are considering business case requirement to assist with the development of an agreement.
1819_RS_273	Increasing flexibility and harmonising working conditions by providing flexible work practices which aim to support employees achieve a work / life balance whilst meeting operational requirements of the organisation	Utilisation of flexibility arrangements around caring requirements to increase female participation at work and fathers at home		Workplace Leave and Flexibility Policy finalised with associated guidelines to support employee flexibility.
1819_RS_274	Have Workplace Leave and Flexibility Policy endorsed and embedded across the organisation	Flexible work practices for employees are implemented in line with Central Coast Council's Workplace Leave and Flexibility Policy and awareness training rolled out		Workplace Leave and Flexibility policy released and being utilised.







Workforce Data Measurement and Analysis

Reference	Action	Performance Measure	Status	Comment
Responsible: Good governance and great partnerships				
1819_RS_275	Implement and maintain systems to ensure the capture of accurate employee data	Employee data is accurately captured into the Human Capital Management System		People Services team working on a project of data harmonisation and system renewal.
1819_RS_276	Implement system enhancements to improve efficiency of data analysis	Enhancements are implemented to improve business reporting requirements		People Services team working on a project of data harmonisation and system renewal.









Reference	Action	Performance Measure	Status	Comment
1819_RS_277	Undertake analysis of workforce data to identify trends and focus areas	Trends and focus areas are identified and reported to management on a monthly basis		Ongoing analysis provided.
1819_RS_278	Provide comprehensive reports to Management to assist with people decision making	Employee establishment analysis and reporting is provided to management on a monthly basis		Commenced development of a suit of reports for Unit level reporting. Once completed the focus will be to consider reports at the Section and Team levels. Monthly reports are generated and provided to Executive.
1819_RS_279	Participate in external benchmarking surveys to better understand how Central Coast Council is positioned in the labour market and against our competitors	Relevant HR external benchmarking surveys are completed and results used to understand how Central Coast Council is positioned against other Local Government organisations		Engagement waiting on appointment of a Remuneration and Benefits resource scheduled for 2019-20.
1819_RS_280	Proactively undertake research regarding remuneration and benefits to ensure Central Coast Council remains competitive in the labour market	External market data is used to influence remuneration strategies		Engagement waiting on appointment of a Remuneration and Benefits resource scheduled for 2019-20.
1819_RS_281	Utilise data to make organisational changes that contribute to improved productivity and organisational performance	Managers / supervisors are actively addressing identified focus areas with the support of their Business Partner teams		Engagement waiting on appointment of a Remuneration and Benefits resource scheduled for 2019-20.
1819_RS_282	Implement strategies to track and report on return on investment of employee training	Tracking of the integrated plans to ensure the strategies are delivering the business needs to community. As well as a system is implemented to track and report on return on investment of employee training		Engagement waiting on appointment of a Remuneration and Benefits resource scheduled for 2019-20.
1819_RS_283	Undertake predictive analysis to ensure proactive steps are taken to address emerging trends	Measuring and monitoring of People and Culture strategies and interventions to track progress and report on impacts		Analysis undertaken with outcomes reported to the Executive Leadership Team.

Attraction and Retention

Reference	Action	Performance Measure	Status	Comment
Smart: A place of opportunity for people				
1819_RS_284	Promote career opportunities through multiple media sources to ensure Central Coast Council targets key candidate markets and attract high quality, high performing candidates	An Employee Value Proposition is developed which promotes Central Coast Council as an employer of preference		Council roles advertised on Council website, newspapers, Seek, LinkedIn and industry specific media as required.
1819_RS_285	Promote a positive image of Central Coast Council to potential candidates by ensuring effective recruitment processes are in place	Recruitment key performance indicators (KPIs) are achieved		KPIs have been developed and implemented.
1819_RS_286	Ensure pools of potential candidates are maintained so they can be informed when suitable vacancies arise	Managers / supervisors are trained in effective recruitment and selection processes		Investigation of options to address potential unconscious bias, and ensure merit based recruitment training is provided. This will also be linked with the Leadership Development Program.
1819_RS_287	Develop and maintain mutually beneficial relationships with external stakeholders that assist in building a positive image of Central Coast Council	Mutually beneficial relationships with external stakeholders are developed and maintained		Council has established a relationship with the University of Newcastle and the newly formed Central Coast Apprentice Trainee Advisory Committee to build a positive image of Council through career opportunities. There is also continued work occurring with Apprenticeship Australia and Training Services.
1819_RS_288	Pursue collaborative relationships with relevant industrial organisations to support a harmonious and productive work environment at Central Coast Council	Implement programs that provide added benefit for employees to encourage engagement and retention		A Rewards and Recognition Program has been implemented with other opportunities being explored.
1819_RS_289	Actively promote career opportunities through participation at career expos	A minimum of one career expo is attended each year		Opportunities to promote careers include the <i>Forum</i> , and the <i>Employ Me event</i> .
1819_RS_290	Provide work experience for students to highlight potential career opportunities at Council to enhance our capacity to grow our own talent	Work experience opportunities are provided to school students and those undertaking study in fields aligned to Central Coast Council career paths		Review and update of the Work Experience and Placement program completed. Development of program application process and investigation of web accessibility guidelines completed. Scheduling of program

Reference	Action	Performance Measure	Status	Comment
				application process on track and to be rolled-out via Council website. Currently educating internal stakeholders around program processes.
1819_RS_291	Implement projects and programs that assist in building talent pools to attract and retain a diverse workforce	Central Coast Council offers a trainee program including apprentices, graduates and other students to build talent pools in skill shortage areas		Work has been undertaken to utilise skill shortage data to promote at those areas at Career Expos and are also included in the Workforce Development Program and Recruitment Plan for 2020.
Responsible: Good governance and great partnerships				
1819_RS_292	Conduct employee engagement surveys to understand the organisational climate and address opportunities for improvement	Employee engagement surveys are conducted and actions implemented to respond to feedback received		Work on the Culture Program has been prioritised as an action item. This work will take precedence over a formal engagement survey.
1819_RS_293	Ensure employees receive appropriate recognition for high levels of performance	Programs that provide added benefit to employees and a recognition and reward program is implemented		Reward and Recognition Program in place to recognise excellent performance at all levels and acknowledge achievements that contribute to the overall objectives and success of the organisation. The program is linked to Council's Values and aims to celebrate success in these particular areas.
1819_RS_294	Conduct exit interviews to gain insight into how the organisation can improve employee retention	Exit interviews are conducted to understand employee perspectives and identify issues which may contribute to improved business processes, and actions are implemented to address opportunities		Scope of works to be scheduled.
1819_RS_295	Ensure salary bands are competitive with the marketplace	Annual salary market place review		Not yet commenced. Scheduled for 2019-20.
1819_RS_296	Continue to build people management and leadership skills across the organisation	Employee response rates for engagement surveys are analysed against previous years to assess opportunities for improvement		MyVoice Survey completed in 2018 and Unit action plan published on the intranet. Next survey for comparative analysis expected to be delivered 2019.

Technology

Reference	Action	Performance Measure	Status	Comment
Responsible: Good governance and great partnerships				
1819_RS_297	Utilise various modes of electronic communication to provide HR information to employees and the community	Accurate People and Culture related information is provided to the community via Council's website		Service Now communication functionality to employees and supervisors implemented and continuously improved.
1819_RS_298	Make the most appropriate use of contemporary communication methods	Social networking sites are used to promote People and Culture programs and initiatives		Business as usual - ongoing review and partnership with Communications team.
1819_RS_299	Comply with the Web Content Accessibility Guidelines (WCAG) in order to encourage and enable people living with disabilities to more fully interact with the organisation	All online People and Culture media content complies with WCAG		All People and Culture content compliant with WCAG.
1819_RS_300	Utilise e-recruit facilities to engage with the community and provide information on career opportunities	E-recruit is accurate, up-to-date and well utilised		Provision of e-recruit system Scout has been rolled-out across all of Council.
1819_RS_301	Implement robust systems that eliminate duplication of effort in the management of HR data	A management information system is implemented which provides readily accessible People and Culture data to management		People Services team working on a project of data harmonisation and system renewal.
1819_RS_302	Reduce dependence on paper based forms and introduce a self-service model	A system supporting case management and self-service is implemented across Central Coast Council to provide efficient and accessible services to our workforce. Information is communicated to employees through emails, SMS and the intranet		Scoping requirement for Personal self-service information and identification of application software to deliver the service.
1819_RS_303	Increase process automation to improve customer service and business processes to enable easy access and reporting on people metrics and information	A single Human Capital Management and payroll system is implemented across Central Coast Council. Programs and strategies are implemented to support and drive mobility and digital literacy across Central Coast Council		Service Now implementation will be the first phase that provides the foundational metrics to consider.
Liveable: Healthy lifestyles for a growing community				
1819_RS_304	Implement online learning strategies to assist in increasing employee engagement and cost savings	Online learning is utilised for employee induction and other programs where opportunities arise		Investigation around online learning platforms commenced.

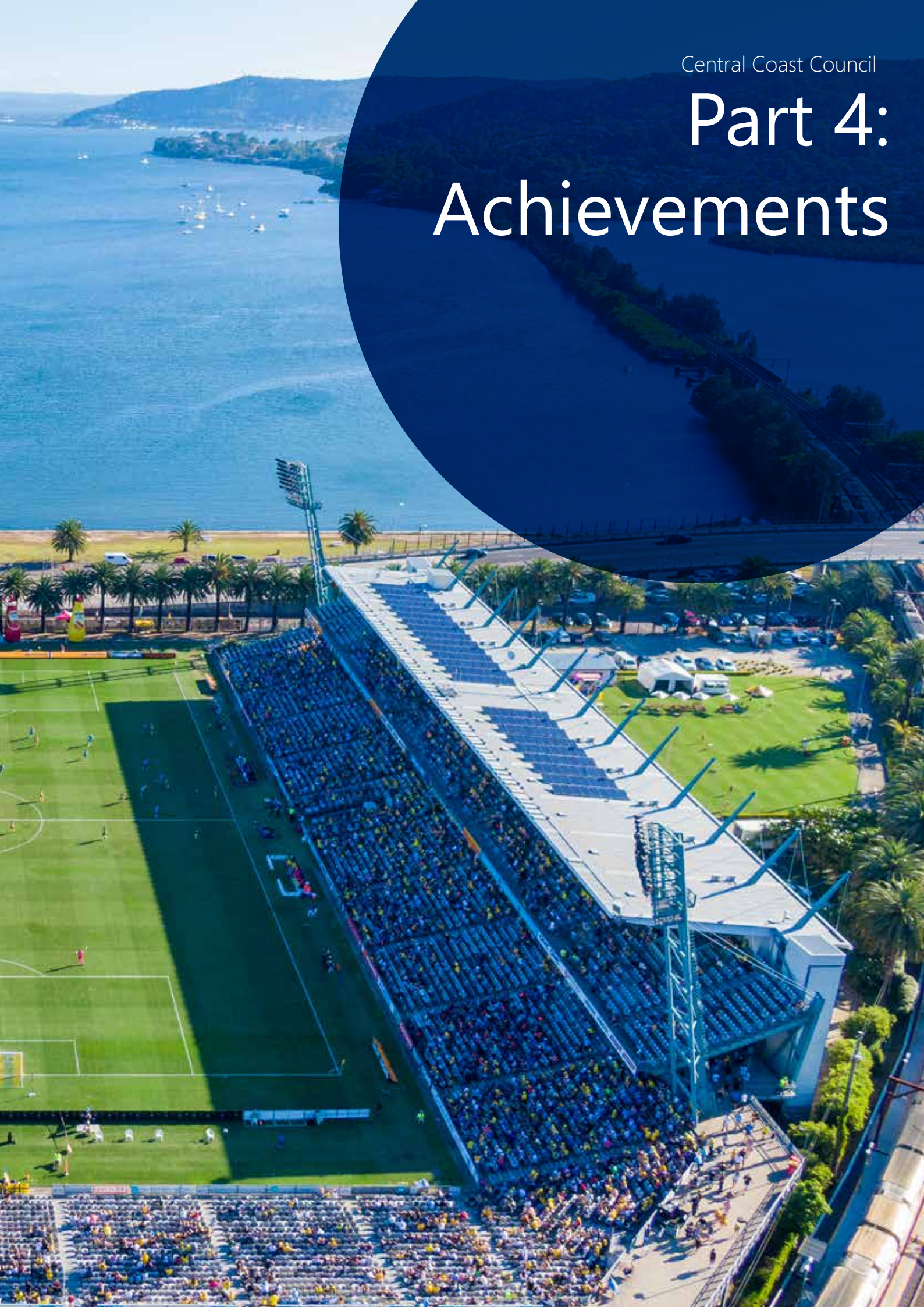


Stadium

Central Coast Stadium has earned a reputation as one of Australia's most picturesque venues and upon viewing the idyllic bayside stadium, it is easy to see why.

Central Coast Council

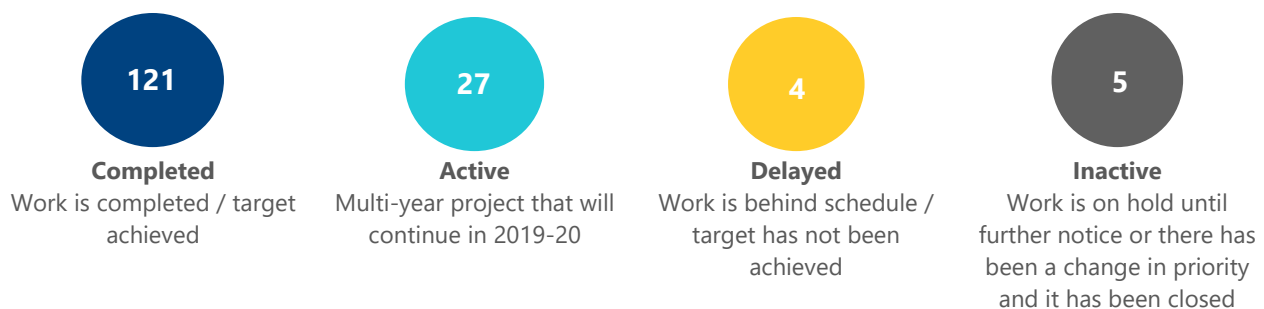
Part 4: Achievements







Operational Plan 2018-19









Performance

Performance Summary



Performance Summary against the Community Strategic Plan

Theme	Results	Highlights
Belonging		
	15	<ul style="list-style-type: none"> Continued implementation of the Disability Inclusion Action Plan; Engagement with youth across the Coast to develop the draft Youth Strategy; Gallery exhibitions resulting in 177,076 people attending; 301 performances at Laycock Street Community Theatre; and 25 major events held with over 299,000 people attending.
	3	
	1	
	0	
Smart		
	19	<ul style="list-style-type: none"> Development of strategies focused on activating the Coast through tourism and economic activities, including the draft Tourism Opportunity Plan, draft Major Events Strategy and draft Ourimbah Town Centre Masterplan; and Delivery of five social enterprise projects including the Ignite Business LaunchPad and Social Enterprise LaunchPad, with over 5,500 participants.
	4	
	1	
	2	



Theme	Results	Highlights
Green  	<div>11</div> <div>3</div> <div>2</div> <div>0</div>	<ul style="list-style-type: none"> • Delivery of 16 environmental education programs on the lakes and coastal areas resulting in 72% increase in knowledge; • Collection of 15,213m³ of wrack and macro algae from Tuggerah Lakes Estuary; and • Development and exhibition of the Climate Change Policy, with the development of the Climate Change Action Plan planned for 2019-20 following adoption of the Policy.
Responsible   	<div>53</div> <div>11</div> <div>0</div> <div>2</div>	<ul style="list-style-type: none"> • Development and adoption of the Code of Meeting Practice providing a standard for Council meetings and Council Committee meetings; • 30 information sessions held with 1,783 people attending; • Development of a Customer Experience Strategy; • Completed 93kms of road resurfacing; and • Development of a Car Park Strategy for the Central Coast.
Liveable   	<div>23</div> <div>6</div> <div>0</div> <div>1</div>	<ul style="list-style-type: none"> • Constructed 7.4km of shared pathway; • Accessibility improvements at Umina and Terrigal Beaches; • Over 1 million people attended one of Council's five aquatic and leisure centre; and • Over 1.5 million library loans (electronic and physical) and over 900,000 library visits.



Central Coast Council
BELONGING

Belonging

Buildings make a Town, but people make a community – which is why belonging sits at the heart of our strategic plan. We are committed to strengthening our diverse population by creating new opportunities for connection, creativity, and inclusion, and by opening the door to local sporting, community and cultural initiatives that strengthen our collective sense of self. We will work together to solve pressing social issues, to support those in need and to enhance community safety – and we will continue to acknowledge the Aboriginal and Torres Strait Islander culture that shapes this corner of the world.

Focus Area	
 <p>Our community spirit is our strength</p>	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.
 <p>Creativity, connection and local identity</p>	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.

Highlights

Seniors Festival

From cooking, film making and art exhibits to retirement planning, line dancing and water sports, there was something for everyone at this year's NSW Seniors Festival.

Whilst the Festival officially ran from 13-24 February, Council dedicated the entire month of February to seniors with jam-packed events and activities available for Central Coast residents aged over 50.

The Festival provided local seniors with a great opportunity to get together, make new friends, learn a new skill or try something different. One of the highlights of the Festival was the annual Seniors Concert and Expo at Council's Wyong office, which featured both amateur and professional entertainers and provided information about local aged care services.

Central Coast Youth Strategy

Throughout October and November young people were asked to get involved and be part of developing the first-ever Central Coast Youth Strategy.

Young people aged 12-24 who live, work or study on the Coast completed an online survey exploring their views about life on the Central Coast and what they would like to see for young people, now and in the future.

Face-to-face interviews were also conducted at popular youth venues, events and schools, including focus groups with youth service providers.

Delivering an Inclusive and Accessible Coast

A community report was released detailing the implementation progress of the Disability Inclusion Action Plan (DIAP). Over the last 12 months a number of actions have been implemented to improve inclusiveness and accessibility on the Coast.

To create liveable communities, some of the implemented actions include the completion of access audits for 72 Council owned assets, purchase of new beach wheelchairs, building a new accessible waterway pontoon and pathways to fishing platforms, installation

of wheelchair accessible picnic facilities, preparation of a draft Pedestrian and Access Mobility Plan, the continued delivery of inclusive and accessible playgrounds and participation in the working group for the NSW Government's *Everyone Can Play* initiative.

A number of delivered actions developed positive attitudes and behaviours both within Council and the broader community. These include the introduction of awareness and educational staff training programs and Council partnerships with local groups to run awareness campaigns through art initiatives and exhibitions.

Council has improved access to service and information by creating better system and processes. A new website compatible to Web Content Accessibility Guidelines has been prepared with Vision Australia engaged to test content including listing of accessible playgrounds. New hearing loops have been installed at both Council chambers to improve accessibility.

Council is an equal opportunity employer and now include accessibility statements in job vacancy advertisements and provide reasonable adjustment needs for job applicants whilst continuing to support staff living with disabilities.

White Ribbon Day

As part of the *16 Days of Activism Against Gender-Based Violence*, a global campaign was launched in November with Central Coast residents speaking out about violence against woman. The campaign focuses on both men and woman standing up and saying violence against women is not acceptable and will not be tolerated

A giant handmade banner and art installation was also created in Gosford's Kibble Park as a focal point. Organised by the Central Coast Zonta Club, the banner depicted '52' - the number of Australian women who die each year, on average, as a result of domestic violence.

NAIDOC Week

Now in its fourth year, NAIDOC Week kicked off again in July, celebrating Indigenous Australians' history, culture and achievements.

This year's theme was *Because of her, we can!*, celebrating the contribution Aboriginal and Torres Strait Islander women have made to their communities.

As well as the annual Indigenous flag raising ceremony, Council also facilitated workshops where local high school students worked with professional dancer, Amy Minchin, a graduate of NAISDA, to mentor and teach local primary school students contemporary dancing with traditional elements.

Laycock Street Community Theatre turns 30

Laycock Street Community Theatre celebrated a significant milestone, taking centre stage to celebrate its 30th birthday with the community.

The Theatre was built in 1988 as a collaborative project between the former Gosford Council, the NSW Government, the NSW Bicentennial Council and the Gosford Musical Society, with the community embracing the opportunity to perform and watch shows and other productions.

Celebrations included a sausage sizzle with performances by Gosford Musical Society and Youth In Performing Arts, a sneak peek of the *My Fair Lady* stage setup and behind-the-scenes tour of the Theatre.

Surf Safety during Summer

Council reminded residents and visitors of the importance of beach safety and beach patrol hours during the busy summer period to help reduce the number of incidences and achieve zero drownings.

Over the season, more than 2.7 million people attended Central Coast beaches and Council lifeguards attended 5,271 instances requiring first aid, performed 999,000 rescues and more than 30,569 preventative actions.

No drownings were reported during the 2018-19 patrol period.

Council Installs 21 CCTV cameras

Council installed 21 CCTV cameras at community facilities in Umina, Woy Woy, San Remo and Terrigal to enhance community safety.

This project has seen 11 CCTV cameras installed at various sites within the Peninsula Recreation Precinct in Umina, including the amenities building (consisting of public toilets and a commercial space that accommodates Jasmine Green's Park Kiosk), BBQ area, skate park, BMX track, Col Gooley Field sports field and Umina Rugby League sports amenities building.

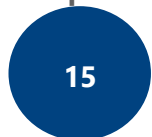
Four cameras have been installed at McEvoy Oval in Umina, two cameras at Banjo's Skate Park in Terrigal and four cameras at San Remo BMX Facility.

There are over 800 CCTV cameras covering the Central Coast, which have been funded through a combination of grants received from the Federal Government and Council's operating budget, with Council receiving \$47,000 to fund this project under the Federal Government's Safer Communities grant.

Performance against the Operational Plan 2018-19

Summary

Completed



Active






Delayed







Inactive








Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Increased opportunities for young people to be engaged and recognised within our community	A1.01.2018-19	Develop a Central Coast Youth Strategy	Community Partnerships	●	Draft Central Coast Youth Strategy has been developed. The Draft Strategy will be placed on public exhibition for 4 weeks in 2019-20.
Ensure equitable and dignified communication with staff and community including the provision of accessible information	A2.01.2018-19	DIAP SP.004: Deliver accessible documents training to staff who produce documents for upload to the website	Community Engagement	●	Developed the online training program for accessible documents with Vision Australia. Training delivery in 2019-20.
Increase positive community attitudes and behaviours towards people with disability	A2.02.2018-19	DIAP AB.009: Provide information to local businesses, retail property owners and Chambers of Commerce to enhance inclusion and patronage of people with a disability to their business. (E.g. the economics of disability, disability confidence for retail)	Community Partnerships	●	Presented to businesses within The Entrance on "Missed Business" opportunity to increase patronage of people from the community with disabilities and restricted mobility and the quantified economic benefits. Resources and tools to help local businesses provided with more in development and plans to expand the project throughout the Central Coast in 2019-20.
Improve Council's commitment and approach to designing inclusive and liveable communities	A2.03.2018-19	DIAP LC.005: Develop and trial a picture augmentative/ symbol signage program at The Entrance (such as program undertaken within "Sydney Park" and "safe places" program for people with an intellectual disability)	Community Partnerships	●	Augmentative signage incorporated in final Heritage Strategy Project at The Entrance. Access audit has been completed for The Entrance main tourist precinct incorporating Tourism Information Office, Memorial Park, Grant McBride Baths and waterfront pathway up to the Surf Club. Audit recommendations will be incorporated into the

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					development of an accessible guided tour route. The first stage of heritage signs has been proposed for the 2019-20 financial year with universal design principles being considered in the proposed design of the signs.
Improve the inclusivity of events	A2.04.2018-19	DIAP LC.009: Develop and implement consistent policy for compliance with Companion Card use at Council facilities and events	Community Partnerships		New Companion Card promotional material received from Family and Community Services distributed to all Council point of sale locations, i.e.: pools, leisure centres, stadiums, theatres and gallery. Confirmation received from all relevant business units that Companion Card is promoted and accepted at these venues.
Increased opportunities for people aged over 50 to be engaged and recognised within our community within facilities that are properly maintained, functional, marketed and meeting occupancy targets	A2.05.2018-19	Undertake a review of the delivery of senior services within the Local Government Area	Community Partnerships		Development of a new lease arrangement for Terrigal 50+ Centre is ongoing. A strategic review of senior services and model for operating seniors' centres will be completed in 2019-20 aligned with the update and review of the Positive Ageing Strategy.
Increased opportunities for community capacity building projects, strengthening community organisations and infrastructure / amenity improvements	A2.06.2018-19	Manage the Central Coast Council Community Grants program	Community Partnerships		For 2018-19 there were: <ul style="list-style-type: none"> Community Development – 20 projects funded \$293,020; Community Events and Place Activation – 41 projects funded \$385,940; Community Infrastructure -11 projects funded \$297,726; Social and Creative Enterprise – 13 projects funded \$149,525; Heritage – 22 projects funded \$129,545; and

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					<ul style="list-style-type: none"> Community Support – 84 projects funded \$289,860. <p>Total 2018-19: 191 projects funded \$1.545 million.</p>
Increase availability of accessible amenities	A2.07.2018-19	DIAP LC.019: Identify options for portable changing place facility to be used at key locations and events when required	Open Space and Recreation		It has been identified that a portable disabled change facility can be purchased. Prices are being sourced for the purchase of the facility in 2019-20 financial year. The portable facility will be situated at Central Coast Regional Sports Facility and transported as required to other sites.
Provide inclusive volunteer, work experience and paid work opportunities for people with disabilities	A2.08.2018-19	DIAP E.001: Establish a program or adapt existing project(s) to provide work placement opportunities and volunteer positions for people with disabilities	People Planning and Operations		The Work Experience Program was relaunched in 2018-19. Council had made 12 placements for youth with a disability. This program continues to gain great interest and numbers are growing daily.
Increase inclusivity of the workplace and recruitment processes for people with disabilities	A2.09.2018-19	DIAP E.008: Develop and provide training for supervisory staff regarding mental health and disability awareness	People Planning and Operations		Further workshops continue for identified areas. The learning management solution, due for implementation late 2019-20, will further enable ongoing learning and awareness.
Develop, support and promote initiatives to address domestic violence	A3.01.2018-19	Develop and deliver three projects with internal and external stakeholders designed to reduce the local impact of domestic and family violence	Community Partnerships		<p>Round Table workshop held to develop domestic violence messaging for external campaign (with Tuggerah Lakes Area Command, Brisbane Water Area Command, State Rail, Zonta Club of Central Coast, Central Coast Community Council, Catholic Care, Representatives from Central Coast Domestic Violence Committee, Coast Shelter, Northern Settlement Services).</p> <p>The campaign is called <i>Enough Already</i> and urges men to call out friends' verbally abusive behaviour towards their partners and will be seen on billboards, bus stops and bins across</p>

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					<p>the Coast in July and August 2019.</p> <p>Three podcast interviews on positive masculinity have been completed including Fletcher Pilon, Alen Stajcic and Grant Maloney.</p> <p>Total 2018-19: Three projects have been developed and delivered.</p>
Provide beach lifeguard services to patrolled beaches from September to April each year	A4.01.2018-19	Provide lifeguard services from September to April at 15 locations (Avoca Beach, Copacabana Beach, Killcare Beach, Lakes Beach, Macmasters Beach, North Avoca Beach, Ocean Beach, Shelly Beach, Soldiers Beach, Terrigal Beach, The Entrance, The Entrance North, Toowoon Bay Beach, Umina Beach, and Wamberal Beach)	Leisure and Lifestyle		<p>Beach season finished on 30 April with trial for the Grant McBride Baths adopted and staffing on site from 8am to 1pm 7 days a week after community consultation.</p> <p>Total 2018-19:</p> <ul style="list-style-type: none"> • Attendance – 2,756,479; • Rescues – 999,000; • First aid – 5,271; • Preventative actions – 30,569; and • Grant McBride Baths attendance for May to June in water – 6,206.
Increased awareness of beach safety on our Central Coast beaches	A4.02.2018-19	Beach and waterway safety, education and messaging provided throughout the year through partnerships with community groups	Leisure and Lifestyle		Educational 'swim between the flags and safe swim' awareness campaigns progressed via Council's communication channels including social media, Central Coast advocate and Star FM.
Increased connections, understanding and cultural awareness of our Indigenous population	B1.01.2018-19	Develop and deliver a regional Reconciliation Action Plan in conjunction with key external stakeholders	Community Partnerships		Draft Terms of Reference developed. Reconciliation Action Plan to be delivered in 2019-20.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Provide a premier venue for sports and entertainment on the Central Coast community	B2.01.2018-19	Provide a variety of elite sporting, entertainment and community events at the Central Coast Stadium	Business Enterprise		<p>The stadium hosted several community and professional sporting events, with highlights including:</p> <ul style="list-style-type: none"> • Pre-season trial game for Central Coast Mariners, with Usain Bolt making his debut; • NRL's Sydney Roosters training session; • Carols by Candlelight; • Legends of Leagues; • Cinema under the Stars; and • NRL's Community Cup Trial Game with Manly Sea Eagles and Sydney Roosters.
Increased social and economic outcomes for the Central Coast	B2.02.2018-19	Deliver 15 Central Coast Council major events to 200,000 participants	Community Partnerships		<p>A total of 25 major events delivered to 299,900 attendees, with highlights including:</p> <ul style="list-style-type: none"> • Harvest Festival; • The Entrance Country Music Festival; • Banjo's Skate Park Opening; • Chromefest; • The Lakes Festival; • Carols in the Park; • Chalk the Walk; and • Love Lanes Festival.
Assist external event organisers to deliver events built on a sustainable financial model that provide either economic or social return for the Central Coast	B2.03.2018-19	Support 20 Central Coast Community Events	Community Partnerships		<p>A total of 22 community events supported, with highlights including:</p> <ul style="list-style-type: none"> • Yarramalong Springtime Festival; • Whale Dreamers; • White Ribbon Day; • Chinese Cultural Festival; • Food, Fun, Flicks • Art in the Park at Wyong; and • Spartan Race.
Providing an outstanding quality and cultural experience at Gosford Regional Art Gallery through programs and exhibitions	B3.01.2018-19	The Gosford Regional Art Gallery programs and exhibitions reach 175,000 people and 85% customer satisfaction rate by 30 June 2019	Leisure and Lifestyle		<p>A total of 177,076 attendances at the Gallery and 90% customer satisfaction.</p>

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Laycock Street Community Theatre hold a large range of cultural productions meeting the varied demographics and interests of the community	B3.02.2018-19	Deliver 245 varied theatrical productions through a diverse annual program catering to broad demographics and cultural interests at Laycock Street Community Theatre	Leisure and Lifestyle		<p>A total of 301 performances at Laycock Street Community Theatre, with performances including:</p> <ul style="list-style-type: none"> • My Fair Lady; • Madam Butterfly; • Shrek; • Julius Caesar; • Madagascar; • Stars of the Central Coast; • Youth in Performing Arts; and • Diverse artists including Jane Rutter, Dan Sultan, James Reyne and Ian Moss.




Central Coast Council

SMART

Smart

We are a growing region with an expanding sense of opportunity, and we want to capitalise on those possibilities for the benefit of all. Strategic economic development, revitalising key urban locations, establishing new industry partnerships and renewing our commitment to education and employment for young people are just the starting point for a smart Central Coast. These initiatives – and others like them – will create new opportunities for local employment, new social enterprises and a culture of innovation that will bring new talent to the region. They will also drive a boom in tourism that we will shape to be accessible, sustainable and kind to the environment.

Focus Area	
 <p>A growing and competitive region</p>	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.
 <p>A place of opportunity for people</p>	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.

Highlights

Ignite Business LaunchPad

Council launched the inaugural Ignite Business LaunchPad program in March to help put young entrepreneurs on the path to achieving their dreams. Twenty would-be student entrepreneurs had opportunity to refine their business idea and pitch it to potential mentors in a “Shark Tank” style event to win support for their ground-breaking business ideas.

Eight students were then selected to participate in a free 12-month mentoring program. This program will teach skills, improving the chance of students’ business ideas becoming a reality, and potentially open up future local employment opportunities for more Coast residents.

Council partnered with Illuminate to deliver the Ignite Business Launchpad program. Illuminate is an entrepreneurship education organisation which delivers small business education in a number of Central Coast high schools.

Social Enterprises Launch Pad Program

In March, Council also kicked off its Social Enterprise Launch Pad program appealing to individuals who have a head for business and a heart for the community.

The program assists entrepreneurs and not-for-profit organisations as they explore sustainable business concepts that have a positive social impact within the community. The Program kicked off with a series of sessions, with inspiring guest speakers encouraging participants to think deeply about their entity’s social impact and the difference it could make in the community.

Topics included:

- Ideas to action;
- Understanding your impact;
- Pitch and purpose;
- Leading by story;
- Social media;
- The essentials; and
- Pitch for launching.

Growing Tourism on the Coast

Council’s current tourism services contract with The Affinity Partnership Pty Ltd was extended, enabling a continued focus on growing tourism for the Coast. The continued contract will assist with achieving the vision and goals for tourism, with the aim of boosting the region’s economy and establishing the Central Coast as a desirable visitor destination.

Council facilitates the delivery of tourism marketing and management in collaboration with a range of stakeholders, focussed on achieving projects and investment priorities.

The latest results from Tourism Research Australia’s National Visitor Survey (March 2019) show our visitor numbers are up by 14.64% year on year and tracking above comparable regions, namely the Hunter (9.99%), the South Coast (6.83%) and the NSW North Coast (8.26%) for year on year growth.

A notable growth story for the Central Coast is in visitor nights which are up by 10.73% year on year, which is tracking above the NSW average 8% increase. The most significant result for the Central Coast region is an outstanding 32.14% year on year growth for commercial accommodation expenditure.

Tourism expenditure on the Coast has also tipped just over one billion dollars, with spending broken down to international - \$67 million, domestic day trip - \$325 million and domestic overnight - \$627 million.

Have a Little Adventure

Council partnered with 38 tourism related businesses to co-fund a new visitor campaign for the Central Coast titled, *Have a Little Adventure*.

The campaign included television advertisements, online videos, online banners and social media, targeted to potential visitors living beyond the Central Coast. *Have a Little Adventure* reflects the accessible nature of the Central Coast and all the amazing experiences on offer, from food and drink, to places to stay and exciting things to do.

The campaign appeals to Sydney-siders in particular who are a lucrative and year round visitor market to the Coast, with the potential to bring many more.

Central Coast Regional Business Awards

Ten local businesses and individuals were announced as winners of the Central Coast Regional Business Awards, with the winners then moving on as finalists for the NSW Business Chamber Business Awards.

Council is a proud sponsor of the awards which showcases some amazing individuals and businesses leading the way in their industries – from excellence in innovation, sustainability and social enterprise, through to outstanding employers, business leaders and young entrepreneurs.

The winners of the 2018 Central Coast Regional Business Awards:

- Outstanding Young Employee: Amanda Woodbine – Australian Reptile Park;
- Outstanding Business Leader: Tim Faulkner – Australian Reptile Park;
- Excellence in Business (20+): The Australian Reptile Park;
- Outstanding Employer of Choice: Milestone-Belanova;
- Excellence in Small Business (20-): CostSmart;
- Excellence in Innovation: Gosford Private Hospital;
- Start Up Superstar: The Opportunity Collective;
- Outstanding Young Entrepreneur: LEP Digital – Laura Prael;
- Excellence in Sustainability: Bounce Rubber – Mark Moffett;
- Excellence in Social Enterprise: Darkinjung Local Aboriginal Land Council;
- Excellence in Local Chamber of Commerce Award: Wyong Regional Chamber of Commerce; and
- 2018 Business of the Year: The Australian Reptile Park.

Expert Advice for Small Businesses

Small businesses were offered the opportunity to access a subsidised mentoring and coaching service at the Gosford Smart Work Hub following a three-month partnership between Council and not-for-profit agency, the Business Centre.

The advisory service was provided through the NSW Government's Business Connect Program and aimed to help make business intenders and existing businesses a success.

The expert advice was provided by Business Centre Strategist, Reda Haddede, who has international experience in corporate strategy and working for global brands such as KPMG, EY and BDO.

Terrigal Traffic Flow Improvements

Council completed Stage 1 of a \$2.2 million project to improve traffic flow, with the project completed in time for the busy summer period.

Local businesses, residents and visitors now benefit from measures to restrict traffic 'looping' and unregulated pedestrian activities, which will significantly reduce traffic queuing in the Terrigal CBD and along Terrigal Drive and Ocean View Drive.

New traffic control signals have created two-way routes on Campbell Crescent, Church Street and Kurrawyba Avenue, and restricted right-hand turns to and from Terrigal Esplanade. The project has delivered significant traffic flow improvements for both motorists and pedestrians during peak times.

Harvest Festival



Performance against the Operational Plan 2018-19

Summary

Completed



Active



Delayed















Inactive










Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Promote and grow tourism through the implementation of the Central Coast Destination Management Plan	C1.01.2018-19	Develop a Tourism Opportunity Plan for Central Coast	Community Engagement		Plan developed and exhibited until 30 August 2019.
	C1.02.2018-19	Develop a business case for new mountain bike trails to attract a world-class event to the Central Coast	Community Engagement		Mountain Biking Feasibility Study underway. Community consultation completed as first phase to inform business case. This has been included in draft Tourism Opportunity Plan.
	C1.03.2018-19	Implement a Major Events Strategy	Community Engagement		Further review undertaken on Major Events Strategy to address current challenges. Update completed. Next steps of implementation and execution plan will commence into 2019-20.
Develop the Central Coast into a region of diverse economic, education and employment opportunities	C1.04.2018-19	Develop a Business / Economic Development Strategy for the Central Coast	Economic Development and Project Delivery		Draft Economic Development Strategy being reviewed internally and commented on. Targeting a final draft for early 2019-20 with a report to go to Council for exhibition.
Town centres which exhibit high level amenity, functionality and safety	C2.01.2018-19	Provide a coordinated asset management and maintenance program in The Entrance, Wyong, Gosford and Toukley town centres.	Community Partnerships		All scheduled and cyclical asset management and maintenance on-track and completed in all four town centres.
Town Centres which are safe, attractive and contain quality and memorable features and attractions	C2.02.2018-19	Provide a range of coordinated projects and activities to increase activation and improve the visitor experience of The Entrance, Wyong, Gosford and Toukley town centres	Community Partnerships		<p>A total of 20 activities have been delivered within the four town centres to approximately 25,000 people. Other activation activities have included:</p> <ul style="list-style-type: none"> Paddock to Plate community gathering at Toukley; Installation of Heritage interpretative signage


Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					<p>and walking tour aligned with Love Lanes at Wyong;</p> <ul style="list-style-type: none"> • Pop-up photography exhibition and Floral Art project in Gosford as part of White Ribbon 16 days of activism; • Community Mural included an interactive component showcased at Budgewoi Festival; • Free mums and bubs exercise classes at The Entrance; • Crime Prevention audit was undertaken with local police and several actions including landscaping and changes to security have been undertaken in Gosford; • Gosford Exposure program including pop-up outdoor art gallery, temporary public art installations and activations; • Anzac poppy nets at Gosford; • Decorative tree lighting installed at Wyong, The Entrance and Kibble Park; • Free weekly Tai Chi classes at The Entrance; • Pop-up installation at Toukley telling the story of Norah Head Lighthouse; • Construction of stage roof at Memorial Park, The Entrance; • Construction of round tree seating at The Entrance; and • Construction on new amenities at Toukley Village Green.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Deliver an upgraded public domain with improved car parking and traffic movements in Terrigal	C2.03.2018-19	Design and undertake public consultation for Terrigal public domain improvements works by June 2020	Economic Development and Project Delivery		Design and public consultation complete. Works included: <ul style="list-style-type: none"> • Completion of Terrigal road improvements; • Completion of additional level at Wilson Road Carpark; and • Terrigal Boardwalk and Rockpool approved to go to Tender for construction with a planned completion date September 2020.
Provide the community with a new purpose-built library and associated community facilities plus commercial office space	C2.04.2018-19	Design and commence construction of a new library and commercial building in Gosford by December 2020	Economic Development and Project Delivery		Project has been absorbed into the Gosford Cultural Precinct which is designed to integrate the Regional Performing Arts and Conference Centre (RPACC), Gosford Library and the Commercial building.
Provide the Regional Performing Arts and Conference Centre (RPACC)	C2.05.2018-19	Design and commence construction of a new Regional Performing Art and Conference Centre by December 2020	Economic Development and Project Delivery		Project has been absorbed into the Gosford Cultural Precinct which is designed to integrate the Regional Performing Arts and Conference Centre (RPACC), Gosford Library and the Commercial building.
Gosford City Centre: A premier waterfront city with high densities neighbourhoods, civic uses, education, health and high-order employment opportunities, speciality retail, art and culture and genuine housing choice	C2.06.2018-19	Develop Urban Design Precinct Plans for the waterfront precinct, central business district, railway precinct, hospital precinct and entertainment precinct within the Gosford City Centre by June 2020	Strategic Planning		The Urban Design framework has been completed.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Planning controls that enable the development of active and liveable town centres	C2.07.2018-19	Review town centre development feasibility as part of the Comprehensive LEP for Woy Woy, Erina, Long Jetty and Toukley by June 2020	Strategic Planning		Long Jetty completed. Draft for Woy Woy and Erina underway. Erina to be reviewed against Traffic and Transport Study. Toukley will be carried over to 2019-20.
	C2.08.2018-19	Develop a Wyong Town Centre Structure Plan by June 2019	Strategic Planning		Draft Structure Plan completed. Draft report to be presented to Council in October 2019.
New urban planning and urban design approach to developing the Ourimbah Town centre as a future growth centre	C2.09.2018-19	Finalise the masterplan for Ourimbah Town Centre by December 2018	Strategic Planning		Final report completed. Final Report to be presented to Council for endorsement in August 2019.
New planning framework that promotes Somersby as the Regional Gateway	C3.01.2018-19	Develop a Precinct Plan for Somersby Business Park, and surrounds to create a regional gateway by June 2020	Strategic Planning		Project on hold until Department of Planning, Industry and Environment finalise the Biocertification Strategy and planning for Mount Penang.
Attract visitors to holiday on the Central Coast	C4.01.2018-19	Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the Budgewoi Holiday Park	Business Enterprise		A total of 14 cabins at 55% occupancy and 219 tourist sites at 18% occupancy. The Holiday Park also provides 94 sites for permanent holiday vans and 7 sites for permanent residents.
	C4.02.2018-19	Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the Canton Beach Holiday Park	Business Enterprise		A total of 19 cabins at 54% occupancy and 150 tourist sites at 15% occupancy. The Holiday Park also provides 94 sites for permanent holiday vans and 17 sites for permanent residents.
	C4.03.2018-19	Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the Norah Head Holiday Park	Business Enterprise		A total of 28 cabins at 44% occupancy and 201 tourist sites at 18% occupancy. The Holiday Park also provides 183 sites for permanent holiday vans and 5 sites for permanent residents.
	C4.04.2018-19	Provide a variety of cabin and campsite options and a fun holiday environment for visitors at the	Business Enterprise		A total of 32 cabins at 48% occupancy and 156 tourist sites at 40% occupancy. The Holiday Park also provides 246 sites for permanent

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
		Toowoona Bay Holiday Park			holiday vans and 20 sites for permanent residents.
	C4.05.2018-19	Provide a variety of campsites options and a fun holiday environment for visitors at the Patonga Camping Ground	Business Enterprise		A total of 81 tourist sites provided with 49% of nights occupied.
Increase tourism and economic development opportunities	C4.06.2018-19	DIAP LC.025: Identify partnership opportunities to assist businesses to become more inclusive. This could be achieved through information, education, signage and programs such as Missed Business program or "Be Accessible" (NZ program)	Community Partnerships		Presented to The Entrance Business Chamber on "Missed Business" opportunities and economic opportunity. Liaison with Destination North Sydney and Surrounds in relation to funding opportunities for businesses development and small infrastructure upgrades. Hosted two free Sign Language courses to the community. Some participants include local business owners.
	C4.07.2018-19	DIAP LC.026: In partnership with relevant organisations / entities (e.g. Central Coast Tourism) explore accessible tourism opportunities through infrastructure improvements, marketing and promotion to develop the Central Coast as a highly attractive tourist destination for people with disabilities, friends and families	Community Partnerships		Contract for Spatial Mapping project awarded. Ground audit complete of five business districts (Woy Woy, Umina, Budgewoi, The Entrance, Wyong) to map the continuous accessible path of travel. This data set will improve the quality and availability of information for people using wheelchairs and pedestrians with diminished mobility to plan and easily move around the town precinct and enable access to the transport network. The program is to be incorporated into Council's current geographical information system. This will allow Council to further plan for accessible tourism across the Central Coast.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
To improve the local economy and activate un-serviced areas of the Central Coast through the structures licensing of mobile food vans on the central Coast	2017-18.ECO.009	Commence an expression of interest for the licensing of mobile food vans on the Central Coast by 30 June 2018	Economic Development and Project Delivery		Deemed unsuitable and unviable.
Provide greater opportunities for innovation and development of enterprise	D1.01.2018-19	Support the development of Central Coast social entrepreneurs and enterprises through the delivery of a range of programs, events, and information for the Gosford Smart Work Hub	Community Partnerships		Co-working space at 100% capacity and high demand for meeting rooms and events space. Support for local social enterprise and start-ups achieved through the delivery of the Power Hour networking event, Council's Social Enterprise Launch Pad program and the location of specialist enterprise development organisations, The Business Centre and Community Compass, within the facility.
Increased exposure for local social enterprises and increased social procurement opportunities	D2.01.2018-19	Develop a social procurement policy	Community Partnerships		A specific stand-alone social procurement policy has not been developed as it was determined a better approach is to incorporate social procurement objectives within Council's overall procurement policy framework. As such, key sustainability and social enterprise clauses and definitions were included within Council's revised procurement policy. Partnership agreement with 'Social Traders' to enable access to Social Procurement platform for Local Government spend opportunities. Internal workshops delivered across 4 sites, with 64 participants.
	D2.02.2018-19	Develop and deliver five community enterprise projects to 4,000 participants to further economic and job creation opportunities within the region	Community Partnerships		<p>A total of five projects delivered to over 5,500 participants, with highlights including:</p> <ul style="list-style-type: none"> Launch Pad 2019 Program commenced in March with 26 participants and 22 project / entity ideas to

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					<p>be developed over the next four months. Throughout the program six facilitated sessions and eight Drop in and Drill down sessions were held from March – June 2019</p> <ul style="list-style-type: none"> • Power Hour Networking event staged in partnership with The Business Enterprise Centre. • Development support for Launch Pad has continued, plus Social Enterprise spoken word education piece created and to be Launched in July.
Increased opportunities for young people to gain skills and experience in the workforce	D4.01.2018-19	Develop and implement a policy and program for employment of apprenticeships, interns and traineeships	People Planning and Operations		Council accepted the report on the trainee and apprentice approach in February 2019. Transition is planned for November 2019. Current 2020 intake is now actively being recruited for trainees / apprentices.




Central Coast Council

GREEN

Green

The Central Coast is known for its natural beauty; maintaining our natural assets is a critical component of what we value as a community. Ongoing education is key to our green approach, as is inviting the community to take a hands-on role in conservation, protection and remediation of our environment. Reducing litter, minimising waste, and championing renewable energy in our future design and planning will minimise the impacts of climate change in our region, and will enable the preservation of our beaches, waterways, wildlife corridors and inland areas for the variety of species that inhabit them.

Focus Area	
 <p>Environmental resources for the future</p>	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.
 <p>Cherished and protected natural beauty</p>	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.

Highlights

Tuggerah Lakes multi-touch book

Council launched a new multi-touch book which delves deep into the Tuggerah Lakes Estuary. *Tuggerah Lakes: Projects and Case Studies* is an interactive insight into the unique Tuggerah Lakes estuary and showcases the work Council and the community have done across the catchment.

It is the fourth multi-touch book Council has developed to help the community learn about the natural environment, and the second focused on the Tuggerah Lakes system. These innovative books are a great resource for the community, providing access to photos, videos and comprehensive information all at your fingertips.

Council's multi-touch books can be found by searching for Central Coast Council in iBooks on an Apple device.

Combining Sewer Infrastructure with Wrack Collection

Council started a major upgrade of the Sewer Pump Station located in Woodland Parkway Reserve in Buff Point, with works expanded to include the removal of excess wrack.

To maximise efficiencies and minimise inconvenience to the community, Council combined this Sewer Pump Station upgrade with a project to construct new wrack collection infrastructure, strengthening water security and improving water quality for the Central Coast.

The new wrack and algae infrastructure will help to improve safety and operational efficiencies. The construction of a ramp will assist with the extraction of wrack and a hardstand area will be used to dry the material prior to its removal from site.

The new wrack collection infrastructure represents a \$310,000 investment and is funded by \$150,000 from the Federal Government's Improving Your Local Parks and Environment fund and \$160,000 from Council.

The new wrack harvesting infrastructure will collect the wrack and macro-algae from nearshore areas, delivering significant improvements to the amenity of Tuggerah Lakes. Collected wrack and algae is then transported to drying pads and used on saltmarsh restoration projects or converted into a mulch product.

Turning Old Tyres into Roads

Council is increasingly using recycled tyres in the construction and maintenance of roads across the region, helping to save thousands of tonnes of tyres from ending up in landfill.

Council's supplier takes approximately 25 used truck tyres, creates one tonne of crumb rubber binder and mixes this with bitumen and asphalt. The quality of the recycled product is equivalent or superior to traditional bitumen and asphalt providing a more elastic, durable and crack-resistant surface, which increases the longevity of the road.

Using recycled tyres to build Central Coast roads is a great example of how Council can deliver essential projects and maintenance using green and sustainable methods.

Reusable Litter Bags

A bold new approach taken by Council to help tackle roadside litter has seen a 97% reduction in total litter volume across three litter hotspots at Blue Haven Link Road, Somersby Industrial Park and the Kariong M1 on-ramp.

The Central Coast Roadside Litter Project was formed after securing \$36,000 in round four of the NSW Environmental Protection Agency (EPA) Litter Grants last year.

With the main source of litter identified being single use takeaway and drink containers, Council provided 4,000 reusable tidy bags for motorists and passengers to keep their rubbish with them until they were able to dispose of it responsibly.

Of the participants surveyed, 72% made changes to the way they disposed of their litter, with 68% advising they had learned about the littering reporting process because of the initiative. In direct correlation to this, the number of registered reporters increased by 37% between July and December 2018 when compared to the same time the previous year.

Grant funding also went towards clean-ups of target areas, installation of roadside signs at each site reminding motorists how to report littering from vehicles to the EPA, as well as installation of 20 dash cams in rangers' vehicles.

Waste Management Strategy

Council asked the community to have their say on waste management practices to help develop the first Waste Management Strategy for the region.

Currently around 45% of waste generated by Central Coast households is recycled through the use of yellow and green lidded bins, and this Strategy aims to greatly reduce the other 55% that is sent to landfill.

The draft Strategy will reassess current waste initiatives and seek to inspire change to help minimise the amount of waste diverted to landfill and its impact on the environment.

Pop-up sessions were also held in May and June to promote and gain community insights and ideas.

National Sustainability Award

Council was awarded an Outstanding Achievement Award, recognising how both Council and the local community embraced the nationwide reuse program Garage Sale Trail this year.

Central Coast Council was one of only 14 councils to receive an award for its involvement in the annual campaign held over the weekend of 20 and 21 October 2018. Through its involvement and promotion of the program, Council demonstrated great leadership in sustainability and reuse, and ultimately helped make the 2018 Garage Sale Trail event such a success, both locally and nationally.

A total of 301 sales and stalls were registered, placing the Central Coast in the top 10 of the 150 Councils that took part across Australia, with results recording more than 17,000 items sold across our region and the average of sales netting almost \$300.

Turning Plastic bags and Recycled Glass into Roads

Not only is Council using tyres to construct roads, but a road construction product made from recycled soft plastic, glass and toner cartridges is also being utilised.

The first Coast roads made using 'Reconophalt' are now under construction, helping save thousands of tonnes of waste from ending up in landfill.

A 600 metre section of road can be made using 631,000 plastic bags, 117,000 glass bottles, toner from 14,400 used printer cartridges, and 160 tonnes of reclaimed road asphalt. The product is added to bitumen and the end result is also equal or superior to traditional asphalt, which makes roads last longer and better handle heavy vehicle traffic.

Single use plastic policy

Council endorsed its first draft Single Use Plastic Policy, which was placed on public exhibition for 28 days from 13 May until 9 June.

The policy aims to reduce the use of single use plastic at events on Council property with more than 100 attendees, reinforce Council's commitment in the elimination of single use plastics and to advocate for legislative change, while educating and building capacity within the community to find suitable alternatives.

Help Keep the Coast Clean Movie Screening

A free screening of the environmental awareness movie, Albatross, was held at The Hub in Erina Fair in August, educating the community on the consequences of plastic pollution.

The film screening was held in partnership with Seabird Rescue Central Coast, and shows the real life impact plastic waste has on ecosystems.

Based on Midway Island, a remotely located island in the North Pacific Ocean with a population of only 50, it captures the devastation experienced from littering and single use plastic waste.

Single Use Plastic Bag Solution

Following the ban of single use plastic bags at the checkouts of major supermarkets, Council opened an Expressions of Interest to partner with local fruit and vegetable suppliers to provide free reusable produce net bags to their customers.

The net bags are being sourced from a local supplier, can hold up to two kilograms, are machine washable and help keep food fresher for longer, whilst also helping to minimise plastic pollution on the Coast.

The initiative forms part of Council's commitment to the *Don't be a Tosser!* campaign and follows on the success of the reusable coffee cup campaign where 5,300 cups were distributed to 27 cafes.

Chemical CleanOut Continue to Break Records

Household Chemical CleanOut events for the region achieved a record-breaking 131,674 kilograms of items collected. In total 3,210 vehicles, the second highest recorded, passed through the gates over the four days of the bi-annual event hosted by Council in conjunction with the NSW Environment Protection Authority (EPA).

Disposing of household chemicals safely greatly reduces the risk of hazardous chemicals contaminating our waterway and soils, while keeping our local environment pristine for years to come. Council is committed to helping reduce the amount of waste we create, minimising the impact of waste on the environment, cutting greenhouse gas emissions and leaving our environment in a better condition for future generations.

Sand Used to Nourish Local Beaches

Council successfully moved 45,000 cubic meters of sand from The Entrance Channel as part of the biennial dredging program that has been occurring for the past 25 years. It was partially funded by the NSW Government's Rescuing Our Waterways Program.

The dredging program has seen North Entrance, Karagi Point and The Entrance beaches benefit from sand nourishment as a result of the dredging, which helps maintain the exchange of water between the estuary and the ocean, preserves the existing ecological values of the estuary and reduces the impact of flood risks to life and property in low-lying areas around the estuary.

Avoca Beach Foreshore Works

Council completed the first stage of the \$2.8 million coastal foreshore works at the southern end of Avoca Beach in preparation for the summer season, with the second stage commenced in April.

The second stage of the \$2.8 million, involves redeveloping the seawall to include stairs, two concrete ramps and a disability access ramp, as well as upgrading the beachfront walkway and general landscaping.

The works, funded by the NSW Government as part of the Stronger Communities Fund, will improve the infrastructure and amenity of the area as well as deliver important coastal protection and rehabilitation works to stabilise the foreshore.

Performance against the Operational Plan 2018-19

Summary

Completed



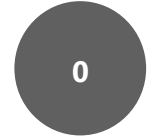
Active








Delayed










Inactive




Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
A Recreational Strategy for Natural Areas will better promote appropriate utilisation of Council's Natural Assets	2017-18.ENV.003	Develop a Recreation Strategy for Natural Areas by 30 June 2018 to engage the community to better utilise natural areas throughout the Central Coast	Natural and Environmental Assets		The framework developed for the Natural Areas Recreation Strategy will be used to guide investigation, subsequent development and management of recreational facilities in Council's Natural and Environmental Asset Reserves.
Environmental education programs to increase knowledge of (issues impacting) coastal areas, lakes, catchment area and conservation	E1.01.2018-19	Deliver a minimum of 10 Environmental Education programs (estuary, resilience, general environmental education) to obtain a 70% increase in participant knowledge	Learning and Education		Total 2018-19: 16 programs were run with 78 activities undertaken. Evaluation from the programs indicates a 72% increase in knowledge across all target audiences leading to positive behaviour change.
Provide a Recreational Strategy for Natural Areas to promote appropriate utilisation of Council's natural assets	E1.02.2018-19	Undertake stakeholder consultation, and obtain designs, approvals and costings for a priority project identified within the Recreation Strategy for Natural Areas	Natural and Environmental Assets		A community survey and targeted focus groups have been undertaken as part of the Mountain Bike Feasibility Study. The information provided through this community engagement about mountain biking, including the unmet demand for the various types of mountain biking, where people currently ride and broader community attitudes to mountain biking will assist investigations into the role Council land may play in providing for mountain biking. The discussion paper which will include information provided by the community, research information and case studies. Determination of designs, approvals and costings has been considered premature

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					prior to better understanding stakeholder needs.
Identify future opportunities to increase participation in Landcare	E1.03.2018-19	Prepare a strategy to identify expansion opportunities for Council's Landcare program that enables greater participation in the future	Natural and Environmental Assets		A strategy has been prepared and will be exhibited in 2019-20 with a further report to Council to consider any submission and adoption of the strategy.
Reduction in exported sediment, nutrients and gross pollutants in waterways	E2.01.2018-19	Removal of material from Enclosed Gross Pollutant Traps (E-GPTs) at least twice per year	Waterways and Coastal Protection		All E-GPT's cleaned in accordance with annual schedule.
Data is reported and published annually as part of the Tuggerah Lakes Ecological Report Card and Health of the Waterways Reporting	E2.02.2018-19	Undertake an annual program of water quality and ecological health sampling in Tuggerah Lakes, Southern Lake Macquarie, Brisbane Water and the Coastal Lagoons in accordance with the NSW Monitoring, Evaluation and Reporting guidelines and the Estuary Management Plans	Waterways and Coastal Protection		Program carried out in accordance with the guidelines. Water quality sampling completed in accordance with seasonal schedules.
Regular operation of wrack and algae collection (and other equipment under contract) in near-shore zones to improve circulation and amenity in Tuggerah Lakes	E2.03.2018-19	Annual removal of 10,000m ³ of floating wrack and macro algae from the Tuggerah Lakes Estuary	Waterways and Coastal Protection		Total 2018-19: 15,213m ³ . Collection target of 10,000m ³ of floating wrack and macro algae exceeded.
Up to date reports, weekly star rating and annual beach suitability grades (for primary contact) are reported on the OEH (Office of Environment and	E2.04.2018-19	Continue the Beach Watch Program at designated sites in accordance with OEH guidelines. Provide data to OEH for reporting on the department's website	Waterways and Coastal Protection		Program was undertaken in accordance with the guidelines. Weekly data continues to be provided to OEH for reporting on their website. In addition, Council has been carrying out a catchment audit at Terrigal.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Heritage) Beach watch website					
Programs focussed on increasing community awareness and instilling behaviour change around sustainable living including, waste avoidance and reduction and re-use/ recycle concepts	E3.01.2018-19	Deliver education programs specifically targeting litter, illegal kerbside dumping, upcycling and green living to increase community awareness and promote behaviour change	Learning and Education		Total 2018-19: Nine education programs were completed ranging from Green Living workshops through to roadside litter programs. The concept of a new comprehensive litter education program was approved by Council and will be developed and implemented in 2019-20.
Expand the diversion of domestic waste from landfill through increased resource recovery resulting in environmentally responsible waste collection services	E3.02.2018-19	Greater than 45% diversion of domestic waste from the Central Coast Council landfill sites annually	Waste Services and Business Development		Council implemented a wide range of waste diversion initiatives during 2018-19. There was a 17% reduction in household recycling (yellow bin) volumes driven by the introduction of the NSW Container Deposit Scheme (CDS) however with inclusion of the tonnages of containers collected through CDS on the Central Coast on the basis they were also diverted from landfill, the overall diversion rate is calculated at 44%. Any further measurable increase in diversion will require a reduction or redirection of key components of the general waste bin (red bin). Council is developing a Waste Strategy which aims to identify targets and opportunities for further diversion of waste from landfill.
Minimise the environmental, social, and economic impacts of littering through community education, enforcement, deterrents, and installation of appropriate infrastructure	E3.03.2018-19	Deliver local programs that maximise ongoing community participation in litter collection and prevention	Waste Services and Business Development		In 2018-19 Council delivered a range of litter educational programs including Green Living Movies which covered such issues as litter and impacts on the marine environment, the Keep the Coast Clean Program, Take 3 Program with schools, and the Wiping out Waste program delivered to primary schools. Council also installed 200 new high profile public waste and

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					recycling stations at key locations as part of the broader commitment to providing infrastructure and services towards litter prevention.
Reducing Council's energy cost, improve energy productivity and reduce Council's greenhouse gas emissions	E4.01.2018-19	Installation of solar power systems on Council assets	Energy Management		Preliminary project development complete. Project is currently being handed over to Projects Management for implementation.
Implementation of adopted Coastal Zone Management Plans (CZMP) high priority actions	2017-18.ENV.012	Prepare a technical brief and engage specialist consultants to design and undertake environmental assessment to enable construction of coastal protection works at Umina and Ocean Beach by 30 June 2018 (3 year project subject to Grant Funding)	Waterways and Coastal Protection		Action to engage consultant is complete. Consultant underway with studies due for completion in early 2019-20.
Enable sustainable urban development that values energy efficiency, heritage, local character, the environment, transport, safety and liveability	F1.01.2018-19	Develop an Urban Sustainability Strategy by December 2018	Strategic Planning		Development of a Sustainability Strategy underway. Revised completion date is now June 2021.
Implementation of actions in the adopted Coastal Zone Management Plans (CZMP)	F1.02.2018-19	Implementation of actions in accordance with Council-approved 2018-19 budget allocation	Waterways and Coastal Protection		This is an ongoing action. Projects completed in 2018-19 include Avoca Foreshore Stage 1, Elfin Hill Road Foreshore and Forresters Beach access stairs. A number of projects are multi-year projects and will continue into 2019-20 including Umina Ocean Beach Erosion Management Strategy and Wamberal Terminal Protection Investigation.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Mitigate the impacts of climate change on the regions water resources, coastal ecosystems, infrastructure, health, agriculture, and biodiversity	F4.01.2018-19	Develop a Climate Change Policy and Action Plan by June 2019	Strategic Planning		The Climate Change Policy was developed and exhibited, with the development of the Climate Change Action Plan planned for 2019-20 following adoption of the Policy.



Central Coast Council

RESPONSIBLE

Responsible

We are a responsible council and community, committed to building strong relationships and delivering a great customer experience in all our interactions. We value transparent and meaningful communication and use community feedback to drive strategic decision making and expenditure, particularly around the delivery of essential infrastructure projects that increase the safety, liveability and sustainability of our region. We are taking a strategic approach to ensure our planning and development processes are sustainable and accessible and are designed to preserve the unique character of the coast.

Focus Area	
 <p>Good governance and great partnerships</p>	G1 Build strong relationships and ensure our partners and community share the responsibilities and benefits of putting plans into practice.
	G2 Communicate openly and honestly with the community to build a relationship based on transparency, understanding, trust and respect.
	G3 Engage with the community in meaningful dialogue and demonstrate how community participation is being used to inform decisions.
	G4 Serve the community by providing great customer experience, value for money and quality services.
 <p>Delivering essential infrastructure</p>	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.
 <p>Balanced and sustainable development</p>	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.

Highlights

Reduction in Parking Fee Fines

Council resolved in March to opt in to the NSW Government's plan to reduce the minimum amount set for parking fines from \$112 to \$80.

This decision follows the NSW Government's announcement last year that it would reduce the infringement amount for the most common parking offences and encouraged Local Governments to do the same once the change became law.

The reduction will lessen the financial impact to community members who may receive one of the select parking infringements across the Central Coast.

The reduced amounts apply to offences that do not affect road safety, so there are no increased risks to vehicle and pedestrian safety by opting in.

Free Pet Microchipping Day

In February, Council held a free microchipping day for four-legged family members of Central Coast residents.

Pet owners must microchip and register their new family member by 12 weeks of age, or when they are first sold, whichever happens first. If owners fail to microchip their pet then they may be issued a fixed penalty notice for \$180. With more than 45% of the cats and dogs that come into the Animal Care Facilities not microchipped and less than 60% of these being reunited with their owners, it's an important and simple step in pet ownership.

Residents who had their pets microchipped, registered or updated their details also received a Happy Pet gift pack – a small bag full of treats, information and a toy for their pet.

Single Set of Planning Controls

To deliver significant efficiencies and simplify planning Council is currently consolidating its planning controls for the Central Coast and is calling for public input.

The Central Coast is currently operating under four different planning instruments each with different planning controls.

The Wyong Local Environmental Plan 2013 (WLEP 2013) is the planning instrument for the northern area of the coast and the Gosford Local Environmental Plan 2014 (GLEP 2014), Interim Development Order No. 122 (IDO) and Gosford Planning Scheme Ordinance (GPSO) apply in the southern area of the coast.

The Department of Planning and Environment has granted Gateway Determination for the development of one Consolidated Local Environmental Plan for the Central Coast, which was placed on exhibition on 6 December to 28 February 2019.

Council has worked with all Government agencies to develop a balanced plan that will protect and embellish the coast's natural beauty whilst enabling more flexibility in terms of low density housing.

The ultimate goal here is to have one Local Environmental Plan (LEP) and one Development Control Plan (DCP), which will involve undertaking comprehensive land use studies on a variety of issues across the Central Coast including employment, residential, town centres, rural and environmental lands. The results of these land use studies will then provide a solid foundation to accommodate growth, whilst also supporting community values and the wellbeing of both current and future residents. Furthermore, the Comprehensive LEP and DCP will support the implementation of development controls that can be used in the e-planning environment.

Regional Parking Strategy

As part of the Community Strategic Plan, the community identified parking in town centres, tourist hubs and commuter areas as important issues to be addressed.

The development of a Regional Parking Strategy is currently underway and as part of its development Council asked the community to take part in a survey to capture the types of parking needed. For example, is the community seeking parking for longer periods whilst they are at work or conducting business, or are they seeking parking for shorter periods of time whilst they attend personal appointments, enjoy leisure activities or dine out?

Council is aware that there are a number of pinch points for parking across the Central Coast including town centres in Gosford, Wyong, The Entrance, Woy Woy and Terrigal and commuter parking at Warnervale, Tuggerah, Wyong, Lisarow and Woy Woy.

With the Central Coast forecast to grow to over 415,000 people by 2036, the development of mid to longer term parking solutions needs to be addressed as part of a bigger picture of how people move around the Central Coast.

Council is also addressing parking in and around the Gosford City Centre, including commuter parking, as a separate high priority project as this will be impacted by future State Government decisions as part of the revitalisation of Gosford.

Innovative Parking Solutions

One solution to parking, which was launched this year for Terrigal was *ParkSpot (Central Coast)* parking app, which provides real time information on available parking spaces.

The *ParkSpot* app reports on the available parking at Terrigal Surf Club and The Haven car parking areas, so people visiting the area can make better decisions about where to look for parking and avoid driving around looking for an available space.

The innovative solution included the installation of smart parking sensors that transmit signals to the *Parkspot* app indicating the availability of parking in the area.

The *ParkSpot* app was made possible through the Federal Government's Smart Cities and Suburbs Program, with the sensors and app to also be rolled out in the Gosford City Centre.

Council's Interactive Road Project Map

Council has received an Institute of Public Works Engineering Australasia (IPWEA) Engineering Excellence Award for its innovative online interactive map which displays road and drainage projects to be undertaken, including a description of the project, location, budget, construction start time and duration.

The interactive map provides valuable, easy to find information for the community and is constantly being improved, with the recent addition of photographs and concept designs included.

Community members can explore road and drainage projects across the Central Coast's 2,200 kilometre network of roads by visiting www.centralcoast.nsw.gov.au/roadanddrainageprojects.

The IPWEA Engineering Excellence Awards for 2018 also highly commended Council for the upgrade of Pleasant Valley Fire Trail in Fountaindale, which transformed a particularly rugged, steep and dense bushland area into a fully functional fire trail that Council and the NSW Rural Fire Service can now better access for hazard reduction burning.

Opportunities to Meet your Local Councillors

Residents were encouraged to meet with their local Councillors and discuss what matters to them in their Ward, suburb or street at the Councillor Listening Posts.

From May until November, Councillors attended sessions at Central Coast locations within all five Wards of Budgewoi, Gosford East, Gosford West, The Entrance and Wyong to meet with the community.

Greater Lake Munmorah Structure Plan on Exhibition

In April, Council invited the community to provide feedback on the draft Greater Lake Munmorah Structure Plan.

The Plan was developed through significant analysis and stakeholder engagement, and once finalised will deliver the first cohesive long term vision for land use in this important growth area of the Coast. It identifies appropriate development footprints for new residential and employment land, relevant staging requirements, plus appropriate transport, environmental and open space networks.

Council also informed the community of projects taking place in surrounding suburbs which make up the planning area including Northern Lakes, San Remo, Budgewoi and Toukley. An interactive online map was also developed to make it easier for the community to zone in on the areas that interest them, view the draft plan precinct summaries and provide feedback.

Customer Engagement

Council continued to focus on delivering a better customer experience for the community to ensure interactions are as easy and accessible as possible. The goal is to ensure customers have choice, and are able to access the information and services they need without having to call or come into Council offices.

Council trains their front line teams so they are equipped and empowered to resolve customer enquiries at first point of contact. Ensuring all members of our community benefit from our customer experience improvements is vital, with our website achieving accessibility certification from Vision Australia.

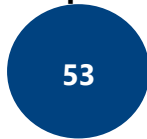
Engagement statistics:

- 247,530 calls to the Customer Service Centres with 79% of calls resolved at the first point of contact;
- Nearly 60% of all customers visit Council's website via Search engines (e.g.: Google). This represents nearly 45,000 individual users over the last financial year seeking information through usual website habits, rather than home page navigation of Council's website; and
- In January 2019 the website had 370,000 pageviews. That's more than 12,000 pages being read and digested by our community everyday.

Performance against the Operational Plan 2018-19

Summary

Completed



Active









Delayed







Inactive









Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Meet legislative and business planning and reporting requirements	G1.01.2018-19	Complete Council's Integrated Planning and Reporting requirements including; quarterly reporting against the Operational Plan 2018-19, development of the Operational Plan 2019-20 and the Annual Report 2017-18	Corporate Strategy and Performance		All items completed and available on Council's website.
Embed the Community Strategic Plan into all aspects of Council strategies and operations	G1.02.2018-19	Align organisational planning and service delivery to deliver Community Strategic Plan objectives	Corporate Strategy and Performance		Council's 2019-20 planning and budgeting activities are all aligned to the Community Strategic Plan, with ongoing process adopted to ensure future alignment.
Ensure equitable and dignified communication with staff and community including the provision of accessible information	G2.01.2018-19	DIAP SP.003: Ensure newly developed Central Coast Council website and intranet adheres to relevant accessibility standards, (e.g. WCAG2.0)	Community Engagement		New website implemented adhering to WCAG2.0 accessibility standards with all remedial actions finalised with exception of downloadable source documents. Intranet project scoped and inclusive of WCAG2.0 accessibility standards. Intranet development has been delayed to 2019-20.
Support Councillors in effective decision making and promote transparency and accountability	G2.02.2018-19	Live broadcasting of Council meetings via Council's YouTube channel	Governance and Business Services		Code of Meeting Practice was adopted on 11 June 2019. Meetings continue to be webcast and during the year, enhancements were made to the stream to include the live minutes.
	G2.03.2018-19	No instances of substantive changes to recorded Council Meeting Minutes	Governance and Business Services		Minimal instances of substantive changes to recorded Council Meeting Minutes throughout the year.







Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
	G2.04.2018-19	Develop forums for Councillors to engage with the community	Governance and Business Services		In 2018-19, Listening Posts were conducted in each Ward. Further Listening Posts for Councillors to engage with the community are being held in 2019-20 with at least one in each Ward.
	G2.05.2018-19	All agenda documents are circulated to Councillors at least three days prior to each Council Meeting	Governance and Business Services		There has been significant improvement in the provision of agenda documents prior to Council Meetings. Only in rare instances are reports not provided at the statutory deadlines with most reports provided over a week in advance.
Ensure compliance with the statutory requirement and promote transparency and accountability	G2.06.2018-19	Ensure the distribution, completion and reporting of Section 449 Returns for Councillors and designated persons by 30 September	Governance and Business Services		Section 449 Returns were completed and tabled by September 2018 as required.
	G2.07.2018-19	Ensure 100% compliance by Governance and Business Services unit with statutory reporting deadlines	Governance and Business Services		The 2018-19 Financial Statements were submitted after the statutory deadline but with the concurrence of the Office of Local Government.
Democratic government that is open, accountable, fair and effective	G2.08.2018-19	Develop and implement a proactive release program, that focuses on releasing as much government information as possible (e.g. Government Information (Public Access) Act), with outcomes reported to the Information and Privacy Commission NSW and Council	Governance and Business Services		Proactive Release of documents is ongoing. Activities were conducted for Privacy Awareness Week and Information Awareness Month. Council also made representations regarding Copyright provisions and the impact on the provision of information.
Ensure complaints are being addressed and feedback is being actioned against service levels	G3.01.2018-19	Review the complaints management approach, implement a Voice of Customer Program and	Community Engagement		Complaints management process reviewed (this includes sensitive complaints). Voice of Customer program - complaints workflows reviewed and documented.






Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
		develop a new sensitive complaints process			Service Levels reviewed inline with feedback from Voice of Customer data.
Define what matters for customers and deliver an improved customer experience	G3.02.2018-19	Develop a new Customer Experience Strategy	Community Engagement	●	Customer Experience Strategy developed.
Ensure equitable and dignified communication with staff and community including the provision of accessible information	G3.03.2018-19	DIAP SP.007: Liaise with people with intellectual disabilities and / or relevant external organisations to help the identification and prioritisation of key customer service enquiries / complaints identified for development into resources to alleviate these issues e.g. Easy English documents and forms	Community Engagement	●	Liaison completed with internal stakeholders. Reviewed market for appropriate training. Auslan training completed. Customer complaints review to identify barriers and actions underway.
	G3.04.2018-19	DIAP SP.008: Develop a procedure at customer service centres for the timely engagement of Auslan interpreters for customers who are deaf. (e.g. Service NSW model)	Community Engagement	●	Procedure completed. Four customer service officers completed online Auslan training with Deaf Society of NSW the staff are now used as a reference point for customers in Council's knowledge base document.
Ensure community engagement practices are inclusive of people with disabilities	G3.05.2018-19	DIAP SP.013: Explore appropriate ongoing engagement opportunities to assist Council in implementing the Disability Inclusion Action Plan. Mechanisms need to include opportunities for engagement with external and internal stakeholders	Community Partnerships	●	<p>Work undertaken includes:</p> <ul style="list-style-type: none"> • Ongoing presentations at new staff Induction Training sessions; • 2 x free Sign Language Courses for the community at The Erina Centre delivered by The Deaf Society. All places filled for both courses before widely promoted; • Disability Inclusion Officer presented at University of Newcastle on Access and Inclusion to diversity students






Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					<ul style="list-style-type: none"> Co-ordinated photo and video shoot of Sign Language workshops at The Erina Centre; Disability Inclusion training delivered for gallery tour guides; and Research and business case developed for Council registering as a NDIS provider.
Define what matters for customers and deliver an improved customer experience	2017-18.COM.002	Implement 90% of the year one Customer Experience Actions by 30 June 2018	Community Engagement		<p>Target met. Actions include:</p> <ul style="list-style-type: none"> Customer Experience Survey completed; Customer Journey Mapping training completed; Five key customer interactions underway for Customer Journey Mapping; Draft Customer Charter completed; and Reviewed Service Levels for customer response and developed standard service response times.
Capital expenditure projects are completed as planned	G4.01.2018-19	90% of the Road, Transport and Drainage capital expenditure projects are completed within scope and budget annually	Business Development and Technical Services		A total of 570 projects out of 574 completed. Capital works expenditure is at 96% expended against budget.
Provide beautiful well-tended places of rest for the community and families	G4.02.2018-19	Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Noraville Cemetery	Business Enterprise		<p>Activity includes:</p> <ul style="list-style-type: none"> Construction of an Infinity Garden Annual clean up Mother's Day Memorial Service Installation and placements of new ash plots
	G4.03.2018-19	Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Jilliby Cemetery	Business Enterprise		Jilliby has experienced consistent burial numbers across the year with a total of 17 burials for 2018-19. There has also been a total of five ash interments in the memorial gardens. These figures are the highest experienced at Jilliby for the past five years.







Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
	G4.04.2018-19	Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Point Clare Cemetery	Business Enterprise	●	Point Clare Cemetery has been operated and maintained by the Lessee throughout the year.
	G4.05.2018-19	Provide a range of burial, ash placement and memorial sites while maintaining the amenity of the gardens and facilities in the Wamberal Cemetery	Business Enterprise	●	Wamberal Cemetery has been operated and maintained by the Lessee throughout the year.
	G4.06.2018-19	Maintain the gardens and facilities in Council's heritage cemeteries (Yarramalong, St Barnabas, Ronkana, Pioneer Park, Brady's Gully, St Thomas Anglican, Mt White, St Peter's Greengrove, and Veterans' Hall)	Business Enterprise	●	All heritage cemeteries have been maintained as per their schedules during the year. Yarramalong had a total of two burials for the year with Ronkana and St Barnabas not recording any burials during the same period.
Ensure systems support improved customer experience outcomes	G4.07.2018-19	Implement a new customer portal for lodgement of Private Certifier documents	Community Engagement	●	Deferred until new ePathway program is implemented.
Provide a positive customer experience	G4.08.2018-19	Conduct an annual customer satisfaction survey	Community Engagement	●	Survey conducted in May / June. The report will in finalised, presented and externally communicated in 2019-20. Results will also form as part of future service planning.
Deliver corporate events (such as Australia Day Awards) to celebrate the community and their achievements	G4.09.2018-19	Deliver six Central Coast Council Corporate Events to 5,000 participants	Community Partnerships	●	<p>A total of 13 corporate events delivered to over 5,000 participants, with highlights including:</p> <ul style="list-style-type: none"> • Tourism Conference; • Tuggerah Regional Sports Complex Opening; • Support to 10 RSL clubs to deliver Anzac Day events; and • Filipino Flag Raising.








Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Understand service levels, performance outcomes, quality and cost standards	G4.10.2018-19	Conduct planning for Business Units in conjunction with Service Reviews to ensure services are aligned to community needs, delivering high quality and cost effective outcomes to the community	Corporate Strategy and Performance		Scheduled to commence in 2020-21, to enable resource utilisation focus on the Core Systems Consolidation completion.
	G4.11.2018-19	Conduct benchmarking of councils performance across a range of services	Corporate Strategy and Performance		Scheduled to recommence no earlier than 2020-21, in order to manage staff utilisation priorities and provision of quality data.
Support development and investment on the Central Coast through efficient customer focused assessment processes	G4.12.2018-19	Achieve a median processing time for Development Applications of less than 40 days (based on current resources and workload)	Development Assessment		Target of less than 40 days has been achieved.
Efficient Development Assessment process	G4.13.2018-19	Median processing time for all residential development applications <40 calendar days (based on current resources and workload)	Environment and Certification		Target achieved with 34 days median time for determination of all residential Development Assessments.
Efficient determination of housing development applications to meet the Premiers priority targets for amalgamated Councils	G4.14.2018-19	Determine 90% of development applications for houses within 40 days as per the Premier's priority targets for amalgamated Councils	Environment and Certification		Slightly under target with 86.5% determined within 40 days.
Complying Development Certificates issued within legislated timeframes and within customer expectations	G4.15.2018-19	Median processing time for all Complying Development Certificates <10 working days (Based on current FTE and workload)	Environment and Certification		Target achieved with 4 days median time for Complying Development Certificates.



Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
An Environmental Management System for Central Coast Council that is consistent with AS/NZ ISO 14001:2016	G4.16.2018-19	Develop and implement an environmental management system	Governance and Business Services		Environmental Management System has been implemented and has been audited to ensure quality is met.
Align the method for policy development and adoption, and establish a plan of phased policy review and alignment by business owners	G4.17.2018-19	Review and harmonise key policies	Governance and Business Services		Policy structure has been adopted. All policies have been logged and assigned to staff for future review.
An Enterprise Risk Management Framework for Central Coast Council that is consistent with ISO 31000 - 2009 Risk management – principles and guidelines	G4.18.2018-19	Develop an Enterprise Risk Management framework	Governance and Business Services		Enterprise Risk Management Framework developed and implemented for operation from 1 July 2019.
Ensure adequate governance structures and establish a process for continuous improvement	G4.19.2018-19	Achieve an improved position against the Governance Health Check	Governance and Business Services		It is likely that rather than a Health Check, the NSW Audit Office process will be used instead. Pending consideration by Executive Leadership Team.
Ensure effective and efficient management of Council's insurance and workers compensation portfolio	G4.20.2018-19	90% of Council's insurance and workers compensation claims are processed within agreed service levels	Governance and Business Services		Claims were processed within agreed timeframes.
Community has confidence that Central Coast Council is managed in the community's best interests	G4.21.2018-19	Undertake the agreed professional development program with the Mayor and Councillors as required by the Local Government Act	Governance and Business Services		Professional Development program developed and draft Policy to be provided to Council. Training has been provided on Code of Conduct, Finance, Council Meeting Process, ICAC Strategic approaches. Opportunities for attendance at conferences also provided throughout the year.


Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Better formalise and refine Council's practices in regards to crisis management	G4.22.2018-19	Finalise templates for Business Continuity plans across the business, training of key staff and scenario testing against Business Continuity sub-plans and overall plan	Governance and Business Services		The Business Continuity Plan has been finalised. Sub-Plans are being finalised with testing to be conducted.
Road Safety programs delivered increase in road safety awareness and planned behaviour change in relation to speed, drink/drug driving, seniors, CARES (bicycle education), child restraints, safety around schools, Graduated Licencing Scheme, pedestrian safety, general road safety	G4.23.2018-19	Deliver a minimum of eight Road Safety Education Programs relating to road safety awareness, resulting in an increase in knowledge of participants	Learning and Education		A total of ten road safety education programs were rolled out in 2018-19. Programs received high interaction rates from the community in all target audience areas and outcomes illustrate an increase in community knowledge leading to long term behaviour change.
Provide equitable and accessible community facilities whilst maintaining a cost recovery model	G4.24.2018-19	80% of cost recovery is to be achieved for the Peninsula Theatre	Leisure and Lifestyle		Cost recovery at Peninsula Theatre for 2018-19 is 100%.
Increase accessibility features at pools and leisure centres	G4.25.2018-19	DIAP LC.011: Develop an accessibility audit program for the long term improvement of identified pools and leisure centres to inform related works program and prioritise improvements /upgrades (Disability Matters Stronger Communities Project in 2018/19)	Leisure and Lifestyle		Accessibility audits completed for Peninsula Leisure Centre and Gosford Olympic Pool.
Provide a reliable, safe, cost effective and environmentally	G4.26.2018-19	100% compliance with the contract conditions for domestic waste	Waste Services and Business Development		Domestic waste collection was delivered in accordance with Councils service specification. Highlights

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
responsible domestic waste collection to the Central Coast region		collection to ensure the community annually receives a reliable, safe, cost effective and environmentally responsible domestic waste collection			included the introduction of a new mobile responsive 1Coast.com.au website, extensive use of social media for promotion / education, and rollout of new customer call centre experience which received 106,423 calls with an average wait time of 25 seconds during 2018-19.
Minimise the environmental, social, and economic impacts of littering through community education, enforcement, deterrents, and installation of appropriate infrastructure	G4.27.2018-19	100% compliance with the contract conditions for public litter bin collections for waste and recoverable resources	Waste Services and Business Development		Public waste collection services delivered in accordance with service specifications. This included supply and servicing the core stock of 2,200 public waste and recycling bins in addition to extra services during holiday periods and events. Council replaced 200 public waste and recycling bins with new hutches.
Ensure the community has access to best practice solid waste facilities that can accept and manage the communities waste and that these are optimised for long term efficiency and capacity	G4.28.2018-19	Operation of Waste Facilities in accordance with EPA license, legislation and waste levy S88 reporting requirements	Waste Services and Business Development		Waste facilities were operated in full compliance with legislative requirements during 2018-19.
Provide clean, safe drinking water that meets the regulated / targeted water quality parameters	G4.29.2018-19	Water Quality complaints per 1000 properties < 9.9	Water Technical Services Regulation and System Control		Currently tracking at 6.2 per 1000 properties. Council is continuing with its targeted water main cleaning programmes.
	G4.30.2018-19	Annual water main breaks per 100km of main <23.7	Water Technical Services Regulation and System Control		Currently tracking at 11.67 per 100km of main. Council is continuing with its water main renewal programme to replace those identified problematic water mains.
	G4.31.2018-19	Average frequency of unplanned interruptions per 1000 properties <151.8	Water Technical Services Regulation and System Control		Currently tracking at 148 per 1000 properties. Council is continuing with its water main renewal programme to replace those identified problematic water mains.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Partner with all levels of government, organisations and community groups to address road infrastructure and network issues	H1.01.2018-19	Manage the monthly Local Traffic Committee in conjunction with local Police, Local Members of Parliament, Roads and Martine services and local bus service providers	Business Development and Technical Services		A total of 109 items were considered by the Local Traffic Committee in relation to the safe operation of the local road network.
Expansion and upgrade of the drainage network across the Central Coast to reduce flooding, improve stormwater management, and maintain accessibility around the Central Coast	H1.02.2018-19	4 kilometres of drainage infrastructure to be constructed each year subject to historic funding levels	Roads Asset Planning and Design		Target achieved with 8km of drainage infrastructure constructed.
Region wide improvement to road pavement condition to ensure long term sustainability of the road network and to support economic growth	H1.03.2018-19	20 kilometres of road pavement to be renewed each year	Roads Asset Planning and Design		Target achieved with 26km of road pavement renewed. An additional 15km of road pavement was renewed as part of other planned road and drainage upgrade projects.
Region wide improvement to road surface condition to ensure long term sustainability of the road network and to support economic growth	H1.04.2018-19	90 kilometres of road resurfacing to be renewed each year	Roads Asset Planning and Design		Target achieved with 93km of road resurfacing renewed.
Optimise the usage of the car park for visitors to the Gosford Central Business District	H3.01.2018-19	Manage the ongoing operation of the Baker Street, Gosford Multi-storey car park	Business Enterprise		Parking station was continually managed throughout the year, with LED signs installed displaying the number of casual spaces available.
Optimise the usage of the car park for visitors to the Terrigal Central Business District	H3.02.2018-19	Manage the ongoing operation of the Wilson Road, Terrigal Multi-storey car park	Business Enterprise		Work with the Police has continued to combat antisocial behavior and some capital works will be undertaken to improve the safety and further reduce the social issues occurring at this parking station.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Create car park options and solutions for the Central Coast	H3.03.2018-19	Develop a Car Parking Strategy for the Central Coast	Economic Development and Project Delivery		Short-term Car Park Strategy for Gosford complete. Final draft for the Central Coast Short, medium and long term car park strategy being finalised. Final draft to go to Council early 2019-20.
Improved understanding and interpretation of heritage within the Gosford City Centre	I1.01.2018-19	Develop a Heritage Interpretation Plan for Gosford City Centre heritage by December 2018	Strategic Planning		Heritage Interpretation Strategy Adopted for exhibition. Council report proposed for early 2019-20.
Establish the northern corridors as key growth areas	I1.02.2018-19	Prepare a structure plan for the Northern Economic Corridor by June 2019	Strategic Planning		Draft Strategy completed. Project was delayed to consider recent State Government initiatives around Tuggerah. Project to continue in 2019/20.
Establish the southern corridors as key growth areas	I1.03.2018-19	Prepare a structure plan for the Southern Economic Corridor by June 2019	Strategic Planning		Southern economic corridor Strategy completed.
Improved social and economic opportunities in the rural areas of the central coast	I1.04.2018-19	Develop an expanded Rural Development Strategy for the Central Coast Region by June 2020	Strategic Planning		Activities to develop the strategy include: <ul style="list-style-type: none"> • Rural Lands Holdings Analysis completed; • Rural Landscape and Visual Analysis under review; and • Rural Land Zones analysis and Economic Analysis both pending.
Provide a clear approach to the planning and development of key growth regions	I1.05.2018-19	Develop a Lake Munmorah Structure Plan by June 2019	Strategic Planning		Exhibition of draft Plan concluded late May. 53 formal submissions, 92 pin drops on social pin drop. 168 participated at two drop in sessions. Submissions now being considered. Road Development Strategy Study for the Plan has commenced, scheduled for completion in late 2019.
Integrated approach to the funding of infrastructure to meet the needs of the Central Coast population	I2.01.2018-19	Develop a new suite of Contribution Plans for the Central Coast Region by 31 March 2019	Strategic Planning		Draft report for 7.12 plan completed. Awaiting adoption by Council. More detailed work required for the Warnervale Contributions Plan.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Ecological mapping will streamline and enhance private and public project planning	2017-18.ENV.001	Develop vegetation and wildlife corridor mapping for the Central Coast Local Government Area (LGA) by 30 June 2018	Natural and Environmental Assets		The wildlife corridor mapping and vegetation mapping are available on Council's internal mapping system, GeoCortex. An updated vegetation community type map with a consistent classification across the LGA has been prepared and is available to all staff on Geocortex and external users upon request. A wildlife corridor map has been prepared using a combination of modelling, aerial image interpretation and ground-truthing. The mapping is available to all staff on Geocortex.
Amend Draft Coastal Zone Management Plans where necessary, to ensure that the community has a clear and strategic direction that adjusts to a changing environment	2017-18.ENV.010	Certification of Coastal Zone Management Plans (CZMP) for the Central Coast by the Minister by 30 June 2018. (Subject to Coastal Panel Review and amendments)	Waterways and Coastal Protection		Tuggerah Lakes Estuary CZMP and Gosford Beaches CZMP were already certified. Brisbane Water Estuary CZMP, Pearl Beach Lagoon CZMP, Gosford Coastal Lagoons CZMP and Wyong Beaches CZMP update were lodged for certification and reviewed by the Coastal Panel. Pearl Beach Lagoon CZMP was recommended by the Coastal Panel for certification and later certified by the Minister. The other CZMPs that had been lodged were reviewed and recommended by the Coastal Panel as not yet suitable for certification and recommended to be incorporated into the new Coastal Management Program under the new Coastal Management Act. Council is required to prepare Coastal Management Program/s in accordance with the new Coastal Management Act by end year 2021 to cover all coastal areas including the estuaries. Council is proceeding with the preparation of scoping studies as the first step in delivering the new Coastal Management Program.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Implement a single Central Coast Local Environmental Plan	I3.01.2018-19	Develop a consolidated Central Coast Local Environmental Plan by December 2019	Strategic Planning		Exhibition closed and community consultation submissions being reviewed. Report to Council and Councillor Briefing to be prepared.
Create a long term strategic urban plan for the Central Coast Region to support housing, employment and economic growth in accordance with the Central Coast Regional Plan 2036	I3.02.2018-19	Prepare a Urban Spatial Strategy for the Central Coast Council by December 2018	Strategic Planning		Urban Spatial Plan endorsed for exhibition. The Plan will provide input into the development of the Local Strategic Planning Statements.
Council and the community working together to address social housing needs	I4.01.2018-19	Implement relevant actions from the Affordable and Alternative Housing Strategy	Community Partnerships		Council endorsed strategies for inclusion in the final Central Coast Affordable Housing Strategy. Council staff are liaising with Judith Stubbs (Strategy author) to finalise the document.
Create a long term strategic urban plan for the Central Coast Region to support housing, employment and economic growth in accordance with the Central Coast Regional Plan 2036	I4.02.2018-19	Develop a Central Coast Housing Strategy to support the Comprehensive Local Environmental Plan by June 2020	Strategic Planning		Stage 1 of Residential Land Audit nearing completion (24 suburbs within the former Wyong Local Government Area). Stage 2 (remainder of former Wyong Local Government Area suburbs) to be completed early 2019-20.



Central Coast Council

LIVEABLE

Liveable

Creating a liveable community means striking a balance between projects that support infrastructure development and others that enhance our quality of life. We are activating public spaces, increasing access to beaches and green spaces, and delivering a range of amenities – like walking and cycling routes, playgrounds and sports facilities – that promote healthy living and enjoyment of the natural world. Reliable public transport is key to keeping our growing population mobile, so we are focused on enhancing train, bus and ferry networks, as well as improving the commuter experience.

Focus Area	
 <p>Reliable public transport and connections</p>	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.
 <p>Out and about in the fresh air</p>	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.
 <p>Healthy lifestyle for a growing community</p>	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.

Highlights

Commuter Car Park Funding

In March, Council welcomed the announcement by Federal Member for Robertson Lucy Wicks for \$35 million for commuter car parking at Gosford and Woy Woy Stations.

Car parking and commuting are critical issues on the Coast and so the recognition and funding by the Federal Government was very welcome news for the community.

The funding will allow Council to provide the necessary upgrades needed at both stations and make a significant difference to the lives of our residents who currently commute.

Redevelopment of Woy Woy Town Centre Wharf

In February, Council welcomed funding of almost \$4 million for the redevelopment of the Woy Woy Town Centre Wharf following its successful bid for grant funding under the NSW Government's Regional Communities Development Fund.

The redevelopment of the Woy Woy Town Centre Wharf will provide much needed improvements and ensure a safe, usable and accessible facility for recreational users and ferry operators.

The improved wharf will be able to operate in all weather and tide conditions enabling water access for the community, particularly users of the ferry services. The project will also provide a new sea wall, footpath and cantilever boardwalk and a new dedicated fishing wharf and associated facilities.

Opening of the Central Coast Regional Sporting and Recreation Complex

The Central Coast Regional Sporting and Recreation Complex was officially opened in March, providing a new home for large-scale sporting events on the Central Coast.

The delivery of this \$23.7 million project is a great example of how two levels of government can work together to achieve an excellent outcome for the community, with \$10 million investment provided by the Australian Government.

The facility boasts a premier field for rugby and soccer, an AFL oval, four rugby fields, three soccer fields and, three cricket pitches, and is ideally located near the northern rail line and M1 motorway.

Active Kids Vouchers

In support of the Active Kids Rebate scheme, Council announced that the \$100 vouchers are redeemable at any of the five leisure centres located across the Coast.

The NSW Government initiative helps encourage and enhance the physical activity of children and young people by providing one voucher for every child in a family, annually over the next four years.

Council's five leisure centres include Gosford Olympic Pool, Peninsula Leisure Centre, Toukley Aquatic Centre, Lake Haven Recreation Centre and Wyong Olympic Pool, and provide great facilities with outstanding programs in swimming, fitness and sport.

New and Improved Kids Water Garden

After carrying out substantial and complex works, Vera's Water Garden at The Entrance reopened for kids to enjoy, with added improvements and features.

The works involved a redesign and rebuild of the water garden with new features installed including coloured lighting and a variety of new water spouting-patterns added. The deck and sculptures were also repainted with a robust fade and slip resistant paint and the soft-fall ground surface was replaced, making it a safer environment for kids to play.

Koolewong Boat Ramp

The \$1.48 million revamped Koolewong boat ramp was officially re-opened by the Roads and Maritime Services in August, with recreational boaters able to make the most of this waterway and surrounding foreshore.

The works were jointly funded by Council and the NSW Government and included construction of a dual-lane boat ramp, an on-ramp pontoon and an L-shaped floating pontoon, as well as improvements to car parking, landscaping and ancillary works.

With over 515,000 people in the NSW holding a boat licence and 233,000 people with a registered boat, this extensive upgrade not only provides a more user friendly recreational facility, but will also increase usage capacity in the future,

Banjo's Skate Park Opening

Council celebrated the official opening of Banjo's Skate Park at Terrigal by hosting a free community event in August with live music, skate demonstrations, and food stalls.

The new skate park delivers on the community's vision for a purpose-built, safe and inclusive place to skate and paid tribute to the late Banjo Pilon, who at only 10 years of age tragically lost his life while skateboarding on his local street.

The facility was funded by a \$500,000 grant from the Australian Government.

San Remo BMX Facility Redevelopment

Council completed redevelopment works on the BMX facilities at San Remo to create a highly active sporting hub for the north of the Central Coast. The facility is suitable for all skill levels of recreational usage and has the functionality to run state, local and regional level competitions - during the day and night.

The works included construction of an amenities building, redevelopment of the BMX track with installation of polymer coating to prevent erosion of the track surface, installation of a start hill shelter, installation of competition track floodlighting and landscaping works.

This project was made possible thanks to a \$710,000 grant from the NSW Government's Stronger Communities Fund, plus the investment from the NSW Government's Family and Community Services Community Building Partnership grant secured by San Remo BMX Club of \$31,849 and \$11,165 from the NSW Office of Sports local sports grant.

Gosford Foreshore Revitalised

A pocket of the Gosford foreshore has been revitalised due to the redevelopment works at Gosford Lions Park.

The improvement works at the Masons Parade site included the re-establishment of the Lions Club monument to commemorate the centenary of Lions Clubs International, replacement of the existing playspace resulting in an enhanced, inclusive play experience for a variety of ages and abilities, provision of a new path way creating a formalised link to the park furniture and BBQ area, upgrades to park furniture including shelter shed and inclusion of an accessible picnic table, along with landscaping works across the site.

The \$196,000 upgrade project was jointly funded by Central Coast Council, the NSW Government's Community Building Partnership program, and Gosford City-East Gosford Lions Club who secured an NSW Government grant of \$45,000.

This project demonstrates how Council is delivering on our Community's vision for well maintained and activated open space areas and facilities that bring the community together and promote healthy living and activity in natural settings.

Performance against the Operational Plan 2018-19

Summary

Completed



Active









Delayed








Inactive








Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Improve commuter car parking for residents using public transport at Tuggerah	J2.01.2018-19	Investigate and design of a multi-storey car park at Tuggerah train station by June 2022	Economic Development and Project Delivery		Preliminary design and costs complete. Approval to proceed relies on the final Central Coast Car Park Strategy being adopted by Council.
Improve commuter car parking for residents using public transport at Warnervale	J2.02.2018-19	Investigate and design of a multi-storey car park at Warnervale train station by June 2022	Economic Development and Project Delivery		Draft Car park data does not justify the need for a car park at Warnervale Train Station.
Improve commuter and town centre car parking for Gosford City Centre	J2.03.2018-19	Investigate and design a car park for Gosford City Centre by June 2020	Economic Development and Project Delivery		Preliminary design and costs complete. Approval to proceed relies on the final Central Coast Car Park Strategy being adopted by Council.
Create and improve accessible pedestrian paths of travel	J3.01.2018-19	DIAP LC.023: Explore partnership opportunities with accessible bus companies to identify routes for accessible buses	Community Partnerships		Link promoted on Council's website for Community Transport pilot program "Coast Connect". A door to door accessible bus to Woy Woy Station and promoted with 'Including You' tent. Additional opportunities are being explored with other bus companies.
Expansion and upgrade of the shared path and footpath network to improve public safety and provide access to city centres, transport hubs, commercial precincts and other priority areas	K1.01.2018-19	7 kilometres of shared path and footpath to be constructed each year	Roads Asset Planning and Design		Target achieved with 7.4km of shared path and footpath constructed.

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Increase accessibility features of Council managed natural areas	K2.01.2018-19	DIAP LC.010: Develop a trial project to facilitate access to Council managed and controlled natural areas (e.g. walking and fire trails) for people with mobility aids	Natural and Environmental Assets		The accessible boardwalk at Springfield Reserve was opened by the Mayor and Member for Robertson on 30 October 2018. The boardwalk improves access between Balfour Close and Willow Road including to the Chertsey Primary School.
Increase availability of accessible amenities	K3.01.2018-19	DIAP LC.018: Identify potential locations and funding for changing place(s) including adult change table and amenities. Ensure this action is considered through other identified audit programs	Community Partnerships		Refurbishment underway of Gosford Olympic Pool change rooms to include accessible adult changing room. Features including hoist, adult change table and privacy screen.
	K3.02.2018-19	DIAP LC.020: Investigate all options and develop unified policy on use of Multi Lock Access Key (MLAK) system for accessible public toilets, ensuring information and locations are available widely (including Central Coast Council website)	Facilities Management		Formal policy to be delivered, however all Council public toilets with a MLAK system are open to the public during daylight hours and available otherwise under the MLAK system Local Government Area wide. This has provided a consistent approach since the amalgamation.
Provide refurbished, clean and accessible public facilities for the community	K3.03.2018-19	Refurbishment of public toilets at Lakes Beach Public Toilet	Facilities Management		All refurbishment works complete.
Provide new, clean and accessible public facilities for the community	K3.04.2018-19	Design and construct new public amenities building at North Entrance (near SLSC)	Facilities Management		Continuing project into 2019-20. Works are out to tender. Construction to commence August 2019.
Increase the inclusivity and accessibility of playgrounds	K3.05.2018-19	DIAP LC.007: Review and update the playground strategy for the Central Coast to ensure accessibility requirements are addressed at	Open Space and Recreation		<p>Year 1: Accessible playspace information is available on the Council website.</p> <p>Year 2: Review and update of the playground strategy is on the Recreation Planning</p>

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
		identified playgrounds- this should include but may not be limited to access, fencing, equipment at existing and proposed playgrounds. Ensure relevant playground information is available on CCC website			Works programs to be completed in 2019/20. All new playspaces being built take inclusivity and accessibility into consideration.
Increase accessibility features at patrolled beaches, jetties and wharves	K4.01.2018-19	DIAP LC.011: Develop an accessibility audit program for the long term improvement of identified beaches, jetties and wharves to inform related works program and prioritise improvements /upgrades (Disability Matters Stronger Communities Project in 2018-19)	Waterways and Coastal Protection		Audit of beaches and surrounding public open space areas completed. A number of works to improve access were completed in 2018-19 including Umina Beach access and Terrigal promenade handrails. Further works are scheduled to be completed by December 2019 using the Stronger Communities - Disability Matters project funding. This includes a new ramp at Avoca Beach and other beaches including Ocean Beach and Toowoona Bay.
Efficient delivery of community facilities that meets the community needs	L1.01.2018-19	Delivery of a high quality leisure facility and program at Wyong Olympic Pool that attracts 20,000 visitors per year	Leisure and Lifestyle		Target achieved with 33,362 attendances at Wyong Olympic Pool in recreational swim and learn to swim programs.
	L1.02.2018-19	Delivery of a high quality leisure facility and program at Toukley Aquatic Centre that attracts 105,000 visitors per year	Leisure and Lifestyle		Target achieved with 132,523 attendances at Toukley Aquatic Centre in learn to swim, recreation swim and squad swim programs.
	L1.03.2018-19	Delivery of a high quality leisure facility and program at Peninsula Leisure Centre that that attracts 420,000 visitors per year	Leisure and Lifestyle		Target achieved with 491,650 attendances at Peninsula Leisure Centre in fitness, gym, swimming and sports programs.
	L1.04.2018-19	Delivery of a high quality leisure facility and program at Gosford Olympic	Leisure and Lifestyle		Target achieved with 189,944 attendances at Gosford Olympic Pool, in learn to

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
		Pool that that attracts 180,000 visitors per year			swim, recreation swim and squad swim programs.
	L1.05.2018-19	Delivery of a high quality leisure facility and program at Niagara Park Stadium that that attracts 105,000 visitors per year	Leisure and Lifestyle	●	Target achieved with 139,782 attendances at Niagara Park Stadium in recreation and sport programs.
	L1.06.2018-19	Delivery of a high quality leisure facility and program at Lake Haven Recreation Centre that attracts 120,00 visitors per year	Leisure and Lifestyle	●	Target achieved with 124,222 attendances at Lake Haven Recreation Centre in fitness, gym, recreation and sport programs.
Community satisfaction with level of service being maintained on all Central Coast Council parks and reserves	L1.07.2018-19	Greater than 90% of parks and reserves scheduled servicing is completed on time annually	Open Space and Recreation	●	Greater than 90% completed.
Community satisfaction with the level of service being maintained in Sporting Facilities	L1.08.2018-19	Program season amendments and changeover of Sporting Facilities completed on time	Open Space and Recreation	●	Entire changeover program completed on time.
Provision of Speech Therapy within the education and care centres identified in the NSW Health Service Agreement	L2.01.2018-19	Provide speech therapy services to identified children in the education and care services meeting the annual grant requirements	Learning and Education	●	Through a partnership, NSW Health employed a Speech Pathologist in February 2019 to deliver speech services across all eight child care centres.
Programs focussed on increasing Community Safety, improving awareness and instilling behaviour change for responsible citizenship	L3.01.2018-19	Community Safety Education programs are delivered to increase in knowledge of participants in topics such as responsible pet ownership, parking, personal and family safety, household safety, compliance areas	Learning and Education	●	A total of six community safety programs were implemented across the region in 2018-19. These programs focused on responsible pet ownership, community safety, ranger education resources and parking. Outcomes highlighted a significant increase in community knowledge and also use of the responsible pet ownership programs including the desexing subsidy program. New

Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
					programs linked to actions in Council Community Strategic Plan were also researched and developed to be rolled out in 2019-20.
Increased learning opportunities across all life stages through partnerships & provision of information	L3.02.2018-19	A Regional Learning Plan is developed based on the identified needs of the community	Learning and Education		Programs delivered under the learning community aims have resulted in outcomes across the region. Programs such as Central Coast Future Council, Paint the Central Coast REaD and contributions to the This is the Central Coast program highlighted additional areas of learning for specific target audiences. Further program development in this space will see a suite of new programs implemented in 2019-20 under Community Strategic Plan actions.
Ensure that library resources do not remain on the shelf	L3.03.2018-19	Annual library stock turnover is greater than 5	Libraries		Annual target met, indicating all library stock is well used.
Loans for print and resources are maintained	L3.04.2018-19	Annual library loans at 1.35 million	Libraries		Annual target exceeded with loans reaching 1,582,085 showing excellent utilisation of physical and electronic library collection.
Provide facilities that meet the needs of the community	L3.05.2018-19	Annual visitations at library branches exceeds one million	Libraries		Annual target not met by 13,320 visits. This is due to two weeks closures in June 2019 of Erina and Toukley branches as they underwent significant refurbishments. Had these closures not been required, target would likely have been met.
Provide the community with a new community facility	L4.01.2018-19	Obtain approval and construct a new community facility building at Margaret Street Wyong by December 2020	Economic Development and Project Delivery		Designs, costings and funding deed are complete. Development Application was lodged in January 2019 and approval is pending.

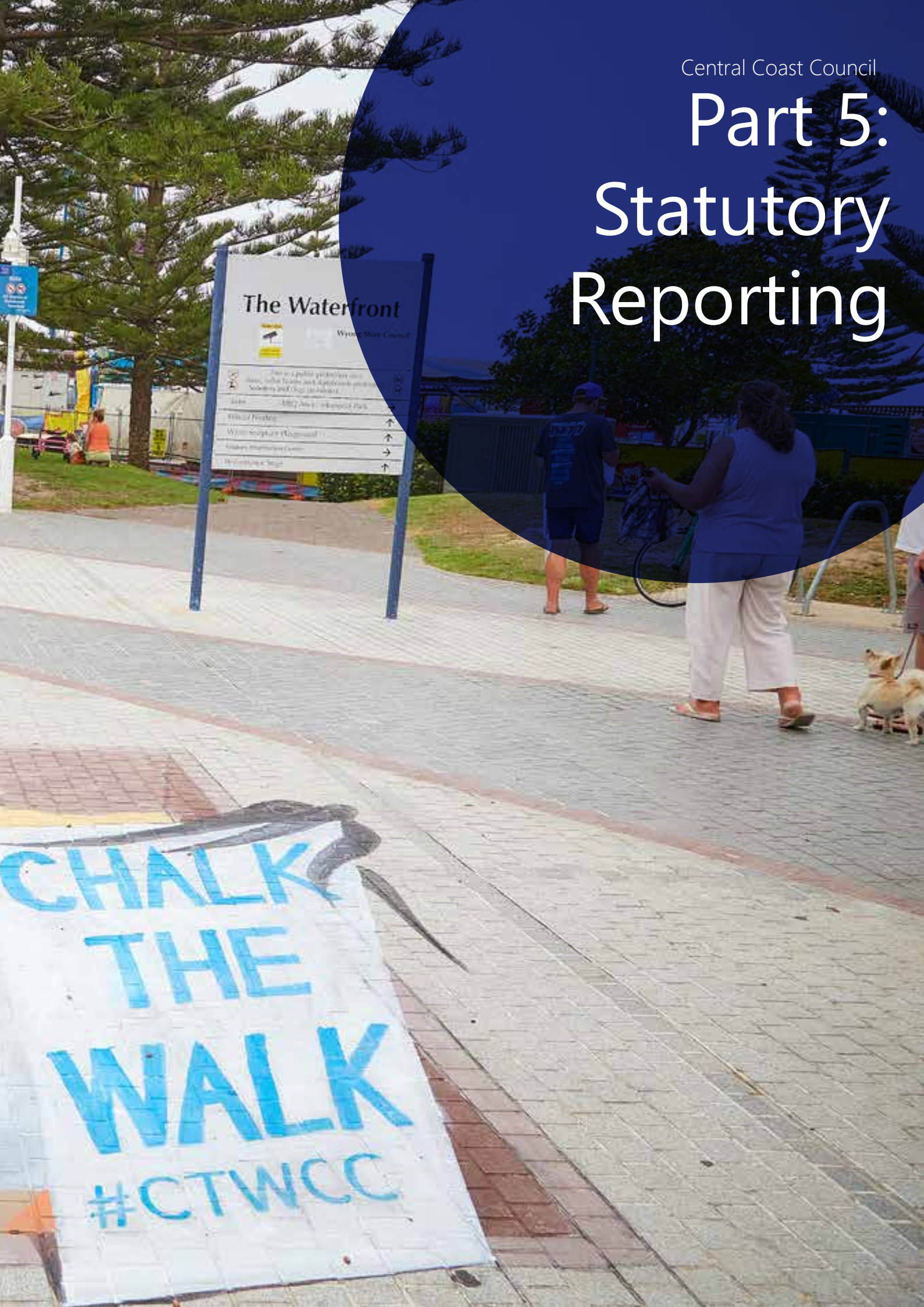
Delivery Program	Reference	Operational Plan Action / Target	Responsible Unit	Status	Comment
Increase accessibility and inclusivity of Council owned community facilities	L4.02.2018-19	DIAP LC.015: Develop accessibility audit program for Council owned community facilities to inform related works program and prioritise improvements / upgrades by 30 June 2019	Leasing and Asset Management		Accessibility audit program completed in 2018-19 and works scoped and costed for delivery in 2019-20.
To increase transparency on Council's decision making for leasing and licensing of facilities, contributions to community groups through subsidised rent and building outgoings	L4.03.2018-19	Develop a Leasing Policy by 30 June 2019	Leasing and Asset Management		Community facilities review is currently underway. Urbis Consultancy appointed, and community workshops held. Draft strategy and policy being developed and is planned to be completed by December 2019.
Ensure equitable and dignified communication with staff and community including the provision of accessible information	L4.04.2018-19	DIAP SP.009: Audit of existing hearing loops at Council facilities, including libraries, customer service centres, Council chambers and Theatres. Audit to also identify additional key community facilities that could benefit from the installation of hearing loops and other technology such as captioning	Leasing and Asset Management		Audit completed of existing hearing loops with community facilities.



Chalkfest

A four day pavement painting event. The Waterfront Plaza was transformed into a gallery of chalk art!

Part 5: Statutory Reporting



Statutory Reporting

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Local Government Act 1993

Achievements against the Community Strategic Plan

Achievements against the Community Strategic Plan will be reported as part of the Annual Report for 2019-20 at the end of the current Council term (in accordance with Integrated Planning and Report Guidelines and Local Government Act 1993).

Achievements against the Delivery Program

This Annual Report provides details of Council's performance against the Delivery Program and Operational Plan for 2018-19 which is aligned to the Community Strategic Plan.

Environmental Upgrade Agreements

Environmental upgrade works to be carried out	Amount of advance/s
Improving Local Parks and Environment Grant	\$3 million over 3 years

State of Environment Report

As detailed in the legislation a State of Environment Report will be provided as part of the Annual Report for 2019-20.

Local Government (General) Regulation 2005

Amounts Granted under Section 356

The following payments were provided under Section 356:

Sponsorship, Grants, Contributions and Donations	Full Year Actual
The Art House	\$1,057,027
Stronger Communities Funding 2018-19	\$576,000
Community Events and Place Activation Grant Program	\$424,317
Community Support Grants	\$333,794
Community Infrastructure Grants	\$300,157

Sponsorship, Grants, Contributions and Donations	Full Year Actual
Gosford Town Centre	\$255,793
Community Development Grants	\$247,605
Toukley Town Centre	\$220,000
Surf Club Sponsorships	\$207,600
Other Sponsorships - Community Engagement	\$194,500
Heritage Grants	\$167,807
Social and Creative Enterprise Grant Program	\$145,320
Wyong Town Centre	\$114,000
LakeCoal Community Funding	\$78,746
Protection of the Environment Contribution	\$99,000
Employment Strategy (REDES) 2018-19	\$50,000
Protection of the Environment- Rumbalara Environmental Education Centre	\$13,859
Scholarship Program	\$10,000
Various sponsorship funding, grants, contributions and donations that were each under \$10,000	\$22,124
Total	\$4,517,649

Coastal Protection Services Levy

Council did not levy a coastal protection services charge.

Companion Animal Activities

The following activities were undertaken in relation to enforcing and ensuring compliance with the provisions of the Companion Animals Act 1998:

- Animal Care Facility collection returns were lodged with the Office of Local Government with a total of 2039 animal processed of which 1,498 returned to their owner, 501 sent to rescue shelter and 40 euthanised;
- A total of 368 dog attacks incidents were lodged with the Office of Local Government for Central Coast Council for reporting period;
- Operational expenditure totalled \$399,317;
- The following Companion Animal community education programs were conducted to promote and assist the de-sexing of dogs and cats:

- Advertising campaign to promote National Desexing Month through social media and local paper;
 - Pet ownership education material for officers to distribute including pet registration, barking dog information, responsible pet ownership and safety;
 - Free Microchipping Day; and
 - Development of education program on responsible pet ownership and safety around pets for pre-schools called 'On Patrol'.
- e) The strategies that Council had in place to seek alternatives to euthanasia for unclaimed animals include:
- Rangers make all attempts to locate owners of lost/roaming dogs to take the animal home rather than to the pound;
 - Owners of animals that are impounded are contacted via phone and letter to advise the animal is in the pound;
 - Animals suitable for rehoming enter into the contracted pound operators rescue organisation until a home can be found. Animals ready for homing are advertised by the organisation;
 - Maximised trading hours to enable the public to seek a pet through the Animal Care Facility at Charmhaven, operating six days a week, and the Animal Care Facility at Erina, operating seven days a week;
 - Built stronger and more productive partnerships with community based dog and cat rehoming organisations, including lists of suitable animals for rehoming emailed to these organisations;
 - Proactive marketing of cats and dogs through community based animal welfare and rescue organisations;
 - Policy that only dogs that have been declared dangerous or menacing or are severely injured or sick are euthanized;
 - Companion animals are offered for purchase at an affordable price; and
 - Engaged community volunteers in animal socialisation program, including grooming, exercise, and behavioural assessment.
- f) A total of 58 off leash areas were available across the Central Coast, including:
- Apará Close Reserve, Narara;
 - Karina Drive Playground, Narara;
 - Mitchell Park, Narara;
 - Gavenlock Oval, Narara;
 - Warrawilla Playground, Wyoming;
 - Stachon Street Reserve, North Gosford;
 - Adcock Park, West Gosford;
 - Fagan Park, Point Clare;
 - Kariong Recreation Reserve, Kariong;
 - Peppermint Park, Kariong;
 - Seabrook Reserve, Tascott;
 - Emma James Street Reserve, Springfield;
 - Hylton Moore Oval, East Gosford;
 - Caroline Bay Reserve, East Gosford;
 - Sun Valley Park, Green Point;
 - Greenvale Road Playground, Green Point;
 - Thames Drive Reserve, Erina;
 - Captain Cook Memorial Reserve, Green Point;
 - Blessington Reserve, Green Point;
 - Tuross Close Reserve, Kincumber;
 - Carlo Close, Kincumber;
 - Oberton Street Reserve, Kincumber;
 - North Burge Road Reserve, Woy Woy;
 - Forresters Beach;
 - Wamberal and Terrigal Beach;
 - Avoca Beach;
 - Fitzgibbon Close Reserve, Avoca;
 - Copacabana and Macmasters Beach;
 - North Burge Road Reserve, Woy Woy;
 - Illoura Reserve (Pippi Point), Davistown;
 - Long Arm Parade, St Hubert's Island;
 - Dulkara Road Reserve, Woy Woy;
 - Ettalong Oval, Ettalong;
 - Kahiba Creek Reserve, Woy Woy;
 - Araluen Drive Reserve, Pretty Beach;
 - Ocean Beach, Umina to Ettalong Beach;
 - Pearl Beach;
 - Patonga Beach;
 - Sorrento Road Reserve, Empire Bay;
 - Yarram Road Playground, Bensville;
 - Putty Beach, Killcare;
 - Bateau Bay Reserve bounded by Avignon Avenue, Sabrina Avenue and Fishermans Bend;
 - Reserve off Moola Road, Buff Point (excluding the sports oval);
 - Charmhaven Reserve, Lowana Avenue, Charmhaven;
 - Drainage easement, James Watt Drive, Chittaway Bay;
 - Lees Reserve, Wyong Road, Chittaway Bay;
 - Helen Reserve, Gascoigne Road, Gorokan;
 - Craigie Reserve, Donald Avenue, Kanwal;
 - Reserve adjacent to Colongra Bay Hall, Colongra Bay Road, Lake Munmorah;
 - Reserve, Tallowood Crescent, Ourimbah;
 - Council Reserve, Peppercorn Avenue and Ivory Crescent, Woongarrah;

- Mataram Ridge Park (southern section), Woongarah;
 - Tuggerah Oval, Second Avenue, Tuggerah;
 - Lakes Beach from 500m north of the Surf Club to Ocean Street;
 - North Shelly Beach, from the northern beach access walkway off Shelly Beach Road
- (adjacent to the golf course) to the beach access stairs opposite Swadling; and
- North Entrance Beach from Wyuna Avenue to Stewart Street.

Contracts Awarded

The following contracts over \$150,000 were awarded:

Name of Contractor	Nature of Goods and Services Supplied	Contract Value*
iQ Renew Pty Ltd	Waste, recycling and processing services	\$15,085,356.00
Pressure System Solutions Pty Ltd	Technical design consultancy - construction of South Tacoma Low Pressure Sewerage Scheme	\$195,120.00
Collaborative Construction Solutions	Redevelopment of Austin Butler Oval amenities and car park	\$1,339,542.00
Coregas Pty Ltd	Bulk oxygen supply 2018-2021	\$688,159.05
Convic Pty Ltd	Design - Lake Munmorah District Skate Park and Regional PlaySpace	\$189,920.00
Sell and Parker Pty Ltd	Collection and purchase of scrap metal and batteries from Central Coast Council Waste Management Facilities, Depots and Treatment Plants	\$3,760,000.00
Gongues Constructions Pty Ltd	Upgrade of Sewage Pump Station TO27, wrack collection pad and access ramp	\$1,041,800.00
Court Craft (Aust) Pty Ltd	Refurbishment of Lemon Grove netball courts	\$774,090.00
Colourworks Australia Pty Ltd	Printer services	\$3,102,000.00
Scape Constructions Pty Ltd	Design and construction of Forrester's Beach north access	\$263,371.70
Knock Contractors Pty Ltd	New water main and sewer main amplification – Gosford Golf Course and Gosford Hospital	\$227,100.00
VDG Services Australia Pty Ltd	Cleaning services - The Entrance Town Centre	\$1,143,979.04
Panel	Agency hire staff to meet workforce needs	\$10,000,000.00
Apex Parking Solutions Pty Ltd	Automation of Gosford City Parking Station	\$327,790.00
TreeServe Pty Ltd	Tree services	\$613,039.70
Protek Australia Pty Ltd	Roof replacement - Charmhaven Depot	\$1,048,179.00
Green Options Pty Ltd	Turf and landscape - Central Coast Stadium	\$394,240.00
Ipscape Pty Ltd	Single call centre platform	\$400,000.00
Solo Services Group Australia Pty Ltd	Cleaning services	\$2,668,495.50
Chas Clarkson	Manage and installation of Christmas Light at The Entrance	\$178,950.00
Facilities First Australia	Cleaning services - Central Coast Stadium 2018-2020	\$345,851.83
Collaborative Construction Solutions Pty Ltd	Upgrade of concourse amenities - Central Coast Stadium	\$621,005.60
Uniplan Group Pty Ltd	Design and construction of relocatable Holiday Park ensuites	\$365,143.00

Name of Contractor	Nature of Goods and Services Supplied	Contract Value*
Lane Safety Systems Pty Ltd	Work Health and Safety management system	\$455,400.00
Amer Sports Australia Pty Ltd	Cardio equipment replacement and repairs – Lake Haven Recreation Centre	\$207,556.55
Kellogg Brown & Root Pty Ltd	Extension of TO08A rising main	\$211,709.30
Australian Tourist Park Management Pty Ltd	Operation and management of Central Coast Council's four Holiday Parks 2019-2021	\$9,436,943.00
Central Coast Fencing Industries	Construction of baseball fencing at Watanobbi baseball fields	\$170,486.00
Scape Construction Pty Ltd	Road upgrade and drainage works - Kathleen Street, Woy Woy	\$1,014,391.12
Converge International Incorporating Resolutions RT K Pty Ltd	Staff counselling services	\$191,487.00
Northrop Consulting Engineers Pty Ltd	Redevelopment of Adcock Park	\$485,794.80
Dimension Data Australia Pty Ltd	Transformation of data centre	\$3,756,305.35
Gongues Constructions Pty Ltd	Design and construction of Sewage Pumping Station	\$1,138,000.00
Knock Contractors Pty Ltd	Construction of water main at Howes Road, Somersby	\$345,705.00
Starena Australia Pty Ltd	Replacement of seating at Central Coast Stadium	\$1,233,741.92
Somersby Electrical Pty Ltd	Upgrade electrical and switchboard - Sewer Pump Station	\$363,975.00
Gongues Constructions Pty Ltd	Sludge lagoon and ancillary works - Mardi Water Treatment Plant	\$1,132,300.00
Bolte Civil Pty Limited	Construction of Lake Munmorah Shared Pathway	\$692,714.73
Xylem Water Solutions Australia Limited	Wastewater pump supply	\$2,040,000.00
Scape Constructions Pty Ltd	Redevelopment of car park - Dark Corner Boat Ramp	\$591,200.00
Skilltech Consulting Pty Ltd	Water meter reading	\$1,889,585.64
EP Draffin Manufacturing Pty Ltd	Public place waste stations	\$310,400.00
Synergy Construction NSW Pty Ltd	Upgrade of Heazlett Park amenities	\$731,709.80
Collaborative Construction Solutions Pty Ltd	Design and Construction - EDSACC southern amenities	\$1,070,078.40
Delcare Constructions Pty Ltd	Drainage upgrade of Everglades Catchment	\$440,656.00
Water Treatment Australia Pty Ltd	Liquid polymer dosing system and works - Kincumber Sewer Treatment Plant	\$320,654.53
Scape Constructions Pty Ltd	Restoration of Elfin Hill Road Reserve	\$476,159.64
AAM Pty Ltd	Provision of digital aerial imagery and LiDAR	\$324,000.00
Kellogg Brown & Root Pty Ltd	Consulting services	\$310,400.00
Xylem Water Solutions Australia Limited	Upgrade of Sewer Pump Station WS36	\$383,373.80
Colas Contracting Pty Ltd	Polymer modified bitumen emulsion preservation treatment services	\$392,000.00
Beau Corp Projects Pty Ltd	Design and construct Budgewoi Leisure Park	\$584,800.00
Coastal Asphalt Pty Ltd	Construction of Kenmare Road, Green Point shared pathway	\$438,064.75
Optimal Stormwater Pty Ltd	Construct Gross Pollutant Traps at Wombat Street, Oakland Avenue, Ruskin Row and Shaw Street on Tuggerah Lakes Catchment	\$797,400.00

Name of Contractor	Nature of Goods and Services Supplied	Contract Value*
Hunter H2O	Preliminary design of Mardi Water Treatment Plant	\$321,374.00
Ixom Operations Pty Ltd	Supply and delivery of bulk liquified chlorine gas - Water Treatment Plants	\$425,000.00
Nowra Chemicals Manufacturers	Supply and delivery of bulk liquid aluminium sulphate - Water Treatment Plants	\$250,000.00
Waeger Constructions Pty Ltd	Design and supply of modular bridge components - Shirley Street, Ourimbah	\$427,800.00
Antoun Civil Engineering (Aust) Pty Ltd	Construction of Avoca Beach southern foreshore	\$1,732,089.70
GYC Pty Ltd	Small plant and outdoor power equipment	\$243,387.56
Cowyn Building Contractors Pty Ltd	Roof replacement at Lake Haven Recreation Centre and Bateau Bay PCYC	\$1,468,281.00
Tropic Asphalts Pty Ltd	AC 14 non-skid asphalt Woy Woy Road, Kariong	\$292,300.00
Rivers Construction Pty Ltd	Refurbishment of Erina Creek siphon mechanical	\$338,573.00
Optimal Stormwater Pty Ltd	Construction of Gross Pollution Trap - Trafalgar Avenue, Umina Beach	195,000.00
Newcastle Commercial Vehicles Pty Ltd	Trucks for Local Government	\$229,496.38
VWTech	Win10 SOE Project Zscalar Solution	\$511,658.82
Moduplay Group Pty Ltd	Upgrade of Shaun Brinklow playground	\$265,575.25
Rees Electrical Pty Ltd	Lighting installation at Hylton Moore Park Baseball Field	\$173,800.00
Delcare Constructions Pty Ltd	Construction of Tuggerawong shared pathway	\$612,257.50
Landmark Marinas Pty Ltd T/As Clement Marine Constructions	Removal and replacement of four public wharves gangway and floating pontoon - Brisbane Waters	\$1,627,685.00
RGH Consulting Pty Limited	Concept and design - Gosford Kincumber Carrier Main	\$206,000.00
A Space Australia Pty Ltd	Upgrade of community facilities playspace	\$300,000.00
Downer EDI Works Pty Ltd	Asphalt works - Ocean Beach Road, Woy Woy and West Street, Umina	\$824,835.10
Think Project Services Pty Ltd	Upgrade of Erina Library	\$247,024.00
Civica Pty Ltd	Upgrade of Civica Authority Managed Service	\$172,522.00
Soil Conservation Service	Upgrade of drainage at Watanobbi Reserve	\$328,750.00
Robson Civil Projects Pty Ltd	Upgrade of Bungary Road, Norah Head	\$772,678.59
Gato Sales Pty Ltd	Heavy plant and equipment	\$302,472.98
Jacobs Group (Australia) Pty Ltd	Warnervale Town Centre water and sewerage infrastructure	\$717,758.00
Atchison Truck Repairs Pty Ltd	Trucks for Local Government	\$265,442.96
Rivers Construction Pty Ltd	Refurbishment of Sewage Pumping Station TO17	\$363,392.00
Fulton Hogan Industries Pty Ltd	Heavy patching, supply and asphalt - Hue Hue Road	\$194,214.50
Thomas Duryea Localis Pty Ltd	Our + Wi-Fi supply of hardware and licences	\$471,494.02
Downer EDI Works Pty Ltd	Road rejuvenation and micro surfacing	\$850,000.00
Conplant Pty Ltd	Four smooth drum vibratory roller	\$170,000.00
Colas New South Wales Pty Ltd	Supply and lay asphalt - Woy Woy Road	\$292,300.00
Computer Systems (Australia) Pty Ltd	Software licence renewal	\$156,000.00
Macquarie Bank Limited	Leasing of laptops	\$1,113,894.00

Name of Contractor	Nature of Goods and Services Supplied	Contract Value*
Galapagos Pty Ltd Trading as Iplatinum Pty Ltd	Implementation of Enterprise Search and Compliance Solution iFerret	\$161,488.00
Jacobs Group (Australia) Pty Ltd	Gosford CBD sewerage improvements	\$1,327,846.00
Infor Global Solutions (ANZ) Pty Ltd	implementation of information technology solution	\$1,946,300.00
LA Group	Renovation of Lake Haven Recreation change room	\$152,763.00

NB: Contract Value includes variations

*Excludes GST

Equal Employment Opportunity Activities

The content of our EEO management plan was incorporated into the Workforce Management Strategy to ensure its integration into the way we work at Central Coast Council and meets the needs of our employees and the broader community.

The following activities have been undertaken:

- Engaged an Aboriginal Employment consultant to start developing an Aboriginal employment and engagement strategy;
- Accessibility statements placed on all recruitment advertisements around providing reasonable adjustments throughout the application and recruitment processes;
- Work experience program redesigned to include students with a disability with the first placement taking place in June 2019;
- Customer service staff undertaking Auslan course; and
- Universal Design course rolled out to sections of the organisation responsible for development projects in the community (e.g. playgrounds etc).

External Bodies exercising Council Functions

The following external bodies were delegated to exercise Council functions:

External Body	Purpose
Waterways and Coastal Protection maintenance and monitoring programs	Monitoring water quality in estuaries and creeks, to guide catchment improvement programs.
Fishbone Investments Pty Ltd Trading as Personal Services Australia (PSA)	Cemetery operator at Point Clare and Wamberal Cemeteries.
Affinity Partnership Pty Ltd (Tourism Central Coast)	Deliver tourism marketing and industry services contract.

Legal Proceeding Information

The following legal proceeding information is provided:

Claim	Current Status	Costs incurred by Council in 2018-19
Public Liability Claim	Ongoing	\$21,042.26
Public Liability Claim	Ongoing	\$28,977.18
Public Liability Claim	Ongoing	Nil
Public Liability Claim	Ongoing	\$10,570
Public Liability Claim	Ongoing	\$11,411.74
Public Liability Claim	Ongoing	Nil
Public Liability Claim	Ongoing	Nil
Public Liability Claim	Settled	\$100,000

Claim	Current Status	Costs incurred by Council in 2018-19
Public Liability Claim	Settled	\$24,384.77
Public Liability Claim	Ongoing	\$28,811.00
Public Liability Claim	Ongoing	\$4,986.50
Public Liability Claim	Ongoing	Nil
Public Liability Claim	Settled	\$15,539.79
Public Liability Claim	Ongoing	\$10,914.36
Public Liability Claim	Denied	\$578.50
Public Liability Claim	Settled	\$10,174.52

Other Party / Parties to the Proceedings	Status / Outcome	Amount Paid to Council's external solicitor*	Amount Paid to barristers / agents engaged on behalf of Council*	Other Amount Paid including Consultants*	Amount and cost received by Council from another party	Amount and cost paid to another party by Council
Land and Environment Court of NSW						
Anthony Collins	Matter listed for directions on 24 September 2019	\$28,586.00	Nil	\$225.00	Nil	Nil
Julie Huppatz	No Statement of claim has been issued, only letters and medical reports from claimants Solicitors requesting payments, which were denied	Nil	Nil	Nil	Nil	Nil
David Kings	Statement of claim and Statement of Particulars only just received	\$4,986.50	Nil	Nil	Nil	Nil
Phillip McBride	Judgement for the Plaintiff	\$15,539.79	Nil	Nil	Nil	Nil
Michael Morgan	Status Conference on 20 August 2019	\$3,988.50	Nil	\$6,925.86	Nil	Nil
Monet Potter	Claim has been denied and file is being held	\$578.50	Nil	Nil	Nil	Nil

Other Party / Parties to the Proceedings	Status / Outcome	Amount Paid to Council's external solicitor*	Amount Paid to barristers / agents engaged on behalf of Council*	Other Amount Paid including Consultants*	Amount and cost received by Council from another party	Amount and cost paid to another party by Council
	open for 6 months					
Dorothy Summerhill	Judgement for the plaintiff	\$10,174.52	Nil	Nil	Nil	Nil
Gregory	Withdrawn	Nil	\$1,625	Nil	Nil	Nil
Kalava and Kalava	Orders under s.34 of the Land and Environment Court Act	Nil	\$4,210	Nil	Nil	Nil
Winphil Pty Limited	Orders under s.34 of the Land and Environment Court Act	Nil	\$9,450	\$479	Nil	Nil
Capolupo	Orders under s.34 of the Land and Environment Court Act	Nil	\$200	\$165	Nil	Nil
Codling	Orders under s.34 of the Land and Environment Court Act	Nil	\$33,950	\$243.64	Nil	Nil
Pluim Commercial Contractors Pty Ltd	Orders under s.34 of the Land and Environment Court Act	Nil	Nil	\$186	Nil	Nil
Tenterfield Petroleum Pty Ltd	Orders under s.34 of the Land and Environment Court Act	Nil	\$34,464	Nil	Nil	Nil
Robert Bateman	Orders under s.34 of the Land and Environment Court Act	Nil	\$8,265	\$8,750	Nil	Nil
Bruce Kerr Pty Ltd	Orders under s.34 of the Land and Environment Court Act	Nil	\$37,250	\$11,430	Nil	Nil
Michael Griffiths	Discontinued	Nil	Nil	\$1,280	Nil	Nil

Other Party / Parties to the Proceedings	Status / Outcome	Amount Paid to Council's external solicitor*	Amount Paid to barristers / agents engaged on behalf of Council*	Other Amount Paid including Consultants*	Amount and cost received by Council from another party	Amount and cost paid to another party by Council
422 Pacific Hwy Wyong Pty Ltd and Ors	Pending	Nil	\$12,540	Nil	Nil	Nil
Pastoral Investment Land and Loan Pty Ltd	Pending	Nil	Nil	Nil	Nil	Nil
40 Gindurra Road Somersby NSW Pty Ltd	Pending	\$1,526	\$50,120	\$5,470	Nil	Nil
Hunter	Dismissed	Nil	Nil	Nil	\$30,000	Nil
Verde Terra Pty Ltd Class 1 Proceedings	Pending	\$29,488	\$106,630	\$24,781	Nil	Nil
Verde Terra Pty Ltd Class 4 Proceedings	Pending	\$12,163	\$15,750	\$5,737.71	Nil	Nil
Environment Protection Authority Class 5 Proceedings	Pending	\$3,948	\$5,600	\$1,392	Nil	Nil
Rocco Furfaro	Pending	Nil	Nil	\$271	Nil	Nil
Sam Furfaro	Pending	Nil	Nil	Nil	Nil	Nil
Warnervale Employment Zone Pty Ltd	Pending	Nil	Nil	\$271	Nil	Nil
Darcy Smith	Pending	Nil	\$1,000	Nil	Nil	Nil
Scape Constructions Pty Limited	Pending	Nil	Nil	\$5,500	Nil	Nil
Denis Fitzgerald	Pending	Nil	Nil	Nil	Nil	Nil
Anthony Denny	Pending	Nil	Nil	\$6,818	Nil	Nil
Tony Sleiman	Pending	Nil	Nil	\$1,314	Nil	Nil
Angolet Pty Ltd	Pending	Nil	Nil	Nil	Nil	Nil
Stevens Holdings	Pending	Nil	Nil	Nil	Nil	Nil
John Hancock	Pending	Nil	Nil	Nil	Nil	Nil
Pastoral Investment Land and Loan Pty Ltd	Pending	Nil	\$6,000	Nil	Nil	Nil

Other Party / Parties to the Proceedings	Status / Outcome	Amount Paid to Council's external solicitor*	Amount Paid to barristers / agents engaged on behalf of Council*	Other Amount Paid including Consultants*	Amount and cost received by Council from another party	Amount and cost paid to another party by Council
Supreme Court of NSW						
Atlantis Penthouse Pty Ltd	Pending	Nil	Nil	Nil	Nil	Nil
Norcross Pictorial Calendars Pty Ltd and Anor	Pending	Nil	\$72,763.64	Nil	Nil	Nil
Pastoral Investment Land and Loan Pty Ltd	Pending	Nil	\$24,175	Nil	Nil	Nil
AMT Planning Consultants Pty Ltd	Dismissed with costs		\$46,310	Nil	\$38,000	Nil
Hakea Holdings Pty Ltd	Appeal upheld	Nil	Nil	Nil	Nil	Nil
Local Court of NSW						
Various criminal prosecutions	Conviction with penalty (37)	\$7,184	Nil	Nil	\$700	Nil
	Section 10A conviction with no other penalty (9)					
	Section 10 proved but no conviction (66)					
	Dismissed (4)					
Industrial Relations Commission						
Local Government NSW		Nil	\$2,000	Nil	Nil	Nil
NSW Civil and Administrative Tribunal						
C. Tonnerbelle	Dismissed	\$990	Nil	Nil	Nil	Nil
S. Ryan	Dismissed - withdrawn by applicant	Nil	\$1,440	Nil	Nil	Nil
J. Amos	Dismissed – withdrawn by applicant	Nil	\$1,250	Nil	Nil	Nil

*Excluding GST

Other Bodies in which Council had a Controlling Interest

Council had a controlling interest in the following:

Body	Details
Gosford Affordable Housing Trust	The Trust was established under the former Gosford City Council. The objectives of the Trust are to promote and encourage the provision of social housing within the city of Gosford and to guide the administration of Trust assets.
Gosford Business Improvement District Incorporated	Gosford Business Improvement District Incorporated is an independent not-for-profit organisation which manages the funds collected by the Central Coast Council from commercial property owners within a designated area in the Gosford City Centre. These funds enable a range of projects and services to develop Gosford City into the thriving regional capital of the Central Coast.
Gosford Foundation Trust Management Committee	The Trust was established under the former Gosford City Council. The objectives of the Trust are to encourage and facilitate benevolent acts for the benefit of the community and to guide the administration of Trust assets.
Gosford Showground Trust	The Trust is responsible in assisting in the management of the Gosford Showground. The Showground is managed in accordance with the Crown Land Management Act 2016 which was proclaimed by the Minister for Lands and Forestry to commence on 1 July 2018.
Protection of the Environment Trust Management Committee	The Trust Management Committee is responsible for providing advice and feedback on how the Trustee should deal with Trust assets, the acceptance of gifts of cash and property, the distribution of cash and property, and other matters provided for in the Trust Deed.
The Art House Wyong Shire Performing Arts and Conference Centre Limited	The Art House is an independent company limited by guarantee and formed under Section 358 of the Local Government Act 1993. It is managed by an independent not-for-profit entity with an independent board of directors that includes Council as a member.

Other Bodies in which Council Participated

Council participated in the following:

Body	Details
Access and Inclusion Reference Group	The Reference Group is responsible for providing advice to assist and guide Council in the implementation of the Disability Inclusion Action Plan (DIAP).
Audit Risk and Improvement Committee	The Committee is responsible for providing independent assurance and assistance on risk management, control, governance, internal audits, organisational performance and external accountability responsibilities.
Central Coast Bush Fire Management Committee	The Committee is responsible for the management of bush fire risk across the defined bush fire district.
Catchments and Coast Committee - Brisbane Water and Gosford Lagoons	The Committee is responsible for promoting linkages and co-operation between the community, Council, State and Federal Governments, and other key stakeholders in the development and the implementation of coastal, estuarine, catchment and floodplain management plans for Brisbane Water and Gosford Lagoons.
Catchment and Coast Committee – Tuggerah Lakes	The Committee is responsible for promoting linkages and co-operation between the community, Council, State and Federal Governments, and other key stakeholders in the development and the implementation of coastal, estuarine, catchment and floodplain management plans for Tuggerah Lakes.

Body	Details
Central Coast District Liaison Committee	The Committee monitors and reviews the performance of the Rural Fire Service Level Agreement.
Central Coast Local Emergency Management Committee	The Committee provides cooperative interaction between emergency services, functional areas, Local Government and the community.
Central Coast Local Traffic Committee	The Committee is a technical committee that considers the installation of traffic control devices and traffic control facilities.
Childhood Obesity, Healthy Eating and Active Living Working Group	The Working Group focus on determining initiatives on reducing obesity and promoting healthy eating and active living in the region. The Working Group consists of members from State Government agencies and Central Coast Council.
Coastal Open Space System (COSS) Committee	The Committee is responsible for providing advice and feedback on championing biodiversity conservation outcomes with the broader community of the Central Coast, providing advice and feedback to Council on the development and implementation of the COSS Strategy for the Central Coast including the expanding COSS.
Community Environment Network	The Network partners with Coastal Open Space System (COSS) on connection projects.
Companion Animal Advisory Committee	The Advisory Committee is responsible for providing advice and feedback on the development of strategic policies, programs, events, services and plans for effective management of companion animals.
Crown Lands Negotiation Program Committee	The role of the Committee is to be informed on the details of the Comprehensive Crown Land Negotiation Program and to provide feedback to Council on the Program.
Delta Electricity	This is a corporate sponsorship of Landcare Groups working in the vicinity of the Munmorah Power Station.
Employment and Economic Development Committee	The Committee is responsible for providing advice and feedback on ensuring employment and sustainable economic development initiatives of Council align with the Central Coast Community Strategic Plan.
Floodplain Management Australia	Floodplain Management Australia is a national network and provides cooperative interaction for flood risk management matters.
Gosford Central Business District (CBD) and Waterfront Advisory Committee	The Committee is responsible for providing advice and feedback on initiatives to promote and appropriately develop and activate the Gosford CBD and waterfront.
Hawkesbury-Nepean Valley – Local Government Advisory Group	The Advisory Group consists of eight Councils that work together to protect the natural values of the Hawkesbury-Nepean Valley and ensure it continues to be a healthy and productive catchment.
Heritage Advisory Committee	The Advisory Committee is responsible for providing advice and feedback on matters relating to natural, historic and Aboriginal cultural heritage, and monitoring the implementation of Council's heritage strategy in line with the NSW Office of Environment and Heritage guidelines.
Hunter and Central Coast Regional Environmental Management Strategy Group	The Group is managed by a regional team of environmental professionals in partnership with member councils, as well as state and federal agencies, non-government agencies, community networks and associations.
Hunter and Central Coast Regional Planning Panel	Planning Panels operate across NSW to provide independent, merit-based decision making on regionally significant development. The Panels may also have a role in planning proposals, to undertake rezoning reviews or to act as the planning proposal authority when directed.

Body	Details
Lake Coal (Chain Valley Colliery) Committee	The Committee has been established for consultation on mining related matters.
Lake Macquarie Coastal Zone Committee	The Committee is run by Lake Macquarie City Council and is responsible for determining initiatives to improve coastal zones.
Lower Hawkesbury Estuary Management Committee	The Committee is responsible for improving the overall health of the Hawkesbury Estuary and is run by Hornsby Shire Council.
Mangrove Mountain and Spencer Advisory Committee	The Advisory Committee is responsible for providing advice and feedback on matters relating to the Mangrove Mountain landfill site and the illegal dumping at Spencer, including recommendation and actions for implementation.
Pedestrian Access and Mobility Advisory Committee	This Advisory Committee is responsible for providing advice and feedback on active transport projects, including the Pedestrian and Mobility Plan, and safe movement of people through Council's pathway network.
Playspaces Advisory Committee	The Advisory Committee is responsible for providing advice and feedback on the provision of playspaces across the Central Coast, ensuring the fair and equitable spread of accessible and inclusive playspaces, with a focus on rationalisation/expansion of existing playspaces.
Rural Fire Service (RFS) District Liaison Committee	The Committee is responsible for ensuring the effective operation of the RFS.
Social Inclusion Advisory Committee	The Advisory Committee is responsible for providing advice and feedback on social issues that affect the Central Coast community, with a focus on addressing social issues identified in the Community Strategic Plan.
Status of Women Advisory Group	The Advisory Group is responsible for providing advice, advocating and raising awareness of issues that affect women on the Central Coast as well as promoting local networks and events that celebrate women in the community.
Stormwater NSW Association	The Association is run by a voluntary committee and provides valuable resource for stormwater professionals and is a source of information for wider community.
Sydney Coastal Councils Group - Beach Nourishment Implementation Working Group	The Working Group is responsible for understanding and addressing sand nourishment requirements at various coastal locations.
Terrigal Water Quality Sub-Committee	The Sub-Committee operates under the Catchments and Coast Committee for Brisbane Water and Gosford Lagoons to review existing information and examine ways to improve water quality at Terrigal Beach and The Haven.
Tourism Advisory Committee	The Advisory Committee is responsible for advocating the Destination Management Plan and Tourism Opportunity Plan by improving collaboration with tourism industry representation groups and relevant government funding bodies, and promoting and supporting sustainable tourism across the Central Coast.
Town Centre Advisory Committee	The Advisory Committee is responsible for providing advice and feedback on initiatives to attract investment, new businesses and an operational model to deliver economic development, tourism and the attraction of major events to the relevant town centres.
Wamberal Terminal Protection Working Group	The Working Group facilitates stakeholder consultation in the coordination of actions for the Coastal Zone Management Plan for Wamberal Beach.

Body	Details
Youth Action Team (Y4Y)	The Action Team is responsible for advocating, advising and acting on youth related issues.

Rates and Charges Written Off

Rates and charges written off total \$12,396.28.

Remuneration of Chief Executive Officer (General Manager)

The remuneration of the Chief Executive Officer for the reporting period was \$468,027.95.

Remuneration of Senior Staff

The remuneration for the reporting period was \$2,059,589.09.

Staff Overseas Visits

In November 2018 the Chief Executive Officer travelled to New Zealand to attend a meeting of the Local Government Chief Officers Group.

Stormwater Management Services Levy

The following stormwater management service information is provided:

Stormwater Management Levy Projects	Amount
Gross Pollutant Trap - Regent Street, Buff Point	\$210
Gross Pollutant Trap - Cresthaven Avenue, Bateau Bay	\$263
Aquatic Infrastructure Upgrade - Peace Park, Gorokan	\$302
Upgrade Projects - Tuggerah Lakes	\$586
Gross Pollutant Trap - Cheryl Street, Mannering Park	\$1,004
Riverbank Stabilisation - Hereford Street, Lower Ourimbah Creek	\$1,381
Gross Pollutant Trap - Beach Parade, Canton Beach	\$1,577
Gross Pollutant Trap - Government Road, Summerland Point	\$1,578
Streambank Rehabilitation - Wyong River	\$3,313
Foreshore Equipment - Long Jetty	\$6,010
Kayak Facilities Upgrades - Berkeley Vale	\$74,234
Aquatic Infrastructure Upgrade - Buff Point	\$123,252
Site 2 Sub-catchment - Berkeley Vale	\$124,618
Gross Pollution Trap - Oakland Avenue, The Entrance	\$147,237
Stormwater Management Planning - Tuggerah Lakes Catchment	\$201,007
Site 1 Sub-catchment - Berkeley Vale	\$339,855
TOTAL	\$1,026,428

Note: the above figures indicate the amount of stormwater levy funds utilised on these projects. The full cost of these projects maybe higher if they include other funding sources such as grants.

Works on Private Land

The following information is provided for work carried out on private land:

Summary of Work	Fully / Partly Subsidised?	Amount subsidised
Construction of garbage / storage enclosure	Full	\$127,875.00
Install shade sail at Memorial Park playground – The Entrance	Full	\$38,927.00
Demolition of amenities building – Toukley	Full	\$42,167.00
Construction of amenities building – Toukley	Full	\$174,830.00
Water connection at Waterfront Plaza – The Entrance	Full	\$23,000.00
Round tree seating construction at Pine Trees – The Entrance	Full	\$142,083.00
Replace fencing on lead up to The Entrance Bridge	Full	\$85,350.00
Replace fencing on lead up to Toukley Bridge	Full	\$64,425.00
Replace grass with synthetic turf – The Entrance	Full	\$37,500.00
Denning Street car park toilet upgrade	Full	\$71,604.00
Replacement of shade sail at Frank Ballance – Wyong	Full	\$38,456.00

Carers Recognition Act 2010

Report on Compliance with the Act

No activities to report during this reporting period.

Disability Inclusion Act 2014

Implementation of the Disability Inclusion Action Plan

The following progress has been made against the Disability Inclusion Action Plan:

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
Attitudes and Behaviours: Increase positive perceptions of disability within Central Coast Council staff, management and Councillors				
AB.001: Develop and implement disability awareness training at new staff inductions	Disability awareness training is included in induction for all Council staff	People and Culture	Year 1, Ongoing	All monthly staff induction training includes a presentation on Access and Inclusion which is delivered by Council's Disability Inclusion Officer. Content is regularly reviewed and updated to reflect current research and industry best practice.
AB.002: Develop and implement disability awareness and education activities for all Central Coast Council staff that are relevant, current to local needs, include a level of practical	Deliver 2 programs annually	Community Partnerships	Year 1, Annually	<ul style="list-style-type: none"> Disability Awareness / Confidence training delivered to all staff in two Council Business Units by a presenter with lived experience of disability; Photo shoot completed of recent Auslan interpreted theatre performances at Laycock Street

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
interaction and utilise various external facilitators and resources. E.g., Disability Confidence Week aligned to International Day of People with a Disability or Mental Health Month				<p>Theatre and two free sign language courses offered to the community at Erina Library. Video documentary for internal and external awareness campaigns in development to coincide with International Day of People with a Disability in December 2019; and</p> <ul style="list-style-type: none"> Planned Sign Language for Beginners' workshops scoped and will be held in 2019-20.
AB.003: Include regular contributions regarding disability inclusion / access to internal communication mediums	6 items in various Council newsletters / staff communication annually, ensuring articles are broadly representative of all disabilities	Community Partnerships	Year 1, Ongoing	<ol style="list-style-type: none"> Disseminated articles on Universal Design to relevant business units. Proposals in development with Communications Team to run Sign Language for Beginners' workshops proposed to run as part of Smart Eats sessions in 2019-20. Profiled Customer Service staff member in 5+ Things article who completed Sign Language course. Promoted internally the 'Including You' tent at the following Council hosted events: <ol style="list-style-type: none"> Light Up the Lake event; A Luminous Christmas event at The Entrance; Australia Day event at Woy Woy and Auslan interpreter included in Australia Day formalities; and Flavours by the Sea (cancelled due to weather). Photo shoot of Sign Language workshop participants completed for planned photo display at Erina Centre foyer in late November 2019, promoting awareness of the Deaf community for lead up to International Day of People with a Disability. Filming completed for planned video documentary with short interviews with participants to capture backstory for why they want to learn sign language to be used as awareness campaign to promote sign language (Auslan) as the native language used by the Deaf community and Council program to offer community opportunity to learn basic of sign language. Brief developed for internal staff education campaign on basic Auslan sign's in 2019-20.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
AB.004: Develop and implement relevant and targeted disability awareness training for frontline staff, incorporating information specifically required for the business unit e.g. customer service, lifeguards, libraries, rangers, childcare workers. Ensure training is relevant and related to role (e.g. Rangers will require different training to childcare)	Key frontline staff are identified and provided relevant training	People and Culture	Year 1, Ongoing	<ul style="list-style-type: none"> Disability Awareness / Confidence training delivered to People and Culture by a presenter with lived experience of disability; Quotes provided and being reviewed for other Council areas; and Five Customer Service staff completed Auslan training.
AB.005: Develop and implement training for relevant Communication and Engagement staff to better represent the reality of people with a disability in media and other communication mediums. Training to include a practical component to ensure the "lived experience" of people with a disability is properly conveyed	100% of relevant staff completed training	Community Engagement	Year 1, Ongoing as required for new staff	Training currently being investigated.
AB.006: Include disability awareness training in induction for Councillors. Training to include a practical component to ensure the "lived experience" of people with a disability is properly conveyed	New Councillors complete training through induction and training is both practical and theoretical	Governance and Business Services	Year 1, Ongoing as required	Three quotes for training suppliers forwarded to Councillor Support team. To be scheduled as part of future professional development for Councillors.
AB.007: Develop a library of appropriate, positive and contemporary images that depict a broad representation of people with a disability to be used within general Council publications and communication mediums	Photo library is developed	Community Engagement	Year 1, Ongoing	<p>Images from the following projects captured for inclusion in Council's image library:</p> <ul style="list-style-type: none"> "I Am Not Invisible" exhibition launch from 2018; Participants of recent Sign Language courses at Erina Centre; Auslan interpreted theatre performance of The Sydney Comedy Festival at Laycock Street Theatre; Spatial mapping project at Umina; and Interviews with Sign Language course participants for planned video documentary.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
AB.008: Through programs like <i>This Is the Life</i> and <i>Coast Alive</i> – develop videos that portray the experiences of local people living with a disability	Videos developed and utilised in community engagement campaigns	Community Engagement	Year 1, Ongoing	<ul style="list-style-type: none"> Two <i>This is the Life</i> video documentaries featuring social enterprises have been filmed that showcase employing people living with a disability living on the Central Coast; and Video shoot completed for short documentary of participant back stories from Sign Language workshops to raise awareness of the Deaf community and Auslan as their native language for internal and external awareness campaigns.
AB.009: Provide information to local businesses, retail property owners and Chambers of Commerce to enhance inclusion and patronage of people with a disability to their business. (E.g. the economics of disability, disability confidence for retail, etc.)	Information on economics of disability and disability confidence provided to relevant businesses and property owners	Community Partnerships	Year 2	Presented to businesses within The Entrance on <i>Missed Business</i> opportunity to increase patronage of people from the community with disabilities or restricted mobility and the quantified economic benefits. Resources and tools to help local businesses provided with more in development and plan to expand the project throughout the Local Government Area in 2019-20.
AB.010: Develop and implement an innovative, relevant and holistic annual disability awareness and education campaign for the broader Central Coast community. Campaign to include information from and partnerships with relevant external organisations	Deliver a minimum of 1 campaign annually	Community Partnerships	Year 1, Ongoing	<ul style="list-style-type: none"> 2 x Sign Language free courses offered to the community. All places filled before widely promoted and wait list with 6 people. Participants feedback very positive and Council considering a Sign Language 2 course to be offered in the future; Photo and video shoot completed capturing participants and their stories behind why they want to learn signing as a way to educate and raise awareness of Auslan as the native language of the Deaf community; "Awareness Campaign" –Auslan interpreted theatre performance for one session of each of The Sapphires, Sydney Comedy Festival and Possum Magic in its upcoming schedule at Laycock Street Theatre; and Proposal in development suggested at recent Access and Inclusion Reference Group for Inclusive Short Fiction Competition planned for 2019-20 for writers of all abilities from the community to submit work in different accessible formats.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
Liveable Communities: Improve Council's commitment and approach to designing inclusive and 'liveable communities'				
LC.001: Deliver training on universal design and access standards to staff responsible for developing and delivering projects, (e.g., town, environmental, recreation and traffic planners) to ensure staff responsible for developing and delivering projects are also delivering "liveable communities"	Relevant training identified and sourced. 90% of key staff identified by Unit Managers received training	People and Culture	Year 1, Ongoing as required for new relevant staff	35 Council Planners, Designers and Building Certifiers attended <i>Understanding Access and Universal Design in Buildings</i> training course. Expression of interest to go out to Council Senior Managers to determine next wave of staff to be trained.
LC.003: Develop a checklist tool to ensure all new projects incorporate accessibility at the concept design stage. Tool to include all relevant design improvements, not just those covered through legislation	Accessibility checklist tool developed and incorporated into project management system	Strategic Planning	Year 1, Ongoing	<ul style="list-style-type: none"> Council has commenced a process to prepare a comprehensive Development Control Plan for the Central Coast Region, which will further build upon the existing accessibility provision in the current controls; and As part of the development of this project the Disability Inclusion Action Plan will be introduced into key chapters relating to the design and layout to support adaptability and flexibility in new development. This project is a medium-term project being developed in association with Council's Comprehensive Local Environmental Plan.
LC.005: Develop and trial a picture augmentative / symbol signage program at The Entrance (such as program undertaken within "Sydney Park" and "safe places" program) for people with an intellectual disability	Trial program developed, implemented and assessed	Community Partnerships	Year 2	<ul style="list-style-type: none"> Augmentative signage incorporated in final Heritage Strategy Project at The Entrance; Access audit has been completed for The Entrance main tourist precinct incorporating Tourism Information Office, Memorial Park, Grant McBride Baths, waterfront pathway up to Surf Club with recommendations to be incorporated into future upgrades; and The first stage of heritage signs has been proposed for 2019-20 with universal design principals being considered in the proposed design of the signs.
LC.006: Promote Central Coast Council community funding programs to assist local organisations to access	Information on Central Coast Council community funding	Community Partnerships	Year 1, Ongoing	<ul style="list-style-type: none"> Improvements in accessibility will be eligible in all existing grant programs; Brief forwarded to a consultant regarding modification of the

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
funding to increase opportunities for inclusion and infrastructure enhancements	<p>programs made available to all relevant local organisations</p> <p>Relevant local organisations made aware of grant writing and aligned skill development opportunities</p> <p>Greater support to submit applications is provided including alternate formats for submission such as video if approved by Council</p>			<p>existing grant writing workshop to tailor and target specific organisations / individuals focussed on accessibility improvements; and</p> <ul style="list-style-type: none"> The grant guidelines designs have been reviewed and updated to be accessible.
<p>LC.007: Review and update the playground strategy for the Central Coast to ensure accessibility requirements are addressed at identified playgrounds- this should include but may not be limited to access, fencing, equipment at existing and proposed playgrounds. Ensure relevant playground information is available on Central Coast Council website</p>	<p>Relevant playground information available on Council website</p> <p>Deliver an updated Playground Strategy</p> <p>Identified playgrounds are upgraded, and new playgrounds constructed to ensure accessibility</p>	Open Space and Recreation	Year 1, Ongoing Year 2	<ul style="list-style-type: none"> Accessible playspace information is available on the Council website; Review and update of the Playground Strategy is on the planning work program to be completed in 2019-20 financial year; All new playspaces being built take inclusivity and accessibility into consideration and is included as a requirement in the Technical Specification (for Design and Construct contracts); and A combination of playspace upgrades and installations completed at the following locations: <ol style="list-style-type: none"> Trafalgar Avenue Playground, Umina; Long Jetty Foreshore; Bateau Bay Mini Park; Marsden Road Reserve, Blue Haven; James Vale Reserve, Mannering Park; Gosford Lions Park; Jarrett Street, Wyoming; Joshua Porter Reserve, Chain Valley Bay; Wendy Drive, Point Claire; Bronzewing Drive Reserve, Erina; Heazlett Park, Avoca Beach;

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
				12. Killarney Vale Foreshore; 13. Lara Close Reserve, Ourimbah; 14. MacMasters Beach; 15. Patonga Drive, Patonga; 16. Sutton Reserve, Bateau Bay; 17. Shaun Brinklow Park, Copacabana; 18. Ashwood Close, Glenning Valley; 19. Community Facility Playspaces; and 20. Replace rubber softfall at various playspaces.
LC.009: Develop and implement consistent policy for compliance with Companion Card to use at Council facilities and events	Policy developed and promoted Opportunities identified to extend program Information on website's listings of facilities and other relevant mediums	Community Partnerships	Year 2	<ul style="list-style-type: none"> New Companion Card promotional material received from Family and Community Services distributed to all Council point of sale locations, i.e.: pools, leisure centres, stadiums, theatres and gallery; and Confirmation received from all relevant business units that Companion Card is promoted and accepted at these venues.
LC.010: Develop a trial project to facilitate access to Council managed and controlled natural areas (e.g. walking and fire trails) for people with mobility aids	Trail project developed and evaluated	Natural and Environmental Assets	Year 2	<ul style="list-style-type: none"> The accessible boardwalk at Springfield Reserve was opened on 30 October 2018. The boardwalk improves access between Balfour Close and Willow Road including to the Chertsey Primary School; and Access audit completed for Kincumber Mountain and Chittaway Point Reserves. Reports received and will inform planning and design of other Council managed and controlled natural areas.
LC.011: Develop an accessibility audit program for the long term improvement of identified beaches, pools, leisure centres, jetties and wharves to inform related works program and prioritise improvements/upgrades	Audit process developed Key audits and work program completed	Waterways and Coastal Protection Leisure and Lifestyle	Year 1 - 2	<ul style="list-style-type: none"> Accessibility audits of Peninsula Leisure Centre, Niagara Park Stadium and Gosford Olympic Pool completed. Preferred works being prioritised with full completion by December 2019; Provision for portable lifting device incorporated into all Council wharf upgrades. Four wharf upgrades being undertaken include: <ul style="list-style-type: none"> Davistown Road, Davistown (Central); Amy Street, Davistown (Eulalia); Kendall Road, Empire Bay; and Wisemans Ferry Road, Spencer.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
				<ul style="list-style-type: none"> Audit of beaches and surrounding public open space areas completed. A number of works to improve access completed including Umina Beach access and Terrigal promenade handrails. Further works are scheduled to be completed by December 2019 using the Stronger Communities - Disability Matters project funding. This includes a new ramp at Avoca Beach and other beaches including Ocean Beach and Toowoona Bay.
Increase accessibility and inclusivity of Council owned community facilities				
LC.015: Develop accessibility audit program for council owned community facilities to inform related works program and prioritise improvements / upgrades	<p>Audit program developed</p> <p>Key audits and work program undertaken</p>	Property and Asset Management	Year 1 - 2	Accessibility audit program completed and works scoped and costed for delivery in 2019-20.
LC.017: Ensure current leasing agreements with external tenants occupying Central Coast Council community facilities include conditions to maintain accessibility features of the relevant facility. (e.g. possible removal of access ramp)	New or renewed leases include accessibility and inclusivity conditions	Property and Asset Management	Year 1 Ongoing	Maintenance of accessibility features will be included as lease agreements are renewed.
Increase availability of accessible amenities				
LC.018: Potential locations and funding for changing place(s) including adult change table and amenities. Ensure this action is considered through other identified audit programs	Location identified and funding sourced	Community Partnerships	Year 1 - 2	<ul style="list-style-type: none"> Gosford Olympic Pool change rooms now incorporate an Accessible Adult Changing Facility. Features including hoist, adult change table and privacy screen; and Desktop audit of the designs was completed by Access Consultant to confirm specification met requirements for an Accessible Adult Changing Facility.
LC.019: Options for portable changing place facility to be used at key locations and events when required	Options identified for portable changing places	Open Space and Recreation	Year 1-2	A portable adult changing facility is being sourced and quotes requested with plans to purchase a facility in 2019-20. The portable facility will be situated at Central Coast Regional Sports Facility and transported as required to other sites.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
LC.020: Investigate all options and develop unified policy on use of Multi Lock Access Key (MLAK) system for accessible public toilets, ensuring information and locations are available widely (including Central Coast Council website)	Policy developed and implemented The National Public Toilet Map is updated with all relevant details of public accessible toilets	Property and Asset Management	Year 2	Formal policy to be delivered, however all Council public toilets with a MLAK system are open to the public during daylight hours and available otherwise under the MLAK system Local Government Area wide. This has provided a consistent approach since the amalgamation.
LC.021: Develop appropriate Pedestrian Access and Mobility Plans (PAMPs) in key areas	Scope and plan projects Seek grant funding Implement plan(s)	Roads and Drainage	Year 2 -4	<ul style="list-style-type: none"> Finalised documents were placed on public exhibition throughout September to October 2018; A combined Geographic Information System map package to be created for both Pedestrian and Access Management Plan (PAMP) and Bike Plans; and The top priorities for 2019-20 capital expenditure program identified and will be continuing that process for 2020-21 and beyond.
LC.022: Deliver accessible bus stops and supporting infrastructure including footpaths	Accessible bus stop program identified. Program included within Council capital works program.	Roads and Drainage	Year 2 Ongoing	86 bus stop slabs installed that meet the Disability Standards for Accessible Public Transport.
LC.023: Explore partnership opportunities with accessible bus companies to Financial Year routes for accessible buses	Partnerships explored and developed, identified routes trialled.	Community Partnerships	Year 2 - 3	Link promoted on Council's website for Community Transport pilot program "Coast Connect"-an accessible bus service to Woy Woy station and promoted with 'Including You' tent at selected Council hosted events. Additional opportunities are being explored with other bus companies.
Increase tourism and economic development opportunities				
LC.024: Opportunities to promote existing information portals / apps such as Wheel Easy, finder website	Existing and appropriate information identified and promoted	Community Partnerships	Year 1 - Ongoing	<ul style="list-style-type: none"> Wheel Easy website still in development; Promoted Community Transport Coast Connect app for booking free accessible bus pick up as part of free commuter pilot in the Peninsula; and Partnerships with other bus companies being explored.
LC.025: Partnership opportunities to assist businesses to become more inclusive. This could be achieved through information, education, signage and	Partnerships developed and identified opportunities supported and delivered	Community Partnerships	Year 2	<ul style="list-style-type: none"> Disability Inclusion Officer presented to The Entrance Business Chamber on <i>Missed Business</i> concept and economic opportunities for improving accessibility; Liaison with Destination North Sydney and Surrounds in relation to

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
programs such as <i>Missed Business</i> program or <i>Be Accessible</i> (NZ program)				<p>funding opportunities for businesses development and small infrastructure upgrades; and</p> <ul style="list-style-type: none"> Two free Sign Language courses offered to the community. Some participants include local business owners.
<p>LC.026: In partnership with relevant organisations / entities (e.g. Central Coast Tourism) explore accessible tourism opportunities through infrastructure improvements, marketing and promotion to develop the Central Coast as a highly attractive tourist destination for people with disabilities, friends and families</p>	<p>Opportunities identified</p> <p>Plan developed</p> <p>Required works considered within capital works program</p> <p>Accessible tourism resources and information delivered to the tourism sector to increase knowledge and awareness</p> <p>Promotion and marketing campaign developed and delivered</p>	Community Partnerships	Year 1 - 2	<p>The following capital works programs have commenced, or have been completed, that will enhance accessibility to areas regularly visited by tourists and residents:</p> <ul style="list-style-type: none"> Installation of wheelchair accessible picnic tables, shelters, pathways and barbeque at Memorial Park, The Entrance; Portable lifting device incorporated into all new and upgraded wharves; Renewing the walkway between the Surf Club and the eastern rock shelf at Avoca Beach; Installation of decking pathway to viewing platform at Umina Beach; Koolewong boat ramp, jetty and foreshore upgraded to increase accessibility including ramped access to the jetty; Chittaway Lions Park playspace upgrades include a concrete path connecting the shared pathway and seating area, and partial rubber flooring, creating an inclusive playspace for the whole community; Gosford Lions Park upgrades completed; Accessible change amenities at Gosford Olympic Pool; Central Coast Signage Strategy incorporates feedback from Access and Inclusion Reference Group to ensure gateway and street signage designs are in accessible formats; 10 Council owned playspaces upgraded to include accessible play elements and 10 on track to commence before the end of 2018-19; Access audit of picnic area and walking trails at Kincumber completed with map of accessible walking trails to be developed and included on signage at the site; and All capital works access upgrades have been included in media releases and are available through social media and the website.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
				<p>Other activities include:</p> <ul style="list-style-type: none"> Agreement signed with Ability Links for 'Including You' Tent to be used at major Council events. The tent provides free to hire sensory, vision, mobility and communications support for attendees helping to create more inclusive and accessible events and raise awareness. New wheelchair and walking frame added to 'Including You' Tent kit. Events where 'Including You' Tent has been used include Light Up the Lake event, A Luminous Christmas event at The Entrance; Australia Day event at Woy Woy and Auslan interpreter included in Australia Day formalities; and Contract for Spatial Mapping project awarded. Ground audit complete of 5 business districts (town centres – Woy Woy, Umina, Budgewoi, The Entrance, Wyong) to map the continuous accessible path of travel. This data set will improve the quality and availability of information for people using wheelchairs and pedestrians with diminished mobility to plan and easily move around the town precinct and enable access to the transport network. The program is to be incorporated into Council's current geographical information system. This information will allow Council to further plan for accessible tourism in the north and south of the region.
Employment: Improve inclusive employment practices and increase the rate of meaningful employment of people with disabilities with Central Coast Council				
Increase inclusivity of the workplace and recruitment processes for people with disabilities				
E.001: Establish a program or adapt existing project(s) to provide work placement opportunities and volunteer positions for people with disabilities	<p>Program developed and implemented</p> <p>Number of people completing placements</p>	People and Culture	Year 2	<ul style="list-style-type: none"> The Work Experience Program has been relaunched with 12 placements for young people with a disability. Collaborating with key IT stakeholders to develop online e-form for an inclusive work experience program. Existing disability friendly Council buildings / facilities have been identified and communication with key stakeholders (internal and external) commenced to provide work placement opportunities for people with disabilities; In addition, as part of the amalgamation, Council developed a

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
				<p>project to look at harmonising all People and Culture Policies. Part of the suite of policies includes a Talent Acquisition policy that references Equal Employment Opportunity principles, specifically those relating to people with a disability. Supporting documentation such as the job adverts have also been adjusted to include that:</p> <ul style="list-style-type: none"> - a statement of inclusion that identifies our commitment to diversity and specifically identifies people with a disability; - a statement that encourages any person who may be deaf, hearing or speech impaired to contact us through the National Relay Service TTY call 133 677 or Speak and Listen 1300 555 727; - a statement that encourages any person with a disability that may require alternative options (other than online) in completing / submitting their application to please contact the Talent Acquisition team; and - when applicants are invited to interview, the correspondence asks them to make contact should they have a disability that requires specific access arrangements or any other interview support.
E.002: Review and update all relevant Central Coast Council People and Culture policies to ensure inclusive employment practices that consider all types of disabilities, e.g., leave policies, including sick and carers, general work conditions policies and work from home policy	All relevant policies reviewed and updated	People and Culture	Year 1 - 3	<ul style="list-style-type: none"> • Equity, Diversity and Respect policy launched across the organisation; • Other policies conform to Equal Employment Opportunity principles; and • Further work to be undertaken to ensure all policies are adequately captured.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
E.004: Develop clear and concise procedure / brief to engage only relevant organisations and employment agencies who demonstrate a commitment to inclusive services, e.g. appropriate language, inclusive training methods and alternate formats	Procedure/brief documentation is developed and implemented All documentation will ensure training is specific to the needs of the individual	People and Culture	Year 1 - 2	Discussions with Procurement to determine how Council will engage with suppliers for tender to ensure they are socially inclusive in particular for recruitment providers.
E.005: Inclusive employment training provided for all People and Culture staff, ensuring 'hidden disabilities' are adequately understood	Training successfully delivered to all relevant existing staff Training supplied through induction process to all new relevant staff	People and Culture	Year 1 - Prior to inclusive employment policy being developed	<ul style="list-style-type: none"> • Training delivered to People and Culture on hidden disabilities, reasonable adjustments and current disability legislation; and • Researching options for online e-learning platform to roll out to People and Culture Business Partners electronically or to run session at the next People and Culture event.
E.008: Develop and provide training for supervisory staff regarding mental health and disability awareness	Training developed or incorporated into existing training and supplied to all supervisory staff	People and Culture	Year 1 - 2	<ul style="list-style-type: none"> • Mental Health (hidden disability) training delivery has occurred at the Leadership level which included linkages with disability awareness. • Specific Access and Disability; Awareness training was held in October 2018 for staff and leaders in Buildings and Recreation Areas. The proposed format to deliver the training in this area has been re-strategised and the team are working with Communications on an appropriate plan; • Further work is occurring to develop self-paced and online learning options for remaining target groups that were unable to attend face to face training. Importantly, it will also ensure that any new leaders to the organisation have access to this training via an online methodology; and • Further workshops continue for identified areas. The Learning Management Solution, due for implementation in the 2019-20 will further enable ongoing learning and awareness.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
Systems and Processes: Procure goods, materials, works and services including infrastructure, facilities and information technologies that are accessible to staff and community members with a disability				
SP.001: Develop and implement procurement policy, procedures, and guidelines that facilitate the inclusion of people with disabilities and ensure social procurement opportunities are realised (e.g. strive to support social enterprise / businesses that employ people with a disability)	<p>Identification of relevant policy, procedures, and guidelines</p> <p>Consultation with key stakeholders regarding disability inclusion provisions</p> <p>Update relevant documentation</p> <p>Communication to end users</p> <p>Monitor, review and report on effectiveness</p>	Procurement and Projects	Year 1 - Ongoing	<ul style="list-style-type: none"> Procurement policy has been updated and procedures implemented that encourage sustainable procurement outcomes, including disability organisations and social enterprises. Information sessions were delivered upon adoption and additional sessions held as requested by business units; and Council has also joined the Sustainable Choice Procurement Program which further delivers on this action.
SP.002: Purchase software, hardware and platforms which meet accessibility standards, including WCAG2.0 and which are compatible with assistive technologies	All new software / hardware procured must demonstrate accessibility compliance	Information Technology	Year 1 - Ongoing	<ul style="list-style-type: none"> Central Coast Council website is designed with a focus on ease of navigation, accessibility for all customers and is compliant with WCAG2.0 standard; New ticketing machines procured for use in Administration buildings stand at a height that customers in wheelchairs can comfortably read and use; Software as a Service procurement process has incorporated accessibility compliance check when seeking Cloud based software services; and Microsoft Windows 10 and Office365 is being deployed to Council employees which contains rich accessibility capabilities and can integrate assistive technologies.
SP.003 Ensure newly developed Central Coast Council website and intranet adheres to relevant accessibility standards (e.g. WCAG2.0)	Website meets relevant standards	Community Engagement	Year 1 - 2 Ongoing	<p>New website implemented adhering to WCAG2.0 accessibility standards with all remedial actions finalised with exception of downloadable source documents.</p> <p>Intranet project scoped and inclusive of WCAG2.0 accessibility standards.</p> <p>Intranet development will be undertaken in the 2019/20 financial year.</p>

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
SP.004: Deliver accessible documents training to staff who produce documents for upload to the website	At least one person per business unit receives training – as determined by Unit Manager	Community Engagement	Year 1 - 2	Identified staff requiring training by undertaking accessibility audit of website documents. Developed the online training program for accessible documents with Vision Australia. Training delivery planned for the 2019-20.
SP.005: Ensure Central Coast Council website has a dedicated area that contains accurate and relevant information for people with a disability – encompassing residents, tourists and businesses	<p>Website information is continually available</p> <p>Content is relevant and current</p> <p>External agencies / organisations engaged with people with a disability are accurately recognized and acknowledged</p>	Community Partnerships	Year 1 - Ongoing	<ul style="list-style-type: none"> Information for people with a disability including resources and key sector links updated; Beach Wheelchair booking form uploaded; Link to Inclusive PlaySpaces landing page with a profile of accessibility features of all Council owned playspaces added to Council's Access and Inclusion landing page on the website; Information and links to approved Disability Inclusion Action Plan project partners and as part of Action Item LC.024 to promote information portals / apps such as WheelEasy finder website when ready to be uploaded; and Proposal being drafted to move Access and Inclusion landing page from Council website to the main menu banner in response to overwhelming feedback from the community and the Access and Inclusion Reference Group that current location is difficult to find.
SP.006: Ensure new content uploaded to website and intranet meets relevant accessibility requirements	100% of new uploads (unless meets business content exception rule) and identified key historical documents made available in accessible format	Community Engagement	Ongoing	<ul style="list-style-type: none"> A range of business controls and rules have been put in place to ensure that all documents moving into the new website environment will be made accessible; and Accessible documents training for all relevant staff in development. Content currently being reviewed by relevant internal stakeholders.
Better promote and share information about accessibility services, features and equipment that Council has available				
SP.007: Liaise with people with intellectual disabilities and / or relevant external organisations to help the identification and prioritisation of key customer service enquiries / complaints identified for development into	<p>Customer service complaints identified</p> <p>Solutions and/or resources developed and implemented</p>	Community Engagement	Year 1 - 3	<ul style="list-style-type: none"> Liaison completed with internal stakeholders; Reviewed market for appropriate training; Auslan training completed; and Customer complaints reviewed to identify barriers and actions to implement are underway.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
resources to alleviate these issues e.g.: Easy English documents and forms				
SP.008: Develop a procedure at customer service centres for the timely engagement of Auslan interpreters for customers who are deaf, e.g.: Service NSW model	Procedure developed and implemented	Community Engagement	Year 2	Procedure completed. Four customer service officers completed online Auslan training with Deaf Society of NSW and those staff are now used as a reference point for customers in our knowledge base document.
SP.009: Audit of existing hearing loops at Council facilities, including libraries, customer service centres, Council chambers and Theatres. Audit to also included additional key community facilities that could benefit from the installation of hearing loops and other technology such as captioning	Audit completed, priority list for repair identified and work progressively completed	Property and Asset Management	Year 1 - 3	Audit completed of existing hearing loops within identified community facilities.
Ensure community engagement practices are inclusive of people with disabilities				
SP.010: Implement signage at beaches and all relevant facilities and open spaces that indicate locations accessibility features, e.g., beaches with wheelchairs and or matting, parks with suitable equipment	Signage implemented at all relevant beaches/spaces/facilities with accessibility features/equipment Relevant information also available on Central Coast Council website	Open Space and Recreation Leisure and Lifestyle	Year 1 - Ongoing	<ul style="list-style-type: none"> Signage needs are being included in beach and community facilities access audit reports which informed program of works; and New signs indicating availability of beach wheelchairs erected at all Council owned Surf Clubs.

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
SP.011: Promote the role and function of the Disability Inclusion Officer within Central Coast Council and the broader community - with information available through various mediums (e.g. website, interagency, media, written information, etc.)	Increased community and staff understanding of the Disability Inclusion Officer role	Community Partnerships	Year 1 - Ongoing	<ul style="list-style-type: none"> • Role promoted at all monthly new staff induction training sessions; • Disability Inclusion Officer attends various interagency meetings including Connect Ability formerly Central Coast Disability Network, Central Coast Ageing and Disability forum, CC Dementia Alliance as guest attendee, Peninsula Disability and Ageing Interagency; • Presented to University of Newcastle diversity students at both Ourimbah and Newcastle CBD campus on Access and Inclusion and Council's Disability Inclusion Action Plan with positive feedback received; • Introductions at two Sign Language courses offered to community at the Erina Centre; • Two Access and Inclusion Reference Group meetings convened so far in 2019. Two more scheduled before the end of the calendar year; • Disability Inclusion Officer meets regularly with numerous sector professionals and other external stakeholders to scope opportunities for potential project partners to implement actions in the Disability Inclusion Action Plan; and • Disability Inclusion Officer invited to present at Pedestrian Access and Mobility Plan (PAMP) Advisory Committee, and various internal areas of Council.
SP.013: Explore appropriate ongoing engagement opportunities to assist Council in implementing the Disability Inclusion Action Plan (DIAP). Mechanisms need to include opportunities for engagement with external and internal stakeholders	Appropriate engagement mechanisms identified and established	Community Partnerships	Year 1 Ongoing	<ul style="list-style-type: none"> • An Expression of Interest for Access and Inclusion Reference Group was developed and advertised in October 2018 with membership determined shortly after. This group will assist in guiding Council's implementation of the DIAP. Two Access and Inclusion Reference Group meetings have been convened thus far, and the Group have provided input into Council's Signage Strategy; • Ongoing presentations at new staff Induction Training sessions. A partnership has been developed with local disability advocate to provide as a back-up for Disability inclusion Officer at Council staff induction training; • Council has partnered with Musicians Making a Difference (MMAD) and Ability Links to deliver

Action	Key Performance Indicator	Responsibility	Timing	Progress Comments
				<p>an inclusive art program engaging with young people aged 18-25 years living with a disability. Seen and Heard was launched on 3 December 2018 coinciding with International Day of People with a Disability;</p> <ul style="list-style-type: none"> Disability Inclusion Officer presented at University of Newcastle on Access and Inclusion to diversity students and has been invited back to present to both Ourimbah and Newcastle Campuses; Disability Inclusion Officer engages regularly with external organisations including but not limited to Ability Links, Local Area Health, Central Coast Disability Alliance Hunter, Central Coast Disability Network, Wyong TAFE, and Local Government NSW. Disability Inclusion Officer also attends the Disability Interagency meeting; Two free Sign Language Courses for the community at The Erina Centre delivered by The Deaf Society. All places filled for both courses before widely promoted; Disability Inclusion training delivered for gallery tour guides; and Research and business case developed for Council registering as a potential NDIS provider.

*WCAG2.0 – Web Content Accessibility Guidelines version 2. This is a technical standard that when adhered to will make web content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

Environmental Planning and Assessment Act 1979

Planning Agreements

The following planning agreements were in place during the reporting period:

Date Executed	Agreement Parties	Property Description	Agreement Details	Status
13 August 2018	Central Coast Council and Zaychan Pty Ltd	Lot 27 DP 663622	The agreement specifies the obligations of Zaychan Pty Ltd or any subsequent owner of the subject land to be complied with associated with the residential subdivision of the land	Lot 27 DP 663622

Government Information (Public Access) Regulation 2009

Government Information (Public Access) Information

The following information is presented:

Table A: Number of applications by type of applicant and outcome*								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm / deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	1	1	1	1	0	0	0	0
Private sector business	4	7	2	2	3	1	0	3
Not for profit organisations or community groups	3	4	1	2	1	0	0	0
Members of the public (Legal Representatives)	17	17	1	6	6	0	0	0
Members of the public (Other)	23	30	12	2	12	0	0	1

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

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm / deny whether information is held	Application withdrawn
Personal information applications*	0	1	3	0	0	0	0	0
Access applications (other than personal information applications)	43	49	12	20	0	0	0	3
Access applications that are partly personal information applications and partly other	5	7	1	1	4	0	0	1

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

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (Section 41 of the Act)	5
Application is for excluded information of the agency (Section 43 of the Act)	0
Application contravenes restraint order (Section 110 of the Act)	0
Total number of invalid applications received	5
Invalid applications that subsequently became valid applications	0

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

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	10
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

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

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

	Number of occasions when application not successful
Responsible and effective government	10
Law enforcement and security	10
Individual rights, judicial processes and natural justice	68
Business interests of agencies and other persons	22
Environment, culture, economy and general matters	3
Secrecy provisions	3
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	121
Decided after 35 days (by agreement with applicant)	4
Not decided within time (deemed refusal)	2
Total	127

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

	Decision varied	Decision upheld	Total
Internal Review	2	2	4
Review by Information Commissioner	0	0	0
Internal review following recommendation under Section 93 of Act	0	0	0
Review by NCAT	1	1	2
Total	3	3	6

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

	Number of applications for review
Applications by access applicants	3
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	2

Independent Pricing and Regulatory Tribunal Act 1992

Implementation of determinations / recommendations

The implementation of determinations / recommendations from the Independent Pricing and Regulatory Tribunal (IPART) is provided.

Water Authority Charges - former Gosford Local Government Area

Single residential dwelling	Annual Amount	Half Yearly Account
Water Service Charge (for the availability of your water supply service - separate user pays charges apply for water usage)	\$197.92	
Sewer Service Charge (for the availability of sewer services)	\$672.42	
Stormwater Drainage Service Charge (provides funds to maintain and improve Council's drainage network)	\$124.64	
Total Service Charges (excluding water usage @ \$2.29 per KL)	\$994.98	\$498

Water Authority Charges - former Wyong Local Government Area

Single residential dwelling	Annual Amount	Quarterly Instalment
Water Service Charge (for the availability of your water supply service - separate user pays charges apply for water usage)	\$164.63	
Sewer Service Charge (for the availability of sewer services)	\$483.28	
Stormwater Drainage Service Charge (provides funds to maintain and improve Council's drainage network)	\$128.32	
Total Service Charges (excluding water usage @ \$2.29 per KL)	\$776.23	\$194

Billing Methodology former Gosford Local Government Area				
Rate or Service Charge	Legislation	Notice/Account	Billing Frequency	Payment Dates
Ordinary Rates	LGA	Annual Rates	July annually	In full by 31 August or four instalments due: <ul style="list-style-type: none"> • 31 August; • 30 November; • 28 (or 29) February; and • 31 May.
Special Rates				
Domestic Waste				
Other (non-Domestic) Waste				
Stormwater Drainage Service	WMA			
Water Availability	WMA	Water Account	Half Yearly*	30 days after issue date.
Sewerage Service Availability				
Water Usage				
Sewer Usage				
Trade Waste				

*Various issue dates depending on suburb/area according to water meter reading program

Billing Methodology former Wyong Local Government Area				
Rate or Service Charge	Legislation	Notice/Account	Billing Frequency	Payment Dates
Ordinary Rates	LGA	Annual Rates	July annually	In full by 31 August or four instalments due: <ul style="list-style-type: none"> • 31 August; • 30 November; • 28 (or 29) February; and • 31 May.
Special Rates				
Domestic Waste				
Other (non-Domestic) Waste				
Water Availability	WMA	Water Account	Quarterly*	30 days after issue date.
Sewerage Service Availability				
Stormwater Drainage Service				
Water Usage				
Sewer Usage		Invoice	Based on water usage: <ul style="list-style-type: none"> • Small user – August annually; and • Large users – quarterly. 	
Trade Waste		Trade Waste Account	Based on water usage: <ul style="list-style-type: none"> • Small user – August annually; and 	

- Large users – monthly or quarterly.

**Various issue dates depending on suburb/area according to water meter reading program*

Water Supply Service Charges

Council levies the water supply service charge on the owners of all properties for which there is an available water supply service. This covers the costs of making water available.

For those properties that become chargeable or non-chargeable during the year a proportional charge or fee calculated on a daily basis is applied.

The water supply service charges for 2018-19 are as follows:

Meter Type / Size	Former Gosford LGA	Former Wyong LGA
Residential property service	\$197.72	\$164.63
Multi Premises	\$197.72	\$164.63
Water availability	\$197.72	\$164.63
Unmetered properties	N/A	\$577.49
Non Res single 20mm	\$197.72	\$164.63
20mm meter	N/A	\$146.02
25mm meter	\$275.94	\$228.15
32mm meter	\$452.10	N/A
40mm meter	\$706.42	\$584.09
50mm meter	\$1,103.80	\$912.63
80mm meter	\$2,825.74	\$2,336.34
100mm meter	\$4,415.22	\$3,650.54
150mm meter	\$9,934.26	\$8,213.70
200mm meter	\$17,660.92	\$14,602.14
Non specified pipe/meter size	$(\text{meter size})^2 / 625 \times \275.94	$(\text{meter size})^2 / 625 \times \228.15

Water Usage Charges

In addition to the water supply service charge, all potable water consumed will be charged at \$2.29 per kilolitre.

Where water usage relates to multiple financial year periods the usage will be apportioned to each period on a daily average basis and the applicable period's water usage charge will be applied.

Sewerage Supply Service Charges

Council levies this charge to cover the cost of supplying sewerage services on all properties for which there is a sewerage service either connected or available.

For those properties that become chargeable or non-chargeable during the year a proportional charge or fee calculated on a daily basis is applied.

Non Residential properties will be levied a sewerage service charge based on meter size and a sewerage usage charge. Where the sum of these charges is less than the non-residential minimum sewerage charge, the non-residential minimum will be charged instead.

A discharge factor in accordance with Council's Trade Waste Policy is applied to the charge based on the volume of water discharged into Council's sewerage system.

Meter Type / Size	Former Gosford LGA	Former Wyong LGA
Residential property service	\$672.42	\$483.28
Multi Premises	\$672.42	\$483.28
Sewer availability	\$672.42	\$483.28
Non-residential minimum	\$672.42	\$483.28
20mm meter	\$672.42	\$284.16 x DF
25mm meter	\$1,541.80 x DF	\$443.99 x DF
32mm meter	\$2,526.08 x DF	N/A
40mm meter	\$3,947.02 x DF	\$1,136.61 x DF
50mm meter	\$6,167.22 x DF	\$1,775.95 x DF
80mm meter	\$15,788.10 x DF	\$4,546.43 x DF
100mm meter	\$24,668.90 x DF	\$7,103.80 x DF
150mm meter	\$55,505.04 x DF	\$15,983.55 x DF
200mm meter	\$98,675.64 x DF	\$28,415.20 x DF
Non specified pipe/meter size	(meter size) ² /625 x \$1,541.80 x DF	(meter size) ² /625 x \$443.99 x DF

Sewerage Usage Charges

There is no sewer usage charge payable by residential properties.

For non-residential properties, a discharge factor based on the type of premises is applied to the assessed volume of water purchased from Council to determine the volume discharged to the sewerage system.

Sewage discharged into the sewerage network will be charged at \$0.83 per kilolitre.

Recycled Water

Supply of reticulated tertiary treated sewerage effluent, except when covered by an individual agreement, will be charged at \$1.15 per kilolitre for the former Wyong LGA and \$1.79 per kilolitre for the former Gosford LGA.

Stormwater Drainage Service Charges

This charge is levied by Council for the provision of stormwater drainage services, and covers the cost of maintaining the stormwater drainage network.

Basis of Charges	Former Gosford LGA
Stormwater drainage charges (per property per annum)	124.64

Meter Type / Size	Former Wyong LGA
Residential property service charge	\$128.32
Multi premises	\$96.24
20mm meter	\$128.32
25mm meter	\$200.50

Meter Type / Size	Former Wyong LGA
40mm meter	\$513.28
50mm meter	\$802.01
80mm meter	\$2,053.14
100mm meter	\$3,208.03
150mm meter	\$7,218.05
200mm meter	\$12,832.09
Non specified pipe/meter size	(meter size) ² /625 x \$200.50

The residential drainage service charge above applies to retirement villages.

Pension Rebates - Water and Sewerage Service Charges

Council provides a reduction of 50% of the water supply service and water usage charges levied up to a maximum of \$87.50 and a further reduction of 50% of sewerage service charges levied up to a maximum of \$87.50.

Of these reductions 55% is reimbursed by the NSW Government.

Goods and Services Tax

Good and Service Tax (GST) does not apply to Council's annual rates and charges. GST does however apply to certain fees as indicated in the schedule of fees and charges pursuant to a new A New Tax System (Goods and Services Tax) Act 1999.

Pricing for water, sewerage and drainage service and usage charges for each property type is as follows:

North – former Wyong Local Government Area; and

South – former Gosford Local Government Area.

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Drainage service charges
<p>Metered residential properties with individual meters:</p> <ul style="list-style-type: none"> Houses and terraces; Strata title properties; Company title dwellings; Community development lots; and Retirement villages. 	Each property, lot or unit is levied the residential water service charge	Each property will be levied for water passing through its meter	Each property, lot or unit is levied the residential sewerage service charge	No charge	<p>North: Each property, lot or unit is levied the residential stormwater drainage service charge.</p> <p>South: The stormwater drainage service charge will apply.</p>
<p>Metered residential properties with common meters:</p> <ul style="list-style-type: none"> Strata Title Properties; Company Title dwellings; and Community development lots. 	<p>Each strata lot or company title dwelling will be levied the residential water service charge.</p> <p>North: Each community development lot will be levied the multi premises</p>	Usage through a common meter will be apportioned by unit entitlement and charged to each property, lot or dwelling	<p>Each strata lot or company title dwelling is levied the residential sewerage service charge.</p> <p>North: Each community development lot will be levied</p>		<p>North: Each property, lot or unit is levied the multi premises stormwater drainage service charge.</p> <p>South: The stormwater drainage</p>

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Drainage service charges
	water service charge for each property within the Multi Premises		the multi premises sewerage service charge for each property within the Multi Premises		service charge will apply.
Retirement villages with common meters	Non-residential service charges will apply, and are based on the size of the meter	Usage through a common meter will be charged to the owner of each Retirement Village	Sewerage service charges levied will be the higher of: <ul style="list-style-type: none"> • Meter based charge multiplied by discharge factor, plus usage; or • The residential sewerage service charge 	Estimated sewage discharged to the sewerage system will be charged at \$0.83 per kilolitre	North: The multi premises stormwater drainage service charge will apply. South: The stormwater drainage service charge will apply.
Non-residential properties with single individual 20mm meters	Each property, lot or unit is levied the non-residential single 20mm water service charge	Each property will be levied for water passing through its meter	Each property, lot or unit is levied the non-residential sewerage service charge	Estimated sewage discharged to the sewerage system will be charged at \$0.83 per kilolitre	North: The non-residential stormwater drainage service charge will apply based on the size of the water meter. South: The stormwater drainage service charge will apply.
Non-residential properties with meters of 25mm or greater or multiple meters of any size	Each property, lot or unit is levied the non-residential service charge based on the size on the meter(s)	Each property will be levied for water passing through its meter. Usage through a common meter will be apportioned by unit entitlement and charged to the owner of each property, lot or dwelling	Sewerage service charges levied will be the higher of: <ul style="list-style-type: none"> • Meter based charge multiplied by discharge factor; or • The non-residential sewerage service charge. 	Estimated sewage discharged to the sewerage system will be charged at \$0.83 per kilolitre	North: The non-residential stormwater drainage service charge will apply based on the size of the water meter. South: The stormwater drainage service charge will apply.

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Drainage service charges
<p>Metered non-residential multi premises properties with common meters i.e.:</p> <ul style="list-style-type: none"> • Strata Title Properties; • Company Title dwellings; and • Community development lots. 	Each property, lot or unit is levied the non-residential service charge based on the size on the meter(s), divided by the number of properties within the premises that is served by the meter(s)	<p>a) Each property will be levied for water passing through its meter. Water usage through a common meter will be apportioned by unit entitlement and charged to the owner of each property, lot or dwelling, or;</p> <p>b) At the request of the owner's corporation, Council may levy the entire water usage charge on the owner's corporation.</p>	<p>Sewerage service charges levied will be the higher of:</p> <ul style="list-style-type: none"> • Meter based charge multiplied by discharge factor; or • The non-residential sewerage service charge; • The charge is then divided by the number of properties within the premises that are served by the meter(s). 	<p>a) Estimated sewage discharged to the sewerage system will be charged at \$0.83 per kilolitre divided by the number of properties within the premises that is served by the meter(s), or;</p> <p>b) At the request of the owner's corporation, Council may levy the entire sewer usage charge on the owner's corporation.</p>	<p>North: Each property, lot or unit is levied the multi premises stormwater drainage service charge.</p> <p>South: The stormwater drainage service charge will apply.</p>
Water fire service	There is no charge for a separate fire service. Where a property has a combined fire and commercial service the property will be charged in accordance with meter size	South: Each property will be levied for water greater than 10 kilolitres passing through its meter	No charge	No charge	No charge.
Vacant land	Land that is not connected to the water supply, but can reasonably be connected will be levied the availability charge	No charge	Land that is not connected to the sewer system, but can reasonably be connected will be levied the availability charge	No charge	South: The stormwater drainage service charge will apply.

Property Type	Water Service Charges	Water Usage Charges	Sewer Service Charges	Sewer Usage Charges	Drainage service charges
Miscellaneous Multi premises: <ul style="list-style-type: none"> Non-Strata Titled Flats; Dual Occupancies; and Mixed Development. 	North: Each property, lot or dwelling will be levied the multi premises property water service charge for each property within the Multi Premises. South: Each property, lot or dwelling will be levied the water service charge for each property within the Multi Premises.	Each property will be levied for water passing through its meter(s).	North: Each property, lot or dwelling will be levied the multi premises sewerage service charge for each property within the Multi Premises. South: Each property, lot or dwelling will be levied the sewerage service charge for each property within the Multi Premises.	No charge	North: The multi premises stormwater drainage service charge will apply. South: The stormwater drainage service charge will apply.
Unmetered properties connected to the water supply.	Each property, lot or unit is levied the water service charge for unmetered properties	North: No charge South: No charge	Each property, lot or unit is levied the sewerage service charge	No charge	South: The stormwater drainage service charge will apply.

Liquid Trade Waste Charges

Liquid trade waste means all liquid waste other than sewage of domestic nature. Liquid trade waste charges categories and charging components were as follows:

Liquid Trade Waste Discharge Category	Application Fee	Annual Trade Waste Fee	Reinspection Fee	Liquid Trade Waste Usage charge / kl	Excess Mass charges / kg	Non-compliant Excess Mass charges / kg
Category 1						
Dischargers conducting an activity deemed by Council as requiring nil or minimal pre-treatment equipment, whose effluent is well defined and low risk to the sewerage system. Volume of discharge is low. Also included are activities with prescribed pre-treatment but low risk.						
Former Gosford LGA	\$126.63	\$73.52	\$118.31	No charge	No charge	No charge
Former Wyong LGA	\$52.19	\$91.29	\$85.60	No charge	No charge	No charge
Category 2						
Dischargers conducting an activity deemed by Council to require a prescribed type of pre-treatment equipment and whose effluent is well characterised. Volume of discharge is up to 20 KL per day.						

Liquid Trade Waste Discharge Category	Application Fee	Annual Trade Waste Fee	Reinspection Fee	Liquid Trade Waste Usage charge / kl	Excess Mass charges / kg	Non-compliant Excess Mass charges / kg
Former Gosford LGA	\$211.27	\$234.44	\$118.31	Compliant \$1.71 / KL Non-compliant \$14.58 / KL	No charge	No charge
Former Wyong LGA	\$66.43 Includes primary treatment device	\$365.16	\$85.60	Compliant \$1.71 / KL Non-compliant \$14.59 / KL	No charge	No charge

Category 3

Dischargers conducting an activity which is of an industrial nature and/or which results in discharge of large volumes (over 20 KL/day) of liquid trade waste to the sewerage system.

Former Gosford LGA	\$495.09	\$1,968.86	\$118.31	No charge	Refer attached Schedule of Fees	Refer attached Schedule of Fees
Former Wyong LGA	\$1,018.90 Includes two site visits during construction	\$613.39	\$85.60	No charge	Refer attached Schedule of Fees	Refer attached Schedule of Fees

Category 5 (Septic Liquid Waste Transported to Treatment Sites by Vehicles)

Special conditions of discharge shall apply for wastes of this type. The wastes shall comply with the quality standards determined by Council. Refer to Schedule A, and the volume and quality shall be such that together no impact on the treatment process will occur.

Note: Effluent waste only. Solid waste prohibited.

Former Gosford LGA	\$126.63	\$73.52	\$118.31	No charge	No charge	No charge
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Category S

Dischargers conducting an activity of transporting and/or discharging septic tank waste, pan waste and ship to shore pump-outs into the sewerage system.

Private pumping stations are included in this category.

Former Wyong LGA	Residential \$54.87 Non-residential \$221.85 Includes one inspection	Residential \$48.79 Non-residential \$99.09	\$85.60	No charge	No charge	Charged to private pumping stations only – in accordance with attached Schedule of Fees
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In addition to the substances listed above, excess mass charges will apply per kilogram of waste discharged in excess of the Liquid Trade Waste Policy Guideline Acceptance Limits. Non-compliant excess mass charges will apply for trade waste discharged in excess of the Liquid Trade Waste Approval Limit. The nominated charges are applied in accordance with the formulas contained in Council's Liquid Trade Waste Policy.

Excess Mass Charges

Pollutant	Former Gosford LGA	Former Wyong LGA
Aluminium (Al)	0.70	0.71
Ammonia (as Nitrogen)	0.76	0.76
Arsenic (As)	71.50	71.53
Barium (Ba)	35.76	35.78
Biochemical Oxygen Demand	0.76	0.76
Boron (B)	0.70	0.71
Bromine (Br ₂)	14.58	14.59
Cadmium (Cd)	331.03	331.15
Chlorinated Hydrocarbons	35.76	35.78
Chlorinated Phenolics	1,456.58	1,457.09
Chlorine (Cl ₂)	1.45	1.46
Chromium (Cr)	23.82	23.84
Cobalt (Co)	14.58	14.59
Copper (Cu)	14.58	14.59
Cyanide	71.50	71.53
Fluoride (F)	3.56	3.56
Formaldehyde	1.45	1.46
Grease and Oil	1.36	1.36
Herbicides/defoliants	715.07	715.31
Iron (Fe)	1.45	1.46
Lead (Pb)	35.76	35.78
Lithium (Li)	7.16	7.17
Methylene Blue Active Substances (MBAS)	0.70	0.71
Manganese (Mn)	7.16	7.17
Mercaptans	N/A	77.03
Mercury (Hg)	2,383.53	2,384.35
Molybdenum (Mo)	0.70	0.71
Nickel (Ni)	23.82	23.84
Total Kheldhal Nitrogen	0.17	0.18
Pentachlorophenol	1,456.58	N/A
Organoarsenic compounds	N/A	715.31
Pesticides general (excludes organochlorines and organophosphates)	715.07	715.31
Pesticides – Organochlorine	715.07	N/A
Pesticides – Organophosphate	715.07	N/A
PCB	715.07	N/A
Petroleum Hydrocarbons (non-flammable)	2.39	2.40

Pollutant	Former Gosford LGA	Former Wyong LGA
pH	0.42	0.42
Phenolic compounds (non-chlorinated)	7.16	7.17
Phosphorus	1.45	1.46
Polynuclear aromatic hydrocarbons (PAH's)	14.58	14.59
Selenium (Se)	50.30	50.32
Silver (Ag)	1.41	1.42
Sulphate (SO ₄)	0.13	0.14
Sulphide (S)	1.45	1.46
Sulphite (SO ₃)	1.45	1.46
Suspended solids	0.97	0.97
Thiosulphate	N/A	0.27
Total dissolved solids	0.04	0.04
Tin	7.16	7.17
Uranium	N/A	7.71
Zinc (Zn)	14.58	14.59

It should be noted that Trade Waste Charges apply in addition to sewer service charges. Where properties discharging Liquid Trade Waste become chargeable or non-chargeable for a part of the financial year a proportional charge calculated on a weekly basis is to apply.

Charges for Ancillary and Miscellaneous Customer Services

1. Former Gosford LGA

No.	Description	Maximum charge \$
1	Conveyancing Certificate	
	Statement of Outstanding Charges:	
	a) Over the Counter	33.81
	b) Electronic	N/A
2	Property Sewerage Diagram – Up to and Including A4 size (where available)	
	Diagram showing the location of the house-service line, building and sewer for a property:	
	a) Certified (suitable for a contract of sale)	18.77
	b) Uncertified (not suitable for a contract of sale)	11.73
3	Service Location Diagram	
	Location of sewer and/or water mains in relation to a property's boundaries:	
	a) Certified (suitable for a contract of sale)	18.77
	b) Uncertified (not suitable for a contract of sale)	N/A
4	Special Meter Reading Statement	71.05

No.	Description	Maximum charge \$
5	Billing Record Search Statement - Up to and including 5 years	
	a) Up to and including 5 years	30.32/half hour
	b) Further back than 5 years	30.46/half hour
6	Building Over or Adjacent to Sewer Advice	
	Issue of letter regarding a building's compliance with required standards for building near or over a water or sewer pipes or structures	60.84
7	Water Reconnection	221.65
	a) During business hours	
8	Workshop Test of Water Meter	
	Removal of the meter by an accredited organisation at the customer's request to determine the accuracy of the water meter.	
	A separate charge relating to transportation costs and the full mechanical test which involves dismantling and inspection of meter components will also be payable.	227.44
9	Water main disconnection (all sizes)	
	Price payable when customer requests the Council to disconnect existing service:	
	a) Application for disconnection	54.98
	b) Physical disconnection	290.55
10	Water Service Connection	
	a) Application for connection (all sizes)	54.98
	This covers administration and system capacity analysis as required. There will be a separate charge payable to the Council if it also performs the physical connection.	
	b) Physical connection	
	- 20mm	417.64
	- Greater than 20mm	By quote
11	Standpipe Hire – Security Bond^a	775.11
	Security bond (all meter sizes)	
12	Standpipe Hire – Annual Fee^a	1,103.80
	Annual hire charge of standpipe issued	
13	Standpipe Water Usage Fee (per kilolitre)	2.29
14	Backflow Prevention Device Application and Registration Fee	81.04
	This fee is for initial registration of the backflow device	
15	Backflow Prevention Device Annual Administration Fee	No charge
	This fee is for the audit by inspectors of plumbers' annual compliance tests and the maintenance of records of results	
16	Statement of Available Pressure and Flow	151.92
	This fee covers all levels whether modelling is required or not	
17	Cancellation Fee – Water and Sewerage Applications	23.46
	A fee charged to cancel an application for services and process a refund of water and sewer application fees	

No.	Description	Maximum charge \$
18	Section 307 Certificate A fee for preparation of a Section 307 Certificate which states whether a development complies with the <i>Water Management Act 2000</i> : a) Dual occupancies b) Commercial buildings, factories, Torrens subdivision of dual occupancy c) Boundary realign with conditions d) Subdivisions, developments involving mains extensions e) Development without requirement fee	176.50 216.13 394.17 427.72 113.11
19	Plumbing and drainage inspection fee Inspection of plumbing and drainage work to ensure compliance with prescribed standards a) New Sewer Connection (per property includes allowance for 1 water closet) b) Alterations (per property includes allowance for 1 water closet) c) Each Additional water closet d) Re-inspection Fee e) Rainwater tank connection (per property)	256.07 233.46 22.08 47.37 47.37
20	Location of Water and Sewer Mains <ul style="list-style-type: none"> Onsite investigation works to identify the location (alignment and/or depth) of underground water and sewerage assets This service will be charged on the basis of actual costs incurred by the Council (Applicants should contact the Council for an estimate of actual cost) 	By quote with minimum cost of 864.80*
21	Septage and Septic Effluent Discharge Charge (per kilolitre) <ul style="list-style-type: none"> Licensed contractors dispose of septage and sludge from domestic onsite sewerage systems and sewer pumping stations at the Council's sewage treatment plant. Includes waste from portable toilets Volume charges are levied on a per KL basis to recover the cost of accepting and treating waste. The charge reflects the lack of pre-treatment Does not include complex muddy water waste, food waste or other waste classifications determined by the Council, which are subject to a case by case fully recoverable charge 	14.58
22	Other liquid wastes transported by disposal contractors (per kilolitre) <ul style="list-style-type: none"> Approved Category 4 (non-septic waste), composed primarily of water and which has no impact on the treatment process, discharged at the Council's sewage disposal sites by licensed contractors. Includes pump-out effluent (but not sludge) from onsite sewage management systems Does not include complex muddy water waste, food waste or other waste classifications determined by the Council, which are subject to a case by case fully recoverable charge 	1.59
23	Recoverable works <ul style="list-style-type: none"> This service will be charged on the basis of actual costs incurred by the Council plus internal overheads charged in accordance with the rates published annually by the Council. Applicants should contact the Council for an estimate of the cost 	By quote*
24	Water and Sewer Building Plan Assessment <ul style="list-style-type: none"> Review building plans with respect to the impact on assets and system capacity. Includes building over sewer, building adjacent to sewer, system load demand 	134.96

No.	Description	Maximum charge \$
25	<p>Inspections</p> <p>Council inspects water and sewer works carried out by private developers for compliance with the Council's standards. Should the works not comply with Council's standards, a re-inspection is required. Council does not differentiate in price for major or minor works inspections. Private developers may be required to concrete encase sewer mains and provide additional sewer junctions.</p> <p>a) Per linear meter inspection plus lab charges as resolved by the Council, with minimum charge of \$139.66 (reflects actual costs for 90 minutes administration and travel costs)</p> <p>b) Charge for CCTV inspection costs</p> <p>Private developers may be required to pile drive or operate substantial equipment in the vicinity of sewer mains. Council uses CCTV to inspect the works to determine that works are in accordance with Council's standards and damage has not occurred to sewer assets. Security Bonds taken, necessitating administration procedures</p>	<p>12.91 per metre + Lab charges Minimum charge of 139.66</p> <p>201.36+ 327.08/hr for CCTV inspection</p>
26	<p>Development Assessment Small Projects – Small Special Priority Sewerage (SPS) and /or development with ≤ 4 lots or extension to properties outside area</p> <ul style="list-style-type: none"> Council reviews and approves private developers' proposals for provision of minor sewer adjustment; private internal sewer pump stations/rising mains. Water/sewer main extensions can result from requests by property owners for connection of unserviced properties. The process is the same as that for subdivisions and redevelopments, being the requirement to pay a developer charge and construct works, generally being for one property only with one residence connecting to either the water or sewer system Connection to mains by private developer contractors incur an additional shutdown and audit fee, which will be charges on the basis of actual costs incurred by the Council Developers may be required to obtain and pay for a Section307 Certificate, for an additional fee, which states that the development complies with the Water Management Act 2000 An additional hourly charge may apply for reviewing previously viewed plans 	<p>294.31+ quote for connection to mains if by private contractor + Section 307 Certificate Fee, if Required</p> <p>110.47 per hour for re-reviewing plans</p>
27	<p>Development Assessment Medium Projects – > 4 lots and ≤ 15 lots, and mains relocation</p> <ul style="list-style-type: none"> Council reviews and approves private developers' proposals for provision or adjustment of water and sewer infrastructure services for new developments. Includes extensions servicing subdivisions and/or sewer diversions caused by development. Generally, new development is contained within a Development Servicing Plan (DSP), requiring the developer to service all lots or redevelopment involving adjustment of existing sewer/water mains Connections to mains by private developer contractors incur an additional shutdown and audit fee, which will be charged on the basis of actual costs incurred by the Council Developers may be required to obtain and pay for a Section 307 Certificate, for an additional fee, which states that the development complies with the Water Management Act 2000 An additional hourly charge may apply for reviewing previously reviewed plans 	<p>709.21 + Quote for connection to mains if by private contractor + Section 307 Certificate Fee, if Required</p> <p>110.47 per hour for re-reviewing plans</p>

No.	Description	Maximum charge \$
28	Development Assessment Large Projects – > 15 lots and <50 lots, and/or large or medium density developments involving sewer diversions < 30 metres	901.77 + Quote for connection to mains if by private contractor + Section 307 Certificate Fee, if Required
	<ul style="list-style-type: none"> Council reviews and approves private developers' proposals for provision or adjustment of water and sewer infrastructure services for new developments. Includes extensions servicing subdivisions and/or sewer diversions caused by development. Generally, new development is contained within a Development Servicing Plan (DSP), requiring the developer to service all lots or redevelopment involving adjustment of existing sewer/water mains Connections to mains by private developer contractors incur an additional shutdown and audit fee, which will be charged on the basis of actual costs incurred by the Council Developers may be required to obtain and pay for a Section 307 Certificate, for an additional fee, which states that the development complies with the Water Management Act 2000 An additional hourly charge may apply for reviewing previously reviewed plans 	110.47/hr for re-reviewing plans
29	Development Assessment Special Projects (roads and rail or SPS adjustments, relocations, development in water catchment areas)	3,657.43 + Quote for connection to mains if by private contractor + Section 307 Certificate Fee, if Required
	<ul style="list-style-type: none"> Council assesses, provides technical advice, and support to other service authorities and private developers for provision and/or adjustment of water and sewer assets Connection to mains by private developer contractors incur an additional shutdown and audit fee, which will be charged on the basis of actual costs incurred by the Council Developers may be required to obtain a Section 307 Certificate, for an additional fee, which states that the development complies with the Water Management Act 2000 Inspections of alterations and extensions to internal plumbing, where no inspection of junction is required. Charge per property. Includes allowance for 1 water closet An additional hourly charge may apply for reviewing previously reviewed plans 	110.47 per hour for re-reviewing plans
30	Water Supply Shutdown and Audit for Developer Contracted Connections	By quote*
	<ul style="list-style-type: none"> Council assesses, provides technical advice, and support to other service authorities and private developers for provision and/or adjustment of water and sewer assets Council shuts down water mains prior to connection by developers' contractors of new mains to the water system Council will audit the connection by third parties to ensure integrity of the system is maintained Fees for each audit will be charged on the basis of actual costs incurred by the Council 	
31	Water Carter Fill Charge	11.91 + 2.29 x nominal tank size b of water carter being filled
	Per fill charge incurred by bulk water carters accessing water supply with monitoring equipment installed. Bulk water carters incurring this fee are not subject to the Standpipe Hire charges in items 11 and 12 of this table	
32	Hunter Water	0.63
	Water Supply Charge to Hunter Water	

No.	Description	Maximum charge \$
33	Water Access Key Deposit for non-potable water access key	25.00
34	Laboratory Services Laboratory analysis associated with Council inspection of privately constructed and disinfected water mains	292.22*
a	The Standpipe Hire charges in items 11 and 12 of this table do not apply to bulk water carters accessing water supply with monitoring equipment installed. Those bulk water carters will be charged under item 31 of this table	
b	The nominal tank size of a water carter is the volume of water that a tank is rated to contain. For the purposes of calculating the Water Carter Fill Charge, it is expressed in kilolitres	
* Includes GST		

2. Former Wyong LGA

No.	Description	Maximum Charge \$
1	Conveyancing Certificate <ul style="list-style-type: none"> Statement of outstanding charges 	19.87
2	Property Sewerage Diagram <ul style="list-style-type: none"> Diagram showing location of the house-service line, building and sewer for a property 	56.34
3	Service Location Diagram <ul style="list-style-type: none"> Location of sewer and/or water mains in relation to a property's boundaries Sewer service location diagram and long section 	19.87 39.74
4	Special Meter Reading Statement	60.94
5	Billing Record Statement <ul style="list-style-type: none"> Up to and including 5 years Further back than 5 years 	19.87 19.88 for first 15 minutes or part thereof + 13.28 per 15 minutes or part thereof thereafter
6	Water Reconnection <ul style="list-style-type: none"> During business hours Outside business hours 	41.08 169.54
7	Workshop test of water meter <ul style="list-style-type: none"> If the meter is faulty, no fee is charged Up to 80mm Over 80mm 	203.99 By quote
8	Application for disconnection (all sizes)	34.42
9	Physical disconnection (all sizes)	134.40
10	Application for water service connection (all sizes)	34.42

No.	Description	Maximum Charge \$
11	Physical connection	
	• Meter only 20mm	116.57
	• Short or long service 20mm	707.34
	• Short or long service 25mm	858.37
	• Short service 40mm	1,613.40
	• Long service 40mm	2,144.59
	• Short service 50mm	2,302.20
	• Long service 50mm	2,838.68
	• Larger services – provision of live main connection only	
		By quotation incorporating a labour allowance of \$135.76 for the first hour or part thereof then \$33.77 per 15 minutes or part thereof thereafter
12	Standpipe Hire – Security Bond	
	• 25mm	419.91
	• 63mm	808.02
13	Standpipe Hire – Annual, Quarterly and Monthly Fee	Dependent on meter size Water service charge pro-rated for applicable part of the year
	Standpipe Water Usage Fee (\$/Kl)	2.29
14	Backflow prevention device	
	• Application and registration fee	70.21
15	Major works inspection fee (\$/metre) - for the inspection, for the purposes of approval of water and sewer mains, constructed by others, that are longer than 25 meters and/or greater than 2 metres in depth	
	• Water main	6.10
	• Gravity sewer main	8.14
	• Rising sewer main	6.10
16	Statement of available pressure and flow	134.86
17	Underground plant locations	
	• Council assists in on-site physical location. Customer provides all equipment required to expose asset	81.46 for first hour or part thereof + 19.86 per 15 mins or part thereof thereafter
	• Council undertakes on-site physical location. Council provides all equipment and labour.	135.76 for first hour or part thereof + 33.77 per 15 mins or part thereof thereafter

No.	Description	Maximum Charge \$
18	Plumbing and Drainage inspection fee <ul style="list-style-type: none"> Residential single dwelling, villas and units Alterations, caravan and mobile homes Commercial and industrial Additional inspections 	164.25/unit 82.76/permit 164.25/unit +47.68/water closet 60.93/inspection
19	Relocate existing stop valve or hydrant <ul style="list-style-type: none"> Price exclusive of plant hire, material costs and traffic control 	135.76 for first hour or part thereof + 33.77 per 15 mins or part thereof thereafter
20	Raise/lower/adjust existing services - a height adjustment with lateral movement no more than 2 meters from existing location <ul style="list-style-type: none"> 20mm only – no materials Over 20mm – requires materials 	136.45 By quote
21	Relocate existing services - where the lateral adjustment exceeds those above <ul style="list-style-type: none"> Short 20mm Long 20mm Larger than 20mm 	344.40 536.48 By quote
22	Water Sample Analysis	82.76
23	Alteration from dual service to single service <ul style="list-style-type: none"> 20mm service only 	411.98
24	Sewerage junction cut-in (150mm) <ul style="list-style-type: none"> No excavation, no concrete encasement removal, no sideline, junction within property. 	304.66
25	Sewerage junction cut-in (150mm) – sideline less than 3m <ul style="list-style-type: none"> No excavation, no concrete encasement removal, junction outside property 	319.11
26	Sewerage junction cut-in (225mm) <ul style="list-style-type: none"> No excavation, no concrete encasement removal, no sideline, junction within property 	712.88
27	Sewerage junction cut-in (225mm) – sideline less than 3m <ul style="list-style-type: none"> No excavation, no concrete encasement removal, junction outside property 	752.62
28	Sewerage junction cut-in (over 225mm or where excavation or removal of concrete encasement required by Council) Price exclusive of plant hire charges, materials and traffic control	By Quote 135.76 first hour or part thereof + 33.77 per 15 mins or part thereof thereafter
29	Sewer main encasement with concrete <ul style="list-style-type: none"> Encasement inspection fee – construction not undertaken by Council Construction by Council 	102.89 By quote
30	Raise and Lower Sewer manholes (over 300mm) <ul style="list-style-type: none"> There is no charge for adjustments less than 300mm Manhole Inspection fee Actual physical adjustment 	113.25 By quote

No.	Description	Maximum Charge \$
31	Septage and Septic effluent discharge charge (per KL) <ul style="list-style-type: none"> Licensed contractors dispose of septage and effluent wastewater from domestic onsite sewerage systems and sewer pumping stations at Council's sewer treatment sites 	17.12
32	Development investigation fees <ul style="list-style-type: none"> Major developments (Category 1) Minor developments (Category 2) Class 1 and 10 developments (Category 3) 	650.59 282.34 82.67
33	Plan Plotting – all sizes	By quote
34	Hunter Water <ul style="list-style-type: none"> Water Supply Charge to Hunter Water 	0.66

Independent Pricing and Regulatory Tribunal Instrument

Special Rate Variation Program Expenditure and Activities

The following Special Rate Variation projects were carried out within the former Wyong Local Government area:

Reference Number	Project	Annual Spend \$'000	Actual Budget \$'000	Status / Comment
Green		\$569	\$452	
F1.008	Upgrade - Beckhingham Fire Trail	202	202	Complete
F1.011	Upgrade - Fountaindale and Glenning Valley Fire Trail	367	250	Complete
Responsible		\$10,849	\$9,739	
H1	Road Upgrade with Stormwater Drainage - Elouera Road, Buff Point	773	773	Complete
H1	Timber Bridge Replacement - Sohler Park Bridge	851	690	Complete
H1.336	Stage 2 Upgrade - Eloora Road, Long Jetty	1,759	1,685	Complete
H1.402	Stage 2 Drainage Upgrade - Eloora Road, Long Jetty	594	615	Complete
H1	Initial Seal - Dicksons Road, Durren Durren	642	693	Complete
H4.004	Upgrade - infrastructure support tools	86	80	Complete
H1.011	Timber Bridge Design - Carrington Street, Narara	10	60	Underway
H1.046	Reconstruct Stanley Street, Wyongah/Kanwal	394	394	Complete
H1.350	Design and Upgrade - intersection Nirvana Street and Stella Street, Long Jetty	8	12	On Target
H1.077	Reconstruct - South Tacoma Road, Tuggerah	272	272	Complete
H1.057	Reconstruct - Yeramba Road, Summerland Point	362	306	Complete
H1.284	Resurface - Stanley Street, Wyongah/Kanwal	37	33	Complete
H1.331	Stage 3 Upgrade - Blenheim Avenue, Berkeley Vale	2,009	1,050	Complete
H1.348	Stage 2 Upgrade - McLachlan Avenue, Long Jetty	708	1,005	On Target
H1.411	Stage 2 Drainage Upgrade - McLachlan Avenue, Long Jetty	843	545	Complete

Reference Number	Project	Annual Spend \$'000	Actual Budget \$'000	Status / Comment
H1.359	Stage 2 Upgrade - Tumby Creek Road, Berkeley Vale	1,201	1,225	Complete
H4.007	Upgrade - storage area network infrastructure	300	300	Complete
Liveable		\$1,038	\$1,175	
K3	Investigation and Design - Lake Munmorah District Skate Park	87	175	On Target
L1	Install New Air Conditioner - Colongra Bay Community Hall	12	-	Complete
K4	Upgrade Boat Ramp and Jetty - Chain Valley Bay South	1	-	Underway
L1	Install Subsoil Drainage - Wadalba Oval	1	-	Underway
K3.009	Construct a Local Playspace - Long Jetty Foreshore Reserve	86	95	Complete
K4.005	Construct Jetty - Gwandalan	136	135	Complete
K3.010	Design and Construct Local Playspace - Mini Park, Bateau Bay	86	95	Complete
K3.011	Design and Construct Local Playspace - Bluebell Park	84	95	Complete
K3.012	Design and Construct Local Playspace - James Vale Reserve	88	95	Complete
L1.035	Upgrade Amenities - Wyong Olympic Pool	147	150	Complete
L1.038	Upgrade Amenities - Lake Haven Recreation Centre	100	100	Complete
L1.034	Upgrade Outdoor Seating and Grandstand Area - Wyong Olympic Pool	75	70	Complete
K3.004	Upgrade Public Toilets - Lakes Beach	100	105	Complete
L1	Upgrade Carpet and Flooring - Lake Haven Recreation Centre	35	60	Complete
K3	Investigation and Design - Lake Munmorah District Skate Park	87	175	On Target
Total		\$12,456	\$11,366	

Public Interest Disclosure Act 1994

Public Interest Disclosure Information

The *Public Interest Disclosures Act 1994* (PID Act) sets out a comprehensive framework for protecting public officials who disclose wrongdoing.

The purpose of a public interest disclosure is to promote integrity and to enable Council to remedy any problems. Councillors and all staff are encouraged to report any wrongdoing.

PID Statistical Information (from 1 July 2018 to 30 June 2019)

	Made by public officials performing their day to day functions	Under a statutory or other legal obligation	All other PIDs
Number of public officials who made public interest disclosures to your public authority	0	0	0
Number of public interest disclosure received by your public authority	0	0	0
Of public interest disclosures received, how many were primarily about:			
• Corrupt conduct	0	0	0
• Maladministration	0	0	0
• Serious and substantial waste	0	0	0
• Government information contravention	0	0	0
• Local Government pecuniary interest	0	0	0
Number of public interest disclosures (received since 1 January 2012) that have been finalised in this reporting period	0	0	0

Swimming Pool Act 1992

Swimming Pool Inspections

A total of 498 swimming pool inspections were carried out.

Contact Us

Your comments and suggestions are valuable to us because they highlight opportunities for us to improve the quality of our services, plans, and reports.

The following methods are available for you to provide feedback:

In person

Gosford Office

49 Mann Street
Gosford NSW 2250
Phone: 1300 463 954
Monday to Friday: 8.30am to 5pm

Wyang Office

2 Hely Street
Wyang NSW 2259
Phone: 1300 463 954
Monday to Friday: 8.30am to 5pm

Bateau Bay Library

Bateau Bay Square
10 Bay Village Road
Bateau Bay NSW 2261
Phone: (02) 4350 1580
Monday to Friday: 9am to 5.30pm
Saturday: 9am to 3pm

Erina Library

The Hive, Erina Fair
Erina NSW 2250
Phone: (02) 4304 7650
Monday, Tuesday, Wednesday, Friday: 9.30am to 5pm
Thursday: 9.30am to 7pm
Saturday: 9.30am to 4pm
Sunday: 12pm to 3pm

Gosford Library

118 Donnison Street
Gosford NSW 2250
Phone: (02) 4304 7500
Monday to Friday: 9.30am to 5pm
Saturday: 9.30am to 12.30pm
Sunday: 12pm to 3pm

Kariong Library

Corner Curringa Road and Arunta Avenue
Kariong NSW 2250
Phone: (02) 4325 8155
Tuesday to Friday: 9.30am to 5pm

Kincumber Library

3 Bungonna Road
Kincumber NSW 2250
Phone: (02) 4304 7641
Monday to Friday: 9.30am to 5pm

Lake Haven Library

Lake Haven Shopping Centre
Goobarabah Avenue
Lake Haven NSW 2263
Phone: (02) 4350 1570
Monday to Friday: 9am to 5.30pm
Saturday: 9am to 3pm
Sunday: 10am to 2pm

The Entrance Library

211a The Entrance Road
The Entrance NSW 2250
Phone: (02) 4350 1550
Monday to Friday: 9.30am to 4.30pm
Saturday: 9am to 12pm

Toukley Library

Corner Main Road and Victoria Avenue
Toukley NSW 2263
Phone: (02) 4350 1540
Monday to Friday: 9am to 4.30pm
Saturday: 9am to 12pm

Tuggerah Library

Westfield Tuggerah
50 Wyong Road
Tuggerah NSW 2259
Phone: (02) 4350 1560
Monday to Friday: 9am to 5.30pm
Saturday: 9am to 3pm

Umina Beach Library

Corner West Street and Bullion Street
Umina NSW 2250
Phone: (02) 4304 7333
Monday to Friday: 9.30am to 5pm

Woy Woy Library

Corner Blackwall Road and Oval Avenue
Woy Woy NSW 2250
Phone: (02) 4304 7555
Monday to Friday: 9.30am to 5pm
Saturday: 9.30am to 12.30pm
Sunday: 12pm to 3pm

In writing

Email: ask@centralcoast.nsw.gov.au

Post: PO Box 21
Gosford NSW 2250

PO Box 20
Wyong NSW 2259



Avoca Beach