

A white circular logo containing the text 'Central Coast Council' in a sans-serif font. The background of the entire page is a scenic photograph of a waterfront area with trees, a lake, and people sitting on a grassy bank. A large teal arc frames the right side of the page.

Central
Coast
Council

End of Term Report

Covering the financial years of
2018-19 | 2019-20 | 2020-21



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Acknowledgement of Country

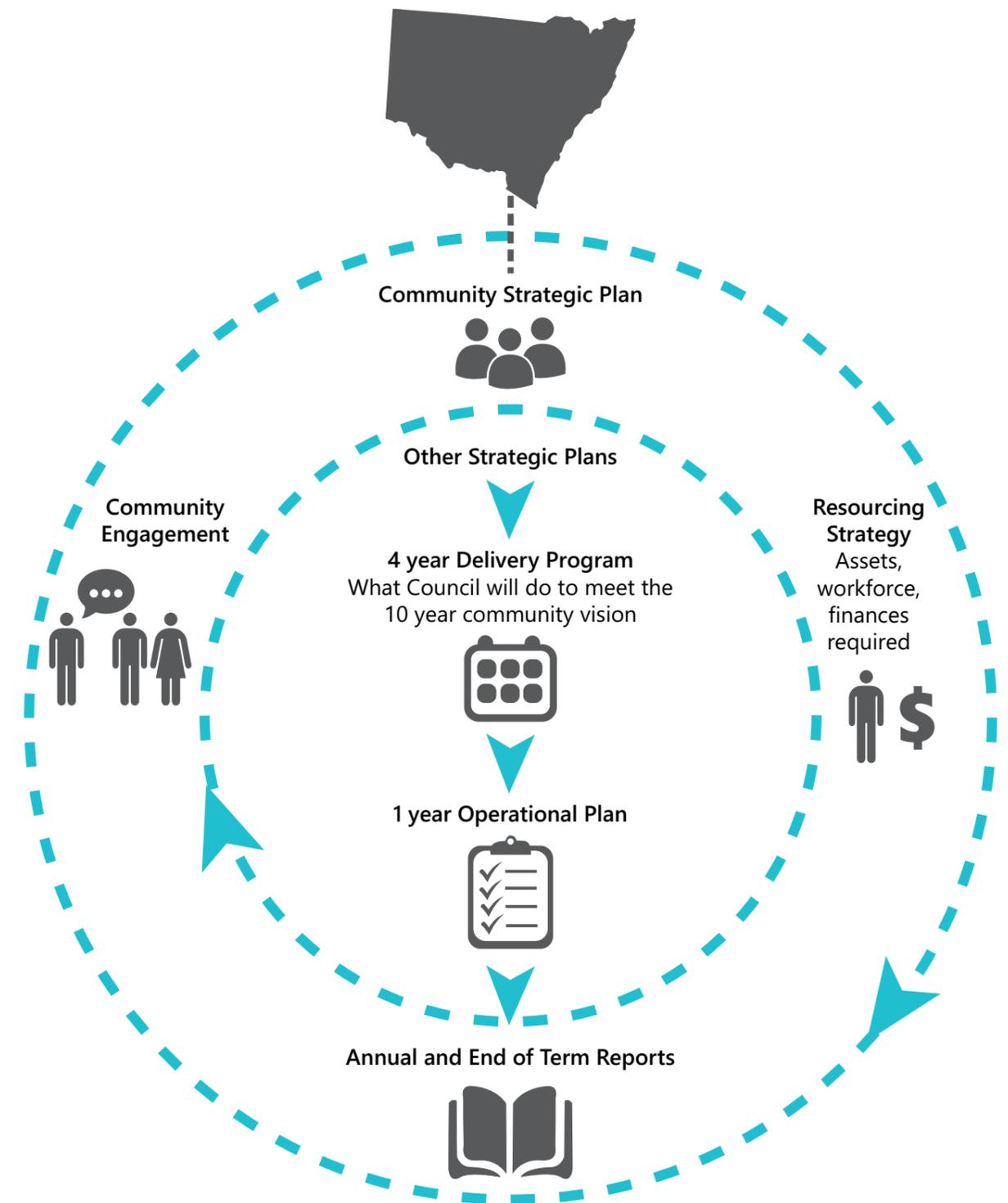
**We acknowledge the
traditional owners of the land
on which we live, and pay
our respects to elders past,
present and emerging**



About this Report

The End of Term (EoT) report is a requirement under the Local Government Act 1993, and forms part of the Integrated Planning and Reporting (IP&R) Framework. It is completed in the year of a Local Government election and is a report from the outgoing Councillors to the incoming Councillors, detailing how the Council has performed in achieving the objectives of the Community Strategic Plan (CSP).

Although the Council is under Administration and the Local Government elections have been postponed until 2022, the End of Term Report is a useful tool in gauging progress towards achieving the community's goals and identifying which objectives may need further attention. This will in-turn help guide the development of programs, projects and actions as part of the Delivery Program and Operational Plan.





Message from the Administrator

I am pleased to present the End of Term Report, which covers the time since the Community Strategic Plan (CSP) was adopted in June 2018 to now. This is the first End of Term Report for the Central Coast and serves as an important document, detailing the progress we have made towards achieving the community's goals, as well as identifying where we need to focus our attention.

Whilst I have only been the Administrator since March 2021, it is clear that a lot has happened over the past three years. From the many highs of constructing new and exciting infrastructure, delivering crowd drawing events, drafting strategic documents that will drive change, and continuing to deliver essential services. To the various lows of major storm and flooding events, long periods of drought and catastrophic bushfires and a global pandemic.

Notwithstanding all the good things Council has delivered, it is unfortunate in the last year there was a breakdown in governance that led Council to becoming technically insolvent after having unlawfully utilised internally restricted and externally restricted funds to operate the business. However, following downsizing the organisation, reducing costs (materials and contracts), achieving the asset sales targets and a 15 percent special rate variation granted, Council can look forward to restoring a sustainable financial position. It has been both a rewarding yet extremely challenging period for Council and our community to say the least.

Although there is still a lot of work to be done and improvements to be made, it is important not to forget what we have delivered to the Central Coast community, including:

- The redevelopment and construction of the Central Coast Regional Sporting and Recreation Complex at Tuggerah, Banjo Skate Park and BMX Track at Terrigal, Adcock Park at West Gosford, the boat ramp at Koolewong and more
- New and expanded pathways at Lake Munmorah, Magenta, Tuggerawong, Kincumber and Terrigal
- Upgrading and installing playspaces at Gosford, Summerland Point, Noraville, Point Clare, Narara and Wyoming
- Essential road and drainage works at Lisarow, Berkeley Vale, Copacabana, Tumbi Umbi, Umina, Halekulani, Norah Head and Somersby
- Securing water for the future with the commencement and continuation of the Mardi to Warnervale pipeline
- Various cultural, community and sporting events such as the Harvest Festival, Love Lanes Festival, Lakes Festival, ChromeFest, Flavours by the Sea, Chalk the Walk and more

This report showcases where we have come from as two separate Councils to a combined organisation, delivering what matters to the community. I recognise that this could not have been achieved without our staff and support from our residents, the various private organisations and businesses on the coast, and the federal and state agencies we work with. As we move forward, our continued collaboration and partnerships will be key to overcoming our financial hurdles and delivering the community's vision of ensuring *we are One Central Coast. A **Smart, Green and Liveable** region with a shared sense of **Belonging** and **Responsibility**.*

Rik Hart
Administrator, Central Coast Council

Community Strategic Plan

**We are ONE
Central Coast
A Smart, Green,
Liveable Region
with a shared sense
of Belonging and
Responsibility**

Community Strategic Plan Framework

Belonging

Our community spirit is our strength



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

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

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

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

Creativity, connection and local identity



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

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

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

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

Smart

A growing and competitive region



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

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

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

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

A place of opportunity for people



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

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

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

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

Green

Environmental resources for the future



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

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

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

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

Cherished and protected natural beauty



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

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

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

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



Responsible

Good governance and great partnerships



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

G2 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.

Delivering essential infrastructure



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

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

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

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

Balanced and sustainable development



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

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

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

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



Liveable

Reliable public transport and connections



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

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

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

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

Out and about in the fresh air



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

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

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

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

Healthy lifestyle for a growing community



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

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

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

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



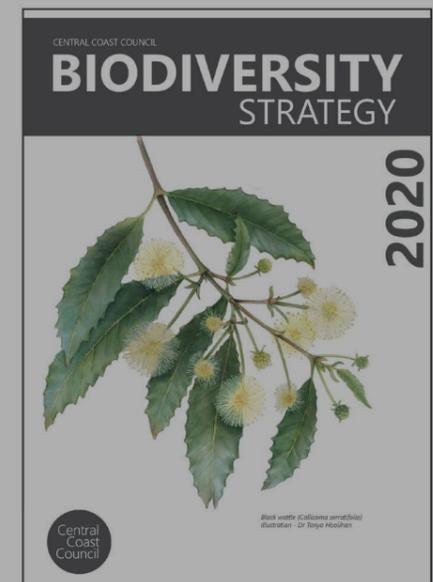
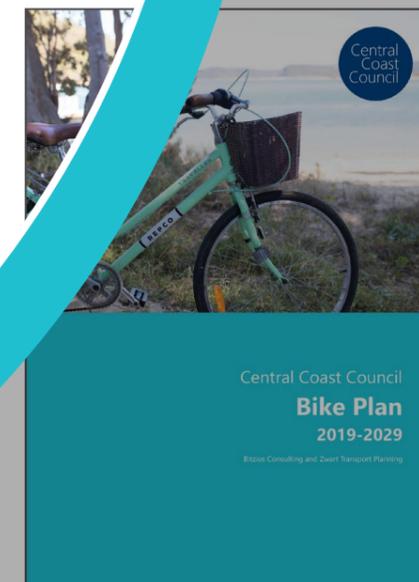
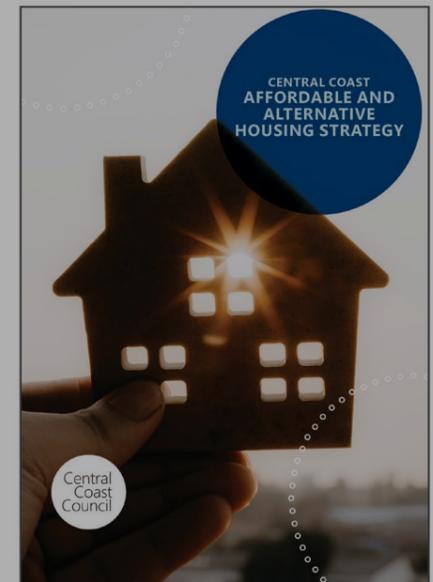
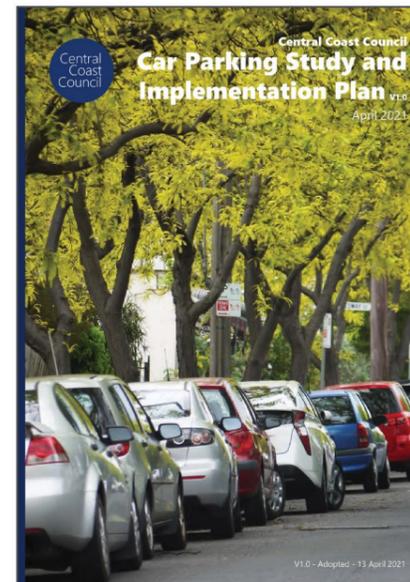
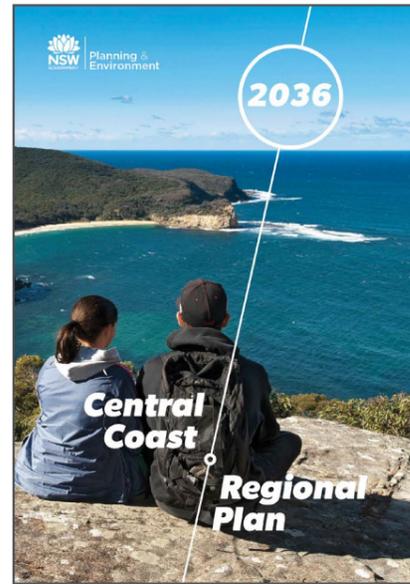
Strategies and Plans Delivering the Community Strategic Plan

Other levels of government strategic documents

- NSW Government – Premier’s Priorities
- Central Coast Regional Plan 2036
- NSW State Infrastructure Strategy 2018-2038
- Future Transport 2056
- NSW State Health Plan: Toward 2021
- Economic Development Strategy for Regional NSW

Council’s strategic documents

- Affordable and Alternative Housing Strategy
- Biodiversity Strategy
- Car Park Study and Implementation Plan
- Central Coast Bike Plan
- Coastal Open Space System (COSS) Strategy
- Cultural Plan
- Destination Management Plan – Central Coast Region
- Disability Inclusion Action Plan
- Economic Development Strategy
- Environmental Volunteer Program Strategy
- Floodplain Risk Management Plans
- Flying Fox Management Strategy
- Gosford CBD Heritage Interpretation Strategy
- Graffiti Management Strategy
- Local Strategic Planning Statement
- Pedestrian Access and Mobility Plan
- (Waste) Resource Management Strategy
- Settlement Strategy (Wyong)
- Somersby to Erina Corridor Strategy
- Tourism Opportunity Plan
- Tuggerah to Wyong Economic Corridor Strategy
- Wyong Retail Centres Strategy



Council Performance



Summary of Council's Performance

Over the Delivery Program period (2018-19, 2019-20 and 2020-21 financial years) Council has delivered a range of projects, programs and actions that have been focussed on implementing the CSP and overall aspirations of the community. Some of these highlights include:

- Implementation of Council's first Disability Inclusion Action Plan
- Supporting and providing domestic violence initiatives
- Delivery of environmental initiatives such as the Keep Cups campaign and various education programs on the lakes and catchment ecosystems
- Development and implementation of various strategies and plans including the Economic Development Strategy, Local Strategic Planning Statement, Biodiversity Strategy and Tourism Opportunity Plan. As well as considerable progress made towards achieving one planning instrument for the Central Coast, with the Consolidated Local Environmental Plan lodged with Department of Planning, Industry and Environment for final approval
- Construction of various infrastructure such as roads, drainage, shared pathways and play spaces

And whilst there have been many highlights there have also been many recognisable challenges, including:

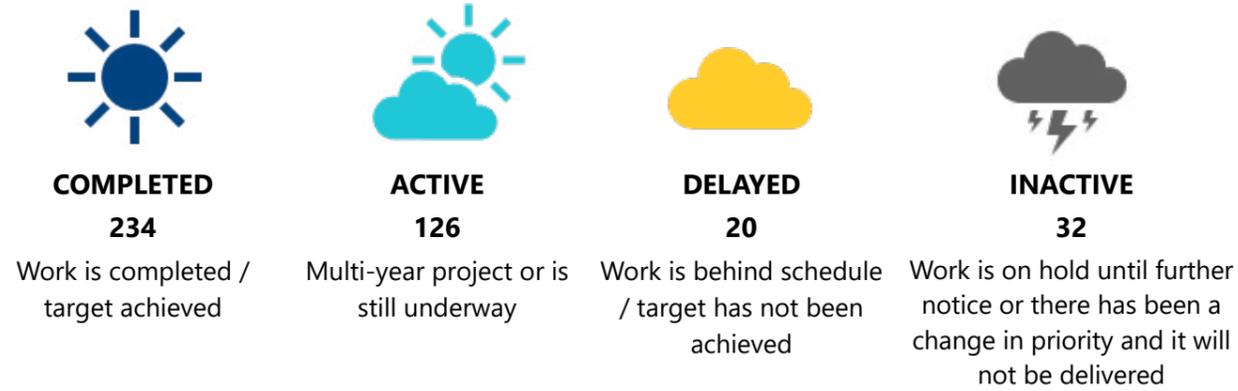
- Years of drought resulting in the dam reaching below 50% and level 1 restrictions being enacted
- Catastrophic bush fire events in New South Wales and Victoria, with the Gospers Mountain and Three Mile fires burning to the west of the Central Coast
- Major rain events, which saw Tuggerah Lakes system reach peak levels and cause flooding and extensive damage to public and private properties
- The global pandemic, with COVID-19 disrupting businesses, communities and Council in various health, economic and social aspects
- Coastal erosion emergency impacting Wamberal and North Entrance
- A decrease in income due to COVID-19 and the financial crisis of Council, resulting in an accumulated debt of \$565 million, and causing Council to be placed under Administration, the commissioning of a public inquiry and the need for a Special Rate Variation

More information on the highlights is on the following pages, with a summary of performance against the CSP indicators detailed on page 30 and 31.



Highlights

Delivery Program Performance 2018-19 to 2020-21:

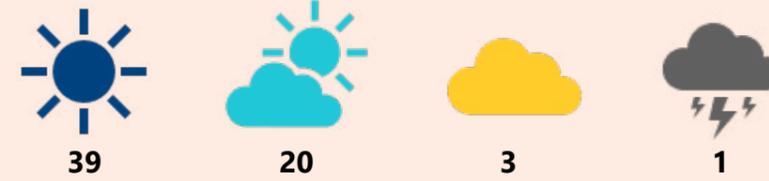


Operating and Capital Expenditure	2018-19	2019-20	2020-21*
Roads, transport and drainage	\$203.7 million	\$220.6 million	\$95.9 million
Water supply and sewer infrastructure	\$202.7 million	\$234.8 million	\$157.2 million
Open space and recreation improvements	\$32.0 million	\$53.3 million	\$14.7 million
Waste services	\$93.0 million	\$101.1 million	\$59.9 million
Environmental management	\$36.4 million	\$45.3 million	\$23.8 million
Libraries, learning and education	\$22.7 million	\$23.1 million	\$14.9 million

*Based on Q3 results

Belonging

Delivery Program Performance



Implemented Central Coast Council's first **Disability Inclusion Action Plan**, with 58 actions implemented over four years, including recruitment of a dedicated Disability Inclusion Officer, WheelEasy promoted on Council's website and at other events, Auslan workshops conducted, accessibility improvement works at Avoca Beach, Terrigal, Umina Beach and Toowoan Bay

Continued to deliver **beach safety** awareness campaigns and patrol beaches, with over **7 million** visits over the period.

Gallery exhibitions resulting in over **390,000** people attending

693 performances at Laycock Street Community Theatre

Raised awareness and **supported vulnerable community members** with activities including Enough Already campaign, *Man:Kind* podcasts, 16 Days of Activism

Delivered and supported over **140 community events**, connecting over **450,000 people**

Provided **community grant funding** to over **300 projects** and initiatives which delivered positive social, environmental and economic outcomes



Smart

Delivery Program Performance



33



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Delivery of **tourism activities** and implementation of the Tourism Opportunity Plan, with a new tourism website launched, and the **1000 Little Things to Do** and **Have a Little Adventure** campaigns

Delivery of **social enterprise projects** including the Ignite Business LaunchPad and Social Enterprise LaunchPad, with over **5,500 participants**



Delivered **place activation** projects with public art, murals, new signage, bin wrap designs and street flags installed at Wyong, Toukley, Umina, Terrigal, The Entrance, Woy Woy, Budgewoi, Long Jetty, Ettalong and Gosford

Continued to build regional alliance with **three Innovation Series** events delivered to showcase local organisations involved in **start-up and entrepreneurship support**. Two of the events were delivered online due to COVID-19, with a total of over 520 attending

Adoption of the **Economic Development Strategy** and Economic Recovery and Resilience Framework

Green

Delivery Program Performance



24



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Collection of **31,753m3 of wrack** and macro algae from Tuggerah Lakes Estuary

Keep Cups campaign with over **5,000 reusable cups** issued to 38 local cafes and provided to customers free of charge

Biodiversity Strategy developed and adopted and implementation of actions now underway



Delivered **over 40 environmental educational programs**, with multiple workshops, tours and events in each of these programs. These include Future Council, Digital storytelling, Citizen Science workshop series, estuary and catchment tours, the discovery program and our Love Water education program

Climate Change Policy adopted, which involved 21 months of consultation and resulted in 74% of submissions in support of the Policy



First annual Waterways Report Card released for the whole Local Government Area.

Participated in the annual **Garage Sale Trail** and achieved an Outstanding Achievement Award for placing in the top 10 out of 150 Councils



Responsible

Delivery Program Performance



89



47



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A **new website** was developed and launched, with an improved search engine and automatic customised view based on the device



Developed and launched an **online map** which displays **road and drainage projects** to be undertaken, including a description of the project, location, budget, construction start time and duration

Adopted an interim **Local Strategic Planning Statement**, a key planning document required to be developed by all Councils. Public exhibition and engagement were carried out during COVID-19 with a number of digital sessions set-up to gain community feedback



Delivered **road and drainage infrastructure**, with 4.9km of drainage infrastructure constructed, **80.4km of road pavement renewed**, 214.8km of road resurfaced, **37,474 pothole repairs**, 185.6km of open drains repaired, 704.4km of gravel road graded, 8,990 road signs repaired, **181 bus stops upgraded** to comply with disability requirements.

Liveable

Delivery Program Performance



49



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0



4



Over **1.2 million visits to the Peninsula Leisure Centre**, over 313,000 visits to Lake Haven Recreation Centre, and over 320,000 visits to Niagara Park Stadium



Olympic pool and aquatic attendance was also high with over 514,000 attending Gosford Olympic Pool, over 103,000 attending Wyong Olympic Pool and 327,000 attending Toukley Aquatic Centre



Over **4 million library loans** (electronic and physical) and over 2 million library visits

Adoption of the **Central Coast Bike Plan and the Pedestrian Access and Mobility Plan** (PAMP), with several shared pathway projects prioritised in alignment with these two Plans and an amazing **23.1km of pathway constructed** and 3,672 defects repaired



Community Strategic Plan Performance



Community Strategic Plan Measures

COMMUNITY CONNECTION AND PERCEPTION OF SAFETY

BELONGING | LIVEABLE

- Neighbourhood safety
- Feeling safe in public places
- Personal and property crime
- Road safety
- Sense of community on the Central Coast
- Appreciation of community and cultural diversity
- Satisfaction with neighbourhood

PARTICIPATION IN SPORT, RECREATION AND COMMUNITY LIFE

BELONGING | LIVEABLE

- Opportunities to be part of community life
- Community events that bring people together
- Volunteering activities
- Sports and recreational activities
- Healthy lifestyle choices
- Arts and cultural activities
- Access and enjoyment of local environment

ENVIRONMENTAL SUSTAINABILITY AND HUMAN IMPACTS

GREEN

- Energy use from fossil fuels
- Solar power generation
- Water consumption
- Recycling diverted from landfill
- Water quality of local waterways
- Rate of littering
- Ecological footprint

GOVERNANCE, CONSULTATION AND SERVICE DELIVERY

RESPONSIBLE

- Community organisations, boards and committees
- Participation in community engagement
- Satisfaction that Council is a well-run organisation
- Satisfaction that Council makes decisions in the community's interests
- Satisfaction with State and Local Government service delivery
- Condition of assets and infrastructure

SOCIAL EQUALITY AND COMMUNITY WELLBEING

BELONGING | LIVEABLE

- SEIFA socio-economic Disadvantage
- Household income
- Resident 'Quality of Life and Wellbeing' score

EDUCATION, SKILLS AND KNOWLEDGE

SMART

- High school completion
- Participation in higher education and training
- Local high skilled occupations
- SEIFA Education and Occupation Index

HOUSING AFFORDABILITY, DIVERSITY AND CHOICE

RESPONSIBLE

- New dwellings
- Housing stress
- Affordable renting and home ownership
- Homelessness

ACCESS TO TRANSPORT, WALKING AND CYCLING

RESPONSIBLE | LIVEABLE

- Journey to work and education
- Buses, trains and ferries for local trips
- Walking and cycling

LOCAL ECONOMIC GROWTH AND EMPLOYMENT

SMART

- Gross regional product
- Industry productivity
- Tourism and visitor growth
- Local employment
- Unemployment
- Disengaged young people
- New businesses
- Residential and commercial completions in major centres

CONSERVATION AND PROTECTION OF NATURAL AREAS

GREEN

- Public conservation land
- Voluntary land conservation in perpetuity
- Voluntary wildlife protection
- Quality of local environment
- Local environmental issues



Summary of Community Strategic Plan Performance

Since the adoption of the Community Strategic Plan (CSP) in 2018, there has been reasonable progress towards its implementation. Implementation of the CSP has been a collaborative one, with the community, private organisations and businesses, State and Federal Government, and Council all contributing towards its progress.

The following summary is in response to the CSP indicators, the current status based on current data, and how the indicator is trending based on historical data. Full details of progress can be found in the preceding pages.

What we can celebrate:

Residents **feeling safe** within their neighbourhoods and in public places. This is supported by data demonstrating break and enter offences have decreased since 2017.



Satisfaction with Council run events and festivals

Residents agreeing that there is a **sense of community** on the Central Coast and that there is an appreciation of cultural diversity

Raising awareness on **road safety issues**, such as speeding, with the aim of reducing the number of accidents causing death or serious injury



Reducing domestic violence offences and reducing domestic violence behaviour

Increasing the number of **opportunities to participate in sports**, recreational, leisure and cultural activities. This is supported by the high percentage of the community who are satisfied with those events and festivals that are held

79% of the population rating their standard of living as **Excellent** or **Very Good**

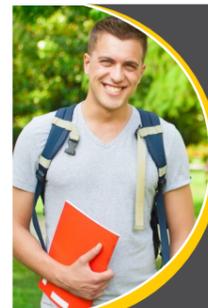


The community **exercising sufficiently**, with 61.9% of the population participating in 150 minutes or more of moderate or vigorous activity per week

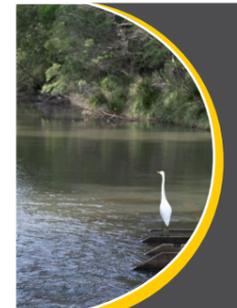


An increase in the number of **students completing Year 12** or equivalent

Improving the number of residents **participating in higher education** such as TAFE or University



Decreasing the youth unemployment rate and the number of youth who are disengaged



Improving the **water quality** of local waterways

The economic growth of the region, with over **24,000 registered businesses** and over **5 million visitors** injecting \$865 million into the Central Coast



An increase in the number of **solar customers**, with 64,000 megawatt hours exported to the grid

Over **99 tonnes of waste diverted from landfill** through recycling initiatives and programs

Improving the **community's confidence in Council** and the decisions it makes. This is particularly true given Council's financial situation and the feedback received during the Special Rate Variation consultation



Increasing the amount of **commuters who take public transport** to work

Decreasing the number of **renters suffering housing stress** and the number of people experiencing homelessness

A decrease in the number of home owners in **housing stress**



Improvements in the use of **public transport for local trips**



Decreasing the number of residents experiencing **psychological distress** or ensuring there is adequate availability of services to assist. This is particularly true when it comes to the COVID-19 pandemic, with not just the physical impacts, but also the psychological affects it can cause

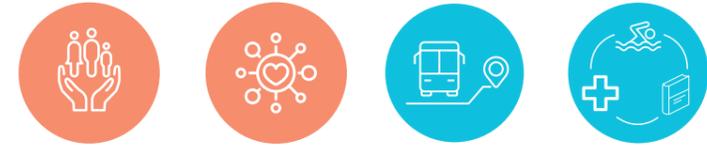


Details of Performance

Legend	Descriptor	Definition
Status	+	Positive or healthy condition
	-	Condition is neither good nor poor
	X	Poor condition or under significant stress
Trend	Improving	Condition is improving
	Stable	No significant change
	Declining	Condition is deteriorating
	Unknown	Trend data not available



Community Connection and Perception of Safety



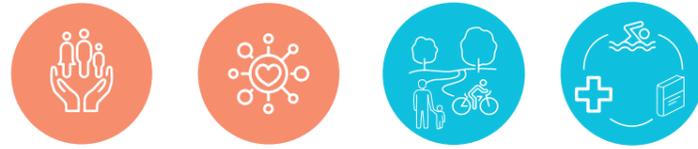
What we can Celebrate:

CSP Indicator	Status	Trend	Data
Neighbourhood safety			
Percentage of residents who Agreed or Strongly Agreed they felt safe in their local area	+	Declining	2012: 82.3% 2017: 76%
Feeling safe in public places			
Percentage of residents who Agreed or Strongly Agreed they felt safe in public places	+	Unknown	2017: 62.4%
Personal and property crime			
Number of non-domestic break and enter offences	+	Improving	2017: 407 2019: 323
Number of domestic break and enter offences	+	Improving	2017: 1102 2019: 1011
Road safety			
Number of motor vehicle accidents causing injury	+	Improving	2015: 742 2019: 679
Sense of community on the Central Coast			
Percentage of residents who Agreed or Strongly Agreed that living on the Central Coast area gives a sense of living in a community	+	Stable	2012: 63% 2017: 63%
Appreciation of community and cultural diversity			
Percentage of residents Agreed or Strongly Agreed that people of all cultures and backgrounds are welcomed	+	Unknown	2017: 65%

What we need to focus on:

CSP Indicator	Status	Trend	Data
Personal and property crime			
Number of non-domestic violence offences	X	Declining	2017: 1448 2019: 1646
Number of domestic violence offences	X	Declining	2017: 1467 2019: 1624
Road safety			
Percentage of motor vehicle accidents causing death or serious injury due to speeding	-	Stable	2015: 56% 2019: 57%

Participation in Sport, Recreation and Community Life



What we can Celebrate:

CSP Indicator	Status	Trend	Data
Community events that bring people together			
Percentage of residents who were Satisfied or Highly Satisfied with Council run events and festivals	-	Stable	2018: 51% 2020: 48%
Volunteering activities			
Percentage of residents who participated in volunteer work	+	Stable	2011: 15.8% 2016: 17.2%
Healthy lifestyle choices			
Percentage of adults who sufficiently exercise	+	Improving	2015: 46.9% 2019: 61.9%

What we need to focus on:

CSP Indicator	Status	Trend	Data
Opportunities to be part of community life			
Percentage of residents who Agreed or Strongly Agreed there were adequate venues to pursue leisure time activities	x	Declining	2012: 84.2% 2017: 66.8%
Sports and recreational activities			
Percentage of residents who Agreed or Strongly Agreed there were enough opportunities in their local area to participate in sporting or recreational activities	x	Declining	2012: 88.7% 2017: 66.7%
Healthy lifestyle choices			
Percentage of adults who experience High or Very High psychological distress	x	Declining	2015: 10.1% 2019: 23.6%
Arts and cultural activities			
Percentage of residents who Agreed or Strongly Agreed there were enough opportunities in their local area to participate in arts and creative activities	x	Declining	2012: 64.3% 2017: 44.5%

Social Equality and Community Wellbeing



What we can Celebrate:

CSP Indicator	Status	Trend	Data
Quality of life and wellbeing score			
Percentage of residents who rated their standard of living as Very Good or Excellent	+	Unknown	2020: 79%

What we need to focus on:

CSP Indicator	Status	Trend	Data
SEIFA socio-economic disadvantage			
Socio-Economic Indexes for Areas (SEIFA) measure	x	N/A	2016: 989
Household income			
Percentage of households earning \$1481 or less per week	-	Improving	2011: 58% 2016: 54.5%
Percentage of households earning \$2,555 or more per week	-	Improving	2011: 19% 2016: 21.9%

Education, Skills and Knowledge



What we can Celebrate:

CSP Indicator	Status	Trend	Data
High School completion			
Percentage of the population who have completed Year 12 or equivalent	-	Improving	2011: 35.7% 2016: 40.3%
Local high skilled occupations			
Percentage of workers who were professionals or managers	+	Improving	2011: 28.8% 2016: 29.8%
Percentage of workers who were Technicians, Trade Workers, Machinery Operators or Labourers	+	Stable	2011: 32.1% 2016: 31.9%
Percentage of workers who were Clerical of Administrative Officers	-	Declining	2011: 14.6% 2016: 13.7%
Percentage of workers who were Community and Personal Service Officers	-	Improving	2011: 11.5% 2016: 12.4%
Percentage of workers who were sales officers	-	Declining	2011: 11.2% 2016: 10.6%

What we need to focus on:

CSP Indicator	Status	Trend	Data
High School completion			
Percentage of the population who completed Year 10 or lower	-	Declining	2011: 48.2% 2016: 43.9%
Participation in higher education and training			
Percentage of the population attending Tafe	-	Declining	2011: 2.2% 2016: 1.1%
Percentage of the population attending university	x	Stable	2011: 2.9% 2016: 3.1%

Local Economic Growth and Employment



What we can Celebrate:

CSP Indicator	Status	Trend	Data
Gross regional product			
Amount in gross regional product	+	Improving	2015: \$13.9B 2020: \$15.5B
Industry productivity			
Top 3 industries by output	-	Stable	2015: 1 and 2: Construction and Manufacturing 3: Rental 2020: 1: Rental, Hiring and Real Estate Services 2: Construction 3: Manufacturing
Tourism and visitor growth			
Number of people who visited the Central Coast	+	Improving	2015: 4.4M 2020: 5.2M
Amount injected into the economy from tourism	+	Stable	2015: \$833M 2020: \$865M
Local employment			
Top 3 industries by employment	-	Stable	2015: 1: Health Care and Social Assistance 2: Retail Trade 3: Accommodation and Food Services 2020: 1: Health Care and Social Assistance 2: Retail Trade 3: Construction
Unemployment			
Unemployment rate	-	Improving	2015: 6.7% 2020: 5.5%
New businesses			
Number of registered business on the Central Coast	+	Improving	2017: 22,622 2019: 24,546

What we need to focus on:

CSP Indicator	Status	Trend	Data
Disengaged youth			
Unemployment rate for youth	x	Stable	2011: 14.9% 2016: 14.6%
Disengaged youth	x	Stable	2011: 11.9% 2016: 11.3%



Environmental Sustainability and Human Impacts



What we can Celebrate:

CSP Indicator	Status	Trend	Data
Energy use from fossil fuel			
Amount of electricity (megawatt hours – MWh) consumed for residential	-	Stable	2016: 912,119 MWh 2020: 911,841 MWh
Amount of electricity (megawatt hours – MWh) consumed for small businesses	-	Improving	2016: 224,643 MWh 2020: 205,419 MWh
Amount of electricity (megawatt hours – MWh) consumed for large businesses	-	Improving	2016: 543,806 MWh 2020: 511,600 MWh
Solar power generation			
Number of solar customers	+	Improving	2016: 15,646 2020: 24,607
Amount of electricity (megawatt hours – MWh) exported to the grid	+	Improving	2016: 31,418 MWh 2020: 64,508 MWh
Water consumption			
Megalitres (ML) of water supplied to residential properties	-	Stable	2016: 20,368 ML 2020: 20,734 ML
Recycling diverted from landfill			
Tonnes of waste diverted from landfill	+	Improving	2016: 78,874 tonnes 2019: 99,798 tonnes

What we need to focus on:

CSP Indicator	Status	Trend	Data
Recycling diverted from landfill			
Tonnes of waste to landfill	-	Declining	2016: 102,955 tonnes 2019: 136,946 tonnes
Water quality of local waterways			
Percentage of swimming sites rated Good or Very Good	-	Declining	2016: 64% 2020: 59%

Governance, Consultation and Service Delivery



What we can Celebrate:

CSP Indicator	Status	Trend	Data
Satisfaction Council is a well-run organisation			
Percentage of residents who agree Council is a well-run organisation	+	Improving	2018: 29% 2020: 40%
Satisfaction that Council makes decisions in the community's interest			
Percentage of residents who believe Council adequately considers community concerns and views when making decisions	-	Improving	2018: 25% 2020: 31%
Satisfaction with State and Local Government service delivery			
Percentage of residents were Satisfied or Very Satisfied with Council's overall performance over the last 12 months	+	Improving	2018: 34% 2020: 49%
Condition of assets and infrastructure			
Percentage of buildings rated Good or Very Good	+	Improving	2018: 56.3% 2020: 66.1%
Percentage of roads rated Good or Very Good	+	Improving	2018: 59.4% 2020: 75.7%
Percentage of sewerage network assets rated Good or Very Good	+	Stable	2018: 84.1% 2020: 84.1%
Percentage of stormwater assets rated Good or Very Good	+	Improving	2018: 46.3% 2020: 88.9%
Percentage of open space and recreational assets rated Good or Very Good	+	Stable	2018: 80.3% 2020: 81.0%

What we need to focus on:

CSP Indicator	Status	Trend	Data
Participation in community engagement			
Percentage of residents participating in Council engagement activities	x	Improving	2018: 6% 2019: 9%
Condition of assets and infrastructure			
Percentage of water supply assets rated Good or Very Good	+	Declining	2018: 74.3% 2020: 63.6%

Housing Affordability and Choice



What we can Celebrate:

CSP Indicator	Status	Trend	Data
Housing stress			
Percentage of home owners in housing stress	+	Improving	2011: 46% 2016: 33%
Affordable rental and home ownership			
Percentage of residents who fully own their home	-	Stable	2011: 33.6% 2016: 33.4%
Percentage of residents who have purchased their home	-	Stable	2011: 33.2% 2016: 32.5%
Percentage of residents who are renting	-	Stable	2011: 26.2% 2016: 25.7%

What we need to focus on:

CSP Indicator	Status	Trend	Data
New dwellings			
Number of residential building approvals granted	-	Declining	2016: 1,805 2020: 1,121
Housing stress			
Percentage of renters in housing stress	x	Declining	2011: 60% 2016: 61%
Homelessness			
Number of people experiencing homelessness	x	Declining	2011: 766 2016: 1,031
Number of people living in improvised dwellings, tents, or sleeping out	-	Declining	2011: 128 2016: 197
Number of people living supported accommodation for the homeless	-	Declining	2011: 147 2016: 235
Number of people staying temporarily with other households	-	Declining	2011: 246 2016: 325
Number of people living in boarding houses	-	Declining	2011: 94 2016: 124
Number of people living in temporary lodgings	-	Stable	2011: 12 2016: 13
Number of people living in severely crowded dwelling	-	Stable	2011: 139 2016: 137



Access to Transport, Walking and Cycling



What we can Celebrate:

CSP Indicator	Status	Trend	Data
Buses, trains and ferries for local trips			
Percentage of residents who use buses for local trips	-	Improving	2017: 2.7% 2019: 4.7%
Percentage of residents who use trains for local trips	-	Improving	2017: 3.4% 2019: 4.3%

What we need to focus on:

CSP Indicator	Status	Trend	Data
Journey to work and education			
Percentage of residents who drive a car or ride a motorbike to work or education	x	Stable	2011: 68.3% 2016: 70.2%
Percentage of residents who take public transport to work or education	-	Stable	2011: 9.9% 2016: 9.9%
Walking and cycling			
Percentage of residents who walk to work	x	Stable	2011: 1.9% 2016: 1.7%
Percentage of residents who cycle to work	x	Stable	2011: 0.3% 2016: 0.3%
Percentage of residents who walk for local trips	x	Declining	2017: 9.3% 2019: 8.3%

Appendix



Data Sources

Indicator	Source
Neighbourhood and public places safety	Quality of Life on the Central Coast Survey 2012 and 2017
Personal and property crime	NSW Bureau of Crime Statistics and Research
Road safety	Transport for NSW
Sense of community	Quality of Life on the Central Coast Survey 2012 and 2017
Appreciation of community and cultural diversity	Quality of Life on the Central Coast Survey 2017
Opportunities to be part of community life	Quality of Life on the Central Coast Survey 2012 and 2017 Customer Satisfaction Micromex Survey 2018, 2019 and 2020
Volunteering activities	Australian Bureau of Statistics
Healthy lifestyle choices	HealthStats NSW
SEIFA socio-economic disadvantage	Australian Bureau of Statistics
Household income	Australian Bureau of Statistics
Quality of life and wellbeing score	Customer Satisfaction Micromex Survey 2018, 2019 and 2020
High School completion	Australian Bureau of Statistics
Participation in higher education and training	Australian Bureau of Statistics
Local high skilled occupations	Australian Bureau of Statistics
Gross regional product	National Institute of Economic and Industry Research (NIEIR)
Industry output	National Institute of Economic and Industry Research (NIEIR)
Tourism and visitor growth	Destination NSW
Local employment	National Institute of Economic and Industry Research (NIEIR)
Unemployment rate	Australian Bureau of Statistics
Disengaged Youth	Australian Bureau of Statistics

Indicator	Source
New businesses	Australian Bureau of Statistics
Energy use from fossil fuel	Augrid
Solar power generation	Augrid
Water consumption	Central Coast Council – Water and Sewer Department
Recycling diverted from landfill	Environmental Protection Agency
Water quality of local waterways	NSW Department of Planning, Industry and Environment
Participation in community engagement	Micromex Customer Satisfaction annual survey
Satisfaction Council is a well-run organisation	Micromex Customer Satisfaction annual survey
Satisfaction that Council makes decisions in the community's interest	Micromex Customer Satisfaction annual survey
Satisfaction with State and Local Government service delivery	Micromex Customer Satisfaction annual survey
Condition of assets and infrastructure	Central Coast Council Audited Financial Statements 2017-18 and 2019-20
Buses, trains and ferries for local trips	NSW Transport
Journey to work and education	Australian Bureau of Statistics
Walking and cycling	Australian Bureau of Statistics
Walk for local trips	Transport for NSW
New dwellings	Australian Bureau of Statistics
Housing stress	NSW Family and Community Services
Affordable rental and home ownership	Australian Bureau of Statistics
Homelessness	Australian Bureau of Statistics



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